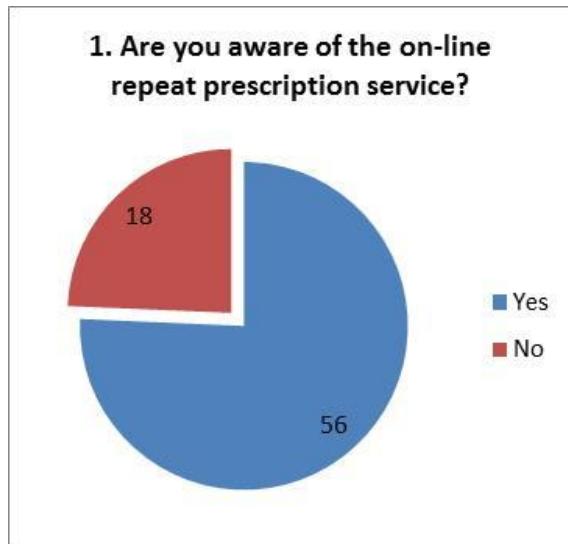


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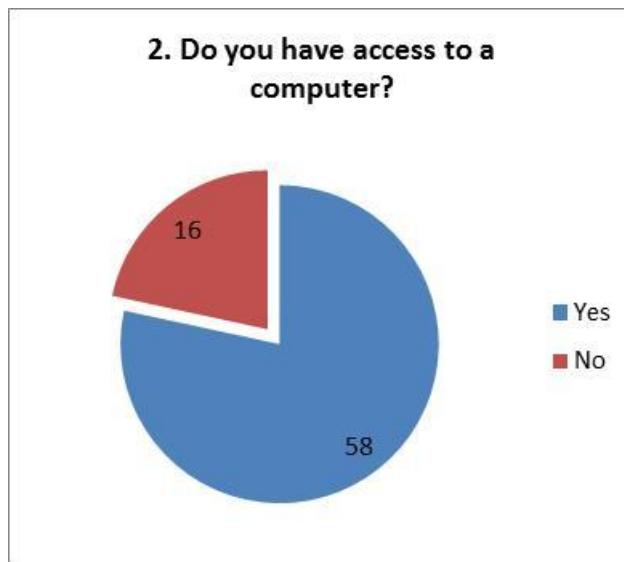
Appendix 1

1. Are you aware of the online repeat prescription service?



Out of the 74 responses to the 2014 patient survey 76% patients were aware of the on-line medication ordering facility. However, this did not necessarily imply that they could use the service as can be seen from chart 2.

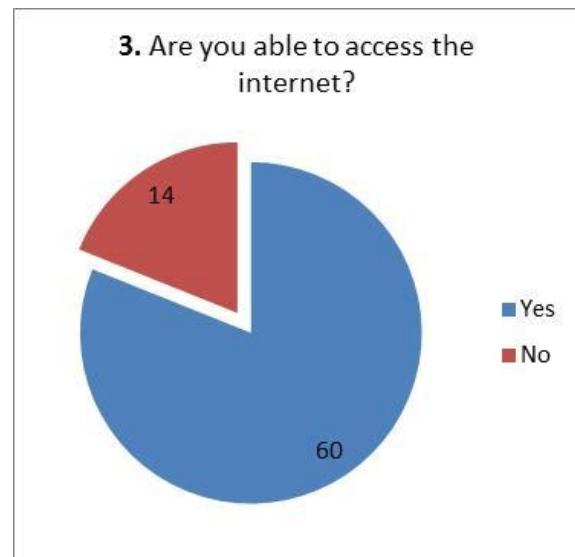
2. Do you have access to a computer?



78% had access to a computer.

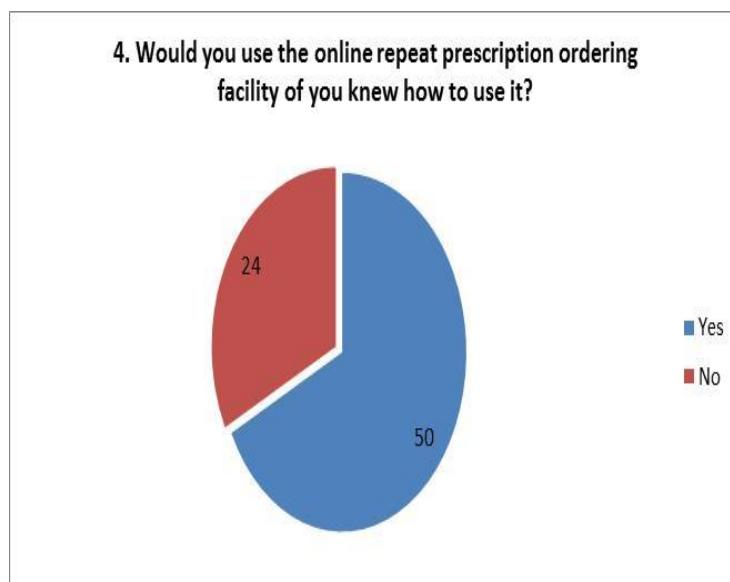
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3. Are you able to access the internet?



