

Get Online Week 2018

Increasing awareness of GP online services

During Get Online Week we visited 7 surgeries across Surrey and spoke to 242 people about their experiences of GP online services

Staff and volunteers visited 7 surgeries during 15th-19th October 2018 to understand more about usage of GP online services and to raise awareness of how to sign up to services at the following surgeries:

Grayshott Surgery - Hindhead, Ferns Medical Practice - Farnham, Knowle Green Medical - Staines, St Luke's Surgery - Guildford, Upper Gordon Road Surgery - Camberley, Heathcot Medical Practice - Woking, Holmhurst Medical Centre - Redhill.

60 people we spoke to (25%) were aware of, already signed up to and using GP online services.

No access to the internet & the desire to have face to face contact was a barrier to people signing up

36 people (15%) didn't have internet access so couldn't use online services. 45 people (19%) prefer face to face contact / calling up to book appointments

Lack of awareness was also a barrier to people signing up and using online services

40 people (17%) of those spoken to were not aware of online GP services.

A small proportion (7 people) also cited, 'forgotten log in details' and 2 people stated 'less availability of appointments online' as a reason for not using online services

34 people (14%) were signposted to register for their surgery online services during the events

24 people we spoke to also completed a more detailed survey about online usage.

15 of those already use online services for other purposes e.g. banking, shopping etc.

20 respondents said they would use online services for booking GP appointments.

The majority said they would use online for repeat prescriptions (20 people) and for viewing medical test results (19 people).

13 would use digital GP consultations via email or submitting a form.

Concerns /barriers to using NHS digital services include:

Confidentiality/security, complexity, unreliability and worry that digital may replace (preferred) face to face contact with GPs.

Healthwatch Surrey will continue to raise awareness of GP online services and urge people to enquire about signing up next time they visit the GP

For more information;

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