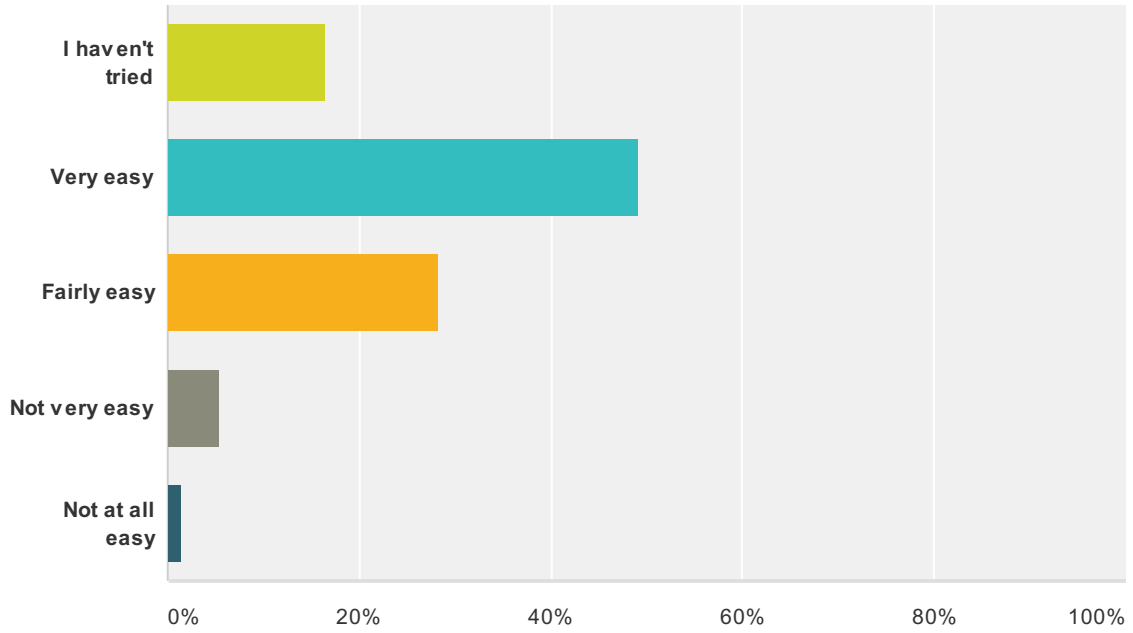


Q1 When visiting your GP surgery, how convenient is for you to park your car?

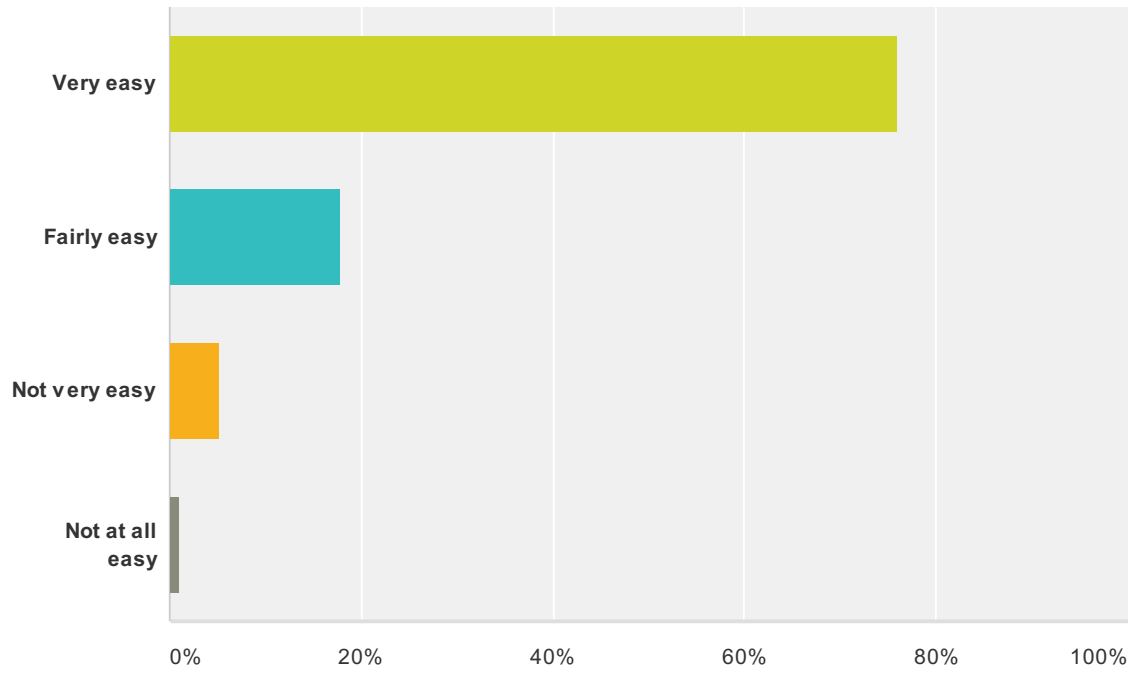
Answered: 202 Skipped: 8



Answer Choices	Responses
I haven't tried	16.34% 33
Very easy	49.01% 99
Fairly easy	28.22% 57
Not very easy	5.45% 11
Not at all easy	1.49% 3
Total Respondents: 202	

Q2 How easy do you find it to get into the building at your GP surgery?

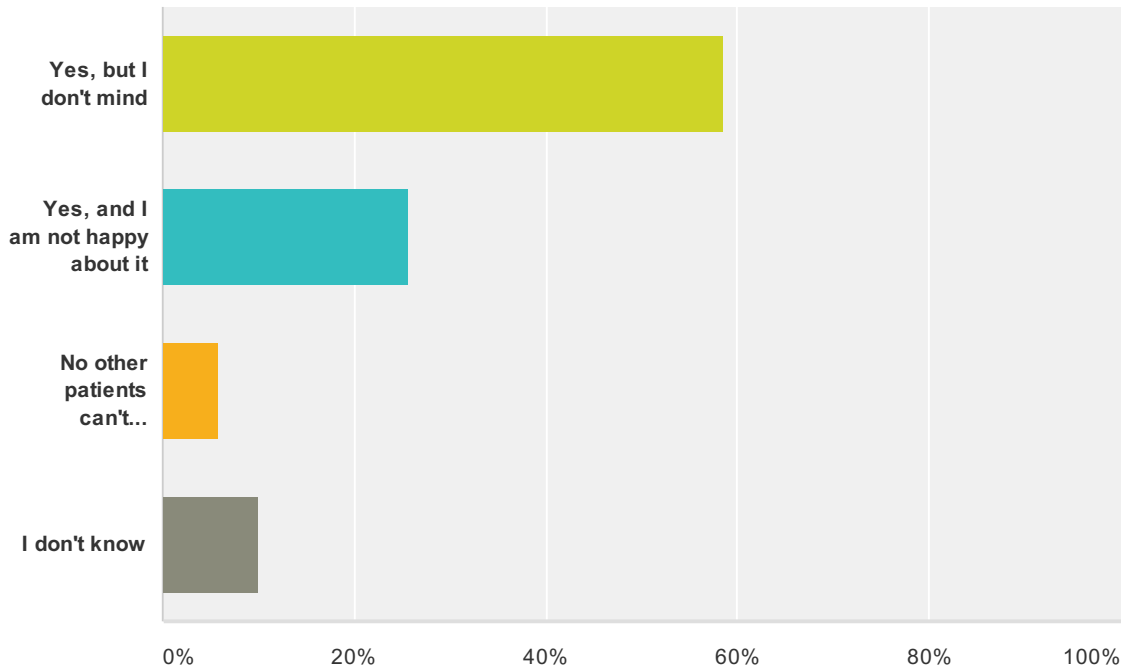
Answered: 208 Skipped: 2



Answer Choices	Responses
Very easy	75.96% 158
Fairly easy	17.79% 37
Not very easy	5.29% 11
Not at all easy	0.96% 2
Total Respondents: 208	

Q3 In the reception area can other patients overhear what you say to the receptionist?

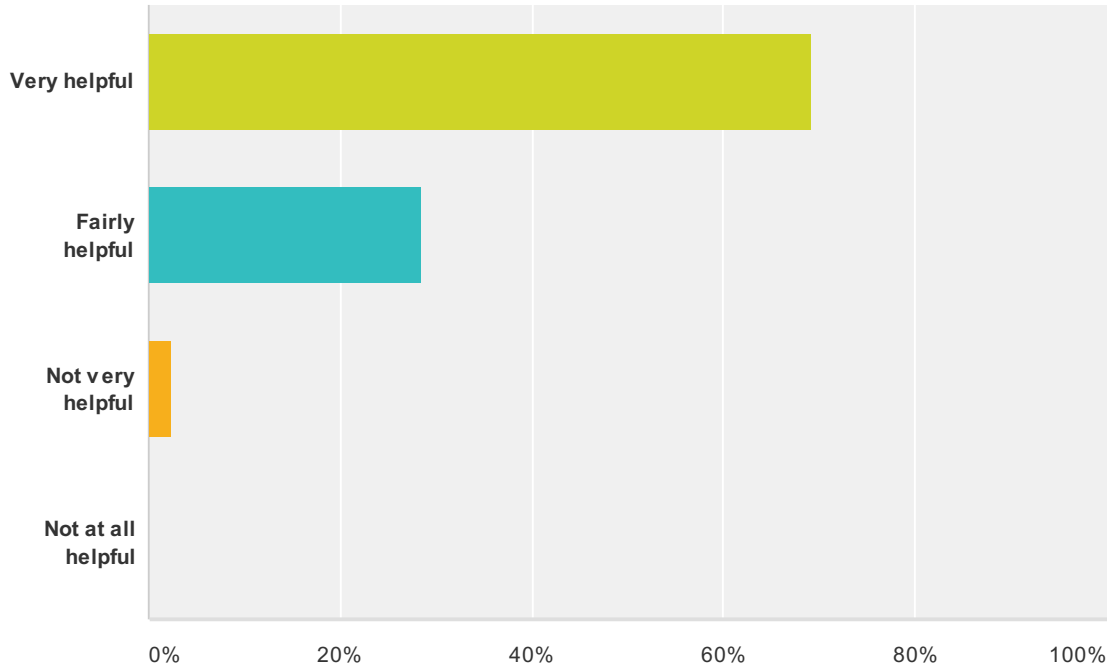
Answered: 210 Skipped: 0



Answer Choices	Responses
Yes, but I don't mind	58.57% 123
Yes, and I am not happy about it	25.71% 54
No other patients can't overhear	5.71% 12
I don't know	10% 21
Total Respondents: 210	

Q4 How helpful do you find the receptionists at the GP surgery?

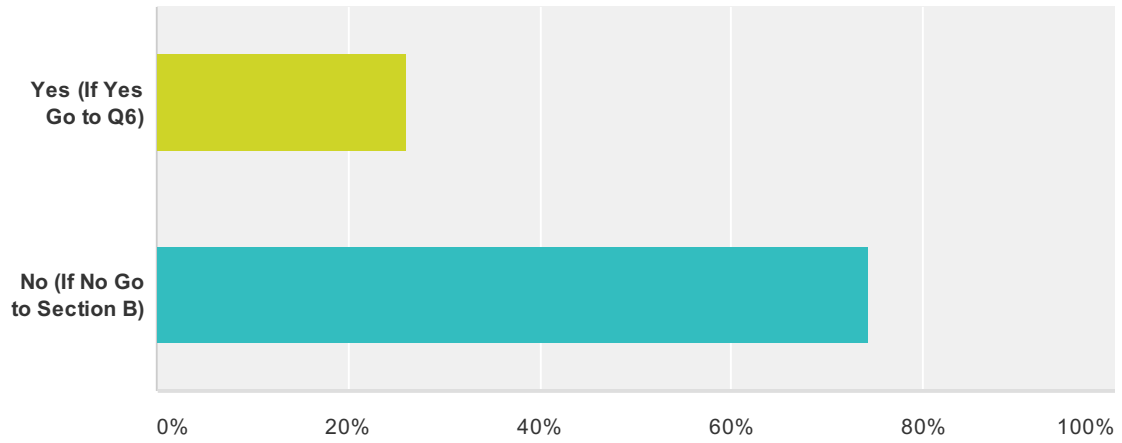
Answered: 208 Skipped: 2



Answer Choices	Responses
Very helpful	69.23% 144
Fairly helpful	28.37% 59
Not very helpful	2.40% 5
Not at all helpful	0% 0
Total Respondents: 208	

Q5 Have you registered with the practice within the last 12 months?

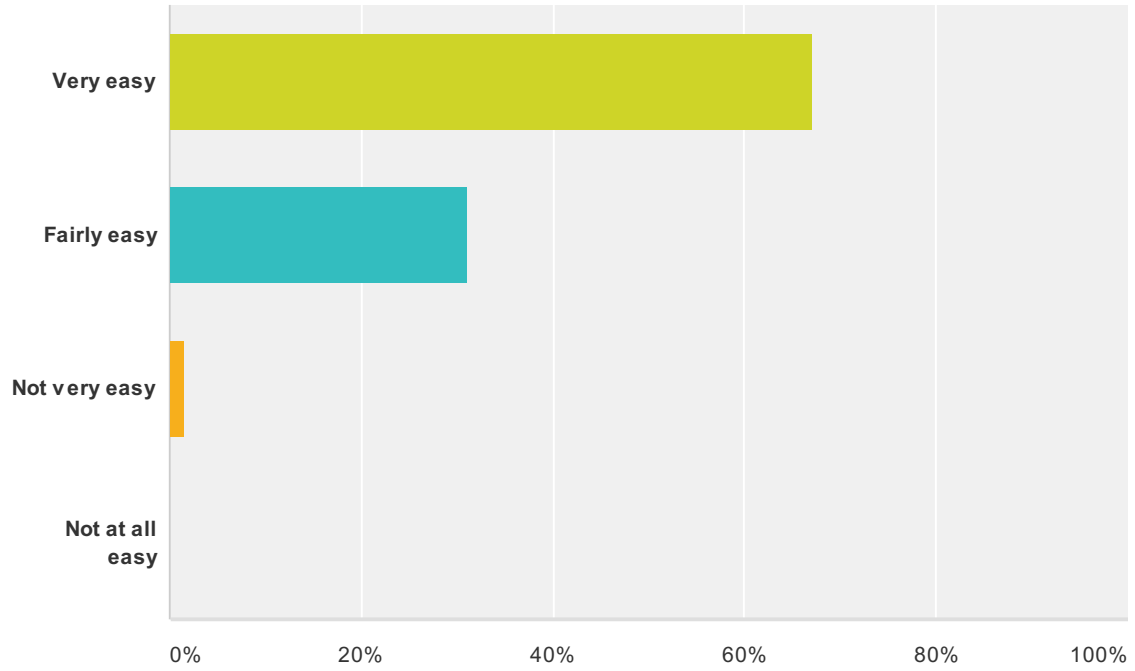
Answered: 207 Skipped: 3



Answer Choices	Responses	
Yes (If Yes Go to Q6)	26.09%	54
No (If No Go to Section B)	74.40%	154
Total Respondents: 207		

Q6 How easy did you find the registration process?

