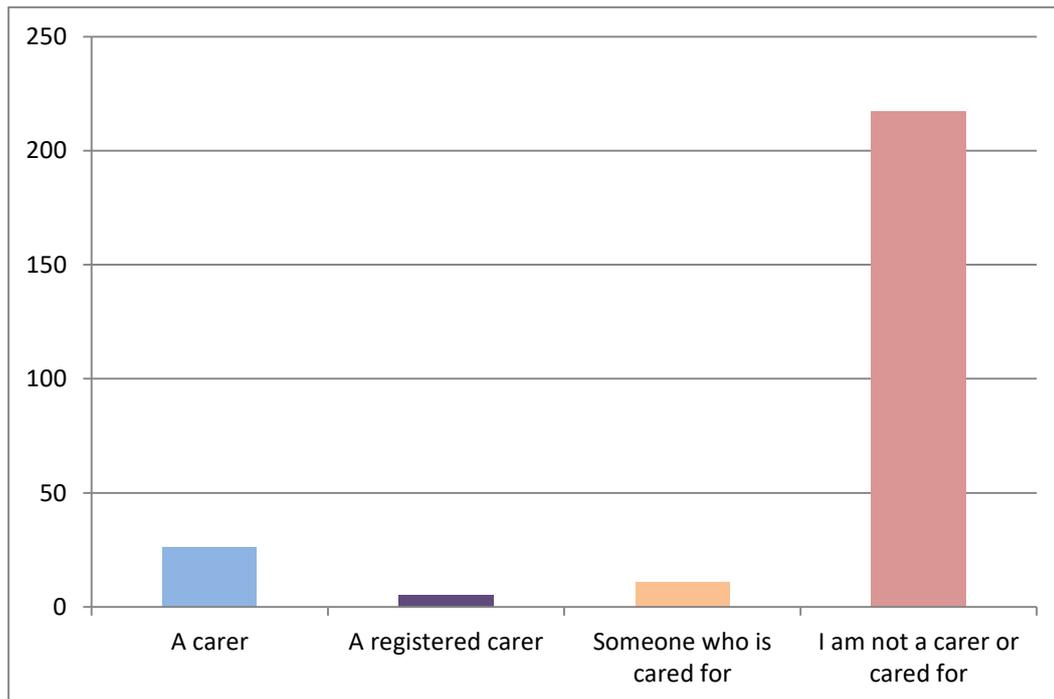


Q1.



Out of 253 patients, most of them were not carers nor cared for. We hope that the small amount of carers who ticked the carers box know about being a registered carer but just don't fit the criteria. There is a possibility that many people don't know they can be registered as a carer and receive carers allowance so we could educate patients to create awareness.

Q2.

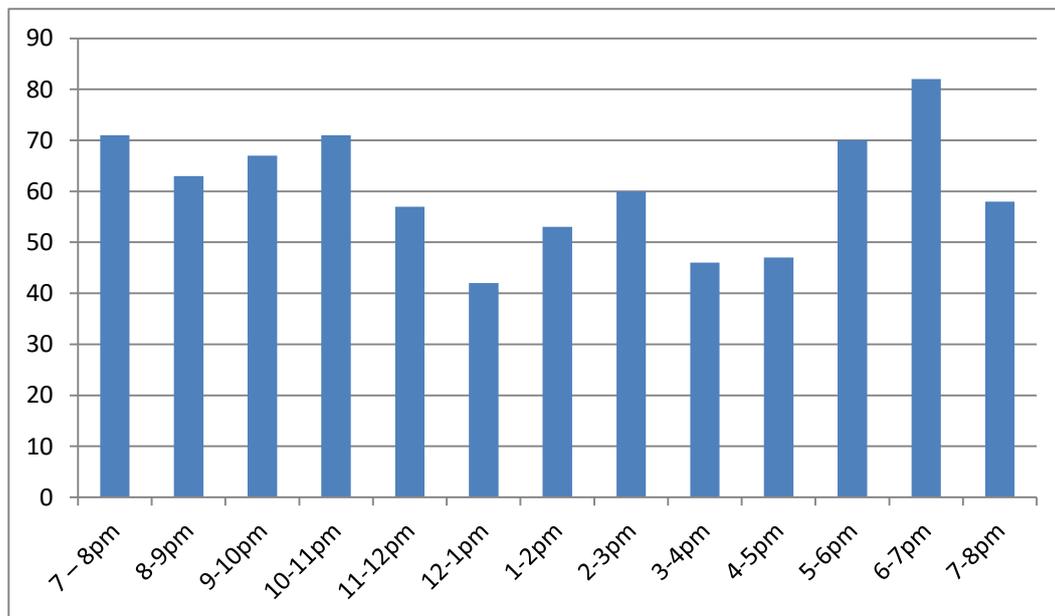
Collection of answers;

