

## Patient Surveys

At 108 Harley Street we actively encourage feedback to enable us to monitor the level of service that we provide to our patients. All patients that have undergone surgery are sent a questionnaire and also in two full months of the year we give a questionnaire to all patients that visit the clinic. To encourage responses a stamped addressed envelope is supplied.

The outcomes of the questionnaires have been provided each year to the Healthcare Commission (now Care Quality Commission) as part of the annual appraisal process.

The areas included within the survey are:

- Consultant Surgeon (Availability, manner and level of care)
- Nursing
- X-Ray Department
- Administration
- Surgery Booking Procedure
- Accounts Department
- 108 Facilities
- Insurance company Performance

The grading structure is as below:

1. Excellent Standard
2. Good Standard
3. Average Standard
4. Unsatisfactory Standard
5. Poor

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## 2008 Operation Questionnaire Analysis

The analysis of responses for the operative questionnaires issued in 2008 is as follows:

	Excellent %	Good %	Average %	Unsatisfactory %	Poor %	
Consultant	95	5				
Nursing	85	14	1			
X-Ray	75	22	3			
Staff Admin	68	28	4			
Surgery Booking	85	13	2			
Accounts	75	20	5			
Facilities	76	19	5			
Insurance Company	51	40	2	4	3	

In all cases where 108 Harley Street was being assessed the excellent and good rating exceeded 95%



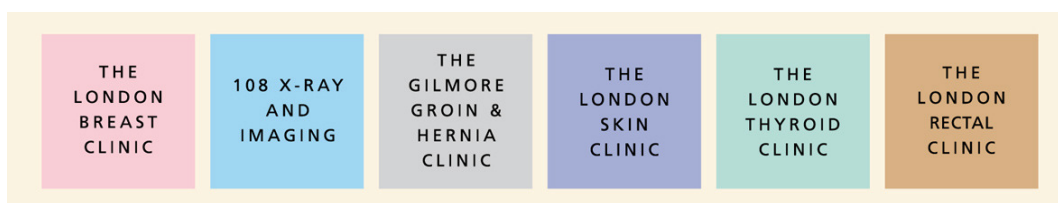
## February 2009 Total Visit and Operation Questionnaire Analysis

The analysis of responses for the questionnaires issued in February 2009 is as follows:

	Excellent %	Good %	Average %	Unsatisfactory %	Poor %	N/A
Consultant	90	9	1			
Nursing	83	15	2			
X-Ray	90	10	0			
Staff Admin	81	16	3			
Surgery Booking	92	7	1			
Accounts	80	17	3			
Facilities	70	28	2			
Insurance Company	50	2	2	1	1	44

In all cases where 108 Harley Street was being assessed the excellent and good rating exceeded 97%

N/A for insurance company arose principally as patients had settled the account themselves.



## December 2009 Total Visit and Operation Questionnaire Analysis

The analysis of responses for the questionnaires issued in December 2009 is as follows:

	Excellent %	Good %	Average %	Unsatisfactory %	Poor %	N/A
Consultant	89	11				
Nursing	90	9	1			
X-Ray	88	11	1			
Staff Admin	85	13	2			
Surgery Booking	91	7	2			
Accounts	70	27	1	1	1	
Facilities	64	34	2			
Insurance Company	55	37	5	1		2

In all cases where 108 Harley Street was being assessed the excellent and good rating exceeded 97%



## Questionnaire Comments

Comments on questionnaires in 2009 included

- “May you continue your very high standards”
- “After 10 years very happy. Thank you for the care and understanding”
- “Very efficient and very kind. Lee at reception is wonderful”
- “Its is hard to imagine how you could improve, don’t believe it gets better than this. Efficient”
- “Heater appreciated in waiting room. All very pleasant and efficient.”
- “Waiting room too hot. Quick and efficient system.”
- “Very welcoming”
- Waiting room is wonderful, could move in!
- I was seen amazingly quickly and my results were back within two days
- Staff very professional and friendly
- Always found 108 great
- I have been looked after by Mr Gilmore for 20 years and the best thing I can say is that I trust him with my life
- Excellent, Mr Gilmore saved my career
- Fiona MacNeill is excellent, thoughtful and considerate, I feel totally reassured
- Mr Carapeti is wonderful, I was very lucky to choose him
- The nurses are very knowledgeable and friendly
- Admin staff very considerate when dealing with anxious women
- Admin staff very helpful and friendly
- Overall great service
- First class- the best
- Top efficient service by all staff, level of care 10 out of 10. Thank you
- I have been attending 108 Harley street for over 15 years and have always received courteous, professional and friendly attention
- Can’t fault you
- Everyone very friendly and efficient
- I am completely satisfied with service
- Generally I thought it was a very good service
- Everything was very efficient and friendly
- Excellent
- Simply brilliant, I was made to feel like a guest rather than a patient
- Everyone has been fantastic and friendly
- Excellent, everyone is kind and most helpful, glad we have 108
- Very professional
- Lady on front desk is exceptionally pleasant
- My reception treatment at 108 has always been of the highest standard

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108 X-RAY  
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GROIN &  
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