

The Grange Medical Practice

Patient Survey – Telephone Access.

Survey Date: December 2022.

Survey links sent out to: c. 700 patients who had an eLite in the last 2 weeks (eg patients who have called the surgery rather than doing an eConsult online).

Responses: 37

Survey Summary:

83.8% (down from 85.7% in the previous month) of respondents reported being able to speak to a member of the team the first time they tried.

Reasons for calling multiple times included:

- Couldn't get someone helpful.
- Because it's always engaged.
- Practice was closed for lunch.
- Kept saying you are 15th in the queue.

Respondents reported a wide range of waiting times, from under 2 minutes, to over 20 minutes. 72.9% (up from 72.8% the previous month) of respondents reported their waiting time was less than 6 minutes, with 27% (up from 19.5% in the previous month) reporting a waiting time of under 2 minutes.

27% (down from 28.6% the previous month) of respondents reported the waiting time to be "excellent". "Excellent" was listed in the survey as "faster than expected". 54% (down from 63.7% the previous month) reported the waiting time to be "good" or "excellent". "Good" was listed in the survey as the call was answered "fast enough". Furthermore, an additional 24.3% (down from 26% the previous month) of respondents stated the answer time was "okay – neither fast nor slow". The remaining 21.6% (up from 10.4% the previous month) rated the phone waiting time as poor (too slow) or very poor (a very long wait).

When asked how the recent call waiting time compared to waiting times to last year, 48.6% (down from 67.5% the previous month) of respondents reported waiting times were “shorter”. 5.4% (down from 10.4% the previous month) experienced a longer call waiting time than last year. 29.7% didn’t know if how the call waiting time compared to last year.

51.3% said it was “easy” or “very easy” to get through to someone on the phone.

27% said it was neither easy or difficult.

59.4% said the receptionist they spoke to was “caring” or “very caring”.

13% said the receptionist were neutral.

51.3% said the receptionist they spoke to “knowledgeable” or “very knowledgeable”.

18.9% were neutral.

54% said their call or query was resolved “quickly” or “very quickly”.

21.6% were neutral.

Positive comments about call handlers included:

- Very impressed – was seen within a few days.
- Quick response appointment given for my son. Seen on time by GP I have to say I was very close to leaving the practice last year because you could never get through on the phone or an appointment. Well done to all for overhauling your system as I appreciate it would have taken a lot of effort and the service is much more accessible and far less stressful
- You do the best you can its usual docs appointments that are the problem. Staff always very helpful.
- The time from me phoning during the holiday and receiving my medication was excellent keep it up.
- Staff answered my call very quickly, understood my needs and arranged an appropriate appointment for me (at which the care was excellent).

Negative comments included:

- [*staff member name removed*] is a very rude lady

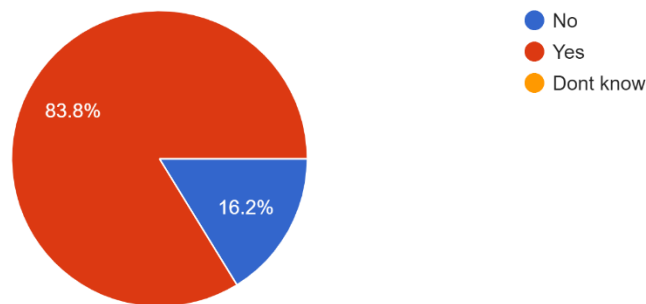
- I am not at all satisfied with doctors or receptionists here.
- Did not care for the receptionist’s attitude (email address provided for follow up).
- The receptionist hang up on me when I was still talking and didn’t finish my booking
- Spoke the receptionist [*staff member name removed*] her attitude is extremely rude I have spoke to her a few times on the phone and her attitude never seems to get any better! (email address provided for follow up)

56.7% (up from 68.9% the previous month) of respondents rated their overall experience of the service as “Good” (27%) or “Very Good” (29.7%).

