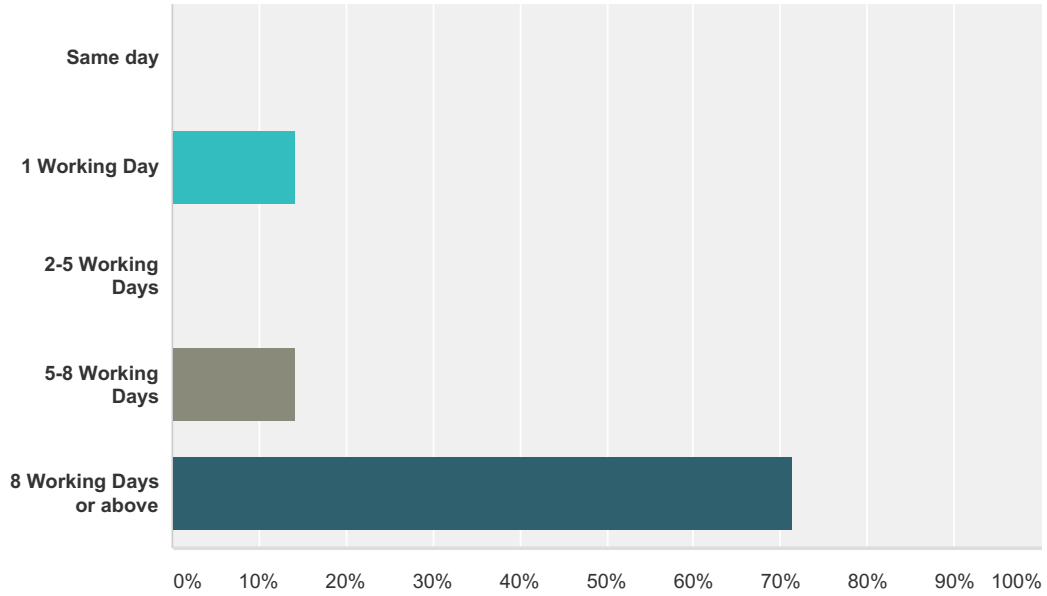


Q1 Thinking about the last time you wanted to book an appointment with your Usual GP, how long did you have to wait to be seen?

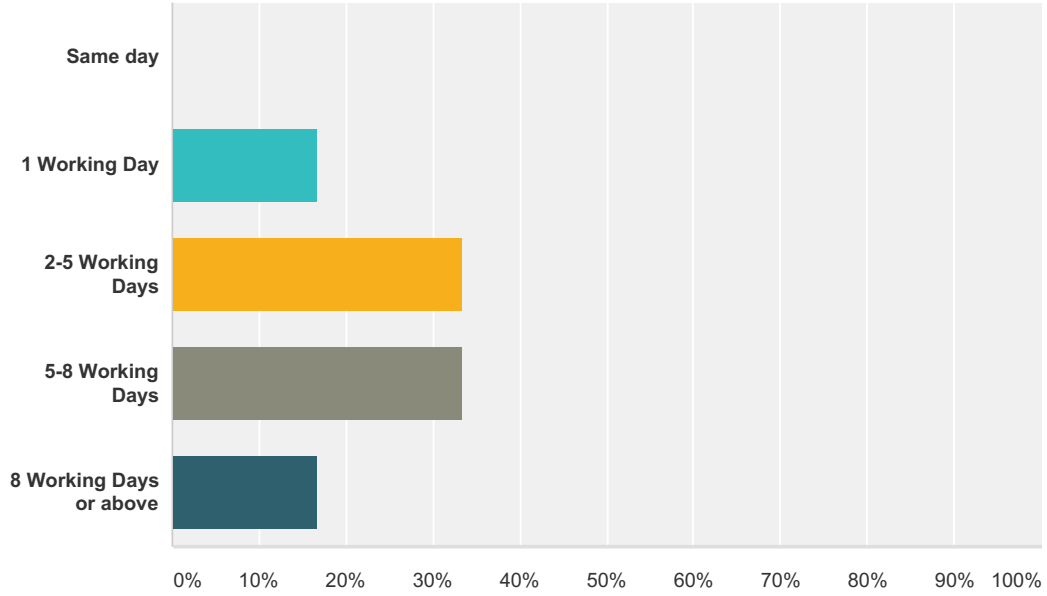
Answered: 7 Skipped: 1



Answer Choices	Responses	Count
Same day	0.00%	0
1 Working Day	14.29%	1
2-5 Working Days	0.00%	0
5-8 Working Days	14.29%	1
8 Working Days or above	71.43%	5
Total		7

