



Results

Survey 49323

Number of records in this query:	82
Total records in survey:	82
Percentage of total:	100.00%





Field summary for 001a

Q1. We have started using a text messaging service to send brief messages to our patients who have registered a mobile phone number.

□ a. Do you have a mobile phone?

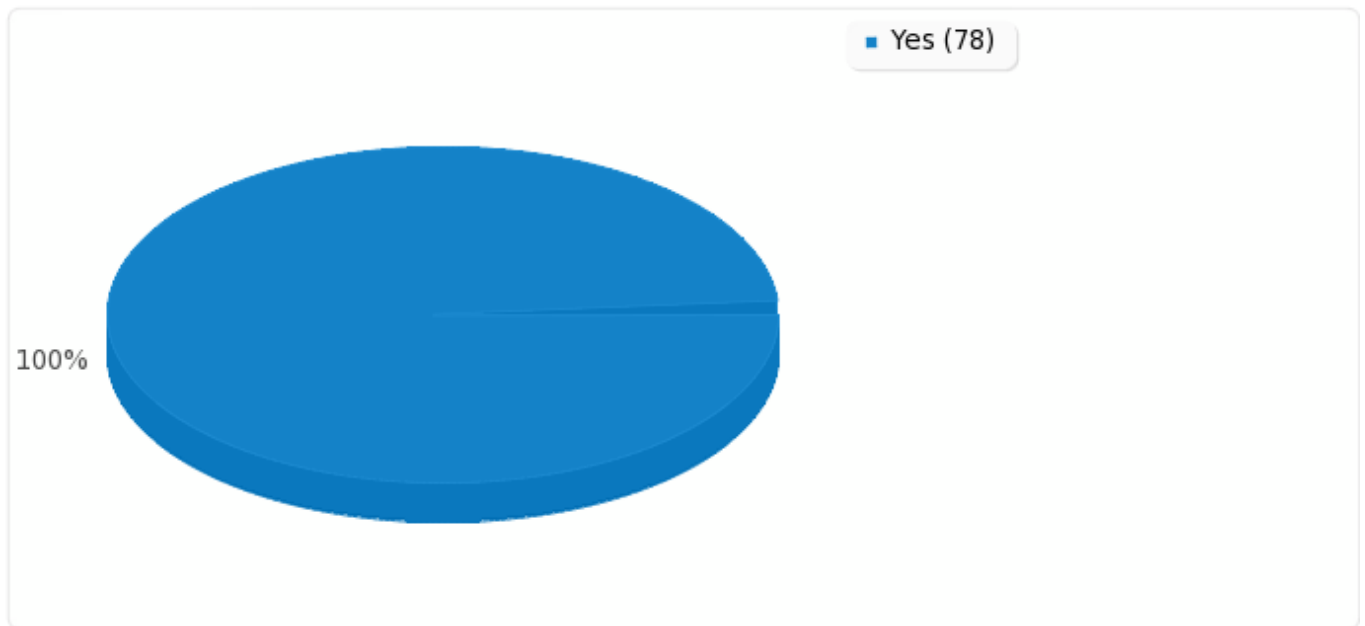
Answer	Count	Percentage
Yes (Y)	78	100.00%
No (N)	0	0.00%
No answer	0	0.00%



Field summary for 001a

Q1. We have started using a text messaging service to send brief messages to our patients who have registered a mobile phone number.

1a. Do you have a mobile phone?





Field summary for 001b

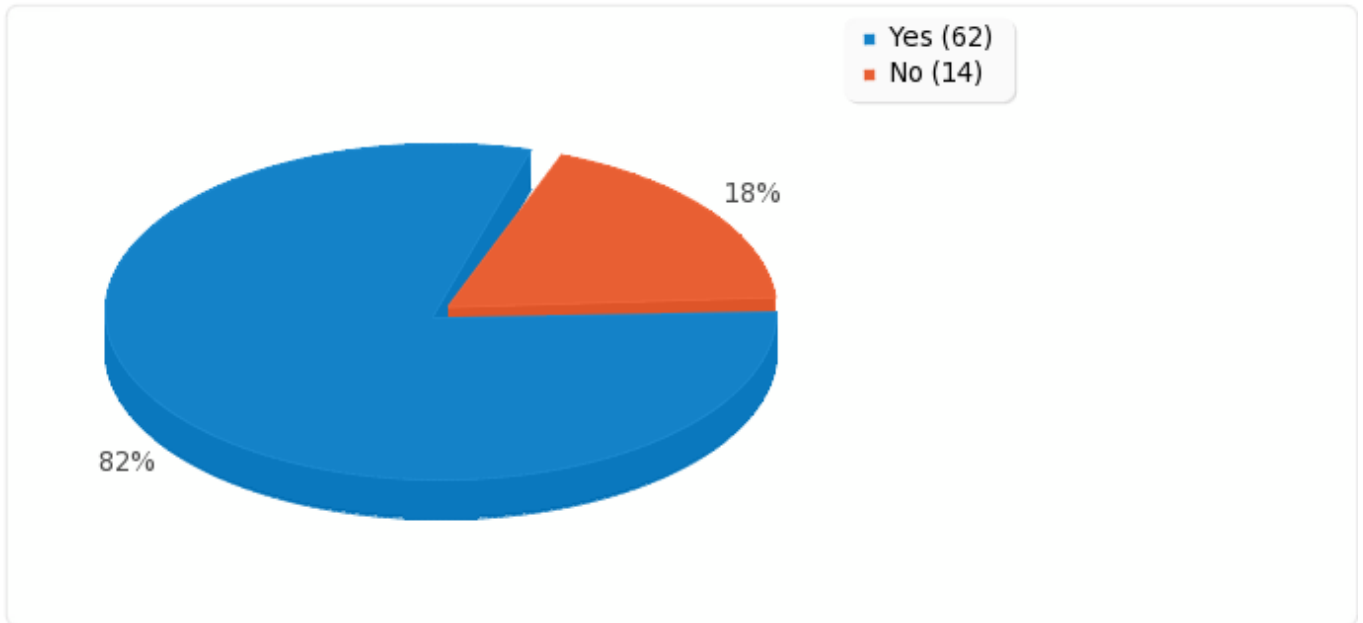
b. Were you aware of our brief texting service?

Answer	Count	Percentage
Yes (Y)	62	81.58%
No (N)	14	18.42%
No answer	0	0.00%



Field summary for 001b

b. Were you aware of our brief texting service?





Field summary for 001c

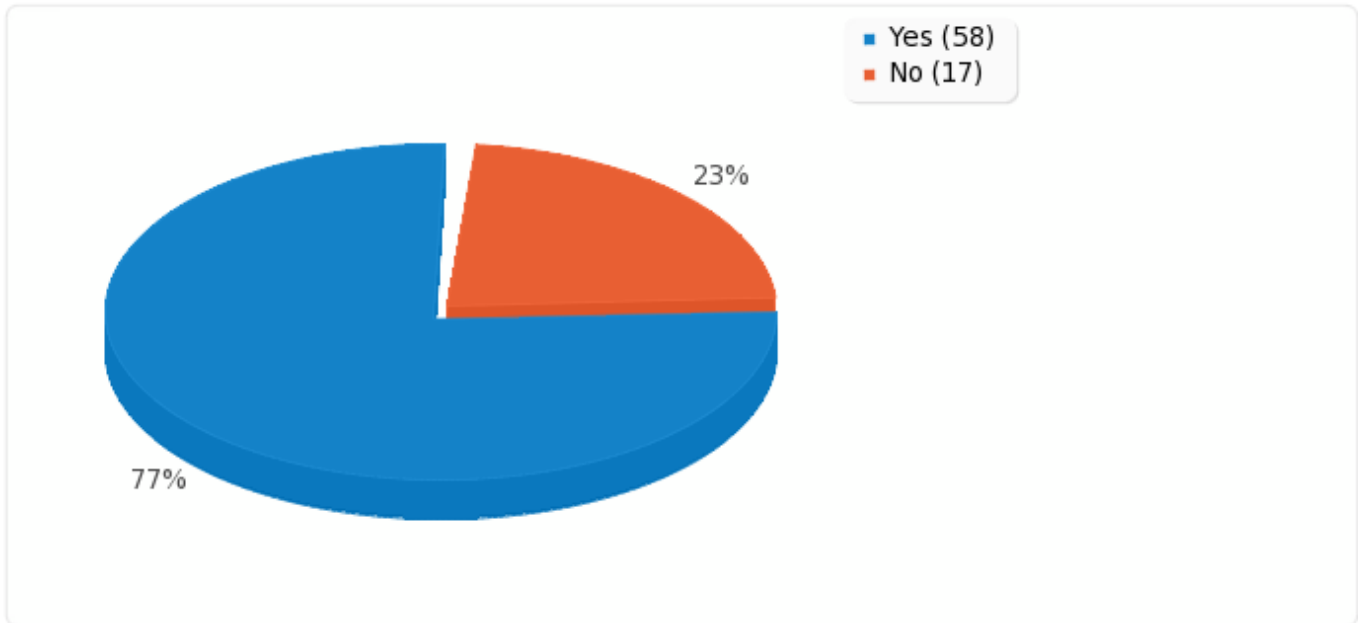
c. Do you currently receive brief text messages from the Practice?

Answer	Count	Percentage
Yes (Y)	58	77.33%
No (N)	17	22.67%
No answer	0	0.00%



Field summary for 001c

c. Do you currently receive brief text messages from the Practice?





Field summary for 001d

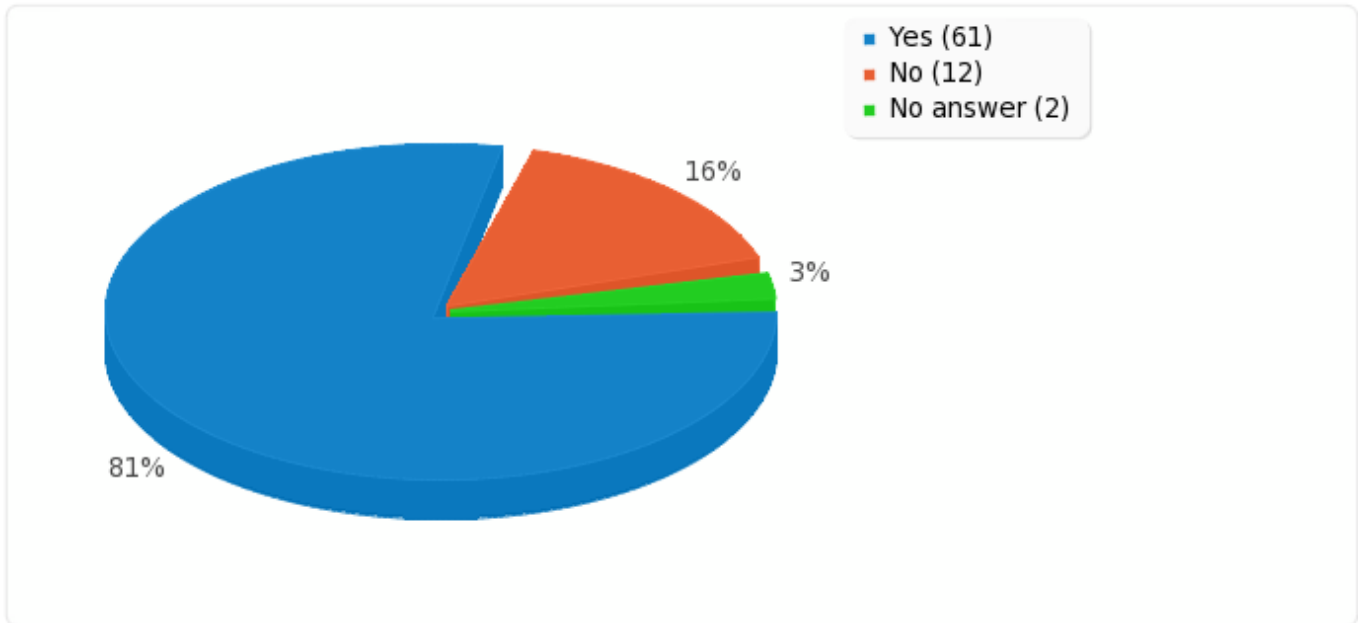
d. If you don't already receive them, would you like to receive brief text messages regarding the services we offer?

