## Patient Survey



09/08/2022 12:03:47

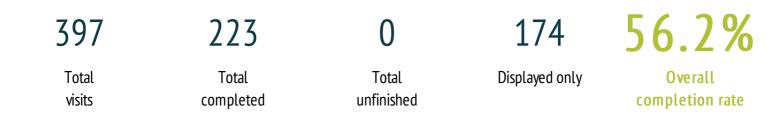


# General

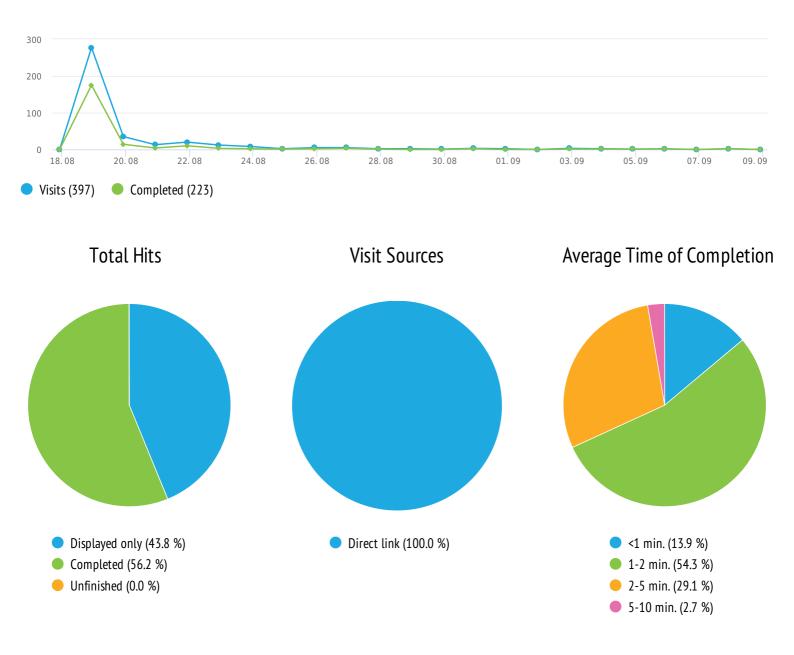
	Survey name	Patient Survey
Ω	Author	
â	Survey language	English
P	Survey URL	https://www.survio.com/survey/d/P0A4L9A1R8H5H2U6A
	First response	08/19/2022
	Last response	09/08/2022
	Duration	20 days



## Survey visits



#### Visit History (08/19/2022 - 09/08/2022)





## Results

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

Single choice , answers 223 x, unanswered 0 x

Answer Choices	Responses	Ratio			
• Online	85	38.1%			
On the phone	138	61.9%			
- 85 (38.1%)					
- 138 (61.9%)					
0 % 5 % 10 % 15 % 20 % 25 % 30 % 35 % 40 % 45 %	50 % 55 % 60 % 65 % 70 % 75 % 80 %	85 % 90 % 95 % 1			

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

Answer Choices						Responses						Ratio								
• Online						89						39.9%								
On the phone								134						60.1%						
_			89	) (39.9	%)															
134 (60.1%)																				
0 %	5 %	10 %	15 %	20 %	25 %	30 %	35 %	40 %	45 %	50 %	55 %	60 %	65 %	70 %	75 %	80 %	85 %	90 %	95 %	1





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

## appointments

Single choice , answers 223 x, unanswered 0 x

Answ	Answer Choices								Responses				Ratio							
• 8	• 8 AM (same day)									133					59.6%					
• 5	• 5 PM (to book for the next day)									90				40.4%						
-	133 (59.6%)																			
			90	) (40.4	%)															
0 %	5 %	10 %	15 %	20 %	25 %	30 %	35 %	40 %	45 %	50 %	55 %	60 %	65 %	70 %	75 %	80 %	85 %	90 %	95 %	1

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

Answer Choices	Responses	Ratio			
• Via DMC website	66	29.6%			
Telephone	116	52.0%			
e Email	41	18.4%			
66 (29.6%)					
116 (52.0%)					
41 (18.4%)					
0 % 5 % 10 % 15 % 20 % 25 % 30 % 35 % 40 % 45 % 50	0 % 55 % 60 % 65 % 70 % 75 % 80 %	85 % 90 % 95 % 1			



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

Single choice , answers 223 x, unanswered 0 x

Answer Choices	Responses	Ratio			
Face to face	171	76.7%			
Telephone	32	14.3%			
<ul> <li>Video</li> </ul>	20	9.0%			
171 (76.7%)					
32 (14.3%)         - 20 (9.0%)         0 % 5 % 10 % 15 % 20 % 25 % 30 % 35 % 40 % 45 %	50 % 55 % 60 % 65 % 70 % 75 % 80 %	85 % 90 % 95 % 1			

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

Answer Choices	Responses	Ratio			
Text message	127	57.0%			
Email	55	24.7%			
Phone	41	18.4%			
127 (57.0%)         55 (24.7%)         41 (18.4%)         0 %       5 %       10 %       15 %       20 %       25 %       30 %       35 %       40 %       45 %	50 % 55 % 60 % 65 % 70 % 75 % 80 %	85 % 90 % 95 % 1			



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

Single choice , answers 223 x, unanswered 0 x

Answer Choices	Responses	Ratio		
In the surgery - noticeboard	34	15.2%		
DMC website	104	46.6%		
Seasonal new letter	85	38.1%		
<b>34 (15.2%)</b> <b>104 (46.6%)</b>				
85 (38.1%)				
0 % 5 % 10 % 15 % 20 % 25 % 30 % 35 % 40 % 45 % 50 % 55 %	60 % 65 % 70 % 75 % 80 % 85 %	6 90% 95% 1		

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

Answer Choices	Responses Rat	tio		
One to one training in the surgery	57 25.0	25.6%		
Group training sessions in the surgery	61 27.4	27.4%		
Educational video links	105 47.:	1%		
57 (25.6%) 61 (27.4%) 105 (47.1%)				
	60 % 65 % 70 % 75 % 80 % 85 % 90 % 95 %	% 1		



# 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)  $\bigcirc$  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 ODMC website OSeasonal new letter

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

Question instructions: Select one answer

$\bigcirc$	One to one training in the surgery	$\bigcirc$	Group training sessions in the surgery	$\bigcirc$	Educational video links
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