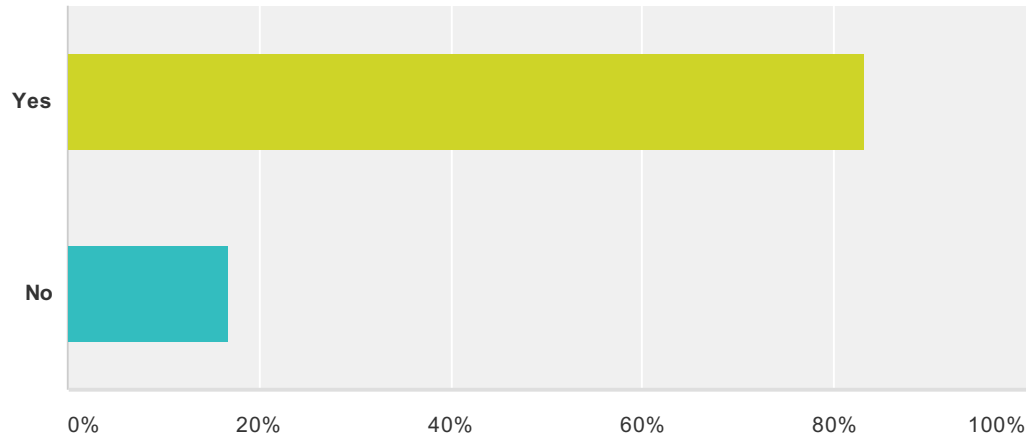
Answered: 61 Skipped: 149



Answer Choices	Responses
Very easy	67.21% 41
Fairly easy	31.15% 19
Not very easy	1.64% 1
Not at all easy	0% 0
Total Respondents: 61	

Q7 Do you feel you received sufficient information about the practice when you registered?

Answered: 65 Skipped: 145



Answer Choices	Responses
Yes	83.08% 54
No	16.92% 11
Total Respondents: 65	

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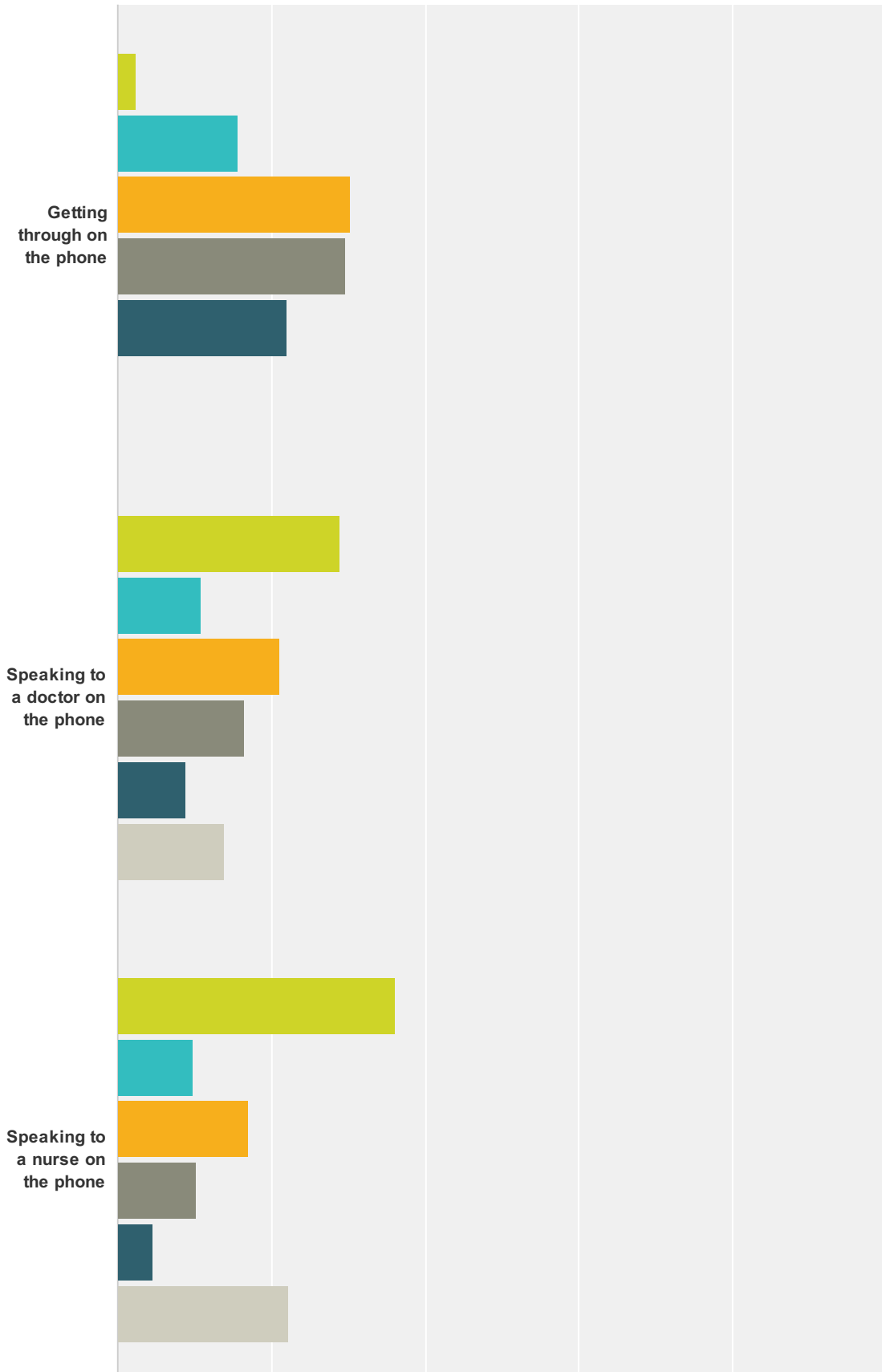
Q8 If you answered no please provide more details of what other information you would have found helpful and whether you would prefer this on paper or on our website.

Answered: 13 Skipped: 197

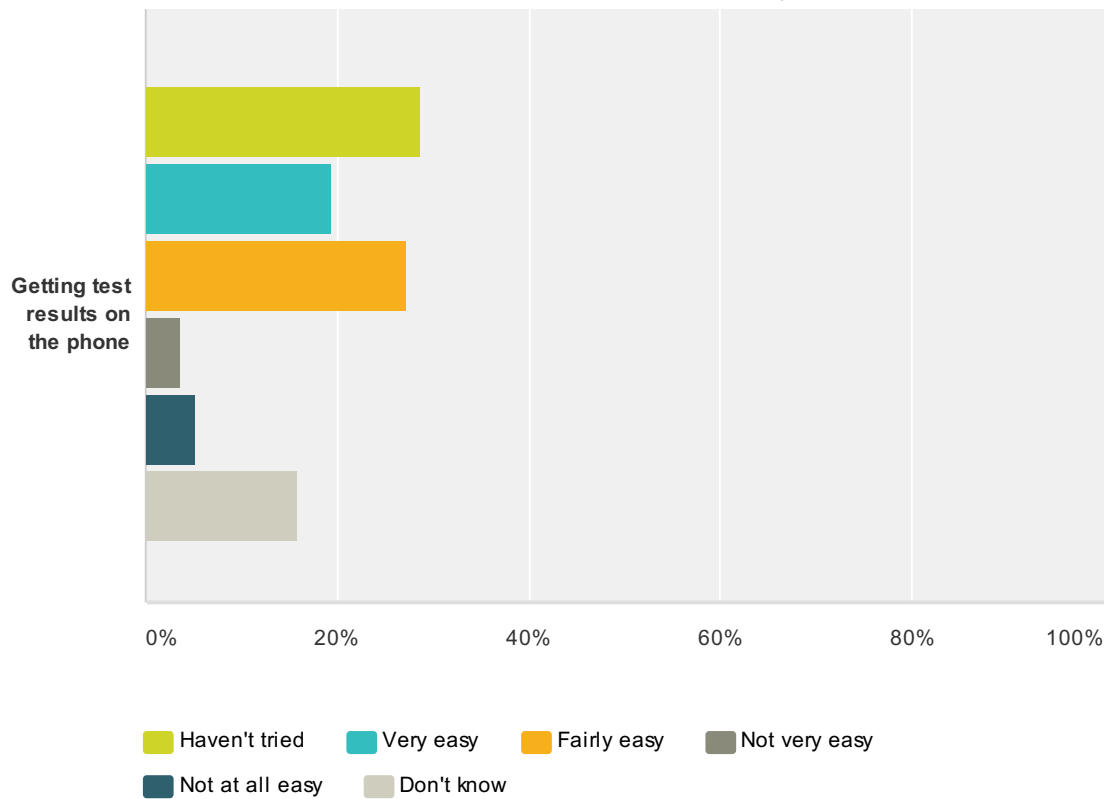
#	Responses	Date
1	No information how work booking system and no information where to get password with login to do this online	2/11/2014 6:03 AM
2	Very rushed. Not explained fully enough.	2/11/2014 5:54 AM
3	Mor info on how to get an appointment for a baby.	2/3/2014 2:53 AM
4	Would have been good to understand the process re booking an appointment as frustrating to start with. Now I know the process it makes sense.	1/31/2014 3:57 AM
5	Who the doctors - my doctor was. What female doctors were available. I was not made aware that you could not book an afternoon appointment in the morning which is unhelpful around my 12 hour shifts.	1/31/2014 3:47 AM
6	On your website basic information about drug refills and appointment availability.	1/31/2014 3:42 AM
7	I have always been happy with the service from receptionists they are all very helpful. Problems I have is that I'm disabled and park at the back of Tesco Centre and find the lift and escalators are sometimes unavailable which causes problems for me.	1/27/2014 3:18 AM
8	Receptionists are brilliant especially Wendy, Zoe & Janine. Medical staff always helpful thanks.	1/20/2014 4:22 AM
9	Lots of repeated information required.	1/6/2014 7:10 AM
10	Unsure what I am entitled to receive. No choice about which surgery to attend and feel info would be forthcoming if necessary. Otherwise consider myself to be an NHS number rather than individual which for the most part is probably all that is required.	1/3/2014 6:54 AM
11	I found I was just given the registration form but founb it very easy to fill in and some info was given when I handed over the form on ? as I have just left the army and didn't have the correct info.	1/3/2014 6:35 AM
12	N/A - have been registered for 2 years now and they were helpful. My son was registered straight away so was the rest of my family. Only concern is that there are not enough doctors or nurse available when you require an emergency appointment.	1/3/2014 5:54 AM
13	Like to know what doctors are on, and if doctor I'd prefer to see is available on paper.	1/3/2014 5:16 AM

Q9 When you rang the surgery for an appointment how easy did you find the following?

Answered: 205 Skipped: 5



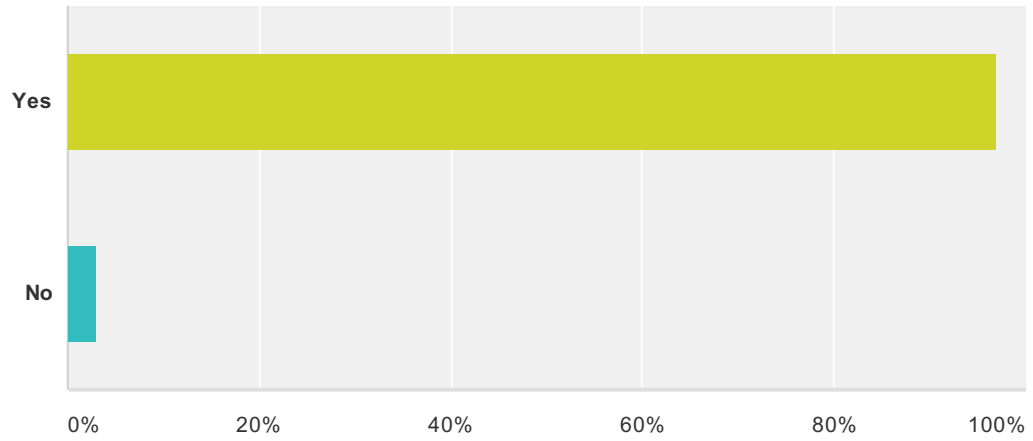
Hampton Health GP Patient Survey



	Haven't tried	Very easy	Fairly easy	Not very easy	Not at all easy	Don't know	Total
Getting through on the phone	2.44% 5	15.61% 32	30.24% 62	29.76% 61	21.95% 45	0% 0	205
Speaking to a doctor on the phone	28.87% 56	10.82% 21	21.13% 41	16.49% 32	8.76% 17	13.92% 27	194
Speaking to a nurse on the phone	36.08% 70	9.79% 19	17.01% 33	10.31% 20	4.64% 9	22.16% 43	194
Getting test results on the phone	28.72% 56	19.49% 38	27.18% 53	3.59% 7	5.13% 10	15.90% 31	195

Q10 Does your practice operate an automated telephone system, for example asks you to press 1 for appointments?

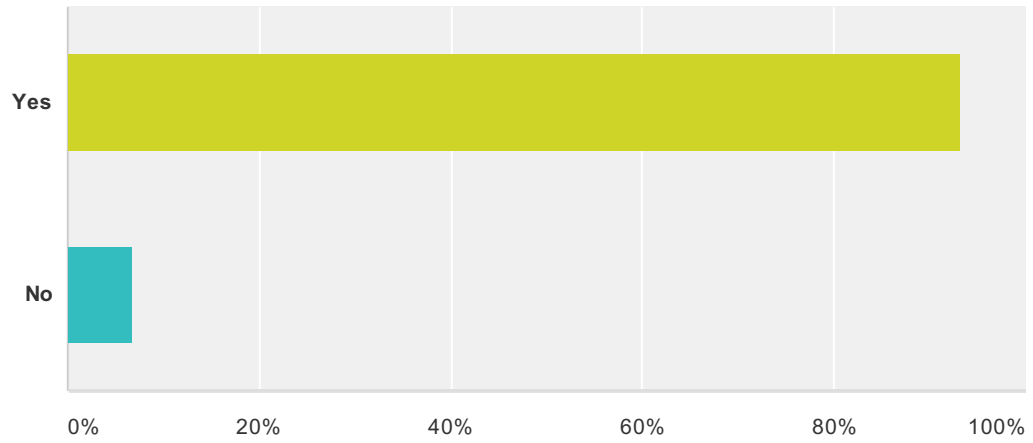
Answered: 198 Skipped: 12



Answer Choices	Responses
Yes	96.97% 192
No	3.03% 6
Total Respondents: 198	

Q11 If yes is it easy to obtain the correct department that you require?

