**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