








Patient Survey



General

	Survey name	Patient Survey
	Author	
	Survey language	 English
	Survey URL	https://www.survio.com/survey/d/R6M2U8Y3K6G2G6W1A
	First response	08/24/2022
	Last response	09/05/2022
	Duration	13 days

Survey visits

141

Total visits

80

Total completed

0

Total unfinished

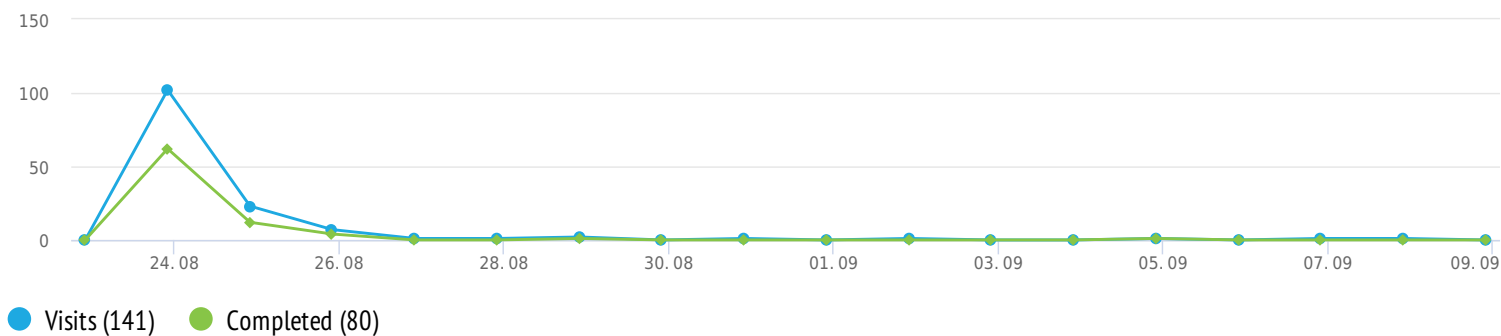
61

Displayed only

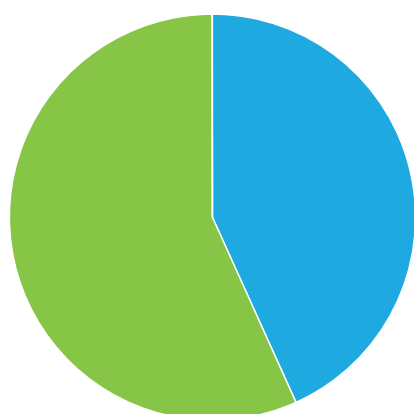
56.7%

Overall completion rate

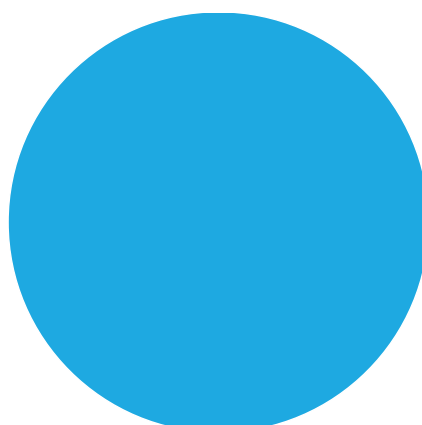
Visit History (08/24/2022 – 09/05/2022)



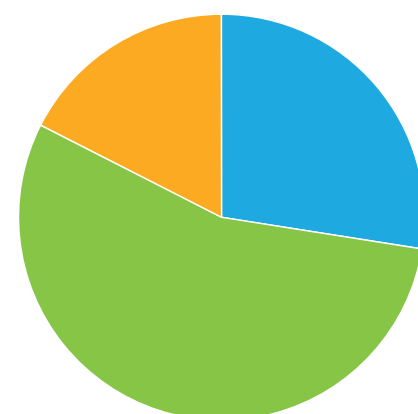
Total Hits



Visit Sources



Average Time of Completion



- Displayed only (43.3 %)
- Completed (56.7 %)
- Unfinished (0.0 %)

