



| JHS Patient Participation Group

| *The Patients' Voice*

JOHN HAMPDEN SURGERY PPG ANNUAL SURVEY OF PATIENTS, 2025

Each autumn, the PPG surveys its 'virtual' members to obtain insights into patient opinion. This year we also advertised the survey on the Prestwood Village Association and Your Prestwood and Great Missenden Facebook pages and via the Little Kingshill village email. The PPG is grateful to the patients who responded to the survey. However, given that this is an opportunity to influence decisions about how John Hampden is run, it is disappointing that just 100 were received from the 3,800 patients registered with the surgery.

This year we've again focused entirely on the new digital triage arrangements introduced by the surgery on 1st August 2024, repeating the questions asked in Autumn 2024 when we got an initial snapshot. We used the free SurveyPlanet platform for the survey for the third time (in response to one patient criticism, this free version has limited functionality).

This report summarises the responses. Pages 4-6 contain an assessment and one recommendation based on the responses and broader considerations. A summary of the report will be included in the surgery's patient newsletter and the PPG will ask the surgery to put a copy of the full report on its website.

The surgery has helpfully provided a response to the survey, which is at appendix 1.

The questionnaire

The survey was sent on 22nd November 2025 to 400 patients who have specifically given the PPG consent to contact them. Unlike previous years, we did not email a reminder, but instead used the above-mentioned additional routes to obtain additional responses. We have discussed with the surgery using the NHSApp to publicise the survey and get more responses, but there are technical/financial barriers arising from the policies of the Buckinghamshire, Oxfordshire and Berkshire West (BOB) Integrated Care Board (ICB), which commissions GP surgeries in these areas. We hope that the increasing use by patients of the NHSApp (including switching on 'notifications') may in due course overcome this problem.

As previously, those completing the survey were predominantly (86%) aged 46 and over. The survey was only sent out by electronic means. Given this, the ethnicity response (below), and any possibility that those experiencing health inequalities may be less likely to respond to the survey, the results cannot be regarded as fully representative of all patient opinion. Furthermore, it is open to the view that older

people may find online triage more of a challenge and therefore this view might be over-represented. It is worth noting that the national GP Survey results in 2025 undertaken by NHS England were drawn from just 125 responses – those results are summarised at the end of appendix 4.

We asked an ethnicity question for the second time this year and just three respondents said they were non-white (with two others not answering the question). According to data on [NHS Fingertips](#), the estimated non-white percentages for JHS patients are 2.5% mixed and 2.8% Asian.

The responses (see appendix 4 for tables and graphs)

- Use of online triage.

84 of the patients who responded to the PPG survey said they had used the online triage process for a medical issue at least once in the previous 12 months – unsurprisingly, a big increase from the previous survey. 58 respondents to this year's survey used the online form for an admin query (10 did so more than three times), which was again a big increase compared with the first three months covered by the last survey. 17 respondents said they hadn't used online triage for either medical or admin reasons.

All but one respondent used their own smartphone, tablet, computer or laptop. There was one use of a friend or family member's equipment and no use of a library or other public location.

Just 9 out of 97 respondents knew about the support sessions for using the NHSApp at Little Kingshill Baptist Church.

- Use of phone

There were 85 responses to the question about whether patients used the phone as well as the online triage form, and three-quarters said they did.

50 patients said they didn't use online triage but phoned with a medical issue (46% did so just once, the remainder more than once). 33 patients said they didn't use online triage but phoned with an admin issue (mostly just once). Note: these figures must be unreliable because 83 respondents answering Q1 said they used the online form at least once for a medical or admin issue.

- GP Patient Survey 2024.

The tabulated results are in appendix 4 and can be found at <https://gp-patient.co.uk/>. The table includes comparison with previous years, and with the 2024 results for the surgeries in the Integrated Care Board (ICB) area and the national average. The survey's final "overall experience" question shows that John Hampden gets a higher than the national and ICB average, albeit the surgery score is lower than in the 2024 survey.

National background on digital triage

Since the 2024 PPG survey there have been significant developments at the national level:

1. the Government published its [10-Year Plan](#) in July 2025. This specified three shifts: from hospital to community, from analogue to digital, and from sickness to prevention. The digital shift is described as moving “from bricks to clicks”. The community shift could be seen as underscoring the importance of primary care in the future of the health service
2. there is a formal dispute between the British Medical Association concerning the [GP contract change](#) in October 2025 requiring surgeries to allow appointments to be made between 8am and 6.30pm. The PPG notes the following comment from the Patients Association: ““Patients are caught in the middle of another dispute between doctors and government. It is unsettling and often frightening to hear conflicting messages when patients should be given clarity and confidence that safe, effective systems will be in place.”
3. NHS England has [reported](#) that more than 8 million people submitted their GP request online during October 2025, up more than a fifth (21%) on the previous month and up more than two-thirds (68%) on 2024.

The PPG wishes to make clear that, as a body, it has no political views.

Also, by way of background on digital enablement:

- a 2024 Health Foundation report [How does the public feel about health technologies and data?](#) said “Around half the public (51%) think technology improves the quality of health care, compared with just 8% who think it makes the quality of health care worse and 29% who think it does not change the quality....The public is hesitant about technologies that might be seen to ‘distance’ patients from health care staff, such as care robots.”
- Lloyds Bank produces a [Consumer Digital Index](#). The 2025 report says “While older people are disproportionately affected, digital exclusion spans all age groups”...“37% have a health condition which affects digital accessibility”. The [2024 report](#) found that almost eight million UK adults had not reached what it describes as the ‘foundation level’, which includes opening an internet browser to find and use website, turning on a device and entering account login information, changing a password, and adjusting settings like volume and brightness. It also said “64% of individuals who lack confidence in using the Internet feel that learning new digital skills through their family members would be the easiest method for them. 58% of these individuals find that face-to-face learning is the easiest, suggesting a strong preference for direct, personal instruction.”

Assessment and recommendation

- Introduction.

The PPG is grateful for all the effort and dedication shown by every member of the John Hampden team and recognises that the move to online triage was a challenge for them as it has been for patients.

The PPG thinks it is important to acknowledge that, although not all patients are enthusiastic about online triage, and some dislike it, this is the way GP primary care is going nationally. The PPG's focus in this part of the report is, therefore, on the scope for improvements to the way online triage is operated and communicated by John Hampden, rather than on whether it should have been adopted or should be continued.

- Mixed views of digital triage

It is clear that patient opinion is divided about online triage, as it was last year. For example, different responses have described it as "ridiculous" and "amazing", "great system" and "far too complicated", "quick and easy" and "I would prefer to speak to a human being".

- Speed of response

77% of the respondents heard back from the surgery within 3 hours – exactly the same as in the last survey. 13% waited 4-6 hours and 10% more than 6 hours. (82 responses to this question.)

