



Green Street Practice

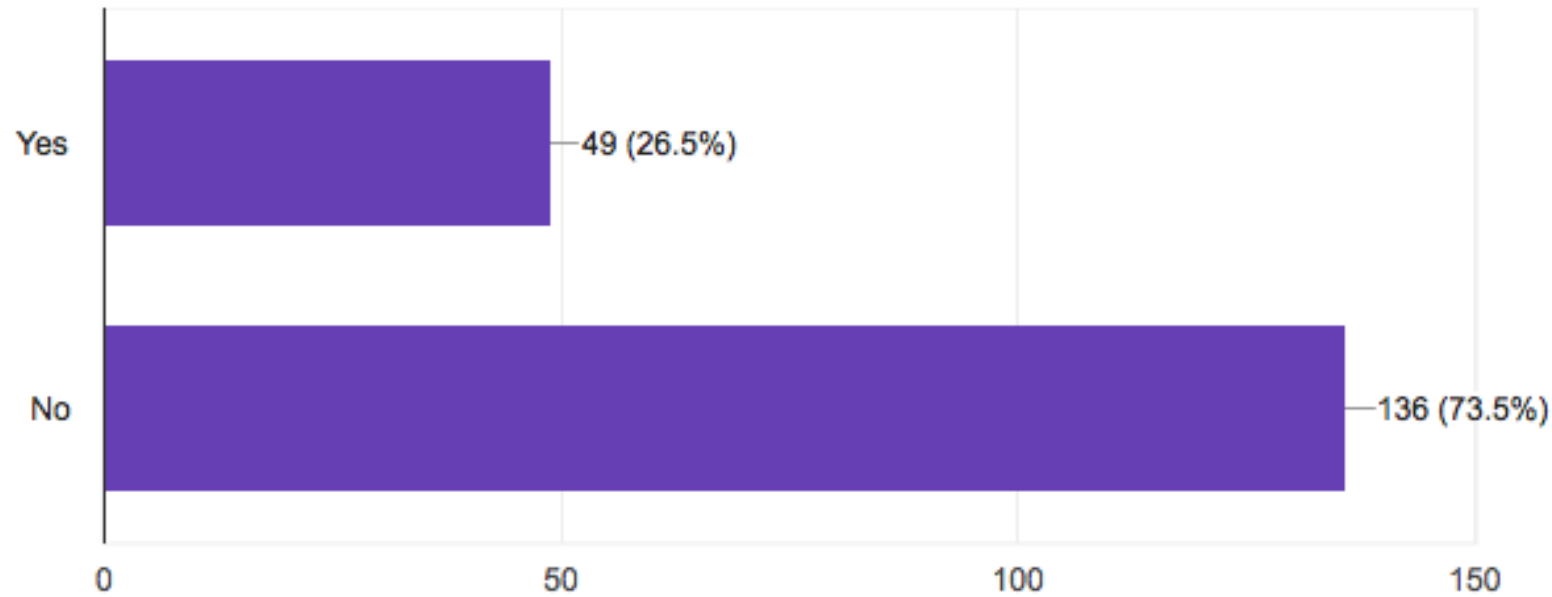
Patient Participation Group

PATIENT SURVEY FEBRUARY 2018

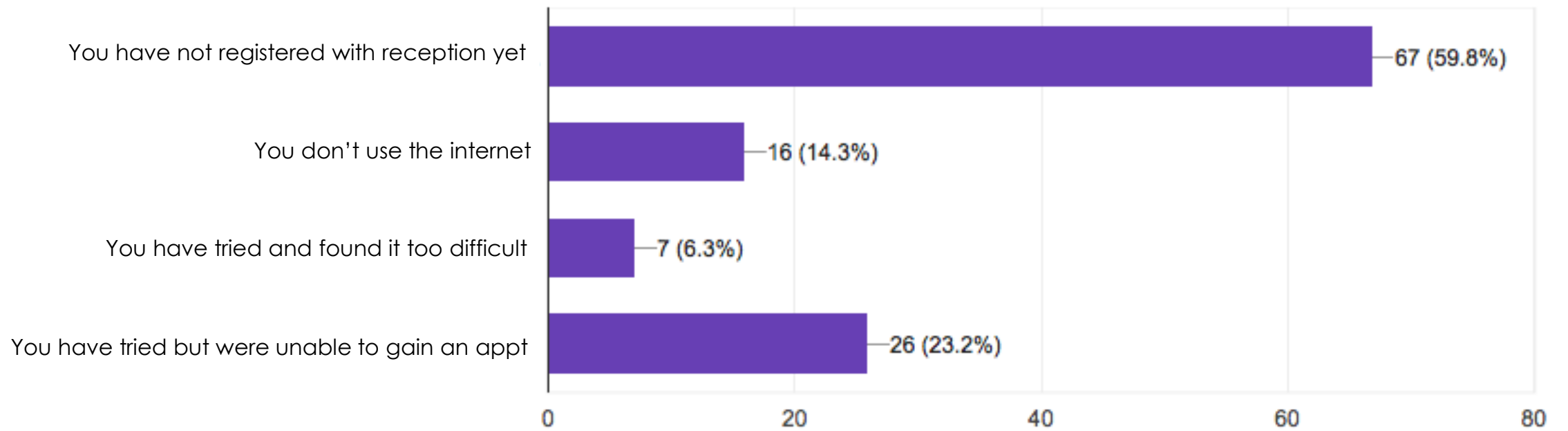
Background

- ▶ Survey undertaken in February 2018 for the whole month
- ▶ Patients could complete either using paper forms returned to the Surgery or electronically using Google Forms online
