

PROJECT FINAL VIVA

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CONTENTS

- Project Question
- Aims and Objectives
- Literature Review Findings
- Tools
- Questionnaire Results
- Interview Results
- Conclusion
- Recommendations
- Demo



PROJECT QUESTION

Can GP appointment systems be improved regarding patient contact times?



AIMS AND OBJECTIVES

Aims

- Investigate the current GP appointment system

Objectives

- Prepare strategies
- Literature review
- Design and develop
- Reflect

LITERATURE REVIEW FINDINGS

The doctor's appointment system

A website that offers online consultations

Patient contact waiting time

Longer wait time to hear from a doctor

Effects of waiting time

Fixated on what they could be getting on with rather than waiting became more conscious of the time passing by



LITERATURE REVIEW FINDINGS



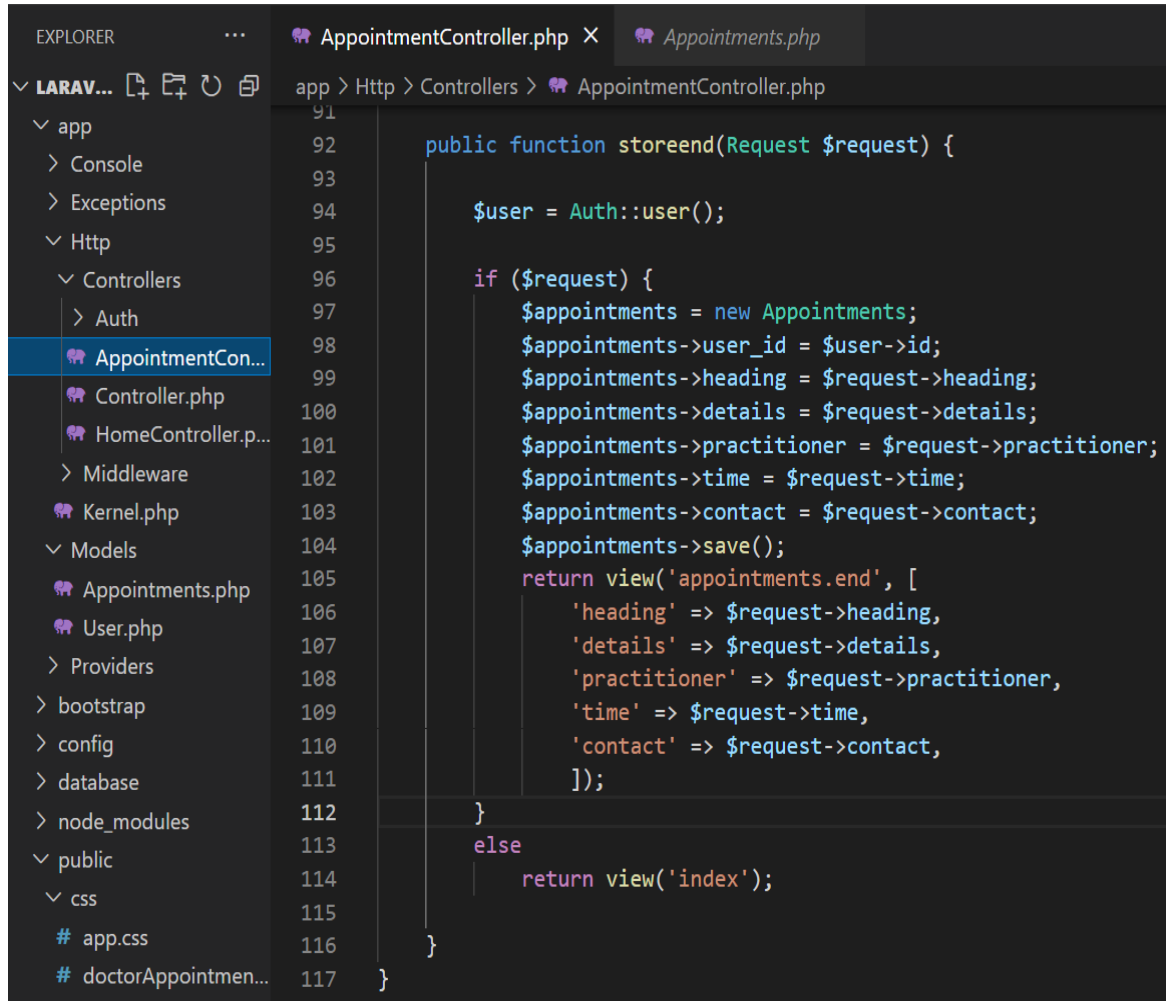
Benefits: message via a website



Drawbacks: frustrating and challenging



An appointment time



```
91
92 public function storeend(Request $request) {
93
94     $user = Auth::user();
95
96     if ($request) {
97         $appointments = new Appointments;
98         $appointments->user_id = $user->id;
99         $appointments->heading = $request->heading;
100        $appointments->details = $request->details;
101        $appointments->practitioner = $request->practitioner;
102        $appointments->time = $request->time;
103        $appointments->contact = $request->contact;
104        $appointments->save();
105        return view('appointments.end', [
106            'heading' => $request->heading,
107            'details' => $request->details,
108            'practitioner' => $request->practitioner,
109            'time' => $request->time,
110            'contact' => $request->contact,
111        ]);
112    }
113    else
114        return view('index');
115
116 }
117 }
```

