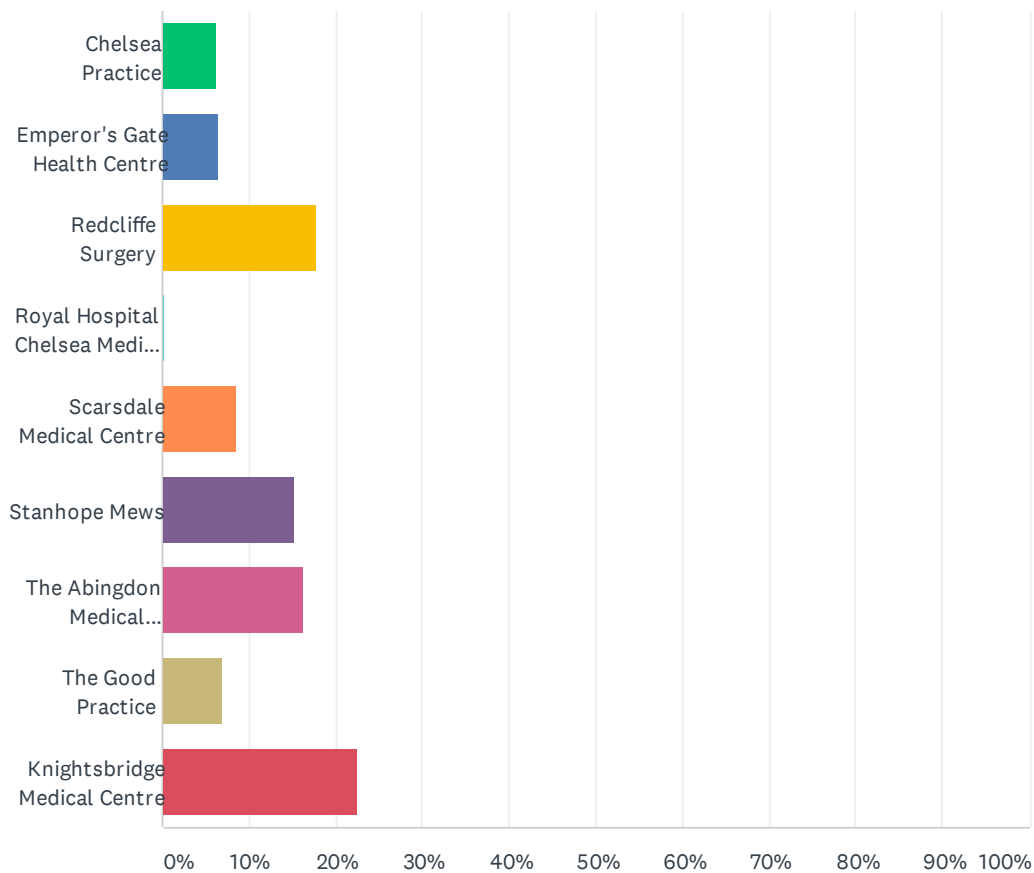


## Q1 Please select your GP Surgery

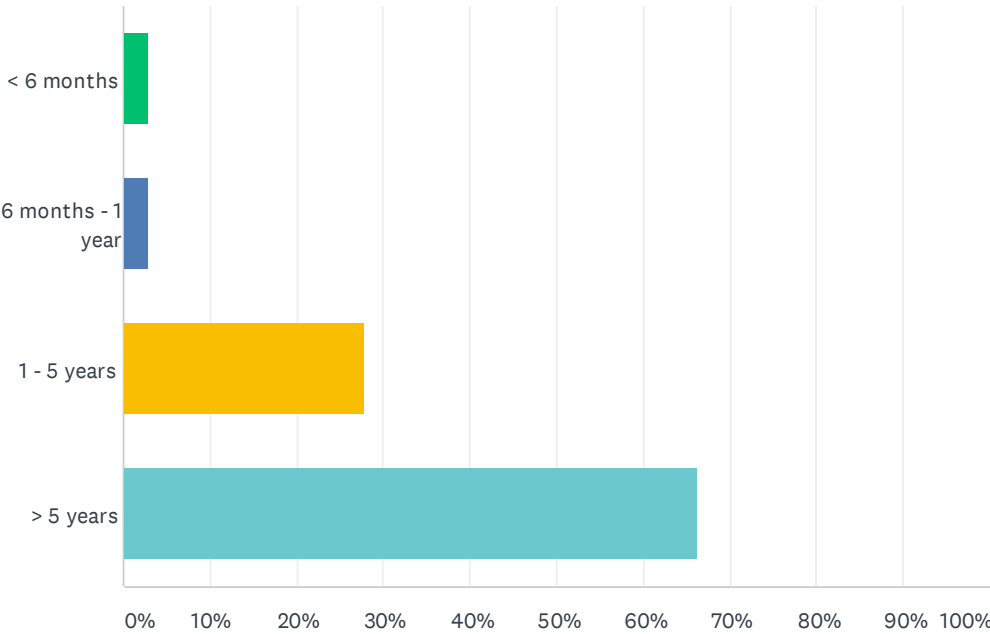
Answered: 1,233 Skipped: 40



ANSWER CHOICES	RESPONSES	
Chelsea Practice	6.24%	77
Emperor's Gate Health Centre	6.41%	79
Redcliffe Surgery	17.68%	218
Royal Hospital Chelsea Medical Centre	0.16%	2
Scarsdale Medical Centre	8.52%	105
Stanhope Mews	15.33%	189
