

TELEPHONE SURVEY DECEMBER 2024

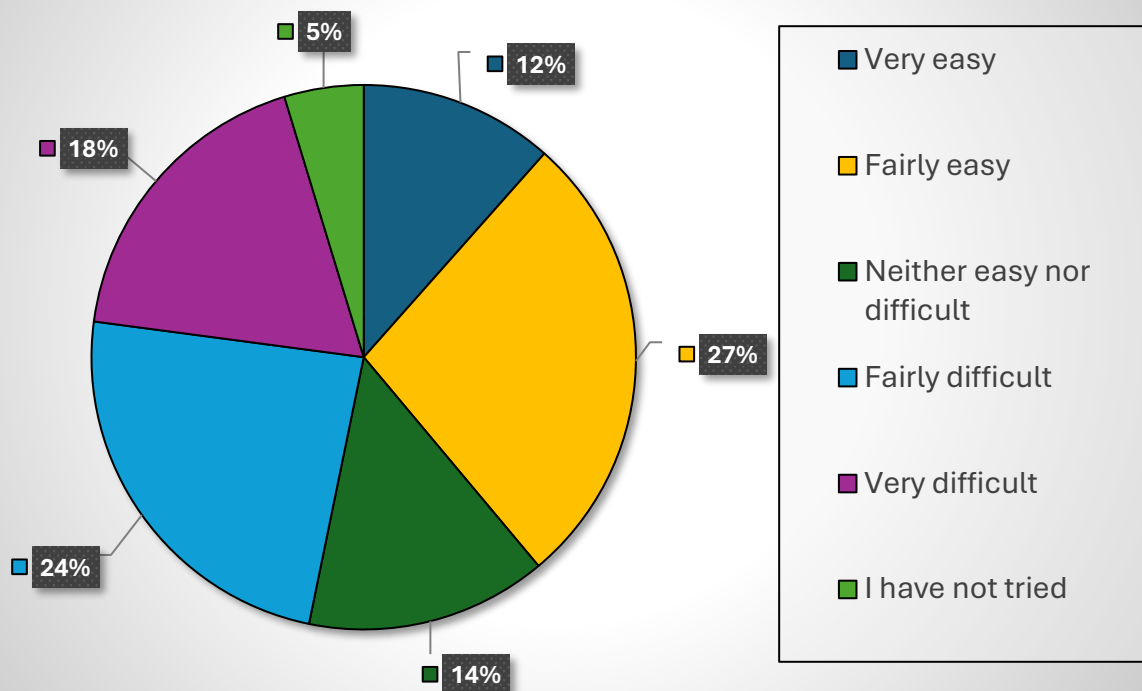
As a surgery we are continually looking for ways to improve our services.

In December 2024 we asked for your opinions on contacting the surgery so we could look at how things are working or not working for you.

We sent out 9896 text messages and left paper copies at all branches and want to thank the 1551 patients for taking the time to respond to the questionnaire

We asked you generally how easy or difficult is it to contact your GP practice on the telephone on the telephone?

Generally how easy is it to contact your GP on the telephone?



