




Patient Survey



General

	Survey name	Patient Survey
	Author	
	Survey language	 English
	Survey URL	https://www.survio.com/survey/d/S4C9V0G7T1M9D0M7H
	First response	08/04/2022
	Last response	08/12/2022
	Duration	8 days

Survey visits

504

Total visits

283

Total completed

0

Total unfinished

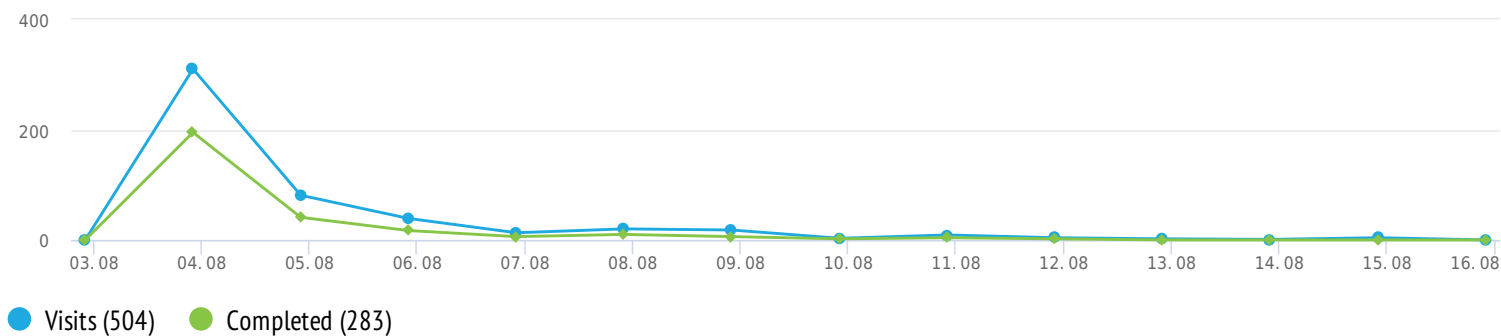
221

Displayed only

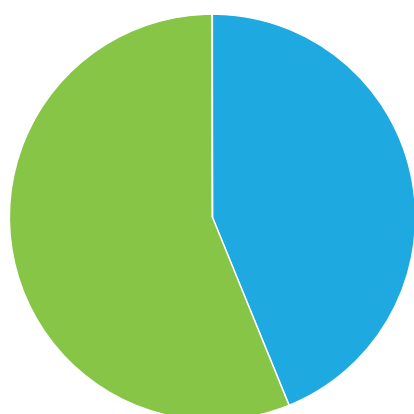
56.2%

Overall completion rate

Visit History (08/04/2022 – 08/12/2022)

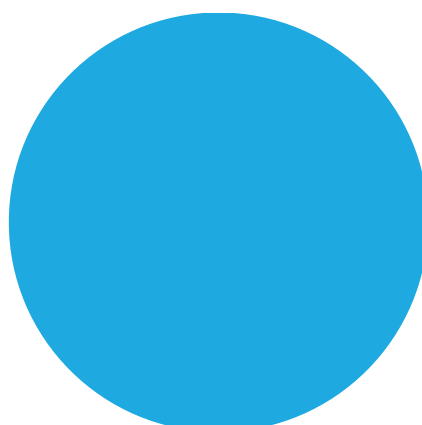


Total Hits



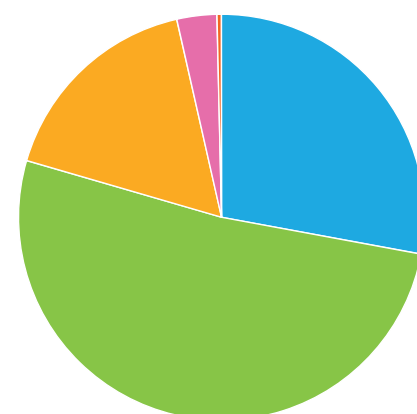
- Displayed only (43.8 %)
- Completed (56.2 %)
- Unfinished (0.0 %)

