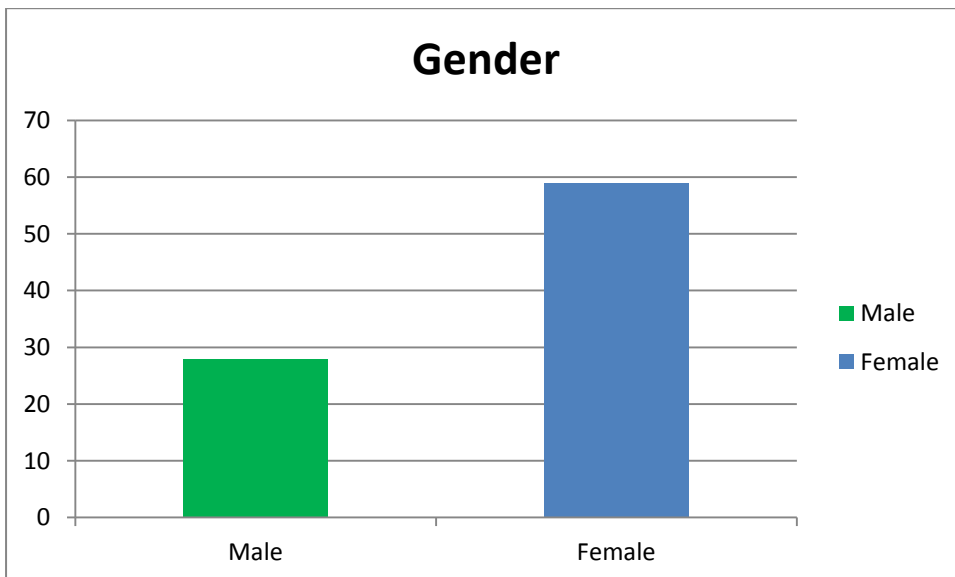
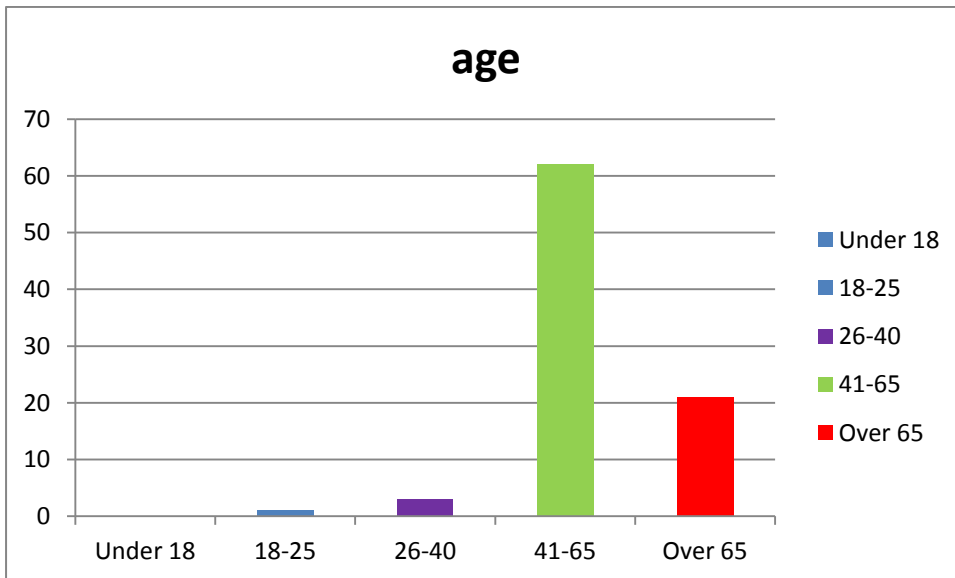


Chatsworth Road Medical Centre Survey (2) results (Nov 2011)