Q2 Thinking about the last time you wanted to book an appointment with any GP, how long did you wait to be seen?

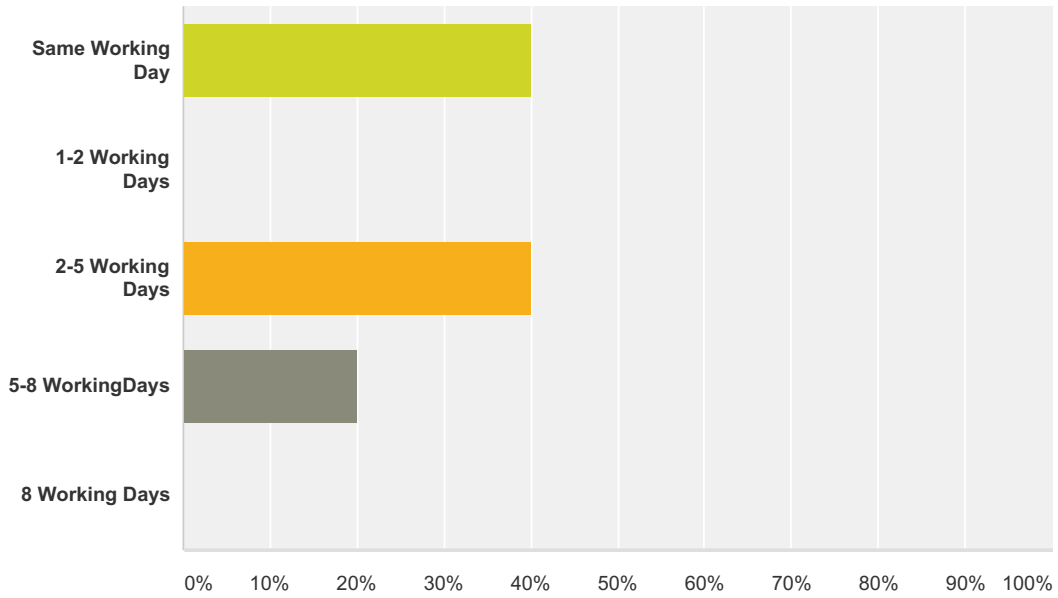
Answered: 6 Skipped: 2



Answer Choices	Responses
Same day	0.00% 0
1 Working Day	16.67% 1
2-5 Working Days	33.33% 2
5-8 Working Days	33.33% 2
8 Working Days or above	16.67% 1
Total	6

Q3 Thinking about the last time you wanted to book a telephone consultation with your Usual GP, how long it take to get your consultation?

Answered: 5 Skipped: 3



Answer Choices	Responses
Same Working Day	40.00% 2
1-2 Working Days	0.00% 0
2-5 Working Days	40.00% 2
5-8 WorkingDays	20.00% 1
8 Working Days	0.00% 0
Total	5

