

**LOVEMEAD GROUP PRACTICE
ROUNDSTONE SURGERY**

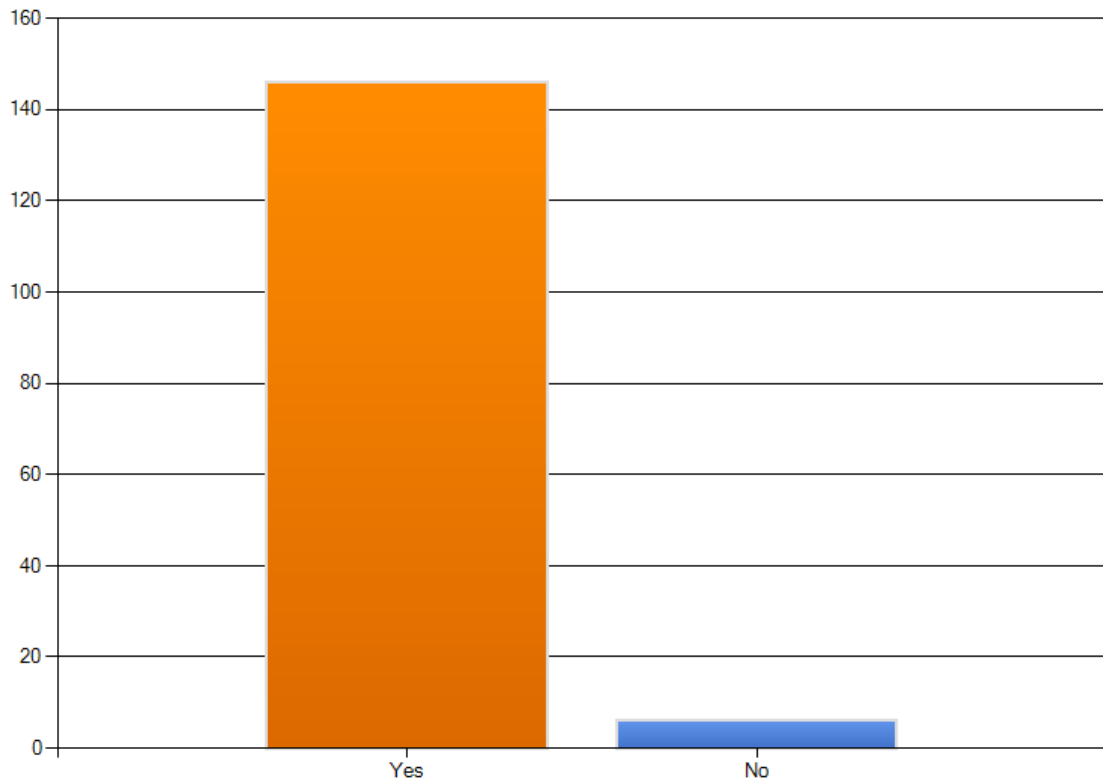
TELEPHONING THE SURGERY SURVEY RESULTS

1. In the last 6 months have you telephoned the surgery?

Response
Percent Response
Count

Yes		96.1%	146
No		3.9%	6

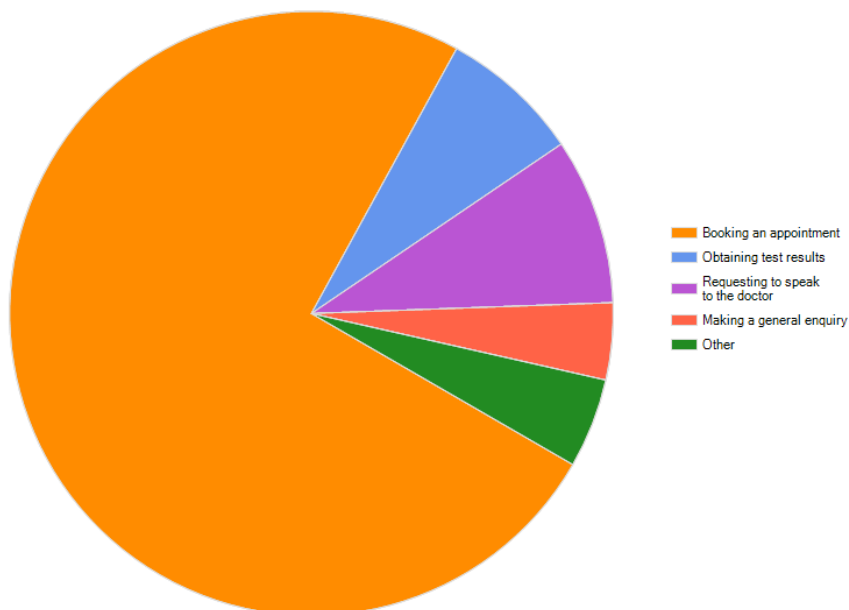
In the last 6 months have you telephoned the surgery?



