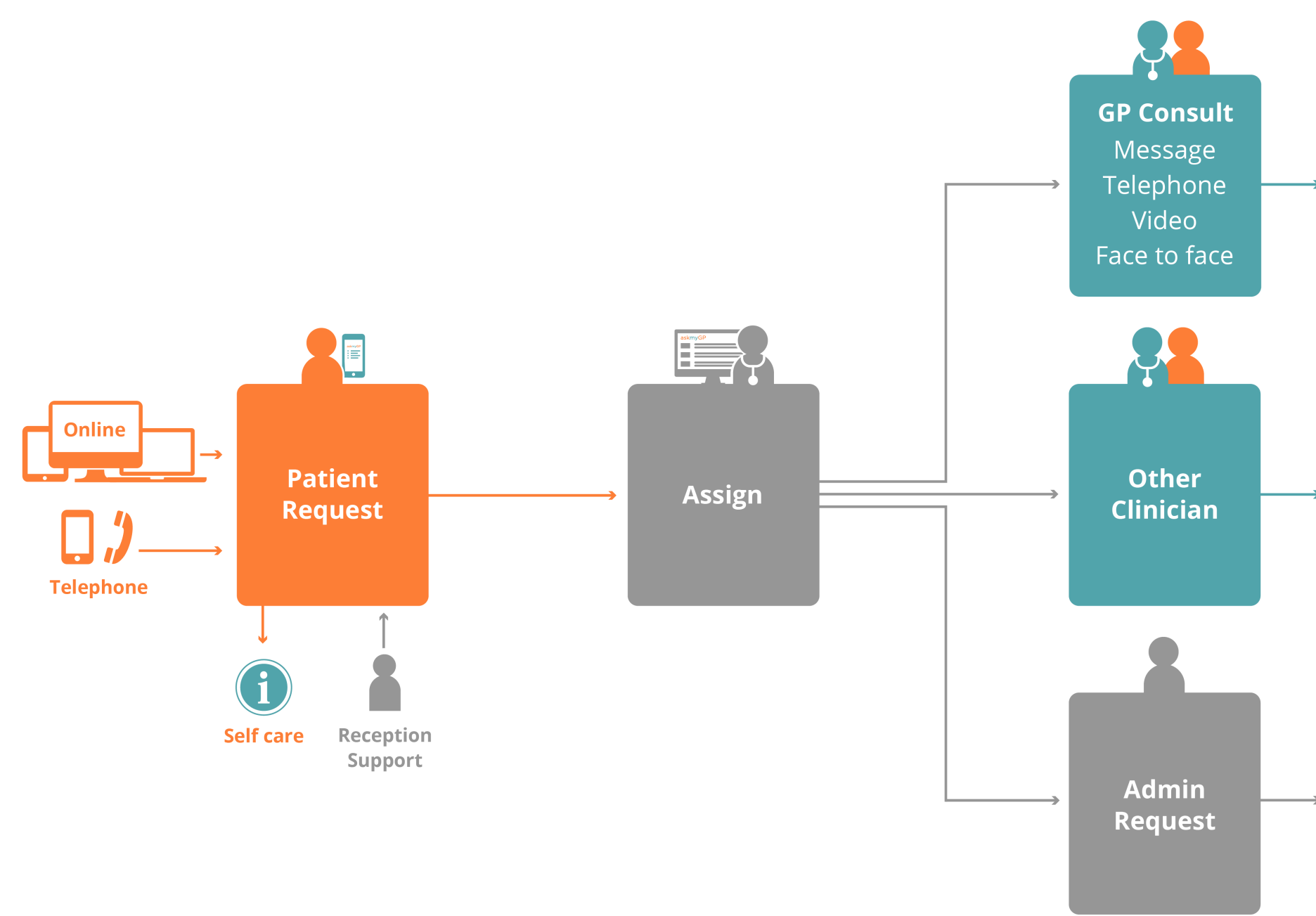


Does face to face frequency affect patient satisfaction in digital first primary care?