Amwell Group Practice Patient Access Survey

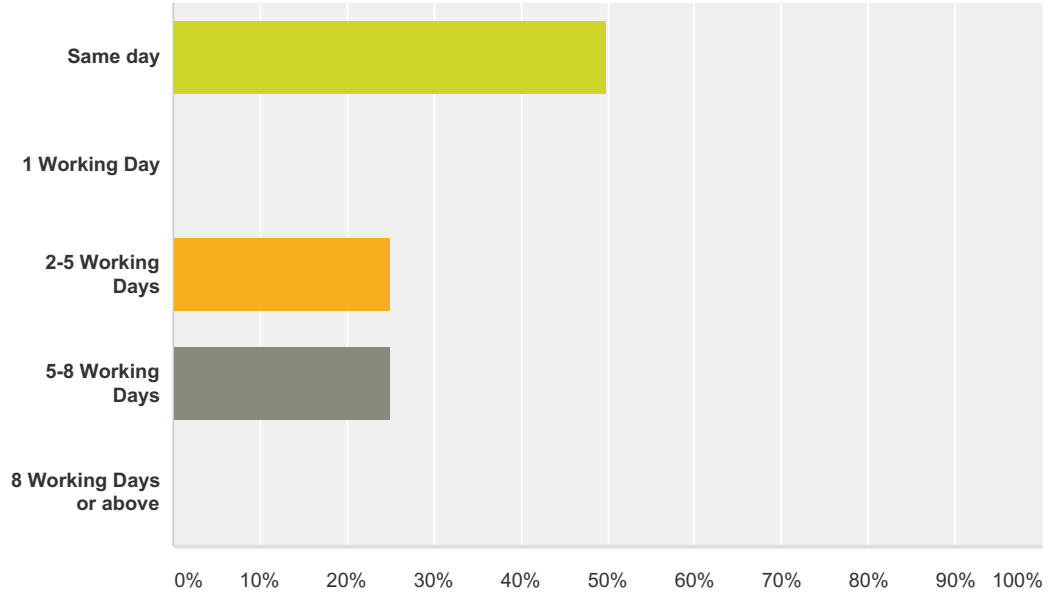
Q4 We would appreciate any feedback you have regarding the introduction of telephone consultations at the practice.

Answered: 5 Skipped: 3

#	Responses	Date
1	I have used this method only once, but was very satisfied. I would use it again for many,though not all, purposes.	12/18/2014 9:24 AM
2	good idea	12/17/2014 3:30 PM
3	I like them. It's possible to discuss routine information and, if necessary, book an appointment. I don't mind them at all.	12/17/2014 9:50 AM
4	I didn't know you had them, but I think they are fantastic and hope you do. For full time workers like me they are invaluable.	12/17/2014 5:06 AM
5	Excellent service, very prompt and helpful.	12/17/2014 3:54 AM

Q5 Thinking about the last time you wanted to book a telephone consultation any GP, how long it take to get your consultation?

Answered: 4 Skipped: 4



Answer Choices	Responses
Same day	50.00% 2
1 Working Day	0.00% 0
2-5 Working Days	25.00% 1
5-8 Working Days	25.00% 1
8 Working Days or above	0.00% 0
Total	4

Amwell Group Practice Patient Access Survey

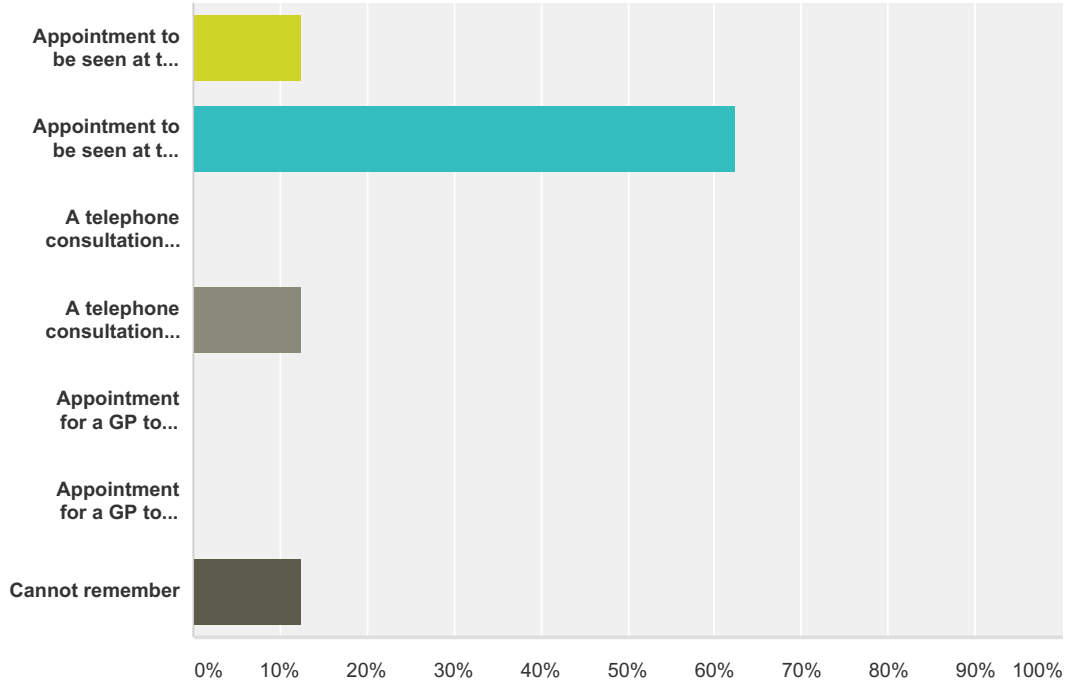
Q6 Please give us any comments you may have on getting an appointment at the surgery.

