

Clarendon Lodge Phone System Survey Summary Report

The survey elicited 82 responses in four days. This represented over 16% of the newsletter subscriber list.

Areas of Concern

There were a wide range of issues identified within the responders' comments, and unfortunately very few positive comments. The full report looks at these issues in more details with examples to highlight concerns.

This summary identifies what the CLPPG believe to be the most important issues that need to be addressed:

- The time taken to reach the options was felt by many to be too long, and the opening messages should be streamlined or included when queuing.
- There was a strong feeling that the system was designed to push callers to the Practice website which patients often found difficulty in navigating or locating the relevant information or forms.
- The system had too many options and often difficulties understanding what those options offered.
- Many of the options took the caller round in a circle or loop, where they were either cut off or gave up trying.
- Callers who could not find an option for their concern were unable to find anyone to speak to.
- The GP call back option should be the first, not the last option on the list.
- The system has not been designed with the patient in mind, rather to meet the needs of the Practice.

Conclusion

Whilst the CLPPG recognise that this is a difficult time for all Practices, the introduction of this new system during the current pandemic and without more widespread consultation and testing with patients is likely, in the opinion of CLPPG, to continue to generate complaints and concerns from patients, particularly, the older, ill and anxious callers to the surgery.

The CLPPG would be more than happy to participate in any future review of the telephone system.