

THE GREENWAY MEDICAL PRACTICE

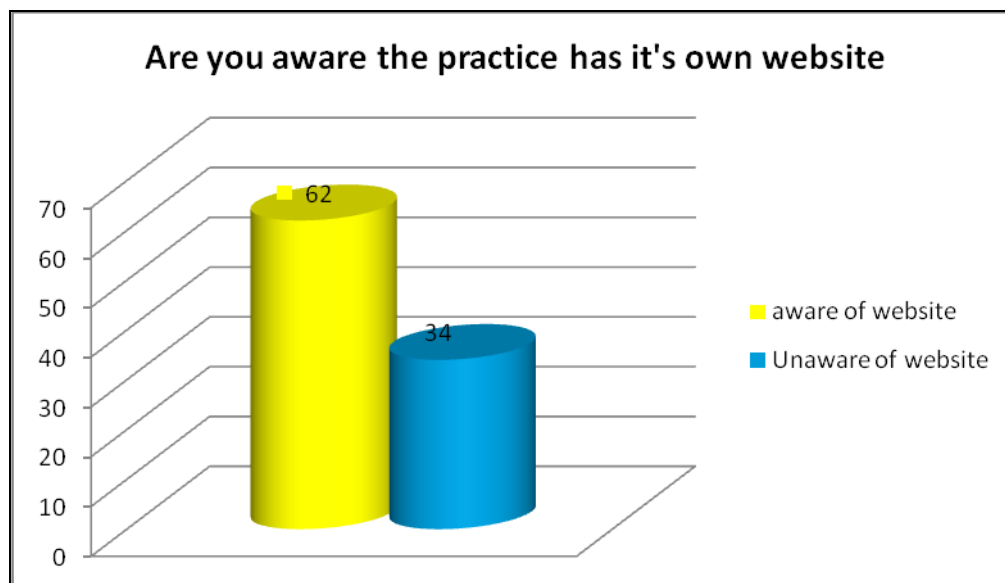
PATIENT SURVEY 2013/2014 - COMMUNICATION - RESULTS

We said - We are keen to improve the way in which we communicate changes/developments in the practice. Please help us by answering the questions below by putting a tick in the box which applies to you.

The results are shown below.

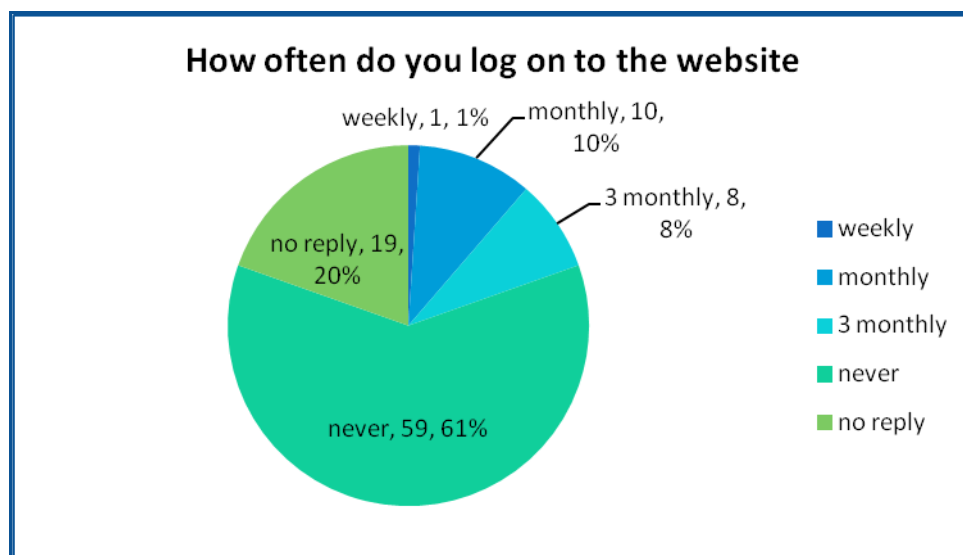
Are you aware that the practice has its own website?

