

# 'YOU SAID WE DID'



Plains View Surgery's' patient survey in 2024 showed that in total of 84% of our patients, 32% of patients that took part in the survey found it 'very easy' to get through on the phones to speak to a receptionist and 52% found it 'fairly easy'. These figures are much better than the national average, but here at Plains View, we want to try to improve even more.

We decided we needed to check the data through our new phone systems company and the results showed that there were less receptionists working on at least one busy weekday and that we needed to fill the gap.

The surgery employed another receptionist, Wendy, to answer the phones during our busiest times and we hope this will make this questions' percentage even higher next time the survey is sent out by NHS England.

Following our upgrade with the phone system, patients are also able to use the call back system and we call patients rather than them waiting around with their phones. We hope this has made phoning the surgery a better experience for all our patients.

We will continue to try and improve our systems to make the patient experience a pleasant one.