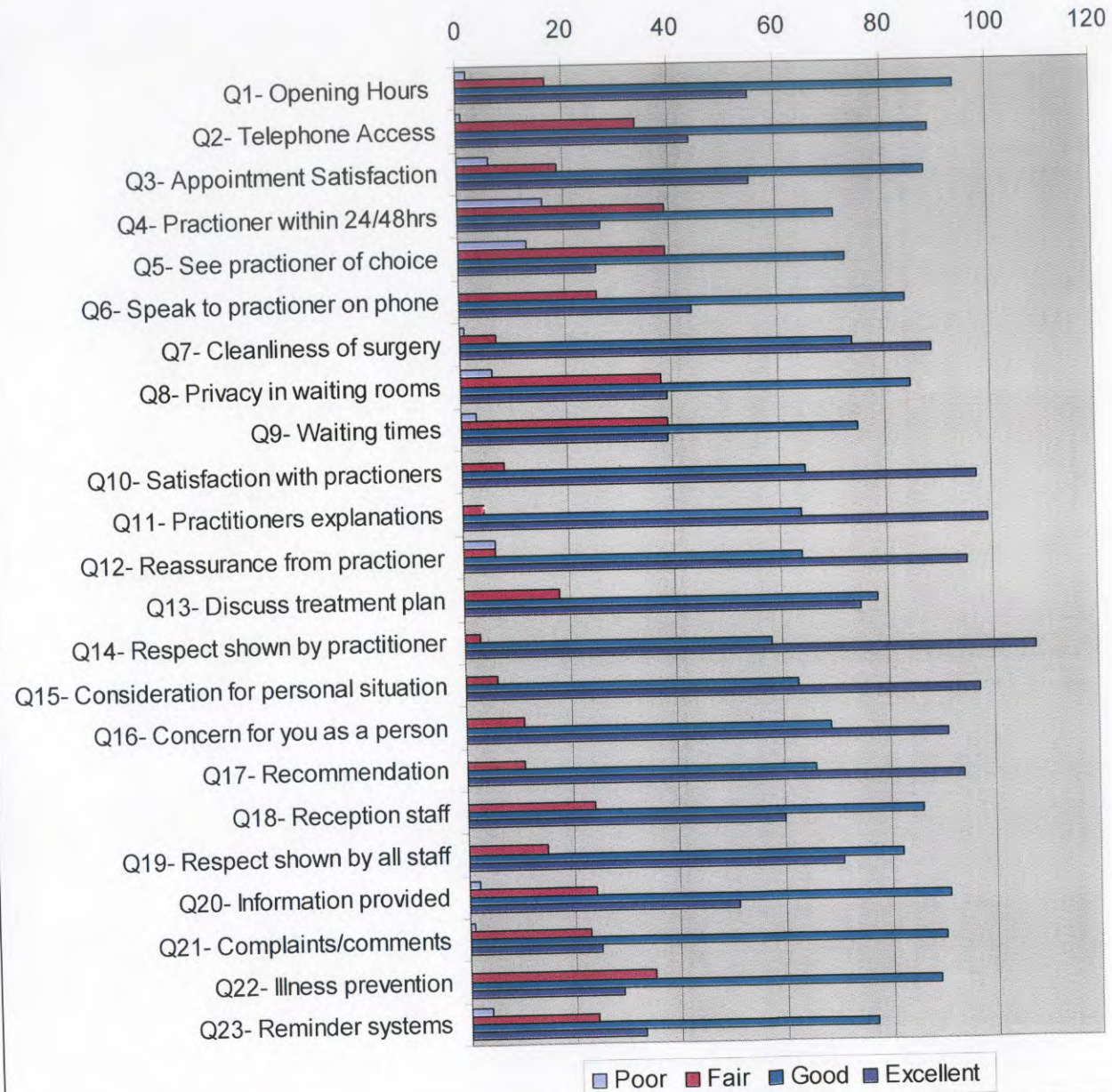
