

## 4.1 Registration Process Survey

Accountable Managers:

Rita, Carly

Purpose:	For the customer:	Reviewing if the registration process is easy enough.
	For the business:	Reviewing if the registration process is efficient enough.
	For the shareholder:	Improvements in the registration process could lead to an increased list size.

### Results

Dates of survey:	1-11 <sup>th</sup> Aug 21
Patients sent survey link:	126
Patients who took part:	8
Proportion:	6%

### Main Action(s) from the survey

- Remove paper registration as an option. Provide support to customers who need assistance with completing online with the ipad.
- Check online registration with mandatory sections and combine the two forms into one. Get Michelle Best to improve this.
- Check with Carly if we can do instant registration.

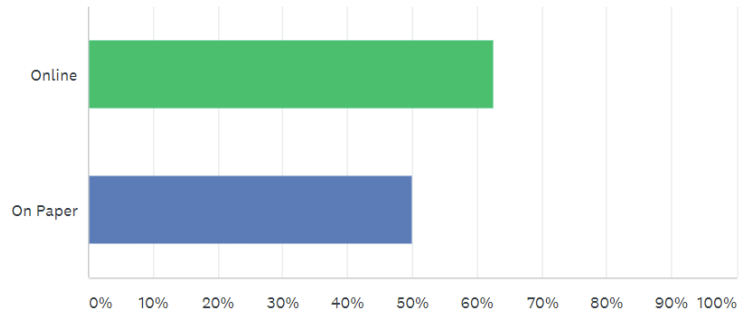
### Plan for the follow up survey

Follow Up cohort:	
Date for Follow up survey:	

Q1.

You recently registered at our surgery. Which method did you use for the registration?

Answered: 8 Skipped: 0



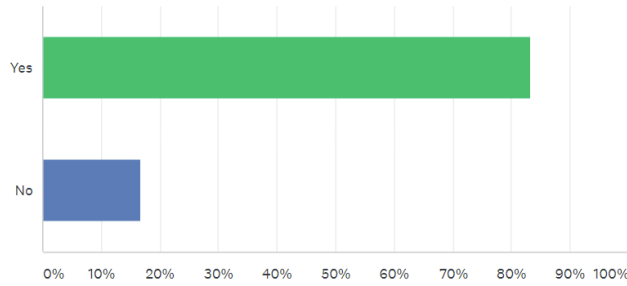
ANSWER CHOICES	RESPONSES
▼ Online	62.50% 5
▼ On Paper	50.00% 4
Total Respondents: 8	

Key feedback:	Main purpose of this is for later questions – not for analysis. 5 customers registered online. 4 customers registered on paper.
Ideas on how to improve:	

Q2.

Did you find the process of registering with us online easy?

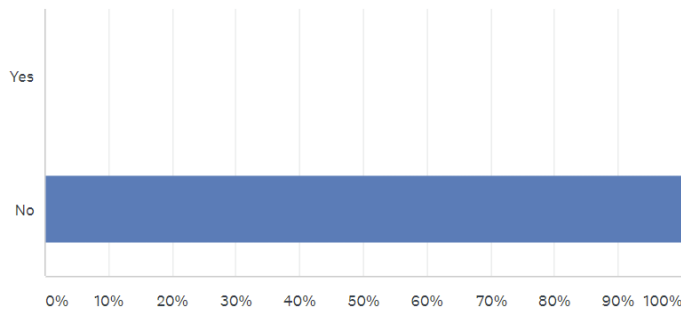
Answered: 6 Skipped: 2



ANSWER CHOICES	RESPONSES
Yes	83.33% 5
No	16.67% 1
Total Respondents: 6	

Did you find the process of registering with us on paper easy?

Answered: 2 Skipped: 6



ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	100.00% 2
Total Respondents: 2	

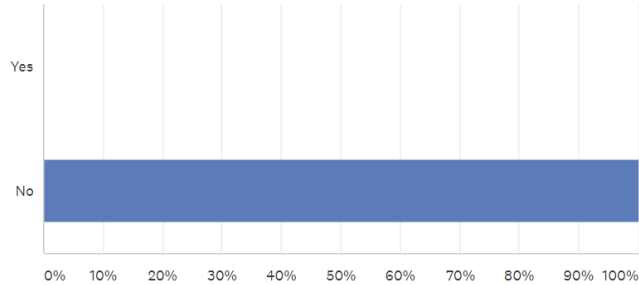


Key feedback:	Majority found online registration straight forward. All customers who answered for the paper registration did not find it easy.
Ideas on how to improve:	We should remove the option of doing paper registrations.

Q3.

Did we need to contact you regarding missing information on your paper form?

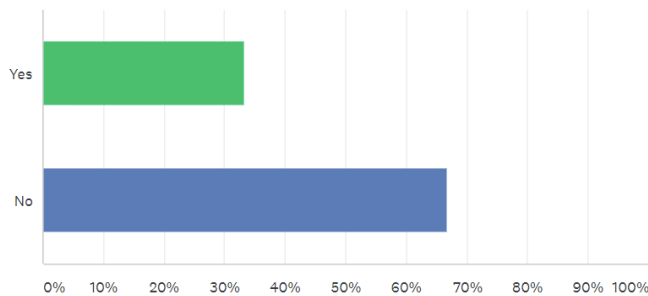
Answered: 2 Skipped: 6



ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	100.00% 2
<b>Total Respondents: 2</b>	

Did we need to contact you regarding missing information on your online form?

Answered: 6 Skipped: 2



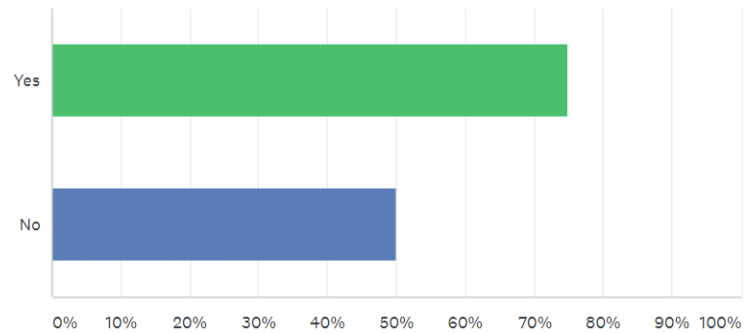
ANSWER CHOICES	RESPONSES
Yes	33.33% 2
No	66.67% 4
<b>Total Respondents: 6</b>	

Key feedback:	None of the customers registering by paper needed to be contacted yet 33% customers registering online did need to be contacted.
Ideas on how to improve:	We need to check with Michelle if she can improve the sections that must be completed in the online form. One issue is there are two forms to complete and a lot of customers only complete one so Carly has to chase them for the second. Both forms need to be combined into one.

Q4.

We aim to process new registrations within 2 working days. Would you prefer an instant registration?

Answered: 4 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	75.00%	3
No	50.00%	2
Total Respondents: 4		

Key feedback:	Majority would prefer instant registration. The figures don't make sense. Check the survey on the options they can tick.
Ideas on how to improve:	Can we make it instant? Need to meet with Carly to find out how.

Q5.

Overall, how would you rate your experience of registering with us?

Answered: 4 Skipped: 4

5.0★  
average rating



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
☆	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 4	4	5.00

Key feedback:	Very positive! Although half the customers skipped this question.
Ideas on how to improve:	