

The Cottons PPG Survey – 26th Oct and 2nd Nov 2019

Results

Survey Questions

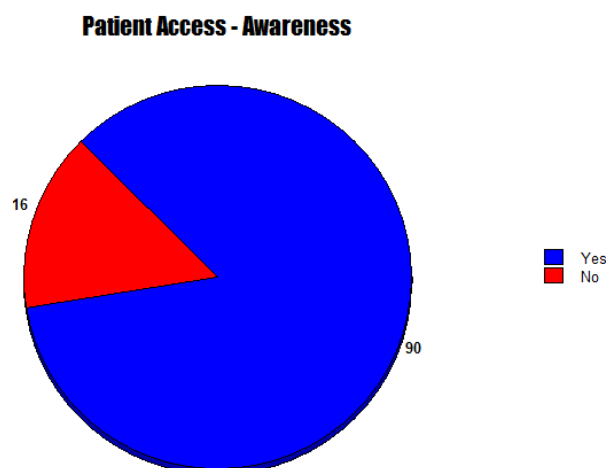
- 1) Patient Access - Are you aware of Patient Access?
- 2) Patient Access - If “ Yes” do you use it?
- 3) DoctorLink - Are you aware of DoctorLink?
- 4) DoctorLink - If “ Yes” are you signed up ?
- 5) The Hub - Extended GP Access - Are you aware of GP Extended Access appointments for East Northants at “The HUB” (Harborough Fields Surgery, Rushden)?
- 6) OnLine Consultation - If the Surgery were to offer and Online Audio /Video Consultation service with a GP would you use it?

Response

106 forms were returned and the results collated and summarised using Microsoft Forms Survey (Survey results viewable [here](#)). Questions 2) and 4) requested comments and these have been collated and grouped in the attached appendices.

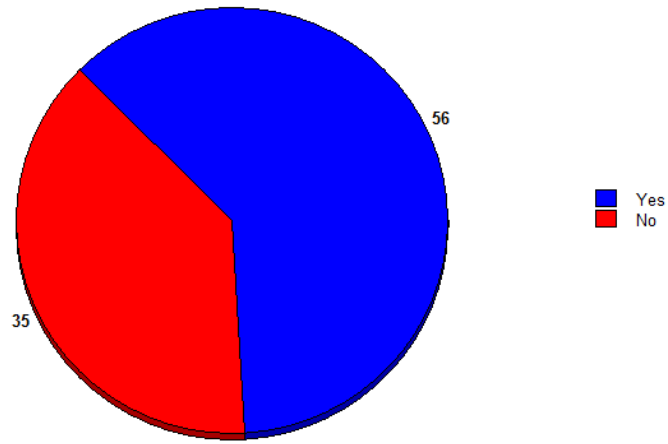
Results (Figures shown on the charts are number of respondents)

- 1) Patient Access - Are you aware of Patient Access?



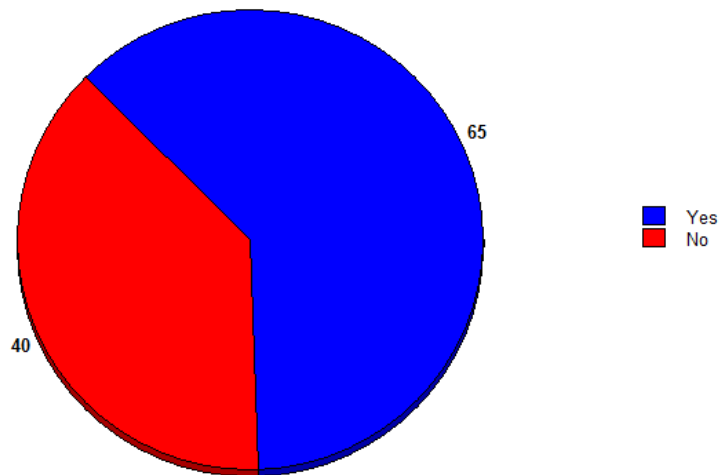
2) Patient Access - If "Yes" do you use it?

Patient Access - Do you use it ?



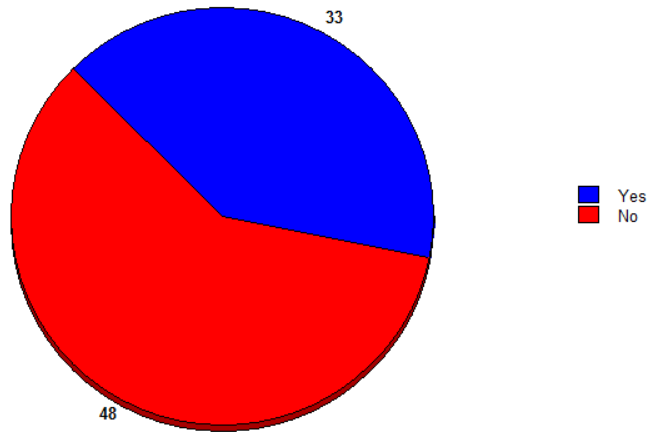
3) DoctorLink - Are you aware of DoctorLink?