2. If yes, what was the reason for your telephone call?

	Response Percent	Response Count
Booking an appointment	74.7%	109
Obtaining test results	7.5%	11
Requesting to speak to the doctor	8.9%	13
Making a general enquiry	4.1%	6
Other	4.8%	7

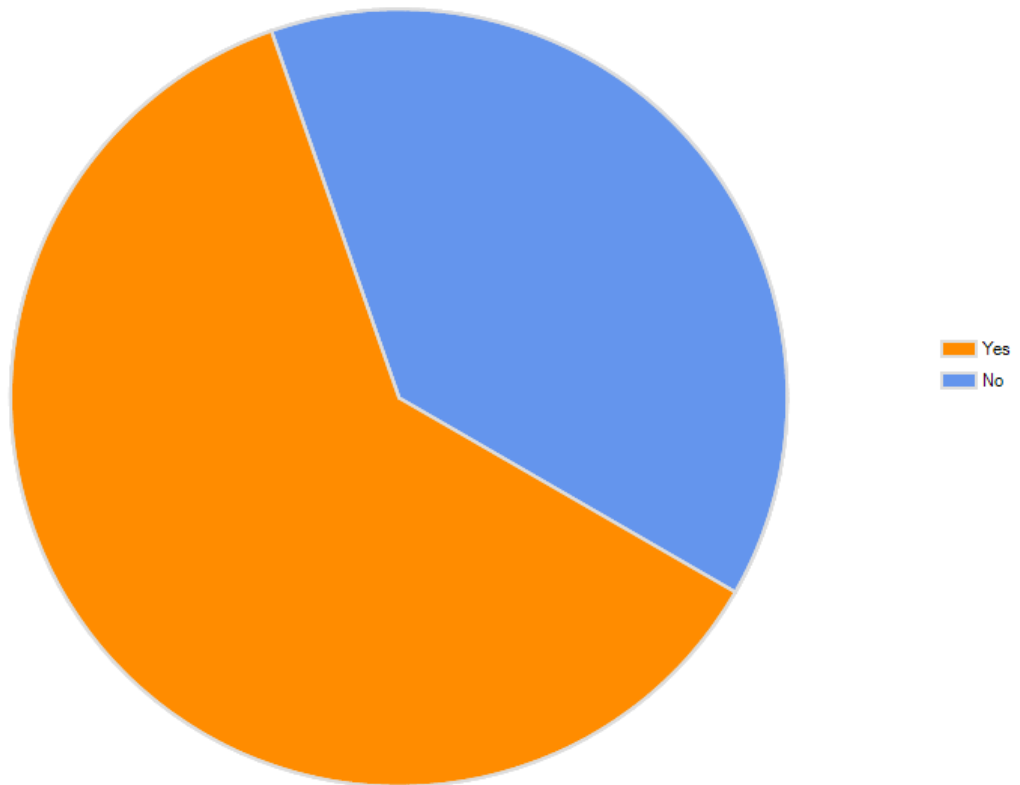
If yes, what was the reason for your telephone call?