The Abingdon Medical Practice	16.22%	200
The Good Practice	6.89%	85
Knightsbridge Medical Centre	22.55%	278
TOTAL		1,233

Q2 How long have you been a patient at your current GP surgery?

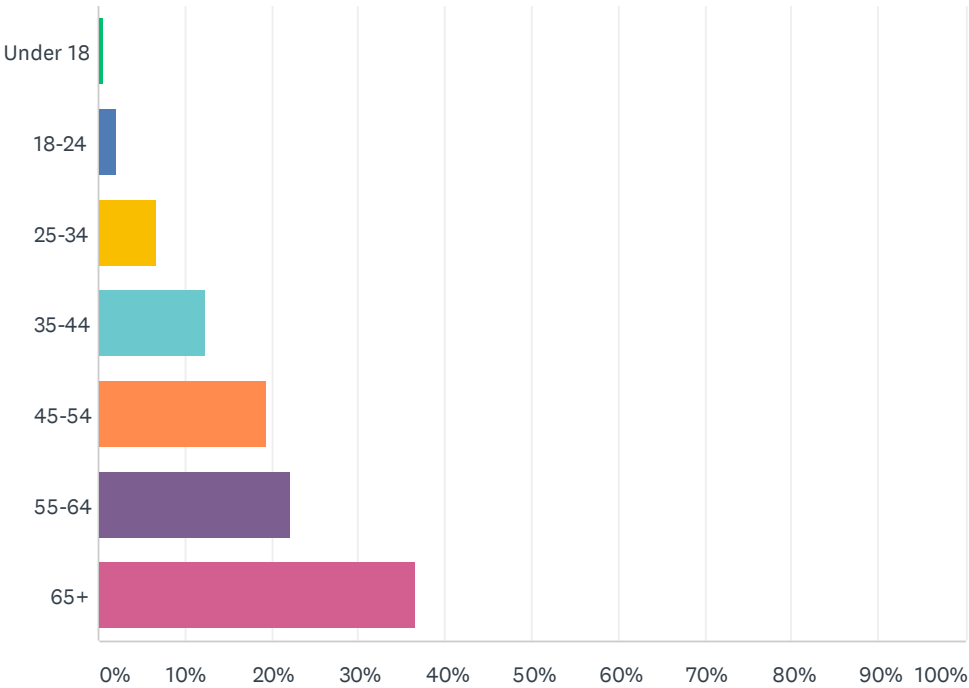
Answered: 1,258    Skipped: 15



ANSWER CHOICES	RESPONSES	
< 6 months	2.94%	37
6 months - 1 year	2.94%	37
1 - 5 years	27.82%	350
> 5 years	66.30%	834
TOTAL		1,258

