NHS
University Health Service
Southampton

YOU SPOKE. WE LISTENED.

Patient Participation Survey – Summary of Actions from July 2025

THANK YOU FOR YOUR FEEDBACK

We have had over 300 responses; 89% of patients found it easy to get an appointment and 85% of patients were satisfied with their appointment.

WHAT YOU SAID

Common Themes from Patients

🗨" Reception desk can be left unattended for long periods of time"
🗨 "It would be nice to get an appointment sooner."
🗨 "The 2-appointment limit online booking is frustrating"
🗨 "Caring, considerate & professional"
🗨 "Very good experience. Nice friendly people.
🗨 "I have only ever had extremely good service."

WHAT WE'RE CHANGING

Actions We're Taking Based on Your Feedback

✓ We have hired more staff to cover the reception desk.
✓ The online booking limit has been increased to 5.
✓ To increase the appointment availability we have, hired more clinical staff and improved our triage system.
✓ Our online consultation system is now available between 8:00 – 18:30.

Thank You

Your views help us improve the care and services we provide. Thank you to everyone who completed our recent survey.