- ▶ All data entered into Google forms for analysis
- ▶ Output can be aggregated in to Excel/Spread sheet format for onward processing
- ▶ Responses
 - Total=188,
 - Via Online = 98
 - Via Paper =90

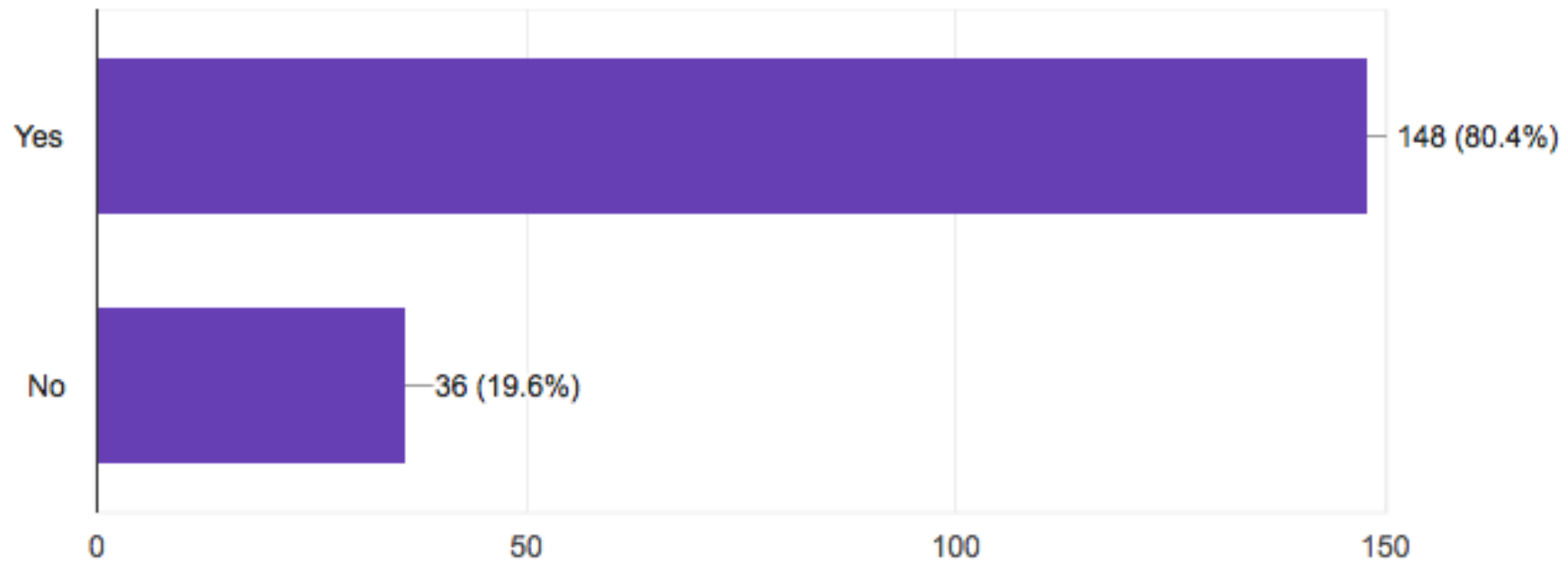
1. Online booking facility: Do you use the online booking facility? 185 responses



