




Patient Survey



General

	Survey name	Patient Survey
	Author	
	Survey language	 English
	Survey URL	https://www.surveio.com/survey/d/G1R7A4M6Y7J6N1C6A
	First response	08/04/2022
	Last response	08/15/2022
	Duration	11 days

Survey visits

116

Total visits

47

Total completed

0

Total unfinished

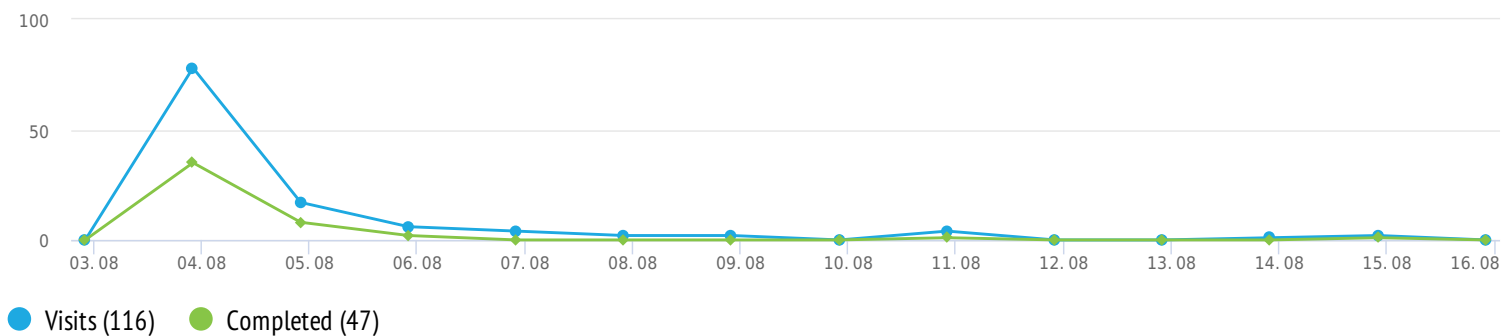
69

Displayed only

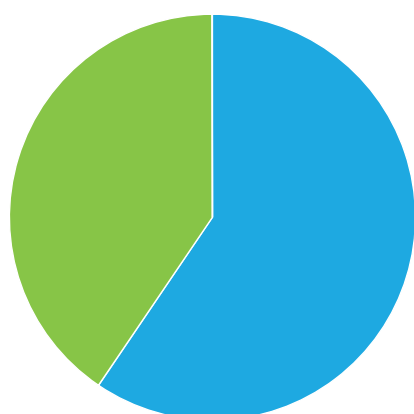
40.5%

Overall completion rate

Visit History (08/04/2022 – 08/15/2022)

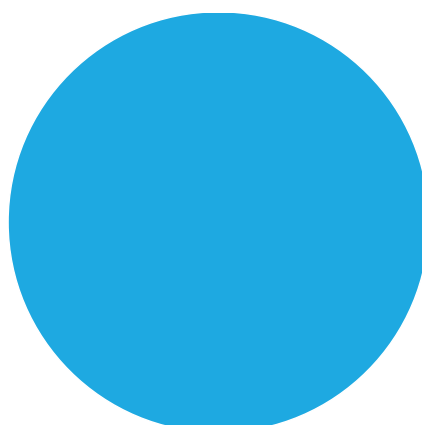


Total Hits



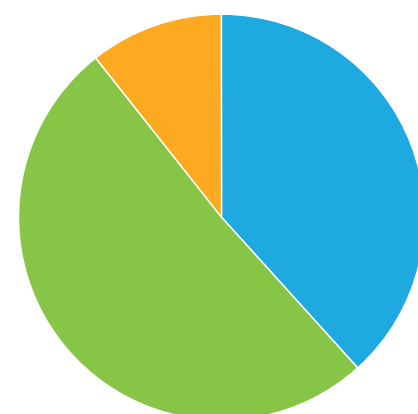
- Displayed only (59.5 %)
- Completed (40.5 %)
- Unfinished (0.0 %)

Visit Sources



- Direct link (100.0 %)