Survey Data

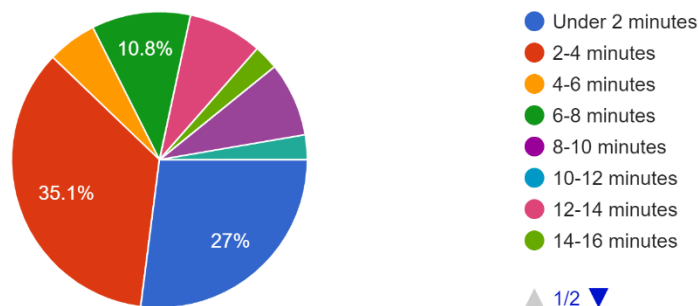
We aim to answer 95% of calls first time. The last time you called us, did you manage to speak to a member of our team the first time of trying?

37 responses



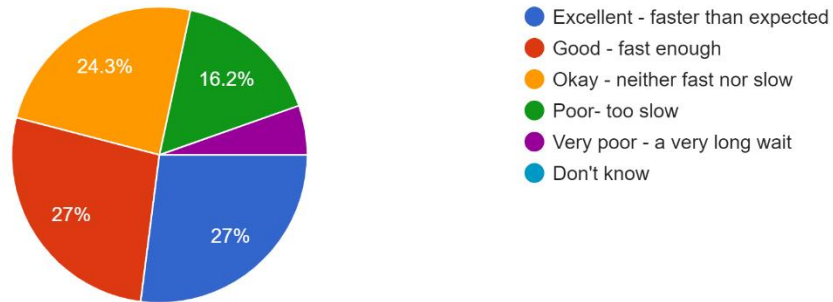
Our target is to answer calls in an average of 3 minutes or less. The last time you phoned the practice, approximately how long did it take you to get through?

37 responses



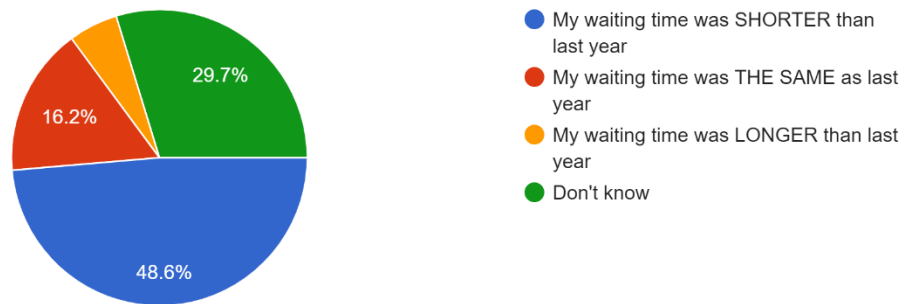
How would you rate the phone waiting time the last time you called the practice?

37 responses



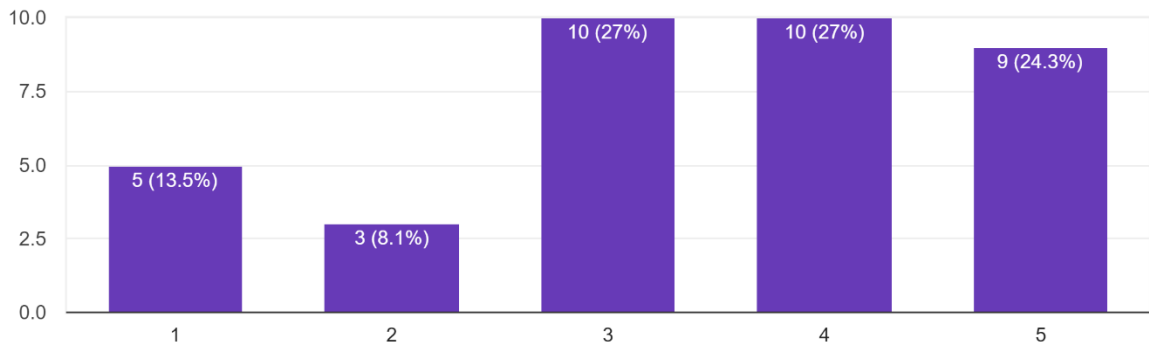
If you have phoned the practice previously, how does your most recent call waiting time compare to last year?

