



**Patient Survey - Questions & Answers – October 2014**

**41 patients felt the practice could improve upon the appointment system:-**

- **Phone Greeting could be shorter**
- **A simpler telephone appointment system**
- **Would prefer the old way, do not like being phoned back**
- **More Evening appointments**
- **Would prefer a rough time for the call back**
- **Would like to make advance appointments**

Although the phone greeting is quite lengthy, unfortunately we have to ensure that we provide the necessary information particularly in relation to emergencies.

The Practice currently offers 1 or 2 evening sessions per week with at least 2 clinicians per session.

It is difficult to offer patients a call back time. However please notify the receptionist if for example you are at work and can only receive a call back during certain times.

**20 patients felt the waiting times could be improved:-**

- **Being able to make an appointment when the doctor says he wishes to see you in a week**
- **Waiting times lengthy**
- **Availability to see the same doctor**
- **Being able to message the doctor online**

Unfortunately due to the nature of the workload waiting times are sometimes unavoidable. However the Practice does work hard to ensure that patients are kept waiting for as minimal time as possible. The new Patient First telephone system does hope to achieve better access of availability to see a regular GP. Unfortunately the Practice is not yet at a position where patients are able to message/email GPs directly.

**4 patients felt prescription waiting times were long**

- **Why does it take so long to get repeat prescriptions**

The Practice is working particularly hard in achieving a good repeat prescription service. The Practice advises that all repeat prescriptions will take 72 hours for completion. This allows time for the prescription to be printed and passed to the GP for checking and signature, and also accounts for when the GP is not available or not working.

**5 patients were not happy with the parking**

- **More car parking – need own car park**
- **Traffic wardens**

*Parking is a problem, however the Practice is fortunate in that patients do have some parking facilities within the shopping area at Ravenswood. The landlords for the site are continually looking at the parking situation.*

**8 people were not happy with reception**

- ***Faster answering of the telephone***
- ***Ensure all receptionists know what is going on, sometime you receive conflicting answers***

*The Practice ensures regular meetings and updates for all staff to try to achieve a more streamlined service and ensure that all staff members are aware of changes within the Practice. Regular meetings should help alleviate the problems of conflicting answers.*