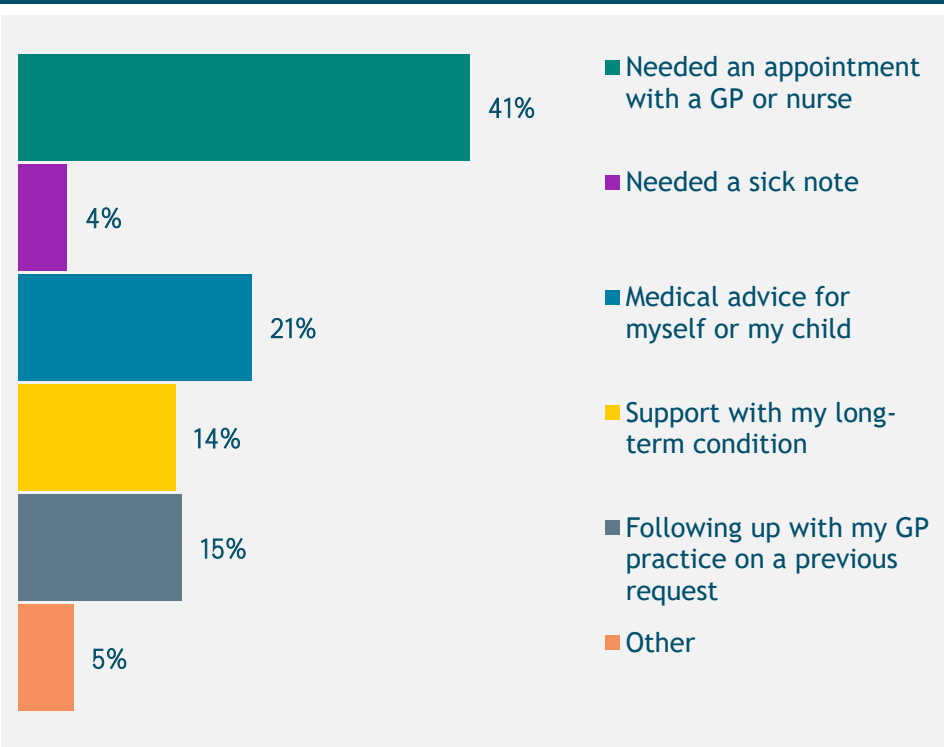


Online GP consultation services allow anyone registered with a GP practice to make contact with them via the internet. The service can be used for a variety of reasons, from non-urgent general medical advice for yourself or a child, requesting an appointment, seeking information and support with a long-term condition and administrative help including sick notes. To use the service, patients complete an online form via their GP practice website or through a mobile app. The practice then provides the most appropriate response, such as advice sent by text, email or online live chat, or a phone, video or face to face appointment.

## Have you ever used online GP consultation services before?



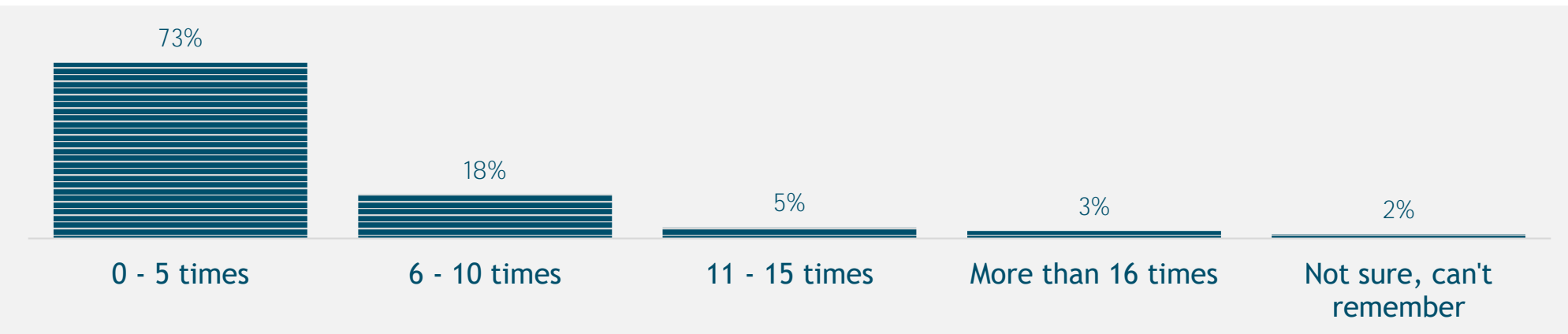
## What was your reason for using the online form/app?



