

# Rapid insights into Digital GP Solutions during the COVID-19 pandemic

June 2020

West Yorkshire data

| **Tell us a few things about yourself:** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Primary Care Clinician | |  | | --- | |  | | 63.46% | 33 |
| 2 | Secondary Care Clinician |  | 0.00% | 0 |
| 3 | Commissioner |  | 0.00% | 0 |
| 4 | Clerical Staff | |  | | --- | |  | | 3.85% | 2 |
| 5 | Practice Manager | |  | | --- | |  | | 23.08% | 12 |
| 6 | Other (please specify): | |  | | --- | |  | | 9.62% | 5 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 2.52 | Std. Deviation: | 2.03 | Satisfaction Rate: | 30.38 | | Variance: | 4.13 | Std. Error: | 0.28 |  | | | | | answered | 52 |
| skipped | 0 |
| Other (please specify): (5) | | | | |
| |  |  | | --- | --- | | 1 | Social Prescribing Link Worker | | 2 | Operations Support Manager | | 3 | PCN manager | | 4 | Assistant Practice Manager | | 5 | PCN Services Manager | | | | | |

| **3. Which CCG do you belong to?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 5 | NHS BRADFORD DISTRICT AND CRAVEN CCG | |  | | --- | |  | | 21.15% | 11 |
| 6 | NHS CALDERDALE CCG | |  | | --- | |  | | 9.62% | 5 |
| 10 | NHS GREATER HUDDERSFIELD CCG | |  | | --- | |  | | 9.62% | 5 |
| 12 | NHS LEEDS CCG | |  | | --- | |  | | 42.31% | 22 |
| 15 | NHS NORTH KIRKLEES CCG | |  | | --- | |  | | 9.62% | 5 |
| 16 | NHS NORTH LINCOLNSHIRE CCG | |  | | --- | |  | | 5.77% | 3 |
| 24 | NHS Wakefield CCG | |  | | --- | |  | | 1.92% | 1 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 10.5 | Std. Deviation: | 4.06 | Satisfaction Rate: | 39.58 | | Variance: | 16.52 | Std. Error: | 0.56 |  | | | | | answered | 52 |
| skipped | 0 |

| **Which technology have you adopted? Please tick any/all that apply:** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Online Consultation | |  | | --- | |  | | 86.00% | 43 |
| 2 | Video Conference | |  | | --- | |  | | 92.00% | 46 |
| 3 | SMS | |  | | --- | |  | | 84.00% | 42 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 5.22 | Std. Deviation: | 5.38 | Satisfaction Rate: | 130 | | Variance: | 28.99 | Std. Error: | 0.76 |  | | | | | answered | 50 |
| skipped | 2 |

**Online Consultation**

| **Have you adopted Online Consultation in the practice? If your answer is Yes/Tried but not yet fully implemented please continue to the next question.** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Yes | |  | | --- | |  | | 81.63% | 40 |
| 2 | No | |  | | --- | |  | | 8.16% | 4 |
| 3 | Tried but not fully implemented | |  | | --- | |  | | 6.12% | 3 |
| 4 | Not yet implemented | |  | | --- | |  | | 4.08% | 2 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 1.33 | Std. Deviation: | 0.77 | Satisfaction Rate: | 10.88 | | Variance: | 0.59 | Std. Error: | 0.11 |  | | | | | answered | 49 |
| skipped | 3 |

3. Page 3

| **7. If no or not yet implemented please describe why:** | | | |
| --- | --- | --- | --- |
|  | | **Response Percent** | **Response Total** |
| 1 | Open-Ended Question | 100.00% | 5 |
| |  |  | | --- | --- | | 1 | Not available | | 2 | Not available | | 3 | Not been introduced | | 4 | I do not feel it necessary in my role, phone calls work well | | 5 | managing our workload with other methods | | | | |
|  | | answered | 5 |
| skipped | 47 |

| **Which system are you using?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | e-Consult | |  | | --- | |  | | 73.53% | 25 |
| 2 | EMIS On-line Triage |  | 0.00% | 0 |
| 3 | AskMyGP | |  | | --- | |  | | 5.88% | 2 |
| 4 | Engage Consult | |  | | --- | |  | | 23.53% | 8 |
| 5 | Other (please specify): | |  | | --- | |  | | 14.71% | 5 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 2.59 | Std. Deviation: | 1.79 | Satisfaction Rate: | 35.29 | | Variance: | 3.19 | Std. Error: | 0.31 |  | | | | | answered | 34 |
| skipped | 18 |
| Other (please specify): (5) | | | | |
| |  |  | | --- | --- | | 1 | AccuRx for video consultations | | 2 | AccuRx | | 3 | Aire logic forms | | 4 | AccuRx | | 5 | AccuRx | | | | | |

| **How are you using Online Consultation?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Total online triage | |  | | --- | |  | | 14.29% | 5 |
| 2 | Additional access method | |  | | --- | |  | | 82.86% | 29 |
| 3 | Other (please specify): | |  | | --- | |  | | 11.43% | 4 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 2.14 | Std. Deviation: | 0.54 | Satisfaction Rate: | 52.86 | | Variance: | 0.29 | Std. Error: | 0.09 |  | | | | | answered | 35 |
| skipped | 17 |
| Other (please specify): (4) | | | | |
| |  |  | | --- | --- | | 1 | useful for photos of rashes while cant see pts face to face | | 2 | Mainly being encouraged to use for sick note requests | | 3 | Data gathering for LTC reviews | | 4 | Each Engage Consult is assigned to the Duty Doctor if medical action is required | | | | | |

| **Do Online Consultations reduce or increase workload/consultation time?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | 0 (significant reduction) |  | 0.00% | 0 |
| 2 | 1 (slight reduction) | |  | | --- | |  | | 29.41% | 10 |
| 3 | 2 (no impact) | |  | | --- | |  | | 26.47% | 9 |
| 4 | 3 (slight increase) | |  | | --- | |  | | 38.24% | 13 |
| 5 | 4 (significant increase) | |  | | --- | |  | | 5.88% | 2 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 3.21 | Std. Deviation: | 0.93 | Satisfaction Rate: | 55.15 | | Variance: | 0.87 | Std. Error: | 0.16 |  | | | | | answered | 34 |
| skipped | 18 |

