

# Lonsdale Medical Centre

## Technology Survey

Results

December 2016

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[www.lonsdalemedicalcentre-kent.nhs.uk](http://www.lonsdalemedicalcentre-kent.nhs.uk)

## **Introduction**

The patient survey was issued during November 2016 through to February 2017 and was available in paper form at the surgery and online via 'Survey Monkey'.

It was a 'technology' survey as the surgery is interested in determining how much our patients use technology to interact with the surgery and if they would be interested in accessing more information if recommended by the doctors.

For this to have an impact the surgery wanted to establish the level of usage of technology by our patients and their preferred choices of websites/media.

This will affect the types of information that our patients are given or directed to in the future by our clinical staff.

We would like to thank all those patients who completed the survey.

## **Summary of Results**

Clearly many of our patients own or have access to a mobile phone/ipad and computers with the majority claiming to use these regularly and with a high level of confidence.

The results showed that a significant number of patients are already using online access to request repeat prescriptions and book appointments with the doctors and these are the most popular reasons for accessing the Lonsdale Medical Centre website.

Of the patients using the website for health related issue, the majority of patients access the NHS choices website and Patient.co.uk. The other site most frequently viewed was Google and one respondent accessed a USA site as they claimed it provided more detail than UK sites.

It was encouraging to note that the majority of patients were likely to use health apps if their doctor were to recommend them. Currently the most popular apps that our patients view are related to exercise and/or diet and mental wellbeing.

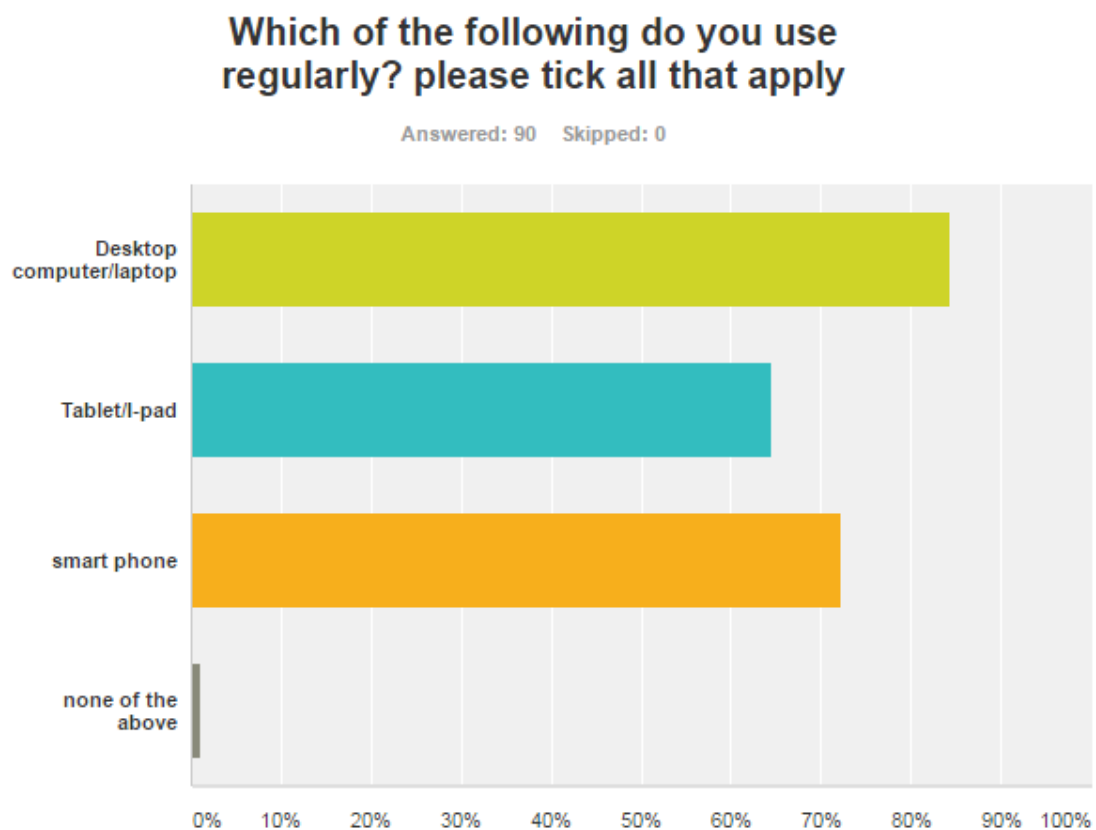
The surgery sends out appointment reminders via patients' mobile phones. These are sent out immediately the appointment is booked and also 2 days before the actual appointment. This reduces the number of DNA (did not attend) appointments and we would like to encourage patients to use this reminder system.