Answer	Count	Percentage
Yes (Y)	61	81.33%
No (N)	12	16.00%
No answer	2	2.67%



Field summary for 001d

d. If you don't already receive them, would you like to receive brief text messages regarding the services we offer?





Field summary for 001e

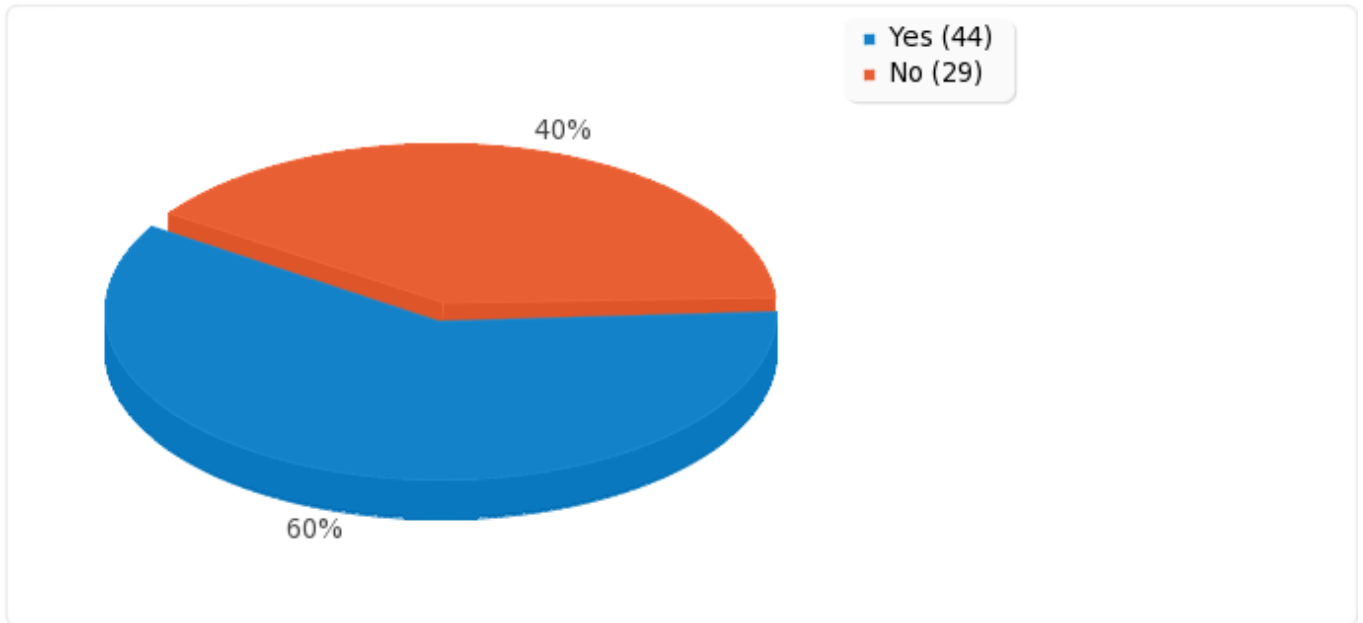
e. Do you use Social media such as Facebook?

Answer	Count	Percentage
Yes (Y)	44	60.27%
No (N)	29	39.73%
No answer	0	0.00%



Field summary for 001e

e. Do you use Social media such as Facebook?





Field summary for 001f

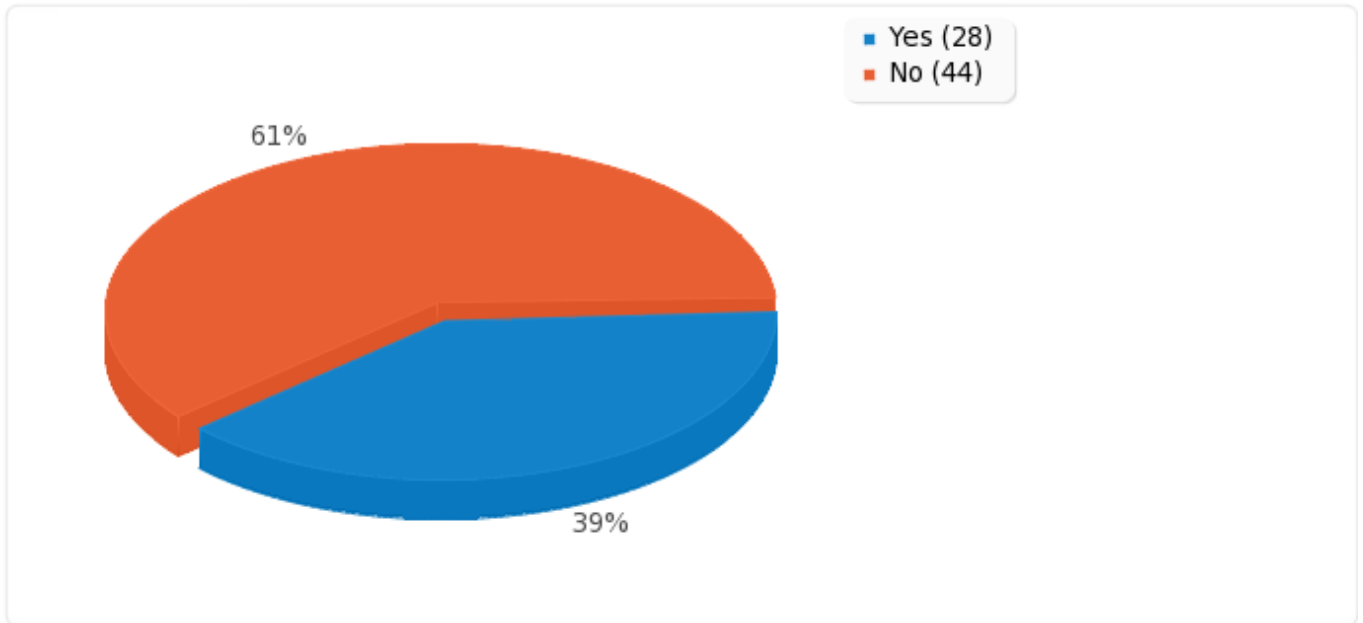
f. Would you use The New Dispensary Facebook Page for information about the Practice?

Answer	Count	Percentage
Yes (Y)	28	38.89%
No (N)	44	61.11%
No answer	0	0.00%



Field summary for 001f

f. Would you use The New Dispensary Facebook Page for information about the Practice?





Field summary for 001g

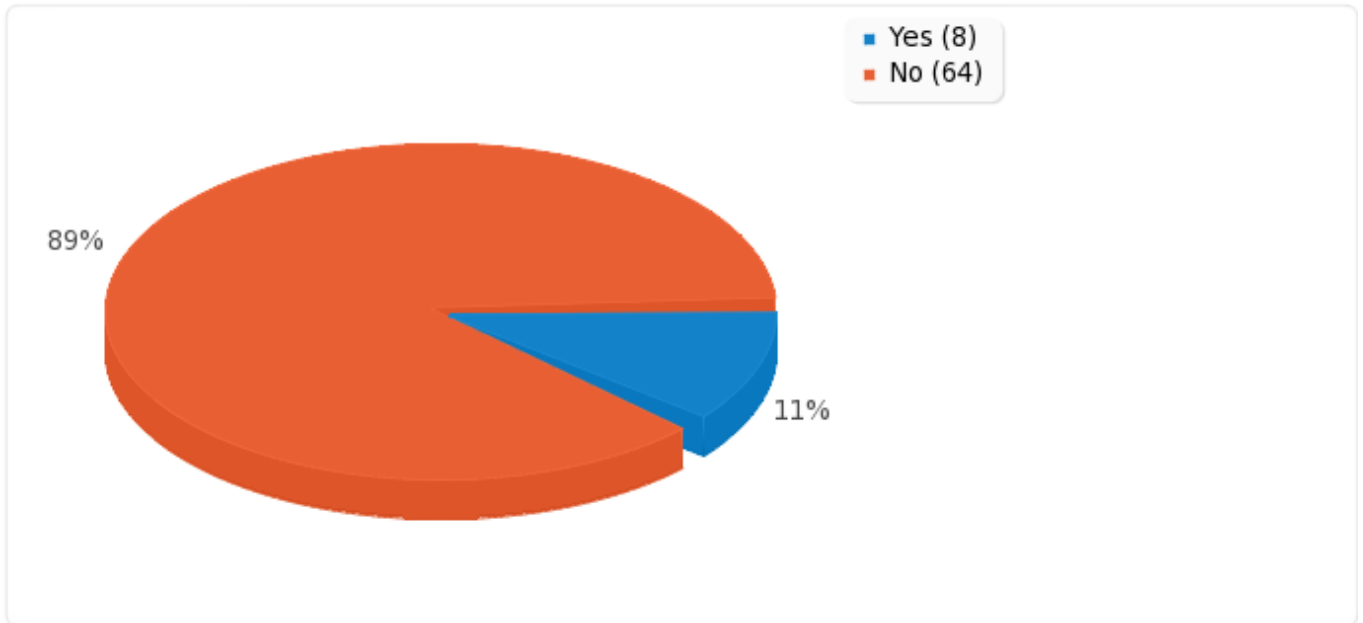
g. If we had a New Dispensary Twitter account giving out information about the practice would you follow it?

Answer	Count	Percentage
Yes (Y)	8	11.11%
No (N)	64	88.89%
No answer	0	0.00%



Field summary for 001g

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





Field summary for 001h

Are there any additional comments you would like to make?

Answer	Count	Percentage
Answer	25	35.71%
No answer	45	64.29%

Responses

Communication improvements are great, but the biggest issue is making appointments in advance when it isnt an emergency. It always proves impossible to make an appointment for a week or 2 in advance. Ringing up to make an appointment on the day just isn't practical when you work.

A better way of booking appointments rather than the 8.30 scrum would be preferable to Twitter or Facebook alerts!

None

I am grateful to Dr Vara for acting quickly and putting me on fast track when he diagnosed a polyp. As a result I had a hysteroscopy, laparoscopy, MRI & CT scans and subsequently a full hysterectomy within 2 months, which removed a cancerous ovary. I'm half-way through precautionary chemo now and feeling fine.

No

I prefer to use the web site to get information

It would be helpful if the administrator would acknowledge receipt of an e mail. Otherwise we are not certain it is being dealt with. I am a regular patient and find the services of the practice excellent. but I dont do social media yet.