Answered: 5 Skipped: 3

#	Responses	Date
1	Does not apply.	12/18/2014 9:24 AM
2	3 weeks to see 'my' Gp Dr Davies (or Dr Upton) seems quite long - though has some benefits too	12/17/2014 3:30 PM
3	I like being able to book online. Will it be possible to book telephone consultations online too?	12/17/2014 9:50 AM
4	It would be nice if you held some slots for full time workers only.	12/17/2014 5:06 AM
5	Generally efficiently run fair system thats works well for me.	12/17/2014 3:54 AM

Q7 Thinking about the last time you contacted the practice, what type of appointment did you want?

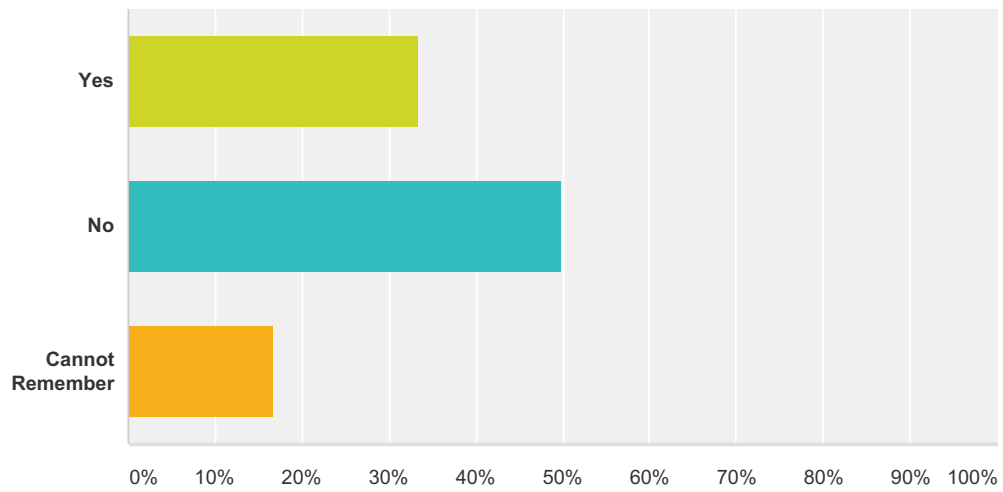
Answered: 8 Skipped: 0



Answer Choices	Responses
Appointment to be seen at the surgery on the same day	12.50% 1
Appointment to be seen at the surgery within the week	62.50% 5
A telephone consultation on the day	0.00% 0
A telephone consultation within the week	12.50% 1
Appointment for a GP to visit at home on the same day	0.00% 0
Appointment for a GP to visit at home within the week	0.00% 0
Cannot remember	12.50% 1
Total	8

Q8 Thinking about the above question, did you get the appointment that you wanted?

