**Results of PPG Open Session**

**Questionnaire responses**

**Q1. Generally, how easy is it to get through to the reception at the surgery on the phone to make appointments?**

fairly easy 20% not easy 80%

**Q2. Was your appointment given within a reasonable time?**

Yes 100%

**Q3. How helpful did you find the receptionists at Queensway?**

very helpful 75% unhelpful 25%

**Q4. Are you aware that Queensway offers a variety of appointments and times such as:**

70% were not aware of the variety of appointments, booking methods and times available at Queensway.

**Q5. If you have used the surgery website to look for information or access services, how easy did you find it to negotiate?**

90% of those asked had used never used the website.

**General Patient Comments:**

* Organise queue more efficiently rather than blocking the doors, perhaps ensuring that elderly people with sticks or walking aids could sit down rather than stand for so long.
* Some found it embarrassing to talk about sensitive ailments to the receptionists as other people could hear the conversation.
* Many patients still do not know that the surgery has many other services available, physios etc.
* Age barriers to some treatments when older.
* More specialist doctors needed.
* Electronic sign is not always working.
* Biggest complaint was phone lines - 80% complained they cannot get through.

**Patient Suggestions**:

* Complaints about the electronic machine not working (we understand it is a new machine, patient’s complaints come from old machine issues)
* Sign that says ‘if you have an appointment, please use the check in machine ➡️’
* Organising queues so the doors are not blocked – collect a ticket to avoid confusion as to who is next in line
* Complaints that it can be embarrassing talking to receptionists – make aware there is an opportunity to be more private
* How best to use PPG volunteers? hat times would be best for them to attend/training/tasks? /How to recruit new PPG members?