

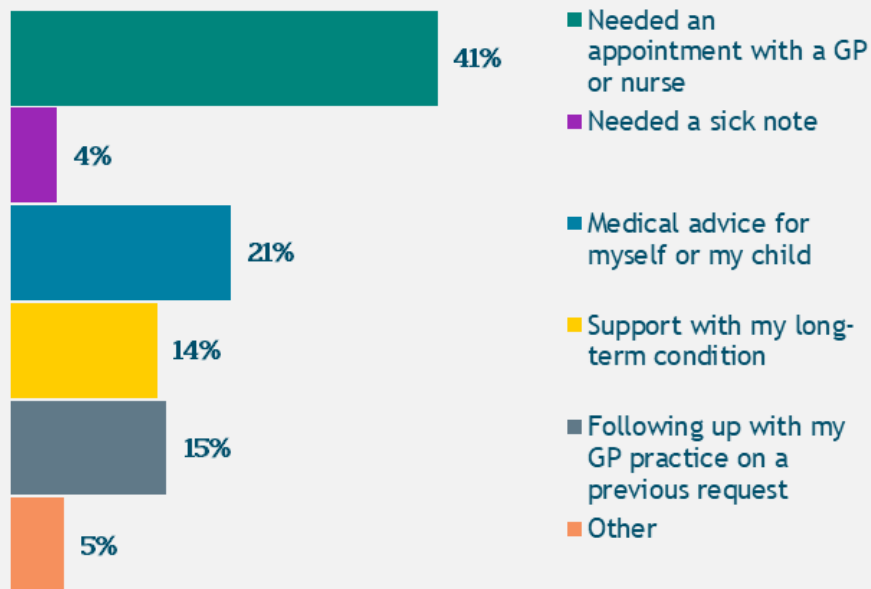
NHS North West London survey - contacting your GP surgery online

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.

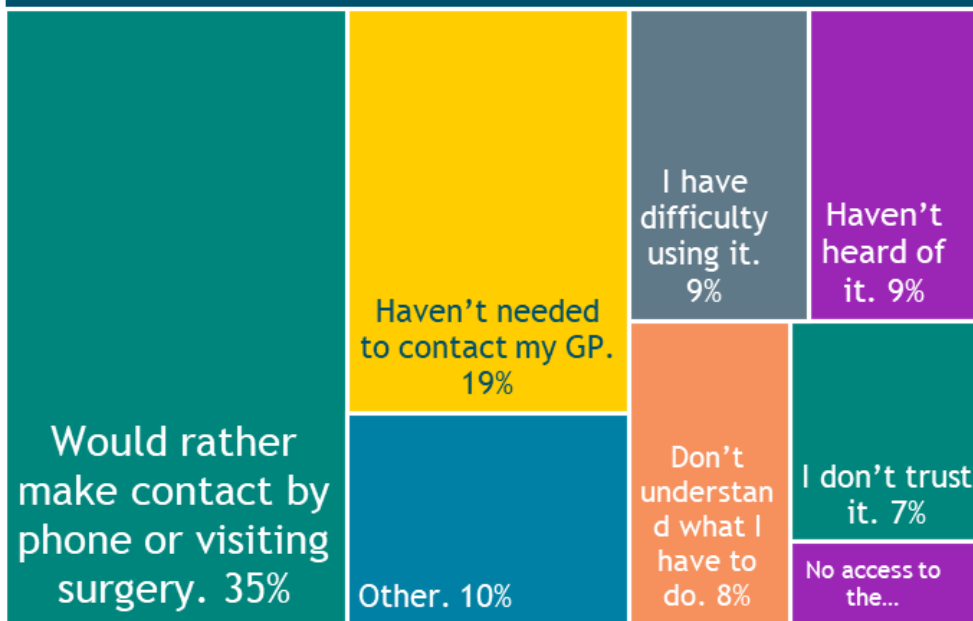
Have you ever used online GP consultation services before?



