

## The New Dispensary

### Patient Survey Practice Report 2012

#### Demographics

##### Q1 Are you?

Male	Percentage	Female	Percentage	Did not answer	Total
51	33%	104	67%	0	155

##### Q2 How old are you?

Age group	Number	Percentage
Under 20	4	3%
20's*	9	6%
30's	32	21%
40's	33	21%
50's	18	12%
60's*	1	1%
Retired	54	35%
DNA	3	2%
<b>Total</b>	<b>154</b>	

\* Not on survey; answers written in

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##### Q3 Ethnicity

White	Black / Black British	Asian	Mixed	Chinese	Other	Total
146	2	6	0	0	1	155
94%	1%	4%	0%	0%	1%	

##### Q4 Are you ?

Employed	Self Employed	Unemployed	In Education	Retired	Unable to work due to disability	DNA	Total
71	12	8	4	51	8	1	155
46%	8%	5%	3%	33%	5%	1%	

##### Q5 How often do you attend the surgery?

Weekly	Monthly	Annually	Did not answer	Total
10	77	42	26	155
6%	50%	27%	17%	

##### Q6 Do you own a mobile phone?

Yes	No	Did not answer	Total
141	12	2	155
91%	8%	1%	

**Q7 Are you happy for us to contact you on your mobile phone?**

Yes	No	Did not answer	Total
115	21	19	155
74%	14%	12%	

**Q8 Have you any objection to receiving an appointment reminder by text?**

Yes	No	Did not answer	Total
13	134	8	155
8%	86%	5%	

**Q9 Have you received a text from us previously?**

Yes	No	Did not answer	Total
66	81	8	155
43%	52%	5%	

**Q9a Do you think this has stopped you missing your appointment?**

Yes	No	Did not answer	Total
45	63	47	155
29%	41%	30%	

**Q9b If you were unable to come to your appointment, did the text message prompt you to cancel the appointment at reception?**

Yes	No	Did not answer	Total
51	34	71	156
33%	22%	46%	

**Q10 Do you think the Practice (NHS) should pay for this service, which currently costs £250 a year?**

Yes	No	Did not answer	Total
74	63	18	155
48%	41%	12%	