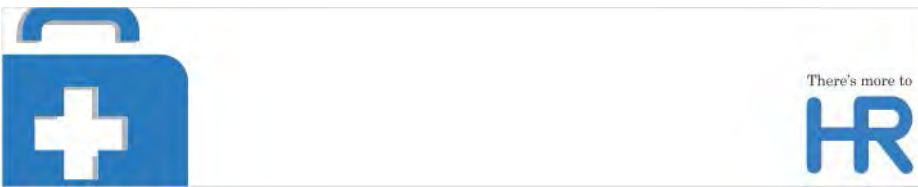


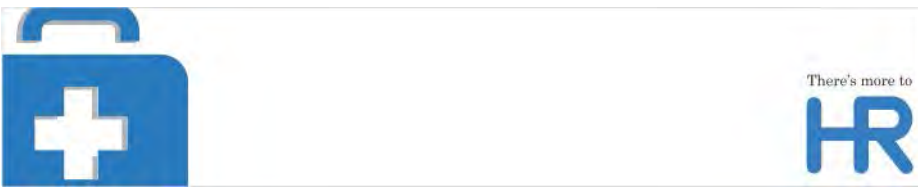
YCBM and BOS

Managing OH appointments and
feedback



YouCanBookMe

- It is embedded on our webpage
- Clients book themselves an appointment
- It links to users' calendar
- It organizes all bookings and it archives them
- It produces activity reports
- It sends automatic reminders and notifications to both users and clients
- Clients are being asked for their feedback (automatic email) shortly after the booking



Feedback

- Two streams
 1. From referring managers
 - They receive an (manual) email with the request to fill out a short survey (BOS)
 2. From all employees seen by OHA
 - They receive an automated email (YCBM) after their appointment and are asked to fill out a short survey (BOS - 4 questions)



BOS surveys



Search FAQs or browse:

Search

Email: bos-support@bristol.ac.uk

Telephone: 0117 331 4377

My surveys Create survey View shared surveys

My surveys

Account migrations to the new version of BOS are underway. You will receive notification when your account has been migrated and is ready for use.

In the meantime, please continue to use BOS as before and read the following instructions to help ensure a smooth migration process. Keep checking back for regular updates.

- Please help the migration process by **deleting any old or unused surveys**. Guidance on [deleting surveys](#) is available in the support area.

Hello Occupational Health. Welcome to the survey administration area for University of York's account. From here you can manage your surveys. Your user role is **Author**. Your BOS licence will be due for renewal on **01 Mar 2015**. The **Primary Contact** for this account is [Del Gee](#).

Sort by: Title [asc]

Open Closed Building Archive (closed 12mths+) All surveys

Occupational Health Feedback	Open: 10/06/2013 Close: 10/07/2018	Open	Preview	Options	Sharing	Results (41)	Delete
OH Management Survey	Open: 10/08/2013 Close: 31/12/2018	Open	Preview	Options	Sharing	Results (75)	Delete



There's more to



OH Management survey 2nd page

OH Management Survey

THE UNIVERSITY *of York*

Ease of access

Ease of access

1. It was easy to make a referral to occupational health.

Agree Disagree

2. Did you find the management referral form straightforward?

Yes No

[Continue >](#)

Survey testing only

[Check Answers & Continue >](#)



Survey data options



Search FAQs or browse: [Search](#)

Email: bos-support@bristol.ac.uk
Telephone: 0117 331 4377

[My surveys](#) [Create survey](#) [View shared surveys](#)

You are here: OH Management Survey results

OH Management Survey results

The results from the survey are presented below question by question.

Apart from viewing your results below you also have the option to:

- [Cross Tabulate Results](#) - cross-reference two questions to see the correlation of their answers
- [Cross Tabulate Whole Survey](#) - cross-reference the whole survey against a chosen question
- [Export Results](#) - export survey results in text or coded format for use in other packages
- [Filter Results](#) - filter results by answers to specific questions or by excluding questions
- [Load Filter](#) - filter results using a previously stored filter
- [Compare Surveys](#) - compare the survey to other similar surveys
- [Combine Surveys](#) - combine the survey with other surveys which have identical structure
- [Individual Responses](#) - step through individual responses
- [Load Comparison](#) - restore a previously stored comparison
- [Show Extra Statistics](#) - view additional statistics
- [Show Incomplete Surveys](#) - view responses from incomplete surveys
- [Add / Edit Classification Tags](#) - add or edit question classification tags for filtering
- [Add / Edit / Delete Colour Thresholds](#) - add, edit or delete thresholds for colour coding of questions

Survey overview

Number of respondents: 75
Expected number of respondents: 500
Response rate: 15.0%
Launch date: 10 Aug 2013
Close date: 31 Dec 2018

Section 1: Ease of access

1. It was easy to make a referral to occupational health.			
Agree:	<div style="width: 100%; height: 10px; background-color: orange;"></div>	100.0%	75
Disagree:	<div style="width: 0%; height: 10px; background-color: orange;"></div>	0.0%	0
2. Did you find the management referral form straightforward?			
Yes:	<div style="width: 93.3%; height: 10px; background-color: orange;"></div>	93.3%	70
No:	<div style="width: 6.7%; height: 10px; background-color: orange;"></div>	6.7%	5



Data export



[My surveys](#)
[Create survey](#)
[View shared surveys](#)

You are here: [OH Management Survey results](#) > [Export data as CSV](#)

Export data as CSV (Comma Separated Values)

Please choose which questions to export in CSV format. By default, all questions will be exported.

