

Hampton Medical Practice

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Healthwatch Waltham Forest
GP Outreach Research 2014: Individual Practice Report

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Executive Summary and Recommendations

This report is the summary of the comments made by patients we met over a period of six weeks at the Hampton Medical Practice. This was part of a wider project which involved Healthwatch representatives visiting four surgeries in Walthamstow and Leytonstone to find out what patients think works well and what could be improved.

Hampton Medical practice is well regarded by most of the patients we spoke to: 78% of patient would recommend it to family or friends. We spoke to 84 patients during the six weeks. Ninety-nine examples of things that work well were identified, along with 108 suggestions for improvement.

Waiting times and appointment booking are issues that need to be addressed, particularly as some patients we met appeared to use emergency appointments to avoid a long wait for a routine appointment. Communication is also an area identified for improvement. Patients would like consistency of service amongst staff, particularly receptionists.

Recommendations, based on what the patients told us, have been made for ways to improve the service and environment at the surgery so that it better meets the needs of the patients.

The Main recommendations

1. Reception staff should be trained and supported to offer a consistent polite, helpful and friendly customer service experience to all patients.
2. The system for issuing emergency and routine appointments should be reviewed to better provide for patients different needs.
3. The online booking system should be more widely promoted and all patients encouraged to use it if they wish to do so.
4. Patients should be kept informed of likely waiting times on arrival for an appointment, and the reason for any delay.
5. The Patient Participation Group (PPG) should explore ways of improving patient/doctor communication by talking to those who do and do not feel listened to.
6. The surgery should ensure equal access to appointments, regardless of the booking method used.
7. Pre-printed information sheets, including a map and contact details, should be given to patients when they are referred to the Langthorne Phlebotomy (blood) Clinic.

Introduction

In 2013 Healthwatch Waltham Forest conducted research on local GP access issues by inviting people across the borough to complete a short survey¹. Through this piece of work we spoke to approximately 400 people, but also met many who had not been to the GP recently and so did not feel qualified to complete the survey. This year we decided to visit GP surgeries and talk directly with their patients.

We approached all the surgeries in Walthamstow, Leytonstone and Leyton - forty-five in total - four of which agreed to let us visit their surgeries. We made arrangements to visit all four surgeries once a week over a period of six weeks to speak to the patients attending the surgery on that day. The aim was to find out what patients think works well at their surgery and what can be improved. At the request of two surgeries, we tested the Friends and Family Test (FFT) by including it in a short survey which also asked what works well and what could be improved. At the other two surgeries we used comment cards to gather feedback, and invited patients in person to comment on what was good and what could be improved at the surgery. In all four surgeries we displayed posters advertising our visit and offering prompts about aspects of the service patients might like to comment on. These prompts were based on what people had told us as part of the GP Access research Healthwatch Waltham Forest conducted in 2013.

Each practice has been issued with an individual report containing the feedback at their surgery, with recommendations for change based on what patients told us. There is also an overall report summarising all the feedback from all the surgeries.

We would like to thank Christine Henderson, Healthwatch volunteer, for working on this project with us, attending the surgery and speaking to the patients. We greatly appreciate her help, without which this project could not have been completed. We would also like to thank the staff at the practice who made us welcome and made us tea, as well as the patients who answered our questions.

What is Healthwatch?

Healthwatch Waltham Forest is a local Healthwatch organisation, established by the Health and Social Care Act 2012 to act as the local independent consumer champion for health and social care.

Local Healthwatch organisations have statutory duties to:

- Gather the views and experiences of patients and public
- Make those views known to providers and commissioners

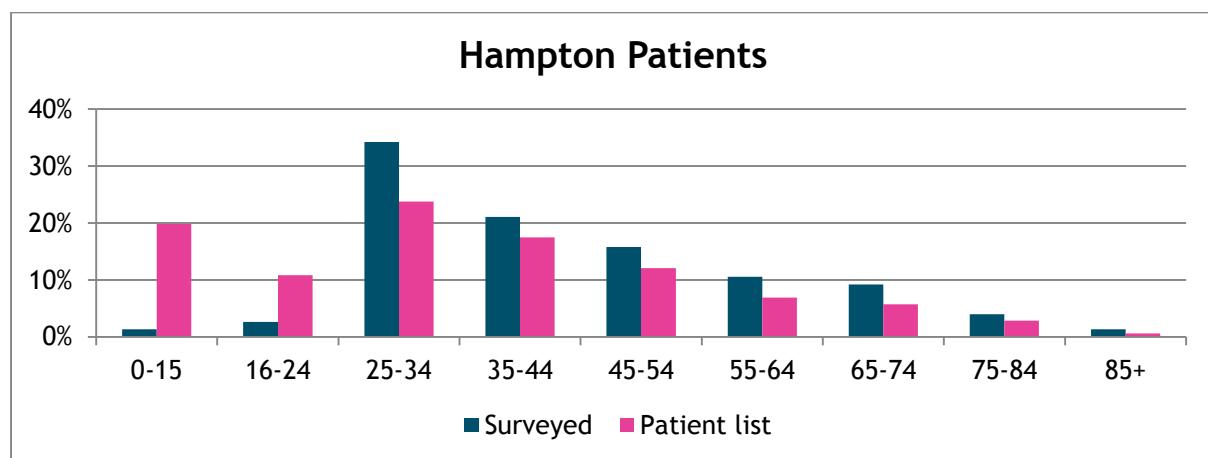
¹ http://www.healthwatchwalthamforest.co.uk/sites/default/files/healthwatch_waltham_forest_-gp_report_0_0.pdf

