

Feedback score	ODS CODE	ACCOUNT NAME
4. Quite difficult	A83023	Stanley Medical Group
2. Quite easy	A83023	Stanley Medical Group
2. Quite easy	A83023	Stanley Medical Group
1. Very easy	A83023	Stanley Medical Group
4. Quite difficult	A83023	Stanley Medical Group
3. Neither easy nor difficult	A83023	Stanley Medical Group
5. Very difficult	A83023	Stanley Medical Group
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Date

18 July 2023

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29 January 2024

Why do you think this?

It's such a waste of time when a simple phone call used to work.

No problems getting onto site

Not as many questions as before

Each step was easy to follow.

I almost completed a request then it disappeared from screen.

Not always got access to internet.

Terrible system

I want to speak to a human not do it online.

I am elderly and find using technical things very difficult

Also the questions are so long and complicated and don't match what I needed

to long winded a slow should have stay with phone call waste of time

Very simple instructions

Clear to use and understand.

Simple form. Gives you enough characters to inform a doctor of your concern. Easy to use

Should have a section just saying appointments

Because the section about asking what is the problem and requesting information, if one already has a fit-note, should indicate that if that is the case then simply adding what has been previously stated on the fit-

Very simple questions which made it easier to describe my issue

To long winded

To long

Clear

I'm not it oriented and was extremely worried about it, but easy to use

Explains options well

Saves holding on the phone

Struggle typing on mobile phone

Because I need help

First time user

Seamless process

I need to see a doctor

Pretty self explanatory.

I don't know

It's step by step.if your savy

It was straightforward

straight forward

I am quite IT literate despite my age.

Clear

Options are not appropriate if you need to book a routine appointment for tests which are required every 3 years (eg cervical smear test)

Simple and easy to understand

Everything straight forward

Clear

Easy to answer

Clear wording

Brilliant!

Easy to navigate

It's all new to me

Took me to the exact thing I needed

Don't like automated. Stuff

easy choice selection

Clear and precise with option to state problem and not just tick boxes which don't always apply.

Step by step process appears user friendly

questions straight forward just sit and think about it and work your way through

Because of knowledge off online questioners

I am not IT competent

Simple layout easy to fill out

Asks all the appropriate questions

The instructions were clear

Very simple layout and easy to do

I had no problems with it

I didn't find it a problem

easy to use

Was easy now have hang of it

quick and easy

Enough letters to use to tell the problem

quick and easy

Easier to ring

First time user and was a success

So much quicker

Quick and easy to do. I have problems with anxiety and making phone calls so this is perfect for me.

Nice and clear questions

straight forward

No rush to fill out stuff in a rush

To long winded

The process was more lengthy because it was my first try. Further use should quicken the process up.

Quicker

Very straightforward

Quick to do

Easy

Everything is set out and it is easy to follow

Because the new online system is to long winded

Simple questions to answer

Easily understood

Much better than sitting on hold or not getting through by phone

The front page is not clear and I had to go back and start again. Then the questions repeat themselves.

It is so much easier than before. Easy to navigate and great just to be able to go on and use without logging in or passwords.

It's easier to speak to someone on the phone

Not too much information required, logical process

very easy to use

it just is

Easy website. Shame it can't be done out of hours.

Just very easy to use

Clear questions.

simple questions

Okay

It's a terrible system and I would much rather speak to someone on the phone.

Simple and straight forward.

When you are ill it is difficult to concentrate. This was ok.

It's a straight forward way to sort illness

Straight forward questions

Too many options I just wanted to make an appointment

Very straightforward and convenient

Good tool

Are there any improvements you think we should make?

Scrap this system - what about people with no access to the internet

no

Yes, booking an appointment is impossible because there ARE NO APPOINTMENTS

No.

I'm sure it will work out. But not for everyone

Go back to the original system

Go back to the normal way of speaking to someone

Maybe an option for technically untrained patients to be given an easier option

go back to the old way use the phone i di=ont have time to fill this rubbish out every time i need inhalers

then it is time to change doctors

Nothing so far, as long as this service will be more readily available and doesn't close down after a certain time on a morning (when requests have reached their limit)

no

Not that would make much difference. I think the obvious one would be possibly another 100 characters in the tell us your concern box as I did have to tweak mine to get my query fully in

Make it clearer where you have to book appointments

Yes, see above.

No, I think at the moment this way of contacting the doctors for an issue is very good.

Make it shorter

make it shorter and quicker to use time i fill the form out i could have made an appointment by phone

no

Few more available letters to use in boxes

no

Make the non urgent link easier to understand. eg 'if non of the above apply click here' not 'non of these are present' for those who not computer literate.

Phone discussion

I don't know - first time used

Don't know enough of how 'tech' works etc to comment really.

Not at all

More administration staff

No, I'm happy.

Yes add more characters so you don't go into detail

It's always best too walk in and see a doctor face to face community thing

Make the text brighter

Have it as an app for easier access

It would be good if we could leave messages even outside the opening times of the surgery.

no

Improve the site, or still allow us to ring the surgery to book appointments

N/A

None

More space to add more info

None

N/A

At the start please explain clearly that A) you will have to state in the form if you fill in for someone else and B) that you can enter their details at the end. I.e. it's not clear at the beginning that there will be space to fill in the details of the person you are doing it for.

None

no

Defo not I prefer this way

To speak in person

N/A

no

Boxes to tick what type of fit note you require , it appears to be set up for people who want to be signed off not people need a phased return and reduced hours

no

No it's me that needs to improve

Could ask which medical person you would like yo see

no

no

Only slight difficulty was choosing which option applied to arranging a non-urgent appointment

no

The verification system is not very reliable

no

no

no

not at the moment

no

Na

Yes..be able to ring

not sure

None

no

no

Not sure if any required

no

Make it easy

No.

None

no

This service is acceptable but not for older people or those who would rather speak to a person

None

None that I can think of

Yes get rid of the system

Admin requests such as repeat prescriptions etc should be available out of surgery hours - easy to put a notice that these will be dealt with on the following day

give us appointment slots ti choose from

no

I think the front page could be made easier to direct you to the area you need

N/A

no

no

no

no

Make out of hours website available.

no

None.

no

no

Allow me to speak to people rather than online.

no

System was down again today. Needs to be more reliable.

None

no

No idea

None

A) I already wrote that it would be good that at the start you say: "If you are filling in the form for someone else, you will have to add your details at the end of the questionnaire." Otherwise it seems that one has to write the details at the start. Confusing. B) I would have liked to add a photo. Too dangerous for viruses?