

The service began in April 2012, since this time Jane and Kate have seen 522 attendees. Of these, 402 were new patients and 120 were follow up patients.

Our new follow up ratio is only **1:0.3**. This compares extremely favourably to South London healthcare where the ratio is **1:1.4**.

This means we see only **21%** of the 'follow ups' seen in hospital - Some of this relates to the fact that patients in hospital may be 'post-surgery' but much is due to the fact that we operate a 'one-stop shop'.

We only have a **7%** DNA Rate.

Referral on to secondary care

Of the 401 new patients seen, only 29 have been referred on to secondary care i.e. **7%**

Patient Satisfaction

A small patient satisfaction survey was undertaken in September 2012.

All patients felt they had been involved in decisions about their care and had been listened to. Every patient felt they had 'excellent care' and every patient marked satisfaction with their visit as 'excellent'.

A wonderful Doctor- Exceptional, caring, such an exceptional person

Staff were outstanding on all levels. Kind, Caring, Polite, Patient, Professional

I was very pleased with the service, most especially the enthusiasm of the doctor and nurse in the performing the service

I have enjoyed my visit to the clinic. The reason for my appointment was well explained to me

Great - Honest, open advice

I am very happy with the service

Thank you- a lovely privilege to know such a lovely Dr