

Brinsworth & Whiston Medical Centres

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Patient Online Access Service Patient Questionnaire Results

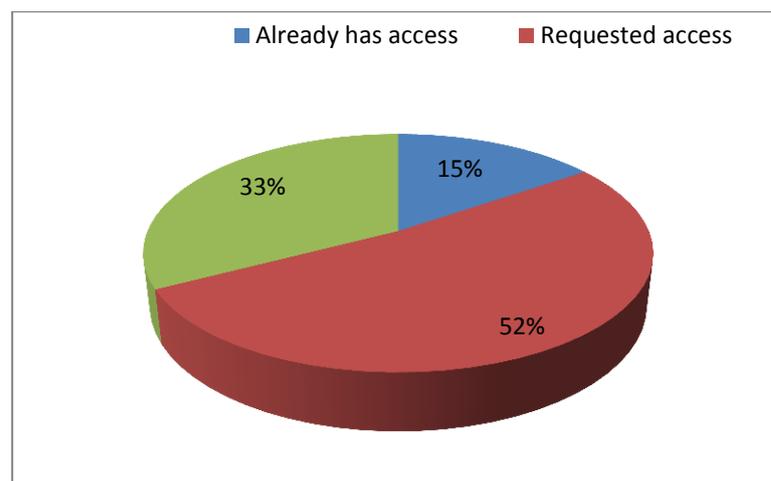
17th December 2016

Introduction

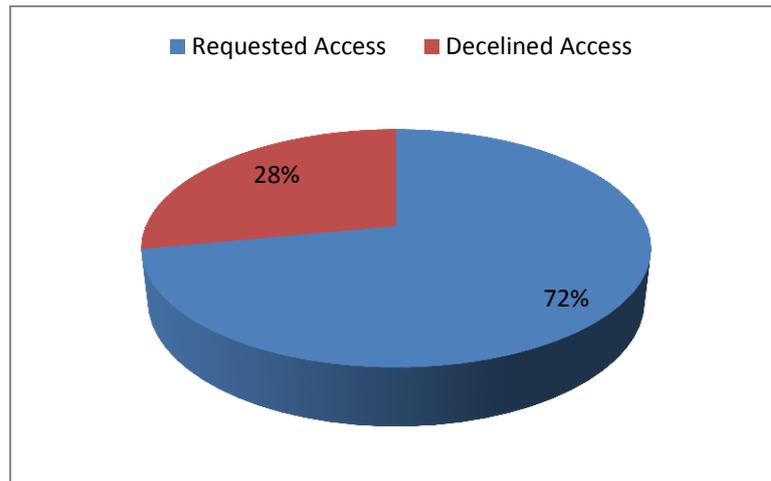
The practice wanted to seek patient feedback about online access services and to encourage patients to use these additional services that are now available. 74 patients completed the patient questionnaires.

Results

52 people (70%) were aware of the patient online access service. Only 8 patients (15%) currently use this service and all upgraded to full detailed access as a result. 27 patients (52%) signed up for the online access as a result of this patient questionnaire. 17 patients (33%) still didn't want access.



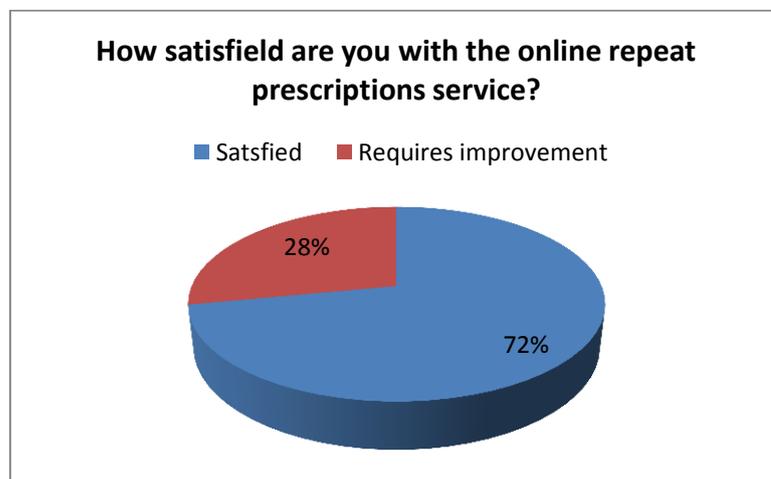
22 people weren't aware of the patient online services at all. As a result of this patient questionnaire 14 (72%) of those patients signed up to the full detailed online access service and 8 (28%) patients declined.

