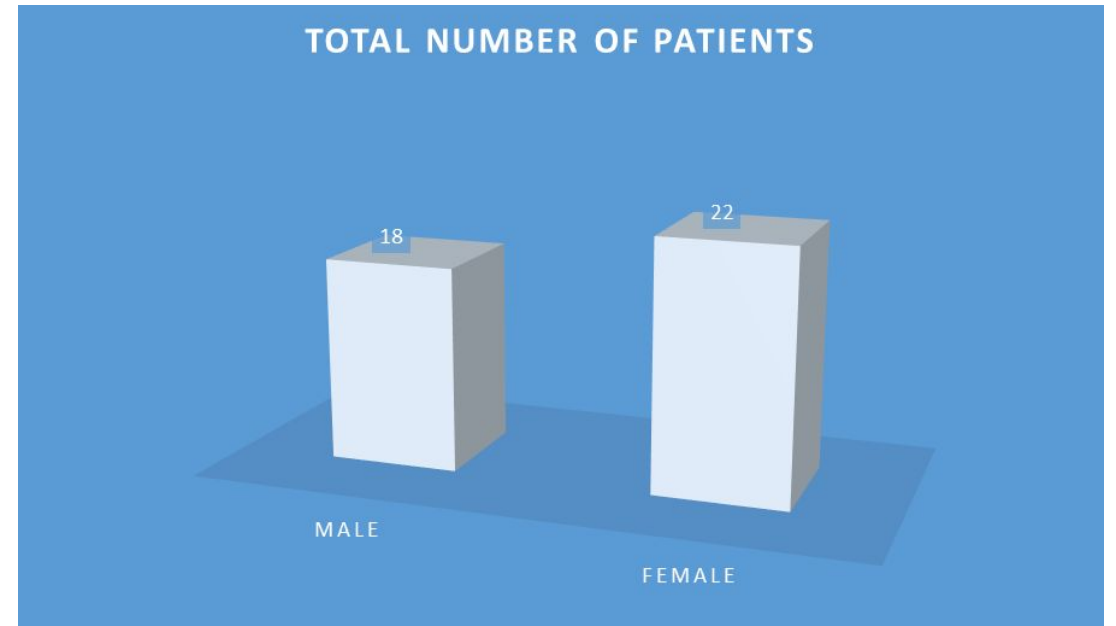
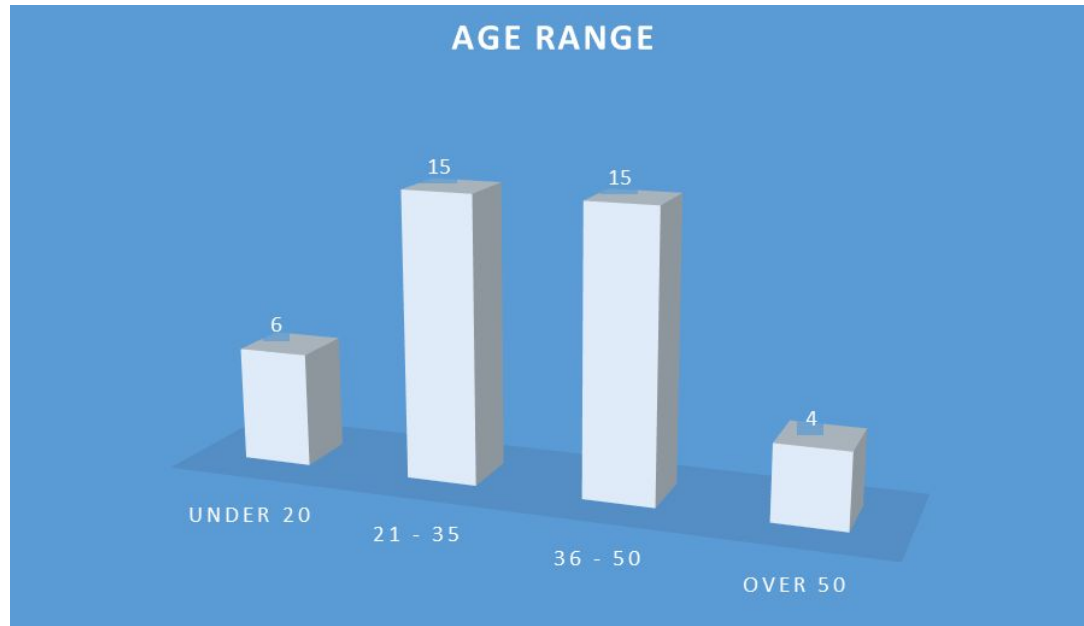


Patient Survey 2020

The
London
Psychiatry Centre



Completed by?

