NHS
University Health Service
Southampton

YOU SPOKE. WE LISTENED.

Patient Participation Survey – Summary of Actions from November 2026

THANK YOU FOR YOUR FEEDBACK

We have had over 170 responses; 98% of patients found it easy to get an appointment and 86% of patients were satisfied with their appointment.

WHAT YOU SAID

Common Themes from Patients

🗨" Would be good to have more slots available, to shorten wait times"
🗨 "Time keeping of appointments could be better"
🗨 "Would be good to talk about more than 1 thing in an appointment"
🗨 "Effective and efficient eConsult Service"
🗨 "Caring, considerate & professional"
🗨 "Standard of competence and professionalism of receptionist is extremely high"

WHAT WE'RE CHANGING – WHAT YOU SHOULD KNOW

Actions We're Taking Based on Your Feedback

✔ We have employed more GP's; there more appointments slots are available.
✔ The nature of doctors running late can often be due to emergencies, we advised patients of any delays as soon as possible.
✔ We offer 20-minute appointments for those who need longer to discuss more than one issue.
✔ We are looking at different ways we can provide you with updates regarding the practice i.e. newsletter

Thank You

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