

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

June 2020

South Yorks STP

| **Tell us a few things about yourself:** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Primary Care Clinician | |  | | --- | |  | | 35.82% | 24 |
| 2 | Secondary Care Clinician |  | 0.00% | 0 |
| 3 | Commissioner | |  | | --- | |  | | 1.49% | 1 |
| 4 | Clerical Staff | |  | | --- | |  | | 1.49% | 1 |
| 5 | Practice Manager | |  | | --- | |  | | 55.22% | 37 |
| 6 | Other (please specify): | |  | | --- | |  | | 5.97% | 4 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 3.58 | Std. Deviation: | 1.96 | Satisfaction Rate: | 51.64 | | Variance: | 3.86 | Std. Error: | 0.24 |  | | | | | answered | 67 |
| skipped | 0 |
| Other (please specify): (4) | | | | |
| |  |  |  | | --- | --- | --- | | 1 |  | Supervisor | | 2 |  | IT Manager | | 3 |  | Business Manager | | 4 |  | Supervisor | | | | | |

| **Which CCG do you belong to?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 4 | NHS BARNSLEY CCG | |  | | --- | |  | | 19.40% | 13 |
| 8 | NHS DONCASTER CCG | |  | | --- | |  | | 23.88% | 16 |
| 18 | NHS ROTHERHAM CCG | |  | | --- | |  | | 17.91% | 12 |
| 19 | NHS SHEFFIELD CCG | |  | | --- | |  | | 38.81% | 26 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 13.28 | Std. Deviation: | 6.33 | Satisfaction Rate: | 51.18 | | Variance: | 40.05 | Std. Error: | 0.77 |  | | | | | answered | 67 |
| skipped | 0 |

| **Which technology have you adopted? Please tick any/all that apply:** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Online Consultation | |  | | --- | |  | | 56.72% | 38 |
| 2 | Video Conference | |  | | --- | |  | | 91.04% | 61 |
| 3 | SMS | |  | | --- | |  | | 83.58% | 56 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 4.9 | Std. Deviation: | 4.39 | Satisfaction Rate: | 129.1 | | Variance: | 19.24 | Std. Error: | 0.54 |  | | | | | answered | 67 |
| skipped | 0 |

**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 | |  | | --- | |  | | 43.55% | 27 |
| 2 | No | |  | | --- | |  | | 17.74% | 11 |
| 3 | Tried but not fully implemented | |  | | --- | |  | | 22.58% | 14 |
| 4 | Not yet implemented | |  | | --- | |  | | 16.13% | 10 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 2.11 | Std. Deviation: | 1.14 | Satisfaction Rate: | 37.1 | | Variance: | 1.29 | Std. Error: | 0.14 |  | | | | | answered | 62 |
| skipped | 5 |

| **If no or not yet implemented please describe why:** | | | |
| --- | --- | --- | --- |
|  | | **Response Percent** | **Response Total** |
| 1 | Open-Ended Question | 100.00% | 22 |
| |  |  | | --- | --- | | 1 | We do not have the cameras to enable this to happen. | | 2 | Practice preference would be video consultation | | 3 | Unaware of the IT Seems like it would be slow - over the phone would be better | | 4 | On line consultation would require open access to send messages , these messages go on the health record and patients do not always send appropriate messages. also worried about the resource required to answer all the messages that would potentially come through . Fear that it would open the floodgates for inappropriate use of a tight resource. | | 5 | currently using video consultations via phones at present - accurex | | 6 | Our CCG/ICS is in the process of rolling out DoctorLink but we have temporarily moved to a doctor-first system of triage to cope with the demads of the Covid-19 pandemic. | | 7 | unsure | | 8 | At th momnt we are just using video consultations | | 9 | Possibility after the pandemic | | 10 | my personal concern about too many avenues of access risking inadequate clinical assessment, causing risk of litigtion. Alternately, the system can result in massive amounts of algorithm answers which I find very hard to assess and which result in a load of negative data and coding, which makes it harder to see the wood for the trees and pick out the clinically important. I have done occasional on-line responses or advice, but we have not instigated this as a system.  It also makes me feel patients can access us and expect response 24/7, which is not sustainable and could detract from clinical prioritising,.... triaging on-line access it is yet another system to institute on top of a great rate of change, and I suspect would increase access and workload. | | 11 | under discussion | | 12 | Not looked into it yet . Dr link is activated . | | 13 | we are using accurx video consultations which are working well and telephone triage | | 14 | Not considered it or encouraged to do so | | 15 | Do not think it useful at the moment | | 16 | I struggle to see the benefit except for simple, ""closed-loop"" queries i.e. medication queries. | | 17 | cONCERNS ABOUT WORK-LOAD ON CLINICIANS AND CURRENTLY PHONE CONSULTING SEEMS TO CONTROL DEMAND | | 18 | not yet come across a suitable system that would work for our practice | | 19 | We are using full telephone triage and video through accurx and sms. | | 20 | The GPs believe that We would get an unprecedented amount of queries , most of them inappropriate for the service | | 21 | We have just had doctor link put onto our computer system so a couple of patients have booked appointment this way. | | 22 | Currently do not have the capacity.  We are | | | | |
|  | | answered | 22 |
| skipped | 45 |

| **Which system are you using?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | e-Consult | |  | | --- | |  | | 9.09% | 2 |
| 2 | EMIS On-line Triage |  | 0.00% | 0 |
| 3 | AskMyGP | |  | | --- | |  | | 4.55% | 1 |
| 4 | Engage Consult |  | 0.00% | 0 |
| 5 | Other (please specify): | |  | | --- | |  | | 86.36% | 19 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 4.55 | Std. Deviation: | 1.2 | Satisfaction Rate: | 88.64 | | Variance: | 1.43 | Std. Error: | 0.25 |  | | | | | answered | 22 |
| skipped | 45 |
| Other (please specify): (19) | | | | |
| |  |  | | --- | --- | | 1 | AccuRX | | 2 | SystmOnline | | 3 | AccuRX | | 4 | Accurx | | 5 | Doctorlink | | 6 | Doctor Link | | 7 | Doctor Link | | 8 | Doctorlink | | 9 | DrLink | | 10 | AccuRx | | 11 | DoctorLink | | 12 | Accurx | | 13 | DoctorLink | | 14 | Doctorlink | | 15 | DoctorLink | | 16 | Telephone Triaging | | 17 | Accurx | | 18 | Own online Form | | 19 | AccuRX | | | | | |

