

THE LAW MEDICAL GROUP PRACTICE

Patient Questionnaire – Did not attend appointment

We are conducting a survey of our patients who have not attended their recent GP appointment. This is so that we are able to make changes to reduce the number of missed appointments. In the last month [x] GP appointments were missed.

This survey is anonymous and we would appreciate your feedback.

1. Why did you not attend your recent GP appointment? (Please tick)

I forgot about the appointment	I tried very hard to cancel the appointment	The appointment was at an inconvenient time	Other (please state on the line below)
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If you tried to cancel the appointment, but were unable; what was the reason?

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2. Did you receive a text to remind you of your appointment? (Please tick)

Yes	No
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3. Does the practice have your up to date mobile phone number? (Please tick)

Yes	No
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4. Were you aware that the practice has a cancellation line where you can leave a message? (Please tick)

Yes	No
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5. Were you aware that you can cancel your appointment online? (Please tick)

Yes	No
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6. Would you consider using online services to cancel your appointment? (Please tick)

Yes	No
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7. What could the practice do to reduce the number of people not attending their appointments?

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Demographics:

What is your gender? (Please tick)	Male		Female			
What is your age? (Please tick)	Under 16	16 to 44	45 to 64	65 to 74	75 or over	
Do you have a longstanding health condition? (Please tick)	Yes		No		Can't say / Don't know	
Are you a carer? (Please tick)	Yes			No		
What is your ethnicity? (Please tick)	White	Black or Black British	Asian or Asian British	Mixed	Chinese	Other ethnic group

Thank you for taking the time to provide us with your valuable feedback.