

Patient Survey



General

	Survey name	Patient Survey
	Author	
	Survey language	 English
	Survey URL	https://www.survio.com/survey/d/D7I3E4Z8M8K0C8H2B
	First response	08/04/2022
	Last response	08/17/2022
	Duration	13 days

Survey visits

205

Total visits

105

Total completed

0

Total unfinished

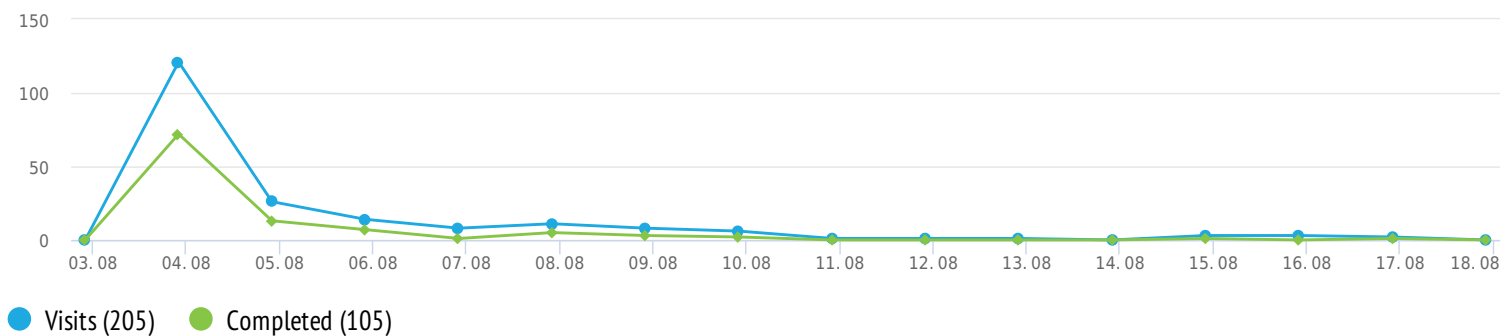
100

Displayed only

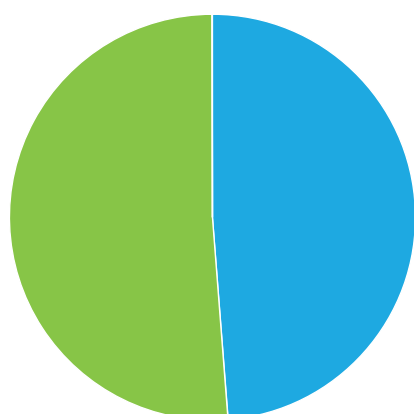
51.2%

Overall completion rate

Visit History (08/04/2022 – 08/17/2022)

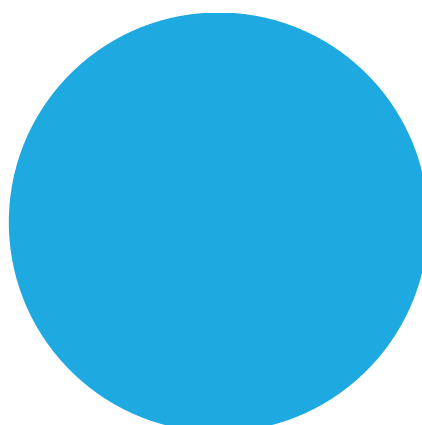


Total Hits



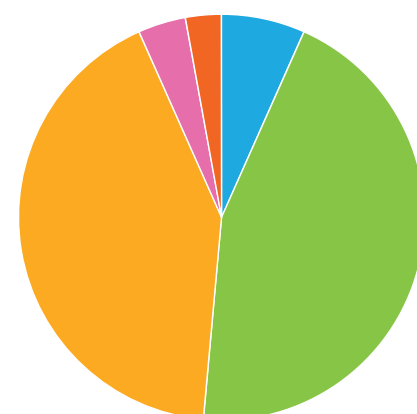
- Displayed only (48.8 %)
- Completed (51.2 %)
- Unfinished (0.0 %)

