

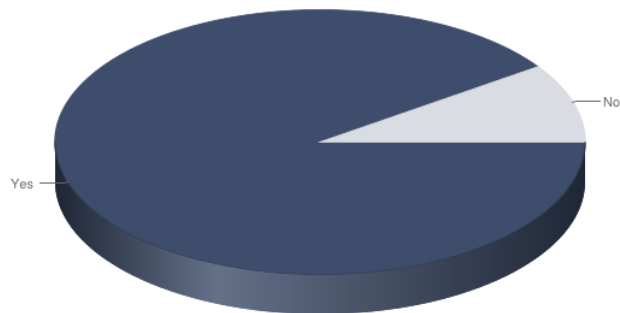
# Patient Questionnaire 2013-14

## We Asked:

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### 1. Have you telephoned the surgery in the last 6 months with an enquiry or to make an appointment?

*Single answer question or grid (answers per option add up to roughly 100%)*

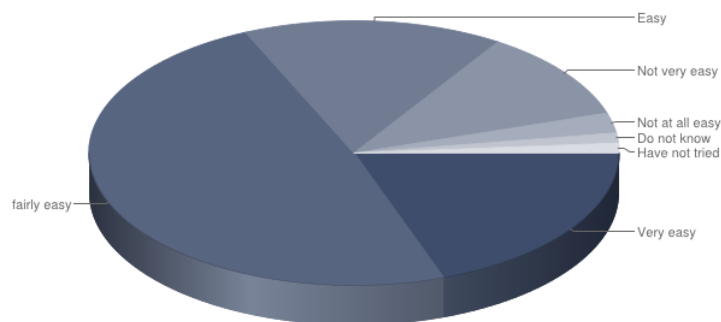


Option:	TOTAL
	<b>(83)</b>
Yes	75 90%
No	8 10%

Base: 83 out of 83 people answered this question

### 2. How easy is it to get through to someone at the practice on the phone?

*Single answer question or grid (answers per option add up to roughly 100%)*



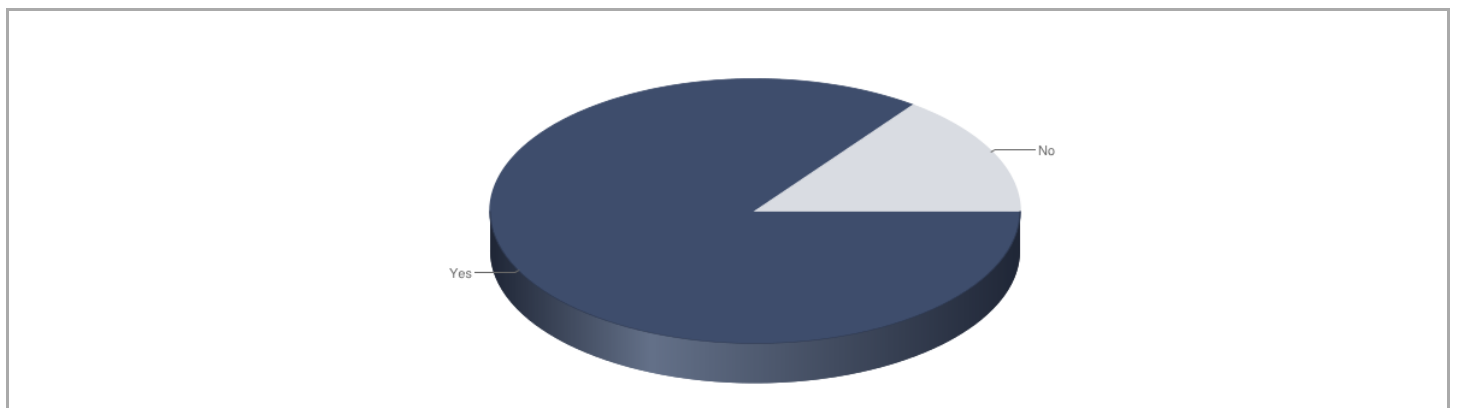
Option:	TOTAL
	<b>(82)</b>
Very easy	16 20%
fairly easy	40 49%

Option:	TOTAL
	<b>(82)</b>
Easy	13 16%
Not very easy	9 11%
Not at all easy	2 2%
Do not know	1 1%
Have not tried	1 1%