Average Time of Completion

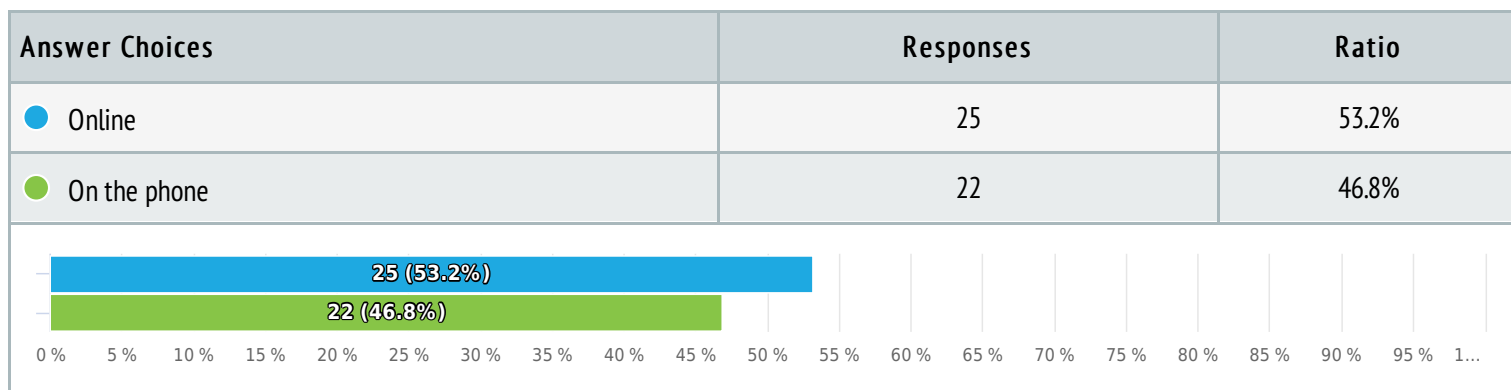


- <1 min. (38.3 %)
- 1-2 min. (51.1 %)
- 2-5 min. (10.6 %)

Results

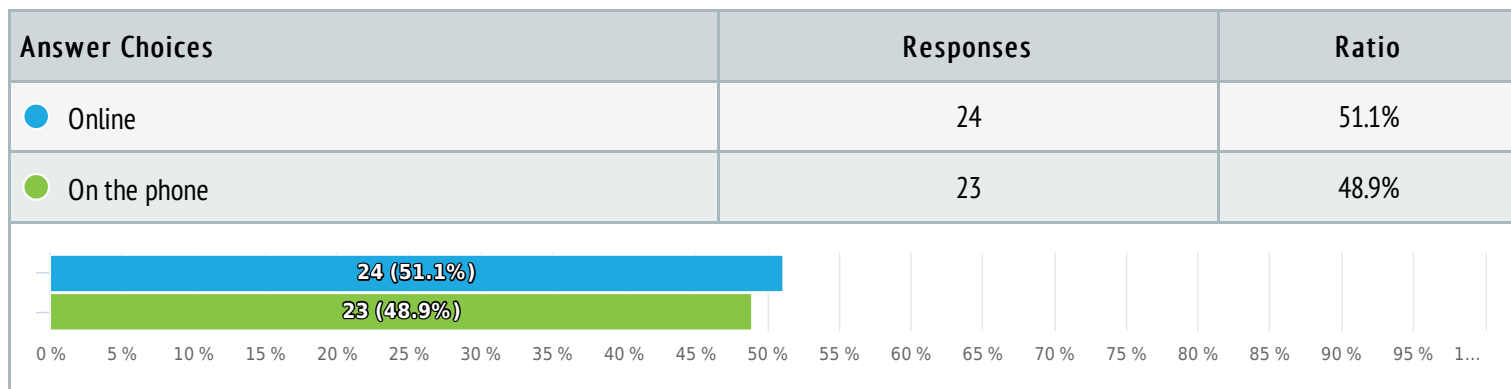
1 How would you prefer to contact the practice to make an onsite GP appointment?

