

## BOVEY TRACEY AND CHUDLEIGH PRACTICE

### PATIENT EXPERIENCE SURVEY – TELEPHONE CONSULTATIONS

The Practice would welcome your feedback on our Telephone Consultation service. We would like to know how you felt about your most recent telephone consultation with the doctor or nurse.

|   | Poor | Fair | Good  | Very Good | Excellent |
|---|------|------|-------|-----------|-----------|
| Were you offered a pre bookable telephone consultation when you contacted the surgery?                        | 2%   | 5%   | 25%   | 38.5%     | 30.5%     |
| How easy was it to book a telephone consultation with the doctor or nurse of your choice?                     | 5%   | 6%   | 30%   | 38%       | 21%       |
| Were you satisfied with the time the doctor or nurse phoned you back?   | 6%   | 8%   | 23.5% | 38%       | 27.5%     |
| Did you feel you were given the doctors' or nurses' full attention and enough time to deal with your problem? | 0%   | 4%   | 21.5% | 39.5%     | 35%       |
| Were you satisfied with the overall telephone consultation experience?  | 0%   | 4%   | 26%   | 33.5%     | 36.5%     |

96% of the 101 patients surveyed rate the service as good, very good or excellent. There were many positive comments about this service and just one or two about the ring back time. Whilst the doctors do try and ring back within the given timeframe, there will be occasions when this is just not possible due to the unpredictable nature of our work but doctors will be mindful of this in future. We have also recently increased the capacity for telephone consultations within the practice and would expect patients to see an improvement in this area.

The results of this survey will be displayed in-house and published on our practice website together with a full copy of our Patient Participation Report by 31<sup>st</sup> March 2014.

[www.riverside-surgery.co.uk](http://www.riverside-surgery.co.uk)    [www.towerhousesurgery.co.uk](http://www.towerhousesurgery.co.uk)