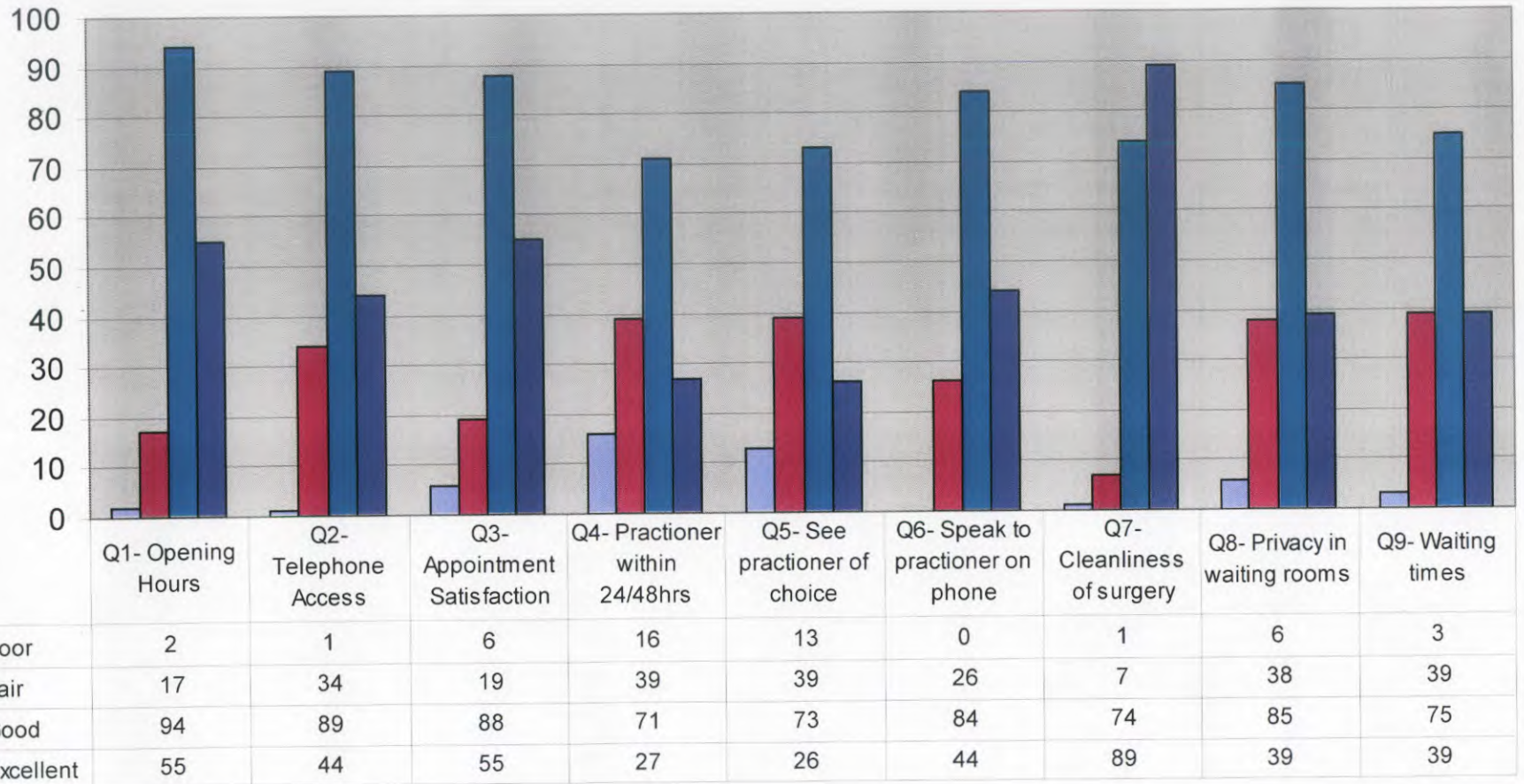