The Survey was completed by 40 patients over a two-week period in September. During this period a total of 51 patients* attended the Centre in person.

The demographic breakdown was 55% Female and 45% male, with 75% of answers coming from 21-50-year-olds.

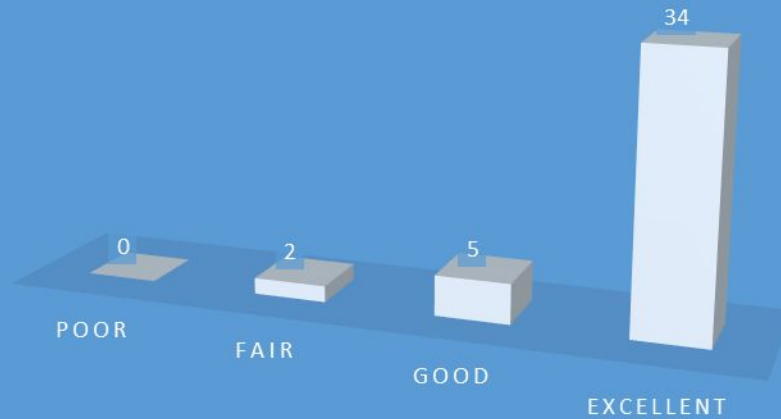
*Number of patients attending the Centre greatly reduced due to COVID-19

Telephone Contact

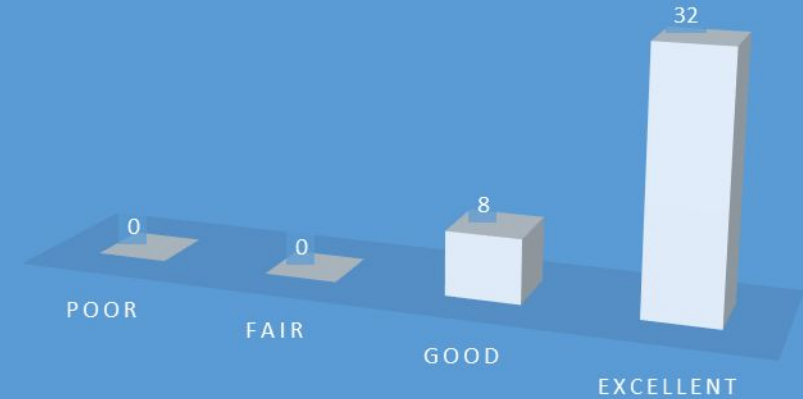
People were asked what they thought regarding calling the Centre, 60% of people felt that their calls were answered in a reasonable time and 80% of people rated the professional manner and helpfulness of the administration team as excellent.



THE POLITENESS AND HELPFULNESS OF STAFFON ARRIVAL



STANDARDS OF THE WAITING AREAS AND AMENITIES



Arriving at TLPC

When asked about their arrival at TLPC and the amenities available in the waiting areas both were rated 80% and above. When asked if anything else could be provided to make this better, no comment was offered.

