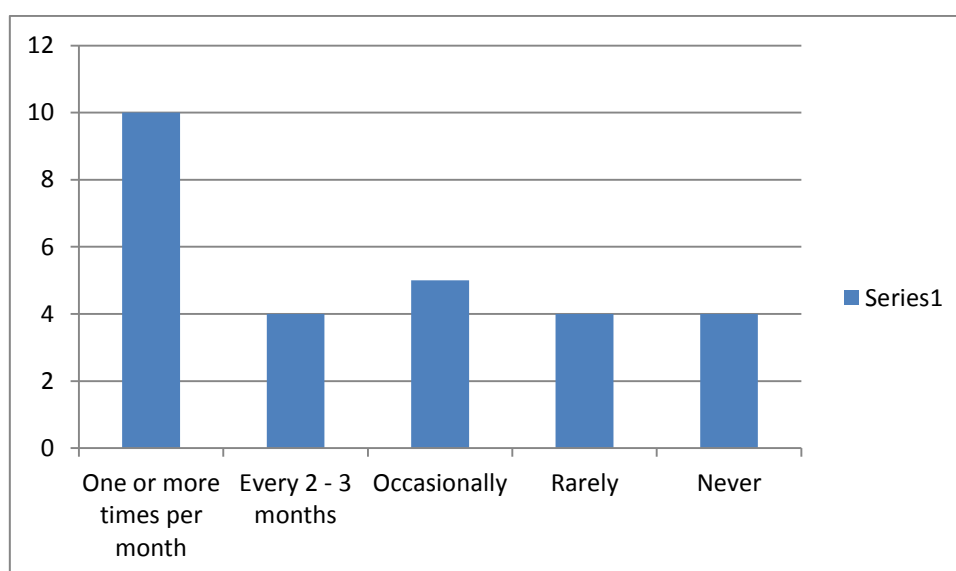Patient Survey – Practice Website

Practices have a contractual obligation to provide online access to appointment booking, repeat prescription orders and access to elements of patients' medical records through Patient Access. With this in mind, and considering the increasing use of the internet for day to day life – shopping, banking and so on, we decided now was a good time to review the content and style of our website.

A survey questionnaire was therefore designed and tested with members of the PRG and practice. This was e-mailed to a random sample of 106 patients via Survey Monkey and paper copies of the questionnaire were handed to patients visiting the practice. The survey was not posted on the practice website as it was felt that this may skew the results.

We received 26 survey monkey responses and 14 paper responses. The results were as follows.

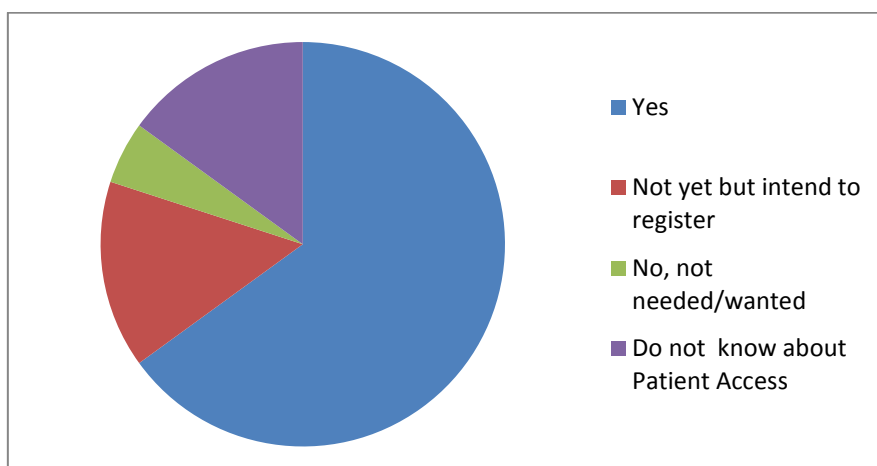1. How frequently do you visit our website at www.stpaulspcc.co.uk?

In this sample more people stated they use the website than did not.

2. If you do not use the website, why is this?

No access to internet	1
Did not know about the website	0
Website difficult to use	2
Prefer to contact practice directly	7
No reason to use it	1
Would not let me register	1
Can no longer order prescriptions	1

These responses have been collated from respondents who stated that they rarely or never accessed our website. Two website users also indicate that they find it difficult to use.

3. Are you registered for Patient Access?

Most of the respondents are registered and fortunately only a small number appeared not to know about it. Patient Access is highlighted promptly on the website home page, and until recently came as a 'pop up' to encourage patients to sign up.