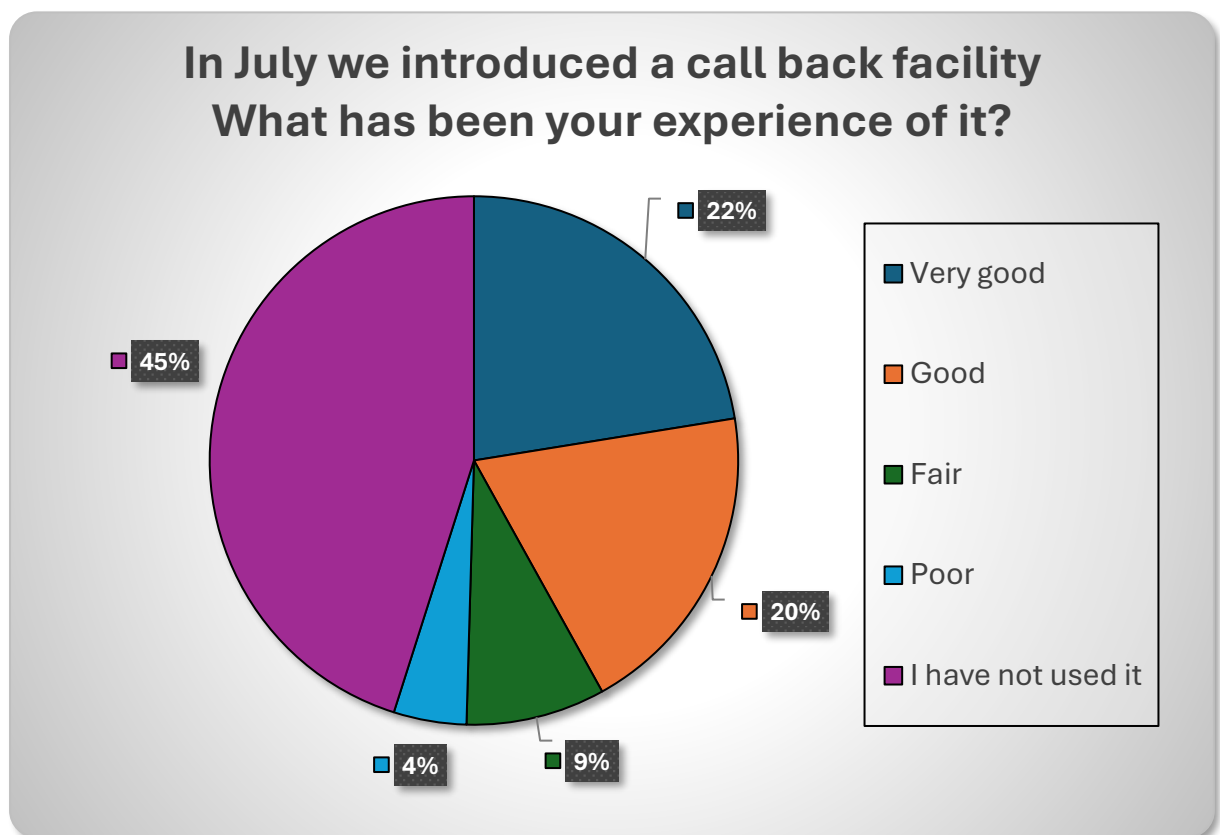
These results show us

- 39% found it easy to contact us.
- 42% found it difficult to contact us.
- 19% found it neither easy or difficult or have not tried to contact us.

In July we introduced a call back facility enabling patients to choose to put the telephone down and still be in the same place in the queue, and we would call them back when it was their turn.

As it had been introduced for 5 months we wanted to know your experience of the call back facility.

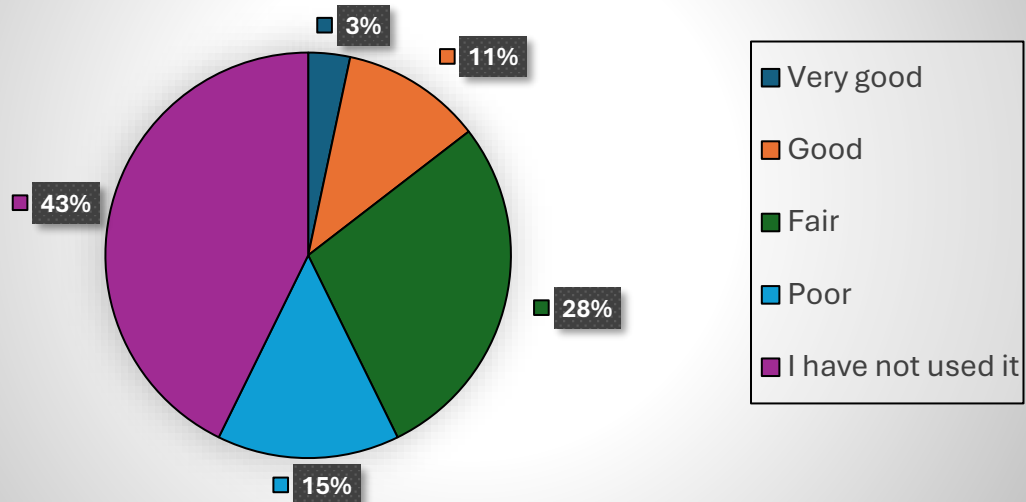
We asked you what has been your experience of our new call back facility?



The results show us

- 42% found the call back facility good.
- 13% found the call back facility fair or poor.
- 45% have not used the call back facility.

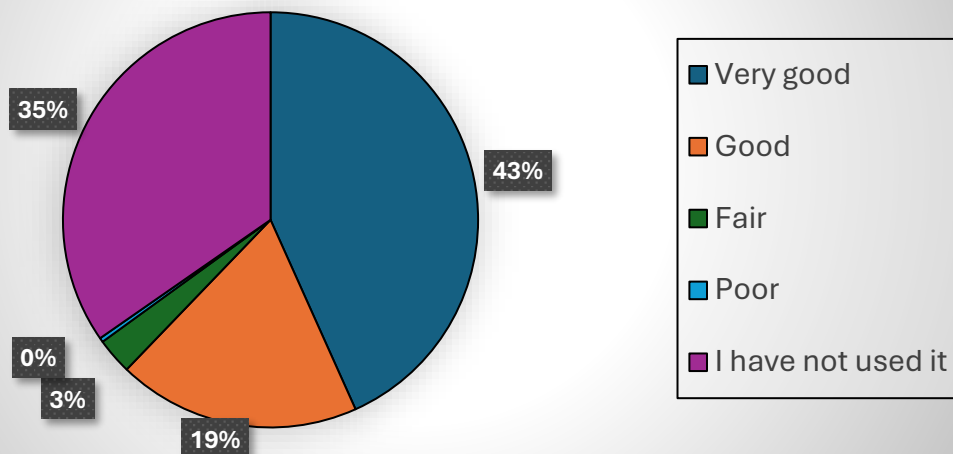
Patients who found it difficult to contact the surgery experience of the call back facility



This showed us that of patients that found it difficult to contact the surgery

- 14% found the call back facility good.
- 43% found the call back facility fair or poor.
- 43% had not used the call back facility.

Patients who found it easy to contact the surgery experience of the call back facility



This showed us that of patients that found it easy to contact the surgery

- 62% found the call back facility good.
- 3% found the call back facility fair or poor.
- 35% had not used the call back facility.