Like a lot of people in my age group, I don't use social media. However, I have a mobile phone and use E-Mail, and are happy to receive information from either

I don't subscribe to social media, as I consider it an intrusion. My allowed contacts are aware of email phone numbers etc.

I have a privacy issue with Facebook and Twitter - call me old-fashioned! And this survey instructions are very small on an iPhone

Always find it difficult to get appointments.

I used to get text message reminders of appointments but none came for my last appointment (17/09/14)So I've put that I don't currently receive them in the survey.

I think we are very lucky to have such a fantastic doctors surgery on Chase Meadow.

no

Quite happy using your website for info

The level of service and treatment that I receive is excellent

Trying to get a doctors appointment is a joke have tried for 5 days with no luck rang as I was told to at 8.30am but nothing all gone by 8.40am looks like a trip to a&e may get a slightly better service there

I think that all NHS organisations should give out a calling line ID i.e. their telephone number. I know that many practices do not comply stating that this is to protect the privacy of the patient,



however the incidence of this being a problem is so rare that it penalises the many who are afraid to pick up their phones which have a number withheld in case it is an unwanted nuisance sales call. Please reconsider this outdated practice.

Easier appointment times, possibly available on line, so you can do this without having to try and ring up, as this is difficult to do if you start work from 8.30 when the surgery opens. Ability to make routine appointment with the Nurse online and also with the Asthmad Nurse

It takes too long to get through by phone to make an appointment d

No

These ideas are all very interesting, but I simply want to make an appointment more easily.

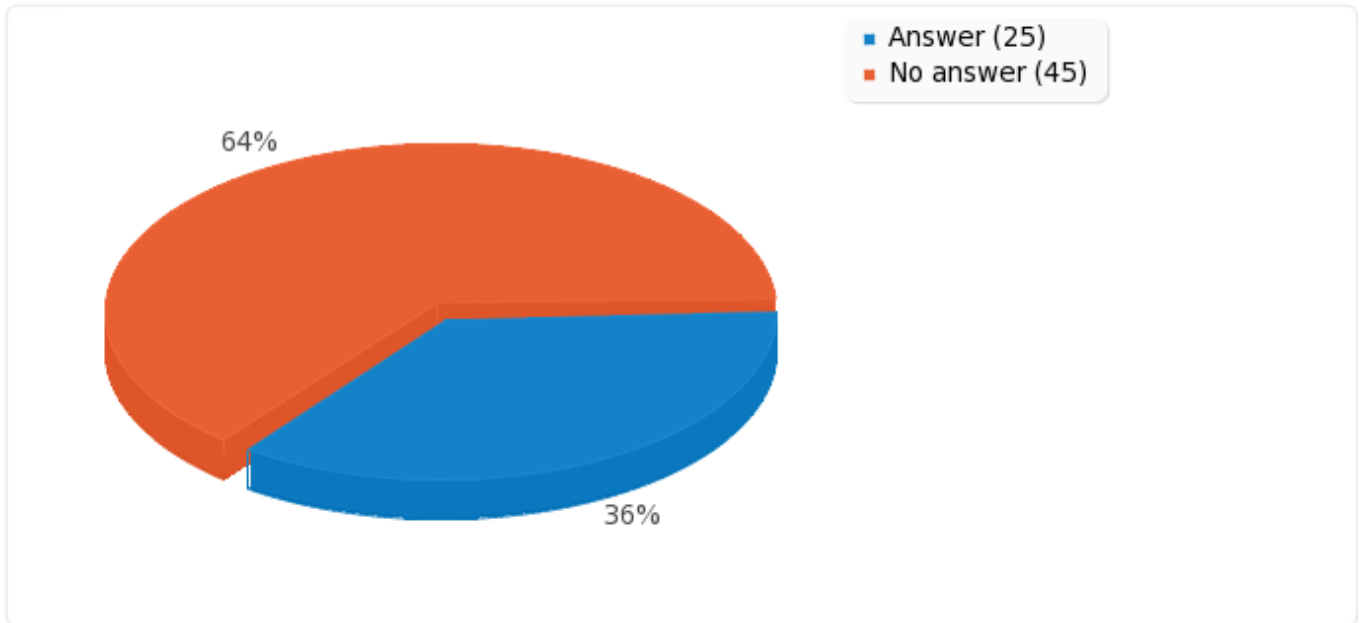
The text message service is useful

Appointments and repeat prescriptions on line is very much appreciated.



Field summary for 001h

Are there any additional comments you would like to make?





Field summary for 002a

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 email.

a. Do you have a personal email?

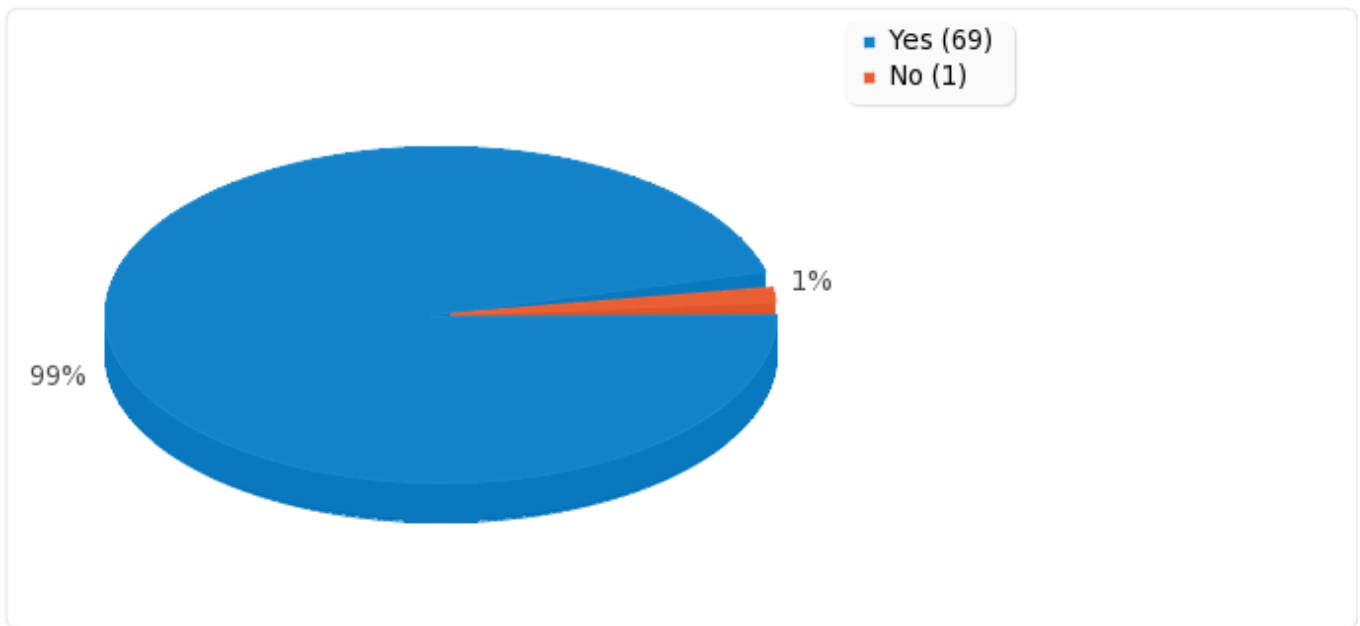
Answer	Count	Percentage
Yes (Y)	69	98.57%
No (N)	1	1.43%
No answer	0	0.00%



Field summary for 002a

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 email.

a. Do you have a personal email?





Field summary for 002b

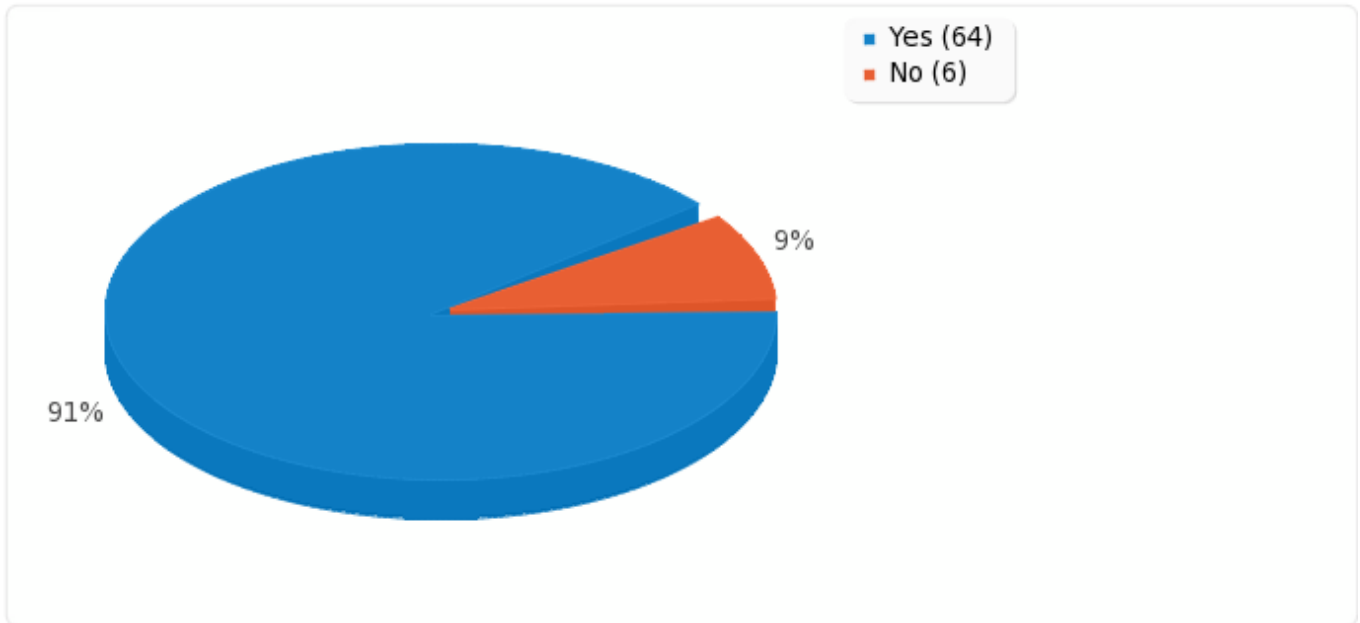
b. Would you like to receive some information from the New Dispensary to your personal email account if deemed appropriate?

Answer	Count	Percentage
Yes (Y)	64	91.43%
No (N)	6	8.57%
No answer	0	0.00%



Field summary for 002b

b. Would you like to receive some information from the New Dispensary to your personal email account if deemed appropriate?





Field summary for 002c

Are there any additional comments you would like to make?