It was encouraging to note that the number of patients both using this system and wanting to use this system in the future was the majority of respondents and the surgery has taken a note of mobile phone numbers for those patients who wish to be reminded of appointments in the future.

We also noted those patients who would like newsletters and updates sent via email.

The gender and age demographic is the last visual and shows that more women than men completed the survey and the majority of patients were in the 41 – 80 years of age.

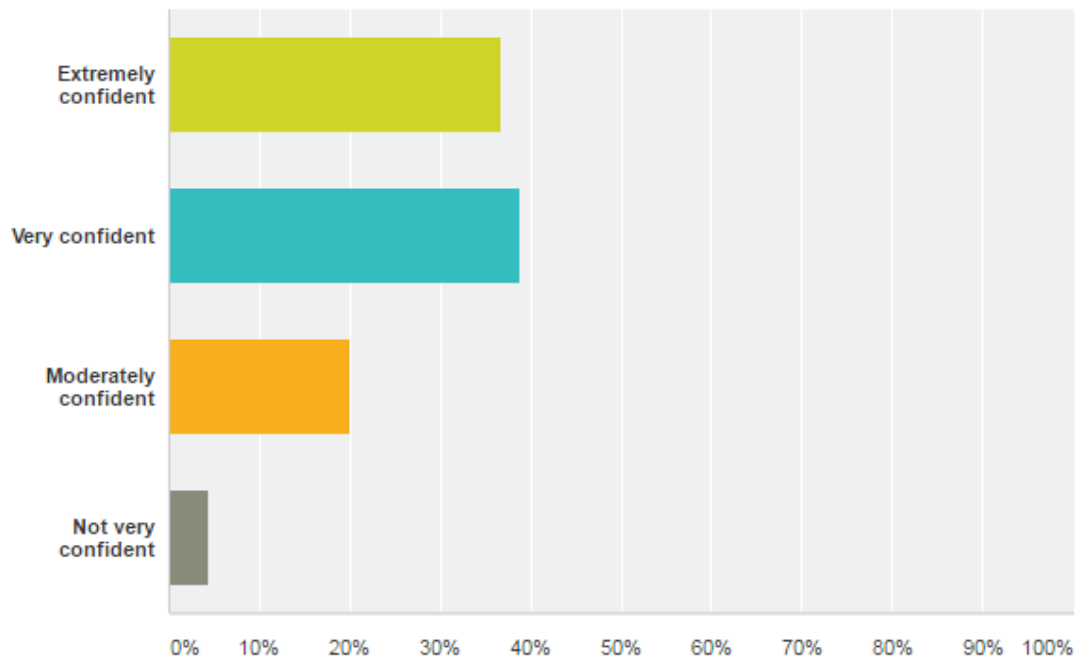
The results of the survey are presented below:



Answer Choices	Responses
Desktop computer/laptop	84.44% 76
Tablet/l-pad	64.44% 58
smart phone	72.22% 65
none of the above	1.11% 1