37 responses



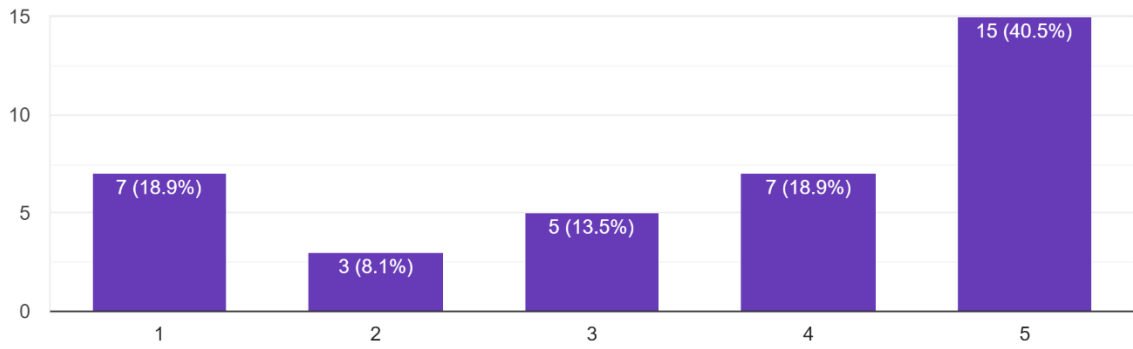
Generally, how easy was it to get through to someone at the GP practice on the phone?

37 responses



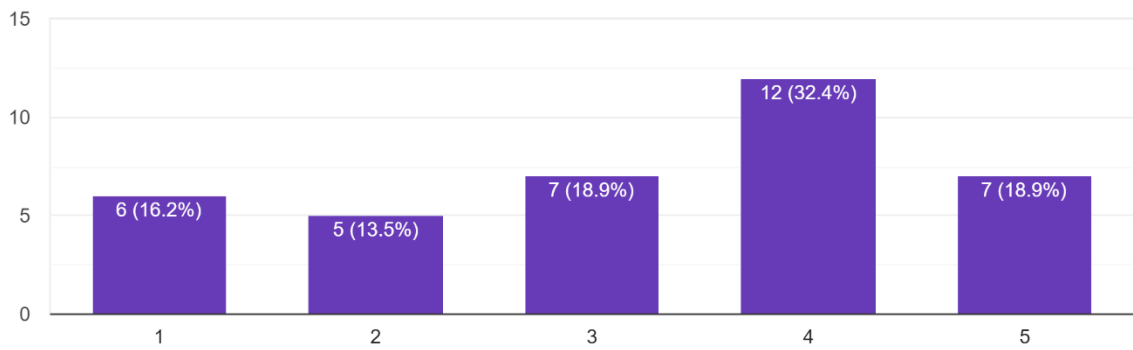
How caring was the receptionist you spoke to?

37 responses



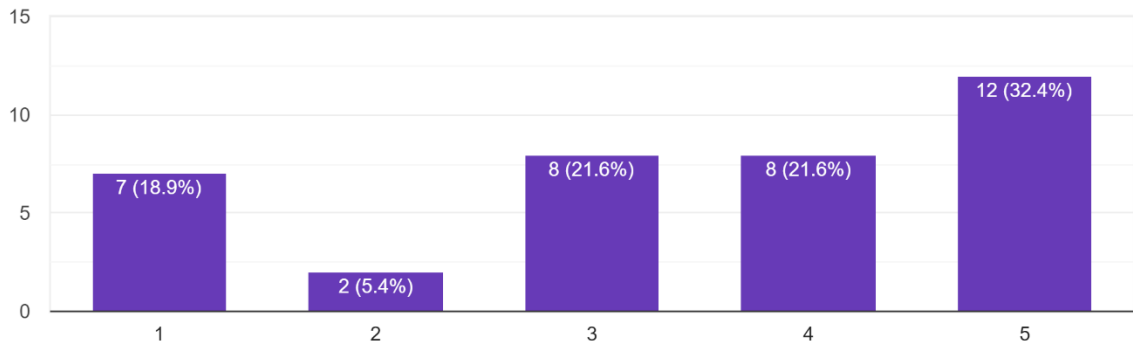
How knowledgeable was the receptionist you spoke to?

37 responses



How quickly was your call/query resolved?

37 responses



Thinking about your most recent experience of the practice - Overall, how was your experience of our service?

37 responses

