

# Jai Medical Centre - Brent (Patient Survey)

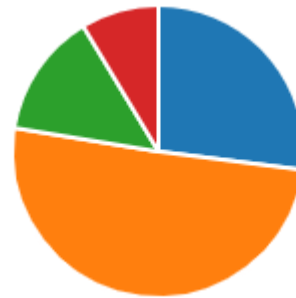
**174**  
Responses

**05:26**  
Average time to complete

**Closed**  
Status

## 1. Getting through to us by Phone?

Excellent	47
Good	88
Fair	24
Poor	15



## 2. How helpful are the receptionist?

Excellent	61
Good	78
Fair	21
Poor	14



## 3. Our appointment times available to for you?

Excellent	29
Good	62
Fair	46
Poor	37



4. How to rate the surgery when you get to see or speak with your preferred GP?

● Excellent	57
● Good	86
● Fair	21
● Poor	10



5. Based on your last visit were you given enough time with the healthcare professional?

● Excellent	67
● Good	77
● Fair	22
● Poor	8



6. Based on your last visit how would you rate the treatment & care you received from the GP or the Nurse?

● Excellent	82
● Good	66
● Fair	17
● Poor	9



7. Based on your last visit how would you rate your confidence and trust in the GP or the nurse who assessed you?

● Excellent	70
● Good	78
● Fair	20
● Poor	6



8. Based on your last visit how would you rate the GP or Nurse recognised & understood any mental health needs?

<span style="color: blue;">●</span> Excellent	60
<span style="color: orange;">●</span> Good	64
<span style="color: green;">●</span> Fair	23
<span style="color: red;">●</span> Poor	12



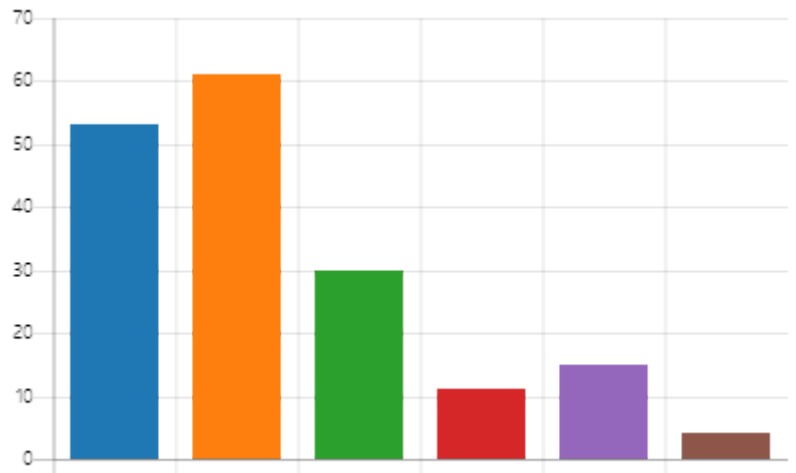
9. How would you rate the support you have received in the past 12 months to help you manage your long-term condition(s)?

<span style="color: blue;">●</span> Excellent	50
<span style="color: orange;">●</span> Good	72
<span style="color: green;">●</span> Fair	36
<span style="color: red;">●</span> Poor	16



10. How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?\*

<span style="color: blue;">●</span> Extremely Likely	53
<span style="color: orange;">●</span> Likely	61
<span style="color: green;">●</span> Neither likely nor unlikely	30
<span style="color: red;">●</span> Somewhat unlikely	11
<span style="color: purple;">●</span> Very unlikely	15
<span style="color: brown;">●</span> Don't know	4



### 11. Do you think the practice has improved in the last 12 months?

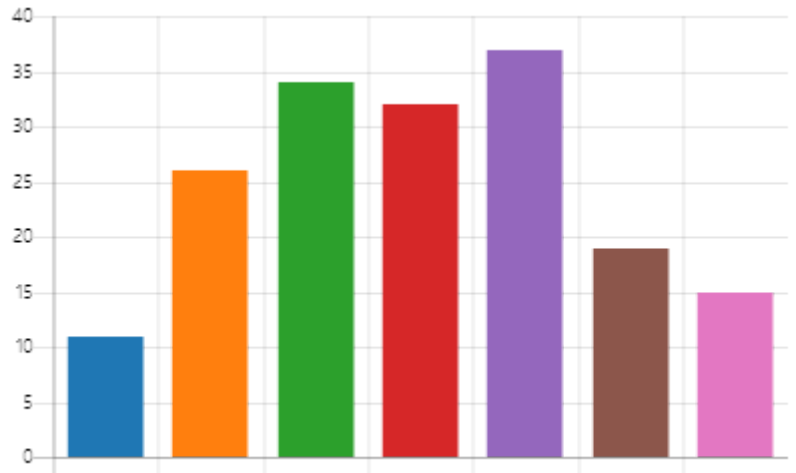
174  
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### 12. Your age

- 17 - 25
- 26 - 35
- 36 - 45
- 46 - 55
- 56 - 65
- 66 - 75
- Over 75

11  
26  
34  
32  
37  
19  
15



### 13. Male or Female

- Male
- Female
- Prefer not to say

72  
96  
6



14. Are you aware of e-Consult? eConsult lets you consult with the practice online by completing a quick form that is sent and reviewed by the practice. You are also directed to self-help, pharmacy advice and local self-referral services. You can access by going to practice website [www.jaimedicalbrent.nhs.uk](http://www.jaimedicalbrent.nhs.uk)

● Yes	48
● No	126



15. If you have any other feedback

61  
Responses

Latest Responses

*"Very happy with the surgery and excellent service given"*  
*"Excellent staff especially am time all get sorted without delay."*