| **How are you using Online Consultation?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Total online triage | |  | | --- | |  | | 39.13% | 9 |
| 2 | Additional access method | |  | | --- | |  | | 52.17% | 12 |
| 3 | Other (please specify): | |  | | --- | |  | | 17.39% | 4 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 1.96 | Std. Deviation: | 0.74 | Satisfaction Rate: | 43.48 | | Variance: | 0.55 | Std. Error: | 0.15 |  | | | | | answered | 23 |
| skipped | 44 |
| er (please specify): (4) | | | | |
| |  |  | | --- | --- | | 1 | Online messaging | | 2 | Total Video consultation with the vase majority of all patient contact | | 3 | haven't got a clue - have had 1 patient used it - but know we have it .... think they can access from webiste | | 4 | Telephone Triaging | | | | | |

| **How do practices allocate calls between staff types (eg. doctors/nurses/ANP)?** | | | |
| --- | --- | --- | --- |
|  | | **Response Percent** | **Response Total** |
| 1 | Open-Ended Question | 100.00% | 19 |
| |  |  | | --- | --- | | 1 | Reception allocate based on care navigation and knowlege of clinical skills. | | 2 | The GPS and ANPs run from 1 on the day rota and pick from that  The nurses clinics are prebooked | | 3 | We have always been a triage based practice. All Clinicians work through the whole triage list dealing with all patients. Only allocated to someone if it is a continuing problem or requesting, for example, a male/female GP | | 4 | Triage at first point and directed to ANP, GP. | | 5 | Receptionists are trained care navigators and know which patients to put in which clinics | | 6 | usual workload for each clinician as previously | | 7 | All Dr Link outcomes received are reviewed by a GP first | | 8 | We have not had so many of these due to our IT not being compatible and it having to be updated. We will add them to doctors lists depending on appointment availability. | | 9 | Currently all triage calls for GPs, annual reviews Nurses | | 10 | patients choicw | | 11 | According to problem / need of patient | | 12 | Staff members ask the nature of the call then signpost the patient to the appropriate clinician or alternative avenues | | 13 | One list and all contribute | | 14 | Receptions field and then allocate | | 15 | Dr and Nurse both pick off the list. | | 16 | Nurses have their own lists, GP work from 1 list and all work through the calls. Any follow up are booked by a GP on their own list | | 17 | Reception triage  Doctor triage  Patient choice | | 18 | ANP and Duty GP at different points through the day, covering all opening hours | | 19 | GP's book any follow ups into their own surgery. New contacts entered on to 1 list and all GP' work through it | | | | |
|  | | answered | 19 |
| skipped | 48 |

| **Do Online Consultations reduce or increase workload/consultation time?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | 0 (significant reduction) | |  | | --- | |  | | 13.04% | 3 |
| 2 | 1 (slight reduction) | |  | | --- | |  | | 30.43% | 7 |
| 3 | 2 (no impact) | |  | | --- | |  | | 21.74% | 5 |
| 4 | 3 (slight increase) | |  | | --- | |  | | 21.74% | 5 |
| 5 | 4 (significant increase) | |  | | --- | |  | | 13.04% | 3 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 2.91 | Std. Deviation: | 1.25 | Satisfaction Rate: | 47.83 | | Variance: | 1.56 | Std. Error: | 0.26 |  | | | | | answered | 23 |
| skipped | 44 |

| **Do you like Online Consultation? [where 0 = not at all, and 5 = a lot]** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | 0 | |  | | --- | |  | | 18.18% | 4 |
| 2 | 1 | |  | | --- | |  | | 4.55% | 1 |
| 3 | 2 | |  | | --- | |  | | 18.18% | 4 |
| 4 | 3 | |  | | --- | |  | | 13.64% | 3 |
| 5 | 4 | |  | | --- | |  | | 22.73% | 5 |
| 6 | 5 | |  | | --- | |  | | 22.73% | 5 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 3.86 | Std. Deviation: | 1.77 | Satisfaction Rate: | 57.27 | | Variance: | 3.12 | Std. Error: | 0.38 |  | | | | | answered | 22 |
| skipped | 45 |

| **To what extent has Online Consultation changed patient demand?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | 0 (significant reduction) | |  | | --- | |  | | 10.00% | 2 |
| 2 | 1 (slight reduction) | |  | | --- | |  | | 15.00% | 3 |
| 3 | 2 (no impact) | |  | | --- | |  | | 60.00% | 12 |
| 4 | 3 (slight increase) | |  | | --- | |  | | 15.00% | 3 |
| 5 | 4 (significant increase) |  | 0.00% | 0 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 2.8 | Std. Deviation: | 0.81 | Satisfaction Rate: | 45 | | Variance: | 0.66 | Std. Error: | 0.18 |  | | | | | answered | 20 |
| skipped | 47 |

| **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 | |  | | --- | |  | | 18.18% | 4 |
| 2 | 1 | |  | | --- | |  | | 9.09% | 2 |
| 3 | 2 | |  | | --- | |  | | 13.64% | 3 |
| 4 | 3 | |  | | --- | |  | | 18.18% | 4 |
| 5 | 4 | |  | | --- | |  | | 36.36% | 8 |
| 6 | 5 | |  | | --- | |  | | 4.55% | 1 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 3.59 | Std. Deviation: | 1.59 | Satisfaction Rate: | 51.82 | | Variance: | 2.51 | Std. Error: | 0.34 |  | | | | | answered | 22 |
| skipped | 45 |
| Any further comments (11) | | | | |
| |  |  | | --- | --- | | 1 | Many of our patients do not have English as their first language as well as having a high illiteracy level. The online consulting method does not work for this cohort of patients | | 2 | Yes the feedback we get from patients has been positive, gives flexibility and reduces footfall | | 3 | Once online they think its great. Webcam quality can be an issue | | 4 | Too time consuming and we offer same day triage at the surgery and our access is very good therefore it is quicker to contact the surgery | | 5 | Our patients are using as we are a atypical practice for asylum seekers and homeless so our patients often dont speak English or have access to the internet | | 6 | Again we have not seen it used that often - our patients have however adapted very well to our video consultation offering | | 7 | Our opinion of online consultation is most likely due to the platform we are using. We have found that DrLink is not user friendly and the questions asked do not assist the GPs in triaging the patient | | 8 | our demographics make it hard for those who need medical care most to use technology | | 9 | Obviously not as only 1 person done it! | | 10 | No just a waste of time. | | 11 | Proprietary platforms are too complicated for the majority of our patients which is why we have developed our own. | | | | | |

