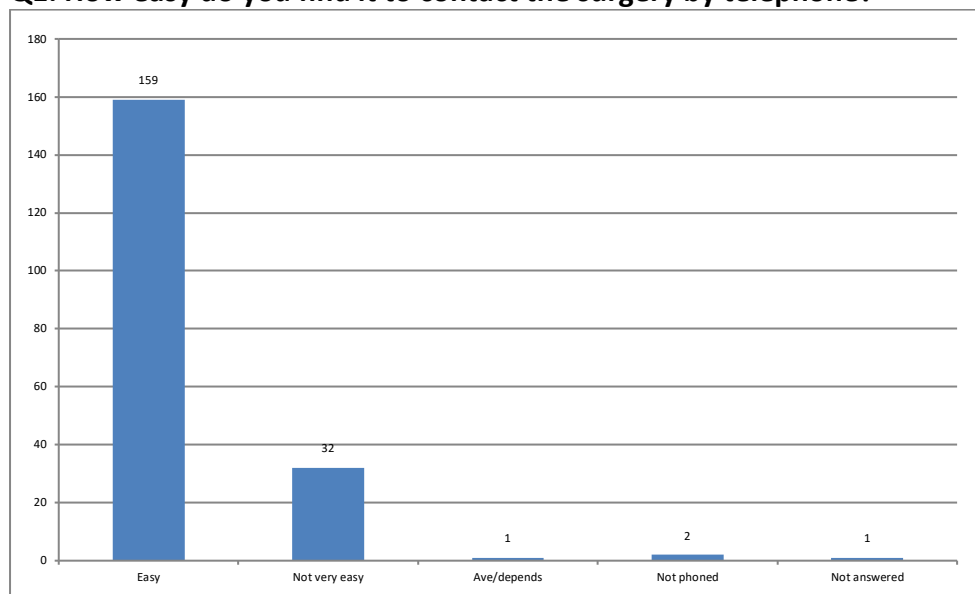


Kingsfold Medical Centre

Patient Survey 2013/14

Q1: How easy do you find it to contact the surgery by telephone?



Sample of Comments:

It is difficult to get through and when I do get my call answered all appointments are gone.

Takes 2 or 3 attempts usually.

Call at 8am lines engaged constantly, then at 8.05 all appointments gone. It is like trying to win a race and it shouldn't be.

Ring at 8 - fully booked, ring back at 12 - fully booked (I have meetings mid-day and its hard to ring back)

Difficult ringing from work - long waiting time.

Sometimes difficult to get through first thing in the morning to book same day appointments.

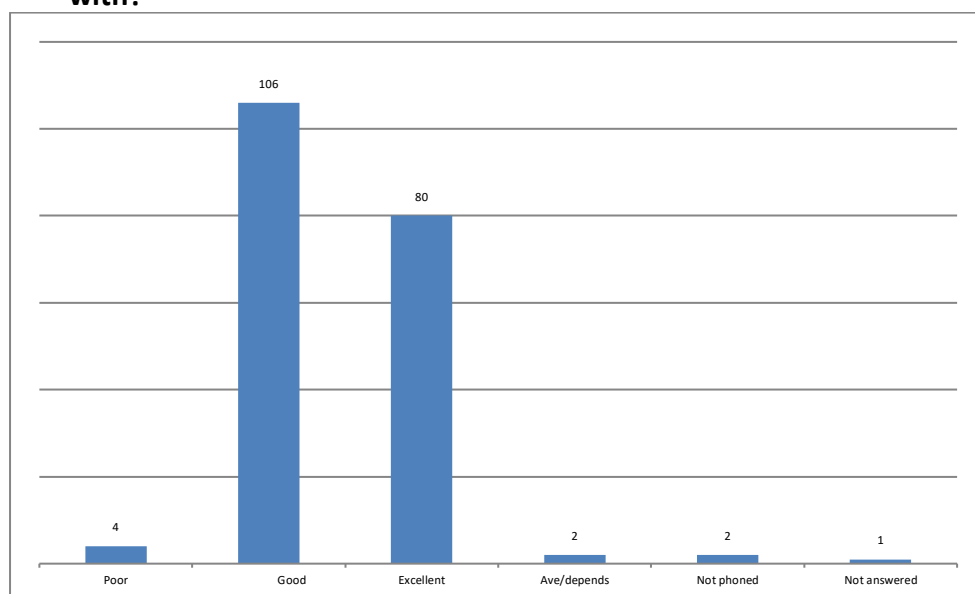
Easy except for booking appointments, but I usually do this on line.