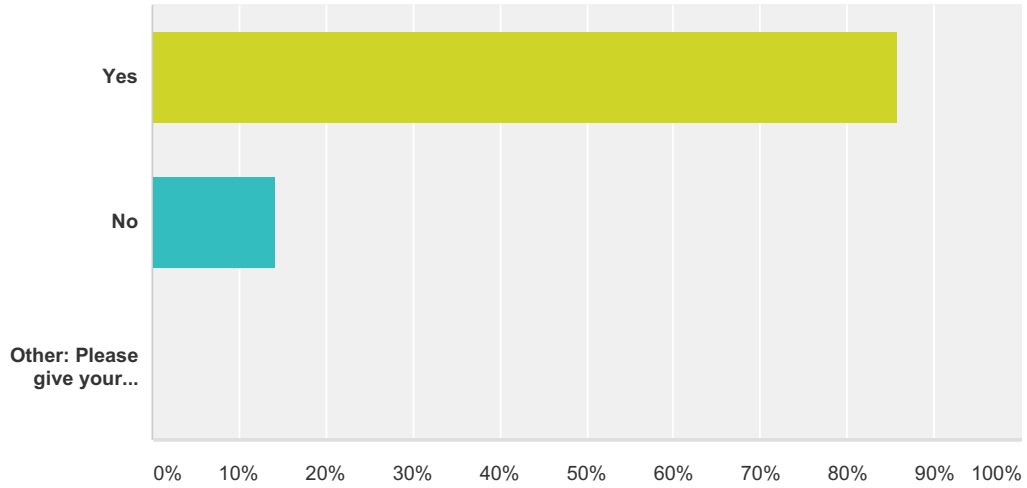
Answered: 6 Skipped: 2



Answer Choices	Responses
Yes	33.33% 2
No	50.00% 3
Cannot Remember	16.67% 1
Total	6

Q9 Regardless of the type of appointment you wanted and received, were you satisfied with the outcome?

Answered: 7 Skipped: 1

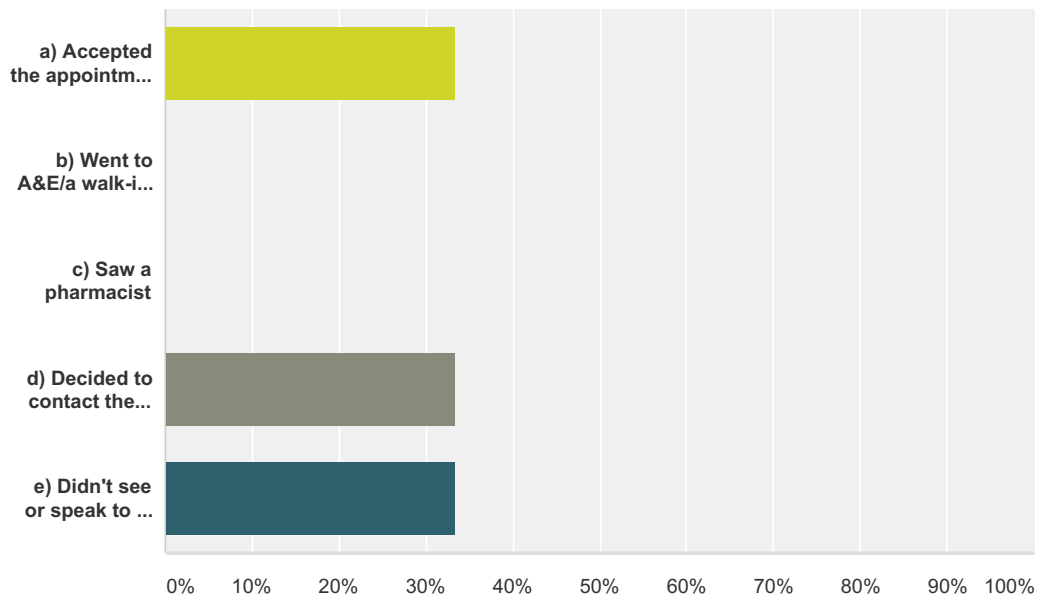


Answer Choices	Responses
Yes	85.71% 6
No	14.29% 1
Other: Please give your comment below	0.00% 0
Total	7

#	Other (please specify)	Date
	There are no responses.	

Q10 If you were not satisfied with the outcome, what did you do?