- Quality of surgery response

45% of respondents said the response to their online triage form was excellent, and 85% said either excellent, good or OK. Of the remainder, 7 people (8%) said the response was not as helpful as they would have liked, and 6 people (7%) said it was unsatisfactory. The figures are similar to the last survey. (83 responses to this question.)

- Key issues raised relating to how John Hampden operates digital triage

1. Unavailability all day. This is a tricky one for the PPG to comment on, because the Government, on the one hand, has mandated that patients should be able to book appointments online throughout the day; and, on the other hand, the British Medical Association (BMA) has raised a formal dispute, which is based around safety concerns. The [BBC](#) reports BMA's contention that patients are being put at risk "because urgent requests are not being triaged - the most serious ones prioritised and dealt with first - and practices are overwhelmed.

As things stand at John Hampden, the level of clinical staffing allows time for only a certain number of online triage forms to be processed. The surgery is understood to be concerned that if patients are allowed to continue to submit forms after this capacity has been reached, they will not have time to look at the forms and patients (irrespective of warnings) might submit forms which identify conditions that need urgent attention and cannot wait to be assessed until the following morning.

Several patients understood that, as a result, the online system is entirely closed for the once the capacity is reached. This has resulted in concerns from patients that everyone will become wise to this and send in requests earlier and earlier in order to avoid the cut-off. As one survey response succinctly put it, “the 8am rush [is] now rush to get online triage before capacity cut-off”. Another said “I have never yet been able to submit a form as it always says the allocation for the day is full, no matter when I do it”.

Since October 2025 the form has not, in fact, been fully closed before 6.30pm. The situation is that patients are told not to use it for urgent matters. The pathway offered for such urgent matters is either to telephone the surgery, contact 111 by phone or online, or begin with trying the askFIRST app or NHS symptom checker. Meanwhile, the form can be used for non-urgent and admin matters at any time between 8am and 6.30pm.

The PPG, like the Patients Association, believes John Hampden patients want a system they can be confident is safe and would welcome early resolution of the BMA/Government dispute. However, whatever the state of national discussions, the PPG considers that all patients need to be quite clear what the existing system is and be confident in navigating it, including being aware that the default of telephoning the surgery remains in place for those who feel unable to use the online form.

2. Helping patients with digital triage. The PPG has made the point throughout the introduction of online triage that there needs to be an option for patients who are ‘digitally excluded’. The responses to the survey included

- a patient who said they find it difficult to read and write and need to speak to someone for them or their children
- one said they found it difficult to explain symptoms in written form
- one said their family member doesn’t read English well so can’t use her phone to make appointments.
- one said they found it “a right faff” and would rather use the phone.

So it isn’t just a matter of patients who haven’t the technical capacity or equipment to use digital.

The guidance on the surgery website makes plain that patients can always ring the surgery, although at least one survey respondent seemed to be unaware of this. The website also says “If you do not have internet access or are unable to complete the form, our reception team will be available to assist you”. One feedback from the survey suggests there may be instances where the receptionist’s advice doesn’t work out.

The guidance on the surgery website also contains a video showing how to complete the online form.

For those seeking to improve their technical proficiency, there are currently monthly sessions to help patients get to grips with the NHSApp on the first Wednesday of every month, from 9am to 11am at Little Kingshill Baptist Church, run by the Mid Chiltern Primary Care Network. There are also local and national computer help schemes, such as run by [Bucks Age UK](#) and [AbilityNet](#). These are not, however, specifically for help with John Hampden’s online triage system.

Recommendation. The PPG is aware that the surgery has continued to promote messages around how to use online triage and the default option of phoning, and has consulted the PPG over this. The PPG would encourage the surgery to:

- a) urgently further review the guidance and where it is advertised in the light of the responses to this survey and any other feedback they get. The PPG believes that key messages should be set out clearly, briefly and prominently, using whatever channels are available, and the messages should be repeated periodically. The PPG is happy to continue to assist; and
- b) keep monitoring any problems patients raise about using online triage when they phone or visit the surgery, with a view to making sure that the reception team’s advice and support meets patient needs.

John Hampden PPG

February 2026

Appendices

There are four appendices

1. surgery response to the survey
2. the comments received in relation to open questions 10 and 13
3. the survey questionnaire
4. results in table and graphs, including GP Patient Survey



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Practice Response

Patient Feedback and Digital Access Update

Thank you to the PPG and to our patients for taking the time to provide feedback. This is extremely important to us as a practice and helps ensure that we continue to improve and optimise the patient experience.

The Government has been keen to ensure that primary care is accessible to all patients, whether face to face, by telephone, or digitally. Over the past 1–2 years there has been a national push to develop digital triage as the first point of contact where possible. This has been a significant change for both patients and GP practices across the country.

As with any change, learning a new system and adapting to different ways of accessing care can feel challenging. While we recognise that some patients remain understandably hesitant, many others have found benefits in being able to access the surgery in an alternative way, without needing to use the telephone or wait in a queue to speak to a member of staff.

Messages submitted via online forms are written in the patient's own words and allow us to appropriately signpost to advice, services, or appointments (for example with our Paramedic, Minor Illness Nurse, or GP). As a result, waiting times to see a GP for matters we have assessed to be non-urgent have reduced compared to before digital triage was introduced (previously 3–4 weeks, now approximately 2–3 weeks).

Online Triage Capacity and Urgent Care

John Hampden Surgery ensures it can safely clinically process a maximum number of online triage forms for urgent issues each day. There is a risk that, if additional urgent forms are submitted beyond this capacity, they may not be reviewed until the following morning, which could potentially compromise patient safety.

Once this capacity has been reached, patients are therefore advised to telephone the surgery if their problem requires urgent care. This helps ensure that patients can access urgent care safely and in a timely manner.

However, we would like to reassure patients that in line with contractual requirements, the surgery keeps the online form for routine (non-urgent) issues available from 8:00am until 6.30pm each day.

We would also like to emphasise that patients can still telephone the surgery if they struggle with digital triage and of course can attend in person to speak to reception. Digital triage is intended to enhance access to healthcare, not replace traditional routes entirely.

We are also pleased to see increasing use of the NHS App, which allows patients to view their medical records, test results, and correspondence. This digital approach helps patients feel more informed and empowered about their health, without the need to contact the surgery directly.

We recognise that navigating and learning a new system can be confusing for patients.

- We will urgently review our guidance for digital triage and promote this through our website, newsletters, PPG updates, and patient messaging. These channels will also be used to keep patients informed of any changes.
- We will continue to monitor and act on patient feedback regarding any issues raised about the digital triage system.

General Practice will continue to evolve within the digital era, and we anticipate further innovations being introduced in the future. We are on this journey together as we embrace these changes, and we are very grateful for the ongoing support and patience shown by our patients.

