

PATIENT SURVEY RESULTS JULY 2017

A total of 44 patients completed the questionnaire. Answers as followed:

Not all patients answered all questions

1. What date did you make contact with the surgery?

Was this by Telephone?	YES	29	
Was this face to face?	YES	14	
Did the receptionist greet you in a professional manner?	YES	38	NO 0
Did the receptionist listen to what you wanted?	YES	35	NO 1
Did the receptionist understand what it was you wanted?	YES	35	NO 1
Did you feel fully satisfied with how the receptionist handled your request? If you answer no, please let us know why?	YES	31	NO 2

Receptionist male a little embarrassing. Patient felt receptionist was embarrassed.

2. Thinking about the times you have telephoned the surgery:

How easy was it to get through to the surgery First Time **25** Second attempt **13** more than 3 **4**

How long did you have to wait before the telephone was answered? Less than 3 rings **14**
 More than 3 rings **24**

Did the receptionist identify herself by name?	YES	27	NO 4
Did the receptionist identify you by asking your DOB	YES	36	NO 0
Did the receptionist check your address?	YES	30	NO 6

Briefly, what was the purpose of your call?
 (ie GP/Nurse Appointment; repeat medication; collect letter/sick note/other)

3. We have changed our appointment system, so the doctors call you and make appointments if needed. Is the new system

Better **18** Same **6** Worse **16**

4. Did the receptionist offer you an alternative Health Care Professional or service other than a Doctor? Such as the Nurse Practitioner or Pharmacist?

Yes **21** No **11** N/A **12**

5. Are you aware the practice offers;

On-line booking for appointments	YES	28	NO 10
Ordering repeat medication online?	YES	29	NO 10

6. Overall how much do you agree with the following:

Trinity Medical Centre

(Please circle your answer)

The receptionists:	VERY UNSATISFIED	DISSATISFIED	SATISFIED	VERY SATISFIED
are well trained	4	0	23	14
show care and compassion	2	3	20	13
listen to my concerns	3	4	20	13
explains things clearly	3	4	19	13
act in my best interests	4	4	19	11
Overall I am satisfied with the service I receive	4	2	21	12

What comments would you like to make which would have made this a better experience?

don't ask so many questions on the phone
 waiting times are not good even phoning on the day
 perfectly happy
 quite happy with changes
 satisfactory
 I don't like how you can't book an appointment with doctor in advance. Sometimes this makes it awkward for the receptionist especially when restricted with working shifts
 I am happy with all the service I receive
 receptionists do not always attempt to fully understand your query/specifics before offering advice or assistance
 would like details for online repeats
 patient finds not fault with staff seems to be a one off situation
 explain how we did things rather than how can we help
 explain about phone calls after scans etc
 not happy with current system prefer old one
 I do think you should make it a little easier for a f2f appointment to be booked in advance, as telephone appointments aren't always possible when you work full time

White

- British
- Irish
- Other White background

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Other Asian background

Mixed

- White and Black Caribbean
- White and black African
- White and Asian
- Other Mixed background

Black or Black British

- Caribbean
- African
- Other Black background

Other

- Anything else
- I would rather not say

Are You

- Currently Employed
- Long Term Sick
- Unemployed
- In Education
- Retired
- Carer

Thank you for taking the time to complete this survey, please hand it in to reception. Results will be posted on our web page www.trinitymedicalcentre.nhs.uk

**Results will also be posted on our notice board
 Or alternatively you can request a copy of the results by email by letting us have your email address
 Yes and my email address is :**