## How confident are you in using computers / mobiles?

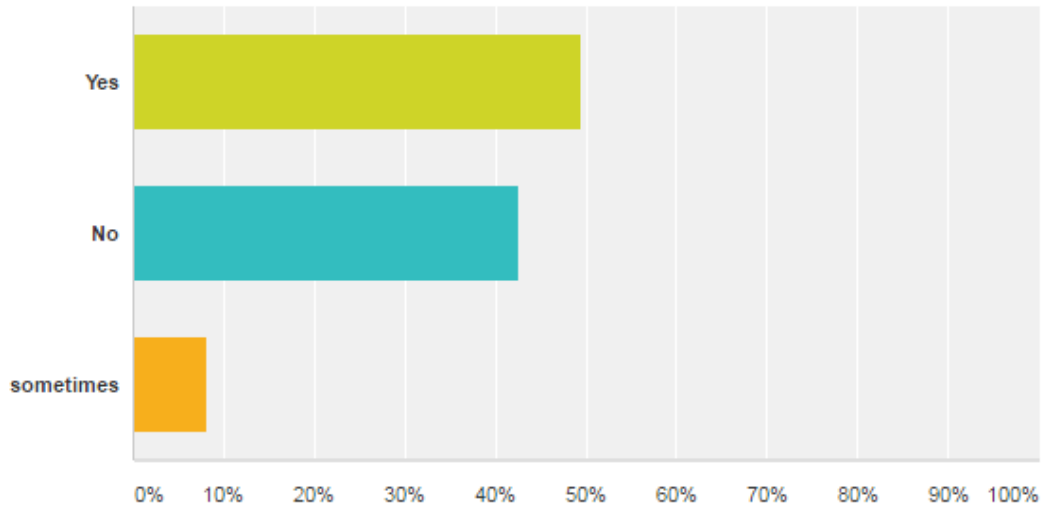
Answered: 90 Skipped: 0



Answer Choices	Responses
Extremely confident	36.67% 33
Very confident	38.89% 35
Moderately confident	20.00% 18
Not very confident	4.44% 4
Total	90