Visit Sources



- Direct link (100.0 %)

Average Time of Completion

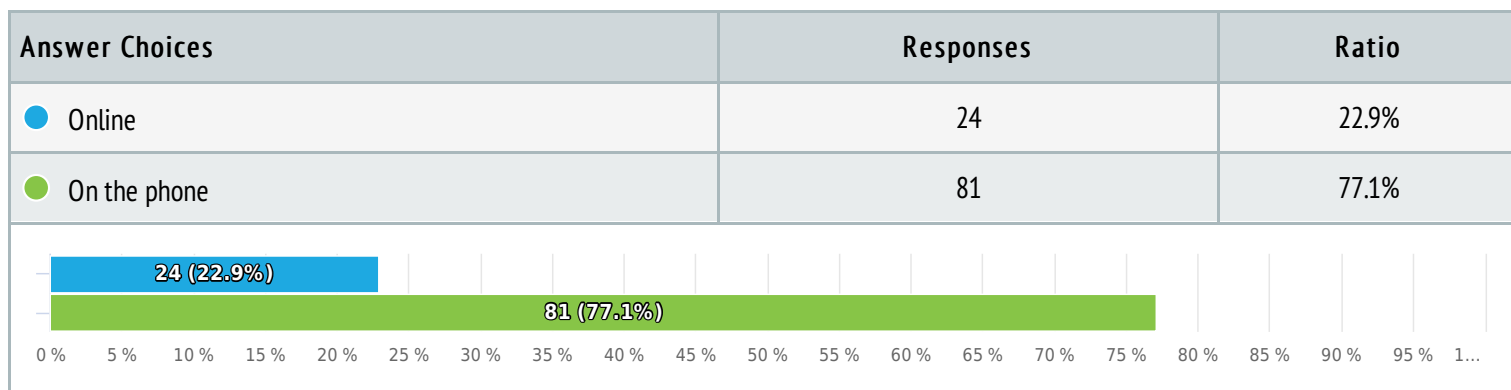


- <1 min. (6.7 %)
- 1-2 min. (44.8 %)
- 2-5 min. (41.9 %)
- 5-10 min. (3.8 %)
- 10-30 min. (2.9 %)

Results

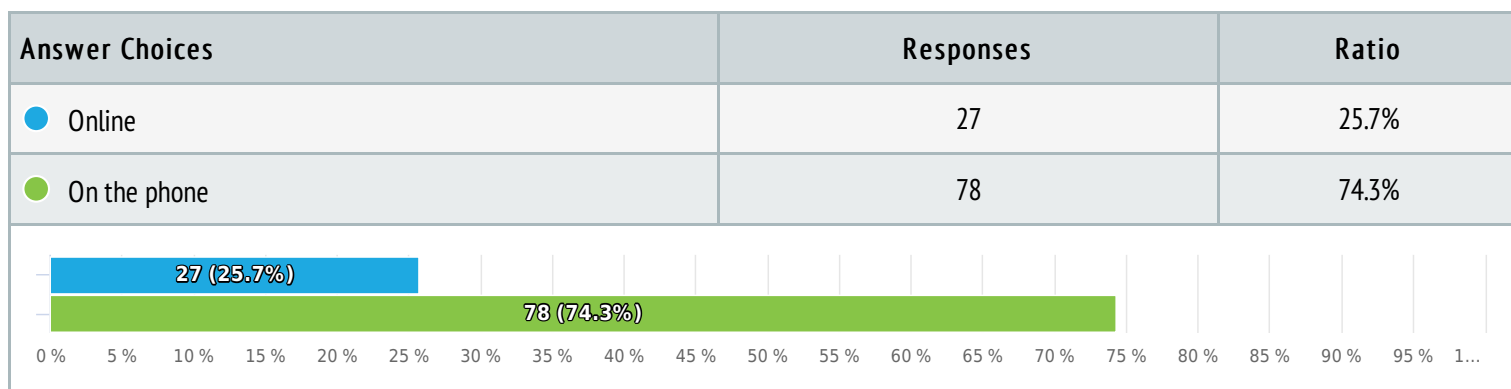
1 How would you prefer to contact the practice to make an onsite GP appointment?