Answered: 193 Skipped: 17



Answer Choices	Responses
Yes	93.26% 180
No	6.74% 13
Total Respondents: 193	

Hampton Health GP Patient Survey

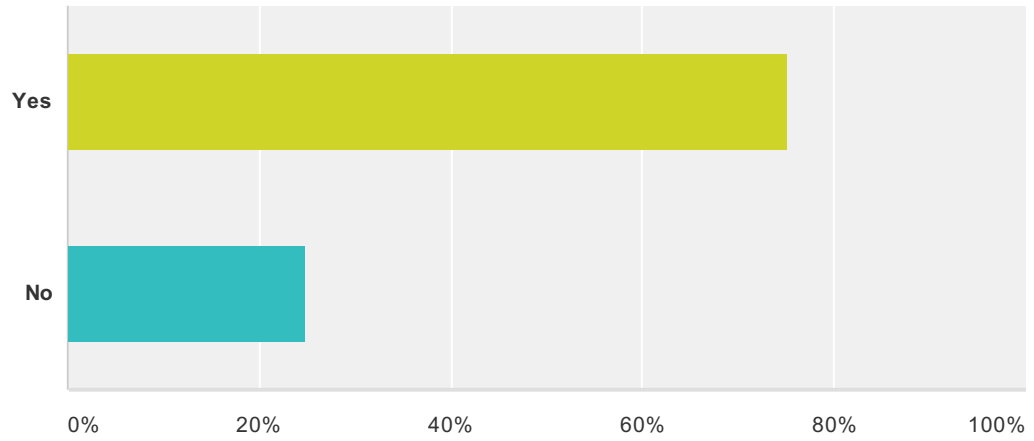
Q12 If no please provide more detail about your concerns.

Answered: 20 Skipped: 190

#	Responses	Date
1	This is only at opening times to receive and appointment. Test results - left a message and they rang back within 2 hours.	2/11/2014 6:07 AM
2	I wish when the phone was answered they would not say 'would you hold on' and not give you a chance to speak. Also they ask is the appointment an emergency/not an emergency. If it was then it would be 999. You cannot book an appointment with Doctor for 2 weeks.	2/10/2014 8:38 AM
3	Although I normally get through to receptionists fairly easy one in ten times I am asked to 'hold the line please'. I can then hear everything thats going on in the health centre.	2/10/2014 8:33 AM
4	n/a	2/6/2014 1:07 AM
5	Unable to get through on the telephone on a Monday morning	2/3/2014 2:54 AM
6	Always busy often have to have 3 phones trying at the same time due to limited time to make appointment	1/31/2014 4:11 AM
7	Long queue in morning for booking	1/31/2014 3:37 AM
8	I still can't get through	1/30/2014 8:10 AM
9	Although it takes ages to get through.	1/24/2014 5:02 AM
10	Too many long info before you get thru	1/17/2014 9:14 AM
11	Takes too long on hold on the phone. Once waited 40 minutes. Receptionists always stressed and busy	1/17/2014 8:58 AM
12	It's almost impossible to get through as the lines are so busy and when you finally do after continually redialling you are told there are no appointments left!	1/15/2014 3:48 AM
13	Waiting for a response for a receptionist can take some time, and once answered, a curt, "can you hold" is followed by, yet another long wait until you actually get to speak.	1/13/2014 1:49 PM
14	Sometimes the computer voice cannot understanding what I am saying	1/8/2014 5:06 AM
15	Not easy to order repeat prescriptions on the phone.	1/6/2014 7:11 AM
16	Sometimes very difficult to get an appointment on the day.	1/3/2014 7:00 AM
17	Can't get information, can't get through, appointments fill quickley	1/3/2014 5:17 AM
18	The annoucement is unclear and mistakes can be made.	12/29/2013 4:30 AM
19	On-the-day appointments are available when phoning at 8am or 2pm - except it is near impossible to get through. I am always put on hold waiting some 10 min, when I finally get connected all on-the-day appointments are gone. Other than that, making appointment in advance is also extremely inconvenient - it takes over a week to secure an appointment!	12/29/2013 3:22 AM
20	Option to request prescription repeats a message saying that prescriptions can't be requested on the phone then terminates the call. The only way to check up if a prescription is ready is by selecting the option to make an appointment. The option to request a prescription should take the caller to reception.	12/18/2013 3:39 AM

Q13 Have you tried to access a doctor or nurse on the same day or within 2 days that the surgery was open?

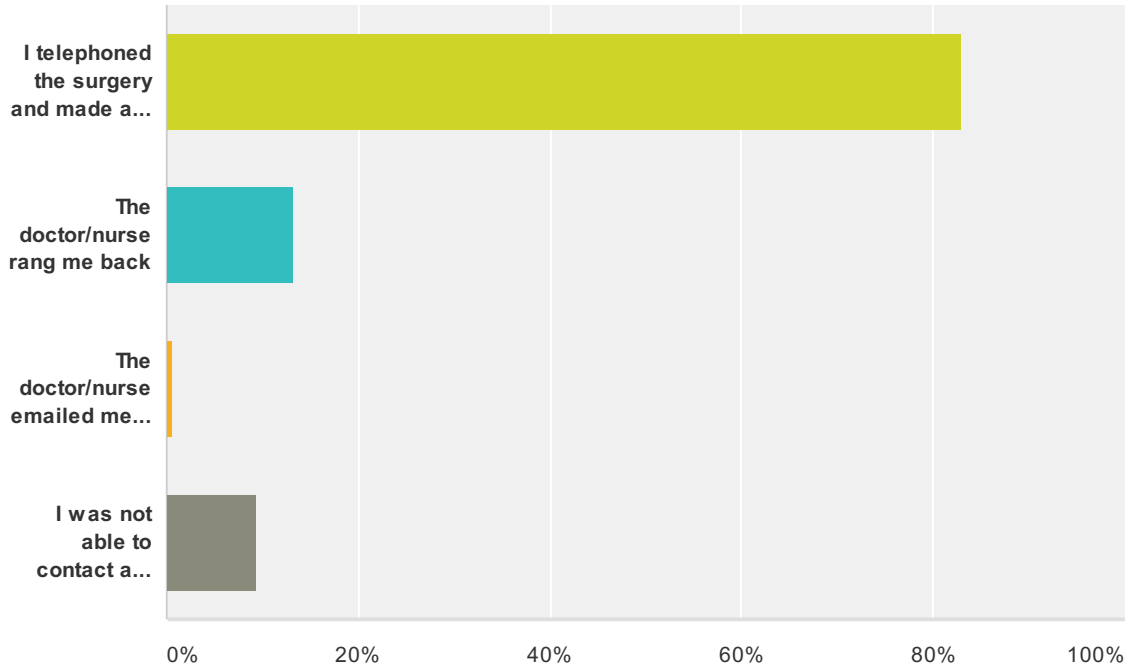
Answered: 201 Skipped: 9



Answer Choices	Responses
Yes	75.12% 151
No	24.88% 50
Total Respondents: 201	

Q14 On that occasion how did you make contact with your doctor or nurse?

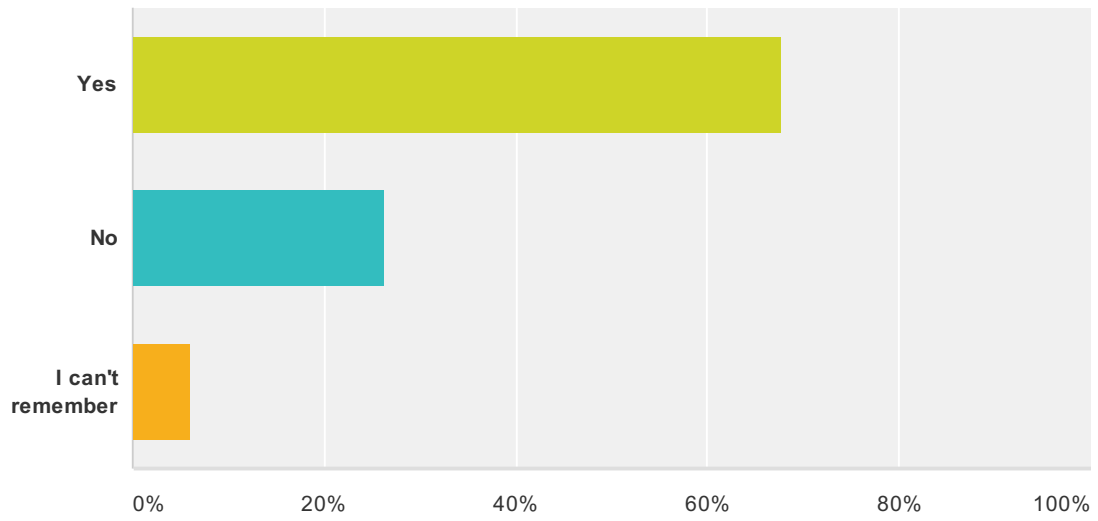
Answered: 158 Skipped: 52



Answer Choices	Responses	
I telephoned the surgery and made an appointment to see the doctor/nurse	82.91%	131
The doctor/nurse rang me back	13.29%	21
The doctor/nurse emailed me back	0.63%	1
I was not able to contact a doctor/nurse or other health professional	9.49%	15
Total Respondents: 158		

Q15 Have you tried to book ahead for an appointment with a doctor more than 2 full days in advance?

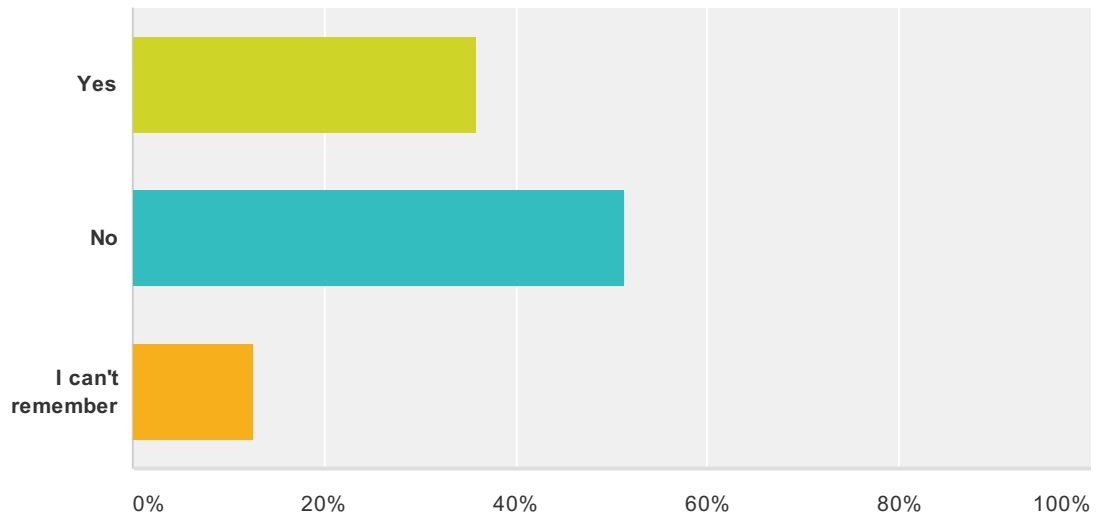
Answered: 202 Skipped: 8



Answer Choices	Responses	
Yes	67.82%	137
No	26.24%	53
I can't remember	5.94%	12
Total Respondents: 202		

Q16 Last time you tried were you able to get an appointment with a doctor more than 2 full days in advance?

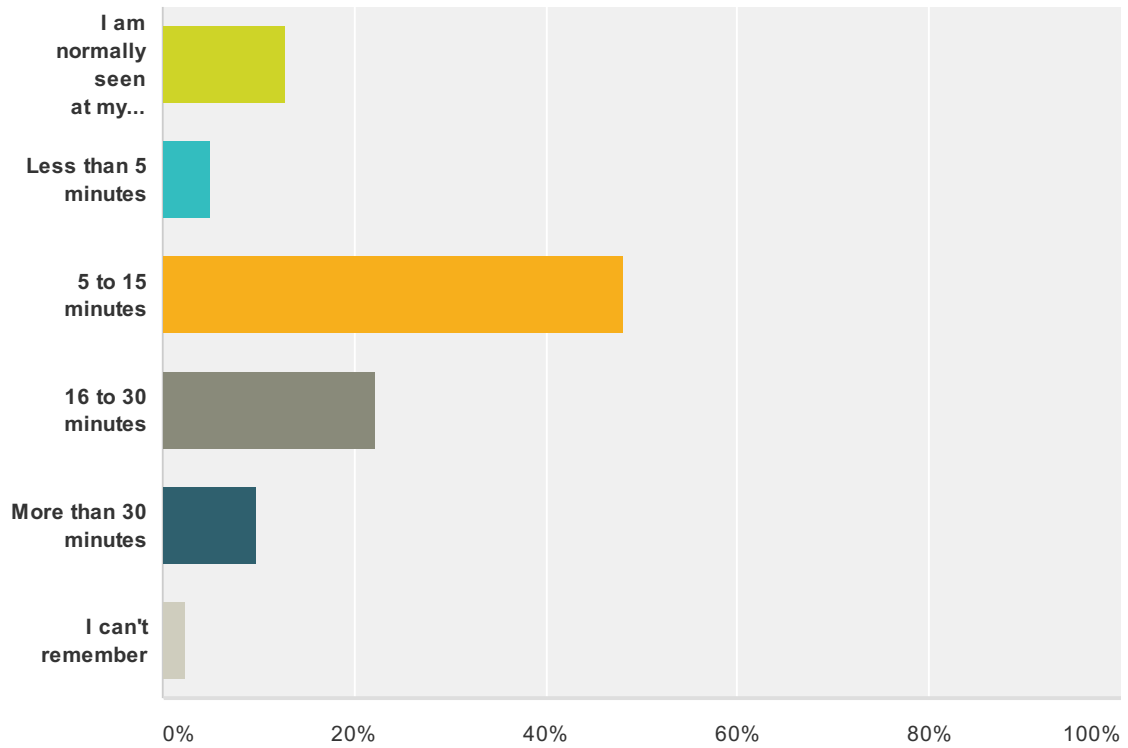
Answered: 181 Skipped: 29



Answer Choices	Responses
Yes	35.91% 65
No	51.38% 93
I can't remember	12.71% 23
Total Respondents: 181	

Q17 How long after your appointment do you normally wait to be seen?

