

Brooklyn Medical Practice Patient Participation Group

A big THANK YOU to those patients who took the time to complete our recent survey on 'missed appointments' and a 'text message reminder service'.

There were over 300 surveys handed out and we had a total of 214 surveys completed. The response was fantastic and the results very encouraging. Please see the results below.

Question 1 – Do you have a mobile phone?

Answers - YES = 208
NO = 6

Question 2 – If you have a mobile phone, do you keep it switched on?

Answers - YES = 194
NO = 16
N/A = 4

Question 3 – If you have a mobile phone, do you check it regularly for messages?

Answers - YES = 191
NO = 19
N/A = 4

Question 4 – Do you think that text reminders for appointments are a good idea?

Answers - YES = 198
NO = 14

Question 5 – Would you be interested in getting a text reminder?

Answers - YES = 170 (80%)
NO = 26 (13%)
MAYBE = 14 (7%)

(For those few boxes that were not ticked or missed, they have been excluded from calculations. Percentage calculations have all been rounded up to the whole number for demonstration purposes)

In view of the positive results it seems that the majority of patients would find a 'text message reminder service' very useful, and the practice will be pleased to provide this service in the very near future.

Please keep an eye out in practice and on the practice website for details of this new service—Coming soon!

