

## YouGov / Salix survey results Online Consultation

GB Sample: 2041 GB adults

Fieldwork: 23rd -24th October 2017

Total	Gender		Age					Social Grade	
	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE

In some parts of the UK, it is now possible to access your own NHS GP by logging in and outlining your concerns. The system is set up to "red flag" anything that might be more serious than you had anticipated and will advise you to take alternative action, e.g. call the surgery or go to A&E.

If it doesn't require alternative action, your case goes through to your GP, who will review it within a maximum of two working days. Your GP will then email you with advice, issue a prescription or arrange an appointment if he or she think it is necessary to see you face-to-face. The tool is intended to give patients more immediate access to their GP, especially for routine queries, rather than a potential two week wait for a face-to-face appointment.

If you had to choose, based on the description of the systems above, which ONE of the following statements best applies to you?

	Unweighted base	2041	952	1089	225	278	350	392	796	1300	741
	Base: All GB adults	2041	990	1051	235	295	371	368	773	1163	878
I would prefer to telephone the surgery and arrange a face-to-face appointment myself with an average wait of two weeks		37%	38%	36%	31%	32%	38%	39%	40%	34%	41%
I would prefer to login to my surgery website/ portal, outline my concerns and have a GP respond within two working days		63%	62%	64%	69%	68%	62%	61%	60%	66%	59%