| **Do you like Online Consultation? [where 0 = not at all, and 5 = a lot]** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | 0 | |  | | --- | |  | | 2.94% | 1 |
| 2 | 1 | |  | | --- | |  | | 2.94% | 1 |
| 3 | 2 | |  | | --- | |  | | 23.53% | 8 |
| 4 | 3 | |  | | --- | |  | | 35.29% | 12 |
| 5 | 4 | |  | | --- | |  | | 20.59% | 7 |
| 6 | 5 | |  | | --- | |  | | 14.71% | 5 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 4.12 | Std. Deviation: | 1.18 | Satisfaction Rate: | 62.35 | | Variance: | 1.4 | Std. Error: | 0.2 |  | | | | | answered | 34 |
| skipped | 18 |

| **To what extent has Online Consultation changed patient demand?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | 0 (significant reduction) | |  | | --- | |  | | 2.94% | 1 |
| 2 | 1 (slight reduction) | |  | | --- | |  | | 14.71% | 5 |
| 3 | 2 (no impact) | |  | | --- | |  | | 55.88% | 19 |
| 4 | 3 (slight increase) | |  | | --- | |  | | 23.53% | 8 |
| 5 | 4 (significant increase) | |  | | --- | |  | | 2.94% | 1 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 3.09 | Std. Deviation: | 0.78 | Satisfaction Rate: | 52.21 | | Variance: | 0.61 | Std. Error: | 0.13 |  | | | | | answered | 34 |
| skipped | 18 |

| **From your perspective do you think patients enjoy the experience? [where 0 = not at all, and 5 = completely].NB: we will also be conducting a survey with patients for their opinions** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | 0 | |  | | --- | |  | | 3.13% | 1 |
| 2 | 1 |  | 0.00% | 0 |
| 3 | 2 | |  | | --- | |  | | 12.50% | 4 |
| 4 | 3 | |  | | --- | |  | | 37.50% | 12 |
| 5 | 4 | |  | | --- | |  | | 43.75% | 14 |
| 6 | 5 | |  | | --- | |  | | 3.13% | 1 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 4.28 | Std. Deviation: | 0.94 | Satisfaction Rate: | 65.62 | | Variance: | 0.89 | Std. Error: | 0.17 |  | | | | | answered | 32 |
| skipped | 20 |
| Any further comments (19) | | | | |
| |  |  | | --- | --- | | 1 | unable to comment | | 2 | We are not using the system to follow through the online consultation style as this usually takes too long and the saving into the patient record often takes too long. As soon as a message comes in from the patient then they are booked into a telephone slot with the clinician unless the admin staff can signpost elsewhere | | 3 | Patients get an immediate response. However older patients are less keen | | 4 | Difficult to say as early days | | 5 | they like being able to send their query in at a time that suits them | | 6 | some have difficulties finding it on the website or finding right page, but most manage with some guidance | | 7 | Most end up having a telephone call | | 8 | Some patients ( few) use it a lot | | 9 | don't have to wait by phone , but takes a while to fill in. 30% need phoning anyway and some seeing | | 10 | not sure | | 11 | Very low uptake despite marketing. Those that engage report it useful, sometimes the amount of questions is off putting. | | 12 | our access is so good, this doesn't sped up the process for patients so they may actually feel this leads to a slower response | | 13 | Most common problem encountered is patients being unable to load photographs (especially if related to a problem that is not a rash) | | 14 | Getting used to it-yping population used to tech | | 15 | They feel its a comprehensive assessment but it does raise expectations as to speed of response. Pts like it as an alternative to not being able top book an appt. | | 16 | Done so few | | 17 | As not performed this unable to give an appropriate reply | | 18 | not many have used it yet | | 19 | The patients who are seen & sorted v much like the process These tend to be computer literate | | | | | |

| **From your perspective do you think patients feel satisfied with the outcome? [where 0 = not at all, and 5 = completely]** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | 0 | |  | | --- | |  | | 3.13% | 1 |
| 2 | 1 |  | 0.00% | 0 |
| 3 | 2 | |  | | --- | |  | | 3.13% | 1 |
| 4 | 3 | |  | | --- | |  | | 21.88% | 7 |
| 5 | 4 | |  | | --- | |  | | 62.50% | 20 |
| 6 | 5 | |  | | --- | |  | | 9.38% | 3 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 4.69 | Std. Deviation: | 0.92 | Satisfaction Rate: | 73.75 | | Variance: | 0.84 | Std. Error: | 0.16 |  | | | | | answered | 32 |
| skipped | 20 |
| Please add any details (if applicable) (7) | | | | |
| |  |  | | --- | --- | | 1 | I would like to think so | | 2 | yes as still speak to dr on phone | | 3 | I can't really say as I am not a patient | | 4 | not sure | | 5 | I think the positives are that they get a chance to completely explain their problem before speaking to the GP about any solutions. | | 6 | Done so few | | 7 | Self selected group | | | | | |

| **Do you envisage Online Consultations being used in the future or is it a tool for use only in the pandemic?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | NOW |  | 0.00% | 0 |
| 2 | IN THE FUTURE | |  | | --- | |  | | 24.24% | 8 |
| 3 | BOTH | |  | | --- | |  | | 75.76% | 25 |
| 4 | Other (please specify): | |  | | --- | |  | | 6.06% | 2 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 3 | Std. Deviation: | 0.55 | Satisfaction Rate: | 64.65 | | Variance: | 0.3 | Std. Error: | 0.1 |  | | | | | answered | 33 |
| skipped | 19 |
| Other (please specify): (2) | | | | |
| |  |  | | --- | --- | | 1 | given we have implemented video/telephone consultations we see no future for online consultations. The only good thing we find about it is it allows patients to send messages if they cannot get through on the phone | | 2 | Maybe small role to play in future | | | | | |

| **Approximately how many Online Consultations were coming into the practice per week for the last 4 weeks?** | | | |
| --- | --- | --- | --- |
|  | | **Response Percent** | **Response Total** |
| 1 | Open-Ended Question | 100.00% | 25 |
| |  |  | | --- | --- | | 1 | 10 | | 2 | 1 | | 3 | 2 | | 4 | 80 | | 5 | 14 | | 6 | 80 | | 7 | 50 | | 8 | 5 | | 9 | 20 | | 10 | 10 | | 11 | 50 | | 12 | 60 | | 13 | 30 | | 14 | 6 | | 15 | 40 | | 16 | 34 | | 17 | 4 | | 18 | 8 | | 19 | 5 | | 20 | 40 | | 21 | 20 | | 22 | 5 | | 23 | 40 | | 24 | 56 | | 25 | 100 | | | | |
|  | | answered | 25 |
| skipped | 27 |

