

Your Care - DOCTORNOW Members Survey 2022

We received a total of 316 responses to our 2022 Patient Survey which was conducted via email, using a survey tool, the survey was completed in March 2022.

Generally, how easy has it been to get through to someone at DOCTORNOW on the telephone?

Answer Choices			Response Percent	Response Total
1	Very easy		74.37%	235
2	Fairly easy		20.57%	65
3	Not very easy		1.90%	6
4	Not at all easy		1.27%	4
5	I haven't tried		1.90%	6





In the past year, of those who did try to access our services, 95% of Members found it easy to get through to someone at DOCTORNOW.

How satisfied are you with our current opening hours?






Answer Choices			Response Percent	Response Total
1	Very satisfied		81.65%	258
2	Fairly satisfied		15.82%	50
3	Not very satisfied		0.32%	1
4	Not at all satisfied		0.00%	0
5	I don't know what the opening hours are		2.22%	7

DOCTORNOW's current opening hours are 8.30am – 8pm Monday – Friday and 9.00am – 4pm on Saturday. For our VIP24 Members out of hours access provides a 24-hour service.

How helpful have you found our Patient Services Team at DOCTORNOW?




Answer Choices			Response Percent	Response Total
1	Very helpful		78.16%	247
2	Fairly helpful		12.34%	39
3	Not very helpful		0.95%	3
4	Not at all helpful		0.00%	0
5	I don't know		8.54%	27

How quickly have you been able to get an appointment with a doctor or nurse?





Answer Choices			Response Percent	Response Total
1	On the same day		43.99%	139
2	On the next day		33.23%	105
3	A few days later		17.72%	56
4	A week or more later		1.58%	5
5	I haven't booked an appointment		3.48%	11

Our survey indicated that 95% of patients calling to book an appointment had one either on the same day, the next day or within a few days. Our aim is to ensure all patients are seen in a timely fashion.

How helpful have you found our doctors and nurses?







Answer Choices			Response Percent	Response Total
1	Very helpful		92.09%	291
2	Helpful		7.28%	23
3	Unhelpful		0.00%	0
4	Very unhelpful		0.00%	0
5	I haven't seen anyone in the last 12 months		0.63%	2

How confident have you felt about our doctors and nurses ability to care for your needs?

Answer Choices			Response Percent	Response Total
1	Very confident		87.66%	277
2	Fairly confident		11.08%	35
3	Not very confident		0.00%	0
4	Not at all confident		0.32%	1
5	I haven't seen a doctor or nurse in the last 12 months		0.95%	3






We were pleased to see that >98% of patients were confident in the ability of our nurses and doctors to care for their needs.

How easy was it to enter a video consultation with your doctor?

Answer Choices			Response Percent	Response Total
1	Very easy		16.46%	52
2	Easy		8.54%	27
3	Neither easy nor difficult		2.85%	9
4	Difficult		2.22%	7
5	Very difficult		1.27%	4
6	I haven't had a video consultation		68.67%	217




Of those who responded that they had a Video Consultation, only 3% found it difficult. A new video consultation software, Twilio, was rolled out in early 2022 and a new easy to follow step-by-step patient guide has been created our aim as we learn to live with COVID is to make video and telephone part of the new normal which still being available for those who need a face-to-face consultation.

Do you think that a telephone or video consultation is as effective as a face-to-face appointment?

Answer Choices			Response Percent	Response Total
1	Very effective		4.49%	14
2	Effective		33.01%	103
3	Not Effective		26.28%	82
4	Very ineffective		5.13%	16
5	I have only had face to face appointments		31.09%	97






Of the 215 patients who had a Video Consultation, 31% felt that Video Consultations were not as effective as face to face appointments. With the easing of COVID restrictions we are happy to offer face to face appointments to those who request them.

How easy has it been to access added services at DOCTORNOW? (i.e., ECG, tests, referrals)





Answer Choices			Response Percent	Response Total
1	Very easy		50.00%	158
2	Fairly easy		21.84%	69
3	Not very easy		0.00%	0
4	Not at all easy		0.00%	0
5	I haven't had any further medical/clinical services		28.16%	89

This data shows that 100% of those who *did* require further tests or services agreed that they were easy to access via DOCTORNOW.