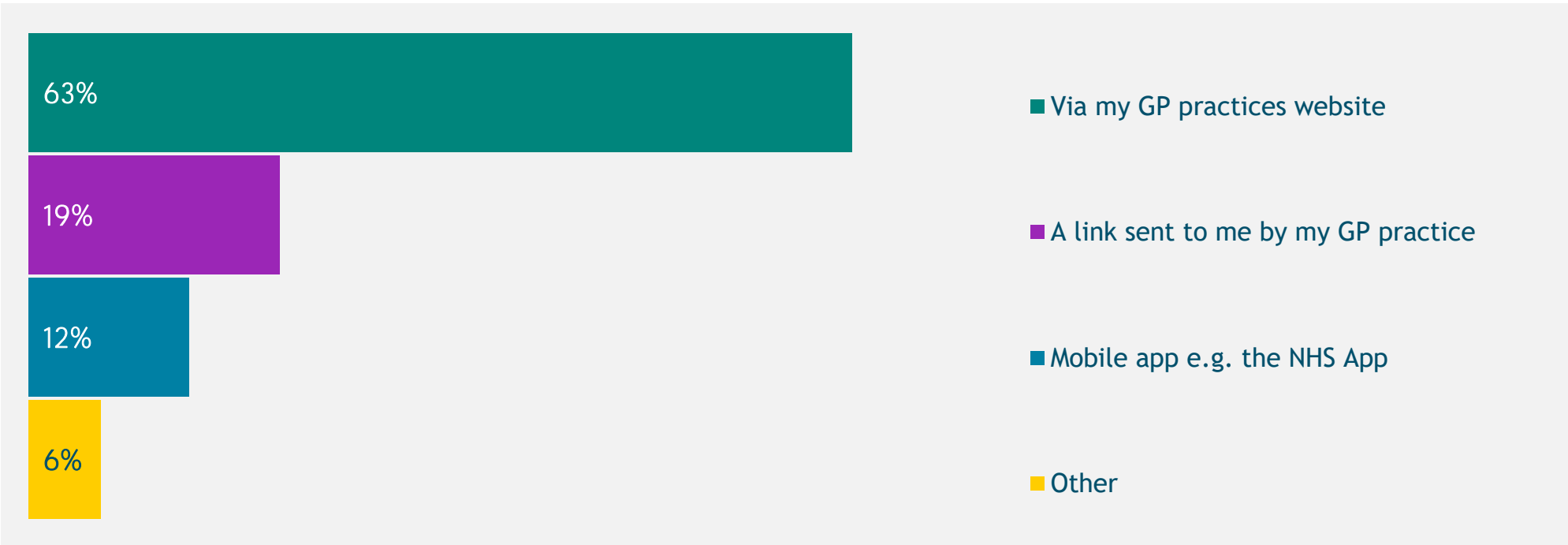
## Please tell us why you have not used online GP consultation services?



