

Saltaire Medical Practice Patient Survey

Saltaire Medical Practice
Richmond Road,
ShIPLEY,
West Yorkshire,
BD18 4RX

January 2012



Mrs Catherine Darlington
Saltaire Medical Practice
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ShIPLEY,
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Dear Mrs Darlington,

The report to follow outlines the feedback from your patient questionnaire.

Your results have been illustrated in tables and graphs. A sample questionnaire has been included for reference.

We hope that these results provide you with useful insight into the running of your practice. Please contact the office on 0845 519 7493 if you require further information about your report.

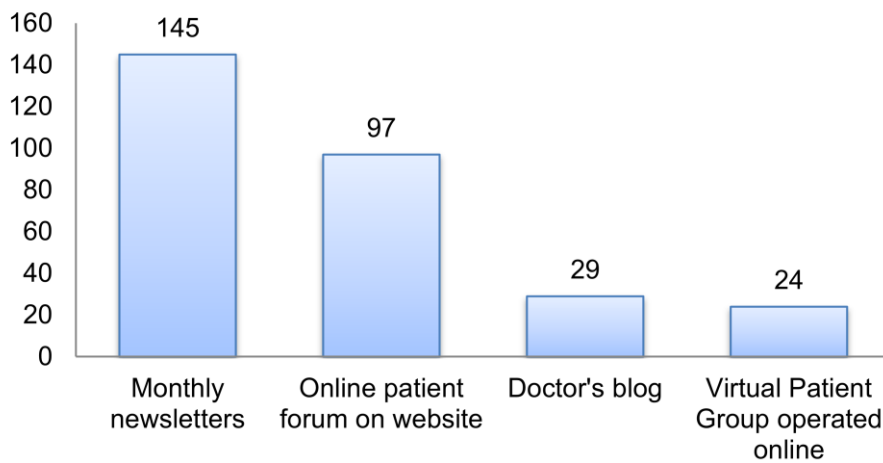
Yours sincerely



Helen Powell
Survey Manager

Q1 How could your GP Practice involve people more?

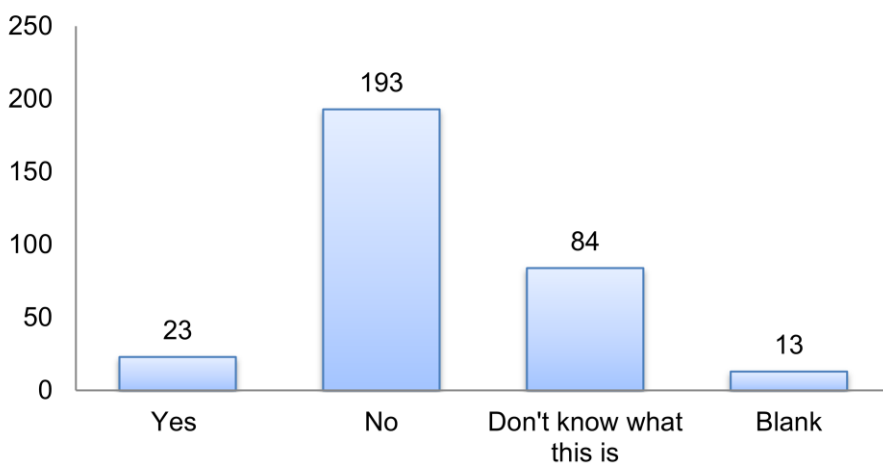
Monthly newsletters	Online patient forum on website	Doctor's blog	Virtual Patient Group operated online
145	97	29	24



■ Q1 How could your GP Practice involve people more?

Q2 Were you aware we have a Patient Participation Group?

