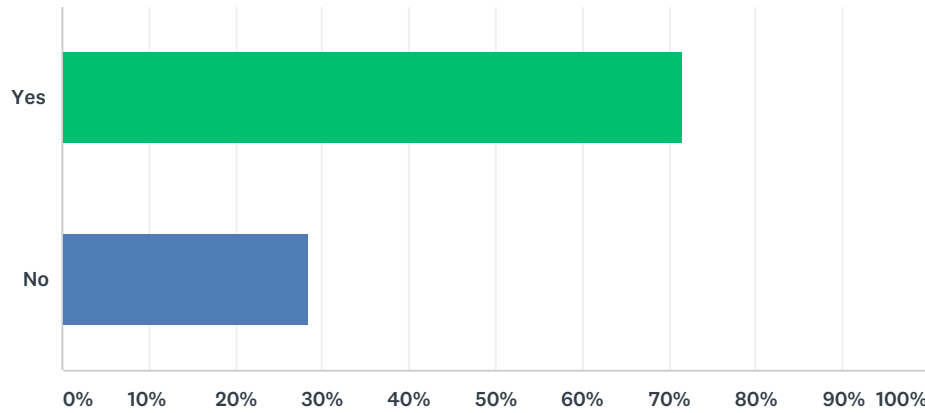


# Q1 Were you made aware at the time of booking by the Office that there are a choice of locations in West Kent to see Dr Harris?

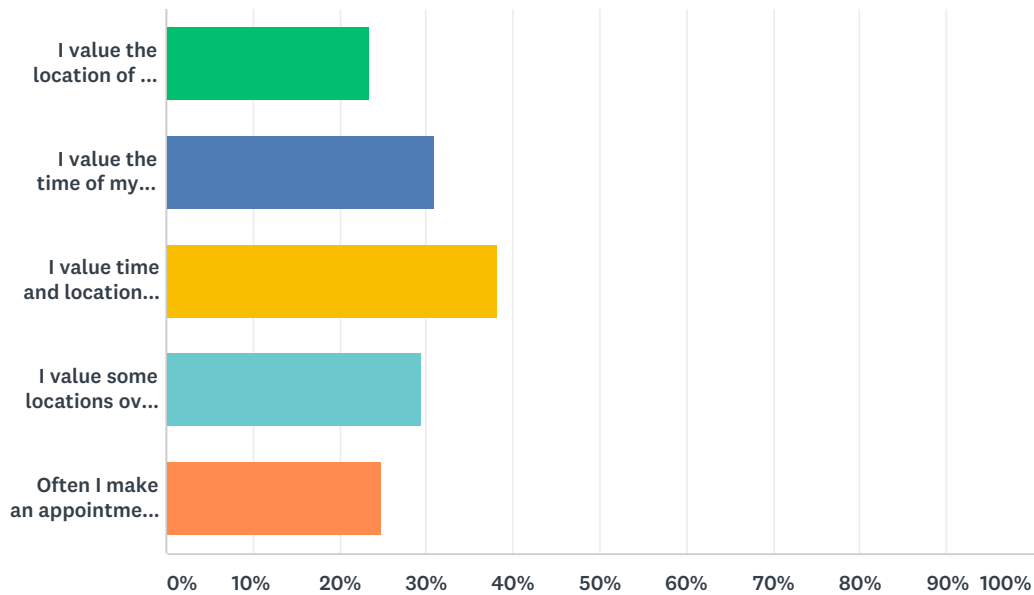
Answered: 67 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	71.64%	48
No	28.36%	19
TOTAL		67