## Do you order your prescriptions and/or book doctors' appointments online via Patient Access?

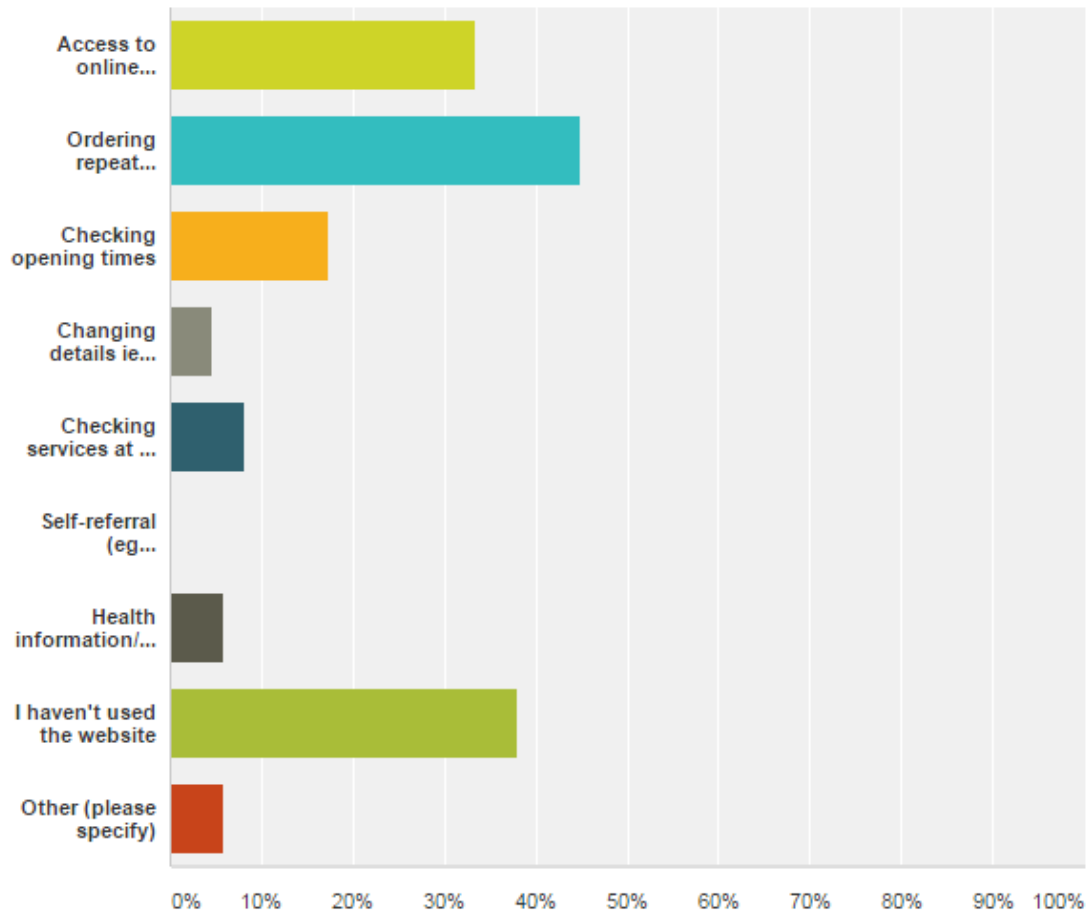
Answered: 87 Skipped: 3



Answer Choices	Responses
Yes	49.43% 43
No	42.53% 37
sometimes	8.05% 7
Total	87

## What do you use the Lonsdale Medical Centre website for? please tick all that apply

Answered: 87 Skipped: 3

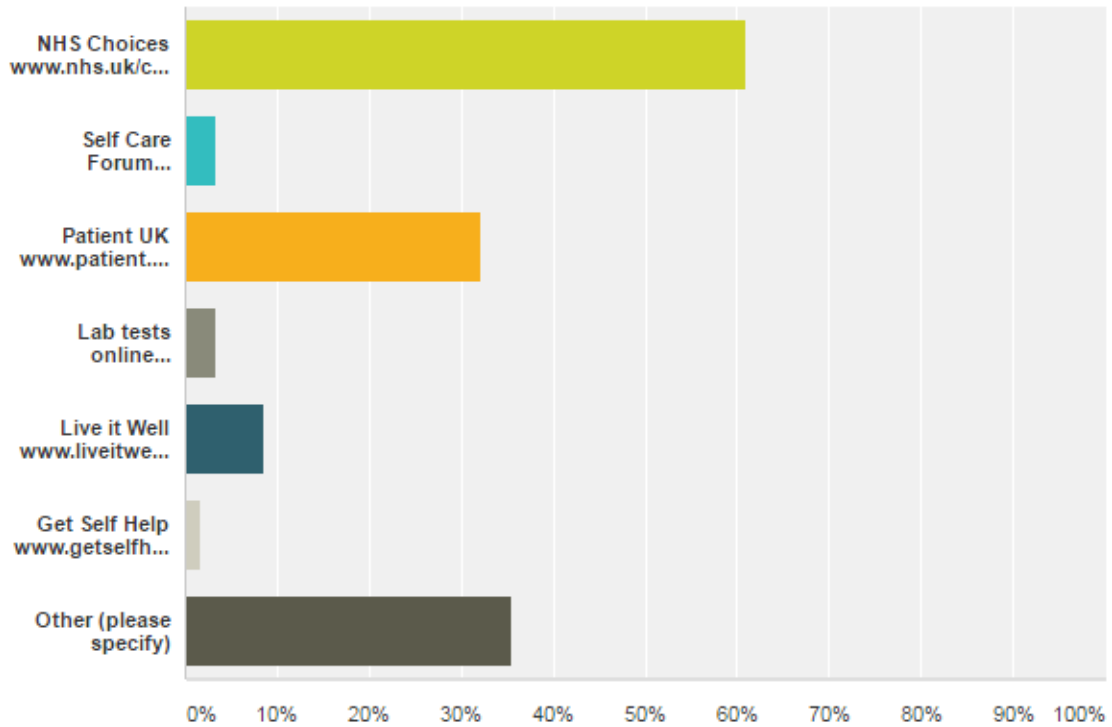


Answer Choices	Responses
Access to online appointment booking	33.33% 29
Ordering repeat prescriptions	44.83% 39
Checking opening times	17.24% 15
Changing details ie address, phone numbers	4.60% 4
Checking services at the practice	8.05% 7
Self-referral (eg psychological therapies)	0.00% 0
Health information/guidance	5.75% 5
I haven't used the website	37.93% 33
Other (please specify)	5.75% 5

