HAMPTON SURGERY
PATIENT SURVEY JULY 2017

The practice asked a total of 25 questions along with the Friends & Family Test. 69 questionnaires were completed over a 2 week period in July 2017, 62% of them by female patients and 38% male. Over 58% of the respondents had been registered with the practice for over 10 years.

When asked the questions below	% of respondents that said good, very good or excellent
Speed at which the telephone was initially answered?	90%
Length of time you had to wait for an appointment?	92%
Ability to see a Doctor quickly when necessary?	94%
Seeing a Doctor of your choice?	71%
Opportunity to speak to a Doctor or Nurse when necessary?	74%
Satisfaction with your consultation with a Doctor or Nurse?	95%
Your understanding of how to order a repeat prescription?	75%
Prescription ready within 48 hour window?	84%
Prescription correctly issued?	89%
Our handling of any queries?	85%
Were you told to contact us for test results?	61%
Were your results available when you contacted us?	60%
The helpfulness of reception staff?	90%
The helpfulness of other staff	85%
Suitability of the practice premises?	100%
Cleanliness of the practice premises?	100%
Accessibility of the practice?	100%

Were aware that you can use online access to book appointments, order repeat prescriptions and look at medical records	59% said yes they were
Out of those taking the surgery – how many were already registered	19% - out of those not registered 58% asked for information to do so
Were aware that we had a Patient Participation Group	38% - 8 patients left details to consider joining group

Friends & Family Test					
How likely are you to recommend this practice to your family and friends?					
Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely Unlikely	Don't Know
66%	29%	5%			

Age brackets of those completing survey

Under 16	16-25 10%	25-45 24%	45-65 29%	65-75 33%	75+ 4%