

## PRACTICE PATIENT SURVEY RESULTS 2025

During the months of March, April and May, Hampton Medical Centre invited patients to complete a survey of patient satisfaction. The survey was available to patients to complete either in person, via text message, or online via our website. Patients were asked 8 questions regarding the practice and the option to leave feedback and/or suggest ideas to improve the patient journey. Responses to the survey were anonymous.

The practice aims to utilise this feedback to listen to our patients and improve the services we offer and the patient journey.

*Data collected for the Hampton Medical Centre patient survey – Scores out of 5 (higher is better)*

	<b>1. I am satisfied with how easy it is to contact the surgery during opening hours (08:00 - 18:30, Mon to Fri):</b>
<b>Out of 5</b>	<b>3.88</b>
<b>AVERAGE</b>	Overall satisfaction of 78%

	<b>2. It is easy to contact the surgery by phone:</b>
<b>Online</b>	<b>3.76</b>
<b>AVERAGE</b>	75% of patients agreed

	<b>3. I am satisfied with the range of options available to contact the surgery; telephone, online triage portal, email, NHS App:</b>
<b>Online</b>	<b>4.00</b>
<b>AVERAGE</b>	80% of patients said yes

	<b>4. I can book a same day/next day appointment for urgent matters:</b>
<b>Online</b>	<b>3.49</b>
<b>AVERAGE</b>	70% of patients said yes

	<b>5. I can book an appointment in advance, 1-2 weeks for non-urgent matters:</b>
<b>Online</b>	<b>3.83</b>
<b>AVERAGE</b>	77% of patients said yes

	<b>6. The Receptionists are helpful and courteous during my contact with the surgery:</b>
<b>Online</b>	<b>4.04</b>
<b>AVERAGE</b>	81% of patients agreed

	<b>7. How would you rate the quality of care delivered by Health Care Professionals at the Practice:</b>
<b>Online</b>	3.44
<b>AVERAGE</b>	70% of patients rated the quality of the care they received as excellent.

	<b>8. It is easy to order repeat medications at the surgery?</b>
<b>Online</b>	3.55
<b>AVERAGE</b>	71% of patients said yes

<b>9. What changes, if any, would you like to recommend to improve your overall experience with the Practice?</b> (Common themes)			
<b><u>Common themes</u></b>	<b><u>#</u></b>	<b><u>%</u></b>	
Happy or no improvements	287	48.81%	Feedback from patients were that they either happy with our services and/or had no recommendation for improvements
Appointment availability	100	17.00%	Patients who thought there was not enough appointment availability or staff.
Face to face appointments	84	14.29%	Patients who would like to have more face to face appointments with GP
Call queue	37	6.29%	Patients who felt the phone queue where too long when calling at peak times
Prescriptions	18	3.06%	Patients who would like to see improvements to the prescription ordering process
Miscellaneous	62	10.55%	Combined miscellaneous suggestions (less than 10 each)
<i>Total responses</i>	588		Practice went out to 10 % of Practice population and of those just under 50% of patients responded

## PATIENT SURVEY RESULTS

### Key Themes

We are proud to announce that our respondents reported being happy overall with our practice team and the services we provide, with no suggestions for improvement.



### Our Action Plan

Continue with our recruitment campaign to expand the workforce with additional clinical and non-clinical staff.



Develop a plan to offer our patients more face-to-face appointments with GPs & ANPs.



Reduce phone call queues at peak times during the day.