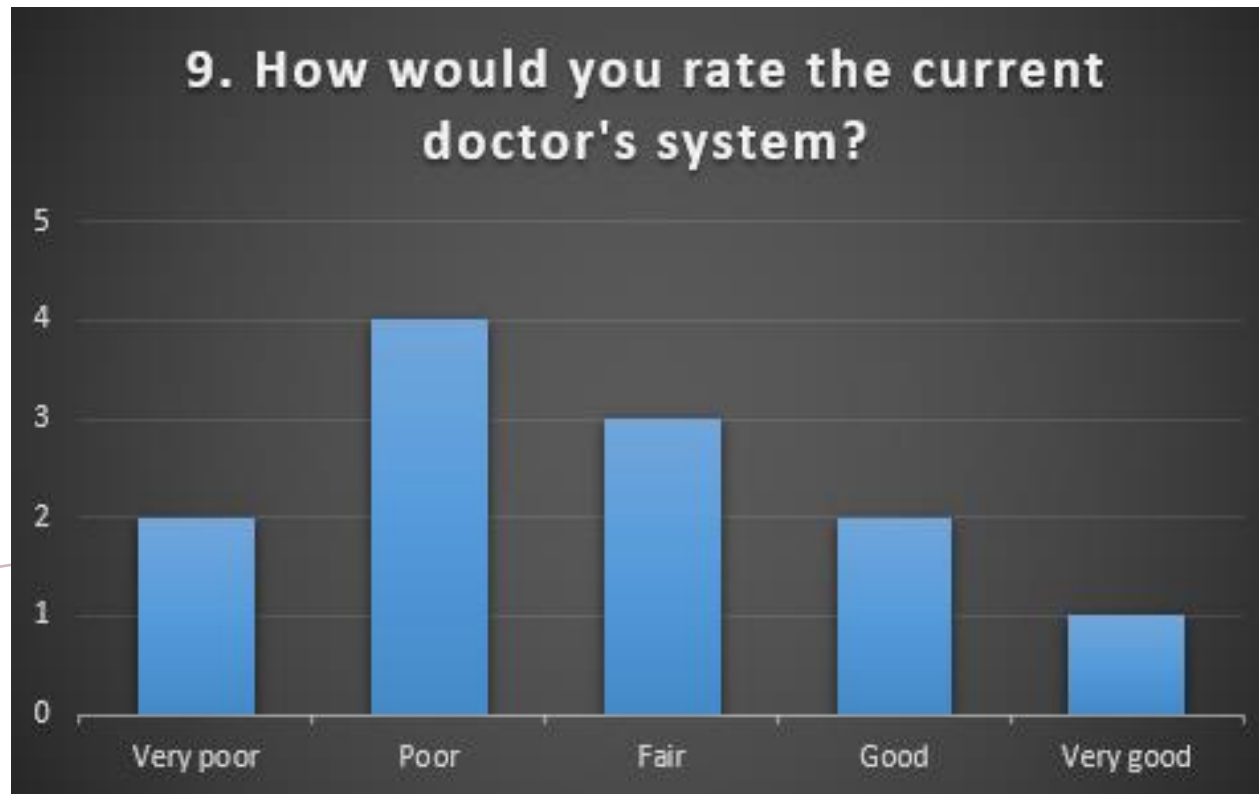
TOOLS

- XAMPP
- MySQL
- Laravel

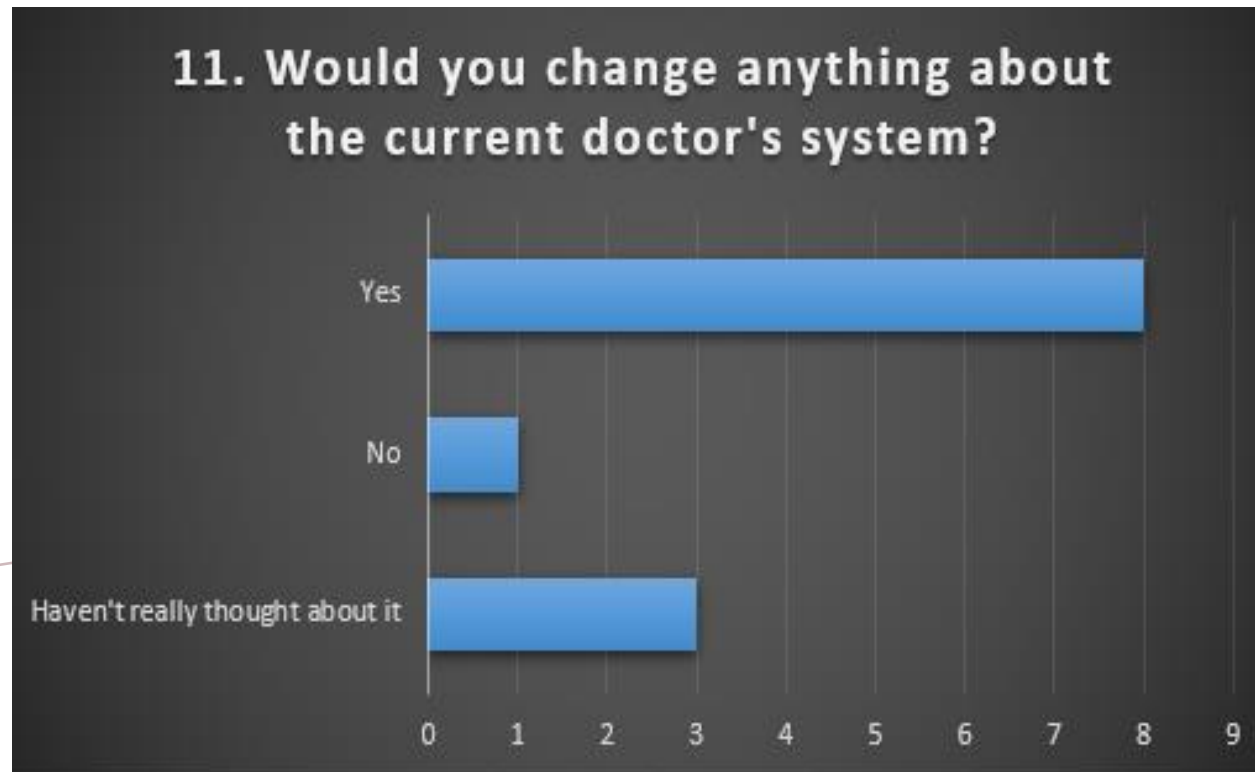
QUESTIONNAIRE RESULTS



QUESTIONNAIRE RESULTS



QUESTIONNAIRE RESULTS



INTERVIEW RESULTS

	Participant 1	Participant 2	Participant 3	Participant 4
1. Age:	32	29	26	55
2. Computer skills:	Advanced	Advanced	Intermediate	Beginner