### Q3 How old are you?

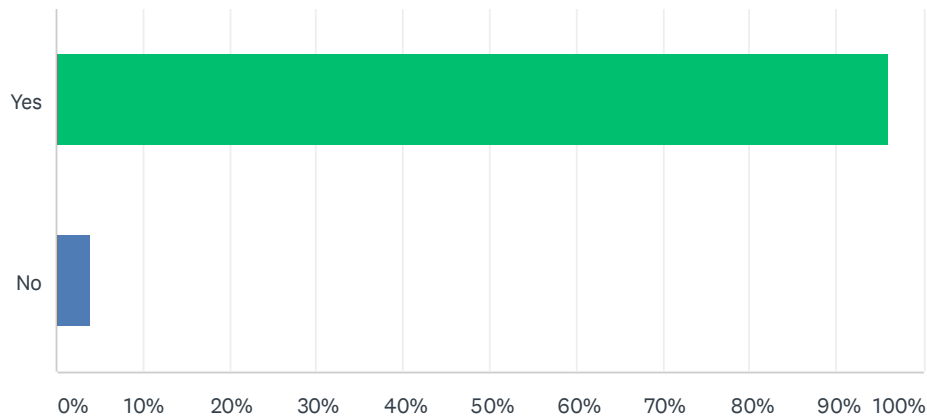
Answered: 1,259    Skipped: 14



ANSWER CHOICES	RESPONSES	
Under 18	0.56%	7
18-24	2.14%	27
25-34	6.67%	84
35-44	12.31%	155
45-54	19.54%	246
55-64	22.16%	279
65+	36.62%	461
TOTAL		1,259

Q4 Do you have a smartphone?

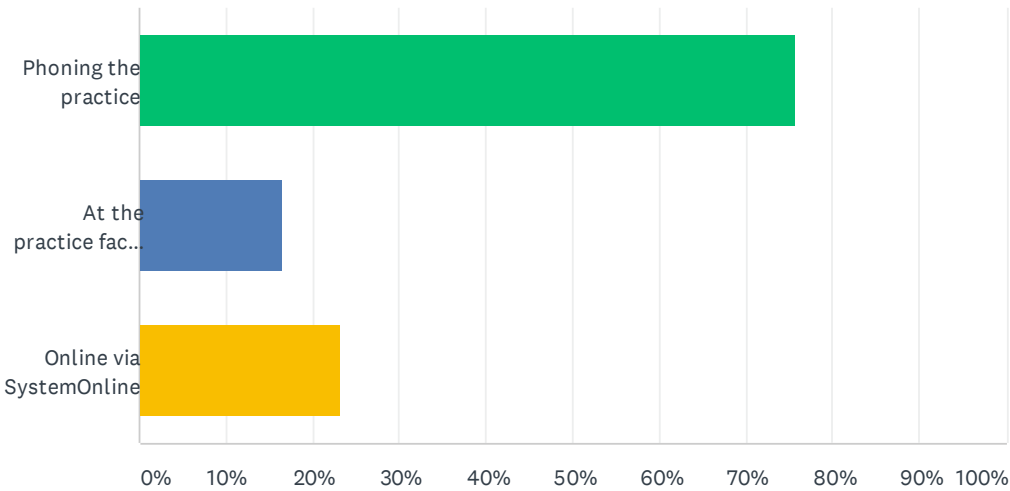
Answered: 1,259    Skipped: 14



ANSWER CHOICES		RESPONSES	
Yes		96.11%	1,210
No		3.89%	49
TOTAL			1,259

Q5 Prior to COVID-19 how did you book your appointment at the practice?

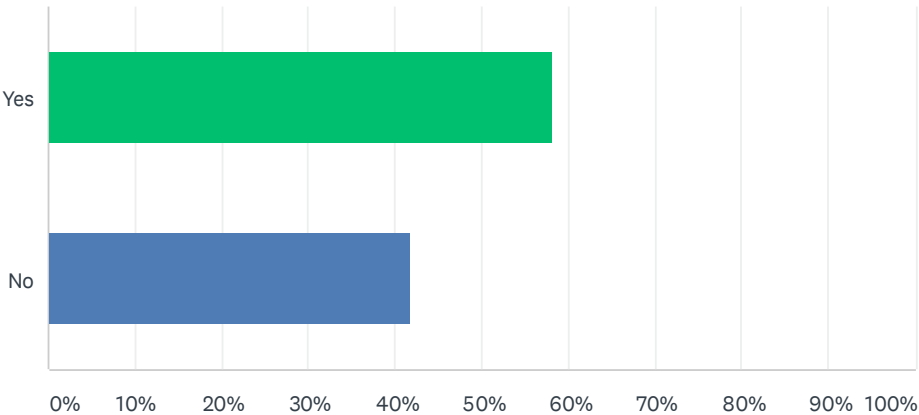
Answered: 1,258    Skipped: 15



ANSWER CHOICES	RESPONSES	
Phoning the practice	75.83%	954
At the practice face to face	16.53%	208
Online via SystemOnline	23.29%	293
Total Respondents: 1,258		