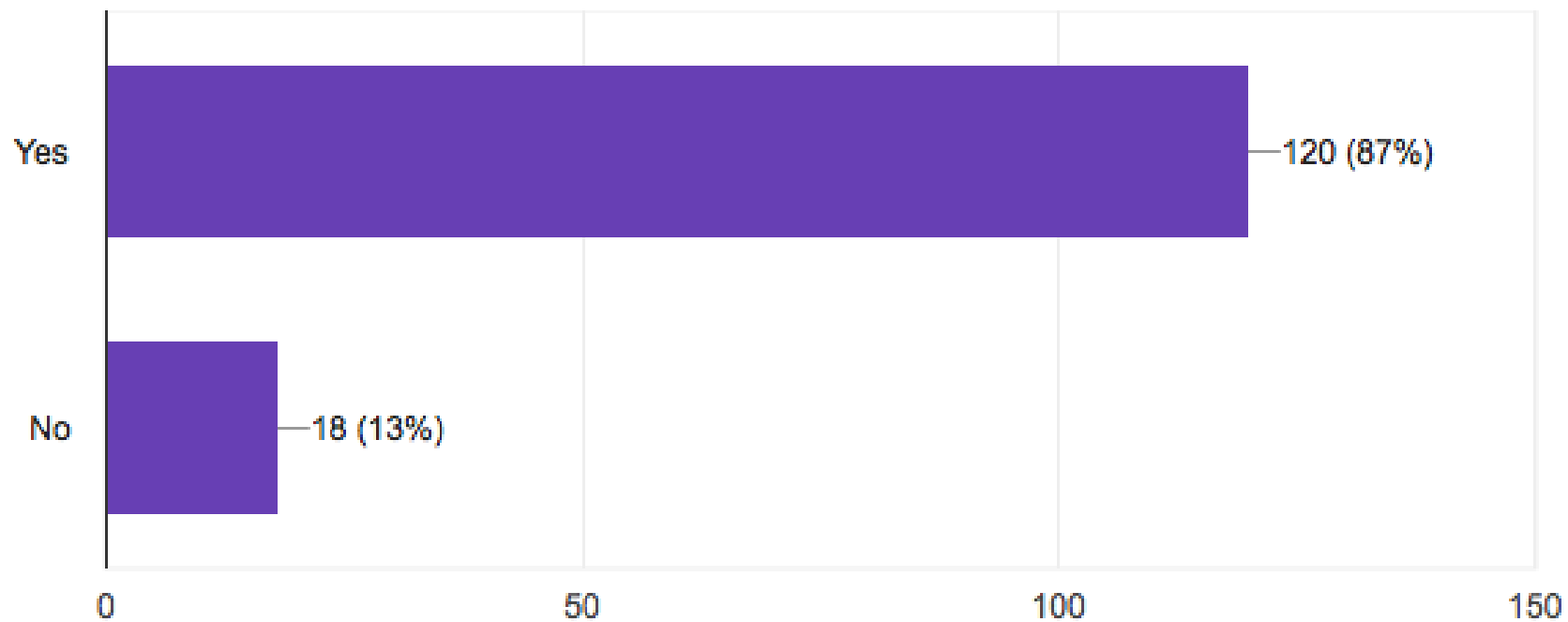
If the answer is no, is that because: 112 responses



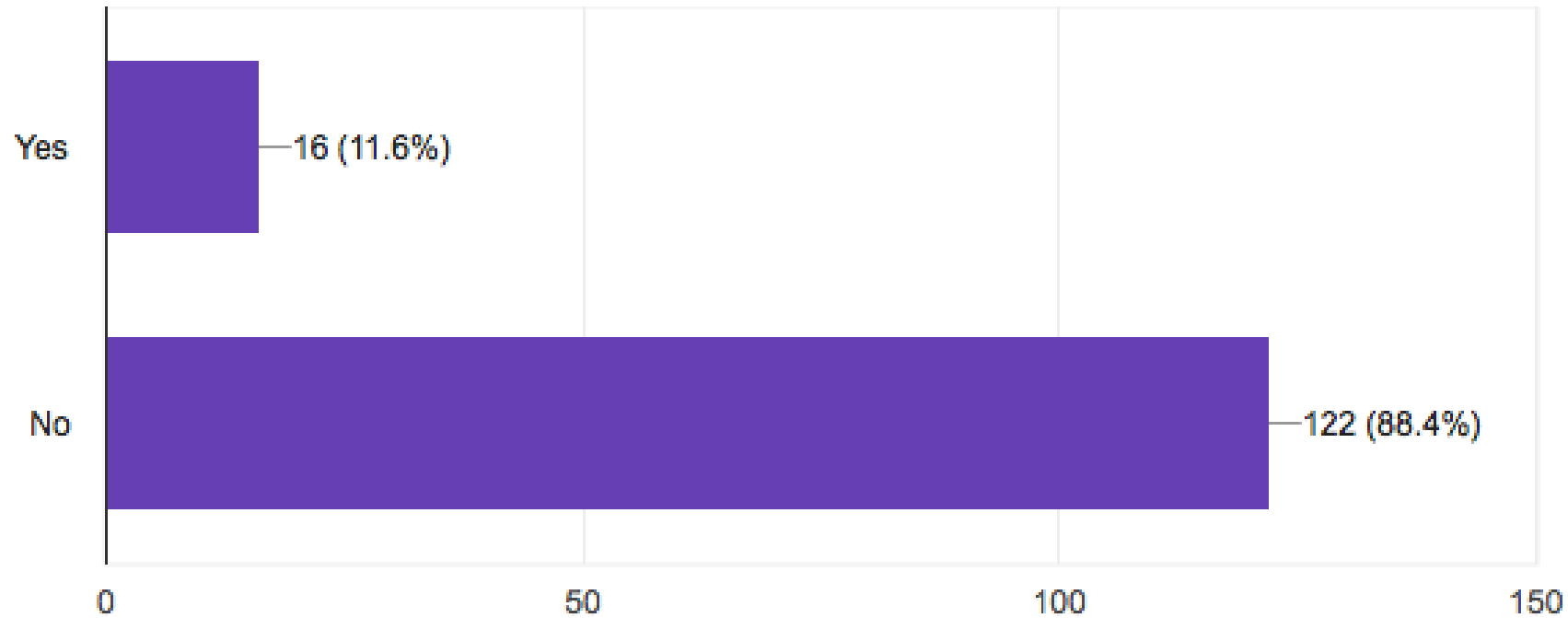
2. Text Reminder Service, do we have your up to date mobile number? (If no, please take the opportunity to update our records by inserting your number at the bottom of the page) 184 responses