Single choice , answers 105 x, unanswered 0 x



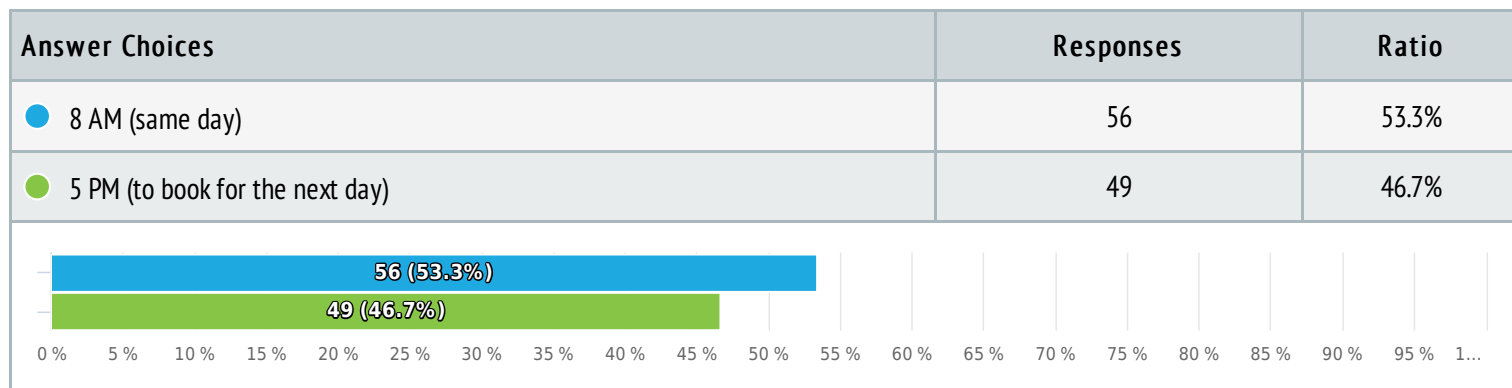
2 How would you prefer to contact the practice to make an onsite Healthcare Assistant and Nurse appointment?

Single choice , answers 105 x, unanswered 0 x



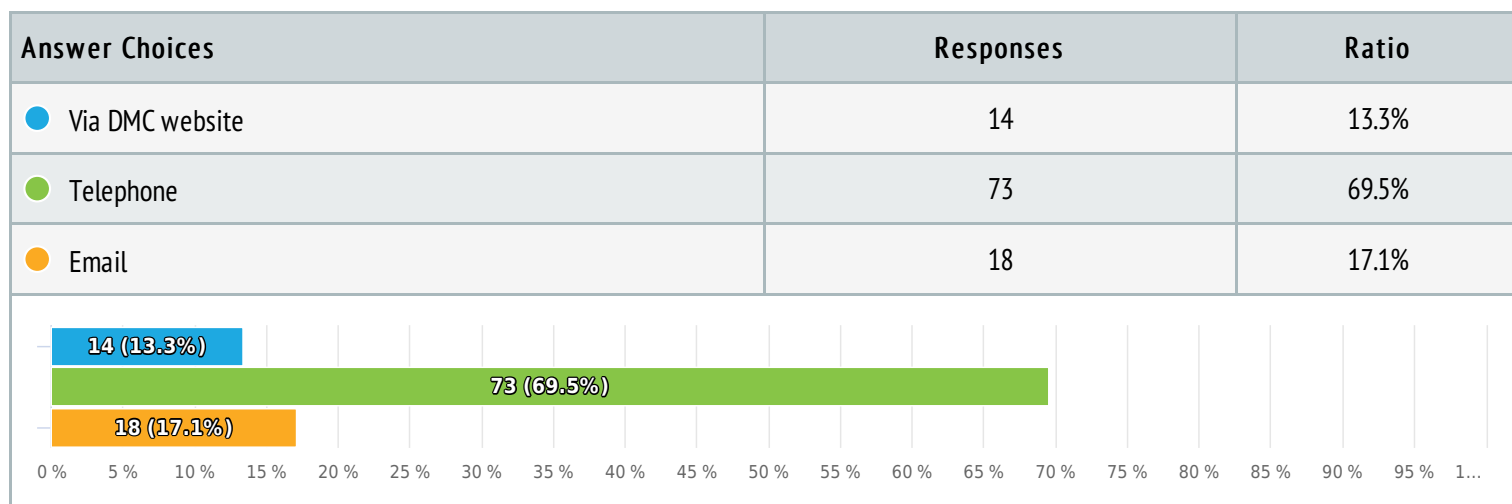
3 If telephone, what is the best time of day to open telephone lines to book appointments