Visit Sources



- Direct link (100.0 %)

Average Time of Completion

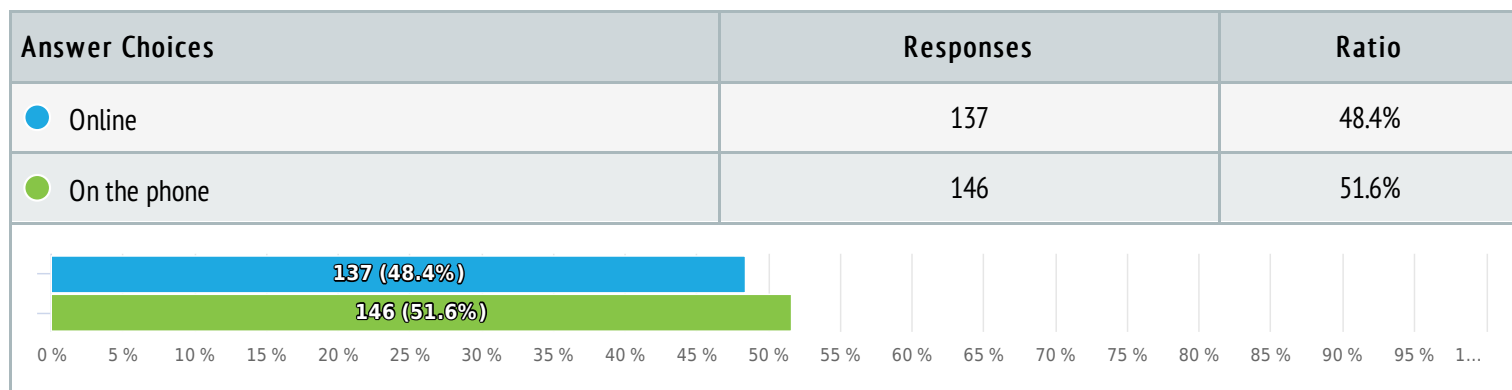


- <1 min. (27.9 %)
- 1-2 min. (51.6 %)
- 2-5 min. (17.0 %)
- 5-10 min. (3.2 %)
- 10-30 min. (0.4 %)

Results

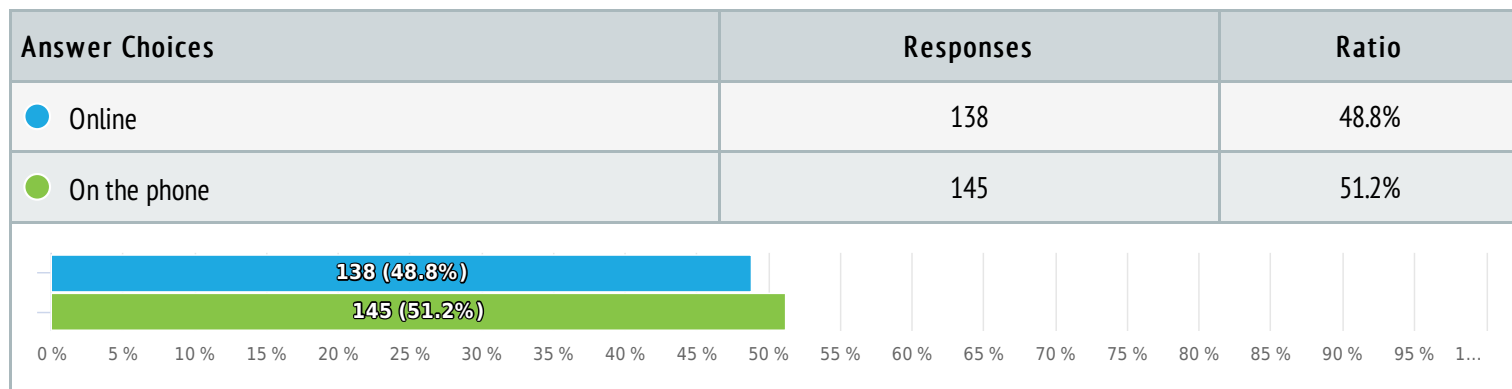
1 How would you prefer to contact the practice to make an onsite GP appointment?