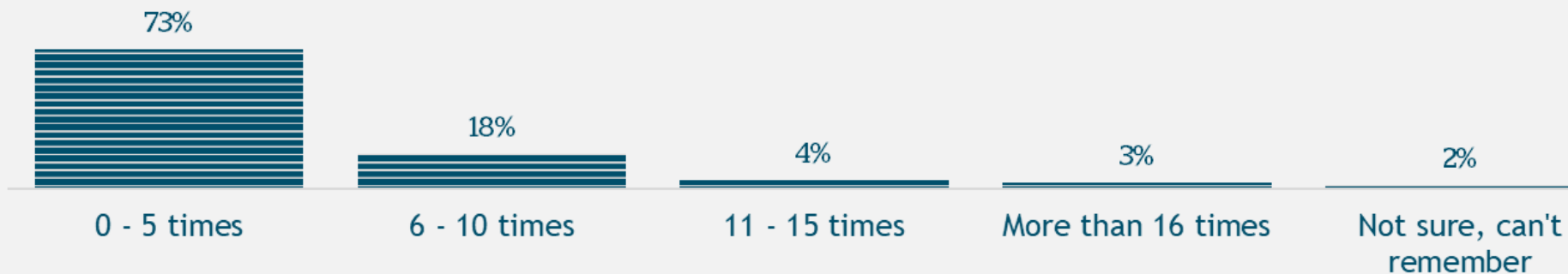
What was your reason for using the online form/app?



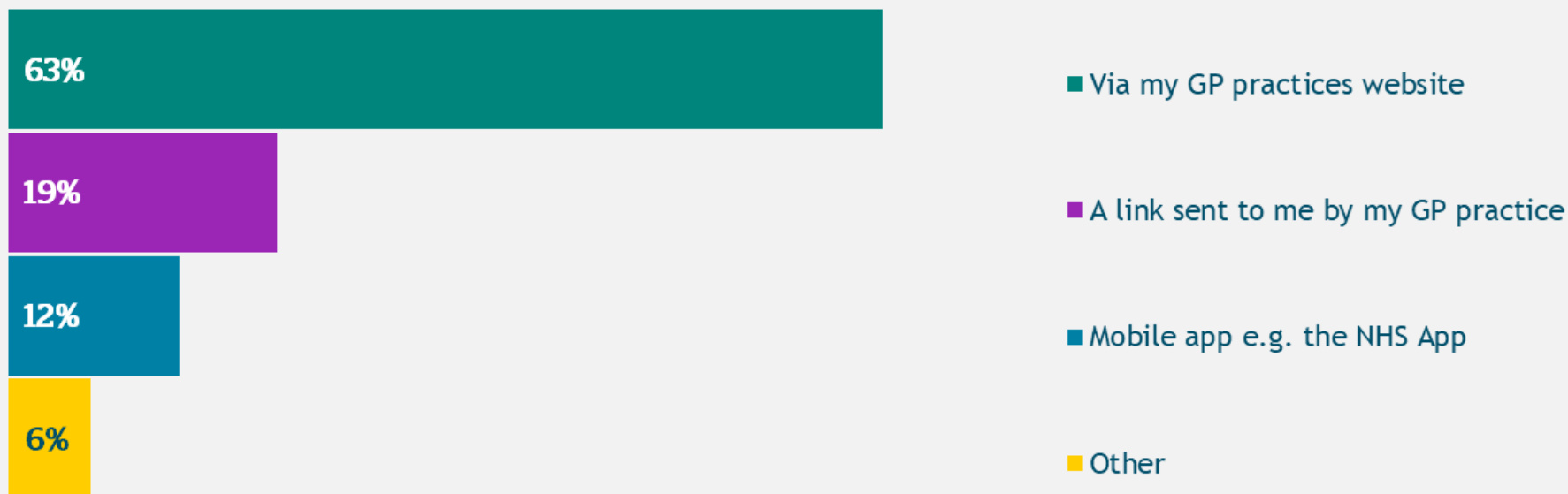
Please tell us why you have not used online GP consultation services?