Single choice , answers 105 x, unanswered 0 x



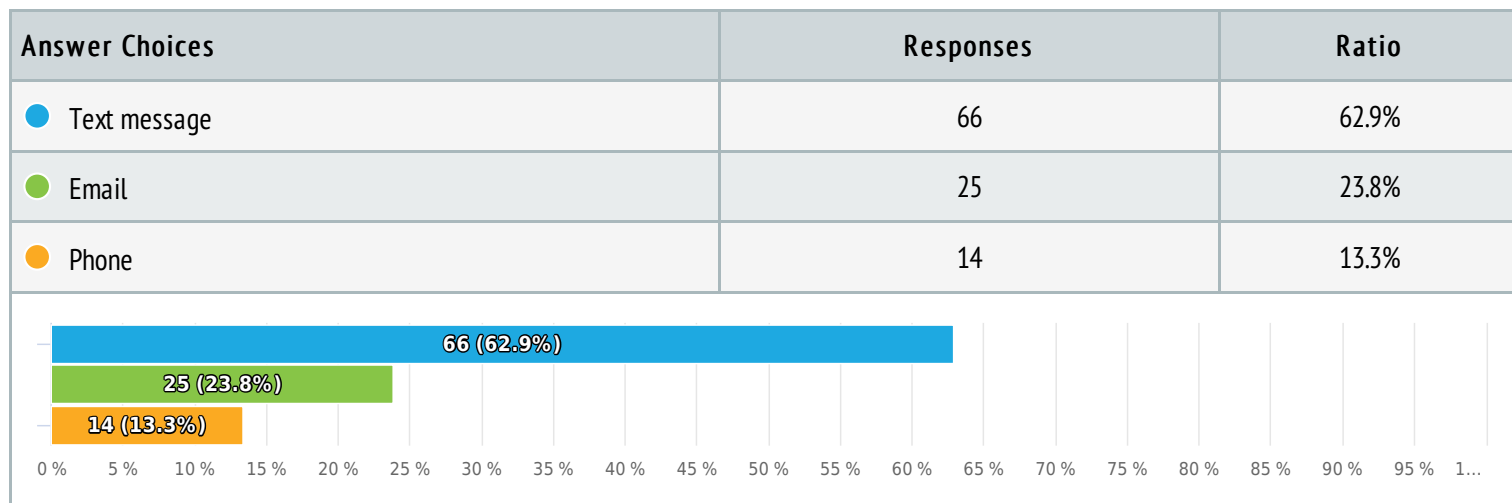
4 How would you like to contact the practice to request healthcare administrative services?

