

Mapesbury Medical Group

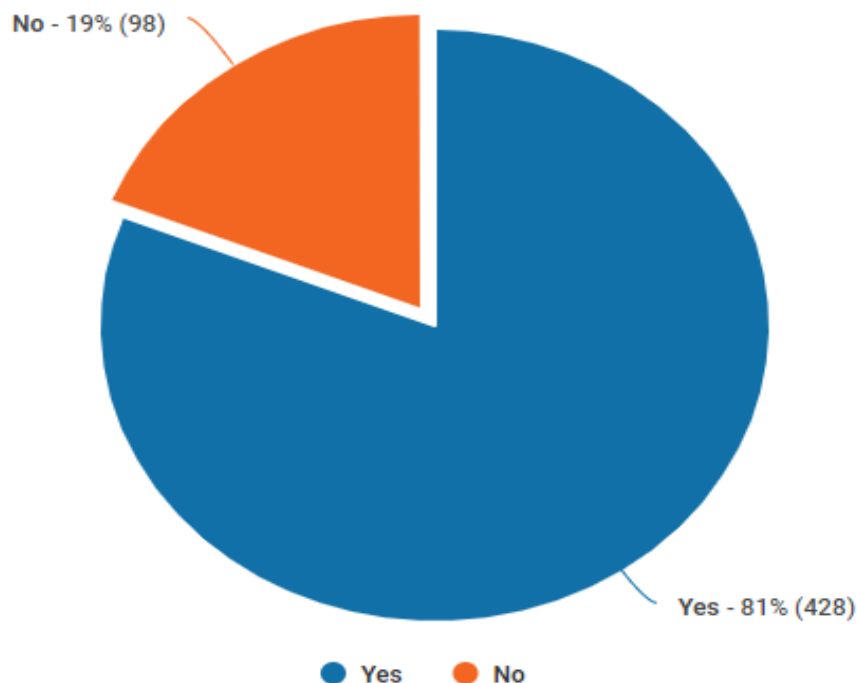
Patient Survey June 2021

Patient Survey June 2021

- We set up a survey because Covid-19 has altered the way we manage appointments in the surgery. Moving forward we like to continue offering these services (phone appointments, video consultations, e-Consult) along with face to face appointments.
- The purpose of this survey is to understand the thoughts of patients pertaining these changes.
- **We received 526 responses in 4 weeks.**
- **This represents around 5.8% of our total patients.**

Phone Consultation






Since March 2020, have you had a phone consultation instead of a face to face consultation?

