

Patient Survey: Appointments Survey 2023

Closing date: 28/02/2023

The responses to this survey will be analysed in confidence by the Surgery in conjunction with our Surgery Patient Participation Group (ABPG).

1. How do you **prefer** to contact the Surgery? (tick all that apply)
 - a) Telephone
 - b) In person
 - c) Via electronic consult (on the website)
 - d) Via email
 - e) Via SystmOne (on the website)

2. How long do you expect, or believe it is reasonable to wait to be seen for an acute medical problem (a new medical problem)? (tick **one** preferred option)
 - a) Same day access
 - b) Within 24 hours
 - c) Within 48 hours
 - d) Depending on clinical need, same day telephone triage service may be available.

3. How long do you expect, or believe it is reasonable to wait to be seen for a routine medical problem (an ongoing medical problem)? (tick **one** preferred option)
 - a) Within one working week
 - b) Within two working weeks
 - c) Within four working weeks
 - d) Depending on clinical need, same day telephone triage service may be available.

4. Would you like to book appointments in advance for routine problems? (tick **one** preferred option)
 - a) Yes, within one working week
 - b) Yes, within two working weeks
 - c) Yes, within four working weeks
 - d) No, I would like to book on the day regardless of clinical need, as this is convenient for me.

5. If you have a telephone or video consultation booked, how many times do you think it is reasonable for the Surgery to try and contact you? (tick **one** option)
 - a) Once
 - b) Twice
 - c) Three times
 - d) Keep trying until I am reached.

6. What would be your appointment method of choice? (tick **one** preferred option)
 - a) Face to face
 - b) Telephone
 - c) Video consultation
 - d) Depends on the problem, I am happy to be guided by the Surgery on appointment type following clinical triage.

7. Do you use the online services offered through SystemOne? (tick the one that is most applicable).
- a) Yes, I am confident in how to book an appointment online, order a prescription or message the Surgery through my SystemOne online log in.
 - b) Yes, I have used SystemOne online previously however I would need to brush up on how to use it confidently.
 - c) No, I have not used SystemOne online however I am able to use a computer and / or App to communicate with the Surgery
 - d) No, I have no idea what SystemOne online is and I am not confident using a computer.

8. Do you have any further comments, concerns or suggestions for a new appointment solution?

9. Contact details (completely optional); please only provide if you consent for the Surgery to contact you to discuss your answers in more detail. (Provide one or more contact choices in order of preference).

Name:

Address:

Contact points: _____

Many thanks in advance for your time taken to complete this survey. Your answers will remain confidential and any data published will be made anonymous.

Please return paper copies to Ashwell or Bassingbourn Surgery Reception, or to any member of our patient group. Alternatively, please send to Ashwell.surgery@nhs.net

Ashwell Surgery and ABPG