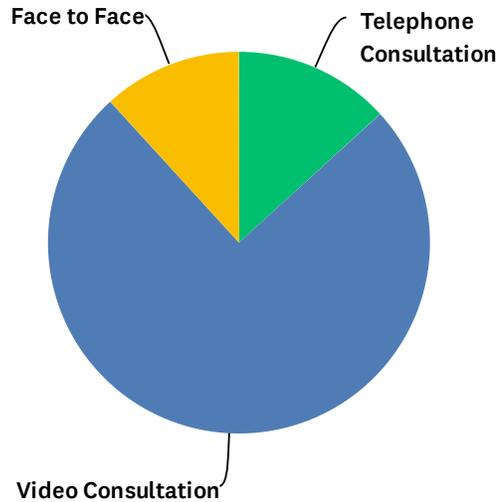


Q1 In light of the currently situation which is likely to be ongoing for some time, we need to look at how we manage our service going forward. Your answers to the following questions will help us to consider how we shape our service in the future. Have you had any of the following? (Tick any boxes which apply)

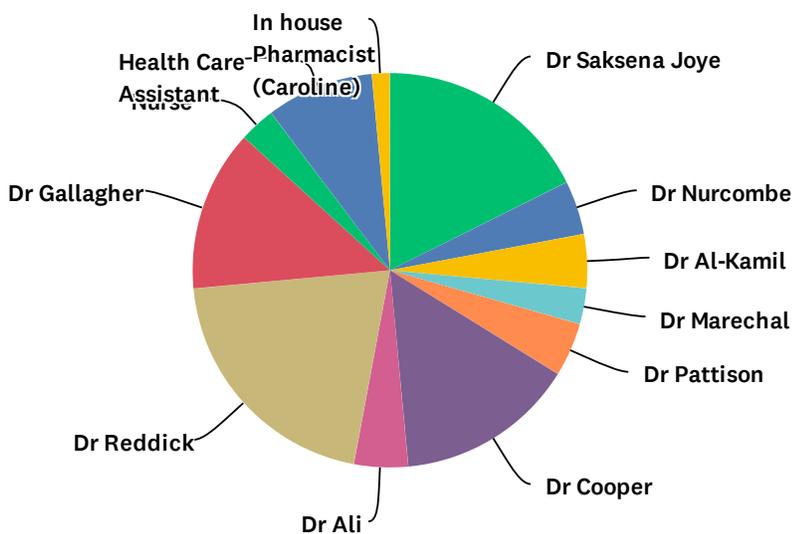
Answered: 68 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|------------------------|-----------|----|
| Telephone Consultation | 13.24% | 9 |
| Video Consultation | 75.00% | 51 |
| Face to Face | 11.76% | 8 |
| TOTAL | | 68 |

Q2 If so, who was this with?

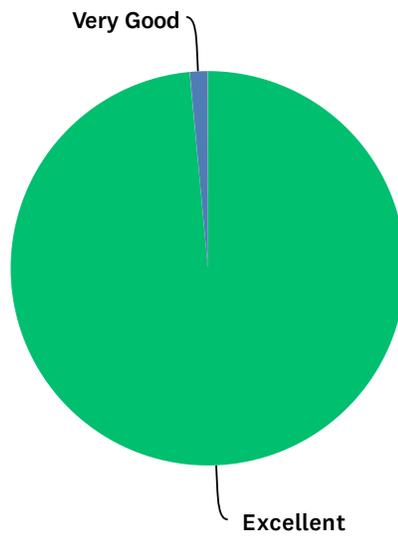
Answered: 68 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|--------------------------------|-----------|-----------|
| Dr Saksena Joye | 17.65% | 12 |
| Dr Nurcombe | 4.41% | 3 |
| Dr Al-Kamil | 4.41% | 3 |
| Dr Marechal | 2.94% | 2 |
| Dr Pattison | 4.41% | 3 |
| Dr Cooper | 14.71% | 10 |
| Dr Ali | 4.41% | 3 |
| Dr Reddick | 20.59% | 14 |
| Dr Gallagher | 13.24% | 9 |
| Other (Locum) | 0.00% | 0 |
| Nurse | 2.94% | 2 |
| Health Care Assistant | 8.82% | 6 |
| In house Pharmacist (Caroline) | 1.47% | 1 |
| TOTAL | | 68 |

Q3 How do you rate your satisfaction with the above service provided?