Single choice , answers 47 x, unanswered 0 x



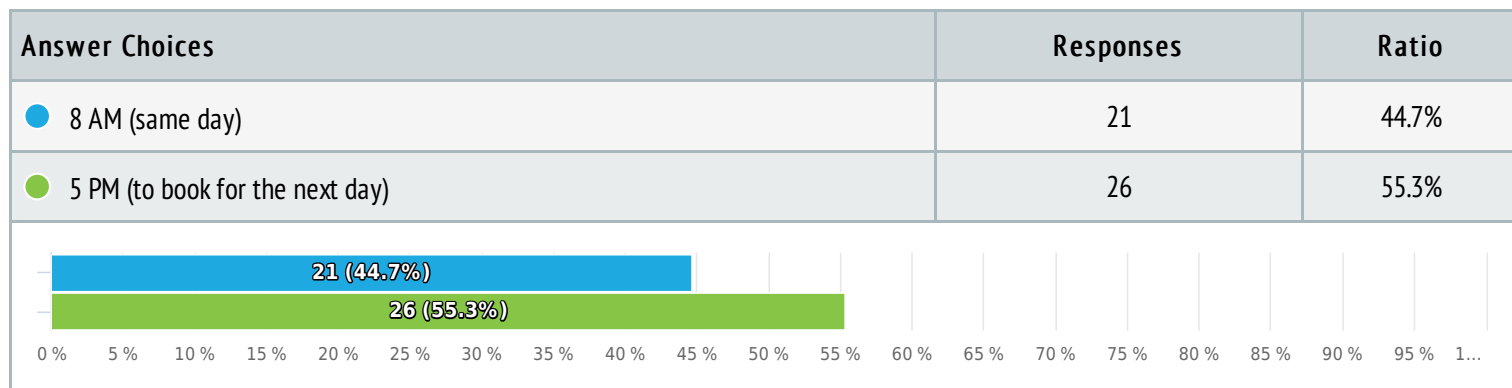
2 How would you prefer to contact the practice to make an onsite Healthcare Assistant and Nurse appointment?

Single choice , answers 47 x, unanswered 0 x



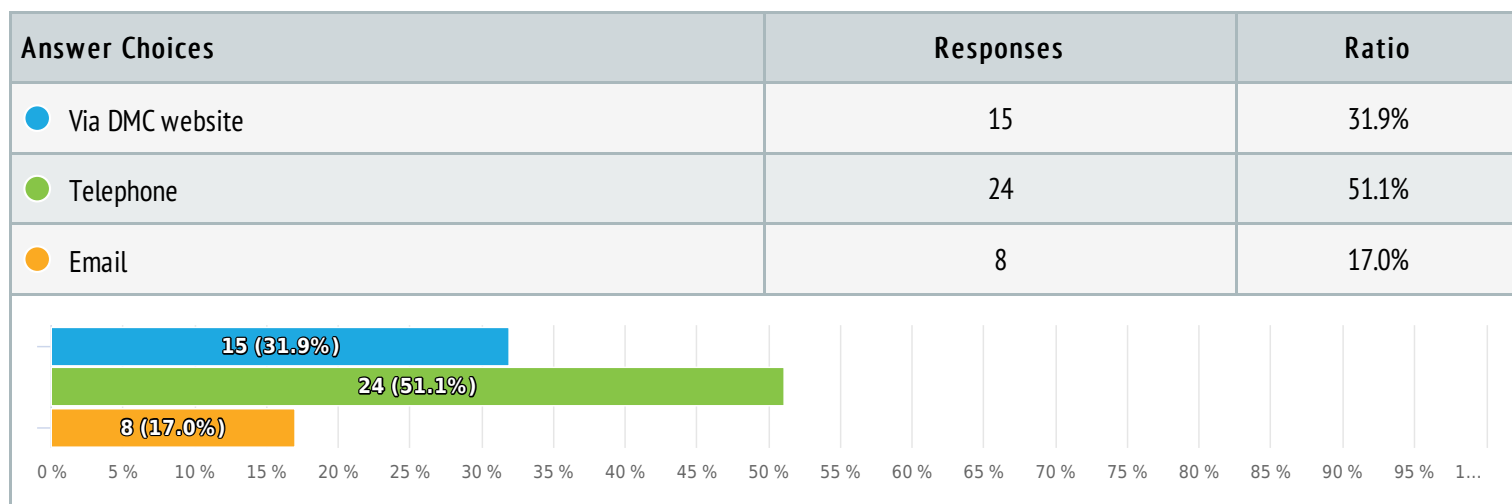
3 If telephone, what is the best time of day to open telephone lines to book appointments