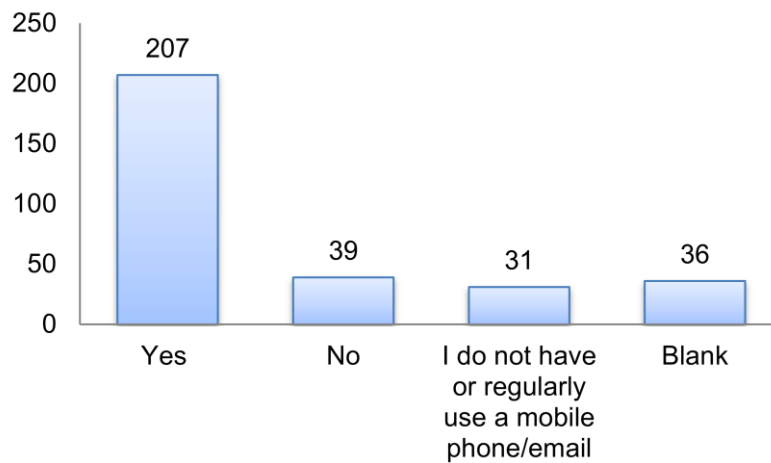
Yes	No	Don't know what this is	Blank
23	193	84	13



■ Q2 Were you aware we have a Patient Participation Group?

Q3a Would you find it useful if you were reminded of the date and time of your appointment by text message?

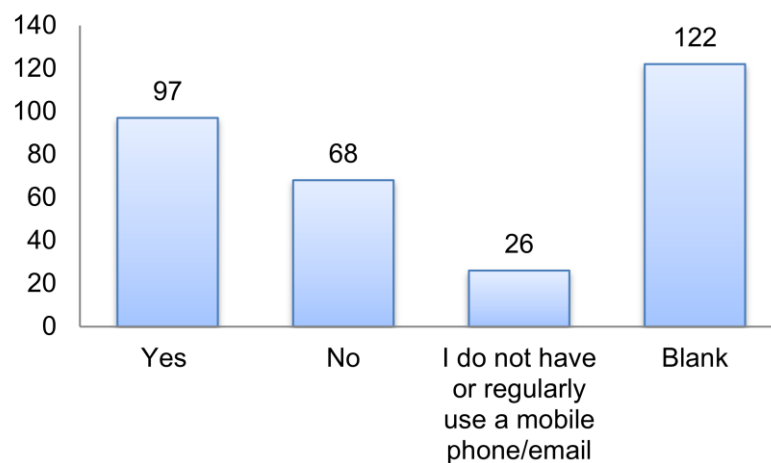
Yes	No	I do not have or regularly use a mobile phone/email	Blank
207	39	31	36



Q3a Would you find it useful if you were reminded of the date and time of your appointment by text message?

Q3b Would you find it useful if you were reminded of the date and time of your appointment by email?

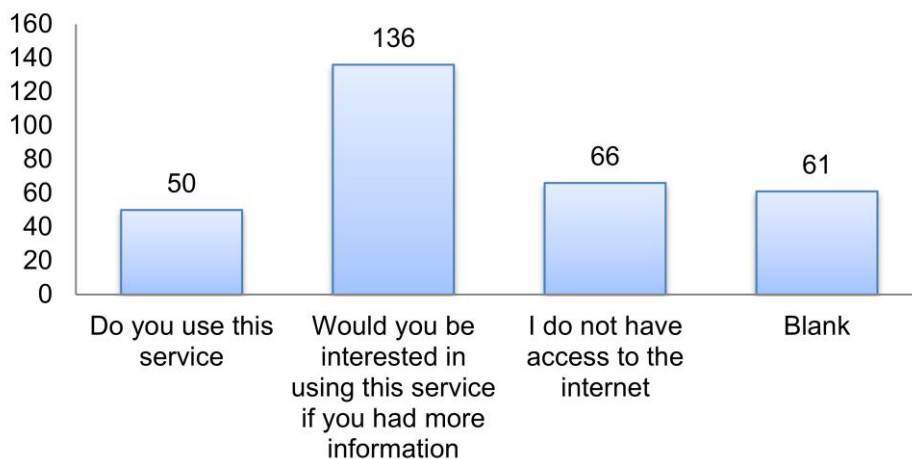
Yes	No	I do not have or regularly use a mobile phone/email	Blank
97	68	26	122



Q3b Would you find it useful if you were reminded of the date and time of your appointment by email?