- Promote and support the involvement of people in the commissioning and provision of local care services and how they are scrutinised
- Recommend investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC)
- Provide information and signposting about access to services and support for making informed choices including independent advocacy support to make an NHS complaint
- Make the views and experiences of people known to Healthwatch England, providing a steer to help it carry out its role as national champion

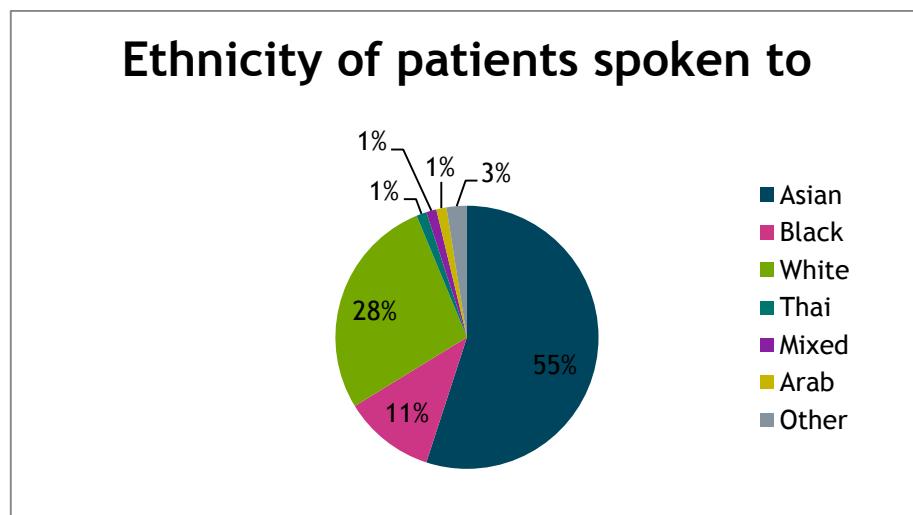
Information about Hampton Medical Practice

Hampton Medical Practice is in Leytonstone and is a two-GP surgery with a patient list of approximately 3,000. We visited on alternate Tuesdays and Thursdays between 25th September and 28th October 2014. We were trialling the Friends and Family Test and also used a standard survey to ask patients what was good about the surgery and what could be improved. We collected survey responses from 84 patients over the six weeks. This compares favourably with the 111 patients that responded to the latest national GP Patient Satisfaction survey, not all of whom completed the survey².

The surgery provided us with an age and gender profile of the patient list and the patients we spoke to were broadly representative of the patient list by age, although 20% of the patient list are aged 15 or under and were under-represented in our sample.



The practice did not supply ethnicity data for the patient list. However, the ethnicity of the patients we spoke to is as follows:



² <https://gp-patient.co.uk/practices/F86712>

What people told us about Hampton Medical Practice

Friends and Family Test

We piloted the Friends and Family Test (FFT) question at Hampton Medical Practice, asking patients: "*How likely are you to recommend this GP surgery to friends and family if they needed similar care or treatment?*" At the time of our outreach work this question was due to be introduced nationally at GP surgeries from December 2014; patients will be invited to complete a short questionnaire after their appointment giving optional feedback on their visit and an answer to the FFT question.

Recommend	Count	%
Extremely likely	23	28%
Likely	31	38%
Neither likely nor unlikely	12	15%
Unlikely	9	11%
Extremely likely	3	4%
Don't know	3	4%
Total	81	100%

At Hampton Medical Practice, 66% of those who answered this question (3 did not) said they would be extremely likely (28%) or likely (38%) to recommend Hampton to their friends or family. 14% said they would be unlikely to do so.

Whilst some patients answered the FFT question immediately, it was clear that some did not understand the question as written. Some took it literally and told us they did not know anyone locally, having just moved to the area, and so would be unlikely to recommend it, having no one to recommend it to. Others said their family were all registered here too, so they would be unlikely to recommend it. The conclusion must be drawn that this FFT result is skewed by this literal interpretation of the question. Guidance stipulates the wording of the question and this was followed.

A version of the FFT is asked in the GP satisfaction survey and the latest score for Hampton Medical Practice (July 2014) shows 58% would recommend³. Therefore patients should already be familiar with the concept of the question. It is likely that in future, having become more familiar with the question as phrased, respondents at Hampton will interpret it less literally. Interestingly, at another surgery where we also trialled the FFT question there were no such comprehension issues.

³³ <https://gp-patient.co.uk/practices/F86712/questions/?experience=16>

The FFT results are a benchmark for Hampton Medical Practice to use to track how well it is regarded by its registered patients.

All the patients we spoke to were invited to say what they like about the surgery, what works well and also what could be improved. There were Healthwatch posters on the wall with suggestions of aspects of the service they might like to comment on, including appointment booking, reception staff, waiting times, the GP, treatment and referrals. These were all issues raised during our 2013 GP outreach project. A copy of all comments is included in Appendix 1.