Single choice , answers 47 x, unanswered 0 x



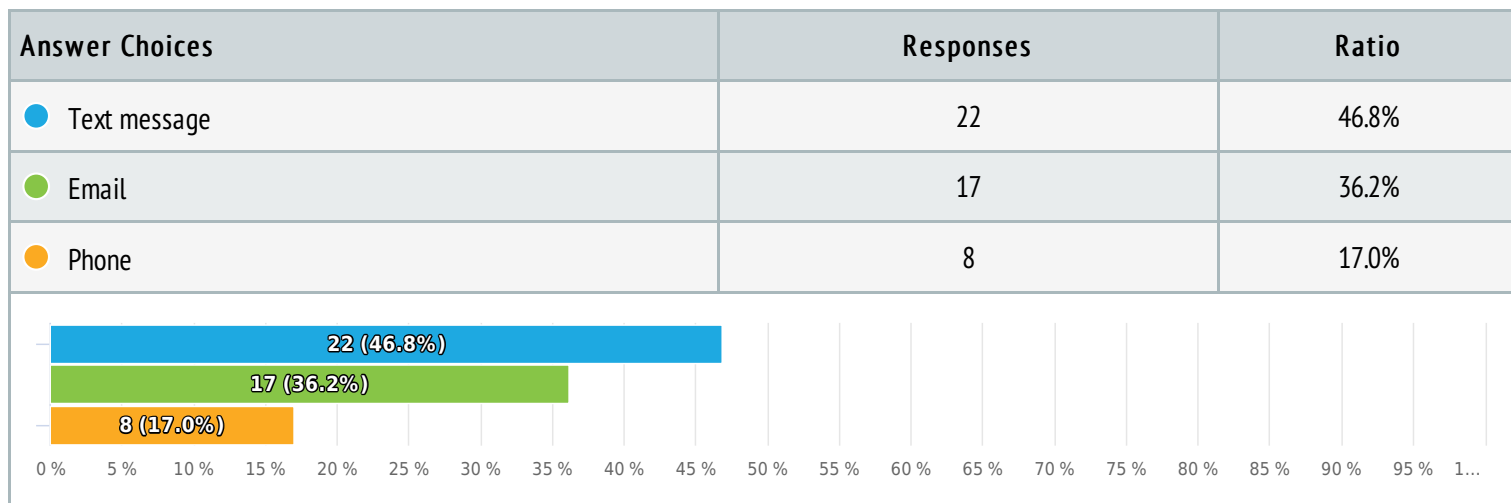
4 How would you like to contact the practice to request healthcare administrative services?

Single choice , answers 47 x, unanswered 0 x



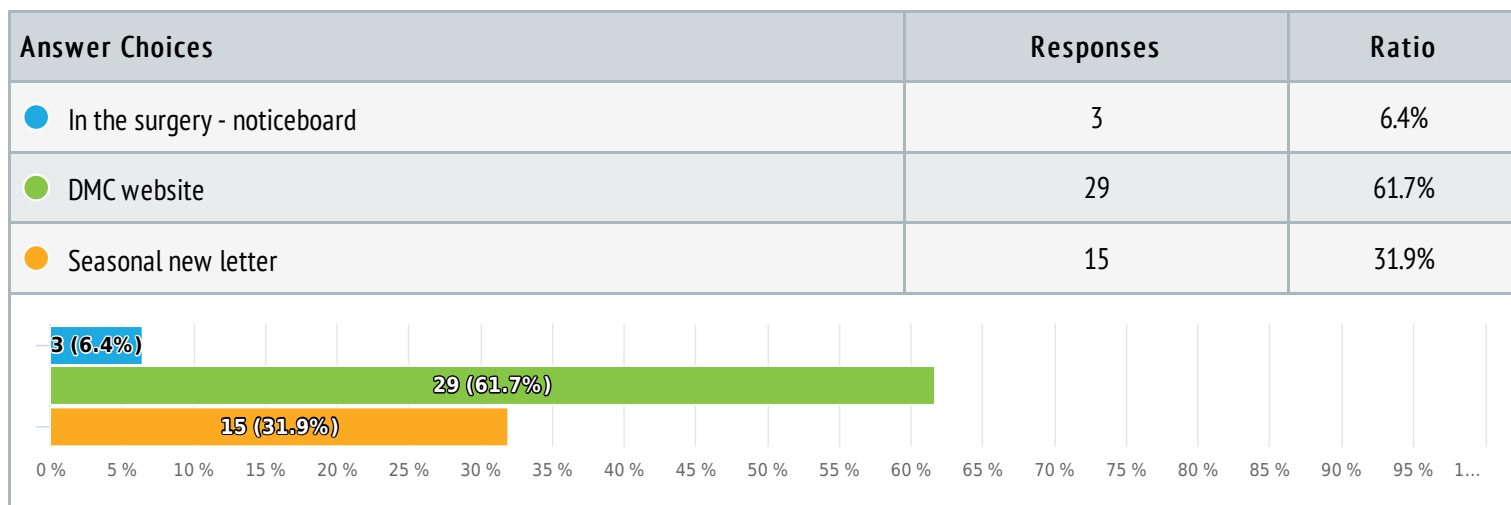
5 How would you like the surgery to contact you regarding non urgent matters?

