

# Hampton Wick Surgery News

Your practice newsletter from the Patient Participation Group



No 16: Summer 2025

## Patient Survey - what you said

It's important that we understand all aspects of our patients' experience of the practice, so earlier in the year, the Patients Participation Group (PPG) worked with the practice to run a patient survey, the first since 2019. Thank you so much to all of you that took part – over 100 questionnaires were completed. The questions focussed on areas of previous concern or where we wanted an assessment of current usage.

An area where the practice hoped to rate better than the 2024 NHS GP Patient Survey was contacting the surgery by telephone to book appointments: we're glad to see that this time 95% of you rated the telephone service good or fair. The call-back option was viewed positively as currently, appointment booking is not available on website or app.

An encouraging number of patients are using the NHS app (65%) but we feel more awareness can be spread here. Please get in touch if you need guidance.

The good news is that from the patients who completed the survey around 90% were happy with the doctors and nurses in the practice both in terms of overall satisfaction and experience of being listened to when last seen.

Outside of the questions asked, it was gratifying to read many comments along the lines of

*"this practice has been absolutely fantastic to me. Doctors and staff brilliant"*

*"was in another surgery, this one is much better, good service here".*

*"practice has shown marked improvement over the last year".*

Dr. Kate Moore says:

The practice greatly appreciates all people who took time to fill out the survey. We reflect and use feedback to try and improve our services and work with the PPG to do this.

GP practices across the country continue to face unprecedented demand, however we will always try to support you to get the help you need. We may signpost you to other services which are able to help you such as community pharmacy, social services, social prescribing and minor eye services ( available at many opticians).

You can also contact 111 or use NHS website for advice.

The surgery website also has much information about local services

## Attending Appointments

All doctors and nursing staff are committed to your health and wellbeing. However, it is very difficult to advise you properly if you come along to the surgery with a list of medical issues. Please book separate appointments if you have more than two items to discuss with the Doctor/Nurse, one issue preferably. This will enable much more focus on the matter that is of most importance to you.

Hampton Wick Surgery,  
Tudor House, 26 Upper Teddington Road, Hampton Wick, KT1 4DY  
Tel: 020 8977 2638 [www.hamptonwicksurgery.co.uk](http://www.hamptonwicksurgery.co.uk)

## Remember

**If you urgently need to speak to a doctor when the practice is closed, call the practice telephone number: 020 8977 2638 and you will be put through to our Out of Hours service. Alternatively, call 111 or 999.**

### Information Event for patients.

**Our next patient information event is focussing on Cancer – from screening through to palliative care.**

We know that data tells us that more and more people are being diagnosed with cancer and that this is an anxious time and often a long journey. If you – or someone close to you – has been affected by cancer or you are unsure about screening or symptoms or where to go for support, please come along to our next Patient Event being held on Tuesday, 23<sup>rd</sup> September from 12.30 to 2.00pm. It will cover a wide range of information from screening, living with and beyond cancer through to palliative care.

Presentations will cover:

- Screening: what's available and why it's important to take up appointments
- Living with and beyond cancer: what support is available from the Macmillan Centre at Kingston Hospital and the Mulberry Centre on the West Mid Hospital site
- Living and beyond cancer: what support/services are available in the community
- Palliative Care: when this is necessary, what's involved: Princess Alice Hospice

There will also be information stalls providing more knowledge around support services and cancer charities. Light refreshments will be available.

Dr Kate Moore says:

*We look forward to seeing as many of you as possible at our Cancer information event.*

The event is being held at Bullen Hall in Bennet Close, Hampton Wick, KT1 4AT. Bullen Hall is next door to Hampton Wick Library, only a few minutes' walk from Hampton Wick Station and local bus stops (281 and 285) in the High Street. There's a limited number of pay and display car parking spaces in Bennet Close.

Presentations will start at 12.30pm and the event will finish at 2.00.

The surgery will be sending invitations via text message on Tuesday 26<sup>th</sup> August to patients that are on the Practice cancer register. They will be able to register with the event directly through the text message. Other patients wishing to attend should register through either the website or through the PPG email.

[ppghamptonwicksurgery@gmail.com](mailto:ppghamptonwicksurgery@gmail.com)

Look out for more information in the surgery or its website.

### Our Patient Participation Group needs you

The PPG is looking for additional members representing all age groups and the Practice's population. Suzanne Wilde, the new chair of Hampton Wick Surgery PPG, says "Being part of a PPG is an interesting and rewarding experience and I would definitely recommend it. However, we do need more patients to join us, so that we can continue and expand our work to improve our patients' experience. You can find out more about us on the PPG section on the Practice website – if you are interested let reception know and they will pass your details on to me or, on the PPG website pages there's a form to complete if interested in joining, or email me at

[ppghamptonwicksurgery@gmail.com](mailto:ppghamptonwicksurgery@gmail.com)

**Or you could come along to our next meeting on Tuesday, 14<sup>th</sup> October at 12.30pm.**

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