- Please see appendix

## Do you use any of the following websites for health related information? please tick all that apply

Answered: 59 Skipped: 31

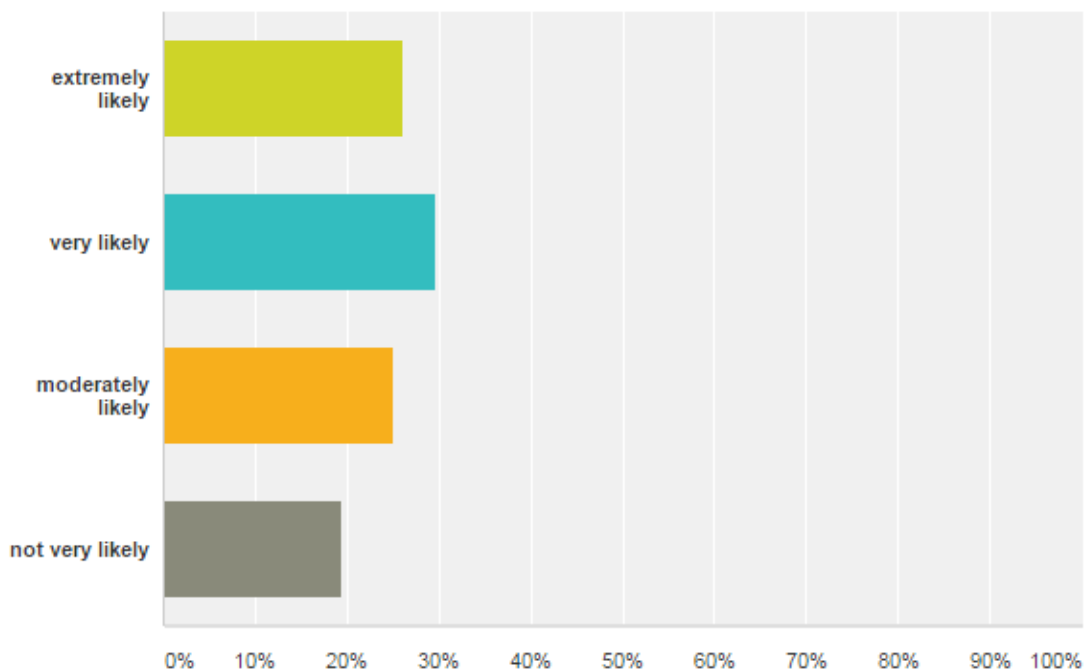


Answer Choices	Responses
▼ NHS Choices <a href="http://www.nhs.uk/conditions">www.nhs.uk/conditions</a>	61.02% 36
▼ Self Care Forum <a href="http://www.selfcareforum.org/fact-sheets">www.selfcareforum.org/fact-sheets</a>	3.39% 2
▼ Patient UK <a href="http://www.patient.co.uk">www.patient.co.uk</a>	32.20% 19
▼ Lab tests online <a href="http://www.labtestsonline.org.uk/understanding">www.labtestsonline.org.uk/understanding</a>	3.39% 2
▼ Live it Well <a href="http://www.liveitwell.org.uk">www.liveitwell.org.uk</a>	8.47% 5
▼ Get Self Help <a href="http://www.getselfhelpco.uk">www.getselfhelpco.uk</a>	1.69% 1
▼ Other (please specify) <span style="color: blue;">Responses</span>	35.59% 21
Total Respondents: 59	

- Please see appendix

## How likely are you to use any health apps if they were recommended by GPs?

Answered: 88 Skipped: 2

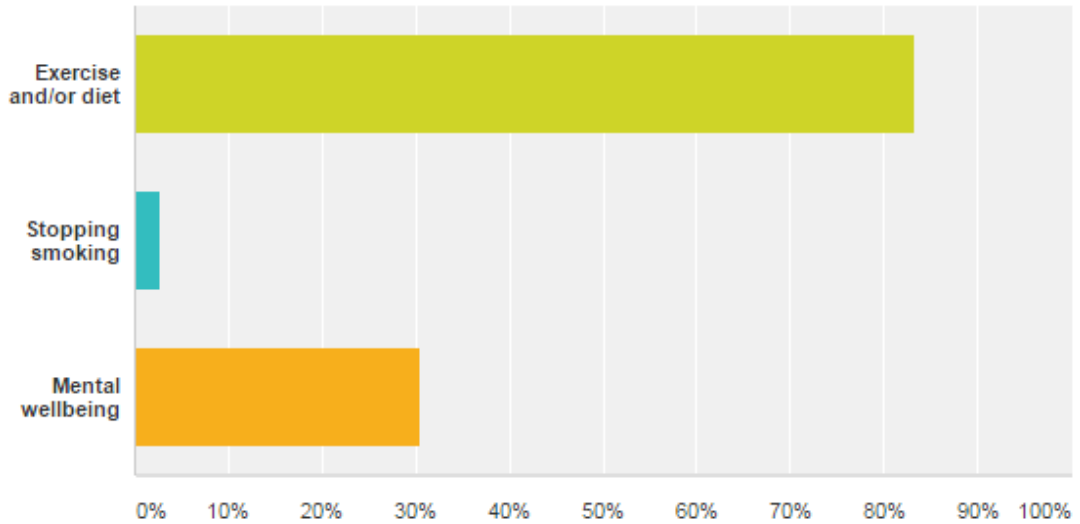


Answer Choices	Responses
extremely likely	26.14% 23
very likely	29.55% 26
moderately likely	25.00% 22
not very likely	19.32% 17
Total	88



**Have you used a health app to help with any of the following and how helpful did you find it? please tick all that apply and use the 'other' box at the bottom for comments**