3. When you telephoned the surgery was your call answered promptly?

	Response Percent	Response Count
Yes	61.3%	92
No	38.7%	58

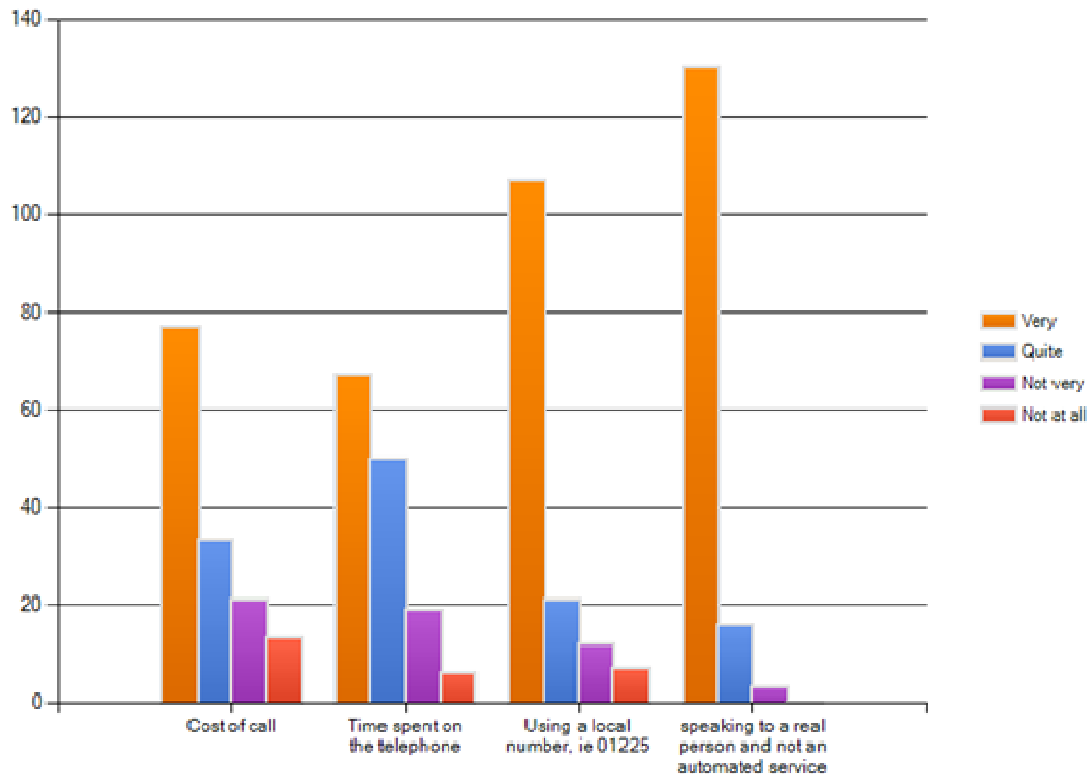
When you telephoned the surgery was your call answered promptly?



4. When telephoning the surgery how important to you is the following?

	Very	Quite	Not very	Not at all	Rating Average	Response Count
Cost of call	53.5% (77)	22.9% (33)	14.6% (21)	9.0% (13)	1.79	144
Time spent on the telephone	47.2% (67)	35.2% (50)	13.4% (19)	4.2% (6)	1.75	142
Using a local number, ie 01225	72.8% (107)	14.3% (21)	8.2% (12)	4.8% (7)	1.45	147
speaking to a real person and not an automated service	87.2% (130)	10.7% (16)	2.0% (3)	0.0% (0)	1.15	149

