

Patients survey Jan 2021

The patient survey was sent out via Accurx during the month of January 2021. This was in the period of Covid so sending out the survey by text was the most viable way of getting feedback

Conclusions

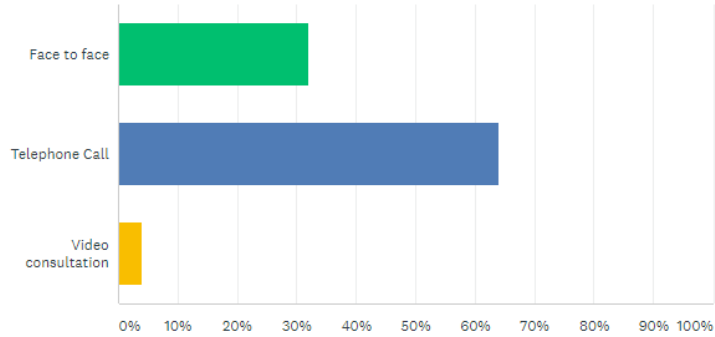
- Majority of patients are happy with our services
- Patients are generally satisfied with online consultations by telephone or by Video
- All patients felt there was sufficient privacy and confidentiality.
- Patients are happy with the care from the clinicians
- Patients are generally happy with the reception staff
- One patient commented that it was difficult to get through over the phone
- One patient not happy with consultation and felt rushed

Q1

Customize Save as

How did you have your appointment?

Answered: 25 Skipped: 0



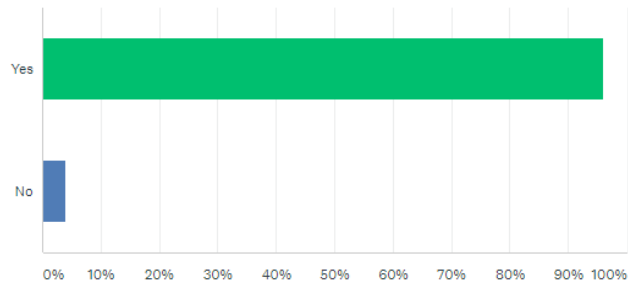
ANSWER CHOICES	RESPONSES
Face to face	32.00% 8
Telephone Call	64.00% 16
Video consultation	4.00% 1
TOTAL	25

Q2

Customize Save as

Was it easy to book an appointment?

Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	96.00% 24
No	4.00% 1
TOTAL	25

Q3

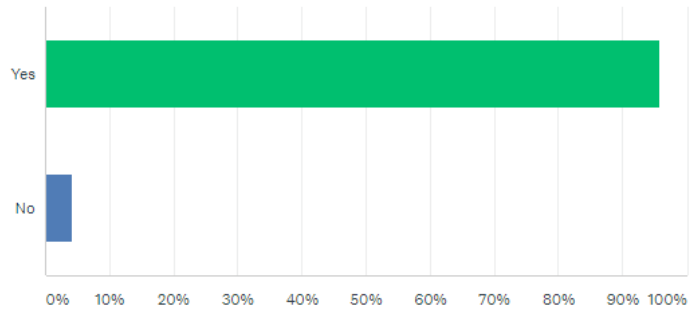


Customize

Save as ▼

Do you feel your needs were assessed properly?

Answered: 24 Skipped: 1



ANSWER CHOICES	RESPONSES
▼ Yes	95.83% 23
▼ No	4.17% 1
TOTAL	24

[Comments \(4\)](#)

Showing 4 responses

Extremely considerate of how I felt

1/18/2021 3:26 PM

[View respondent's answers](#)

[Add tags ▼](#)

The doctor was very thorough to rule out anything serious and sent additional resources via text.

1/18/2021 12:14 PM

[View respondent's answers](#)

[Add tags ▼](#)

The doctor did not get full details from me. Still experience issues

12/16/2020 8:12 PM

[View respondent's answers](#)

[Add tags ▼](#)

I was treated excellently

12/9/2020 1:58 PM

[View respondent's answers](#)

[Add tags ▼](#)

Q4

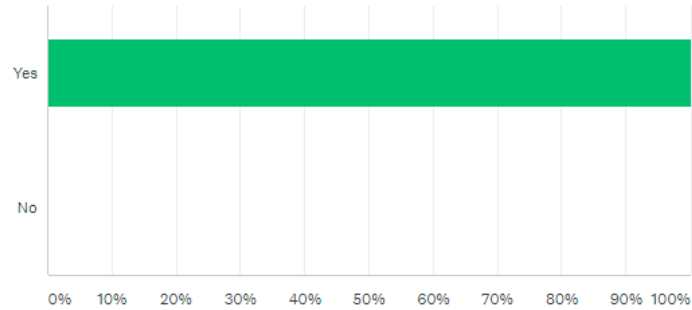


Customize

Save as ▾

Were you happy with the levels of privacy and confidentiality?

Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES
▾ Yes	100.00% 25
▾ No	0.00% 0
TOTAL	25

Comments (0)

Q5

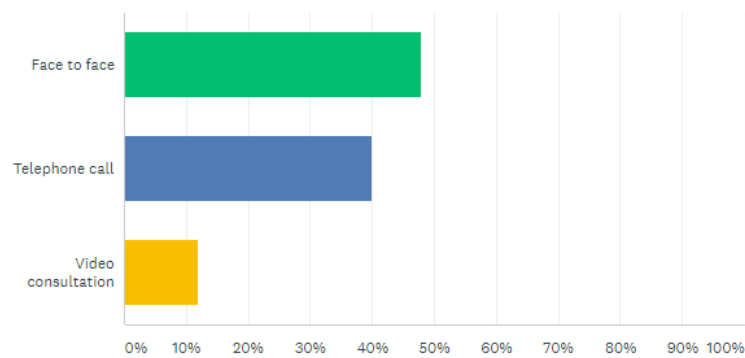


Customize

Save as ▾

What is your preferred method of consultation?

Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES
▾ Face to face	48.00% 12
▾ Telephone call	40.00% 10
▾ Video consultation	12.00% 3
TOTAL	25

Q6

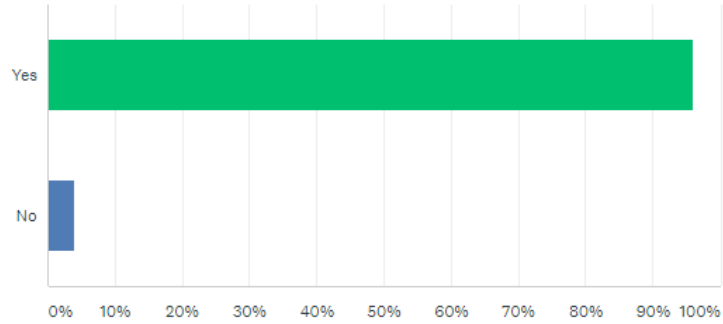


Customize

Save as ▾

Were you satisfied with the overall service provided by the practice?

Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ Yes	96.00% 24
▼ No	4.00% 1
TOTAL	25

[Comments \(1\)](#)

Showing 1 response




It was difficult to get an appointment same day despite chest pain complaints. The dr did not get comprehensive details of issues, seemed she was in a hurry.

12/16/2020 8:12 PM

[View respondent's answers](#)

[Add tags](#) ▾


Q7

 Save as ▼

Do you have any other comments or compliments

Answered: 18 Skipped: 7

RESPONSES (18) WORD CLOUD TAGS (0)

 Sentiments: OFF

Apply to selected ▼ Filter by tag ▼

Search responses  

Showing 18 responses

Good
1/22/2021 11:05 AM [View respondent's answers](#) [Add tags ▼](#)

Nope
1/21/2021 6:40 PM [View respondent's answers](#) [Add tags ▼](#)

N/A
1/21/2021 5:40 PM [View respondent's answers](#) [Add tags ▼](#)

No
1/20/2021 11:05 AM [View respondent's answers](#) [Add tags ▼](#)

All around very happy with the experience.
1/18/2021 3:26 PM [View respondent's answers](#) [Add tags ▼](#)

Appointment on time , effective and efficient visit
1/18/2021 3:25 PM [View respondent's answers](#) [Add tags ▼](#)

No
1/18/2021 12:13 PM [View respondent's answers](#) [Add tags ▼](#)

Getting through on the phone is not always the easiest, usually takes between 5-10 tries before I can get through which can be quite time consuming.
12/16/2020 11:13 PM [View respondent's answers](#) [Add tags ▼](#)

<input type="checkbox"/> Keep up the good work!	1/19/2021 1:46 PM	View respondent's answers	Add tags ▼
<input type="checkbox"/> No	1/18/2021 6:47 PM	View respondent's answers	Add tags ▼
<input type="checkbox"/> The call seemed very rushed and couldn't get all the questions I had in	1/18/2021 5:10 PM	View respondent's answers	Add tags ▼
<input type="checkbox"/> No	1/18/2021 3:43 PM	View respondent's answers	Add tags ▼
<input type="checkbox"/> Unsatisfactory service.	12/16/2020 8:12 PM	View respondent's answers	Add tags ▼
<input type="checkbox"/> Very happy, thank you	12/11/2020 8:15 AM	View respondent's answers	Add tags ▼
<input type="checkbox"/> No	12/9/2020 7:28 PM	View respondent's answers	Add tags ▼
<input type="checkbox"/> The nurse today was very kind and helpful. As well as the new receptionist is nicer than the last one. She welcomed me being very kind	12/9/2020 2:12 PM	View respondent's answers	Add tags ▼
<input type="checkbox"/> I'm impressed with the swift response and overall experience	12/9/2020 1:58 PM	View respondent's answers	Add tags ▼