Answered: 36 Skipped: 54

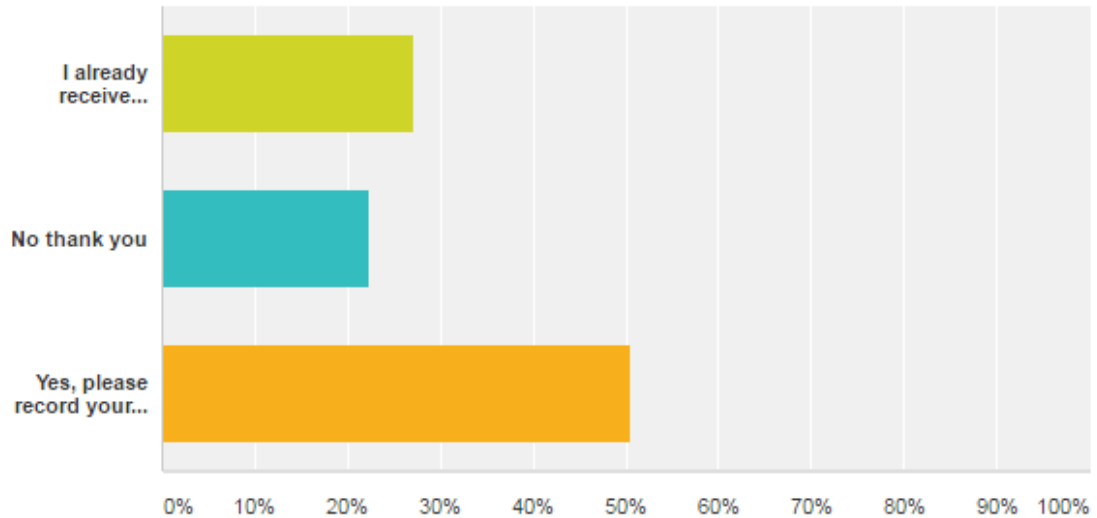


Answer Choices	Responses
Exercise and/or diet	83.33% 30
Stopping smoking	2.78% 1
Mental wellbeing	30.56% 11
Total Respondents: 36	

- Please see appendix

## Would you like to receive appointment reminders via a text message?

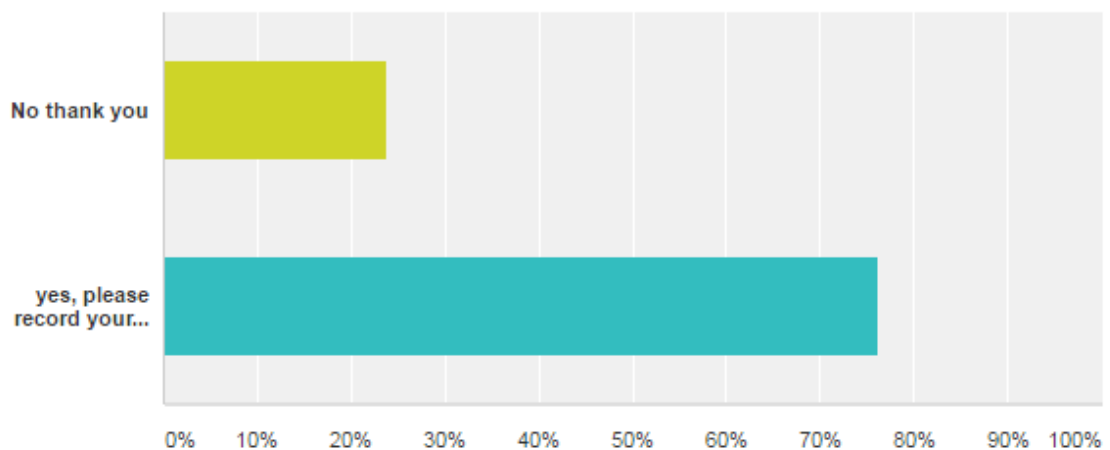
Answered: 85 Skipped: 5



Answer Choices	Responses	Count
I already receive reminders by text	27.06%	23
No thank you	22.35%	19
Yes, please record your mobile phone number	50.59%	43
Total		85