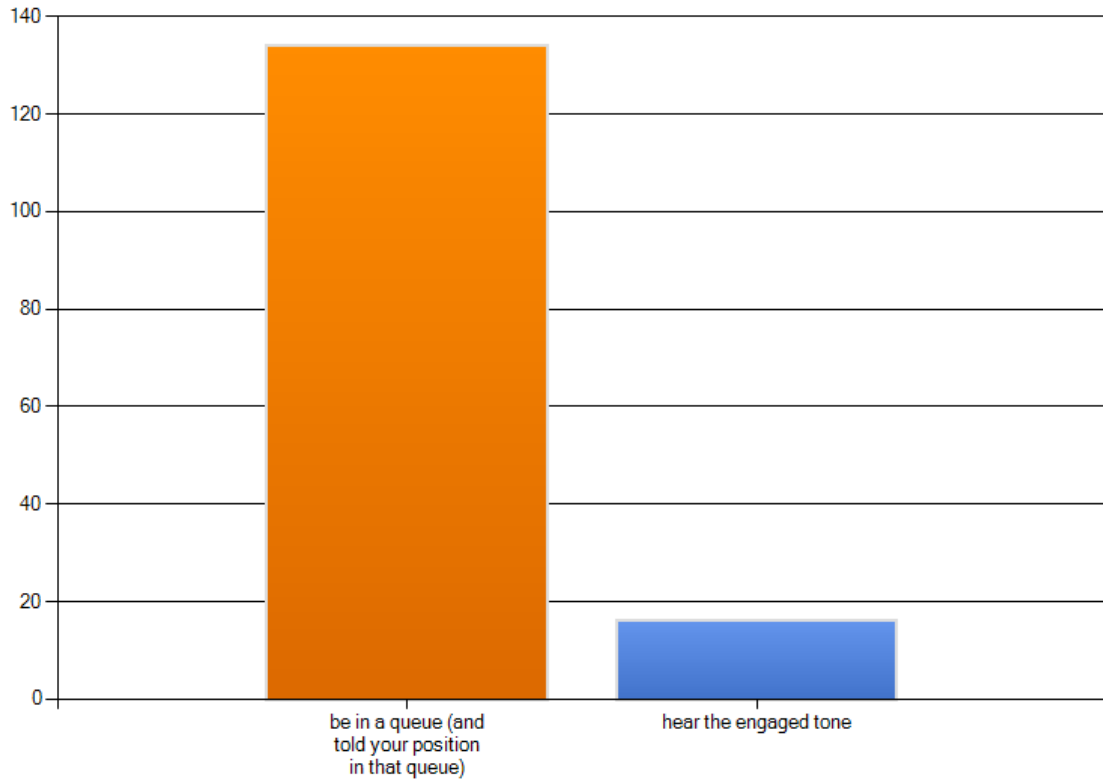
When telephoning the surgery how important to you is the following?



5. When the lines are busy do you prefer to:

	Response Percent	Response Count
be in a queue (and told your position in that queue)	89.3%	134
hear the engaged tone	10.7%	16

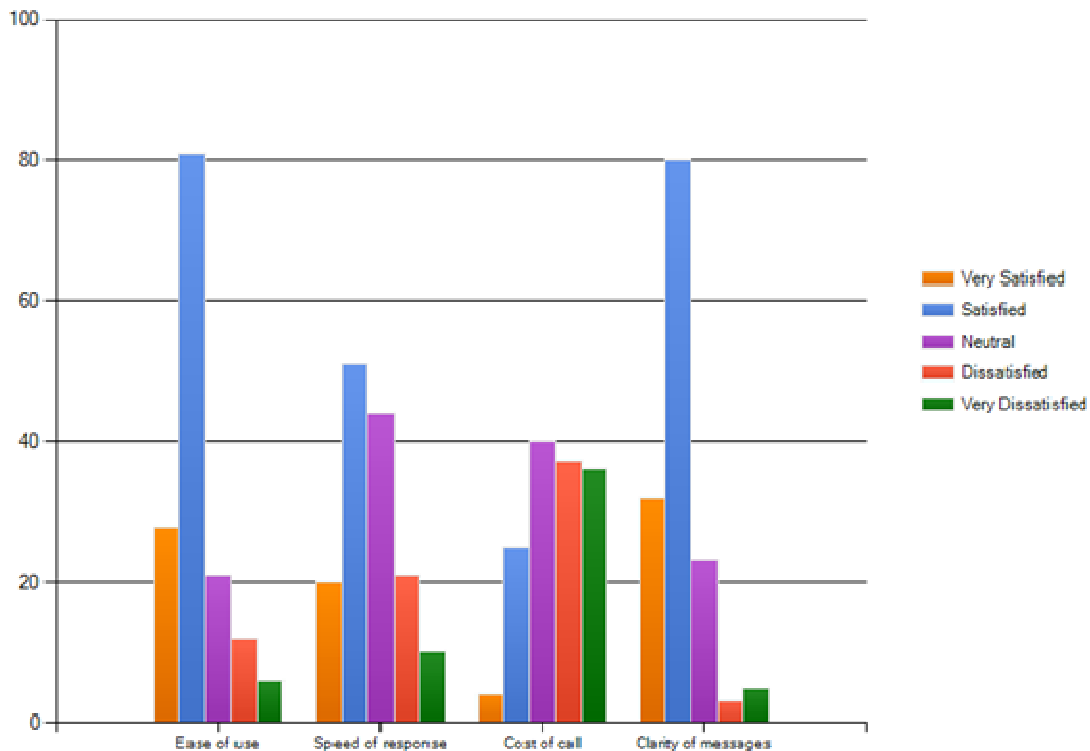
When the lines are busy do you prefer to:



6. Please can you state your level of satisfaction with our current telephone system?

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Rating Average
Ease of use	18.9% (28)	54.7% (81)	14.2% (21)	8.1% (12)	4.1% (6)	2.24
Speed of response	13.7% (20)	34.9% (51)	30.1% (44)	14.4% (21)	6.8% (10)	2.66
Cost of call	2.8% (4)	17.6% (25)	28.2% (40)	26.1% (37)	25.4% (36)	3.54
Clarity of messages	22.4% (32)	55.9% (80)	16.1% (23)	2.1% (3)	3.5% (5)	2.08

Please can you state your level of satisfaction with our current telephone system?



7. If the practice introduced a new telephone system please can you tell us what would be important to you?

- being able to use an 01225 number & not the expensive 08444 number
- Retain the ability to know where you are in the queue. Maintain a system that does not just give one an engaged signal. I don't believe a change from the present system is necessary or desirable!!
- That I know the length of the queue and where I am. That I am not obliged to listen to information about monitoring etc especially if I am not going through a local number. That I can if necessary get through to a human being.
- To speak to a real person quickly as soon as connection is made; this is because appointments are made during my employers time therefore speed is important. Secondly, working in an open plan environment makes it challenging to answer some of the personal questions asked when booking an appointment. (Also, I object to being asked medical questions by untrained and unqualified administration staff - who are 'gate keeping' access to Doctors).
- Not having too many automated options Speaking to a real person Being informed of the length of the queue
- I THINK THAT THE SYSTEM IS OKAY AS IT IS NOW AND AS I HAVE HAD A FEW HEALTH / INJURY PROBLEMS OVER THE PAST 10 MONTHS. I HAVE BEEN VERY IMPRESSED WITH THE SERVICE THAT I HAVE RECEIVED.....THOUGH I HAVE BEEN A LITTLE DISSAPOINTED THAT MY HEALTH PROBLEMS HAVE NOT BEEN FULLY RESOLVED, LEAVING ME FEELING THAT I MAY NEED TO KEEP COMING

DOWN FOR MORE APPOINTMENTS ETC.

- Cost - not being cut off once you got to speak to the person & having to call all over again!
- To make sure you have enough receptionists to answer whichever phone system you have. It doesn't matter how fancy your phone system is, people still prefer to talk to a human being.
- Not having a receptionist questioning my need to see a doctor. More lines so that I can get through when I need to.
- As long as it improves the service and doesn't make arranging appointments more complicated. It would be nice if the appointments were more readily available and not having to wait a week or more, after all, most people make appointments because they are!!!
- 01225 number with queue information
- Local telephone number connection and a person to person response.
- Less waiting time and an 01225 number
- A number that I could use my mobile phone as a local call, present system does not allow me to use my mobile phone and I have local static phone to call surgery.
- Real person answering the call from the outset
- Making it a local call
- Not to be held in a queue and then moved to another queue-does not seem to happen too much these days. But it is annoying to think you are through and then the message tells you (after sometime) you are in a queue. Why do we now have to wait for all the options to be given, when you know you want Option 1-it used to work!!
- Getting to speak to someone within a reasonable time.
- Speak to a real person and have the option to leave a message and book a call back from the nurse or the doctor.
- THERE SHOULD NOT BE ANY CHARGE TO THE PATIENT (CUSTOMER) IN CONTACTING THE SURGERY; ANY 'PRELUDE' WHEN THE CALL IS RECEIVED SHOULD BE AS SHORT AS POSSIBLE
- Quite happy with the current system thank you. Best wishes for Christmas and the New Year to you all.
- A human being at the surgery end. A fair queuing system. Able to speak to my own Doctor if it is important to do so.
- prefer 01225 prefix but not complaining with present system would like to add excellent service all round
- Speed of response and info on the availability of recipient 'phoned.
- Time and cost. would it be possible to make an appointment via the web

