

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%
Total	154	

* 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%	