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Online Access Patient Survey Report

Online Access Survey

August / September 2013

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Online Access Patient Survey 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

100 questionnaires were printed and were made readily available on the reception counter for patients to take part in August 2013.

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.

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

The Online Access Patient survey is designed for adults at least 16 years of age.

Summary of Results

1. Report Questions

1	Would you use an online service to request prescription?	Number of Responses	% of Responses
1	Yes	49	>73
2	No	17	>25
3	Maybe	1	>1
Question Total:		67	100

2	Would you use an online booking service to book / cancel doctors' appointments?	Number of Responses	% of Responses
1	Yes	49	>73
2	No	17	>25
3	Maybe	1	>1
Question Total:		67	100

2. Report - Open Ended Comments/Reasons

Q1: Would you use an online service to request prescription?
If you answer 'No' is there a particular reason?

Response: No

- Do not have a computer
- Not online
- No computer
- Technical reason
- I don't have a computer and can't afford one
- I have no computer
- Soon computer will rule the world
- Not online at the moment
- Not good on computers
- Work by a pharmacy
- I don't feel that I have enough a prescription for this service

Q2: Would you use an online booking service to book / cancel doctors' appointments?
If you answer 'No' is there a particular reason?

Response: No

- Do not have a computer
- Not online
- No computer
- Not online at the moment
- I have no computer
- Easy just to pick phone up or come in
- Don't have a computer at home
- I don't have a computer and can't afford one
- Soon computer will rule the world
- Not good on computers
- Telephone is quicker
- To answer queries

3. Summary

Almost 75% of those patients who took part in the survey would use online access to order prescriptions and / or book doctor appointments and the main reason for those remaining 25% of patients who would not use online access facilities was because they do not own a computer or do not have internet access.

4. Questionnaire

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ONLINE ACCESS PATIENT SURVEY 2013 /14

Name (optional) : _____

We are asking for feedback from patients on whether online access 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 use an online service to request prescriptions?

Yes / No

If you answer 'No' is there a particular reason?

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2) Would you use an online booking service to book/cancel doctors' appointments?

Yes / No

If you answer 'No', is there a particular reason?

.....

Thank you for your co-operation.

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