Answer	Count	Percentage
Answer	9	13.04%
No answer	60	86.96%

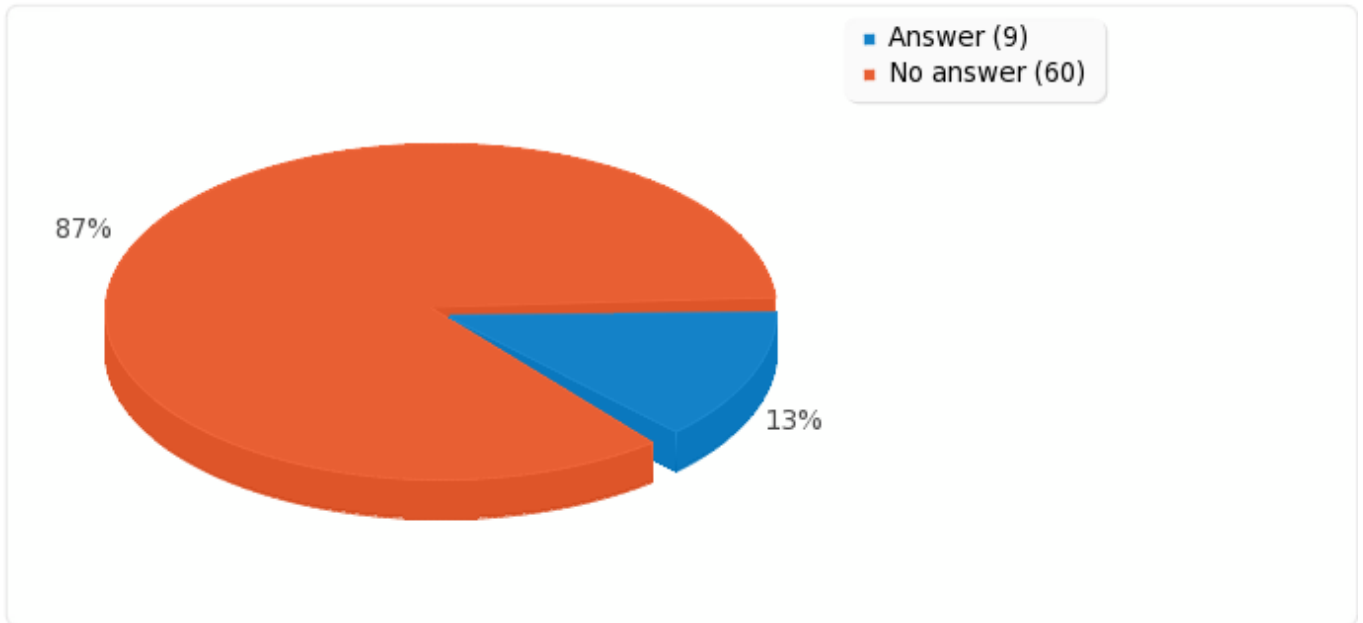
Responses

- None
- No
- No
- No thank you
- no
- Prefer texts re your services if appropriate to be viewed by anyone as these pop onto screen during my working day
- An online booking service would be good. But keeping phone service for the elderly
- Only if emails supplement the texting service not replaces it.
- Good communication should be effective tool utilising all available methods to succeed. e.g. telephone, text messaging, email, facebook and twitter.



Field summary for 002c

Are there any additional comments you would like to make?





Field summary for 003(F1)

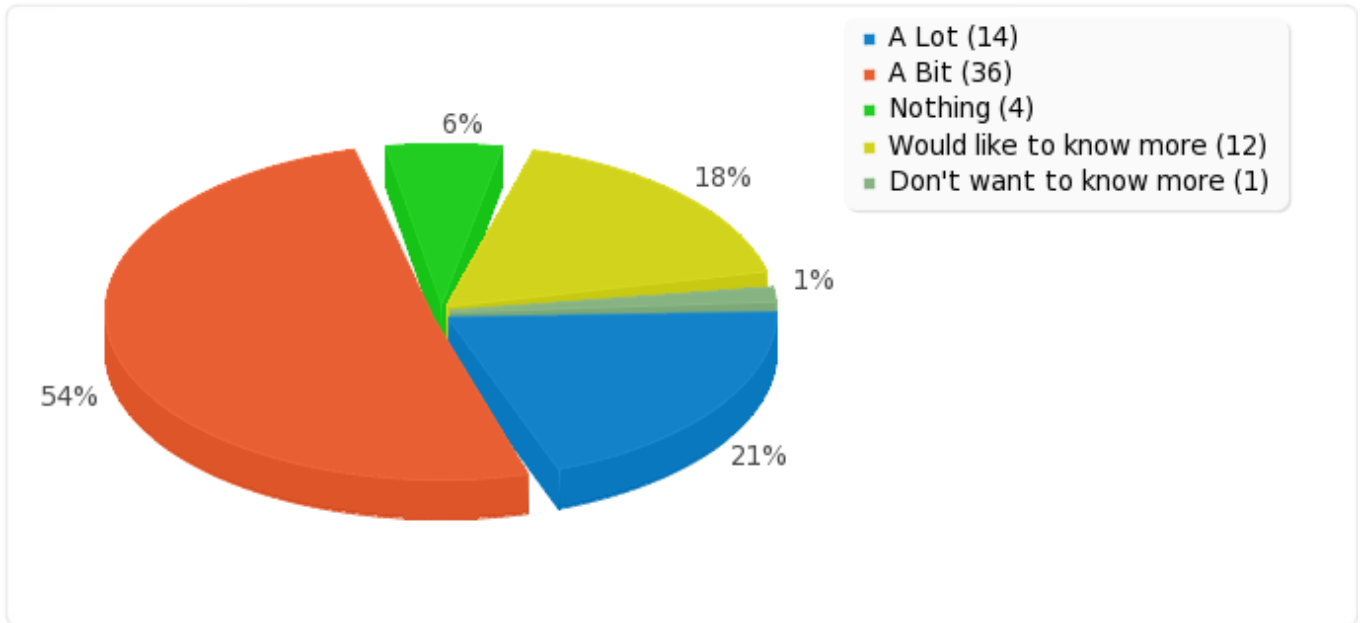
Q3. How much do you know about our practice and services?
[The Practice Team]

Answer	Count	Percentage
A Lot (TL1)	14	20.90%
A Bit (TL2)	36	53.73%
Nothing (TL3)	4	5.97%
Would like to know more (TL4)	12	17.91%
Don't want to know more (TL5)	1	1.49%
No answer	0	0.00%



Field summary for 003(F1)

Q3. How much do you know about our practice and services?
[The Practice Team]





Field summary for 003(F2)

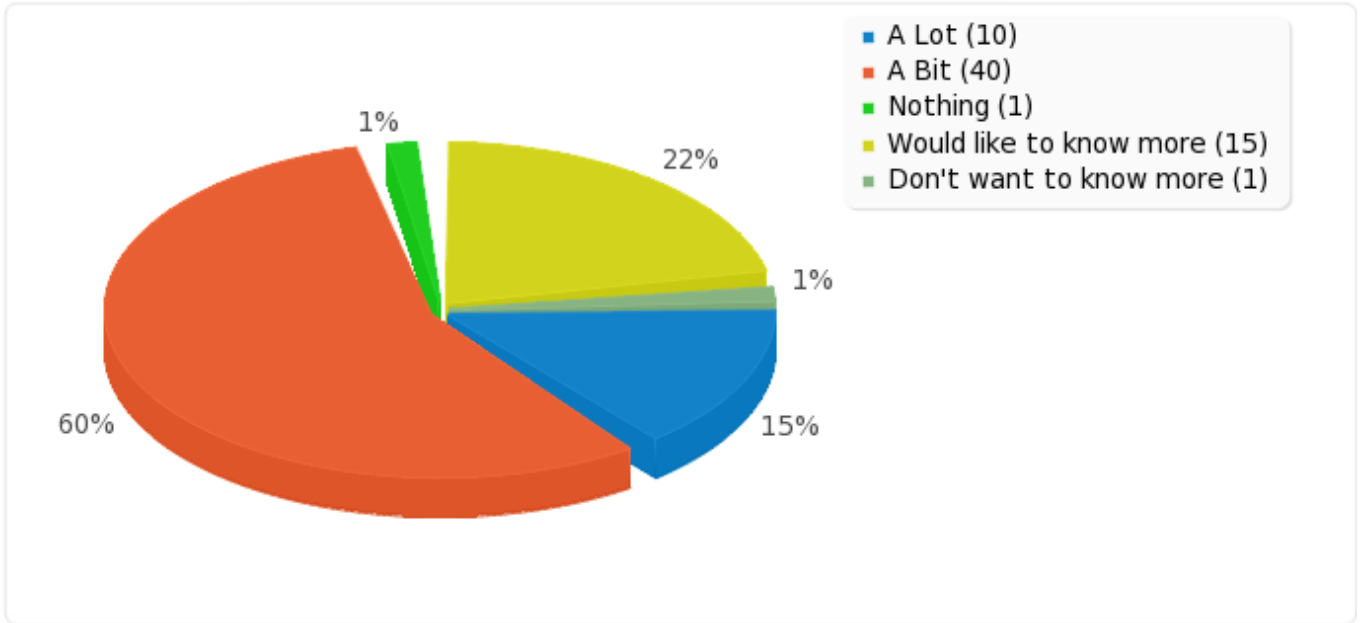
Q3. How much do you know about our practice and services?
[The Services We Provide]

Answer	Count	Percentage
A Lot (TL1)	10	14.93%
A Bit (TL2)	40	59.70%
Nothing (TL3)	1	1.49%
Would like to know more (TL4)	15	22.39%
Don't want to know more (TL5)	1	1.49%
No answer	0	0.00%



Field summary for 003(F2)

Q3. How much do you know about our practice and services?
[The Services We Provide]





Field summary for 003(F3)

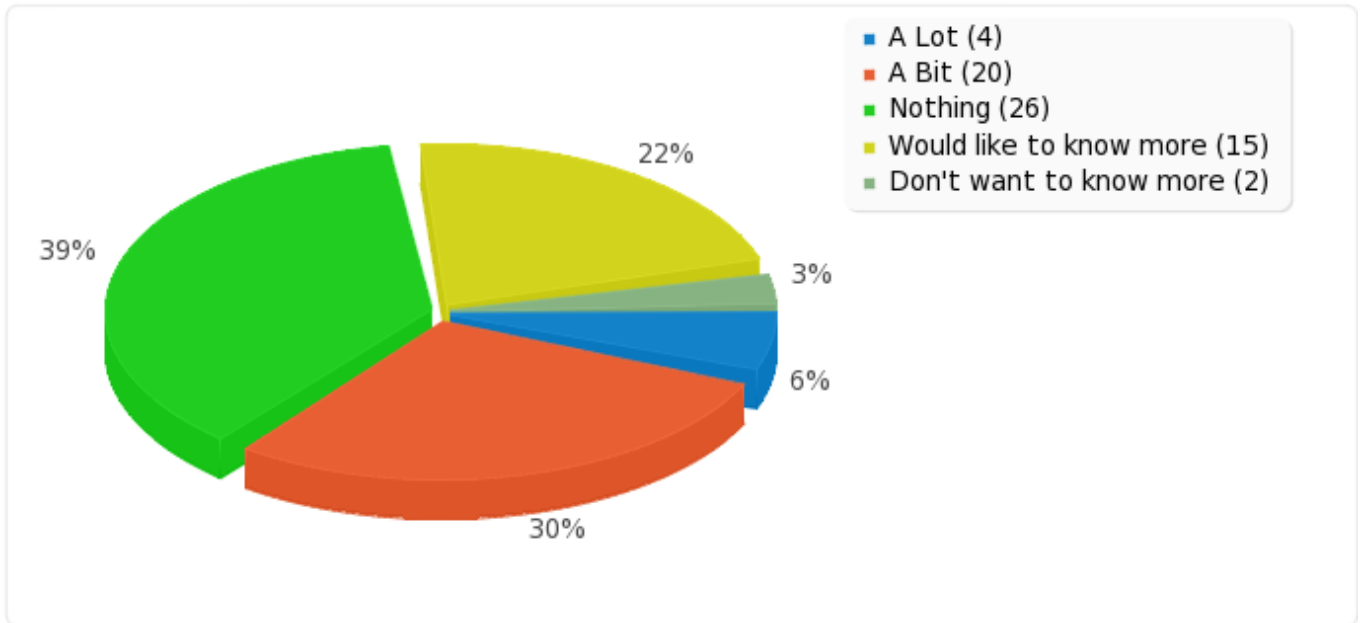
Q3. How much do you know about our practice and services?
[Our Patient Participation Group]

