**The Island Surgery Patient Survey – June 2021 RESULTS**

Thank you for taking the time to complete our survey your comments are extremely useful and help us to make improvements to our services.

1. **When you recently TELEPHONED the surgery:**

**How easy was it to get through to the surgery when you telephoned?**

Very easy 34% fairly easy 30% not easy 36%

1. **Did you find the receptionists *telephone manner* polite and approachable?**

Good 55%Acceptable 40% Unacceptable 5%

1. **Did the receptionist tell you their name?**

Yes 55% No 45%

1. **When you recently VISITED the surgery:**

**How did you find the level of tidiness and cleanliness in the reception area?**

Good 85%Acceptable 11% Unacceptable 4%

1. **Did staff follow COVID-19 social distancing rules?**

Yes 100% No 0%

1. **How was the level of Patient Confidentiality in the reception area and waiting room?**

Good 60%Acceptable 29% Unacceptable 11%

1. **How polite and approachable were the receptionists when you visited the surgery?**

Good 74%Acceptable 20% Unacceptable 6%

1. **How satisfied are you with the surgery opening hours?**

Satisfied 51% fairly satisfied 40% not satisfied 9%

1. **Would you recommend this practice to a neighbour or friend?**

Yes 71% No 29%

*The survey highlighted that patients have a level of difficulty in getting through on the telephones. The surgery has already placed an advert and employed a new receptionist who will be starting in 1 months’ time. Hopefully the extra receptionist will allow staff to respond in a timely manner to incoming call. The surgery has also updated the telephone system at the beginning of January 2021 and calls are now recorded and monitored regularly.*

*The survey highlighted that some staff are not giving patients their name when answering the telephone. All staff have been informed that they are required to give their Christian name when answering the telephone*

*The survey also highlighted the need for a higher level of confidentiality at the reception area for patients wishing to discuss personal matters with the receptionist. The surgery has created a larger free floor space area around the reception desk so that patients will have more privacy when speaking to the reception team.*