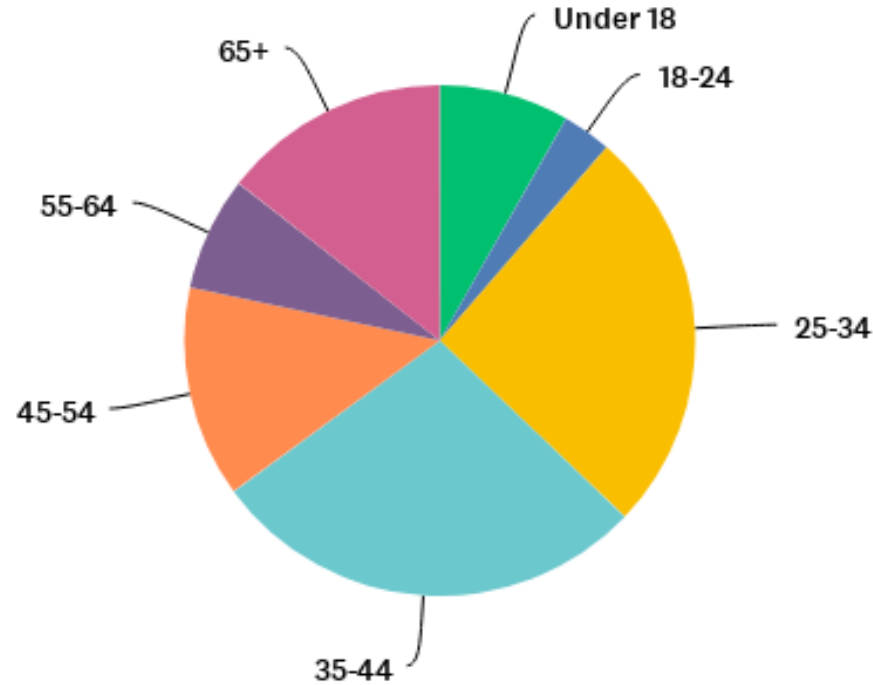


# Consulting during Covid at Haider Practice

Wednesday, February 03, 2021

**Q2: We want to check that access to our practice is available to all ages. Would you mind indicating which age bracket you fall into(if you are answering on behalf of someone please give the age bracket of the patient)**

Answered: 97 Skipped: 0



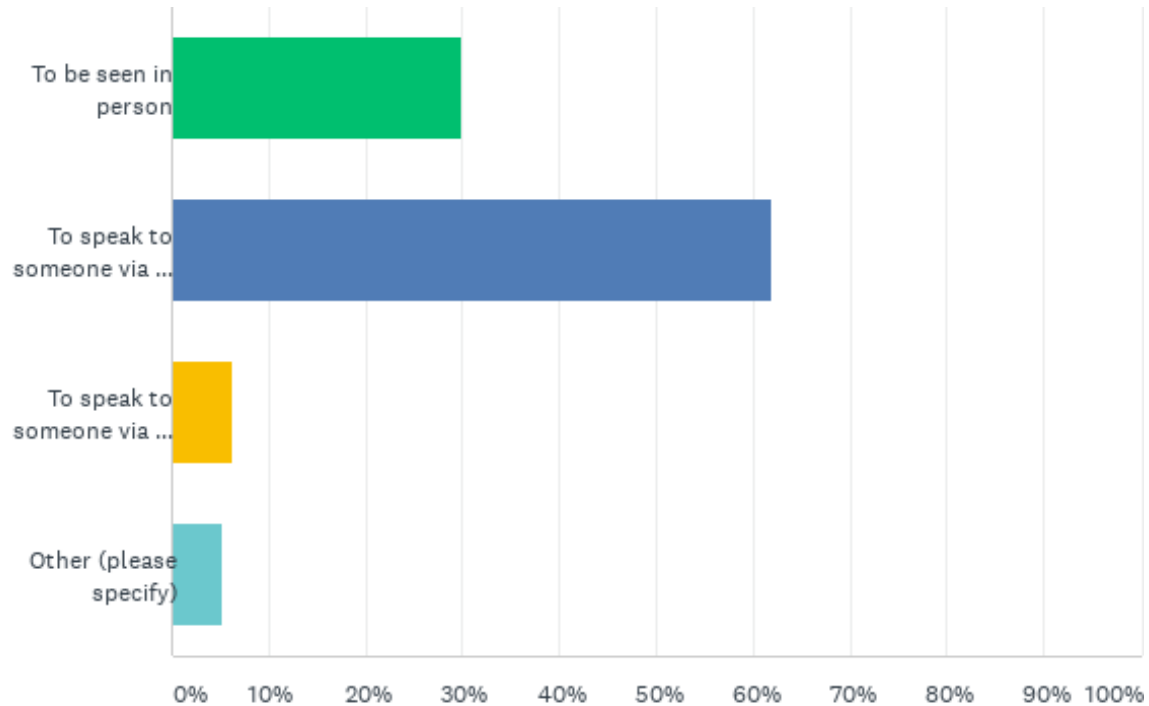
**Q2: We want to check that access to our practice is available to all ages. Would you mind indicating which age bracket you fall into(if you are answering on behalf of someone please give the age bracket of the patient)**

