

Glenfield Surgery Patient Survey Jan-Feb 2019

Online Services



Introduction

This year, for the first time, we have decided to hold three surveys instead of the normal one. The reason for doing this is to make each one specific to a topic and shorter so quicker for patients to complete. We also decided to make the survey available online to both PC and smart phone users in the hope that more patients would complete the survey, and PPG members would have to spend less time at the surgery asking patients to complete the survey.

What happened was that we had the smallest response to a survey in the last 5 years so will make changes before the next survey. We have spoken to the Practice managers and they have agreed to text patients to let them know that there is a survey available to complete and we believe we should be able to contact more than half of our 14,000 patients this way. We will also ensure that we have a better onsite presence to encourage patients to complete the survey.

We asked the practice to respond on 3 specific points.

1. More prominently advertise the available online services. (22.6% not aware).
Response – online services are advertised on the TV monitors in the waiting rooms, have been mentioned frequently in the monthly newsletter and is mentioned in other patient documentation. To consider drawing up a small leaflet to make available to patients.
2. Look at why appointments with preferred GP does not work well
Response – the practice say that most patients who asked for an appointment with a specific GP can get one within 2 weeks.
3. When booking a telephone consultation we need to give an approximate time when this will happen
Response – generally speaking the GPs make their telephone appointment calls at the end of their morning surgery. However, if they get the opportunity to make a call between face to face appointments then they will do so. If a patient requests a call at a specific time then the doctor will try to meet that. It is though difficult for the doctor to be more specific than a.m. or p.m. If a doctor calls a patient and there is no answer, the patient is sent a text message, where possible, to advise them that they have been called but not been available. The doctor will attempt to contact the patient a second time.

Below we present the results of the survey and many thanks go to Nichola Pell who prepared the survey, analysed the results and did the 'techy' stuff to make the survey available through the website and to smart phone users.

Mick Reeves, PPG Chair

Overview of key points

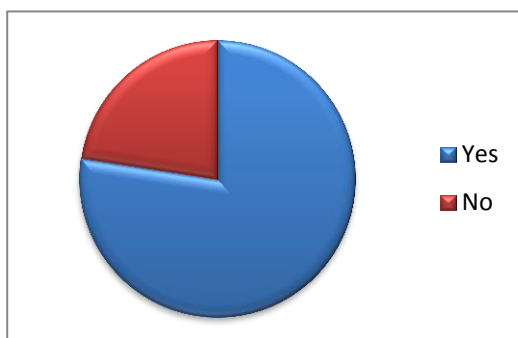
- There is a good level of awareness (77%) about both online bookings and repeat prescriptions.
- There is also a good level of use for both these services.
- There was a somewhat disappointing response rate - 37 online and 25 hard copies. Any conclusions need to bear in mind this small sample size.
- Generally people agree it is easy to get repeat prescriptions and make appointments. Some people answered this as a general point, others specified whether they meant online or all methods of ordering/booking.

- There is little interest in tuition - people either seem to know already how to use the services they need, or they are not interested.
- Five people asked the Surgery to contact them for tuition (see Q6)
- The majority of the responders are in older age range; 81% aged 50+. Most were aged 60-80. Is this a representative snapshot of people who use the surgery?
- Most of the qualitative comments came through Survey Monkey.
- Sources of responses:
 - 25 hard copies. Completed and left in the box in the Surgery
 - 16 responses in Survey Monkey from two half hour blocks I spent there with iPad
 - 21 responses in Survey Monkey from people filling it in unprompted
- The average time to complete the Survey Monkey survey was one minute 9 seconds
- People were almost always very happy to complete the survey when asked
- Anecdotaly, in conversation the more elderly demographic did not like online services. Nevertheless, the numbers of people aware of online services and using them, suggests there is a fair level of usage in the older age groups.
- Future surveys need to be promoted, and hard copies put where people can see them

Note: some people skipped questions, so no's of responders differ for each question

Detailed Findings

			Survey Monkey	Hard copy	TOTAL
1	Are you aware of the online services available at the Glenfield Surgery?				
a	Yes	77.4%	33	15	48
b	No	22.6%	4	10	14



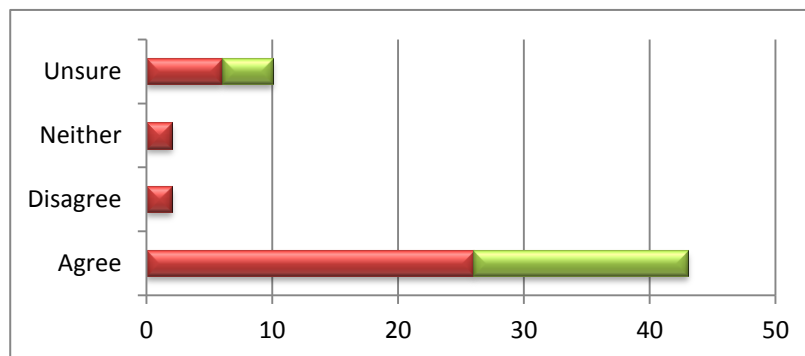
			Survey Monkey	Hard copy	TOTAL
2	If YES to question 1, what services do you use the online services for?				
i)	To order repeat medications		26	9	35
ii)	Book Appointments		22	7	29
	Of these, numbers of people who:				
	Used both online services		23	4	27
	Ordered repeat medications online		10	4	14

