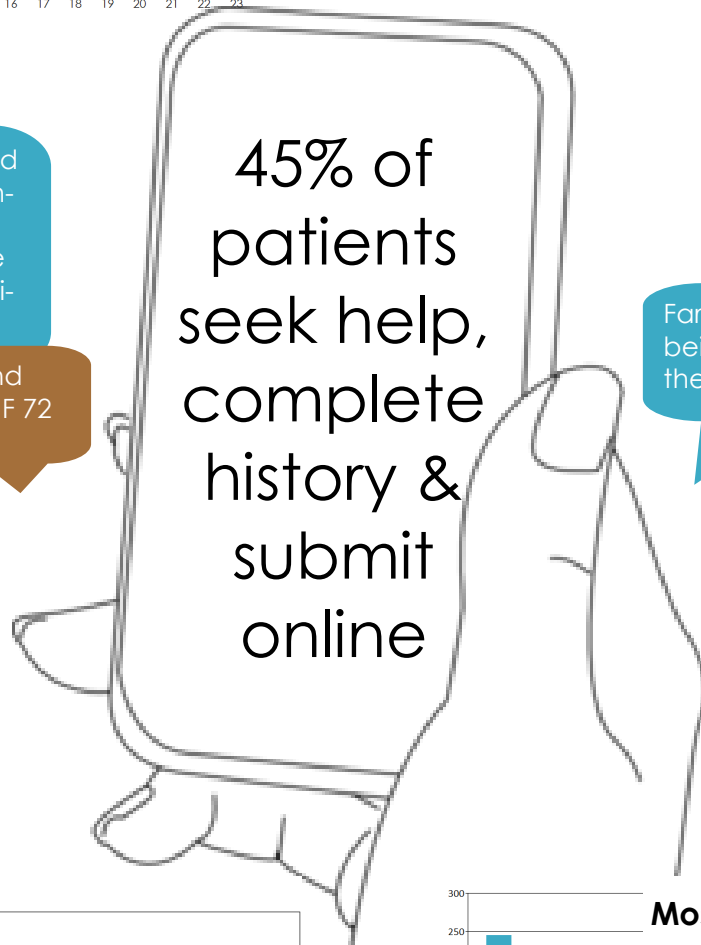
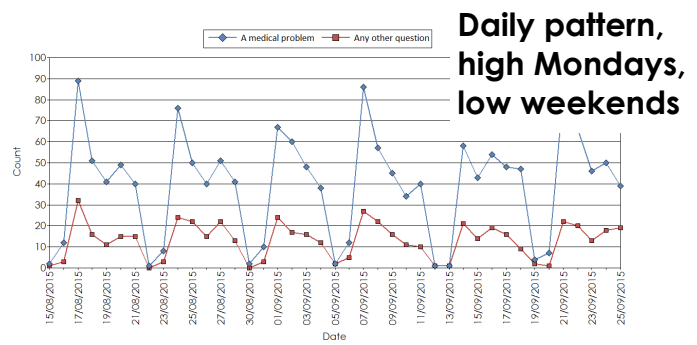
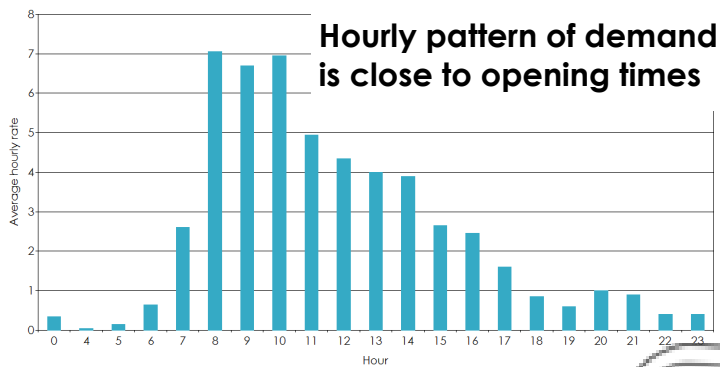


No more hanging on the telephone - patients seek help online

Harry Longman, GP Access Ltd, harry@gpaccess.uk Dr Ed Diggins, GP, Rydal Group Practice, 12,500 pts N London



I find it a very simple and efficient method of contacting my GP and the rapid response from the surgery is much appreciated. Female, 58

First class and very quick. F 72

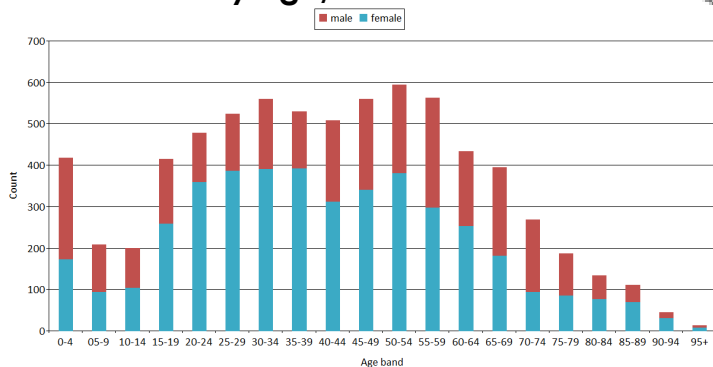
I think the ability to ask questions online is hugely beneficial - it give the opportunity to ask lower priority questions without taking time off work for an appointment, etc. M 34

It's an excellent way of communicating a problem to your Doctor giving him/her details prior to an appointment thus saving a lot of time. Male 63

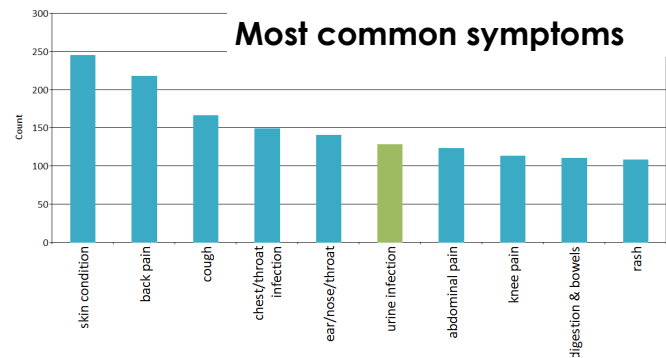
Far less frustrating than being put on hold on the phone. F 61

Sent a message on a Sunday evening re. Prescription and received a phone call at 8am Monday. Problem sorted! Very efficient. F 57

Patient users by age/sex



Most common symptoms



Conclusions:

- Rydal practice in suburban north London has an average demographic profile
- Patients have demonstrated they are happy to seek help online, spend their own time producing a history from simple questions, and receive a callback or invitation
- GPs decide how to help from the history, and stay in control of their day