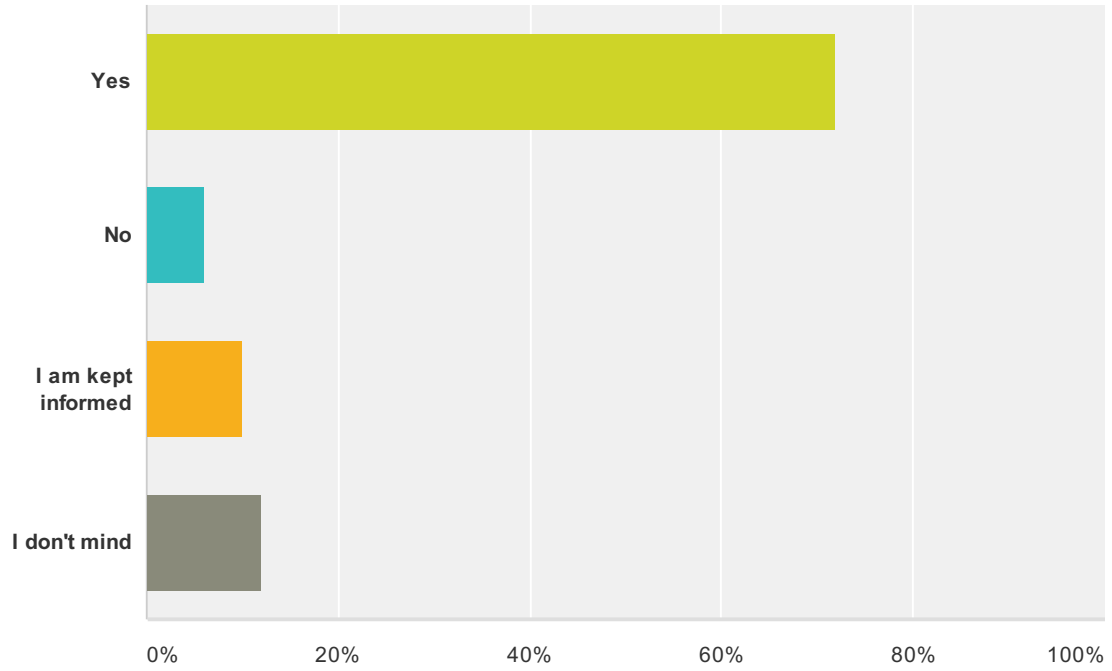
Answered: 202 Skipped: 8



Answer Choices	Responses
I am normally seen at my appointment time	12.87% 26
Less than 5 minutes	4.95% 10
5 to 15 minutes	48.02% 97
16 to 30 minutes	22.28% 45
More than 30 minutes	9.90% 20
I can't remember	2.48% 5
Total Respondents: 202	

Q18 If you wait would you like to be kept informed?

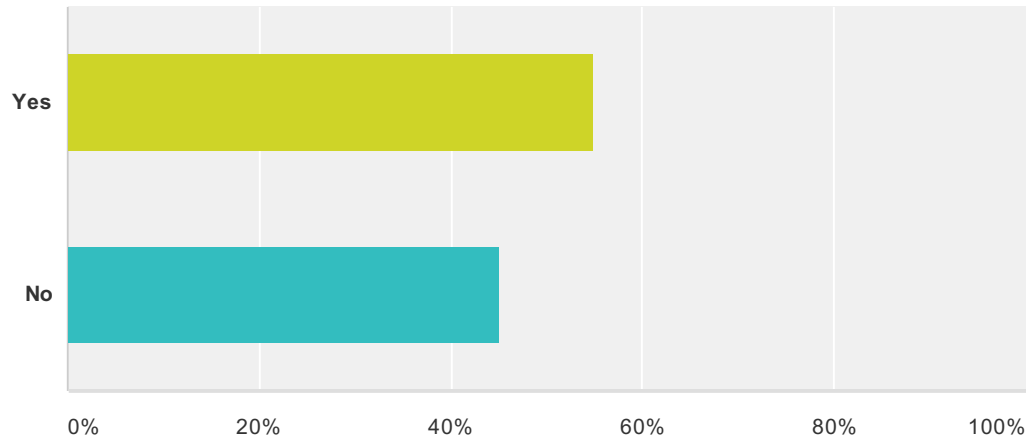
Answered: 199 Skipped: 11



Answer Choices	Responses	
Yes	71.86%	143
No	6.03%	12
I am kept informed	10.05%	20
I don't mind	12.06%	24
Total Respondents: 199		

Q19 Is there a particular doctor you prefer to see at your GP surgery?

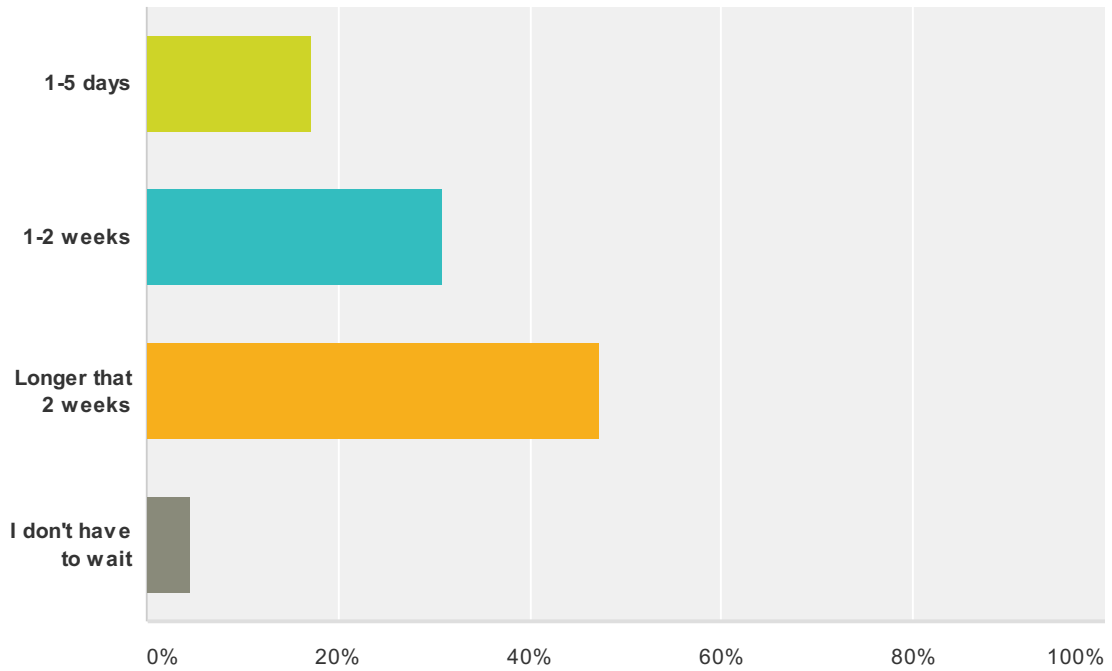
Answered: 202 Skipped: 8



Answer Choices	Responses
Yes	54.95% 111
No	45.05% 91
Total Respondents: 202	

Q20 if yes how long does it take to see the doctor you prefer to see at your surgery?

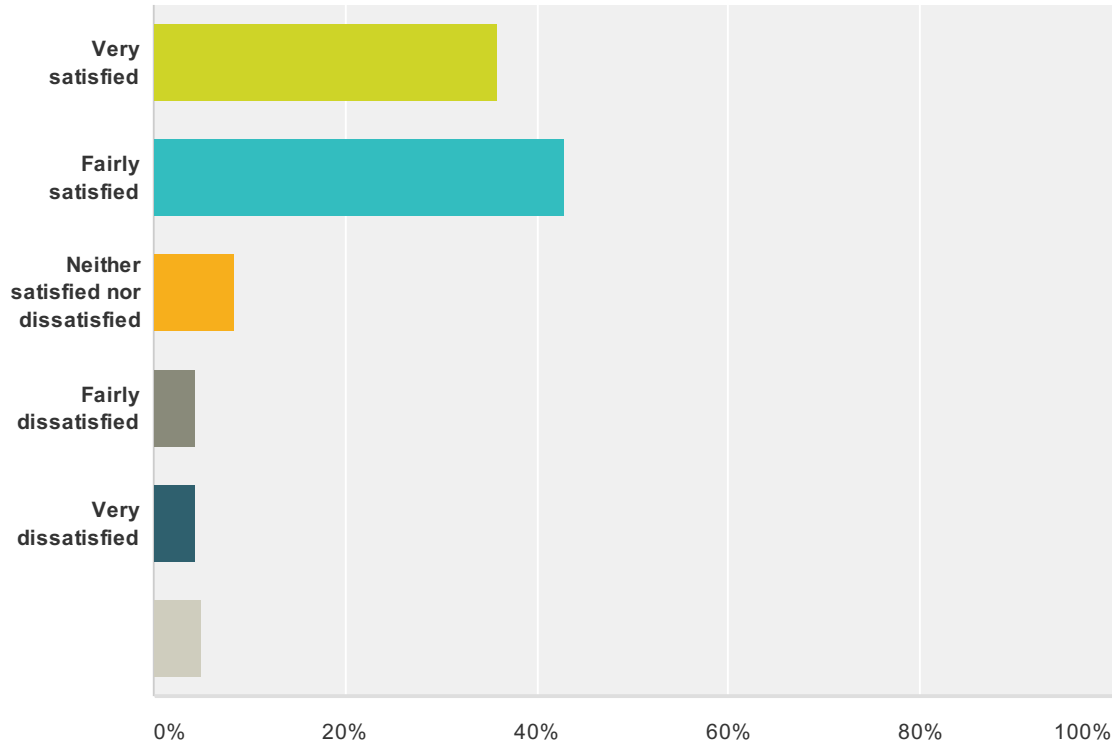
Answered: 110 Skipped: 100



Answer Choices	Responses
1-5 days	17.27% 19
1-2 weeks	30.91% 34
Longer than 2 weeks	47.27% 52
I don't have to wait	4.55% 5
Total Respondents: 110	

Q21 How satisfied are you with the hours that your GP surgery is open?

Answered: 203 Skipped: 7



Answer Choices	Responses	
Very satisfied	35.96%	73
Fairly satisfied	42.86%	87
Neither satisfied nor dissatisfied	8.37%	17
Fairly dissatisfied	4.43%	9
Very dissatisfied	4.43%	9
I am not sure when my GP surgery is open	4.93%	10
Total Respondents: 203		

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Q22 If you would like to comment on your surgery opening hours please do so in the box below.

Answered: 41 Skipped: 169

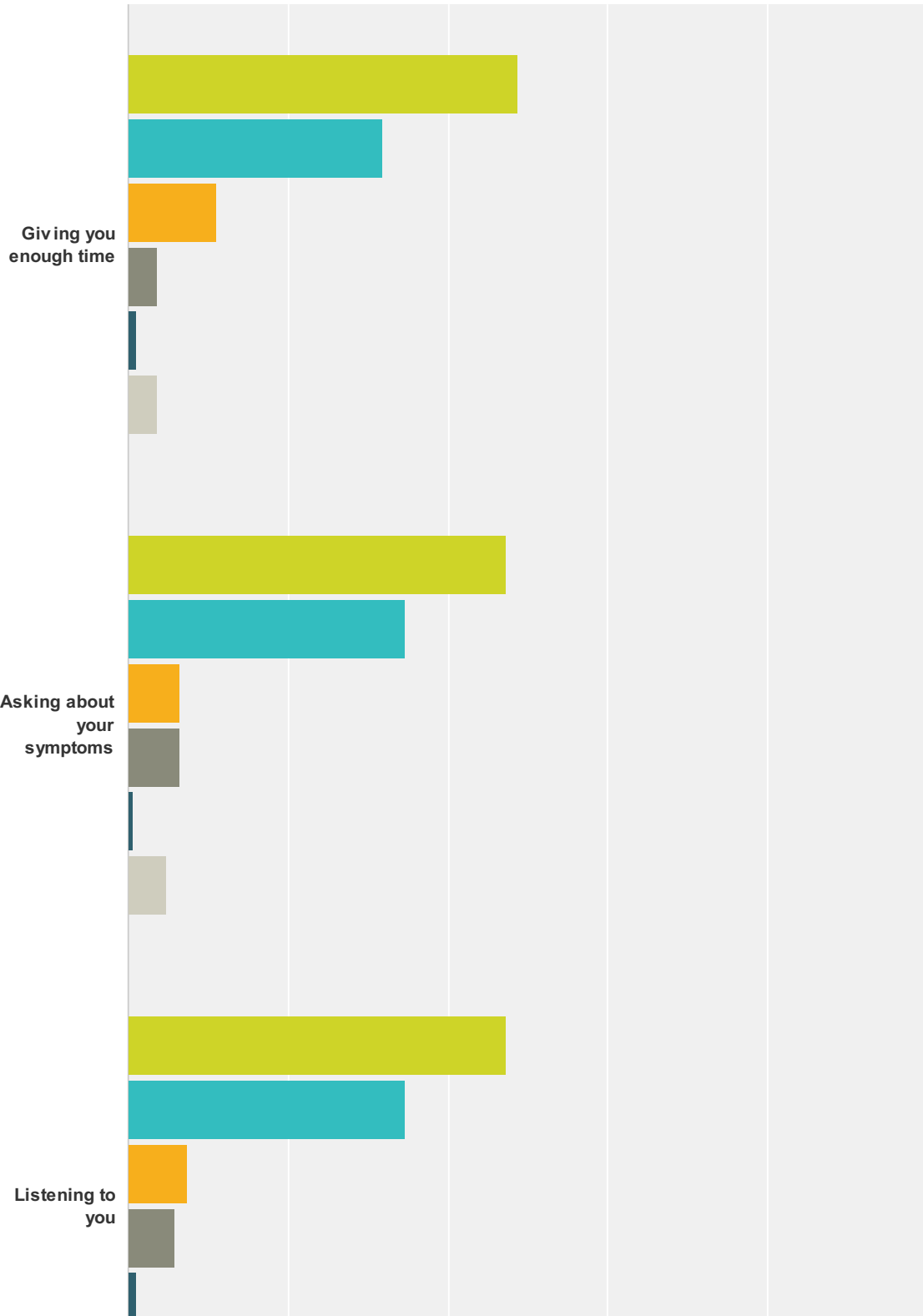
#	Responses	Date
1	When you are working in town and cannot get an appt in the morning it is difficult to ring at work for the 2pm slot. I work for a company where we are unable to telephone during the day.	2/11/2014 6:15 AM
2	It would be good to have out of hours service from the local surgery, but the out of hours service is good.	2/11/2014 6:08 AM
3	Will be good to see opening time from 8am.	2/11/2014 6:05 AM
4	More evening appointments	2/10/2014 8:50 AM
5	i appreciate that you can ring on the day and get an emergency appointment but i dont feel comfortable doing this for non emergency.Also i work 60 miles from home so cant attend appointments at short notice and with children in nursery and colleage legistically it can be difficult to make arrangements on the day.	2/6/2014 2:16 AM
6	saturday morning i think for emergencies	2/6/2014 1:03 AM
7	late open one evening out of week	2/6/2014 12:45 AM
8	You need to be open longer to provide enough appointments. It is not acceptable to use what used to be the walk in centre as a back up!	2/3/2014 2:56 AM
9	I find it very hard to get appointments being a working mum. I feel at a disadvantage to get appointments. I am thinking of moving GPs.	1/31/2014 4:13 AM
10	Weekend appointments should be very available.	1/31/2014 4:06 AM
11	Should open Saturdays and weekday evenings	1/31/2014 3:35 AM
12	Evening opening would be helpful for people who work	1/31/2014 3:21 AM
13	I would like to see more pre 9am & post 17.30 appointments.	1/31/2014 3:01 AM
14	Very convenient, happy, friendly staff.	1/31/2014 2:22 AM
15	no out of hours (weekends) service.	1/30/2014 8:20 AM
16	Open quite long hours I think	1/30/2014 7:30 AM
17	Evening surgeries and screening would be really helpful.	1/30/2014 4:32 AM
18	If appointment is made on the day I usually get to see Dr but if I wish to see Dr for non emergency they are fully booked for 1 month+	1/27/2014 3:20 AM
19	Would prefer to be able to see a doctor at the weekend or evenings as I work, or very early but it is difficult to get pre-booked appointments.	1/24/2014 5:06 AM
20	Would very much like it to open in the eveining and Saturday mornings as to received medical care over the weekend is a nightmare! I speak from my own personal experience. M Hill	1/20/2014 4:29 AM
21	It would be helpful if the surgery opened for a few hours on a Saturday morning.	1/17/2014 9:33 AM
22	I have been with the practice over 10 years, lots of things have changed, increased number of patients, resulting in fewer appointments with a GP. The doctors, when you do see them are excellent, but most emergency appts. I or my daughter have been seen by a clinical nurse specialist, who are very helpful.	1/17/2014 9:26 AM
23	Iam very happy with the practice the receptionists are very helpful and professional.	1/17/2014 9:17 AM
24	Only open during working hours. Ido not work in the area so can't take time off and late night appointments are usually only available a month in advance.	1/17/2014 9:02 AM

