

Oswald Road Medical Centre Patient Satisfaction Survey 2017

Is there anything we could do to improve the quality of our service?

Answer	Count	Percentage
Answer	40	34.48%
No answer	76	65.52%

ID	Response
2	Lovely doctors, very capable and always willing to explain treatments.
3	Quite happy (please don't change) All very good.
4	Another alternative in booking appointments as the line is mostly unreachable during busy working days
5	Reception staff are excellent
7	No problems at all
8	let people that don't work come in mornings so it would be more available to get appointment for those that work.
10	Issue with calling for an appointment - once rang 85 times and still could not get through.
12	No
16	Nothing - always helpful
17	Open earlier
18	The way the appointment are given out isn't very good, have to miss sleep to get an appointment.
19	Waiting times are too long
20	No - I understand the issues are beyond the surgery's control and more due to the levels of funding from local & national government.
22	Today's service was excellent from making appointment to seeing the doctor. Even my phone conversation regarding my sister 4 days ago. I could not wish for a better service.
23	Overall the best surgery I have visited throughout my years up and down the country.
28	Something more for children to entertain them
29	A chair or bench outside to sit on while waiting for surgery to open.
41	Fantastic Service
43	No, always very happy with service
48	The main issue is trying to get through via phone and then being told they have nothing left, phone back at 2pm which isn't possible if you work!
50	An excellent practice, thank you to everyone.
60	No.
61	There's nothing you can possible do to improve things.
66	Just tiring to get an appointment, could use a queue system.
68	Travel vaccinations made available
75	Have more doctors available to ease pressure and get appointments easily, maybe book appointments online. Have more phones available to call & make an appointment.
76	None
90	More time available for booking appointment as very hard to ring at 2pm when you work.
99	No
103	Picking up the phone instead of choosing when to answer. Friendly receptionist staff
105	Don't know
109	No
113	Not really, only time to see Dr
115	N/A
117	No - very satisfied - great practice & staff
122	Experience difficulty getting through on the telephone to book appointment.
124	Felt very rushed & not listened to/cared for under Dr George. This was on multiple occasions- would expect more from 1/2 GP's. Dr Raj- very nice/friendly.
125	More doctors
126	When I ring for appointment and I have additional questions to ask or let the receptionist know, I feel they rush me and are very ill-mannered and sometimes rude on the telephone when I am trying to make an appointment. This really upsets me as ringing the surgery is a time when your in need and during this time you feel low and it would be nice to have someone treat you with respect.
127	Answer your phones quicker. If the number called is incorrect eg: results, please do not ask us to put the phone down & re-dial the correct number.