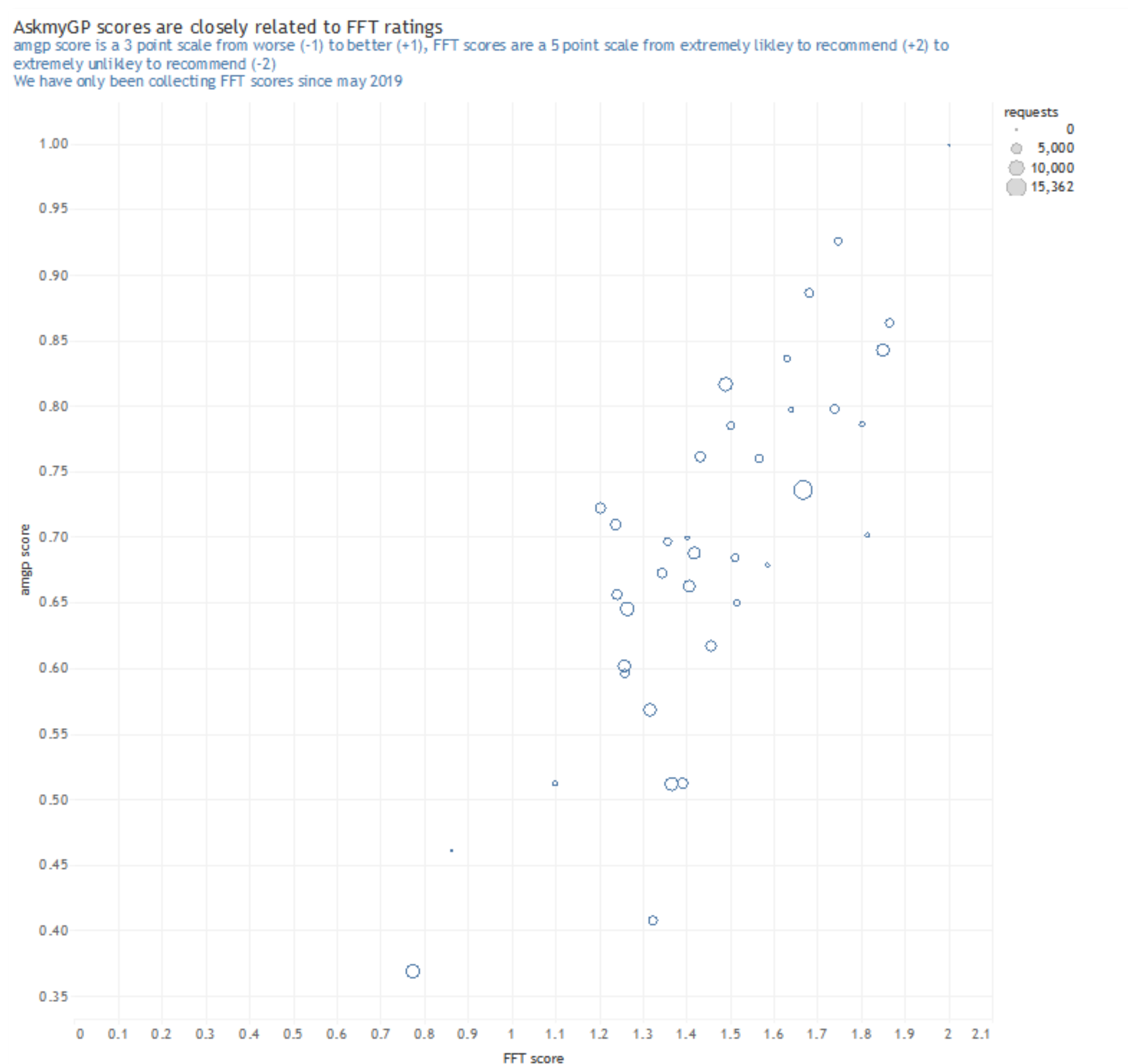
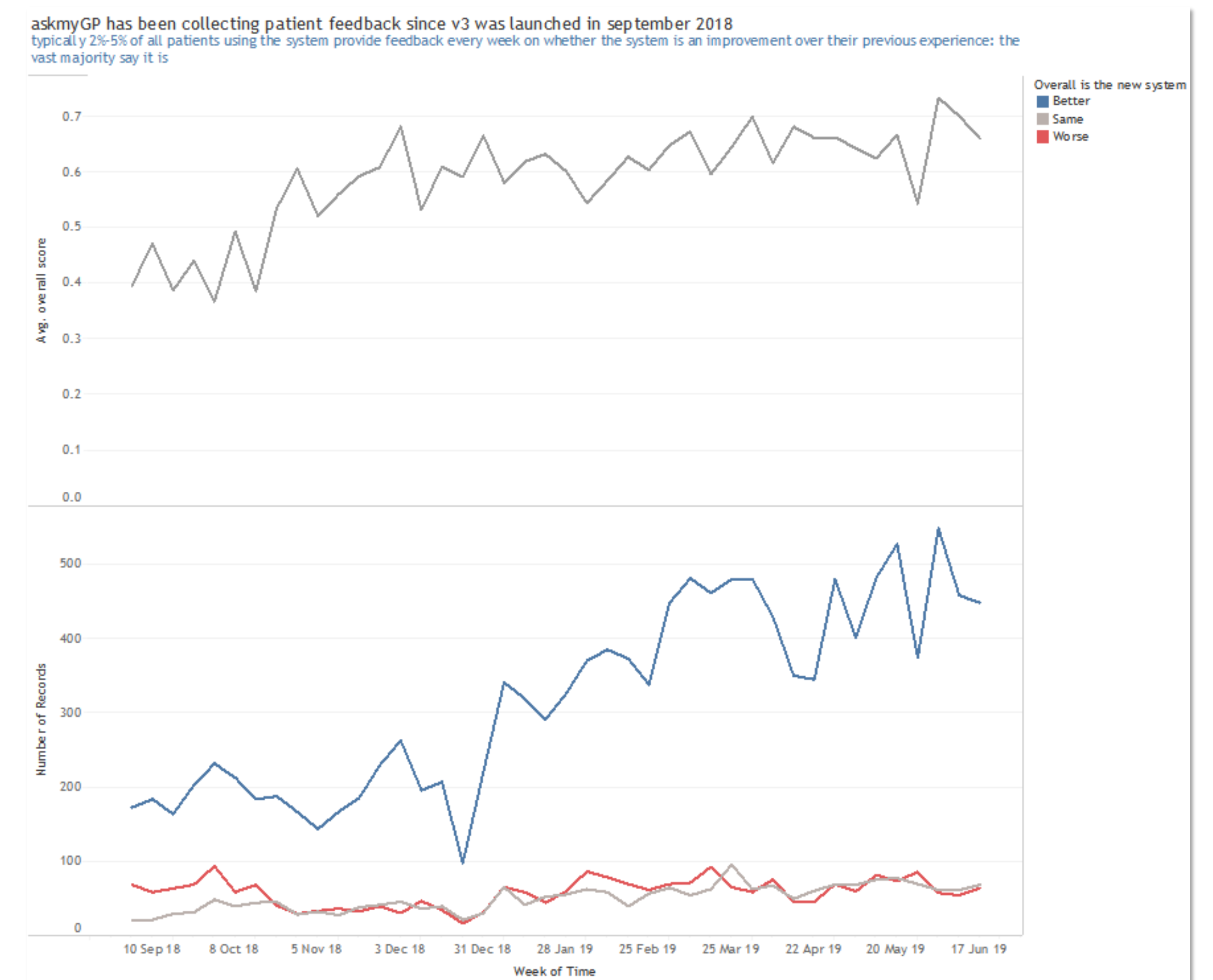


askmyGP provides easy online access for patients and GP digital triage and supports consistent clinical decisions via a single workflow to enable rapid patient service, efficiency and time saving.

The question is often posed, “Does an increase in efficiency come at the expense of patient satisfaction?”

Regular feedback is forthcoming from patients on whether they see *askmyGP* as “Better, Same or Worse” than the previous system. The volume of patient feedback and % saying “Better” are going up each week in line with increases in the numbers of requests.

Satisfaction score: Better = 1, Same = 0, Worse = -1



NHS “Friends and Family Test” (FFT) data collected alongside *askmyGP* scores since May 2019 is broadly consistent with those scores.

Efficiency is delivered by *askmyGP* in part by a drop in F2F appointments to typically 37% of requests resolved (there are variations in this rate, often driven by the patient demographic, e.g. a large proportion of elderly patients). Does a reduction in the % of f2f appointments drive a drop in patient satisfaction? It appears not.....