We welcome feedback at any time and sincerely thank you for your ongoing support.

Dr Sian Roberts

On Behalf of the John Hampden surgery Partnership

Comments on different survey questions

Some words have been redacted to avoid any possibility of identifying an individual patient.

The following comments include some criticisms of the surgery. Patients can, of course, use the surgery's complaints process. You can find it if you click on 'suggestions and complaints' at the bottom of the surgery website front page. The surgery has been unable to investigate or respond individually to the criticisms below because they are anonymous.

Please explain the reason for your answer to Q9 and give any other views on the online triage system. You can also use this space to say if you used the system more than once and either waited different amount of times or the response differed in quality (83 responses)

- I haven't yet needed to use the system.
- Have always been dealt with efficiently and pleasantly. Can't remember the exact response times but was always pleasantly surprised how quickly I got a response.
- I can't remember what Q9 was but if it referred to admin issues then I had none
- I always received a rapid response with support / answers to my enquiry. The original form for triage is quite flexible and has plenty of space for my explanations. However the newer form for admin queries lacks flexibility and space for my explanations.
- Completing form to get an appointment worked well for me. However, it is almost impossible to follow up with the doctor after the appointment using the triage system, but that is the only way you can communicate with the doctor
- I am not a fan of technology in general but I found that the system efficient. Another patient that I know has tried to use the system but it said that there were no appointments available.
- Often the wait list for a phone call is long. When it for a school child the slots are utterly crazy. First example between 8 and 1
- I asked for a drs appointment and outlined my symptoms. They were misinterpreted by a non medical staff member who referred me (inappropriately) to the sexual health clinic. I had to insist it was more complex and that I needed to speak to a GP. I did so and was then referred for a scan and now waiting to see a consultant to discuss a potential [REDACTED]. The reliance placed on what the (lay) patient says by a non medical person (essentially 2 non-medical analyses) meant an incorrect decision was initially made. I was able to correct this but

many more vulnerable patients would not be able to self advocate to get onto the correct treatment pathway and would have been sent down the wrong route, with resulting delay and cost.

- You have moved the 8am rush from telephone to an online form and applied the same principles. An utter waste of time and serves the surgery not the patient
- This is not easy for older people who are not computer literate.
- Only issue I have with it is that the maximum number of requests is reached early. So if you aren't able to fill out the form first thing in the morning you completely miss out for that day. Ideally there would be a non urgent form that can just be filled out and left for staff to get to as and when they have time.
- The system works for me, but my parents would struggle with it.
- On each occasion I have got useful, and quick reassuring responses. The only thing that isn't helpful is when the form is unavailable by 9.30am ish in the morning due to the number of people enquiring. I understand why this happens but I would prefer to be able to send in my request knowing that it would be first in the queue the next morning, or will be dealt with if it is urgent.
- The form is useless once they shut it for the day. For making an appointment it's fine as long as you do it early enough for communicating with dr over an on going issue email should still be used. The fact form closes makes it incredibly difficult to schedule a time to use it and to make contact with the surgery when an email can be sent any time and replied to when the surgery have time. In short though it is not the biggest of the nhs problems how impossible it is to get an un well child referred for any diagnostic tests seems a much more serious issue
- A1 to Administrator and Doctor in order of contact No'one in the world could have bettered the service I received from this surgery.
- Appointment was slow to come
- very quick reply to my query
- Understandably the response time varies with how busy the surgery is.
Treatment itself is normally very good
- Online access is easy, simple and the practices response timing is amazing! The information / communication i have received has been communicated clearly and confirmed this has been clinically assessed which gives reassurance. The form itself and locating on the website is simple and straightforward - couldnt ask for more.
- When I filled in the form to report a [REDACTED], I got a call back within 20 minutes and was able to pick up antibiotics the same day. However, when I called the surgery to ask for 2 additional days of antibiotics (I had only been prescribed a 3 day course, which previously had not been enough to put a stop to the infection), I was told to fill in the online form, but there was no appropriate way to do this. I filled in a repeat prescription form and explained my request in the notes, but never got any response.
- The online triage system is dreadful. It is appalling that a patient can't even send a simple email / request to the surgery unless they are online at 08:00.
Whenever I have tried after eg. 08:30 the requests for that day are 'full' and it is impossible to send a message. I have only ever wanted to arrange a routine

appointment or a telephone appointment to discuss a scan result that the Dr had referred me for. I was not asking for an emergency appointment or to speak to anyone that day. There should be a way to email or contact the surgery during the day that doesn't need to be dealt with immediately but that can be dealt with when the staff have time. When you do manage to get through to a doctor they have always been amazing, but I choose not to get in touch about medical issues due to the triage system.

- Even if you fill the form out with the required information you don't always get a satisfactory response. I still feel it is more efficient to speak to someone which you clearly can't do anymore!!!
- Don't know how to use it
- You are given an apt with nurse or paramedic when you are contacting the drs to see a dr. By the time you've spent 15min with paramedic then she goes and talks to dr for another 10 mins you could of been in and out in 10 if given a drs apt
- This is such a great system. I have received very prompt responses each time. Thank you so much.
- I hqve never yet been able to submit a form as it always says the allocation for the day is full, no matter when i do it. Ridiculous system
- I work in London, I have to take a day off with out a guarantee for them to fit me in that day. And won't book me in for the next day. Every time I speak on the phone, they tell me to go to the pharmacy first and see what they say. And on the online form I state I have already done that which they obviously don't read.
- It has it's perks but I do find it difficult to read and write and whilst in need to speak to someone while I'm already struggling with a medical need for even myself or my children struggling to read and write isn't a loop hole I want to jump through whilst needing to just see a doctor.
- I can't actually remember how many times or whether I phoned. I just remember that I've had a couple of medical issues which I wasn't able to book an appointment for either because the system was full or technical issues. One went away on it's own (which is lucky as it can indicate something serious); and the other is still ongoing.
- When you use the triage system you are usually offered an appointment and expected to drop everything and get to the surgery within the hour which is completely impractical for people who work. If you can't make that appointment you are not offered an alternative, you are simply told you have to repeat the process again the next day, knowing full well you will again go through the same issue of not being able to drop everything to get there same day and thus, can never ever get an appointment. Unless it was an extreme emergency, I would not be able to leave work to go for a same day appointment with no notice. Therefore the system is completely fails to be inclusive and actually help the patient. I would also add I suffer with severe anxiety which goes through the roof every time I am faced with this system and then having to explain it all to the receptionist who rings with the appointment. I usually put a note on the triage system saying I cannot make a short notice appointment which no one ever reads and they usually ring and offer an appointment within the hour anyway!

