

FOXHILL MEDICAL CENTRE - SURVEY

RESULTS 2013

275 SURVEYS WERE COMPLETED OVER A 4 WEEK PERIOD

AGE RANGE

<16	7
16-20	15
21-30	26
31-40	46
41-60	96
61-75	39
>75	16
No response	30

GENDER

MALE	81
FEMALE	161
No response	33

1. HAVE YOU USED THE APPOINTMENT CHECK IN SCREEN?

YES	51
NO	220
No response	4

WAS THE SCREEN EASY TO USE?

YES	41
NO	5
No response	5

74 people commented that they weren't aware of it

12 people commented it wasn't working

3 people commented they prefer to go to desk and speak to someone

3 people said there was no one at the reception desk

2. IS THE PATIENT CALL SCREEN HELPFUL?

YES	189
NO	13
No response	73

IS IT EASY TO HEAR?

YES	143
NO	18
No response	41

3. ARE THE DIRECTIONAL SIGNS IN THE BUILDING CLEAR AND EASY TO FOLLOW?

YES	271
NO	0
No response	4

3 people suggested to have more coloured signage including directional arrows

3 people suggested larger lettering

Other comments were that there is no entrance sign, we need more signs and that there shouldn't be a sign that says counselling rooms as it is not very confidential for patients

4. IS THE SEATING COMFORTABLE & SET OUT APPROPRIATELY?

YES	271
NO	0
No response	4

Suggestions:

Arrange all seats so they face the call screen

Not all space is utilised

Not much for kids

Seats could be higher

5. HAS TELEPHONE ACCESS IMPROVED?

YES	153
NO	48
No response	74

WOULD YOU PREFER TO:

BE HELD IN A QUEUE	116
RECEIVE ENGAGED TONE	79
No response	80

IF YOU WERE ASKED TO HOLD WAS MUSIC PLAYED OUT?

YES	77
NO	24
No response	174

WAS THE MUSIC PLEASANT?

YES	60
NO	16
No response	99

ADDITIONAL COMMENTS

Cover plug sockets in kids play area

Move the check in screen or have a bigger sign above it

Have free Wii Fii in waiting room

Have some magazines

Friendly staff on reception would be helpful