







1. Do you use the internet? (If "no" please move to Q9)

| | | Response Percent | Response Count |
|-------------------|--|------------------|----------------|
| Yes |  | 85.3% | 93 |
| No |  | 14.7% | 16 |
| answered question | | | 109 |
| skipped question | | | 0 |



2. Do you ever visit our website (www.queenedithmedicalpractice.co.uk)

| | | Response Percent | Response Count |
|-------------------|---|------------------|----------------|
| Yes |  | 63.5% | 61 |
| No |  | 36.5% | 35 |
| answered question | | | 96 |
| skipped question | | | 13 |




3. Have you used our website to book an appointment or request a prescription?

| | | Response Percent | Response Count |
|--------------------------|--|------------------|----------------|
| Booking appointments |  | 55.6% | 25 |
| Requesting prescriptions |  | 80.0% | 36 |
| answered question | | | 45 |
| skipped question | | | 64 |

4. We have a "notice board" on our website where we can post various pieces of information. Have you ever seen this notice board?

| | | Response Percent | Response Count |
|-------------------|---|------------------|----------------|
| Yes |  | 29.1% | 23 |
| No |  | 70.9% | 56 |
| answered question | | | 79 |
| skipped question | | | 30 |

5. Did you find the information useful?

| | | Response Percent | Response Count |
|-------------------|---|------------------|----------------|
| Very useful |  | 42.9% | 12 |
| A bit useful |  | 46.4% | 13 |
| Not useful |  | 10.7% | 3 |
| answered question | | | 28 |
| skipped question | | | 81 |



6. Please give an example of some information you found on our website that was useful

| | Response Count |
|-------------------|----------------|
| | 25 |
| answered question | 25 |
| skipped question | 84 |

7. Please give us an idea of further information you would like to see on our website

| | Response Count |
|-------------------|----------------|
| | 14 |
| answered question | 14 |
| skipped question | 95 |



8. Would you be happy to let us have your email address so we could contact you electronically? If yes, please enter your name, date of birth and email address at the end of this questionnaire, or speak to our receptionists when you next visit the surgery.

| | | Response Percent | Response Count |
|-----|--|------------------|----------------|
| Yes |  | 82.4% | 75 |
| No |  | 17.6% | 16 |
| | answered question | | 91 |
| | skipped question | | 18 |



9. We would like to use email to keep our patients informed. These are some of the topics we may include. Please rank in order of usefulness, where 1 = Not Very Useful and 5 = Very Useful

| | 1 | 2 | 3 | 4 | 5 | Rating Count |
|---|------------|------------|-------------------|------------|--------------------------|--------------|
| News about local health service developments | 10.8% (10) | 10.8% (10) | 25.8% (24) | 19.4% (18) | 33.3% (31) | 93 |
| Changes within the practice (personnel, appointment system etc) | 4.2% (4) | 1.1% (1) | 10.5% (10) | 21.1% (20) | 63.2% (60) | 95 |
| Holiday opening hours | 6.5% (6) | 2.2% (2) | 15.1% (14) | 15.1% (14) | 61.3% (57) | 93 |
| Special clinics (eg Flu) | 4.3% (4) | 7.5% (7) | 14.0% (13) | 19.4% (18) | 54.8% (51) | 93 |
| Topical health stories | 12.4% (11) | 14.6% (13) | 31.5% (28) | 20.2% (18) | 21.3% (19) | 89 |
| | | | | | Other suggestions | 4 |
| | | | | | answered question | 95 |
| | | | | | skipped question | 14 |

10. Would you be interested in learning more about our "virtual" Patient Participation Group (PPG)? This is a group of Queen Edith patients who assist the practice occasionally with advice and opinions. We do not meet formally but keep in touch by email or letter. If Yes, please let our receptionists know, or leave your details at the end of this questionnaire.

| | | Response Percent | Response Count |
|-----|---|--------------------------|----------------|
| Yes |  | 42.6% | 43 |
| No |  | 57.4% | 58 |
| | | answered question | 101 |
| | | skipped question | 8 |

