

GMC Patient Feedback questionnaire 2014 For Dr M.K.Kachroo

Introduction:

50 questionnaires along with the envelopes were given to the patients who attended the surgery between February 2014 and March 2014 and who had consultations with the Dr Kachroo. 24 Questionnaires were returned and put in the confidential box which was analysed by the practice Manager and helped by James PRG member. Dr Kachroo is a single handed General Practitioner from last 33 years with a small list. 48% questionnaires were returned and the feedback was very good. The percentage of number of questionnaires returned was good as compared to MORI Poll which Government uses for doctors. All the questions were filled in by the patients themselves (See the attached spreadsheet) and some patients have also written following comments:

Very good service, very honest and helpful doctor

Very easy to get an appointment

He is polite and very caring. He is punctual and knowledgeable. I find that appointment is always available on the day

I want to see my doctor

I really like my doctor because I get right medicines and he is happy to solve my problems

Always very thorough

Great doctor

This doctor has identified my potential lung cancer at my first visit and through experience has potentially helped to save my life

He is very honest and very caring doctor and always polite

Lovely doctor,

Always tries to go extra mile for the patients

An old patient for 40 years would not be still coming here if I was not satisfied

