**2015 PHONE ACCESS SURVEY AND FRIENDS & FAMILY TEST RESULTS**

**PHONE ACCESS SURVEY - survey was completed by 100 patients.**

FINDINGS FOUND WERE: -

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| When did you last use services at your surgery? | In last month  = 63 | In last 3 months  = 19 | In last 6 months  = 7 | Longer than 6 months  = 4 |  |
|  |  |  |  |  |  |
| What time of day did you contact the surgery via phone? | Between 8-10am  = 55 | After 10am  =31 | Can’t remember/ not applicable  = 9 |  |  |
|  |  |  |  |  |  |
| How easy did you find getting through on the phone? | Very easy  = 29 | Fairly easy  = 57 | Not very easy  = 9 | Not at all easy  = 0 | Not applicable  = 0 |
|  |  |  |  |  |  |
| Once phone was answered, were you put on hold? | No  =68 | Always  =1 | Sometimes  = 25 | Most times  = 0 | Other  = 0 |
|  |  |  |  |  |  |
| If you waited, how long were you put on hold? | 0-60 seconds  = 8 | 1 minute  = 14 | Over 1 minute  = 3 | Can’t remember  = 6 | Not applicable as not put on hold  = 36 |

Also, we asked for patient comments on ‘Phone Consultations’ e.g. to speak to doctor about medical requests and test results. Listed below are a few patient feedback comments.

* Very accomodating
* It’s been great everytime I have had to call the surgery and I have no complaints only compliments.
* Build more or seek bigger surgery. Employ more staff, therefore reducing limited slots.
* Sometimes it might be a good idea, but not in every case. Perhaps the patient could have the option at the point of call.
* Always found service pretty good and staff helpful.
* I am new to the practice but found it easy to visit.
* Happy to speak over the phone if required.
* Possibly for repeat scrips but not to see doctor.
* Yes to phone consultations, good idea.

1 negative comment gained was:-

When you call before 1pm there is an answer phone message saying surgery is closed between 1-2pm.

Our action plan is to look into and re word our answer phone message asap.

**FRIENDS AND FAMILY TEST 2015**

**JANUARY** **FEBRUARY**

Extremely likely to recommend = 8 Extremely likely to recommend = 1

Likely to recommed = 1 Likely to recommend = 3

Extremely unlikely to recommend = 1 Extremely unlikely to recommed = 0

**MARCH (results so far 27.03.2015)**

Extremely likely to recommend = 7

Likely to recommed = 4

Extremley unlikely to recommend = 0