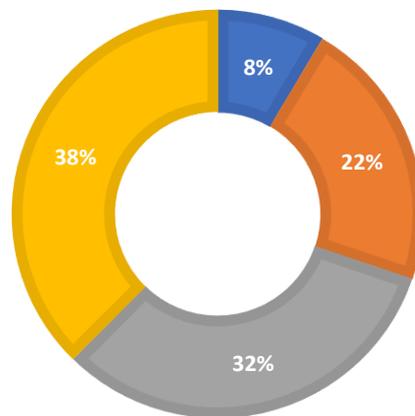


The Grove Medical Centre
Results of the Patient Survey on access, triage, and online consultations
July to August 23

Total number of surveys completed: 987

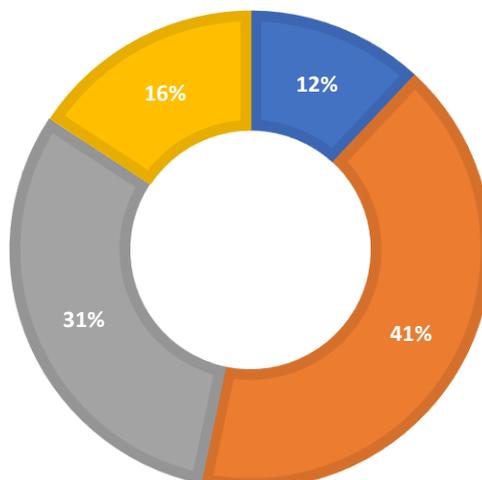
1. GENERALLY, HOW EASY OR DIFFICULT IS IT TO GET THROUGH TO SOMEONE AT OUR PRACTICE ON THE PHONE?

■ Very Easy ■ Fairly Easy ■ Not Very easy ■ Very difficult



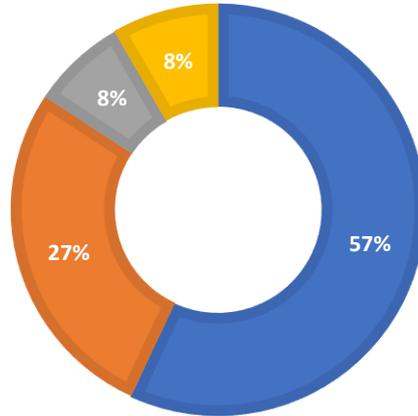
2. HOW EASY IS IT TO USE THE PRACTICE'S WEBSITE TO LOOK FOR INFORMATION OR ACCESS SERVICES?

■ Very Easy ■ Fairly Easy ■ Not Very easy ■ Very difficult



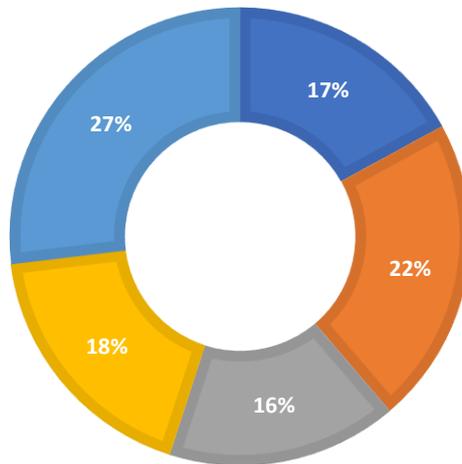
3. WERE YOU SATISFIED WITH THE APPOINTMENT (OR APPOINTMENTS) YOU WERE OFFERED?

