

NEW APPOINTMENT SYSTEM – PATIENT SURVEY RESULTS

We launched a new appointment system in January 2022 to allow for more doctor pre booked appointments which could be booked 2 weeks in advance, to give patients the option of choosing either a face to face appointment or telephone appointment and also to release appointments throughout the week to allow reception increased options to offer patients.

To include our patients in this journey and to invite them to feedback, we developed an anonymous survey (Survey Monkey) and sent it out to all patients who had booked a pre-booked appointment after the launch date (24 January 2022). The survey was sent out in mid March via a text message with a link for the patient to use to complete the survey. Those patients who did not have a mobile number were sent a paper copy of the survey with a SAE to return the completed survey and the end date for completion was 29 April.

Of the 257 surveys sent out, we received 44 electronic responses and 4 completed paper responses, total 48 responses (18.7%) and we thank those patients for taking the time to help with our survey.

The percentage figures below represent the total amount of answers received for that particular question (not every respondent answered every question)

1. Were you aware that we had introduced a new appointment system

- ☐ Yes 73%
- ☐ No 11%

2. If YES, how were you made aware

- ☐ Practice website 38%
- ☐ Notice in waiting room 2.5%
- ☐ Voice message when calling surgery 45%
- ☐ Word of mouth 2.5%
- ☐ Other (please specify) 12%

- Notice on app
- Online booking system
- Text message
- Spoke to Dr
- Phone call from the surgery

3. How did you book your Doctor appointment

- ☐ Using the NHS app 9%
- ☐ Using my SystmOnline account 23.5%
- ☐ Telephoning the surgery 53.5%
- ☐ Came to surgery in person 7%
- ☐ Other (please specify) 7%

- The doctor rang me
- A phone call from the surgery

4. At the time of booking your appointment, were you made aware that you could choose either a face to face or telephone appointment

- ☐ Yes 85%
- ☐ No 15%

5. If you made a choice of appointment, please give a brief reason why you chose the type of appointment you did

38 responses received with 16 preferring face to face and 22 preferring a telephone call.

Summary of responses:

- To reduce contact for covid reasons
- Easier on the phone
- Face to face for rapport and reassurance
- Needed to be examined
- Telephone is easier than bringing my child into the surgery
- Time saving to have a phone call

6. How easy was it to book an appointment

- ☐ Very easy 78%
- ☐ Easy 14%
- ☐ Neither easy nor difficult 8%
- ☐ Difficult
- ☐ Very difficult

7. Were you aware of all the different options you have to book an appointment

- ☐ Yes 80%
- ☐ No 20%

8. Were you satisfied with the time from booking your appointment to the appointment date

- ☐ Yes 68%
- ☐ No

Summary of brief reason for answer given:

- Very quick
- It was what I asked for
- Very timely, enquires dealt with same day
- Only a couple of days
- Same day
- Quick

9. What do you like about the new appointment system

Summary of responses:

- It is simple and quick
- More accessible
- More appointments
- Choice of options
- Well thought out
- Liked that a doctor would be messaged that day and I would receive a call back and be given an appointment if appropriate
- Happy with how quickly I was seen
- Can access online and use any time of day

10. What could we do better

You said	We did
Allow more time for an appointment	All our doctor appointments are either 15 or 20 mins long which is standard. If you feel you need longer, please speak to the receptionist who may be able to book a double appointment
Make a box for the reason for the appointment and another for face to face or over the phone	We would love to have this option and have explored this but we are governed by our clinical system which we are not in control of. We have put a message on the 'book appointment' pages on your SystmOnline account which alerts you that you have a choice of either a face to face or telephone appointment. This option is not available through the NHS App as again, we do not manage this app.
Offer more appointments within the week/next few days More appointments to offer at shorter notice There never seems to be available appointments on the SystmOnline app	All our doctor prebooked appointments are available to book 2 weeks in advance. If there are none available, please check the next day as we release them daily. Don't forget that you can book an appointment 24 hours a day.
Make it clear which app to use and not to use	All available appointments can be seen both on the SystmOnline app and the NHS App
Signing up for online booking does work	If you are having problems creating your online account, please give the surgery a ring and we will be happy to guide you through the process

<p>Takes too long to see a doctor</p> <p>Perhaps offer extended hours</p> <p>Make more appointments available after 5 pm</p>	<p>If you need to see a doctor and the next available appointment we can offer you is too far away, we can always book you an appointment at one of the 4 extended hours HUB locations. These routine appointments are available usually on the same day up to 9.30 pm and also at weekends up to 6 pm</p>
<p>Cannot fault the service from receptionists, nurse and doctor.</p> <p>Absolutely brilliant team</p> <p>I'm extremely happy with what is offered at present</p> <p>You're doing a great job</p> <p>Seems good to me</p> <p>It works</p>	<p>Thank you very much, your comments are much appreciated and have been passed onto the wider team</p>