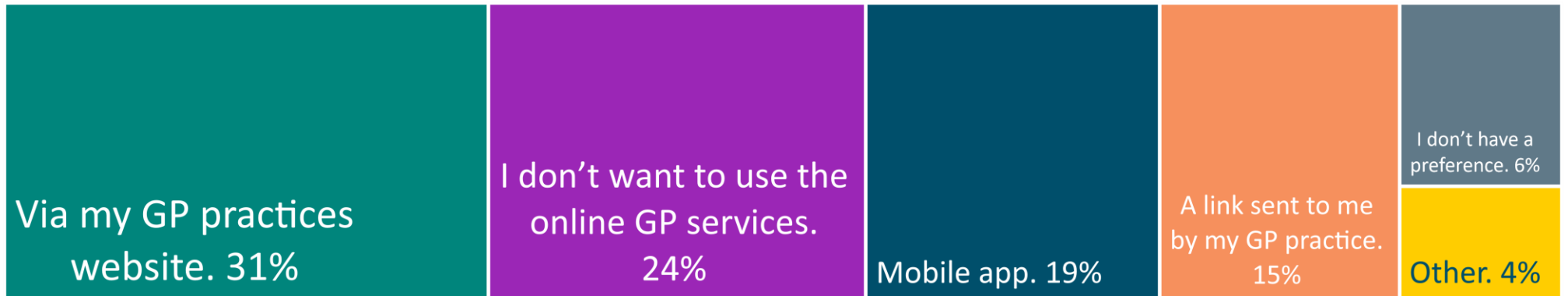
How many times have you used online GP consultation services over the last year?



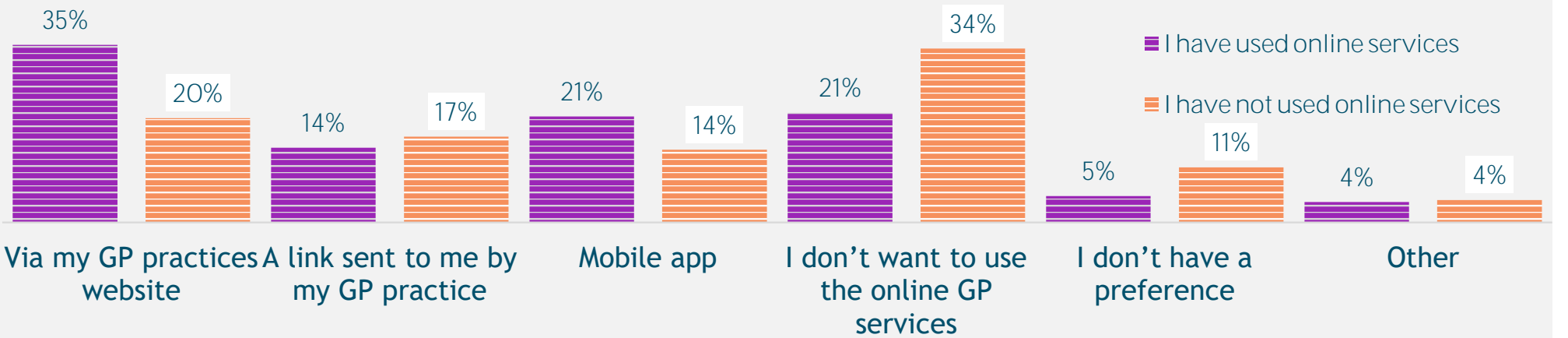
How do you access the service?



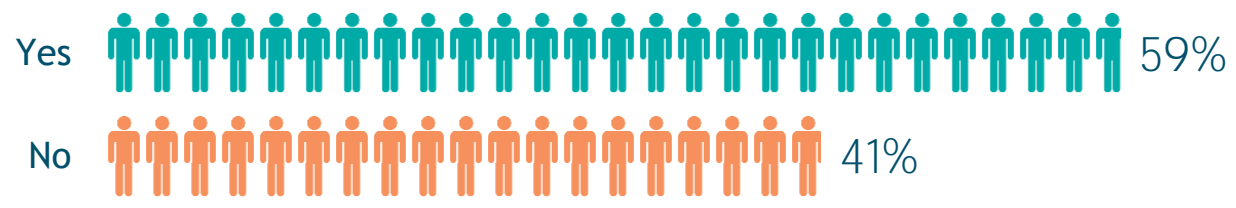
What would be your preferred method of accessing online GP services?



