



# CONSUMER SURVEY

APRIL 2023

Location: SOUTHSIDE ENDOSCOPY CENTRE &  
BRISBANE ENDOSCOPY SERVICES

TOPIC: BOOKING PROCESS



## DETAILS:

30 patients randomly selected (across different age groups/gender) and asked to complete a survey and provide feedback on the Booking process. 30 surveys returned.

## INITIAL CONVERSATION

Was your call answered in a timely manner?	100% answered YES
If waiting on hold, did you listen to important information about our Hospital and additional procedure information?	97% answered YES 1 answered NO
Were you asked if there was any urgency to your booking?	77% answered YES 7 answered NO
Were you asked if you are a diabetic, gluten intolerant, coeliac or on a blood thinning medication?	100% answered YES
Were you asked if you had seen your GP and had your referral with you?	100% answered YES

### Comments:

- Professional communication
- Very efficient
- Some questions weren't required as I provided information first. I have had several of these procedures
- I did tell them that I had a positive Bowel Test and the receptionist said she would get me in Asap
- Very satisfactory

## PAPERWORK & PROCESS

Was the receptionist helpful and pleasant during your booking?	100% answered YES
Was your paperwork and your appointment explained by the receptionist?	100% answered YES
Was this information thorough and easy to understand?	100% answered YES
Were you advised of the fees that would be payable?	90% answered YES 3 answered NO
Were you asked if you preferred your paperwork to be emailed or mailed?	97% answered YES 1 answered NO
Did you feel your privacy was upheld during your booking?	100% answered YES
Was the booking process straightforward and easy to understand?	100% answered YES

## WAITING TIME

Were you advised of the current waiting time for the procedure and when the next available appointment would be?	100% answered YES
Was your booking completed in a timely manner? (this generally takes 10 minutes)	100% answered YES
Were you satisfied with the date/s you were given?	97% answered YES 1 answered NO

### Comments:

- There was a problem in bringing forward the date for a colonoscopy to coincide with a new endoscopy referral – eventually sorted out

## RECEIVING THE PAPERWORK

If the paperwork was mailed, did this arrive within 1 week from the date you made your appointment?

100% answered YES  
22 answered NA

If the paperwork was emailed, did this arrive quickly, and in a format that was easy to open/view?

100% answered YES

Did you find the paperwork easy to understand, offering detailed information about your upcoming procedure?

100% answered YES

### Comments:

- Very pleased with all above

## OVERALL

Overall, were you satisfied with your booking today?

100% answered YES

### Comments:

- Very pleased with all aspects of my details and the receptionists – all very helpful
- All staff members have been amazing to deal with
- All good
- The new preparation documents for taking prep & what foods can be taken was much better and clear and concise

## RESULTS

Overall a very high satisfaction with the Booking Process.

1. Results to be discussed at Meetings.
2. Circulate results to staff, consumers and make available on our website, and in waiting room.