Telephone Vs Face-to-Face Appointments - QIP

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Aims of the QIP

- Retrospective study of patients who have had a telephone appointment with a GP in the past 6 months – via text survey.

- Primary aim: to gain insight into patient preferences regarding access to GPs (telephone vs face-to-face appointments).

- Secondary aim: to quantify how many telephone patients subsequently required face-to-face appointments
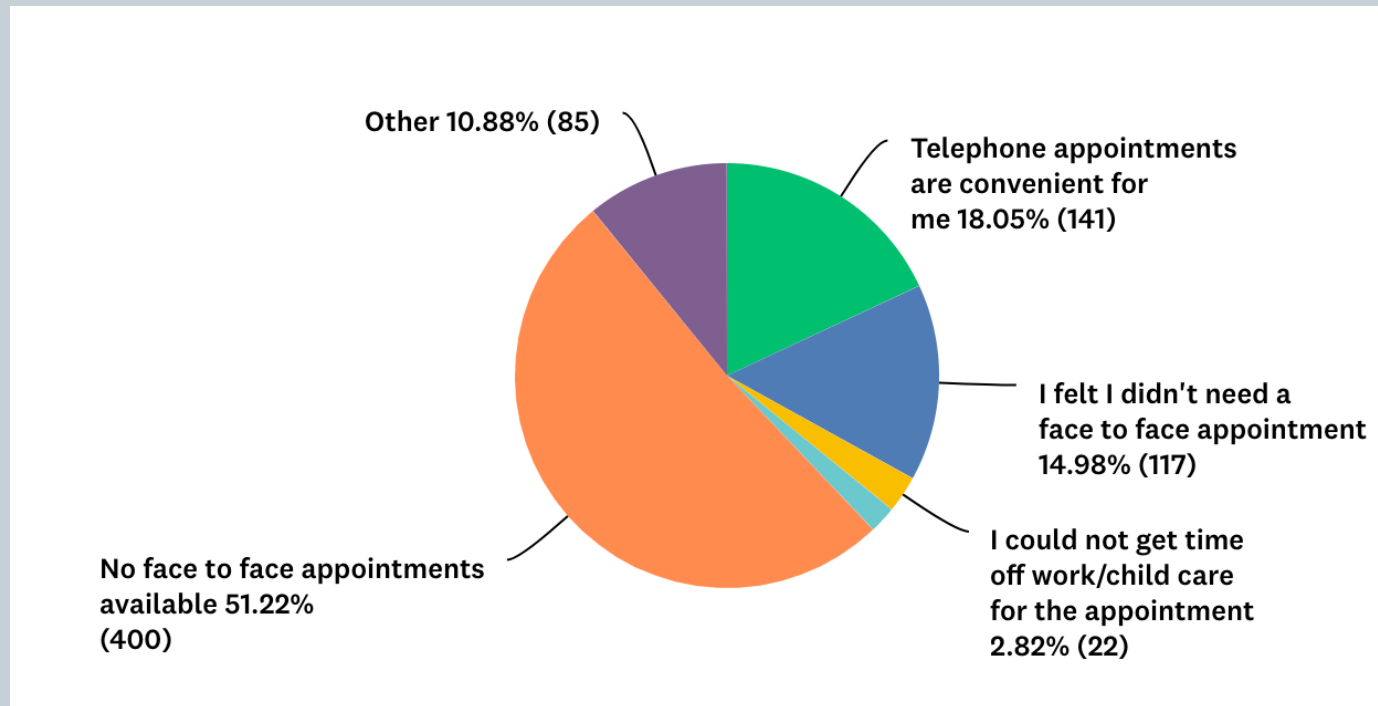
Methods

- Via EMIS a group of patients were collected with the following criteria:
  - Inclusion: telephone appointment in the last 6 months
  - Exclusion:
  - Total patients in final group: 5000
- 6 question survey created vua surveymonkey
- Using Accurx a batch message was sent to the EMIS group with the following message:
  - Message
- Potential Survey Bias:

Results

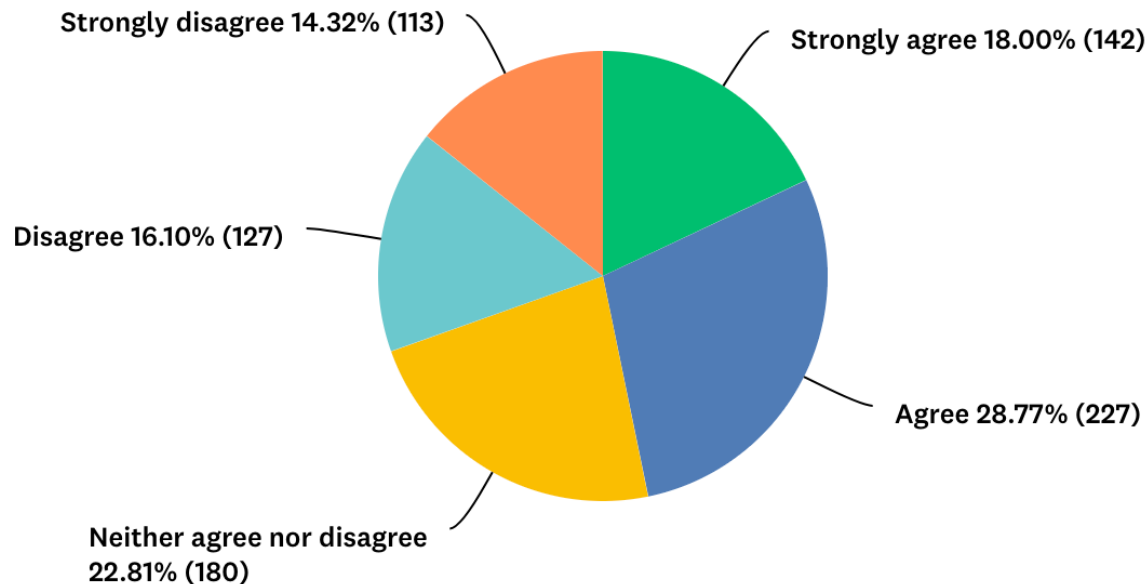- Q1 - I choose a telephone appointment because:

Other 10.88% (85)

Telephone appointments are convenient for me 18.05% (141)

I felt I didn't need a face to face appointment 14.98% (117)

I could not get time off work/child care for the appointment 2.82% (22)

No face to face appointments available 51.22% (400)

Total responses: 781

Results

- Q2 - I would be happy to have a telephone consultation again

Strongly disagree 14.32% (113)

Strongly agree 18.00% (142)

Disagree 16.10% (127)

Agree 28.77% (227)
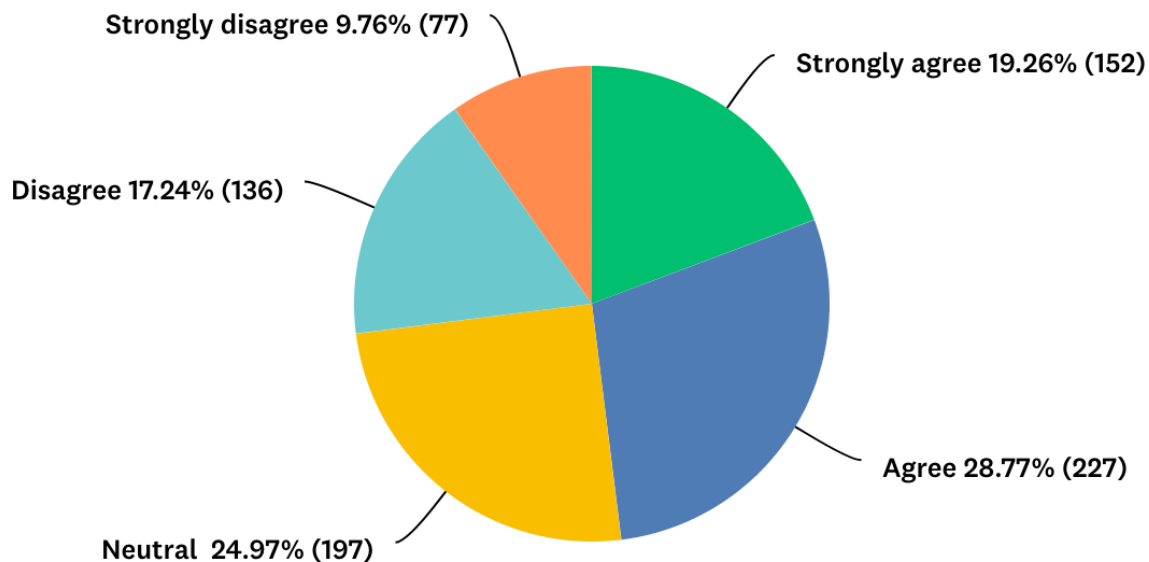
Neither agree nor disagree 22.81% (180)