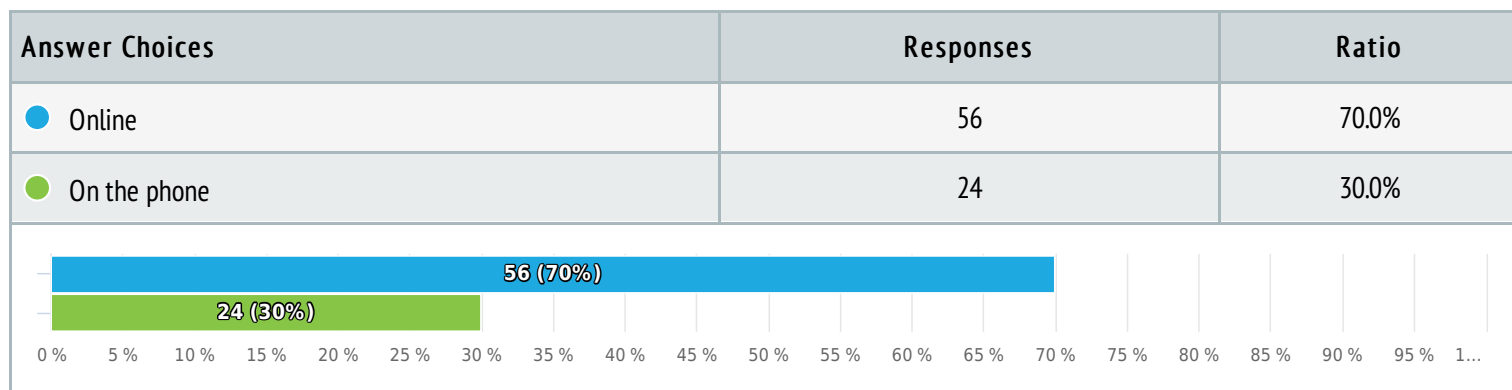
- Direct link (100.0 %)

- <1 min. (27.5 %)
- 1-2 min. (55.0 %)
- 2-5 min. (17.5 %)

Results

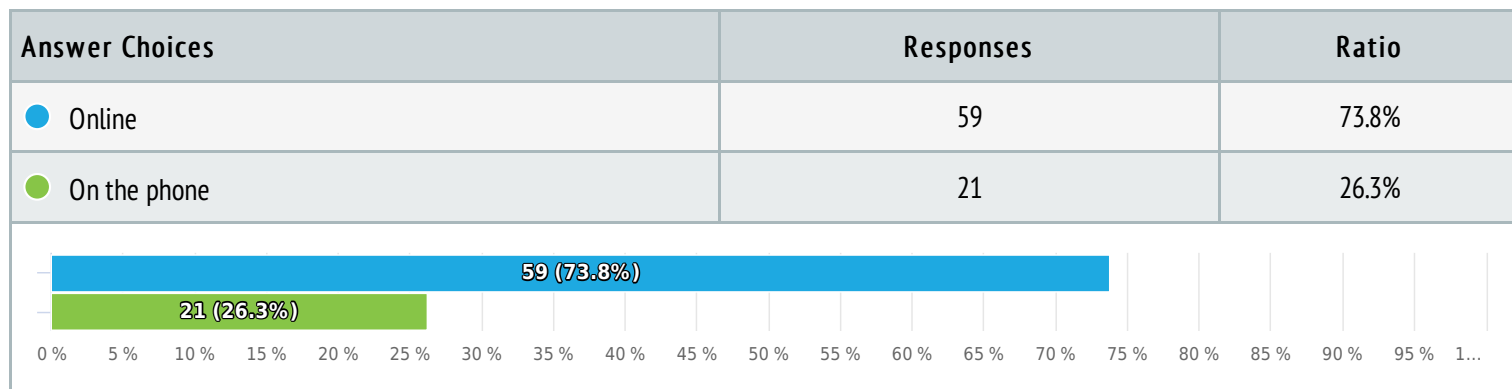
1 How would you prefer to contact the practice to make an onsite GP appointment?

