

Local Care Record Development Board HTMC Practice Staff Questionnaire 28th March Comments

1. Please circle which of the following you feel best describes the recruitment of patients to the record access programme. It is:

Time constraints

2. Please write, in the box below, approximately how many patients you recruit per week

pin numbers are allocated - amount not known of patients who actually sign up

not sure pat's only seem to ask when Dr Hannan is here

5-6

N/A, I do not deal with patients face to face

not sure

3. Was recruiting patients a significant problem for receptionists? If you answered yes, please use the box below to explain the reasons why:

because we didn't know enough about how the system worked and could not answer the queries
i get the impression because reception has suggested it, it's a 'gimmick' but with a dr suggesting it its taken more seriously

4. Please use the space below to suggest any ideas about how the recruitment service could be improved?

not sure

not sure what could be done

maybe once a month have a 'drop in centre'?? to explain for the 'computer virgins' on how to access this or everything is explained rather than give pt's the printed information to go off and read about it.
staff hearing a patient talk about the benefit of having this service.

none

5. Please tick which of the following you feel best describes what happens once patients have been recruited. There are:

which we can't answer as we don't know the answers

Better now there is a specific staff member to refer to.

8. Please use the box below to make any suggestions about ways in which the system could be made easier.

do a questionnaire for the patient's asking them about problems they may have encountered