## Q2 When booking an appointment with Dr Harris, please select the following statements that you may agree with:

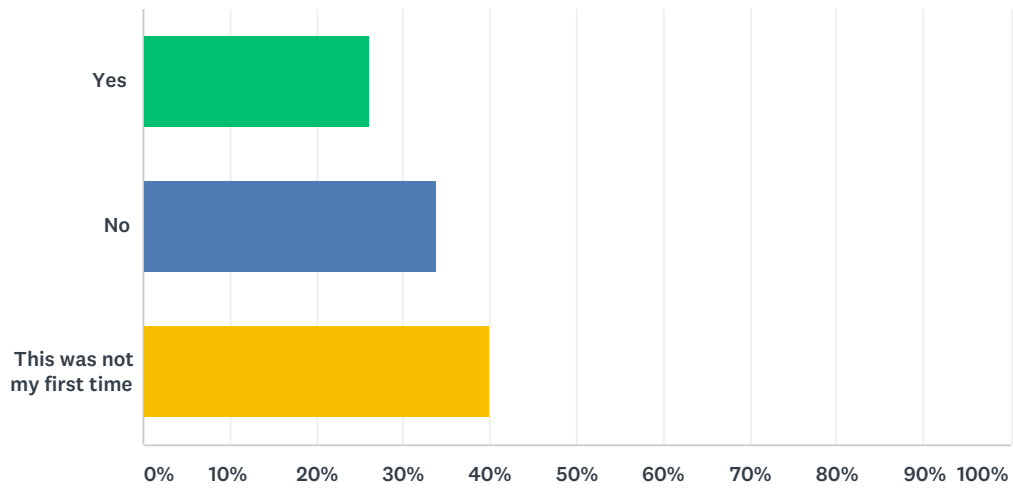
Answered: 68 Skipped: 3



ANSWER CHOICES	RESPONSES
I value the location of my appointment over the time (e.g. Warwick Park, regardless of time of the day)	23.53% 16
I value the time of my appointment over the location (e.g. evenings only, regardless of location)	30.88% 21
I value time and location equally	38.24% 26
I value some locations over others (e.g. Warwick Park over Benenden)	29.41% 20
Often I make an appointment on the basis that I would like to see Dr Harris as soon as possible (48-72 hours), regardless of location	25.00% 17
Total Respondents: 68	

### Q3 If this is the first time you have seen Dr Harris, did you visit the website prior to making an appointment?

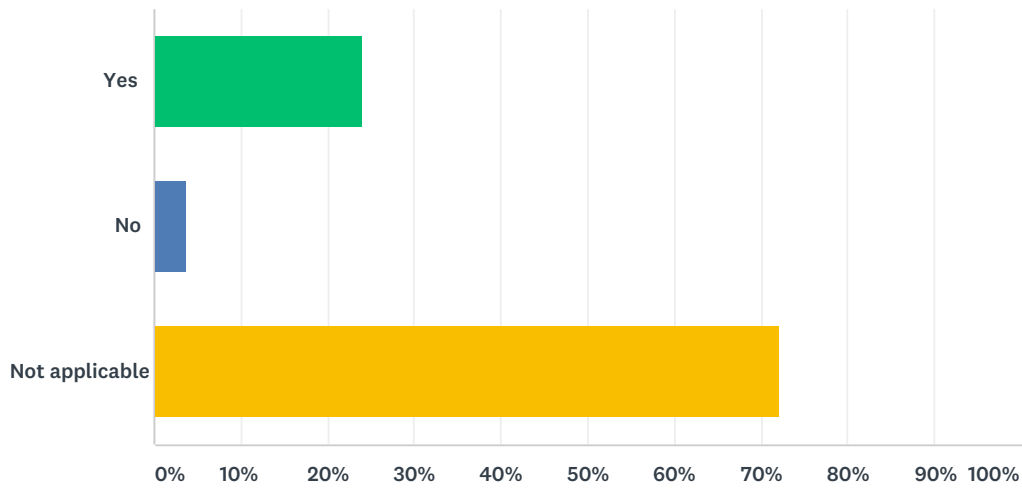
Answered: 65 Skipped: 6



ANSWER CHOICES	RESPONSES
Yes	26.15% 17
No	33.85% 22
This was not my first time	40.00% 26
TOTAL	65