62 Yes 34 No no answer 1



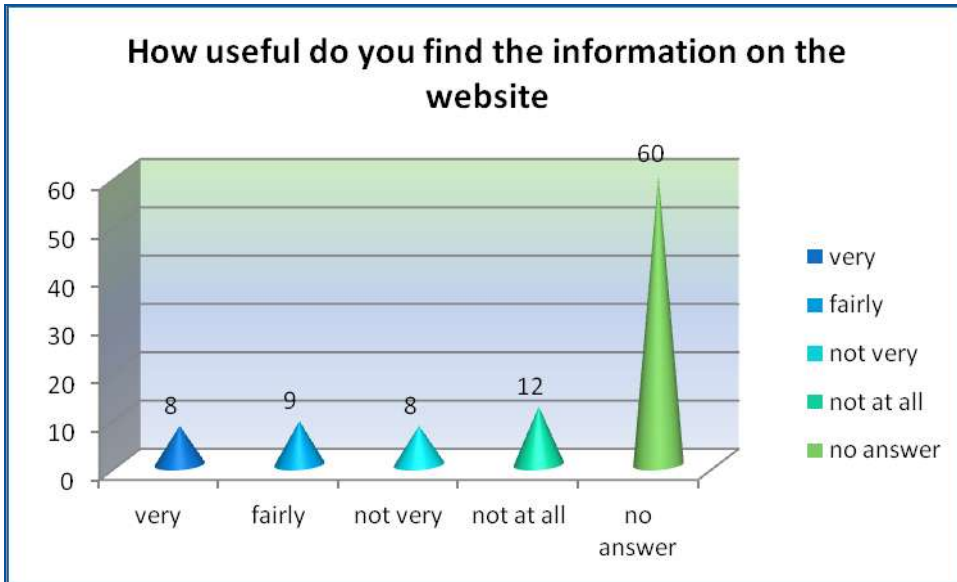
If yes – how often do you logon to it?

1 Weekly 10 Monthly 8 3 monthly 59 Never no response 19



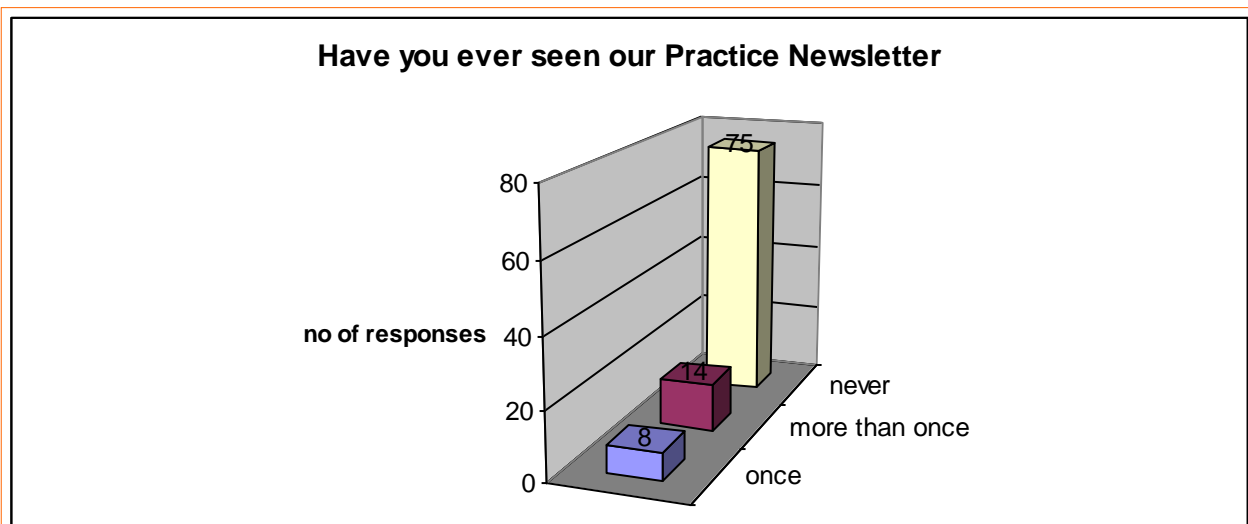
How useful do you find the information on the website ?