| **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 | |  | | --- | |  | | 13.64% | 3 |
| 2 | 1 | |  | | --- | |  | | 4.55% | 1 |
| 3 | 2 | |  | | --- | |  | | 9.09% | 2 |
| 4 | 3 | |  | | --- | |  | | 13.64% | 3 |
| 5 | 4 | |  | | --- | |  | | 36.36% | 8 |
| 6 | 5 | |  | | --- | |  | | 22.73% | 5 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 4.23 | Std. Deviation: | 1.65 | Satisfaction Rate: | 64.55 | | Variance: | 2.72 | Std. Error: | 0.35 |  | | | | | answered | 22 |
| skipped | 45 |
| Please add any details (if applicable) (7) | | | | |
| |  |  | | --- | --- | | 1 | Yes they are getting no lesser service | | 2 | I can't answer this as I don't know | | 3 | N/A | | 4 | I don't think we have done enough to measure this | | 5 | Haven't got a clue | | 6 | Too early to comment | | 7 | More convenient for those at work | | | | | |

| **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 | |  | | --- | |  | | 13.04% | 3 |
| 2 | IN THE FUTURE | |  | | --- | |  | | 8.70% | 2 |
| 3 | BOTH | |  | | --- | |  | | 65.22% | 15 |
| 4 | Other (please specify): | |  | | --- | |  | | 17.39% | 4 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 2.96 | Std. Deviation: | 0.88 | Satisfaction Rate: | 63.77 | | Variance: | 0.77 | Std. Error: | 0.18 |  | | | | | answered | 23 |
| skipped | 44 |
| Other (please specify): (4) | | | | |
| |  |  | | --- | --- | | 1 | Possibly but it would not be our first choice for patients | | 2 | depending on patient response | | 3 | No reason to use it - have managed without it - not sure how it adds | | 4 | Neither | | | | | |

| **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% | 16 |
| |  |  | | --- | --- | | 1 | 50 | | 2 | 30 | | 3 | 250 | | 4 | 3 | | 5 | 20 | | 6 | 0 | | 7 | 1 | | 8 | 12 | | 9 | 200 | | 10 | 0 | | 11 | 250 | | 12 | 1 | | 13 | 500 | | 14 | 4 | | 15 | 70 | | 16 | 48 | | | | |
|  | | answered | 16 |
| skipped | 51 |

| **Do you feel you had sufficient training in managing the Online Consultation software?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Yes | |  | | --- | |  | | 73.91% | 17 |
| 2 | No | |  | | --- | |  | | 26.09% | 6 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 1.26 | Std. Deviation: | 0.44 | Satisfaction Rate: | 26.09 | | Variance: | 0.19 | Std. Error: | 0.09 |  | | | | | answered | 23 |
| skipped | 44 |
| If No what further training would you like? (4) | | | | |
| |  |  | | --- | --- | | 1 | Worked this out for ourselves.  A proper package with an online waiting room would be great | | 2 | Further training would be required if we were to use it more | | 3 | No bothered as don't plan to use unless I have to! | | 4 | Not really applicable – we have not been able to review despite requesting, the DCB0160 or the DCB0129 documentation to assure us that the chosen solution is safe. We have had to develop our own in the absence of this information. | | | | | |

| **Approximately what proportion of queries translate into a face to face consultation?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | 0-20% | |  | | --- | |  | | 71.43% | 15 |
| 2 | 21-40% | |  | | --- | |  | | 14.29% | 3 |
| 3 | 41-60% |  | 0.00% | 0 |
| 4 | 61-80% | |  | | --- | |  | | 9.52% | 2 |
| 5 | 81-100% | |  | | --- | |  | | 4.76% | 1 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 1.62 | Std. Deviation: | 1.17 | Satisfaction Rate: | 15.48 | | Variance: | 1.38 | Std. Error: | 0.26 |  | | | | | answered | 21 |
| skipped | 46 |

| **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% | 7 |
| |  |  | | --- | --- | | 1 | IT to reduce footfall has been paramount during Covid and cannot stop. It has revolutionised our practice | | 2 | Use video consultations | | 3 | COVID-19 has been a big push to use | | 4 | Why are things imposed on us without consultation? | | 5 | No | | 6 | Where near as good as FTF consult bit better than nothing. | | 7 | Video consultations have limited access in General practice | | | | |
|  | | answered | 7 |
| skipped | 60 |

| **How can we increase the use of Online Consultations?** | | | |
| --- | --- | --- | --- |
|  | | **Response Percent** | **Response Total** |
| 1 | Open-Ended Question | 100.00% | 11 |
| |  |  | | --- | --- | | 1 | Increase language literacy and reduce the language barrier | | 2 | Support practices moving forward and take barriers away | | 3 | We need the IT. We don't have cameras so have had to use laptops with built in cameras but the quality isn't great | | 4 | I think offering online consultations as part of a suite of ways to speak to a GP rather than it being pushed on patients. We did our training many months ago but the novelty wore off due to the delay in getting our IT ready and because in the meantime we began to use a video consultation which has done exactly what it needed to do | | 5 | Information campaigns once we can talk to and see patients in care settings | | 6 | more support from the company | | 7 | Make people more aware of it......... | | 8 | Improve it | | 9 | educate patients | | 10 | Assurances that the triage algorithms are safe and that any mistakes made would be fully indemnified. Practice choice over which system they can use rather than CCG or ACP. | | 11 | Patients to have better quality cameras and equipment | | | | |
|  | | answered | 11 |
| skipped | 56 |

| **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% | 8 |
| |  |  | | --- | --- | | 1 | Its been fantastic and has allowed us to change how we look to the future of the way our practice can move | | 2 | No | | 3 | It is not something that our patient demographic have taken to at all ... They tend to give up part way through and call the surgery anyway. | | 4 | Its getting there slowly | | 5 | Not really - just don't see the point - possibly as we are in the fortunate position of being able to manage out workload | | 6 | Dislike it intensely. | | 7 | Increase length of consult | | 8 | Telephone consultations with clear digital photographs are far more superior to online consultations | | | | |
|  | | answered | 8 |
| skipped | 59 |

