

## Northdown Reception Survey Summer 2017

### Patient Feedback

#### What are we doing well?

- Receptionists are helpful, kind, polite and courteous.
- Patients feel they are dealt with professionally, stating receptionists are happy to go the extra mile for them.
- Patients feel they have always been treated well, whether on the telephone or face to face.
- Patients feel reception always do their best to provide them with the information and advice they need.
- The Reception team works well when under stress, doing a fantastic job considering the workload, pressure & shortage of GP's.
- Patients understand receptionists are doing their best for them.
- Patient's state reception needs to be praised and thanked more often.
- Reception advice is helpful sometimes, and they do well with most things
- All staff members are very kind and helpful, and it is felt the older receptionists even more so.
- Patients mention they cannot complain about anything.
- Receptionists have great patience in dealing with difficult patients, when handling abuse they do very well.
- Appointment reminders are appreciated and the repeat prescription service is good.
- It was said that reception is far better now.

#### What can we do better?

- Stop patients from using mobile phones within the waiting room
- Private discussion area for discreet conversations at busier times
- Patient numbers need to be reduced, or GP staff increased before more
- Improvements can be made
- More people answering phones in the morning
- Patients wish for us to be stricter with those who miss appointments
- It was requested that the telephone system change to a queue, or have an option introduced for emergency calls
- To be more patient, and simplify explaining to those with special needs and disabilities like those who are deaf

#### Any other comments?

'I have used this surgery for well over 35 years and I've never had any problems with anybody. I can't praise you enough. Well done, keep up the good work!'

'Everyone very polite & accommodating'

'The receptionists do a fantastic job considering workload/pressure. They're under a shortage of GP's. Karen, Cathy, Amy & Lawrence are exceptional'

'Very clean surgery, lovely receptionists, very happy for the last 35 years'

'Thank you, the NHS is great. Vote to save the NHS and free the NHS from privatisation'

'I like this surgery and have been treated really well, thank you'

'Missed appointment patients should be fined if without a good excuse. £50.00 may be a good start'

'Thank you to all the receptionists. The pace of life today is fast and often stressful and they all do a good job under these circumstances'