Answer	Count	Percentage
A Lot (TL1)	4	5.97%
A Bit (TL2)	20	29.85%
Nothing (TL3)	26	38.81%
Would like to know more (TL4)	15	22.39%
Don't want to know more (TL5)	2	2.99%
No answer	0	0.00%



Field summary for 003(F3)

Q3. How much do you know about our practice and services?
[Our Patient Participation Group]





Field summary for 004

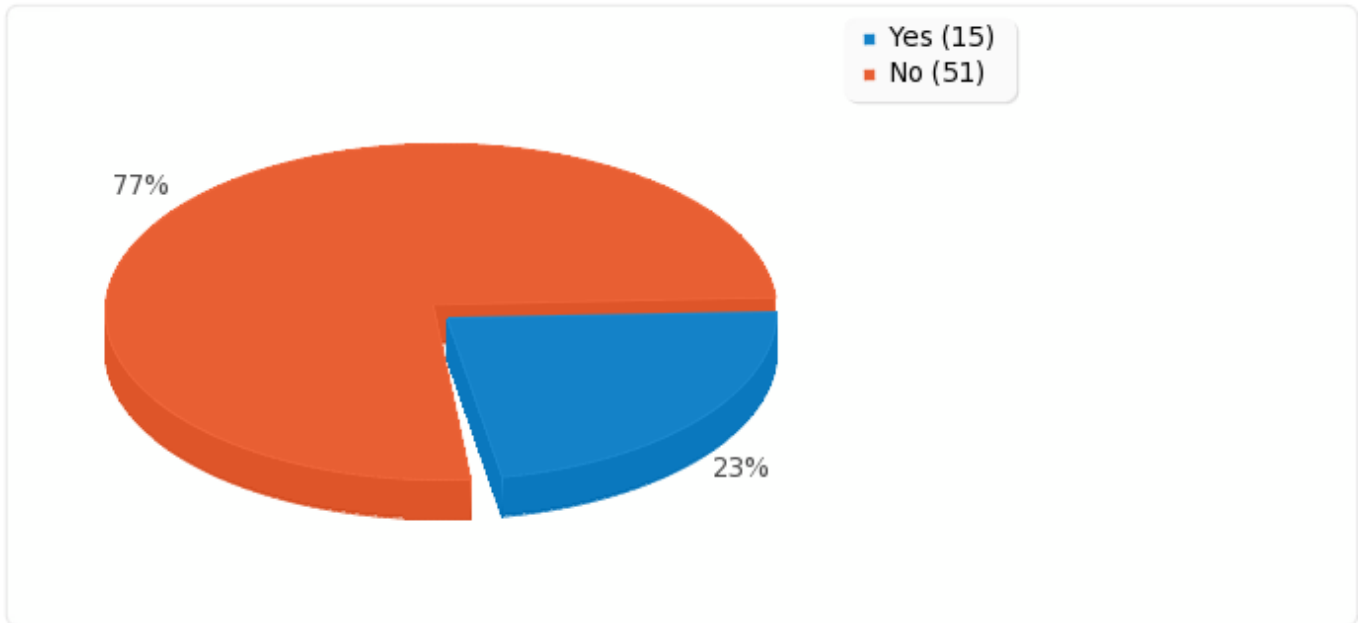
Q4. Have you seen our PPG & Practice Newsletter

Answer	Count	Percentage
Yes (Y)	15	22.73%
No (N)	51	77.27%
No answer	0	0.00%



Field summary for 004

Q4. Have you seen our PPG & Practice Newsletter





Field summary for 005

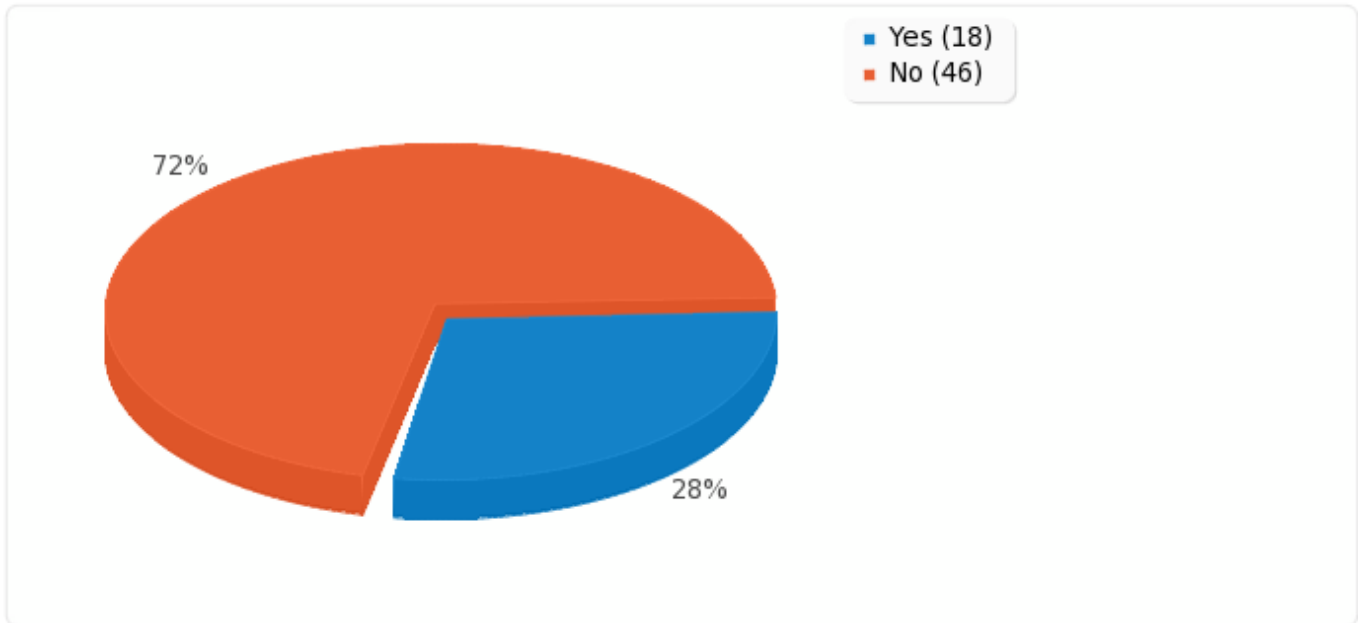
Q5. Do you find our PPG & Practice Newsletter informative?

Answer	Count	Percentage
Yes (Y)	18	28.12%
No (N)	46	71.88%
No answer	0	0.00%



Field summary for 005

Q5. Do you find our PPG & Practice Newsletter informative?





Field summary for 005b

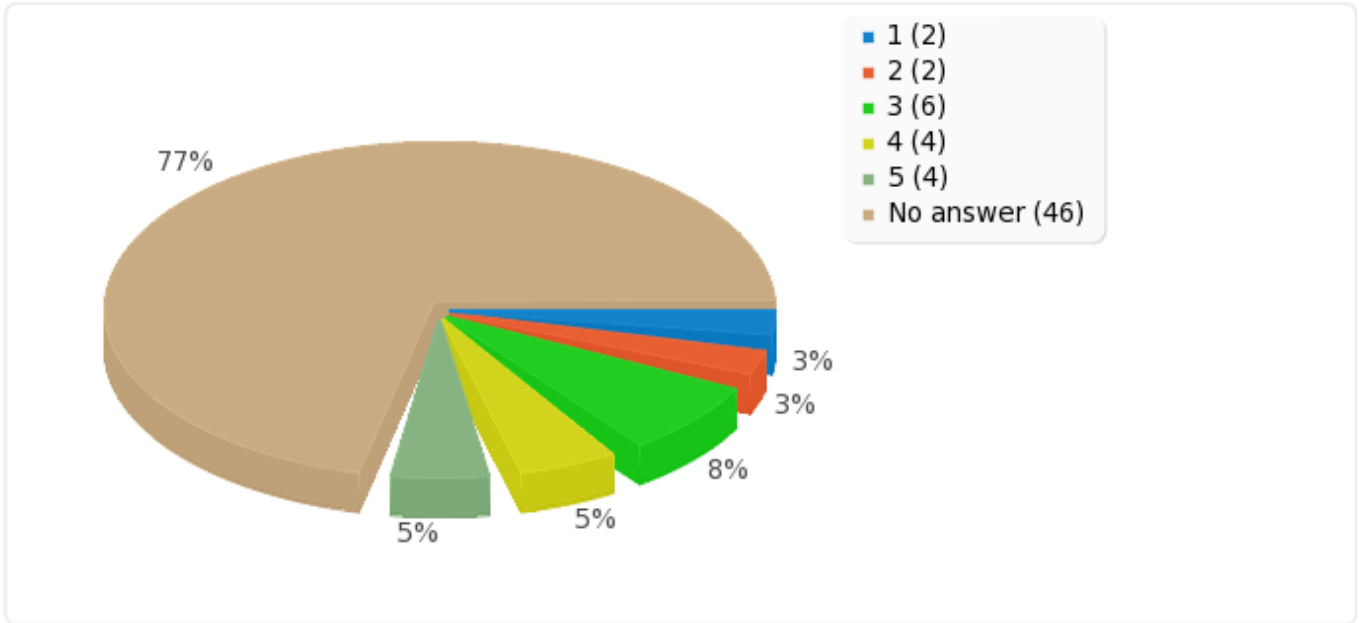
How informative do you find our PPG & Practice Newsletter? Please rank the usefulness from one to five, with five being the most useful.

Answer	Count	Percentage	Sum
1 (1)	2	5.56%	11.11%
2 (2)	2	5.56%	
3 (3)	6	16.67%	16.67%
4 (4)	4	11.11%	
5 (5)	4	11.11%	22.22%
No answer	46	71.88%	
Arithmetic mean	3.33		
Standard deviation	1.28		
Sum (Answers)	18	100.00%	100.00%
Number of cases	64	100.00%	



Field summary for 005b

How informative do you find our PPG & Practice Newsletter? Please rank the usefulness from one to five, with five being the most useful.





