**Video Consultation 2020/21**

During August & October 2020 we have spoken to 8 patients via video consultation & 19 between November 2020 to January 2021. We sent text messages to all the patients that had experienced a video consultation asking for a rating between 1 – 5, with 1 being extremely likely to 5 don’t know.

**August – October 2020**

* 6 patients out of 8 replied

|  |  |  |
| --- | --- | --- |
| **How likely are you to recommend video consult with the clinicians at the GP surgery?**  | **Replied**  | **%** |
| 1. **(Extremely likely)**
 | 5 | 83 |
| 1. **(Likely)**
 | 0 | 0 |
| 1. **(Neither likely nor unlikely)**
 | 1 | 0 |
| 1. **(Extremely unlikely)**
 | 0 | 0 |
| 1. **(Don’t Know)**
 | 0 | 17 |

We had the following comments:

**Comments**

* Excellent, thank you for saving my husband a journey during these times.
* Thank you and carry on with the good work
* Much prefer face to face but a good alternative at these times
* Not likely to recommend due to having poor signal in Lyme Regis

**November – January 2021**

|  |  |  |
| --- | --- | --- |
| **How likely are you to recommend video consult with the clinicians at the GP surgery?**  | **Replied**  | **%** |
| 1. **(Extremely likely)**
 | 10 | 66 |
| 1. **(Likely)**
 | 3 | 20 |
| 1. **(Neither likely nor unlikely)**
 | 0 | 0 |
| 1. **(Extremely unlikely)**
 | 1 | 7 |
| 1. **(Don’t Know)**
 | 1 | 7 |

* 15 patients out of 19 replied

We had the following comments:

**Comments**

* Thank you, good work
* Would sooner have an appointment at the surgery but I understand why this I being used
* Very informative and clear picture– thank you.
* As a shielding patient (AGAIN) it has been invaluable to be able to remain in contact with the surgery – Love the website as well, very easy to navigate and information of relevance
* Excellent service as always
* No thank you!!
* Thank you, Lyme bay, – stay save
* It’s acceptable
* Not an ideal solution for the elderly