

## Appendix 1 – Booking GP appointments in B&NES survey results

### 1. Does your GP surgery offer the following ways to book an appointment (please select all that apply)?

462 of 473 respondents answered this question.

Answer choices	Number of responses	% of respondents
Telephone (person to person)	444	96%
Telephone (automated)	236	51%
SMS (text message)	36	8%
Online (through a website)	314	68%
In person (face-to-face)	357	77%
Email	33	7%
Total respondents: 462		

### 2. How would you prefer to book an appointment with your GP Surgery?

People were asked to share how they prefer to book appointments, ranking the options from 1-6 (with '1' being their most preferred option).

449 of 473 respondents answered this question.

Answer choices	1	2	3	4	5	6	Total (points)	Score
Telephone (person to person)	<b>237</b> <b>58%</b>	94 23%	27 7%	22 5%	18 4%	11 3%	409	5.17
Telephone (automated)	8 2%	36 11%	64 20%	61 19%	65 20%	<b>90</b> <b>28%</b>	324	2.74
SMS (text message)	6 2%	31 10%	34 11%	52 17%	94 30%	<b>95</b> <b>30%</b>	312	2.46
Online (through a website)	<b>136</b> <b>37%</b>	84 23%	72 19%	38 10%	22 6%	18 5%	370	4.59
In person (face-to-face)	40 11%	78 21%	<b>93</b> <b>25%</b>	63 17%	41 11%	62 16%	377	3.54
Email	7 2%	39 11%	68 20%	<b>89</b> <b>26%</b>	73 21%	66 19%	342	2.89
Total respondents: 449								

**3. How important is an online booking system for you?**

**464 of 473 respondents answered this question.**

<b>Answer choices</b>	<b>Number of responses</b>	<b>% of respondents</b>
Very important	190	41%
Moderately important	125	27%
Slightly important	64	14%
Not important	85	18%
Total respondents: 464		

**4. How important is an automated telephone booking system for you?**

**461 of 473 respondents answered this question.**

<b>Answer choices</b>	<b>Number of responses</b>	<b>% of respondents</b>
Very important	47	10%
Moderately important	131	28%
Slightly important	131	28%
Not important	152	33%
Total respondents: 461		

**5. If you have used an automated telephone booking system to make an appointment at your GP, would you recommend using it to your friends?**

**455 of 473 respondents answered this question.**

<b>Answer choices</b>	<b>Number of responses</b>	<b>% of respondents</b>
Recommend	44	10%
Not sure	91	20%
Wouldn't recommend	101	22%
N/A	219	48%
Total respondents: 455		

**6. If you have used an online booking system to make an appointment at your GP, would you recommend using it to your friends?**

**457 of 473 respondents answered this question**

<b>Answer choices</b>	<b>Number of responses</b>	<b>% of respondents</b>
Recommend	177	39%
Not sure	67	15%
Wouldn't recommend	46	10%
N/A	167	37%
Total respondents: 457		

**7. If you have used an automated telephone booking system to make an appointment at your GP, how easy was it to use?**

**455 of 473 respondents answered this question.**

<b>Answer choices</b>	<b>Number of responses</b>	<b>% of respondents</b>
Very easy	24	5%
Quite easy	70	15%
Quite difficult	58	13%
Very difficult	25	6%
N/A	278	61%
Total respondents: 455		

**8. If you have used an online booking system to make an appointment at your GP, how easy was it to use?**

**457 of 473 respondents answered this question.**

<b>Answer choices</b>	<b>Number of responses</b>	<b>% of respondents</b>
Very easy	131	29%
Quite easy	81	18%
Quite difficult	24	5%
Very difficult	13	3%
N/A	208	46%
Total respondents: 457		

**9. If you don't regularly use an automated telephone booking system to make an appointment at your GP, why not?**

**444 of 473 respondents answered this question.**

<b>Answer choices</b>	<b>Number of responses</b>	<b>% of respondents</b>
Too complicated	37	8%
Available appointments aren't convenient for me	45	10%
Didn't know about it	27	6%
Haven't needed to make an appointment	38	9%
Prefer an alternative booking method	160	36%
Technical difficulties	14	3%
Not available	40	9%
Other/please specify (comments)	83	19%
Total respondents: 444		

**10. If you don't regularly use an online booking system to make an appointment at your GP, why not?**

**369 of 473 respondents answered this question.**

Answer choices	Number of responses	% of respondents
Too complicated	23	6%
Available appointments aren't convenient for me	24	7%
Didn't know about it	21	6%
Haven't needed to make an appointment	48	13%
Prefer an alternative booking method	117	32%
Technical difficulties	9	2%
Not available	35	9%
Other/please specify (comments)	92	25%
Total respondents: 369		

**Twitter Poll results:**

**10 people completed the poll.**