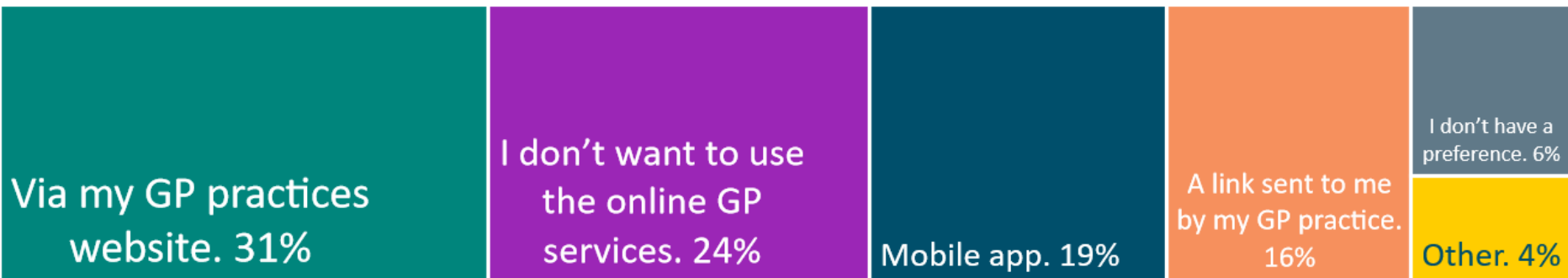
How many times have you used online GP consultation services over the last year?



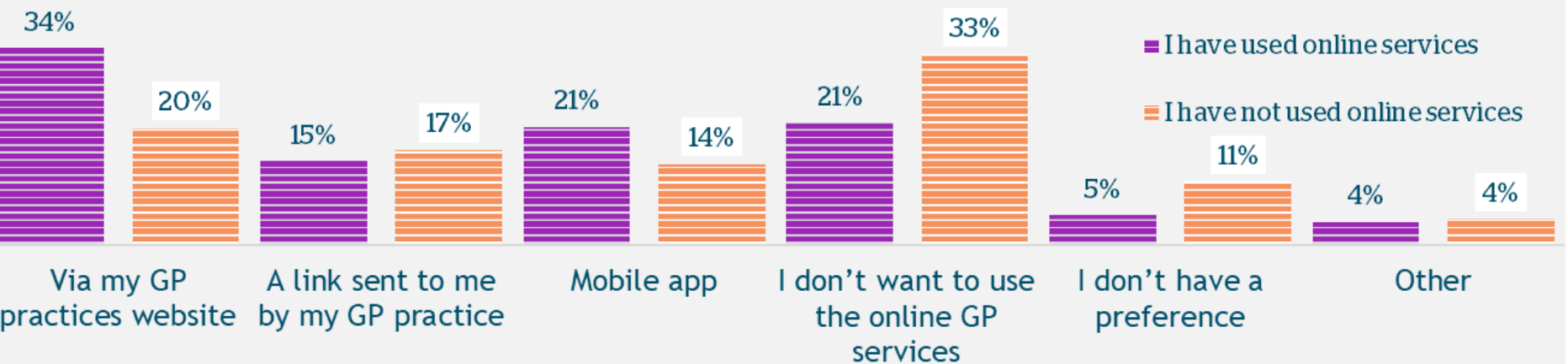
How do you access the service?



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



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



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% | 24% | 27% | 0% |
| It was convenient to use | 15% | 28% | 13% | 21% | 23% | 0% |
| It was easy to access | 16% | 36% | 16% | 15% | 18% | 0% |
| It saved me time | 15% | 22% | 14% | 20% | 29% | 1% |
| My needs were met using it | 13% | 26% | 16% | 19% | 26% | 1% |
| I was satisfied with my experience using it | 12% | 23% | 18% | 19% | 28% | 0% |
| It is accessible to people with disabilities | 10% | 20% | 31% | 14% | 24% | 28% |
| I was contacted by my surgery within the stated time after using it | 22% | 36% | 13% | 14% | 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% | 29% | 26% | 11% | 5% | 9% |
| I would like to have to give less history about my long-term condition | 29% | 30% | 28% | 10% | 3% | 11% |
| There needs to be fewer questions to answer on the form | 37% | 30% | 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% | 27% | 13% | 12% |
| I would like more reassurance that someone will get back to me | 44% | 27% | 16% | 11% | 3% | 7% |
| I would like to know who is reading my responses and deciding what to do next | 49% | 30% | 14% | 5% | 2% | 5% |
| The app I'm using could be better | 27% | 25% | 40% | 6% | 2% | 29% |