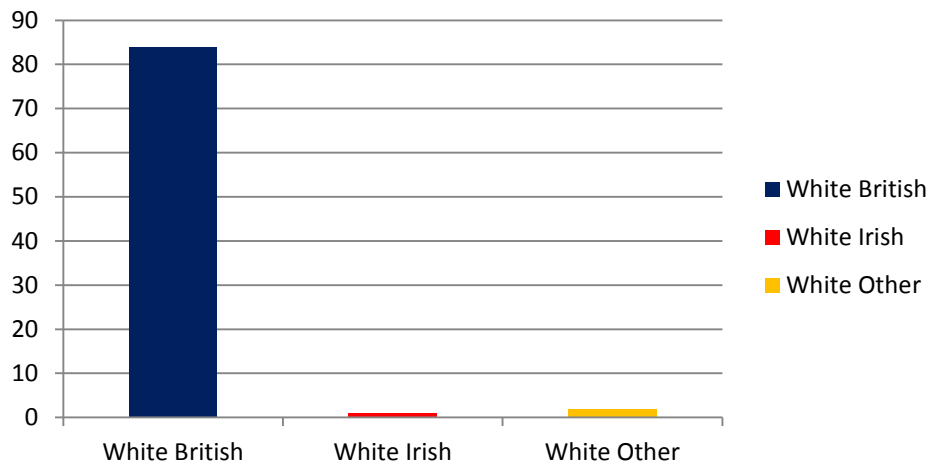
Action taken by the Practice following comments and suggestions submitted in the last survey (1):

2 new mirrors and coat hooks fitted in the patient's toilet and disabled toilet.

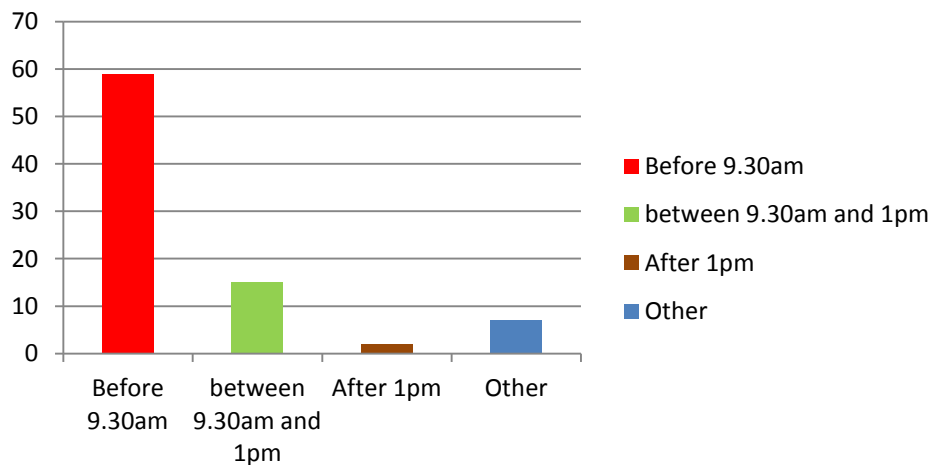
Survey (2) results:



