

THE AVENUE SURGERY

2017/18 PATIENT SURVEY

In December 2016 we introduced a new telephone system at The Avenue Surgery. To handle your calls in the most efficient way we have two separate telephone numbers to contact the Surgery:

01273 606214 which is to book appointments; and

01273 604220 which is for enquiries.

Our new telephone system provides the option to automatically transfer to the correct telephone number if you have dialled the wrong number eg the appointment line rather than the enquiries line. Previously you were unable to do this.

We would like to see if you have noticed any change since we introduced the new telephone system. *Please put a tick next to the most appropriate response:*

1. How do you usually make an appointment to see a doctor or a nurse?

- a) In person
- b) By telephone
- c) Online (only available for doctors)
- d) It varies

2. If you booked your appointment to see a doctor or a nurse by telephone, was this in the last year (ie since we introduced our new telephone system):

- a) Yes
- b) No

3. We have introduced an automated information and choice system on the telephone. How helpful do you find this?

- a) Very helpful
- b) Helpful
- c) Neither Helpful nor Unhelpful
- d) Unhelpful
- e) Very Unhelpful

4. How clear did you find the automated voice message:

- a) Very clear
- b) Quite clear
- c) Not very clear

5. Last time you tried to contact the practice by phone, how many times did you have to ring before you got through?

- a) Once, I got through on the first attempt
- b) Twice, I got through on the second attempt
- c) Three to four times
- d) Five to ten times
- e) More than 10 times
- f) I have never tried to ring the practice

6. Thinking about Question 5, what time did you last telephone the Practice:

- a) Early morning between 8:30am and 9:30am
- b) Mid morning between 9:30am and 10:30am
- c) Late morning between 10:30am and 12 noon
- d) Early afternoon between 3:00pm and 16:30pm
- e) Late afternoon between 16:30pm and 17:30pm
- f) Early evening between 17:30pm and 18:30pm

7. Thinking about Question 5, once you got through, how long do you think you waited for the call to be answered?

- a) Telephone was answered immediately (less than 30 seconds)
- b) I had to wait a short time (less than 2 minutes)
- c) I had to wait a long time (more than 2 minutes)
- d) I did not wait for it to be answered and called back later

8. Do you know that we have a facility to book appointments online with a GP (this is not available to book an appointment with the nurse)

- a) Yes
- b) No
- c) I do not have access to the internet

By accessing the appointments system online, you can book and cancel GP appointments at any time and this eases the pressure on our telephone lines. Ask at Reception for further information on registering for an online account.

Thank you for completing this survey.

The Avenue Surgery

January 2018