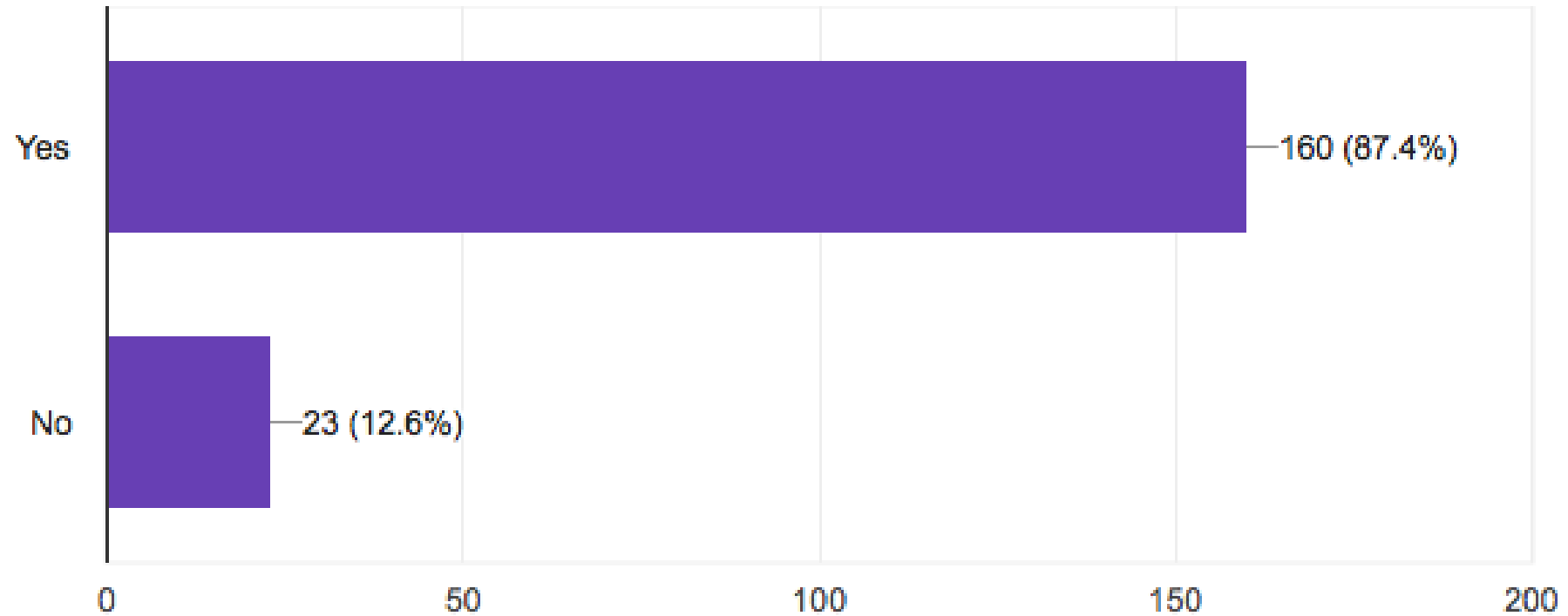
If "yes": do you receive text reminders for confirmation of your appointment? 138 responses



Have you used the cancellation option within the text reminder service? 138 responses

