

Bridport Medical Centre

PPG Survey 2013 -2014 “Information” Results

Patient Survey 2013 - Information








If you were seeking information about your health, where would you prefer to get this information? (1 = most preferred, 5 = least preferred)

	1	2	3	4	5	Rating Average	Rating Count
GP	91.0% (505)	3.2% (18)	1.6% (9)	0.4% (2)	3.8% (21)	1.23	555
Pharmacist	9.2% (24)	41.2% (108)	23.7% (62)	13.0% (34)	13.0% (34)	2.79	262
Internet search	11.2% (28)	12.4% (31)	23.3% (58)	19.3% (48)	33.7% (84)	3.52	249
Family/friends	7.4% (18)	11.2% (27)	20.7% (50)	26.9% (65)	33.9% (82)	3.69	242
Other healthcare professional	16.3% (41)	32.7% (82)	24.7% (62)	12.0% (30)	14.3% (36)	2.75	251
answered question							567
skipped question							26

1 of 1

How do you prefer to read or hear about health related matters? (1 = least preferred, 5 = most preferred)

	1	2	3	4	5	Rating Average	Rating Count
On the Internet	34.2% (89)	16.2% (42)	16.9% (44)	6.5% (17)	26.2% (68)	2.74	260
On a mobile device (via the internet)	14.2% (26)	9.3% (17)	14.8% (27)	17.5% (32)	44.3% (81)	3.68	183
On a mobile device (via an app)	7.8% (14)	10.1% (18)	19.6% (35)	12.8% (23)	49.7% (89)	3.87	179
In a printed leaflet	41.6% (116)	28.3% (79)	15.4% (43)	9.0% (25)	5.7% (16)	2.09	279
Face to face	81.0% (371)	9.6% (44)	2.4% (11)	2.0% (9)	5.0% (23)	1.40	458
On a TV	17.2% (36)	15.3% (32)	23.0% (48)	20.6% (43)	23.9% (50)	3.19	209
On a display (posters/leaflets)	7.7% (16)	23.9% (50)	32.1% (67)	16.3% (34)	20.1% (42)	3.17	209
answered question							560
skipped question							33

How confident are you at searching for information via the internet?			
		Response Percent	Response Count
Extremely confident		19.6%	106
Very confident		14.3%	77
Confident		25.4%	137
Not very confident		14.8%	80
Not at all confident		25.9%	140
answered question			540
skipped question			53

Patient Survey 2013 - Information



If you answered "Not very confident/Not at all confident" how likely would you be to use an internet facility to search for health-related information if there was a staff member available to assist you?

		Response Percent	Response Count
Extremely likely		9.1%	28
Very likely		9.7%	30
Likely		20.4%	63
Not very likely		25.8%	79
Not at all likely		35.3%	109
answered question			309
skipped question			284

Patient Survey 2013 - Information



What information would you like us to make available at the surgery? (1= would very much like this information to be available, 5 = not at all interested in this information)

	1	2	3	4	5	Rating Average	Rating Count
Appointment system	71.6% (283)	15.9% (63)	4.8% (19)	2.3% (9)	5.3% (21)	1.54	395
Prescriptions/medication	60.8% (216)	22.0% (78)	9.0% (32)	3.7% (13)	4.5% (16)	1.69	355
Access to medical records	51.0% (172)	15.4% (52)	20.5% (69)	5.0% (17)	8.0% (27)	2.04	337
Long term conditions	47.6% (146)	17.3% (53)	20.2% (62)	7.5% (23)	7.5% (23)	2.10	307
Healthy living (smoking/diet/exercise)	39.2% (112)	20.6% (59)	19.2% (55)	9.8% (28)	11.2% (32)	2.33	286
Complaints/suggestions	34.1% (89)	20.3% (53)	22.2% (58)	12.8% (33)	10.7% (28)	2.46	261
Health promotion events	35.5% (102)	18.8% (54)	19.5% (56)	13.6% (39)	12.5% (36)	2.49	287
Local support organisations	39.9% (112)	21.0% (59)	16.7% (47)	12.8% (36)	9.6% (27)	2.31	281
Other (please specify)							5
answered question							532
skipped question							61

Patient Survey 2013 - Information



Have you accessed the Bridport Medical Centre website
(www.bridportmedicalcentre@gpsurgery.net)?