To export in coded format, select the box at the end of the question list.

[Export CSV](#)

[Select All](#)
[Unselect All](#)
[Reverse Selection](#)

Export?	Question
<input checked="" type="checkbox"/>	1. It was easy to make a referral to occupational health.
<input checked="" type="checkbox"/>	2. Did you find the management referral form straightforward?
<input checked="" type="checkbox"/>	3. How satisfied were you with the report that you received from occupational health?
<input checked="" type="checkbox"/>	3.a. Please expand on your choice
<input checked="" type="checkbox"/>	4. How satisfied were you with the recommendations made by occupational health?
<input checked="" type="checkbox"/>	4.a. Please expand on your choice
<input checked="" type="checkbox"/>	5. How satisfied were you with the ability to have a follow up discussion and/or seek clarification on the advice received?
<input checked="" type="checkbox"/>	5.a. Please expand on your choice
<input checked="" type="checkbox"/>	6. What else would have made the referral process easier for you as a manager?

Data export options

Export option	Description
<input type="checkbox"/>	Include date of survey submission (optionally: <input type="checkbox"/> also include time of survey submission)
<input type="checkbox"/>	Include unique response number for each respondent
<input type="checkbox"/>	Include section headings
<input type="checkbox"/>	Group data by section (to avoid Excel's 256 column limit)
<input type="checkbox"/>	Code responses (for import into statistical packages such as SPSS)

[Select All](#)
[Unselect All](#)
[Reverse Selection](#)

[Export CSV](#)



Employee feedback – YCBM generates automatic survey email

The screenshot shows the 'you can book me' dashboard. The top navigation bar includes 'manage profiles', 'your account', 'today's bookings', and 'logout'. The main header displays 'occupationalhealth.youcanbook.me' with a 'saved' status. A breadcrumb trail shows 'basic', 'times', 'advanced', 'booking form', 'services', 'teams', 'vouchers', 'afterwards', 'tentative', 'payments', 'cancellation', 'reminders', 'follow up', and 'appearance'. A help icon and 'hide help' button are present.

The 'Send a follow up email' section is active, with a checked checkbox. The configuration fields are as follows:

- send at:** 1 day(s) after the booking
- subject:** Follow Up on Your Booking
- from name:** Occupational Health
- from address:** jo.enderby@york.ac.uk
- logo:** [Delete]
- logo URL:** https://upload.youcanbook.me/u/ycbm/sFnTNa77o8JbDztsmt44/occhealthbanner1
- text:**

```
If you have any feedback at all, please follow the link
http://www.centuralsurvey.york.ac.uk/occupationalhealth.

You can make another booking anytime here: {URL}

Thank you!
The Occupational Health Team

Heslington Hall
HR Reception (The door to the right of the main entrance)
```

At the bottom, there is a 'preview' button, a 'live view' button, and a 'wrong times? watch our video' button.



Employee feedback email text

Dear John,

Thank you for your recent booking with the Occupational Health. Your satisfaction with our services is very important to us. We are continuously seeking to improve our service delivery and your feedback would help us understand what areas we could improve on.

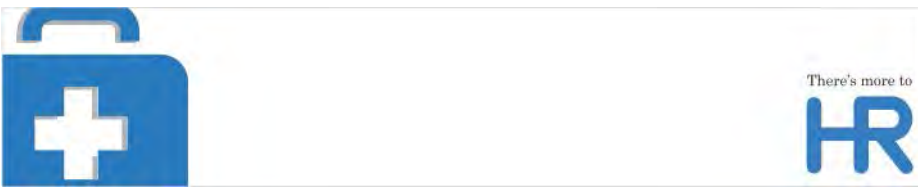
If you have any feedback at all, please follow the link
<http://www.centurysurvey.york.ac.uk/occupationalhealth>.

You can make another booking anytime here: <https://occupationalhealth.youcanbook.me/>

Thank you!
The Occupational Health Team

Heslington Hall
HR Reception (The door to the right of the main entrance)

[Unsubscribe from these emails](#)



OH Employee feedback survey questions

Occupational Health Feedback

Occupational Health Feedback

Thank you for your recent booking with the Occupational Health and for taking your time to share your thoughts and experience with us.

Your satisfaction with our services is very important to us. We are continuously seeking to improve our service delivery and your feedback would help us understand what areas we could improve on.

The survey will take approximately 2 minutes.

1. Were you able to get an appointment with Occupational Health in a reasonable timescale?

Yes No

2. How satisfied were you with the electronic appointment system?

completely satisfied very satisfied fairly well satisfied somewhat dissatisfied very dissatisfied

3. Overall, how satisfied were you with the quality of the service?

completely satisfied very satisfied fairly well satisfied somewhat dissatisfied very dissatisfied

4. Have you got any other thoughts or comments you would like to make about the Occupational Health service? *(Optional)*

[Continue >](#)

Survey testing only

[Check Answers & Continue >](#)



Implications

- Transferring appointment booking control to clients
- Being able to instantly gauge the level of quality of our services
- Reporting is instant, accurate, and easy
- Streamlines back office work