

Abernethy House Results 2014 - Comments about the Practice:

Dr Youssef is a very good and caring person.

Everyone is very kind. All the staff are kind and very caring.

Practice website useful.

Suggest cleaners clean light shades of dead flies.

Practice website is okay (it has been outdated in the past).

I haven't seen website – will look. Positives: Having spoken to neighbours who use other local practices, I realise that we receive a superior service. Very good GP. Negatives: Long wait for routine appointments. Poor out of hours service (unless it has recently changed).

NHS staff are struggling with workload – Abernethy House staff do all what they can to allow good service. I know it is not always possible to stick to appointment times & answer phone immediately etc, but I feel that Abernethy is as time efficient as possible.

Outstanding surgery, the best in Enfield. High standard of patient care with attention to detail.

Access from the road for those with physical disabilities is difficult as uneven pathway in poor state of repair.

Having been with the Practice for many years I have found it to be excellent in all aspects of help, advice and treatment.

Not seen practice website. - X 31 patients.

I have had a few problems with the booking in machine and ended up waiting an hour to be seen but the doctor was very apologetic & thorough. The only other thing is that the appointments seem to always be late and a few times I have had to go back to the car to pay for more time or leave. I always pay for an hour's parking which should be more than enough. The only problem would be time keeping due to parking issues. Also getting appointments the same week if needed.

I have not used website. Too long a wait for an appointment. Best doctor in resort (Dr Ward).

Practice website – I have found it useful for contact details, although times are inaccurate.

Excellent practice.

Very satisfied with practice. No complaints at all.

Satisfactory practice. Very caring.

Website useful.

The practice policy is too cautious in my opinion. I have been seeing a consultant at The Royal Free Hospital for 10 years and he has prescribed Warfarin and other drugs and has continued to consider these to be necessary. The practice has a policy of not prescribing warfarin and I have to have it prescribed by the hospital where my blood count is maintained and I have to see a GP every 2 months to have the other drugs prescribed!

I should be able to ring at any time for an urgent appointment, not be told to call before 8.30 am, as I am a poor sleeper I am not always awake at this time and anyway I want to see a doctor when I am taken ill suddenly, not be told to wait until the next day to ring or make an appointment.

This time when calling I was able to get seen within 2 days. My previous experience had been 2 weeks.

Should keep water cooler filled constantly as nearly always empty. I can hear what the doctor is saying to other patients whilst sitting outside some parts of the room – better soundproofing, as it does not give me so much confidence talking about my private matters.

I have seen website and found it useful.

Happy with practice. Good work keeping us healthy.

Cannot log-in to website. I have used this practice for more than 10 years and lot of improvements over the years for the better. Quality is great.

Excellent service.

Always waiting over appointment time, all the time, too long. Sometimes 30 minutes over.

I have waited over 45 minutes to an hour past my appointment time quite often, why?

I have seen website and it was useful.

Promptness of appointments an issue; otherwise excellent.

I have seen the practice website and it useful for reference. No issues with staff or treatment. Practice is busy with consequent waits on the phone and often long lead times for routine appointments. Can be mitigated by willingness to see any doctor. Often lengthy waits past appointment time. Has become the norm rather than exception. Today was 25 minutes.

I have seen practice website but have not really looked at it properly. Availability of some doctors – have to wait a long time for an appointment. Not convinced about the ringing up early two days before to get a possible appointment. Have been at this practice since 1979 and always been generally happy with treatment received. I was disappointed that we were not given a choice of doctor to have when Dr O'Mahony retired. I was with Dr Day when he retired and at that time we were given a choice.

Over 35 years I have been extremely satisfied. Gill my diabetes nurse is a superstar. Worst thing is not having a doctor on call for emergencies. Interns and private companies are no substitute. Best practice in London.

Got a parking ticket. Had to wait a while for my appointment. I had a feeling that someone had taken my appointment.

Getting through to triage nurse is difficult. I had a bad experience whilst having a smear. This has now put me off having another.

No complaints. Doctor and staff are beyond fault. Happy with the practice.

Website is good – especially having a mobile version.

I have seen website – it is how I found out about repeat prescription service.

I have been with Abernethy House for over 40 years and have always found them excellent.

All the people are helpful & pleasant. However, the booking system (48 hours ahead is very frustrating, as you have to phone 20-30 times from 8.30 am onwards to maybe get an appointment).

I have seen website and very useful.

I have seen website and it is useful.

All satisfactory – but I do not like the holding music on the phone which is interrupted several times.