| **Do you feel you had sufficient training in managing the Online Consultation software?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Yes | |  | | --- | |  | | 71.43% | 25 |
| 2 | No | |  | | --- | |  | | 28.57% | 10 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 1.29 | Std. Deviation: | 0.45 | Satisfaction Rate: | 28.57 | | Variance: | 0.2 | Std. Error: | 0.08 |  | | | | | answered | 35 |
| skipped | 17 |
| If No what further training would you like? (5) | | | | |
| |  |  | | --- | --- | | 1 | Designated time | | 2 | Due to COVID we had to work out how to do it ourself | | 3 | And a while ago | | 4 | Figured it out now so none needed | | 5 | Would help to have universal national approach and integration into IT system | | | | | |

| **Approximately what proportion of queries translate into a face to face consultation?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | 0-20% | |  | | --- | |  | | 61.76% | 21 |
| 2 | 21-40% | |  | | --- | |  | | 20.59% | 7 |
| 3 | 41-60% | |  | | --- | |  | | 14.71% | 5 |
| 4 | 61-80% |  | 0.00% | 0 |
| 5 | 81-100% | |  | | --- | |  | | 2.94% | 1 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 1.62 | Std. Deviation: | 0.94 | Satisfaction Rate: | 15.44 | | Variance: | 0.88 | Std. Error: | 0.16 |  | | | | | answered | 34 |
| skipped | 18 |

| **Is there an optimal approach/lessons you would like to share? If so, can you share it?** | | | |
| --- | --- | --- | --- |
|  | | **Response Percent** | **Response Total** |
| 1 | Open-Ended Question | 100.00% | 9 |
| |  |  | | --- | --- | | 1 | No really its early days we are still promoting this service to our patients | | 2 | No | | 3 | Continuity is important | | 4 | None transfer into face to face consultations as no one is doing face to face consultations. 80% transfer to telephone consultations. | | 5 | patient cohort awareness. we sent out text messages and changed telephone messaging and website to promote. Hardest task was to install receptionist confidence to navigate patients to online consultation. | | 6 | easier for working patients danger easier access for those who are least ill | | 7 | It is a slow uphill struggle to get engagement. | | 8 | No | | 9 | Time for consultation can vary v much | | | | |
|  | | answered | 9 |
| skipped | 43 |

| **How can we increase the use of Online Consultations?** | | | |
| --- | --- | --- | --- |
|  | | **Response Percent** | **Response Total** |
| 1 | Open-Ended Question | 100.00% | 14 |
| |  |  | | --- | --- | | 1 | N/A | | 2 | mass promotion detailing the benefits, big one will be not having to queue on the phones from 8am | | 3 | GREATER PUBLICITY | | 4 | You are assuming that increasing the use is the desired and right thing to do. | | 5 | local ccg campaign including a video clip which we can send out to patients to explain process | | 6 | advertise them | | 7 | Integrate into a single digital front door. clarity on the strategy for NHS app - it was all encompassing, then identity and transaction service, now full function again?? | | 8 | local advertising | | 9 | You need a staff champion You need a population group that is young and IT literate (ours is very elderly) | | 10 | Advertising | | 11 | Promote it as the first point of contact for the practice | | 12 | With caution. They still need time to deal with. | | 13 | more advertising, pushing it to patients - some are still reluctant to try it, they still prefer to speak to reception and a GP directly | | 14 | Increase patient awareness & computer literacy as part of chronic disease management | | | | |
|  | | answered | 14 |
| skipped | 38 |

| **Is there anything further you would like to tell us about your experience of Online Consultations?** | | | |
| --- | --- | --- | --- |
|  | | **Response Percent** | **Response Total** |
| 1 | Open-Ended Question | 100.00% | 13 |
| |  |  | | --- | --- | | 1 | It is working really well. We just need to promote it more and make our patients aware of the service | | 2 | They are good for a select few patients - they will almost certainly lead to inequalities in access | | 3 | Some patients like it a lot and use it a lot but a lot of patients ( in our practice) have not engaged with it - many do not have the technology or the ability | | 4 | still early stages | | 5 | All the products feel immature still but improving. Until they genuinely divert by making a diagnosis it is not clear they save much time. | | 6 | 1.Patients really struggle adding photographs, especially when this is a condition that they do not call a rash  2. We have promoted econsult lots of times, but our uptake is not increasing | | 7 | would be helpful to stop multiple consultations on same day from same patient | | 8 | Very limited use in our practice as telephone triage readily available. | | 9 | May be more conversion to face to face when the pandemic is finished | | 10 | It is a useful tool but not for all things | | 11 | Patients frequently provide insufficient information to consult safely online.  Results in duplication and considerably increased workload as virtually all still need tel con / face to face.  Multiple patients Inappropriately contacting GPs daily via this service. Patients misusing the system by trying to use it to bypass appointment booking system / reception signposting.  Results in increased unnecessary contacts for minor self-limiting illnesses / problems that they would otherwise not have consulted for. | | 12 | No | | 13 | Already starting to be abused by patients. I've had two instances now where patient has admitted that what they wrote on the form was unrelated to their presenting complaint. ""If I told it what was actually happening it said to go to hospital and I didn't want that"". (In fairness, neither patient needed to go to hospital). Vast majority need a call back, though probably not face to face. When done well by patients can still be useful - some give a really clear history which means when I call I can give equally clear guidance, and the consultation is very focused. Many however write the bare minimum, so you're essentially starting from scratch each time. | | | | |
|  | | answered | 13 |
| skipped | 39 |

