

## 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 areas are 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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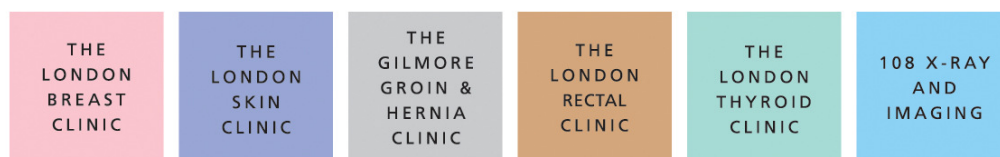
Web: [www.108harleystreet.co.uk](http://www.108harleystreet.co.uk)



## September 2011 Total Visit and Operation Questionnaire Analysis

The analysis of responses for the questionnaires issued in Sept 2011 is as follows:

	Excellent %	Good %	Average %	Unsatisfactory %	Poor %	N/A
Consultant	78	17	5			
Nursing	77	19	4			
X-Ray	81	14	5			
Staff Admin	69	28	2	1		
Surgery Booking	68	27	2	2	1	
Accounts	63	30	7			
Facilities	43	43	11	2	1	
Insurance Company	59	29	10		2	



## Questionnaire Comments

Comments on questionnaires in Sept 2011 included

- It is re-assuring to know if you have a concern it can be promptly dealt with just by picking up the phone-Thank you.
- Very welcoming and helpful
- Excellent think Emin Carapeti is a DIAMOND! Always been terrified of doctors and hospitals but this man is marvellous-so kind and professional
- Very speedy , efficient and friendly service
- Very swift service from phone call to consultation to surgical appointment
- Very friendly, good experience
- Feel very comfortable, informed and supported professionally throughout each visit
- Been a patient for 23 years and have always been pleased No complaints –have had very good care with Doctor Lever
- Very pleasant from booking, consultation and reception staff
- All the concerns I had about my breasts are cleared. I would really like to thank everyone at 108 for making this very scary process a very pleasant one
- So far-just excellent
- It is such a friendly and relaxed atmosphere
- Excellent
- Mr Marsh was incredibly calming and reassuring-thank you. The receptionist and nurse were also lovely

THE  
LONDON  
BREAST  
CLINIC

THE  
LONDON  
SKIN  
CLINIC

THE  
GILMORE  
GROIN &  
HERNIA  
CLINIC

THE  
LONDON  
RECTAL  
CLINIC

THE  
LONDON  
THYROID  
CLINIC

108 X-RAY  
AND  
IMAGING