Field summary for 006

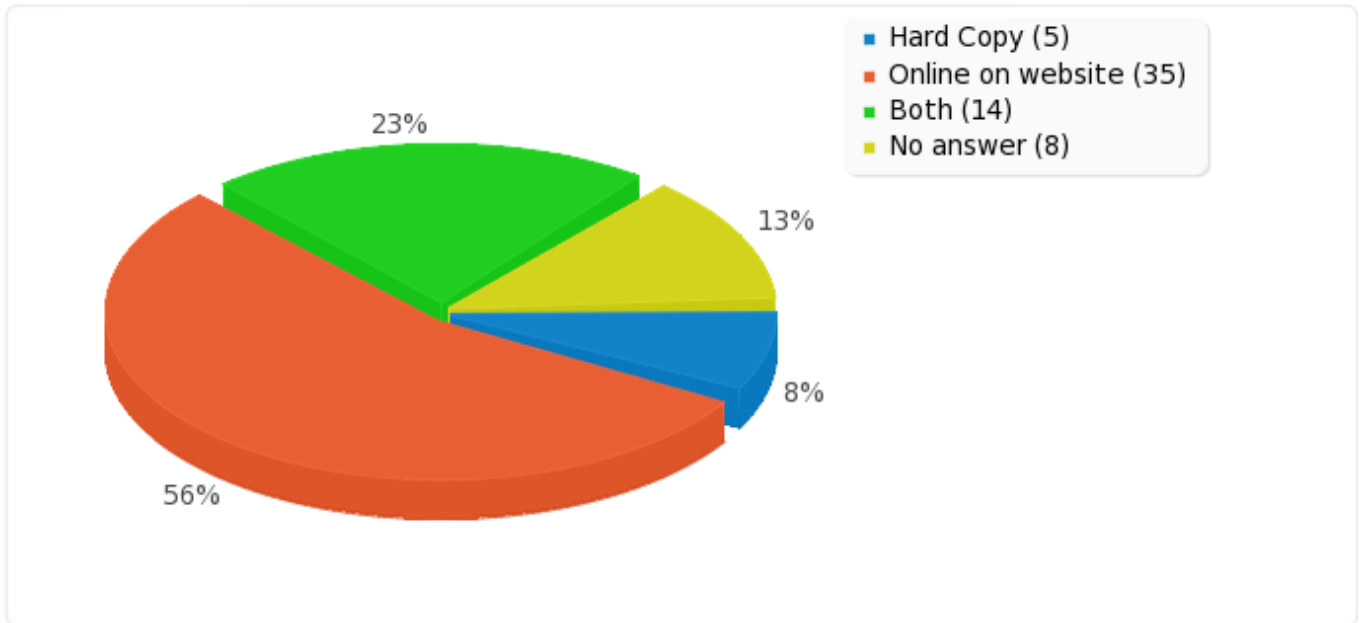
Q6. What format would you prefer the newsletter to be?

Answer	Count	Percentage
Hard Copy (A1)	5	6.10%
Online on website (A2)	35	42.68%
Both (A3)	14	17.07%
No answer	8	9.76%



Field summary for 006

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





Field summary for 007

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

Answer	Count	Percentage
Answer	18	21.95%
No answer	44	53.66%

Responses

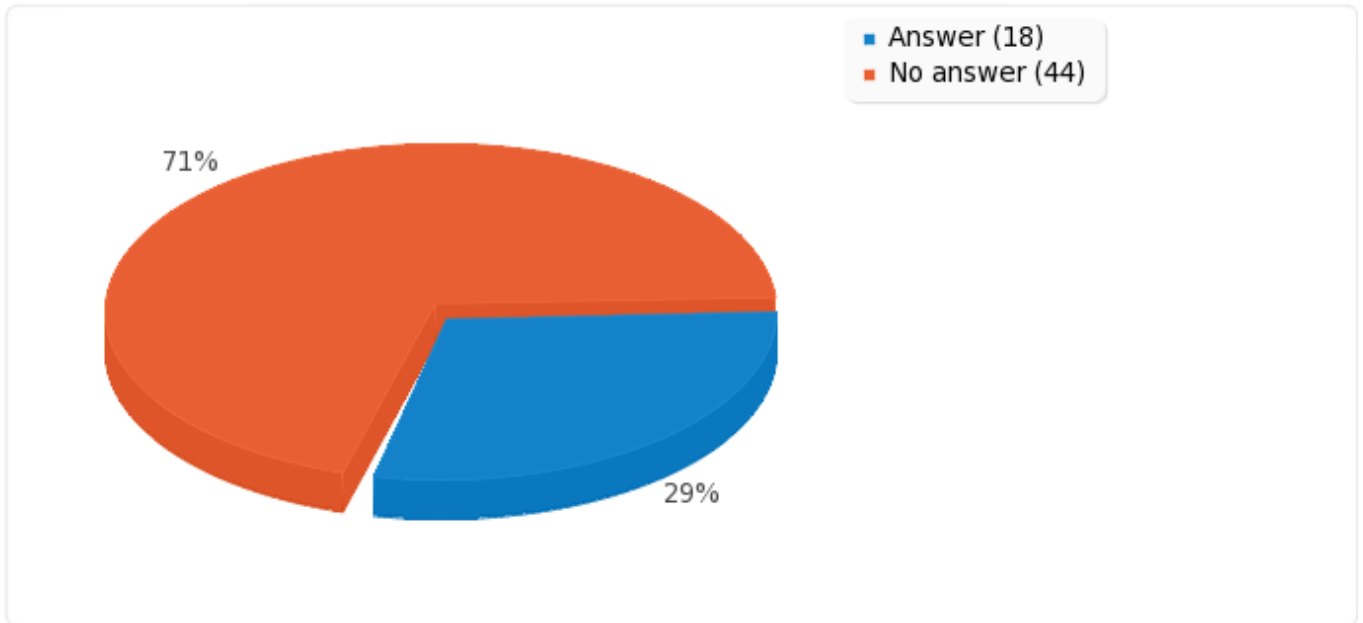
Why don't you email the newsletter?

- Information on services. Dates.
- Tips on how to get an appointment quickly, when are the busiest times of day so best to avoid.
- How to contact your doctor with a question.
- No
- No
- Activity levels, demographic changes in practice population, new patient services, alternative ways to access services, with consideration to practice staff workload
- How to make an appointment more easily.
- Making appointments. Types of appointments available e.g urgent, ongoing followup etc. Guidance on appropriate appointment to ask for.
- current doctors and specialist fields would be useful for patients with specific queries
- no
- If I currently don't receive your newsletter the question you asked about whether I find it useful was irrelevant!
- Would like to receive the newsletter
- No other than to say I would prefer to get all information either via text or e-mail
- Availablility of services, out of hours contact details and any relevant information about the surgery
- I've never seen it
- Sent message to say newsletter on website. It wasn't when i looked
- Must be very short and appropriate to the recipient.
- not at this time
- not seen one



Field summary for 007

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





Field summary for 008

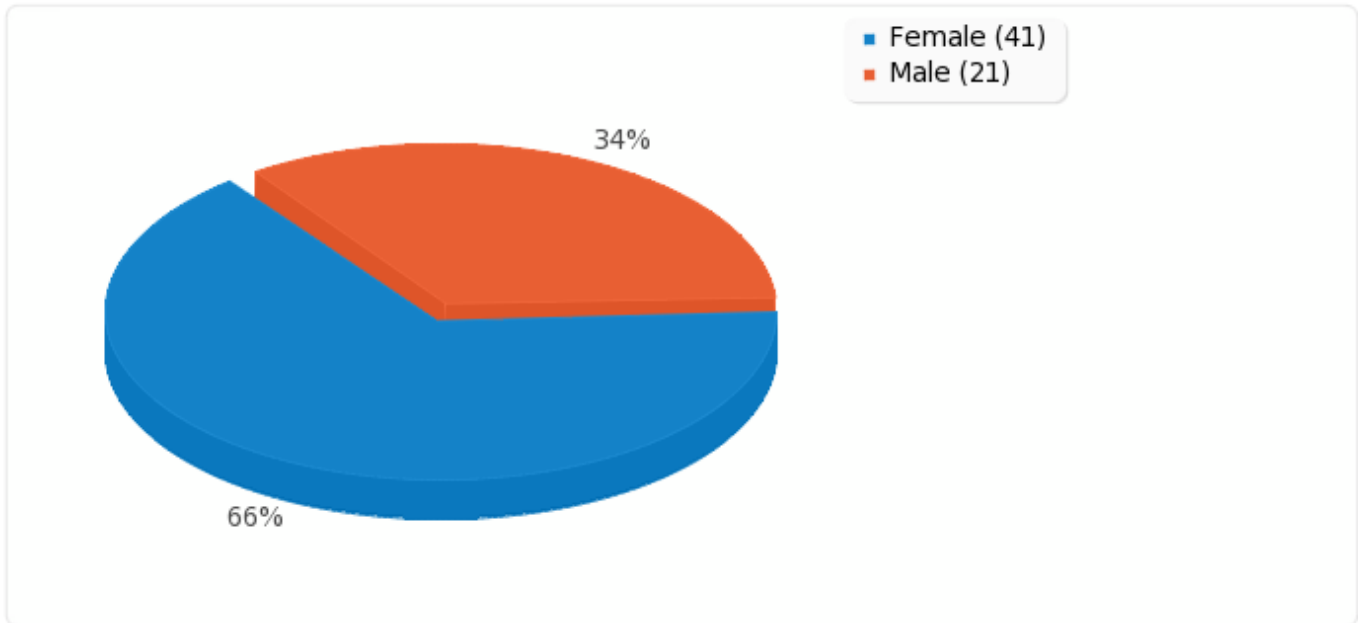
Q8. Are you?

Answer	Count	Percentage
Female (F)	41	50.00%
Male (M)	21	25.61%
No answer	0	0.00%



Field summary for 008

Q8. Are you?





Field summary for 009

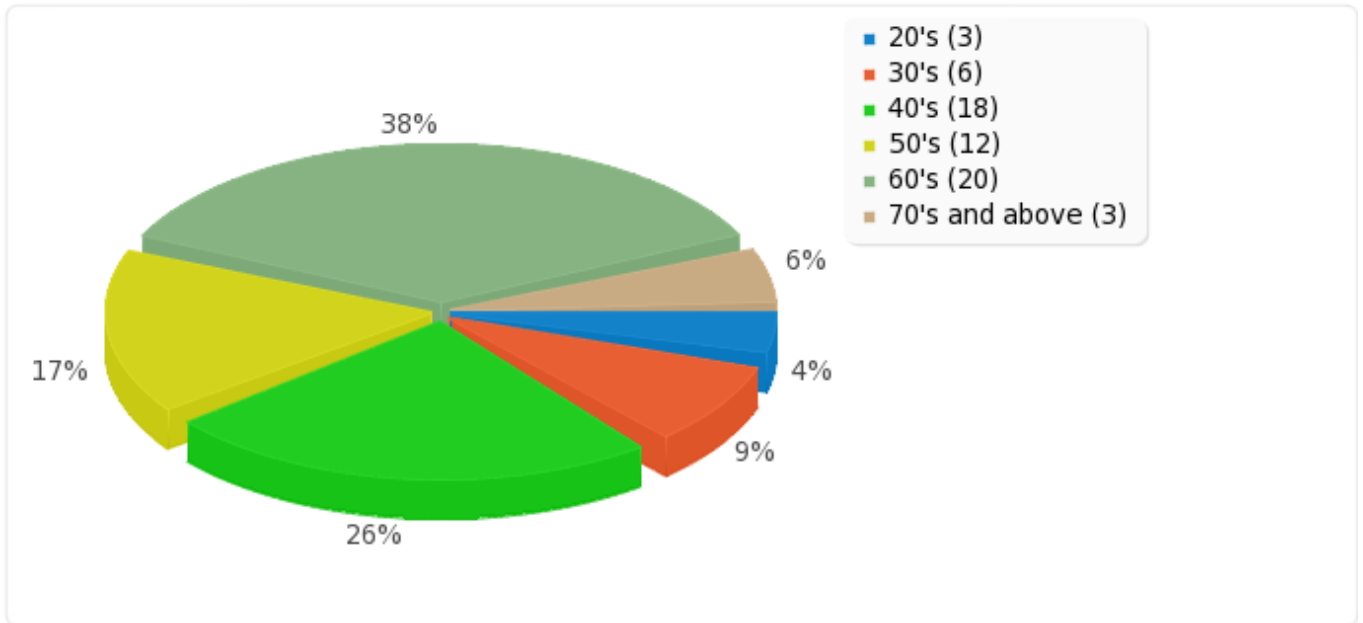
Q9. How old are you?

