



# Tame Valley General Practices

---

Dear Patients

## Neighbourhood Telephone Survey Jan 2021 Summary

Many thanks to those patients who took the time to respond to our Neighbourhood Telephone Survey.

We are very pleased to report that we received 1,346 responses , the full results of which are available for viewing on your practice website or by following the link: [Data All 210319.pdf](#)

Over 80% of the patients had contacted their practice since the new telephone system has been installed and over 71% stated they were very satisfied with their experience of this.

*I am very happy with my experience  
of the new system*

*Telephone system is much better*

*Love the new system. I feel less anxious keep redialling*

*Telephone answering much improved – very happy with the surgery*

Only 33% of patients had used the call back facility – the call back facility is where a patient can choose to be called back by the reception team if you don't have time to wait in the queue 77% of Patients who had used the call back facility were very satisfied

*I really like the call back facility and I also like to know where I am in the queue.*

*I used the call back – waited 20 mins for my call but at least I wasn't hanging on.*

*Love the call back facility.*

*The new telephony system was a real help – I could get my work done whilst knowing I would get a call back.*

3% were dissatisfied and when asked to specify the responses were as follows:

*I understand the need, but the introduction is too long*

*Calls take too long, and the music is dreadful, please change it!*

*The system is fine; however the message is far too long.*

67% were very satisfied so overall the patients have been pleased with the new telephone system

In our section regarding how patients had been seen in the last month 61% indicated they had had a telephone consultation, 10% had been seen via a video link and 20% had been seen face to face. Our next question was how convenient was it being able to talk to the GP by telephone or video 66% indicated it was more convenient, whilst 16% stated less convenient and 17% said there was no difference

*The service has been excellent and I have been able to see a doctor when I needed to*

*I am very happy with all the services offered and with all of the staff at the surgery*

*Telephone consultation is useful which provides the doctor an opportunity to make an initial assessment. It saves the doctors time as well the patients unnecessary travel to the surgery. I have no doubt that the doctor can resolve many issues by telephone.*

*If and when needed telephone consultation or face to face consultation I have had no difficulty in getting one on the same day. I have found it very useful. This also provides the doctor with an opportunity to assess the need for a face to face appointment.*

We then asked what the outcome of the call was:

Advice only 23%, Prescription 32%, GP face to face appointment 16%, Nurse face to face appointment 8%, follow up call with GP 11% , follow up call with a Nurse 2% and other was 5%

72% of patients were very satisfied with the above services which were offered, whilst 3% were dissatisfied. We then asked patients to specify why they were dissatisfied and gave the following options:

English is not my first language – 3.85%

Telephone line was not clear – 11.54%

Video link was not clear – 30.77%

I have impaired hearing – 7.69%

Other- 53.85% (some of the comments are below)

*I wish to see the GP face to face, to discuss my issues. Not over the phone. It's not the same!*

*Can't get across the seriousness of the issue*

*Having to wait for a call back when work in childcare and cannot have my phone in the room for it takes almost 20 – 30 minutes to speak with the receptionist. Hanging on hold and stupid music going on. Since the new system my experience has been awful*

84% of the patients said that they would be happy to be seen this way in the future.

We received 519 patient comments in total – this has been broken down as follows:

	Total	Positive	Negative
Overall Comments received	519	293	226
Telephones	88	37	51
Communication	9	2	7
General	213	206	7
Online Services	20	7	13
Premises	2	0	2
Prescriptions	8	6	2
Appointments	88	51	37

In conclusion, the survey shows that most of our patients are happy with the new telephone system and services which we offer.

Overall the neighbourhood has drawn the following conclusions and action points from the survey:

There has been a mixed response from patients regarding accessing their doctor face to face as some patients have missed the personal contact with their doctor.

With the pandemic continuing for some time patients will still continue to be given the option of a video consultation , and once assessed by the doctor they may be given the opportunity to attend the practice to be seen face to face.

The main risk of offering face to face appointments without being assessed by the doctor in the first instance is the waiting room area space. We still believe that the risk of having unwell patients in the waiting room is too great a risk for the practices to go back to normal. However, the signs are good for a further relaxing of social distancing guidelines in the near future

As you can see from the results over 16% of patients have had a face to face appointment with the doctor and over 8% with the nurse.

Having a greeting on the telephone gives practices the option of giving helpful information to patients before getting through to the practice.

We will investigate with our telephone provider as to whether there is an option to change the music from time to time and if possible we will change this on a regular basis

The introduction of the new telephone system also provides valuable data to improve telephone answering across Tame Valley in the future.

Once again thank you for participating in our survey