8 Very useful 9 Fairly useful 8 very useful 12 not at all useful no response 61



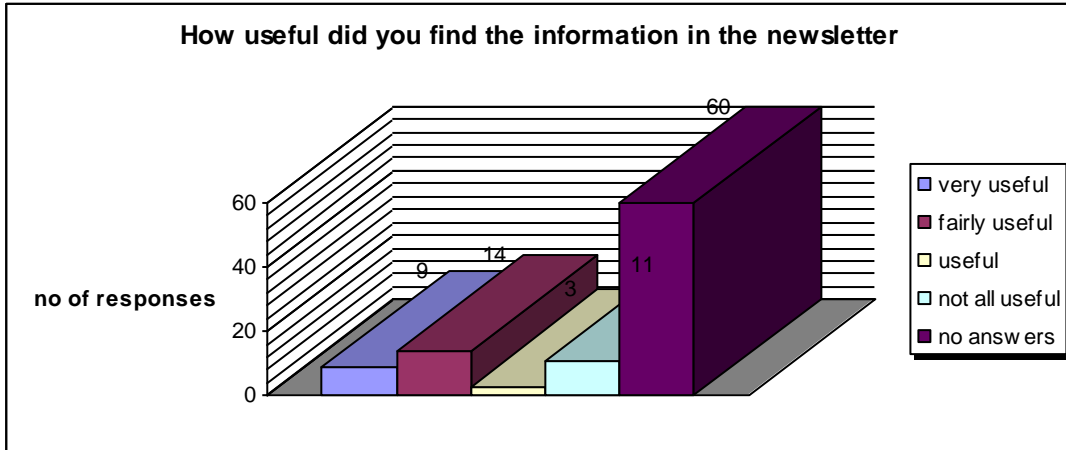
Have you ever seen a copy of a Practice newsletter?

8 Once 14 more than once 75 never



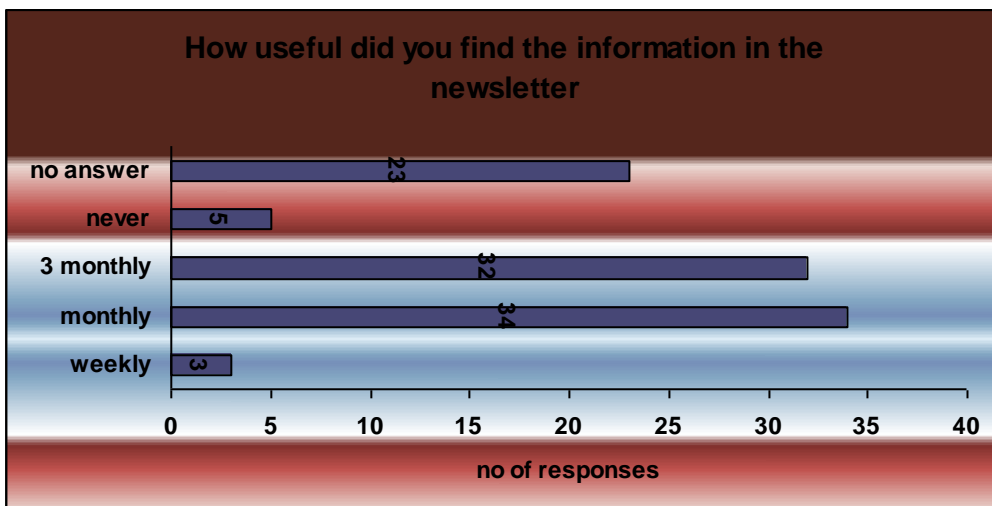
How useful did you find the information in the newsletter?

