

Questionnaires

Tuesday, 22 April 2008

A big thank you to all patients who completed the questionnaires which were given out during January. 240 questionnaires were returned completed.

The majority of the questionnaires completed showed that the practice was doing a good job in a rather difficult climate.

Most of the criticism received was regarding the telephone system.

We have almost 8000 patients any of whom can be trying to contact the surgery at any time. This can lead to added pressure on the telephone answering system in the early mornings and more especially on a Monday morning.

In January of this year, just as the questionnaires were being given out, a new phone system was installed. We would hope that together with more receptionists answering the calls, this should make for easier communication into the practice.

Telephone calls re results or for advice from doctors should be made between 10.45 and 11.15 am.