

Q19 If we could improve the service you receive from our reception staff what would it be?

Answered: 165 Skipped: 316

#	Responses	Date
1	More friendly, smile	3/15/2015 1:38 AM
2	No improvement needed	3/14/2015 1:38 AM
3	good job	3/12/2015 4:05 AM
4	get rid of dragon	3/12/2015 3:28 AM
5	women best	3/12/2015 3:21 AM
6	keep receptionist	3/12/2015 2:51 AM
7	make sure app booked at right surgery	3/12/2015 2:46 AM
8	To acknowledge you when you arrive at the desk and a smile would be lovely	3/11/2015 4:45 AM
9	Be more happy .	3/10/2015 9:07 AM
10	None - they are very friendly and helpful	3/9/2015 2:12 AM
11	Keep the drinking water jug and cups topped up	3/7/2015 4:18 AM
12	I am happy with the Service I receive and have no suggestions for improvements	3/6/2015 8:06 AM
13	I have always been totally satisfied with the receptionists, perhaps there is a lack of privacy because of the nature of the room.	3/6/2015 7:17 AM
14	I find the existing service very satisfactory	3/6/2015 6:49 AM
15	Very happy with the way things are.	3/5/2015 4:48 AM
16	Your reception staff are excellent.	3/4/2015 5:09 AM
17	Most matters covered.	3/4/2015 2:56 AM
18	Smile	3/4/2015 1:23 AM
19	To be more polite.	3/3/2015 10:43 AM
20	Every patient is individual. I know its difficult but whether its 9 am or 5pm it should be just the same and a nice smile helps!	3/3/2015 9:56 AM
21	Be more happy sometimes you feel like your bothering them	3/3/2015 9:33 AM
22	When I went to register at the practice, the receptionist tried to avoid telling me if they were accepting registrations and suggested that I try another practice on the assumption that I was physically and mentally able to travel. After enquiring further, she reluctantly provided me with registration forms but implied that my registration may not be accepted. This survey is the first indication I've received that I am actually registered at this practice.	3/3/2015 7:46 AM
23	No problem	3/3/2015 5:17 AM
24	Nothing, already best receptionist staff I've encountered.	3/3/2015 5:02 AM
25	Open longer	3/3/2015 12:09 AM
26	Some could be a bit more approachable but discreet when on the phone to patients.	3/2/2015 5:39 PM
27	I never have a problem with the staff they are always helpful and sort out any queries I may have had.	3/2/2015 2:41 PM

28	For them not to have to answer the phone while they are booking me in. It's not their fault but I wish they could give me their undivided attention.	3/2/2015 12:37 PM
29	I cannot fault your reception staff at Islingword Road my local Surgery, if anything the Patients need improving in manners and learn to listen	3/2/2015 12:11 PM
30	They usually do a good job.	3/2/2015 11:58 AM
31	No improvement needed	3/2/2015 11:56 AM
32	keep regular staf where possible	3/2/2015 11:54 AM
33	Have difficulty get through on the phone sometimes , but not an issue.	3/2/2015 11:37 AM
34	Nothing. Islingword rd is a very good practice surgery. The reception staff are excellent.	3/2/2015 11:37 AM
35	They sometimes are very rude.	3/2/2015 10:51 AM
36	Someone should be there at all times when the practise is open walked in a few times and having to wait for the receptionist to come back	3/2/2015 10:47 AM
37	Not to be so abruptl.	3/2/2015 10:36 AM
38	Is good as it is	3/2/2015 10:30 AM
39	Not sure, I've had better experiences from main gp surgerys for example Hadleigh suffolk	3/2/2015 10:01 AM
40	Be more polite on the phone.	3/2/2015 9:53 AM
41	Service is excellent	3/2/2015 9:02 AM
42	One or two are a bit curt	3/2/2015 8:44 AM
43	More friendly	3/2/2015 8:26 AM
44	More friendly	3/2/2015 8:01 AM
45	N/A	3/2/2015 7:43 AM
46	Friendlier, smile	3/2/2015 7:34 AM
47	Be nicer and less grumpy and blunt	3/2/2015 7:32 AM
48	All very good	3/2/2015 7:29 AM
49	Whenever the practice is busy the receptionists get very agitated and I've noticed them to be slightly rude to patients on the phone whilst I've been in the waiting room	3/2/2015 7:27 AM
50	I am completely satisfied.	3/2/2015 7:07 AM
51	To be less rude.	3/2/2015 7:05 AM
52	Excellent	3/2/2015 6:36 AM
53	They finish their conversation after dealing with patients waiting unless it is an emergency of course .	3/2/2015 6:35 AM
54	Some people might prefer more privacy at the reception desk.	3/2/2015 6:28 AM
55	The service the reception staff provide is excellent. Always helpful and courteous.	3/2/2015 6:22 AM
56	A gentler kinder manner, more suggestions when appts not available,	3/2/2015 6:16 AM
57	I think the service couldn't is fine as it is & does't need improvement. Have been at this surgery over 40 years!	3/2/2015 6:10 AM
58	Difficult to get through on the phone some times, but not an issue.	3/2/2015 6:04 AM
59	Doesn't need improving	3/2/2015 6:00 AM
60	Not applicable	3/2/2015 5:40 AM
61	I am happy with the reception staff	3/2/2015 5:34 AM
62	Be more friendly and less officious	3/2/2015 5:29 AM
63	A quicker response time	3/2/2015 5:25 AM

