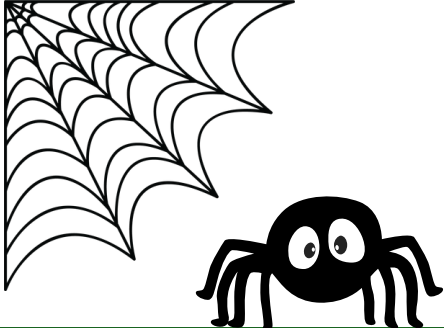




Winter Newsletter, October 2026

Welcome to the winter edition of the practice newsletter. In this issue we are focusing on the results of the recent patient survey and would like to give all our patients the chance to feedback on how we can improve. Please do contact us with all your suggestions and we promise we will read them all. Your opinion matters.

THE NATIONAL GP PATIENT SURVEY

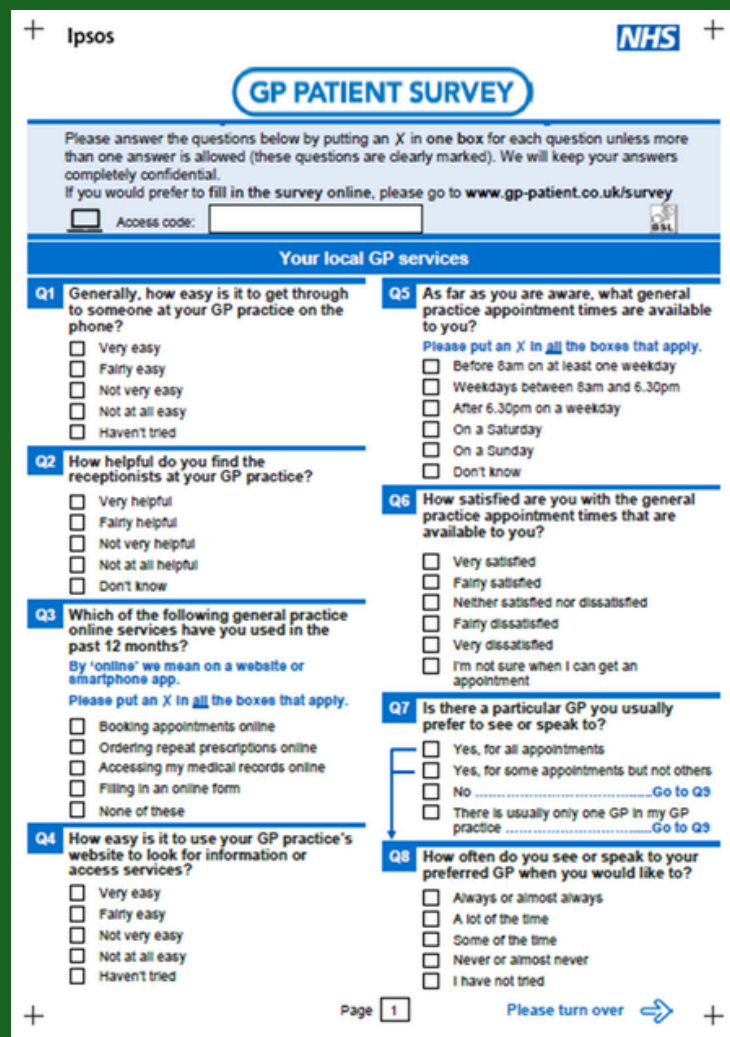
The National GP Patient Survey is an annual survey of patients registered with GP practices across England. It gathers feedback about people's experiences of GP services and other NHS primary care services.

In 2026 NHS England sent out 376 surveys to Whitehill Surgery patients. 88 patients sent their surveys back and these are the results.

We are very happy with this years results and grateful to all patients who completed it. We always want to do better though and are keen for patients to understand the questions and answer accurately should they receive a survey in future years.

We hope this newsletter helps with that.

If you believe the service is lacking in any way it's important you let us know so we have a chance to improve



GP PATIENT SURVEY

Please answer the questions below by putting an 'X' in one box for each question unless more than one answer is allowed (these questions are clearly marked). We will keep your answers completely confidential.

If you would prefer to fill in the survey online, please go to www.gp-patient.co.uk/survey

Access code:

Your local GP services

Q1 Generally, how easy is it to get through to someone at your GP practice on the phone?

☐ Very easy
☐ Fairly easy
☐ Not very easy
☐ Not at all easy
☐ Haven't tried

Q2 How helpful do you find the receptionists at your GP practice?

☐ Very helpful
☐ Fairly helpful
☐ Not very helpful
☐ Not at all helpful
☐ Don't know

Q3 Which of the following general practice online services have you used in the past 12 months?
By 'online' we mean on a website or smartphone app.
Please put an 'X' in all the boxes that apply.

☐ Booking appointments online
☐ Ordering repeat prescriptions online
☐ Accessing my medical records online
☐ Filling in an online form
☐ None of these

Q4 How easy is it to use your GP practice's website to look for information or access services?

☐ Very easy
☐ Fairly easy
☐ Not very easy
☐ Not at all easy
☐ Haven't tried

Q5 As far as you are aware, what general practice appointment times are available to you?
Please put an 'X' in all the boxes that apply.

☐ Before 8am on at least one weekday
☐ Weekdays between 8am and 6.30pm
☐ After 6.30pm on a weekday
☐ On a Saturday
☐ On a Sunday
☐ Don't know

Q6 How satisfied are you with the general practice appointment times that are available to you?