CONCLUSION



BIGGEST ISSUE



DISSATISFIED



SURPRISING
FINDINGS



CAN BE IMPROVED

RECOMMENDATIONS

Delay notifications or
emails

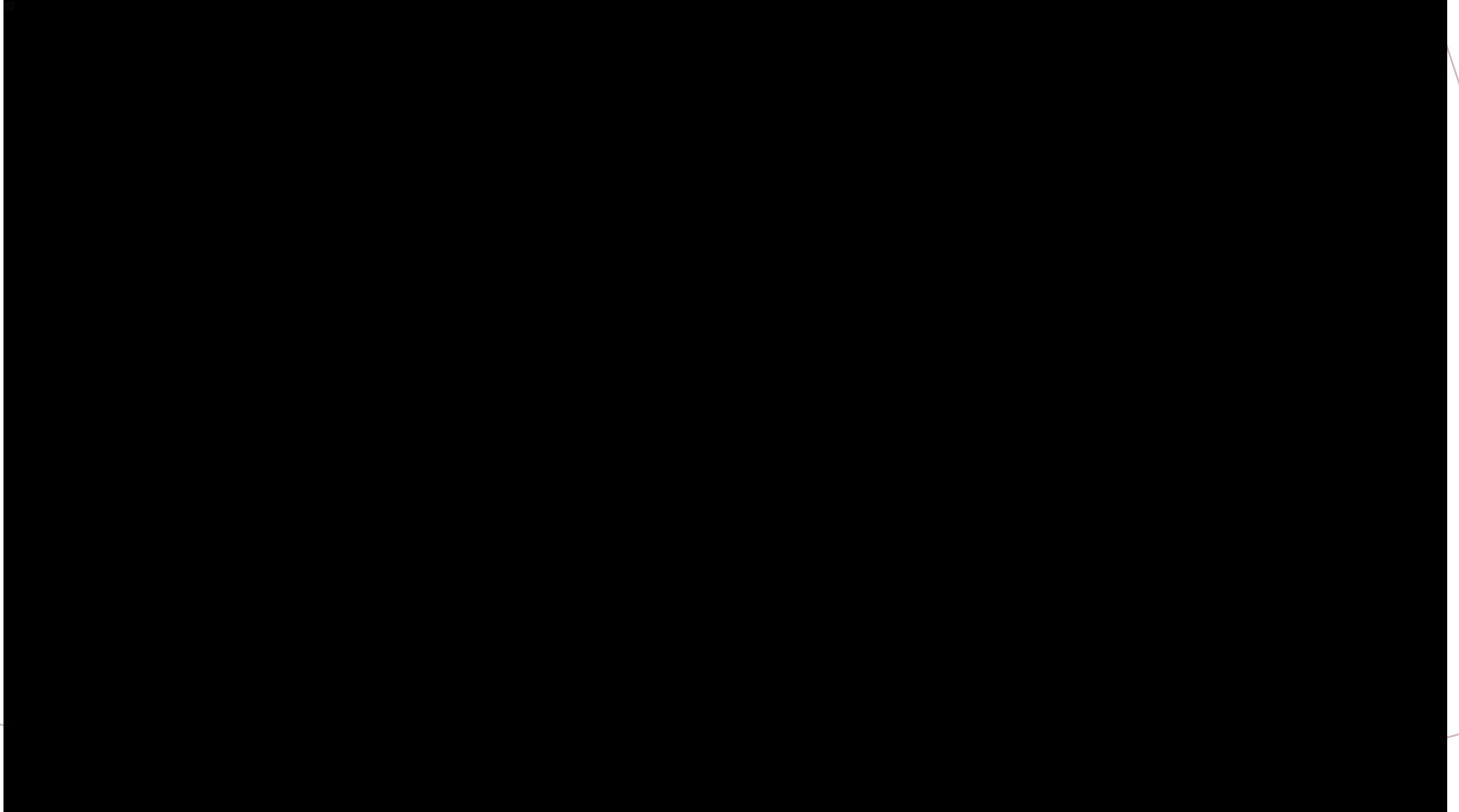
Return to previous
page

Character count

Mobile friendly

Features greyed out or
hidden

DEMO





ANY QUESTIONS?