Hampton Wick Surgery Patient Survey Results 2014

Patient Survey Results



About The Practice



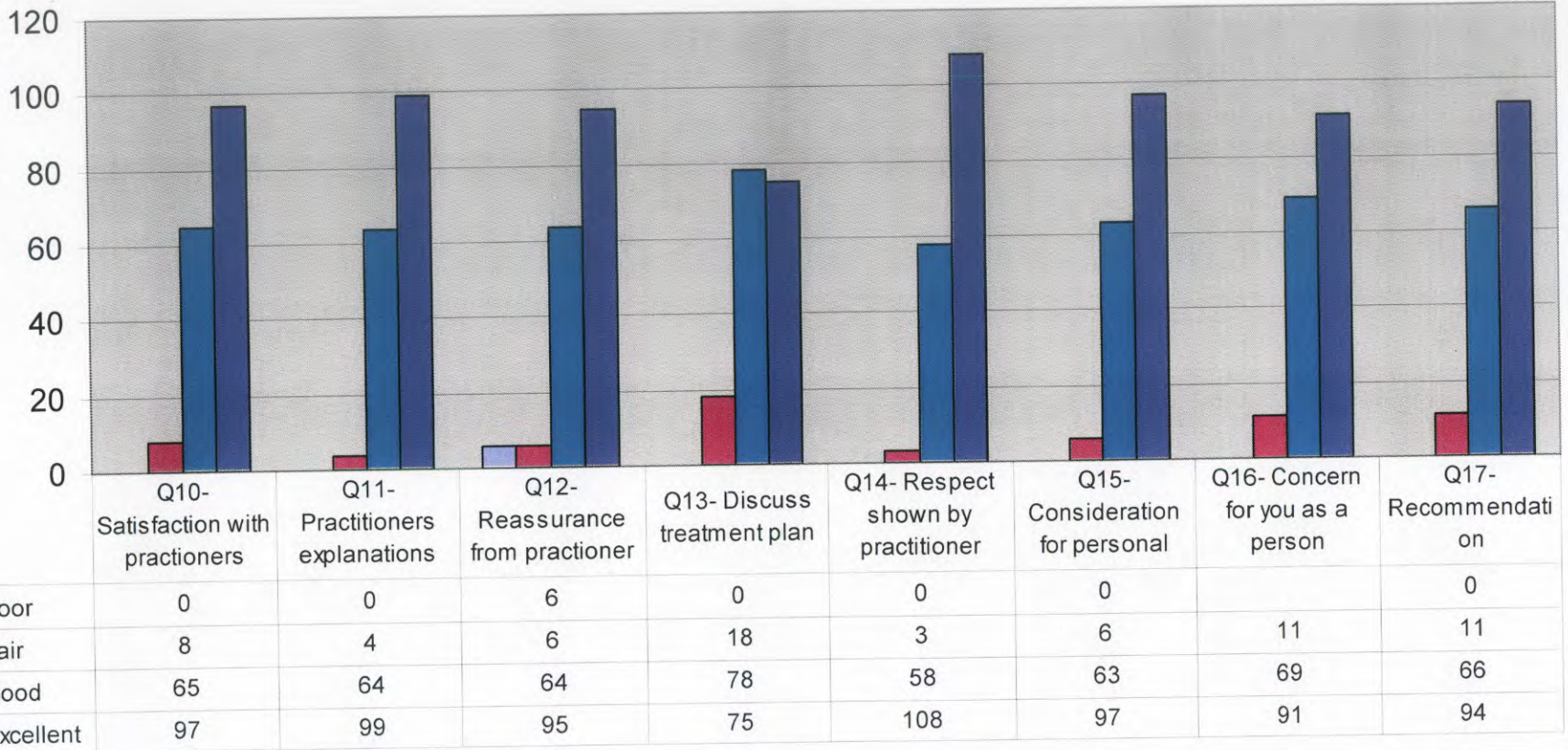
% Good to Excellent

87%	79%	85%	64%	65%	83%	95%	73%	73%
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Analysis: The responses to Q4 and Q5 indicate that a greater proportion of patients are either unable to see the Dr of their choice, or have the impression that they are unable to consult with a Dr within a 24hr/48hr period, despite providing ON CALL Dr consultations (telephone and face to face) throughout the surgery opening hours.

Action: Improve patient understanding of the availability of the Duty Dr access via the website and practice leaflet. Review the privacy in waiting rooms.