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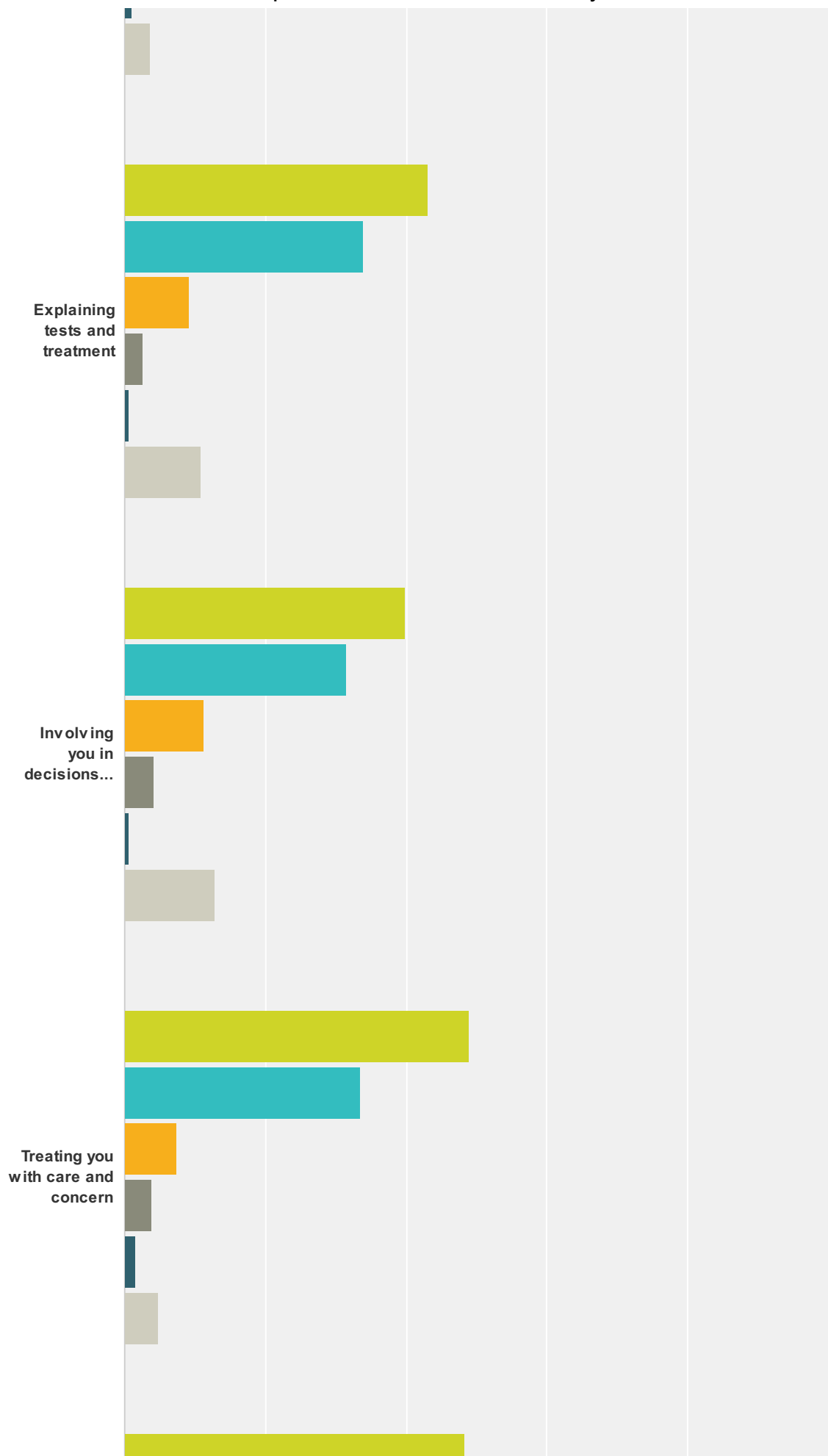
25	open later in the week days to be better for people that work full time	1/14/2014 5:10 AM
26	sometimes when i ant to get an appointment ifor my kids there is no space so i need to go to the walk in centre or a&e and wait for hours	1/14/2014 5:03 AM
27	Satisfied	1/8/2014 5:08 AM
28	it would be easier if the surgery was open during the time before i start work and after i finish	1/7/2014 4:04 AM
29	With current working life evening appointments would really help.	1/6/2014 7:35 AM
30	Saturday momings would be helpful for me.	1/6/2014 7:20 AM
31	Could do with opening weekends.	1/6/2014 7:12 AM
32	Is very helpful to be able to get an appointment on the day as I work 9-5	1/3/2014 6:55 AM
33	When having to wait 2 weeks or more for an appointment to see a Dr that knows my case, often it becomes an emergency in the 'waiting time'. For patients who have depression it would be good to know that if need be, we can get an appointment with our own GP asap.	1/3/2014 6:20 AM
34	Opening hours are fine its just trying to get an appointment.	1/3/2014 5:56 AM
35	The problem is that I am a teacher and it is very hard to book appointments around work and even when my work is lenient on me leaving work I cannot get an appointment quickly even if its urgent.	1/3/2014 5:38 AM
36	The receptionists seem to give very variable accounts about extended hours. I am a GP myself- I've rung thrice in a day to get appointments and been told different things on each occasion	12/31/2013 7:44 AM
37	Find it difficult to make contact.	12/29/2013 4:33 AM
38	The surgery is open during the same hours that I work - how am I supposed to attend both at the same time?	12/29/2013 3:26 AM
39	Opening times are fine. Getting to see a doctor is not. I have not been able to book an appointment except at 8am or 2pm on the day of calling. You sit on hold for a long time and then get told to ring back later the same day or the next. I can't do this while I'm at work or have other commitments.	12/19/2013 9:04 AM
40	Whould like the surgeery to be open for after work and weekend appointments. Come into the 21st Century!!!	12/18/2013 3:52 AM
41	The surgery opening hours require taking time off work to attend the surgery. There should be late night opening at least one night a week and Saturday morning opening.	12/18/2013 3:42 AM

Q23 GP appointments are booked to last 10 minutes, although longer appointments can be arranged. Thinking about the last time you saw a doctor at your GP surgery how good was the doctor at each of the following?

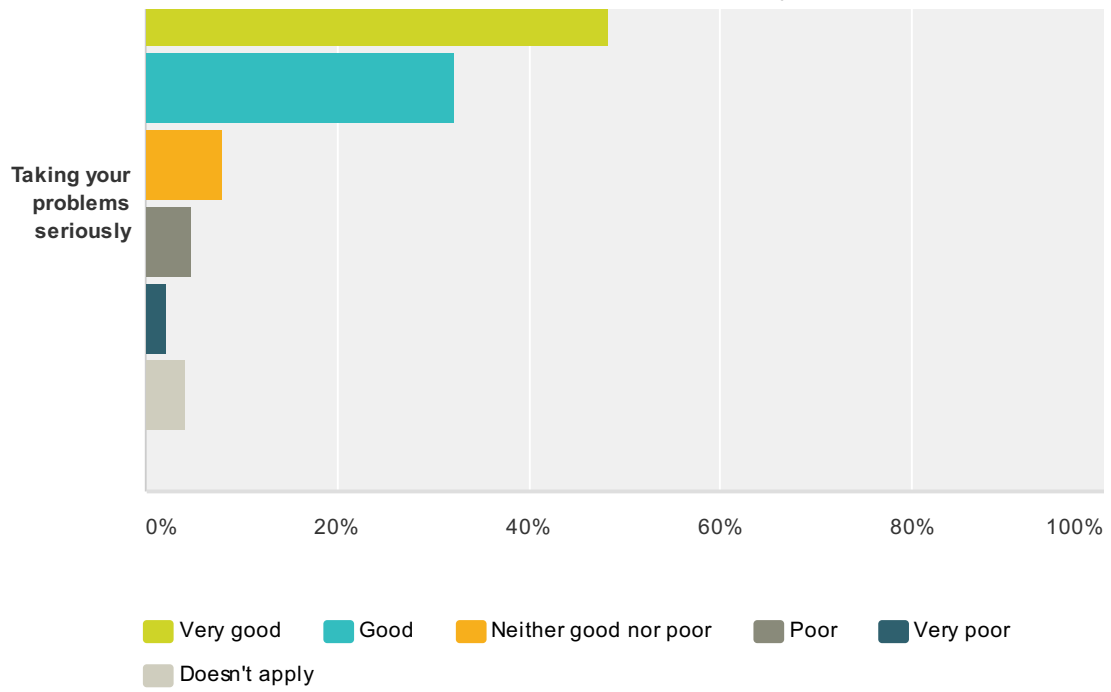
Answered: 191 Skipped: 19



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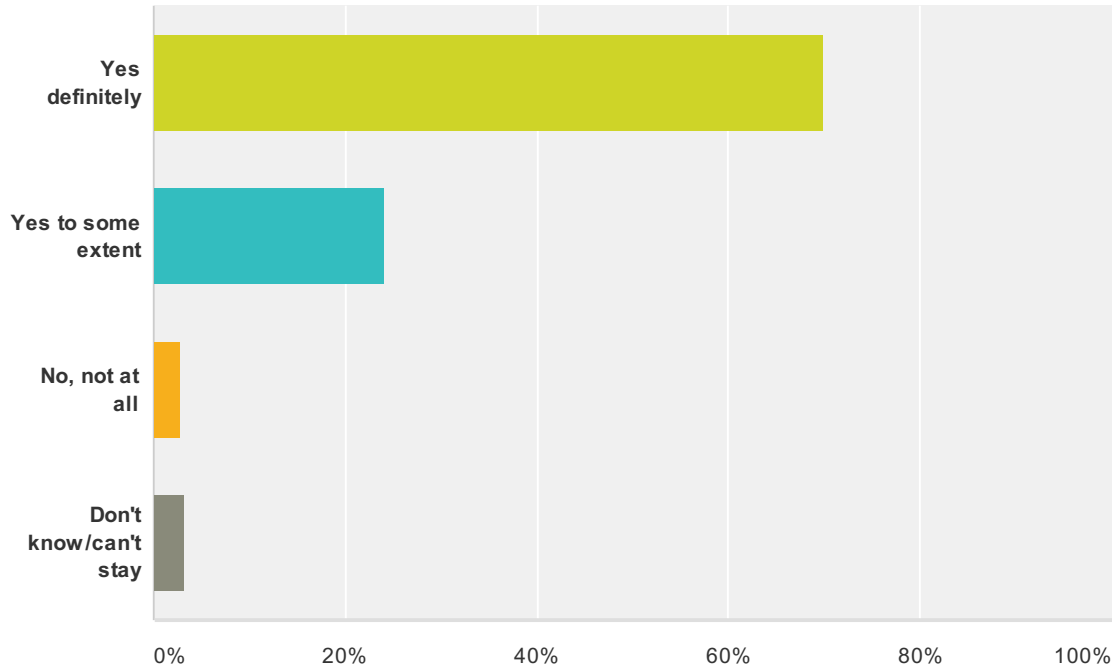
Hampton Health GP Patient Survey



	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply	Total Respondents
Giving you enough time	48.69% 93	31.94% 61	10.99% 21	3.66% 7	1.05% 2	3.66% 7	191
Asking about your symptoms	47.37% 90	34.74% 66	6.32% 12	6.32% 12	0.53% 1	4.74% 9	190
Listening to you	47.37% 90	34.74% 66	7.37% 14	5.79% 11	1.05% 2	3.68% 7	190
Explaining tests and treatment	43.01% 80	33.87% 63	9.14% 17	2.69% 5	0.54% 1	10.75% 20	186
Involving you in decisions about your care	39.89% 75	31.38% 59	11.17% 21	4.26% 8	0.53% 1	12.77% 24	188
Treating you with care and concern	48.94% 92	33.51% 63	7.45% 14	3.72% 7	1.60% 3	4.79% 9	188
Taking your problems seriously	48.39% 90	32.26% 60	8.06% 15	4.84% 9	2.15% 4	4.30% 8	186

Q24 Did you have confidence and trust in the doctor you saw? If the answer is no please tell us about it.

