

Queuing System at Reception

Dear Patient,

In response to comments made by patients on our recent survey, we are trialling a new way of queuing at reception to try to improve the patient experience and confidentiality.

We have had some negative and some positive comments so far. If you can spare five minutes we would be interested to know what you think and whether you have any suggestions that you could offer us.

Thank you.

Please answer all of the questions and click 'Send Survey' when you are done.

Q1. Have you been in to the surgery in the last month?

Yes	5
No	3

Q2. If YES, what did you think of our new queuing system at reception?

very good , it seems to cut down on time spent waiting.

Better than the old way as it doesnt block the doorway.

I think its a lot better. I gives you privacy at the desk and also allows you to enter the surgery without lots of people being in the way. Perhaps the black barrier could be doubled up so that you're aware of where you're queing from. To me it makes a lot more sense to have the queue going in this new direction.

It is an improvement as it frees up the entrance. However at busy times the que extends into the waiting area obstructing the walkway to the Doctors Rooms.As I see it without a major re-design of the Reception Area there is little else that can be done.

ok

To help us analyse your answers please tell us a few things about yourself:

Are you male or female?

Male	5
Female	3

What age are you?

Under 16	0
17 - 24	0
25 - 34	1
35 - 44	1
45 - 54	2
55 - 64	2
65 - 74	2
75 - 84	0
Over 84	0

What is the ethnic background with which you most identify?

White British	8
White Irish	0
Mixed White & Black Caribbean	0

Mixed White & Black African	0
Mixed White & Black Asian	0
Indian	0
Pakistani	0
Bangladeshi	0
Black Caribbean	0
Black African	0
Chinese	0
Other	0

How would you describe how often you come to the practice?

Regularly	5
Occasionally	2
Very Rarely	1

Many thanks for your time in answering the questions on this survey.