# The Reddish Family Practices SURVEY RESULTS

# CONSULTATION Survey Results 2021

**Welcome to the Newsletter Survey results**

 The Covid-19 epidemic has brought about many changes in all areas of our lives, and for the Practice this has meant changing how we deliver our services to ensure that our patients continue to receive a reliable and effective service, and that staff and patients can work and receive treatment in a safe environment This has involved a great many more telephone appointments and the introduction of remote video link consultations with GP’s.

We were interested in your views on our service and welcomed your feedback on your experience of recent consultations. We had 68 responses and we would like to thank you for taking the time to complete our survey.

For results of the survey please look on our website :

[www.thereddishfamilypractice.nhs.uk](http://www.thereddishfamilypractice.nhs.uk)

**This is summarised as follows:**

**Patients were asked if they had had either a telephone, video consultation or whether they had been seen face to face:**

Video Consultation – 75%

Telephone Consultation – 13%

Face to Face – 11%

**Patients were asked how they had rated the above:**

Excellent – 98%

**Patients were asked if they would be happy to be seen this way in the future (A face to face appointment will always be an option for all patients):**

Yes – 96%

No – 3%

**Patients were asked if they used the online consult (via the website) to consult with the GP online:**

Yes – 28%

No – 71%

**Out of the patients that had used the online consult they were asked how they found this:**

Excellent – 58%

**Below are all the comments which were received:**

* AMAZING SERVICE
* Attended flu clinic on Saturday thank you
* Flu injection was really good, felt very safe
* Great service thank you
* Attended the flu clinic on a Sunday - amazing service - I didn't wait long and I felt really safe - thank you
* Very Efficient service
* Dr Cooper is an excellent GP she is very caring
* Dr Gallagher is a lovely GP
* Everything was fine
* Found the call and the video very helpful. The video would have been better if I could have seen what the doctor was seeing like on FaceTime? But other than that it was fantastic.
* All good
* The call was fine and was much better than I thought it would be.
* The conversation was regarding my medication found this to be good making sure l am using my medication correctly and asking about my health in general.
* Very good
* Thank you Dr Cooper you are excellent I have so much faith in you thank you
* Dr Saksena is lovely - thank you for being so professional
* Excellent and friendly felt I was being listened to like a normal face to face appointment
* The video consultation was very good. Dr Saksena was very patient and understanding of my concerns. A wonderful doctor and great service. I would definitely have another video consult.
* The video consultation was excellent

Overall the results are very positive and patients who have used the telephone and video consultations have had very good experiences.

Patients will never be refused to be seen face to face once they have been clinically assessed by a GP

Please note that all patients have the choice of a video consultation so they can see the GP who they are talking too

Once again thank you for taking the time to complete the survey