Answered: 183 Skipped: 27



Answer Choices	Responses
Yes definitely	69.95% 128
Yes to some extent	24.04% 44
No, not at all	2.73% 5
Don't know/can't stay	3.28% 6
Total Respondents: 183	

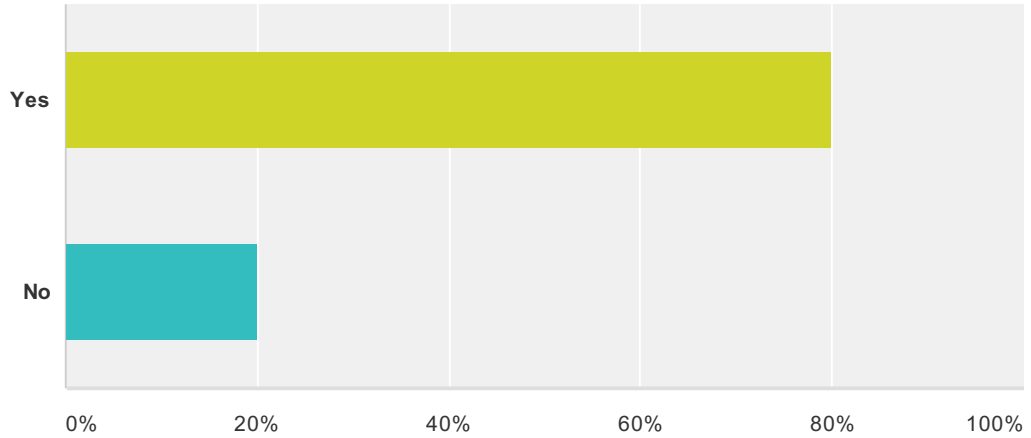
#	Comments	Date
1	Dr Piggott was brilliant and although I came with flu picked up I had heart disease.	2/11/2014 6:17 AM
2	i cant remember when i last saw a doctor i can only ever get appointments with the nurse practitioner.	2/6/2014 2:18 AM
3	not seen a doctor yet	2/6/2014 1:09 AM
4	When I get to see a GP they are very good.	1/31/2014 4:13 AM
5	Poor mark given just because I didn't know I could only ask about one problem at a single appointment not made aware at the start of joining practice. Ok now.	1/31/2014 3:59 AM
6	Never been before	1/31/2014 3:52 AM
7	Don't listen properly or take what you say seriously. Try to fob you off with something you don't believe it is or tell you to wait and see if it settles down or continues.	1/31/2014 3:50 AM
8	Instead of listening to me he gave me pat answers and I found out while I was on holiday that he had ignored my symptoms and I had put my life at risk with the flight. I also need surgery for my gallbladder which I started the process for in September and it is looking like February for surgery.	1/31/2014 3:45 AM

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9	Dr did not pay attention to all my expressed concerns and issues. Problems I dealt with were not helped by the Dr's recommendations	1/31/2014 3:40 AM
10	Yes with Nurses & Dr Smith. Do not like the 2 doctors whose religious views determine who they will treat surely they should be impartial & not judge.	1/31/2014 3:22 AM
11	Dr Holmes & Dr Alcock very good doctors	1/31/2014 3:07 AM
12	My doctor is very attentive. Treats me with care and empathy	1/31/2014 2:22 AM
13	First time seeing them	1/24/2014 5:16 AM
14	Didn't feel I was listened to	1/17/2014 9:40 AM
15	He spent a lot of time explaining things to me.	1/17/2014 9:17 AM
16	I had to go away from the surgery to get help and now i am still not getting the ongoing help i need	1/7/2014 4:06 AM
17	Locum Dr Ram - V Good!	1/6/2014 7:13 AM
18	N/A	1/3/2014 6:49 AM
19	Depends who I see	1/3/2014 6:21 AM
20	Saw a nurse for my pill check-up and she was very helpful and informative.	1/3/2014 6:11 AM
21	I have every trust in Shelley and find her to be very caring, knowledgeable and supportive. (Not sure if Shelley is a GP or a nurse though).	1/3/2014 5:43 AM
22	There is an error the above should read can't say not stay!!	12/29/2013 4:58 AM
23	The doctor gives impression they can't wait to get rid of me, they don't ask any relevant questions about the symptoms, they don't explain options of treatment, they have absolutely no interest in the patient health. GP is unable to treat serious conditions like heart problems or specific gynae or gastric issues - but they don't refer me to the specialist. I have been suffering from chronic severe headaches and the doctor only prescribes paracetamol - not interested to find a cause. They simply 'treat' the symptoms not the disease.	12/29/2013 3:32 AM
24	Very pleased with the locum doctor. I would definitely see her again.	12/27/2013 9:07 AM
25	I've had a cold for three months. This happened two years ago and I ended up with asthma. All I want is antibiotics which worked last time. But instead I have been told to get a blood/cholesterol test at a walk-in centre. Not really what I need right now!	12/19/2013 9:06 AM

Q25 For those with ongoing/longterm health conditions Do you feel there is continuity of care i.e. information is shared by the doctors so that you can see any doctor about your condition?

Answered: 110 Skipped: 100



Answer Choices	Responses
Yes	80% 88
No	20% 22
Total Respondents: 110	

Hampton Health GP Patient Survey

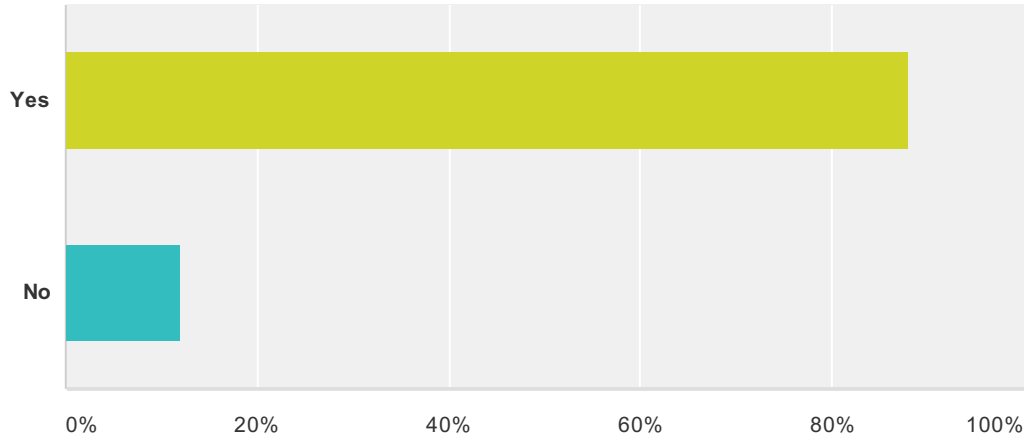
Q26 If no please provide more detail

Answered: 19 Skipped: 191

#	Responses	Date
1	I always have to go over my condition with each Dr.	2/11/2014 6:17 AM
2	Doctors/Nurses have to rely on computer records - so these need to be good, comprehensive and up to date!	2/10/2014 8:55 AM
3	if I see a doctor other than the normal, they do not seem to know or understand my problems and the drugs I am on.	2/10/2014 8:34 AM
4	dont know yet	2/6/2014 1:39 AM
5	n/a	2/6/2014 1:09 AM
6	disjointed lack of continuity	2/6/2014 1:05 AM
7	Most don't get symptoms recorded well in reports.	1/31/2014 3:40 AM
8	Always a long wait to see the doctor I would prefer for my daughter.	1/31/2014 3:30 AM
9	If you haven't seen a Dr before and have no relationship with them it is v. hard for them to appreciate what is 'normal' for you and so assess how unwell you feel/look.	1/30/2014 4:33 AM
10	New doctors sometimes are not fully aware of your case	1/27/2014 3:15 AM
11	Not sure haven't had to deal with that.	1/24/2014 5:16 AM
12	Each Gp I see about skin is baffled by previous GP?	1/17/2014 9:20 AM
13	you can never get follow up appointments and have to ring up on the day no appointments for booking available	1/14/2014 4:53 AM
14	i have COPD which was not picked up by the doctor and yet i kept coming back I feel i am still not getting the help i need	1/7/2014 4:06 AM
15	I was diagnosed with neurosarcoidosis in 2013 and each time I see a doctor I have to re explain and there seems to be a lack of clarity on how to treat.	1/6/2014 7:05 AM
16	Due to bombastic nature of one particular Dr.	1/3/2014 6:21 AM
17	When I see a GP different from the last one I saw I have to explain the problem all over again. The doctors don't read health notes prior to the appointment.	12/29/2013 3:32 AM
18	With husbands complicated LTC we need continuity so we try and stay with same doctor for particular strand of on going conversation.	12/19/2013 6:12 AM
19	There is no joined up approach to care. I have repeatedly requested that Statins be prescribed because I have been told I need them by the practice nurse, but they do not appear on my list of available repeat medication so I cannot request them, despite being told I need them. Also, the medical notes from my previous surgery disappeared when I relocated to Hampton.	12/18/2013 3:45 AM

Q27 Have you seen a practice nurse at your GP surgery?

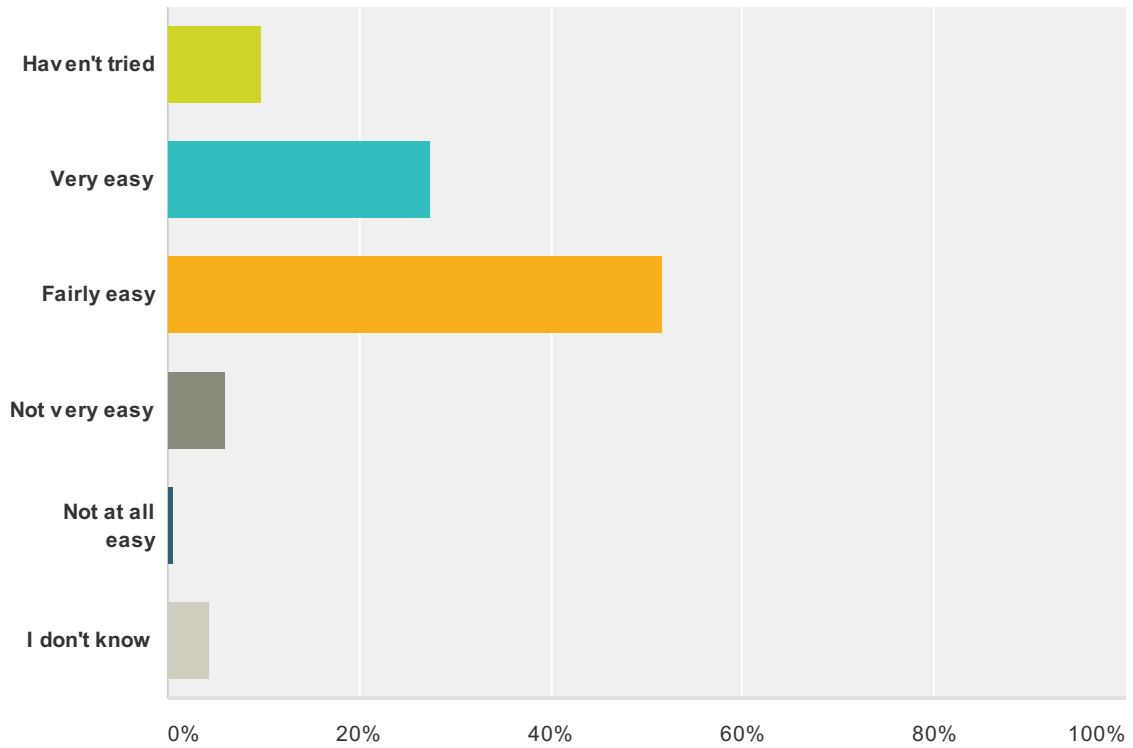
Answered: 192 Skipped: 18



Answer Choices	Responses
Yes	88.02% 169
No	11.98% 23
Total Respondents: 192	

Q28 How easy is it to get an appointment with a practice nurse at your GP surgery?

