



# CONSUMER SURVEY APRIL 2017



## TOPIC: BOOKING PROCESS

### DETAILS:

25 patients randomly selected (across different age groups/gender) and asked to complete a survey and provide feedback on the Booking Process. Whilst waiting to be admitted, survey was completed and comments provided regarding their experience.

### INITIAL CONVERSATION

Was your call answered in a timely manner?	100% answered YES
If waiting on hold, did you listen to important information about our Hospital and additional procedure information?	60% answered YES 2 response NO 32% Answered N/A – Did not wait on hold
Were you asked if there was any urgency to your booking?	64% answered YES 7 response NO
Were you asked if you are a diabetic, gluten intolerant, coeliac or taking blood thinning Medication?	84% answered YES 4 response NO
Were you asked if you had seen your GP and had your referral with you?	100% answered YES

### PAPERWORK AND PROCESS

Was the receptionist helpful and pleasant throughout your booking?	100% answered YES
Was your paperwork and your appointment explained by the receptionist?	100% answered YES
Was this information thorough and easy to understand	100% answered YES
Were you advised of all of the fees that would be payable?	96% answered YES 1 response NO
Were you asked if you preferred your paperwork to be emailed or mailed?	68% answered YES 8 response NO
Did you feel your privacy was upheld during your booking?	100% answered YES
Was the admission process: - straightforward and easy to understand?	100% answered YES

### Comments:

- Fantastic!
- Always staff are very pleasant
- Lovely staff, very thorough process. Well explained by nurse and staff
- Your guys are awesome!

### WAITING TIME

Were you advised of the current waiting time for the procedure and when the next available appointment would be?	100% answered YES
Was your booking completed in a timely manner? (bookings can take 5-10 minutes)	100% answered YES
Were you satisfied with the date/s you were given?	100% answered YES

### RECEIVING THE PAPERWORK

If the paperwork was <b>mailed</b> , did this arrive within 1 week from the date you made your appointment?	100% answered YES
If the paperwork was <b>emailed</b> , did this arrive quickly and in a format that was easy to open/view and print from home?	100% answered YES

### Comments:

- Didn't say you could drink water – most important thing
- The email went to junk mail and missed the first one. I rang and was resent but looked in junk file to receive

## OVERALL

Overall were you satisfied with your booking today?

**100% answered YES**

Were any concerns or questions you had answered by the receptionist?

**100% answered YES**

### Comments:

- People on front desk are very friendly and organised
- I have found all receptionists and other staff all very polite
- On a recall list but no notice arrived
- The telephone recorded message sounds like an advertisement and is excessively long

## RESULTS OVERVIEW

Overall a very high satisfaction with the Booking Process.

1. Results to be discussed at Management and Consumer Meeting, and look at areas for improvement as outlined in this survey by patients.
2. Follow up on patient with recall not arriving
3. Circulate results to staff, consumers and make available on our website, and in waiting room.