## Would you like to receive practice newsletter and updates by e-mail?

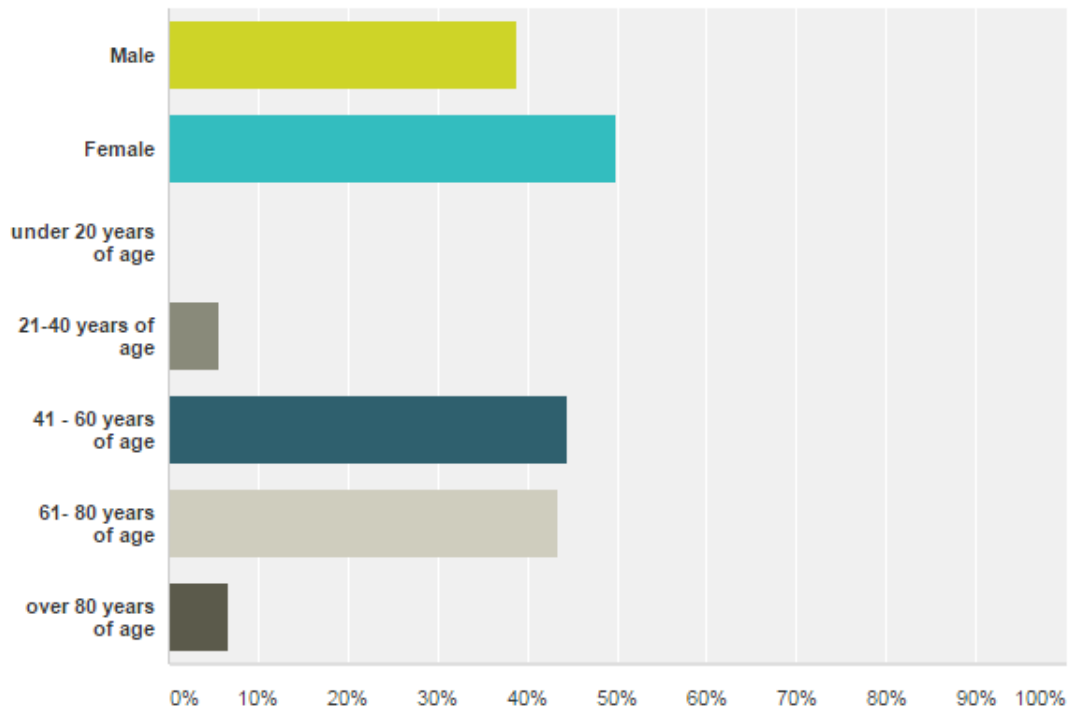
Answered: 88 Skipped: 2



Answer Choices	Responses	Count
No thank you	23.86%	21
yes, please record your name & email address	76.14%	67
Total		88

## Please tick the relevant boxes below for age and gender.

Answered: 90 Skipped: 0



Answer Choices	Responses
Male	38.89% 35
Female	50.00% 45
under 20 years of age	0.00% 0
21-40 years of age	5.56% 5
41 - 60 years of age	44.44% 40
61- 80 years of age	43.33% 39
over 80 years of age	6.67% 6
Total Respondents: 90	

## **Appendix 1**

### **List of responses to the 'other' sections of Q3, Q4 and Q7**

#### **Q3. Do you order your prescriptions and/or book doctors' appointments online via Patient Access?**

'Other':

Emails

Only prescriptions

Sometimes doctor's appointments are not available

I would do always, but Patient Access is not very reliable

Email

And phone if more urgent

I email the surgery directly for repeat prescriptions

#### **Q4. What do you use the Lonsdale Medical Centre website for?**

'Other':

None

Would, however use as point of reference if necessary. Patient Access provides most requirements

Order repeat prescriptions by email

Checking appointments made manually

I use Patient Access for apt & repeat prescriptions

#### **Q5. Do you use any of the following websites for health related information?**

'Other':

None/do not use any health website (8 responses)

Google (8 responses)

Are these on your website/a hand-out?

To follow up any symptoms for more information

USA based sites that typically provide greater detail than UK sites

Do not use online for diagnosis

#### **Q7. Have you used a health app to help with any of the following and how helpful did you find it?**

Comments:

No/never (12 responses)

Alternative health remedies (plant etc)

Not very useful as I did not use regularly enough

Very helpful

Don't use apps

Also used drink wise, both are helpful

The health app on my i-phone to check 10,000 steps a day

**If you would like any further information or have any queries about this survey, please hand them to reception for the attention of Ann Lee, alternatively please email [ann.lee4@nhs.net](mailto:ann.lee4@nhs.net)**