9 Very useful 14 Fairly useful 3 useful 11 not at all useful 60 no response



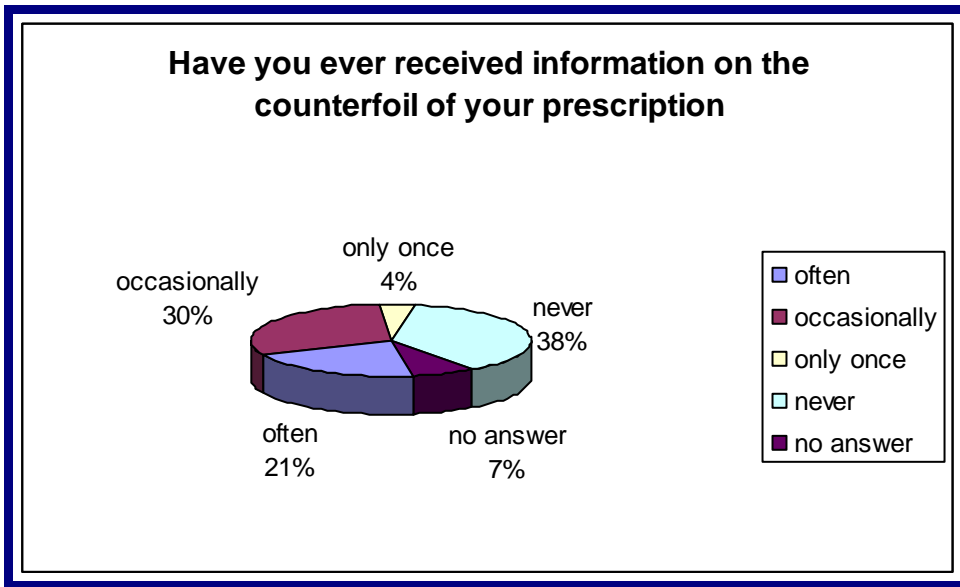
How often would you like us to publish a newsletter?

3 Weekly 34 Monthly 32 3 monthly 5 Never 23 no response



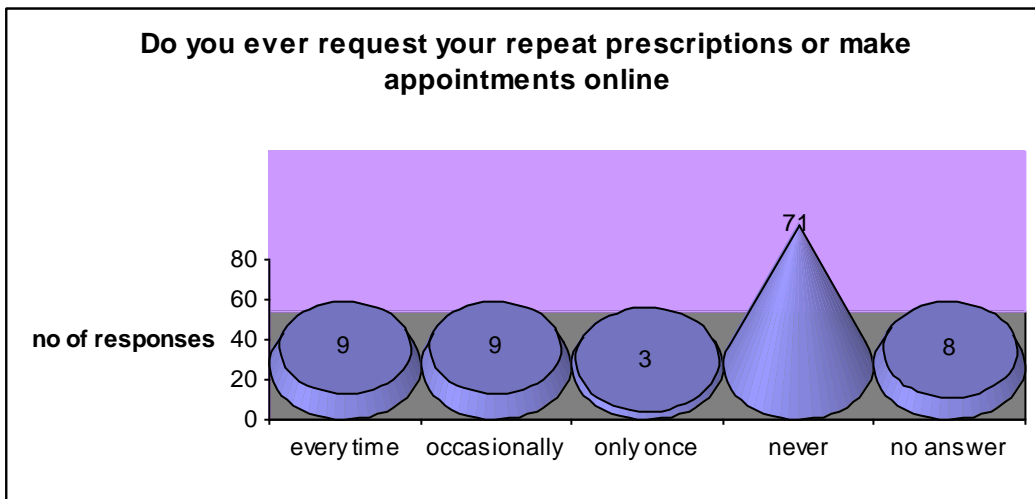
Have you ever received information on the counterfoil of your prescription?