Base: 82 out of 83 people answered this question

**3. Have you spoken to a receptionist at the front desk with an enquiry or to make an appointment in the last 6 months?**

*Single answer question or grid (answers per option add up to roughly 100%)*

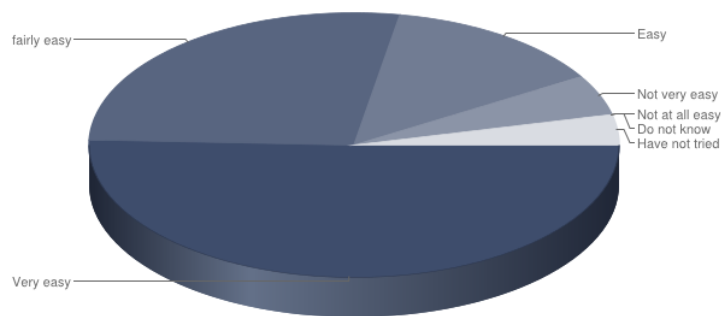


Option:	TOTAL
	<b>(81)</b>
Yes	69 85%
No	12 15%

Base: 81 out of 83 people answered this question

**4. How helpful do you find the receptionists at the practice?**

*Single answer question or grid (answers per option add up to roughly 100%)*

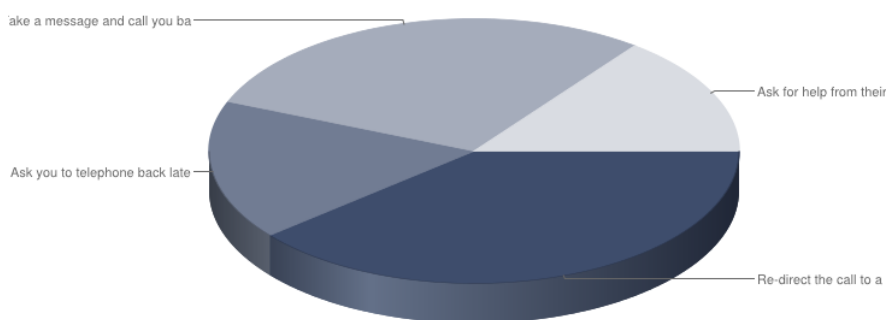


Option:	TOTAL
	<b>(81)</b>
Very helpful	41 51%
fairly helpful	22 27%
Helpful	11 14%
Not very helpful	4 5%
Not at all helpful	0
Do not know	0
Have not tried	3 4%

Base: 81 out of 83 people answered this question

### 5. If the receptionist was not able to help you with your enquiry, what action did they take?

Single answer question or grid (answers per option add up to roughly 100%)

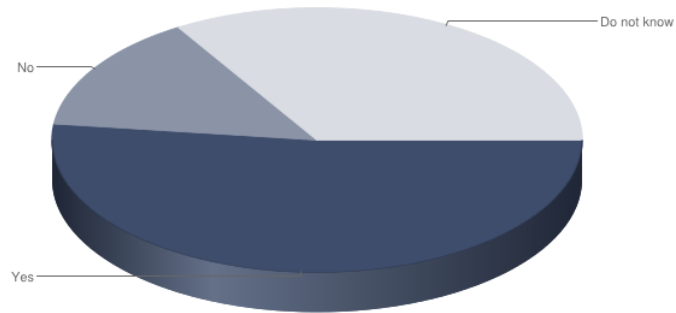


Option:	TOTAL
	<b>(41)</b>
Re-direct the call to a colleague	16 39%
Ask you to telephone back later	7 17%
Take a message and call you back later	12 29%
Ask for help from their supervisor	6 15%

Base: 41 out of 83 people answered this question

**6. Did the receptionist you dealt with either identify themselves by name or was wearing a badge with their name?**

Single answer question or grid (answers per option add up to roughly 100%)