Answer	Count	Percentage
Under 20 (A1)	0	0.00%
20's (A2)	3	3.66%
30's (A3)	6	7.32%
40's (A4)	18	21.95%
50's (A5)	12	14.63%
60's (A6)	20	32.26%
70's and above (A7)	3	4.84%
No answer	0	0.00%



Field summary for 009

Q9. How old are you?





Field summary for 010

Q10. (a) Ethnicity

Answer	Count	Percentage
White (A1)	59	71.95%
Black (A2)	0	0.00%
Asian (A3)	2	2.44%
Mixed (A4)	0	0.00%
Other (please enter in box) (A5)	1	1.22%
Comments	1	1.61%
No answer	0	0.00%

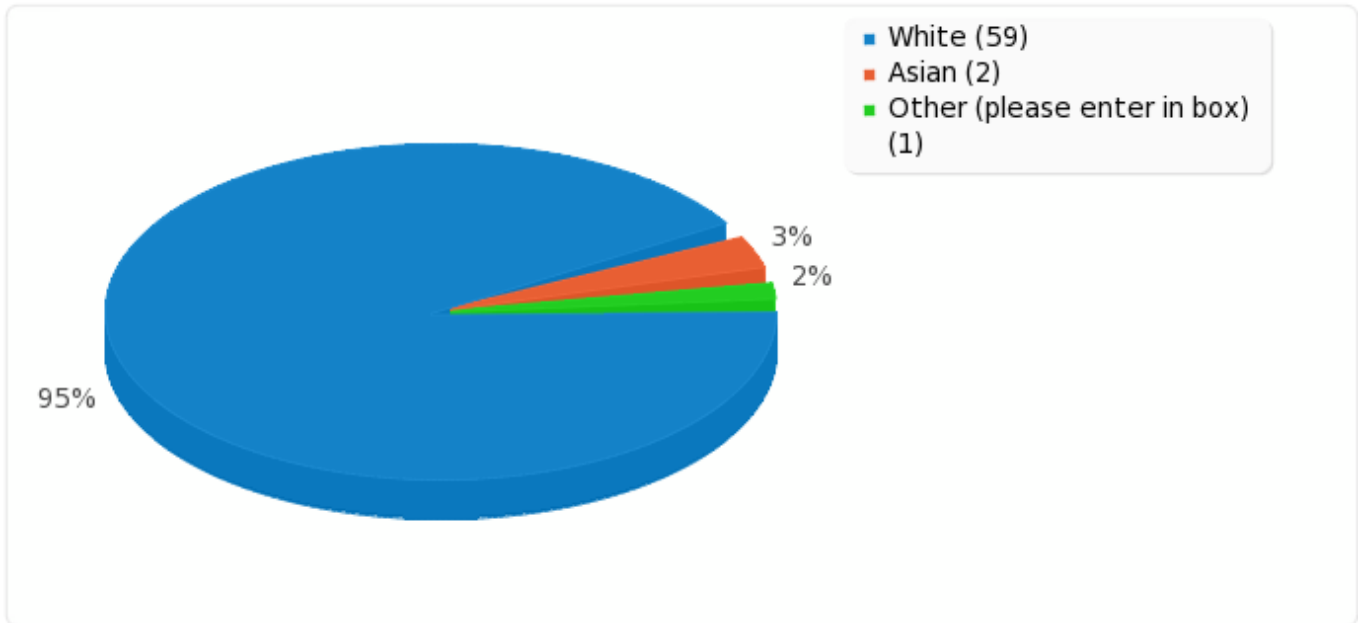
Other Responses

None of your business



Field summary for 010

Q10. (a) Ethnicity





Field summary for 010b

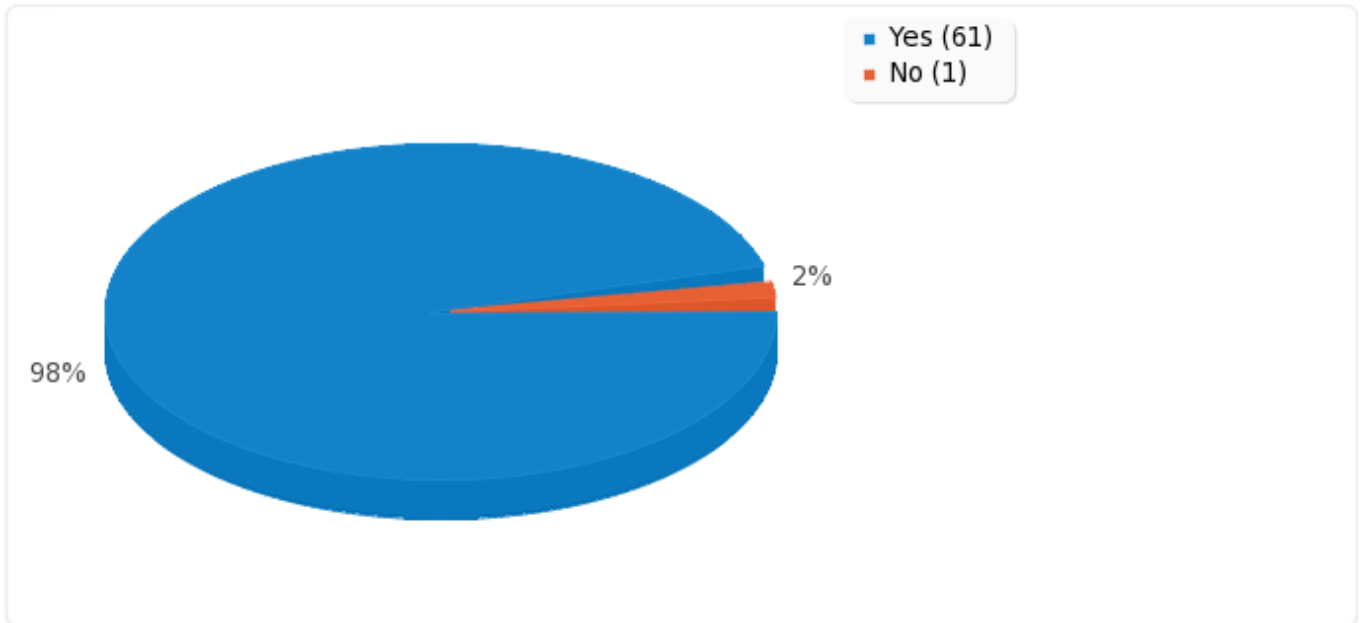
(b) Are you British?

Answer	Count	Percentage
Yes (Y)	61	74.39%
No (N)	1	1.22%
No answer	0	0.00%



Field summary for 010b

(b) Are you British?





Field summary for 011

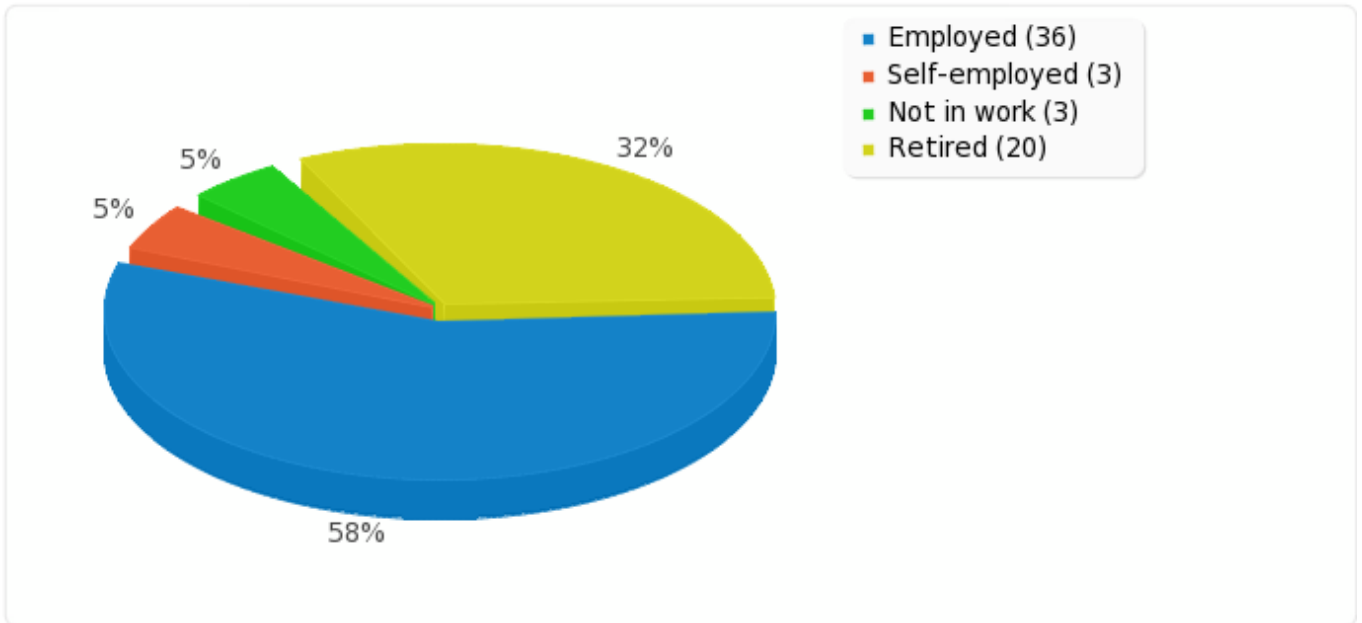
Q11. Employment Status

Answer	Count	Percentage
Employed (A1)	36	43.90%
Self-employed (A2)	3	3.66%
Not in work (A3)	3	3.66%
In education (A4)	0	0.00%
Retired (A5)	20	24.39%
Unable to work due to disability (A6)	0	0.00%
No answer	0	0.00%