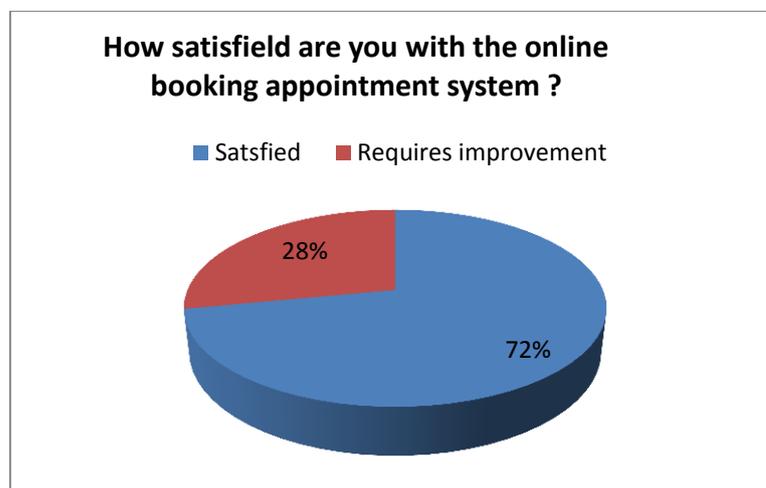


The eight patients that already use the online services, 87% said the service was easy to use and 13% said that it was not very helpful.

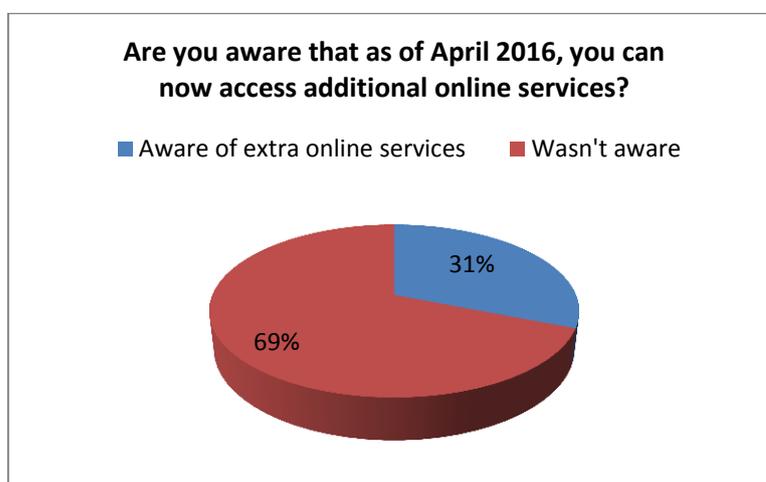


The patients are using the online services to order repeat prescriptions and to book appointments.





Out of the 74 patients it was clear that a good percentage of patients still weren't aware of the extra online access services that became available in April 2016.



The practice has already taken access to increased patients knowledge and encourages online access. Information has been displayed on our practice website, a leaflet is stapled to all printed prescriptions, posters are displayed within the practice and information has been included in our practice newsletters and local parish magazines. Reception staff are asking patients to complete this questionnaire which also in turn results in them signing up for access as well. Within Emis a good amount of patients are signed up for online services with a target of 10% to be reached by end of March 2016

The results do clearly show that we need to continue to drive and encourage patient to use online access.

Action still to be taken:

- Continue with patient questionnaire as it clearly encouraging patients to sign up for the service.
- Continue to attach leaflet to prescriptions.
- Include details again within future Newsletters
- Send a text message to all patients advising them of this additional service
- Increase appointment access for online patients

Practice to continue to monitor and seek patient feedback. Next review December 2017.