

in collaboration with our
Patient Participation Group



Patient Questionnaire 2018

Please answer the questions as fully as possible to give us as much information as we need to help.

1. We deal with anything between 500 and 1000 calls per day. Tell us about your overall experience when contacting us by phone?

2. Sometimes the queues on the phone can be long, how long would you expect to wait before being answered?

3. What do you think we could do to improve the patient experience when you contact us by phone?

4. Patients can access services via the SystmOnline application to look at their own medical records or obtain online consultations (e-Consult) in person, by phone or using a computer. Do you have suggestions as to how your experience can be bettered when contacting us?

5. Have you used e-Consult? Yes/No Have you used Systmonline? Yes/No

Comments: _____

6. What is your preferred method of updating you about new / changing services at the practice, please circle below?

- SMS
- Email
- In person
- Website
- SystmOnline

Thank you very much for your input; it is appreciated by our GP Partners, staff and our Patient Participation Group.