

DOCTORLINK GP SURVEY ON DIGITAL HEALTH SERVICES

Methodology: ComRes interviewed 1,003 GPs in the UK between 15th and 29th August 2018. Data were nationally representative of all GPs in the UK by practising region. ComRes is a member of the British Polling Council and abides by its rules.

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JN303930 GP perceptions survey on healthcare apps and technology
ONLINE Fieldwork Dates: 15th-29th August 2018

Absolutes/col percents

Table 1

Q1 In July, the Department of Health and Social Care announced a new NHS App which they plan to roll out in September. The App will be available to members of the public across England and will allow them to book a GP appointment, check their symptoms and read their medical records. Which of the following best describes your knowledge of this NHS app?

Base: All respondents

	Total		S2 - GP type								S3 - Region								D3 - Gender				D7 - Number of patients on practice list						D4 - Year of qualification									
			GP Principal		Salaried GP		GP Registrar		Locum GP		England		Scotland		Wales		Northern Ireland		Male		Female		1-5,000		5,001-10,000		10,001+		In the last 10 years (2008-present)		In the last 11-20 years (2007-1998)		In the last 21-30 years (1997-1988)		Over 30 years ago (pre-1988)			
			A		B		C		D		E		F		G		H		I		J		K		L		M		N		O		P		Q			
Base	1003		567		283		0		153		826		99		49		29		554		449		203		403		397		69		441		270		223			
Net: Aware the NHS app was being developed	531	53%	325	B57%	130	46%	0	0%	76	50%	474	Fg	h57%	34	34%	17	35%	6	21%	324	J58%	207	46%	98	48%	219	54%	214	54%	36	52%	211	48%	150	O56%	134	O60%	
I was aware this NHS App was being developed before it was announced	47	5%	32	B6%	8	3%	0	0%	7	5%	44	Fh	5%	2	2%	1	2%	0	0%	33	J6%	14	3%	8	4%	16	4%	23	6%	1	1%	16	4%	16	N6%	14	N6%	
I became aware that this NHS App was being developed after it was announced	327	33%	213	BD	38%	73	26%	0	0%	41	27%	293	Fg	h35%	19	19%	11	22%	4	14%	203	J37%	124	28%	49	24%	136	K34%	142	K36%	18	26%	135	31%	92	34%	82	37%
I was aware this NHS App was being developed but don't know if this was before or after it was announced	157	16%	80		14%	49	17%	0	0%	28	18%	137	h	17%	13	13%	5	10%	2	7%	88		69	15%	41	M20%	67	17%	49	12%	17	O25%	60	14%	42	16%	38	17%
I was not aware that the NHS App was being developed	472	47%	242		43%	153	A54%	0	0%	77	50%	352		43%	65	E66%	32	E65%	23	e79%	230	42%	242	I54%	105	52%	184	46%	183	46%	33	48%	230	PQ52%	120	44%	89	40%
Total	1003	100%	567	100%	283	100%	0	100%	153	100%	826	100%	99	100%	49	100%	29	100%	554	100%	449	100%	203	100%	403	100%	397	100%	69	100%	441	100%	270	100%	223	100%		

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Absolutes/col percents

Table 2
Q2 How confident or not are you in the NHS's ability to implement new IT services (e.g. digital apps, online records, email servers etc.)?

