

2012-13 survey Report

You said...	We Did	The Result is	
You said were unaware of same day access	Promotion of same day access to patients via different methods	Advertised in the Surgery. New Posters put in the waiting area and advertised on our in-house Jayex screen. More awareness.	
Not all patients knew about online facilities to order repeat prescriptions/booking appointments.	Promotions to raise awareness, reception staff informing patients and issuing passwords.	Easy to use step by step information leaflet produced for patients. Posters put on the notice boards and waiting area. Slow increase in patients accessing appointments and prescriptions.	
Reception staff training.	We have arranged staff trainings throughout the year.	More friendly and trained reception staff.	
The phones should be answered promptly	Trained staff to answer calls more promptly. We have diverted all available reception staff to phone answering when the phones are busy. We are investigating further to see what improvements can be made with our phone system.	Patient satisfaction. Improved access.	
Receptionists need better customer care skills	All surgery staff will be scheduling regular sessions for training and review complaints relating	Patient satisfaction.	

	to reception to undertake a 'lessons learned' exercise. 1		

Out of Hours Emergency Service – 6.30pm to 8am ring the surgery phone number and you will be diverted to **0161 336 5958**.