What is good about this GP surgery - what works well?

There were 94 positive comments made about Hampton Medical Practice and these can be categorised by subject as follows:

Subject	Positive comments
Staff	37
Appointments	22
Location	9
Good care	8
Communication	7
Generally positive	5
Continuity of care	3
Phone issues	1
Premises	1
Waiting times	1
Total	94

Staff

The greatest numbers of positive comments were made about staff, including reception, doctor and nurse personnel. Thirty-seven people who commented mentioned staff in a positive way, describing them as “very welcoming”, “nice and polite” and “friendly and helpful”. Some were more specific: “they explain everything and always smile”, “staff (reception, doctor and nurse) are approachable” and “staff are accommodating and friendly”. Some were singled out for praise, but others were criticised: “nurse very good, some doctors could improve the way they treat patients” and “A nice receptionist (not all of them are!).” Clearly a large proportion of those patients we spoke to value the staff at Hampton Medical Practice and consider them a positive aspect of the service.

Appointments

The appointments system, including emergency appointments, was mentioned positively by twenty-two people. Some appreciated the ease of getting an appointment when needed: “We get appointments on time, we can see our GP when we need”, “I’ve found it easy to get an appointment”, including same day appointments: “I called this morning at 9.30am and got an appointment.”

Emergency appointments were also mentioned positively: “What I like is when there is an emergency and you call in at 8.30am, definitely the doctor will see you then.” However, while one person found the emergency appointment system good, they had experienced delays in getting a routine appointment: “appointment system is good also, just a bit of delay when you need to book an appointment, but for emergencies it is fine”.

Location

For nine people the location of the surgery was a positive thing. One new mother had returned to the area and was registering at Hampton Medical Practice because “convenience of location is the driver”. For another person “the location of the surgery is the primary reason I come, it is very close to my house”.

Good care

Eight people mentioned the good care they receive at the surgery, describing the doctors as “very thorough”, “very caring” and giving “good diagnosis and medicine”. Other comments included: “The surgery helps you whenever you need it and it's a good surgery” and “the doctors are good. I moved to Leyton but still travel back, I've been with them for 48 years”. One person gave a specific example of the good care he received: “I came to check some blood tests which they recommend to see if everything is in good condition”, while another commented more generally: “the doctor always treats patients in a good way”.

Communication

Communication was mentioned positively by six people. The doctors came in for particular praise: “Dr Patel is really good and likes to explain things”, “Can explain to Dr Patel, she's very easy to talk to” and “I like the doctors here, how they treat us and talk to us.”

Generally positive

Some people made generally positive comments without being specific about any aspect of the surgery, describing it as providing a “good service” or themselves as “happy with the service”. One person described the waiting room as a “friendly comfortable atmosphere” and another said they “Can normally get through on phone and get an appointment.”

Continuity of care

Continuity of care, (seeing the same doctor who is familiar with your history), is often emphasised as an important aspect of the GP service when assessing patient satisfaction. It is notable that only three people mentioned continuity of care: “I moved away but wanted continuity of care so stayed, I'm now moving to a more local GP because it is just too far to come to”, “I appreciate being seen by the same Doctor and getting continuity of care.”

How could this GP surgery be improved - what would make it better?

Slightly fewer improvement comments (88) than positive comments (94) were received and the most frequently mentioned area for suggested improvement was the appointment system.

Subject	Improvement comments
Appointments	33
Wait times	15
Staff	12
Communication	11
Phone issues	5
Opening times	3
Generally positive	2
Continuity of care	2
Referrals	2
Services	2
Premises	1
Total	88

Appointments

Thirty-three people said the appointment system could be improved and some gave specific details about what changes they would like. The issues around appointments included: difficulties making one, too few slots available, not being able to get one on the day, not being offered an appointment within a reasonable time period and lack of clarity about emergency appointments.

One person said: “Whenever I call it is difficult to get an appointment”, another that they “don’t always get through on the phone” and a third said: “I get told ‘call back next week or tomorrow’.” Several people suggested that the number of doctors could be increased at the surgery and, as a result, the number of slots available: “More doctors needed as it is hard to get an appointment sometimes” and “the fact that there are only two GPs makes the wait even longer”.

Patients said they had to wait for routine appointments and the reported waiting times varied from person to person: “If I am sick and need an appointment I usually have to wait 1 week if it is not an emergency.” “Can be difficult to get an appointment, up to 2 weeks’ wait sometimes.” “Sometimes it takes a long time to get a booked appointment; sometimes I wait as long as 3 weeks.” In the surgery we heard people on the telephone being offered appointments in four weeks’ time. The waiting times were considered excessive by some people and they wanted routine appointments available more quickly than the current service offers: “Waiting times for an appointment aren’t practical, too far ahead if there is a problem that is not urgent.” One patient would like to see more routine

appointments available to avoid having to say it is an emergency situation: “Waiting times for an appointment can be weeks unless you say it is an emergency. It is not always an ‘emergency’ but waiting 3 weeks either isn’t acceptable. Need to be able to get in within a couple of days.”