Base: All respondents

	Total	S2 - GP type								S3 - Region								D3 - Gender				D7 - Number of patients on practice list								D4 - Year of qualification							
		GP Principal		Salaried GP		GP Registrar		Locum GP		England		Scotland		Wales		Northern Ireland		Male		Female		1-5,000		5,001-10,000		10,001+		In the last 10 years (2008-present)		In the last 11-20 years (2007-1998)		In the last 21-30 years (1997-1988)		Over 30 years ago (pre-1988)			
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q																			
Base	1003		567		283		0		153		826		99		49		29		554		449		203		403		397		69		441		270		223		
Net: Confident	152	15%	71	13%	55	A19%	0	0%	26	17%	125	15%	17	17%	7	14%	3	10%	85	15%	67	15%	42	LM21%	55	14%	55	14%	17	Q25%	64	15%	42	16%	29	13%	
Very confident	5	0%	2	0%	1	0%	0	0%	2	1%	5	Fgh1%	0	0%	0	0%	0	0%	3	1%	2	0%	2	1%	2	0%	1	0%	0	0%	4	NP1%	0	0%	1	0%	
Somewhat confident	147	15%	69	12%	54	A19%	0	0%	24	16%	120	15%	17	17%	7	14%	3	10%	82	15%	65	14%	40	L20%	53	13%	54	14%	17	OQ25%	60	14%	42	16%	28	13%	
Not very confident	370	37%	204	36%	107	38%	0	0%	59	39%	305	37%	28	28%	22	F45%	15	f52%	202	36%	168	37%	63	31%	152	38%	155	K39%	28	41%	165	37%	96	36%	81	36%	
Not confident at all	463	46%	285	BD50%	115	41%	0	0%	63	41%	381	46%	52	53%	19	39%	11	38%	260	47%	203	45%	97	48%	185	46%	181	46%	24	35%	201	46%	128	47%	110	N49%	
Net: Not confident	833	83%	489	B86%	222	78%	0	0%	122	80%	686	83%	80	81%	41	84%	26	90%	462	83%	371	83%	160	79%	337	84%	336	85%	52	75%	366	83%	224	83%	191	86%	
Don't know	18	2%	7	1%	6	2%	0	0%	5	3%	15	h2%	2	2%	1	2%	0	0%	7	1%	11	2%	1	0%	11	K3%	6	2%	0	0%	11	N2%	4	N1%	3	1%	
Total	1003	100%	567	100%	283	100%	0	100%	153	100%	826	100%	99	100%	49	100%	29	100%	554	100%	449	100%	203	100%	403	100%	397	100%	69	100%	441	100%	270	100%	223	100%	
AVG	1.7		1.6		A1.8				A1.8		1.7		1.6		1.8		1.7		1.7		1.7		1.7		1.7		1.7		OPQ1.9		1.7		1.7		1.6		

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Absolutes/col percents

Table 3
Q3 How, if at all, do you think the NHS App will affect the number of patients wanting to see their GP in person?

Base: All respondents

	Total		S2 - GP type								S3 - Region								D3 - Gender				D7 - Number of patients on practice list						D4 - Year of qualification							
			GP Principal		Salaried GP		GP Registrar		Locum GP		England		Scotland		Wales		Northern Ireland		Male		Female		1-5,000		5,001-10,000		10,001+		In the last 10 years (2008-present)		In the last 11-20 years (2007-1998)		In the last 21-30 years (1997-1988)		Over 30 years ago (pre-1988)	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q																			
Base	1003		567		283		0		153		826		99		49		29		554		449		203		403		397		69		441		270		223	
Net: Increase the number of patients wanting to see their GP	610	61%	363	B64%	160	57%	0	0%	87	57%	521	FG63%	49	49%	23	47%	17	59%	350	63%	260	58%	115	57%	253	63%	242	61%	44	64%	252	57%	169	63%	145	O65%
It is very likely to increase the number of patients wanting to see their GP	305	30%	189	B33%	73	26%	0	0%	43	28%	262	F32%	20	20%	12	24%	11	38%	189	J34%	116	26%	62	31%	116	29%	127	32%	16	23%	129	29%	88	33%	72	32%
It is somewhat likely to increase the number of patients wanting to see their GP	305	30%	174	31%	87	31%	0	0%	44	29%	259	31%	29	29%	11	22%	6	21%	161	29%	144	32%	53	26%	137	K34%	115	29%	28	O41%	123	28%	81	30%	73	33%
It will have no effect on the number of patients wanting to see their GP	235	23%	135	24%	67	24%	0	0%	33	22%	187	23%	29	29%	13	27%	6	21%	129	23%	106	24%	55	27%	87	22%	93	23%	13	19%	121	P27%	53	20%	48	22%
It is somewhat likely to decrease the number of patients wanting to see their GP	39	4%	12	2%	18	A6%	0	0%	9	6%	32	h4%	3	3%	4	h8%	0	0%	22	4%	17	4%	6	3%	18	4%	15	4%	2	3%	20	5%	10	4%	7	3%
It is very likely to decrease the number of patients wanting to see their GP	4	0%	4	BD1%	0	0%	0	0%	0	0%	3	0%	0	0%	0	0%	1	3%	3	1%	1	0%	0	0%	2	0%	2	1%	1	1%	1	0%	1	0%	1	0%
Net: Decrease the number of patients wanting to see their GP	43	4%	16	3%	18	A6%	0	0%	9	6%	35	4%	3	3%	4	8%	1	3%	25	5%	18	4%	6	3%	20	5%	17	4%	3	4%	21	5%	11	4%	8	4%
Don't know	115	11%	53	9%	38	13%	0	0%	24	A16%	83	10%	18	E18%	9	18%	5	17%	50	9%	65	I14%	27	13%	43	11%	45	11%	9	13%	47	11%	37	14%	22	10%
Total	1003	100%	567	100%	283	100%	0	100%	153	100%	826	100%	99	100%	49	100%	29	100%	554	100%	449	100%	203	100%	403	100%	397	100%	69	100%	441	100%	270	100%	223	100%

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Absolutes/col percents

Table 4
Q4 How confident or not are you that the NHS App will be launched by the end of this year?

Base: All respondents

	Total	S2 - GP type								S3 - Region								D3 - Gender		D7 - Number of patients on practice list								D4 - Year of qualification								
		GP Principal		Salaried GP		GP Registrar		Locum GP		England		Scotland		Wales		Northern Ireland		Male	Female	1-5,000		5,001-10,000		10,001+		In the last 10 years (2008-present)		In the last 11-20 years (2007-1998)		In the last 21-30 years (1997-1988)		Over 30 years ago (pre-1988)				
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q																		
Base	1003	567	283	0	153	826	99	49	29	554	449	203	403	397	69	441	270	223																		
Net: Confident	140	14%	68	12%	34	12%	0	0%	38	AB25%	121	15%	9	9%	4	8%	6	21%	91	J16%	49	11%	32	16%	53	13%	55	14%	13	19%	61	14%	32	12%	34	15%
Very confident	7	1%	3	1%	1	0%	0	0%	3	2%	5	F1%	0	0%	1	2%	1	3%	7	J1%	0	0%	1	0%	2	0%	4	1%	0	0%	1	0%	3	1%	3	1%
Somewhat confident	133	13%	65	11%	33	12%	0	0%	35	AB23%	116	G14%	9	9%	3	6%	5	17%	84	J15%	49	11%	31	15%	51	13%	51	13%	13	19%	60	14%	29	11%	31	14%
Not very confident	389	39%	208	37%	127	AD45%	0	0%	54	35%	323	39%	37	37%	20	41%	9	31%	203	37%	186	41%	62	31%	175	K43%	152	38%	34	Q49%	181	Q41%	102	38%	72	32%
Not confident at all	330	33%	223	BD39%	70	25%	0	0%	37	24%	280	34%	29	29%	15	31%	6	21%	194	35%	136	30%	69	34%	122	30%	139	35%	12	17%	138	N31%	91	N34%	89	NO40%
Net: Not confident	719	72%	431	D76%	197	D70%	0	0%	91	59%	603	h73%	66	67%	35	71%	15	52%	397	72%	322	72%	131	65%	297	K74%	291	K73%	46	67%	319	72%	193	71%	161	72%
Don't know	144	14%	68	12%	52	A18%	0	0%	24	16%	102	12%	24	E24%	10	20%	8	28%	66	12%	78	I17%	40	LM20%	53	13%	51	13%	10	14%	61	14%	45	17%	28	13%
Total	1003	100%	567	100%	283	100%	0	100%	153	100%	826	100%	99	100%	49	100%	29	100%	554	100%	449	100%	203	100%	403	100%	397	100%	69	100%	441	100%	270	100%	223	100%
AVG	1.8	1.7	A1.8		AB2.0	1.8		1.7	1.7	2.0	1.8	1.8	1.8	1.8	OPQ2.0	1.8	1.8																			

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Absolutes/col percents

Table 5

Q5 Below is a list of companies delivering digital GP or digital triaging services for the NHS. Which, if any, of these were you aware of?

