

REGENT STREET SURGERY – PATIENT REFERENCE GROUP REPORT 2015

We held a meeting at the surgery on the 25th March 2015 – where all the previous 3 years actions were discussed and reviewed

Priority Area 1 – Our telephone number which was a 0844 number

Our surgery telephone number was a 0844 number.

Receptionist answering the telephone giving their name and all staff wearing name badges.

The 084 phone number which was introduced to allow a reliable backed-up answer-phone for telephone prescription requests. The cost of phoning this is not included in some mobile phone users free-calls.

OFCOM data suggests it is no more expensive on average than a local number across the wide range of mobile phone and land-line contracts available.

This made contacting the surgery for some patients more expensive.

Patient felt it was useful and polite to answer the telephone giving your name, This was felt to help people know the contact name to assist them with all communications with the practice.

Name badges were also thought to help in this way.

We had signed a 7 year contract with the telephone company and so it took us a fair time to be able to release ourselves from this – HOWEVER. We have now done so and we are back to a local number.

We have asked all members of staff to answer the phone giving their names.

We also given all members of staff name badges

The new telephone we hope has made access cheaper and easier for our patients and carers.

The use of giving a name when answering the phone and wearing identity badges has also helped all patients in their contact with the surgery.

Priority Area 2 - comments box

During one of our meetings – it was suggested we had a comments box.

A comments box was purchased and comments cards made. This has been placed on front reception desk. The box has been used and any feed back or ideas have been discussed and implemented if thought appropriate.

It enables all our patients to have another means of contact with the surgery should they wish to use this method.

Priority Area 3 - Waiting Room

Waiting room generally looking tired and lack of facilities

A previous survey showed that the patients were not happy with the waiting room.

The comments were as follows:

- 1) We needed more chairs with arms.
- 2) Too hot in the waiting room
- 3) A request for a water dispenser.
- 4) Lack of privacy in waiting room.

The actions we took:

- 1) The waiting room was redecorated in a brighter colour.
- 2) New armed chairs were purchased.
- 3) We turned down the thermostat in the waiting area.
- 4) We put a sign up in the waiting area offering patients water using the water cooler in the corridor.
- 5) We also put a clearer sign to offer patients the facility to speak to a dispenser or a receptionist privately.

A nicer brighter waiting room has improved the waiting facilities at the surgery.

The new armed chairs make it easier for the elderly and infirm to rise to a standing position.

Most patients have appreciated free access to the water cooler.

