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Appointment Reminder Text Service Patient Survey Report

Appointment Reminder Service Survey

November 2014

SCOTT PARK SURGERY

Appointment Reminder Text Service Practice Report

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Report Structure

The results of the survey are summarized in the following section:

1. Report Questions – patients were asked about specific experiences or were asked for specific information.

Sample and Methodology

140 questionnaires were printed and were made readily available on the reception counter for patients to take part in November 2014.

The questionnaires were also actively offered to patients attending the surgery, either to be completed whilst in the practice or taken away and returned at a later date. The receptionists explained briefly what the questionnaire was about and answering any questions patients may have.

114 questionnaires were returned completed and these were then analysed in-house.

The Appointment Reminder by SMS Patient Survey is designed for adults at least 16 years of age.

Summary of Results

1. Report Question

	Would you be happy for us to send you a reminder text message containing appointment details when you have booked an appointment?	Number of Responses	% of Responses
1	Yes	92	80.7%
2	No	21	19.3%
Question Total:		114	100

2. Report - Open Ended Comments/Reasons

Would you happy for us to send you a reminder text message containing appointment details when you have booked an appointment?

If you answer 'No' is it because.....?

Response: No

- Do not use mobile phone
- Receiving too many texts already
- Share mobile number with other family members
- Other: *Don't always take notice of texts, No need to reminder me.*

3. Summary

Almost 81% of those patients who took part in the survey would be happy to register for appointment text message service and the main reason for those remaining 19% of patients who would not register for this service was because they do not use mobile phone.

4. Questionnaire

APPOINTMENT REMINDER TEXT SERVICE

PATIENT SURVEY 2014/15

Name (optional) : _____

We are asking for feedback from patients on whether appointment reminder by text is a service they would be interested in.

We would be grateful if you could take a minute to complete our survey.

- 1) Would you be happy for us to send you a reminder text message containing appointment details when you have booked an appointment?

Yes / No

If you answer 'Yes', mobile number _____

If you answer 'No', is it because..... *(Please tick where applicable)*

- a) I change my mobile phone number frequently
- b) I share my mobile number with other family members
- c) Receiving too many texts already
- d) Do not use mobile phone

e) Other _____

Thank you for your co-operation.

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