Answered: 97 Skipped: 0

ANSWER CHOICES	RESPONSES	
Under 18	8.25%	8
18-24	3.09%	3
25-34	25.77%	25
35-44	27.84%	27
45-54	13.40%	13
55-64	7.22%	7
65+	14.43%	14
TOTAL		97

#### Q4: As a result of your contact, what were you hoping to achieve?

Answered: 97 Skipped: 0



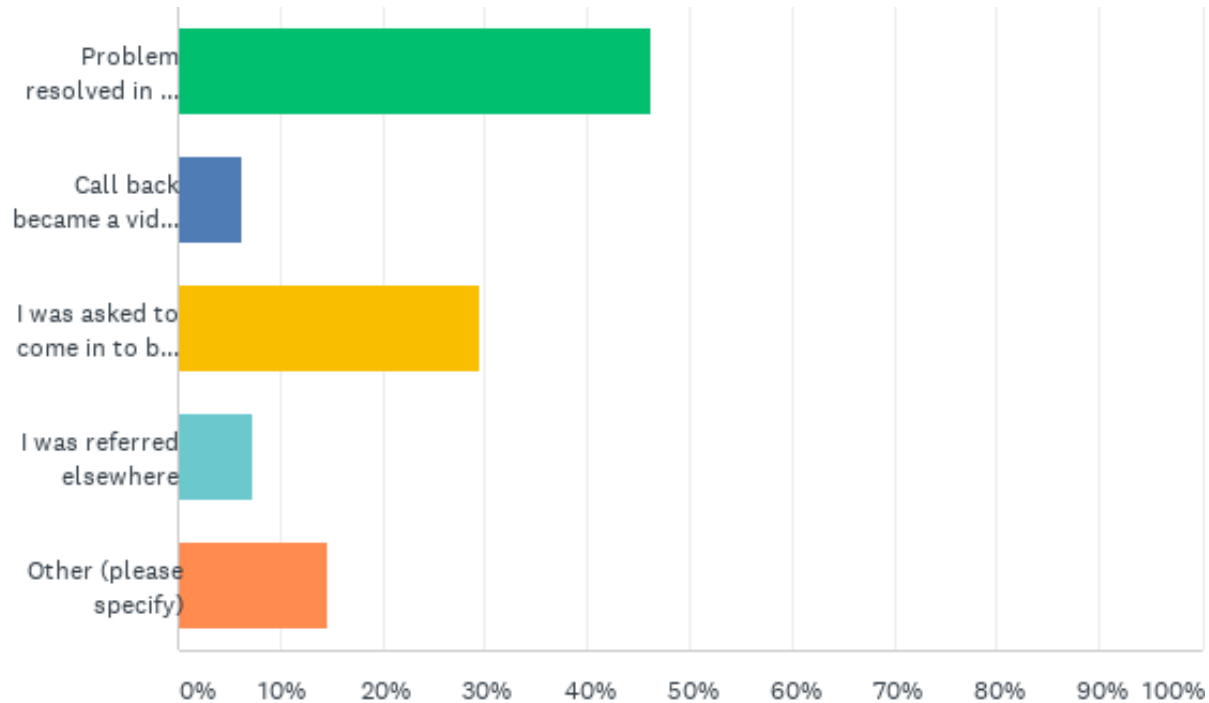
#### Q4: As a result of your contact, what were you hoping to achieve?