**Video Consultations**

| **Have you adopted Video Consultation? (if Yes/Tried please continue to the next question)** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Yes | |  | | --- | |  | | 93.02% | 40 |
| 2 | No |  | 0.00% | 0 |
| 3 | Tried | |  | | --- | |  | | 6.98% | 3 |
| 4 | Not yet implemented |  | 0.00% | 0 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 1.14 | Std. Deviation: | 0.51 | Satisfaction Rate: | 4.65 | | Variance: | 0.26 | Std. Error: | 0.08 |  | | | | | answered | 43 |
| skipped | 24 |

| **What tools have you used?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | AccuRX | |  | | --- | |  | | 100.00% | 43 |
| 2 | eConsult | |  | | --- | |  | | 4.65% | 2 |
| 3 | iPLATO |  | 0.00% | 0 |
| 4 | Other (please specify): | |  | | --- | |  | | 2.33% | 1 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 1.19 | Std. Deviation: | 0.5 | Satisfaction Rate: | 3.88 | | Variance: | 0.25 | Std. Error: | 0.08 |  | | | | | answered | 43 |
| skipped | 24 |
| Other (please specify): (1) | | | | |
| |  |  |  | | --- | --- | --- | | 1 | [10/06/2020 13:32 PM ID: 142918194](file:///C:\survey\results\responses\id\748472%3fu=142918194) | EMIS | | | | | |

| **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 | |  | | --- | |  | | 2.44% | 1 |
| 3 | 2 | |  | | --- | |  | | 2.44% | 1 |
| 4 | 3 | |  | | --- | |  | | 9.76% | 4 |
| 5 | 4 | |  | | --- | |  | | 29.27% | 12 |
| 6 | 5 | |  | | --- | |  | | 56.10% | 23 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 5.34 | Std. Deviation: | 0.93 | Satisfaction Rate: | 86.83 | | Variance: | 0.86 | Std. Error: | 0.14 |  | | | | | answered | 41 |
| skipped | 26 |

| **Which staff groups have used Video Consultation with patients?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Doctors | |  | | --- | |  | | 100.00% | 43 |
| 2 | ANP | |  | | --- | |  | | 53.49% | 23 |
| 3 | Nurses | |  | | --- | |  | | 55.81% | 24 |
| 4 | HCA | |  | | --- | |  | | 20.93% | 9 |
| 5 | Reception Staff | |  | | --- | |  | | 4.65% | 2 |
| 6 | Admin | |  | | --- | |  | | 9.30% | 4 |
| 7 | Social Prescribing | |  | | --- | |  | | 6.98% | 3 |
| 8 | Pharmacist | |  | | --- | |  | | 20.93% | 9 |
| 9 | Other (please specify): | |  | | --- | |  | | 4.65% | 2 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 7.95 | Std. Deviation: | 9.23 | Satisfaction Rate: | 64.83 | | Variance: | 85.15 | Std. Error: | 1.41 |  | | | | | answered | 43 |
| skipped | 24 |
| Other (please specify): (2) | | | | |
| |  |  | | --- | --- | | 1 | physician associate | | 2 | Physio | | | | | |

| **What are you using Video Consultation for?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Acute Consultations | |  | | --- | |  | | 97.67% | 42 |
| 2 | Planned Reviews | |  | | --- | |  | | 60.47% | 26 |
| 3 | LTC Reviews | |  | | --- | |  | | 46.51% | 20 |
| 4 | Prescribing | |  | | --- | |  | | 25.58% | 11 |
| 5 | Care Homes | |  | | --- | |  | | 69.77% | 30 |
| 6 | MDT | |  | | --- | |  | | 20.93% | 9 |
| 7 | Other (please specify): | |  | | --- | |  | | 4.65% | 2 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 9.67 | Std. Deviation: | 12.51 | Satisfaction Rate: | 106.98 | | Variance: | 156.47 | Std. Error: | 1.91 |  | | | | | answered | 43 |
| skipped | 24 |
| Other (please specify): (2) | | | | |
| |  |  | | --- | --- | | 1 | when need to look at a visual problem | | 2 | LAC IHA medicals | | | | | |

| **How has your experience been with Care Homes?** | | | |
| --- | --- | --- | --- |
|  | | **Response Percent** | **Response Total** |
| 1 | Open-Ended Question | 100.00% | 29 |
| |  |  | | --- | --- | | 1 | Positive | | 2 | Very limited due to the care homes facilities and lack of capable WiFi connections | | 3 | absolutely fine, if there is a member of staff with the technology to accept | | 4 | Good | | 5 | Good - once they got the technology | | 6 | ok | | 7 | The care homes themselves have been very accommodating but they are not always geared up , internet can be a problem . | | 8 | I don’t look after the nursing home but my colleagues have moved more to a virtual ward round from the home’s nurses’ stations, and video consultants where appropriate | | 9 | Ok - fit for purpose | | 10 | Weekly contact made to our primary care home | | 11 | Feedback from our Care Homes has been very positive, it is saving time and means we are striking up relationships. It is early days but definitely something we will continue to use in the future | | 12 | Care homes need to upgrade to using work owned products and need support to get a supportive infrastructure | | 13 | Very useful | | 14 | Their IT is patchy, relies on nurses there having good 4g on their phones | | 15 | video consultation working | | 16 | Adds to stress of care team trying to manage IT and patient care and consultations can be disrupted due to internet difficulties. On the positive side, has allowed a great deal to be done in avoiding face to face contact and risk during pandemic. | | 17 | Good | | 18 | Very good | | 19 | Very good | | 20 | Okay although often we use the mobile devices of the care home staff to see patients which is perhaps not ideal | | 21 | Useful and enable faster reviews /triage rather than acute visits. | | 22 | A much-needed tool in the COVID pandemic. however, I don't believe this type of consultation would be useful after the pandemic | | 23 | I personally have not used but my colleagues have and found it excellent | | 24 | Good but not as good as an actual ward round | | 25 | Challenging | | 26 | it's been fine. Or clinical lead does however do weekly ward rounds at the care home so the video is more for any acute on the day problems. | | 27 | Good | | 28 | The care homes themselves appear to have little resource and inadequate internet systems | | 29 | Very difficult. There are 6 wards and often they don't answer phone to enable us to set up the calls. There is one iPad in use but only one carer seems to use it - not sure why. Other nursing home staff have to use their own phones so we have to keep putting different mobile numbers in. There are huge technical problems. | | | | |
|  | | answered | 29 |
| skipped | 38 |

