

Please complete our short survey on behalf of our PPG (patient participation group). This will help the practice to evaluate how we have performed during the COVID-19 crisis, including the use of new technology e.g: video calling, online booking etc. which the practice has implemented to help during the current situation.

1. Were you satisfied with your 'virtual' appointment (via video call or telephone)?

- YES
- NO
- Not Applicable - no experience of this type of appointment

Any Comments:

2. Do you think your appointment would have achieved a better outcome if you had been seen 'face to face'?

- YES
- NO
- Not Applicable

Any Comments

3. Would you prefer having a 'face to face' appointment?

- YES - would always like to be reviewed 'face to face'
- Happy to have the option to use either 'face to face' or 'virtual' depending on my presenting complaint
- NO - prefer the 'virtual' option

Any Comments

4. Would you be happy to continue to have types of 'virtual' appointments (via video call or telephone) still available as an option after Lockdown?

- YES
- NO

Any Comments:

5. Do you find our processes, using new technology, easy to use for booking online, accessing your appointment or ordering your prescriptions?

- YES
- NO
- No experience of these

Any Comments

6. Are you happy to receive invitations, appointment reminders, general practice information, advice or results via SMS text message?

- Yes
- No

Any comments

7.. If you are normally eligible for a FLU vaccination, where would be your preferred venue to receive the vaccination during the current COVID-19 situation?

- Drive Through
- In the Health Centre
- In a Community Centre
- No preference
- Not eligible for the FLU vaccination

Any Comments