

BROOK LANE SURGERY

**APPOINTMENT
SURVEY**

August 2012

OBJECTIVES

- To ascertain the likely uptake of the on-line appointment booking facility
- To identify opportunities for increasing on-line booking

METHODOLOGY

- Written questionnaires available in the Waiting Room for patients to self complete or do so with the guidance from members of the Patient Participation Group (PPG)
- Survey undertaken during the first two weeks of August 2012

DATA SOURCE

- 164 completed questionnaires were submitted and analysed
- Please note that not all respondents answered all questions

Q1. WHEN DID YOU MAKE THE APPOINTMENT FOR THIS CONSULTATION?

TODAY	33.5%
LAST WEEK	26.8%
2-3 WEEKS AGO	14.6%
YESTERDAY	7.3%
3 DAYS AGO	6.7%
4 DAYS AGO	4.9%
5 DAYS AGO	3.0%
2 DAYS AGO	1.8%
> 4 WEEKS AGO	1.2%

Q2.HOW WAS YOUR APPOINTMENT MADE?

TELEPHONE	77.3%
AT MY LAST VISIT	10.0%
VISIT TO SURGERY	9.1%
SURGERY WEBSITE	3.6%

Q3. WHY DID YOU CHOOSE THAT METHOD OF MAKING YOUR APPOINTMENT?

EASIER/CONVENIENT	76.4%
URGENT APPT./ ADVISED TO	10.9%
INSTIGATED BY SURGERY	9.1%
HABIT	6.4%
OPEN ACCESS	4.5%
NEW PATIENT	2.7%
NO COMPUTER	1.8%

Q4. ARE YOU AWARE OF THE ON-LINE APPOINTMENT BOOKING SYSTEM?

YES, BUT I HAVEN'T USED IT	46.0%
I DON'T KNOW ANYTHING ABOUT IT	33.6%
YES AND I HAVE USED IT	20.4%

Q5.WHY HAVE YOU NOT USED THE ON-LINE SYSTEM TO MAKE AN APPOINTMENT?

I HAVE NO COMPUTER	34.8%
I DO NOT KNOW HOW TO DO IT	22.3%
OTHER.. PREFER TO PHONE	16.1%
I HAVE LOST MY REGISTRATION DETAILS	9.8%
OTHER .. UNAWARE	8.0%
OTHER - VARIOUS	8.9%

Q6a. I LIKE TO BOOK APPOINTMENTS ON- LINE BECAUSE

- 37 RESPONDENTS (22.6% of total respondents) SAID.....
- **EASIER**
 - CAN CHOOSE WHO YOU SEE
 - CAN CHOOSE TIME OF APPOINTMENT
 - SEE WHAT'S AVAILABLE
 - DO IT 'OUT OF HOURS'
- **HARD TO GET AN ANSWER ON PHONE**

Q6b. I PREFER NOT TO BOOK APPOINTMENTS

ON-LINE BECAUSE...

- 33 RESPONDENTS (20.1% of total respondents) said....
- **NOT HAPPY/NO COMPUTER/SLOWER ON COMPUTER**
- **PREFER TO SPEAK TO SOMEONE**
- *Please note that 51% did not answer either section of Q6 so indicates they have no strong preferences re. on-line facility so could be 'converted'!*

Q7. HOW LIKELY ARE YOU TO USE THE ON-LINE

APPOINTMENT SYSTEM FOR YOUR NEXT

APPOINTMENT?

I WON'T USE THE SYSTEM	27.9%
I PROBABLY WILL USE THE SYSTEM	27.9%*
IF I HAVE MORE INFO I WILL USE THE SYSTEM	16.3%
I AM UNDECIDED	15.5%
I AM GOING TO USE THE SYSTEM	10.1%
I MAY NOT USE THE SYSTEM	2.3%

*69% of those saying they will use the on-line system are already using it. The remainder stated in Q4 that they were unaware of the facility

Q8. WHY DO YOU FEEL THAT YOU ARE UNLIKELY TO USE THE ON-LINE SYSTEM?

- 55 respondents answered
- 28 respondents have no/don't like using computer
- Remaining 27 respondents stated one of the below
 - Prefer to use phone
 - Prefer to speak to someone
 - Takes too long