### Q4 If "yes", did the website positively influence your decision to make an appointment with Dr Harris?

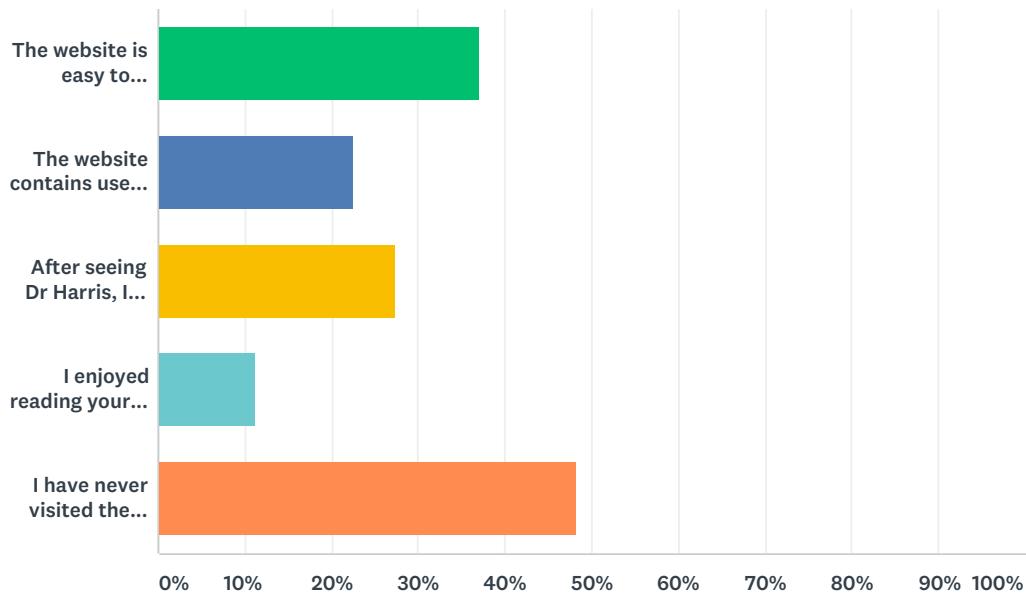
Answered: 54 Skipped: 17



ANSWER CHOICES	RESPONSES
Yes	24.07% 13
No	3.70% 2
Not applicable	72.22% 39
<b>TOTAL</b>	<b>54</b>

### Q5 Please select any of the following statements that you may agree with or that may apply to you:

Answered: 62 Skipped: 9



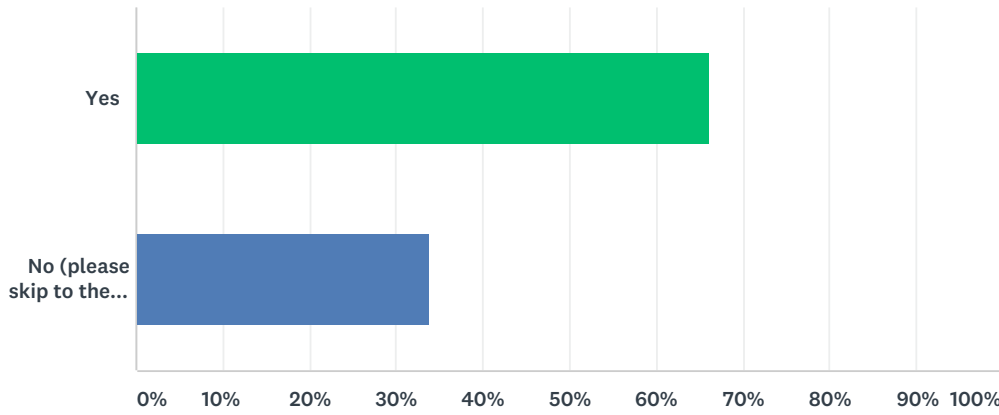
ANSWER CHOICES	RESPONSES
The website is easy to navigate and I found what I was looking for quickly and conveniently	37.10% 23
The website contains useful and clear information related to my condition and/or medication	22.58% 14
After seeing Dr Harris, I found browsing the information on the website helpful	27.42% 17
I enjoyed reading your posts in the blog	11.29% 7
I have never visited the website	48.39% 30
Total Respondents: 62	

