**HOUSEKEEPING / RECEPTION**

The percentages below represent the responses from 132 patients who replied to our questionnaire. This survey as compiled is not a true reflection of the patient population as 129 replies were from white ethnic groups and only 3 responses from other ethnicities.

**WE ASKED**

Regarding the building, how accessible do you find the practice?

|  |  |  |  |
| --- | --- | --- | --- |
|  | Easy | Manageable | Difficult |
| White Lane | 85% | 13% | 2% |
| Belgrave | 96% | 4% | 0% |

How comfortable do you find the Practice?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| WAITING ROOM | Very comfortable | Comfortable | OK | Not comfortable at all |
| White Lane | 17% | 59% | 21% | 3% |
| Belgrave | 48% | 44% | 8% | 0% |
|  |  |  |  |  |
| SURGERY | Very comfortable | Comfortable | OK | Not comfortable at all |
| White Lane | 26% | 56% | 18% | 0% |
| Belgrave | 47% | 44% | 9% | 0% |

In your opinion, how well kept is the Practice?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| WAITING ROOM | Very well kept | Well kept | Satisfactory | OK | Not at all well kept |
| White Lane | 41% | 45% | 13% | 1% | 0% |
| Belgrave | 59% | 35% | 6% | 0% | 0% |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| SURGERY | Very well kept | Well kept | Satisfactory | OK | Not at all well kept |
| White Lane | 42% | 47% | 11% | 0% | 0% |
| Belgrave | 63% | 35% | 2% | 0% | 0% |
| Overall | 50% | 42% | 8% | 0% | 0% |

In general, how do you find the receptionists?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| FRIENDLY | Very good | Good | Neither good nor poor | Poor | Very poor | Not had contact |
|  | 42% | 46% | 8% | 4% | 0% | 0% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| HELPFUL | Very good | Good | Neither good nor poor | Poor | Very poor | Not had contact |
|  | 40% | 47% | 8% | 4% | 1% | 0% |

Do you feel that the receptionists have ever made it difficult for you to see or speak to a doctor or nurse?

|  |  |  |  |
| --- | --- | --- | --- |
|  | Once | More than once | Not at all |
| Doctor | 8% | 16% | 76% |
| Nurse | 2% | 2% | 96% |

**PRACTICE RESPONSE:** The Practice appreciates that sometimes it is difficult to see or speak to a doctor but the receptionists are following Practice policy and are not trying to be obstructive. We will be investigating the blockages to patient access in more detail.

In the reception area, can other patients overhear what you say to the receptionist?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Yes, but don’t mind | Yes, and not happy | No, other patients can’t overhear | Don’t know |
| White Lane | 68% | 29% | 0% | 3% |
| Belgrave | 68% | 16% | 2% | 14% |

**PRACTICE RESPONSE:** The Practice will investigate this and see if anything can be done.

In the reception area, is there somewhere you can go to speak in confidence?

|  |  |  |  |
| --- | --- | --- | --- |
|  | Yes | No | Don’t know |
| White Lane | 52% | 15% | 33% |
| Belgrave | 20% | 20% | 60% |

**PRACTICE RESPONSE:** There is a facility to speak confidentially. If you are unsure of how to access this service, please ask a member of reception.