- Yes, and I accepted an appointment
- No, but I still took an appointment
- No, and I did not take an appointment
- I've never made an appointment



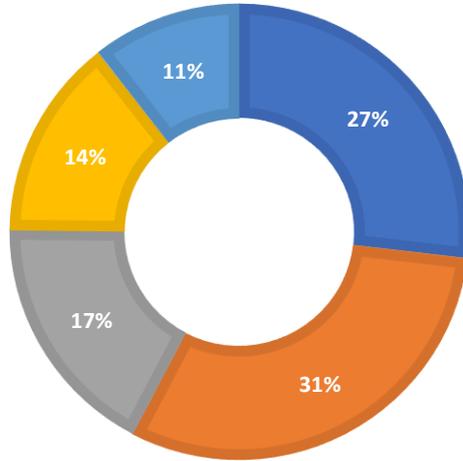
4. OVERALL, HOW WOULD YOU DESCRIBE YOUR EXPERIENCE OF MAKING AN APPOINTMENT?

- Very good
- Fairly good
- Neither good nor poor
- Fairly Poor
- Very Poor



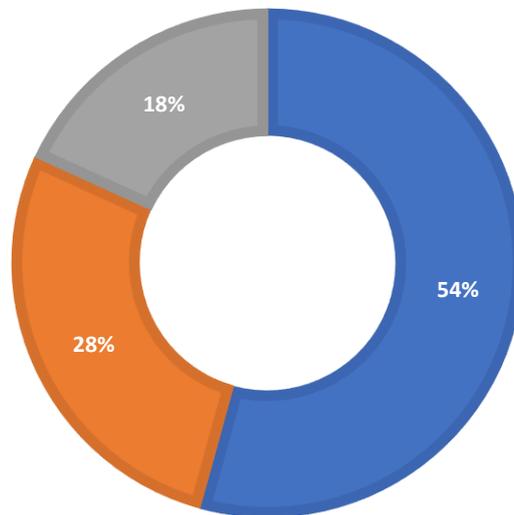
5. OVERALL, HOW WOULD YOU DESCRIBE YOUR EXPERIENCE OF OUR PRACTICE?

Very good Fairly good Neither good nor poor Fairly Poor Very Poor



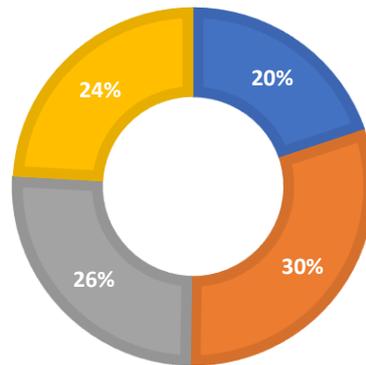
6. DO YOU UNDERSTAND HOW TRIAGE WORKS?

Yes I have some idea but don't fully understand No



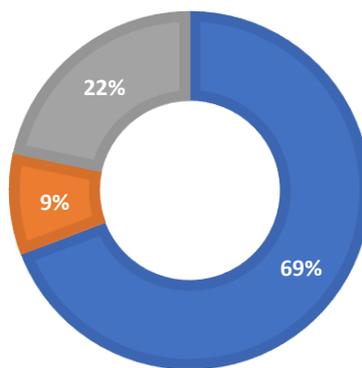
7. ARE YOU AWARE OF ONLINE CONSULTATIONS AND HOW IT WORKS?

- Yes, and I have submitted an online consultation before
- I am aware of online consultations and how it works but have never submitted one
- I have heard of online consultations but don't know how it works
- I have never heard of online consultations



8. YOU MAY NOT ALWAYS REQUIRE A GP APPOINTMENT. THEREFORE, DO YOU FEEL THAT AN APPOINTMENT WITH AN APPROPRIATE CLINICIAN IF ADVISED BY A GP WOULD BE SUITABLE FOR YOU?

- Yes
- No
- Not Sure



9. SOMETIMES YOU MAY NOT NEED TO SEE OR SPEAK TO A CLINICIAN. IF APPROPRIATE, HOW WOULD YOU FEEL ABOUT HAVING YOUR ISSUE/REQUEST RESOLVED WITHOUT AN APPOINTMENT? (YOU WILL ALWAYS GET A RESPONSE FROM THE PRACTICE BY TEXT, EMAIL, OR A PHONE CALL).

■ Yes, this would work for me ■ No, this would not work for me ■ I'm not sure how I feel about this

