

Albion Street Group Practice
Summary of Findings from patient survey

The patient participation group (PPG) decided in June 2012 the next survey should be about the telephone. A questionnaire was written with the PPG and handed out to all patients who attended in the 2 weeks beginning 3/12/2012.

Main points

50% of those who attended returned a survey (737 returned from 1570 seen)

 About a third booked on the day and two thirds in advance.

 40% of those who booked on the day had to call three or more times

 36% of those who booked in advance had to call three or more times

 Satisfaction decreased with the number of attempts to dial

 Satisfaction decreased with the length of time it took to call.

 Patients who booked in person were very satisfied

 Only 13 people booked in advance by internet, about 3%.

The 37 comments from on the day bookings were:

 Positive about overall service 8

 Critical of telephone service 19

 Asking for more (or some) internet access 2

 Negative about another aspect 4

 Suggestions 4 (have all notes, employ another switch board operator, update diary earlier, don't take on too many patients)

The 51 comments from the booked in advance patients:

 Positive about overall service 10

 Critical of telephone service 21

 Asking for more (or some) internet access 15

 Negative about another aspect 3

 Suggestions 2 (get another receptionist, allow workers clinic to be for workers)

Recommendations

 Discuss with partners and staff

 Investigate new phone technology

 Discuss at Patient forum meeting 7th March 2013

 Display summary of results on noticeboard/website and ask for comments?

 Full results are available at reception