- I like the system, it is quick and in my experience efficient. The only thing I would say is it needs to go hand in hand with the telephone system to support those with no access to the internet or who are not confident using that system
- At the beginning of the year I used the triage system plenty of times, sometimes good sometimes bad. I never got a face to face appointment. I was diagnosed with [REDACTED] with my hips which resulted in both my hips being replaced.
- Excellent care as usual from JH surgery
- It is very difficult to explain symptoms in written form and usually results in being told to go to the pharmacy or to visit the nurse or paramedic rather than a doctor. This is frustrating. It is also frustrating when they say they've reached their full capacity when there is only one Doctor present in Surgery and multiple rooms not being used that another Doctor could use to enable more patients to be seen.
- I have been very impressed overall by the new system and the triage system seems to work well. I have nothing but the highest praise for Sarah the paramedic.
- Told to call back in the morning or call 111
- The system works well but never get to see a GP
- I feel like I should just be able to call up and make a appointment, and I also feel like I shouldn't have to make myself sound worse than I am just to see a doctor. Why cant I just call make a appointment and see a actual doctor
- Quick and easy to get assessed for appointment, no waiting to talk to someone on the phone
- Once I filled in the form with my query, I heard back from one of the practice nurses in about 2 hours. She was able to answer my query and I had no need to see a doctor or nurse. Very satisfactory
- With all my requests, I was contacted within an hour and had an appointment/prescription the same day.
- I have become aware of the pressure on the system and don't now use it if possible - the question "what do you want us to do?" turns me back on my own resources
- The only problem arises when I need to see someone and it is after 10.30. There are no forms available for medical issues.
- For myself it has always been excellent. My husband had a disappointing couple of consultations on the phone with one of the newer doctors who seemed to have a very different tone than what we are used to at John Hampden
- The whole business is far to complicated
- It's somewhat helpful. However if a time is allocated to be seen, and you are unable to make that (despite specifying availability) then advice given was to complete the triage again once available. However, this is always unavailable as it has reached capacity. So you're left with the only option to phone, with a very unlikely chance to be allocated an appointment. Then you have to start the whole process again on the next working day.
- Response was prompt. Offered a same day appointment or one within a couple of weeks when the issue was not urgent. The system seems to work well

- The response time from sending in a form has always been within a reasonable length of time and has delivered all expected, ie an appointment or reassurance over test results.
- I have used the system three times. Once to make a non urgent appointment and twice to send photos of different medical concerns. On all three occasions I was happy with the speed of response and the outcomes.
- I have replied on behalf of my father, ██████████. xxxx is elderly and I care for him and manage his health. The triage system has been excellent and Dr Stanbrook always goes above and beyond to assist my father. I'm so grateful. When the system is full, I have usually had success by phoning the surgery. My thanks to all staff at John Hampden. All outstanding.
- I would prefer to speak to a human being.
- Although I have not used the online form I find sending emails provides inconsistent results. My wife is not using a computer.
- I think the new online system is brilliant Can't fault response time
- the online triage works well if you need a drs appt relatively quickly but if you want to book a "routine" appointment it is still a fairly long wait. sometimes still being given telephone appointments when a dr really needs to see the "issue"
- I was very happy with the timing and the response.
- Found out what I needed to do
- I find the triage form a right faff and would rather use the phone. For example on the JH site it says use the NHS app when it told the receptionist she said' oh! Never use that!'
- From memory, when I have submitted the online form, I have been called back either within an hour, or within a couple of hours. If not called back, then have had a text saying what has been actioned. I have only called when I needed a nurse appointment which is what we are advised to do. Personally, it has worked well for me
- This survey form is not up to standard. There is no facility as far as I can see to scroll back to the previous page to check over ones answers. I have nothing but praise for this practice but please use a form that is user friendly for the participants.
- When trying to make some requests (blood tests) it can be inconvenient to wait for a return call, when I often know that I will be unable to take a call later that day. As appointments often run out, (are limited) the online triage requires one to be available first thing ie: 8am which is not always practical either, otherwise all online requests run out before midday, leaving you back at square one.
- Very easy to navigate. I was impressed by how quickly I was contacted. Thankfully not needed to contact surgery since
- Fortunately I have not had to use the triage system but am sure I would feel rather anxious trying it
- The online triage system is good. I am quite happy with this system.
- I do not like the system

- It would be helpful if there was a comment box when you are asking for a routine appointment about medication, ongoing conditions etc so that you can specify what the request is for
- System actually wouldn't take my DOB in any format so I had to ring the surgery. Receptionist said there was an issue but she was able to complete the form at her end.
- Ok but problems if you have a non urgent medical condition and want to see someone if not immediately
- I have had no contact with surgery this year except to be told of flu jabs
- It would be good to speak to a doctor instead of reception
- I had a phone response each time very quickly and was happy with that response.
- The system is fine for those who have access to the internet and are ok at using IT. I know from personal experience this does not work for those generally over 70yrs old and the direct impact of this system is for those individuals simply to put up with the medical issue .
- Not a lot of flexibility with appointment times.
- Response times vary. Before I got an answer I was asked for further info before speaking with the doctor. I got a message that a problem had been resolved but it was not. I was asked to fill in a triage form because the surgery had changed my home address. That is just three things that come to mind now. The system can cause unnecessary stress.
- I was very pleased with the speed of the response, but thought I would see a doctor. I was seen by a paramedic and I feel that I should have been told on the phone call. Maybe an improvement required in communication.
- Response was good
- I was prescribed [REDACTED] by my cardiologist and you initially prescribed only one months dose. I have just progressed to 2 months dosage which I requested on line.
- It has been very useful to be able to fill in the form not only about my own issues but any to do with my family. I've always had a quick response and a very appropriate follow up appt made, either in person or over the phone. I like the fact that I'm not kept hanging on the phone waiting for someone to answer my call!
- Response was very speedy and recognized the seriousness of the situation when needed.
- Seems to work but feel the need to be able to phone when technology lets you down
- The Triage system worked but I am very much of the opinion that a phone call to book an appointment is much the best user friendly way to deal with patients. Everything is now so remote & impersonal & there is an overall feeling that a doctor is not available if you need one
- Used multiple times but also called because it took me a while to realise that I SHOULD be using the online tool. The system is easy to use. The n most cases you have then been able to see me either same day or next day.

