

Patient Survey – Telephone Access 2012 / 2013

The surgery updated the telephone system in June 2012 in response to priority review in 2011 from the PPG group. The summary below highlights the findings:

In the past few weeks, have you found it easier to access the surgery via the telephone?

Yes 38.8% No 46.9% Not tried 17.3%

Did you find the list of options useful and quick to choose from?

Yes 62.9% No 23.7% Not applicable 15.5%

Did you find your call was answered quickly?

Yes 31.3% No 56.3% Not applicable 13.5%

Please rate the following:

	Excellent	Good	Average	Poor
Friendliness of staff	38.2%	41.2%	17.6%	2.9%
Helpfulness of staff	23.1%	34.6%	38.5%	3.8%
Ability to resolve reason For calling	12.9%	41.9%	25.8%	19.4%
Time taken to resolve Your reason for calling	18.5%	24.1%	24.1%	33.3%

Overall how satisfied are you with the improvements made to the telephone services?

Good Improvement 26.8%
Improved Slightly 18.3%
No Change 54.9%