20 Often 29 occasionally 4 only once 36 never



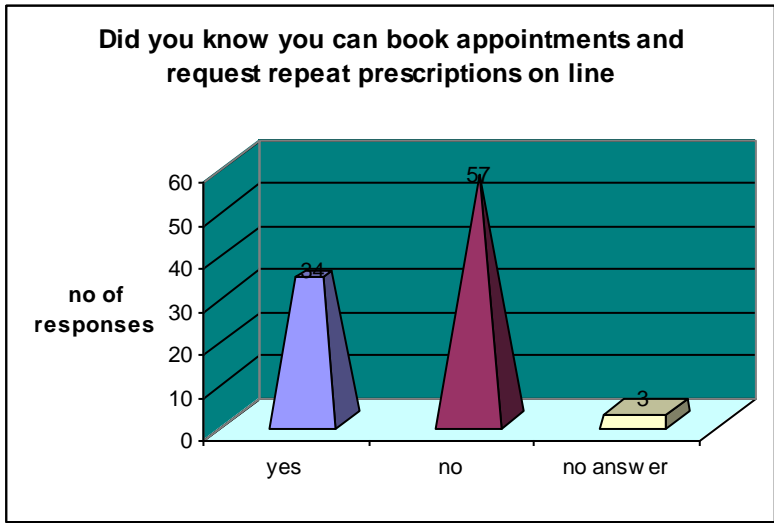
Do you ever requested your repeat prescriptions or made an appointment on line?

9 Every time 9 occasionally 3 only once 71 never 8 no answer



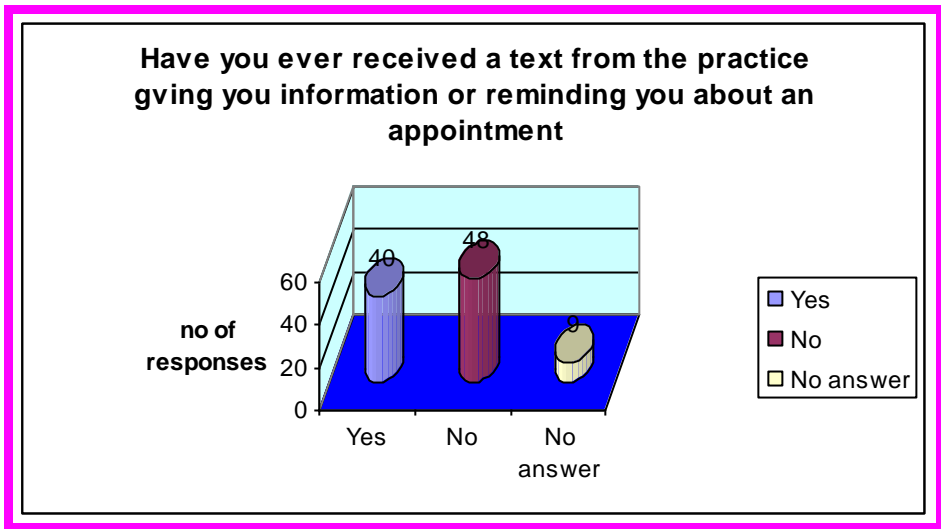
Were you aware that you can book appointments and request repeat prescriptions on line?

34 Yes 57 No - no response 3



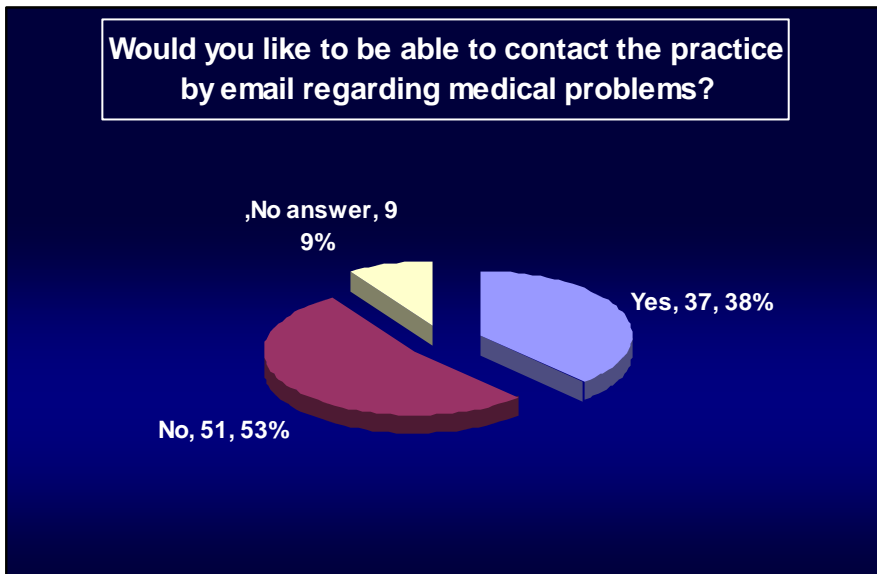
Have you ever received a text from the Practice giving you information or reminding you about an appointment?