About The Doctors/Nurses



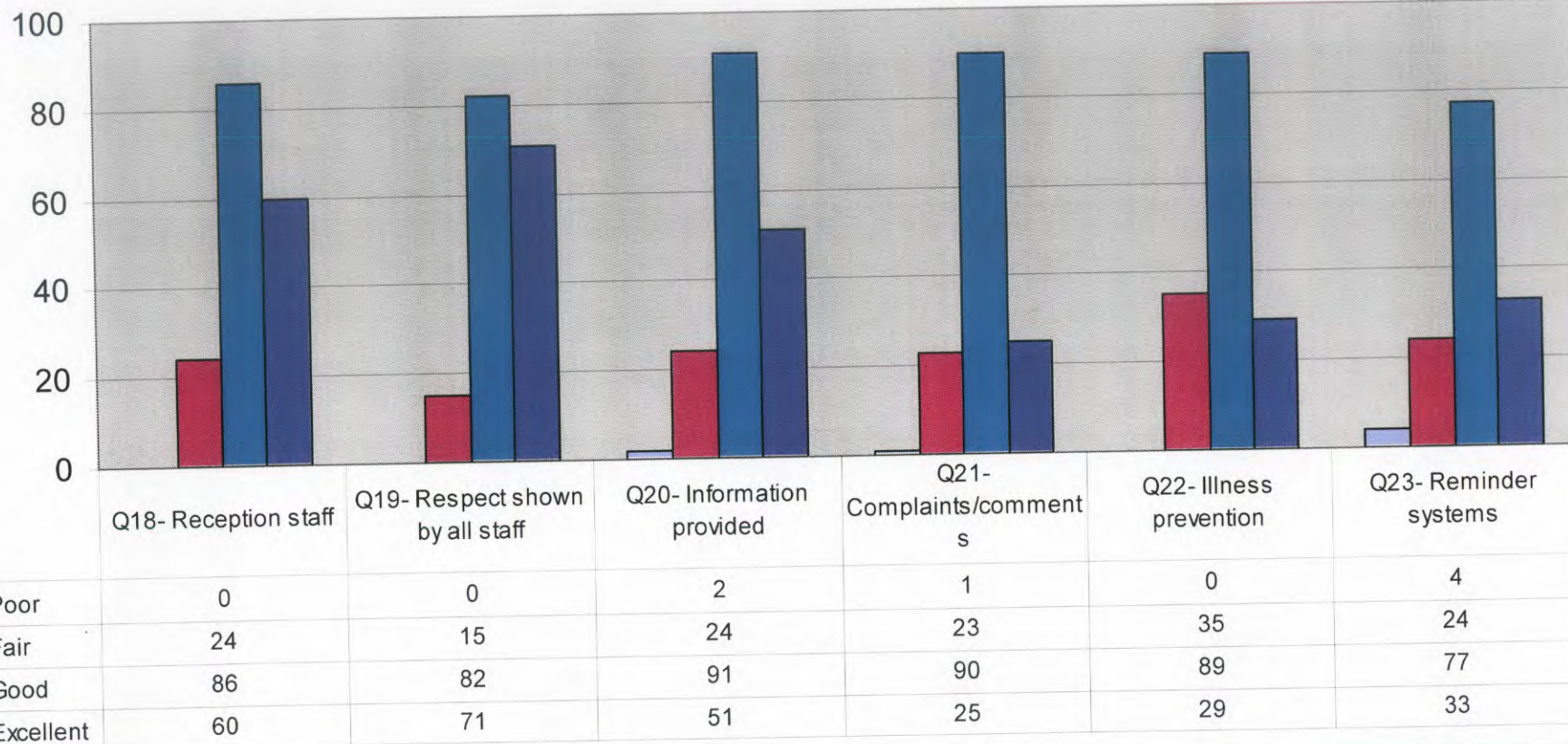
% Good to Excellent

95%	98%	93%	89%	98%	96%	94%	94%	93%
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Analysis: Overall patients indicated that they are very highly satisfied with the clinical care provided.

Action: Clinicians to be encouraged to explain further the patient treatment plans and to offer printed patient advice.

