

## **Patient survey comments 2013/14**

- 🕒 This surgery should be very proud of the excellent service it gives the patients, well done!!
- 🕒 Overall very satisfied
- 🕒 All good!
- 🕒 An excellent practice
- 🕒 I have been treated with the upmost respect by everyone at the clinic I couldn't be happier with the practice
- 🕒 WHY PAPER? This should be on line for 'caring' for the environment. Although I would not use a computer.
- 🕒 Overall, I am pleased to be a member of this surgery
- 🕒 Great practice! Thanks
- 🕒 Generally good, but you have to hunt for information online, not offered by reception.
- 🕒 I have only one concern, the receptionists can be very abrasive and could put you off pursuing getting an appointment. If you are sick the last thing you want is to have to battle to see someone. I appreciate this is not an easy job but it is part of their job, and a little more kindness and helpfulness goes a long way.
- 🕒 Very good
- 🕒 Would be good for practice to send reminders for children's vaccinations
- 🕒 Very helpful and attentive
- 🕒 I greatly appreciate the support and attention by Dr. Moore/Dr O'Flynn and all doctors
- 🕒 Just saw Dr Wise – very helpful. Am a new patient. Good so far!
- 🕒 I am really happy to come to this surgery. I want to thank the staff and Dr Patel for always being understanding about my diabetes and helping me to find ways to stay healthy and live longer!!!
- 🕒 Dr Patel is fantastic. Thank you 😊
- 🕒 Dr Patel is very good. Very knowledgeable and friendly doctor 5\*
- 🕒 Dr Patel is great
- 🕒 Dr Patel is an excellent G.P. who always listens and really cares – I make a point of seeing him or making a telephone consultation if necessary
- 🕒 The main issue is the difficulty of obtaining an appointment with doctor of choice. Overall the practice service levels have improved greatly
- 🕒 By far the best and most human practice I have attended. Very considerate staff.
- 🕒 I think the service is excellent
- 🕒 I was offered tablets for something a while ago – I would have preferred counselling as a first option – I did not take the tablets
- 🕒 Dr Patel is very professional and helpful. I would recommend him to anyone
- 🕒 I am very happy with the services provided by Hampton Wick Surgery

- ⌚ A nurse 'pulled' trolley (of syringes/blood test paraphernalia) towards her with her food inside one of the drawers. Not very hygienic!!!!  
Otherwise, doctors are excellent!
- ⌚ Dr Moore is an excellent Dr. nothing too much trouble, nurses are very helpful, including staff at reception.
- ⌚ I value seeing Dr Moore rather than differing Drs each time. I trust her.
- ⌚ Excellent, I feel very lucky for me and my husband to have joined the practice
- ⌚ I believe that when emergency appointments are made, locum GPs should not be in attendance and the patient should be seen by one of the doctors at the surgery instead of a stranger.
- ⌚ If they could help with parking – can the council help by giving 1hr free parking outside the surgery? Or tokens for patients?
- ⌚ I am very happy with that service. No complaints about Drs/staff.  
Thanks.
- ⌚ Reception staff quite efficient but little empathy. Drs often rushed. Need to seek information oneself.
- ⌚ I think you're all excellent
- ⌚ Please improve opening hours and number of Drs available at any time – it takes too long to get regular appointments
- ⌚ Dr Akhter could not be more pleasant or helpful
- ⌚ I'm really happy with the service given by the practice – thank you!
- ⌚ Appreciate the later opening hours; able to make an appointment in advance to see Dr/nurse; large clean reception rooms.  
Classical/relaxing music would be of huge benefit and appreciation – proven to calm nerves/complaints etc in Drs surgeries
- ⌚ I have experienced issues with repeat prescriptions several times. I have never been chased by admin staff I have always discovered I have not received what I needed at the pharmacy. It would be helpful if patients were informed via a telephone call and the intervention would save time. I also had a negative experience with a male phlebotomist.
- ⌚ I have great confidence in being a patient at this practice
- ⌚ Very good
- ⌚ 1<sup>st</sup> visit as newly registered patient – very impressed!
- ⌚ Always on time, courteous and polite – ALL STAFF. I'm always saying how great the doctor surgery is and recommending.
- ⌚ Having twice rang the practice to enquire about an x-ray as a follow up requested by Kingston hospital 6 weeks after leaving hospital, nothing was done even though I was told a Dr would "flag it up" – not good as an outcome!!
- ⌚ The Drs are always very helpful and spend time to give excellent explanations
- ⌚ My only complaint would be the difficulties over repeat prescriptions (re q 25). Confusion over renewal/review and where repeat scripts are held (pharmacy or to be collected)
- ⌚ As with all things there's a level of variability that is down to individuals. Overall I think it is a good practice/surgery when compared to many others, but clearly there is a range of experience and personal styles, some good but occasionally some not.

- ⌚ We have only recently joined the practice but so far everyone has been very helpful, although our registering experience was not a good one.