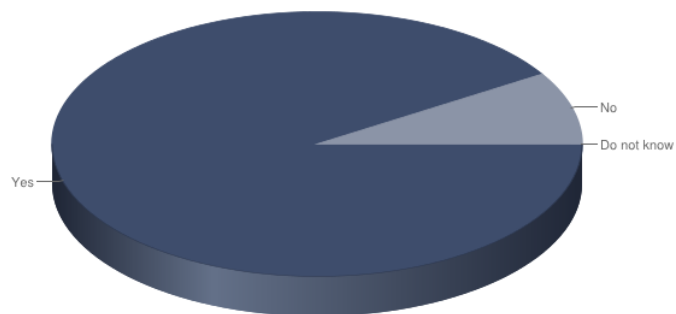


Option:	TOTAL
	(77)
Yes	40 52%
No	11 14%
Do not know	26 34%

Base: 77 out of 83 people answered this question

**7. Were you satisfied with the outcome of your call/enquiry?**

Single answer question or grid (answers per option add up to roughly 100%)



Option:	TOTAL
	(79)
Yes	72 91%
No	7 9%
Do not know	0

Base: 79 out of 83 people answered this question

**If you have answered No to Q7 please can you tell us why?**

*Large free-text box*

Option:	TOTAL
	<b>(9)</b>
<p><b>Comments:</b></p>	<p>Varied, depending on who dealt with the matter</p> <p>THERE CAN BE A PROBLEM WITH GETTING A PRIORITY RECOGNISED. THE RESPONSE CAN (EITHER AT THE DESK OR OVER THE PHONE) BE ALL TO READILY BE THAT 'ALL THE APPOINTMENTS HAVE BEEN TAKEN'. THIS CAUSES STRESS AND A FEELING OF HELPLESSNESS OF 'HOW AM I GOING TO COPE FOR A WEEK OR MORE WITH MY PROBLEM'. THE FIRST COME FIRST SERVED APPROACH THEREFORE DOES HAVE ITS DEFECTS.</p> <p>Very unhelpful receptionist. I was collecting a script which she gave to me but it wasn't signed by the doctor. The trouble is, this is the third time this year that a script has been handed out to me or my wife, unsigned and when I queried it I was made to feel like it was my fault! Mistakes happen, I appreciate that, but several mistakes border on incompetence.</p> <p>My infrequent calls are usually to make an appointment and this is fraught with difficulties as the medical professionals are often unavailable for long periods of time. I also vehemently object to being asked personal questions about my need for an appointment by non-medical staff</p> <p>I wished to see Dr Downey since I left RUH about a week before I needed to see her. RUH had made some changes to my medication, AND given me only 3 days info on the dosage of Warfarin I had to take. I needed a blood check at the end of the three days, and I was unwell to go to the surgery-unfortunately it was too short notice to arrange for a visiting nurse. I muffled up with clothes and braved the elements (!)I then had the results and the warfarin was sorted out. Then on Friday 17th instant, at the desk I asked for an appointment to see Dr Downey, I could only be offered 2 weeks ahead on the 31st instant.I need a check of all my medication as a result of my latest admission to RUH. Sorry this is long-winded, but I sometimes feel the appointment arrangements are completely incomprehensible. EG why two weeks ahead, I thought one could only book 1 week ahead</p> <p>(4) ?easy ?</p> <p>I called following a letter from the surgery asking me to make an appointment for a blood test followed by a double appt for follow up. The letter was glanced at and a double appt made for the blood test. Was then told I would need another double appt for follow up but could not make that now because the date was more than a week in the future. The receptionist was training another lady who seemed to have more idea of what was required than the person in charge</p> <p>I came with a query and it was pursued by the receptionist until a solution had been found. I was pleased at the helpfulness and can-do attitude.</p> <p>Please see comments below:-</p>