#	PLEASE WRITE HERE ANY FURTHER COMMENTS YOU MAY HAVE WITH RESPECT TO THE WEBSITE:	DATE
1	Even though I have not visited the website, I will in future. I am aware of it but never used it you see.	9/1/2017 6:21 PM
2	I just want to say thank you to Mr Harris for all of his time and all that he has done for me - he is one of the finest - he makes things happen and gets them bugs done - thank you.	8/30/2017 3:44 PM
3	The website was clear and easy to use.	8/21/2017 4:57 PM
4	Dr Harris prescribed a treatment some years ago and it was so fantastic that it changed my life.	8/1/2017 9:06 PM
5	I will use the website in the future.	7/25/2017 6:26 PM
6	I have seen Dr Harris on several times in the past so did not need to use the website	6/27/2017 5:08 PM
7	It is really nice to have all of the medications listed and explained on the website.	6/2/2017 6:34 PM
8	I am very satisfied with my experience at WPK and with Dr Harris. His explanations were clear and to the point. Thank you.	5/20/2017 9:29 AM
9	I was more interested in Dr. Harris CV and didn't take too much notice of website. However, I do intend to visit the website again and follow the blog.	4/26/2017 8:29 PM

10	I was referred to Dr Harris by my GP and subsequently looked at the web site.	4/9/2017 3:34 PM
11	I already had a referral letter from my GP but wanted to see Dr Harris much quicker than having to wait for NHS appointment	12/16/2016 3:57 PM
12	Very easy to find and understand	10/18/2016 6:24 AM

### Q6 Did Dr Harris perform any form of endoscopy on you?

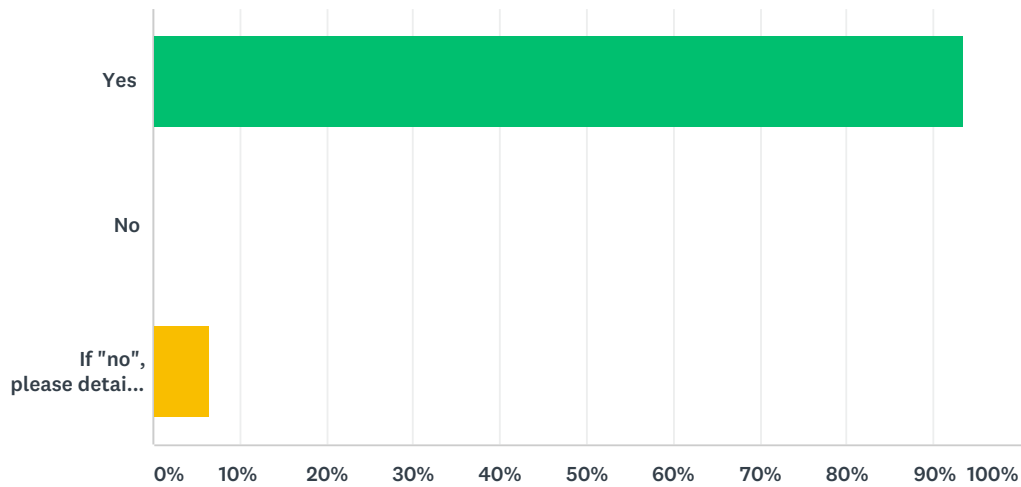
Answered: 65 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	66.15%	43
No (please skip to the next page)	33.85%	22
TOTAL		65

## Q7 Do you feel that you were offered enough information about your procedure beforehand?

Answered: 46 Skipped: 25



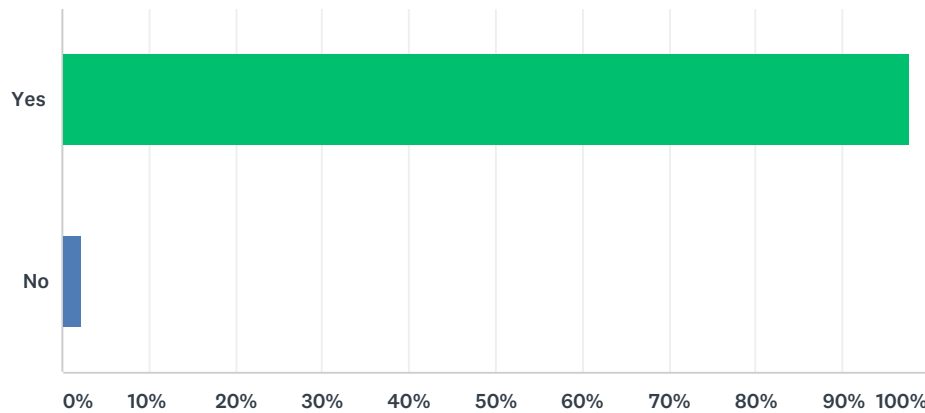
ANSWER CHOICES	RESPONSES	
Yes	93.48%	43
No	0.00%	0
If "no", please detail why not:	6.52%	3
<b>TOTAL</b>		<b>46</b>

