

### Partners

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### The Medical Centre

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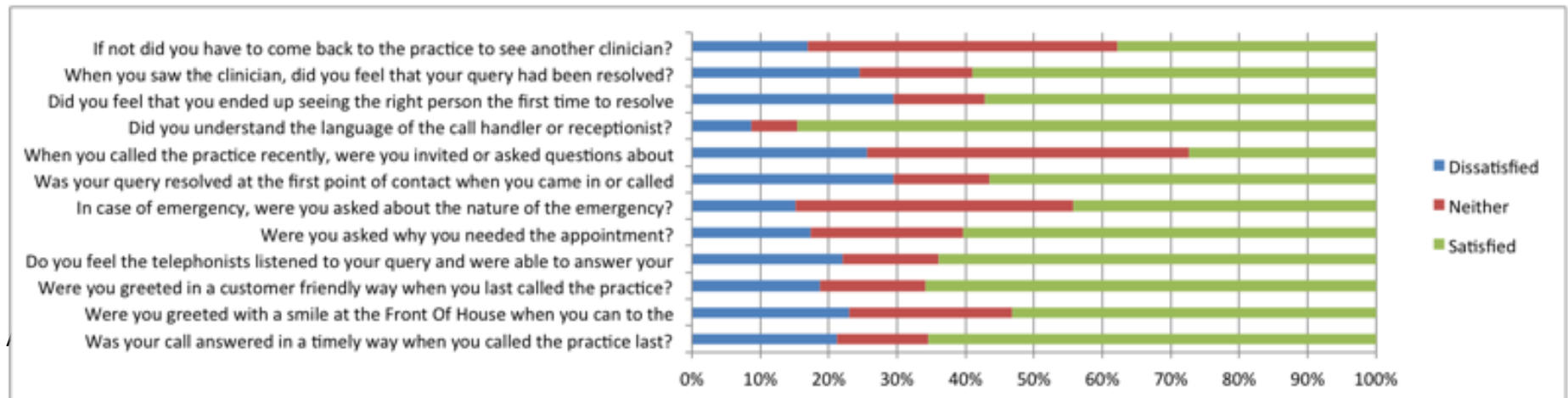
[www.drjefferiesandpartners.co.uk](http://www.drjefferiesandpartners.co.uk)

### Associates

Dr E S Mahmood  
Dr E Daykin  
Dr Azmat Qureshi  
Dr L Smondulak  
Dr C Hu

## Survey 2: Customer Survey. Total Responses: 278

Answer Choices	Dissatisfied	Neither	Satisfied
Was your call answered in a timely way when you called the practice last?	21.22%	13.31%	65.47%
Were you greeted with a smile at the Front Of House when you can to the practice?	23.02%	23.74%	53.24%
Were you greeted in a customer friendly way when you last called the practice?	18.71%	15.47%	65.83%
Do you feel the telephonists listened to your query and were able to answer your query?	21.94%	14.03%	64.03%
Were you asked why you needed the appointment?	17.27%	22.30%	60.43%
In case of emergency, were you asked about the nature of the emergency?	15.11%	40.65%	44.24%
Was your query resolved at the first point of contact when you came in or called the practice?	29.50%	14.03%	56.47%
When you called the practice recently, were you invited or asked questions about other services we offer?	25.54%	47.12%	27.34%
Did you understand the language of the call handler or receptionist?	8.63%	6.83%	84.53%
Did you feel that you ended up seeing the right person the first time to resolve your issue?	29.50%	13.31%	57.19%
When you saw the clinician, did you feel that your query had been resolved?	24.46%	16.55%	58.99%
If not did you have to come back to the practice to see another clinician?	16.91%	45.32%	37.77%



### *Where patient experience is best*

- 84.53% of the patients understand the language of the call handler or receptionist
- 65.83% Were greeted in a customer friendly way when you last called the practice
- 65.47% of the patients calls were answered in a timely way when you last called
- 64.03% of the patients feel the telephonists listened to your query and were able to answer your query

### *Where patient experience can be improved*

- 58.99% of the patients said they when they saw a clinician their query was resolved
- 56.47% of the patients said that their query was resolved on the first point of contact
- 53.47% of the patients said they were greeted with a smile
- 27.34% of the patients who called the practice recently, were invited or asked questions about other services we offer

### *Action plan*

The practice will ensure there is more emphasis in shortening the patient journey when the patient is asking for an appointment or a service.

The practice will do so by encouraging staff to ask questions about your health to guide you to the right clinician and resolve your health problem at the first point

### *Of contact*

The practice has also put a customer service training in place to improve the service you are getting from us across all skills.