Field summary for 011

Q11. Employment Status





Field summary for 012

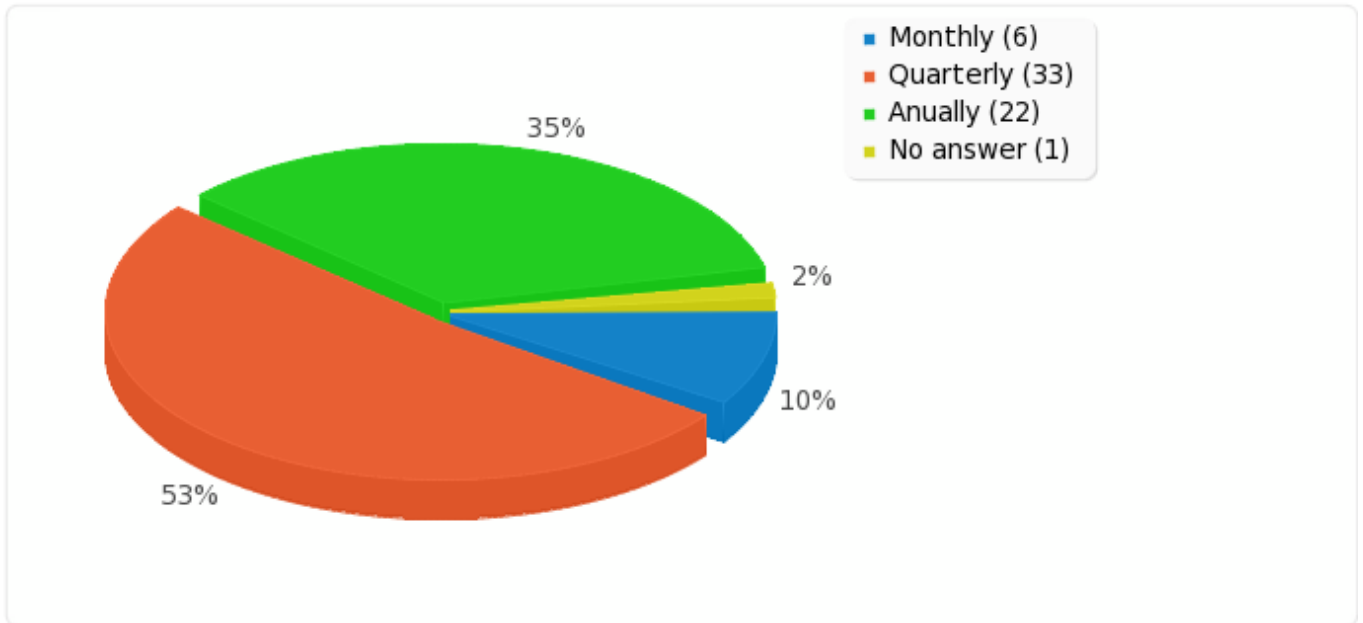
Q12. How often do you attend the surgery?

Answer	Count	Percentage
Weekly (A1)	0	0.00%
Monthly (A2)	6	7.32%
Quarterly (A3)	33	40.24%
Anually (A4)	22	26.83%
No answer	1	1.22%



Field summary for 012

Q12. How often do you attend the surgery?





Field summary for 013

CONTRIBUTIONS TO PATIENT PARTICIPATION / REFERENCE GROUP%%

□ We are seeking to expand the membership of the Patient Participation Group and we wish to be more representative of our patient population. The group meets bi-monthly to discuss services provided by the practice and consider wider commissioning in the NHS which may affect our patients. Using social media (such as Facebook, Twitter) may be a useful way to expand our reach and to gauge views from more of our patients.

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

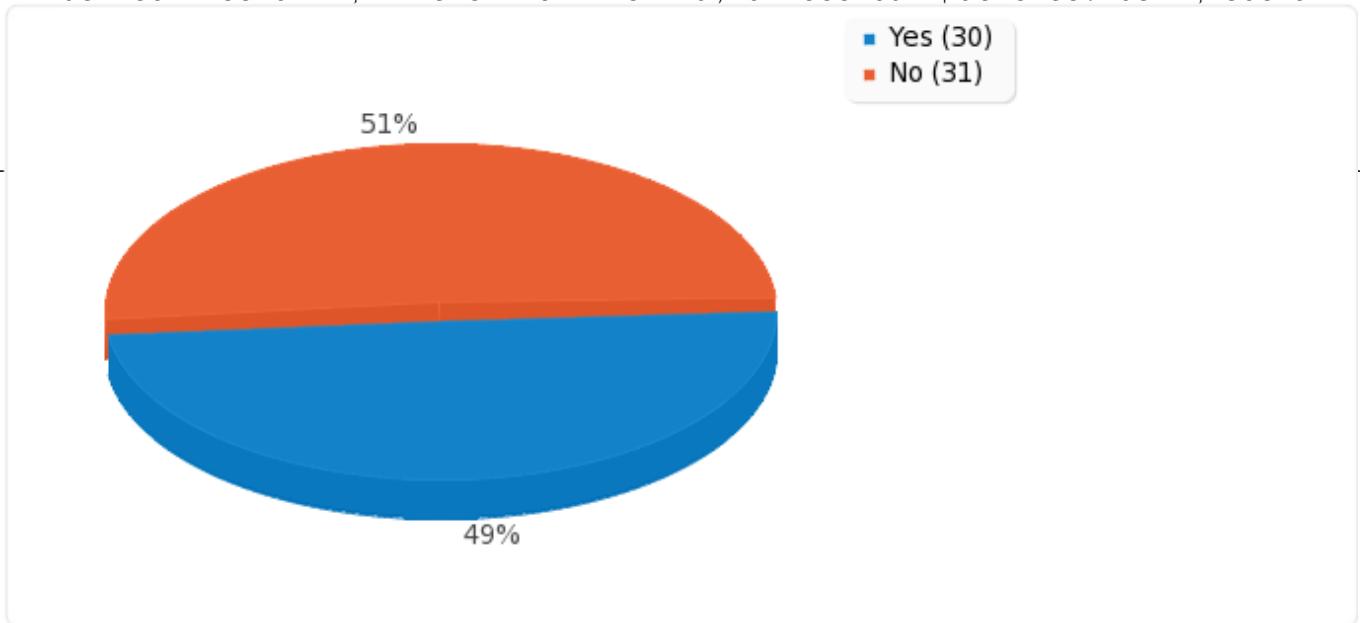
Answer	Count	Percentage
Yes (Y)	30	36.59%
No (N)	31	37.80%
No answer	0	0.00%



Field summary for 013

CONTRIBUTIONS TO PATIENT PARTICIPATION / REFERENCE GROUP%%

□ We are seeking to expand the membership of the Patient Participation Group and we wish to be more representative of our patient population. The group meets bi-monthly to discuss services provided by the practice and consider wider commissioning in the NHS which may affect our patients. Using social





Field summary for 013b

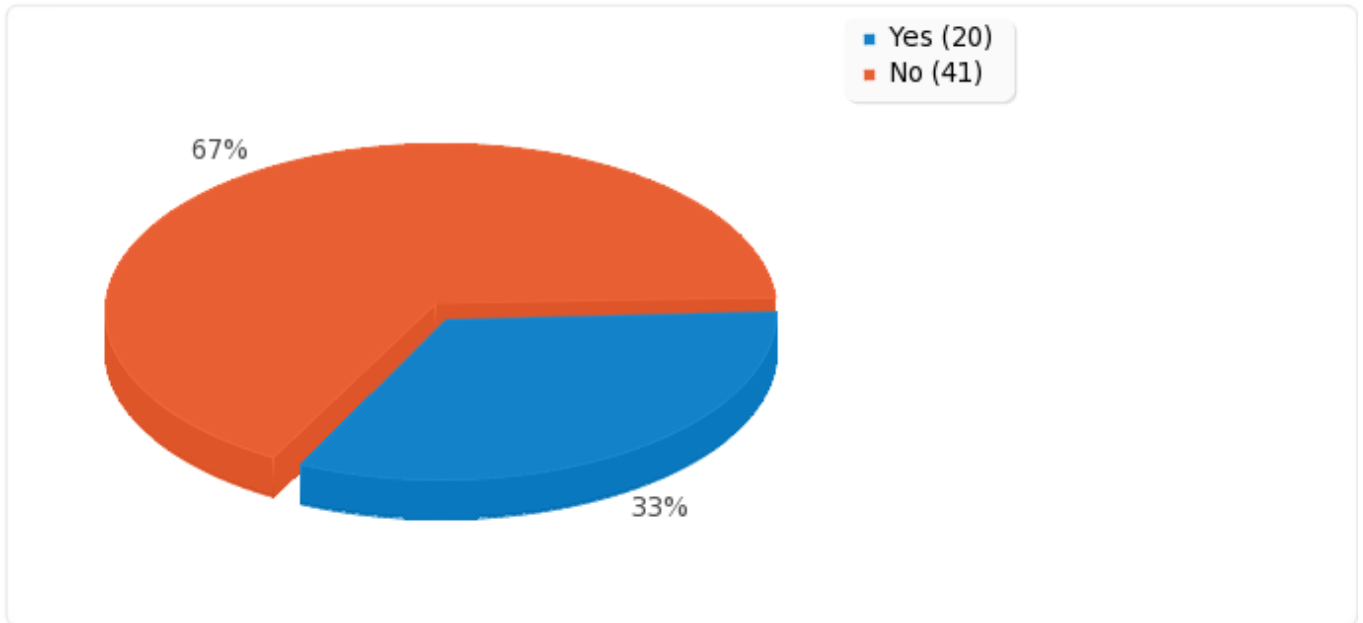
b. Would you be prepared to join in a social media group (such as Facebook) as part of the PPG?

Answer	Count	Percentage
Yes (Y)	20	24.39%
No (N)	41	50.00%
No answer	0	0.00%



Field summary for 013b

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





Field summary for 014

Are there any additional comments you would like to make?

Answer	Count	Percentage
Answer	13	15.85%
No answer	48	58.54%

Responses

You'll get fewer people abandoning surveys if you make all questions optional.

None

No

This survey is a bit odd, some of the questions might have a negative answer which makes the following question null and void but it is not possible to skip over the question without giving an irrelevant answer. Also the question regarding surgery visits, there is a big gap between monthly and quarterly, it might be better to ask how many times a year.

No thank you

The new phone system is terrible. It was much better before you changed to an 01926 number. Trying to phone at 8.30 for an appointment is a nightmare.

no

Yes- would like to make a suggestion for possible weekend openings. This may seem like a harsh suggestion but would like weekend appointments only to be available to fully employed people unable to make mid week apps. ie if patients were retired they must have week apps. This may involve the surgery requesting working hours from patients but may encourage for example the retired/ pensioners to use more inconvenient middle of the day apps. Or maybe have a late midweek day just for patients that work 8-5.30

My main issues have been with trying to get an appointment and not being able to get past reception staff and there questioning, I appreciate they are there to manage appointments, but as they are not qualified doctors if you phone for an appointment you should be able to get one, not have to argue and more or less plead to have an appointment and for reception staff to decide. In my own case, I could not get a daily appointment and was not able to get an appointment as not classed by the reception staff as an emergency and it took 6 weeks of trying to finally get an appointment, where after weeks of pain I was diagnosed with sciatica and the need for physotherapy. I was not able to complain about the lack of support as the reception staff had to put me through to the practice manager and would not do so, I had to ring back and ask for the practice manager. Consideration should be given to customer service and an easy route for complaint as in my case, my complaint is completely valid

I have other comments besides the PPG. How can I voice those?

not at this time

It would be useful to have more general questions in this survey about patient opinions of the service you provide to be honest, which as I have just experienced is less than favourable. Don't



expect non-medical patients to know what your processes are....and don't react in a manner that makes me feel my enquiry is 'too much trouble go away' when I am simply trying to understand what your process is. Have some empathy - generally people coming to your surgery are not doing so without reason - and generally this will be medical in nature - so naturally when your processes fail and your patients are trying to help you resolve these issues - please be a little more helpful and a little less obstructive?
I very much appreciate the well organised services available when I need them



Field summary for 014

Are there any additional comments you would like to make?

