



# Ball Tree Surgery

## Patient Voice – About our Teams

March 2014

**We have surveyed our patients in the surgery and online during February 2014**

Here you will find some of the comments and ideas voiced by our respondents. As only a small percentage of all our patients responded to the survey, we cannot say that these are fully representative – however they are perhaps indicative of how we are doing...

We have tried to show where there are themes from the responses with some examples.



We have also added in some responses either in reply or just as a comment. We hope that these will help explain some of our constraints or just provide a little about our perspective! We have marked these with a little tree!

We want to be open so we have included a full mix of responses good and less good. We welcome constructive feedback.

### General Comments

#### The Positive

- Had a few small things not happy with over the years - but have always raised them and have mostly been listened to and replied to.
- Mostly, I have received great service from your surgery and doctors and have also written praise and thanks in exceptional circumstances.
- Your surgery is one of the reasons we haven't moved house - as I fear I wouldn't find a surgery as good as this. Keep up the good work - but don't get too complacent!
- Very helpful and professional. Feel that they communicate well.
- Very pleasant receptionists - makes a welcome change from previous surgery!!
- Good practice. Very happy.
- Friendly reception staff, good quality care from doctors/nurses
- A brilliant surgery and staff
- Always considerate and friendly service
- All staff care and the receptionists are always helpful. Kids' appointments are easily and quickly made.
- Always found good treatment from doctors and staff
- we have been at the Ball Tree for over 20 years now and have always had good service
- Listening to our friends experiences with their surgeries, we feel pretty lucky!
- We have only been with the surgery for 2 years. I am very happy with all aspects of the surgery.
- This is a recent upgrade due to much improvement I have noticed recently.
- Excellent care and treatment. Thank you
- I find the staff very helpful
- In the main I find all members of staff most helpful and patient thank you
- I always receive a good service and have no reason to complain



*Thank you for your kind feedback – it means a great deal to all our teams when we receive thank yous!*

- Currently have an excellent GP who understands my conditions without "faffing" around. Was getting a bit frustrated before he arrived as I always seemed to land up with the GP who only stayed for a short while, and no professional relationship could be built up.



*We know that there have been quite a few changes in our GP team recently. We are looking forward to welcoming Dr Joshua Ellwood as a full-time partner in April 2014.*

## The Constructive

- Receptionists ask personal questions about the reason you are visiting the doctor, both on the phone and whilst you are standing with other patients behind you. You don't know who your doctor is because there does not seem to be any stability in the employment of staff



*We ask our Reception Team to ask personal questions to help patients see the right clinical staff member as soon as possible. Our receptionists are not being nosy when they do this on the phone and at the desk. We are very conscious that our reception area is not as private as we would wish. If you want to discuss something privately – just ask the receptionist and we can talk with you more discreetly.*

- Receptionists are always approachable and courteous. Will always make every effort to issue an appointment as soon as possible. Having seen many of the doctors based at the surgery over many years, the standard of service can vary greatly. The vast majority however have been a credit to their profession



*We are running a long-term project to improve all our services. We hope that you will notice a more consistent experience as we are able to implement new systems.*

- Poor communication re Test Results - Poor appointments - Poorly Trained Staff



*We are always disappointed when our services do not meet the expectations of our patients. We are sorry if we have caused frustrations. We are producing a guide for patient about what to expect regarding receiving test results. Compared with many surgeries, our access is very good. Our staff work very hard to support our patients and perform complex administrative tasks that are often invisible to our patients. Sometimes there will be errors, but we are working hard to learn and to adapt systems to prevent the same errors from happening again.*

## We asked specifically about our Reception Team

### We Asked About Our Reception Team's Helpfulness

- **Over 90% of respondents thought that our reception team are helpful or very helpful.**
- (60% of all respondents thought that our team were very helpful)
- 5% were neutral
- With under 3% saying not that helpful (4 respondents)

### Helpfulness Comments

*Many of the frustrations that patients experience are due to regulations and systems that are beyond the control of the surgery.*

*We are improving our online services and website to help our patients find the answers they need*

## The Constructive

- Always asking "is it urgent" does not help, it will always be urgent to the patient.
- Sometimes they are very helpful and other times it feels like you are taking up their precious time. Needs to be more consistent
- Response can vary but generally very helpful
- Some can be helpful but some not
- I can only once remember having had a less than helpful response.
- Always very obliging, much better than in the past
- It depends on the receptionist you get. There is one lady there who is brilliant and she will go out of her way to help (a blonde lady - sorry don't know her name but I think she has been there a while now). But all the others are grumpy, rude and very unhelpful.
- Depends who answers the phone. Sandy is always extremely helpful
- The above depends which member of staff is on the desk
- Cheerful response is appreciated

- Recently improved in relation to helpfulness, used to find them quite rude and abrupt. Understand they must be under a great deal of pressure at times, just from the sheer number of persons accessing the service. The reception team no doubt have to put up with rudeness from patients.



