

Hampton Surgery Patient Survey July 2018

The patient survey consisted of a total of 25 questions. 66 surveys were completed over a 2 week period in July 2018. 30% of the respondents were male and 70% female. 58% of respondents have been registered at the Practice for more than 10 years.

When asked questions below	% of good, very good or excellent responses
Ease of contacting the Surgery on the phone?	95%
	5% had no experience
Length of time you had to wait for an appointment?	97%
Ability to see a Doctor quickly when necessary?	92%
Seeing a Doctor of your choice?	54%
	20 % had no experience
Opportunity to speak to a Doctor or Nurse when necessary?	76%
	23% had no experience
Satisfaction with your consultation with a Doctor or Nurse?	98%
Your understanding of how to order a repeat prescription?	86%
Prescription ready within 48 hour window?	85%
	15% had no experience
Prescription correctly issued by the Practice?	91%
Were you told to contact the Practice for test results?	74%
Were your results available when you contacted us?	73%
The helpfulness of reception staff?	100%
The helpfulness of other staff?	98%
Suitability of the Practice premises?	100%
Cleanliness of the Practice premises?	100%
Accessibility of the Practice?	100%

Satisfaction with Practice opening times	81% are very or fairly satisfied
Are you aware of how to access a GP when the Practice is closed?	82 % responded yes
Are you aware of online access to book appointments, order repeat prescriptions and view medical records?	68% responded yes
Number of respondents already register for online access	36% of respondents are already registered and of these, 48% use it to order repeat prescriptions.
Are you aware of the Patient Participation Group?	33% of patients responded yes
How likely are you to recommend this Practice to your family and friends?	94% responded likely or extremely likely

Age of patients completing the survey (in years)					
Under 16	16-25	25-45	45-65	65-75	75+
3%	8%	13%	43%	17%	16%

30% of respondents were male	70% of respondents were female
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How many years have you been a patient at Hampton Surgery?			
Less than a year	1-5 years	5-10years	More than 10 years
4%	17%	21%	58%

Improvements from last year's survey have been seen in almost all areas, particularly satisfaction with waiting time for an appointment which has increased from 92% to 97% and helpfulness of other staff which has increased from 85% to 98%.

The only area where satisfaction has seen a decrease is in seeing a doctor of choice which has fallen from 71% last year to 54% in 2018. A possible explanation for this could be due to the increased patient numbers over the last year leading to longer waiting times for a named doctor.

Further comments made by respondents:

- "Good surgery and the reception staff are lovely and helpful."
- Ability to see a regular doctor (i.e. same one) would help, especially for ongoing tests/conditions and results of the latest research"
- "The opening hours are a mystery; the service is brilliant."
- "Very clean, nice location, lovely doctors"
- "A very accessible surgery – always easy to make appointments. Staff are very helpful"
- "From receptionists to GP's, myself and my family believe we receive a very outstanding service!"
- "Always excellent"
- "Always friendly helpful staff at reception."
- "Staff extremely polite"
- "I think it's a great surgery with excellent reception staff and I have had experience of some amazing doctors but also some very poor ones. I really don't like the lack of continuity. I understand it's a training centre and that's the reason for this."