64	Add more value to the patient experience. They rarely add value when I visit	3/2/2015 3:36 AM
65	a smile goes a long way!	3/2/2015 2:44 AM
66	Cant think of anything.	3/2/2015 2:22 AM
67	Have someone else make the doctors a cup of tea in the morning	3/1/2015 3:03 PM
68	Be more friendly as most of are quite stressed when we ring :-)	3/1/2015 12:17 PM
69	More phone lines available	2/28/2015 12:33 PM
70	Please don't be so abrupt with patients. It seems no matter how friendly we are we are normally met with a curt manner. I appreciate they have a stressful job & that they aren't always able to give patients what they want but there are ways of explaining this in a warmer & understanding way.	2/28/2015 12:17 PM
71	I live over at elm grove so my nearest surgery us islingword. I needed a follow up app last year with a particular doctor and only had one day of that week. On that day the doctor in question was at Preston park. When I called up to make an app I felt that the receptionist was annoyed at me for making an app at the surgery. However, I have made all my apps at the Preston park surgery and have not felt like that since :)	2/28/2015 4:40 AM
72	More friendly and approachable	2/28/2015 3:08 AM
73	There is usually a long wait, it would be nice to have tea/coffee/water available.	2/28/2015 2:56 AM
74	Could be more attentive ... More professional ..	2/28/2015 1:10 AM
75	;))	2/28/2015 12:43 AM
76	Be more patient focused and friendly and less systems obsessed. They can come over as brusque.	2/27/2015 11:18 PM
77	N/A	2/27/2015 4:54 PM
78	always helpful	2/27/2015 3:26 PM
79	No problems	2/27/2015 2:56 PM
80	They all ok	2/27/2015 2:27 PM
81	Juliette is very professional yet very personable & always provides excellent customer service. Fortunately I usually get her on the phone &/or in surgery. Thanks Juliette for making me smile even when I've been very unwell.	2/27/2015 1:47 PM
82	They're ok.	2/27/2015 1:15 PM
83	Do nit know	2/27/2015 12:17 PM
84	Be friendlier/more appeachable	2/27/2015 11:39 AM
85	Be nice if they were a bit more cheerful and welcoming. Sometimes they come across as if you are a nucence	2/27/2015 11:24 AM
86	Proactively inform re any delay of appt time.	2/27/2015 11:12 AM
87	coffee	2/27/2015 10:59 AM
88	no improvement needed	2/27/2015 10:51 AM
89	Be more friendly	2/27/2015 10:14 AM
90	Could not get any better than it already is.	2/27/2015 7:40 AM
91	if doing something else, acknowledge that I'm there, even if you cant deal with me til youve finished the first task	2/27/2015 7:40 AM
92	Employing people who enjoy rather than resent working with the public. Training staff not yo make loud inappropriate remark about a patient in a public area (I.e the reception). But most if the staff is lovely.	2/27/2015 7:31 AM
93	They always seem to be tied up on phone so you stand there listening to their conversation with another patient and often overhear confidential information about that patient. Ideally have a telephone receptionist located elsewhere to maintain confidentiality and allow the front of house receptionist to give all their attention to patients arriving at surgery	2/27/2015 7:17 AM
94	I don't think they could do much more at the Islingword Road surgery than they do	2/27/2015 7:16 AM