40 Yes 48 No no answer 9



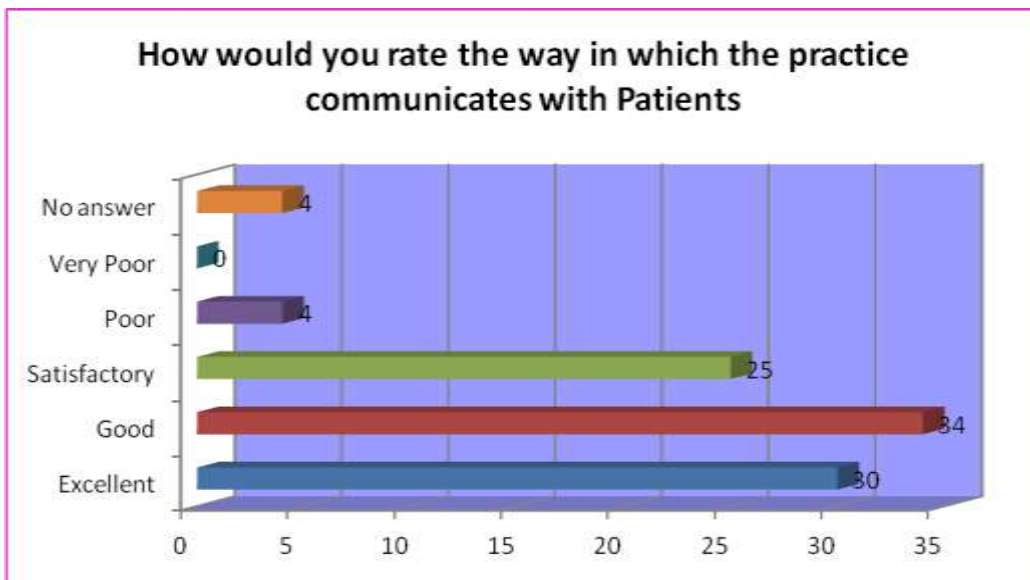
Would you like to be able to contact the practice by email regarding medical problems?

37 Yes 51 No no response 9



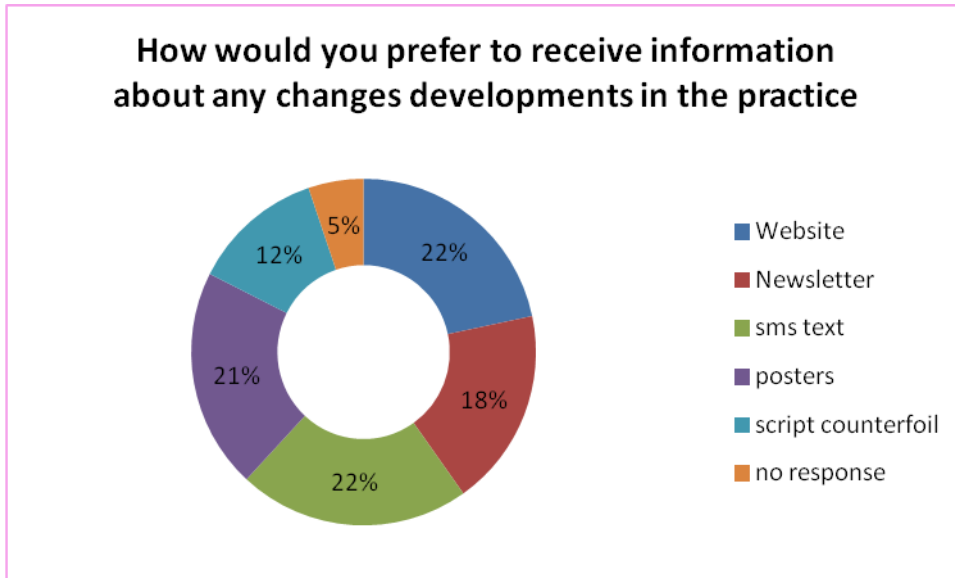
How would you rate the way in which the practice communicates with patients?

