

Patient Website Audit Survey

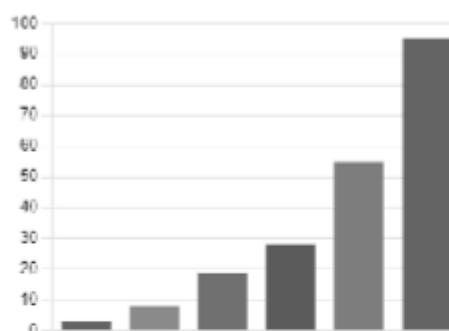
208 Responses

04:11 Average time to complete

Active Status

1. What is your age range?

| | |
|---------|----|
| ● 18-24 | 3 |
| ● 25-34 | 8 |
| ● 35-44 | 19 |
| ● 45-54 | 28 |
| ● 55-64 | 55 |
| ● 65+ | 95 |



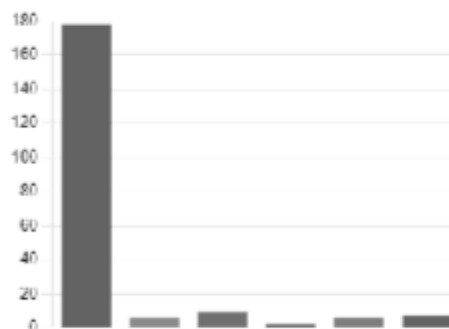
2. Which gender do you identify as?

| | |
|---------------------|-----|
| ● Male | 74 |
| ● Female | 130 |
| ● Non-binary | 2 |
| ● Other | 0 |
| ● Prefer not to say | 2 |



3. What is your ethnicity?

| | |
|---|-----|
| ● White | 178 |
| ● Black, Black British, Caribbean or... | 6 |
| ● Asian or Asian British | 9 |
| ● Mixed or Multiple ethnic groups | 2 |
| ● Other ethnic group | 6 |
| ● Do not wish to disclose | 7 |



4. Have you accessed the Practice website?

| | |
|-------|-----|
| ● Yes | 171 |
| ● No | 37 |



5. If no, can you tell us why you don't use the website and would you like any assistance in using it?

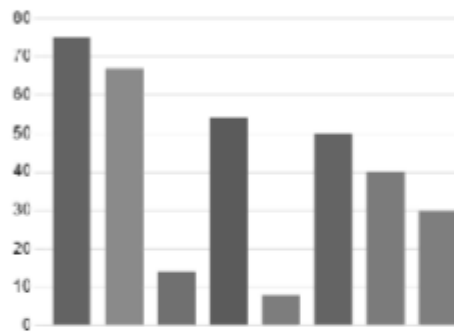
34
Responses

Latest Responses



6. If yes, what do you use the website for? (Choose all that apply)

| | |
|--------------------------------------|----|
| ● Ordering repeat prescriptions | 75 |
| ● Requesting and or canceling ap... | 67 |
| ● Getting a sick note/fit note | 14 |
| ● Checking your test results | 54 |
| ● Registering or joining a practice | 8 |
| ● Finding information such as pra... | 50 |
| ● Health advice | 40 |
| ● Other | 30 |



7. Is English your first spoken language?

| | |
|-------|-----|
| ● Yes | 199 |
| ● No | 9 |



8. How easy is it to find and use the language selector tool to translate the website content into another language?

| | |
|------------------|---|
| ● Very easy | 3 |
| ● Easy | 2 |
| ● Neutral | 4 |
| ● Difficult | 0 |
| ● Very difficult | 0 |



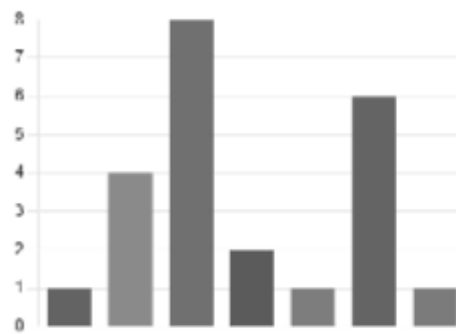
9. Do you have a disability or impairment that makes navigating online platforms such as websites challenging?

| | |
|-------|-----|
| ● Yes | 15 |
| ● No | 193 |



10. Which condition or illness best describes your disability or impairment (Please select all that apply)?

| | |
|---|---|
| ● Vision (for example, blindness o... | 1 |
| ● Hearing (for example, deafness ... | 4 |
| ● Mobility (for example, walking s... | 8 |
| ● Dexterity (for example, lifting an... | 2 |
| ● Mental health | 1 |
| ● Other | 6 |
| ● Prefer not to say | 1 |



11. Are there any challenges you faced with images, buttons, forms, or any difficulties reading text or color contrasts on the practice website?

| | |
|-------|----|
| ● Yes | 5 |
| ● No | 10 |



12. If yes, are there any functions or features which would improve your experience using the practice website?

4
Responses

Latest Responses

13. How easy is it to find information on how to make, change, or cancel an appointment on the practice website?

| | |
|------------------|----|
| ● Very easy | 46 |
| ● Easy | 59 |
| ● Neutral | 62 |
| ● Difficult | 23 |
| ● Very difficult | 18 |



14. How easy is it to find information to request a repeat prescription on the practice website?

| | |
|------------------|----|
| ● Very easy | 49 |
| ● Easy | 70 |
| ● Neutral | 61 |
| ● Difficult | 15 |
| ● Very difficult | 13 |



15. How easy is it to find information to obtain a sick note / fit note on the practice website?

| | |
|------------------|-----|
| ● Very easy | 29 |
| ● Easy | 42 |
| ● Neutral | 120 |
| ● Difficult | 7 |
| ● Very difficult | 10 |



16. How easy is it to find information to access test results on the practice website?

| | |
|------------------|----|
| ● Very easy | 34 |
| ● Easy | 55 |
| ● Neutral | 89 |
| ● Difficult | 17 |
| ● Very difficult | 13 |



17. How easy is it to find information to register /join the practice on the website?

| | |
|------------------|-----|
| ● Very easy | 29 |
| ● Easy | 42 |
| ● Neutral | 116 |
| ● Difficult | 10 |
| ● Very difficult | 11 |



18. How easy is it to find the practice's phone number on the website?

| | |
|------------------|----|
| ● Very easy | 91 |
| ● Easy | 68 |
| ● Neutral | 40 |
| ● Difficult | 2 |
| ● Very difficult | 7 |



19. How easy it it to find the practice's address on the website?

| | |
|-------------|----|
| ● Very easy | 94 |
| ● Easy | 65 |
| ● Neutral | 40 |



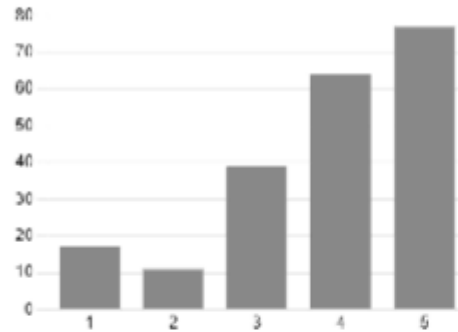
20. How easy is it to find information about the practice's opening hours on the website?

| | |
|----------------------|----|
| ● Very easy | 85 |
| ● Easy | 74 |
| ● Neutral | 40 |
| ● Difficult | 7 |
| ● Not very difficult | 2 |



21. Overall, how easy is it for you to navigate the practice website?

3.83
Average Rating



22. Please share any additional comments or suggestions to improve our practice website

93
Responses

Latest Responses

'I'd like to be able to cancel repeat prescriptions if I don't need them anymore...

37 respondents (40%) answered **website** for this question.