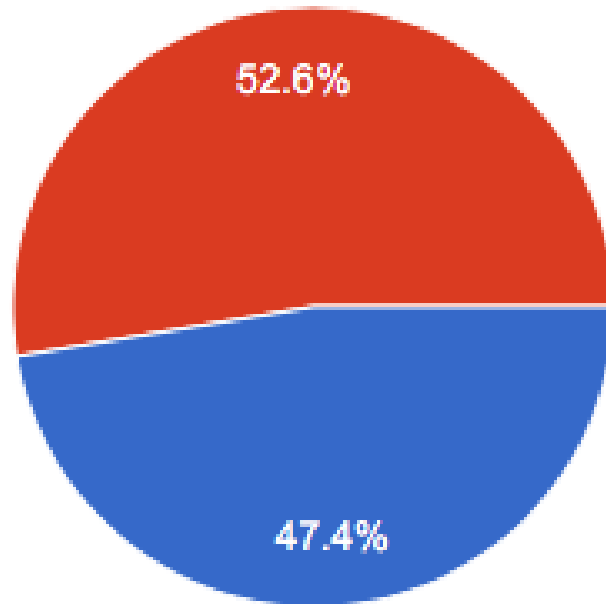


3. Check in: On arrival for your appointment do you use the automatic check in? 183 responses



If the answer is no, is that because:¹⁹

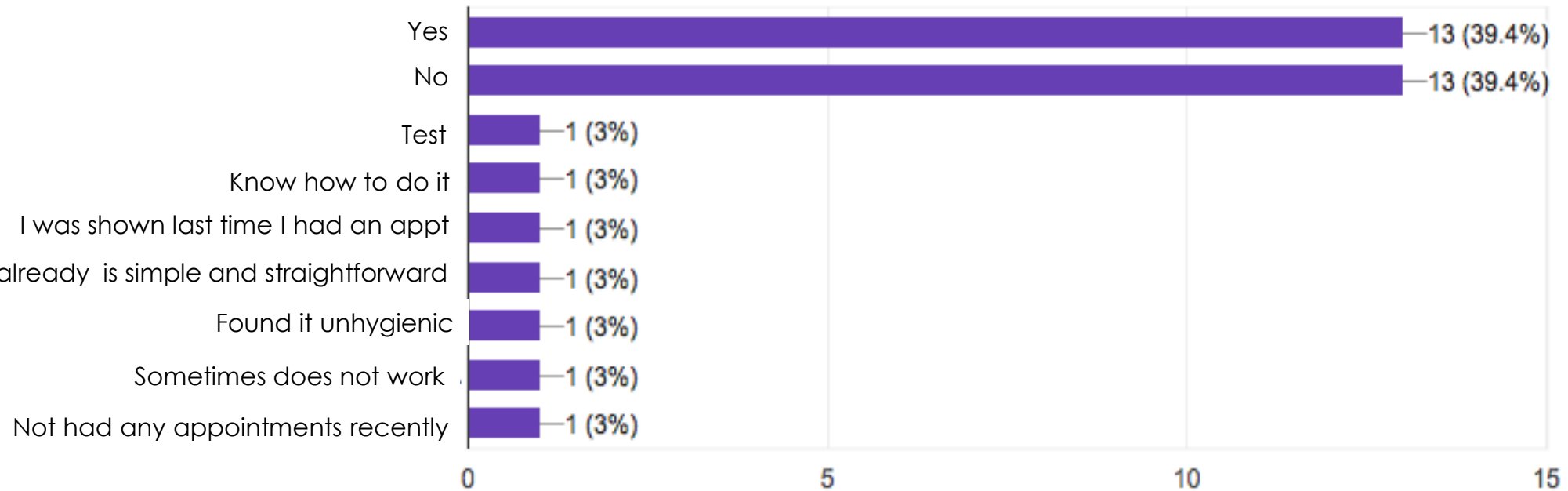
responses



- You don't know how it works.
- You have tried and found it too difficult.

Would it help if someone showed you how to use it?

33 responses



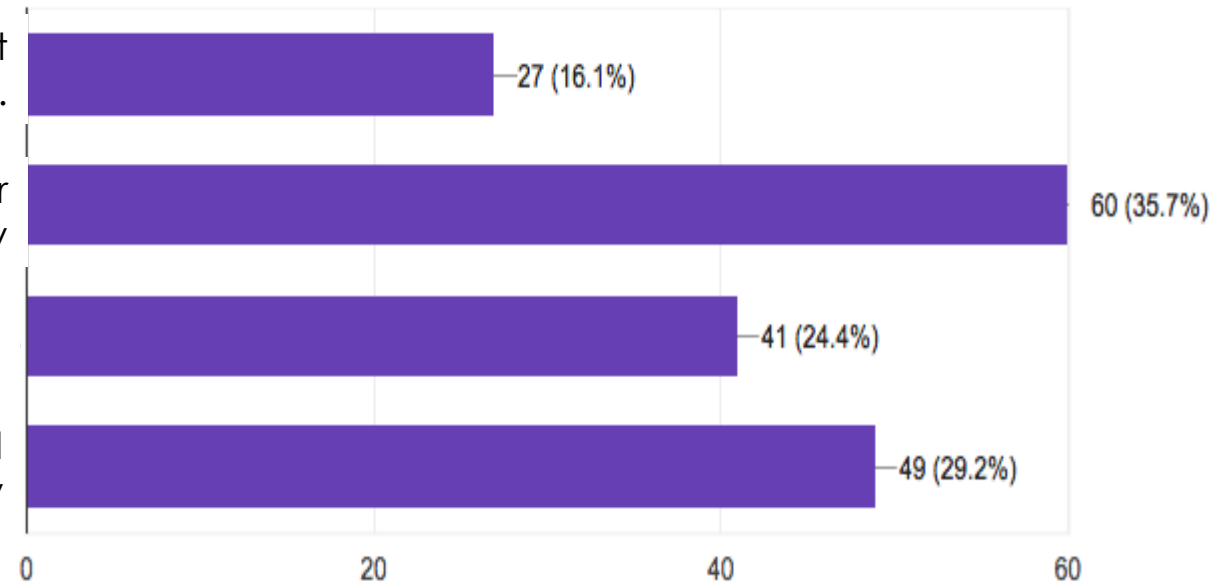
4. Repeat prescriptions: Please tick below to indicate which repeat prescription service you use: 168 responses

Repeat prescription in the box in Reception – collection of repeat prescription and delivery by you to a Pharmacy of your choice.