About The Staff / General



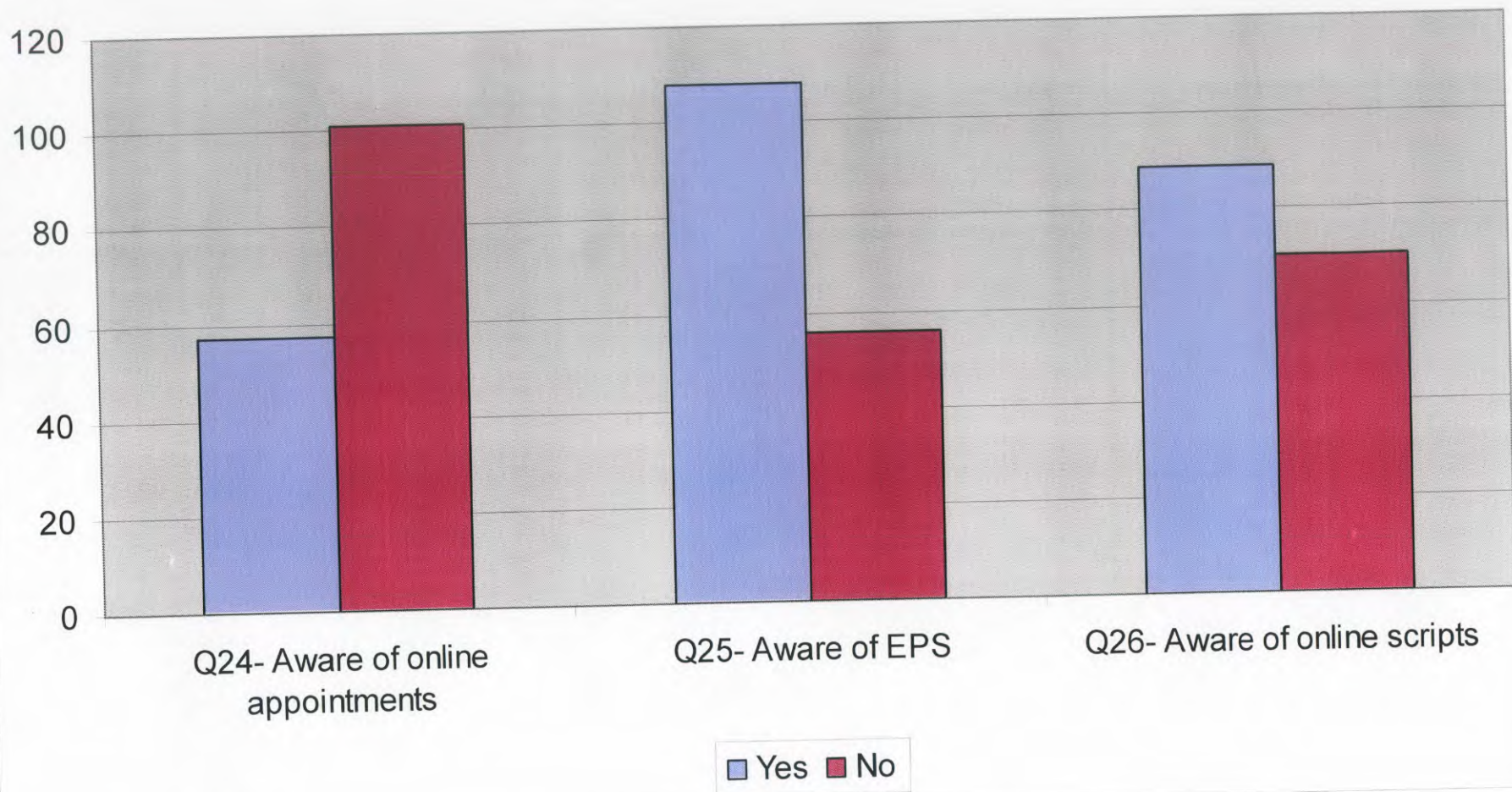
% Good to Excellent

86%	91%	85%	83%	77%	80%
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Analysis: Overall patients indicated that they are very highly satisfied with the courtesy shown to them by staff members and with the overall administration of the practice. Q22 - information provided by the practice about how to prevent illness – scored below 80%.

Action: Promote links to NHS websites and encourage clinicians to provide written patient advice leaflets during the consultation.

Online Services



% Awareness of Online Services

36%	66%	56%
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Analysis: Only a small percentage of patients surveyed had any knowledge of the online appointment booking service, and approximately 50 % had any knowledge about the Electronic Prescribing System and the ability to request Repeat Prescription Online, despite extensive advertising and posters displayed throughout the surgery and on the website and in the practice leaflet.

Action: Continue to promote the services to patients.