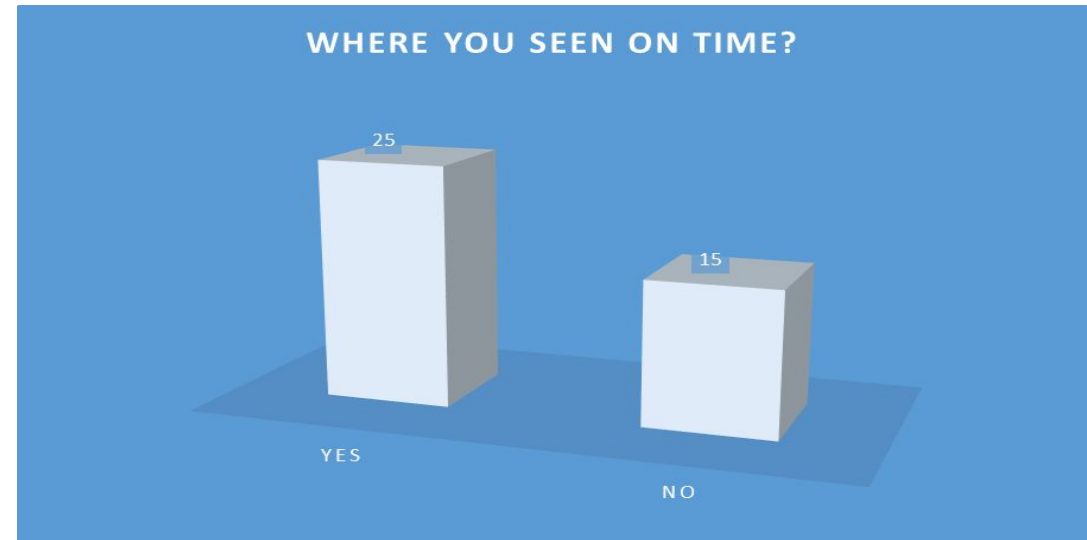
Seen on time?

62% of people said they were seen on time for their appointment. For those that were not seen at their booked appointment time, 66% of them were seen within 15 minutes.

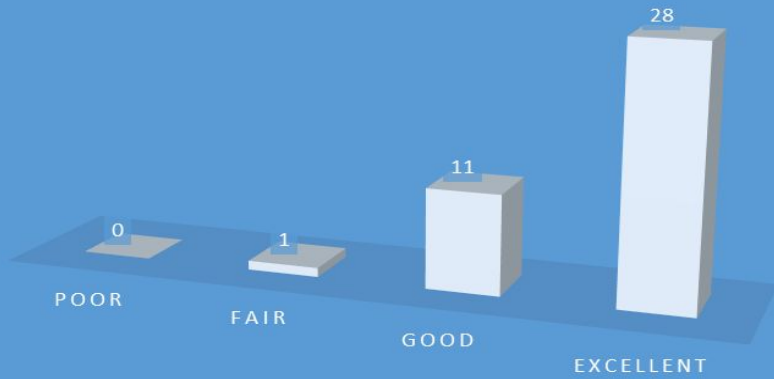
Comments received was –

“I have no problem in waiting to be seen, as I feel I am given my appropriate amount of time when I am with the doctor”

“Worth waiting for”



OVERALL RATING FOR ADMINISTRATION STAFF?



Overall rating for practitioners?



Overall Rating?

Positive feedback was received in all areas, with extremely positive comments (see page 9)

Practitioners received an overall rating of 93% in the excellent category, this covered all practitioners ranging from Consultants, Therapists and Nurses.

