

Patient Questionnaire Comments Feedback

1) Who did you last see at the Surgery?

Doctor	69
Nurse	28
Other	2
Total	99

2) Did you find it easy to get an appointment?

Yes	88
No	11

3) How do you normally book your appointments?

In Person	30
By Phone	68
Doesn't apply	1

4) Which of the following do you prefer to use?

In Person	30
By Phone	65
Doesn't apply	4

5) How important is it to you to book appointments in advance(more than 2 days)?

Important 50

Not Important 49

6) In the Past 6 months have you tried to book an appointment in advance (more than 2 days)?

Yes 45

No 54

7) How helpful do you find the receptionists at the surgery?

Very Helpful 68

Fairly helpful 28

Not very helpful 3

8) How would you describe your experience at the surgery?

Excellent 50

Very Good 32

Good 13

Fair 4

Poor

9) provided Are there any changes you can suggest to improve the surgery?

You are doing a brilliant job keep doing.

Very good Receptionist helpful.

Excellent service

Doctors good in fact excellent.

Always been treated with politeness very helpful. Always had a very positive experience

Is a nice family place.

Very nice and efficient surgery.

I find the Receptionists and other members of staff excellent.

Services are very good.

Enjoyable.

All lovely thank you.

There are a lot of changes at the moment but I am happy with the way I get looked after in the surgery.

Phones seem busy

Answer: We take up to 5000 calls every month and strive to give an excellent patient service.

Answer: We offer 2278 appointments every month but unfortunately equivalent to a Doctor's full surgery is lost every month due to patients not attending without cancelling their appointments.

PLEASE CANCEL IF YOU ARE UNABLE TO ATTEND AN APPOINTMENT IT IS VALUABLE TO SOMEONE ELSE.

1) Hard to get through to the prescription line.

Prescriptions to be turned over more quickly.

Answer: We have extended our Prescription line from 13.00-17.00 and also have an online ordering facility (please see Reception to register. We take on average 1094 prescription calls per month and deal with 1873 paper prescription requests monthly too.

Answer: We usually turn over prescriptions within 24hrs. Most surgeries insist on 48hrs.

2) Receptionists ask a lot of questions.

Answer: Our receptionists are fully trained in confidentiality and customer service. If they enquire about specific symptoms it is purely to direct your enquiry in the correct manner.

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MAY WE THANK ALL OUR PATIENTS WHO TOOK PART IN THIS SURVEY AND PLEASE NOTE ANY CONCERNS CAN ALWAYS BE DISCUSSED WITH THE PRACTICE MANAGER MRS SHRON RILEY.