30 Excellent 34 Good 25 Satisfactory 4 Poor 0 Very poor no answer 4



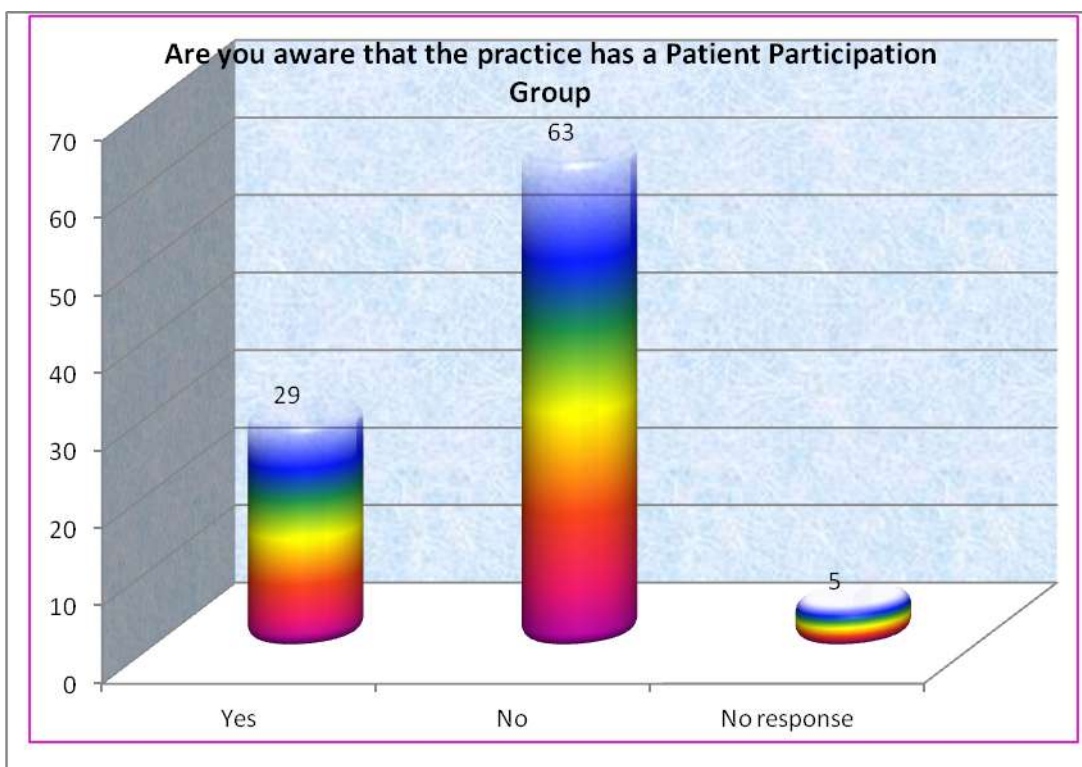
How would you prefer to receive information about any changes/developments in the practice?