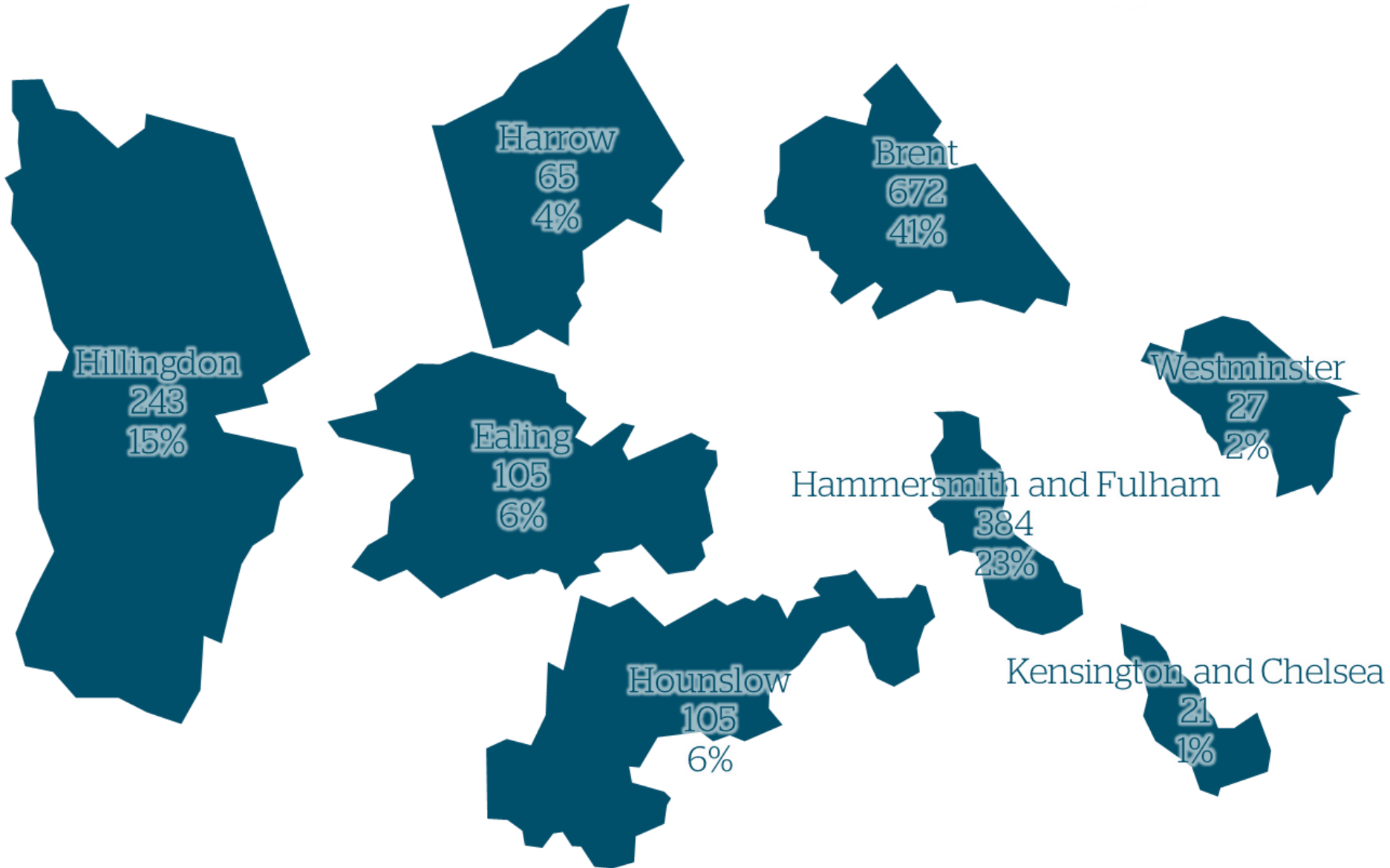
I need more support or instruction on how to use it

| | | | | | | |
|---------------------------------|-----|-----|-----|-----|-----|-----|
| I have used online services | 10% | 14% | 27% | 33% | 16% | 8% |
| I have not used online services | 33% | 28% | 23% | 11% | 5% | 26% |

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North West London
Clinical Commissioning Group



Are you registered with a GP?