- I would wish to talk direct to the surgery rather than having to go through a second party, if we have to get an engaged tone then so be it. I also would wish it to be a 01225 calling number.
- I have already said in one of the answers! The main issue to me is that it should be a local number, as they are included free in my phone rental, and that I know where I am in a queue. Also please note that in question 2 we rang for all the reasons listed, but your script only accepts one radio button set. Have a great Xmas
- cost of call, to be told position in queue if busy
- The use of local number
- local rate number
- That it will be a FREE call and not an 0844 number. (I have been banging on about this for ages); so if you do initiate a new free system I will be delighted. Functionally the present one is satisfactory. But an 0844 number is not.
- Local number, not 08444.
- As outlined in questions in this survey, cost of call, prompt answering, limited automated cascade
- cost is important if there was an alternative on line system so as to book appt then that would be good ,I also on urgent calls then a person is better as this sets people at ease
- A local number. Each section should have its own numbers so that you could be connected direct.
- I would prefer it to be a local, 01225, number.
- Local number 01225. Not being in one queue, only then to be placed in another
- Local call cost, I need to make 6 weekly appointments for treatment, it is not an option. A facility to book appointments without ringing the surgery, i.e. with the nurse at the last appointment for the next would be helpful and time saving for everyone. Hospitals seem to be able to manage it.
- To be able to call on a 01225 number, to get through to a person at the first call, not a machine.
- local number 01225
- Phone number must be a local number. The present system is too expensive especially when on hold for a long time. Also the receptionist could be more friendly when you eventually speak to them.
- To be able to talk to someone at all times, who would be able then to direct me to the department I would need. With the exception of test results, which could stay the same
- I would like to be able to call a normal local number which is free for me.

- It would be an advantage if one were able to select the "service" required a little earlier in the proceedings.
- Minimal waiting and minimal cost. Cable users are penalised.
- I'm quite happy with the system as it is, although I can understand some patients are not too happy re. The call charges. Can the present system be improved upon without increasing the cost per call? If not leave well alone.
- To have an 01225 number.
- Probably not possible but it would be nice not to have to wait so long on some occasions
- I prefer not to be asked questions about my condition by a non medical member of staff. Receptionists should not ask what is wrong. Better training of clerical staff would help
- Talking to the person I ask to speak to, irrespective of the 'telephone system' in operation.
- The time as the call is ongoing
- telephone calls on a 01225 number
- present system is good
- a local telephone number
- clearer messages for people hard of hearing
- speed of response
- call to be answered a bit quicker and cost to be that of a local call as don't see why it should be otherwise
- To speak to a real person who can assist.
- A cheaper number to call but still being held in a queue format would be acceptable.
- Simplicity of use. Direct, no nonsense service
- Speed of response to the call. Cost. Local call
- selecting a service which operates on a 'local' ie 01225 number. Then it would not cost me as much money if I am held in a queue and if I have a particular 'package' it would cost me nothing at all.
- It should be a freephone - i.e. 0800 or 0845) number. The last time I telephoned surgery was about 6 months ago. I will now always come personally to surgery to arrangement appointment when I am in town etc. I resent paying for a 0844 number. Isn't as bad as 0901/6 but almost.
- ease of use a prompt answer and I do not like multiple choice automated machines
- To deal 01225, and get a operator within 3 minutes

