

QUAKERS LANE SURGERY

PATIENT PARTICIPATION GROUP

CONCLUSIONS TO THE SUMMER 2016 PATIENT SURVEY RESULTS

82% of the sample of 50 respondents to the questionnaire had access to the internet.

Of these, 58% were aware that the Practice had a website but under half had never looked at it.

It was suggested that an awareness campaign to encourage patients to book both consultations and repeat prescriptions online should relieve the current pressure on reception staff and the telephone system.

Four out of five respondents welcomed the opportunity to have routine consultations on a Saturday and over half favoured Sunday appointments as well.

If the responses to the telephone questions were considered in conjunction with the other comments, it suggested that the service is currently operating adequately.

Other Comments:

Direct emails with the doctors or surgery would be useful.

The answerphone message should be louder and clearer to help patients who are hard of hearing.

RB/20.10.16

QUAKERS LANE SURGERY
PATIENT PARTICIPATION GROUP
Summer Patient Survey Results

<u>Age Group:</u> All Groups (50 Responses)	<u>YES/No</u>	<u>%/%</u>
Do you have access to the Internet?	41/9	82/18
Are you aware that the Practice has a website?	34/16	68/32
If Yes, Have you ever looked at the website?	15/19	44/56
Are you aware that you can book appointments online?	28/22	56/44
Would you use a SATURDAY routine appointment slot?	39/10	80/20
Would you use a SUNDAY routine appointment slot?	28/21	57/43
Do you feel that you have to wait a long time for the telephone to be answered here at the surgery?	16/33	33/67

Comments. See attached Sheets

RB/20/10/16

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Summer Patient Survey Results

<u>Age Group: 18 – 24 years (5 Responses)</u>	<u>YES/No</u>	<u>%/%</u>
Do you have access to the Internet?	5/0	
Are you aware that the Practice has a website?	3/2	
If Yes, Have you ever looked at the website?	2/1	
Are you aware that you can book appointments online?	2/3	
Would you use a SATURDAY routine appointment slot?	2/3	
Would you use a SUNDAY routine appointment slot?	2/3	
Do you feel that you have to wait a long time for the telephone to be answered here at the surgery?	2/3	

Comments. None

Note. These results include one responder aged 16 years

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QUAKERS LANE SURGERY

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Summer Patient Survey Results

Age Group: 25 – 39 Years (4 Responses) YES/No %/%

Do you have access to the Internet? 4/0

Are you aware that the Practice has a website? 2/2

If Yes, Have you ever looked at the website? 1/1

Are you aware that you can book appointments
online? 3/1

Would you use a SATURDAY routine
appointment slot? 4/0

Would you use a SUNDAY routine
appointment slot? 4/0

Do you feel that you have to wait a long time
for the telephone to be answered here at the
surgery? 1/3

Comments. 1. "Always answered sufficiently"

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Summer Patient Survey Results

<u>Age Group:</u> 40 – 60 Years (17 Responses)	<u>YES/No</u>	<u>%/%</u>
Do you have access to the Internet?	17/0	100/0
Are you aware that the Practice has a website?	8/9	47/53
If Yes, Have you ever looked at the website?	5/3	63/37
Are you aware that you can book appointments online?	7/10	41/59
Would you use a SATURDAY routine appointment slot?	16/1	94/6
Would you use a SUNDAY routine appointment slot?	11/6	65/35
Do you feel that you have to wait a long time for the telephone to be answered here at the surgery?	4/13	24/76

- Comments.1. Direct email with doctor would be very useful. My family at another practice in Manchester find this very useful and reassuring.
2. Always appears to be a queue when calling to make appointment.
 3. "Happy response."
 4. I have always found the telephone system good. I would worry that the telephone system would suffer if the internet was relied on too much, putting some people at a disadvantage. ie The elderly who don't use the internet.
 5. Happy with the care I receive at the surgery. "Non-work" appointments would be useful.
 6. Staff to be more helpful, made to feel bad for calling.
 7. "Sometimes (ie Have to wait sometimes.)"

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Summer Patient Survey Results

<u>Age Group:</u> 60 plus (20 Responses)	<u>YES/No</u>	<u>%/%</u>
Do you have access to the Internet?	12/8	60/40
Are you aware that the Practice has a website?	18/2	90/10
If Yes, Have you ever looked at the website?	6/12	33/67
Are you aware that you can book appointments online?	14/6	70/30
Would you use a SATURDAY routine appointment slot?	14/6	70/30
Would you use a SUNDAY routine appointment slot?	8/12	40/60
Do you feel that you have to wait a long time for the telephone to be answered here at the surgery?	7/13	35/65

- Comments.
1. Publicise online appointments.
 2. Depends what time of day you call.
 3. Parking (2 comments)
 4. Not really (Having answered "Yes" to phone question)
 5. Excellent service.

RB 20/10/16

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Summer Patient Survey Results

<u>Age Group: No Age Given (4 Responses)</u>	<u>YES/No</u>	<u>%/%</u>
Do you have access to the Internet?	3/1	
Are you aware that the Practice has a website?	3/1	
If Yes, Have you ever looked at the website?	1/2	
Are you aware that you can book appointments online?	2/2	
Would you use a SATURDAY routine appointment slot?	3/0 *	
Would you use a SUNDAY routine appointment slot?	3/0 *	
Do you feel that you have to wait a long time for the telephone to be answered here at the surgery?	3/0 *	

Comments. 1. Answerphone needs to be a little louder. Receptionists are always very helpful.

Note. One responder did not answer these questions.