Single choice , answers 283 x, unanswered 0 x



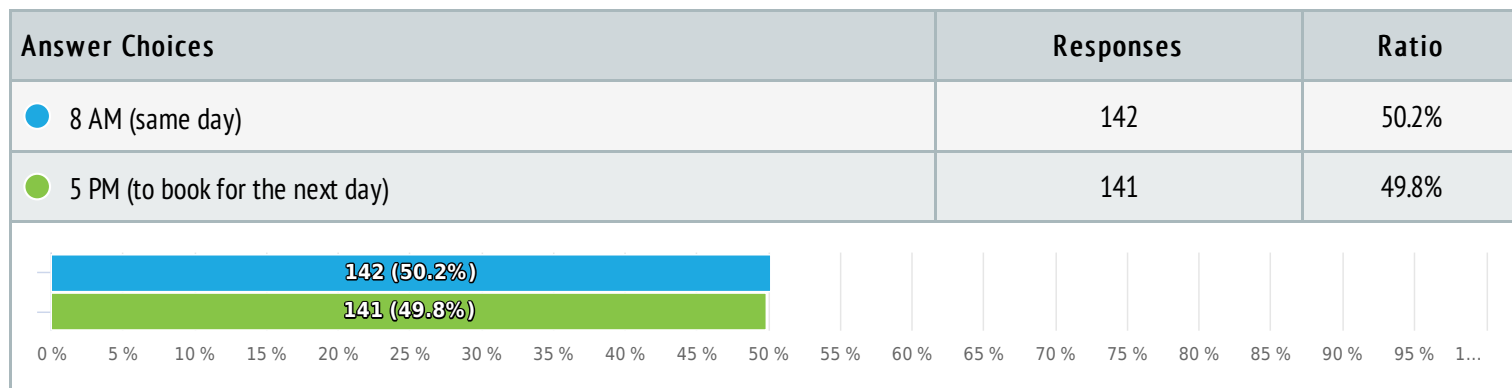
2 How would you prefer to contact the practice to make an onsite Healthcare Assistant and Nurse appointment?

Single choice , answers 283 x, unanswered 0 x



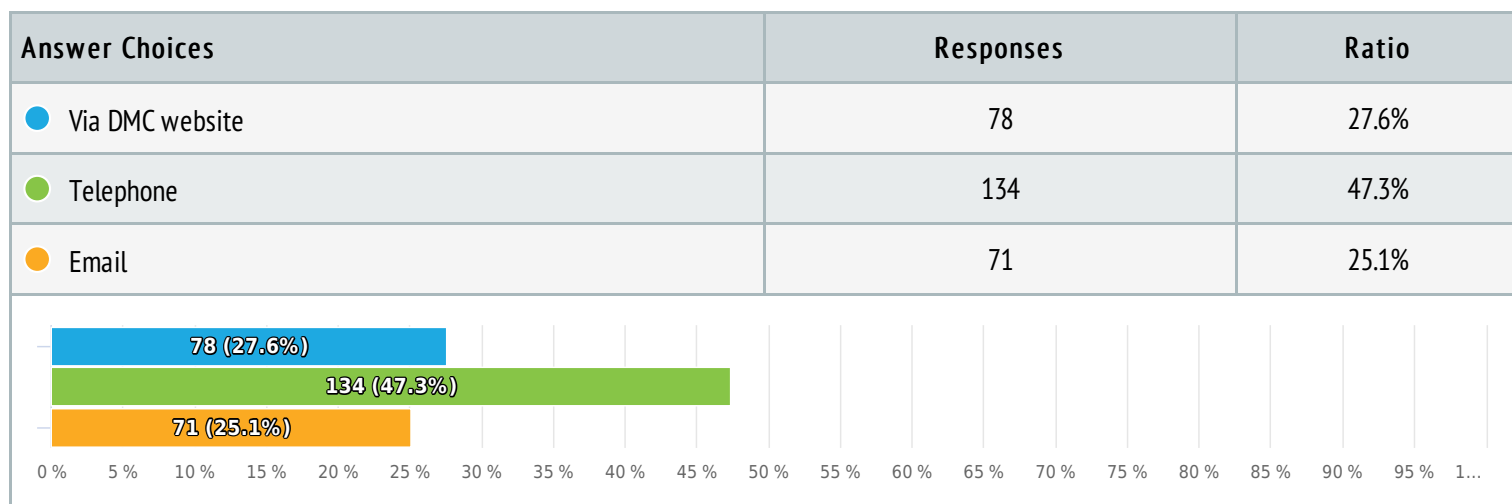
3 If telephone, what is the best time of day to open telephone lines to book appointments