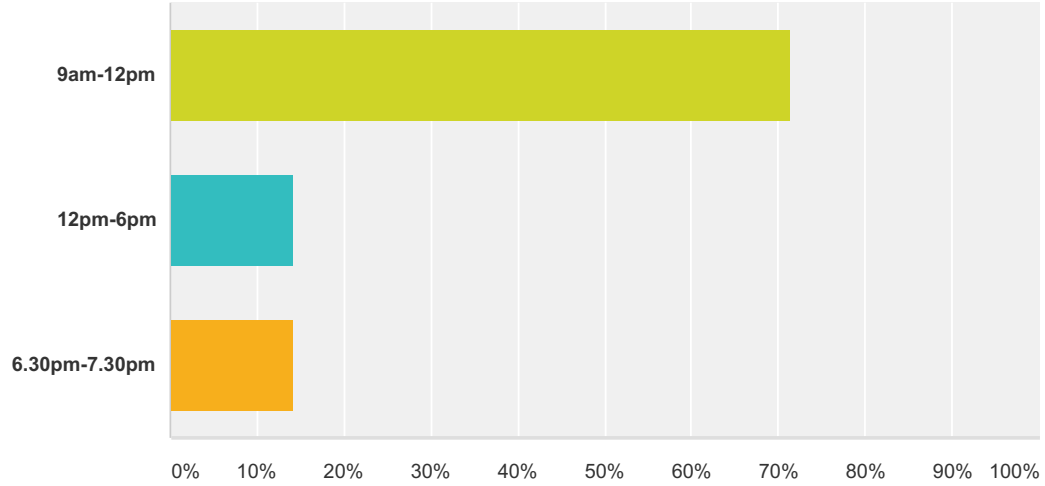
Answered: 3 Skipped: 5



Answer Choices	Responses
a) Accepted the appointment offered anyway	33.33% 1
b) Went to A&E/a walk-in centre	0.00% 0
c) Saw a pharmacist	0.00% 0
d) Decided to contact the surgery another time	33.33% 1
e) Didn't see or speak to any GP or nurse	33.33% 1
Total	3

Q11 Thinking about the last time you made an appointment at the surgery, what time of the day were you offered?