#	IF "NO", PLEASE DETAIL WHY NOT:	DATE
1	N/A	8/18/2017 7:13 PM
2	N/A at this time.	1/15/2017 7:12 PM
3	I didn't receive much information about the procedure, I recieved more information about what I needed to do to prehare. However I'm not sure if I would have liken to recieved much information about the procedure as I was quite anxious about it.	1/10/2017 1:08 PM



### Q8 Did you feel safe and well looked after during your procedure and immediately after in Recovery?

Answered: 45 Skipped: 26

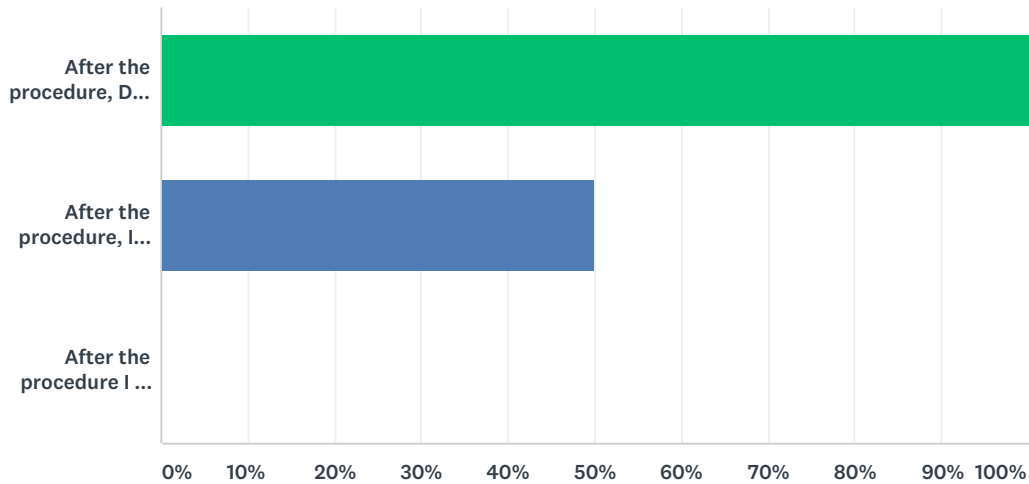


ANSWER CHOICES	RESPONSES	
Yes	97.78%	44
No	2.22%	1
TOTAL		45

#	IF "NO", PLEASE DETAIL WHY NOT:	DATE
1	N/A	8/18/2017 7:13 PM
2	N/A at this time.	1/15/2017 7:12 PM
3	But I did feel vulnerable due to the situation.	1/10/2017 1:08 PM

### Q9 Please tick all the following that apply:

Answered: 44 Skipped: 27



ANSWER CHOICES	RESPONSES
After the procedure, Dr Harris came and saw me in my room	100.00% 44
After the procedure, I was handed a report by Dr Harris and made aware of the follow-up arrangements	50.00% 22
After the procedure I did not see Dr Harris	0.00% 0
Total Respondents: 44	

#	IF YOU DID NOT SEE DR HARRIS AFTER, PLEASE DETAIL WHY:	DATE
1	I was having a Barium Swallow after Endoscopy and Dr Harris spoke to my husband regarding the procedure & followup appointment	6/27/2017 5:11 PM
2	I was still groggy from the anaesthetic so can't remember his visit. Therefore, the letter he left was most helpful.	5/20/2017 9:31 AM
3	N/A at this time.	1/15/2017 7:12 PM