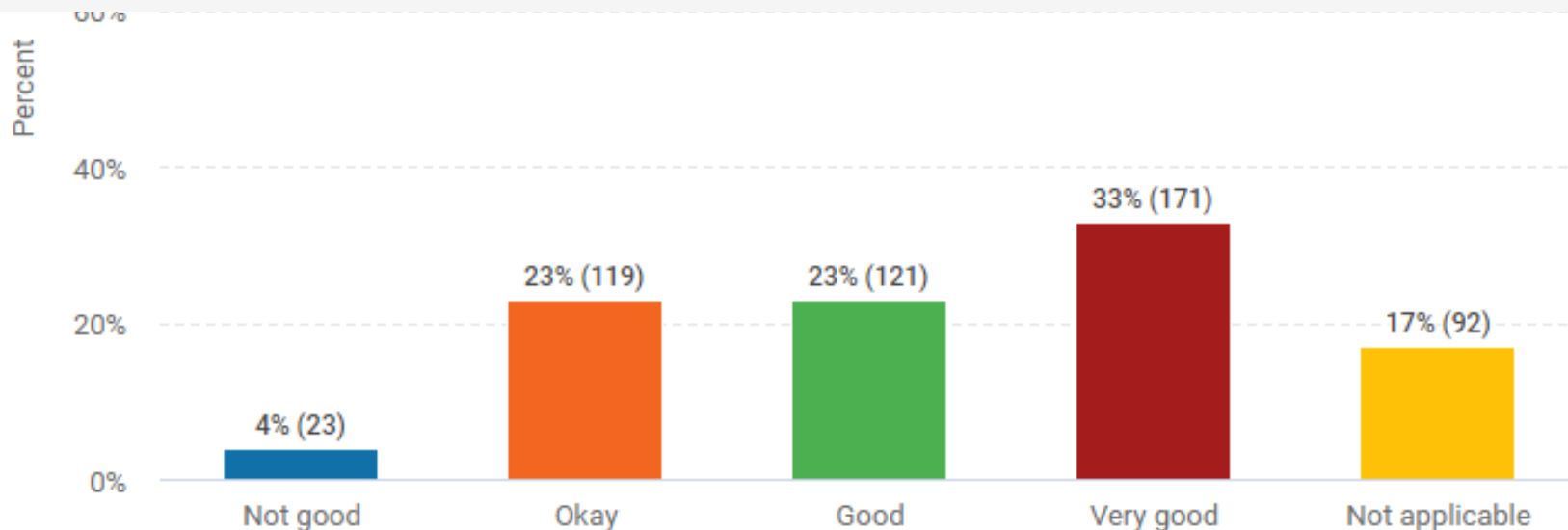


Answer Choices		Responses	
Yes		<div><div></div></div>	81% 428
No		<div><div></div></div>	19% 98
Answered: 526 Skipped: 0		Response Total:	526

Phone Consultation


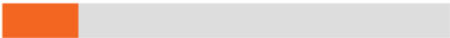

How would you rate your phone consultation?

Answer Choices	Responses		
Not good		4%	23
Okay		23%	119
Good		23%	121
Very good		33%	171
Not applicable		17%	92
Answered: 526 Skipped: 0			
Response Total:			526



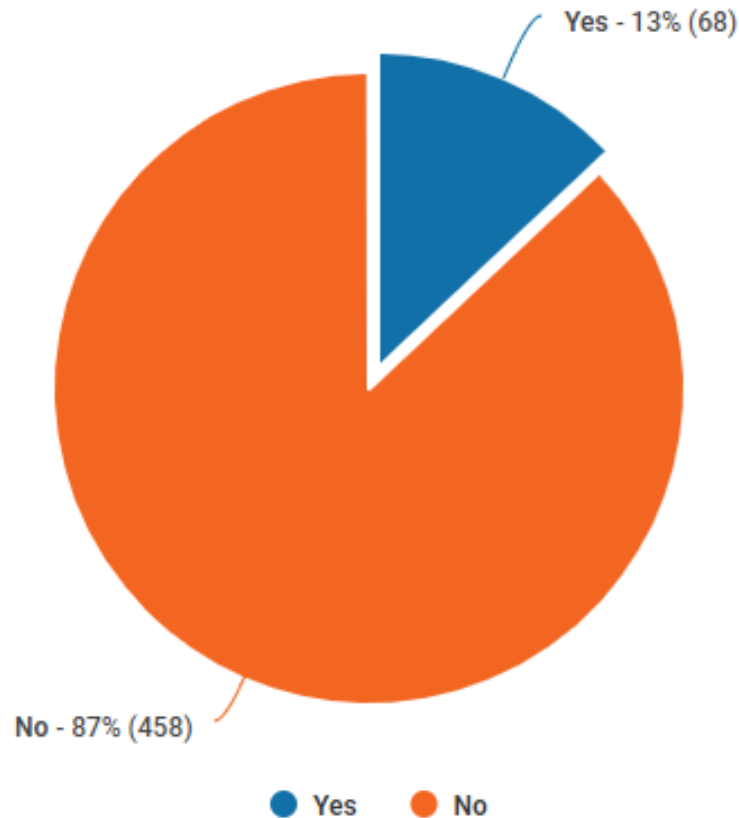
Phone Consultation

Would you use phone consultation again?

Answer Choices	Responses		
Yes		67%	352
No		17%	89
Not Applicable		16%	85
Any other comments (please specify)	<div>178</div>		
Answered: 526 Skipped: 0	Response Total:		526

Video Consultation

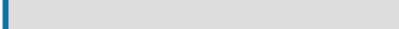
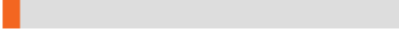
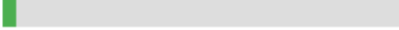
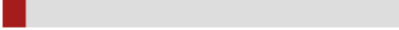

Since March 2020, have you had a video consultation ?