- Getting through on a local line directly to the surgery. I don't object to the recorded list of options, there should be a lot less preamble and the first option should be to speak to a person quickly.
- Speed of response and definitely number of place in the queue.
- Quickness of initial answering and then being able to book an appointment within a few days.
- That the automated messages are easy to understand.
- Being able to have all calls answered promptly regardless of the time of day. I have found that if I dial the surgery at 8.28am I can usually be first in the call queue at 8.30am as the welcome message and button pressing to choose the option that I require take an unnecessary length of time. I have given up trying to make appointments by telephone later in the day as the queues are so long. Having a separate dedicated line/number for cancelling appointments. When you are told that you are number 6 (or some other large number) in a queue, you are not likely to hold on and wait to move up the system if all you want to do is to say that you will not be keeping the appointment. A more responsive cancellation system (or an on-line cancellation/booking system) might cut down the number of appointments where patients do not attend.
- First and foremost the cost, though I am not sure if the surgery benefits financially from the present system, if you do, and use the money for a specific purpose which benefits the patients then I am happy to stick with the present system. Otherwise I have never had need to complain about the present system.
- I would much prefer to hear an engaged tone than be put into a queue, at least the tone doesn't cost a fortune while you are waiting for someone to pick up the other end. I am BEGGING you, PLEASE, PLEASE bring back a local (01225) phone number!!
- When I last used the system there were 2 queues. One outside the surgery and another when you were put through to the surgery. If there is a queue then please make it only one. I prefer the engaged tone then I can use ringback to get the next available slot.
- Getting through to the surgery direct. Getting through to a person quickly. Being dealt with as quickly as possible.
- An 0800 number or at least 01225. I refuse to use the present 0844 number which costs me 5p a minute and rakes in profit for the surgery which I consider a personal abuse. I expect you will laugh at my attitude, but other surgeries in the area use an 01225 number so why must you be greedy. I call at the surgery in person to make appointments or cancel!
- More or less the same service given at the present time
- 1. For the cost of the call to be reduced. 2. Having waited in the queue and get to 'no 1 in the queue' not to be cut off & have to start calling all over again. (as happens at times!) 3. Not to have to listen at length as to how the 'new system works' when it's been in place a considerable time. (Not sure how you would get over that one!)
- Having an 01225 number to ring. When switchboard is busy being told where I am

in the queue. Options to get to the correct person I need.

- more operators and more self service options
- I cannot see that introducing a new telephone system would make a lot of difference. By having a "queuing" system is much better and it suits me.
- In the majority of cases when I ring the surgery I have no particular complaints with the present telephone arrangements.
- To have a local number instead of an 0845 number, most people have mobile phones and calling this number can be quite expensive especially if your in a long call queue
- 1 to get through quickly to the service required. If in a queue to be told the position in the queue. I don't like 0845 numbers and feel that for GP services they should not be used.
- To be able to speak to a receptionist fairly quickly. Also why not have a separate cancellation line so patients can leave a message in or out of hours to cancel an appointment rather than have to waste a receptionists time. As you only open every other Saturday, why not have a message saying whether or not you are open that particular week?
- to be quick and easy
- No complaint about staff once one reaches them to speak to they are always polite and helpful. It is the round about way that the caller has to go to get this human contact.
- local or at least at a cheaper rate
- Being able to speak directly to a doctor, nurse or member of staff without too much hassle.
- Speed of access, but I don't see how you can make much improvement when we all want you at the same time!
- really quite happy with present system but would prefer 01225 prefix but excellent service whichever
- I would prefer it to be a local number as I do not like using 0844 numbers when I pay a monthly amount with my telephone provider to have free local calls. I do like to know where I am in the queue as it helps me to decide whether to wait or call back at another time.
- The cost of the call is not that important to me, but I can see the cost could be very important to many patients who are on a limited income and need to make frequent contact with the surgery. I understood that there was a Gov. directive to move GP surgeries away from 'premium' rate calls.
- To know how long you may have to wait and not just told to call back later.
- when you ring it is obvious you want to speak to someone so whatever the reason please let us be answered by a person not a recorded message that could be interpreted as getting your patients to pay more for there telephone call than is necessary

