**THE HOLLIES SURGERY**

**PATIENT QUESTIONNAIRE 2013 / 2014**

**RESULTS**

The Practice produced and distributed a Questionnaire to patients during October and November 2013, asking for views and comments about how we can gain most from the opportunities we have to inform, and in some instances educate patients, on health care issues, on the occasions they visit our premises.

Specifically, following a PRG Meeting, we focused on the many and varied posters and leaflets the practice displays. The PRG felt there was room to improve how we communicate with our patients, as some literature was not of a sufficient visual clarity for some patients, and any ‘message’ was lost amongst the amount of detail on display.

Our Patient Representative Group helped us identify and formulate our questions, and have been instrumental in helping us with this project.

**Results**

We decided to sample 5% of our population. Although not a high proportion of our 4500 patients, we felt this would be a representative number.

225 questionnaires were printed. Of these, only 108 were returned. Unfortunately of the 108 returned, only 92 had answers for all questions, giving a return percentage of 40% of forms, representing the views of 2% of our practice population.

We found the questionnaire was mainly completed by ladies, with 62 forms completed by ladies compared to 30 completed by gentlemen.

**Questions We Asked**

***Q1***

We asked patients how often they were aware of, and read, the information notices displayed in the Waiting Room and Porch.

The Majority of patients, 83, said they read the notices they felt were specific to their particular circumstances. 5 patients felt there were too many notices to read; whilst 4 patients replied they were unaware of the notices.

We followed this by asking how patients would prefer us to display practice notices and General Health information. Options we gave were to either keep the paper notices and leaflets, or to use a television screen to give all information.

The majority of patients felt that television, as a way to inform patients, was preferable; however 2 patients have suggested email as a method of communication.

The partners reviewed these comments, together with patient views supporting emails. We feel that currently it is not feasible to email patients with general, non-specific, health information; however we will look at using this method of contacting patients in place of phone call or by letter.

***Q2***

We asked how patients prefer we communicate with them personally, for their specific monitoring or health checks. The options open to us at the time were by phone, by post, or by text to their mobile telephone.

The majority of patients, 70, opted for postal alert, with 16 opting for telephone alert, 2 requesting email contact and 4 suggesting text to mobile telephone.

***Q3***

We asked patients about their internet use. Although the spread of our patients shows the majority are aged between 50yrs – 59yrs, we have found interest in booking GP appointments through the internet was low amongst our patients, and wondered why.

Unfortunately over 75% of our questionnaires were completed by patients aged outside this age group, which may mean that patients aged 50 years to 59years old are actually less frequent attenders.

Replies received indicated 86% of responders use the internet, with just 12 (13%) not on-line. Of the 86%, only 1%, 8 patients, were aware that they could book GP appointments / order their prescriptions via the internet.

Therefore, and in addition to the printed information (poster / leaflets), our receptionists will now mention to patients that this facility is now available

The questionnaire gave details of our practice website ([www.theholliessurgery.co.uk](http://www.theholliessurgery.co.uk)) and asked for some basic information around age, gender, long term conditions and carers. Unfortunately although all patients completed the demographic information, we were unable to identify carers not already known/registered as carers within the practice.

***Outcome***

The final outcome from our Patient Questionnaire is that the Practice will invest in a television screen in order to inform, and provide limited health education to patients, using a programme developed by a member of our Patient Representative Group, which the practice can update and change whenever necessary

**We would like to send our Thanks to all our patients who were generous with their time, and gave some of their time to us, by completing our questionnaire.**