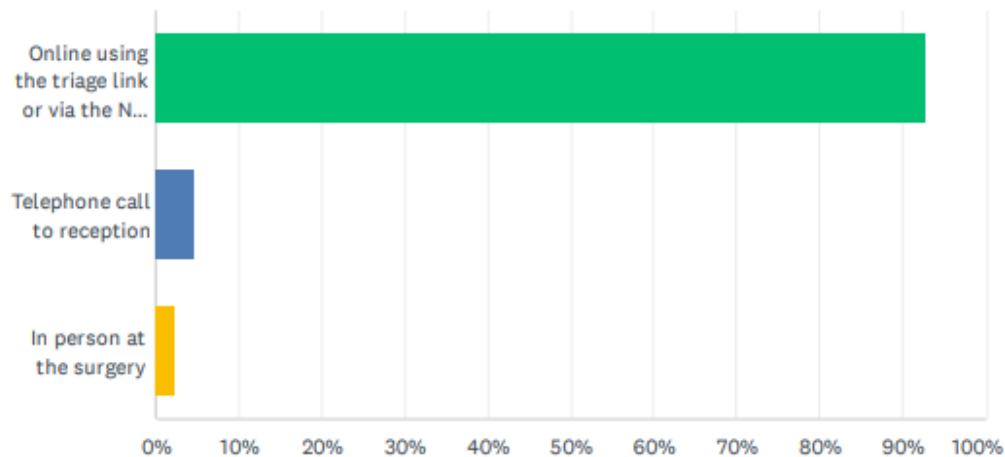


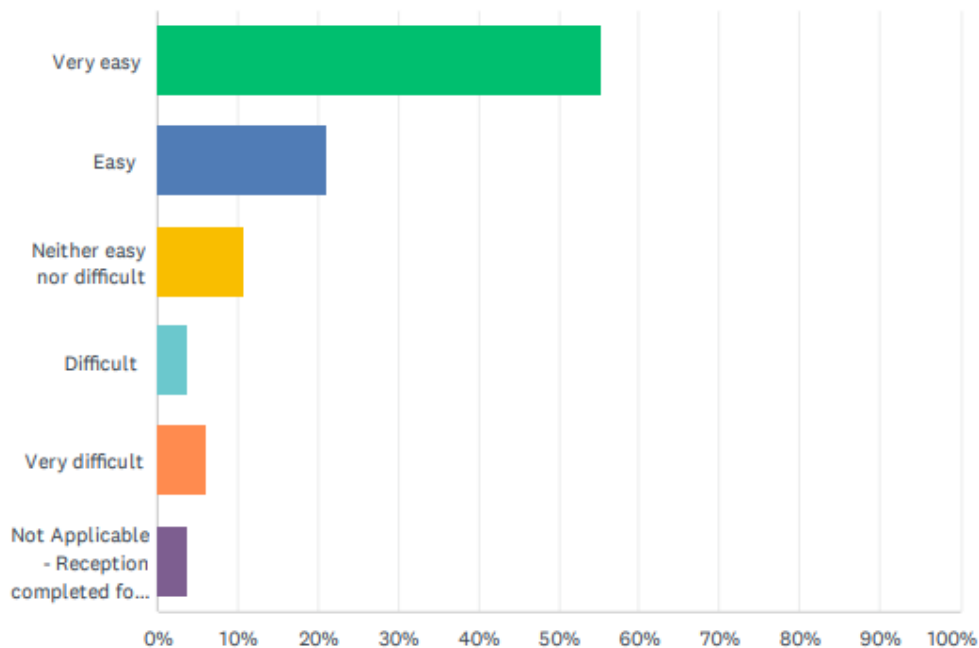
## TRIAGE FEEDBACK SURVEY OUTCOMES

In October 2024 we asked patients to complete a survey about our implementation of the online triage appointment system. We had 84 responses in total. We discussed the findings at our most recent patient participation group (PPG) meeting. Below are the findings from the survey.