Repeat prescription in the box in Reception – collection of your medicine directly from a pharmacy

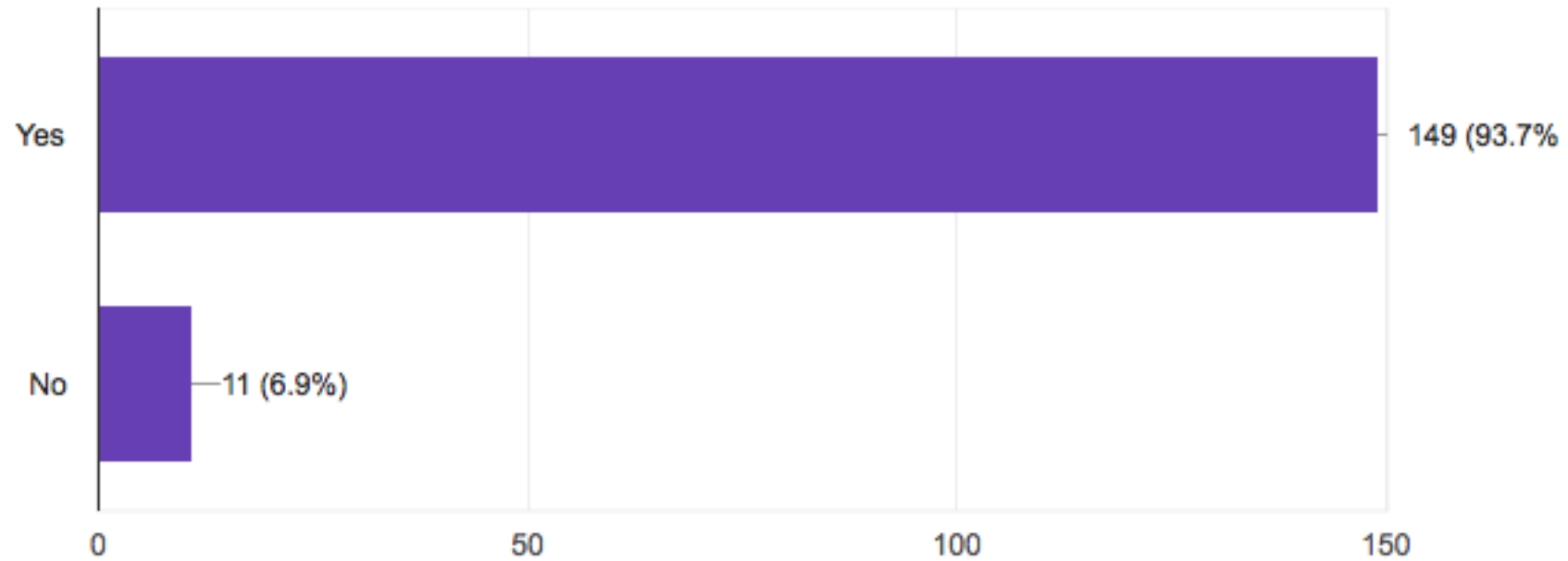
Repeat directly submitted to the Practice by your preferred Pharmacy, and then you collect your medicine direct from them.

Repeat prescription using the Electronic Prescription Service and your nominated Pharmacy