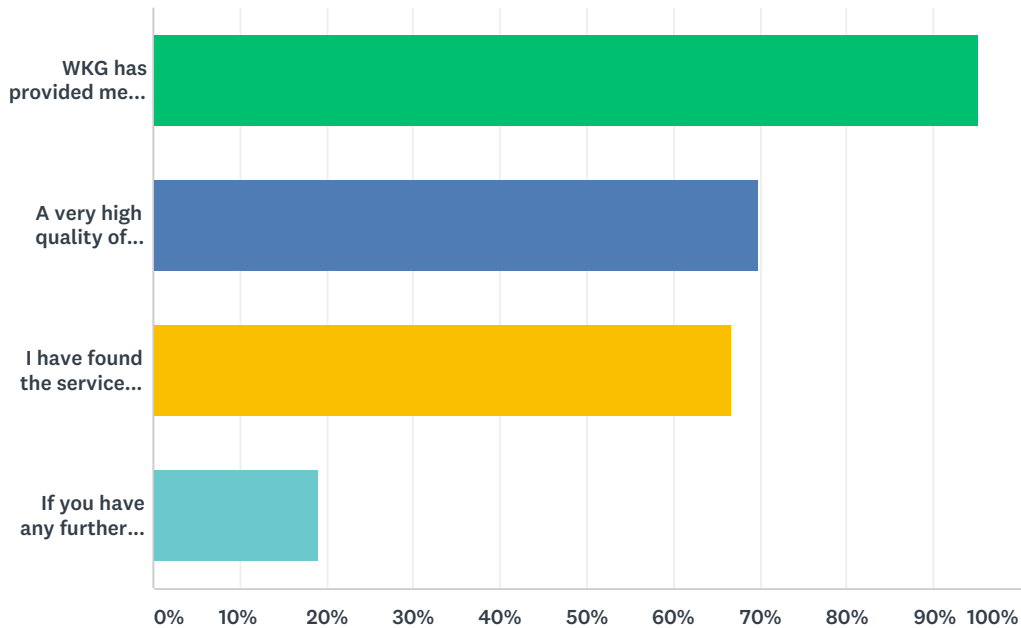
## Q10 If you have any other thoughts or comments related to the procedure, please give them below:

Answered: 14 Skipped: 57

#	RESPONSES	DATE
1	I feel safe in the hands of Dr. Adam Harris. I fully trust him - the procedure went very well- his PA s and all other staff in all locations I have been; were absolutely very helpful and kind as always. I am a patient of Dr.Adam Harris for years , may I please take this opportunity to thank them all. Not every doctor and staff are like this safe, helpful, informative and quick.	9/1/2017 6:28 PM
2	I was very nervous before hand after hearing horrible stories about endoscopys but didn't (as Dr Harris had advised ) know anything about it - thankyou Dr Harris !	8/21/2017 6:01 PM
3	I am more than satisfied with my treatment and Dr Harris	7/25/2017 6:27 PM
4	queries answered clearly,felt in very safe hands!	7/5/2017 3:40 PM
5	Excellent service. Thank you.	5/20/2017 9:31 AM
6	Procedure performed without any discomfort and with very effective sedation and exactly as described beforehand	4/27/2017 10:03 PM
7	Dr Harris and all the staff were very professional and reassuring especially as I had had an uncomfortabl previous experience of an endoscopy on the NHS- I had no awareness of the procedure	4/9/2017 3:38 PM
8	I have been a patient of Dr Harris since 2009 and have nothing but praise for him and his Staff and am very grateful.	3/29/2017 6:03 PM
9	Dr Harris came to see me and was extremely helpful and informative. He was very friendly and put me at ease before and after the procedure. 10 out of 10 for everything!	3/22/2017 10:40 AM
10	Excellent from start to explanation of findings.	3/17/2017 11:05 PM
11	The whole process was carried out efficiently and pleasantly.	3/10/2017 10:56 PM
12	Everything was well explained throughout and Dr Harris made me feel confident and reassured throughout the whole process from consultation through procedure through post consultation.	1/7/2017 12:51 PM
13	I was very well looked after and aware of exactly what was happening at all times. Very happy.	11/19/2016 5:25 PM
14	Dr Harris and all the staff were excellent in all aspects of my investigations with them.	10/18/2016 6:27 AM

## Q11 With respect to the entire package of care at WKG and your experience of our service, please select the following that you may agree with:

Answered: 63 Skipped: 8



ANSWER CHOICES	RESPONSES
WKG has provided me with a prompt, friendly and modern service from start to finish	95.24% 60
A very high quality of information has been provided to me by WKG regarding endoscopy, drugs and/or disease	69.84% 44
I have found the service very accomodating to my needs	66.67% 42
If you have any further comments, suggestions or criticisms about our service, please detail below:	19.05% 12
Total Respondents: 63	

