

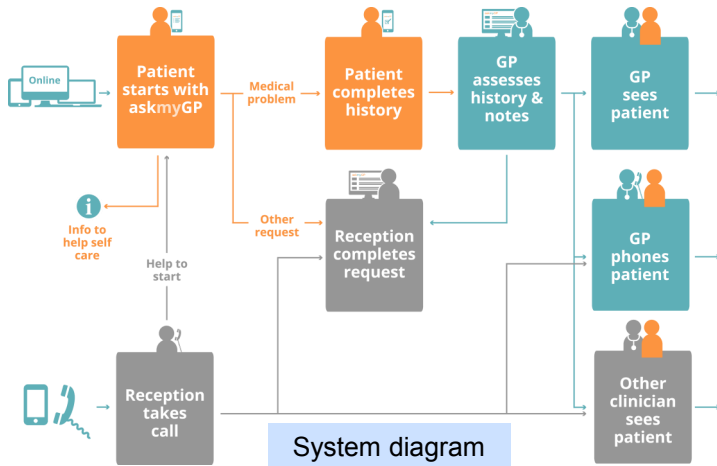
# Rapid, personal GP service moves patients online

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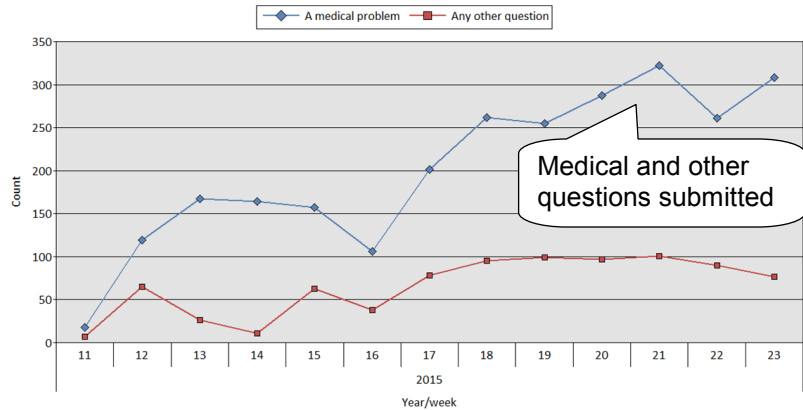
40% shift online in 3 months

## Key factors

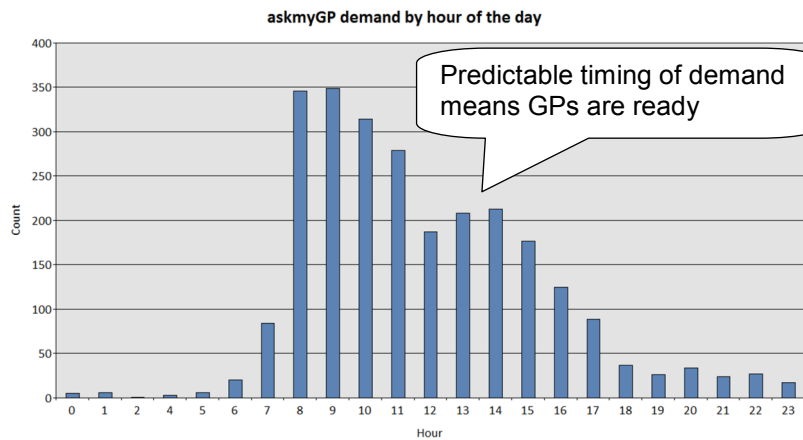
- Rapid response
- All patients, all problems
- Choice of GP



askmyGP demand by week (stacked line)



Demand by hour of the day

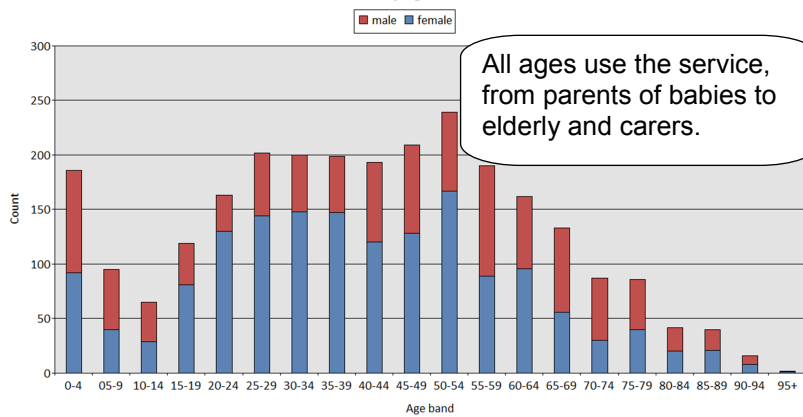


88% of demand is in hours (weekdays 8am—6.30pm)

Response time avg 24 mins

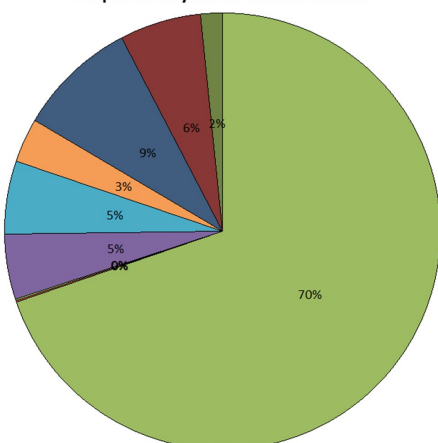
207 clinical symptoms

Patients by age and sex



70% of patients want help from anyone, 30% name a GP

Help from anyone or named clinician



**Patient feedback**

- This seems like a good way not having to explain your private symptoms to the receptionist.
- been excellent so far!
- I used this system because of the delay in a telephone call to the surgery taking a long time to answer.
- Used because of difficulty contacting practice while I am at work. It is not always convenient to discuss personal issues.
- I like this; I don't have a lot of time to wait on the phone so would prefer to deal online. I can see myself using this all the time now.
- I felt as if it asked a lot of questions, some didn't appear to me as a lay person to be relevant.