Q4 The practice offers online services so that patients can book GP appointments and repeat prescriptions via our website?

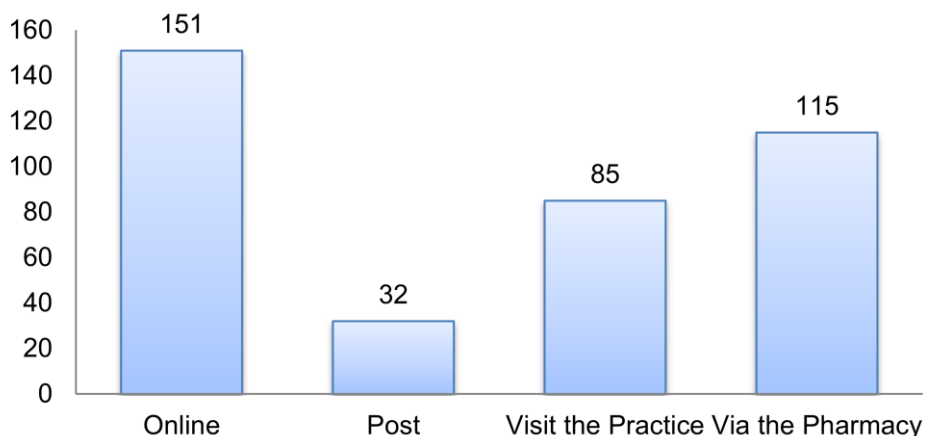
Do you use this service	Would you be interested in using this service if you had more information	I do not have access to the internet	Blank
50	136	66	61



■ Q4 The practice offers online services so that patients can book GP appointments and repeat prescriptions via our website

Q5 The Practice is considering stopping repeat prescriptions being ordered over the telephone for safety and accuracy. How would you find it most useful in the future to order your prescription?

Online	Post	Visit the Practice	Via the Pharmacy
151	32	85	115



■ Q5 The Practice is considering stopping repeat prescriptions being ordered over the telephone for safety and accuracy. How would you find it most useful in the future to order your prescription?

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Org id: P 722
Survey id: 31772
Qid: 543

You can help this general practice improve its service

- This practice would welcome your honest feedback
- No-one at the practice will be able to identify your personal responses
- Once completed, please return this survey to reception in the envelope provided

Please mark the questionnaire like this with a blue or black pen. If you change your mind just cross out your old response and make your new choice.

Q1 How could your GP Practice involve people more? (tick one or more of the following)

Monthly newsletters	<input type="checkbox"/>	Online patient forum on website	<input type="checkbox"/>
Doctor's blog	<input type="checkbox"/>	Virtual Patient Group operated online	<input type="checkbox"/>

		Yes	No	Don't know what this is
Q2	Were you aware we have a Patient Participation Group? <i>(If you are interested in joining the Group or would like to know more about it please leave your contact details at Reception, including email address if you have one)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

		Yes	No	I do not have or regularly use a mobile phone/email
The Practice has on average 176 appointments wasted per month because patients do not attend for appointments. This is a cost to the NHS, Practice and its patients. To use NHS resources more effectively would you find it useful if you were reminded of the date and time of your appointment by: (tick one or more of the following)				
Q3a	Text message	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q3b	Email	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4	The Practice offers online services so that patients can book GP appointments and repeat prescriptions via our website. Please tick one option below.			
	Do you use this service	<input type="checkbox"/>	Would you be interested in using this service if you had more information <i>(Please pick up a registration pack at Reception)</i>	<input type="checkbox"/>
	You do not have access to the internet	<input type="checkbox"/>		

Q5	The Practice is considering stopping repeat prescriptions being ordered over the telephone for safety and accuracy reasons. How would you find it most useful in the future to order you prescription?			
	Online	<input type="checkbox"/>	Post	<input type="checkbox"/>
	Visit the Practice	<input type="checkbox"/>	Via the Pharmacy	<input type="checkbox"/>

Thank you for your time and assistance