Extremely busy at start of hours making it no always possible to be seen on required day

Except at 8 and 12 - always engaged

When ringing at 8 and 12 it takes 10 mins to be spoken to and not many appointments left

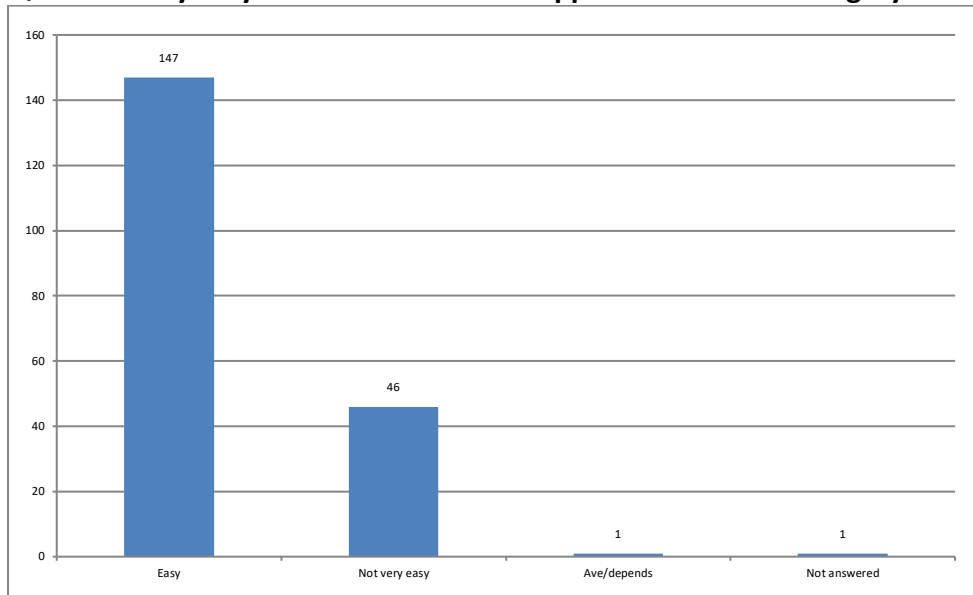
Q2: When contacting the surgery by telephone how do you rate the way your call is dealt with?



Sample of Comments:

Staff sometimes abrupt and rude
 Can never get staff to understand I work
 Would like to make only 1 call
 Staff are not very accommodating
 I always get appointment same day
 Once I'm through staff are excellent
 Very helpful and polite
 Reception staff are always very helpful

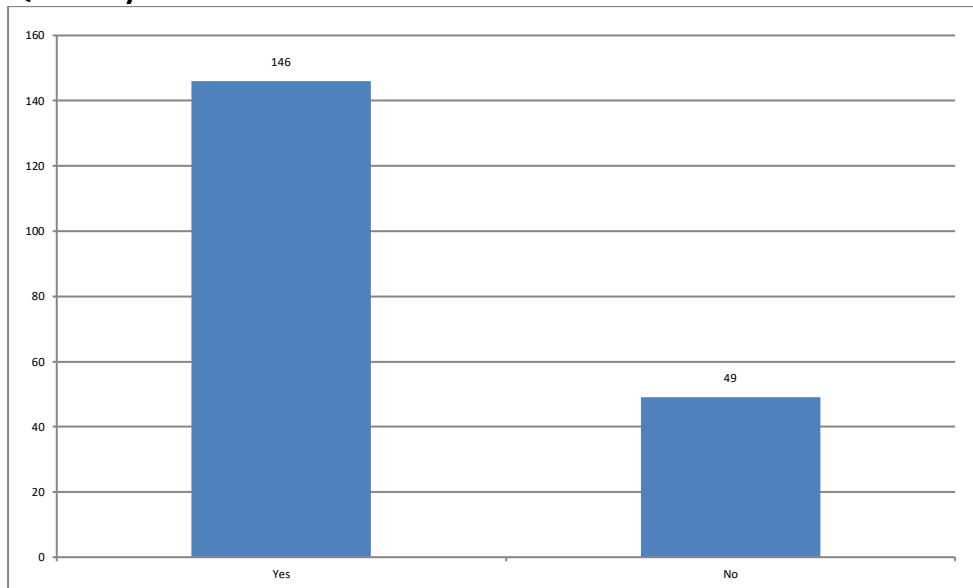
Q3: How easy do you find it to make an appointment at the surgery?