DoctorLink - Awareness



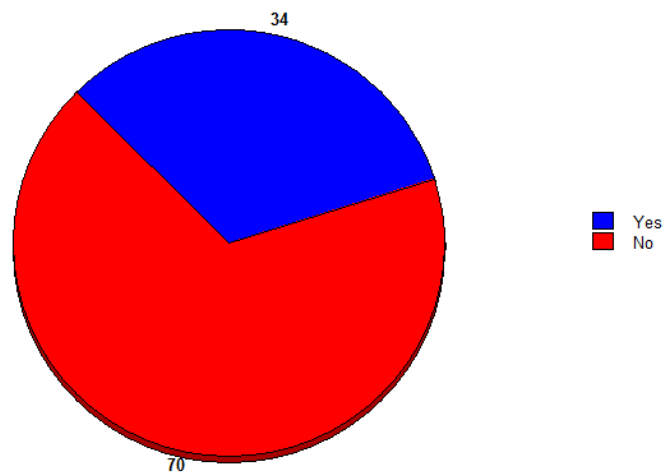
4) DoctorLink - If “ Yes” are you signed up ?

DoctorLink- Are you signed up ?

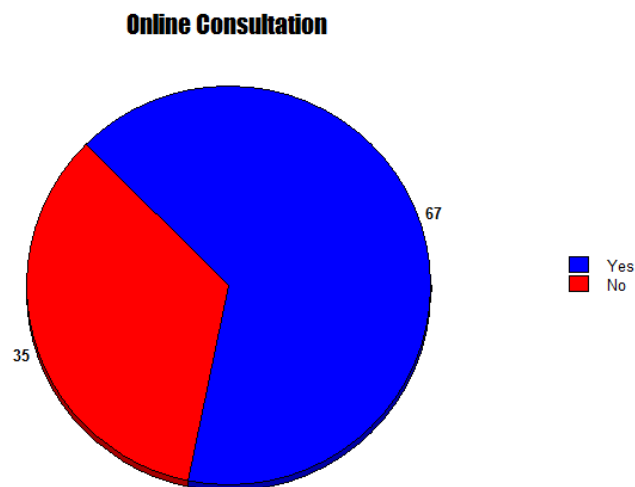


5) The Hub - Extended GP Access - Are you aware of GP Extended Access appointments for East Northants at “The HUB” (Harborough Fields Surgery, Rushden)?

The Hub Extended GP Access - Awareness



6) OnLine Consultation - If the Surgery were to offer and Online Audio /Video Consultation service with a GP would you use it?



Appendices – Comments on Patient Access and DoctorLink

The attached two appendices contain comments made by the patients surveyed and as written on the forms. The comments have been grouped using the following codes:-

1. Will use in the Future
2. Unaware
3. Problems using
4. Not needed
5. Prefer Personal Consultation
6. Lazy or have not looked at it
7. Computer illiterate/ No Computer/ No Internet
8. Other

Conclusions

Patient Access :

Of the 106 Patients surveyed 90 (84%) were aware of the Patient Access Facility and of those 56 (62% used it.

DoctorLink:

Of the 106 Patients surveyed 65 (61%) had heard of DoctorLink and 33 (50%) had signed up to use it

The HUB – GP Extended Access:

Of the 106 Patients surveyed only 34 (32%) were aware of the HUB

ON Line Consultation:

Of the 106 Patients surveyed 67 (61%) were in favour of an OnLine Consultation facility

Appendix -1 COMMENTS FOR :- Patient Access

Comments	Code
Didn't know about it	2
I dont know about it	2
Not aware	2
Always have problems	3
Forgot password and can't reset password	3
I have trouble logging in -It won't accept my Log in details	3
Don't need it	4
Don't need to	4
Do't need to	4
haven't needed to	4
Never needed to	4
No need	4
not needed	4
Not needed to use it	4
Prefer human contact	5
Prefer personal contact websites always ask questions I won't answer	5
Prefer to ring	5
I really dont have time to get my laptop out etc. I am a full time carer for my husband	6
Computer unreliable	7
do not have internet	7
No Computer	7
not IT Lit	7
?	8
Too many questions	8

Appendix -2 COMMENTS FOR :- DoctorLink

Comment	Code
Will use it in future	1
Will do	1
Will check it out. Could be very useful	1
Will be looking at doing so	1
Wasn't aware	2
Not sure what it is	2
Not looked into it	2
Not come across it	2
Not aware what DoctorLink is	2
not aware until 26/10/19	2
Not aware of it	2
Not aware of it	2
not aware	2
Don't what is it for	2
Didn't know about it	2
Tried but cant use it but will try again	3
I've downloaded the App but wasn't sure if I needed a code/authorisation code	3
I'm a technophobie	3
I really dont have time to get my laptop out etc. I am a full time carer for my husband	3
Don't understand it	3
Difficult to use	3
Not needed yet	4
Not needed sofa	4
Not needed at present	4
Not necessary	4
Never needed to	4

Havent needed to	4
Rather have face to face consultations	5
Not got round to it. Rarely at the doctorsso the opportunity to sign up has not arisen yet	6
Not got round to it	6
No chance to	6
Lazy	6
Not computer literate	7
No computer	7
?	8
?	8