

## PARKLANDS PATIENT FORUM - ANNUAL SURVEY 2013

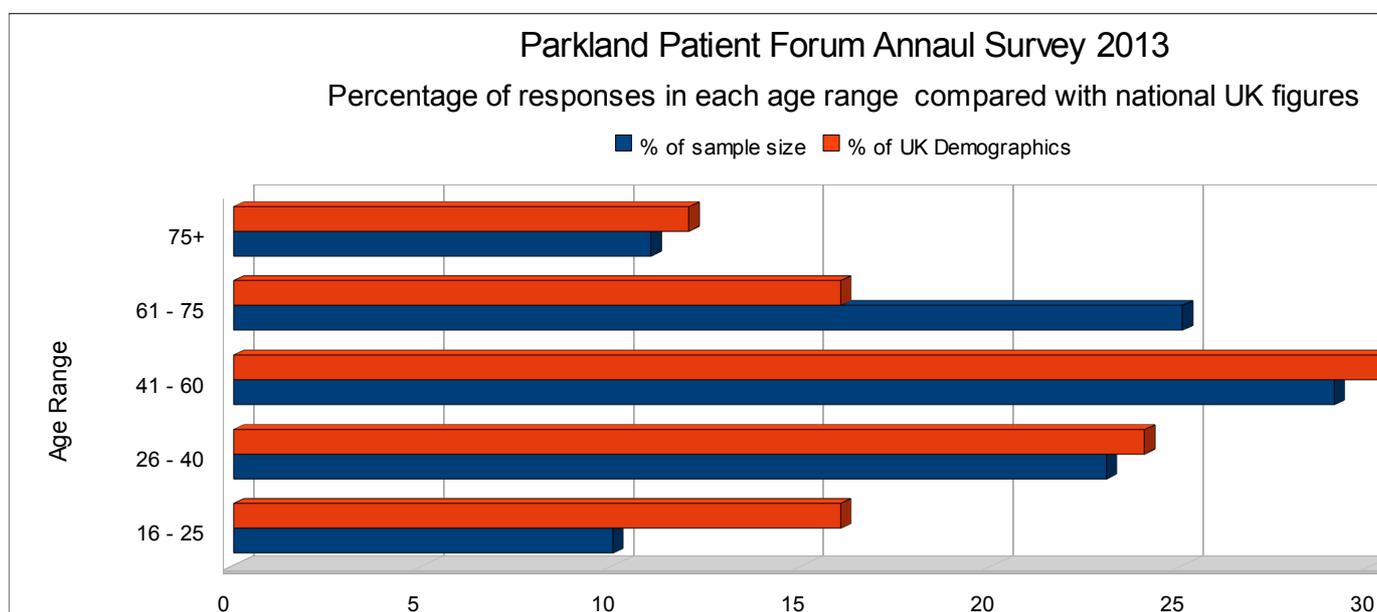
Parklands Patient Forum has been established to foster improved communication between the Practice and its patients. To ensure patients are involved in decisions about the range and quality of services provided. In line with this purpose an annual survey was commissioned by the forum to give clear direction around three issues highlighted as needing patients consultation and a response on. The data was collected and analysed in November 2013 and the findings and analysis of this data is set out below.

### Statistical Background:

The survey on the key questions was conducted at random from patients attending the surgery in the early part of November 2013. In total 657 responses were recorded. Given a surgery population of around 12,000 patients, and setting a confidence level of 95% (The standard for most surveys and a measure of confidence in the results obtained), this sample size gives a confidence interval  $\pm 3.72$ . This means that we can be confident that our survey results in percentage terms are accurate to within  $\pm 4\%$ .

The spread of responses for the age ranges set out in the questionnaire, conforms well to the actual demographic data for each of these age ranges as taken from the National Census for 2011. This information is set out in the graph below, and shows we can be confident that the quantity and quality of responses per age grouping is not biased or skewed in regard to age.

Age Range	Response: % of sample size	% of UK Demographics
16 - 25	70	10
26 - 40	152	23
41 - 60	188	29
61 - 75	165	25
75+	67	11
<b>Totals</b>	<b>657</b>	



**Key Conclusion:** The data and information arising from this survey are accurate and robust and can be applied with confidence over the whole patient population. The survey methodology, analysis and conclusions are good and can be trusted.