**Video Consultations**

| **23. Have you adopted Video Consultation? (if Yes/Tried please continue to the next question)** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Yes | |  | | --- | |  | | 86.84% | 33 |
| 2 | No | |  | | --- | |  | | 5.26% | 2 |
| 3 | Tried | |  | | --- | |  | | 7.89% | 3 |
| 4 | Not yet implemented |  | 0.00% | 0 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 1.21 | Std. Deviation: | 0.57 | Satisfaction Rate: | 7.02 | | Variance: | 0.32 | Std. Error: | 0.09 |  | | | | | answered | 38 |
| skipped | 14 |

| **If No or Not yet implemented please describe why:** | | | |
| --- | --- | --- | --- |
|  | | **Response Percent** | **Response Total** |
| 1 | Open-Ended Question | 100.00% | 2 |
| |  |  | | --- | --- | | 1 | Not required | | 2 | Not been yet implemented into nurse consultation | | | | |
|  | | answered | 2 |
| skipped | 50 |

| **What tools have you used?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | AccuRX | |  | | --- | |  | | 100.00% | 36 |
| 2 | eConsult | |  | | --- | |  | | 5.56% | 2 |
| 3 | iPLATO |  | 0.00% | 0 |
| 4 | Other (please specify): | |  | | --- | |  | | 5.56% | 2 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 1.33 | Std. Deviation: | 0.73 | Satisfaction Rate: | 7.41 | | Variance: | 0.53 | Std. Error: | 0.12 |  | | | | | answered | 36 |
| skipped | 16 |
| Other (please specify): (2) | | | | |
| |  |  | | --- | --- | | 1 | whatsapp | | 2 | Whatsapp | | | | | |

| **How easy are the solutions to use? [where 0 = not at all, and 5 = completely]** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | 0 |  | 0.00% | 0 |
| 2 | 1 | |  | | --- | |  | | 2.86% | 1 |
| 3 | 2 | |  | | --- | |  | | 11.43% | 4 |
| 4 | 3 | |  | | --- | |  | | 22.86% | 8 |
| 5 | 4 | |  | | --- | |  | | 37.14% | 13 |
| 6 | 5 | |  | | --- | |  | | 25.71% | 9 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 4.71 | Std. Deviation: | 1.06 | Satisfaction Rate: | 74.29 | | Variance: | 1.12 | Std. Error: | 0.18 |  | | | | | answered | 35 |
| skipped | 17 |

| **Which staff groups have used Video Consultation with patients?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Doctors | |  | | --- | |  | | 100.00% | 35 |
| 2 | ANP | |  | | --- | |  | | 45.71% | 16 |
| 3 | Nurses | |  | | --- | |  | | 60.00% | 21 |
| 4 | HCA | |  | | --- | |  | | 8.57% | 3 |
| 5 | Reception Staff |  | 0.00% | 0 |
| 6 | Admin |  | 0.00% | 0 |
| 7 | Social Prescribing | |  | | --- | |  | | 2.86% | 1 |
| 8 | Pharmacist | |  | | --- | |  | | 14.29% | 5 |
| 9 | Other (please specify): | |  | | --- | |  | | 2.86% | 1 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 5.66 | Std. Deviation: | 5.78 | Satisfaction Rate: | 41.43 | | Variance: | 33.43 | Std. Error: | 0.98 |  | | | | | answered | 35 |
| skipped | 17 |
| Other (please specify): (1) | | | | |
| |  |  | | --- | --- | | 1 | mental health adviser | | | | | |

| **What are you using Video Consultation for?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Acute Consultations | |  | | --- | |  | | 100.00% | 36 |
| 2 | Planned Reviews | |  | | --- | |  | | 41.67% | 15 |
| 3 | LTC Reviews | |  | | --- | |  | | 44.44% | 16 |
| 4 | Prescribing | |  | | --- | |  | | 11.11% | 4 |
| 5 | Care Homes | |  | | --- | |  | | 66.67% | 24 |
| 6 | MDT | |  | | --- | |  | | 13.89% | 5 |
| 7 | Other (please specify): | |  | | --- | |  | | 2.78% | 1 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 7.97 | Std. Deviation: | 9.09 | Satisfaction Rate: | 86.11 | | Variance: | 82.67 | Std. Error: | 1.52 |  | | | | | answered | 36 |
| skipped | 16 |
| Other (please specify): (1) | | | | |
| |  |  |  | | --- | --- | --- | | 1 | [29/05/2020 16:25 PM ID: 142163806](file:///C:\survey\results\responses\id\748472%3fu=142163806) | palliative reviews | | | | | |

| **How has your experience been with Care Homes?** | | | |
| --- | --- | --- | --- |
|  | | **Response Percent** | **Response Total** |
| 1 | Open-Ended Question | 100.00% | 23 |
| |  |  | | --- | --- | | 1 | GPs reports it works well however some care homes have poor internet connection. Staff at the homes seem to use their own phones too. | | 2 | Feedback has been good | | 3 | The care homes aren't really geared up and using personal mobile phones isn't really appropriate | | 4 | great! saves GP wardrounds F2F and home visits | | 5 | SADLY NOT ALL HAVE A PHONE THAT THEY CAN USE FOR VIDEO AND STAFF ARE UNWILLING TO USE THEIR OWN PERSONAL PHONES | | 6 | Variable- as staff using their own mobile phones to perform video consults | | 7 | Excellent | | 8 | a colleague has been doing this so hard for me to comment | | 9 | mixed, some care home staff are not confident to use video calls | | 10 | My colleague has done most of this work - initially they didn't have the hard ware | | 11 | I've used for acute consultations in care home and found it useful in conjunction to care home staff helping with measurements of vital parameters. | | 12 | Good | | 13 | very bad. insufficient hardware and poor internet connection. Had to resort to use staff mobile and their personal data.  Much better if we can move to Microsoft teams and do a virtual ward round by scheduling video ward rounds with calendar function. | | 14 | I haven't used as no telemedicaine but my colleague did | | 15 | main issue was having a phone/hardware to allow us tosee the patient | | 16 | Very receptive. A challenge with signal within the buildings and access to devices - tend ot use cares own. | | 17 | positive | | 18 | Small experience. It has worked well | | 19 | It relies upon individual staff using their personal phones so not ideal | | 20 | Very useful in order to meet new death cert requirements during this pandemic | | 21 | worked very well | | 22 | fine. doing most consultations remotely using video. | | 23 | Limited to date as they've only recently adopted the tech. However has been invaluable in avoiding visits to Covid positive homes. | | | | |
|  | | answered | 23 |
| skipped | 29 |