Q6 Do you know about available Apps that allow you to book appointments and request medication (i.e. NHS App, SystemOnline App)

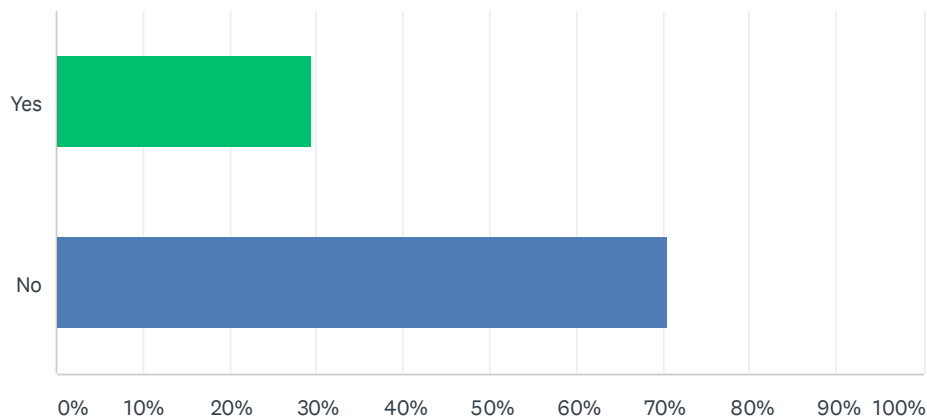
Answered: 1,259    Skipped: 14



ANSWER CHOICES	RESPONSES	
Yes	58.14%	732
No	41.86%	527
TOTAL		1,259

### Q7 Are you using the NHS App?

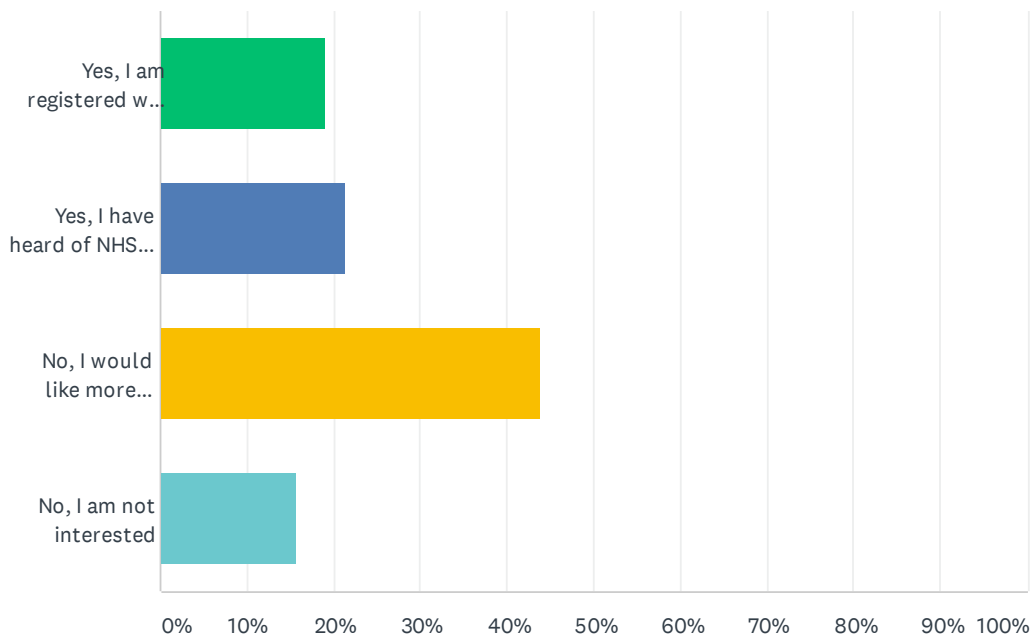
Answered: 1,255    Skipped: 18



ANSWER CHOICES		RESPONSES	
Yes		29.48%	370
No		70.52%	885
TOTAL			1,255

### Q8 Have you heard of NHS Login?

Answered: 1,255    Skipped: 18

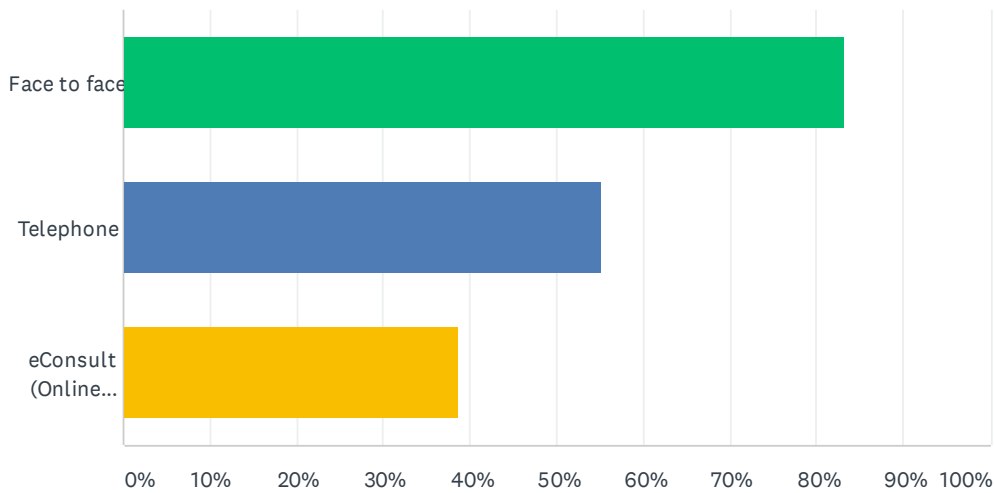


ANSWER CHOICES		RESPONSES	