Please note, a digital triaging service refers to an online or app-based resource that helps to collate information about patients and determine the priority level of each appointment. A digital GP service refers to an online or app-based resource that provides digital consultations direct with a general practitioner.

Base: All respondents

	Total		S2 - GP type								S3 - Region								D3 - Gender				D7 - Number of patients on practice list									D4 - Year of qualification							
			GP Principal		Salaried GP		GP Registrar		Locum GP		England		Scotland		Wales		Northern Ireland		Male		Female		1-5,000			5,001-10,000			10,001+			In the last 10 years (2008-present)		In the last 11-20 years (2007-1998)		In the last 21-30 years (1997-1988)		Over 30 years ago (pre-1988)	
	A		B		C		D		E		F		G		H		I		J		K			L			M			N		O		P		Q			
Base	1003		567		283		0		153		826		99		49		29		554		449		203		403		397		69		441		270		223				
Net: Aware of any of the services tested	813	81%	462	81%	227	80%	0	0%	124	81%	689	F83%	63	64%	38	78%	23	79%	447	81%	366	82%	154	76%	337	K84%	322	81%	60	Q87%	371	Q84%	213	79%	169	76%			
Babylon	676	67%	383	68%	188	66%	0	0%	105	69%	582	Fh70%	50	51%	31	63%	13	45%	380	69%	296	66%	130	64%	279	69%	267	67%	50	72%	305	69%	178	66%	143	64%			
Push Doctor	594	59%	339	60%	163	58%	0	0%	92	60%	514	Fh62%	47	h47%	25	h51%	8	28%	327	59%	267	59%	99	49%	241	K60%	254	K64%	53	OPQ77%	285	PQ65%	142	53%	114	51%			
askmyGP	258	26%	161	D28%	67	24%	0	0%	30	20%	205	25%	22	22%	11	22%	20	efg69%	143	26%	115	26%	48	24%	102	25%	108	27%	17	25%	124	Q28%	71	26%	46	21%			
DoctorLink	40	4%	19	3%	7	2%	0	0%	14	AB9%	39	FGH5%	1	1%	0	0%	0	0%	26	5%	14	3%	8	4%	19	5%	13	3%	2	3%	10	2%	16	O6%	12	5%			
Sensely	12	1%	8	1%	3	1%	0	0%	1	1%	11	Fh1%	0	0%	1	2%	0	0%	5	1%	7	2%	3	1%	6	1%	3	1%	2	3%	7	2%	1	0%	2	1%			
None of these	190	19%	105	19%	56	20%	0	0%	29	19%	137	E36%	11	22%	6	21%	107	19%	83	18%	49	L24%	66	16%	75	19%	9	13%	70	16%	57	21%	54	NO24%					
Total	1003	100%	567	100%	283	100%	0	100%	153	100%	826	100%	99	100%	49	100%	29	100%	554	100%	449	100%	203	100%	403	100%	397	100%	69	100%	441	100%	270	100%	223	100%			

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Absolutes/col percents

Table 6

Summary Table

Q6 You mentioned that you were aware of the service(s) below delivering digital or GP triaging services for the NHS. Please rate each of the below on a scale of 0 to 5 in terms of how good or bad you think it is at supporting GPs to do their jobs effectively.