- When text messages are sent out, require a response in which the patient says they will attend.
- Ring patient to remind them a day before.
- Strike off after 3 chances
- Charge a fine – not paid de –register unless adequate reason
- Treat it like a dental practice, charge.

- Educate patients
- Send warning letters to non-attenders saying that if they miss another appointment they will be asked to find another surgery.
- 3 strikes then out
- Attach a note to their records. Use this as an indicator show how often they fail to attend. This may mean 1-3 then inform them that perhaps they will most definitely have to attend before repeat prescriptions are given. Or inform them that they will no longer able to a patient at this practice.
It may seem harsh but there are patients who are in need of appointments. However are turned away due to none being available.
- Find out why appointment missed initially. Then see if there are any common causes for missed appointment in order to better address the problem.

- Reminder texts for appointments. If someone misses more than one appointment charge them before allowing another appointment. It cannot be that important for them to see someone if they miss
- The obvious answer would be a fine. Say £25.00. I am not sure that "striking" a patient off for several non-attendances as this would just cause issues at Urgent Care Centres and A&E. Quite a I do think there is an issue regarding accessibility for patients who work 9-5 - possibly consider being open until 8pm. Of course you need to know why patients don't attend?
- Charge £5 for missing an appointment, refuse to rebook one until the money is paid
- People should have to pay a deposit refundable on attendance. The practice does send a text reminder, so there is no excuse on behalf of the patient, unless they genuinely experience mitigating circumstances preventing their attendance. Like going to work, If Patients knew they would loose money, then they would ensure that they attended.
- Easier cancellations of appointments
- As you have a perfectly good text reminder for impending appointments I cannot see how people miss them, perhaps trying to phone the surgery to cancel the appointment is putting people off, why not issue a phone number, mobile so people can text, might be helpful.

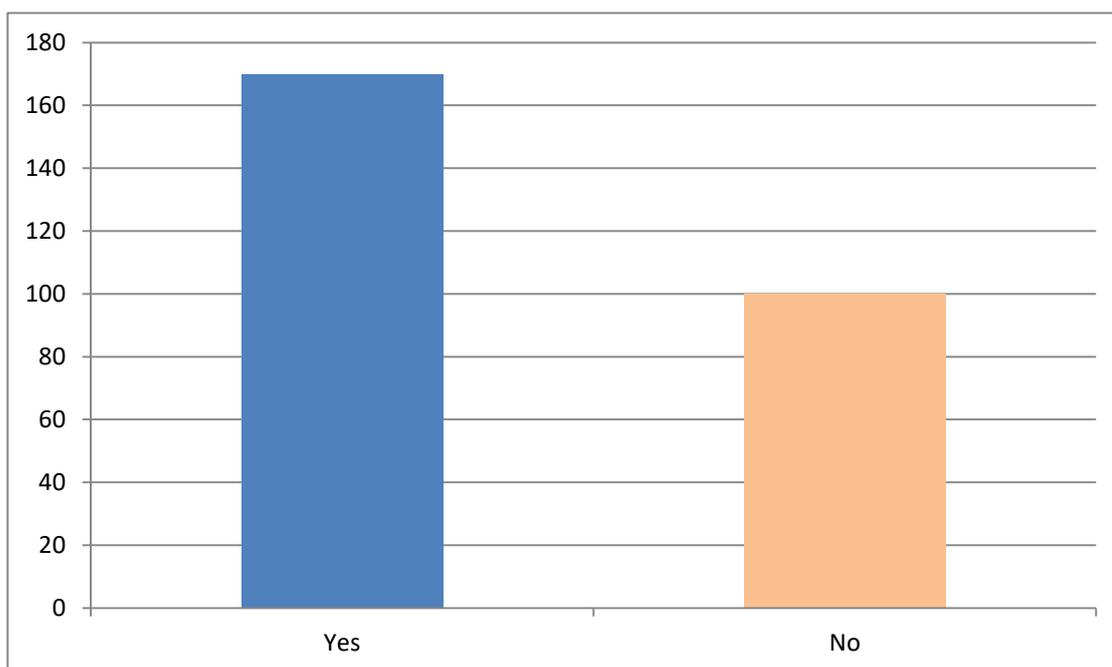
Q3.