Is there any other feedback you'd like to give about the surgery? (63 responses)

- I find it excellent
- I have tried to book an appointment via the online triage system about 2-3 months ago, only to find that the surgery wouldn't accept the form because they had reached their quota for the day! I find it increasingly frustrating to be able to see a Doctor, it feels like you're being asked to jump through hoops to be able to get what is, and should be my right to see a Doctor. What has happened to the personal touch I wonder? On the two or three occasions that I've visited the surgery this year for vaccinations, there has only been one or maximum 2 people waiting, so if your aim was to achieve no-one coming into the surgery, you've succeeded! This seems to be more of an incentive to go the Private Doctor route, is this what you're trying to achieve?
- Responses from the Doctors / Nurses / Pharmacists is very satisfactory. However when messages are passed on via the receptionists this is not always the case. Jenny is very knowledgeable and helpful and her support in 2025 has been first class.
- I recently wanted to follow up on advice given to me by one doctor during my face to face appointment. I landed up getting a text from a second doctor, which was not in line with what I had been told, and then having a prescription given by a third doctor. I am still not satisfied my questions have been answered and resorted to bothering a pharmacist with questions instead. I am still not convinced. Luckily the medication is not critical so I am just going with it at present and will try top check it when I request a repeat prescription
- The triage forms are often closed by 9am most days which is crazy for a parent that has to get children etc to school before they can go on line to fill out a form and very frustrating when you get in by say 9.30am to be told it is full for the day!
- My mother (91) is unable to navigate this system, or use the nhs app. She is without her own transport so cannot get to sessions in little Kingshill (no bus, I work in London so can't give lifts during the day). Many elderly patients are in the same position. She went to the JH surgery with a [redacted] and was told first to make an appointment online (she was unable to do so) then to go to A&E. Short of calling an ambulance she had no way to get there (I was away on holiday). The surgery was unhelpful and uncaring, particularly given her age. It was only when another patient in the waiting room offered her a lift to Stoke Mandeville that the staff were shamed into agreeing she could see a paramedic who removed the sting and prescribed antibiotics, the correct treatment. More allowance needs to be made for elderly and vulnerable patients generally.
- Not at the moment.
- Phone calls take too long to be answered, when I'm 2nd or 3rd in the queue it shouldn't take over 30 minutes to be spoken to.

- Would much prefer old system when you can just phone and make an appointment
- Thanks!
- How upsetting it has been to not be able to refer an unwell child for tests in a timely manner into why he is unwell over a week to book have a blood test , no chance of a referral for a scan and waiting a week for a private letter
- Already said. Thank you
- The surgery are amazing. All the staff are helpful and kind and it is clear that they are well led! Thank you for all the efforts you go to this contributes to my patient journey when accessing healthcare.
- Generally very happy with the surgery. I just feel that the online forms only allow you to report a medical issue or request a repeat prescription. There should be an option to send a message that doesn't fit in to either of these categories.
- For a small village practice it has become very impersonal. Very sad for the patients as it seems more of a business now instead of patient care.
- I would like to continue making appointments over the phone. My wife doesn't read English well so can't use her phone to make appointments
- Excellent surgery, from the amazing, helpful reception staff to the Doctors. I feel so lucky to have access to such a wonderful surgery. Thank you for all of your hard work.
- Just let us book by phone please
- Unless you are dying or have something very serious there's no point contacting a GP because they are too busy to be able to help. I am frequently told problems are due to my age without any investigation. (And have been told by other medical professionals outside of the practice that it's likely something else.)
- I just find it not to be focused on the patient and utterly depressing.
- Phoning was more user friendly Would be nice if there was still that option
- Love this surgery, very happy with all aspects - admin, nurses, paramedics and doctors
- To actually have a face to face appointment especially when you are in constant pain
- You are all brilliant
- Doctors actually seeing patients rather than triaging them. The waiting room is empty and only one Doctor working means very few patients can be seen.
- Overall I am extremely happy with the service I receive from the surgery.
- Would like to speak to a doctor
- Staff very helpful .
- Go back to the old ways stop all the paper work and all the back and forth phone calls just to get a appointment. And doctors should actually want to see you not have tephone chats as they cant exam you over the phone. Its laziness
- I would still like to see a doctor fairly quickly if I needed to. I find that making an appointment for 3 weeks ahead is not satisfactory. If it turned out to be something serious it could be a bad situation.
- They do a good job in very difficult circumstances

- Missed messages. Apparently last Friday I was sent a message telling me to prepare for a phone call which I did not get. I missed the call
- Generally we love John Hampden. My husband was disappointed with Rhiannon (sorry don't know her surname) and recently the pharmacist appointment I had with a female appeared somewhat brusque. One of the things we have loved about John Hampden in the past is that the doctors don't treat you like an idiot and are always attentive, warm and reassuring. It would be a shame to lose that
- It's all less human I feel like a robot and need a IQ of 128.
- Very satisfied with service received so far, although I am unhappy that one is expected to view test results on the NHSapp resulting in completing a triage form to obtain reassurance or indeed further follow-up.
- When visiting to collect hearing aid batteries they are always friendly and helpful.
- My personal thanks to Dr Stanbrook for all the care and medical advice for [REDACTED].
- Why can you not see a doctor. With out jumping through holes!!
- None other than thank you for an excellent service from everyone
- huge improvement since new team of doctors. reception staff helpful and nurses and paramedics great.
- No
- Staff are always polite,friendly and helpful. Waiting room and consultation rooms are always spotless and tidy.
- When you actually get to speak or see someone they are helpful. I have had to actually go to the reception to ask sometimes it is easier.
- So hard to get any response.
- In my opinion, our surgery is the best in the area - we have been here 26 years and have always felt the same. The online form hasn't been detrimental to me (others may differ) and we have continued to get the excellent care from the surgery we have always had.
- Apart from the survey form that needs amending (see previous comment) we as a family are very satisfied and full of praise for the John Hampden surgery. The Doctors and staff are first class, and try their best to help patients in what can be sometimes difficult circumstances. As for the on line form, this can still be problematic for older patients who are not savvy with new technology. There must be (we feel) still provision provided that they can contact the surgery direct, and if needed- help to fill in the required information form over the phone if possible. Finally may we wish the John Hampden surgery every success in the future, and thank you for all of your help we have received over the last year. It has been exemplary!
- I'm not impressed with only having the option to be able to book an urgent care appointment online. It's confusing which situation is acceptable to phone & speak to someone. Ie: non urgent appointment requests.
- It's an excellent Surgery with great Staff and services.
- When I order a repeat prescription online I have no idea when it is ready for collection. My husband attends a different surgery and he is advised by text message that his prescription is ready for collection. This is very helpful and he

can walk to the surgery to collect it. Instead, I usually telephone Prestwood Pharmacy first to enquire if my prescription is ready.