21 Website
 18 Newsletter
 21 sms text
 20 waiting room posters
 prescription counterfoil
 12
 no response 5



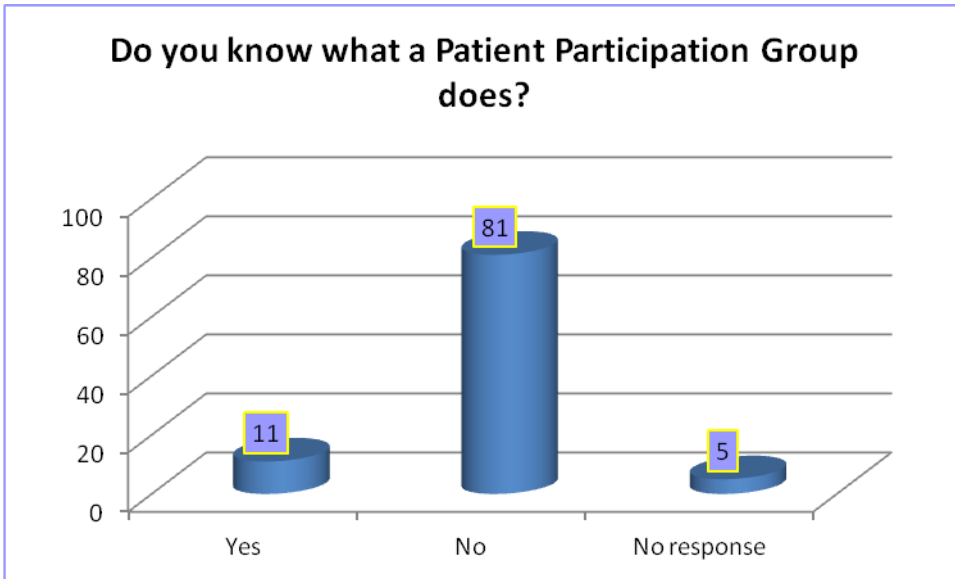
Are you aware that the Practice has a Patient Participation Group?

29 Yes
 63 No
 no answer 5



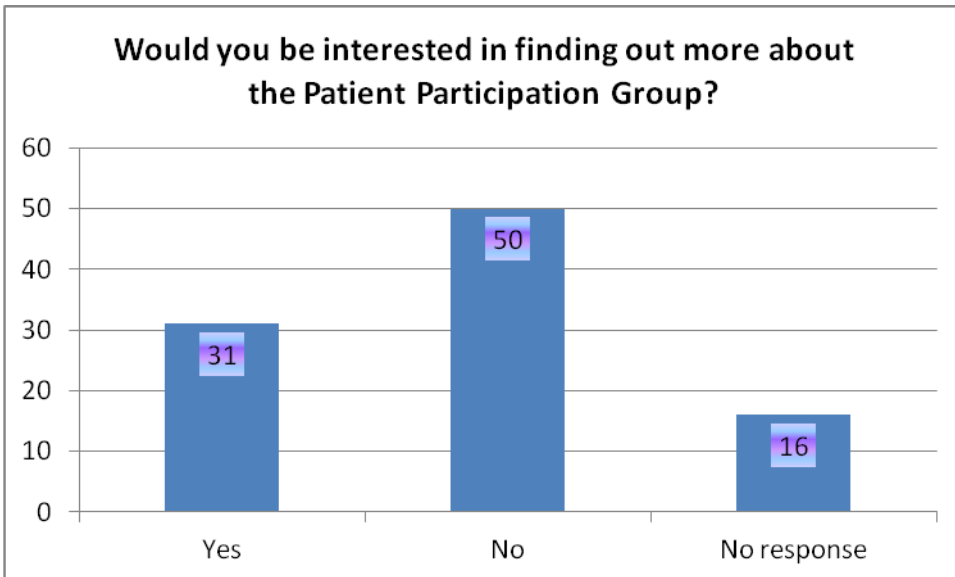
Do you know what the Patient Participation Group does

11 Yes 81 No no response 5



If you answered NO to either of the above - would you be interested in finding out more about this?

31 Yes 50 No no answer 16



If you answered YES to the above – please complete your contact information below

Name.....

Address.....