

Inverkeithing Medical Group PPG

		% yes		
Question 1.	<i>Preferred appt method</i>			
	i. Online	27%	See note 1.	
	ii. By Telephone	80%		
	iii. At reception	72%		
Question 2.	<i>Extended hours Appt</i>	48%	See note 2.	
Question 3.	<i>Self referrals</i>			
	i. Chill out class	33%	See note 3.	
	ii. NHS Triage Service	17%		
	iii. Access Podiatry	44%		
	iv. Therapy sessions	22%		
Question 4.	<i>Minor Surgery</i>	65%	See note 4.	
Question 5	<i>Hospital opt-in letters</i>	26%	See note 5.	
Question 6.	<i>Local Newspapers</i>		See note 6.	
	i. Dalgety Bay Diary	49%		
	ii. The Keithing	22%		
	iii. The Ferry News	6%		
	iv. Aberdour 'Village News'	10%		

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Notes.

1,650 forms were distributed between surgeries in Inverkeithing and Dalgety Bay plus chemists in Aberdour, Dalgety Bay and two in Inverkeithing. 417 have been returned. NB 2 forms were returned a few days ago. Some forms did not have all the questions answered, therefore to arrive at a more accurate response, those only showing 'yes' answer have been used for the above results.

1. It is obvious that most of the patients use Telephone and Reception to make an appointment. Is it worth pursuing the non use of 'Online'. How long has Online been available?.
2. Extended hours Appt it would appear to be reasonably known that it is available.
3. Although self referrals service has four categories, Podiatry appears to be be most used. However, as a huge amount of questionnaires were issued to the public and not returned, it could be interpreted that people have kept these as a reference for the various telephone numbers noted on the form.
4. Minor Surgery. Appears to be well known.
5. Hospital Opt-In letters may need more publicity.
6. Local Newsletters etc. Dalgety Bay Diary appears to be the most read publication according to the answers given. However, some patients did answer yes to more than one article being known to them.