

## Quakers Lane Surgery, Richmond

### GP/Patient Reference Group Survey – January 2014

#### How are we doing?

##### Introduction:

Patient satisfaction surveys are used by this practice as a best practice quality indicator, to develop a legitimate evidence base and to clarify and track patient opinions, concerns and responses. Measuring patient experience is fundamental to enhancing local services and invites patients to be actively involved in shaping the future of their GP services, using reliable, valid and unbiased survey data as one way of driving improvement.

Developing and increasing web site use creates and supports professional practice identity, improves patient involvement and participation, widens communication with patients and promotes practice services proactively.

In addition, it gives 24/7 access to surgery and health information services, including simple syndicated health content and resources.

Lastly, it empowers patients and uses staff time more effectively.

##### Main Aim:

To pay careful attention to and improve the quality of care in terms of safety and effectiveness, with patients as our central focus when implementing easy to use, secure and reliable communication systems across the practice.

## Keeping in touch with Patients

**Q1 How easy was it to travel to your GP practice?**

<b>Very easy</b>	<b>11</b>
<b>Easy</b>	<b>10</b>
<b>Difficult</b>	<b>2</b>
<b>Total</b>	<b>23</b>

**Q2 How easy was it to contact your GP practice?**

<b>Very Easy</b>	<b>7</b>
<b>Easy</b>	<b>10</b>
<b>Difficult</b>	<b>6</b>
<b>Total</b>	<b>23</b>

**Q3 Would you be interested in accessing online services in the future?**

**Only 4 from 23 patients did not have access to the internet.  
2 patients preferred not to use online services.**

**Q4 Are you aware of Government policy to allow patients to access their online GP records by 2015?**

**43% (10 patients) were aware of the policy  
57% (13 patients) were unaware of the policy**

**One patient would like to access the full GP record/ or parts of the record.**

**Another patient wanted to see parts of the record but did not have access to a computer.**

**Subsequent questions were asked to the remaining 19 patients who had access to the internet.**

**Q5 Do you know if your GP practice has a website?  
And if so, have you accessed it?**

**No - 12  
Yes - 7**

**12 patients did not know and of the 7 which did know, only 5 of the 7 had accessed it**

**Total 19 patients.**

**Q6 Asked which online services they thought the practice offered,**

**21% were aware of online repeat prescribing  
The remaining services were correctly identified as not being available.  
One patient interviewed presently used online prescribing.**

**Q7 Asked about online consultations - only 42% were interested with the remainder preferring face to face contact with the GP**

**Q8 Asked about access to the full GP record -**

**15 patients were interested in full access, especially to test results and hospital letters  
18 (95%) patients were keen to access parts of the GP record**

**Q9 When asked if practices promoted access to online services -**

**21% patients had seen advertising  
79% patients were unaware of online services**

**Q10 Are there any benefits to you in accessing online records?**

- **Check for insurance or job interviews**
- **Useful to be able to access when abroad**
- **Check vaccinations**
- **Time saving – no need to ring and wait**
- **Could arrange an appointment anytime**
- **I will have a better idea of health patterns emerging**
- **I work full time and it is difficult to call**
- **Information for tribunals etc.**
- **It will be quicker and make life easier**
- **Repeat prescribing will be much easier**
- **Save time**
- **See vaccination dates etc**
- **Useful for form filling – insurance etc**
- **Useful to see history**

**Q11 Do you have any concerns about accessing online services?  
If yes, what are they?**

- |   |          |
|---|----------|
| • <b>Confidentiality</b>                        | <b>1</b> |
| • <b>Lack of computer knowledge</b>             | <b>1</b> |
| • <b>Privacy</b>                                | <b>1</b> |
| • <b>Security</b>                               | <b>4</b> |
| • <b>Security hackers</b>                       | <b>1</b> |
| • <b>Security, viruses, password hacking</b>    | <b>1</b> |
| • <b>Security – prefer face to face contact</b> | <b>1</b> |
| • <b>Security – hackers, emails misplaced</b>   | <b>1</b> |

- |                      |           |
|----------------------|-----------|
| • <b>No concerns</b> | <b>8</b>  |
| <b>Total</b>         | <b>19</b> |