Single choice , answers 80 x, unanswered 0 x



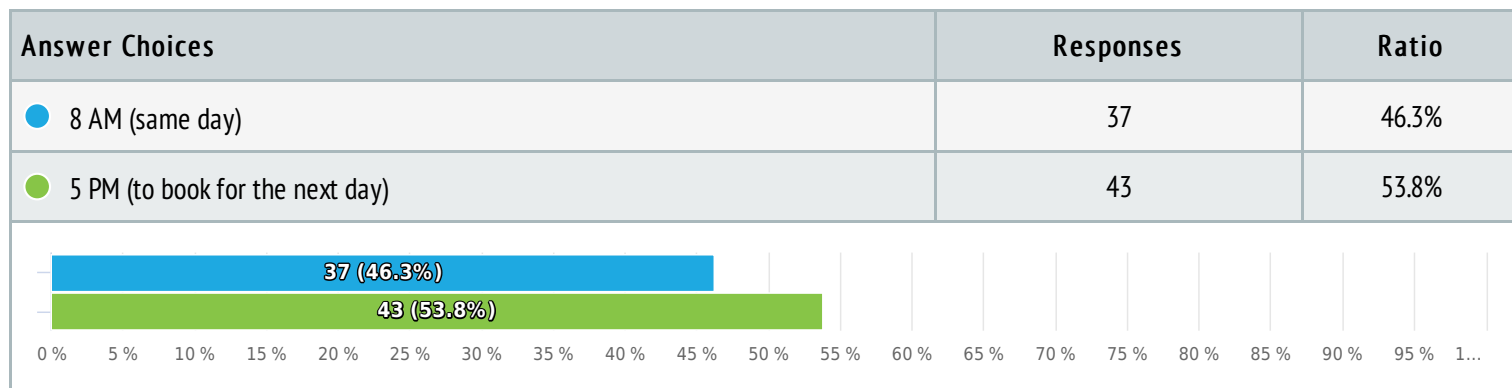
2 How would you prefer to contact the practice to make an onsite Healthcare Assistant and Nurse appointment?

Single choice , answers 80 x, unanswered 0 x



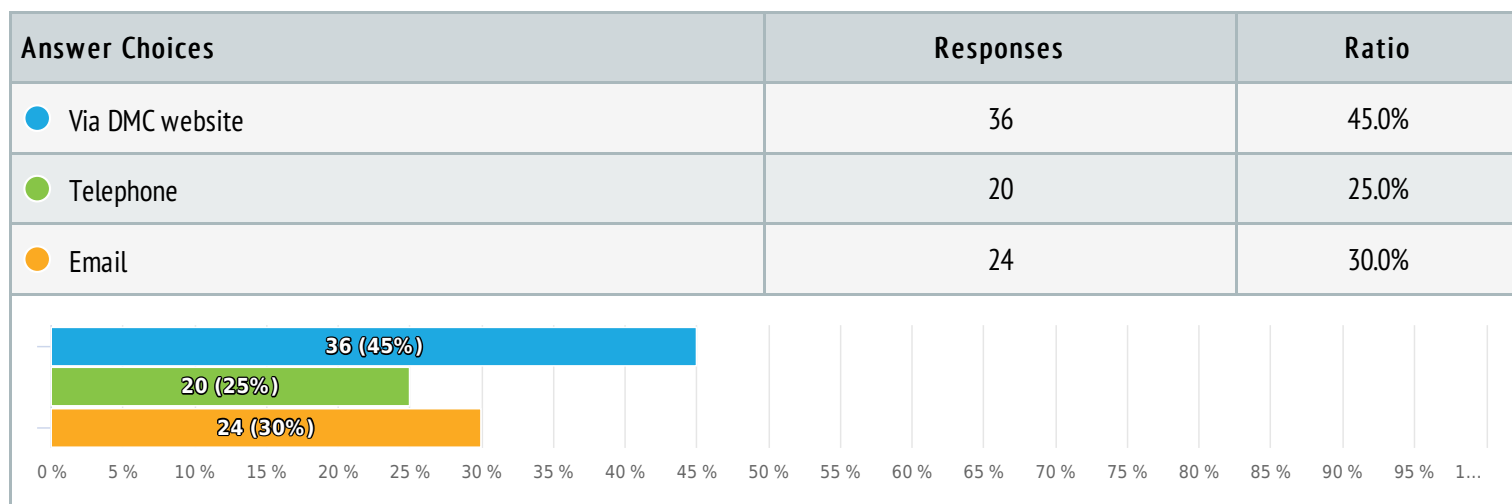
3 If telephone, what is the best time of day to open telephone lines to book appointments

Single choice , answers 80 x, unanswered 0 x



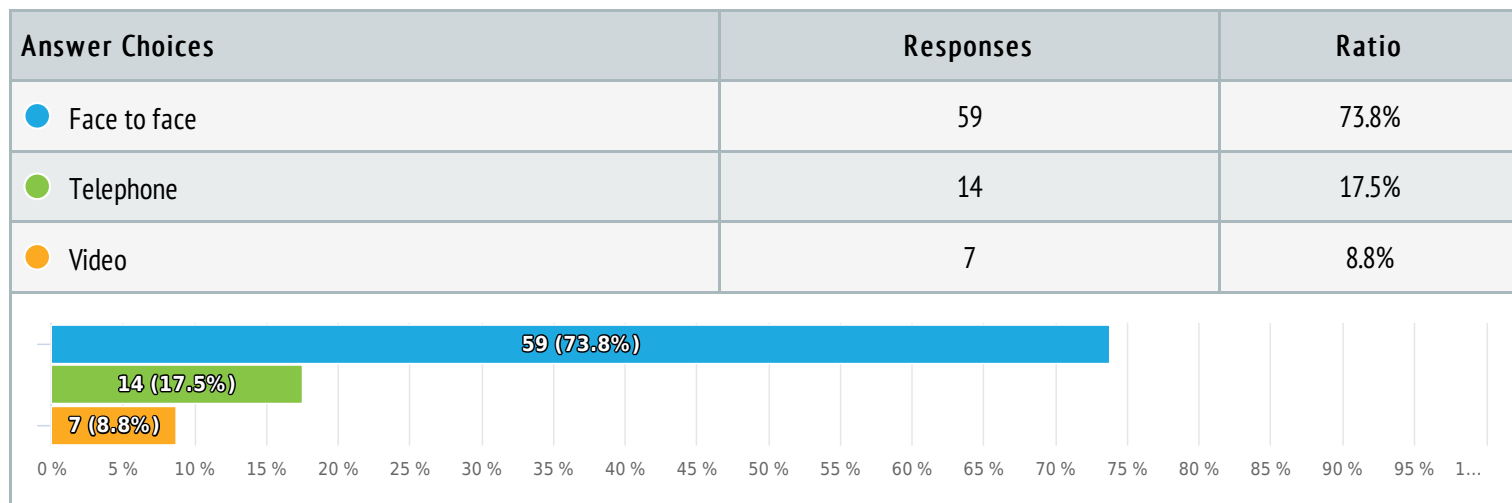
4 How would you like to contact the practice to request healthcare administrative services?

Single choice , answers 80 x, unanswered 0 x



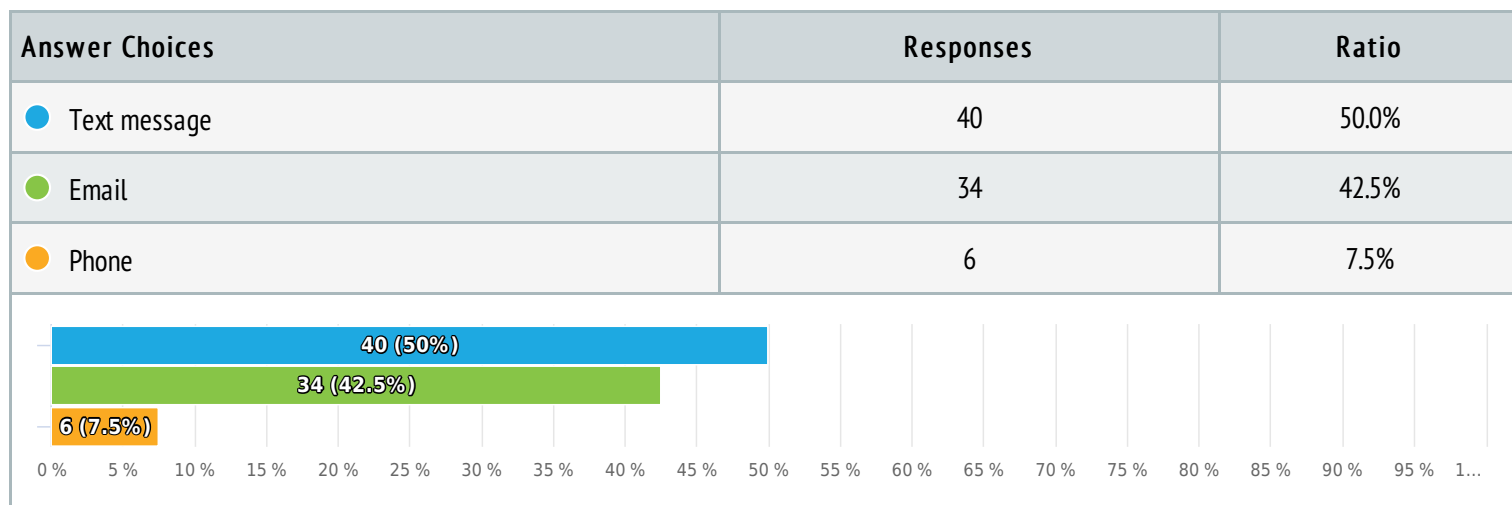
5 What would be your most preferable contact with a Dr., CPN, pharmacist and ANP?

Single choice , answers 80 x, unanswered 0 x



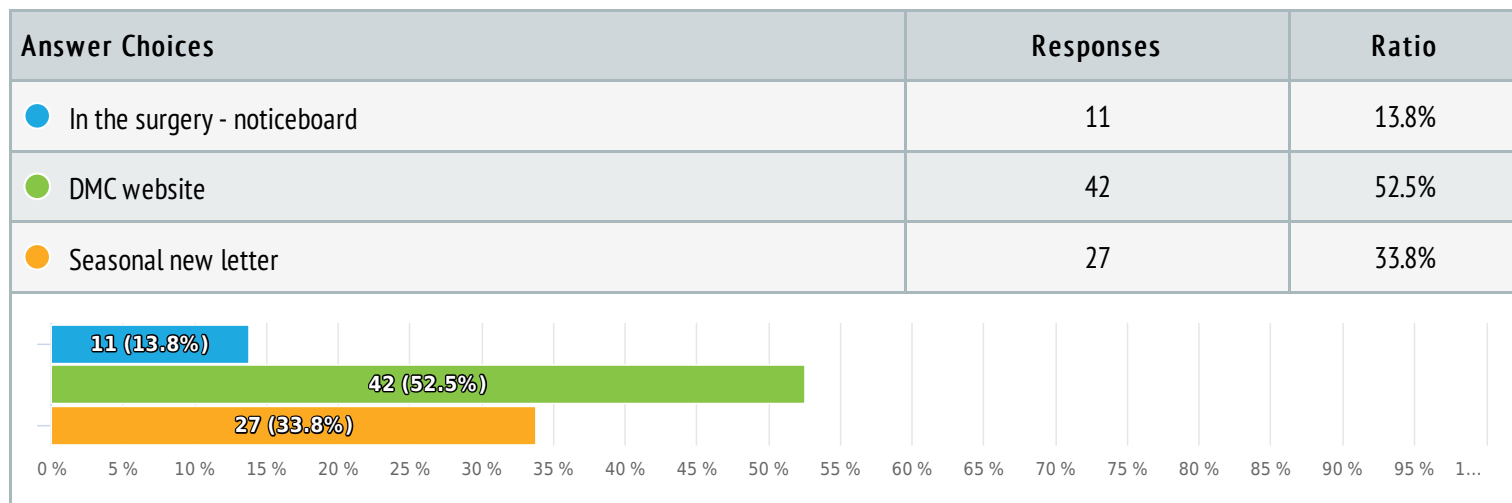
6 How would you like the surgery to contact you regarding non urgent matters?

Single choice , answers 80 x, unanswered 0 x



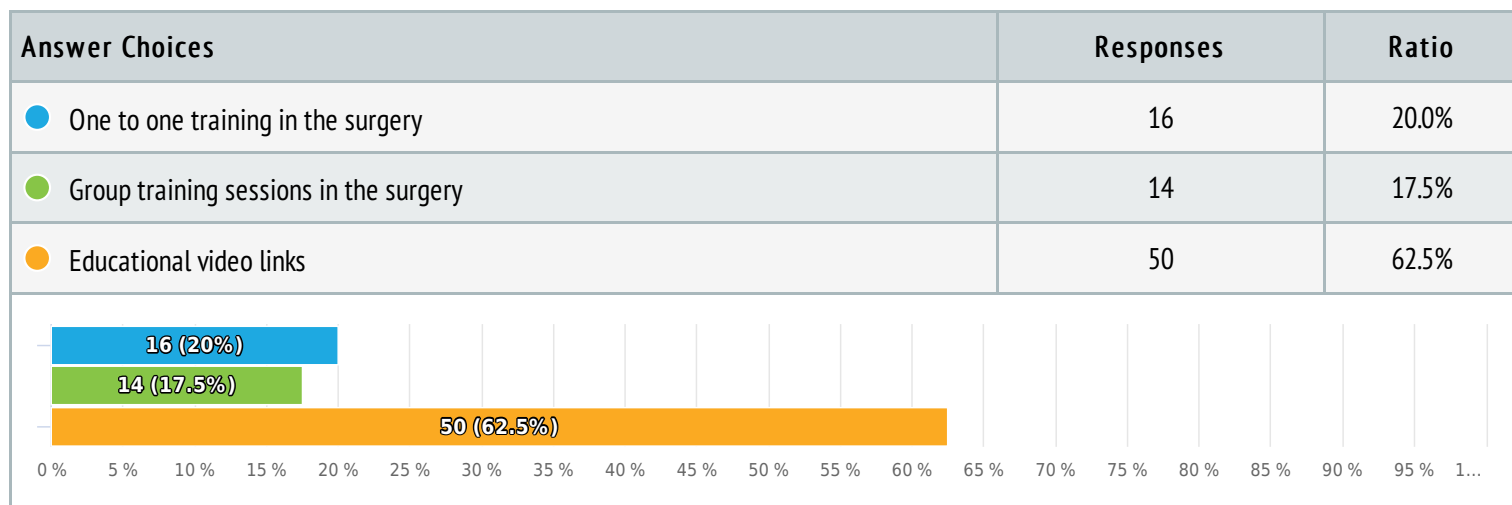
7 How can the practice best advertise local healthcare services within SOUTHWARK?

Single choice , answers 80 x, unanswered 0 x



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

Single choice , answers 80 x, unanswered 0 x



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 What would be your most preferable contact with a Dr., CPN, pharmacist and ANP?

Question instructions: *Select one answer*

- Face to face Telephone Video

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

Question instructions: *Select one answer*

- Text message Email Phone

7 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

8 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