



VETERAN SIGNALS UPDATE
FOCUS ON OPPORTUNITIES FOR IMPROVEMENT
FROM VETERAN COMMENTS
March 26, 2019

FY19TD CUSTOMER SERVICE OVER THE PHONE

SITE	NUMBER OF COMMENTS	SATISFACTION BREAKDOWN		TRUST AGREEMENT (OVERALL)
		% Positive Comments	% Negative Comments	%
Jamaica Plain	47	21.3	44.7	70.2
Brockton	27	29.6	59.3	85.2
West Roxbury	24	29.2	41.7	83.3
	98			79.6
Causeway	2	0.0	100.0	100.0
Framingham	2	50.0	50.0	50.0
Lowell	2	0.0	100.0	50.0
Quincy	2	100.0	0.0	50.0
Plymouth	1	100.0	0.0	100.0
MARCH 26, 2019				

After my visit I was told to go to the receptionist and schedule my next appointment. The receptionist said she would send my next appointment, date and time to me in the mail. It's been several weeks and I'm still waiting. It's very hard to call and talk to someone at the clinic, all you get is a message machine.

When calling to check on up coming appointments, tell what the appointment for. Not just time and date.

It's difficult to get people to answer the phone or return a voicemail in a timely fashion.

I called 7 times (over the course of 2 months) to the XYZ department and left a voice message every time. It wasn't until the last message that I actually received a call back despite their voicemail saying they will call you back within 24-hours.

My PC is not usually there for my appointments. In the past I would see my PC twice a years with standing orders for blood work prior to appt. Now I have to contact the VA to find out if I need blood work. and get seen once a year. I had to call XYZ for appointments because they were not made as usual by the VA. Still have not received and appt. for ABC.

I had an appointment that was already made for November 15 at 1 PM I got a call at 11 AM that day saying my appointment has to be rescheduled per the office but not at my request. appointment was made for December 6 in the meantime I am experiencing major back pain and already had waited almost 3 weeks to get in for the appointment I find that this is unacceptable to be calling me two hours before.

The appt setup is totally wrong, If you have No Voice like me trying to setup a appt is pure Hell, some taking as much as 3 years, others several months when people are paying attention. If I Secure Message my Primary the chances of getting a response are email 100 times and maybe in 1 year they will reply or Never getting a response, some departments insist that you call to make a appt. Awful

I don't know what appointment is being referred to? I did not make any appointments on Jan 8 and certainly wouldn't have made it for Jan 17 since I am away from Jan 14-18th. If I have anything required me to go to JP then please cancel Jan 17 and try to reschedule, preferably calling me to set an appointment I can actually go to!

Your answering machine states that if you leave the suggested information, your call will be returned. I waited over a week and tried again. Second time someone answered the phone.

When the VA needs to change a patients appointment, someone needs to place a call to the patient.

My brother George passed away last week. I received phone calls from several people from the VA expressing their sorry over his passing. Thanks to all the VA for the care you afforded my brother over the past years. The VA truly fulfills the promise to our veterans to take care of them. God bless each and every one of you. Don't let those who take pleasure in criticizing the VA get you down.