**GP Access Survey (New Normal way to access GP services)**

Before the Coronavirus, patients were used to seeing their GP either face to face or by a telephone consultation. New guidelines safety advice was introduced with the limit of face to face contact whenever possible to help stop the spread of coronavirus.

As a practice we had to adapt to a new way of working. We carried out a GP Access Survey for our patients and below is the results to the survey.

**GP Access Survey (New Normal way to access GP services)**

**Patients comments.**

* I would rather come into the surgery than use a mobile wifi at home slow.
* Not consulted a doctor in quite a while I found some of the ongoing health queries, diabetes, grief have been downgraded.
* Getting to consult with your 1st choice GP is what makes a difference.
* Most of the staff are lovely
* Would like to see doctors go back to normal working
* Would use econsult first before ringing
* When trying to schedule appts is a battle what can only be described as possibly the most obnoxious, unhelpful and rude approach.
* No other than I think it’s a tremendous positive impact.
* I want to get an appt with my doctor when I need to not have to wait weeks.
* No happy with my experience
* The BMC work well during covid
* I do think some patients abuse the system and want an appt for no valid reason.
* I am old and need support with technology.
* I think we should all be thank our amazing doctors , nurse and admin staff for their brilliant work.
* The doctor told me to ring back about my test results but it was going to be over a week before I could see them.
* Cannot ring for enquires until after 10am most people work.
* I would like to see the same doctor who understands
* When did the receptionist become GP's
* Online consultations require a drastic overall. Completing page after page is stupid
* I would like a system where you can explain the issues discuss on the phone and then see the gp face to face if required.
* I'm not sure discussing with reception the reason.
* The hardest thing about the surgery is the receptionist I am not able to get f2f appts or even phone with my own doctors.
* If you continue to use telephone appts after covid it needs to be the same way as f2f
* BMC is far the best

Outcomes of survey.

From looking through the comments we have been able to put together a "You Said we did". This will help patients gain a better understanding of some of the changes that have taken place. Safety and welfare of both our patients and staff are a high priority. We want to continue delivering healthcare whilst minimising any risks. Therefore, some of the changes made during Covid Pandemic will continue. On a positive note the survey identified a high number of our patients that are now using smartphones and moving forward with the changes in technology. This is a favourable to the practice as we look for more ways to keep our patients updated in real time. Thank you for all that took the time to complete the survey and share your comments.