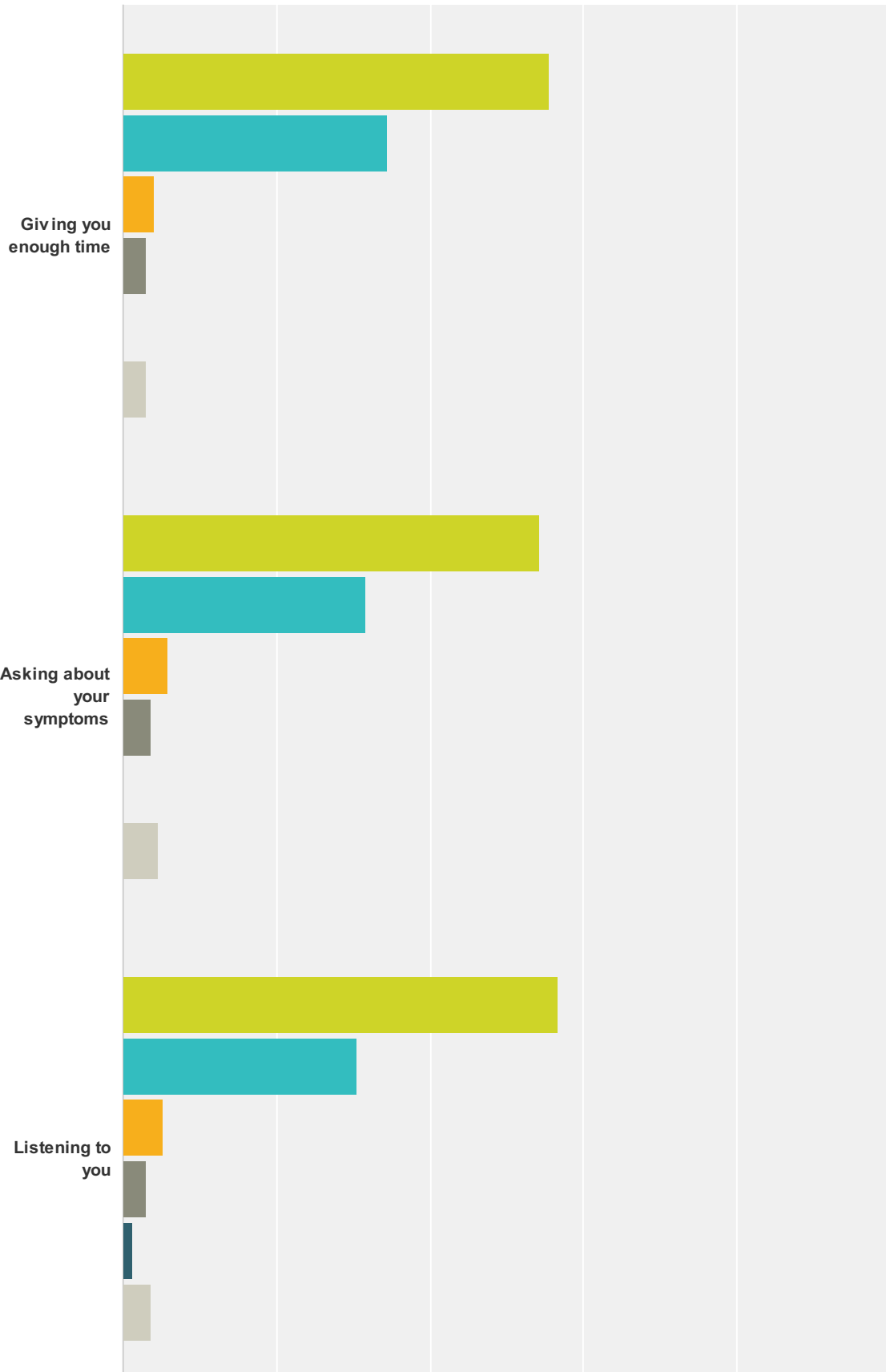
Answered: 182 Skipped: 28



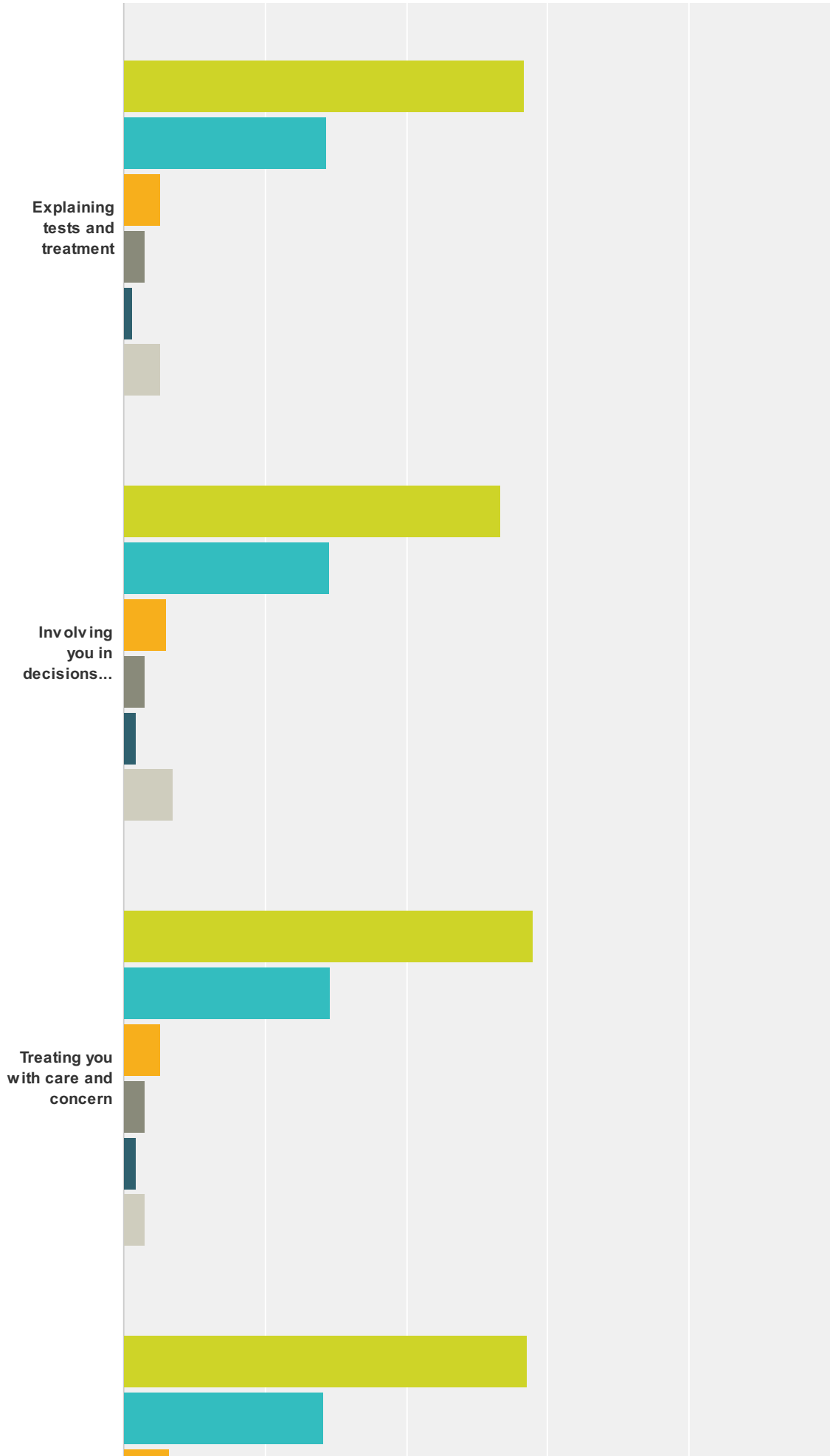
Answer Choices	Responses
Haven't tried	9.89% 18
Very easy	27.47% 50
Fairly easy	51.65% 94
Not very easy	6.04% 11
Not at all easy	0.55% 1
I don't know	4.40% 8
Total Respondents: 182	

Q29 Last time you saw a practice nurse at your GP surgery how good was the practice nurse at each of the following?

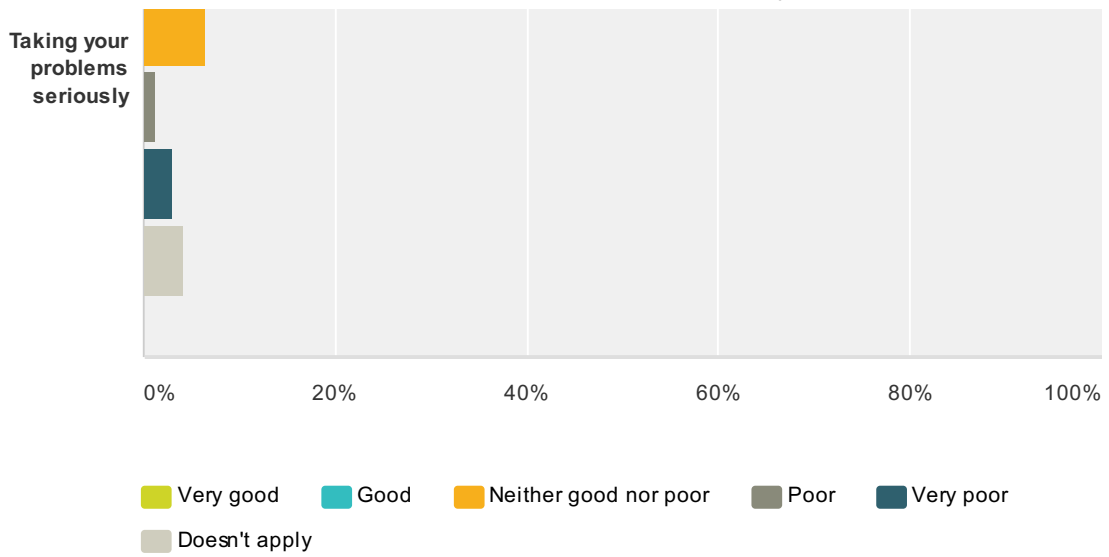
Answered: 172 Skipped: 38



Hampton Health GP Patient Survey



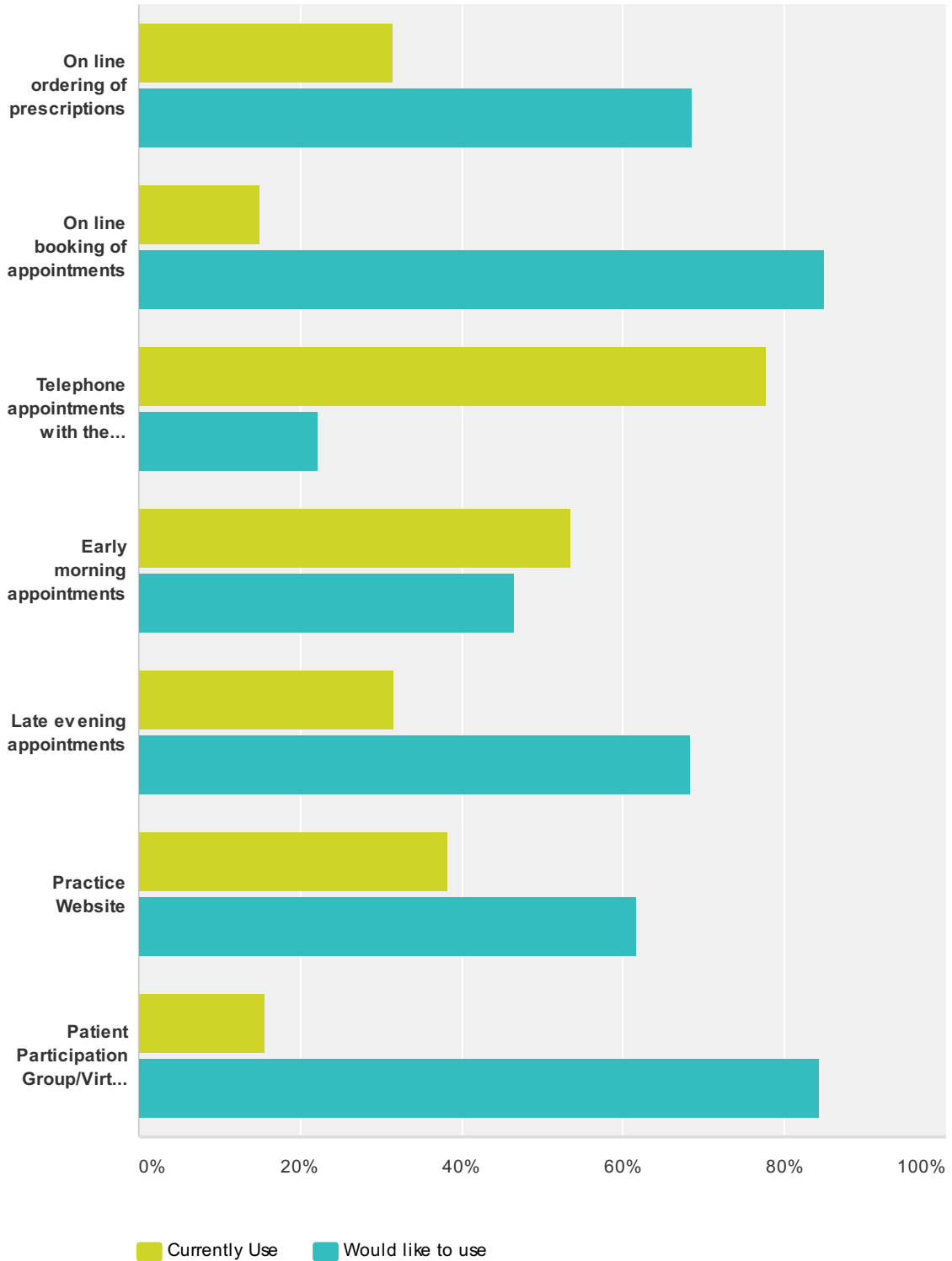
Hampton Health GP Patient Survey



	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply	Total
Giving you enough time	55.56% 95	34.50% 59	4.09% 7	2.92% 5	0% 0	2.92% 5	171
Asking about your symptoms	54.39% 93	31.58% 54	5.85% 10	3.51% 6	0% 0	4.68% 8	171
Listening to you	56.73% 97	30.41% 52	5.26% 9	2.92% 5	1.17% 2	3.51% 6	171
Explaining tests and treatment	56.73% 97	28.65% 49	5.26% 9	2.92% 5	1.17% 2	5.26% 9	171
Involving you in decisions about your care	53.25% 90	28.99% 49	5.92% 10	2.96% 5	1.78% 3	7.10% 12	169
Treating you with care and concern	57.89% 99	29.24% 50	5.26% 9	2.92% 5	1.75% 3	2.92% 5	171
Taking your problems seriously	57.06% 97	28.24% 48	6.47% 11	1.18% 2	2.94% 5	4.12% 7	170

Q30 The practice offers a range of services. Please tell us which ones you currently use or would like to use.

Answered: 180 Skipped: 30



	Currently Use	Would like to use	Total
On line ordering of prescriptions	31.37% 37	68.63% 70	107

Hampton Health GP Patient Survey

	2014	2013	2012
On line booking of appointments	15.04% 17	84.96% 96	113
Telephone appointments with the doctor or Advanced Nurse Practitioners	77.78% 112	22.22% 32	144
Early morning appointments	53.51% 61	46.49% 53	114
Late evening appointments	31.67% 38	68.33% 82	120
Practice Website	38.36% 28	61.64% 45	73
Patient Participation Group/Virtual Group	15.56% 7	84.44% 38	45

#	Comments	Date
1	Would like to use online appointments for our baby. It's stupid that you cant get a morning appointment for a baby because they are all gone by the time surgery opens!	2/3/2014 2:58 AM
2	None	1/31/2014 2:23 AM
3	I am very happy with the surgery apart from the two issues that I usually get. The first issue I get is that GP appointments are too short. I think GPs are trying to squeeze as many appointments as possible in a day. I have to take half an hour from work, drive 15 mins to the clinic, wait 5-10 mins for the GP to call me (usually 5-10 minutes later than the appointment time) and the GP sees me for about 5-7 minutes. Half of the time they do not even hear me out properly or wait for me to remember something, prescribes medicine and tells me to come back if it does not improve in 2 weeks (for which I have to repeat the whole cycle). I think i should have more time with him (rather than the focus of surgery being turnover of patients or appointments). The second issue I get is that calling to get an appointment is very hard. For an example, one day I called at 9 and was told appointments for the morning were finished. I called at 2 and could not get through as line was busy until 2.30 when I was placed on hold for another 10 mins. The appointment I got was for 4.15. This is really frustrating. Surgeries should not prescribe so many patients that getting appointments on a day should be so hard. The only other option if I did not get an appointment was for me to go to an A&E even if my condition is not emergency but not very serious. This is frustrating because I cannot go to work as am not well but then I cannot see a GP until the end of the day. The surgery is closed on Sat and Sun so all the working class either have to take time off work or day off work to go see the GP. Apart from these two issues, I am very happy with the general service at the surgery.	1/27/2014 7:13 AM
4	Online booking of appointments is awful - never seem to be able to locate an appointment and very slow and logon details are not easy to remember.	1/24/2014 5:08 AM
5	Whereas I have a PC, I am of an age where this isn't second nature. I would prefer, when it comes to things of importance, to have face to face/telephone contact.	1/13/2014 2:01 PM
6	The service provided by the receptionists and nursing staff is good. The service provided by GPs is awful - lack of concern, lack of care, lack of time, lack of interest to the patient. Perhaps even lack of knowledge of health issues - GPs are not adequately qualified? I can find more information about my health condition on Google or from the Nurse, but the Doctors are simply useless.	12/29/2013 3:35 AM
7	Surgery opening hours that are more in tune with people's working lives would be a big benefit	12/18/2013 3:46 AM

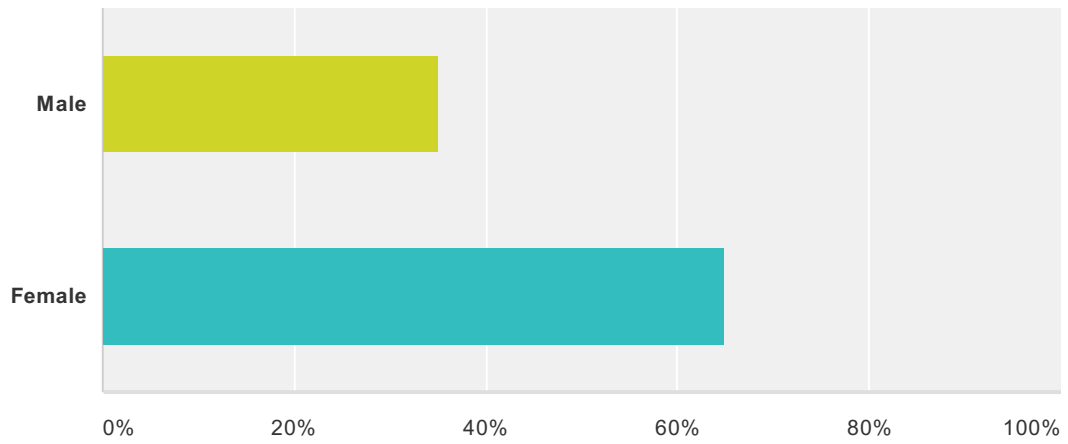
Q31 Are there any other questions you would like included on future surveys? If yes please give details in the box below.