Yes, I am registered with NHS Login		18.96%	238
Yes, I have heard of NHS Login but am not registered with the service		21.35%	268
No, I would like more information		43.98%	552
No, I am not interested		15.70%	197
TOTAL			1,255



Q9 Which of the following types of appointments would you be happy to use for a consultation with a GP?

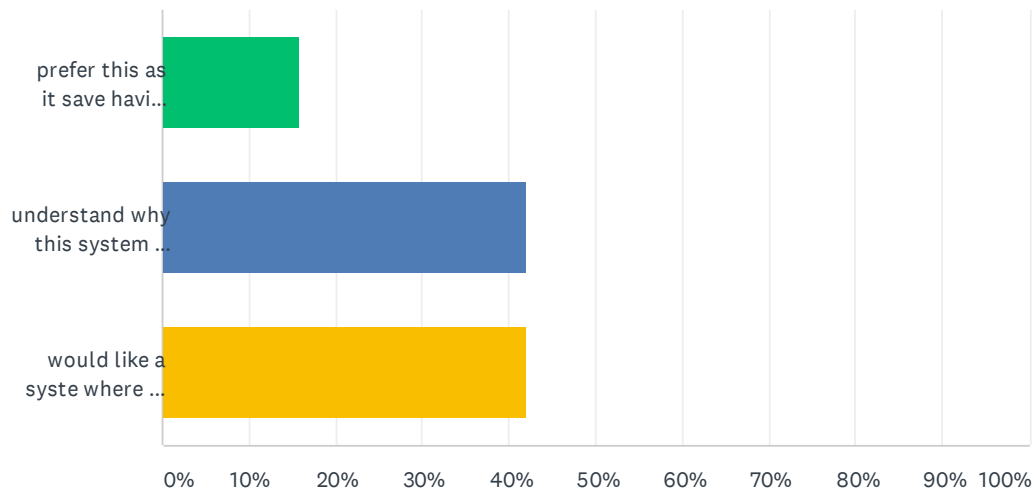
Answered: 1,263 Skipped: 10



ANSWER CHOICES	RESPONSES	
Face to face	83.21%	1,051
Telephone	55.27%	698
eConsult (Online consultation via your surgery website)	38.80%	490
Total Respondents: 1,263		