Base: 9 out of 83 people answered this question

**8. Are there any improvements we can make at the front desk to assist you when you make enquiries at the desk?**

Large free-text box

Option:	TOTAL
	<b>(58)</b>
<p><b>Comments:</b></p>	<p>None that are obvious.</p> <p>To have more privacy when talking to the receptionist, have a queuing system like they do in banks and you are called over one at a time. I was very aware of people up close behind me listening to the conversation i was having with the receptionist.</p> <p>The combined queue for both self check-in and those wishing to speak to a receptionist could be more defined as some people are unnecessarily queuing when they only want to use the self check-in. Could the self check-in be moved into the porch area? It's quite congested at times. Space is at a premium I know.</p> <p>They are too quick to say that there are no more appointments available even though there is always time set aside for emergencies, surely most patients do not phone unless it is important to them, I think ther should be more flexibility when trying to make an appointment rather than an untrained person just saying that there are no appointments available.</p> <p>They are too quick to say that there are no more appointments available even though there is always time set aside for emergencies, surely most patients do not phone unless it is important to them, I think ther should be more flexibility when trying to make an appointment rather than an untrained person just saying that there are no appointments available.</p> <p>They could email the person concerned and ask the patient if they are happy to be contacted by email for a reply.</p> <p>Sometimes waiting times go out beyond the 20 minutes and if there is a long queue than you either have to wait or feel you are pushing in to get an answer. Similarly when you are in a queue to speak to the receptionist you then find its delayed by people who have seen the doctor/nurse trying to make additional appointments which slows up the queue further</p> <p>No answer to question 5, unnecessary. No comments.</p> <p>Should the Doctor be running very late can you not notify the patient by screen or by mouth so the person can decide whether to accept or change their appointment.</p> <p>No, the staff are always patient and helpful.</p> <p>.....this questionnaire is not clear - are you asking about the experience of telephoning the practice (Q1 &amp; 2) or speaking to someone at reception(3&amp;4) - Q5??</p> <p>Be more compassionate and with a smile</p>

Option:	TOTAL
	<p data-bbox="1134 239 1182 271">(58)</p> <p data-bbox="815 293 1078 320">None that I can think of</p> <p data-bbox="815 349 847 376">no</p> <p data-bbox="815 405 1390 432">Some staff need to be friendlier/more willing to help</p> <p data-bbox="815 461 1477 539">Sometimes there is no one at the front desk,in which case it may be helpful to have a small bell or similar on the counter to attract attention.</p> <p data-bbox="815 568 967 595">don't think so.</p> <p data-bbox="815 624 1497 927">Private and personal information discussed in front of other waiting patience is not ideal, they usually stand very close to the person talking to the receptionist. Perhaps looking into redesigning the area between the Pharmacy and the surgery entry door could open up the area and provide a greater distance between those waiting and persons talking to the receptionist. Another area which I feel is a problem is the second set of doors even though they have been automated. The whole reception area is rather small and it is difficult to register on the computer when you arrive due to other patients waiting to talk to the receptionist.</p> <p data-bbox="815 956 1469 1034">When visiting the surgery I've always found the receptionists to be helpful, polite,and efficient. On the rare occasion I've telephoned I've found the same professionalism from them.</p> <p data-bbox="815 1064 1485 1142">More receptionists on duty. There is often only one and if she is dealing with a complicated request from a patient, the queues can become very long.</p> <p data-bbox="815 1171 1477 1229">area can get rather blocked at busy times due to the width of the "corridor" - not sure what the remedy would be!</p> <p data-bbox="815 1258 1449 1285">TO REVIEW AND INTRODUCE A SYSTEM OF PRIORITISATION.</p> <p data-bbox="815 1314 1477 1424">I feel there are no improvements that can be made at the desk as the service they provide is first class,it is just a shame we cannot educate the public to treat the staff with the respect they deserve.</p> <p data-bbox="815 1453 1477 1532">Be more helpful &amp; say sorry if a mistake is made, but most of all learn from mistakes &amp; ensure systems are in place so they don't happen again.</p> <p data-bbox="815 1561 1098 1588">Cannot think of anything.</p> <p data-bbox="815 1617 1453 1695">A friendlier attitude from some members of staff would be helpful. Sometimes I feel I'm intruding into their space and that assisting patients is too much trouble</p> <p data-bbox="815 1724 1485 1783">Putting the sign in screen away from the queue might speed up getting through the entrance.</p> <p data-bbox="815 1812 1469 1870">Re locate the self check-in screen to avoid confusion in the queue, as experienced on many an occasion.</p> <p data-bbox="815 1899 1461 1957">Some staff do not present a welcoming feel. Smiling at the customer helps.</p> <p data-bbox="815 1986 1086 2013">No, they are fine for me.</p>