What would be your preferred method of accessing online GP services? [Expanded]



Have you still needed to call your GP surgery or any other services after submitting an online consultation form?



If you have completed an online GP consultation form or used the app, please let us know how strongly you agree or disagree with each of the following statements regarding your experience?

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A (% of total answers)
It is quick to use	13%	22%	13%	25%	27%	0%
It was convenient to use	15%	28%	13%	21%	23%	0%
It was easy to access	15%	36%	16%	15%	18%	0%
It saved me time	14%	22%	14%	21%	30%	0%
My needs were met using it	13%	27%	16%	19%	26%	1%
I was satisfied with my experience using it	12%	23%	18%	19%	29%	0%
It is accessible to people with disabilities	10%	20%	31%	15%	24%	29%
I was contacted by my surgery within the stated time after using it	22%	36%	13%	13%	16%	4%
I prefer using online services to having to call or go to the surgery	13%	16%	17%	19%	34%	1%
I felt safe sharing my information in this way	16%	33%	22%	12%	17%	2%

Overall, we want to know what could make your experience of online GP consultation services better. Please let us know how strongly you agree or disagree with each of the following statements?

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A (% of total answers)
The link needs to be more obvious to find on the GP practice website	29%	28%	26%	12%	5%	9%
I would like to have to give less history about my long-term condition	28%	30%	28%	10%	3%	11%
There needs to be fewer questions to answer on the form	37%	31%	23%	7%	3%	9%
If my condition was urgent it directed me to appropriate services (e.g. NHS 111)	25%	34%	25%	8%	8%	20%
I need more support or instruction on how to use it	16%	18%	26%	28%	13%	12%
I would like more reassurance that someone will get back to me	44%	28%	16%	11%	3%	7%
I would like to know who is reading my responses and deciding what to do next	49%	30%	13%	5%	2%	5%
The app I'm using could be better	27%	25%	40%	6%	2%	29%

