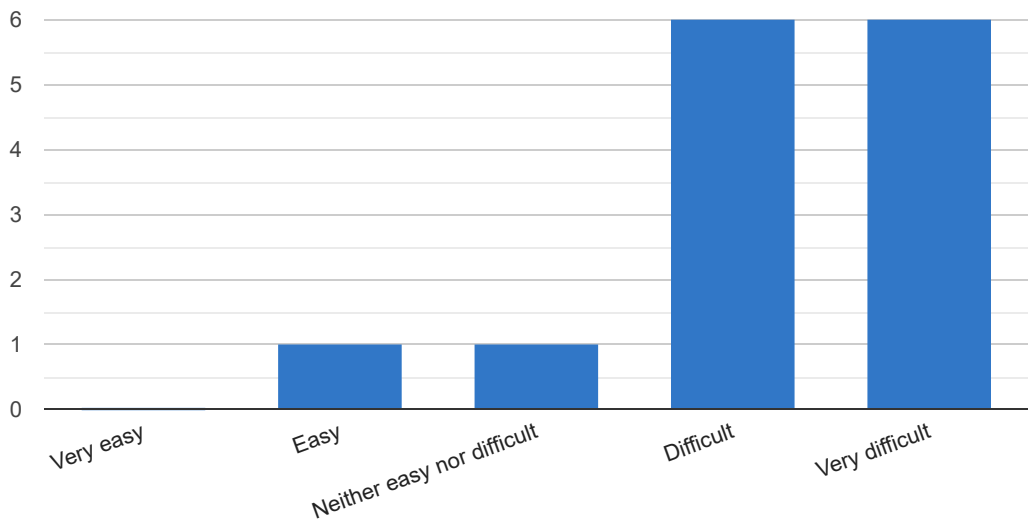


Q1. Thinking about the last time you tried to contact the GP practice by telephone, how easy was it to establish this contact?



Q1. Thinking about the last time you tried to contact the GP practice by telephone, how easy was it to establish this contact?	Submissions
Difficult	6
Very difficult	6
Easy	1
Neither easy nor difficult	1
Very easy	0

🔍

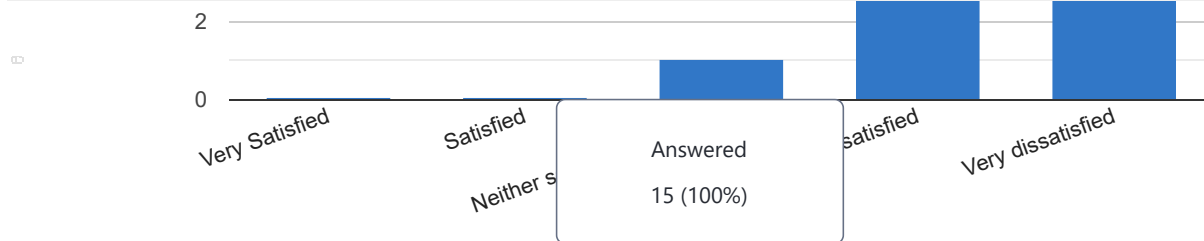
Answered
14 (93.33%)

Q2. How do you feel about the length of time you had to wait for your call to be answered?

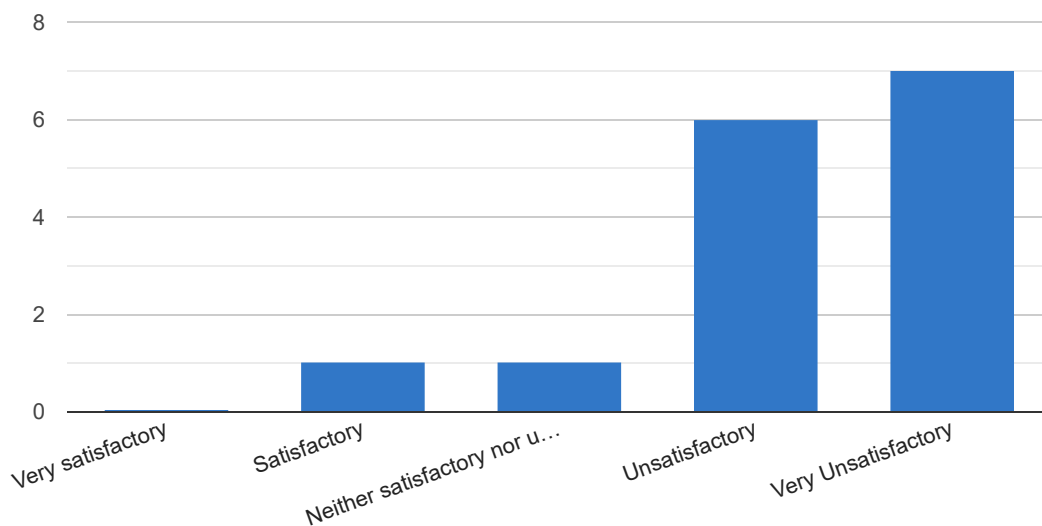
Q2. How do you feel about the length of time you had to wait for your call to be answered?