Of those who had access to a computer 81% had an internet connection. Milborne Port Surgery patient boundary is set within a semi-rural area and with poor internet access (broadband connection) in many areas. Another factor is that of the patient list size: many of our patients are elderly and therefore gives rise to many of them not wishing to or having the resources/knowledge to use computers. In acknowledging this we as a practice will always have a sector of our patients that will never use this form of service. This will obviously also be the case for on-line appointment bookings.

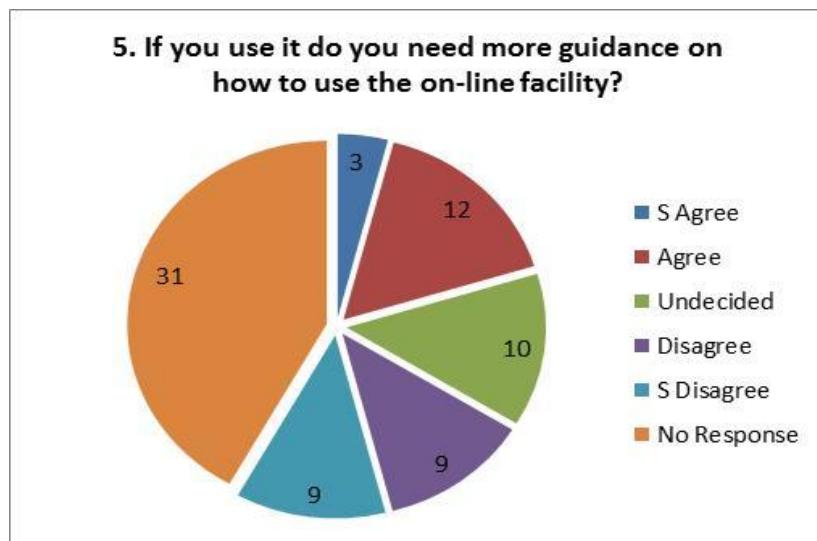
4. Would you use the online repeat prescription ordering facility if you knew how to use it?



67% of patients responding did intimate that they would use the service if they knew how to use it. It is assumed that within the remaining 33% responses that these are the patients that do not have access to either a computer or internet.

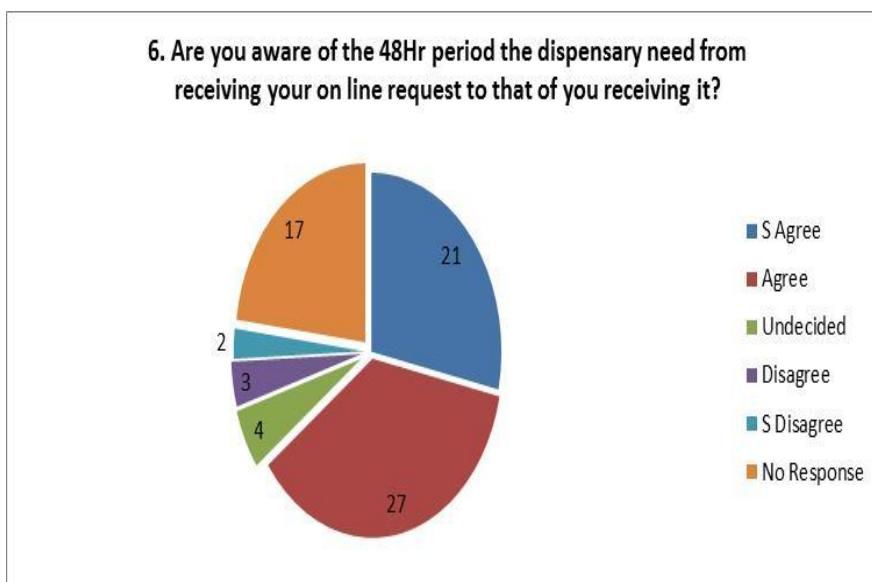
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5. If you use it do you need more guidance on how to use the on-line facility?



Of those patients stating that use the on-line facilities, 58% responded to the question whether they required more guidance on how to use the on-line facility 35% agreed that guidance would be useful, 42% stated that they had enough guidance, however, 23% were undecided. In order to meet the needs of the 35% agreeing that guidance would be useful an information leaflet will be produced and issued to all new patients enrolling for the service. It is assumed that the 31 non responders were of those patients that did not use the facility.

6. Are you aware of the 48 hour period the dispensary need from receiving your on-line request to that of you receiving it?