Option:	TOTAL
	<p data-bbox="1134 239 1182 268">(58)</p> <p data-bbox="815 322 1501 432">when coming from a consultation with a Doctor and needing further assistance at the reception desk , I am never quite sure , If i should go to the back of the que on the left of the two receptionists or "hover" and wait to get noticed on the right .</p> <p data-bbox="815 461 1257 490">All seems to be working very well thanks</p> <p data-bbox="815 517 1469 573">Yes please-a more understandable modus operandi of the booking arrangements?</p> <p data-bbox="815 600 1437 680">I find the " sign your self in ", very good. It gives you more information.eg which doctor you are seeing, how many patients are in front of you.</p> <p data-bbox="815 707 1501 788">generally speaking the ladies on the front desk are very polite and understanding which is most important when very often one is not feeling too well.</p> <p data-bbox="815 815 1501 985">I have two NHS hearing aids, on two occasions over the past few months when I needed replacement batteries they were not available, and I was told the Surgery could not get them, and I was asked to collect them from Trowbridge hospital, who always had a supply. If the hospital always has them in stock why not the Surgery?</p> <p data-bbox="815 1012 879 1041">None</p> <p data-bbox="815 1068 1382 1097">No, I have generally found the receptionists helpful</p> <p data-bbox="815 1124 1485 1263">Occasionally , perhaps when the receptionist is new, they re reluctant to ask for help/advice from someone with more experience, there have been occasions when we have known the procedure more than the receptionist. In general the receptionists are both friendly and helpful.</p> <p data-bbox="815 1290 1477 1429">Don't ask why when asked for an appointment. It is embarrassing. The same applies to requests by phone. Also having the facility to make same day/next day/same week appointments. If you are in work having to phone back the next day for an appointment is not exactly convenient</p> <p data-bbox="815 1456 1493 1512">When staffed the response is good-however sometimes more staff are needed to deal with queries</p> <p data-bbox="815 1538 1501 1619">I've always been satisfied with the attention given at the front desk. Phone call responses are better than they've ever been...well done.</p> <p data-bbox="815 1646 1230 1675">I've always been dealt with efficiently</p> <p data-bbox="815 1702 1493 1758">The queue gets in the way of the check in screen - could this not be moved to other end of the counter?</p> <p data-bbox="815 1785 1493 1865">No thank you. But compared to a year ago, the friendliness and helpfulness of the surgery is very positive. One no longer dreads phoning up and girding oneself for the interrogation :)</p> <p data-bbox="815 1892 1477 1951">Don't think so, thank you. It's annoying when it takes ages to get through on the phone.</p> <p data-bbox="815 1977 1430 2007">The possible responses to Q4 of this survey do not make</p>



Option:	TOTAL
	<b>(58)</b>
	<p>sense!!</p> <p>No</p> <p>No</p> <p>Not really. I personally find the staff at the front desk helpful and polite in what sometimes I have witnessed as 'challenging' situations.....not a job for the 'faint-hearted'</p> <p>there needs to be much more privacy at the desk.</p> <p>When the receptionist is answering a query which takes longer than then anticipated, a queue builds up. Could she then perhaps call a colleague from the inner office to help? This has not been done, either when receptionist is on the phone or helping in person; queue builds up; we are all listening to a potentially private conversation (either live or on the phone) and waiting our turn.</p> <p>No, but perhaps change the 'next patient' board to tell you where the nurse is actually located.</p> <p>I would have marked the Receptionists higher, as they are usually excellent. But in the last 12 months I have had two occasions when I have been very abruptly dealt with by a middle aged lady with shortish, fair hair. I was taken aback as I was made to feel stupid when arranging a repeat prescription, so did not think to look at her name badge. I always make allowances for somebody having a "bad day" but have had the same manner from this lady twice. It is a shame as the other Receptionists are very approachable.</p> <p>No brilliant system and Deborah very helpful</p> <p>perhaps have a sign asking patients who come back to the desk after an appointment etc to rejoin the main queue. sometimes it is frustrating when there is a queue and often only one person is on the desk. would it be possible for someone else to always be on 'standby' to assist when there is a queue as some enquiries take a while. thank you</p> <p>I would like to say the service I have received in the past and the last few weeks have been without fault!! the receptionist was great in dealing with my concerns and made me an appointment ASAP!! I have recently lost my father (unbeknown to the staff) and found out recently that I have an ulcer with awful chest pains, the whole matter was dealt with professionally and quickly, just what I needed considering the circumstances. thank you, the receptionists at the Roundstone Surgery!! x</p> <p>Some grab rails or seating of some sort as I cannot stand for long and find sometimes its quite a while waiting and it causes me a lot of pain.</p>

Base: 58 out of 83 people answered this question