Looking at the chart, I was surprised to see that any time in the day was a popular preferred time to see a doctor. I was expecting early morning and evening to be the most popular but as you can see by the graph, this is not so.

In reflection, due to patients ticking more than one time preferred, I would emphasis to only tick one time preferred so the results would be a little more accurate in the future.

Q4.

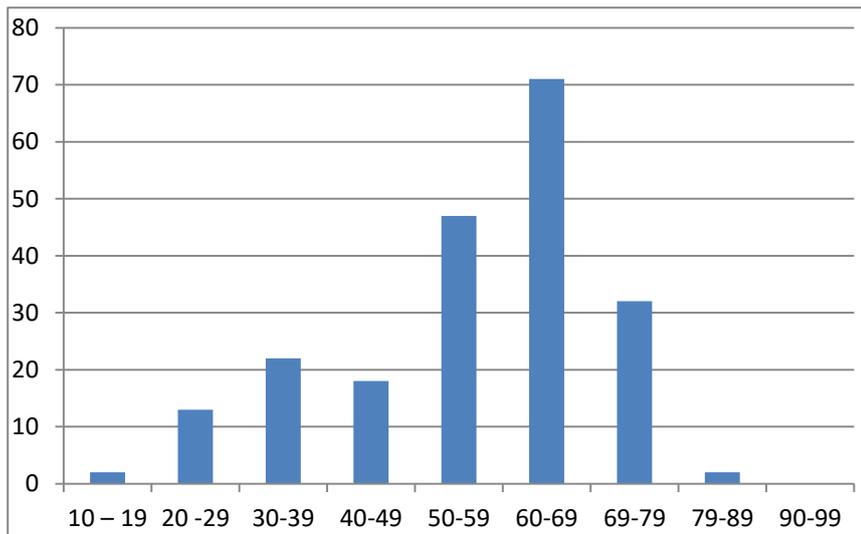


The results above were disappointing. I expected far more patients to have ticked the yes box as we have pushed the online service immensely since last October and our numbers have rapidly improved. On reflection, even though 253 is a very small amount compared to our list size, we should be mindful of continuing to promote online services. We also need to bear in mind that we have taken on approx. 1000 new patients since January.

Some of the reasons why patients know about online access but don't use it;

- Too much hassle
- No computer
- Always get full explanation off the doctor so don't need to access their records
- Would be good if we allow the facility of asking a general question via patient access
- Only just registered as a patient
- Not had reason to yet
- Tried it, too complicated to bother with. Same goes for ordering repeat prescriptions, quicker and less complicated to just drop it in the surgery.
- Not detailed/ specific enough and doesn't go back far enough.
- A little knowledge is dangerous, i am not a GP
- I have registered but not yet received the registration details.
- Data stored for display is not secure. I keep my own records so I can check on the important things.
- Not very good with computers
- Not sure I want to see them may have information I would rather not know
- Find it difficult to use
- Forgot it was available
- Registered but lost details on an old email. Log in details too long and difficult to remember
- It is too difficult to work out. This isn't worrying since i am only 18 and have grown up with technology and use it all the time. If i am not able to work it out, you cannot expect older people to ever be able to use it.

Age



60 – 69 was the most popular age who filled in the questionnaire. Very disappointed at how many younger patients filled the questionnaire in compared to the older groups.

Gender