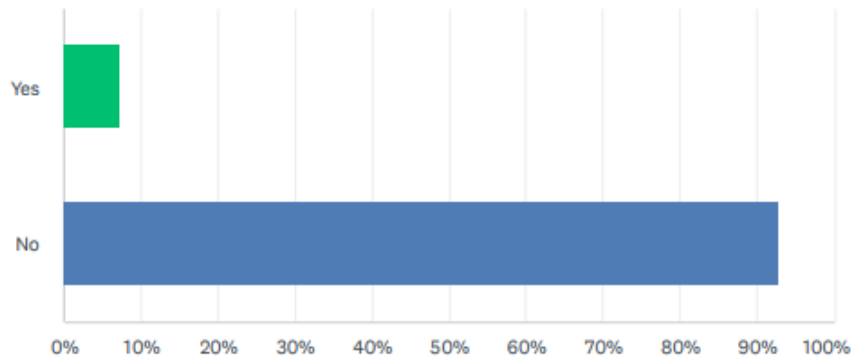
### Q1. How did you complete your triage form?



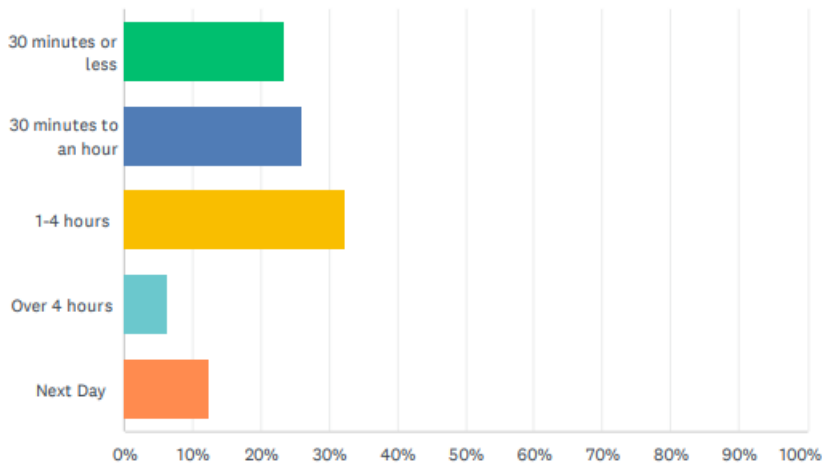
### Q2. How easy did you find it to complete the triage form?



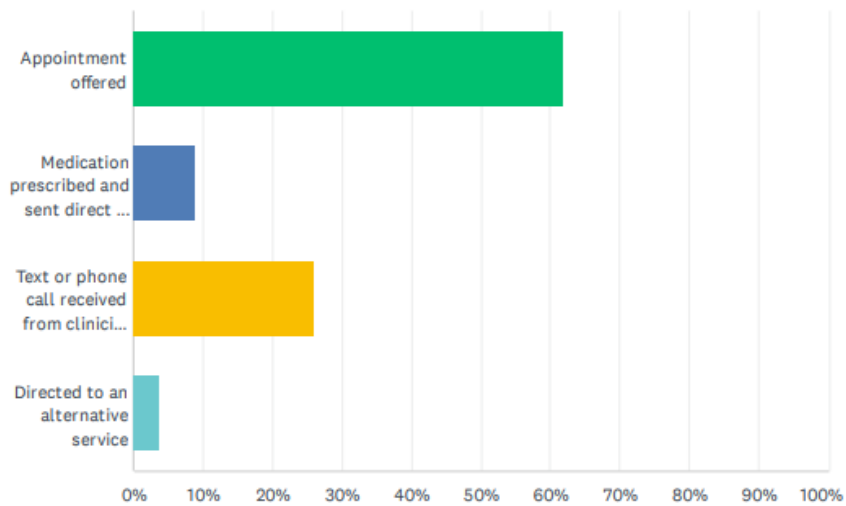
**Q3. Did you need any support from another person to complete the form?**



