

Yarm Medical Practice 2014 - Questionnaire results and action plan

Yarm Medical Practice with agreement from the PPG decided to base this year's questionnaire on internet services provided by the practice.

This questionnaire was placed on the website and publicised as part of the newsletter.

Questions and responses;

1) Do you find the internet services provided by the practice;

Very easy to use	51%
Easy to use	44%
Hard to use	2%
No response	3%

2) Are there any improvements to the website that you would like to be considered?

Some of the comments included;
"I find the navigation confusing, for instance there should have been a direct link from your email to this survey, instead of having to search the front page"
"No, it is clear and easy to navigate"
"I think it needs updating much more regularly"
"To be able to book appointments online"
"I think you should post all your policies so that patients can understand better how you function in areas like appointments"

3) Do you order your prescriptions on-line;

Yes	82%
No	17%

4) Are there any improvements to the online prescription ordering system that you would like to be considered

Some of the comments included;

“Email confirmation once the prescription is ready for collection”

“Occasionally I have ordered a prescription on-line and it has not been received by the practice – what can you do to prevent this from happening”

“No it is really simple, clear and easy to use”

“Make sure that the drug strength is correct in the retained memory information”

5) Were you aware that you can book certain clinic appointments online?

Yes	36%
No	63%

6) If you have used online appointment booking before, are there any improvements to the system you would like to suggest?

Some of the comments included;

“We are having difficulties logging onto Systmonline despite having registered at reception”

“Could not log into appointments online with my details”

“I have tried to login and found that I need a different password to my repeat prescription”

“Telling people it exists would be helpful”

The practice was encouraged that 95% of the respondents found the internet services easy or very easy to use. Some of the comments from patients would indicate that there is some difficulty in navigation of the website and clearly there are few users who are aware on the online appointment booking facility despite this being featured on the website. Action plan below;

Action plan:

What you told us;	What we will do;	Completion by;
You did not know that there was a system to access on line booking of appointments	We will advertise this service more widely in the practice and try to make the information regarding this service more visible on the website	Completion by end April 2014 (Posters already placed in the practice)
You have had difficulties in navigation of the website	We will review the website and attempt to make it more user friendly	Commenced March 14 Completion by June 2014
You felt there were some issues regarding incorrect medication being issued via online prescription services due to medication changes.	In conjunction with the Systmonline service for appointment booking, the practice aims to move all repeat prescription requests over to the same system. This will ensure that the same password is required for both services and the most up to date medication is available to select, as this will be pre-populated from the clinical system. In turn this will improve accuracy and minimise the risk of requests going missing	Commenced March 14 The practice aims to have a complete transfer of all patients onto the new system by the end of 2014
You asked that policies be included on the website regarding how the practice works in areas such as appointments	We feel that this would be beneficial to both patients and the practice and will look to pull together some guidance.	Completion by end 2014