3 If NO to question 1, please give a brief reason

Not keen on using computer/Don't do computers	1	1	2
Time	1		1
Don't use Surgery much	1		1
Just not aware/not known about it	2	3	5
No facilities - don't own pc, laptop, smartphone	1	2	3
Don't have repeat prescriptions		1	1
Didn't work last time I tried		1	1
Because I'm 8		1	1
I didn't realise online services were available - MyGP stopped		1	1
Not at moment. I have easy access to surgery		1	1

4 To what extent do you agree it is easy to get your repeat prescriptions?

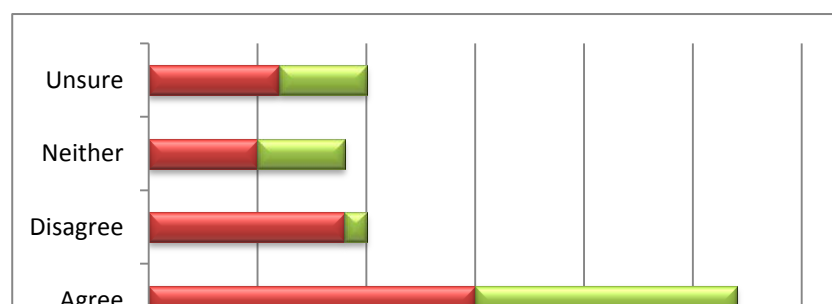
a	Agree	75.4%	26	17	43
b	Disagree	3.5%	2	0	2
c	Neither	3.5%	2	0	2
d	Unsure	17.5%	6	4	10



Red: Survey Monkey
Green - hard copy

5 To what extent do you agree it is easy to book appointments?

a	Agree	48.2%	15	12	27
b	Disagree	17.9%	9	1	10
c	Neither	16.1%	5	4	9
d	Unsure	17.9%	6	4	10

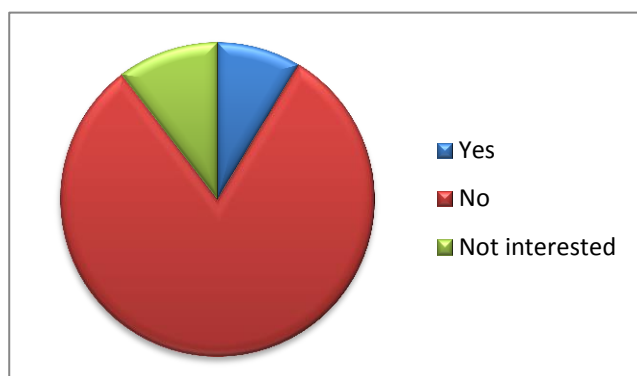


6 Would you like tuition booking your appointment or ordering repeat prescriptions online?

a	Yes	8.6%	1	4	5
b	No	81.0%	29	18	47
c	Not interested	10.3%	6	0	6

If Y please leave email so we can arrange tuition

Email: Five people stated they would like tuition and left their email addresses. These personal details are on a separate sheet so the Surgery can make contact.



7 Gender

a	Female	60.3%	15	20	35
b	Male	39.7%	21	2	23
c	Prefer not to say		0	0	0

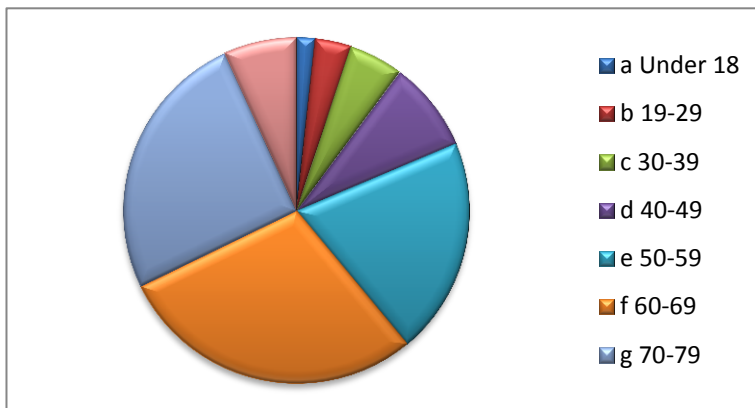
8 Age

a	Under 18	1.7%	0	1	1
b	19-29	3.4%	2	0	2
c	30-39	5.1%	0	3	3
d	40-49	8.5%	1	4	5
e	50-59	20.3%	7	5	12
f	60-69	28.8%	13	4	17

g 70-79
h 80+

25.4%
6.8%

9	6	15
2	2	4



9 Any further comments you wish to add about our online services

- Generally the only way to get an appointment with my preferred GP, who knows my circumstances, is by phoning or going in to the surgery.
- This service is absolute rubbish and needs a review by users and not idiots that think works. It does not.
- Husband uses online services for me
- I find the online services very easy to use
- Perhaps email what online services you offer, So people know
- Your website is very difficult to work with.
- The Patient Record facility seems unsatisfactory and changed from time to time without explanation. Partly this seems to be caused by the records not being kept up to date. The Test Result facility does not seem to be working for new entrants to the scheme which partly defeats the object of the On-Line or what might be called a Self Service facility
- Online survey easy to complete
- Not always easy to book with Dr of choice in a short timeframe. Usually get on the day or phone appointment. But would be good to have approx time of call
- Very good idea. Unfortunately most elderly patients like myself, do not have a computer
- Don't have computer or mobile phone