

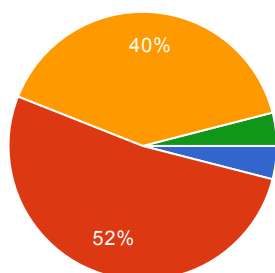
25 responses

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Summary

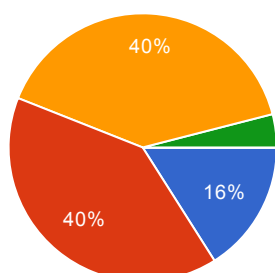
Access to the Practice

Generally, how easy do you find it to get through to the practice by phone?



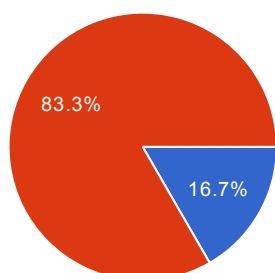
Very easy	1	4%
Fairly easy	13	52%
Not very easy	10	40%
Not very easy at all	1	4%

Do you think telephone access has improved over the last 12 months



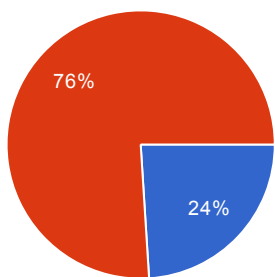
Much better	4	16%
Slightly better	10	40%
Just the same	10	40%
Slightly worse	1	4%
Much worse	0	0%

Do you contact the practice by e-mail for routine enquiries?



Yes	4	16.7%
No	20	83.3%

Do you use the online system to book appointments?



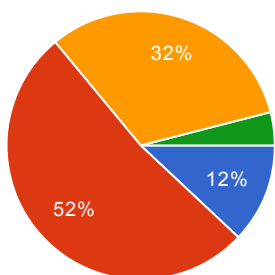
Yes **6** 24%
 No **19** 76%

Do you have any further feedback or suggestions regarding access?

I didn't know I could contact the surgery by email! It's not well publicised.
 Quicker response time
 I don't think they can improve the phone lines. The volume of calls are ridiculous. The practice has taken on so many new patients they just can't cope.
 The on-line system for booking appointments is very poor as very few appointments are available via this route.
 Take calls from 8am and through the lunch time
 I live quite close so I often visit surgery
 The early morning telephone call for a same day appointment is a very painful process.
 I get my repeat prescriptions via my pharmacist - liaison between the practice and pharmacist is great

The Appointment System

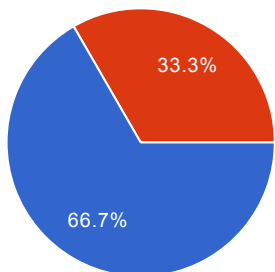
How easy was it to get an appointment last time you tried?



Very easy **3** 12%
 Fairly easy **13** 52%
 Not very easy **8** 32%
 Not very easy at all **1** 4%

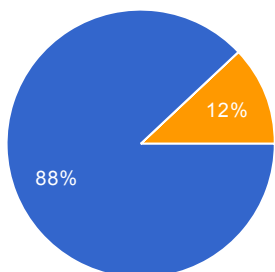
In the last 12 months, have you had a telephone appointment with a GP?

Yes **16** 66.7%
 No **8** 33.3%



surgery?

doctor without attending the



Yes	22	88%
No	0	0%
Not sure	3	12%

Do you have any further feedback or suggestions regarding the appointment system?

It's too rigid, we have to ring at 8:30 and often have to wait ages to get through to someone!

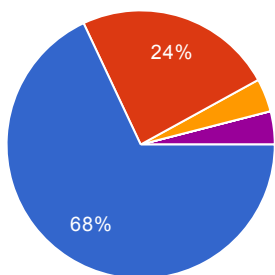
Yes, the system should aim to enable patients to see their own GP (as far as possible) for continuity of patient care and management. This is especially when the patient had been on long term care under a specific GP

I think the system works well. The reception staff always do there best to accommodate.

Doctors' telephone appointments are great.

Reception

How helpful do you find the receptionists at Thornbury Road Centre for Health



Very helpful	17	68%
Fairly helpful	6	24%
Not very helpful	1	4%
Not very helpful at all	0	0%
Don't know	1	4%

Please make any suggestions you feel will improve your experience in the waiting area

The reception staff could be more vocal regarding patients taking loudly on their mobile phones in the waiting area, it's very disturbing to endure when you're unwell.

I don't think the screens used during lunchtime protect the staff as patients keep calling them to the desk.

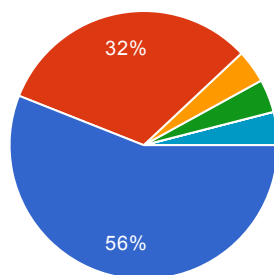
I don't like the fact that there isn't someone sitting at reception all the time, and that you have to try to attract the attention of one of the receptionists who sit with their backs to reception or sideways on.

Staff should be stricter with implementing the ban on mobile phone use, they seem to turn a blind eye to patients talking loudly on their phone in the waiting area, this is so unpleasant and distressful to other patients.

Less paperwork left on reception desk

General Feedback

Overall, how would you describe your experience of Thornbury Road Centre forHealth?



Very good	14	56%
Fairly good	8	32%
Neither good nor poor	1	4%
Poor	1	4%
Very poor	0	0%
Option 6	1	4%

If you have any general feedback regarding points not covered in this survey, please leave them here:

Overall, the surgery provides an excellent service. I would like the appointment system to be more flexible and not so rigid!

The practice Nurse are, in particular, most helpful, thorough and considerate.

I am always treated very well at the surgery by all members of staff. When the NHS is under so much pressure I think I am very lucky.

I strongly suggest that a rota is introduced at lunchtimes so that the phone lines aren't closed from 12.30 to 2.30. There are working people who can only make calls during their lunch breaks which is exactly when the phone lines are switched to the answering service.

I recognise that you have an excess of patients & cannot give the service we really seek.
Perhaps more Drs & staff.

Number of daily responses