#	IF YOU HAVE ANY FURTHER COMMENTS, SUGGESTIONS OR CRITICISMS ABOUT OUR SERVICE, PLEASE DETAIL BELOW:	DATE
1	Thank you	8/30/2017 3:45 PM
2	The secretaries and all the staff are very kind and pleasant as is Dr Harris. My only slight criticism is that I felt a bit rushed and would have liked a little more time time to think and ask more questions at the consultation. Dr Harris's kindness and understanding was greatly appreciated though.	8/21/2017 5:01 PM
3	I thought Dr Harris gave advice which was extremely clear and reassuring. He was friendly and pleasant.	7/21/2017 7:31 PM
4	They were very good to respond to me on a bank holiday weekend.	6/2/2017 6:35 PM
5	Not very impressed by the Spire. Dated/scruffy rooms, staff kept changing and left a long time without any information prior to endoscopy. From past experience prefer the Nuffield.	5/5/2017 8:05 PM
6	Very efficient and thorough service throughout	4/27/2017 10:05 PM
7	early days, but I found DrHarris excellent	4/19/2017 9:39 AM
8	Absolutely excellent	4/9/2017 3:39 PM

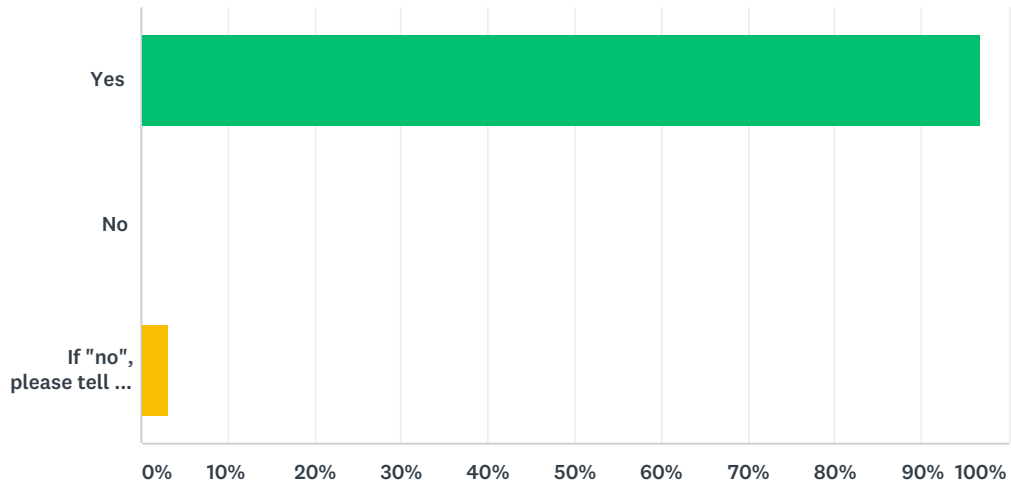
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9	Brilliant!	3/22/2017 10:43 AM
10	Fantastic level of care afforded to me by Dr Harris. Every part of the entire experience was explained fully and I felt very comfortable and reassured at all times.	3/15/2017 11:20 PM
11	Excellent care all round. Appointments were easy to make at convenient times and locations within good timescales. The information provided regarding my procedures was thorough and the service friendly and efficient. All correspondence was received very quickly.	11/2/2016 11:04 PM
12	Everything was excellent	9/21/2016 4:31 PM

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## Q12 Would you recommend this service to others?

Answered: 63 Skipped: 8



ANSWER CHOICES	RESPONSES	
Yes	96.83%	61
No	0.00%	0
If "no", please tell us why:	3.17%	2
<b>TOTAL</b>		<b>63</b>

#	IF "NO", PLEASE TELL US WHY:	DATE
1	I have already put friends and relatives in touch with Dr Harris over the 8 years.	3/29/2017 6:04 PM
2	I have already recommended Dr Harris to friends and colleagues.....and will continue to express my gratitude to all for his unique ability both as a doctor and also communicator.	3/22/2017 10:43 AM