**Telephone Consultation Audit 2020/21**

We have continued to offer mainly telephone consultations during the coronavirus pandemic and between August to October 2020 we have spoken to 828 patients via telephone consultations and 878 between November 2020 and January 2021

**August – October 2020**

**We sent 250 text messages to our patients and we received 126 replies.**

|  |  |  |
| --- | --- | --- |
| **How likely are you to recommend telephone consultation with the clinicians at the GP surgery?** |  | **%** |
| 1. **(Extremely likely)** | 84 | 67 |
| 1. **(Likely)** | 23 | 18 |
| 1. **(Neither likely nor unlikely)** | 8 | 6 |
| 1. **(Extremely unlikely)** | 6 | 5 |
| 1. **(Don’t Know)** | 5 | 4 |

**Comments**

* Excellent and the way forward
* Well done Lyme Bay you have kept up a way of looking after patients during these uncertain times again
* Telephone consultation save everyone a lot of time
* Has to be better then coming to the surgery?
* Excellent service as always
* Love it
* Would prefer to see everyone, miss the girls & boys but another great service.
* We all have to accept changes whether we like it or not
* Not worried how I hear as long as I can, phone call suited me
* Great team.

**Negative Comments**

* Wish they would call at correct time, if I had an appointment at the surgery you wouldn’t leave me sitting there all morning but yet you think it’s okay with a telephone call
* Prefer not to comment
* It’s okay for somethings but not all the everything

**November 2020 – January 2021**

|  |  |  |
| --- | --- | --- |
| **How likely are you to recommend telephone consultation with the clinicians at the GP surgery?** |  | **%** |
| 1. **(Extremely likely)** | 72 | 53 |
| 1. **(Likely)** | 46 | 34 |
| 1. **(Neither likely nor unlikely)** | 10 | 7 |
| 1. **(Extremely unlikely)** | 3 | 2 |
| 1. **(Don’t Know)** | 5 | 4 |

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**Comments**

* More convenient and quicker
* Excellent as always
* Saved me a journey and having to get ready to go out on these dark nights
* Nice to know our doctors are still here
* Glad you tried me again after I failed to answer the first call
* Thank you for my covid text
* 5\*\*\*\*\* services – as always
* It will never beat being able to come to the surgery but my call was very useful and answered all the questions I had
* You all continue to give a great service
* Couldn’t fault my call
* Roll on end of vaccinations when we can get back to some form of ‘normal’ but in the meantime calls are great
* 10 out of 10 every time
* Always ask for calls over appointments as I think it’s not always necessary to come into the surgery – must save staff time and patients, like the introduction of video calling
* With smart phones its ideal, no need to hang around indoors, we can all go about our busy lives and still be on call to receive a call.
* Thank you all you have done.
* What a year for you, me and all of us but yet the surgery as maintained an excellent service. Not so convinced e-consults are the way forward.

**Negative Comments**

* Some doctors speak too quietly
* Not such a good service in Lyme with bad signal areas – wouldn’t recommend
* AM or PM is NOT a good indication of what time I am going to get a call – cagey receptionist who won’t tell me what time my call is
* Doctors/nurses could try and sound happier