We are contractually obliged to show improvements in Patient Access registrations, and we are doing so. Several members of the practice team, although not all, are very familiar with Patient Access and would be willing to offer a 'drop in' session to assist patients to register.

4. Which parts of the website do you use?

	Usually	Occasionally	Rarely	Never	N/A
Information	1	7	4	5	4
Practice News	2	1	6	6	4
Patient Reference Group	1	1	3	10	4
General health information	0	2	4	8	4
Booking/cancelling appointments	7	6	1	6	4
Ordering prescriptions	18	1	1	2	4
Contact by e-mail	1	2	1	9	4

It would appear that the Patient Access elements – appointments and prescriptions are the most frequently used elements. At this stage we do not know why patients do not access the other elements as much. Perhaps they are not prominent enough, or perhaps they are not needed. A number of respondents have provided their contact details so we can ask them for further information about this.
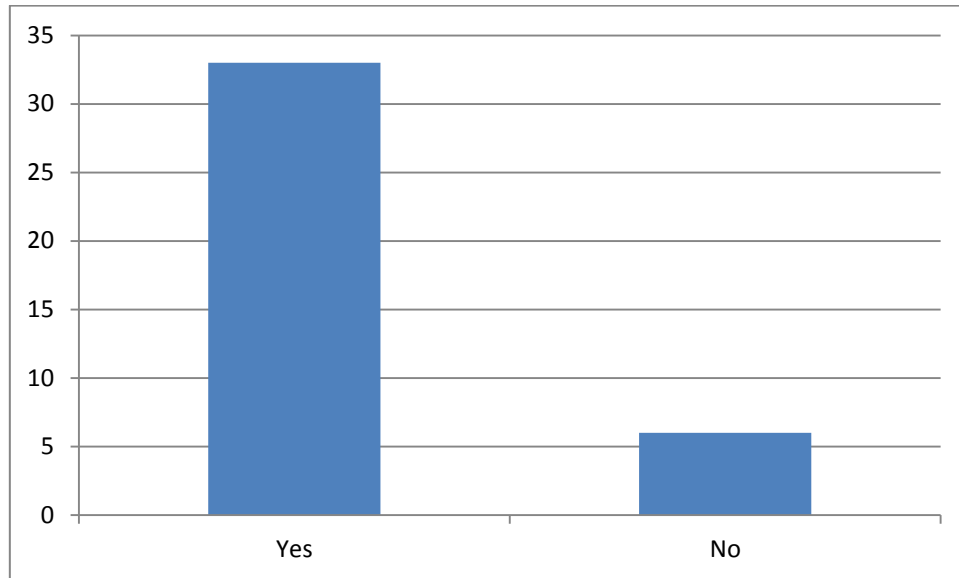
5. How much do you agree with the following statements about our website?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	N/A
It is clear and easy to use	6	15	7	5	2	4
It contains a lot of useful information	2	18	13	2	0	3
It is kept up-to-date	1	14	15	4	0	4

I can always find the information I am looking for	3	16	11	4	1	3
It contains all the features I need	3	14	14	3	1	3

Quite a number of respondents were non-committal. The results suggest that the website is adequate, but there is room for improvement.

6. Do you regularly visit any other websites, such as for shopping, booking holidays or finding information?

Clearly the vast majority of respondents do use other websites. Numerous examples were put forward as good to use, with the most commonly cited being:

- Amazon (5)
- e-bay (3)
- Marks & Spencer (2)

We could see what techniques they use to make their websites attractive and easy to use.

7. Which features would you like to see more of or less of on our website?

	More	Same	Less	Easier	Not Int
Appointments available to book online	18	11	0	3	3
Information about practice GPs and staff	8	18	1	1	4
What to expect from different appointments	13	16	1	0	2
Online consultations	14	11	0	0	4
Self-assessment tools e.g. risk scores	17	10	0	0	4
How to get involved - suggestions/feedback	8	17	1	1	4

Around half of the respondents would like more appointments to be available online. This is something the practice can address quite readily.

Consultation by e-mail also seems attractive to patients, and we are being encouraged by national government to see if we can deliver this. More work needs to be done to develop a system that is responsive and safe.

Self-assessment tools also appear to be popular, and we need to explore this in more detail.

Fortunately, although more information about how to get involved did not feature highly, only a very small number of respondents rated themselves as 'not interested' in this aspect.

In conclusion this survey provides a useful starting point to guide our ongoing work to develop and improve our website. 13 patients have given their contact details so we can discuss this in more detail with them, and we would also welcome feedback from our regular PRG members.

A Bagot-Moore
25/02/2016