

Responses Overview Active

Responses

124

Average Time

03:02

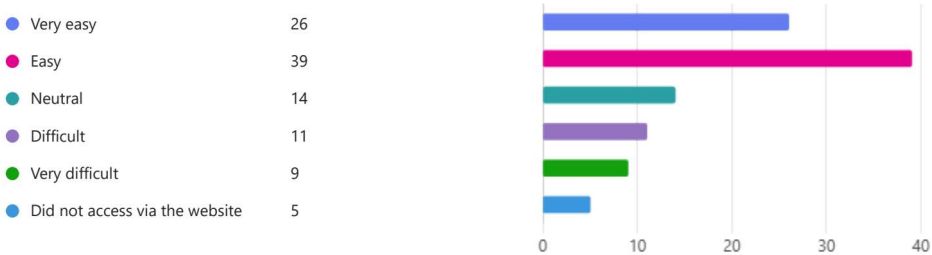
Duration

21 Days

1. Have you used our new online/digital triage service to submit a health query or request an appointment since its launch on 2 April 2025?



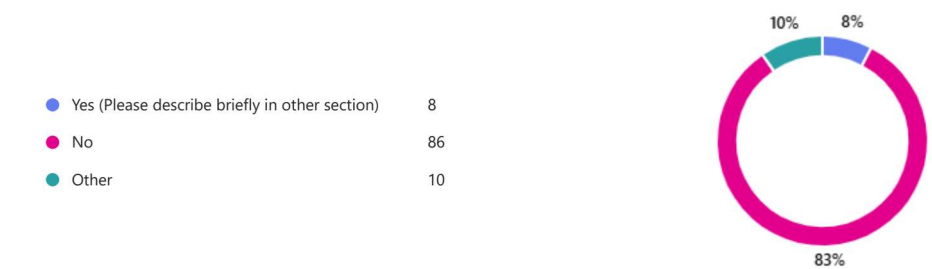
2. On your most recent use, how easy or difficult was it to find the starting point for the digital triage service on our website/app?



3. How easy or difficult was it to complete the online form/questions for your health query?

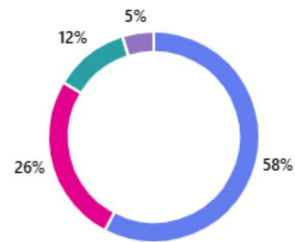


4. Did you encounter any technical problems while using the service (e.g., pages not loading, error messages, unable to submit)?



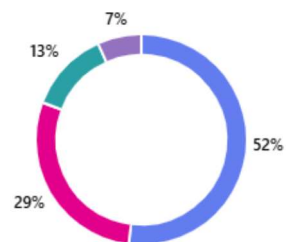
5. After submitting your query, were you given clear information about what would happen next and the expected timeframe for a response?

Yes, very clear	60
Yes, somewhat clear	27
No, not very clear	12
No, not clear at all	5



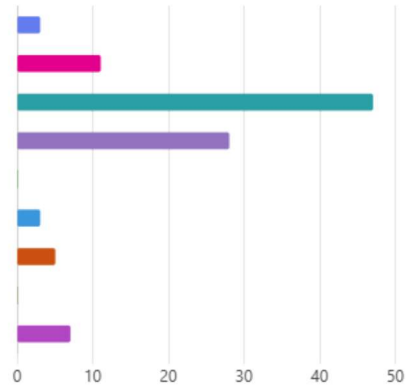
6. How satisfied were you with the time it took to receive this first response?

Very satisfied	54
Satisfied	30
Neutral	13
Very dissatisfied	7



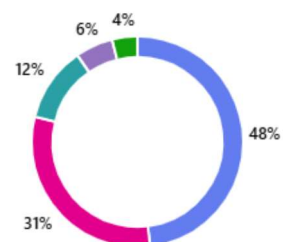
7. What was the outcome of your digital triage submission? (Select the primary outcome)

Received self-care advice	3
Received a prescription	11
Offered an appointment with a clinician (Doctor, Nurse, etc.)	47
Offered an appointment link to book directly	28
Directed to another service (e.g., Pharmacy, A&E)	0
My query was resolved via message exchange	3
My query was not resolved	5
Other (Please describe briefly in other)	0
Other	7

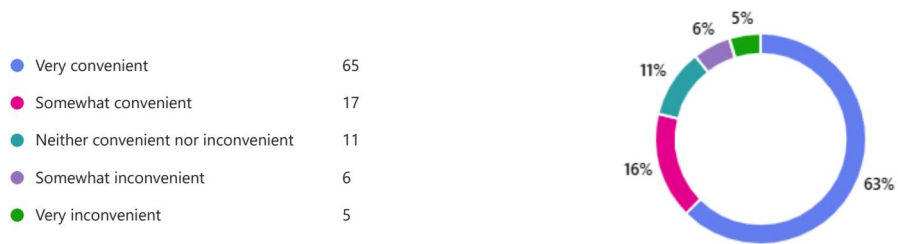


8. How appropriate did you feel the response/outcome was for your health query?

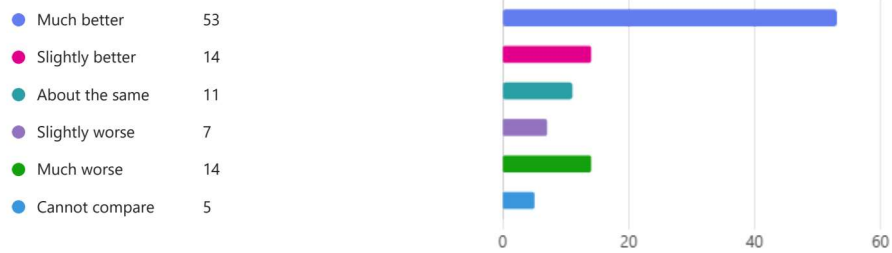
Very Appropriate	50
Appropriate	32
Neutral	12
Inappropriate	6
Very Inappropriate	4



9. Thinking about the specific appointment date(s) and time(s) you were offered, how convenient were they for you?



10. Compared to contacting the practice by phone (our previous primary method), how would you rate the experience of using the digital triage service?



11. Overall, how satisfied were you with your experience using the digital triage service?