- I was annoyed when I called in the surgery to make an appointment and I was turned away and told to use the online system. I have sent a couple of e-mails but it is annoying that this facility is not always available - it is the point of e-mails that they can be sent and read at any time.. I did not see any on-line form.
- Hopefully I will still be able to get help if needed. Everything has changed so much over the last 50 years
- 3 weeks wait8ng for an appointment was disappointing.
- I don't like that if the appointment list is full you have to try again another day
- Most patients would like to see a doctor !
- I had a helpful meeting with the practice manager about the triage response to my daughter in law in relation to my [REDACTED] grandson who is also a patient and I feel that there should be a red flag for a patient like him to enable a more sympathetic and appropriate response.
- You need to have a system which allows those who are not IT savi . Your receptionists need to understand that this is a real problem not just for this surgery but the NHS. Your receptionists I have witnessed simply tell people on the phone to fill in the form online when it was so obvious they simply could not for what ever reason. Compassion is a key need for the person dealing with the imfirmed.
- Noticeable improvement especially with new reception staff being very helpful and welcoming.
- Many people ask where are the doctors? There is never anyone in the surgery when they do go. Admin makes so many mistakes. I am seriously thinking of changing my surgery.
- All great thanks I guess key challenge is managing unnecessary demand from elderly patients who should do a better job managing their own health. You could think about more group health educational sessions for seniors say men aged 65-70 like me 😊
- We're still very happy with the level of care and response that we get from all members of staff at the practice. We count ourselves very lucky to be under their care!
- No
- No
- Just want to say that the surgery is so well organised. All of the staff are super friendly and the doctors are extremely vigilant & knowledgeable. Thank you!

Questionnaire used in survey

1. Have you filled in the online form with a medical or admin issue in the last 12 months?

Y/N

2. If YES to Q1, roughly how many times have you filled in a form to raise a medical issue in the last 12 months?

1
2
3
more than 3 times

3. If YES to Q1, roughly how many times have you filled in a form to raise an admin issue in the last 12 months?

1
2
3
more than 3 times

4. If YES to Q1, what technology did you use?:

Smart phone

Tablet

Computer/laptop

5. If YES to Q1, have you also phoned the surgery with issues in the last 12 months?

Y/N

6. If NO to Q1, roughly how many times have you phoned the surgery with a medical issue in the last 12 months?

1
2
3
more than 3 times

7. If NO to Q1, roughly how many times have you phoned the surgery with an admin issue in the last 12 months?

1
2
3
more than 3 times

8. If you used the online form, how long did you have to wait until you heard back? (Please don't count hours when the surgery was closed overnight. NB the surgery's stated response deadline is 48 hours) received?

- a) within an hour
- b) in 1-3 hours
- c) in 4-6 hours
- d) longer than 6 hours

9. The response I received was

- a) excellent
- b) good
- c) OK
- d) not as helpful as I would have liked
- e) unsatisfactory

10. Please explain the reason for your answer to Q9 and give any other views on the new triage system. You can also use this space to say if you used the system more than once and either waited different amount of times or the response differed in quality

11. If you used the online form, did you usually

- a) use your own smartphone, tablet, computer or laptop?
- b) use a friend or family member's equipment?
- c) go to the library or other public location to use their equipment?

12. Are you aware that, at the moment, there are sessions to help patients get to grips with the NHSApp on the first Wednesday of every month, from 9am to 11am at Little Kingshill Baptist Church?

Y/N

13. Is there any other feedback you'd like to give about the surgery?

14. What is your age group?

- a) 18-30
- b) 31-45
- c) 46-60
- d) 61-75

- e) 76 or older
- f) rather not say

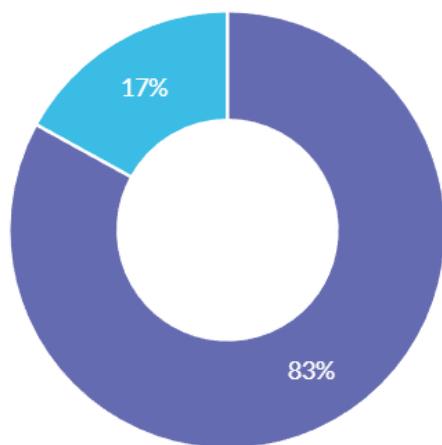
15. What is your ethnic group? (The categories are taken from the Office of National Statistics)

- a) white
- b) mixed/multiple ethnic group
- c) Asian/Asian British
- d) Black/African/Caribbean/Black British
- e) other
- f) rather not say

Tables and graphs of survey results, including 2024 GP Patient Survey

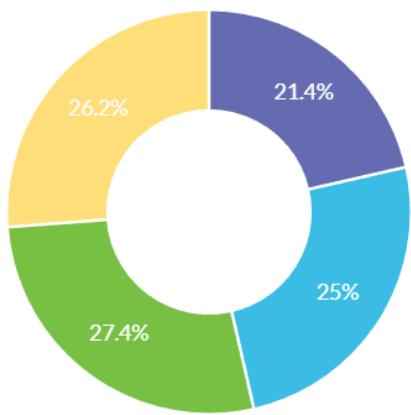
Q1. Whether filled in an online form with a medical or admin issue since 1st August 2024

yes	83
no	17
<hr/>	
	100



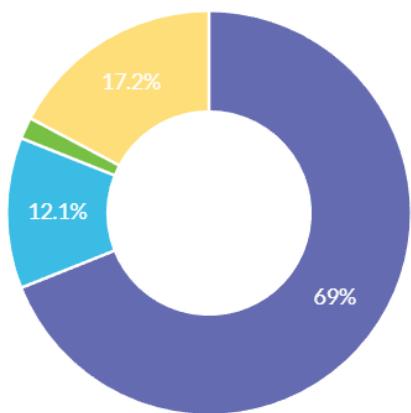
Q2. For those who filled in an online form, roughly how many times for a medical issue

once	18
twice	21
three times	23
more than three	22
<hr/>	
	84



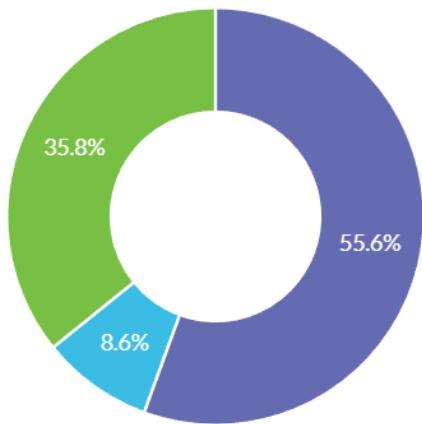
Q3. For those who filled in an online form, roughly how many times for an admin issue

once	40
twice	7
three times	1
more than three	10
	58



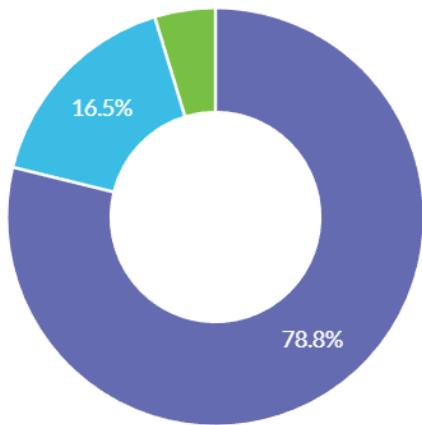
Q4. For those who filled in an online form, the technology they used

smartphone	45
tablet	7
computer/laptop	29
	81



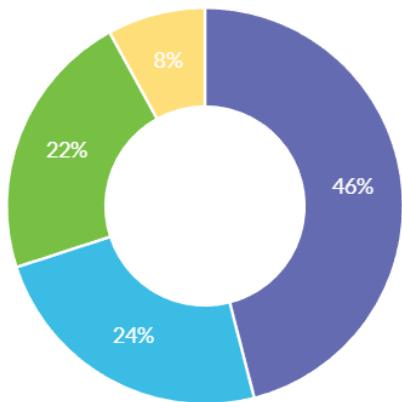
Q5. For those who filled in an online form, have they also phoned the surgery in the last 12 months?