| **Have you used different solutions with Care Homes compared to individual consultations?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Yes | |  | | --- | |  | | 21.74% | 5 |
| 2 | No | |  | | --- | |  | | 78.26% | 18 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 1.78 | Std. Deviation: | 0.41 | Satisfaction Rate: | 78.26 | | Variance: | 0.17 | Std. Error: | 0.09 |  | | | | | answered | 23 |
| skipped | 29 |
| If Yes, please describe (5) | | | | |
| |  |  | | --- | --- | | 1 | Member of staff does a ‘ward round’. | | 2 | Because they didn't have the hardware we did use whatsapp for a while | | 3 | we have created a perfoma for care homes to complete which prompts them to collect basic clinical information which speeds up the consultation before requesting a consultation. An nhs email account is essential for the transfer patient information. However there is a lack of training and awareness in the care homes about video consultations. It seems NHSX have not focused on care homes. Instead facebook portals been sent to them which are not secure for clinical consultations | | 4 | Usually a third party/carer managing phone | | 5 | weekly ward round with GP and/or ANP | | | | | |

| **If you have used Video Consultation did you enjoy the experience? [where 0 = not at all, and 5 = completely]** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | 0 |  | 0.00% | 0 |
| 2 | 1 |  | 0.00% | 0 |
| 3 | 2 | |  | | --- | |  | | 8.82% | 3 |
| 4 | 3 | |  | | --- | |  | | 23.53% | 8 |
| 5 | 4 | |  | | --- | |  | | 38.24% | 13 |
| 6 | 5 | |  | | --- | |  | | 14.71% | 5 |
| 7 | N/A | |  | | --- | |  | | 14.71% | 5 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 5.03 | Std. Deviation: | 1.15 | Satisfaction Rate: | 67.16 | | Variance: | 1.32 | Std. Error: | 0.2 |  | | | | | answered | 34 |
| skipped | 18 |

| **From your perspective to what extent do you think patients enjoy Video Consultation? [where 0 = not at all, and 5 = completely]** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | 0 |  | 0.00% | 0 |
| 2 | 1 |  | 0.00% | 0 |
| 3 | 2 |  | 0.00% | 0 |
| 4 | 3 | |  | | --- | |  | | 41.18% | 14 |
| 5 | 4 | |  | | --- | |  | | 41.18% | 14 |
| 6 | 5 | |  | | --- | |  | | 17.65% | 6 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 4.76 | Std. Deviation: | 0.73 | Satisfaction Rate: | 75.29 | | Variance: | 0.53 | Std. Error: | 0.13 |  | | | | | answered | 34 |
| skipped | 18 |
| Please add any details (if applicable) (8) | | | | |
| |  |  | | --- | --- | | 1 | consultations have gone well so hope patients have been happy with the results | | 2 | I think it is a new concept for patients, sometimes they may be uneasy or don't have access to smart phones | | 3 | Older patients struggle with technology and setting it up  Video consults take longer as time required to set up | | 4 | patients happy to interact with GP especially as face to face consultation not available | | 5 | It has novelty value for both patients and staff - but the sound quality and video is often not great and is much harder work than telephone. | | 6 | Not useful for every encounter but a useful addition to telephone - though I suspect this will switch with time. | | 7 | some still prefer face to face, but video will be the new normal | | 8 | Varies wildly. Many patients are confused by it, and the whole process can add ridiculous amounts of time to the consultation as they struggle with it. Picture quality also varies enormously. 9 times out of 10 I end up asking them to send a photo if there's something I need to see clearly. (This laos has the advatage that I can save it to the record). | | | | | |

| **What approaches are being used?** | | | |
| --- | --- | --- | --- |
|  | **Yes** | **No** | **Response Total** |
| Phone first? | 97.1% (34) | 2.9% (1) | 35 |
| Straight to video? | 3.1% (1) | 96.9% (31) | 32 |
|  | | answered | 35 |
| skipped | 17 |

| **33.1. Phone first?** | | | **Response Percent** | **Response Total** |
| --- | --- | --- | --- | --- |
| 1 | Yes | |  | | --- | |  | | 97.1% | 34 |
| 2 | No | |  | | --- | |  | | 2.9% | 1 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 1.03 | Std. Deviation: | 0.17 | Satisfaction Rate: | 2.86 | | Variance: | 0.03 | Std. Error: | 0.03 |  | | | | | answered | 35 |

| **33.2. Straight to video?** | | | **Response Percent** | **Response Total** |
| --- | --- | --- | --- | --- |
| 1 | Yes | |  | | --- | |  | | 3.1% | 1 |
| 2 | No | |  | | --- | |  | | 96.9% | 31 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 1.97 | Std. Deviation: | 0.17 | Satisfaction Rate: | 96.88 | | Variance: | 0.03 | Std. Error: | 0.03 |  | | | | | answered | 32 |

| **How are cases selected for Video Consultation?** | | | |
| --- | --- | --- | --- |
|  | **Yes** | **No** | **Response Total** |
| Patient led? | 28.1% (9) | 71.9% (23) | 32 |
| Clinician led? | 100.0% (35) | 0.0% (0) | 35 |
|  | | answered | 35 |
| skipped | 17 |

| **34.1. Patient led?** | | | **Response Percent** | **Response Total** |
| --- | --- | --- | --- | --- |
| 1 | Yes | |  | | --- | |  | | 28.1% | 9 |
| 2 | No | |  | | --- | |  | | 71.9% | 23 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 1.72 | Std. Deviation: | 0.45 | Satisfaction Rate: | 71.88 | | Variance: | 0.2 | Std. Error: | 0.08 |  | | | | | answered | 32 |

| **34.2. Clinician led?** | | | **Response Percent** | **Response Total** |
| --- | --- | --- | --- | --- |
| 1 | Yes | |  | | --- | |  | | 100.0% | 35 |
| 2 | No |  | 0.0% | 0 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 1 | Std. Deviation: | 0 | Satisfaction Rate: | 0 | | Variance: | 0 | Std. Error: | 0 |  | | | | | answered | 35 |

| **How many cases are converted to face to face?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | 0-20% | |  | | --- | |  | | 85.71% | 30 |
| 2 | 21-40% | |  | | --- | |  | | 8.57% | 3 |
| 3 | 41-60% | |  | | --- | |  | | 2.86% | 1 |
| 4 | 61-80% | |  | | --- | |  | | 2.86% | 1 |
| 5 | 81-100% |  | 0.00% | 0 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 1.23 | Std. Deviation: | 0.64 | Satisfaction Rate: | 5.71 | | Variance: | 0.4 | Std. Error: | 0.11 |  | | | | | answered | 35 |
| skipped | 17 |