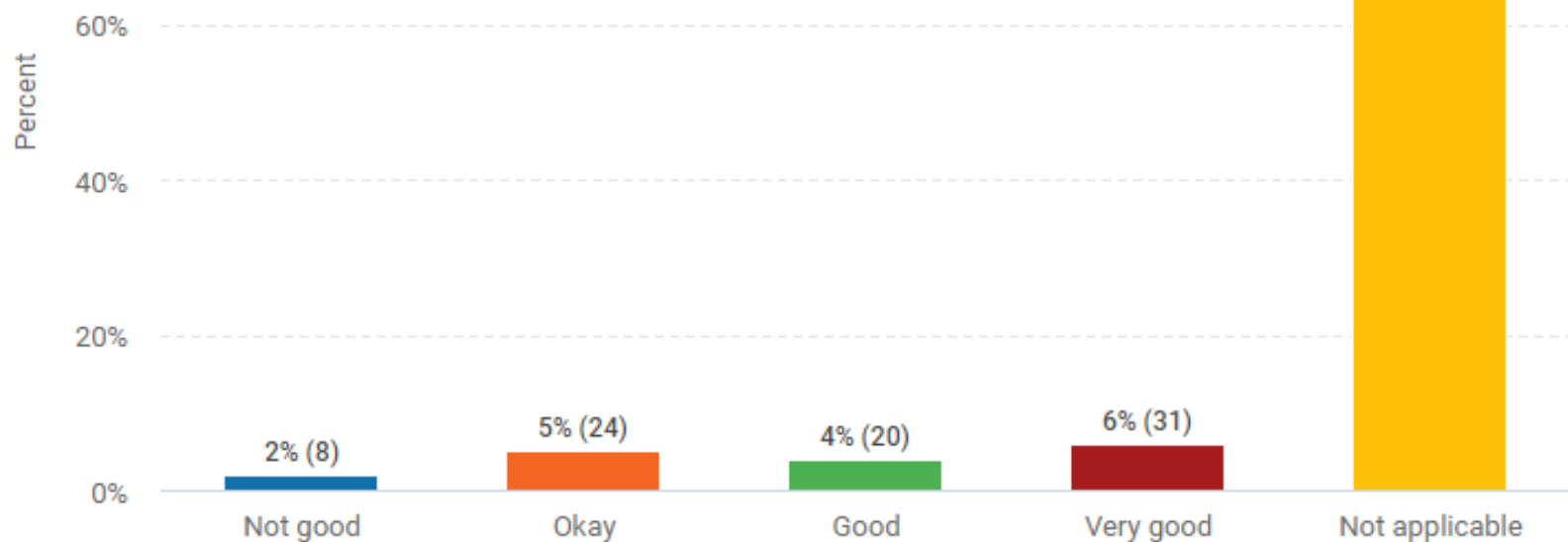


Answer Choices	Responses		
Yes	<div><div></div></div>	13%	68
No	<div><div></div></div>	87%	458
Answered: 526 Skipped: 0		Response Total:	526

Video Consultation

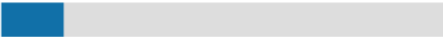
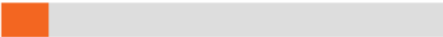


How would you rate your video consultation?

Answer Choices	Responses		
Not good		2%	8
Okay		5%	24
Good		4%	20
Very good		6%	31
Not applicable		84%	443
Answered: 526 Skipped: 0		Response Total:	526



