

Hampton Wick Surgery News

Your practice newsletter from the Patient Participation Group
Autumn2023



Patient Information Events

Earlier this year in March we held a Patient Information Event with the theme of navigating our local health care services. For the first time, we held it at Bullen Hall in Hampton Wick – this made it easier for the practice and those that attended thought it was a good venue.

The event had a good turnout with around 50 attending and the feedback showed that those attending found the information helpful. We asked for suggestions for further events and one of the themes that emerged was help with on-line access and services

Our next event: 23rd November

Our next event therefore will be a drop-in to provide an opportunity for you to meet our admin team members who will be on hand to give demonstrations of how to get on line, register for and making on-line appointments and generally finding the way around our website and the NHS app. There was also a call for information on self-care, preventive health and screening so there will be a range of organisations providing information on healthy eating, exercise and screening etc. Light refreshments will be available

The date for this event is: **Thursday, 23rd November from 12.30 – 2.00** and it will be held again at Bullen Hall, Hampton Wick KT1 4AT. Hope you can come along.

You can register here at: ppghamptonwicksurgery@gmail.com
There will be more information nearer the date.

Practice's Dr Kieran O'Flynn supports Ukraine



Dr O'Flynn has made two trips to Ukraine to deliver ambulances and supplies. Working with a charity that sources ambulances no longer used by the NHS, he and colleagues have delivered a number to Ukraine along with much needed supplies. "It was challenging," he said, "but very worthwhile".

Hampton Wick Surgery does well in national NHS GP Patient Survey

Every year the NHS runs a GP Patient Survey which is sent to a random group of patients in every practice in England. The results of the 2023 survey have recently been published and we are very pleased to report that the majority of our scores have improved against the previous year. Not only that but many of the results are better than the regional (SWL) and national results. Here are some examples:

- **98%** had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment
National result: **93%**
SWL result: **94%**

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If you would like to suggest a topic for the newsletter, find out more about our Patient Participation Group (PPG) or consider joining the Group please email: ppghamptonwicksurgery@gmail.com , write a note and leave with reception marked PPG or mention it to the doctor.

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- **91%** find the receptionists at this GP practice helpful
National result: **82%**
SWL result: **84%**
- **80%** of respondents were satisfied with the appointment they were offered
National result: 72%
SWL result: 73%
- **65%** were offered a choice of appointment when they last tried to make a general practice appointment
National result: **59%**
SWL result: **66%**
- **96%** felt their needs were met during their last general practice appointment
National result: **91%**
SWL result: **92%**

“One area where we want to improve on is ease of getting through to the practice by phone” says Dr Kate Moore. “Although our score has improved over last year from 32% to 47%, it’s still not good enough. Since this survey was undertaken, we have installed a new telephone system and we are already getting fewer complaints from patients about how long they are waiting to speak to someone. So we hope that next years’ survey will show a better score for this. Later this year, we are also going to undertake our own patient survey focusing on this issue and the whole appointment making process.

Our score for overall patient experience has gone up from 67% last year, which was below the national average, to 79% this year which is above the national average.

To see the full results go to:
[Patient Experience \(gp-patient.co.uk\)](http://gp-patient.co.uk)

Friends and Family Test

If you’ve had an appointment recently at the practice, you may have received a text message asking for your views on how the appointment went. This is called the Friends and Family Test and it is an opportunity for the practice to understand your experience and to find out what went well and perhaps what didn’t.

The practice has been collecting this information for some time now and it is reviewed both by the management team as well as the Patient Participation Group (PPG).

“The feedback we have seen has been overwhelming positive”, says Bonnie Green, Chair of the PPG. “There are many really lovely comments about the care given by our clinicians both medical and nursing and the friendliness of the reception team. The most recent report I’ve seen also revealed no negative comments about getting through on the ‘phone which is really good news and shows that the new system is working.

If you get a text asking about your experience, please do so as it is really helpful to us. It can also be completed on our website, here’s the link: www.hamptonwicksurgery.co.uk/nhs-friends-and-family-test

Getting your test results:

After you have had a blood test, x-ray, ultrasound or scan organised by your GP, please make sure that you call the surgery to get your results. It takes 7-10 working days for us to get your results back and for a doctor to check them.

Due to the sheer volume of tests we are unable to call individual patients.

If you have had a test organised by the hospital the department involved in your care will contact you. Blood test results will be available to view via the NHS App once the Dr has viewed and actioned them.