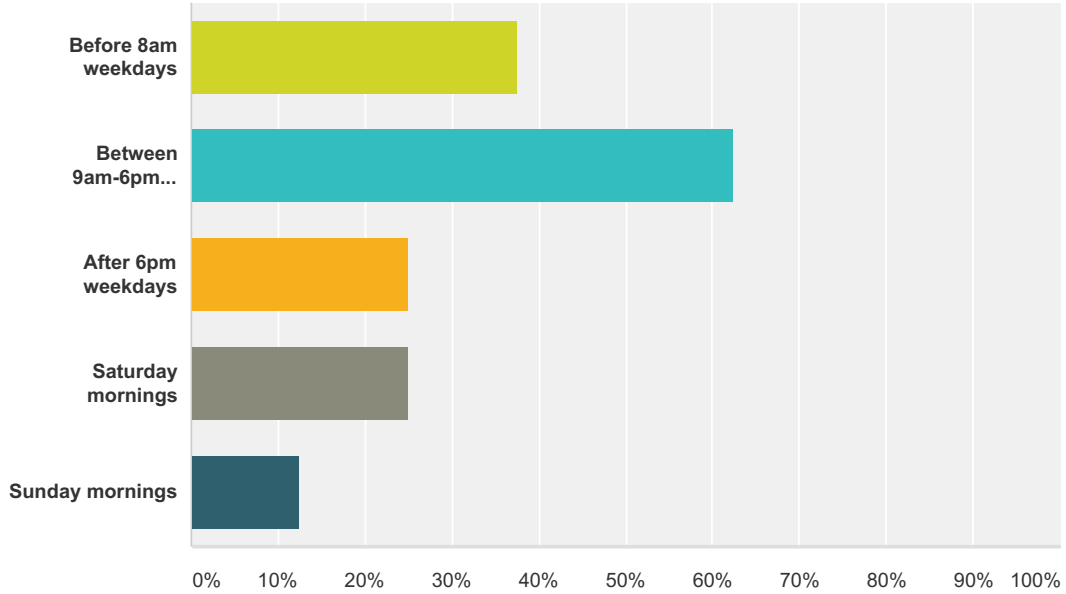
Answered: 7 Skipped: 1



Answer Choices	Responses
9am-12pm	71.43% 5
12pm-6pm	14.29% 1
6.30pm-7.30pm	14.29% 1
Total	7

Q12 Thinking about when you want to make an appointment at the practice, which of the following times would suit you best?

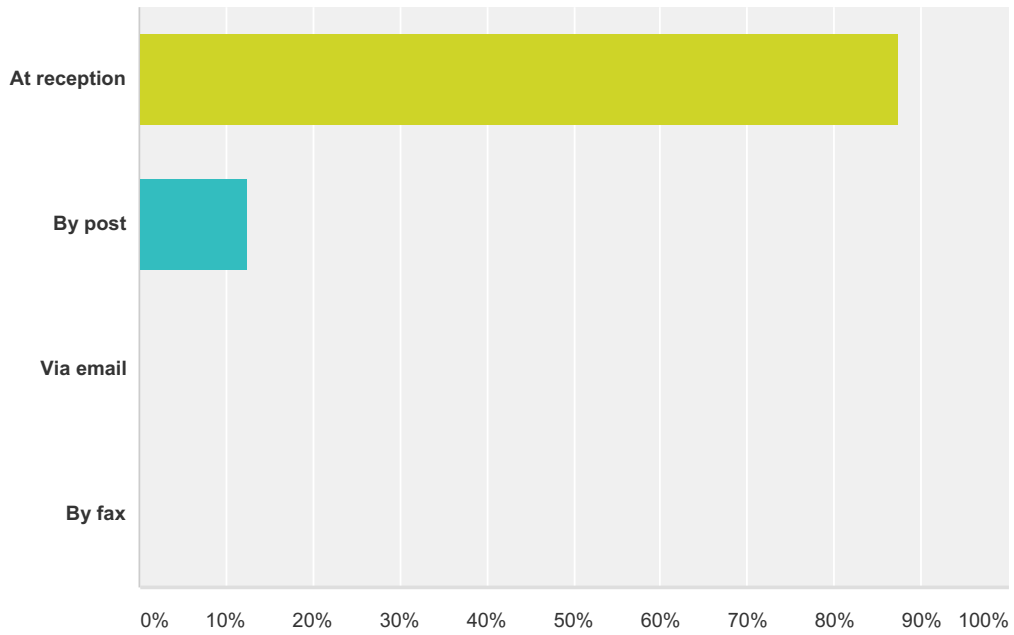
Answered: 8 Skipped: 0



Answer Choices	Responses
Before 8am weekdays	37.50% 3
Between 9am-6pm weekdays	62.50% 5
After 6pm weekdays	25.00% 2
Saturday mornings	25.00% 2
Sunday mornings	12.50% 1
Total Respondents: 8	

Q13 Thinking about when you registered with the practice, how did you do this?