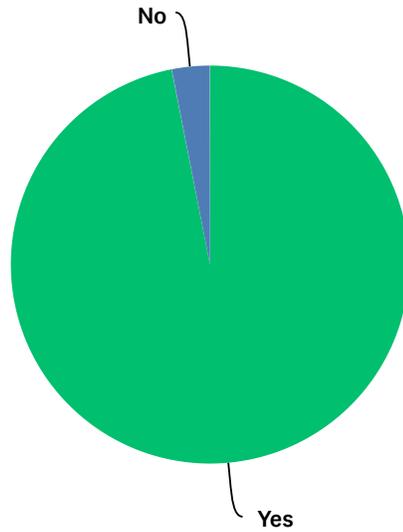
Answered: 68 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| Excellent | 98.53% | 67 |
| Very Good | 1.47% | 1 |
| Good | 0.00% | 0 |
| Poor | 0.00% | 0 |
| TOTAL | | 68 |

Q4 If you have had a telephone or video consultation, would you be happy to be seen this way in the future? (A face to face appointment will always be an option for all patients).

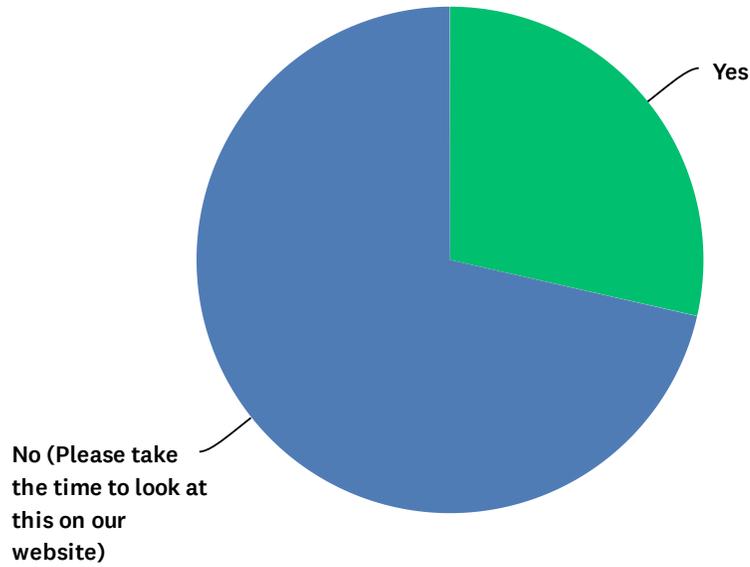
Answered: 65 Skipped: 4



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| Yes | 96.92% | 63 |
| No | 3.08% | 2 |
| TOTAL | | 65 |

Q5 Have you used the Online Consult (via our website) to consult with your GP online?

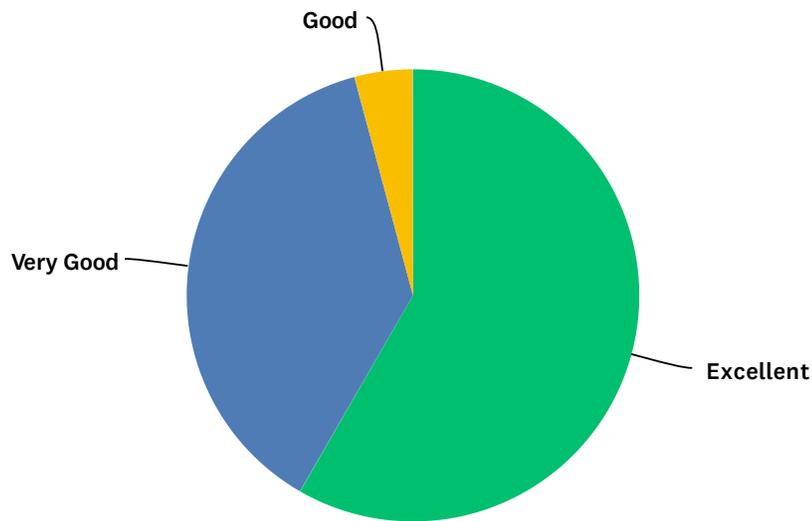
Answered: 63 Skipped: 6



| ANSWER CHOICES | RESPONSES | |
|----------------------------------------------------------|-----------|----|
| Yes | 28.57% | 18 |
| No (Please take the time to look at this on our website) | 71.43% | 45 |
| TOTAL | | 63 |

Q6 If you have used Online Consult, how did you find this?

Answered: 24 Skipped: 45



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| Excellent | 58.33% | 14 |
| Very Good | 37.50% | 9 |
| Good | 4.17% | 1 |
| Poor | 0.00% | 0 |
| TOTAL | | 24 |

Q7 To help us improve our services, please provide any comments in respect of your experience of telephone or video consultations.

Answered: 19 Skipped: 50