With this conclusion in mind let us move onto the actual data and graphs arising from this data for the three key question areas highlighted in the survey.

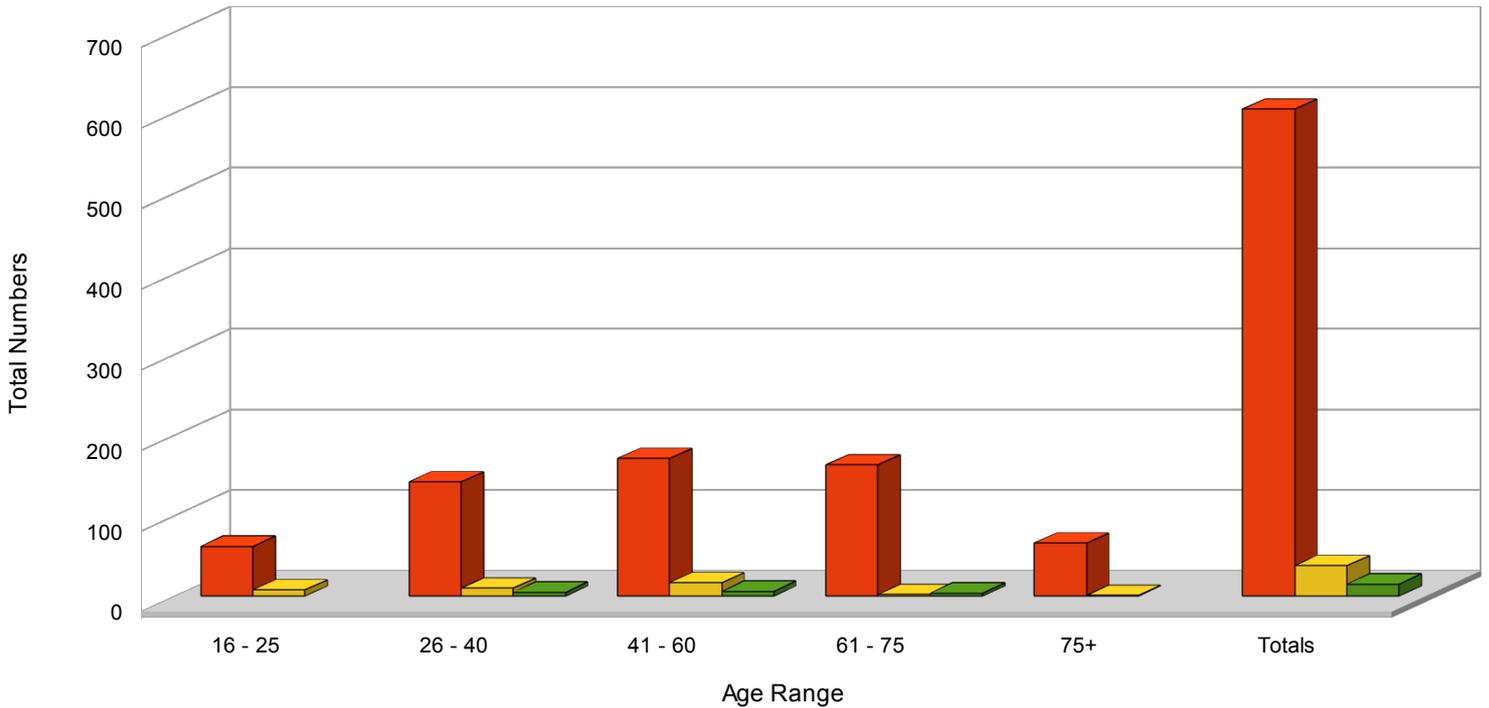
**Question 1.** Are you happy with the way you currently receive test results?

Age Range	Yes	No	No Response
16 - 25	62	8	0
26 - 40	142	10	5
41 - 60	171	17	6
61 - 75	163	2	4
75+	66	1	0
<b>Total</b>	<b>604</b>	<b>38</b>	<b>15</b>