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As the dispensary team had noticed that not all patients using the on-line repeat prescription facility were respecting or understanding the need for the dispensers to have 48 hours (two working days) allowance from point of the dispensary receiving the online request to that of the medication being ready for collection. The 48 hour notice is important in order that the team can order the items and allow for the order to be processed and delivered to the surgery and then prepared for delivery to the patient.

Out of the 57 responders that use the service 84% were aware of the 48 hour notice, 8% were not, with the remaining responders undecided.

7. How do you rate our dispensary service with scale of 1-10 (10 being the highest score).

Of the 74 responses 4% did not respond to this question, 61% ranked the Dispensary service with the highest score 10 whilst 23% scored 9 and

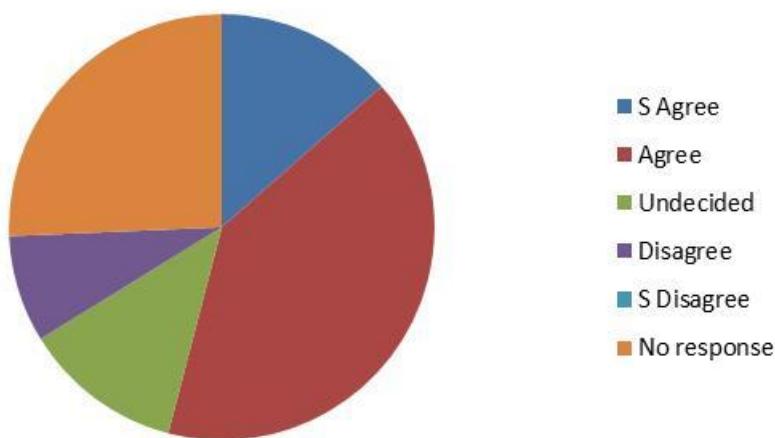
8. How could we improve it for you, as a patient?

- No real complaints
- You couldn't get a nicer service off the ladies
- Surgery to be open on Wednesday for 5 day week and open till 5pm at Templecombe
- I think it works very well
- none
- nothing
- For me, it has always been a great service Thank you!
- I keep forgetting my codes to get on it.
- Very satisfied
- All is fine and works well
- On Line system works very well Just keep going as you are!
- None
- Do not use repeats often enough to agree or otherwise am happy with system as it is.
- Excellent already no improvement necessary
- You couldn't
- 10/10 a leaflet though to show me how to use online would be great - better still an app for a smartcard
- Be quicker to get
- Live close to the surgery have to use village chemist
- Dispense to all patients regardless of distance from surgery. The local chemist often does not carry what is prescribed which either causes a delay in obtaining the script or you have to travel into town to get it which is okay if you have transport!
- By always having the prescriptions with Sarah within the 48 hr. period
- I am quite happy & satisfied on how things are run.
- Debit card machine to pay.
- Just keep smiling

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B. Access to Services – Times of GP Sessions.

Presently we offer appointments between 8.30am and 10.50am then again at 4pm -5.50pm and for those working patients Saturday mornings 9am -11.00am. Do you think these are ideal times?



2. Are there any other times of the day you would consider to be more suitable? Please state e.g. 11.00am - 1.00pm or any other (please state).

- 11-1pm
- no comment
- None - Ladies are always pleasant and to me that makes the difference.
- 12-2pm
- No but if these were additional hours it would increase availability and cut the waiting times to see my GP
- Perhaps 11-1
- Maybe lunchtimes but I usually manage to get an appointment that convenient
- Fine as is. 11-1pm
- 11-1 on Fridays
- later in the morning
- All is fine
- 11-1 and 2-4 Time of appointment less important than time waiting after the appointment time has passed. Doctors get very stressed if they keep patient waiting too long. I know!
- A later clinic on a few days per week for working patients i.e. until 6.30pm
- 11-1 would suit me personally but afternoons are fine.
- Living in Templecombe some after school times would be great.
- Additional times to suit lowest reasonable waiting list.
- 6pm appointments and longer opening till 12 on Saturdays
- Lunchtimes and Friday pm
- Up to 6pm for working people

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- Perhaps over lunchtime period for those who want and cannot get here on a Saturday they also work on a Saturday morning.

3. Do you have any further suggestions?

- Overall I am delighted with the services offered and think we are very lucky to have such a wonderful surgery.
- Could on line repeat prescriptions be linked to e-mail i.e. of a request is declined to be informed accordingly. This happened recently and was not aware, which caused a problem at the chemist with Sarah. Wasn't aware had to check on line whether a prescription had been issued or declined?
- Happy with service in all areas.
- It's nice to have such a good facility with friendly staff on my doorstep!
- With 4 young school aged children I would like evening surgery to start a bit earlier so they can be seen straight after school if necessary.

February 2014.