

ST MARTIN'S MEDICAL CENTRE

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Analysis of Patients Response

I have examined the data for FY2013/2014 and this comprises a St.Martin's Patient's Survey of 57 responses [1% of practice population], an Ipsos MORI poll contrasting the local practice vs North Hillingdon Control Group and a National Survey from NHS England. The practice compares favourably and this data coupled with a visit in February 2014 by the Care Quality Commission [CQC] confirms that the practice in this period was performing to a professional standard.

Of immediate interest is a Family and Friends Test [FFT] started in December 2014, January and February 2015 [**and on-going**] by paper and electronic tablet in both surgeries in Ruislip and Ickenham.

This elected a response of **231** patients [**4.1%** of practice population] with over **92%** responding favourably to the key survey question of surgery recommendation to 'family and friends'. The dissent content was statistically irrelevant. [**0.2%**]

There were **147** written comments with this three month sample and it is noted that every comment made was positive.

The phrases "*friendly*", "*good service*", "*listens to me*", "*helpful reception staff*", "*long term patient-excellent service*" - are used frequently.

It is important that the data collection remains "on stream" for the remainder of the FY2015/16 period and all staff - especially Reception - maintain the impetus to encourage patients to input their reaction via electronic tablet to the service provide by the St. Martin's team.

It is clear that, based on this mid-term sampling data, that the Centre is providing a highly effective and respected medical service to the five thousand, seven hundred patients currently registered with the practice.



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