Parklands Patient Forum Annual Survey 2013 - Question 1

Happiness at present way of receiving test results

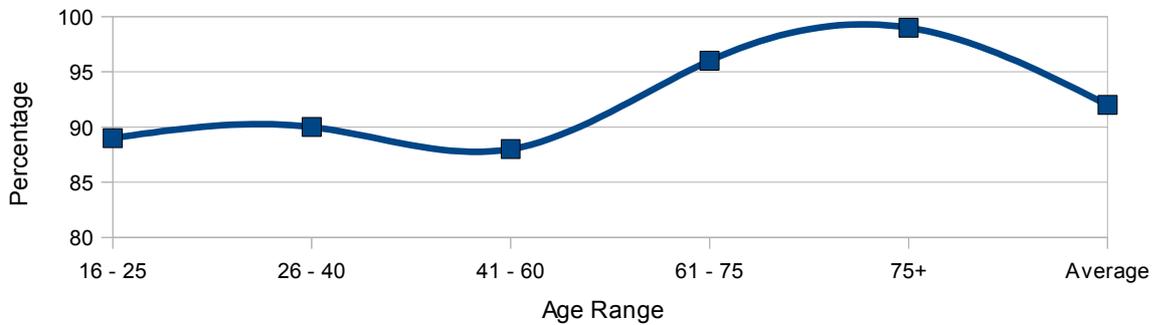
Yes No No Response



Parklands Patient Forum Annual Survey 2013 - Question 1

Percentage happy at present way of receiving results per age group

% Happy



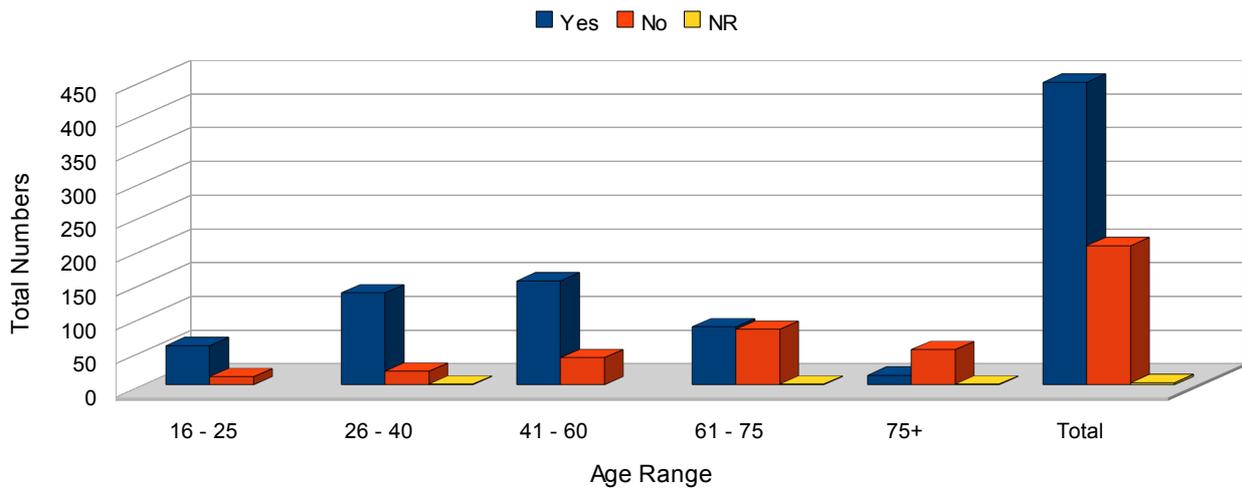
**Conclusions:** Regardless of age range, a good majority of patients are satisfied with the way they currently receive their test results, this seems to increase slightly with age.

**Question 1b.** If we offered you the ability to receive your result by text to your Mobile phone, would this interest you?

	Yes	No	% open to test result text service
16 - 25	58	12	83
26 - 40	136	20	87
41 - 60	154	40	79
61 - 75	86	82	51
75+	14	52	21
<b>Total</b>	<b>448</b>	<b>206</b>	<b>68</b>