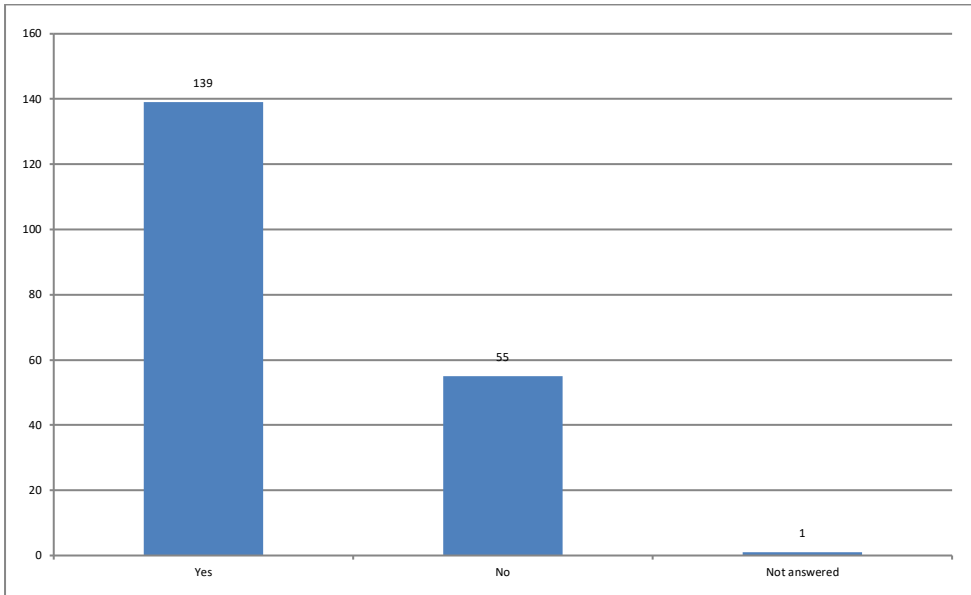
Sample of Comments:

Appointments only offered at 8 or 12 meaning phone busy at 8 and 12
 I start work before surgery opens, ringing at 8.00am very difficult
 Have to ring dead on 8am or 12pm, any later no appointments left
 Easy if you will see any Dr
 Easy on line – less so by phone
 In the last 7 years only had a problem once getting an appointment
 Always get an appointment when needed

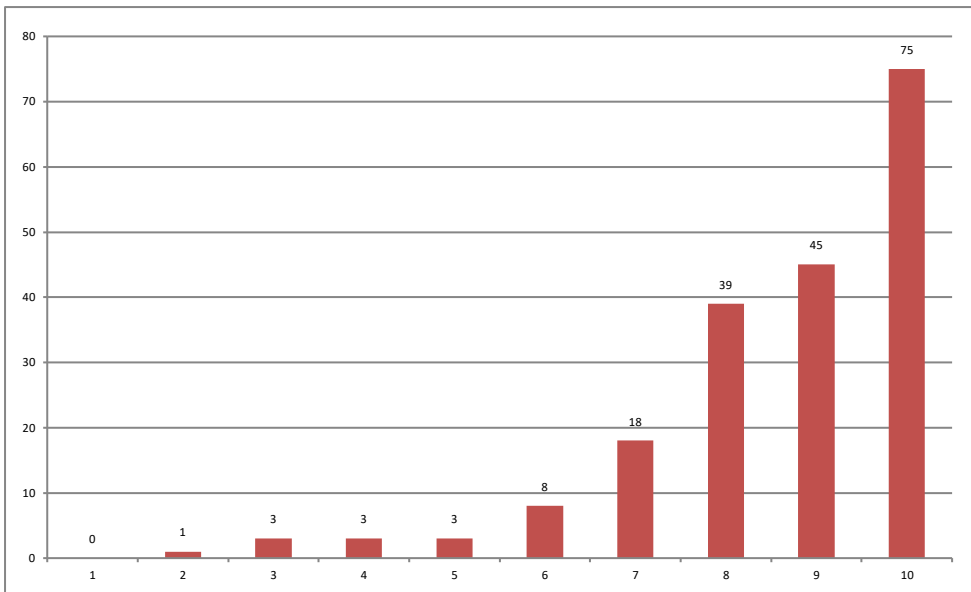
Q4a: Do you have access to the internet?



Q4b: Are you aware that you can make appointments and order repeat prescriptions via the practice website?



Q5: On a scale of 1-10 how do you generally rate the staff and services you receive at Kingsfold Medical Centre? (1 being very poor, 10 being excellent)



Q6: Is there anything else you wish to comment on?

Sample of Comments:

More blood clinics at the surgery

Getting a blood test, not very good to get an appointment

The surgery needs more blood clinics

No complaints once I'm in surgery, but phoning and making appointments very frustrating

On telephoning would like an appointment to be given on 1st telephone call

No problems, excellent service, I wouldn't go anywhere else

Cannot be better, thank you

Everything is well organised and pleasant

My husband and I have always had very good service and we have been with the practice many years

Very good overall. Appointments system could be better but nothings perfect

Staff are always polite and empathetic

Still the tops after 35 years

Keep up the good work!

Best in Preston!!