once	67
more than once	14
no	4



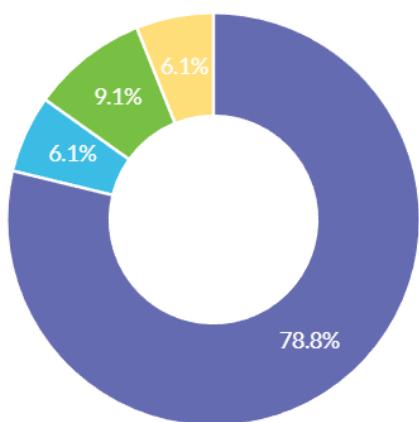
Q6. For those who didn't fill in an online form, roughly how many times phoned with a medical issue in last 12 months?

once	23
twice	12
three times	11
more than three	4
	50



Q7. For those who didn't fill in an online form, roughly how many times for an admin issue since 1st August

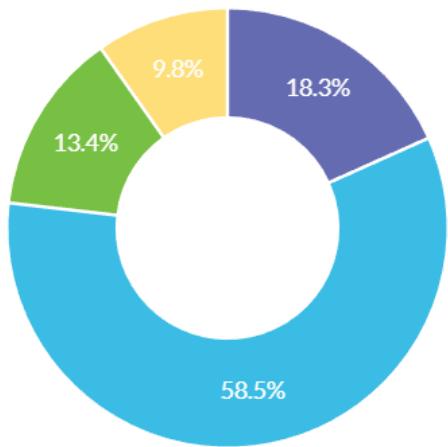
once	26
twice	2
three times	3
more than three	2
	<hr/>
	33



Q8. For those who filled in an online form, how long waiting to hear back

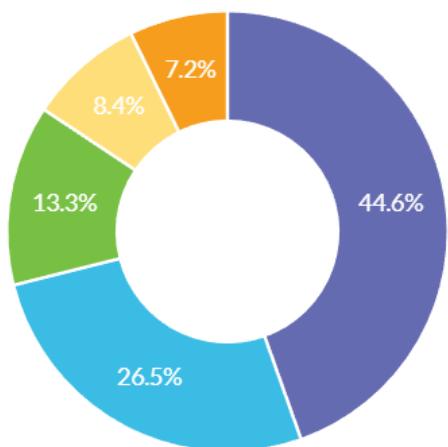
within an hour	15
1-3 hours	48
3-6 hours	11
>6 hours	8
	<hr/>

82



Q9. The quality of the response

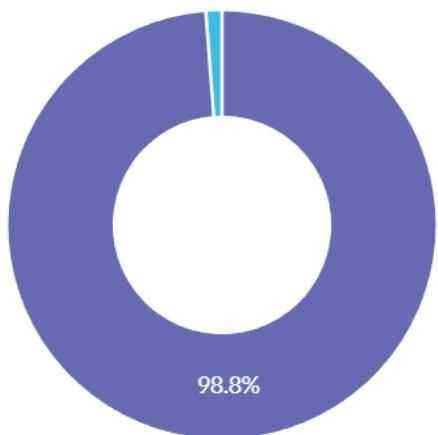
excellent	37
good	22
OK	11
not as helpful as would have liked	7
unsatisfactory	6
	83



Q11. Equipment used to fill in online form

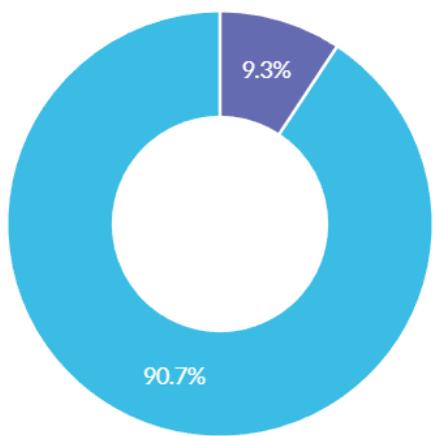
own equipment	1
friend or family's	5
library/public location	19

83



Q12. Awareness of monthly NHSApp support sessions

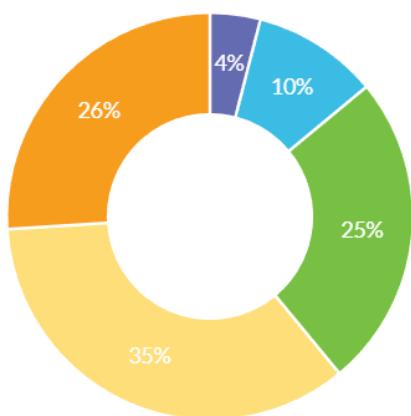
yes	9
no	88
<hr/>	
	97



Q14. Age

18-30	4
31-45	10
46-60	25
61-75	35
≥ 76	26
rather not say	0

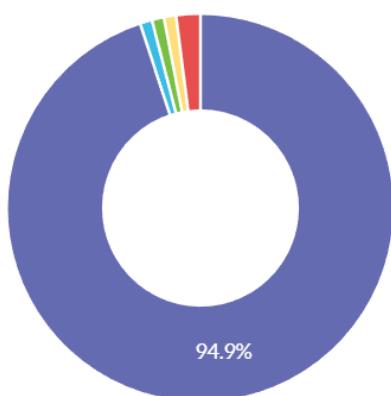
100



Note re Q12 and 13 : the age ethnicity breakdown for all patients at John Hampden can be found at [National General Practice Profiles - Data | Fingertips | Department of Health and Social Care](#)

Q15. Ethnicity

white	94
mixed/multiple ethnic group	1
asian/asian british	1
black/african, caribbean/black british	1
other	0
rather not say	2
	99