Single choice , answers 283 x, unanswered 0 x



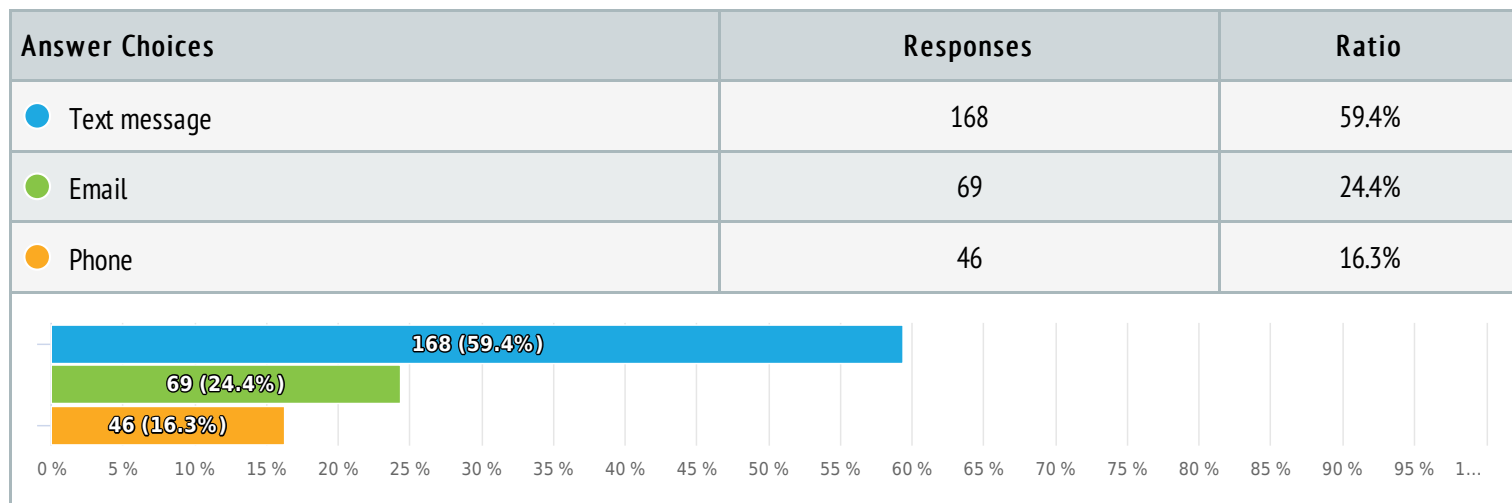
4 How would you like to contact the practice to request healthcare administrative services?