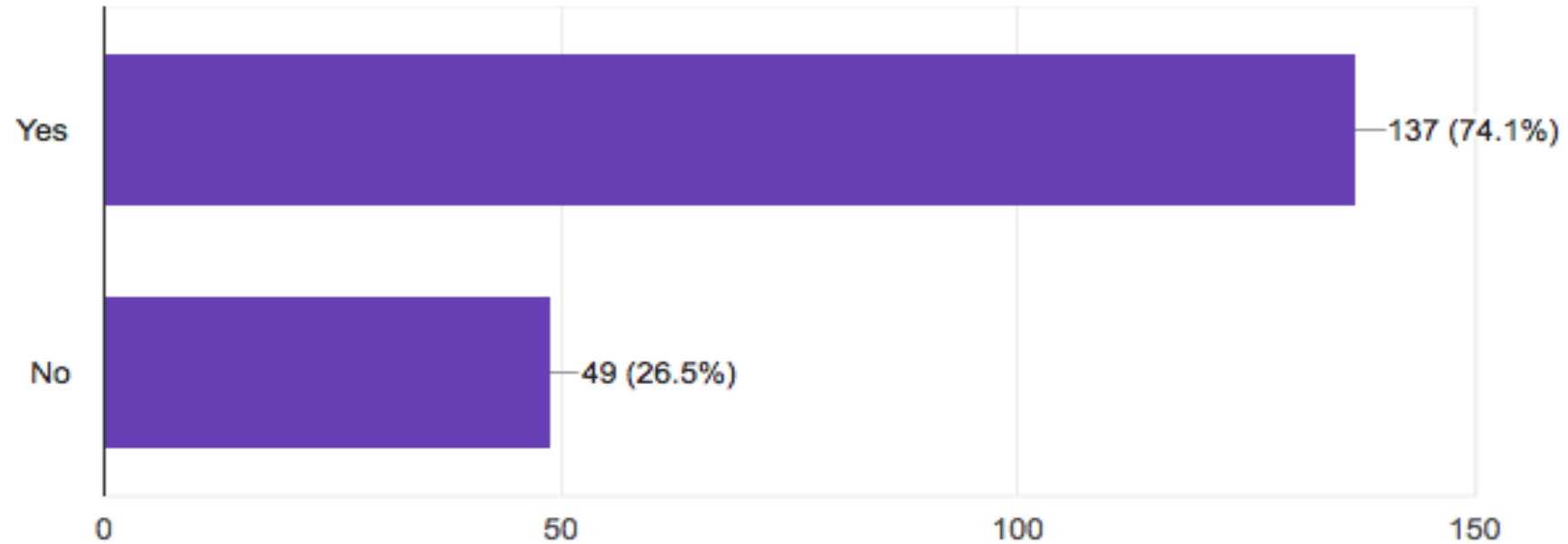


Does the method chosen above work efficiently?

