

Practice details

Hill Lane Surgery

162 Hill Lane, Southampton SO15 5DD

J82207 Practice code

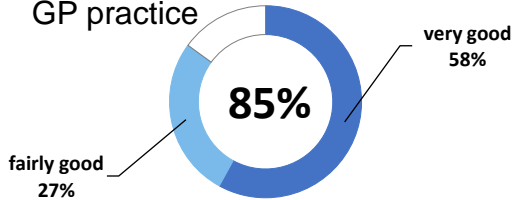
409 surveys sent out

121 surveys sent back

30% completion rate

Overall experience

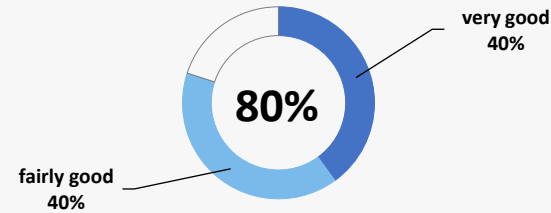
Good overall experience of this GP practice



		Very Good	Fairly Good
National	71%	37%	35%
ICS	70%	36%	34%

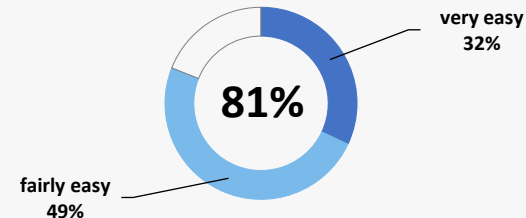
Accessing the practice

Good overall experience of making an appointment



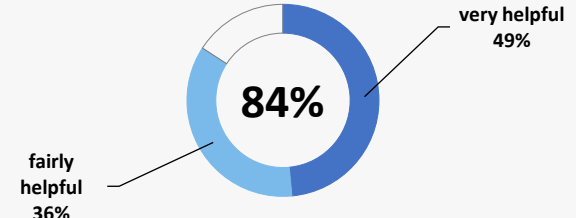
		Very Good	Fairly Good
National	54%	23%	32%
ICS	53%	22%	32%

Easy to get through to this GP practice by phone



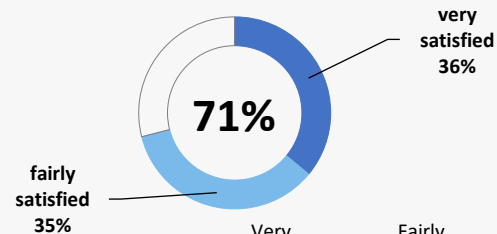
		Very Easy	Fairly Easy
National	50%	13%	37%
ICS	48%	11%	37%

Helpfulness of receptionists at this GP practice



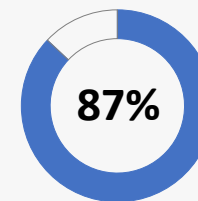
		Very Helpful	Fairly Helpful
National	82%	37%	45%
ICS	82%	36%	46%

Satisfied with the general practice appointment times available



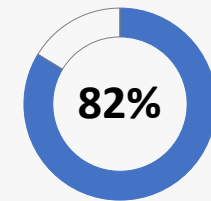
		Very Satisfied	Fairly Satisfied
National	53%	19%	34%
ICS	50%	17%	33%

Offered a choice of appointment when last tried to make a general practice appointment



		Offered a choice
National	59%	Offered a choice
ICS	55%	Offered a choice

Satisfied with the appointment offered



		Satisfied with the appointment
National	72%	Satisfied with the appointment
ICS	72%	Satisfied with the appointment

i Comparisons with National results or those of the ICS (Integrated Care System) are indicative only, and may not be statistically significant.

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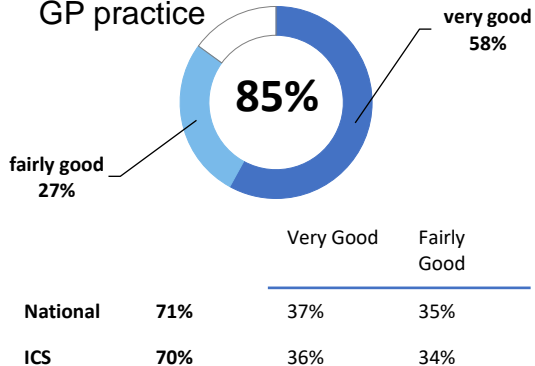
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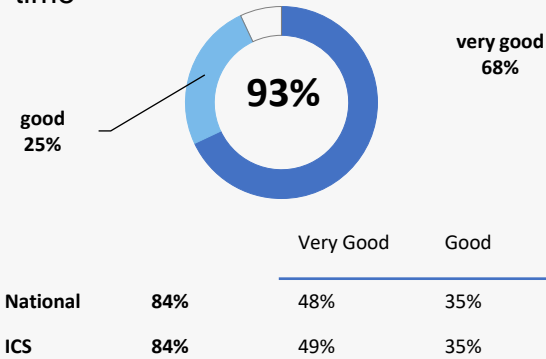
Overall experience