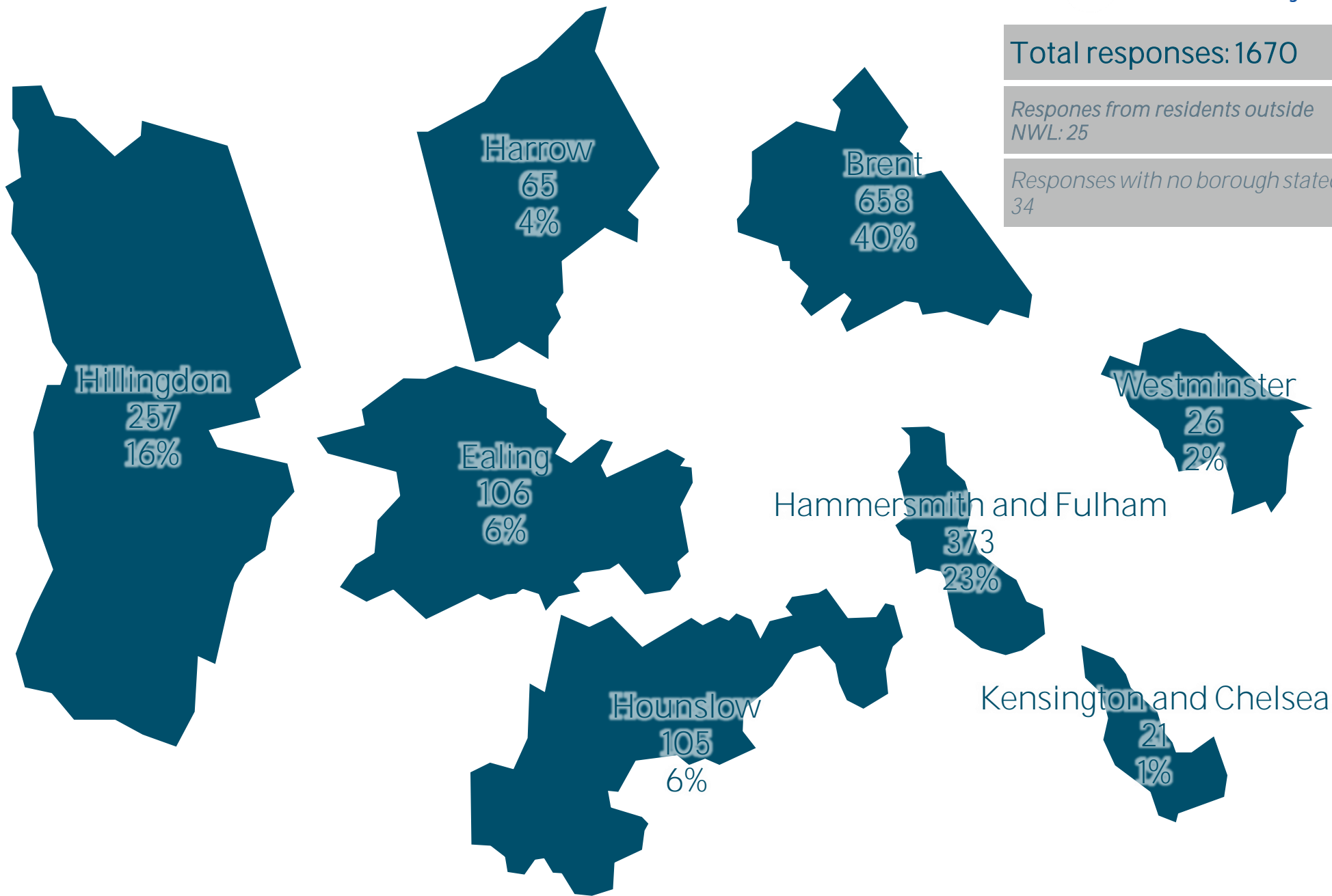
### I need more support or instruction on how to use it

I have used online services	10%	14%	27%	33%	16%	7%
I have not used online services	32%	27%	23%	12%	5%	27%

Total responses: 1670

Responses from residents outside  
NWL: 25

Responses with no borough stated:  
34



Are you registered with a GP?