I have always been a patient at Abernethy House. Staff are pleasant and helpful. They always try their best to give you an appointment even with a different doctor. Good service under the present stressful situation. Special thanks to Dr Iqbal for all his help and support and understanding.

The doctor is always later for first appointment of the day in my experience.

In general I am very satisfied with treatment and staff at the practice. With the one exception to this, I was happy with the way it was dealt with.

Haven't seen website, but will look now. Always find everyone who works here very nice. 😊

I feel the practice is excellent overall, but is too busy with too many patients.

Overall I have been with the practice for many years and I cannot really remember a time where I was disappointed with it. Thank you Abernethy House for being there to look after me.

Great example of NHS.

Practice website useful.

Very happy, always looked after my family 100% 😊

Generally good/excellent. Staff always very polite and helpful.

Website very useful. A very helpful and friendly practice. Always welcomed with a smile.

Always been very pleased with your commitment and attention to problems of health. Very pleased.

In general I am very satisfied with all services. Excellent.

Excellent website.

For the past 6 months I have been visiting Dr Youssef with regards to stress and depression. He has provided medication and alternative ways to help with stress and depression. He has provided me with timescales as a 'guide' and support and offered the opportunity to speak to him on the phone which has not been necessary. When calling the practice I have been dealt with quickly and efficiently and have never had cause to complain. I was not aware of the website but love the SMS reminders. It appals me that the practice loses time with missed appointments perhaps you should levy a charge.

Always found team helpful.

The practice was recommended when I moved to the local area and I would definitely recommend this practice.

Glad you stopped using the premium line phone number.

Reception staff are always polite and helpful and always seem to be happy in their workplace.

The receptions are most helpful and friendly. Always a smile when they greet you. A very efficient and friendly run practice. Excellent!

Very helpful and easy to contact. The chairs in the waiting room are very stained and could be changed. There could be more privacy at the reception desk.

I have never had any problems booking appointments, routine or emergency. I suffer from Crohn's disease and everyone I have dealt with has been very helpful. Very impressed.

Good to excellent practice.

Have always found staff and doctor very good.

Only used website to get phone number. Generally good but frustratingly hard to get a routine appointment with my doctor. I do not want to see lots of different doctors. You have excellent doctors and nurses – it would be grate to be able to have the consistency of seeing the same doctor.

If you need to cancel an appointment you need to join the long queue along with people that want to make appointments. It may affect the amount of non-cancelled appointments. Lovely reception staff and nurses.

I have seen the website and have found it useful apart from it does not have a comment box.

I love Abernethy House Surgery and feel very blessed to belong to such a good practice. Please stay friendly and accessible.

Website useful and informative. Friendly reception and helpful. Well run and efficient. Routine appointments easy to book with my GP. Dr Youssef clearly explained everything I need to know in a concise & polite way. I am extremely pleased with the ongoing care given to me by my GP – he has helped me through a big upheaval in my life. Thank-you.

Just normal waiting times – several times I have waited up to an hour after my appointment. Overall I am very happy with this practice.

Waiting time for appointments are too long.

Very good practice.

Generally excellent.

Very friendly, helpful & professional at all times. Highly recommended.

Our family have been with this practice since 1979 and we have been for the most part satisfied with the treatment received.

Best practice I have attended.

Practice website very helpful. Generally helpful & efficient. More flexibility around clinics would e.g. well woman would be appreciated. Dr Singh was very polite, patient and thorough. I also thought that she went out of her way to be helpful in my particular circumstances.

Not seen website, but will look as was unaware.

It is difficult to get through to nurse triage, it would be a problem if I was not able to sit on phone for 20 minutes. I tend to leave it till after 10.30 am if I can. Nurses have always been very helpful with advice and also the female doctors. However I have found the male doctors have sent me away many times when my son was younger and I have had to return. I felt I was treated like a new mum without knowledge, but returned and saw Dr Singh and she has always been exceptionally helpful and diagnosed problems I had returned about.

I looked up the website to get the full address and I found it helpful. Overall I feel the practice has always been good all round at dealing with all my requirements.

I love this practice. Fantastic.

Dr Peja is an asset to Abernethy House.

I have always been able to access help & support when I need it.

Not seen website but will look. No issues.

I have seen the practice website but have stopped looking at it, as it was static. Practice seems to have grown, but without the infrastructure keeping pace.

Not used practice website.

Website very useful, especially online appointments & repeat prescription service. Very happy with the service overall.

It is a good practice. All the staff are quite helpful.