**Telephone Consultation**

Since introducing mainly telephone consultations from 16th March 2020 we have spoken to 736 patients via telephone consultation (this doesn’t include the ward rounds at care homes but does include patients of all ages, gender, ethnicity and patients with acute or long-term conditions)

**We sent 250 text messages to our patients and we received 105 replies.**

|  |  |
| --- | --- |
| **How likely are you to recommend telephone consultation with the clinicians at the GP surgery?**  |  |
| 1. **(Extremely likely)**
 | 68 |
| 1. **(Likely)**
 | 10 |
| 1. **(Neither likely nor unlikely)**
 | 5 |
| 1. **(Extremely unlikely)**
 | 15 |
| 1. **(Don’t Know)**
 | 2 |

**Breakdown of response**.

It was mainly over 70 who were ‘extremely unlikely or don’t know’ to recommending telephone consultation - Out of the 15 responses 87% ‘extremely unlikely’ and 100% on ‘don’t know ‘are over 70 years of age.

**Comments**

* Excellent and the way forward
* Much better not being from a withheld number
* Well done Lyme Bay you have kept up a new way of looking after patients during these uncertain times
* Telephone consultation save everyone a lot of time
* Impressed and looking forward to seeing how e-consult goes. Who would have thought a digital/telecommunications practice could be possible in a small town like Lyme.
* Very informative telephone call – thank you.
* As a shielding patient it has been invaluable to be able to remain in contact with the surgery – along the with great, regular updates and up to date information on the website and Facebook. Thank you, Dr Watson,
* Excellent service as always
* Love it
* Thank you, Lyme bay, – stay save
* Would prefer to see everyone but another great service.
* We all have to accept changes.
* Lovely to see how the practice has thought of its patients and staff’s safety.
* One step ahead of these pesky virus (:
* Can’t wait to see you again
* Great team.

**Negative Comments**

* The nurses need to realise its not always so easy to understand and follow what is being said with a telephone consultation, especially if you are hard of hearing.
* The call should be ended with ‘is there anything else we can help you with or is there anything you didn’t hear or understand.
* Not sure – would prefer face to face. Technology is taking over the world
* Phone calls aren’t always around the time we are told we would get a call but if we visited the surgery you know roughly what time you would be seen.
* Not so easy to understand or take in what is being said.
* Doctor and nurses talk to quickly or mumble.