Single choice , answers 105 x, unanswered 0 x



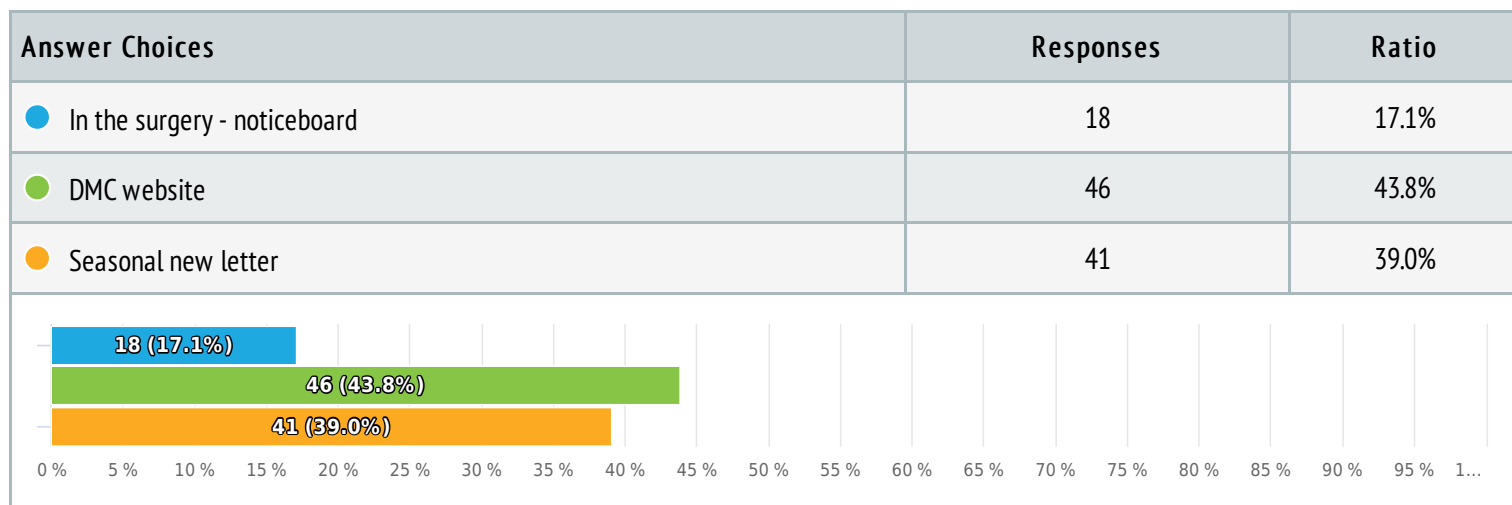
5 How would you like the surgery to contact you regarding non urgent matters?

Single choice , answers 105 x, unanswered 0 x



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

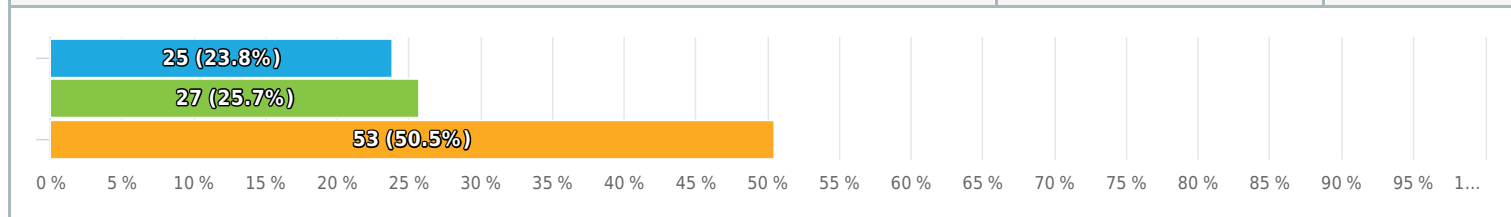
Single choice , answers 105 x, unanswered 0 x



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


Single choice , answers 105 x, unanswered 0 x

Answer Choices	Responses	Ratio
● One to one training in the surgery	25	23.8%
● Group training sessions in the surgery	27	25.7%
● Educational video links	53	50.5%



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