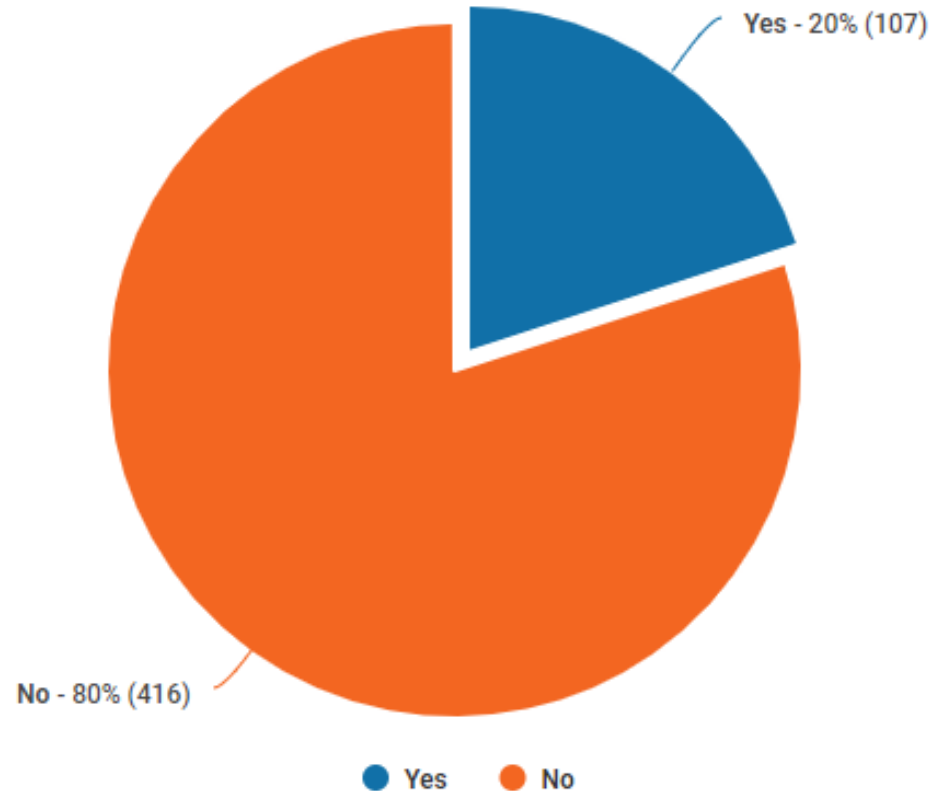
Video Consultation

Would you use video consultation again?

Answer Choices	Responses		
Yes		14%	75
No		11%	56
Not Applicable		75%	395
Any other comments (please specify)	52 		
Answered: 526 Skipped: 0	Response Total: 526		

eConsult

Have you contacted us online using eConsult through our website?



Answer Choices

Yes

No

Responses



20%

107



80%

416


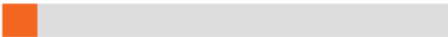



Answered: 523 Skipped: 3

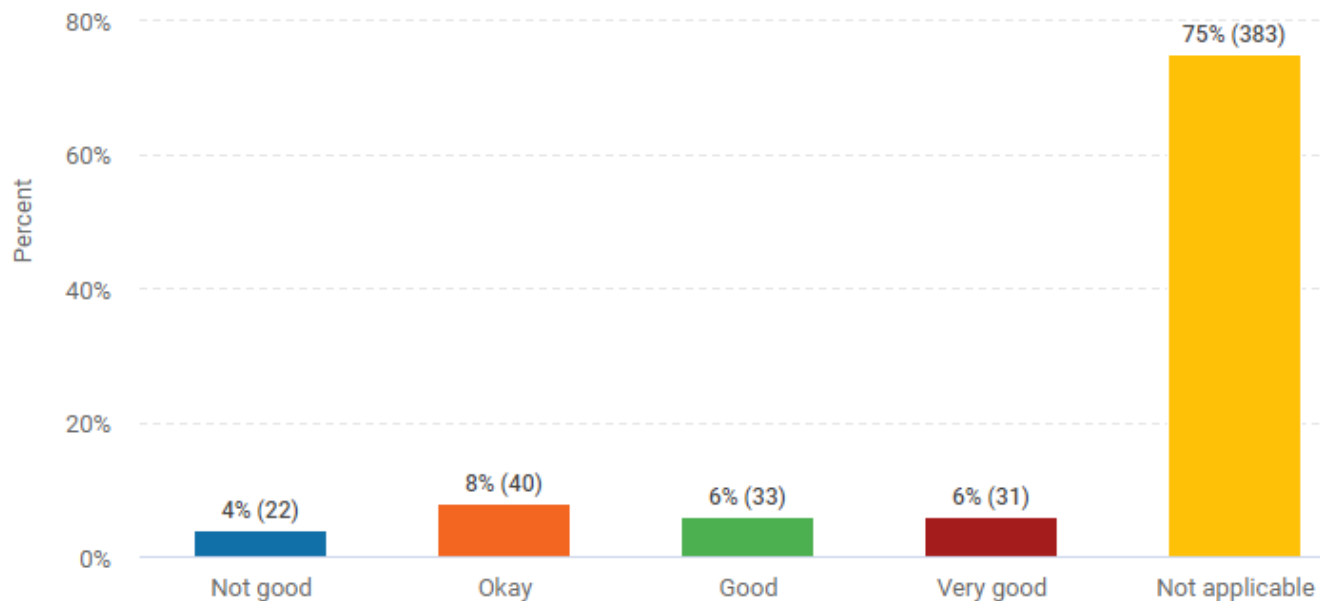
Response Total:

523

eConsult





How would you rate your eConsult?

Answer Choices	Responses		
Not good		4%	22
Okay		8%	40
Good		6%	33
Very good		6%	31
Not applicable		75%	383
Answered: 509 Skipped: 17		Response Total:	509



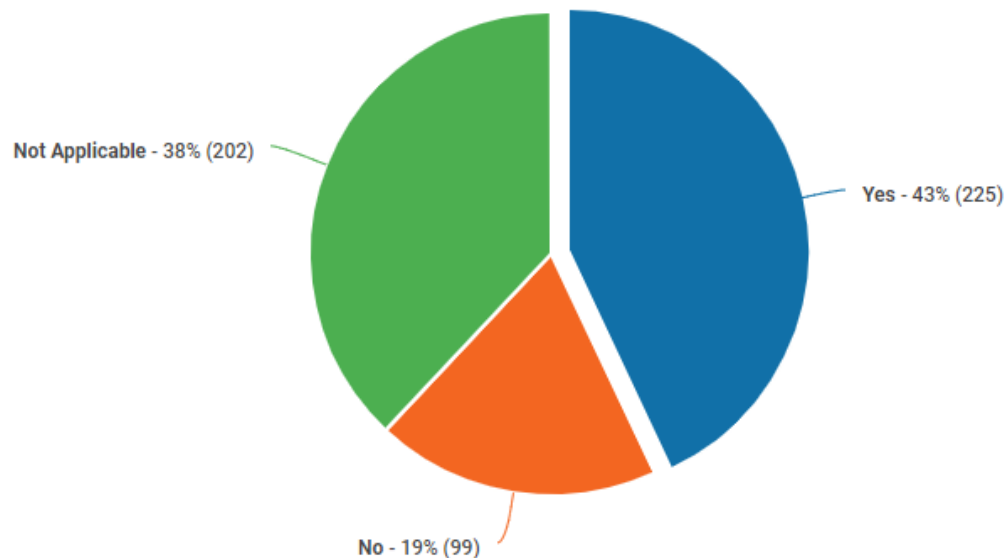
eConsult

Would you use eConsult again?

Answer Choices	Responses		
Yes		19%	98
No		8%	43
Not Applicable		73%	385
Any other comments (please specify) 54 			
Answered: 526 Skipped: 0		Response Total:	526

eConsult

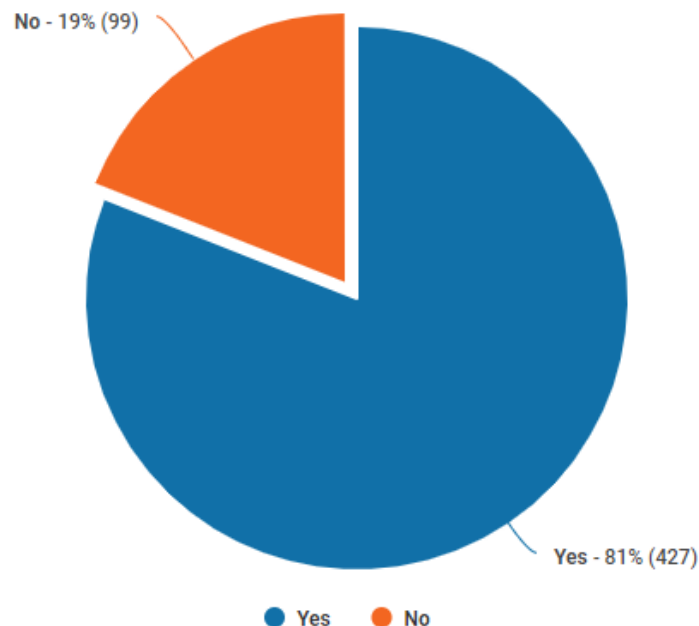
If you have not used eConsult, is this because you are unaware of the service? (i.e. Contact your Doctor Online and they will respond by end of next working day)



