





Your Care - DOCTORNow Patient Survey During COVID-19





We received a total of 362 responses to our 2021 Patient Survey which was conducted via email, using a survey tool, during the period February 4th 2021 - February 14th, 2021.

1. Generally, during this time of COVID, how easy has it been to get through to someone at DOCTORNow on the telephone?

			Response Percent	Response Total
1	Very easy		83.15%	301
2	Fairly easy		9.39%	34
3	Not very easy		0.83%	3
4	Not at all easy		0.00%	0
5	I have not tried		6.63%	24






During COVID of those who did try to access our services, 99% of patients found it easy to get through to someone at DOCTORNow.

2. How satisfied are you with our current opening hours?






			Response Percent	Response Total
1	Very satisfied		81.77%	296
2	Fairly satisfied		10.22%	37
3	Not very satisfied		0.55%	2
4	Not at all satisfied		0.00%	0
5	I do not know what the opening hours are		7.46%	27

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

3. How helpful have you found our reception staff at DOCTORNow during COVID?





			Response Percent	Response Total
1	Very helpful		84.53%	306
2	Fairly helpful		8.01%	29
3	Not very helpful		1.93%	7
4	Not at all helpful		0.55%	2
5	I do not know		4.97%	18

4. During COVID - how quickly have you been able to get an appointment with a doctor or nurse?






			Response Percent	Response Total
1	On the same day		40.06%	145
2	On the next day		29.28%	106
3	A few days later		14.09%	51
4	A week or more later		1.38%	5
5	I have not booked an appointment		15.19%	55

Our survey indicated that 98% of patients *calling to book an appointment* had one either on the same day, the next day or within a few days.

5. How helpful have you found our doctors and nurses during this time of COVID?






			Response Percent	Response Total
1	Very helpful		82.87%	300
2	Helpful		8.29%	30
3	Unhelpful		0.55%	2
4	Very unhelpful		0.00%	0
5	I have not seen one during COVID		8.29%	30

6. During COVID how confident have you felt about our doctors and nurse’s ability to care for your needs?

			Response Percent	Response Total
1	Very confident		81.77%	296
2	Fairly confident		10.77%	39
3	Not very confident		0.83%	3
4	Not at all confident		0.28%	1
5	I have not seen a doctor or nurse during COVID		6.35%	23

We were please to see that >90% of patients were confident in the ability of our nurses and doctors.

7. How easy has it been to access added services during COVID at DOCTORnow (i.e., ECG, tests, referrals)

			Response Percent	Response Total
1	Very easy		46.41%	168
2	Fairly easy		9.12%	33
3	Not very easy		0.83%	3
4	Not at all easy		1.10%	4
5	I have not had any further medical/clinical services		42.54%	154





This data shows that 97% of those who *did* require further tests or services during COVID agreed that they were easy to access via DOCTORnow.

8. 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 mostly value the ease of access, continuity, and personalised service they receive from Doctors and Nurses whom they feel know and understand them.
- Our members appreciate the “on the day” appointments that they are able to access and the ability to get through quickly to knowledgeable staff. This has been noticeable during the pandemic.
- Patients commented that our staff are friendly, experienced, and responsive.
- Our patients felt the service they received was unhurried, caring, sympathetic and professional.
- During COVID patients felt the DOCTORNow premises were clean, hygienic, and accessible with good parking facilities.

9. How likely would you be to recommend the services at DOCTORNow to your friends and family?

			Response Percent	Response Total
1	Very likely		85.36%	309
2	Quite likely		8.84%	32
3	Likely		4.97%	18
4	Not likely		0.83%	3
5	Not at all		0.00%	0

We would like to thank all our valued patients who contributed to our survey this year and provided such valuable feedback.

Liz Rosies
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