

285 responses

Question	SUMMARY			
	Broadly are answers positive / negative?	Themes? Considering: Access, Travel, Building, Staff, services	Any specific issues unrelated to Access? (for eg clinical) for learning / action?	Positive comments?
From the list below tell us how you have contacted your GP practice during the pandemic (after March 2020) select all that apply	86% Phone, 43% on line, 12% walk in. More negative but quite a few positive		Patient who lost husband felt let down that no one offered condolences or 'checked in' that she was ok.	
How easy was it to access your GP by phone during the pandemic?	24% easy, 14 neither, 53% difficult			
Please explain why it was easy or difficult and what we could have done to make it easier?	Long waits on phone (main reason for negative comments), long message (COVID), lack of appointments when you get through.			
How easy was it to access your GP practice by online request form during the pandemic?	64% easy, 21% neither, 15% difficult			Easy to use, call backs as promised.
Please explain why it was easy or difficult and what we could have done to make it easier?	Promote it more and give clear instructions about how to use it. Few comments about only available in hours			Lots about the timely response
How easy was it to access your GP practice by walk in during the pandemic?	50% Easy, 19% neither, 32% difficult	General comments about no f2f		Lots of positive about COVID measures
if you have never used the online request form why not, what would encourage you to use it in the future?	Not computer literate, too long winded, not available OOHs, not relevant questions, comment about use for <b>blind</b> people			
How would you rate your last experience of being triaged when you contacted the GP practice?	43% positive, 15 % neither, 18% negative			

Please tell us about your last experience of being triaged. What was good and what could be improved?	Few wastes time comments, I know when I need to be seen, don't want to tell receptionist issues and feel its to deflect activity	Some positive about well trained staff , compassionate, some recognition about getting to right professional
Following triage by your practice, which healthcare professional did you speak to?	nothing standing out	
Where was the health professional that you spoke to from?	nothing standing out	
How well do you feel the consultation with the health professional went?	generally positive	

Please explain why you feel this consultation went well or badly. What do you think we could do to make this more successful in the future?	some comments about f2f would have been better	positives about being listened to
Which of the following appointment methods did you use to discuss your healthcare needs during the pandemic (after March 2020) tick all that apply		
How easy was it to discuss your needs and have a healthcare appointment by phone?	54% easy, 15% neither, 30% difficult	
Please explain why it was easy or difficult in the space below. What do you think we could do to make it easier?	Mix of comments some found it easy lots requesting face to face, feel can't deal with issue over phone	positives about being listened to and gettin problem sorted
How easy was it to discuss your needs and have a healthcare appointment using the online request form on the practice website (econsult)?	63% easy, 16% neither, 17% difficult	

Please explain why it was easy or difficult in the space below. What do you think we could do to make it easier?	Mix, people liked it and found it easy, those against on line feel its too impersonal, request for 24 / 7 access
How easy was it to discuss your needs and have a healthcare appointment as a virtual online appointment?	67% positive, 25% negative
Please explain why it was easy or difficult in the space below. What do you think we could do to make it easier?	Generally postive few comments
How easy was it to discuss your needs and have a healthcare appointment face to face?	76% positive, 20& neg
Please explain why it was easy or difficult in the space below. What do you think we could do to make it easier?	Generally positive but quite a few stressing hw they prefer this to other methods
<b>Your experience of using your GP practice's website</b>	42% positive and 9% neg
How easy is it for you to use and access your GP practice's website?	Mix some found it easy other less keen
Tell us why you found it easy or difficult to use and access the practice website.	Less computer literate struggled, some found it off putting