Base: All respondents

	Net: Poor/awful	Awful (0)	Very poor (1)	Somewhat poor (2)	Somewhat good (3)	Very good (4)	Excellent (5)	Net: Good/excellent	Don't know
Base	1003	1003	1003	1003	1003	1003	1003	1003	1003
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Babylon	303	120	83	100	70	12	4	86	287
	45%	18%	12%	15%	10%	2%	1%	13%	42%
Push Doctor	256	91	65	100	62	12	3	77	261
	43%	15%	11%	17%	10%	2%	1%	13%	44%
askmyGP	89	31	14	44	28	11	0	39	130
	34%	12%	5%	17%	11%	4%	0%	15%	50%
DoctorLink	13	2	3	8	9	1	1	11	16
	33%	5%	8%	20%	23%	3%	3%	28%	40%
Sensely	3	0	2	1	3	0	0	3	6
	25%	0%	17%	8%	25%	0%	0%	25%	50%

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Absolutes/col percents

Table 7

Q6 You mentioned that you were aware of the service(s) below delivering digital or GP triaging services for the NHS. Please rate each of the below on a scale of 0 to 5 in terms of how good or bad you think it is at supporting GPs to do their jobs effectively.

Base: All respondents aware of askmyGP

	S2 - GP type										S3 - Region						D3 - Gender				D7 - Number of patients on practice list						D4 - Year of qualification									
	Total		GP Principal		Salaried GP		GP Registrar		Locum GP		England		Scotland		Wales		Northern Ireland		Male		Female		1-5,000		5,001-10,000		10,001+		In the last 10 years (2008-present)		In the last 11-20 years (2007-1998)		In the last 21-30 years (1997-1988)		Over 30 years ago (pre-1988)	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q																			
Base	258		161		67		0		30		205		22		11		20		143		115		48		102		108		17		124		71		46	
Net: Poor/awful	89	34%	55	34%	24	36%	0	0%	10	33%	75	37%	6	27%	2	18%	6	30%	58	41%	31	27%	18	38%	34	33%	37	34%	9	53%	44	35%	25	35%	11	24%
Awful (0)	31	12%	21	13%	8	12%	0	0%	2	7%	27	13%	3	14%	0	0%	1	5%	21	15%	10	9%	7	15%	9	9%	15	14%	1	6%	17	14%	10	14%	3	7%
Very poor (1)	14	5%	8	5%	4	6%	0	0%	2	7%	13	6%	0	0%	0	0%	1	5%	6	4%	8	7%	1	2%	8	8%	5	5%	4	24%	5	4%	4	6%	1	2%
Somewhat poor (2)	44	17%	26	16%	12	18%	0	0%	6	20%	35	17%	3	14%	2	18%	4	20%	31	22%	13	11%	10	21%	17	17%	17	16%	4	24%	22	18%	11	15%	7	15%
Somewhat good (3)	28	11%	17	11%	7	10%	0	0%	4	13%	15	7%	4	18%	4	36%	5	25%	15	10%	13	11%	10	21%	8	8%	10	9%	2	12%	11	9%	7	10%	8	17%
Very good (4)	11	4%	5	3%	3	4%	0	0%	3	10%	11	5%	0	0%	0	0%	0	0%	5	3%	6	5%	1	2%	4	4%	6	6%	0	0%	9	7%	0	0%	2	4%
Excellent (5)	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Net: Good/excellent	39	15%	22	14%	10	15%	0	0%	7	23%	26	13%	4	18%	4	36%	5	25%	20	14%	19	17%	11	23%	12	12%	16	15%	2	12%	20	16%	7	10%	10	22%
Don't know	130	50%	84	52%	33	49%	0	0%	13	43%	104	51%	12	55%	5	45%	9	45%	65	45%	65	57%	19	40%	56	55%	55	51%	6	35%	60	48%	39	55%	25	54%
Total	258	100%	161	100%	67	100%	0	100%	30	100%	205	100%	22	100%	11	100%	20	100%	143	100%	115	100%	48	100%	102	100%	108	100%	17	100%	124	100%	71	100%	46	100%
AVG	1.8		1.7		1.8				2.2		1.7		1.8		2.7		2.2		1.7		1.9		1.9		1.8		1.8		1.6		1.8		1.5		p2.2	

Prepared by ComRes

JN303930 GP perceptions survey on healthcare apps and technology
ONLINE Fieldwork Dates: 15th-29th August 2018

Absolutes/col percents

Table 8

Q6 You mentioned that you were aware of the service(s) below delivering digital or GP triaging services for the NHS. Please rate each of the below on a scale of 0 to 5 in terms of how good or bad you think it is at supporting GPs to do their jobs effectively.