No, 8



Yes, 1652

Do you consider yourself to have a disability?

No
1339

Yes
313



2%, Cognitive disability

7%, Hearing

4%, Learning disability

13%, Mental illness issues

17%, Other

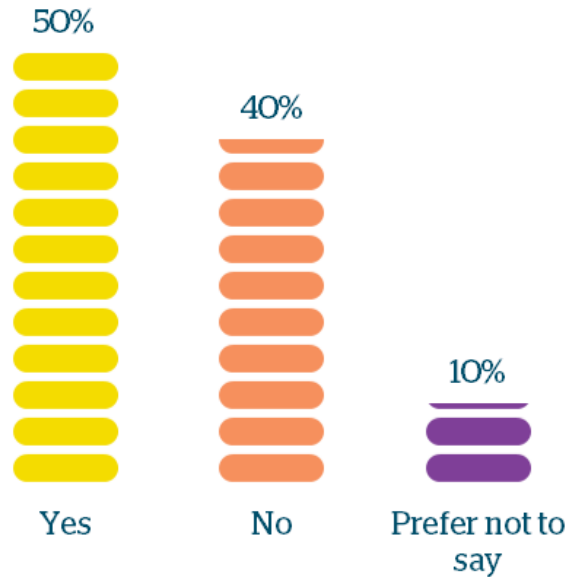
46%, Physical

9%, Prefer not to say

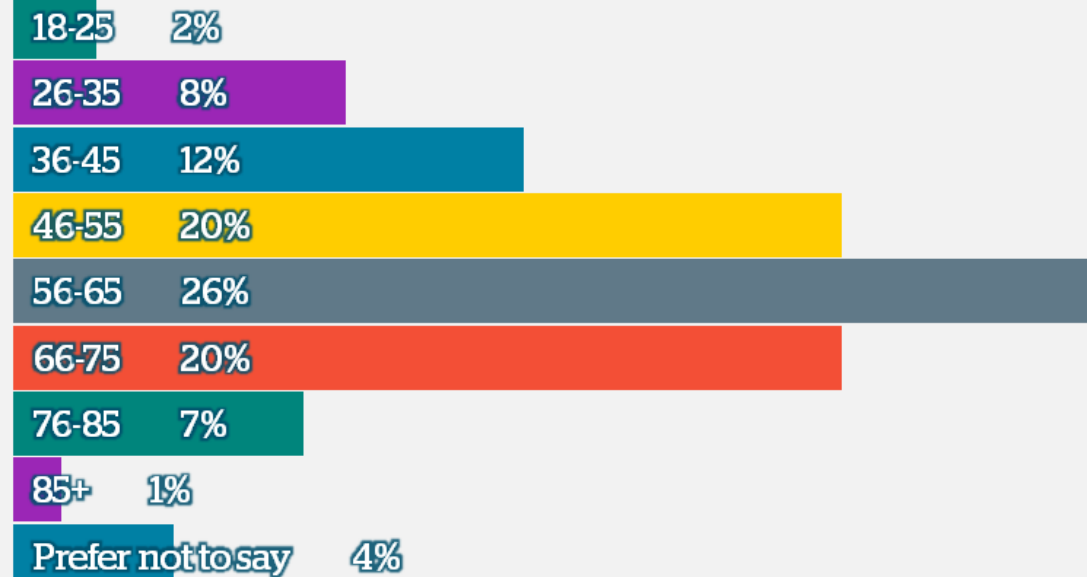
1%, Speech

2%, Visual

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



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



How would you describe your ethnicity?



How would you describe your ethnicity?