## Q10 Due to COVID-19, currently, all GP appointments are initially 'remote' by telephone, video or eConsult. Do you...

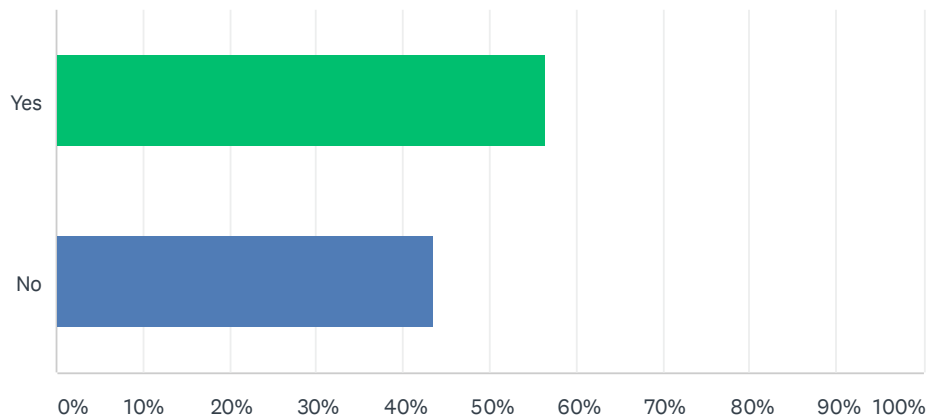
Answered: 1,238 Skipped: 35



ANSWER CHOICES	RESPONSES	
prefer this as it save having to travel to the practice to be seen	15.91%	197
understand why this system is needed during the pandemic	42.00%	520
would like a syste where you could choose the type of appointment you prefer.	42.08%	521
TOTAL		1,238

## Q11 Going forward, when the restrictions are lifted, would you be happy to continue with this triage system?

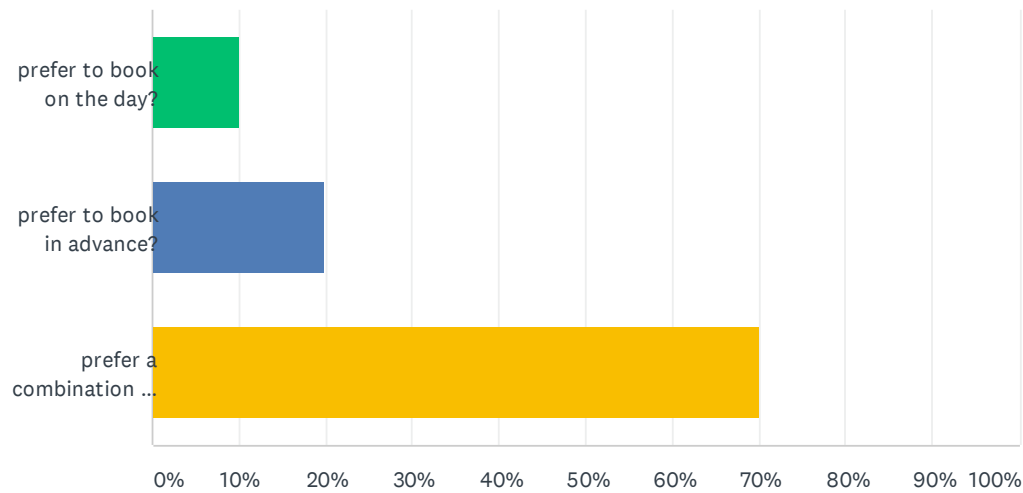
Answered: 1,258 Skipped: 15



ANSWER CHOICES		RESPONSES	
Yes		56.52%	711
No		43.48%	547
TOTAL			1,258

Q12 Currently, we have appointments available on the day and you can also book in advance.Do you...

Answered: 1,264 Skipped: 9



ANSWER CHOICES	RESPONSES	
prefer to book on the day?	10.13%	128
prefer to book in advance?	19.86%	251
prefer a combination of both?	70.02%	885
TOTAL		1,264

**Q13 Do you have any other comments or suggestions about our services that you would like to share with us?**

Answered: 856   Skipped: 417