Single choice , answers 283 x, unanswered 0 x



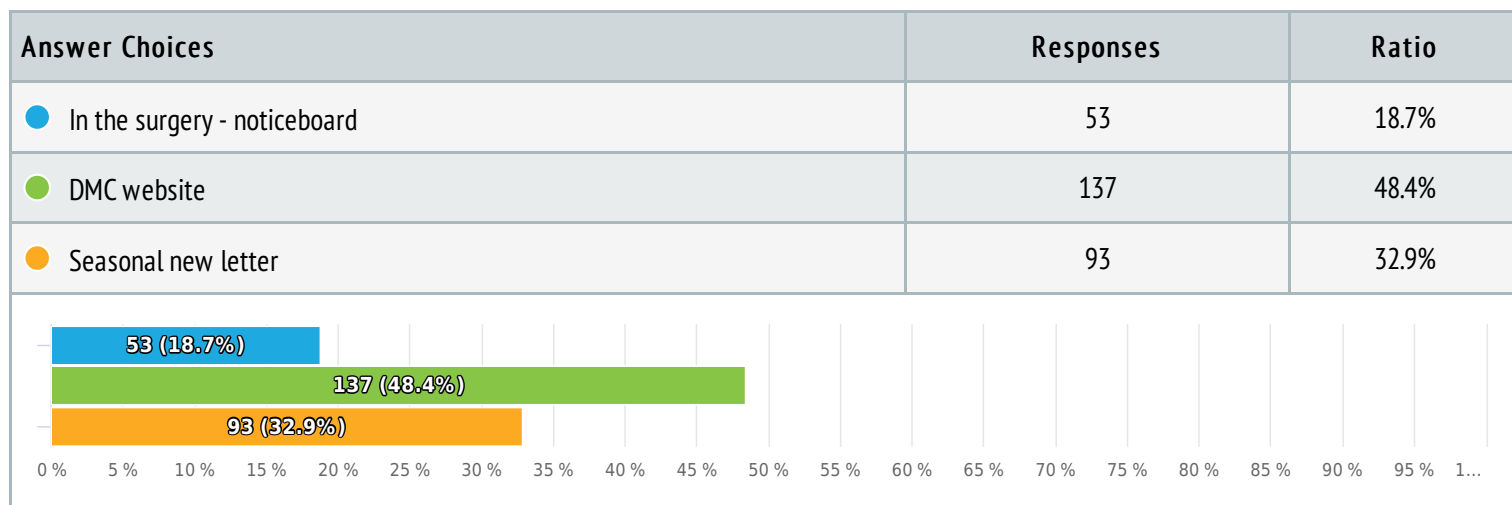
5 How would you like the surgery to contact you regarding non urgent matters?

Single choice , answers 283 x, unanswered 0 x



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

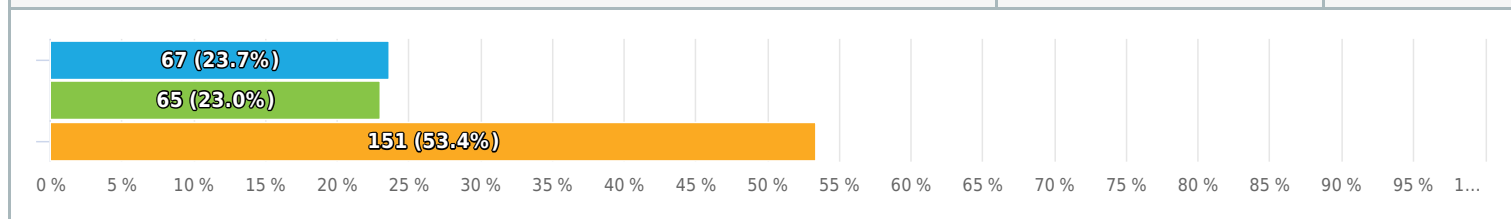
Single choice , answers 283 x, unanswered 0 x



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

Single choice , answers 283 x, unanswered 0 x

Answer Choices	Responses	Ratio
● One to one training in the surgery	67	23.7%
● Group training sessions in the surgery	65	23.0%
● Educational video links	151	53.4%



Survey settings



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