

Hampton Wick Surgery

Patient Feedback Analysis- MAY 2025

Outcomes:

Extremely Likely- 191 (69%)

Likely – 65 (23.5%)

Neither - 15 (5.4%)

Unlikely - 1 (0.4%)

Extremely Unlikely - 2 (0.47%)

Don't Know - 3 (1.1%)

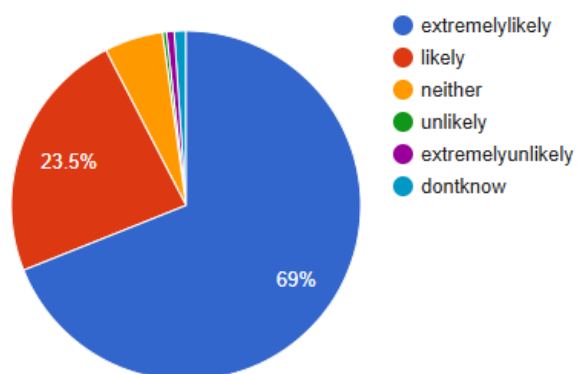
Total Responses - 277

Number of Comments - 129

Data Graph:

May 2025

Q: How likely are you to recommend us to friends and family if they needed similar care or treatment?



Options	Total
extremelylikely	191
likely	65
neither	15
unlikely	1
extremelyunlikely	2
dontknow	3
Total responses: 277	

Feedback Breakdown:

The feedback received during May increased in number following the slight downward tick in April, however as with all previous surveys it had a largely positive skew.

Out of the 277 responses received 256 of them (92.42%) were positive leaning. With the breakdown of the remaining responses being 18 (6.5%) neutral and 3 responses (1.08%) being negative in nature.

Positive Feedback examples:

"Extremely helpful and pleasant front desk staff, relaxed atmosphere and both nurses and doctors I've seen have had the patient at their core, extremely professional."

"Always friendly, helpful & professional"

"I have had 3 appointments recently and have been very impressed each time. There was virtually no waiting and both the doctors and the nurse I saw were helpful and professional."