Base: All respondents aware of Babylon

	Total	S2 - GP type								S3 - Region								D3 - Gender				D7 - Number of patients on practice list								D4 - Year of qualification							
		GP Principal		Salaried GP		GP Registrar		Locum GP		England		Scotland		Wales		Northern Ireland		Male		Female		1-5,000		5,001-10,000		10,001+		In the last 10 years (2008-present)		In the last 11-20 years (2007-1998)		In the last 21-30 years (1997-1988)		Over 30 years ago (pre-1988)			
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q																			
Base	676	383	188	0	105	582	50	31	13	380	296	130	279	267	50	305	178	143																			
Net: Poor/awful	303	45%	187	B49%	75	40%	0	0%	41	39%	261	45%	21	42%	14	45%	7	54%	186	J49%	117	40%	60	46%	124	44%	119	45%	24	48%	139	46%	78	44%	62	43%	
Awful (0)	120	18%	74	19%	28	15%	0	0%	18	17%	103	18%	12	24%	3	10%	2	15%	78	J21%	42	14%	26	20%	43	15%	51	19%	10	20%	55	18%	31	17%	24	17%	
Very poor (1)	83	12%	56	D15%	19	10%	0	0%	8	8%	72	12%	3	6%	5	16%	3	23%	50	13%	33	11%	13	10%	35	13%	35	13%	8	16%	40	13%	22	12%	13	9%	
Somewhat poor (2)	100	15%	57	15%	28	15%	0	0%	15	14%	86	15%	6	12%	6	19%	2	15%	58	15%	42	14%	21	16%	46	16%	33	12%	6	12%	44	14%	25	14%	25	17%	
Somewhat good (3)	70	10%	26	7%	28	A15%	0	0%	16	A15%	66	Gh11%	4	Gh8%	0	0%	0	0%	39	10%	31	10%	17	L13%	18	6%	35	L13%	9	18%	31	10%	16	9%	14	10%	
Very good (4)	12	2%	3	1%	4	2%	0	0%	5	5%	10	Fh2%	0	0%	2	6%	0	0%	6	2%	6	2%	2	2%	7	3%	3	1%	1	2%	6	2%	2	1%	3	2%	
Excellent (5)	4	1%	0	0%	3	2%	0	0%	1	1%	3	1%	1	2%	0	0%	0	0%	4	J1%	0	0%	0	0%	3	1%	1	0%	1	2%	3	1%	0	0%	0	0%	
Net: Good/excellent	86	13%	29	8%	35	A19%	0	0%	22	A21%	79	h14%	5	h10%	2	6%	0	0%	49	13%	37	13%	19	15%	28	10%	39	15%	11	22%	40	13%	18	10%	17	12%	
Don't know	287	42%	167	44%	78	41%	0	0%	42	40%	242	42%	24	48%	15	48%	6	46%	145	38%	142	I48%	51	39%	127	46%	109	41%	15	30%	126	41%	82	N46%	64	45%	
Total	676	100%	383	100%	188	100%	0	100%	105	100%	582	100%	50	100%	31	100%	13	100%	380	100%	296	100%	130	100%	279	100%	267	100%	50	100%	305	100%	178	100%	143	100%	
AVG	1.4	1.2	A1.7		A1.8	1.5			1.2	1.6	1.0			1.4	1.5			1.4	1.5	1.4	1.5	1.4	1.6	1.5	1.3	1.5											

Prepared by ComRes



JN303930 GP perceptions survey on healthcare apps and technology
ONLINE Fieldwork Dates: 15th-29th August 2018

Absolutes/col percents

Table 9

Q6 You mentioned that you were aware of the service(s) below delivering digital or GP triaging services for the NHS. Please rate each of the below on a scale of 0 to 5 in terms of how good or bad you think it is at supporting GPs to do their jobs effectively.