Good overall experience of this GP practice

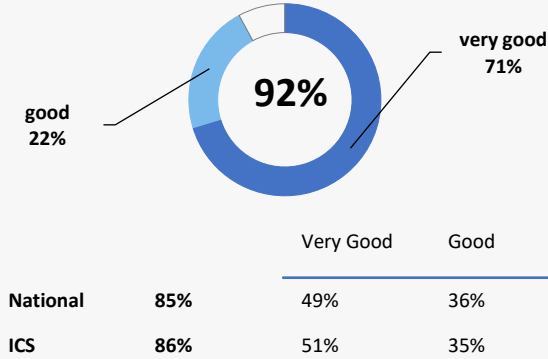


Appointment experience

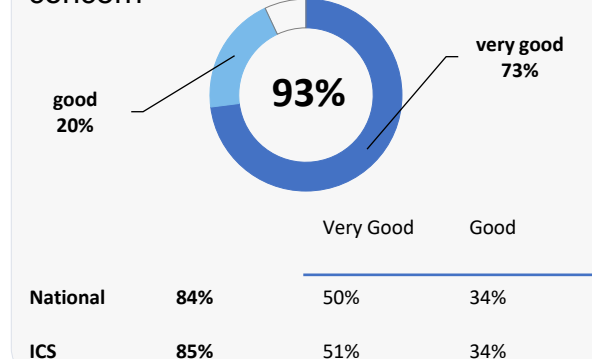
The healthcare professional was good at giving the patient enough time



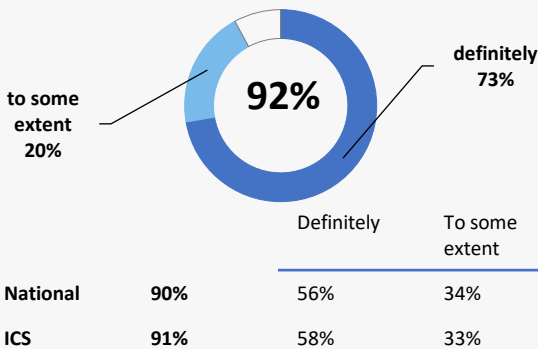
The healthcare professional was good at listening to the patient



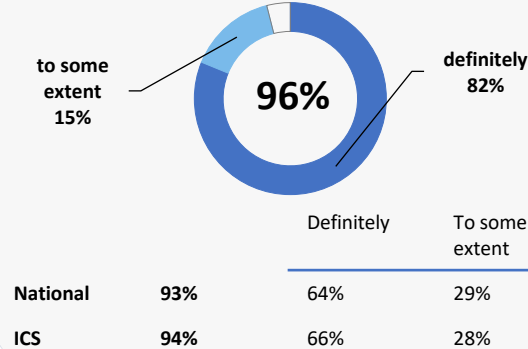
The healthcare professional was good at treating the patient with care and concern



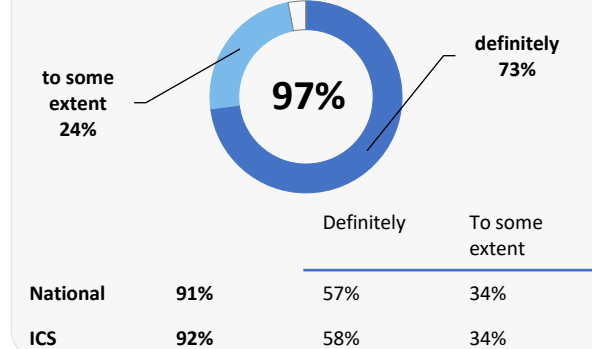
The patient was involved as much as they wanted to be in decisions about their care and treatment



The patient had confidence and trust in the healthcare professional they saw or spoke to



The patient's needs were met



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