| **Have you used different solutions with Care Homes compared to individual consultations?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Yes | |  | | --- | |  | | 31.03% | 9 |
| 2 | No | |  | | --- | |  | | 68.97% | 20 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 1.69 | Std. Deviation: | 0.46 | Satisfaction Rate: | 68.97 | | Variance: | 0.21 | Std. Error: | 0.09 |  | | | | | answered | 29 |
| skipped | 38 |
| If Yes, please describe (8) | | | | |
| |  |  | | --- | --- | | 1 | Weekly telephone triaging of patients and video consult used if necessary. | | 2 | We’ve tried face time - whats app - teams | | 3 | Virtual ward round | | 4 | Virtual ward rounds and video consultants as above | | 5 | Reviewing all patients in the home in one go rather than individually. Time to speak to care home staff about any issues or problems. It has also (and this is a gloomy fact) made it easier for us to certify deaths during the pandemic because we have ""seen"" the patient recently | | 6 | AccuRx is being used through a tablet instead of a mobile which is harder to set up. On some occasions have therefore sometimes had to use the carers own mobile when there were issues in connectivity | | 7 | supplied some equipment | | 8 | Often we speak with member of nursing staff rather than directly with patient. | | | | | |

| **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 | |  | | --- | |  | | 2.44% | 1 |
| 2 | 1 |  | 0.00% | 0 |
| 3 | 2 |  | 0.00% | 0 |
| 4 | 3 | |  | | --- | |  | | 24.39% | 10 |
| 5 | 4 | |  | | --- | |  | | 34.15% | 14 |
| 6 | 5 | |  | | --- | |  | | 29.27% | 12 |
| 7 | N/A | |  | | --- | |  | | 9.76% | 4 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 5.15 | Std. Deviation: | 1.14 | Satisfaction Rate: | 69.11 | | Variance: | 1.3 | Std. Error: | 0.18 |  | | | | | answered | 41 |
| skipped | 26 |

| **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 | |  | | --- | |  | | 5.00% | 2 |
| 4 | 3 | |  | | --- | |  | | 22.50% | 9 |
| 5 | 4 | |  | | --- | |  | | 50.00% | 20 |
| 6 | 5 | |  | | --- | |  | | 22.50% | 9 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 4.9 | Std. Deviation: | 0.8 | Satisfaction Rate: | 78 | | Variance: | 0.64 | Std. Error: | 0.13 |  | | | | | answered | 40 |
| skipped | 27 |
| Please add any details (if applicable) (17) | | | | |
| |  |  | | --- | --- | | 1 | Patients seem quite impressed with video consults | | 2 | Ease of access | | 3 | Flexibility and reduces the need to leave home | | 4 | Patients have been satisfied with it has they have not had to come to surgery at this difficult time | | 5 | They enjoy the convenience, also the reduction of risk compared with attending the surgery although attending is very safe. Sometimes thaer are isues with the IT side . | | 6 | not sure | | 7 | I think the better question might have been whether they value the option, which would have been a 5 but warning that elderly and other vulnerable patients sometimes don’t have the option. | | 8 | flexibility for busy people | | 9 | Face to face interaction albeit over a computer. relief that they don't have to come to practice. Families have been able to support where they don't have the right technology at home and where they do, it's easy - the don't need an ""app"" they can just click on the link and go | | 10 | poor view of doctors face as running off mobile, would be better and simpler off desktop if webcams etc available. | | 11 | Sometimes successful. Parents have found it very useful. Older patients have struggled with having compatible phones. | | 12 | Not specifically asked, they just seem happy with it | | 13 | I think generally they would prefer F2F but currently they accept it. | | 14 | Useful for patients who struggle to get into practice - with work. More suited to younger patients. | | 15 | So much easier for them than to come in | | 16 | Patients are not good at them and can't hold their camera still - we have found asking them to send a picture offers a better solution | | 17 | Most are very happy with it once they can access it . They enjoy the convenience | | | | | |

| **What approaches are being used?** | | | |
| --- | --- | --- | --- |
|  | **Yes** | **No** | **Response Total** |
| Phone first? | 97.6% (40) | 2.4% (1) | 41 |
| Sraight to video? | 20.0% (7) | 80.0% (28) | 35 |
|  | | answered | 41 |
| skipped | 26 |

| **33.1. Phone first?** | | | **Response Percent** | **Response Total** |
| --- | --- | --- | --- | --- |
| 1 | Yes | |  | | --- | |  | | 97.6% | 40 |
| 2 | No | |  | | --- | |  | | 2.4% | 1 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 1.02 | Std. Deviation: | 0.15 | Satisfaction Rate: | 2.44 | | Variance: | 0.02 | Std. Error: | 0.02 |  | | | | | answered | 41 |

| **33.2. Straight to video?** | | | **Response Percent** | **Response Total** |
| --- | --- | --- | --- | --- |
| 1 | Yes | |  | | --- | |  | | 20.0% | 7 |
| 2 | No | |  | | --- | |  | | 80.0% | 28 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 1.8 | Std. Deviation: | 0.4 | Satisfaction Rate: | 80 | | Variance: | 0.16 | Std. Error: | 0.07 |  | | | | | answered | 35 |

| **How are cases selected for Video Consultation?** | | | |
| --- | --- | --- | --- |
|  | **Yes** | **No** | **Response Total** |
| Patient led? | 36.4% (12) | 63.6% (21) | 33 |
| Clinician led? | 97.5% (39) | 2.5% (1) | 40 |
|  | | answered | 40 |
| skipped | 27 |

| **34.1. Patient led?** | | | **Response Percent** | **Response Total** |
| --- | --- | --- | --- | --- |
| 1 | Yes | |  | | --- | |  | | 36.4% | 12 |
| 2 | No | |  | | --- | |  | | 63.6% | 21 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 1.64 | Std. Deviation: | 0.48 | Satisfaction Rate: | 63.64 | | Variance: | 0.23 | Std. Error: | 0.08 |  | | | | | answered | 33 |