☐ Very satisfied
☐ Fairly satisfied
☐ Neither satisfied nor dissatisfied
☐ Fairly dissatisfied
☐ Very dissatisfied
☐ I'm not sure when I can get an appointment

Q7 Is there a particular GP you usually prefer to see or speak to?

☐ Yes, for all appointments
☐ Yes, for some appointments but not others
☐ NoGo to Q9
☐ There is usually only one GP in my GP practiceGo to Q9

Q8 How often do you see or speak to your preferred GP when you would like to?

☐ Always or almost always
☐ A lot of the time
☐ Some of the time
☐ Never or almost never
☐ I have not tried

Page **1** Please turn over ➡

Telephone: 01296 424488

Email: bccg.whitehillsurgeryadmin@nhs.net

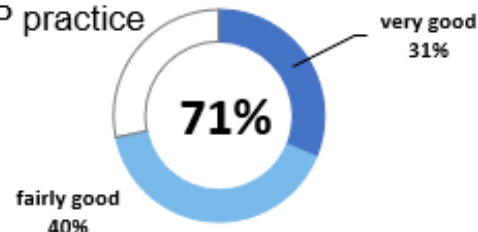
Website: <https://www.whitehillsurgery.nhs.uk/>



Overall experience

The team at Whitehill Surgery were very pleased that 71% of patients found their experience at the surgery good. The team all work incredibly hard and try to treat all patients as they would like to be treated themselves and that has been reflected in our great score. However a small proportion of patients found our service lacking and most of this was to do with access, so we look at each of these areas below.

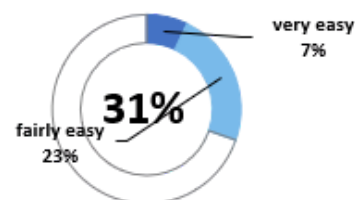
Good overall experience of this GP practice



Easy to contact the practice by phone

Only 31% of patients surveyed felt it was easy to get through to us by phone. Remember the quickest and easiest way to contact us is always via our website and if you do ring the surgery the receptionist will still need to complete the same form that you will be directed to if you contact us online. (The receptionist will not usually be able to book you an appointment straight away.)

Easy to contact this GP practice on the phone



If you do not have access at home to contact us online, it is still of course fine for you to contact us by phone. **The average wait time for August was only 2 minutes BUT 1335 patients gave up holding after only 1 minute 19 seconds.** When you think how long you would spend holding for national call centres or even queuing in the supermarket, it would be far far longer than this. We are proud of our low wait times and our incredible team who work hard to ensure your calls are answered as quickly as possible.

To help improve our patient's experience further, we have invested in software which enables you to answer questions by pressing the keypad on your phone to be routed to the correct team straight away. You will also be notified what number you are in the queue to give you an idea how long you will need to wait so if you are in a rush having this information to hand means you may decide to call back later when we are quieter.

Remember we have been inspected thoroughly by CQC and they have rated our practice as Good (full report available on our website).



Whitehill Surgery

CQC overall rating

Good ●

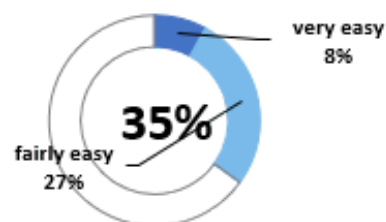
20 December 2018



Easy to contact us using our website

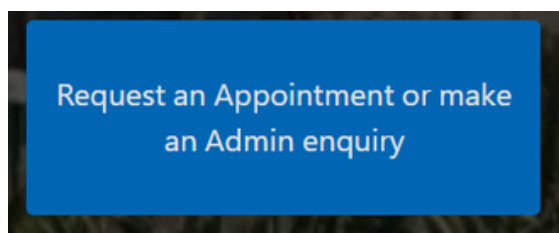
Only 35% of patients found it easy to contact us via our website. We are unsure why this is and have created a brief how to guide below. Remember if you are not able to contact us online you can still ring us - we are always here to help whether by phone or online. If those that are able to use the online form contact us that way it also frees up lines for those that are unable to do so.

Easy to contact this GP practice using their website

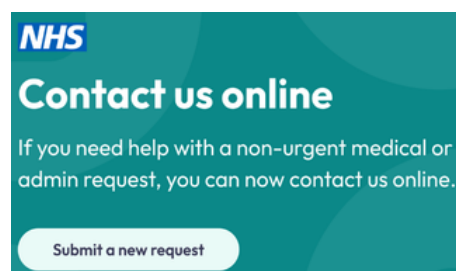


How to contact us via our website at Whitehill Surgery (available 8am to 6.30pm)

Step 1: Go onto our website at: <https://www.whitehillsurgery.nhs.uk> and click 'Request an appointment or make an admin enquiry'. You will be prompted to select if the request is for yourself or somebody else and then you will need to enter the date of birth



Step 2: On the next page click 'Submit a new request'



Step 3: Select if you have a health problem (including if you want to book an appointment) or select the 2nd option for admin/prescription queries or 3rd option if you want to search for advice online. Next follow the prompts that come up to submit your request to us.

Available options

- I have a health problem** Available 8am to 6:30pm
Contact your GP about new or ongoing symptoms →
- I have an admin or routine care request** Available 8am to 6:30pm
Includes fit (sick) notes, repeat prescriptions, reviews, screening and vaccinations →
- I want to read online advice**
Read NHS information on conditions, symptoms and treatments ↗

This is the quickest way to contact us and all requests sent in this way will be read the same day if received before 6.30pm