There was some difference in experience of making emergency appointments. Some patients said they were offered them on the day and found them very convenient. Others said the system of ringing first thing was not very satisfactory and meant they did not get an appointment: “Ringing for an emergency appointment at 8:30am is not how you cope with the rush. You can’t get through at 8:30am to get an appointment.” “I would like to see more emergency appointments and the line is always busy when I call” and “to call the office for emergency appointment in the morning is impossible, phone line busy”. We met one patient who had been trying to get an appointment and had not been able to get one so went to the Whipps Cross Urgent Care Centre. Staff there called Hampton Medical Practice and made an appointment on the patient’s behalf.

We observed that people who walked in to the surgery were offered emergency appointment times and most then stayed at the surgery to wait for their slot, although the information screen advised that emergencies would be seen at the end of the surgery. One patient suggested that “emergency appointments should be prioritised more”, another that one doctor should see routine appointments and the other deal with emergency appointments.

It is notable that several people mentioned positive and negative aspects of the appointment system. Two people liked the ease of getting emergency appointments at Hampton, but did not like having to wait for routine appointments: “Non-emergency (routine) appointment waiting times are long - as much as 2 weeks - by then the appointment might not be useful” and “Waiting times for appointments are long, as much as 3 weeks, but they will see emergencies on the same day.”

Waiting times

Waiting times, once patients have arrived at the surgery for an appointment, were also raised as an area for improvement and were mentioned by fifteen people. Each of the clinics we observed was running late, with people seeing the GP later than their booked appointment time: “even today my appointment was at 10.30am and I was told she is running late and I have to wait for an hour”. This seemed to be a routine issue for patients: “same old story waiting to be seen”, “the only problem I find is keeping to appointment times; they can sometimes be running up to an hour late” and “you are not seen on time for your appointment, could be 30 minutes to 1 hour wait”. One patient put it down to the late arrival of the doctor and said the surgery would be improved were “the doctor to arrive on time”.

Staff

While many patients had positive things to say about staff at Hampton Medical Practice, some would like improvements. A few would like to see more doctors, in order to reduce waiting times: “I would improve this surgery by increasing the amount of doctors working probably” and “[waiting times] may be improved by having more doctors, a bigger practice of more doctors.”

One patient suggested more doctors at the surgery would increase choice. Currently they “would prefer to see one doctor over another, but I like both”. Another patient’s husband and son had left because there were no male doctors, while she stayed for the continuity of care: “my husband and son went to another GP, they wanted a male doctor, I have stayed as I’ve been with this GP for 22 years”.

Other comments about staff concerned the quality of service given: “some nurses can be more polite”, “it would be better by improving some of the reception people’s behaviour”, “more support from receptionists would help healing process” and, more generally, “better manners and be available for patients that are unwell”. One patient noted positively: “sometimes the doctor is understanding”, but also said “doctors must listen more to patient concerns”.

Communication

Communication was raised by eleven people as an area for improvement at Hampton, both at a basic doctor-patient level and in terms of communication systems. One patient said: “GP needs to listen more and not talk over patients”. Another said: “doctor must listen more to patient concerns”. A third said: “I often feel the doctor doesn’t listen to problems thoroughly, going to the doctor is often my last resort.” One patients suggested that telephone support for emergency issues would be helpful: “in case of severe emergency, if GP given some advice on phone it would made it better”.

One patient mentioned poor communication between staff: “sometimes messages do not get relayed to doctors, which means delays in getting referral letters.” Others spoke of long waits for letters and test results: “They should always call in time if results of an X ray, specimens, etc. are in” and “Staff are extremely slow when making referrals or letters regarding a patient’s health status. Taking 4 weeks to do a simple letter is an inordinately long time. It is up to the patients to chase the staff to get their referrals/letters done.”

Telephone

Telephone issues were raised as an area for improvement by five people. Patients found it difficult to contact the surgery by phone: “don’t always get through on the phone”, “to call the office for emergency appointments in the morning is

impossible, phone line busy”, “the queuing system on the phone could be improved” and “the line is always busy when I call”.

Other areas for improvement not already discussed were the range of services offered. One patient suggested “more home visits for the elderly would be good” and another would like “to not be seen as a statistic and treated for my ailment as an individual. But I would prefer to have more therapies rather than just to be put on medication (tackle the root of the problem rather than numbing it with medication).” One person mentioned that the premises could be improved: “brighter environment in terms of decorations”.

One patient said “everything needs improving”, but that was before they saw the doctor and were given what they wanted in terms of paperwork, which the reception staff had been unable to supply or confirm would be supplied by the doctor. On their way out the patient said they were very happy with the service after all.

What we observed at Hampton Medical Practice

Two people from Healthwatch conducted the outreach at Hampton Medical Practice and observed the following:

The surgery is in an adapted building with one waiting room area and rooms off it for GP and nurse appointments. The waiting area has seating arranged in two horseshoe shapes in front of a glassed-in reception area. The patients see the receptionist on arrival - there is no patient check-in machine. The waiting area is clean and while some magazines are provided, we did not observe many people reading them. There is a public toilet in the lobby. There is no water fountain in the waiting room.