- Should one not be feeling well or in pain,, a priority must be to answer the phone promptly for the benefit of the patient and not to keep the patient waiting for the benefit for the practice
- 01225 number
- The use of a local number and prompt answering.
- Pronto personal attention.
- Not to long a contact number.
- Calls to be free or at worst a 01225 number, to have a real person on the line from the start of the call, and not to be told I am being connected to the surgery when I have made a call to the surgery! With free calls more people may well cancel appointments when they no longer need them, and therefore the surgery may not have so many wasted or missed appointments, as these could be reallocated.
- Ultimately, speaking to a real, live human being! Being a bit of a technocrat, I know how fallible non human services are: In like to know that someone, somewhere has written it down.
- To be able to make a free call via my phone service provider. Not listen to obvious messages like 'We are trying to connect you to the Surgery' or 'the receptionist may ask you a few questions...' Be told immediately what position you are in any queue, with a repeat message whenever the queue drops down by 1. I can also decide then whether to call back later. Online booking system generally, but if it is not being flexible enough for me, then I will ring and speak to a human being.
- Less waiting time and cost
- Prompt response as I phone during work time and feel it is unethical to my employer to spend more than 5 mins max booking an appt or chasing up results etc.
- to speak to a person as quickly as possible not to hear a long pre-recorded message
- It would be helpful if one could indicate the purpose of ones call when dialling.
- Local telephone number access. Human voice preferable. If automated system then a speedy queue position indicator please.
- Talking to a person is very important also cost-
- to be answered promptly or to be kept informed of waiting time etc.
- To talk to a real person sooner.
- To use a 01225 number and not 08444.
- a local number (01225)
- Prompt reply
- Clear, speedy, and precise response

- Answered quickly, option to leave a message requesting a call back, must be able to get through to a proper person and not have to go through lots of press this press that options.
- Standard number not 0844 which is expensive on Virgin - which many people in Trowbridge use. Speed of response Appointments available in the near future Ability to book non urgent but important appointments (eg annual reviews stipulated by doctor) up to 4 weeks in advance
- Cost of calls included in provider call cost package. Simple cascade system. Appropriate staffing resources to reduce call waiting times.
- Sometimes, not often, we seem to be in a queue, and then given a position, in the queue, then the message "connecting to the surgery-and now another position is given: I can only remember two occasions when this happened! In the case above, better not keep waiting for the second entry into the queue-advise the caller to call again! I WOULD LOVE TO BE ABLE TO BOOK APPOINTMENTS ON LINE-I KNOW OF ONE OTHER SURGERY THAT DOES THIS SATISFACTORILY. Today I notices the number of missed appointments, it is staggering to see it is always given in excess of 300-who are these people?1
- Having an 01code. Clearness of procedure.
- To be able to go direct to the Surgery and to use a 01225 dialling system.
- A DIRECT LINE FOR APPOINTMENTS SO WE DO NOT HAVE TO PAY EXTORTIONATE AMOUNTS TO LISTEN TO A STRING OF OPTIONS. THE COST OF CALLS IS FAR TOO HIGH, ESPECIALLY FOR THE PATIENTS ON LOW INCOMES, AND THE SYSTEM TOO COMPLICATED FOR THE ELDERLY. COULD WE NOT HAVE THE 01225 NUMBER WITH DIFFERENT LAST NUMBERS FOR EACH ENQUIRY: IE: APPOINTMENTS, TESTS RESULTS, GENERAL ENQUIRIES. HOWEVER AN 0800 NUMBER WOULD BE TOO MUCH TO ASK.
- A local number so that the cost would be included in my 'free call' contract with BT
- local number, to keep cost under control other wise much as it at present
- Local number ie 01225
- The telephone number should be a local number. Calls should be answered immediately. You should be connected to the surgery immediately and not told 'we have been unable to connect you to the surgery'.
- local call rate with out a doubt
- Local rate calls and enough capacity to cope with your busy times
- A rapid reply and then an available appointment. I also prefer to speak to an operator rather than press a series of buttons. I also dislike being asked personal questions by untrained, non-medical staff
- Having a local 01225 number
- A better appointments system. Sometimes it is impossible to get an appt. with one's own doctor in less than a fortnight. I appreciate that if the matter is urgent one can see another doctor but most patients prefer to see their own doctor.

- Not have to pay for a call which would normally be included in my comprehensive tariff.
- Not having such a long introduction before getting to speak to someone/joining the queue. For example, the welcome message and the info messages etc could be a bit shorter.