How valuable do you consider the DOCTORNOW newsletter to be?




Answer Choices			Response Percent	Response Total
1	Very valuable		22.15%	70
2	Fairly valuable		56.33%	178
3	Not very valuable		15.82%	50
4	Not at all valuable		0.95%	3
5	I would not want to receive a copy of the newsletter		4.75%	15

Do you feel that the DOCTORNOW website is a good tool for communication?

Answer Choices			Response Percent	Response Total
1	Yes, I always check it for updates		20.57%	65
2	I haven't needed to look at it in the last 12 months		56.96%	180
3	No, I couldn't find the information I needed on the website		2.85%	9
4	I didn't know DOCTORNOW had a website		19.62%	62

This data would indicate that we still have some work to do regarding our website with only 23% of our patients accessing the site.

If you needed further treatment did our staff explain the extra costs to you?

Answer Choices			Response Percent	Response Total
1	Yes		63.92%	202
2	No		4.43%	14
3	I haven't had any extra services		31.65%	100

Of the patients who did require further treatment, 4% reported they had not had the costs explained to them. Costs should always be given upfront, and all of our staff are aware of this practice.

What do you most value about being a member of DOCTORNOW?

Our patients spoke very highly of the service they receive from DOCTORNOW. With so many positive and kind comments we have tried to summarise the key points from this section:

- Our patients appreciate the continuity of care with easy access to their chosen Doctor. Many mentioned a personalised service, how they appreciated being treated as an individual as well as having confidence in the treatment they received
- Many patients mentioned the ease of access to appointments and satisfaction with our opening hours
- Many appreciated the option of a 24-hour service (VIP24 membership)
- Patients conveyed satisfaction at the available appointment lengths, feeling that they were not rushed

What do you think DOCTORNOW has done well?

Again, our patients were very kind and complementary when answering this question – there were many trends within the answers, and the most frequently mentioned points include:

- Coped very well during the pandemic – many patients praised how well we worked under the circumstances, continuing to offer Video and Telephone consultations, and appreciated it was not difficult to be seen face to face when required. Some mentioned that the triaging had worked well and appreciated waiting in the car to be called in
- Reliable service – patients reported receiving consistently good level of service and trust that they would be looked after
- Caring and kind team – we received many compliments on the team across the board – we were described as “knowledgeable”, “warm”, “responsive”, “friendly”, “professional” and “helpful”
- New Premises – many mentioned the welcoming environment of the new building, ease of parking and modern décor which was described as “tranquil” and “calming”

What aspects of DOCTORNOW do you think could be improved?

Thanks to the many people who responded in this section of the survey that **nothing could be improved**, as the service offered everything they needed. However, the following comments did come up several times and has given us some things to consider or develop going forward:

- Telephone answering service for overflow calls
- Online system for ordering repeat medications online and faster turnaround for prescriptions
- The chairs in the waiting room are on the low side and difficult for elderly and disabled patients
- Doctors to run to time
- A coffee machine in Ground Floor Reception
- Memberships waiting list
- More Nurse appointments
- Give more information about the specialities of the different Doctors
- Availability of appointments
- "Clone Brian McGirr several times over!"

How likely would you be to recommend the services at DOCTORNOW to your friends and family?

Answer Choices		Response Percent	Response Total
1	Very likely	90.82%	287
2	Quite likely	7.28%	23
3	Likely	0.63%	2
4	Not likely	0.63%	2
5	Not at all	0.63%	2

We are very grateful to see that over 98% of members would be likely to recommend us to friends and family.

We would like to thank our Valued Members for taking the time to provide this extremely positive feedback. As we move forward into a new season - *Learning to Live with COVID*, we hope that many of the plans for developing our services, that were on hold, can now move forward. Please do keep providing your feedback and should you wish to discuss anything further please do get in touch with me.

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