70% of people asked rating the administration team excellent and 28% good

Were they understood

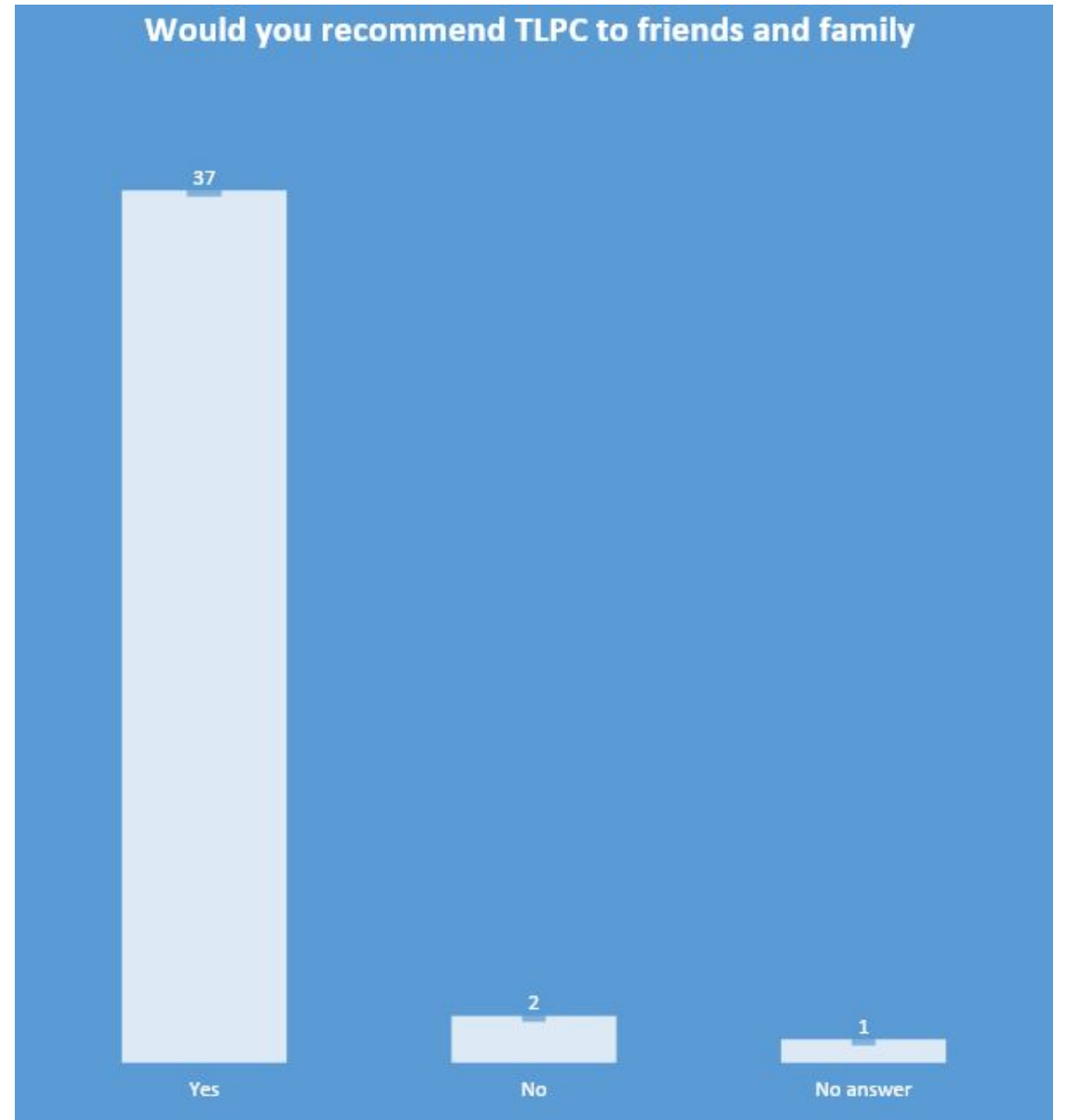


We asked how well a patient felt they had been understood and listened too, and 80% rated us excellent, additional we asked if they felt we had treated them with dignity and shown respect for their privacy with almost 100% (98%) of people rating our approach as excellent



Recommendation?

Over 90% of people asked (93%) said they would recommend TLPC to a family member or friend



Comments

Majority of comments received were positive, with praise for the treatment and service we offer. There were however a couple of negative ones, which have merit and have potential for review.

“Great at resolving issues regarding mental health. I was recommended by a friend and very glad I came”

“Very professional staff, caring and friendly”

“it’s a great experience”

“Absolutely excellent”

“so far excellent standards on all fronts”

“The staff have gone out of their way to care for me and the other members of my family, I highly recommend this Centre”

“Too expensive”

“More of a digital interface with patients, comms app, records etc in an easy access format, phone friendly”

“Sometimes experienced mixed messages about treatment, a fuller explanation of treatment would be helpful”

Outcomes

The aim of the survey was to improve our service to our patients, listen to them, see what areas needed improvement.

Overall we had positive feedback from patients, however we also had scope to improve. Taking into consideration the feedback we have implemented the following –

- A patient leaflet that outlines our Thyroxine and rTMS treatment protocol, this leaflet includes the process and costs to empower patients to have a better understanding of their treatment plan.
- Sourced a new telephone system, which we are currently having installed in an effort to improve the rate at which we are able to answer calls and improve patient experience when calling the Centre