**Kings Head Medical Practice Patient Reference Group (PRG)**

**Summer 2020**

We had an 85% response rate from the Summer 2020 PRG questionnaire. We emailed the patients on our current PRG list as we found it the most effective way to communicate with the group during the Covid-19 pandemic. A total of 4 questions were asked regarding the Kings Head Medical Practice new website.

Overall the group feedback was positive and patients were pleased that the surgery had a website with more detailed information and online services. Question 1 ‘Did you find our website easy to find online?’ 100% of the participants said that our website was easy to find.

On question 2 ‘Did you find it easy to navigate around website/was it user friendly?’ -The percentage fell slightly but remained positive with 98% of the responses agreed that navigation was easy and information that they looked for was readily available.

During the Covid-19 pandemic online services have increased in popularity and we have seen an increase in requests for online access. This is evident in the PRG feedback we received when the survey asked ‘Would you in future prefer to submit online forms without the need to visit the surgery?’ -We received a higher than expected result of 82% of patients preferring to access services online rather than coming to the surgery.

In our final question regarding ‘e-Consult, the online platform enabling you to submit a short form when needing to ask a Clinician a medical question or the Practice team an administration query, without having to book an appointment at the surgery?’ -Therefore saving the patient from visiting the surgery or waiting for a telephone call back. 84% of participants found this to be a useful option to have at their convenience. As a result there has been an increase in the use of this service since our website has been live.

We would like to thank all those who have participated. As an organisation that puts our patients first we appreciate the constructive feedback received.

Our questionnaires are a vital tool that enables all working within the practice to gain honest opinions of the patients who use our service. They allow us to evaluate all feedback we receive and endeavour to improve where required.

Our next questionnaire will take place in second quarter of 2021. If any patients wish to be included in our PRG email group, please submit an online PRG form via our website or leave your email address with reception staff.