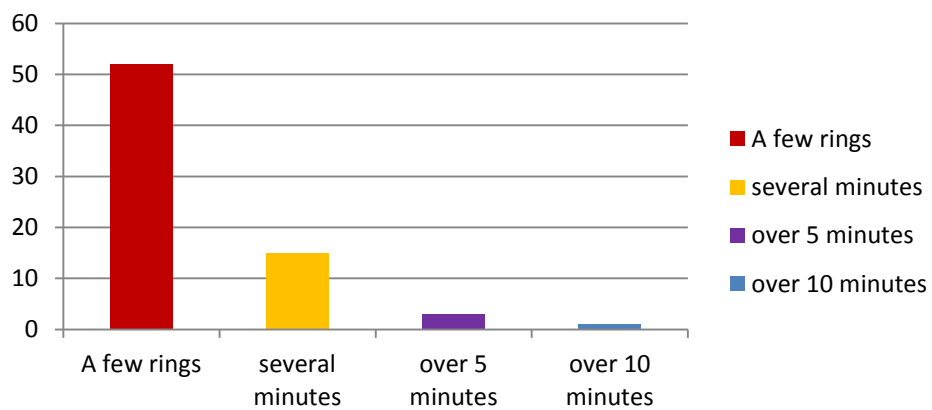
Ethnicity



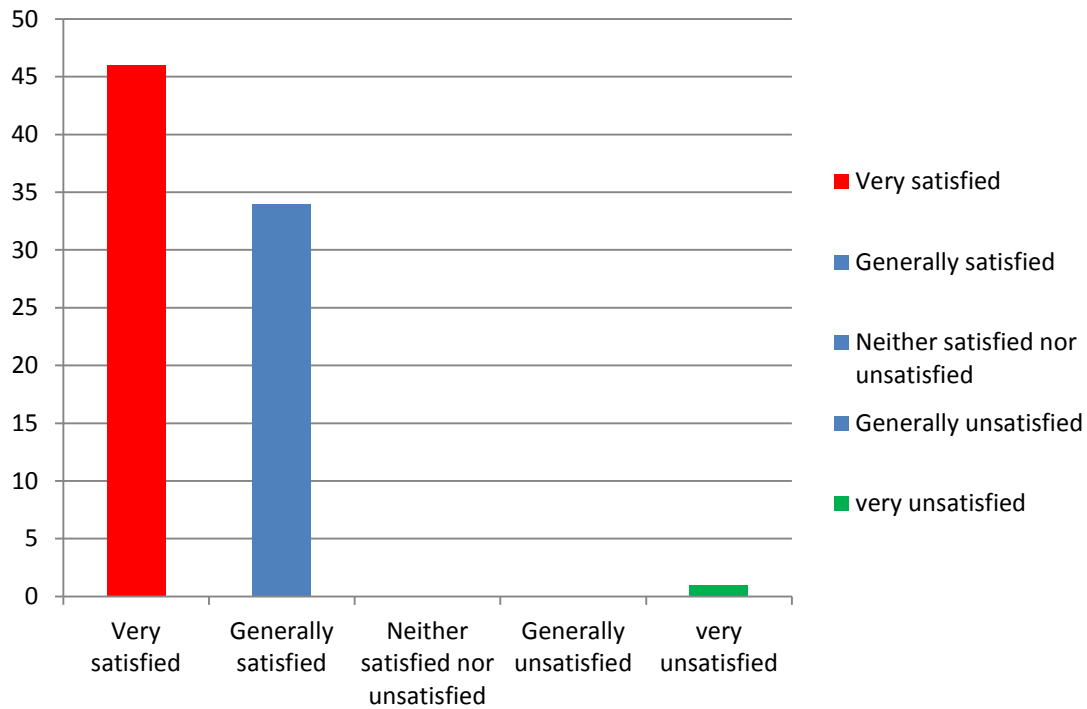
time of day call the practice



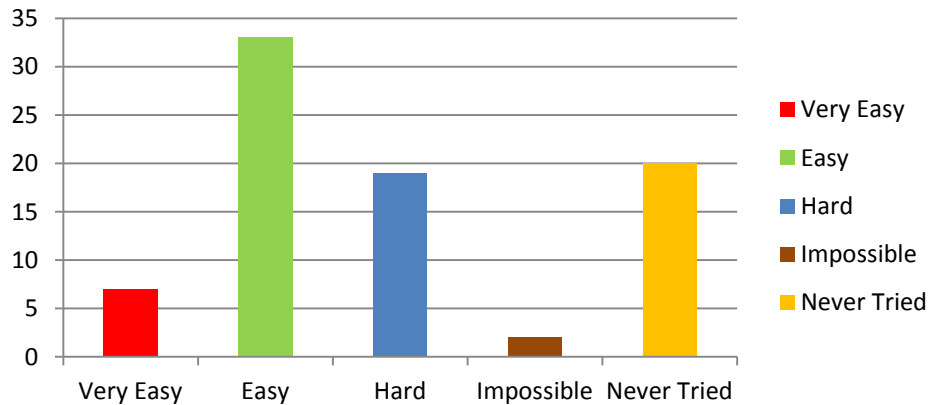
How long do you usually have to wait before a real person answers?



Are you satisfied with the way that your call is handled?



How easy is it to get through to a Doctor when you call?



Below are all the comments and suggestions received through the Patient Participation Survey (2) specifically asking about the reception area and call handling: No submissions have been removed.

A bit open to public. Conversations can be heard

No

Not at this time.

None.