Base: All respondents aware of DoctorLink

	Total	S2 - GP type								S3 - Region								D3 - Gender		D7 - Number of patients on practice list						D4 - Year of qualification										
		GP Principal		Salaried GP		GP Registrar		Locum GP		England		Scotland		Wales		Northern Ireland		Male	Female	1-5,000	5,001-10,000	10,001+	In the last 10 years (2008-present)		In the last 11-20 years (2007-1998)		In the last 21-30 years (1997-1988)		Over 30 years ago (pre-1988)							
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q																		
Base	40	19	7	0	14	39	1	0	0	26	14	8	19	13	2	10	16	12																		
Net: Poor/awful	13	33%	7	37%	3	43%	0	0%	3	21%	13	f33%	0	0%	0	0%	0	0%	9	35%	4	29%	1	13%	9	k47%	3	23%	0	0%	5	n50%	5	n31%	3	25%
Awful (0)	2	5%	2	11%	0	0%	0	0%	0	0%	2	5%	0	0%	0	0%	0	0%	1	4%	1	7%	0	0%	2	11%	0	0%	0	0%	1	10%	1	6%	0	0%
Very poor (1)	3	8%	2	11%	0	0%	0	0%	1	7%	3	8%	0	0%	0	0%	0	0%	2	8%	1	7%	0	0%	3	16%	0	0%	0	0%	2	20%	1	6%	0	0%
Somewhat poor (2)	8	20%	3	16%	3	43%	0	0%	2	14%	8	f21%	0	0%	0	0%	0	0%	6	23%	2	14%	1	13%	4	21%	3	23%	0	0%	2	20%	3	19%	3	25%
Somewhat good (3)	9	23%	4	b21%	0	0%	0	0%	5	b36%	8	21%	1	e100%	0	0%	0	0%	5	19%	4	29%	1	13%	4	21%	4	31%	1	50%	2	20%	3	19%	3	25%
Very good (4)	1	3%	0	0%	0	0%	0	0%	1	7%	1	3%	0	0%	0	0%	0	0%	0	0%	1	7%	0	0%	1	5%	0	0%	0	0%	0	0%	0	0%	1	8%
Excellent (5)	1	3%	0	0%	0	0%	0	0%	1	7%	1	3%	0	0%	0	0%	0	0%	1	4%	0	0%	0	0%	1	5%	0	0%	0	0%	1	10%	0	0%	0	0%
Net: Good/excellent	11	28%	4	b21%	0	0%	0	0%	7	b50%	10	26%	1	e100%	0	0%	0	0%	6	23%	5	36%	1	13%	6	32%	4	31%	1	50%	3	30%	3	19%	4	33%
Don't know	16	40%	8	42%	4	57%	0	0%	4	29%	16	f41%	0	0%	0	0%	0	0%	11	42%	5	36%	6	l75%	4	21%	6	46%	1	50%	2	20%	8	50%	5	42%
Total	40	100%	19	100%	7	100%	0	100%	14	100%	39	100%	1	100%	0	100%	0	100%	26	100%	14	100%	8	100%	19	100%	13	100%	2	100%	10	100%	16	100%	12	100%
AVG	2.3	1.8	2.0		a2.9	2.3	3.0			2.3	2.3	2.5	2.1	2.6	3.0	2.1	2.0	2.7																		

Prepared by ComRes



JN303930 GP perceptions survey on healthcare apps and technology
ONLINE Fieldwork Dates: 15th-29th August 2018

Absolutes/col percents

Table 10

Q6 You mentioned that you were aware of the service(s) below delivering digital or GP triaging services for the NHS. Please rate each of the below on a scale of 0 to 5 in terms of how good or bad you think it is at supporting GPs to do their jobs effectively.