| **34.2. Clinician led?** | | | **Response Percent** | **Response Total** |
| --- | --- | --- | --- | --- |
| 1 | Yes | |  | | --- | |  | | 97.5% | 39 |
| 2 | No | |  | | --- | |  | | 2.5% | 1 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 1.02 | Std. Deviation: | 0.16 | Satisfaction Rate: | 2.5 | | Variance: | 0.02 | Std. Error: | 0.02 |  | | | | | answered | 40 |

| **How many cases are converted to face to face?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | 0-20% | |  | | --- | |  | | 87.18% | 34 |
| 2 | 21-40% | |  | | --- | |  | | 12.82% | 5 |
| 3 | 41-60% |  | 0.00% | 0 |
| 4 | 61-80% |  | 0.00% | 0 |
| 5 | 81-100% |  | 0.00% | 0 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 1.13 | Std. Deviation: | 0.33 | Satisfaction Rate: | 3.21 | | Variance: | 0.11 | Std. Error: | 0.05 |  | | | | | answered | 39 |
| skipped | 28 |

| **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 | |  | | --- | |  | | 4.88% | 2 |
| 2 | IN THE FUTURE | |  | | --- | |  | | 17.07% | 7 |
| 3 | BOTH | |  | | --- | |  | | 75.61% | 31 |
| 4 | Other (please specify): | |  | | --- | |  | | 2.44% | 1 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 2.76 | Std. Deviation: | 0.58 | Satisfaction Rate: | 58.54 | | Variance: | 0.33 | Std. Error: | 0.09 |  | | | | | answered | 41 |
| skipped | 26 |
| Other (please specify): (1) | | | | |
| |  |  | | --- | --- | | 1 | however I think telephone is more convenient and most things can be dealt with over the phone | | | | | |

| **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% | 16 |
| |  |  | | --- | --- | | 1 | Telephone and video consults will now be an integral part of our daily appointment system after lockdown. | | 2 | Revolutionary | | 3 | no | | 4 | increased costs on telephone bills | | 5 | getting agreement, safety netting as it is a very different method of assessing | | 6 | We have only been using AccuRx for the past 2 months but it has had a significant impact on the way we are working and this will continue further | | 7 | video consultation useful in care homes where there is a carer on hand to assist, would be helpful to facilitate wider use of that to limit large numbers of less necessary visits in future. | | 8 | Photos have been really useful . reception staff ask for these when the patients first rings up if they think it would be useful, | | 9 | Unable to comment on questions above as I don't personally use accurx | | 10 | Triage all patients first | | 11 | definitely better to ring first in our experience and not everyone has a smart phone | | 12 | IT availability and ability at patients end | | 13 | Better to use camera on the computer rather then our own phones which how started out  Getting more cameras in | | 14 | Our GPs do not like video and prefer face to face, our ANPs quite like ti and see how it can be more convenient for the patient. | | 15 | consultations do take longer as part of the consultation is taken up with setting the IT up | | 16 | No | | | | |
|  | | answered | 16 |
| skipped | 51 |

| **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% | 19 |
| |  |  | | --- | --- | | 1 | Patients and GP's / ANP happy to use | | 2 | Was very hard to navigate originally however has now become much easier and has been embedded as normal working life | | 3 | needs to continue | | 4 | no | | 5 | IT support required. Webcams on some devices poor quality. When all staff are online our internet connection cannot cope and struggles | | 6 | Lots of our patients dont have access to smart phone or internet | | 7 | I am concerned about the data costs to patients with limited data, who might not realise this aspect technical difficulties -getting it all working I feel it pressurises me to decide by video, and possibly raises the patients' expectation of this, and makes me less likely to f2f, which could leave clinical risk | | 8 | We will not stop using it! | | 9 | Its important to ask who else is in the room. | | 10 | Because of limited face to face consultations, being able to see the patient rather than a description of eg how they feel is a big help eg seeing a child alert and chatty with a headache is very different to them laid in bed etc | | 11 | It has proved invaluable within practice but is only useful where patient has technology that supports this and we have found that the majority of 'older' patients don't | | 12 | NO | | 13 | Picture quality poor for skin issues such as rashes | | 14 | Cameras on desktop computers needs to be standard | | 15 | Absolutely fantastic  No going back for patients and doctors - just another consultation tool now  so convenient | | 16 | During this period it has been exceptionally useful in keeping the foot fall down within surgery and I am concerned that after this the GPs will just not want to continue and go back to their normal which will not embrace all the positives for a lot of patients | | 17 | An easier platform would be better built into the clinical system. It would also be better if the screens we got from IT had a built in camera. | | 18 | need longer consultation time than the traditional 10 -12 minutes | | 19 | Very time consuming - involves telephone call first then explaining and setting up video, then might also need them to take and send photos. | | | | |
|  | | answered | 19 |
| skipped | 48 |

**SMS Messaging**

| **Have you adopted SMS?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Yes | |  | | --- | |  | | 92.68% | 38 |
| 2 | No | |  | | --- | |  | | 7.32% | 3 |
| 3 | Tried |  | 0.00% | 0 |
| 4 | Not yet implemented |  | 0.00% | 0 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 1.07 | Std. Deviation: | 0.26 | Satisfaction Rate: | 2.44 | | Variance: | 0.07 | Std. Error: | 0.04 |  | | | | | answered | 41 |
| skipped | 26 |

| **If no or not yet implemented please describe why:** | | | |
| --- | --- | --- | --- |
|  | | **Response Percent** | **Response Total** |
| 1 | Open-Ended Question | 100.00% | 3 |
| |  |  | | --- | --- | | 1 | its a service we already used. the only difference is with Accurx staff are able to text to say they are about to video call | | 2 | Don't know how we can utilise SMS more than we already do. Can't consult via SMS - a telephone call would be much better | | 3 | USed for messaging to patients - but not from patients to us | | | | |
|  | | answered | 3 |
| skipped | 64 |