11. Do you find the noticeboards in our waiting rooms give you enough of the right information?

| | | Response Percent | Response Count |
|-------------------|--|------------------|----------------|
| Yes |  | 92.9% | 92 |
| No |  | 7.1% | 7 |
| answered question | | | 99 |
| skipped question | | | 10 |



12. Can you suggest a better way of giving you information about interesting or relevant topics?

| | Response Count |
|-------------------|----------------|
| | 34 |
| answered question | 34 |
| skipped question | 75 |




13. We are aware that if a person doesn't attend the surgery they won't see the noticeboards! How could we ensure this group are kept informed?

| | Response Count |
|-------------------|----------------|
| | 62 |
| answered question | 62 |
| skipped question | 47 |



14. Our new computer system has the facility to send text messages. The next few questions look at the possibility of our using this facility more. Please tell us, do you have a mobile telephone?

| | | Response Percent | Response Count |
|--------------------------|--|------------------|----------------|
| Yes |  | 86.1% | 93 |
| No |  | 13.9% | 15 |
| answered question | | | 108 |
| skipped question | | | 1 |

15. If yes, do we have your correct number?

| | | Response Percent | Response Count |
|---|---|------------------|----------------|
| Yes, I am sure you have the correct number |  | 44.4% | 40 |
| No, I will let the receptionist have the correct number |  | 22.2% | 20 |
| I'm not sure, I will check with the receptionist |  | 33.3% | 30 |
| answered question | | | 90 |
| skipped question | | | 19 |

16. We would like to use SMS messaging to contact you occasionally (eg appointment reminders, notification of flu clinics etc). Would you be happy for us to use your mobile number in this way?

| | | Response Percent | Response Count |
|--------------------------|--|------------------|----------------|
| Yes |  | 80.7% | 71 |
| No |  | 19.3% | 17 |
| answered question | | | 88 |
| skipped question | | | 21 |

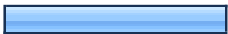



17. Is your mobile phone used JUST by you? (If you use a mobile phone instead of a landline, and it is used by other family members, messages intended for you may be read by someone else)

| | | Response Percent | Response Count |
|--|--|------------------|----------------|
| Yes, my mobile number is completely private | | 92.0% | 80 |
| No, my mobile number is used by other family members | | 8.0% | 7 |
| answered question | | | 87 |
| skipped question | | | 22 |


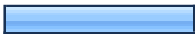

18. We are interested in any comments or suggestions you may have to help us make communication between the Practice and our patients more efficient. We would be grateful if you would take a few moments to give us your thoughts.

| | Response Count |
|-------------------|----------------|
| | 36 |
| answered question | 36 |
| skipped question | 73 |

19. Occasionally patients ask if they can contact us by email. We don't routinely do this due to concerns about regular monitoring and maintaining security. If it were an option, would you find this method of contact useful?

| | | Response Percent | Response Count |
|--|---|------------------|----------------|
| Yes, very useful |  | 35.6% | 37 |
| Maybe useful sometimes |  | 40.4% | 42 |
| Not really, as I probably wouldn't use email |  | 12.5% | 13 |
| No, I definitely wouldn't use email |  | 11.5% | 12 |
| answered question | | | 104 |
| skipped question | | | 5 |

20. Our 2012 Patient Survey raised a few ideas for improving our appointment system. With these in mind and to try to save patients unnecessary surgery visits, we have recently introduced a triage system. Once the regular surgeries are full, a GP will speak to those patients telephoning for appointments to offer advice or an appointment as necessary. Do you think this is a good idea?

| | | Response Percent | Response Count |
|--|---|------------------|----------------|
| Yes, this would be very useful |  | 64.2% | 68 |
| Maybe, if a phone conversation could save an unnecessary visit |  | 30.2% | 32 |
| No, if I ask for an appointment I want to be given one immediately |  | 5.7% | 6 |
| answered question | | | 106 |
| skipped question | | | 3 |