Patient Survey 2026: our results

390 patients answered between 30 September and 16 October 2026

Most positive | Positive | Neutral | Negative | Most negative

% of people who answered (number of people)

Overall, how would you describe your experience of DoctorNow as your healthcare provider?

93% | 5% | 2% | 1% | <1%

97% positive

Very good 93% (361) | Fairly good 5% (18) | Neither good nor poor 2% (6) | Fairly poor 1% (4) | Very poor <1% (1)

Answered: 390

Overall, how would you describe your experience of your last contact with DoctorNow?

91% | 6% | 2% | 1%

97% positive

Very good 91% (353) | Fairly good 6% (22) | Neither good nor poor 2% (6) | Fairly poor 1% (2) | Very poor 1% (5)

Answered: 388 · Not applicable: 2

How easy was it to contact DoctorNow when you needed to? (by phone, app, or online)

87% | 11% | 2% | 1% | <1%

98% positive

Very easy 87% (336) | Easy 11% (42) | Neither easy nor difficult 2% (6) | Difficult 1% (2) | Very difficult <1% (1)

Answered: 387 · Not applicable - I have not needed to contact: 3

How satisfied were you with how quickly you were seen or heard from?

81% | 17% | 1% | 1% | <1%

98% positive

Very satisfied 81% (312) | Satisfied 17% (66) | Neither satisfied nor dissatisfied 1% (5) | Dissatisfied 1% (3) | Very dissatisfied <1% (1)

Answered: 387 · Not applicable: 3

How well did the timing of your appointment or consultation match the urgency of your need?

87% | 11% | 1%

99% positive

It matched my need well 87% (336) | It was acceptable 11% (44) | It did not meet my need 1% (5)

Answered: 385 · Not applicable - I have not had an appointment: 5

How satisfied are you with DoctorNow's opening hours and overall accessibility?

74% | 21% | 4% | 1%

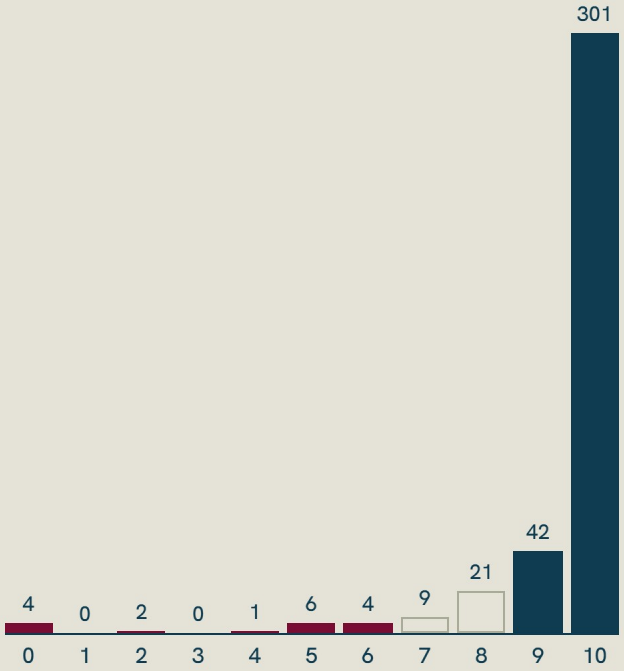
95% positive

Very satisfied 74% (288) | Satisfied 21% (82) | Neither satisfied nor dissatisfied 4% (16) | Dissatisfied 1% (4) | Very dissatisfied 0% (0)

Answered: 390

RECOMMENDING US

How likely are you to recommend DoctorNow to a friend or family member? Number of people giving each score, 0 (not at all likely) to 10 (extremely likely).



343 (88%) scored 9 or 10, **30 (8%)** scored 7 or 8 and **17 (4%)** scored 0 to 6. Net Promoter Score: **+84**.

Our results (continued)

How patients answered the remaining questions in Sections C and D of the survey. Members and pay-as-you-go combined unless shown separately.

Most positive · Positive · Neutral · Negative · Most negative

% of people who answered (number of people)

SECTION C: SAFE AND EFFECTIVE CLINICAL CARE

How confident did you feel in our Clinical Team's ability to care for your needs?



96% positive

Very confident 76% (294) · Confident 20% (78) · Neither confident nor not confident 2% (8) · Not very confident 2% (6) · Not at all confident 0% (0) Answered: 386 · Not applicable - I have not seen anyone: 4

Thinking about your most recent consultation, were your health needs met?



97% positive

Yes, definitely 87% (338) · Yes, to some extent 10% (40) · No, not at all 3% (10) Answered: 388 · I have not had a consultation: 2

When additional clinical services were needed (e.g. blood tests, ECG, scans, referrals), how easy were they to access through DoctorNow?



97% positive

Very easy 76% (214) · Easy 20% (57) · Neither easy nor difficult 2% (7) · Difficult 0% (0) · Very difficult 1% (2) Answered: 280 · Not applicable - I have not needed additional services: 110

Members: When additional charges have been applied to your care, how clearly were they explained to you in advance?



95% positive

Always explained clearly 69% (102) · Usually explained clearly 26% (38) · Sometimes unclear 5% (7) · Often unclear or not explained 1% (1) Answered: 148 · Not applicable - I have not incurred additional charges: 23

SECTION C: SAFE AND EFFECTIVE CLINICAL CARE (CONTINUED)

Pay-as-you-go: Before your appointment or consultation, were the costs explained clearly to you?



90% positive

Yes, costs were explained clearly before I proceeded 90% (197) · Costs were mentioned but not fully explained 7% (16) · Costs were not explained to me in advance 3% (6) Answered: 219

SECTION D: CARING AND COMMUNICATION

Did our clinical team involve you in decisions about your care and treatment?



98% positive

Always 90% (323) · Usually 8% (27) · Sometimes 1% (3) · Rarely 1% (4) · Never <1% (1) Answered: 358 · Not applicable: 32

Did you feel listened to and treated with dignity and respect by our team?



97% positive

Always 94% (365) · Usually 4% (15) · Sometimes 2% (7) · Rarely <1% (1) · Never 1% (2) Answered: 390

How helpful and professional did you find our Patient Services Team?



97% positive

Very helpful and professional 80% (300) · Helpful and professional 16% (61) · Neither 2% (9) · Unhelpful or unprofessional 1% (2) · Very unhelpful or unprofessional <1% (1) Answered: 373 · Not applicable - I have not contacted them: 17