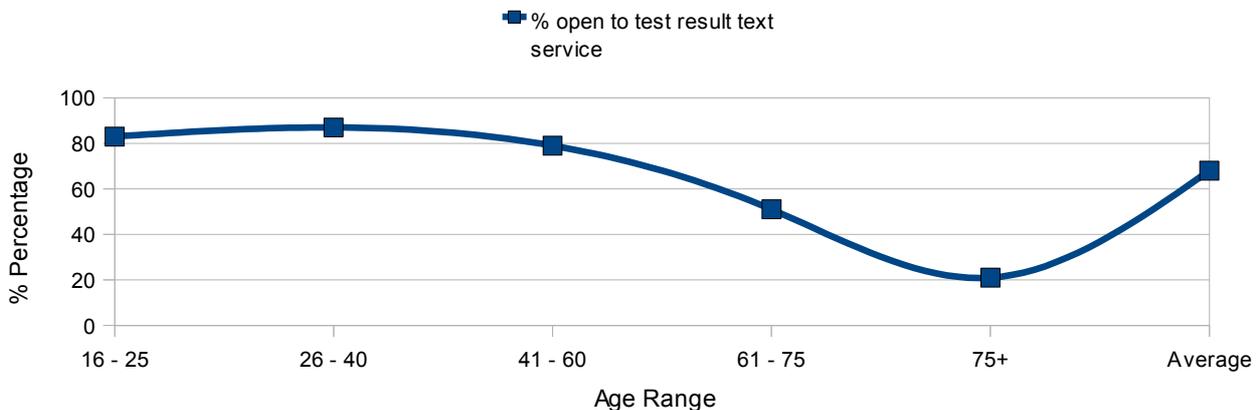
Parklands Patient Forum Annual Survey 2013- Question 1b

Willingness to receive test results by texting in future



Parklands Patient Forum Annual Survey 2013 - Question 1b

% willing to receive test results by mobile in future per age group



**Conclusions:** The interest in being offered the option to receive test results by mobile phone texting service vary greatly across the spread of age ranges. For those under 60 years of age, this seems to be a largely acceptable option. But for those aged 60 and above the appeal of receiving test results by a mobile phone texting service drops off appreciably with age.

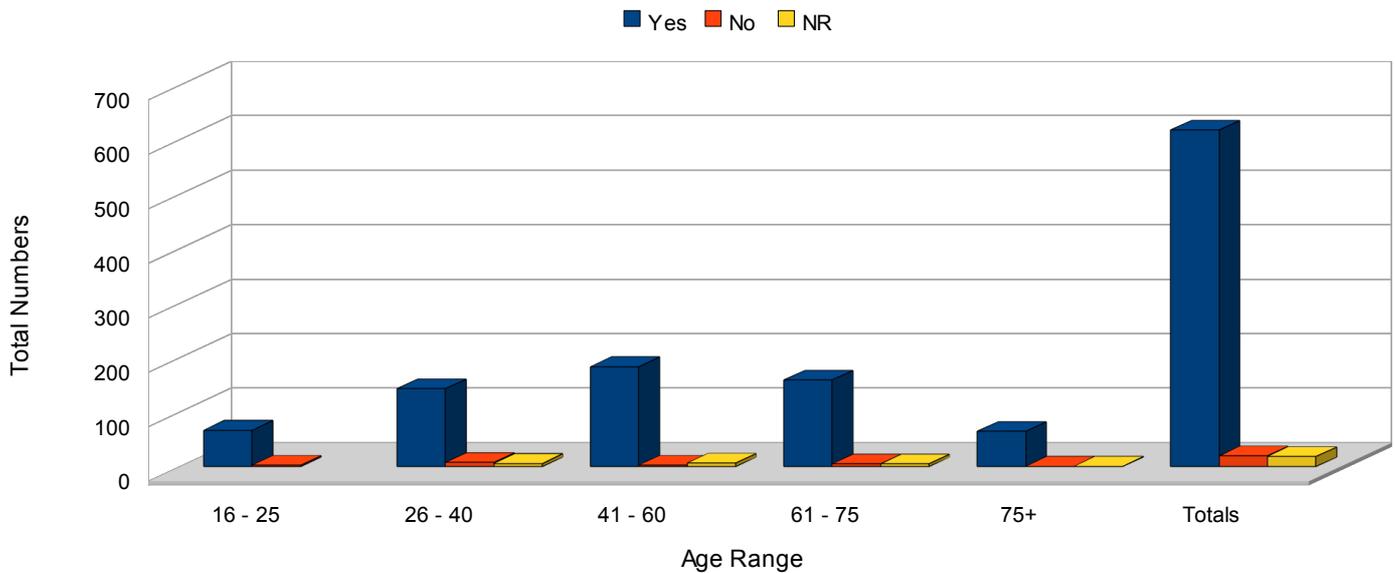
The option of offering this service **in addition** to the present service may be of appeal to some, especially of the younger generations, and may increase still further the levels of satisfaction with the present method of communicating test results. There may be some merit in considering this as an additional option.