No, 7

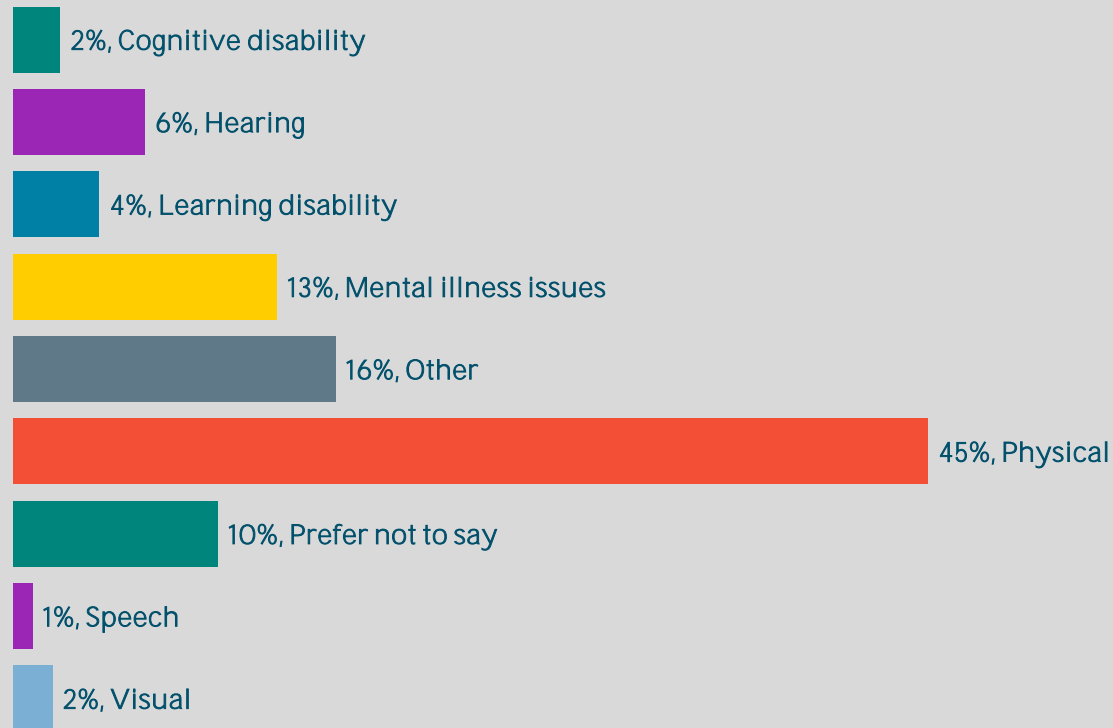


Yes, 1646

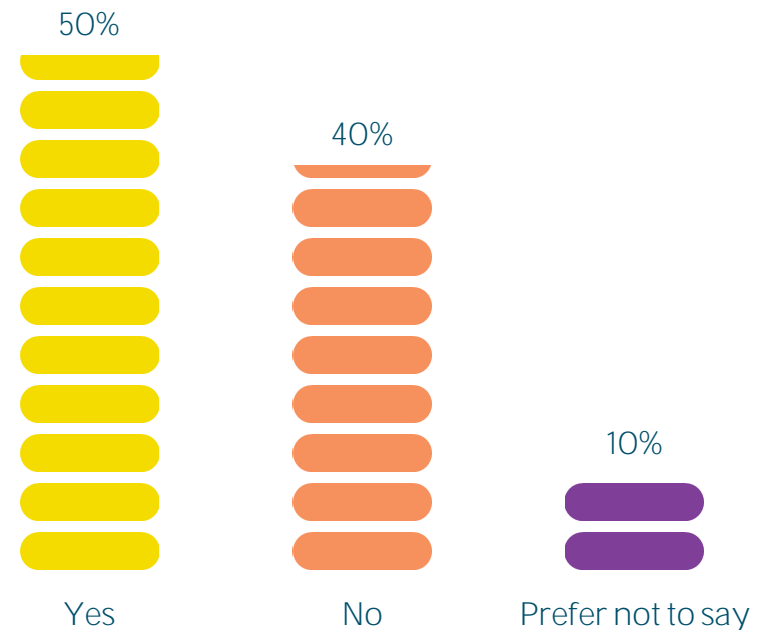
Do you consider yourself to have a disability?