Answer Choices	Responses		
Yes	<div><div></div></div>	43%	225
No	<div><div></div></div>	19%	99
Not Applicable	<div><div></div></div>	38%	202
Any other comments (please specify) 46			
Answered: 526 Skipped: 0			Response Total: 526

Mixture of Appointments

Would you be happy if in future there were a mixture of all these appointments along with face to face appointments available with your GP?



Answer Choices

Responses

Yes



81%

427

No



19%

99

Any other comments (please specify)

100





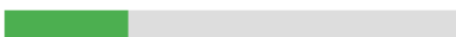



Answered: 526 Skipped: 0

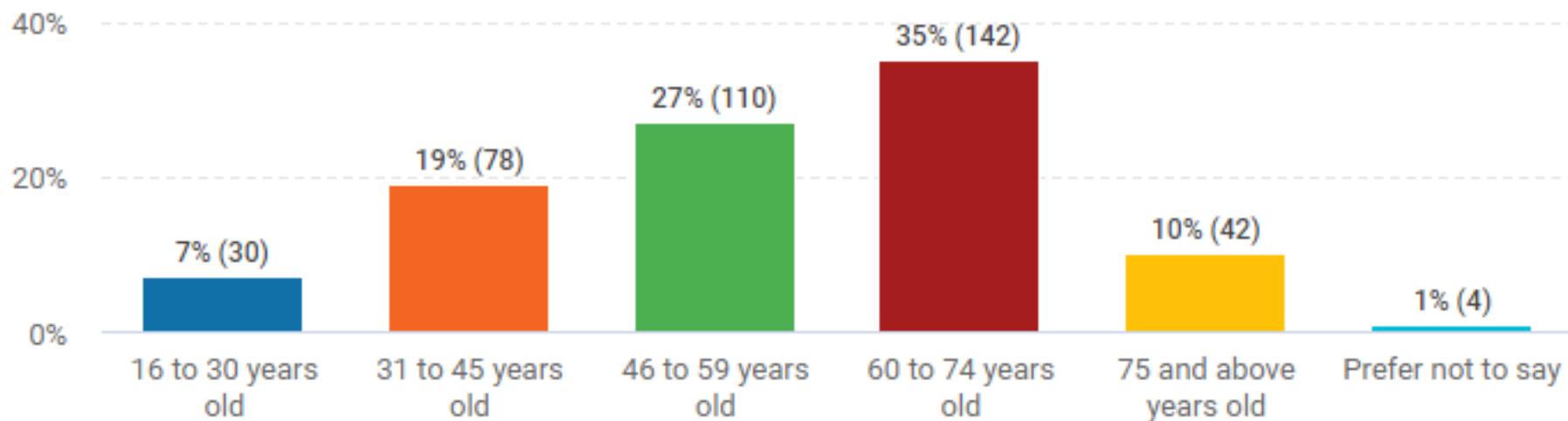
Response Total:

526

Mixture of Appointments







Age group of patients who responded Yes

Answer Choices	Responses	
16 to 30 years old		7% 30
31 to 45 years old		19% 78
46 to 59 years old		27% 110
60 to 74 years old		35% 142
75 and above years old		10% 42
Prefer not to say		1% 4
Answered: 406 Skipped: 120		Response Total: 406



Mixture of Appointments

Age group of patients who responded No

Answer Choices	Responses		
16 to 30 years old		9%	9
31 to 45 years old		17%	17
46 to 59 years old		32%	31
60 to 74 years old		28%	27
75 and above years old		8%	8
Prefer not to say		6%	6
Answered: 98 Skipped: 428		Response Total:	98