**Question 2.** Due to building work we have had to move to a one-way system in the car park, does this suit you?

Age Range	Yes	No	% suited by new one-way system in car park
16 - 25	67	3	96
26 - 40	143	8	91
41 - 60	184	3	95
61 - 75	159	5	94
75+	65	1	97
<b>Totals</b>	<b>618</b>	<b>20</b>	<b>94</b>

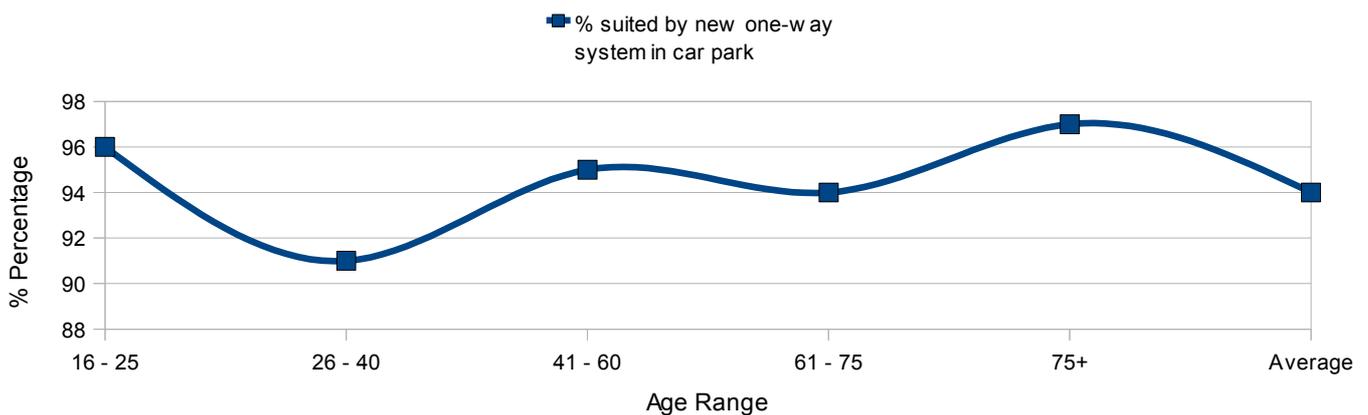
Parklands Patient Forum Annual Survey 2013 - Question 2

Suitability of a one-way system in the car park



Parklands Patient Forum Annual Survey 2013 - Question 2

% positive approval of new one-way system in car park per age range



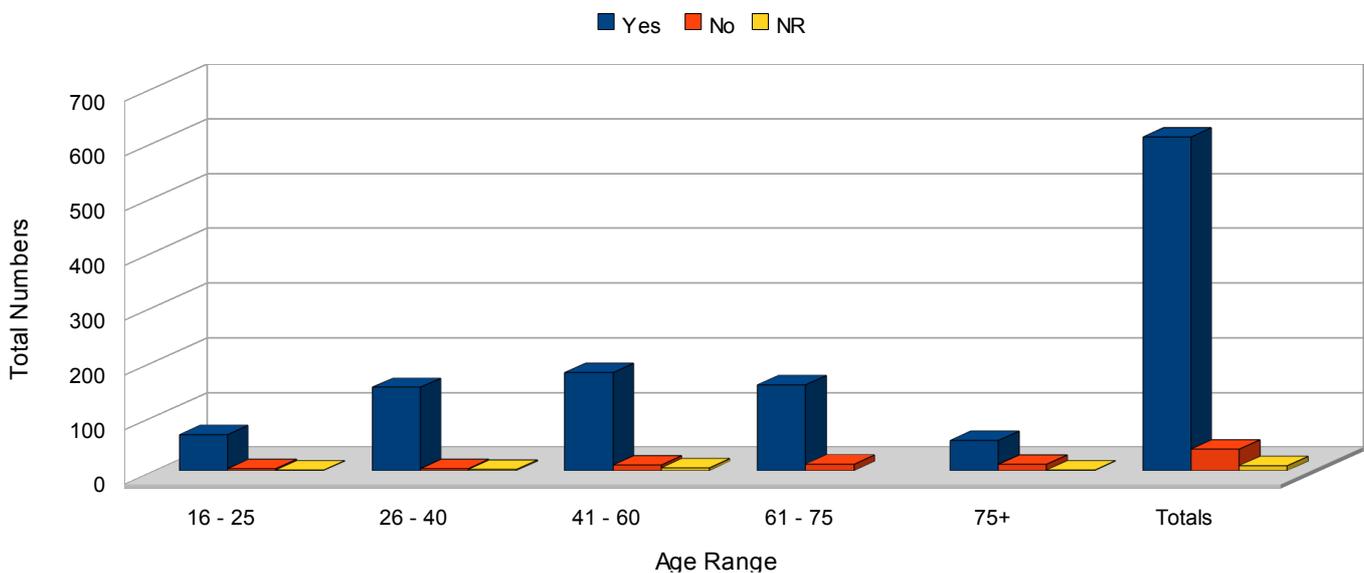
**Conclusions:** The enforced one-way system during the recent building works was to a great degree welcomed by the vast majority of patients regardless of age. It would seem prudent to consider applying the new one-way system to the car park on a permanent basis in the future.