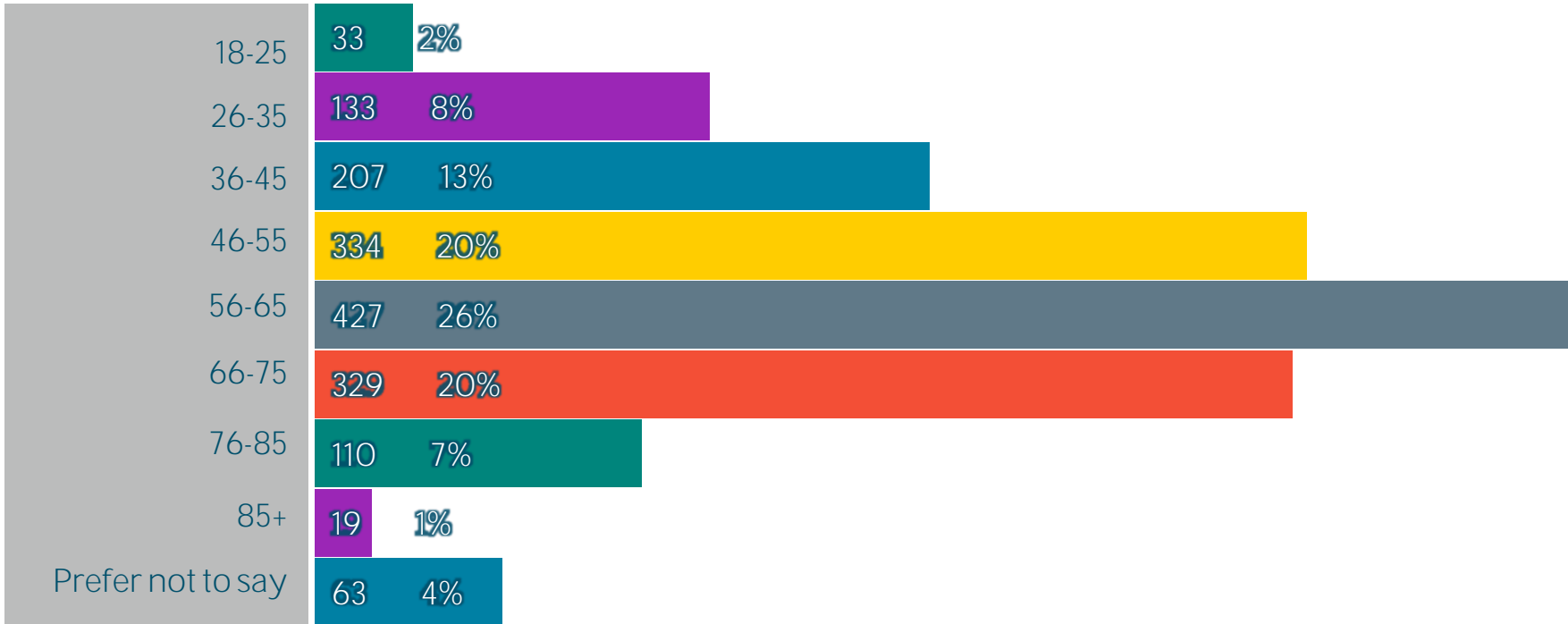
Yes  
314



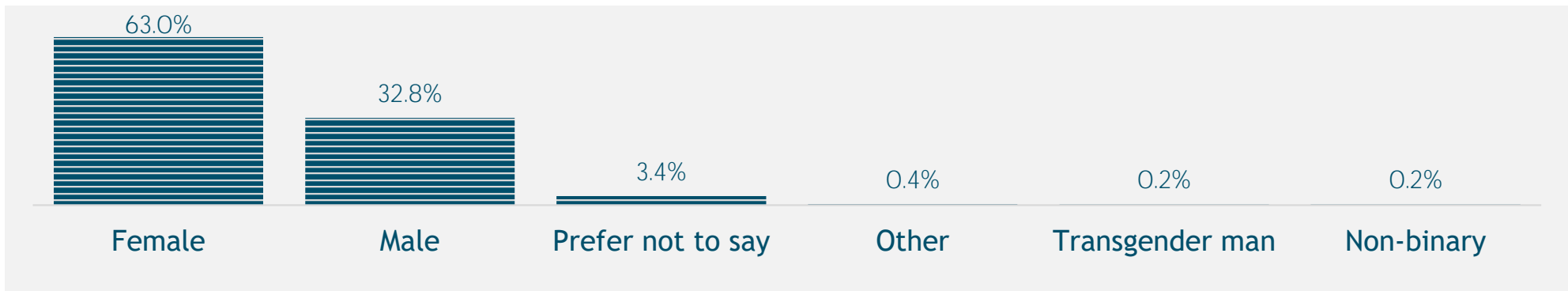
Do you consider yourself to have a long-term condition?



How old are you?



What is your gender?





How would you describe your ethnicity?