Submissions

Very dissatisfied	9
Dissatisfied	5
Neither satisfied nor dissatisfied	1
Very Satisfied	0
Satisfied	0



Q3 What do you think of our current phone system?



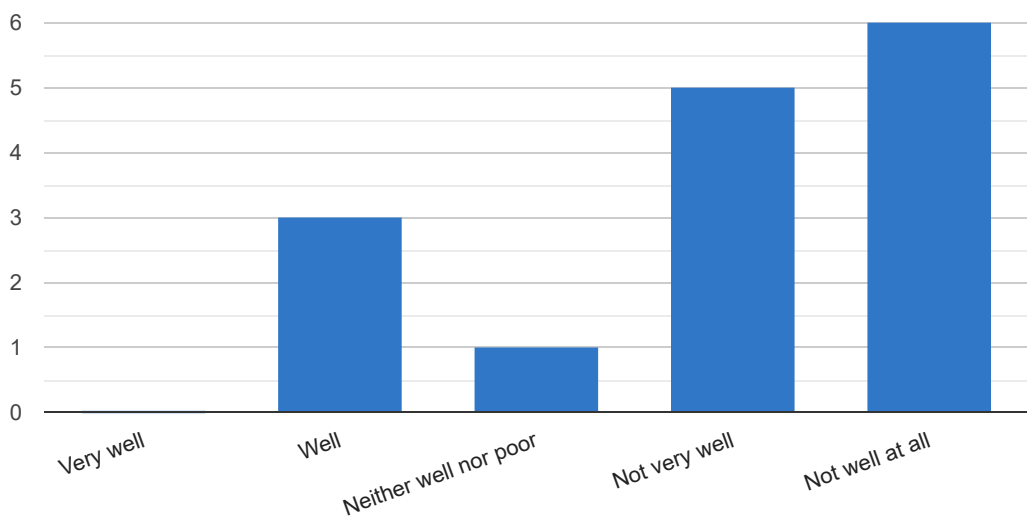
Q3 What do you think of our current phone system?

Submissions

Very Unsatisfactory	7
Unsatisfactory	6
Satisfactory	1
Neither satisfactory nor unsatisfactory	1
Very satisfactory	0

Answered
15 (100%)

Q4. Overall, thinking about the last time you contacted the GP practice via the telephone, how well did you feel this went?



Q4. Overall, thinking about the last time you contacted the GP practice via the telephone, how well did you feel this went?	Submissions
Not well at all	6
Not very well	5
Well	3
Neither well nor poor	1
Very well	0

🔍

Answered
15 (100%)

Q5. Do you have any further comments or suggestions regarding our phone system?

Q5. Do you have any further comments or suggestions regarding our phone system?	Submissions
Call back option will be good also different music and information for variety. Can't complain once you get through but maybe a call back instead of a text would be good	1
Call back queue system was 1 in the queue for 40 minutes	1
Calls just cut off, queue system is not adequate for the volume of calls. The 10 min introduction to then be cut off is annoying. High pitched tinney hold music to be interrupted every 3 mins with the same dialogue is awful.	1
Change the tune the current music makes me feel irritated. You need something soothing. Also different options for different requirements such as appointments, results, repeat prescriptions.	1
Contacting the surgery is a complete joke. Waiting to be answered is terrible! It is impossible to do when you are working and I feel that there are lots of people left undiagnosed due to not being able to access an appointment through this situation so a change would be fantastic.	1
From 5th in the que I was waiting 47minutes for my call to be answered. A call back option would be great once you are in the que. Now the pharmacy has started doing pharmacy first since jan 2024(which not alot of people know) maybe on the voice recording it would be a good idea to say if you have the following problems XYZ you can now contact the local pharmacy's.I understand that seeing a doctor now goes by how urgent a clinician thinks your needs are which is fair enough, but 4days I rang to be put on the assessments of needs list for my child, to then get a text each day to contact iheart at 4pm which isn't always do able as a single mum I can't get my child to iheart appointment as they run upto 10pm at night. You don't have enough doctors in the surgery to see the amount of patients you have so why are you still accepting new patients? Please also change the music for patients waiting in the que.	1
Maybe have more receptionist to answer as 1hour waiting is not good also the triage system is not right neither struggle to see doc	1
The hold music is horrendous. Please note, once through to the staff they are lovely and helpful. It is the system I am criticising not the staff.	1
The queuing system is fine, but the 200+ calls that need to be placed before hand that don't go through due to busy lines are incredibly frustrating. My partner still hasn't managed to get through because he can't keep doing the call-back on working days just to get into the queue. The staff however are wonderful and very helpful when you do finally get through!	1
Why do you not have a queueing system that tells you what caller you are ie No24 and you call will be answered in xxx minutes.	1

0

Answered

10 (66.67%)

Star Rating - How would you rate our current telephone system?

