

# Bridport Medical Centre

## Patient Survey 2012 - 13 Telephone Access to Appointments

### Survey - Comments

2. If you answered "I never use the telephone to book an appointment", what is the reason for this?

- Happy to walk to the surgery
- Never. I make appointment in person
- I call in
- Call in
- No particular reason
- Book via the internet
- Usually quite a long wait
- Book appointment when I see the nurse each week.
- Live nearby. I call in
- Difficult to get through early am.
- I am deaf and don't hear the phone.
- Call in when passing.
- Long time to answer
- Easier in person
- Partner telephones
- The Doctor tells me when next to see him
- I come in
- I live close by
- If possible nowadays, takes far too long
- I come on the off chance I might see a doctor
- Pain in my arm
- I call in
- Couldnt get through so gave up after 3 days. You can never get in touch
- Difficult to get through
- Never have number on me
- I call in when I am in town
- Takes too long
- No telephone

**7. We aim to promote continuity of care. When you last telephoned, were you offered the next available appointment (date and time) with your regular GP?**

**8. If yes, was this appointment with your regular GP suitable?**

**9. If no, were you offered a suitable alternative? (Yes/no)**

**10. If no, why was this alternative not suitable?**

- Needed to see a nurse.
- Needed a set day, which my Dr didn't work
- I was offered an apmnt with nurse practitioner
- Didnt get through.
- Too long
- No D/B appointments when needed and could wait the extra day for a dressing to be changed
- Nothing available fairly soon
- Felt like I was being palmed off . Lady not very helpful.
- Wished I was recommended to see nurse – GP wanted blood test
- No alternative given
- Because the appointment was weeks away
- Dr day off
- It was on a day that I was busy.
- Too long of a wait

**14. Do you have any further suggestions for how we can improve the telephone appointment system at the medical centre?**

- Have more than one number
- Change the music from Gerry Rafferty.... Bad case of loving you (Doctor, Doctor)... Robert Palmer/ Healing Hands... Elton John/ Help... The Beatles?
- Be a little louder as I was struggling to hear.
- Introduce a website appointment service, so that patients can book out of hours
- It works very well as it is
- No
- First class service
- In general, I have found the system works well
- Call menu system wastes time, I rather have previous system was much better
- I have never had a problem with the service, everyone is very helpful & lovely

### *Suggestions for improvements continued*

- All as well as can be expected, I think we are lucky in Bridport
- No you are a busy surgery i am happy to wait
- No
- I find it strange that, when calling for an appointment for my small daughter - I am asked if its an emergency!? I would have dialled 999 if this was the case. I wish to visit a GP on the day I am calling as I feel this is my right. If I wanted a routine apt I would ask for one. I don't feel I should have to explain medical issues to a receptionist who then deems them urgent or not. Thank you
- Keep up the good work
- In comparison with other areas BMC gives a very good service I am quite happy
- Either
- Cheer up the greeting message
- Staff not very helpful
- More staff on telephones
- Give the receptionist attentive listening workshops!!
- Many thanks. All very helpful.
- Automated telephone takes too long. More lines or staff needed during peak
- At least 2 telephones on days you know to be very busy ie monday mornings.
- Continue to be as responsive to my needs fro flexibility and responsiveness as I juggle my own needs and those of the elderly relative that I support at a distance from my home
- Not feeling like you have to answer 20 questions before you can get an appointment with some of the receptionists or being made to feel guilty for asking for an urgent appointment. If it wasn't urgent, I wouldn't ask for it for the day!
- Try to make some of the receptionist cheerful.
- It would be lovely to have an appointment with my regular doctor at short notice (in an ideal world!). Don't like seeing somebody else
- More response for appointments
- Very good service
- Put practice nurses on the internet for booking appointments and add a separate button to book appointments on the internet
- A bigger bigger switchboard with more receptionists available to answer.
- Make the automated service less echy, makes it hard to hear
- I usually get an appt on my first call. Don't mind if its not with my doctor.
- no
- the only thing is the wording "Is it medically urgent? I feel unsure what to answer ie: I need to see a GP with reasonable urgency but end up feeling guilty if I reply yes. In case there is someone more needy. But I don't know how this can reasonably be remedied.
- Update your music, its awful.

### *Suggestions for improvements continued*

- It is incredibly difficult to get through even when one phones at 8.30am, it is often still on answerphone. Today I was fortunate, but previously 30th Dec, it took 30mins to get through
- No singing
- You need a third option as calls are not always about results or appointments
- I tend to make my regular appts in person. On the whole I am happy with the response I get. However when I needed to see the duty doc urgently I could not be given an appt because all was booked. I had to phone back the next morning first thing. The person I spoke to was not particularly understanding or supportive but sounded rather rushed
- no negatives
- Get suitable people with people skills that know how to talk in an appropriate and friendly manner. As were always greeted with "is it a medical emergency" which is extremely irritating. We wouldn't be ringing if we knew would we? I have had the view on impolite receptionists for several years now and have to on a couple of occasions ring and complain. I have to ring on the phone but can never get through and wont justify the petrol and time to drive from the other end of Bridport to make an appt. This is a long time coming!.
- The telephone was not answered. You could have an automatic system for cancellations similar to the automated check in point. You need a dedicated telephone answering team so you don't spend a fortune being kept on hold. Receptionists only have one pair of hands and one computer screen. It is unreasonable for them to be on front desk and answering phone as well. you must have a phone team to answer calls at least 1 hr before opening hrs to cancel appts etc.
- I would prefer to be put straight through when I ring and not kept waiting in a queue.
- more receptionist, unable to get through on several occasions
- Extra staff at busy times
- ok
- ok
- OK
- Introduce an on-line booking system
- Additional to no.13. give to you from the medical centre to make this an option.
- Music distorted
- No
- Online booking would be amazing
- Say when available GPs with personal GP are then immediately given alternatives sooner with other GPs.
- More appointments
- Install more telephones & staff at busy times
- more staff, lines & a new system