Receptionists answer calls during opening hours, booking same day and future appointments, including emergency appointments. Appointment slots appear to fill up early and then patients are advised to call back the next day. An online appointment booking and repeat prescription system was introduced in mid-October. The following week we observed patients being told to come in to the surgery to get their online system paperwork.

There is an electronic display, which is used to call patients to their appointment by name, indicating which room they should go to and which doctor they will be seeing. The electronic board also displays a series of messages for patient information, including extended opening hours on a Wednesday, the waiting times for prescriptions (48 hours), the process for issuing medical certificates, the timing of emergency appointments (at the end of surgery hours) and a notice telling patients not to go to A&E during surgery hours. There were various paper notices on two notice boards about local services and events, but some were out of date. There were also notices summarising the complaints policy, services that a pharmacist can provide and the charges for various non-NHS services such as a Heavy Goods Vehicle or Taxi and Private Hire drivers medical examination and a fitness to travel letter.

We observed good interaction between the reception staff and patients during our time at Hampton Medical Practice. Staff were heard to be polite and helpful on the phone and remained calm when dealing with people unwilling to accept what they were being told, such as no appointments being available. They were familiar with the majority of patients in the surgery, greeting them by name and exchanging pleasantries. The positive sentiments expressed by many patients about the staff were evident in the observed interaction.

We also observed:

- One patient being seen before other patients who had been waiting for their booked emergency appointments, despite arriving after them and without an appointment.
- The doctor arriving after surgery hours had started, causing delay for all appointments. (See Appendix 2: Comments from Practice).
- A patient being told their nurse appointment was cancelled on their arrival at the surgery (on a Tuesday), despite the nurse having left the previous Friday. Reception staff told the patient they had been unable to contact them. (See Appendix 2: Comments from Practice).
- Initially patients with cancelled nurse appointments were turned away. After the doctor arrived, some patients who came for nurse appointments were added to the doctors list, causing a wait for all patients. One patient had a 10am appointment with the nurse pushed back to 10.30am with the GP, but was not told this until she queried the wait at 10.20am. (See Appendix 2: Comments from Practice).
- Newly-registered patients on 14th October were being offered an initial appointment on 6th November. (See Appendix 2: Comments from Practice).
- One man who had registered in mid-September had been given an initial appointment on 28th October, but when the nurse was not available on that date he was offered an earliest appointment on 25th November. He declined and went to register elsewhere.
- Patients, on 28th October, being told over the phone to call back on 6th November for a nurse appointment.
- A patient on the phone being offered a routine appointment with a named doctor 25 days ahead, as that was the earliest appointment available.
- Patients, in mid-October, calling for nurse appointments being told: “Call back tomorrow or the day after. We might have some cancellations, but we are fully booked today and next week. We have nothing until the beginning of November.”

These observations support what patients told us about long waits for appointments and waits once there, which they would like to see improved.

The practice has a website <http://www.hamptonmedicalcentre.co.uk/> and while some of the information needs updating⁴, the content is informative and includes

⁴ The Out of Hours emergency contact number <http://www.hamptonmedicalcentre.co.uk/surgery-policies/>

various ways to contact the surgery, as well as options to submit feedback. There is also a Patient Participation Group page which invites patients to join the group. The site does not, however, include details of the online appointment booking and prescription services.

We observed a patient being told to go to Langthorne Phlebotomy (blood) Clinic for a blood test after her GP appointment. She did not know the clinic and seemed unsure of the purpose, procedure or location of the clinic. Reception staff explained that she needed a blood test and it could not be done by her GP. They suggested she take a taxi, saying the driver would know where she needed to go and they gave her a slip of paper with the address written on it. She also had paperwork for the clinic and paperwork for her pharmacist and appeared to be confused by it all. She asked about an appointment for the test but was told the clinic did not do appointments and she should go there and speak to the clinic staff who would explain everything to her. She left the surgery with her paperwork. She returned shortly after and asked the same question again and was given the same information and left. She was not provided with what might be helpful and important information, such as that the clinic operates a ticket system and there is likely to be a wait before being seen.

Summary and recommendations

The Hampton Medical Practice is well liked by the patients. Many we spoke to had been registered there for years, and some remain there despite moving from the area. However, we observed regular waits at appointments and heard patients being offered appointments up to a month in the future. We saw many patients come in and ask for emergency appointments.

Issue	Recommendation
Patients find some reception staff more helpful than others.	<ol style="list-style-type: none"> 1. Reception staff should be trained and supported to offer a consistent polite, helpful and friendly customer service experience to all patients
Some patients admit asking for emergency appointments unnecessarily to ensure they are seen when they want to be.	<ol style="list-style-type: none"> 2. The system for issuing emergency and routine appointments should be reviewed to better provide for patients different needs.
The new online booking system was not advertised on the practice website and patients are required to come in to the surgery to be enrolled in the scheme.	<ol style="list-style-type: none"> 3. The online booking system should be more widely promoted and all patients encouraged to use it if they wish to.
Patients complained of long waiting times at their appointments.	<ol style="list-style-type: none"> 4. Patients should be kept informed of likely waiting times on arrival for an appointment and the reason for any delay.
Some patients do not feel listened to by the doctor, although others do.	<ol style="list-style-type: none"> 5. The Patient Participation Group (PPG) should explore ways of improving patient/doctor communication by talking to those who do and do not feel listened to.
Calling the reception to book an appointment by telephone is difficult due to busy phone lines.	<ol style="list-style-type: none"> 6. The surgery should ensure equal access to appointments regardless of the booking method used.
A woman was given verbal instructions about going to the Langthorne Phlebotomy Clinic that she appeared unable to comprehend or retain; she had to return to ask the same questions.	<ol style="list-style-type: none"> 7. Pre-printed information sheets, including a map and contact details, should be given to patients when they are referred to the Langthorne Phlebotomy (blood) Clinic.

