

# Patient Survey Audit on Online Access

## January 2015

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Access To Online		
1. Would you Like Online Access to Appointments, Repeat Prescription and Summary Information	YES	NO
	73	27
Email Address		
2. Do you have an email address	YES	NO
	68	32
2a. Would you like us to contact you via email	YES	NO
	47	43
Text Messaging		
3. Would you like to receive appointments reminder via text message	YES	NO
	89	11
Telephone Consultation		
4. Are you aware of the availability of telephone consultation	YES	NO
	56	44
Surgery Opening Hours		
5. Are you happy with the surgery opening hours	YES	NO
	90	10

### **Outcome of Patient Survey**

We conducted 100 patient surveys during January and February 2015. The Patient survey was based on Online Access Services. There was a very high percentage (73%) of patients who are happy to have access to Online access for Appointments, Prescriptions and summary information, but out of the 100 patients only 68% have email and only 47% would like to be contacted via email.

There were more (89%) patients who preferred appointment reminders via text message, which is very positive and helps to lower DNA rates. Low percentages (56%) of patients are aware of telephone triage.

Opening hours – 90% of patients are happy with our opening hours which is very satisfying for the practice.

### **Practice Goal**

Try and update as many email address and mobile phones for easy communication with patients. Difficulties we have is when patients change their telephone contact number and are not updating them with us making it very difficult in contacting patients. In order to have easy and quicker communications with our patients we would like to encourage patients to update us with their email addresses.