

LOVEMEAD GROUP PRACTICE PATIENT PARTICIPATION GROUP

ACTION PLAN FOR CUSTOMER SERVICE QUESTIONNAIRE

We identified our customer service from reception and administrative staff as an area for discussion with our patient group and during the winter of 2013-14 we circulated a survey to our group. The results of which are as follows:

We began by asking our patients if they have telephoned the surgery in the previous 6 months

90% of patients surveyed had done this.

- 20% had found this very easy
- 49% had found this fairly easy
- 16% had found this easy
- 11% had found this not very easy
- 2% had found this not at all easy
- 1% did not know
- And 1% had not tried.

We also asked our patients if they had spoken face to face with a receptionist at the desk in the last 6 months.

85% of patients surveyed had done this.

We then asked how helpful had the patients found the receptionists?

- 51% had found them very helpful
- 27% fairly helpful
- 14% helpful
- 5% not very helpful
- 4% had not tried.

We then asked about the action the receptionist had taken if there were not able to help with the query.

39% redirected the call to a colleague
17% asked the patient to call back
29% offered to take a message and then called back later
15% asked for help from their supervisor.

This question was useful to look at how calls are handled within the practice and how patients had been dealt with.

We then asked our patient group about whether the member of staff had been wearing a badge or had identified themselves during the telephone call. 52% of those responding confirmed this and 34% did not know.

The final question asked for feedback on whether the patients surveyed were happy with the outcome of their call or enquiry.

91% said yes with 9% saying no.

Comments made on the survey included:

- A dislike of being asked medical questions by non-medical staff
- Difficulties obtaining an appointment
- More privacy required at the front desk
- Moving the self check-in monitor from the front desk to a more accessible location
- More of a welcome required at the desk
- Increase staffing levels at the desk at busy times

As well as some positive feedback on staff at the practice!

Having identified the above, we suggest the following:

1. Look at re-designing the front desk to allow the self-check-in screen to be moved away to a more convenient and accessible location.
2. Provide more customer service training for reception and administrative staff to increase their skills
3. Offer the use of the side room at reception more readily to patients wishing to discuss private matters
4. Look at the appointment system to see if there are ways to improve access to appropriate appointments with the use of a triage service to reduce the need for medical questions being asked by non-medical staff
5. Look at staffing levels to maximise the level of staff available at busiest times

All of the above is dependent on costing being acceptable to the partnership.

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