Conclusion

Hampton Medical Practice was very welcoming and we enjoyed our time there. The surgery was a busy and friendly environment where patients were happy to speak to us. Many had only praise for the staff and service offered and they are clearly very happy with the practice. Other patients suggested areas for improvement, such as the appointment system and waiting times. Communication could also be improved so that all patients remain informed about the services offered, feel listened to by the clinical staff and receive a high standard of care at the surgery, ensuring that it offers the patients a consistent service and one that meets their needs.

Appendix 1: Comments from patients of Hampton Medical Practice

What is good, what works well?	What could be improved?	Gender	Age	Ethnicity
My daughter vomiting		Female	0-15	White
Local surgery, good service, good Drs		Female	16-24	Asian
Generally they are friendly and pleasant. The waiting area is clean, tidy and has magazines to read	The extremely long wait for appointment. The fact that there are only 2 GPs makes the wait even longer. Staff are extremely slow when making referrals or letters regarding a patient's health status. Taking 4 weeks to do a simple letter is an inordinately long time. It is up to the patients to chase the staff to get their referrals/letters done.	Female	16-24	Black
good appointments on the day - emergency ones	Different GP	Female	25-34	Asian
Sometimes the Dr is understanding, was able to get an emergency appointment today	Quicker appointment times, evening appointments. Receptionist to be more friendly, Dr must listen more to patient concerns	Female	25-34	Black
not much is good	better manners and be available for patients that are unwell	Male	25-34	Asian
Because of their communication, their friendly behaviour and they take quick appointments	It's alright there, so no, nothing needs improving	Female	25-34	Asian
the DRs are nice, I've been registered here for 6-7 years		Male	25-34	Asian

What is good, what works well?	What could be improved?	Gender	Age	Ethnicity
I needed an emergency appointment and I am thankful that they gave me an appointment, the Dr always treat patients in a good way		Male	25-34	Asian
People in reception are very helpful, Drs are very helpful too	improve the waiting time, sometimes it is way too long before I see a Dr	Male	25-34	Asian
Strong relationship built with the teams in GP	Brighter environment in terms of decorations	Female	25-34	Asian
As I've just registered new so far I found the GP very helpful		Female	25-34	Asian
the Drs and staff in the reception are good	Long waiting time for an appointment. To call the office for emergency appointment in the morning is impossible , phone line busy	Female	25-34	White
Nurse very good, some DRs could improve the way they treat patients	it is a very small practice for the amount of people registered	Female	25-34	White
GP good helpful, emergency service for appointments is good	Waiting times for appointments are long, as much as 3 weeks but they will see emergencies on the same day	Female	25-34	White
I like the Drs here, how they treat us and talk to us. They explain everything and always smile	If I am sick and need an appointment usually have to wait 1 week if it is not an emergency. I think they should improve on this because it is important to get help as soon as possible.	Female	25-34	White
Drs are good, sometimes hard to get an appointment. Can't get an appointment for next day unless urgent usually have to wait 2 weeks.	Better system of getting appointments would help if surgery open on Saturdays. You are not seen on time for your appointment, could be 30 mins to 1 hr wait.	Female	25-34	Asian
A nice receptionist (not all of them are!)	I often feel the Dr doesn't listen to problems thoroughly, going to the DR is often my last resort	Female	25-34	White
	everything needs improving	Female	25-34	White

What is good, what works well?	What could be improved?	Gender	Age	Ethnicity
It's near by and gives good treatment	Better appointment system - more appointment on the day. Whenever I call it is difficult to get an appointment	Male	25-34	Asian
It was always good for my family. It is near to my house and whenever I have taken appointment in emergency they have easily given	In case of severe emergency, if GP given some advice on phone it would make it better	Female	25-34	Asian
The surgery helps you whenever you need it and it's a good surgery	Nothing really it is amazing	Female	25-34	Asian
I really cannot say what I like about this surgery. From the day I got registered I haven't been able to get an appointment but had to do a walk in at A&E and they booked this appointment for me.	Only if the DR was a bit more punctual. Every time I called to book an appointment I was she is on holidays. Even today my appointment was at 10.30 and I was told she is running late and I have to wait for an hour.	Male	25-34	Asian
Emergency appointments are given	non-emergency (routine) appointment waiting times are long - as much as 2 weeks when by then the appointment might not be useful	Female	25-34	Asian
I like the appointment system - here for baby appointment with wife		male	25-34	white
	waiting times for an appointment can be weeks unless you say it is an emergency. It is not always an "emergency" but waiting 3 weeks either isn't acceptable. Need to be able to get in within a couple of days. Nurse only works one day a week - not convenient. GP needs to listen more and not talk over patients.	Female	25-34	White
when we need emergency to see GP we always call them and we get an appointment		Female	25-34	Asian