**Question 3.** You may have noticed that Rowlands Pharmacy, which is a separate organisation to the Surgery, is being extended. This expansion may mean the Pharmacy will open at different times. Would you use the Pharmacy if it opened in line with Surgery times (8 – 6.30 pm on weekdays and 8 – 12.30 on Saturday mornings)?

Age Range	Yes	No	%	Indicating using Rowlands Pharmacy if opened at expanded times to correlate with surgery opening hours
16 - 25	66	3	94	
26 - 40	152	3	97	
41 - 60	179	10	92	
61 - 75	157	12	93	
75+	55	11	82	
<b>Totals</b>	<b>609</b>	<b>39</b>	<b>93</b>	

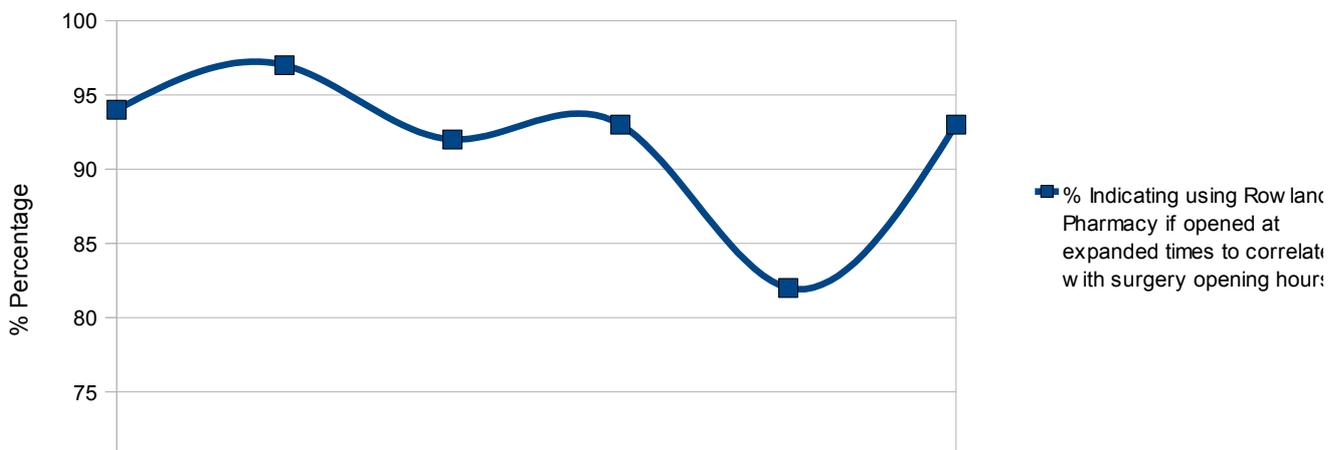
Parklands Patient Forum Annual Survey 2013 - Question 3

Postive response to using Rowlands Surgery if opened in line with surgery times



Parklands Patient Forum Annual Survey 2013 - Question 3

% expressing a desire to use pharmacy if open in line with surgery times per age range



**Conclusions:** There seems to be an overall indication that patients would like to see and use the adjacent Rowlands Pharmacy if this was open at times that correlate with the extended surgery opening hours. The only appreciable drop in interest was in the over 75 age range, but even here interest was still well above 80%. Rowlands Pharmacy need to be engaged to investigate possibilities of longer opening hours in line with surgery timings.