GP Patient Survey 2025

	JHS 2024	JHS 2025	National 2024/ 2025
Find it easy to get through to practice by phone	88 42/50/8/0	65 51/44/4/1	50/53
Find it easy to contact this practice using their website	60 37/55/4/4	67 31/55/15/0	48/51
Find it easy to contact this practice using their website	54 40/49/5/7/0	47 57/3/41	45/49
Find the reception and admin team helpful	91 9/42/8/32/21	90 4/32/6/25/46	83/83
Usually speak to preferred healthcare professional when want to	54 67/26/3/2/2	46 58/34/7/0/1	40/40
Knew what the next step would be after contacting the practice	95 72/24/3/1/0	88 72/24/3/1/0	83/83
Knew what next step would be in 2 days of contacting practice	94 67/26/3/2/2	97 58/34/7/0/1	- 93/94
Describe their experience of contacting the practice as good	85 72/24/3/1/0	81 57/3/41	67/70
Offered choice of time/day when last tried to make an appointment	57 57/3/41	59 57/3/41	53/54
Offered choice of location when last tried to make appointment	3 57/3/41	9 57/3/41	12/14
Waited about the right amount of time for last appointment	51 57/3/41	63 57/3/41	66/67
Healthcare professional was good at listening to them during appointment	96 57/3/41	86 57/3/41	87/87
Healthcare professional saw or spoke to was good at treating them with care and concern during last appointment	98 57/3/41	84 57/3/41	85/86
Healthcare professional saw or spoke to was good at considering their mental wellbeing during last appointment	79 57/3/41	72 57/3/41	73/74
Healthcare professional they saw had all the info they needed about them during last appointment	100 57/3/41	91 57/3/41	92/92
Had confidence and trust in the healthcare professional they saw or spoke to during last appointment	100 57/3/41	90 57/3/41	93 /93
Were involved as much as they wanted to be in decisions about their care and treatment	99 57/3/41	91 57/3/41	90/91
Felt their needs were met	95 57/3/41	91 57/3/41	90/90
Have had enough support from local services or organisations in the last 12 months to help manage their long term conditions	71 57/3/41	77 57/3/41	65/69
Describe their overall experience of the practice as good	90 57/3/41	81 57/3/41	74/75

GP Patient Survey 2025

Time series:-

	JHS 2019	JHS 2020	JHS 2022	JHS 2023	JHS 2024	ICS 2023/ 2024	National 2024
Find it easy to get through to practice by phone	92 42/50/8/0	95 51/44/4/1	92 37/55/4/4	85 31/55/15/0	88 40/49/5/7/0	53/53	50
Usually get to speak to preferred GP when want to	80 40/40/15/5	76 37/39/21/3	52 31/20/43/6	60 28/32/37/2	54 31/23/43/4	41/46	35
Offered choice of appointment [time/day] when last tried to make one	61 12/53/10/39	69 17/57/11/31	79 9/42/8/32/21	54 4/32/6/25/46	57 57/3/41	59/53	59
Healthcare professional was good at listening to them during appointment	98 70/28/2/0/0	98 79/20/1/0/1	93 67/26/3/2/2	92 58/34/7/0/1	96 72/24/3/1/0	87/88	85

Healthcare professional saw or spoke to was good at treating them with care and concern	99 73/26/1/0/0	98 78/20/1/0/1	92 67/25/3/3/2	94 63/31/5/1/1	98 74/24/2/0/0	85/87	84
Were involved as much as they wanted to be in decisions about their care and treatment	99 80/19/1	98 73/25/2	90 64/26/10	92 62/30/8	99 65/34/1	92/92	90
Had confidence and trust in healthcare professional saw or spoke to	99 87/12/1	98 88/11/2	94 76/19/6/44/4/1	96 79/17/4	100 72/28/0	94/93	93
Felt their needs were met	99 79/20/1	95 72/23/5	92 65/27/8	92 63/28/8	95 65/30/5	93/91	91
Have had enough support from local services or organisations in the last 12 months	96 61/35/4	94 74/19/6	68 31/37/32	82 49/33/18	71 34/36/29	68/70	65
Describe their overall experience of the practice as good	96 64/31/4/1/0	95 71/24/3/1/1	88 59/29/5/6/1	78 543/34/14/4/4	90 59/31/8/1/0	73/75	71

 GP services
  Making an appointment
  Your last appointment
  Your health
  Overall experience

Comparison of five surgeries in PCN:-

	AHC	H/C	JHS	PH	RM	ICS	National
Find it easy to get through to practice by phone	48/40	33/43	88/65	74/75	79/56	53/54	50/53
Find it easy to contact practice using website	52/44	12/26	60/67	57/33	45/63	49/51	48/51
Find it easy to contact practice using NHS App	45/43	25/43	54/47	71/59	65/56	44/47	45/49
Find reception + admin team helpful	88/84	80/76	91/90	81/85	88/90	83/83	83/83
Usually get to speak to preferred GP when want to	41/27	19/40	54/46	61/58	55/55	46/44	40/40
Knew next step after contacting practice	84/88	88/90	95/88	92/93	92/94	85/84	83/83
Knew next step 2 days after contacting practice	97/94	93/90	94/97	79/95	92/96	93/94	93/94
Experience of contacting practice good	67/72	53/72	85/81	70/77	86/77	69/70	67/70
Offered choice of time/day when last tried to make appointment	64/44	39/48	57/59	53/55	69/70	53/55	53/54
Offered choice of location when last tried to make appointment	3/5	17/18	3/9	0/3	4/4	12/14	13/14
Felt waited right amount of time for last appointment	67/65	59/67	51/63	52/60	90/83	67/67	66/67
Healthcare professional saw or spoke to was good at listening to them at last appointment	91/89	86/90	96/86	87/84	84/90	88/88	87/87
Healthcare professional saw or spoke to was good at treating them with care + concern at last appointment	92/83	84/94	98/84	72/87	91/87	87/87	85/86
Healthcare professional saw or spoke to was good at considering mental wellbeing at last appointment	78/79	57/75	79/72	66/64	72/77	73/74	73/74

Healthcare professional saw had info they needed about them at last appointment	95/98	94/91	100/91	83/94	90/89	92/93	92/92
Confident + trusting in healthcare professional saw or spoke to at last appointment	97/94	95/98	100/90	88/91	95/92	93/94	93/93
Involved in decisions as much as wanted during last appointment	96/91	96/87	99/91	85/91	95/93	92/92	90/91
Felt needs were met during last appointment	96/91	94/95	95/91	89/90	95/97	91/91	90/90
Have had enough support from local services or organisations in the last 12 months	72/74	64/80	71/77	75/79	82/91	70/71	65/69
Describe overall experience of the practice as good	80/69	66/70	90/81	63/78	87/89	75/76	74/75

- sample size	306	263	290	299	279
- number responding	107	107	125	98	98
- % responding	35%	41%	43%	33%	35%