- 47% either agreed or strongly agreed

- 30% either disagreed or strongly disagreed

Total responses: 789

Results

- Q3 - I achieved what I wanted to out of the telephone consultation
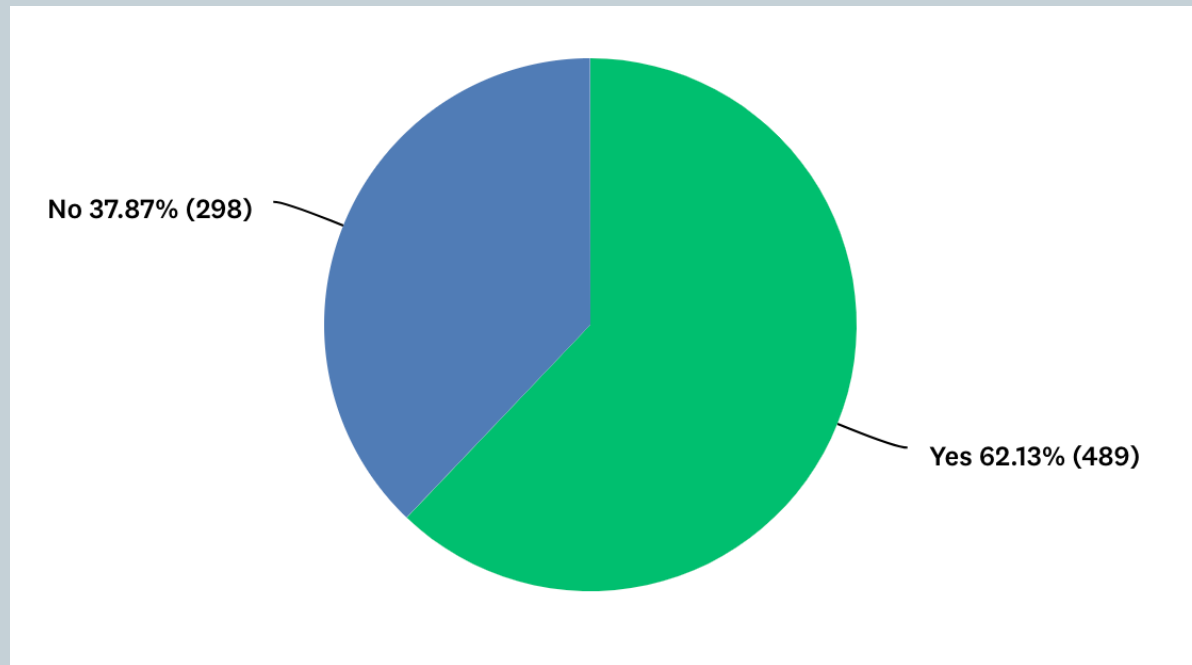

- 48% either agreed or strongly agreed

- 27% either disagreed or strongly disagreed

Total responses: 789

Results

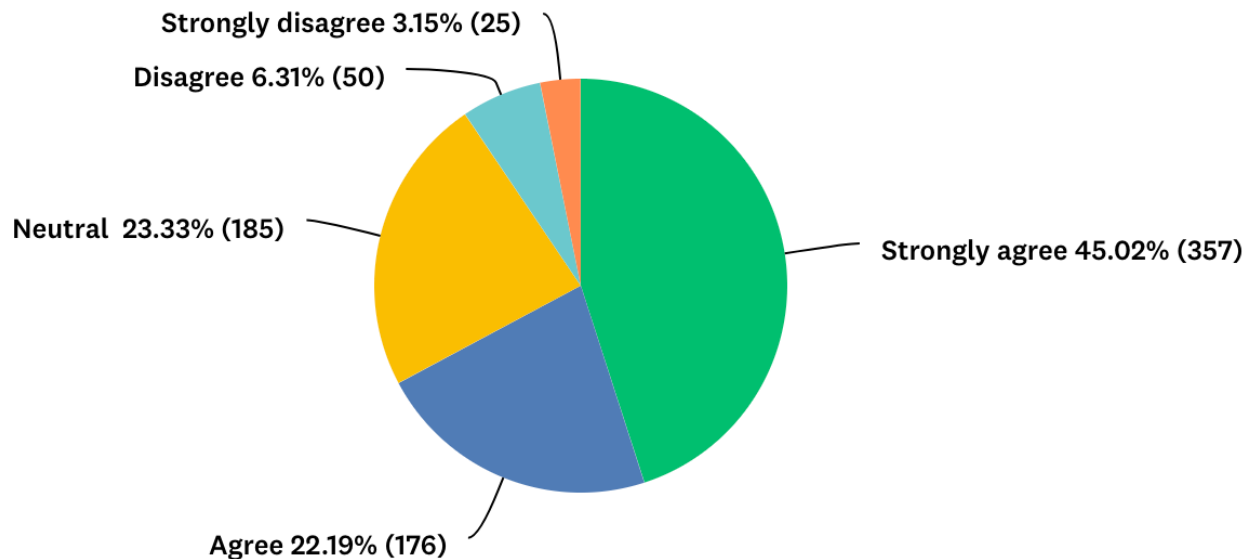- Q4 - Did you subsequently require a face to face appointment?

No 37.87% (298)

Yes 62.13% (489)

Total responses: 787

Results

- Q5 - I would have preferred a face to face appointment

- 67% either agreed or strongly agreed

- 9% either disagreed or strongly disagreed

Total responses: 793

Results

- Q6 – Any further feedback?

Total responses: 345

Conclusions

- ## Primary aim:

- From the results it is clear the majority of patients would have preferred a face-to-face appointment. This is supported by the fact the majority of patients choose a telephone appointment as there were no F2F available.

- However interestingly 47% agreed to being happy to have a telephone appointment again as opposed to only 30% disagreeing. Furthermore the majority felt they achieved what they wanted out of the telephone consultation.

- ## Secondary aim: