



# Patient Survey



# General

	Survey name	Patient Survey
	Author	
	Survey language	 English
	Survey URL	<a href="https://www.surveio.com/survey/d/POA4L9A1R8H5H2U6A">https://www.surveio.com/survey/d/POA4L9A1R8H5H2U6A</a>
	First response	08/19/2022
	Last response	09/08/2022
	Duration	20 days

# Survey visits

397

Total visits

223

Total completed

0

Total unfinished

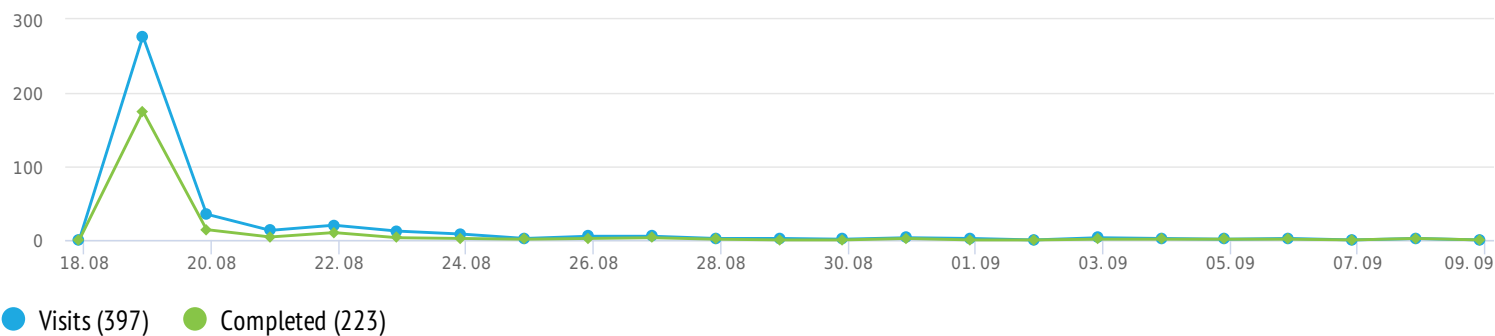
174

Displayed only

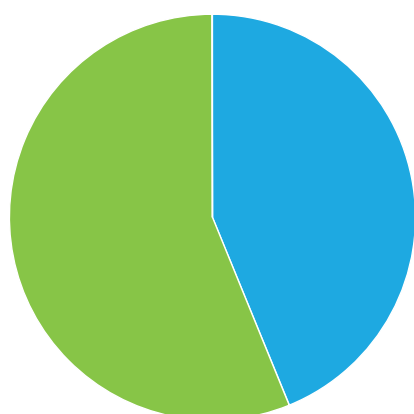
56.2%

Overall completion rate

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

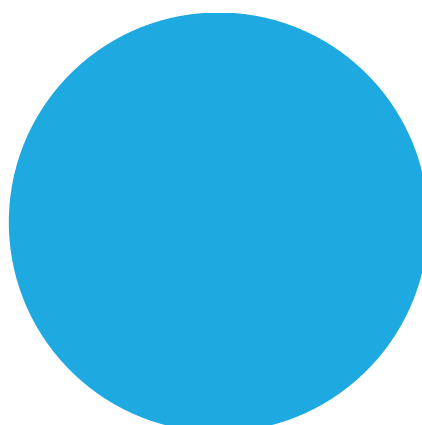


### Total Hits



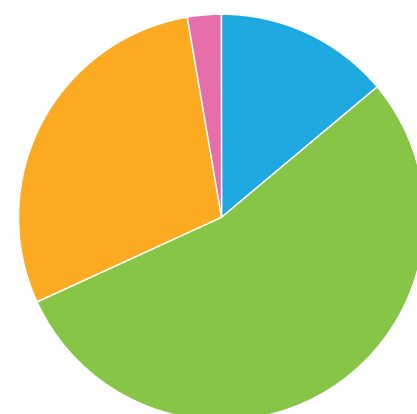
- Displayed only (43.8 %)
- Completed (56.2 %)
- Unfinished (0.0 %)

### Visit Sources



- Direct link (100.0 %)

### Average Time of Completion

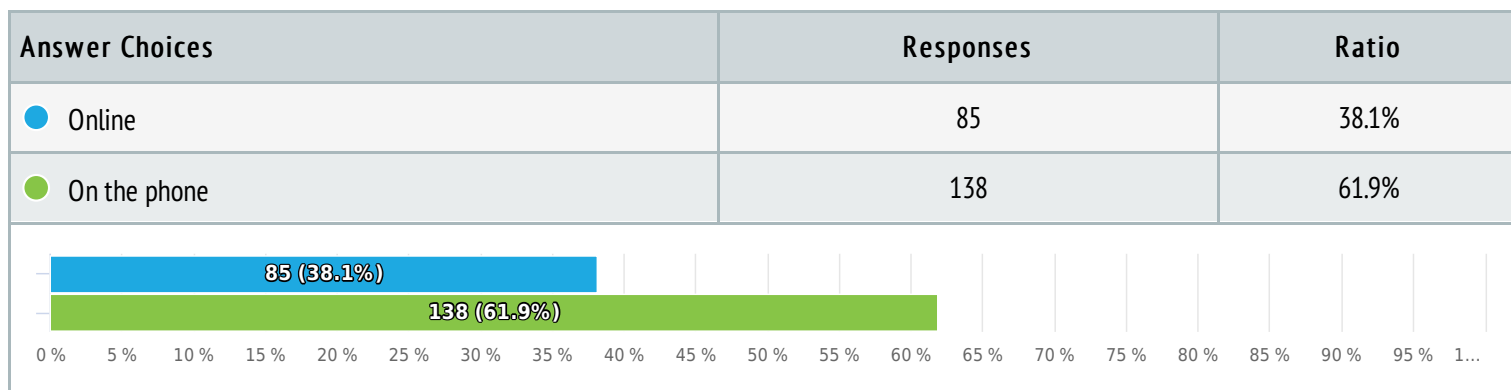


- <1 min. (13.9 %)
- 1-2 min. (54.3 %)
- 2-5 min. (29.1 %)
- 5-10 min. (2.7 %)

# Results

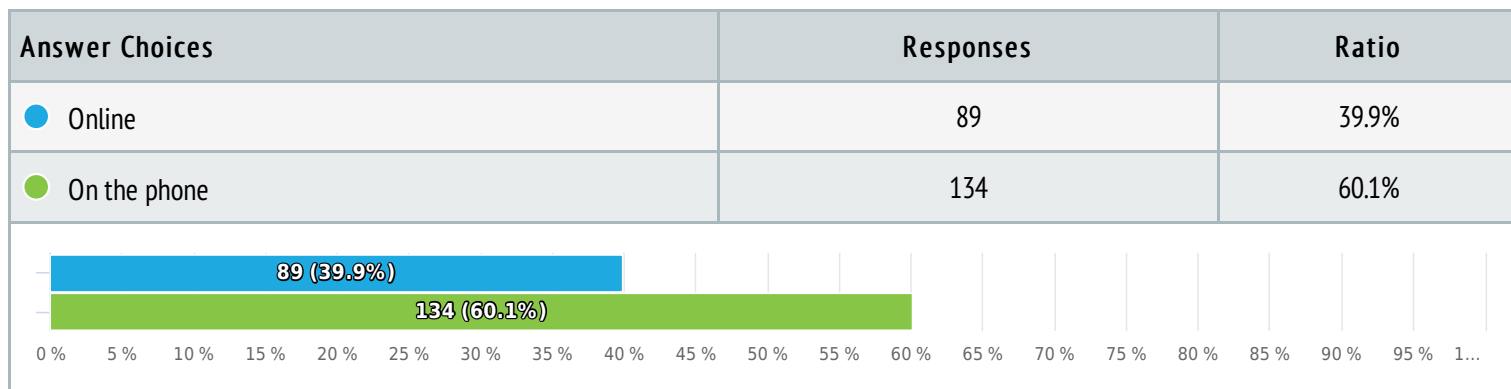
## 1 How would you prefer to contact the practice to make an onsite GP appointment?

Single choice , answers 223 x, unanswered 0 x



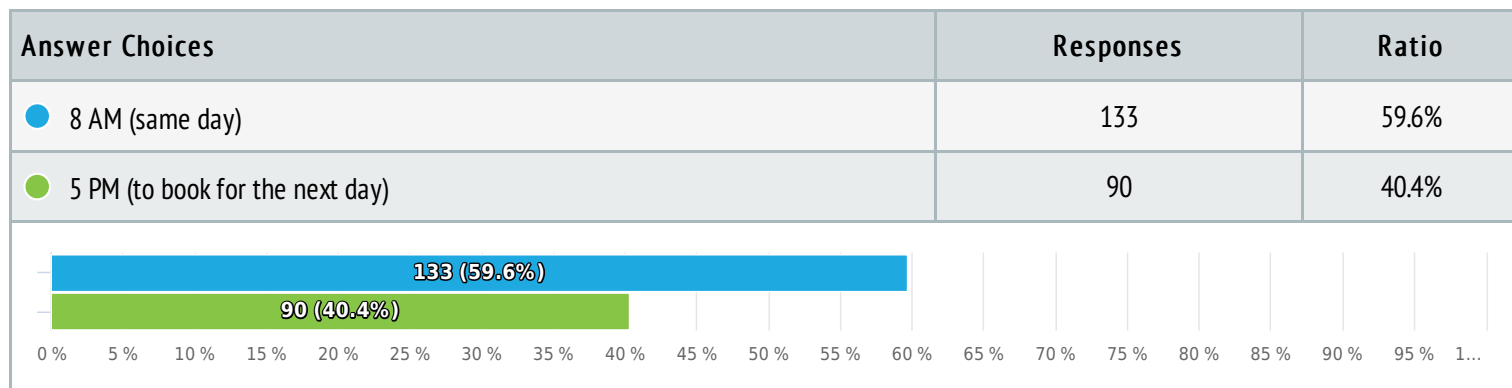
## 2 How would you prefer to contact the practice to make an onsite Healthcare Assistant and Nurse appointment?

Single choice , answers 223 x, unanswered 0 x



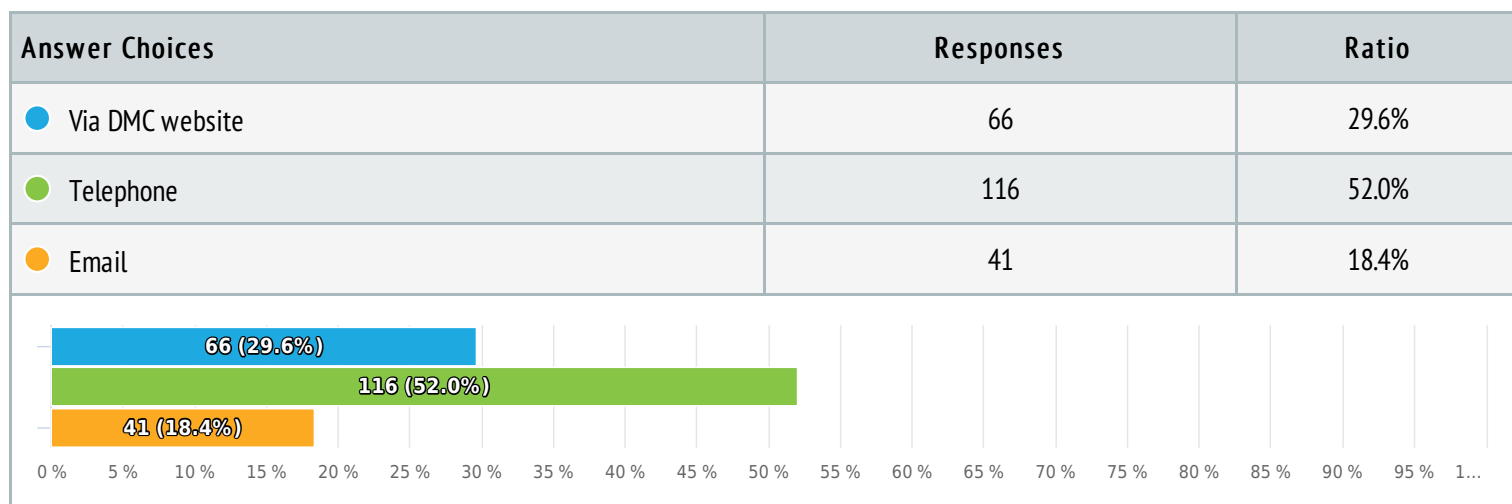
### 3 If telephone, what is the best time of day to open telephone lines to book appointments

Single choice , answers 223 x, unanswered 0 x



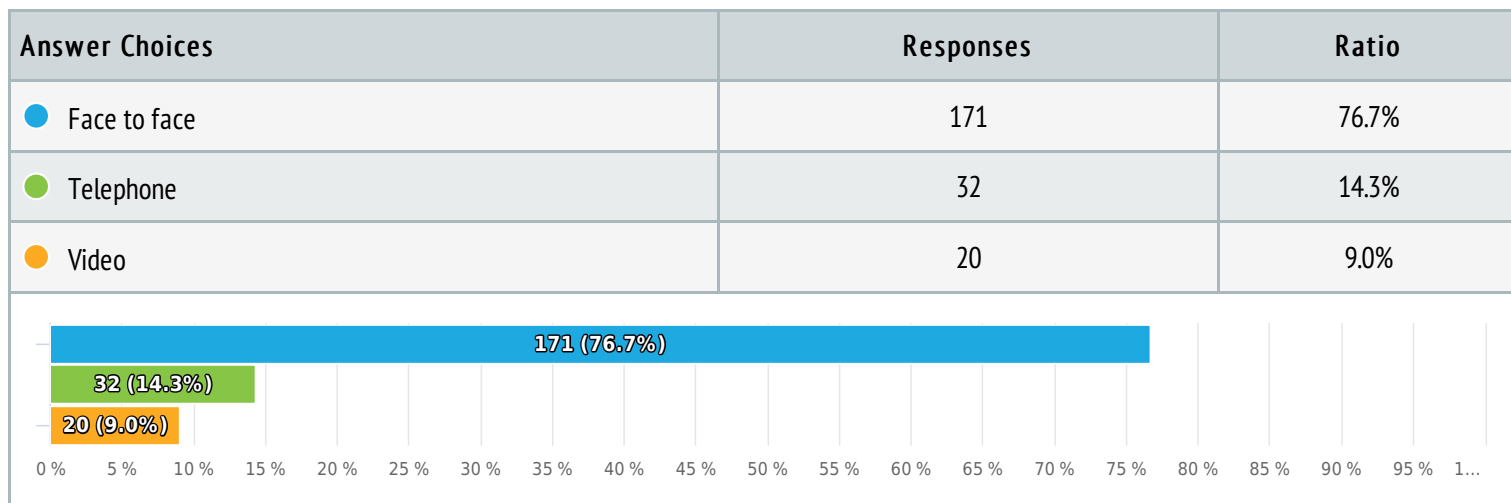
### 4 How would you like to contact the practice to request healthcare administrative services?

Single choice , answers 223 x, unanswered 0 x



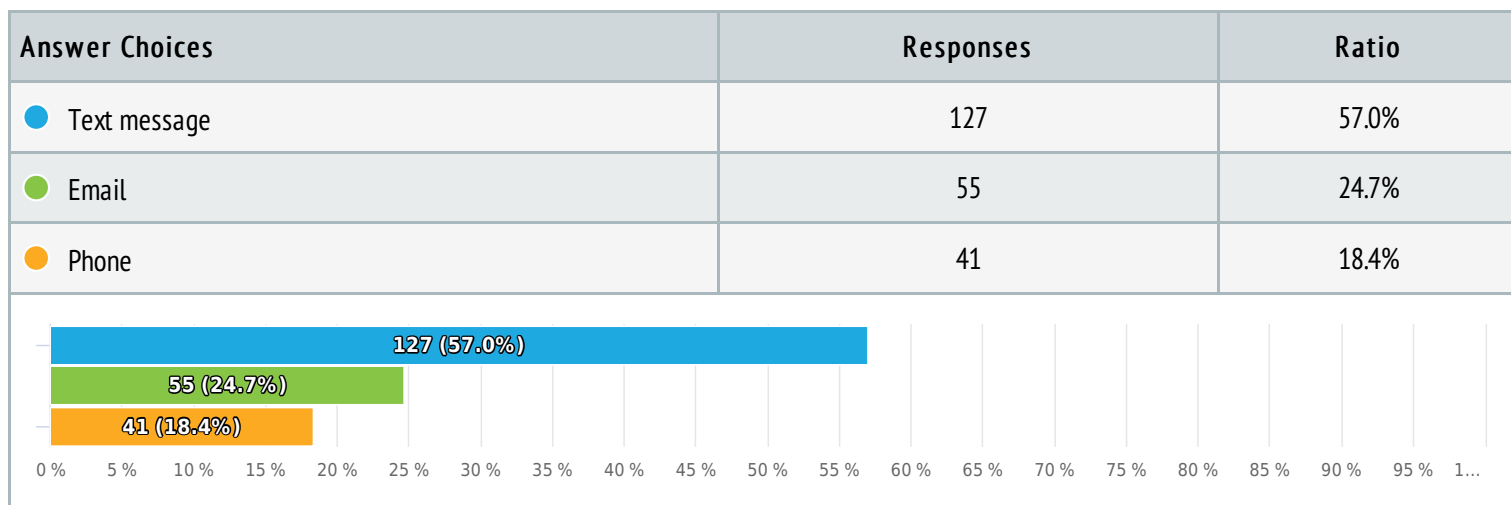
### 5 What would be your most preferable contact with a Dr., CPN, pharmacist and ANP?

Single choice , answers 223 x, unanswered 0 x



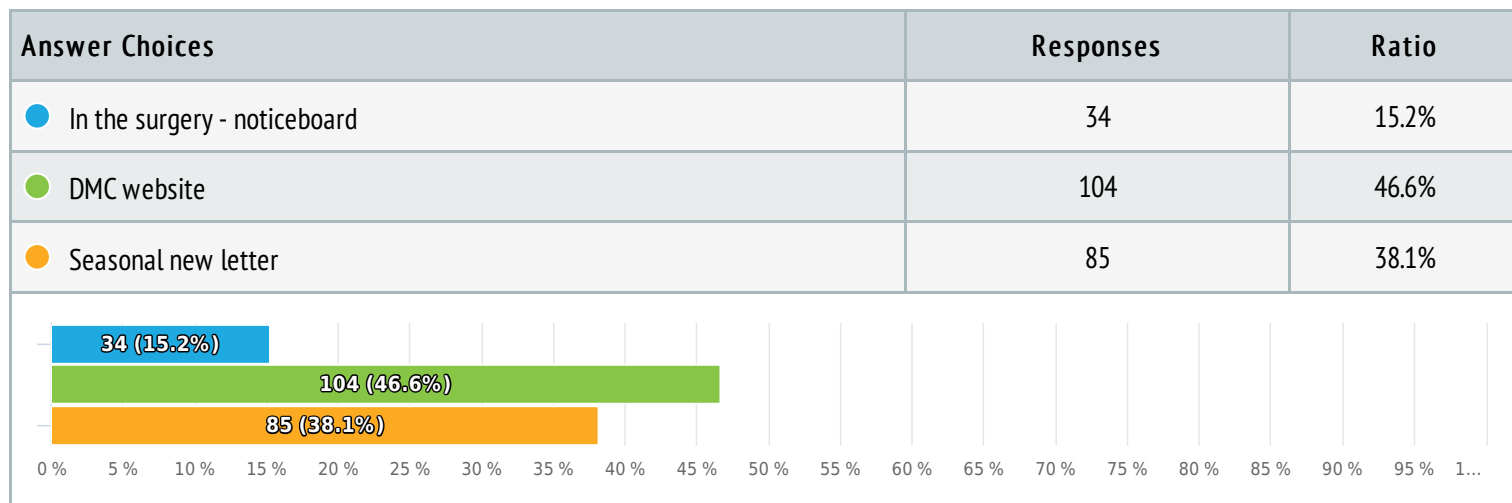
### 6 How would you like the surgery to contact you regarding non urgent matters?

Single choice , answers 223 x, unanswered 0 x



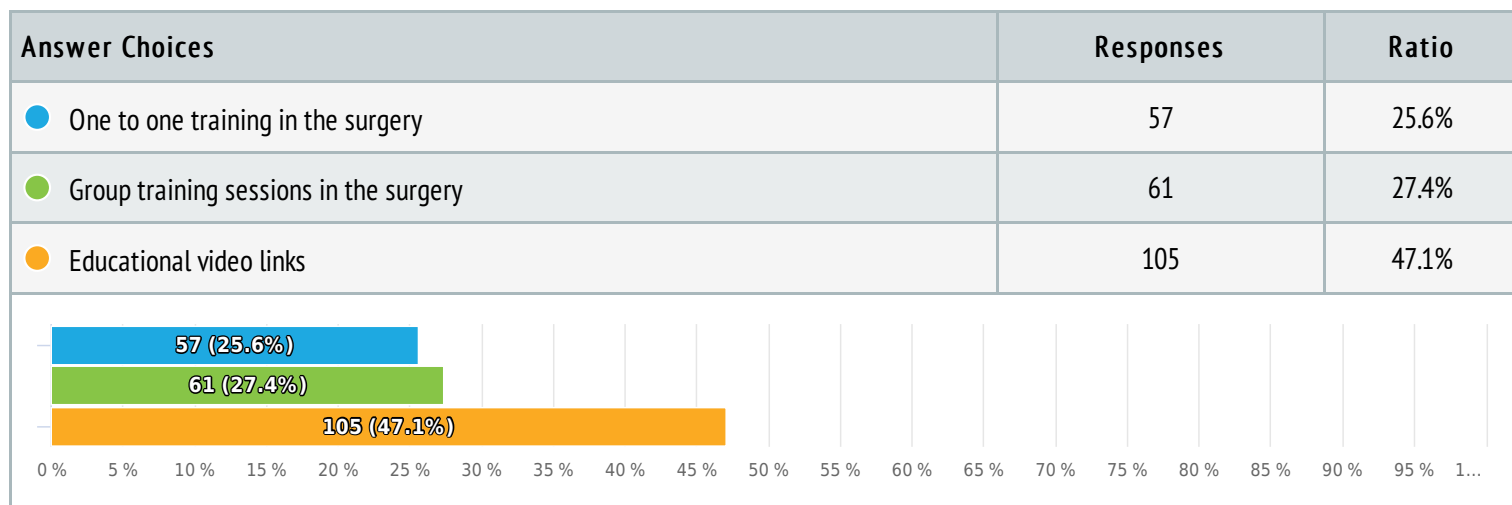
## 7 How can the practice best advertise local healthcare services within SOUTHWARK?

Single choice , answers 223 x, unanswered 0 x



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

Single choice , answers 223 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