

RECEPTION SERVICES – PATIENT QUESTIONNAIRE - 2019

We carried out a survey of our Reception/Front of House services during October 2019, and patients were invited to complete questionnaires whilst waiting for their appointments. In total, we received 117 responses, and are grateful for the time and input from those that took part.

<b>Do you find the waiting areas to be clean and comfortable?</b>				
<b>Yes</b>	<b>115</b>	<b>No</b>	<b>2</b>	
<b>Comments:</b> Some debris had yet to be cleared on one day, but the general comments were all very positive with regard to the overall standard of cleanliness.				
<b>Is there sufficient information on display for your needs?</b>				
<b>Yes</b>	<b>113</b>	<b>No</b>	<b>4</b>	
<b>Comments:</b> Vast majority were content, but some comments related to over cluttering or, during a short period in October, the upstairs calling board being out of action..				
<b>Is our automated check in system easy to understand and use?</b>				
<b>Yes</b>	<b>114</b>	<b>No</b>	<b>3</b>	
<b>Comments:</b> Only negative comments related to confusion over how to work it, but the vast majority were happy with the system.				
<b>Do you find our reception team to be:</b>				
<b>Professional?</b>	<b>Yes</b>	<b>116</b>	<b>No</b>	<b>1</b>
<b>Polite?</b>	<b>Yes</b>	<b>115</b>	<b>No</b>	<b>2</b>
<b>Respectful?</b>	<b>Yes</b>	<b>116</b>	<b>No</b>	<b>1</b>
<b>Knowledgeable?</b>	<b>Yes</b>	<b>115</b>	<b>No</b>	<b>2</b>
<b>Helpful?</b>	<b>Yes</b>	<b>115</b>	<b>No</b>	<b>2</b>
<b>Summary:</b>				
<p>This survey was conducted during October 2019, by inviting patients to complete their feedback whilst they were in the waiting rooms and had experienced the arrival processes at the practice, and had the opportunity to note the common areas for their review. We have maintained a satisfaction score between 98.2% and 99.1% across all areas - and this is extremely encouraging – and accords with the great efforts that the team at Beechfield put in to making the patient experience as positive as possible.</p> <p>The few negative comments received related to a lack of appointments at certain times, the lack of more female GPs currently (in October we had only one) and the occasional temporary malfunction of some equipment items. These issues are primarily beyond the scope of the Reception team, but nonetheless are relevant to the “Beechfield Experience” and are being addressed as a part of our wider commitment to the services we deliver.</p> <p>Importantly, the many that took the time and trouble to add comments were extremely complimentary to the team and the work that they do on behalf of our - almost – 20000 patients.</p>				

Thank you for taking the time and trouble to provide this essential feedback.

Our Front of House team work exceptionally hard, usually in the background, to meet the needs of our patients, and this exercise confirms that not only do they achieve those standards - they overwhelmingly exceed them for the vast majority of our patients.

DMcG  
Practice Manager

November 2019

#### FRIENDS AND FAMILY TEST

As an intrinsic element of this questionnaire, we also asked respondents to indicate the likelihood of them recommending Beechfield Medical Centre to their Friends and Family, based on their latest visit. The results of this were:

<b>Extremely Likely</b>	<b>64</b>
<b>Likely</b>	<b>41</b>
<b>Neither Likely nor Unlikely (Neutral)</b>	<b>11</b>
<b>Unlikely</b>	<b>1</b>
<b>Extremely Unlikely</b>	<b>0</b>
<b>Did not know</b>	<b>0</b>
<b>Total</b>	<b>117</b>

These results will be added to the running total provided monthly to NHS England, and are also available on [www.beechfieldmc.co.uk](http://www.beechfieldmc.co.uk)