| **Do you envisage Video Consultation being used in the future or is it a tool for use only in the pandemic?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | NOW | |  | | --- | |  | | 8.57% | 3 |
| 2 | IN THE FUTURE | |  | | --- | |  | | 8.57% | 3 |
| 3 | BOTH | |  | | --- | |  | | 80.00% | 28 |
| 4 | Other (please specify): | |  | | --- | |  | | 2.86% | 1 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 2.77 | Std. Deviation: | 0.64 | Satisfaction Rate: | 59.05 | | Variance: | 0.4 | Std. Error: | 0.11 |  | | | | | answered | 35 |
| skipped | 17 |
| Other (please specify): (1) | | | | |
|  | | | | |

| **Is there an optimal approach/lessons you would like to share? If so, can you share it?** | | | |
| --- | --- | --- | --- |
|  | | **Response Percent** | **Response Total** |
| 1 | Open-Ended Question | 100.00% | 9 |
| |  |  | | --- | --- | | 1 | n/a | | 2 | We are having to use our own mobile phones ( an mobile data) to perform video consults. As the AccuRx software won't download properly onto our desktops. Calling the IT helpdesk hasn't helped with trying to sort this. The practice PCs doesn't have cameras built into them, nor is the practice looking at buying cameras to attach to the desktops already there. | | 3 | I love it. Let’s keep it. | | 4 | 1-Reception staff preparing and sending links for video consultations 2- using shared images from patient often better than video consultations for better assessment 3- Using text option to send leaflets and information to the patients very helpful. 4- Patients now able to understand and do vital observations at home which helps. | | 5 | We would need better connectivity to use it long term in practice | | 6 | need care homes to adopt Microsoft teams. not that each practice is aligned with a care home. an MDT team can be created for each care home with the GP PRACTICE which will allow easier communication and video | | 7 | digital quality not good enough for rashes and skin lesions. photos better useful to see how unwell they look | | 8 | Showing staff step by step how to use, specific sessions with different professional groups. Practice with each other to overcome fears. Good quality web cams. Reinforce it is not much different to phone. | | 9 | Sometimes technical issues with the patients phone can cause a delay or abandonment of the video | | | | |
|  | | answered | 9 |
| skipped | 43 |

| **Is there anything else you would like to tell us about your experience of Video Consultation?** | | | |
| --- | --- | --- | --- |
|  | | **Response Percent** | **Response Total** |
| 1 | Open-Ended Question | 100.00% | 10 |
| |  |  | | --- | --- | | 1 | n/a | | 2 | Staff having to use personal phones to carry out video consults isn't a viable long-term option. Furthermore although superior to telephone consults theer are limitations to video consults and the quality of image isn't always good as it also depends on the quality of the patient's camera and network. | | 3 | Don’t like seeing myself on screen. | | 4 | In Bradford CCGs we have been told we cant use Accurx to send SMS or do video call with S1 as crashes the system for other users so have to use accurx fleming which has been a bit of a learning curve but got there eventually. staff anxious about their personal mobile number being revealed to patients. | | 5 | Asking about conversion to face to face appointments is stupid when we are trying to see as few people face to face because of the pandemic | | 6 | There are limitations compared with seeing patients face to face | | 7 | 1. Our local NHS team was next to useless providing advice. We had to adopt and work out how to use the system ourselves. The NHS IT team simply sent out lots or warning messages about what not to do, with little advice on how to achieve solutions. Most of their emails were confusing to the average GP who is not IT literate. It would not have taken much for someone to issue a simple ABC guide to a system. 2. NHS IT systems have responded very slowly. We are still in limbo, having been told not to use AccuRx for home workers, and having been told not to use AccuRx within our SystmOne. We still are not supposed to use all the functionality in AccuRx, but we are having to ignore this advice as we simply cannot manage total remote triage and consultation without it 3. I like AccuRx,but find that 30-40% of the time it does not work. It is complicated at the patient end, for naive users- they have several steps to take to make it work (click the link, allow permisions, do they download the app or use the browser? How do they know?). If they have the wrong browser, or wrong phone settings it doesn't work. Not everyone has up to date ios or Google Chrome. 4.For the 30-40% that fail, I end up using whatsApp or facetime-which are much quicker and easier, but worry me about confidentiality. But then I can't not use them and protect people from Covid-19 exposure. So what am i supposed to do? 5. I work in a rural area with patchy mobile coverage. I get a lot of calls fail as SMS is never received 6. I have a high percentage of elderly and non IT literate patients , who struggle with this new way of working. | | 8 | Tech issues after PC upgrades, had to purchase own webcams, current PCs do not have good speakers | | 9 | Screen is not always clear to see what you are asked to see like rashes etc | | 10 | My initial views of video consultation were extremely positive, but over time I have found myself using it less and less. Frequently it seems to provide more barriers to consultation than it removes, and it is rare for it to be genuinely more useful than a phonecall with photos. Those occasions where it can be useful are primarily mental health and young children - but ironically in my experience these are the two groups most likely to decline video in the first place, so in reality I think face to face remains the preference. | | | | |
|  | | answered | 10 |
| skipped | 42 |

**SMS Messaging**

| **Have you adopted SMS?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Yes | |  | | --- | |  | | 94.59% | 35 |
| 2 | No |  | 0.00% | 0 |
| 3 | Tried | |  | | --- | |  | | 2.70% | 1 |
| 4 | Not yet implemented | |  | | --- | |  | | 2.70% | 1 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 1.14 | Std. Deviation: | 0.58 | Satisfaction Rate: | 4.5 | | Variance: | 0.33 | Std. Error: | 0.09 |  | | | | | answered | 37 |
| skipped | 15 |

| **If no or not yet implemented please describe why:** | | | |
| --- | --- | --- | --- |
|  | | **Response Percent** | **Response Total** |
| 1 | Open-Ended Question | 100.00% | 2 |
| |  |  | | --- | --- | | 1 | This is not something we have explored | | 2 | Unsure | | | | |
|  | | answered | 2 |
| skipped | 50 |

