

Springfield Surgery January 24 Patient Survey

You said

173 (out of 660) patients reported it wasn't easy booking an appointment with mainly Employed/Self Employed patients reporting difficulties with a system that requires availability at precisely 8am to make a booking" 50 comments out of 161 comments referred to this issue.

We did

We regularly review our appointment system and method of booking appointments. This includes looking at other practices systems within the local area. We appreciate our phone lines are busy at 8am, however we're confident our current appointment system enables patients who are acutely ill to be seen the same day. 25% of Drs appointments are bookable 3 weeks in advance; these are available online or via receptionists.

You said

472 (out of 647) patients said when phoning the surgery between 8am – 9am they received the engaged tone rather than hearing 'you are number x in a queue'.

We did

We're in the process of changing telephone companies; the new system will allow ALL calls to be held in a queue. In addition, patients will have the option to press a button for a call back rather than hanging on the phone. This option keeps your place in the queue hopefully making it easier for patients, particularly those going to work or on the school run.

You said

608 (out of 662) patients found our receptionist helpful, 41 patients found them unhelpful.

We did

At Springfield we try to maintain a friendly yet professional atmosphere, we would encourage any individual to promptly report their dissatisfaction to the Office Manager or Practice Manager who can act swiftly to learn and try to resolve the situation.