| **What SMS solutions are you using? Please tick any that apply:** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | EMIS | |  | | --- | |  | | 10.53% | 4 |
| 2 | SysmOne | |  | | --- | |  | | 50.00% | 19 |
| 3 | AccuRx | |  | | --- | |  | | 81.58% | 31 |
| 4 | MJog | |  | | --- | |  | | 15.79% | 6 |
| 5 | iPlato |  | 0.00% | 0 |
| 6 | Other (please specify): | |  | | --- | |  | | 2.63% | 1 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 4.34 | Std. Deviation: | 2.34 | Satisfaction Rate: | 54.74 | | Variance: | 5.48 | Std. Error: | 0.38 |  | | | | | answered | 38 |
| skipped | 29 |
| Other (please specify): (1) | | | | |
| |  |  | | --- | --- | | 1 | patient partner for reminder and accurx for individual patient messaging | | | | | |

| **What are you using SMS for (interaction with patients)?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Patient reminders (eg. appointment reminders) | |  | | --- | |  | | 92.11% | 35 |
| 2 | Clinical message (eg. sending results) | |  | | --- | |  | | 78.95% | 30 |
| 3 | Bulk messaging (eg. practice response to COVID) | |  | | --- | |  | | 71.05% | 27 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 4.63 | Std. Deviation: | 4.42 | Satisfaction Rate: | 110.53 | | Variance: | 19.51 | Std. Error: | 0.72 |  | | | | | answered | 38 |
| skipped | 29 |

| **Are you currently using an SMS solution for two-way messaging?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Yes | |  | | --- | |  | | 73.68% | 28 |
| 2 | No | |  | | --- | |  | | 26.32% | 10 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 1.26 | Std. Deviation: | 0.44 | Satisfaction Rate: | 26.32 | | Variance: | 0.19 | Std. Error: | 0.07 |  | | | | | answered | 38 |
| skipped | 29 |

| **If No would you find it useful?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Yes | |  | | --- | |  | | 61.54% | 8 |
| 2 | No | |  | | --- | |  | | 38.46% | 5 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 1.38 | Std. Deviation: | 0.49 | Satisfaction Rate: | 38.46 | | Variance: | 0.24 | Std. Error: | 0.13 |  | | | | | answered | 13 |
| skipped | 54 |
| Please add further details (10) | | | | |
| |  |  | | --- | --- | | 1 | Only in certain circumstances would we use the txt back system | | 2 | Patients returning photographs are particularly useful. | | 3 | no | | 4 | Accurx allows the patient to return 1 message but 2 way messaging would be very useful | | 5 | patients would use it inappropriately | | 6 | using it for photos of rashes or moles prior to a telephone consultation and sending follow up info | | 7 | Email is sufficient for our purposes at the moment | | 8 | we are only using it for uploading photos on accurx. , and for uploading questionnaires for LTC reviews poor picture quality an issue,  and as with email consulting, offering text exchanges opens us up to the risks of being expected or trying to make assessments without using usual clinical method | | 9 | Accurx allows one message to be sent back which is useful, | | 10 | Could not cope with additional workload of responding to patient's messages to practice. | | | | | |

| **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 | |  | | --- | |  | | 2.70% | 1 |
| 4 | 3 | |  | | --- | |  | | 10.81% | 4 |
| 5 | 4 | |  | | --- | |  | | 37.84% | 14 |
| 6 | 5 | |  | | --- | |  | | 48.65% | 18 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 5.32 | Std. Deviation: | 0.77 | Satisfaction Rate: | 86.49 | | Variance: | 0.6 | Std. Error: | 0.13 |  | | | | | answered | 37 |
| skipped | 30 |

| **Has is changed your workload?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | 0 (significant reduction | |  | | --- | |  | | 21.05% | 8 |
| 2 | 1 (slight reduction) | |  | | --- | |  | | 42.11% | 16 |
| 3 | 2 (no impact) | |  | | --- | |  | | 21.05% | 8 |
| 4 | 3 (slight increase) | |  | | --- | |  | | 15.79% | 6 |
| 5 | 4 (significant increase) |  | 0.00% | 0 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 2.32 | Std. Deviation: | 0.98 | Satisfaction Rate: | 32.89 | | Variance: | 0.95 | Std. Error: | 0.16 |  | | | | | answered | 38 |
| skipped | 29 |

| **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 |  | 0.00% | 0 |
| 2 | IN THE FUTURE | |  | | --- | |  | | 15.79% | 6 |
| 3 | BOTH | |  | | --- | |  | | 84.21% | 32 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 2.84 | Std. Deviation: | 0.36 | Satisfaction Rate: | 92.11 | | Variance: | 0.13 | Std. Error: | 0.06 |  | | | | | answered | 38 |
| skipped | 29 |
| Please add any details (if applicable) (6) | | | | |
| |  |  | | --- | --- | | 1 | engages patients more and response is quicker | | 2 | we plan to use it for blood test results and as a bigger part of LTC reviews and feedback in due course | | 3 | As we are still learning all the benefits of SMS through AccuRx I can see how much it will reduce workload with QOF and chronic disease management in the near future | | 4 | could not live without it | | 5 | Was using before pandemic but unable to get patient response then - so already liked it  Now we can get responses and pictures absolutely great LOVE accuchex has altered my work - chasing people reminders advising need a medal! | | 6 | Would like a system where we can bulk text and get responses with no charge. AccuRx excellent for 1 to 1 but would be so much better if could bulk text | | | | | |

