

## RECEPTION SERVICES –PATIENT QUESTIONNAIRE

We carried out a survey of our reception/front of House services during the August of 2018, and patients were invited to complete questionnaires whilst waiting for their appointments. In total we received 70 responses. We are grateful for the time and input from those that took part. The results are listed below.

### DO YOU FIND THE WAITING AREAS TO BE CLEAN AND COMFORTABLE

YES 69

NO 1

### IS THERE SUFFICIENT INFORMATION ON DISPLAY FOR YOUR NEEDS

YES 69

NO 1

### IS OUR AUTOMATED SYSTEM EASY TO USE

YES 66

NO 4

### DO YOU FIND OUR RECEPTION TEAM TO BE

PROFESSIONAL?	YES	67	NO	3
POLITE?	YES	65	NO	5
RESPECTFUL?	YES	65	NO	5
KNOWLEDGEABLE?	YES	64	NO	6
HELPFUL?	YES	65	NO	5

Not all questions were answered in full in this section.

#### Summary:

The survey was random, the questions and were filled in by patients as they waited for their appointments during August/September.

The results are excellent and very positive remarks were left on the survey, some of the comments were;

I feel very lucky to be at Hillcrest when I hear about other surgeries; you have a much better appointment system.

Much improved.

Staff seem much happier recently.

I find the practise very good in all respects.

Good information in the waiting room.

Receptionists are a great help

Great Staff, Doctors & Nurses

Lived here a long time and everybody knows how good it is.