		Response Percent	Response Count
Yes		21.8%	125
No		56.6%	328
I was not aware there was a website.		21.9%	127
answered question			580
skipped question			13

1 of 1

Patient Survey 2013 - Information



If you answered "yes", for what purpose did you access the site?

		Response Percent	Response Count
For information		36.1%	48
To find out about services		22.8%	30
To order a repeat prescription		24.8%	33
To book/cancel an appointment		36.8%	49
Opening times		35.3%	47
Contact details		30.1%	40
Other (please specify)			5
answered question			133
skipped question			460

Patient Survey 2013 - Information



How would you rate the website?		Response Percent	Response Count
Excellent		12.9%	18
Very good		37.9%	53
Good		37.9%	53
Could be improved		8.6%	12
Poor		2.9%	4
		answered question	140
		skipped question	453

Patient Survey 2013 - Information



What age are you?		Response Percent	Response Count
Declined		17.8%	101
15 - 24		4.9%	28
25 - 34		5.7%	33
35 - 44		5.9%	34
45 - 54		10.6%	61
55 - 64		15.7%	90
65 - 74		19.7%	113
75 - 84		16.2%	93
Over 85		3.8%	22
answered question			575
skipped question			18

Patient Survey 2013 - Information



Please indicate your ethnic origin:		Response Percent	Response Count
Declined		7.5%	44
White british		87.9%	514
Irish		1.7%	10
Other white background		1.7%	10
White and black african		0.0%	0
White and asian		0.7%	4
Any other mixed background		0.2%	1
Indian		0.0%	0
Pakistani		0.0%	0
Bangladeshi		0.0%	0
Other asian		0.0%	0
Caribbean		0.2%	1
African		0.0%	0
Other black background		0.0%	0
Chinese		0.0%	0
Other ethnic group		0.0%	0
Not stated		0.2%	1
		answered question	585
		skipped question	8

“Information” Survey - Comments

Q5. Comments - What information would you like us to make available at the surgery?

- Tell carers about RETHINK for carers of Mental Health patients. It is a support organisation.
- Latest research findings for common conditions
- Try to avoid the surgery due to opening hours
- I thought it was already available at the surgery
- More appointments

(Q6. Have you ever accessed the Bridport Medical Centre Website? www.bridportmedicalcentre.gpsurgery.net)

Q7. Comments - If you answered "yes", for what purpose did you access the (web)site?

- To see the link to Facebook as I had heard about it.
- Tried but gave up after 5 attempts in 3 days.
- Will be accessing in the future.
- Tried, but couldn't get on to it. Wouldn't accept me.
- Had not accessed prior to receiving the Survey by post, simply accessed to see how user-friendly it is. Took some time to actually load the site as the original web address did not work.

Q9. Comments - What could we do to improve the site?

- Give us as much information as possible
- Look and feel very dated. No search. No information that would make you use it as a choice to look for health information. Out of date (latest news published Feb 13) Almost anything would improve it!
- Standardise the fonts - it looks messy with different font sizes, types and colours. Have a look at this one to compare: <http://www.nrmc.nhs.uk/> Move the top line menu (Our Services, Our Team etc) to the left hand side so you can then have drop-down lists which are clearer to use.
- Couldn't find the opening hours. Unimpressed. More friendly and patient founded. More info about the doctors. What specialist areas and knowledge do they have? Are there research programmes the practice is involved in?
- Photos of GP's and if possible of other staff.
- Make sure appointments work.

- When trying to book an appointment with my own GP, I had to wait 2 weeks. I prefer the continuity of care from my own GP.
- Allow more time to write things about a prescription before login times out and entire message is lost. It is infuriating.
- More background info about treating staff.
- The login easier to find.
- Publicise that you have one.
- Add links to related service providers.
- Make it possible to check appointments.
- Make it clearer.
- Easier.
- Make sections clearer.
- Passwords not very easy to remember.
- Let us know that it is there.
- Make it easier to access, incomprehensible.
- Nothing.
- It's great.
- Improve awareness of it as i didn't know i could use it.
- Should there not be a list of clinical staff and any particular specialisma.
- Better navigation please.