What is good, what works well?	What could be improved?	Gender	Age	Ethnicity
They have had emergency appointments available on the days I needed them. I appreciate being seen by the same DR and getting continuity of care		Female	25-34	White
can get an appointment quickly	have to wait ages to be seen once at appointment	Female	25-34	White
same day appointments are good	would like my appointment on time, rather than waiting over an hour	Female	25-34	Asian
Dr Patel is quite good. Appointment system is good also, just a bit of delay when you need to book an appointment but for emergencies it is fine.	I would improve this surgery by increasing the amount of Dr working probably. Sometimes it is a bit long to wait for your appointment	Female	35-44	White
If it is an emergency they can give in the same day appointment	Some nurse can be more polite	Female	35-44	White
Staff very nice and polite	Sooner appointment	Male	35-44	Arab
I've been registered with this surgery for 6 months and visited on 3 occasions, twice for registration purposes. So far I have found it easy to make an appointment and staff (reception and Dr Nurse) approachable	As newly registered not discovered faults, if any	Female	35-44	White
Drs are good friendly and understanding	it would be improved if there were more appointments available	Female	35-44	White
Can explain to Dr Patel, she's very easy to talk to	Don't always get through on the phone, can't always get an appointment when you want one	Female	35-44	Black

What is good, what works well?	What could be improved?	Gender	Age	Ethnicity
Hopefully to be seen on time	To be followed up by the Dr I saw originally for my issue. The DR to arrive on time, to not be seen as a statistic and treated for my ailment as an individual. But would prefer to have more therapies rather than just to be put on medication (tackle the root of the problem rather than numbing it with medication)	Female	35-44	Asian
Came to check some blood tests which they recommend to see if everything is in good condition	For me is everything good how it is	male	35-44	Other
	same old story waiting to be seen improve by" making you wait much longer"	Female	35-44	Asian
Because I received the information about what I need	More person centred approach	Male	35-44	White
The surgery is extremely busy, getting appointments are very difficult	I feel that it either needs another here to cope with the rush. Booking appointments to be made easier. Ringing for an emergency appointment @8:30am is not how you cope with the rush, you can't get through @8:30am to get an appointment	Male	35-44	Asian
near to my home and it is a good service	everything here is ok	Male	35-44	Asian
coming to register baby having moved back into area, convenience of location is driver, was with Hainault Rd surgery and moved when closed, requested Hampton but got sent to Limetrees, hoping to join here after registering baby	Need to know the right questions to ask when registering, get your information and ask and ask again until you get what you want/need - general comment not Hampton specific	Female	35-44	Other
We get appointment on time we can see our GP when we need		Female	35-44	Asian

What is good, what works well?	What could be improved?	Gender	Age	Ethnicity
First time visited for many years so difficult to say	Taken time to make appointment too long, sometimes it takes a long time to get a booked appointment, sometimes wait as long as 3 weeks. May be improved by having more Drs. A bigger practice of more DRs.	Male	45-54	White
	If they have 2 DRs one is for appointments and the other is for emergencies. My husband and son went to another GP, they wanted a male Dr, I have stayed as been with GP for 22 years	Female	45-54	Asian
Staff are accommodating and friendly. I moved away but wanted continuity of care so stayed, now moving to a more local GP because it is just too far to come to		Female	45-54	Black
Friendly reception and Dr's. It is close to home.	The wait time could be improved and the appointment system. I try to phone and book and have to wait often maybe a week sometimes	Male	45-54	Thai
Good Dr's		Female	45-54	Asian
Like all the Drs even the locums are good. Receptionists ok, sometimes off hand, need some training	More support from receptionists would help healing process	Male	45-54	Asian
very welcoming	I am just registering with the surgery so at this stage I'm not able to comment	Male	45-54	Asian

What is good, what works well?	What could be improved?	Gender	Age	Ethnicity
receptionists are helpful	sometimes messages do not get relayed to Drs which means delays in getting referral letters. Quicker appointment times for non-emergencies, wait time is always excessive. emergency appointments, wait times are always excessive GPs are reluctant to send you for tests even if you have ailment for some time, which leaves the patients to suffer	Female	45-54	Mixed
all the staff are good and kind all appointments are in time	if they XX a little big bigger	Female	45-54	Asian
Known Dr's for a long time and they try to accommodate. I called this morning at 9.30 and got an appointment	Waiting time today (Thursday) is not as long as usual, sometimes has been as long an hour wait for a timed appointment.	Female	45-54	Black
I like the DR's been with the surgery 6 years. Happy with surgery	no problems	Male	45-54	Asian
Generally things are ok if you don't have to wait too long to book an emergency appointment. Dr Patel is really good and likes to explain things	The only problem I find is keeping to appointment times; they can sometimes be running up to an hour late.	Male	45-54	White
The service is good		Male	45-54	White
What I like is when there is an emergency and you call in at 8.30am definitely the DR will see you then.	They should always call in time if a results of an X Ray specimens etc. are in	Male	45-54	Black
	it would be better by improving some of the reception peoples behaviour and reduce the waiting time	Female	55-64	Asian
Very good. Can get appointment. Nice doctors, very caring. Good diagnosis and medicine		Female	55-64	Asian