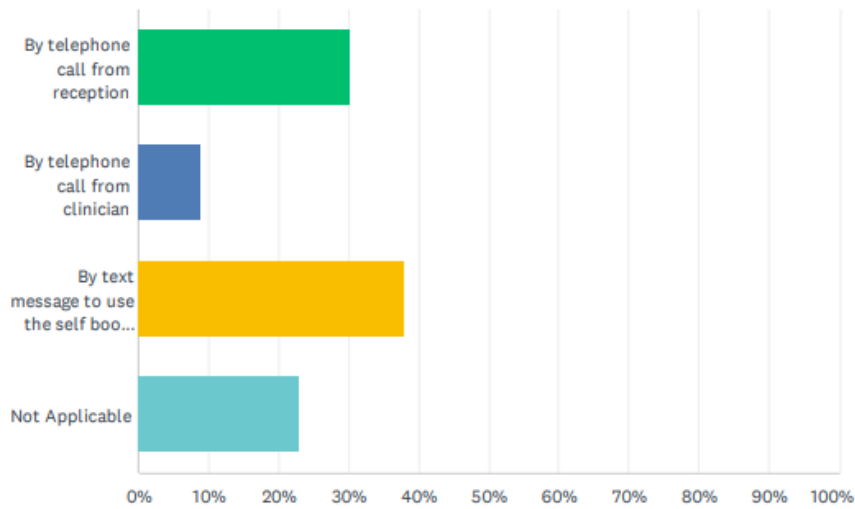
**Q4. How long did you have to wait before you received a response from the practice about your triage request?**



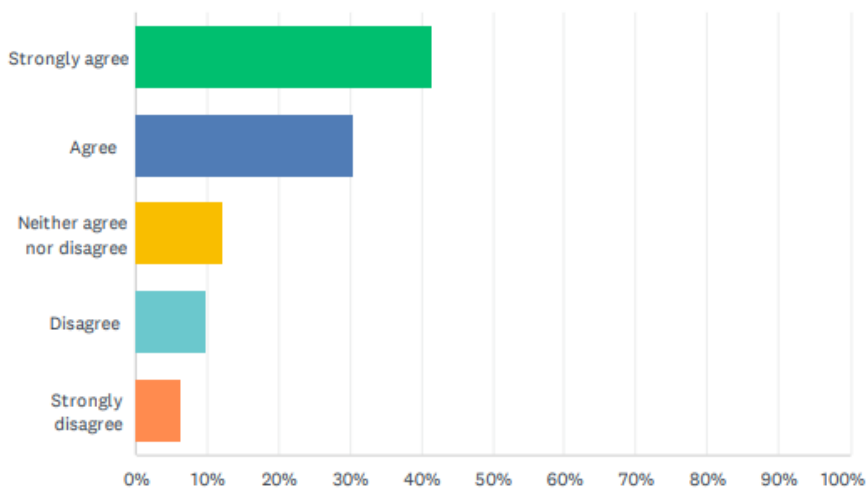
**Q5. How was your request actioned?**



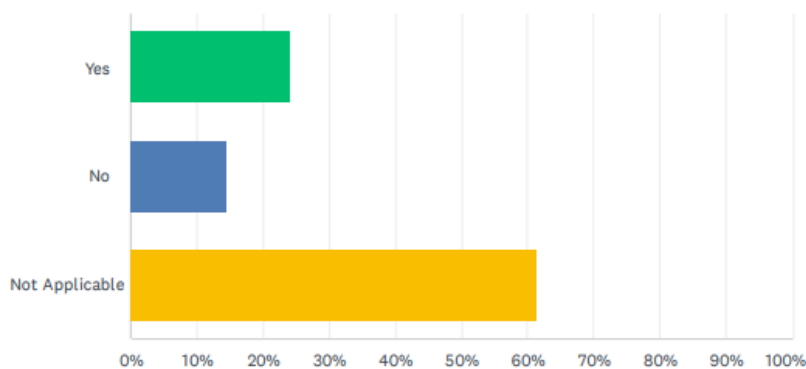
**Q6. If you were offered an appointment, how did you receive your appointment invitation?**