*We are very sorry if we have not met with your expectations or have not provided a high standard of service. We have recently recruited new members to our reception team and are investing in creating a completely new set of service standards to help improve quality. We are working to change the way we operate to improve efficiency and consistency of service.*

*Reception is incredibly busy. The team work non-stop all day and they perform a huge number of complicated tasks that are invisible to our patients. Sometimes things will not work as we would wish – we are working to learn from errors and trying to design the way we work to prevent the same errors happening in future.*

*Many of the frustrations that patients experience are due to regulations and systems that are beyond the control of the surgery.*

*We are improving our online services and website to help our patients find the answers they need. We will think about how we ask about urgent appointments – that is a very helpful prompt!*

### **The Positive**

- Feel the staff always listen and do their best to help me however they can
- They listen and help as much as possible
- Polite
- They are polite, listen carefully and have always been extremely helpful.
- Always positive polite and cheerful whenever I phone
- The reception staff are always friendly, and helpful, and a few are extremely helpful.
- Always very helpful and polite
- Excellent
- Very friendly & Helpful
- Lovely friendly staff
- They are really good
- Very polite
- always polite and very helpful



*Thank you for your kind comments - these are just a few of many!*

### **The Negative**

- They often get things wrong - not helpful
- Sometimes they are misinformed + short tempered
- Depends who you get
- A lot of them do not have a good telephone manner and don't seem to be well informed. They don't always do as you request either and I have often had to keep ringing back because something hasn't been done or been done incorrectly.
- Depends who is answering the phone, some receptionist are much more helpful than other who are times can make you feel as if you are a nuisance



*We are very sorry if we have not met with your expectations or have not provided a high standard of service. We have recently recruited new members to our reception team and are investing in creating a completely new set of service standards to help improve quality. We are working to change the way we operate to improve efficiency and consistency of service.*

*Reception is incredibly busy. The team work non-stop all day and they perform a huge number of complicated tasks that are invisible to our patients. Sometimes things will not work as we would wish – we are working to learn from errors and trying to design the way we work to prevent the same errors happening in future.*

## We Asked About Our Reception Team's Professionalism

- About 90% of respondents thought that our reception team was either professional or very professional with the majority saying very professional.
- 10% were neutral
- With under 3% saying not that professional (4 respondents)

## Professionalism Comments

### The Constructive

- The experienced staff are excellent, the newer ones are still learning/training and are not always up to speed
- Constrained by procedures
- Have in the past been unhappy because felt pressured to discuss why I needed an appointment. Confidentiality has been a problem.
- Whether you visit or telephone it very much depends who you end up talking to. Most people are friendly and helpful and will try to meet your needs; however, there are times when you are made to feel awkward.



*As above, we are sorry that a few patients have had a poor experience with us. Often we are constrained by procedures over which we have no control.*

### The Positive

- Very nice
- Professional even when people are very rude to them!
- Polite and business-like always
- Always polite and business-like
- Always put at ease
- I find the staff which I have had dealings with most polite helpful and patient
- Some really helpful staff and recently when I have spoken to someone really cheerful and pleasant



*Thank you!*

### The Negative

- They ignore you when you are standing at the desk. Doesn't hurt to say I'll be with you in a moment. They make you feel as if you are wasting their time. They do not appreciate that the reason people visit the doctors is because they are ill/feeling ill/anxious/concerned/scared.



*We are sorry that you have had a poor experience with us. Our team are very aware that many of our patients are nervous or concerned and we do our best to support wherever we can.*

*Often the receptionist at the desk has to complete quite a complex series of tasks on our clinical IT System that requires quite a bit of concentration. Until that task is completed we cannot check in or look after the next patient.*