Answered: 97 Skipped: 0

ANSWER CHOICES	RESPONSES	
To be seen in person	29.90%	29
To speak to someone via the phone	61.86%	60
To speak to someone via a video link	6.19%	6
Other (please specify)	5.15%	5
Total Respondents: 97		

## Q5: When you were contacted by the practice, what was the outcome?

Answered: 95 Skipped: 2



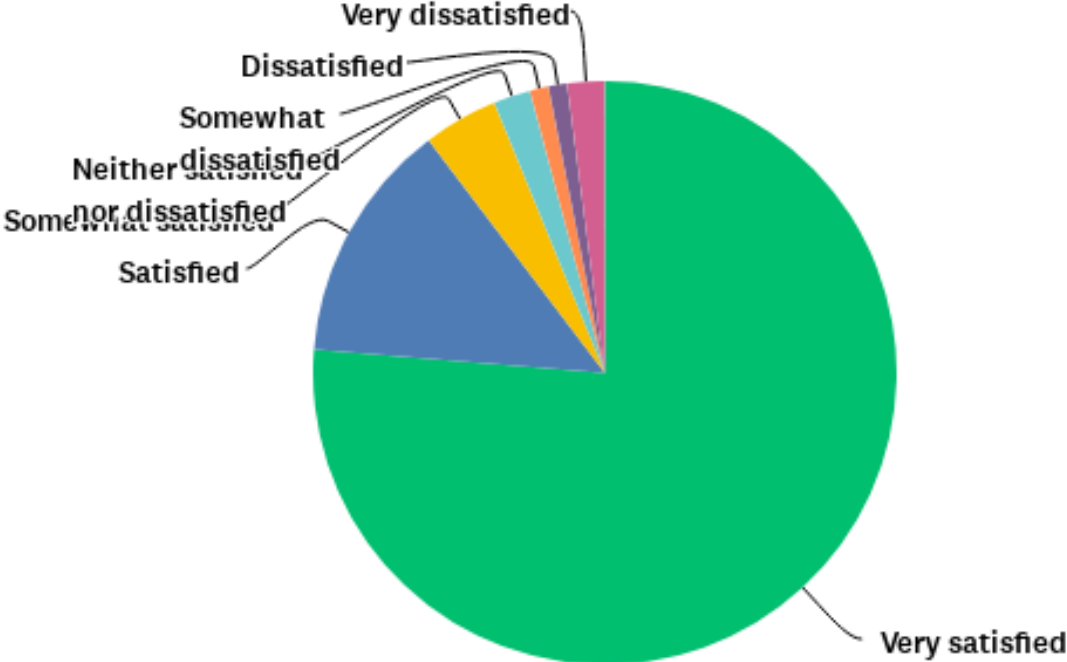
## Q5: When you were contacted by the practice, what was the outcome?

Answered: 95 Skipped: 2

ANSWER CHOICES	RESPONSES	
Problem resolved in the first call	46.32%	44
Call back became a video consultation	6.32%	6
I was asked to come in to be seen in person	29.47%	28
I was referred elsewhere	7.37%	7
Other (please specify)	14.74%	14
Total Respondents: 95		