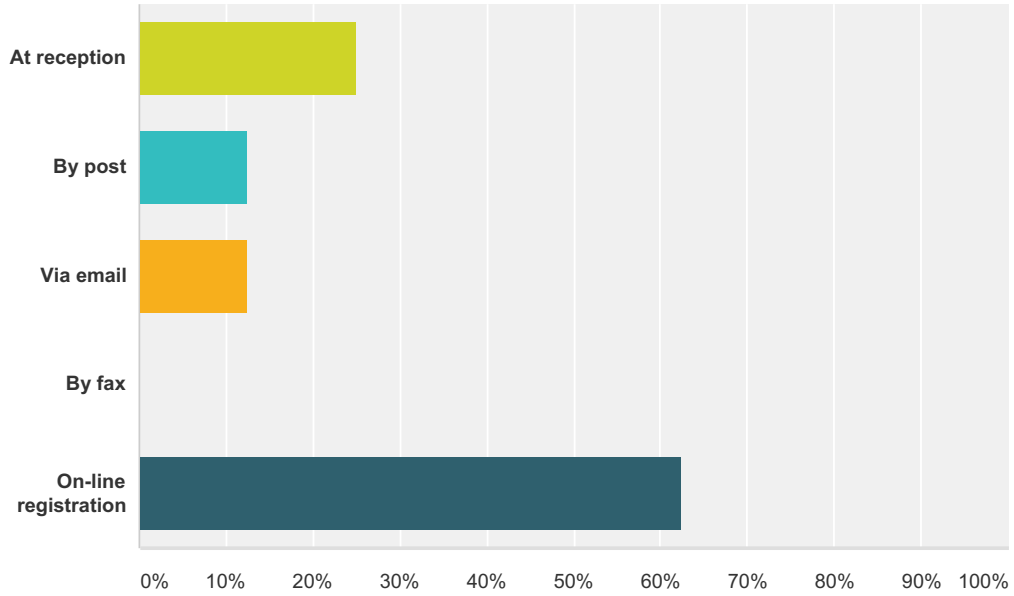
Answered: 8 Skipped: 0



Answer Choices	Responses
At reception	87.50% 7
By post	12.50% 1
Via email	0.00% 0
By fax	0.00% 0
Total	8

Q14 Thinking about new patients registering at the practice, which of the following do you think would be the easiest option?

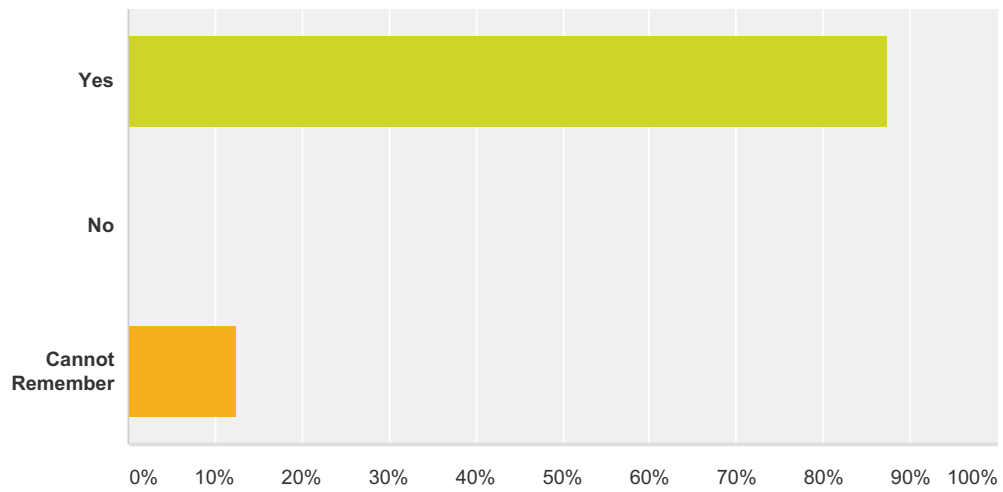
Answered: 8 Skipped: 0



Answer Choices	Responses
At reception	25.00% 2
By post	12.50% 1
Via email	12.50% 1
By fax	0.00% 0
On-line registration	62.50% 5
Total Respondents: 8	

Q15 Thinking about when you registered at the practice, did you find the process easy?

Answered: 8 Skipped: 0



Answer Choices	Responses
Yes	87.50% 7
No	0.00% 0
Cannot Remember	12.50% 1
Total	8

#	Please give us any comments you have on registration at the practice	Date
1	Online registration bypasses handwriting issues, but would exclude those who do not use the internet.	12/17/2014 9:53 AM
2	It was very welcoming as I recall	12/17/2014 5:09 AM