Single choice , answers 47 x, unanswered 0 x



6 How can the practice best advertise local healthcare services within SOUTHWARK?

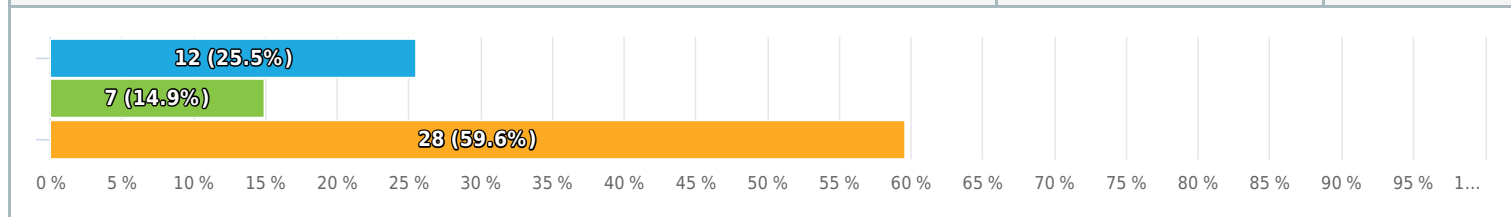
Single choice , answers 47 x, unanswered 0 x



7 How can the practice best support patients to use digital services?

Single choice , answers 47 x, unanswered 0 x

Answer Choices	Responses	Ratio
● One to one training in the surgery	12	25.5%
● Group training sessions in the surgery	7	14.9%
● Educational video links	28	59.6%



Survey settings

 Allow multiple submissions? 

 Allow return to previous questions? 

 Display question numbers? 

 Receive response notifications by e-mail?

 Password protection?

 IP restriction?

Appendix: Survey

Patient Survey

Dear Mr/Ms,

We would greatly appreciate it if you would take a moment to complete our quick survey and help us make improvements to our GP services for your healthcare.

1 How would you prefer to contact the practice to make an onsite GP appointment?

Question instructions: *Select one answer*

- Online On the phone

2 How would you prefer to contact the practice to make an onsite Healthcare Assistant and Nurse appointment?

Question instructions: *Select one answer*

- Online On the phone

3 If telephone, what is the best time of day to open telephone lines to book appointments

Question instructions: *Select one answer*

- 8 AM (same day) 5 PM (to book for the next day)

4 How would you like to contact the practice to request healthcare administrative services?

Question instructions: *Select one answer*

- Via DMC website Telephone Email

5 How would you like the surgery to contact you regarding non urgent matters?

Question instructions: *Select one answer*

- Text message Email Phone

6 How can the practice best advertise local healthcare services within SOUTHWARK?

Question instructions: *Select one answer*

- In the surgery - noticeboard DMC website Seasonal new letter

7 How can the practice best support patients to use digital services?

Question instructions: *Select one answer*

- One to one training in the surgery Group training sessions in the surgery Educational video links