

The New Dispensary



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Patient Survey Practice Report 2013/14

Q1 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	41 25.9%	100 63.3%	13 8.2%	4Y 2.5%	2	160
The services we provide	32 21.2%	103 68.2%	11 7.3%	5Y 3.3%	9	160
Participation Group	11 7.6%	36 24.8%	88 60.7%	10Y 6.9%	15	160

Q2 Would you find a PPG and practice newsletter informative?

	1	2	3	4	5	Did not answer	Total
Yes	29 18.6%	18 11.5%	41 26.3%	30 19.2%	29 18.6%	4	160
No	9 5.8%						

Q3 If so how often would you like to read one?

Monthly	41 25.6%
Quarterly	77 48.1%
Six monthly	27 16.9%
Did not answer	15
Total	160

Q4 What format would you prefer the newsletter to be?

Hard Copy	33 23.7%
Online on website	58 41.7%
Both	48 34.5%
Did not answer	21
Total	160

Demographics

Q7 Are you?

Male	Female	Did not answer	Total
90	61	9	160
56%	38%	6%	

Q8 How old are you?

Age group	Number	Percentage
Under 20	7	4%
20's*	13	8%
30's	35	22%
40's	30	19%
50's	16	10%
60's*	25	16%
Retired	26	16%
DNA	8	5%
Total	160	

Q9(a) Ethnicity

White	Black	Asian	Mixed	Other	Did not answer	Total
142	1	7	0	2	8	160
89%	1%	4%	0%	1%	5%	

Q9(b) Are you British?

Yes	No	Did not answer	Total
144	7	9	160
90%	4%	6%	

Q10 Are you ?

Employed	Self Employed	Unemployed	In Education	Retired	work due to disability	DNA	Total
62	11	13	4	42	6	22	160
39%	7%	8%	3%	26%	4%	14%	

Q11 How often do you attend the surgery?

Weekly	Monthly	Quarterly	Annually	Did not answer	Total
13	31	46	31	39	160
8%	19%	29%	19%	24%	

Q5 Do you have any suggestions on what information you would like the newsletter in?

Diets, lifestyle, health facts

An update on what check ups are available to patients over the age of 65+

Names of practitioners and what they do. Changes in staff. Any new services available.

Services, people, changes, opportunities.

Groups available.

What services surgery offers. Feature about new staff. Info on which organisations to contact and phone numbers, email details ie, support groups, agencies, voluntary groups, welfare rights.

Success of practice, shortfalls and help required.

No.

Not needed.

Practice information. Local NHS Information.

Useful information.

Health issues.

Medical research. Dates for flu jabs etc. General advice to read, healthy life.

Yes

No

Services available, changes etc.

No

Services offered. Links to wider community.

Out of hours services. Other services provided.

New treatments, eg, herbal, new medications.

Seasonal health tips. Practice updates, changes, latest news. KPI achievements. Future plans. Issues and opportunities.

Emergency telephone no. Surgery times, Doctors rotas, where do we telephone when ill at night.

General advice for common ailments, new Doctors/Nurses joining surgery. How to contact other practitioners who operate from surgery eg. Podiatrist in an emergency.

Any updates etc on Practice, ie new Doctors, services, contact details.

More patient input.

New services available. Contact numbers - phone directory including after hours, surgery, chemist, Newburgh, Westgate. Update on surgery improvements to be made and NHS news (ie, flu jab, MMR, diabetes etc).

Service updates, health advice, community issues and customer service feedback.

Just as much as you give.

Practice news and update. Regular information on newly available drugs and treatments.

Groups/therapies/strategies to help health.

My main issue is with appointment times eg, booking online, weekend appointments etc.

Opening time, services offered, eg blood pressure testing. Profile on staff, who you might meet, something about them. Not everyone likes every doctor and may feel more comfortable if they know about them.

Too early to assess.

Services available.

Healthy eating advice, nutrition for families with children, maybe a recipe. Travel vaccinations, how long they last etc. Something for teenage anxiety, advice etc.

No

Information regarding vaccinations etc.

Information about children's health.

More information on what nurses provide such as smoking/slimming and Well Woman Clinics.

The newsletter as it is seems adequate.

More info about the GP's and their specialities. Anything the Practice sponsors, holiday opening times, relevant local stories.

All information would be great.

Information on preventative tests.

Not at this time.

Who's who. Info on services available.

Where other NHS services can be found. How to contact them etc.

No.

Would be happy with either a website/noticeboard which contains info about the Practice Team and their qualifications/personal statement and a list of services that are provided at the Surgery. A newsletter would be a waste of valuable resources.

Relative contact numbers.

Very useful.

Details of services available.

Very enjoyable. Nice things are said.

Changes in service/services. New health initiatives. General helpful information for patients.

Change in Doctors/Nurses. Information on healthy lifestyle (food and drink advice). New services on offer.

New services available.

No

Changes in the surgery. Feedback from service users and staff. How many people don't turn up for appointments and the cost to the Surgery.

Not seen.

More details on health and well being issues.

Health and well being services. Support groups.

Not as yet.

Not really.

Yes - useful.

Services, opening times etc. Improved communication.

Not really. Weekend services etc.

Q6 If you have seen the newsletter the PPG produced in January, did you find it useful?

Not seen it.

Not seen.

N/A

Not aware of newsletter.

Not seen.

N/A

Not seen one.

Haven't seen one.

Not seen it.

Yes. Always good to keep up to date with health news and general practice news.

N/A

OK

Yes

Yes

N/A

Not seen.

Yes

Not seen.

Not seen.

N/A

N/A

Yes

Yes

Not seen it.

Haven't seen it.

Not sorry.

Unfortunately I wasn't aware that January newsletter was available. I will look on the net but could be an idea to have some on self service with magazines or leaflets in the seating area.

Yes

Haven't seen one.

Only for the new services.

Yes, it had an article about online booking. Rest of it looked good, but not of interest to me personally.

Yes

Yes, it provided interesting information that I did not know about the Practice and Patient Participation Group.

Yes

Yes

Yes, but print quality very poor, too much white space, but overall easy to read and informative eg, I had no idea about the link with Warwick.

As an introductory newsletter yes.

It was nice to find out who everyone is.

A little.

Not received.

I haven't seen it yet.

Not read it yet.

Yes, suppose so.

Yes

Thought it was pretty good.

Yes

I found it interesting, may be useful in the future.

Yes. Always good to keep up to date with health news and general practice news.

Didn't see.

Haven't seen it.

Yes, good information about the Practice

Yes

Yes, very much.

Just read it and found out about online booking appointments - brilliant news.

Useful to find out about online booking.

Yes

Yes

N/A

Yes

Yes

Yes

Fairly

Fairly

Yes

Yes

Not seen

Yes