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| 1 | I usually use the desktop version of Systmonline when accessing GP services. When I want to query or check something I will use an app on my mobile device. Personally, I find the Airmid app much easier to use than the NHS App. |
| 2 | Cranborne Practice is amazing with their efficiency online and keeping its patients up to date. I cannot fault them. |
| 3 | I have never seen any available appointments online and to be honest, I have not noticed any links on the Cranbourne Practice site that would allow me to look at test results, look at my records or send a secure message. I will now have a look though. |
| 4 | It would be useful to book appts online with nurses ie blood tests and smears |
| 5 | Very thankful for all you do , thank you. |
| 6 | Tried to view my medical records but were informed they were not available. |
| 7 | I haven't tried to use these services as I am not sure how to but am happy to learn should I need to use any of the services and I think it is a great way going forward. |
| 8 | I am not aware of the other online services, except for repeat prescription through systems on line. |
| 9 | I would prefer to talk directly to practice and doctor. |
| 10 | Didn't know I could |
| 11 | I've only just set up to use online services so I have not as yet used any of them. I will use it initially to order my repeat prescriptions as they become due. |
| 12 | too impersonal |
| 13 | Not confident using e-consult for a new condition. How I describe pain or symptoms may be different to how others do for example. I can see possibilities for mis diagnosis. |
| 14 | I never knew it was available or how to access it |
| 15 | I do find the practice website really not easy to navigate. It should be simpler to find what you want to do. |
| 16 | I have an app for each NHS service I use - hospitals, dietician and doctors. Would be beneficial if they could take to each other. Would be useful to be able to see my gp notes as I can see my hospital records on the other apps |
| 17 | Would like to be able to make blood test appointment on line. |
| 18 | I don't need use the services very often as my health is generally good. But I have found e-Consult to be awkward, not user friendly, cumbersome with too many choices. I have phoned the surgery in frustration! |

- 19 I am able to access my records using the online system but as far as I'm aware there is very little I can actually do apart from see previous appointments. I certainly don't have access to my medical records which is what I would want.
- 20 I wud like to learn more about how to use them
- 21 Still don't see how e-consult can work accurately. Everyone describes pain differently and we all have different pain thresholds. A doctor can't feel muscles (for example) using e-consult.
- 22 I can not see my previous history on the nhs app. I have spoken to the lake road surgery and they don't seem to sure how it works.
- 23 I was extremely nervous to start with but I must admit online is so efficient. Thank you.
- 24 I would happily use the online services but I don't want to have to call the surgery to set up an online account. The receptionists are swamped anyway and I don't have time at work to be on hold for long periods of time. I think you should be able to set it up directly through the website.
- 25 I would like to be able to access my medical records and test results in addition to the Rx services
- 26 Unless it's an emergency, I would wish an e. or online consultation with my named GP if it cannot be face to face
- 27 When visiting the practice it would be good to see a poster promoting the on line services now available . In the waiting room ...had no idea ..only the repeat subscription but via pharmacy for u ... didn't realise this was not associated with the local chemists and completely an on line business.. prefer to order on line and it come from the local lake rd chemist
- 28 As the doctors aren't seeing patients the online booking is irrelevant.
- 29 Couldn't get my blood test results from.online . The repeat prescription did not get through to pharmacy resulting in no antihypertensives for a week..resort back to ringing the pharmacy. I consider myself quite IT literate so was willing to try it..Happy to learn.
- 30 I wasn't aware of ALL the services available.Only had to use Econsult once which I was advised to after calling the Surgery.
- 31 I have not used the web site to arrange an appointment or order a prescription as the last time I needed to do this it was still customary to phone the surgery. Having looked at the web site today I feel fairly confident I would be able to use it. I have downloaded the Airmid app but couldn't complete identification - wasn't sure how to use my passport/driving licence and it wanted a photo. I hope this is helpful to your survey!
- 32 I've never needed to use any GP online service yet!! That's why I've not completed all the questions. I'm sure it's the way to go though.
- 33 I prefer to make calls to speak to a person - I do but want to have to book an online appointment.
- 34 I think that the procedure for registering for the NHS app is unnecessarily complicated.

35 Was not aware of these online services

36 Would sooner speak to a human

37 I would prefer face to face consultations with the doctor as I feel all medical needs are private

38 I have not been able to make an appointment ,over internet.Always phoned.

39 Don't really see doctor so on line not used and I hope it stays that way But you are a credit in moving forward with innovation Great work and brilliant staff

40 I have found no way of contacting Practice direct. There is no facility at present of booking a Doctor's appointment direct only telephone appointment. I don't use sick note facility. I also don't know where the medication review is, not that I would use it.

41 Not previously aware of what is on offer online.

42 I am confident using online applications, however I am not in favour of online or telephone consultations. GP's have 'shielded' themselves from patients for the past 14 months, and I am concerned that too many symptoms are missed when not expressed or seen in person. Face-to-face appointments must be retained for those who would prefer it in the first instance. Also as a patient of the Cranbourne Practice, why have I only heard of this survey from Verwood Matters?!

43 I just have not got round to using online services. I often feel I spend too much time on screen so its nit top of my list. Now vaccine records will be available that has motivated me and I plan to. I think people will either just get on with it, or need help or an incentive!

44 I have never heard of most of the online apps, and wouldn't know which is best to use, or which is recommended by the surgery. I wouldn't be surprised that information is lost when different apps do not talk to each other. It is much easier to explain unusual requests to a human being than an app with tick boxes.

45 Found out about other services available after loading NHS app for COVID record ,now require info from surgery to be able to use other facilities.

46 I'm pretty tech savvy, but was unaware of what services are online. How are we supposed to know ?

47 Online consultants are ok for advice but for something one needs to be seen by a doctor. Not just examined by a nurse or prescribed without being seen

48 Would use once I have confidence.When time permits maybe some practice sessions would give people the confidence.Maybe set up some group sessions as a training exercise

49 I have used the service to send in photos to help diagnosis. I had no idea I could book appointments or get test results. Really useful to know.

50 I don't get my prescriptions delivered as I wasn't sure it was cosy effective for the nhs. The econsult for an appointment has a ridiculous amount of questions that are unrelated to the issue, not suitable for long term pain sufferers to discuss upping or lowering pain meds. Can't amend or cancel blood test appointments on nhs app. I can't find anywhere on how to request a medical review. To view

medical records first you have to speak in depth with reception just to gain access. you cannot book a blood test online even if you are supposed to have them monthly. I'm not aware there is access to see test results. The bits that are good is simple repeat ordering of prescriptions and requesting an appointment with any gp in the future.

51 Horrendous development. Impossible to contact a GP now, weeks to wait to even speak on the phone, if you are lucky enough to get through to the Surgery. Is this what our NHS has sunk to? Why?

52 I was not aware of this service.

53 Just lots of issues in the past with passwords timeouts etc so stopped using them

54 Didn't know it was possible

55 I didn't realise you could do so much online with the GP service now it needs more promotion.

56 I saw options re booking online- but couldn't book the specific appt I needed (for a cervical smear)

57 I didn't know there were available I'm afraid.

58 This is great. Especially the appointment booking and prescriptions. The reception team are always under so much pressure and this makes more business sense than paying more employees. I hope that no jobs will be lost in due course though. Nothing bears the personal touch, especially when you are ill or vulnerable. Our family has recently had outstanding care from the practice and we are so grateful You have all been amazing through this awful time

59 All ok