

Local Patient Participation Report 2012

These are the results of the first survey of the Patient Reference Group which was sent out by e-mail to 240 patients. We received 69 replies.

SURVEY

The survey asked 3 questions:

1. Do you think you would find such a website useful?
2. Do you think you would wish to order repeat prescriptions via the website?
3. Do you think you would wish to book appointments via the website?

RESULTS

1. Out of 69 respondents only 3 said they would not find a website useful.
2. 60 out of 69 respondents would wish to order repeat prescriptions via the website.
3. 52 out of 69 respondents would wish to book appointments via the website.

The graphs show the results analysed by age and sex.

LIMITATIONS OF THE SURVEY

- The numbers who have answered the survey are small.
- The patients surveyed were largely patients who gave their details at the annual flu clinics. Notices are also displayed in the Practice encouraging other patients to participate. Although this is a skewed sample of the Practice Population, in that they are those patients with chronic diseases and the over 65's, this was felt to be representative of the Practice Users.
- Only patients who gave their e-mail addresses were surveyed. As the survey was about the use of a website and additional services available via the website, it was felt valid to survey only those patients who were already using on-line services.

INTERPRETATION

Despite the limitations this is a positive response and shows an interest in using a practice website and using it to both order prescriptions and book appointments.

OUTCOME

The Practice has now commissioned a website which can be found at:
www.martonsidemedicalcentre.co.uk

There is a facility to order repeat prescriptions via the website. Unfortunately the website doesn't offer the facility to book appointments, but the Practice will investigate other means of booking appointments remotely using the current Practice appointment system.