# Q6: How happy were you with the outcome of your call

Answered: 97 Skipped: 0





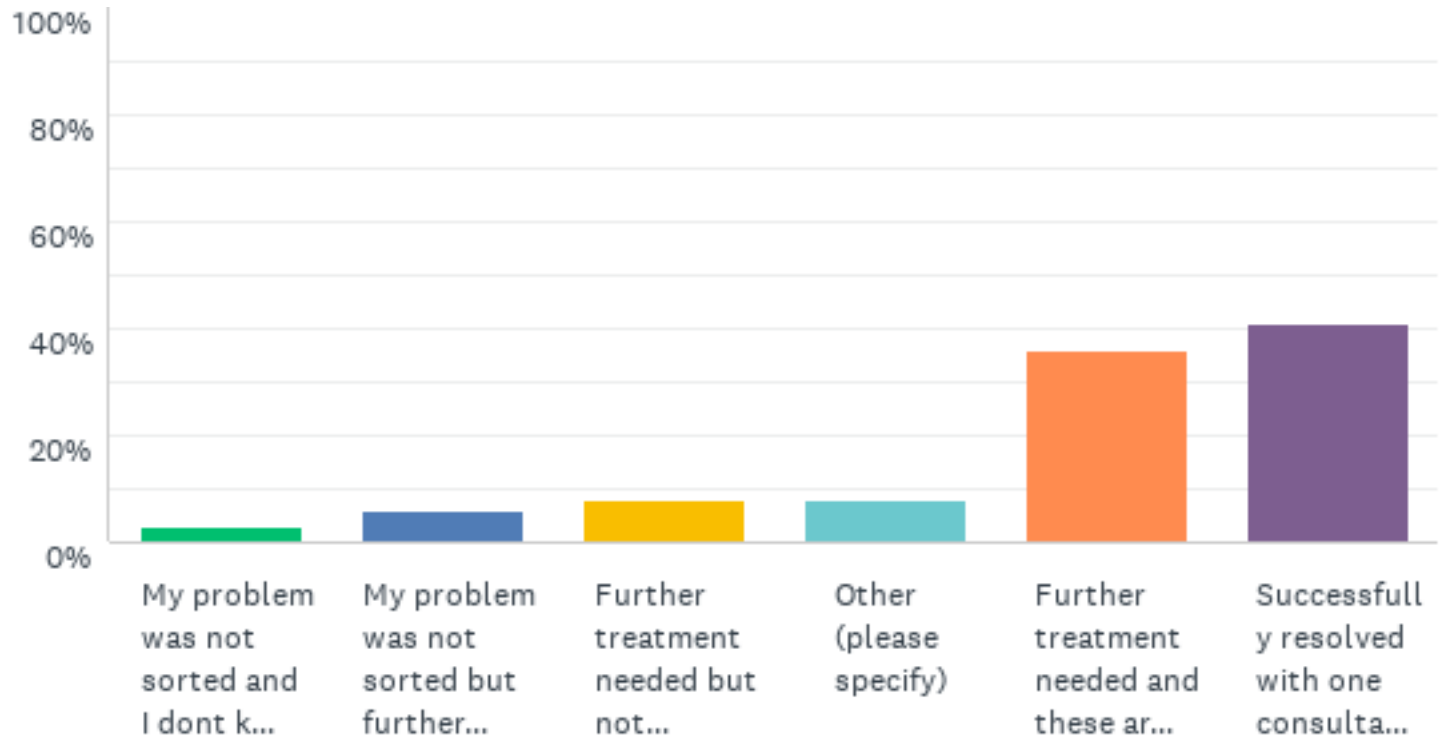
## Q6: How happy were you with the outcome of your call

Answered: 97 Skipped: 0

ANSWER CHOICES	RESPONSES	
Very satisfied	76.29%	74
Satisfied	13.40%	13
Somewhat satisfied	4.12%	4
Neither satisfied nor dissatisfied	2.06%	2
Somewhat dissatisfied	1.03%	1
Dissatisfied	1.03%	1
Very dissatisfied	2.06%	2
<b>TOTAL</b>		<b>97</b>

## Q7: As a result of your treatment is your problem

Answered: 97 Skipped: 0



## Q7: As a result of your treatment is your problem

Answered: 97 Skipped: 0

ANSWER CHOICES	RESPONSES	
My problem was not sorted and I dont know what to do next	3.09%	3
My problem was not sorted but further investigations are needed	6.19%	6
Further treatment needed but not currently planned	8.25%	8
Other (please specify)	8.25%	8
Further treatment needed and these are planned	36.08%	35
Successfully resolved with one consultation	41.24%	40
Total Respondents: 97		