| **How might it be enhanced?** | | | |
| --- | --- | --- | --- |
|  | | **Response Percent** | **Response Total** |
| 1 | Open-Ended Question | 100.00% | 23 |
| |  |  | | --- | --- | | 1 | Better patient return templates such as online CDM templates | | 2 | The ability to bulk text to a larger amount of patients via systmone | | 3 | Allow more characters per SMS | | 4 | If Accurx allowed us to send bulk text messages this would be the preferred method of sending texts as opposed to Systm One text messaging | | 5 | getting MJOG and MJOG smart would enable 2 way messaging and patients sending results from home observations such as weight, BP, blood sugars | | 6 | more character spaces | | 7 | 2 way messaging | | 8 | I don't know yet! | | 9 | allow patients to text in concern without prompt to inbox to triage for booking/ type of response | | 10 | I want to look at the system one version so it is integrated into the system | | 11 | ? adding a video possibility from the patient as well as attaching a photo | | 12 | AccuRx doesn't currently support bulk messaging which would be invaluable | | 13 | To be able to send out bulk messages | | 14 | not sutre | | 15 | could be utilised more by us | | 16 | I don't know  I think what has happened has been great  I look forward to seeing what they come up with next! | | 17 | AccuRx with bulk texting | | 18 | More patients to have the correct technology | | 19 | It would be good if EMIS allowed to be able to send bulk sms to patients instead of the single messaging that they have. S1 you can also bulk messaging within the clinical system. | | 20 | Able to send longer texts | | 21 | Integration with clinical decision-making tools based within the record – IM1 integration | | 22 | land lines being incorporated. | | 23 | don't know | | | | |
|  | | answered | 23 |
| 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% | 12 |
| |  |  | | --- | --- | | 1 | Our reception staff are asking relevant patients to send in apropriate photographs which are the ready for the clinician. | | 2 | We have utilised Accurx fully with all clinical and administrative staff | | 3 | no | | 4 | no | | 5 | very useful for some non- f2f assessment of LTC,reviews during pandemic, which we plan to continue. accurx templates and being able to tailor these has been useful | | 6 | Try it! I think even our more traditional GPs have adapted to using AccuRx and I think as we become more knowledgeable and aware of it's capabilities this will only improve | | 7 | Patients seem to like it. | | 8 | No | | 9 | two way reply is very useful as is patients being able to attach pics | | 10 | Think carefully about messages sent and how could be read.... | | 11 | Bulk texting that allows a response into the clinical system without paying large amounts for it. | | 12 | Saves and immense amount of time contacting patients and money but the downside is that there is more work often as a result of making more contact | | | | |
|  | | answered | 12 |
| skipped | 55 |

| **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% | 11 |
| |  |  | | --- | --- | | 1 | It has taken a pandemic to convince clinical staff to change their process. | | 2 | no | | 3 | no | | 4 | Very helpful for our deaf patients | | 5 | No | | 6 | no | | 7 | It has proved invaluable in practice during the pandemic and will continue to be so especially for QoF and recalls | | 8 | NO | | 9 | Nil | | 10 | LIFE changing at work | | 11 | Excellent | | | | |
|  | | answered | 11 |
| skipped | 56 |

**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 | |  | | --- | |  | | 7.69% | 2 |
| 2 | 1 |  | 0.00% | 0 |
| 3 | 2 | |  | | --- | |  | | 7.69% | 2 |
| 4 | 3 | |  | | --- | |  | | 38.46% | 10 |
| 5 | 4 | |  | | --- | |  | | 26.92% | 7 |
| 6 | 5 | |  | | --- | |  | | 19.23% | 5 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 4.35 | Std. Deviation: | 1.3 | Satisfaction Rate: | 66.92 | | Variance: | 1.69 | Std. Error: | 0.25 |  | | | | | answered | 26 |
| skipped | 41 |

| **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 | |  | | --- | |  | | 8.00% | 2 |
| 2 | 1 | |  | | --- | |  | | 4.00% | 1 |
| 3 | 2 | |  | | --- | |  | | 12.00% | 3 |
| 4 | 3 | |  | | --- | |  | | 20.00% | 5 |
| 5 | 4 | |  | | --- | |  | | 20.00% | 5 |
| 6 | 5 | |  | | --- | |  | | 36.00% | 9 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 4.48 | Std. Deviation: | 1.55 | Satisfaction Rate: | 69.6 | | Variance: | 2.41 | Std. Error: | 0.31 |  | | | | | answered | 25 |
| skipped | 42 |

| **Have IT solutions helped mitigate that risk? [where 0 = not at all, and 5 = a lot]** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | 0 | |  | | --- | |  | | 4.00% | 1 |
| 2 | 1 | |  | | --- | |  | | 12.00% | 3 |
| 3 | 2 | |  | | --- | |  | | 16.00% | 4 |
| 4 | 3 | |  | | --- | |  | | 24.00% | 6 |
| 5 | 4 | |  | | --- | |  | | 32.00% | 8 |
| 6 | 5 | |  | | --- | |  | | 12.00% | 3 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 4.04 | Std. Deviation: | 1.34 | Satisfaction Rate: | 60.8 | | Variance: | 1.8 | Std. Error: | 0.27 |  | | | | | answered | 25 |
| skipped | 42 |

| **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 | |  | | --- | |  | | 8.33% | 2 |
| 3 | 2 | |  | | --- | |  | | 12.50% | 3 |
| 4 | 3 | |  | | --- | |  | | 33.33% | 8 |
| 5 | 4 | |  | | --- | |  | | 25.00% | 6 |
| 6 | 5 | |  | | --- | |  | | 20.83% | 5 |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Analysis** | Mean: | 4.38 | Std. Deviation: | 1.18 | Satisfaction Rate: | 67.5 | | Variance: | 1.4 | Std. Error: | 0.24 |  | | | | | answered | 24 |
| skipped | 43 |

| **We welcome any further comments/suggestions you would like to add:** | | | |
| --- | --- | --- | --- |
|  | | **Response Percent** | **Response Total** |
| 1 | Open-Ended Question | 100.00% | 8 |
| |  |  | | --- | --- | | 1 | I don't think clinicians have taken risky decisions as it has made them be more cautious. Prescribing will have gone up especially for antibiotics | | 2 | i hope so but its clinician dependent; some clinicians more comfortable with it, others lesser so etc. Some patients still want to be seen and arent happy. | | 3 | clinicians have been scared that they may have missed something that they would normally spot in full face to face consultations | | 4 | effective in limited range of situations, all of which can not be predicted.  We need to observe closely and use our long-gained clinical skills to identify and pick up the many things that dont present as clear-cut conditions. I am concerned expectations of remote ./ virtual assessment could raise patient expectation of virtual consulting always being effective, and open us to litigation and clnical risk | | 5 | recording consultations would have medicolegal implications | | 6 | with correct choice of when to video and when to face to face I think videos will be safer and used appropriately | | 7 | USeful but unlikely to replace face to face consiults- particularly for training students.Has a role like the phone paricularly to reduce visits which are time consuming and often not hugely helpful in changing management | | 8 | As an old GP >50 has made me engage with the video technology and I realise that I can't go back to the old ways as has improved my work life balance - so much better  Thanks  ( that doesn't include doctorlink as still need to be convinced any point to it ) | | | | |
|  | | answered | 8 |
| skipped | 59 |