159 responses

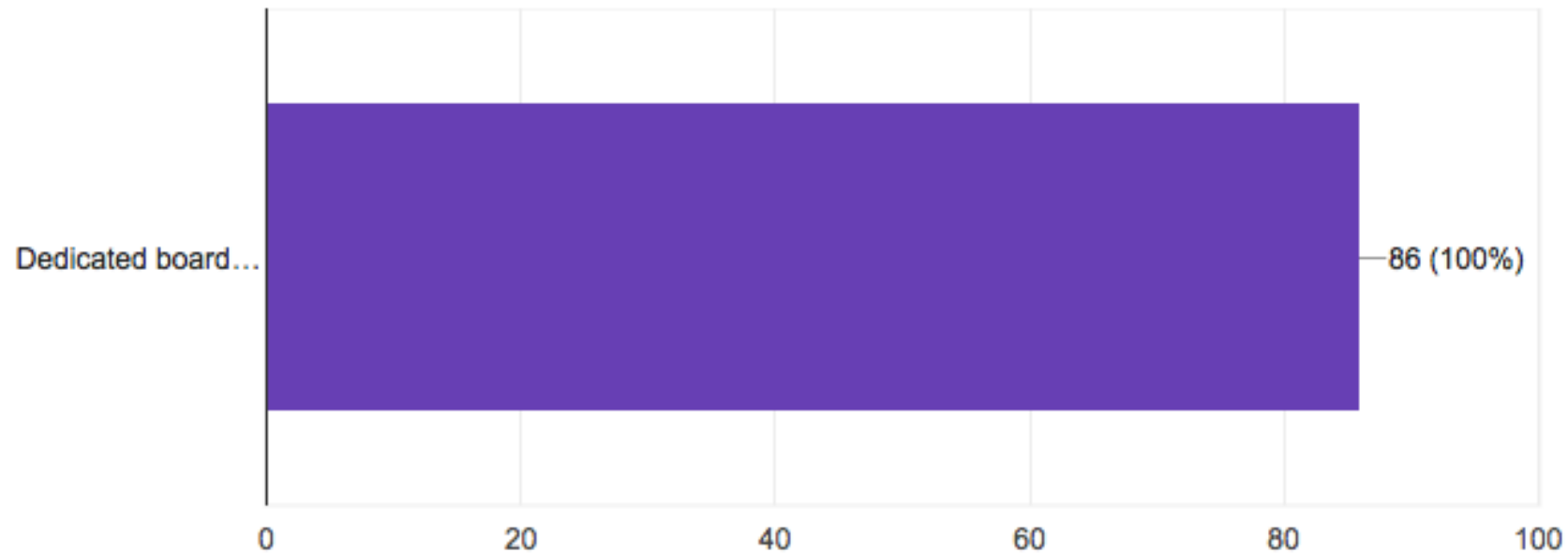


5. Notice boards: Do you read the notice boards in the Practice? 185 responses



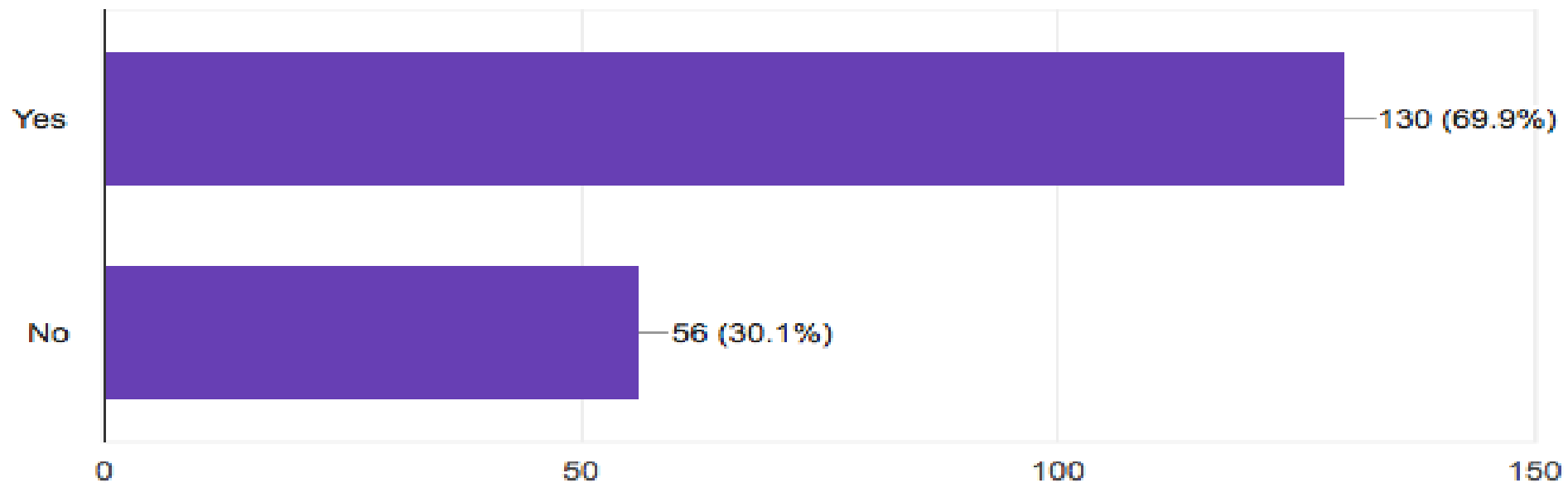
They currently contain a vast amount of information. Or would you prefer:⁸⁶

responses



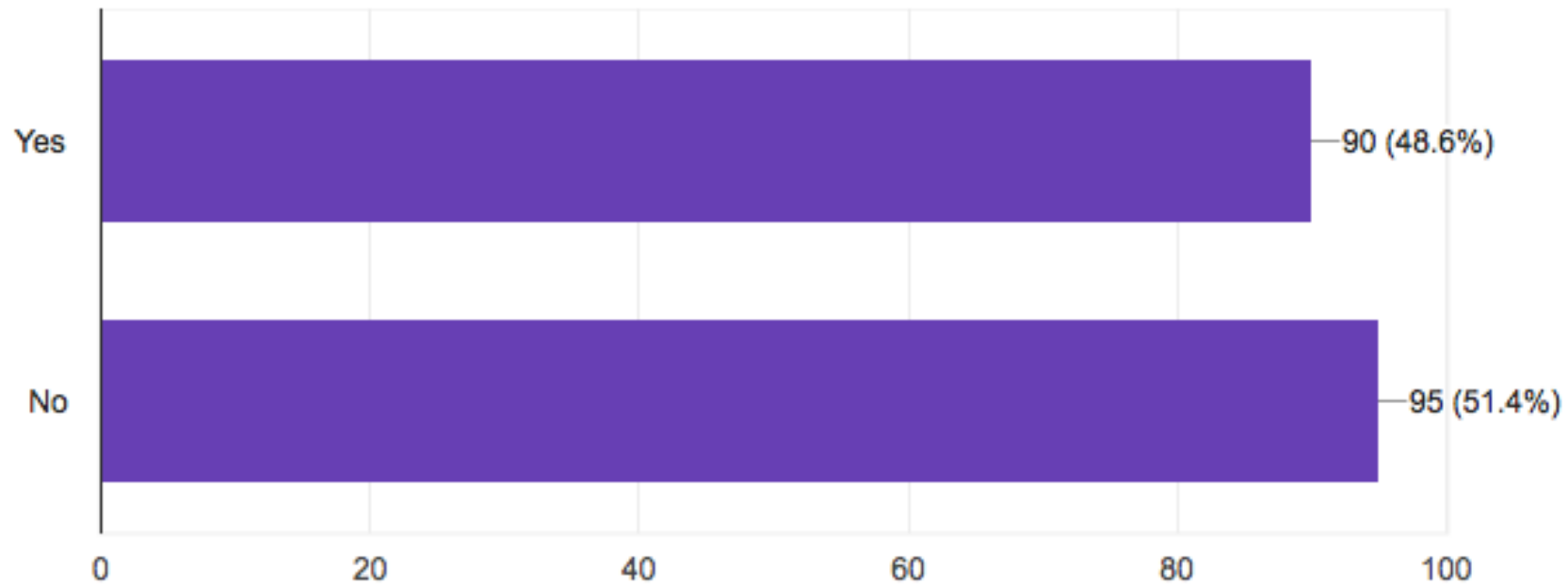
6. The Patient Participation Group Committee (PPGC) : Are you aware of the PPGC?

186 responses



7. Newsletter: Have you seen and read the recent newsletter?

185 responses



Have you given permission for us to send you the newsletter by email?

183 responses

