



Effective Communication is a Shared Responsibility

Practice Manager Interview: Service User Questions

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Telephones



Supporter to lead in by saying:

Some surgeries leave messages for patients on their answering machine. When patients phone the surgery it is important that they listen to the message and understand it For example “ The surgery is closed for staff training”

Service User to ask:

Does your surgery ever leave messages on your telephone answering machine?



Do I have to follow instructions and press buttons?



Do I have to leave a message on the phone?



Telephones



Do I get put through to speak to a person on the phone?



If I have a hearing problem how can you help me?



Do you have a loop system on your telephones?



People who Work Here



Can you tell me who else works at this surgery?



Do I have to go to different desks to see different people?



The Waiting Room



Is there a quiet waiting area?



If I was upset in the waiting area what would you do?



The Waiting Room



Do you have any equipment to help wheelchair users?



Can you show me the equipment you have?



Do you know how to use it?



Home Visits



Can the doctor visit me at home?



Who do I speak to if I want to arrange a home visit?



Making An Appointment to See a Doctor



If I phoned today, how long would I have to wait for an appointment to see a doctor?



If I need to see a Doctor today what do I do?



If I need to see a Doctor when you are closed what do I do?



Easy Read Information

Can you show me:



Your Appointment Cards



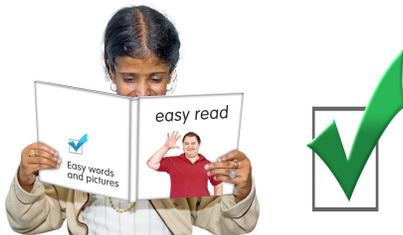
Your Patient Letters



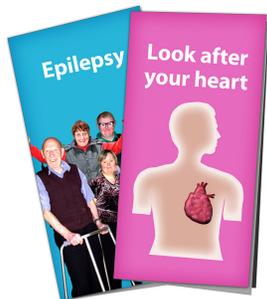
Your Information Leaflets



Easy Read Information



Easy Read Information helps me to understand things



I have got some Easy Read Information with me to show you.



Do you have any Easy Read Information like this for the Doctors to use?



Getting Home



If I need a taxi to get home how can you help me?