| **What SMS solutions are you using? Please tick any that apply:** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | EMIS | |  | | --- | |  | | 2.86% | 1 |
| 2 | SysmOne | |  | | --- | |  | | 60.00% | 21 |
| 3 | AccuRx | |  | | --- | |  | | 77.14% | 27 |
| 4 | MJog | |  | | --- | |  | | 37.14% | 13 |
| 5 | iPlato |  | 0.00% | 0 |
| 6 | Other (please specify): |  | 0.00% | 0 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 5.03 | Std. Deviation: | 3.09 | Satisfaction Rate: | 65.14 | | Variance: | 9.53 | Std. Error: | 0.52 |  | | | | | answered | 35 |
| skipped | 17 |
| Other (please specify): (0) | | | | |
| No answers found. | | | | |

| **What are you using SMS for (interaction with patients)?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Patient reminders (eg. appointment reminders) | |  | | --- | |  | | 88.57% | 31 |
| 2 | Clinical message (eg. sending results) | |  | | --- | |  | | 88.57% | 31 |
| 3 | Bulk messaging (eg. practice response to COVID) | |  | | --- | |  | | 77.14% | 27 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 4.97 | Std. Deviation: | 4.98 | Satisfaction Rate: | 121.43 | | Variance: | 24.79 | Std. Error: | 0.84 |  | | | | | answered | 35 |
| skipped | 17 |

| **Are you currently using an SMS solution for two-way messaging?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Yes | |  | | --- | |  | | 51.43% | 18 |
| 2 | No | |  | | --- | |  | | 48.57% | 17 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 1.49 | Std. Deviation: | 0.5 | Satisfaction Rate: | 48.57 | | Variance: | 0.25 | Std. Error: | 0.08 |  | | | | | answered | 35 |
| skipped | 17 |

| **If No would you find it useful?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Yes | |  | | --- | |  | | 43.75% | 7 |
| 2 | No | |  | | --- | |  | | 56.25% | 9 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 1.56 | Std. Deviation: | 0.5 | Satisfaction Rate: | 56.25 | | Variance: | 0.25 | Std. Error: | 0.12 |  | | | | | answered | 16 |
| skipped | 36 |
| Padd further details (10) | | | | |
| |  |  | | --- | --- | | 1 | unsure | | 2 | maybe, heard lots of problems with 2 way messaging services like MJOG, so we have avoided it | | 3 | WE WILL BE GETTING MJOG OVER THE NEXT MONTH OR SO TO ENABLE THIS FACILITY | | 4 | 1. Time consuming to type ( clinician and patient!) 2. Non verbal cues lost eg you can't hear patinets' tone of voice or facial expressions which is very useful especially with regards to mental health issues, | | 5 | too much workload, another stream to monitor and not very secure if pts having to input clinical data via their own mobile | | 6 | But with limited input from patient and limited to sharing attachments Eg images, BP results etc | | 7 | It would be useful to know if patients have received SMS messages | | 8 | sometimes easier access just increases deman  use it so patients can cancel appointmnets easily | | 9 | I find it easy to use my work mobile for conversations | | 10 | May create more work for staff | | | | | |

| **From your perspective do you think patients have found this useful? [where 0 = not at all, and 5 = completely]** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | 0 |  | 0.00% | 0 |
| 2 | 1 |  | 0.00% | 0 |
| 3 | 2 |  | 0.00% | 0 |
| 4 | 3 | |  | | --- | |  | | 5.88% | 2 |
| 5 | 4 | |  | | --- | |  | | 52.94% | 18 |
| 6 | 5 | |  | | --- | |  | | 41.18% | 14 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 5.35 | Std. Deviation: | 0.59 | Satisfaction Rate: | 87.06 | | Variance: | 0.35 | Std. Error: | 0.1 |  | | | | | answered | 34 |
| skipped | 18 |

| **Has is changed your workload?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | 0 (significant reduction | |  | | --- | |  | | 25.71% | 9 |
| 2 | 1 (slight reduction) | |  | | --- | |  | | 31.43% | 11 |
| 3 | 2 (no impact) | |  | | --- | |  | | 25.71% | 9 |
| 4 | 3 (slight increase) | |  | | --- | |  | | 14.29% | 5 |
| 5 | 4 (significant increase) | |  | | --- | |  | | 2.86% | 1 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 2.37 | Std. Deviation: | 1.1 | Satisfaction Rate: | 34.29 | | Variance: | 1.2 | Std. Error: | 0.19 |  | | | | | answered | 35 |
| skipped | 17 |

| **Do you envisage SMS messaging being used in the future, or is it a tool for use only in the pandemic?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | NOW | |  | | --- | |  | | 2.86% | 1 |
| 2 | IN THE FUTURE | |  | | --- | |  | | 5.71% | 2 |
| 3 | BOTH | |  | | --- | |  | | 91.43% | 32 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 2.89 | Std. Deviation: | 0.4 | Satisfaction Rate: | 94.29 | | Variance: | 0.16 | Std. Error: | 0.07 |  | | | | | answered | 35 |
| skipped | 17 |
| Please add any details (if applicable) (4) | | | | |
| |  |  | | --- | --- | | 1 | really helpful for informing pts of blood results and action they need to take eg to call surgery within 2w | | 2 | It takes longer to do remote consultation using this tool though I find it extremely useful | | 3 | We have ben using it for some time for appointment reminders, results , messages | | 4 | Useful to send pt information sheets, online links etc and much better for the environment than printing Also useful to receive images of skin lesions etc | | | | | |

| **How might it be enhanced?** | | | |
| --- | --- | --- | --- |
|  | | **Response Percent** | **Response Total** |
| 1 | Open-Ended Question | 100.00% | 8 |
| |  |  | | --- | --- | | 1 | we are an Emis practice so unable to bulk text. This functionality would enhance the service however this is more of an Emis issue | | 2 | Just ensuring patients telephone numbers are up to date. | | 3 | WHEN WE GET MJOG | | 4 | Attachments and templates are brilliant - add sick notes please. | | 5 | we need to be developing over the top messaging API's, or find a way to use common platforms such as Whats App/Messenger/apple Messages like other organisations do in customer services. we need to learn from Customer services companies and not try to invent from new. The NHS can not be the last user of SMS fragments much like it is with faxes. | | 6 | We currently have the free version of Accurx but would like the more extensive version as it has lots of options that help create robust systems for safety netting repeat tests etc and ability to send patients scheduled sms, questionnaires for LTC reviews etc. really useful | | 7 | 2 way conversations would be good with multiple messages, so I don't have to type want people have sent to my work phone into their record | | 8 | Not sure Maybe link to sending sick notes and other paperwork | | | | |
|  | | answered | 8 |
| skipped | 44 |