95	Nothing - at Islingword Rd Juliet is extremely helpful and friendly - she is an incredible asset to the surgery	2/27/2015 6:57 AM
96	I asked to book an appointment in advance and was told I couldn't yet on this survey it says it can be, that needs better clarification from reception staff	2/27/2015 6:29 AM
97	Answering the phone quicker. A more pleasant manner.	2/27/2015 6:16 AM
98	Just one or two that need to be polite when answering the phone	2/27/2015 6:03 AM
99	Allow appointments to be made in advance, rather than force patients to start phoning at 8am in the hope of getting an appointment that day.	2/27/2015 5:58 AM
100	All good	2/27/2015 5:56 AM
101	None	2/27/2015 5:46 AM
102	Less negative responses and being on the defence. A smile goes a long way!	2/27/2015 5:35 AM
103	They have got better over the years	2/27/2015 5:31 AM
104	More privacy in the reception area.	2/27/2015 5:25 AM
105	Great anyway	2/27/2015 5:17 AM
106	Always very kind and caring	2/27/2015 5:13 AM
107	More understanding when needing an appointment at short notice	2/27/2015 5:03 AM
108	It would be useful to know if doctor is running late as appt screen information is often not accurate	2/27/2015 4:50 AM
109	Keep up the good work.	2/27/2015 4:33 AM
110	They are great!	2/27/2015 4:28 AM
111	Smile	2/27/2015 4:28 AM
112	They often seem over run with phones being busy/queries etc so perhaps they need more help	2/27/2015 4:23 AM
113	Nothing I think they are polite and friendly when I have been. I think they get criticised to much, it is a very difficult job. I am a practice nurse and am certain that I wouldn't want to do there job.	2/27/2015 4:17 AM
114	You may not be doing this anymore, but don't give patients a number and then summon with a doorbell, please address me by my name, as anywhere else would do.	2/27/2015 3:45 AM
115	To be a bit more understanding	2/27/2015 3:44 AM
116	Reception staff are ace. I haven't seen a practice nurse so I couldn't comment there. Service and treatment all very good. Booking appointments difficult meaning I had two urgent care and one a and e presentation 'needlessly' - just needed antibiotics for chest infection	2/26/2015 1:02 PM
117	That the phone could be picked up quicker.	2/26/2015 12:20 PM
118	Personally have been very happy with treatment etc I've received	2/26/2015 12:14 PM
119	No obvious points to improve on.	2/26/2015 12:08 PM
120	I've seen one doctor who was rude and dismissive. I told reception and she said it would not be passed on to doctor- pointless me giving feedback	2/26/2015 12:07 PM
121	Sometimes staff aren't as smiley and welcoming as i think they could be.	2/26/2015 11:42 AM
122	Signposting if applicable, i.e. You can see a nurse/drop in clinic/pharmacist for X, you can do Y online etc	2/26/2015 10:15 AM
123	Need to patient sometimes.	2/26/2015 9:49 AM
124	Customer service techniques. Confidentiality I. E. Not talking about your symptoms / treatments / test results in front of others. Yes, I've witnessed all three, one incident relating to me.	2/26/2015 9:43 AM
125	Answering phone	2/26/2015 8:54 AM
126	Nothing as they are always polite and helpful	2/26/2015 8:46 AM
127	Turn the heating down. I'm always boiling in there,embarrassing when needing to show the doctor something :/	2/26/2015 8:23 AM