What is good, what works well?	What could be improved?	Gender	Age	Ethnicity
friendly comfortable atmosphere	Less waiting time		55-64	Asian
Very happy with all staff, they help with enquiry		Female	55-64	Asian
The receptionist and the drs are very helpful and friendly	more home visits for the elderly would be good	Female	55-64	Asian
The staff are friendly	not being able to get an appointment when you need one	Male	55-64	Black
I like the DRs here		Female	55-64	Asian
Very thorough. It is close to home and all my family are registered here		Female	55-64	Black
good service	Less waiting for appointment time, I get told "call back next week or tomorrow"	Female	55-64	Asian
Have been visiting surgery for 20 years. Like both doctors and all staff. It's like a second home. Very caring	Very happy	Male	65-74	Asian
The Drs are good. I moved to Leyton but still travel back, been with them for 48 yrs.	Can be difficult to get an appointment, up to 2 weeks wait sometimes	Female	65-74	Black
Would prefer to see one Dr, over another but I like both	More Dr's needed as it is hard to get an appointment sometimes	Female	65-74	White
Good advice, good appointment system, call back from GP if needed	Quite happy	Female	65-74	Asian
I turned up before the Dr did! The only thing I like is that it is close by	It would be better if we didn't have to wait so long for test results, then having to wait again to book an appointment. I think a walk in surgery would be much better.	Female	65-74	Asian
Appointments are good	Emergency appointment should be prioritised more	Female	65-74	Asian

What is good, what works well?	What could be improved?	Gender	Age	Ethnicity
	I would like an easier appointment booking system. I would like to see more emergency appointments and the line is always busy when I call	Female	65-74	Asian
Very pleasant DR, been here 2 years	Had to wait 2 weeks for this appointment but it was non-urgent, would probably have been seen earlier if urgent	Male	75-84	White
Very attentive, I've been registered for the past 30 years or more	They are very busy and pushed for time. I would like more same day appointments. You phone in for appointments and normally get one easily but it is sometimes busy	Male	75-84	Asian
Relative of receptionist - punctual, very helpful, good in emergency situations, I like them. I have been with the surgery a long time	I can't think of anything	male	75-84	Asian
I am always given good service, the staff are friendly and helpful	I don't think any improvements needed	Female	85+	White
Like doctors they care for patients. Like receptionists, Can normally get through on phone and get appointment	Working very well, all is fine	Male		Asian
The location of the surgery is the primary reason I come, it is very close to my house	The queuing system on the phone could be improved. Waiting times for an appointment aren't practical, too far ahead if there is a problem that is not urgent			
time keeping for appointments is good here				

Appendix 2: Comments on this report from Hampton Medical Practice

I would like to thank you all for carrying out the survey for us. As you said, we are a very welcoming, small, busy, friendly Practice.

We have tried different approach to our appointment system over the years and the present system works better for the Practice and the Patients. Emergencies are dealt with immediately and we think patients prefer this.

What you observed and what patients informed you must be due to recent experiences they have had regarding waiting longer for the appointments. This was due to one GP Partner being on sick leave. All Staff at our Practice are very flexible as far as appointments are concerned. We also offer telephone consultation if they are not prepared to wait for a routine appointment and this generally works very well and patients are satisfied that they have spoken to the GP and if need be, they are given earlier appointments.

Regarding referral letters not being ready on time - we have Choose & Book referral system and the letters are sent on time, but if it is a private referral, this may take longer than one week.

We have noted your observations regarding patient signposting to Phlebotomy services at Langthorne. Our Reception staff have a printed paper that they give to patients with opening hours and address of Langthorne Health Centre. However, we have taken your comments and suggestions on board and would be implementing this with immediate effect.

All out of date notices are now cleared. They are generally updated by the Reception Staff on a regular basis.

We try our best and utmost to please all our patients and we thank all of them for their continued support and understanding. Overall, we feel we have scored quite well and we will take on board comments about the appointment system and the waiting time.

We have taken on board the above comments and suggestions from you and we shall try and introduce these gradually.

Our in-house Friends and Family Test (FFT,) carried out for the month of January 2015, shows the following results:

Two online responses: Extremely likely to recommend GP Service

56 questionnaires were given:

Response	No. of results
Extremely likely to recommend	32
Likely to recommend	22
Neither likely or unlikely	2
TOTAL	56

No of male respondents	20
No. of female respondents	36
TOTAL	56

So you can see from the above, on the whole our patients are very happy with the services provided and few minority not happy with certain services. We will try and do our best to offer best practice and best services to all our patients.

Glossary

A&E - Accident and Emergency department in the hospital

CQC - Care Quality Commission

FFT - Friends and Family Test - Feedback tool used in the NHS to gather opinion from patients on their experiences of services

GP Patient satisfaction survey - The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. The survey is sent out to over a million people across the UK. The results show how people feel about their GP practice

PPG - Patient Participation Group