Name: Dalird Bufi

Borough: Hammersmith

Role Undertaken: GP Admin

Question 1: How satisfied are you with the new application?



Question 2: Do you feel the application solves the 3 problems that it set out to do?



Question 3: Do you feel it is intuitive and easy to learn how to use the new application?



Question 4: Would you like to see this application improved further and subsequently launched for public to use?



Question 5: What improvements would you like to see for the application?

Being a developer myself, I understand the complexity of creating an application. I feel that the application is done well. It will be good if GP Admins could have a Calendar module showing an overview of everything that has been scheduled so that we know where to slot in the patient instead of having to guess. How about a Live Chat so we can talk to Patients instead of sending the form back to them?