

LOMBARD MEDICAL CENTRE PATIENT REFERENCE GROUP SURVEY
2013-14

Appendix 2

Question 8

Please comment on your experience at Reception.

**Respondent
Number**

2	The staff were polite etc but there was a slight unease because unable to offer the appointment I needed.
3	Not fantastic but ok.
5	Very good.
7	Have never had any problems.
8	It is hard to get past them at times make it difficult to make appointments.
10	They're very good at their job.
11	Mostly good.
12	They could be a little more welcoming.
13	Not good over the phone.
14	Bad.
17	Sometimes stood for awhile before any acknowledgment.
18	Found receptionist in person and one the phone to be quite rude and abrupt at times.
22	There is a receptionist who has been abrupt and snappy on a few occasions. The rest are lovely.
24	As expected.
26	No problems.
28	Avoid if possible.
29	Been very helpful.
30	Nothing.
31	Okay.
32	I was once expected to discuss why I wanted to see Doctor in front of clients I work with and was told there was nowhere private – I did not want to do this so went to pharmacy instead.
33	Arrived at front of queue and was ignored by receptionist. She was attending to something and could have just said "I won't be a moment".
34	Find some reception people really helpful and others not.
35	Today it was fine as with all jobs I would think when they are busy the niceness fades.
36	Some receptionists are more compassionate than others.
37	Experience always positive.
40	Very good.
43	It is very good.
47	They are very helpful.
48	Very stressed. Difficult to see a receptionist on time.
49	Satisfactory.
53	Good.
54	Very good.
55	Glum on the whole. Lucky if get the smiling one.
58	Very good.
59	Always been satisfied.
66	Generally very good but once when trying to assist with a urine sample had some difficulties.
70	Okay.
72	Very friendly, extremely helpful.
73	Very nice.
74	Very good.
76	Very helpful.
77	Some receptionists are rude and have no manners.
78	Very curt, unprepared to listen - "knew it all"
79	Ok.

83	Practice restrictions don't allow them to help as much as they could.
85	They ask what's wrong with you and can be called into doctor's room as a second person then you have to make appointment with them again.
87	Always very helpful.
88	On the whole in the last few months I haven't had a problem but on a few occasions the receptionists have been cold and not very friendly at all.
89	Good.
91	Very polite and helpful.
92	Usually helpful but might just repeat the same thing like an automaton.
94	Yes they are very helpful to me when I need help.
98	Not been in last few years.
99	On my last experience trying to make an appointment we had to wait quite a while as there was only one receptionist on duty.
102	Very friendly, very helpful.
103	Always approachable.
104	Very good.
106	Most helpful at a very difficult time for the family.
107	Have always found the staff unfriendly and really rush you when trying to make an appointment.
110	Over telephone one member of staff was rude in regards to wanting to know what I wanted.
111	Receptionist try to help but not always possible.
114	Some enquiries take a long time to deal with – a long queue develops and delay.
115	Good.
116	Welcoming, easy to talk to.
117	Never had a problem with staff.
120	Most of the time good.
121	Receptionist's are always courteous and professional but have their hands tied.
124	Very good.
127	Good.
128	Okay.
129	No complaints. Friendly approachable staff!
134	Good.
135	Use e sign in rather than reception.
139	Can't complain about staff.
140	Once receptionist very good, another in a hurry to leave for lunch.
141	Reception staff not medically trained to determine my needs.
143	Can be very slow but they do seem friendly – I understand how busy it gets.
144	Differs according to person.
145	Depends who is on reception.
146	Very good.
147	Very polite and helpful.
152	All of the answers are dependent on the receptionist on the day. I don't think reception are the problem. The systems and pressures are making their job hard I suspect.
153	Don't use reception.
155	Very helpful.
156	Very good.
157	Helpful but could be better.
158	First appointment of the day – a ticket should be given to show who is first.
159	In general fairly helpful. Sometimes a bit slow and not always able to find prescriptions, often because they have been misfiled.
163	Ok
164	They ok – they do their job.
166	Feel unable to ask the question that I need as don't feel put at ease with the staff. They often appear rushed and pushy.
168	Sometimes they appear a bit stressed but nice overall.
169	Not very private.
170	Sometimes nasty to me or argumentative.
173	Always is a problem.
174	They are polite and nice.
175	On a few visits I have sometimes found some reception staff can be a little rude. But not all staff.

176	Good staff but appointments not available.
177	All in all not bad.
178	Not bad.
181	Some are fine others are very poor and one very sharp.
183	Very straight forward and speedy but efficient.
185	Staff are very polite and thoughtful.
187	Very helpful.
188	Depending on whether appointments are available depends on how my experience at reception.
189	Always easy going.
193	Hard to get appointment.
194	Unless I need to make an appointment on my way out of the surgery I tend to avoid the receptionists.
195	Can appear disinterested.
199	Always good.
203	Polite and straight to the point.
207	Always busy but when free are helpful.
209	Pretty good in general.
211	Some are fine others are a bit abrupt.
212	They seem too busy most of the time.
213	I find the staff at reception very helpful.
218	Generally good.
219	Absolutely appalling
220-228 Online responses. Answers not attributable to individual patient responses	<p>Generally very good and helpful but routinely constrained by the system.</p> <p>I always check in at the machines so do not have much contact with reception. I did start (cheiking?) whilst waiting but no-one came to my assistance and I had to wait in a queue in order to ask for a glass of water.</p> <p>I fell sorry for reception staff they are the front of house for an organisation that is not coping and not delivering the service the patient should expect.</p> <p>In my experience the reception staff have always been pleasant, friendly and helpful.</p> <p>Some of the receptionists are better and more helpful than others. One or two of the very young ones don't exactly inspire you with confidence and need more training before being allowed "on the front line".</p> <p>The majority are friendly and courteous but the odd one or two can be very abrupt.</p>