

**The New Dispensary**  
**Patient Survey Practice Report 2014/15**

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**Q1a Do you have a mobile phone?**

Yes	No	Did not answer	Total
135	21	4	160
84%	13%	3%	

**Q1b Were you aware of our brief texting service?**

Yes	No	Did not answer	Total
90	65	5	160
56%	41%	3%	

**Q1c Do you currently receive brief text messages from the Practice?**

Yes	No	Did not answer	Total
81	74	5	160
51%	46%	3%	

**Q1d If no, would you like to receive brief text messages regarding the services we offer?**

Yes	No	Did not answer	Total
53	44	63	160
33%	28%	39%	

**Q1e Do you use Social media such as Facebook?**

Yes	No	Did not answer	Total
78	78	4	160
49%	49%	3%	

**Q1f Would you use The New Dispensary Facebook Page for information about the Practice?**

Yes	No	Did not answer	Total
57	98	5	160
36%	61%	3%	

**Q1g If we had a New Dispensary Twitter account giving out information about the practice would you follow it?**

Yes	No	Did not answer	Total
26	124	10	160
16%	78%	6%	

**Q2** Currently we provide information to individual patients by phone (landline or mobile) automated text messages and letters. In addition we could consider the use of e-mail.

**a.** Do you have a personal e-mail?

Yes	No	Did not answer	Total
123	28	9	160
77%	18%	6%	

**b** Would you like to receive some information from the New Dispensary to your personal e-mail account if deemed appropriate?

Yes	No	Did not answer	Total
88	59	13	160
55%	37%	8%	

**Q3** How much do you know about our practice and services?

	A lot	A bit	Nothing	Would like to know more	Did not answer	Total
The practice team	30 21.4%	89 63.6%	21 15.0%	19Y 13.6%	20	160
The services we provide	8 6.2%	49 37.7%	73 56.2%	23Y 17.7%	30	160
Participation Group	17 12.6%	98 72.6%	20 14.8%	20Y 14.8%	25	160

**Q4** Have you seen our PPG & Practice Newsletter?

Yes	No	Did not answer	Total
33	116	11	160
21%	73%	7%	

**Q5** Did you find it informative?

	1	2	3	4	5	Did not answer	Total
Yes	10 18.9%	25 47.2%	9 17.0%	4 7.5%	2 3.8%	107	160
No	3 5.7%						

**Q6** What format would you prefer the newsletter to be?

Hard Copy	Online on website	Both	Did not answer	Total
42	65	25	28	160
31.8%	49.2%	18.9%		

**Q7** See comments at bottom of the report

## Demographics

Q8 Are you?

Male	Female	Did not answer	Total
56	90	14	160
35%	56%	9%	

Q9 How old are you?

Age group	Number	Percentage
Under 20	6	4%
20's*	20	13%
30's	25	16%
40's	28	18%
50's	17	11%
60's*	23	14%
70's and above	32	20%
DNA	9	6%
Total	160	

Q10

a. Ethnicity

White	Black	Asian	Mixed	Other	Did not answer	Total
140	0	9	0	0	11	160
94%	0%	6%	0%	0%		

Q10

b. Are you British?

Yes	No	Did not answer	Total
144	3	13	160
90%	2%	8%	

Q11 Are you ?

Employed	Self Employed	Unemployed	In Education	Retired	work due to disability	DNA	Total
71	19	10	2	45	5	8	160
44%	12%	6%	1%	28%	3%	5%	

Q12 How often do you attend the surgery?

Weekly	Monthly	Quarterly	Annually	Did not answer	Total
6	33	66	36	19	160
4%	21%	41%	23%	12%	

Q13

a. Would you like to find out more about our PPG?

Yes	No	Did not answer	Total
53	93	14	160
33%	58%	9%	

b. Would you be prepared to join in a social media group (such as Facebook) as part of the PPG?

Yes	No	Did not answer	Total
38	108	14	160
24%	68%	9%	

### Comments from Q1

Brilliant idea with the use of technology! I would like to book appointments online via email or via text

I prefer text messages

I can't cope with emails/messages too old

Not keen on Facebook

I only said no because I don't go on social media often

I am retired and no longer use Facebook or Twitter

[johnbettymann@btinternet.com](mailto:johnbettymann@btinternet.com)

Be aware that teachers are advised not to use things like Facebook - so it is not just the elderly who do not

I don't use Twitter at all

it's hard to get appointments without being made to feel guilty!

### Comments from Q2

I don't use my email often

Partners email is: daphne0303@hotmail.co.uk

Would prefer to know what is "deemed appropriate" first

### Q7 Do you have any suggestions on what information you would like the newsletter in?

Anything relevant

Up to date info about all Drs working at the practice

Opening hours. How to book appointments. Weight loss groups/schemes. How to get repeat prescriptions.

services available at the practice rather than the hospital

New drugs coming on the market

Perhaps drawing peoples' attention to support groups in the area e.g. for mental health & so on. I know this isn't directly related to the services you provide but it might be of help to some people

Practice email

Services. Dr Names

Current appointment procedures & any changes to opening hours. Screening information for cancers. Any staff changes

Capacity Statistics

1. Current issues 2. How to keep fit & healthy. 3. News about the practice team. 4. News about surgery performance - targets etc.

Opening times as they change i.e. (sat am)