Answered: 8 Skipped: 202

#	Responses	Date
1	I always find getting an appt hard first thing in the morning and I wonder how many patients then go to the walk in centre.	2/11/2014 6:19 AM
2	More on other services like the travel clinic and more on preventative or 'well person' services would be useful.	2/10/2014 8:57 AM
3	no questions but the boxes for ticking are not clear which could impact on analysis of the responses.	2/6/2014 2:07 AM
4	prescriptions ordering/collections at boots can be forgotten easy. Questions on reliability of system.	2/6/2014 12:53 AM
5	How long you tried to get through to get an appointment at 8am & 2pm.	1/31/2014 4:14 AM
6	Do you feel you are able to see a doctor within a reasonable time.	1/17/2014 9:27 AM
7	Would you like a telephone queuing system to avoid having to call again and again at 8am/2pm.	1/3/2014 6:25 AM
8	Feedback regarding individual Drs	1/3/2014 6:22 AM

Q32 Are you male or female?

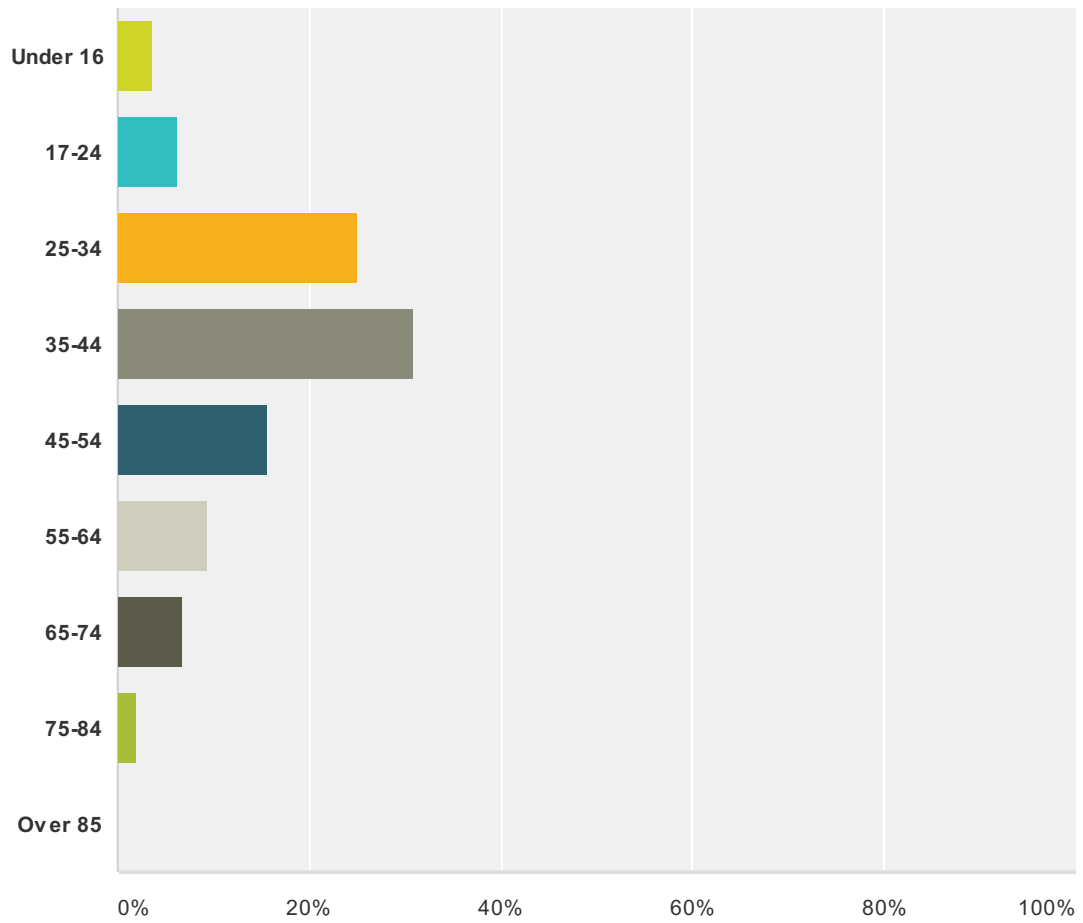
Answered: 191 Skipped: 19



Answer Choices	Responses
Male	35.08% 67
Female	64.92% 124
Total Respondents: 191	

Q33 What is your age?

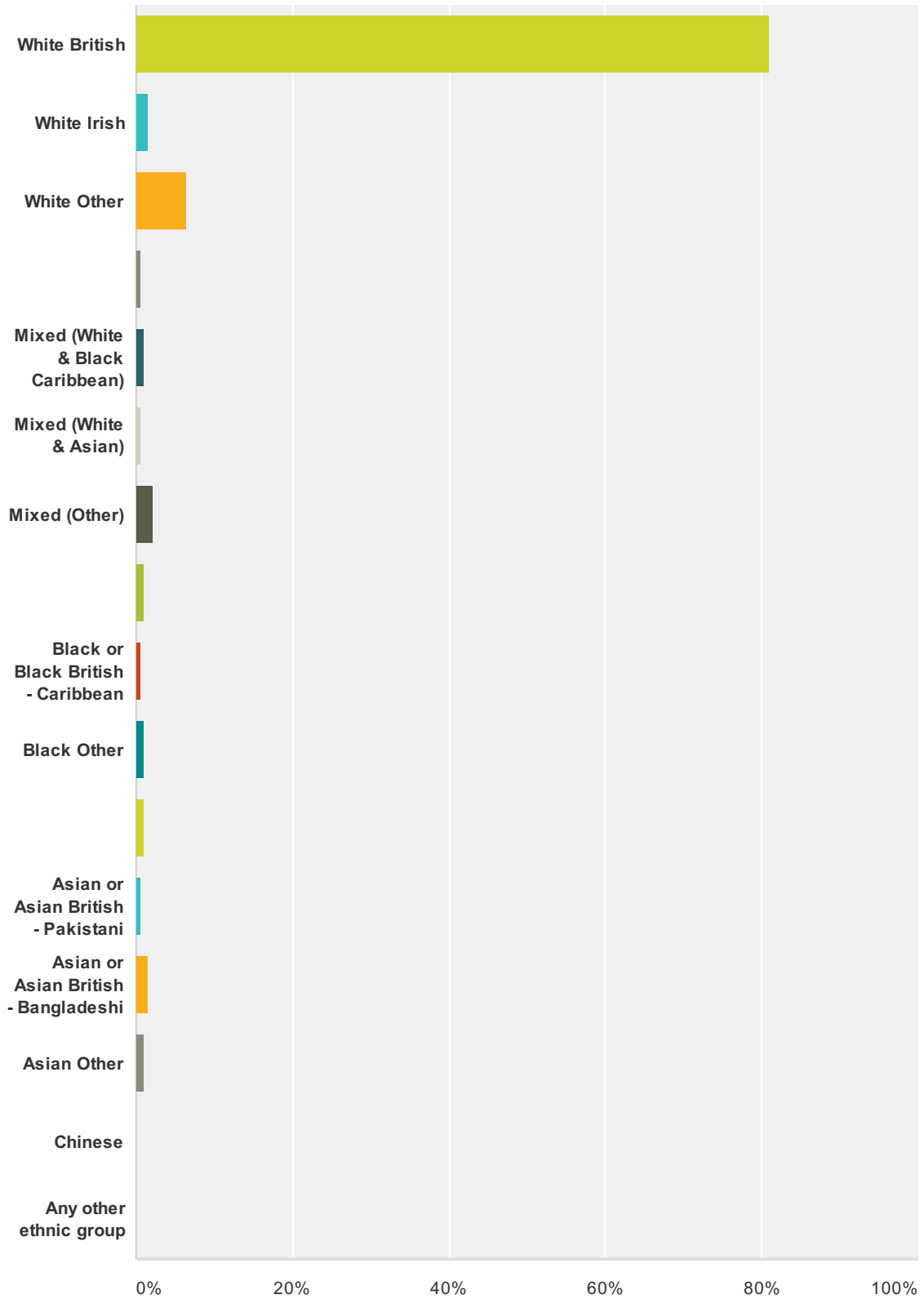
Answered: 191 Skipped: 19



Answer Choices	Responses
Under 16	3.66% 7
17-24	6.28% 12
25-34	25.13% 48
35-44	30.89% 59
45-54	15.71% 30
55-64	9.42% 18
65-74	6.81% 13
75-84	2.09% 4
Over 85	0% 0
Total Respondents: 191	

Q34 What is your ethnic origin?

Answered: 190 Skipped: 20



Answer Choices	Responses
White British	81.05% 154

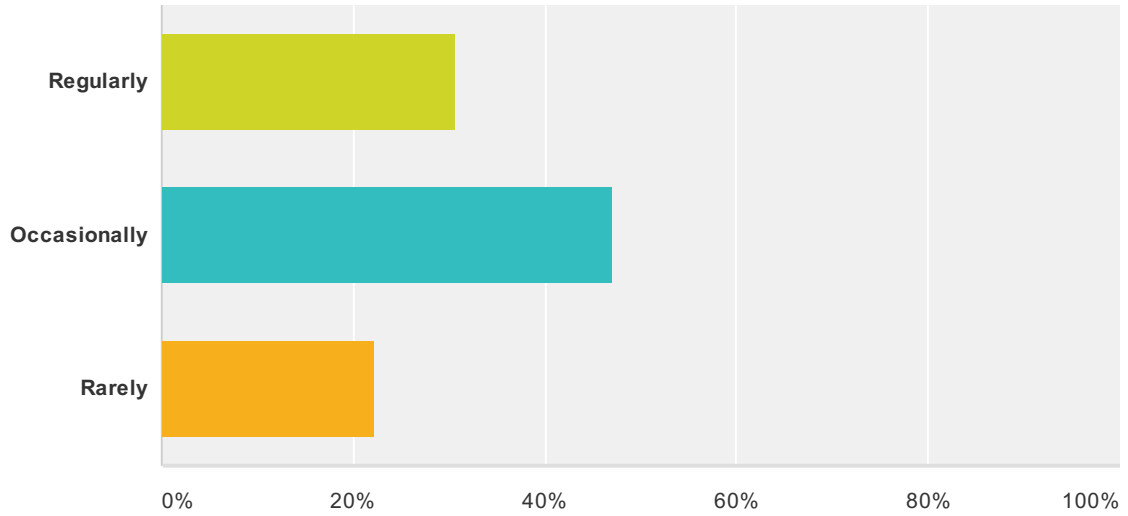
Hampton Health GP Patient Survey

White Irish	1.58%	3
White Other	6.32%	12
Mixed (White & Black African)	0.53%	1
Mixed (White & Black Caribbean)	1.05%	2
Mixed (White & Asian)	0.53%	1
Mixed (Other)	2.11%	4
Black or Black British- African	1.05%	2
Black or Black British - Caribbean	0.53%	1
Black Other	1.05%	2
Asian or Asian British - Indian	1.05%	2
Asian or Asian British - Pakistani	0.53%	1
Asian or Asian British - Bangladeshi	1.58%	3
Asian Other	1.05%	2
Chinese	0%	0
Any other ethnic group	0%	0
Total Respondents: 190		

#	If other please writ here	Date
1	greek cypriot	2/6/2014 1:36 AM
2	Black British afro caribbean	1/31/2014 4:15 AM
3	east african asian british	1/14/2014 4:30 AM
4	Another error should read write here not writ here!!	12/29/2013 5:02 AM

Q35 How would you describe how often you come into the practice?

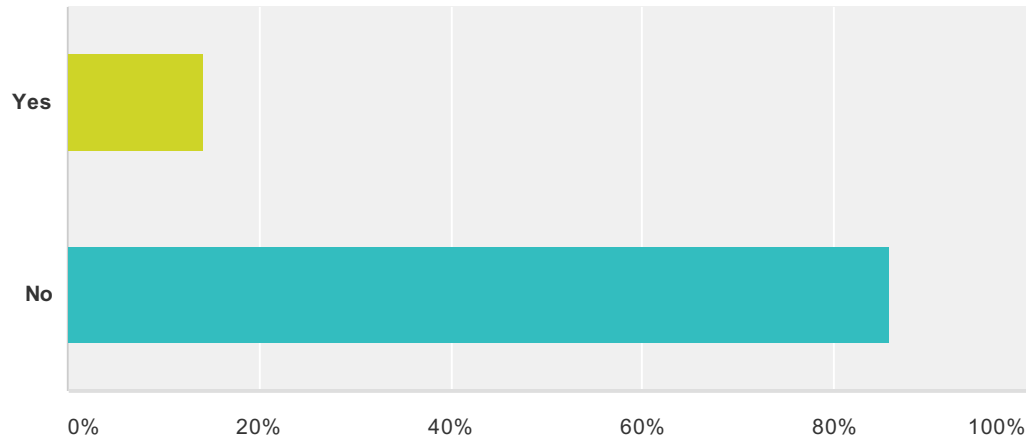
Answered: 189 Skipped: 21



Answer Choices	Responses
Regularly	30.69% 58
Occasionally	47.09% 89
Rarely	22.22% 42
Total Respondents: 189	

Q36 Do you consider yourself to have a disability?

Answered: 191 Skipped: 19



Answer Choices	Responses
Yes	14.14% 27
No	85.86% 164
Total Respondents: 191	