128	The receptionist on the nurses level has a poor customer service attitude. I don't think you can do much about it as its her attitude but if affects the way she treats patients and I do not like it.	2/26/2015 8:22 AM
129	More courteous as some can be a bit abrupt.	2/26/2015 8:20 AM
130	Nothing, they are great	2/26/2015 8:20 AM
131	All good	2/26/2015 8:15 AM
132	Can be very rude	2/26/2015 8:10 AM
133	none, literally the nicest doctor's receptionists ive ever known!!	2/26/2015 8:01 AM
134	Refer to appropriate department before the problem get worse	2/26/2015 8:00 AM
135	Less rude. More sympathetic and sensitive.	2/26/2015 7:58 AM
136	Put the consistently grumpy one on a customer service course and ask them all to be a bit more mindful of the fact that not everyone is comfortable with fellow patients in the waiting room being able to hear your personal details (whether they want to or not).	2/26/2015 7:57 AM
137	A cup of tea and chocolate hob nobs would be great.	2/26/2015 7:55 AM
138	More of them to answer phones	2/26/2015 7:42 AM
139	eye contact	2/26/2015 7:37 AM
140	Stanford Ave - very rude, would rather continue with personal conversation than acknowledge presence & then when you are acknowledged you are treated as a pain, I prefer to use the auto check in. Islingword Rd- very helpful & polite	2/26/2015 7:27 AM
141	Some of the receptionists can be lacking in patience and negative. A smile doesn't cost anything! If your personality isn't very friendly perhaps you shouldn't work as a receptionist!	2/26/2015 7:27 AM
142	More friendly at times	2/25/2015 10:43 AM
143	Very nice kind receptionist, more prebooking slots before the day would be good or ability to book an appointment for u at one of thejoint doctors surgeries	2/25/2015 10:19 AM
144	N/A	2/25/2015 10:17 AM
145	Having had many bad experiences with rude and unhelpful receptionists at other surgeries I have to say your receptionist(s) are a delight, always smiling and very helpful!	2/25/2015 9:17 AM
146	The older, female members of the reception staff can be brash and stern. When booking an appointment - most of the time, when feeling unwell - this can be a real challenge to deal with. I also find that a small number of receptionists (notably in the nurses reception) tend to speak very loudly. This makes patients in the waiting room (myself included) feel uncomfortable.	2/25/2015 8:56 AM
147	Listen more the patients	2/25/2015 8:13 AM
148	There seems to be a few new staff members who are pretty neutral. The lady (sorry not sure of her name) who has been at the surgery for a wile (older, short hair, well spoken) is always pleasant and helpful, where possible.	2/25/2015 5:16 AM
149	N/a	2/25/2015 4:47 AM
150	Offer more advice in terms of who to see for appropriate situation.	2/25/2015 4:31 AM
151	N/A	2/25/2015 4:28 AM
152	Nothing, I have always found them extremely helpful and courteous on every call/visit :-)	2/25/2015 4:11 AM
153	More staff	2/25/2015 4:07 AM
154	Make it easier to get an appointment at 0800	2/25/2015 4:00 AM
155	Patience	2/25/2015 3:56 AM
156	Some of them are a bit bruski	2/25/2015 3:41 AM
157	N/a	2/25/2015 3:40 AM
158	Calls answered during working hrs no break from 12-2:30pm	2/25/2015 3:28 AM

159	no issues on this matter, always helpful to date	2/8/2015 4:02 AM
160	Take away counter. Situate reception staff within patient area.	2/6/2015 4:00 AM
161	Think the service couldn't be improved.	2/5/2015 3:47 PM
162	Privacy at Islingword	2/5/2015 2:32 PM
163	I have never had a problem with reception, all are most helpful.	2/5/2015 1:59 PM
164	Receptionist should always welcome you with a smile and convey the impression that they like their job. Unfortunately this is rarely the case. Mostly one gets a "frosty" reception. I smile at them and their face remains static, conveying that you are just another irritation.	2/5/2015 10:33 AM
165	Make easier to make apps.	2/5/2015 4:49 AM