A louder call for appointments as some patients have hearing problems. It is not always possible to sit where one can see the receptionist and there is therefore the fear of missing a call. I realise that is also the issue of privacy, but feel that the calling of a name for an appointment is not too much of an exposure of personal information.

I would prefer it to be more confidential when speaking to the receptionist. Perhaps there could be a notice advising patients that if they want to speak to the receptionist in private, it can be arranged. The reception is a fairly pleasant place to sit and wait however; it is sometimes very difficult to hear your name being called by the reception staff

Not sure it's always best to have phone calls and people attending appointments handled at the same place, and often by the same person. What is the priority - the phone or the person attending? Not all people use the automatic sign-in.

No concerns

I think the girls on reception are always polite and friendly. It is ALWAYS noticed when someone smiles though!!!

New desk is too high (small person!)

No

How about having a few medical things for sale there?

Feels a little awkward looking down on receptionist. Privacy of conversation with receptionist may be an issue dependent on subject of conversation. Sometimes difficult to hear name/room number being called above other background noise - possibility of a visual prompt as well as calling name?

No

It is hard to talk to a receptionist without being overheard. It is also a very open area and can be embarrassing if you want to hand in a sample pot. It might be better if it was sectioned off from the seats in the waiting area

No but could you please put a coat hook and mirror in the toilet.

No concerns at all..

No

No

Sometimes patients can not hear names being called out by receptionist if the room is full of people. Would a 'tannoy' system work or preferably like at my daughter's practice at Oakhill Rd, Dronfield, there is a 'moving electronic message board' and one's name comes up on that saying for which doctor it is with and there is an audible beep to attract ones attention. That system is difficult with people not all facing the same way because of the seating layout at Chatsworth Road, unless you had two boards, but far preferable to trying to call out names of patients.

No I think it's very good medical center and you are all very helpful

None

Discussion between reception and patient is not always confidential as there e.g. the two seats facing the corridor and maybe the couple facing the reception. I appreciate this is not really easy to overcome.

No - alright as far as I am concerned - No Complaints.

I personally think the desk is too high and I like to be able to see who I am talking to.

1. Pleasant but far too public. Very little privacy and receptionists have to discuss personal things very publically - though it's difficult for them to be discreet given the open plan nature of the area.

The new reception counter only adds to the problem - it's far too high and so the receptionist is talking upwards and outwards towards the waiting area and this only adds to the lack of privacy.

Suggest a more welcoming lower desk type area with a glass/plastic type partition so people can have some privacy when needing to make follow/special appointments which require some personal discussion. 2. Don't like at all the electronic touch screen checking in system for appointments - I

have never seen it cleaned despite it obviously being well used. The screen is clearly covered with fingerprints and sticky marksit must be a germs breeding ground delight. It's especially off-putting watching people sneeze and then use it! It always strike me as quite ironic - the most unhygienic touch screen technology possible, in a doctors surgery?!

No concerns.

Some members of the reception team can be un-helpful....Not to sure of the new reception desk design....

No concerns

Not about reception but thought idea about e-mail queries for routine/none-urgent matters is excellent and worth consideration (avoids appointments for 'trivial' issues that nonetheless may need to be answered and if doctor is concerned by the query could then suggest a visit/appointment). In that regards could consider something like a weekly 'phone-in' over a 1 or 2 hour period on a set day!

No privacy if an appointment with a specific clinic is required following the GP consultation, or if specimen pot is required.

None

No privacy.

No problems

Can sometimes hear people's conversations on the phone

I miss the TV in the corner for Daybreak; it takes your mind off things whilst you are waiting, especially if prior appointments to mine are running over.

Don't feel there are any issues for myself, the only improvement I would suggest is to have an area where patients could discuss a personal issue if required to maintain confidentiality in an area away from other people in the waiting room.

A smile and friendly greeting from the receptionist would be nice!

None

When I hear comments about other practices and associated difficulties in getting an appointment, I'm really glad I'm with Chatsworth Road Medical Centre

None

Think the information service via TV is great, but don't like listening to radio stations adverts. Also I think the volume is too loud.

None

No

Thank you for looking after our family. I'm particularly impressed with cleanliness and kindness at this practice

It's really excellent and very professional - well done.

No concerns. The introduction of the self check in system has increase the privacy at the reception desk.