| **Is there an optimal approach/lessons you would like to share? If so, can you share it?** | | | |
| --- | --- | --- | --- |
|  | | **Response Percent** | **Response Total** |
| 1 | Open-Ended Question | 100.00% | 4 |
| |  |  | | --- | --- | | 1 | Love it, patients love it. It’s great. | | 2 | Information governance issues limit usefulness | | 3 | Making sure mobile numbers are correct is very important and that the message is sent to the right patient. Sometimes find that teenagers end up having parents numbers on system and this can cause Issues with confidentiality | | 4 | AccuRx has worked well with Asthma | | | | |
|  | | answered | 4 |
| skipped | 48 |

| **Is there anything else you would like to tell us about your experience of SMS messaging?** | | | |
| --- | --- | --- | --- |
|  | | **Response Percent** | **Response Total** |
| 1 | Open-Ended Question | 100.00% | 2 |
| |  |  | | --- | --- | | 1 | It would be useful to know if patients have received the SMS | | 2 | Patient confidentiality is a big issue for teenagers (whose phone are they using?) Patients change numbers and fail to update Keeping on top of SMS consent is difficult | | | | |
|  | | answered | 2 |
| skipped | 50 |

**If you are a clinician please answer the following:**

| **Do you feel virtual consultations are more medico-legally risky than usual ways of working? [where 0 = not at all, and 5 = a lot]** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | 0 |  | 0.00% | 0 |
| 2 | 1 |  | 0.00% | 0 |
| 3 | 2 |  | 0.00% | 0 |
| 4 | 3 | |  | | --- | |  | | 23.08% | 6 |
| 5 | 4 | |  | | --- | |  | | 38.46% | 10 |
| 6 | 5 | |  | | --- | |  | | 38.46% | 10 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 5.15 | Std. Deviation: | 0.77 | Satisfaction Rate: | 83.08 | | Variance: | 0.59 | Std. Error: | 0.15 |  | | | | | answered | 26 |
| skipped | 26 |

| **Do you feel that clinicians have felt forced to make more risky decisions during the pandemic? [where 0 = not at all, and 5 = a lot]** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | 0 |  | 0.00% | 0 |
| 2 | 1 | |  | | --- | |  | | 3.85% | 1 |
| 3 | 2 |  | 0.00% | 0 |
| 4 | 3 | |  | | --- | |  | | 7.69% | 2 |
| 5 | 4 | |  | | --- | |  | | 38.46% | 10 |
| 6 | 5 | |  | | --- | |  | | 50.00% | 13 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 5.31 | Std. Deviation: | 0.91 | Satisfaction Rate: | 86.15 | | Variance: | 0.83 | Std. Error: | 0.18 |  | | | | | answered | 26 |
| skipped | 26 |

| **Have IT solutions helped mitigate that risk? [where 0 = not at all, and 5 = a lot]** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | 0 | |  | | --- | |  | | 3.85% | 1 |
| 2 | 1 |  | 0.00% | 0 |
| 3 | 2 | |  | | --- | |  | | 11.54% | 3 |
| 4 | 3 | |  | | --- | |  | | 23.08% | 6 |
| 5 | 4 | |  | | --- | |  | | 50.00% | 13 |
| 6 | 5 | |  | | --- | |  | | 11.54% | 3 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 4.5 | Std. Deviation: | 1.08 | Satisfaction Rate: | 70 | | Variance: | 1.17 | Std. Error: | 0.21 |  | | | | | answered | 26 |
| skipped | 26 |

| **If so, once usual conditions return and the medico-legal expectations return to the baseline, will virtual consultation remain effective? [where 0 = not at all, and 5 = a lot]** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | 0 |  | 0.00% | 0 |
| 2 | 1 | |  | | --- | |  | | 7.69% | 2 |
| 3 | 2 | |  | | --- | |  | | 11.54% | 3 |
| 4 | 3 | |  | | --- | |  | | 46.15% | 12 |
|  | 4 | |  | | --- | |  | | 19.23% | 5 |
| 6 | 5 | |  | | --- | |  | | 15.38% | 4 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 4.23 | Std. Deviation: | 1.09 | Satisfaction Rate: | 64.62 | | Variance: | 1.18 | Std. Error: | 0.21 |  | | | | | answered | 26 |
| skipped | 26 |

| **We welcome any further comments/suggestions you would like to add:** | | | |
| --- | --- | --- | --- |
|  | | **Response Percent** | **Response Total** |
| 1 | Open-Ended Question | 100.00% | 10 |
| |  |  | | --- | --- | | 1 | Virtual consultations have allowed us to keep working with reduced risk of infection spread. They are certainly not without risk but we had no other practical solution - they have been a godsend. | | 2 | some aspect of virtual consultations should remain, patients being able to send photos etc are helpful, as are videos in care homes | | 3 | for care home reviews, palliative reviews I am sure it will become widespread | | 4 | Survey is not well designed as doesn't take into account reality of general practice at present.  Video consultations are better than getting covid, but not as good as seeing patients face to face. Face to face appointment swill need to continue.  All the different methods have required taking time out to learn and train which has been hard work. They are all different. They all take time to log in and do things. This time is adding up. It's only working now as we are still relatively quiet | | 5 | Virtual consultations are great but unless medicolegal legislations change to support the clinicians, continuing virtual consultations may make clinicians anxious. | | 6 | some photo texting useful.  less sure about video. better for pateient less waiting, with time lag not always lots quicker for clinician. also often not working | | 7 | Antibiotic guardianship has gone out the window Assessing chronic breathing problmes is very difficult remotely I worry about excluding skin cancer using photographs or phone camera I worry about patient sensitive information being mislaid because I am home working, using a stealable laptop . Are the video platforms secure? | | 8 | Additional training for nursing team would be useful-online | | 9 | Hopefully they can enhance the way we work but I don’t think they will take over the workload. Hopefully they will continue for a part of the population who find it hard to get into the practice | | 10 | We need more video cameras and microphones. Have already requested but need for all consulting rooms | | | | |
|  | | answered | 10 |
| skipped | 42 |