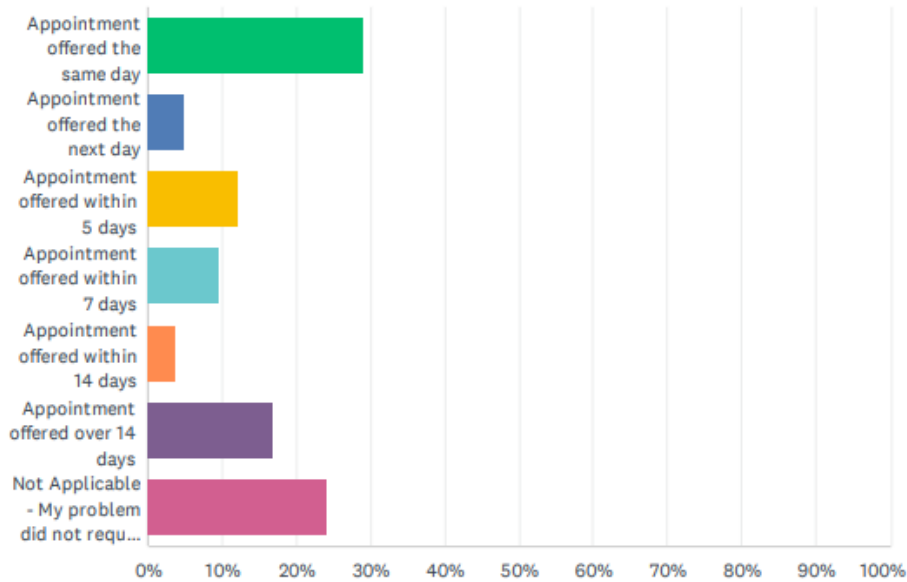
**Q7. Do you think the appointment you received was the most appropriate clinician for your problem?**



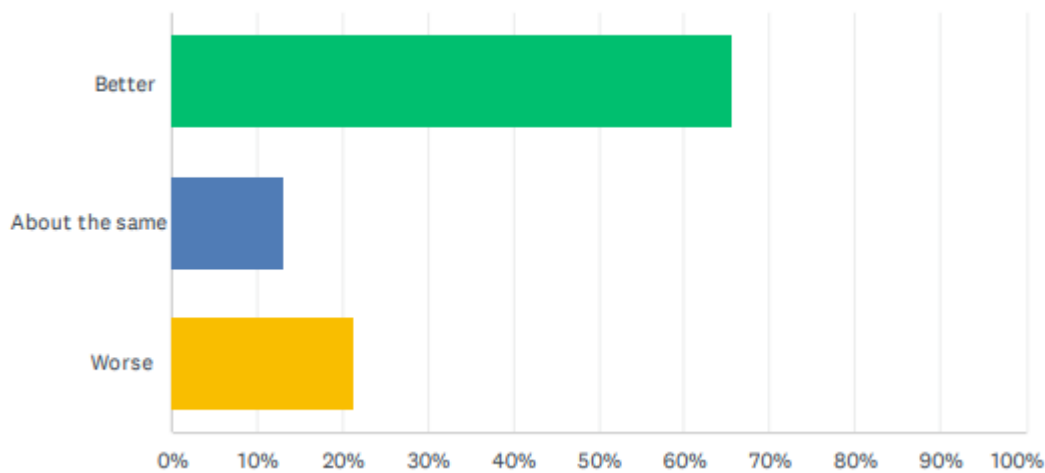
**Q8. If you requested an appointment with a specific clinician, were you offered your preferred choice?**



**Q9. After your appointment request had been triaged by a clinician, and you were offered an appointment, how long did you wait to be seen?**



**Q10. On balance do you think the move to online triage is better or worse than the previous appointment booking system?**



**Survey Findings**

- Over 90% of patients completed their triage form using the online triage link or via the NHS application.
- Over half of patients found it easy to complete the triage form.
- Only 7% of patients required assistance to complete the form.
- 81% of patients received a response to their request in 4 hours or less.
- 71% of patients felt that they received an appropriate appointment.
- 14% of patients did not receive an appointment with their preferred clinician.

- 78% of patients received an appointment within 14 days.
- 79% of patients think that the triage system is about the same or better than the previous appointment booking system used.

Thank you to everyone that took the time to complete the survey. Your feedback helps to improve the service we provide.

Following on from the feedback of the survey we did review the opening time availability of the triage form. The timings were updated from 7.00am-4.00pm Monday to Friday to 5.00am – 3.00pm Monday to Friday. We will continue to monitor this and make any necessary changes based on patient feedback.