Base: All respondents aware of Push Doctor

	Total	S2 - GP type								S3 - Region				D3 - Gender		D7 - Number of patients on practice list								D4 - Year of qualification												
		GP Principal		Salaried GP		GP Registrar		Locum GP		England		Scotland		Wales		Northern Ireland		Male		Female		1-5,000		5,001-10,000		10,001+		In the last 10 years (2008-present)		In the last 11-20 years (2007-1998)		In the last 21-30 years (1997-1988)		Over 30 years ago (pre-1988)		
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q																		
Base	594	339	163	0	92	514	47	25	8	327	267	99	241	254	53	285	142	114																		
Net: Poor/awful	256	43%	161	B47%	60	37%	0	0%	35	38%	226	44%	16	34%	9	36%	5	63%	151	46%	105	39%	38	38%	108	45%	110	43%	20	38%	126	44%	64	45%	46	40%
Awful (0)	91	15%	55	16%	21	13%	0	0%	15	16%	81	16%	6	13%	2	8%	2	25%	58	18%	33	12%	13	13%	34	14%	44	17%	7	13%	46	16%	24	17%	14	12%
Very poor (1)	65	11%	48	B14%	10	6%	0	0%	7	8%	58	h11%	5	h11%	2	8%	0	0%	35	11%	30	11%	7	7%	31	13%	27	11%	6	11%	32	11%	17	12%	10	9%
Somewhat poor (2)	100	17%	58	17%	29	18%	0	0%	13	14%	87	17%	5	11%	5	20%	3	38%	58	18%	42	16%	18	18%	43	18%	39	15%	7	13%	48	17%	23	16%	22	19%
Somewhat good (3)	62	10%	22	6%	25	A15%	0	0%	15	A16%	58	Fh11%	2	4%	2	8%	0	0%	36	11%	26	10%	14	14%	16	7%	32	L13%	9	17%	32	11%	10	7%	11	10%
Very good (4)	12	2%	5	1%	4	2%	0	0%	3	3%	9	h2%	1	2%	2	8%	0	0%	8	2%	4	1%	2	2%	6	2%	4	2%	2	4%	6	2%	2	1%	2	2%
Excellent (5)	3	1%	1	0%	0	0%	0	0%	2	2%	2	0%	1	2%	0	0%	0	0%	3	1%	0	0%	1	1%	1	0%	1	0%	0	0%	1	0%	1	1%	1	1%
Net: Good/excellent	77	13%	28	8%	29	A18%	0	0%	20	A22%	69	h13%	4	h9%	4	h16%	0	0%	47	14%	30	11%	17	17%	23	10%	37	15%	11	21%	39	14%	13	9%	14	12%
Don't know	261	44%	150	44%	74	45%	0	0%	37	40%	219	43%	27	E57%	12	48%	3	38%	129	39%	132	I49%	44	44%	110	46%	107	42%	22	42%	120	42%	65	46%	54	47%
Total	594	100%	339	100%	163	100%	0	100%	92	100%	514	100%	47	100%	25	100%	8	100%	327	100%	267	100%	99	100%	241	100%	254	100%	53	100%	285	100%	142	100%	114	100%
AVG	1.5	1.3	A1.8		A1.8	1.5	1.5	2.0	1.2	1.5	1.5	1.8	1.5	1.5	1.8	1.5	1.5	1.8	1.5	1.5	1.5	1.8	1.5	1.4	1.7											

Prepared by ComRes

JN303930 GP perceptions survey on healthcare apps and technology
ONLINE Fieldwork Dates: 15th-29th August 2018

Absolutes/col percents

Table 11

Q6 You mentioned that you were aware of the service(s) below delivering digital or GP triaging services for the NHS. Please rate each of the below on a scale of 0 to 5 in terms of how good or bad you think it is at supporting GPs to do their jobs effectively.

Base: All respondents aware of Sensely

	Total	S2 - GP type								S3 - Region				D3 - Gender		D7 - Number of patients on practice list						D4 - Year of qualification														
		GP Principal		Salaried GP		GP Registrar		Locum GP		England		Scotland		Wales		Northern Ireland		Male		Female		1-5,000		5,001-10,000		10,001+		In the last 10 years (2008-present)		In the last 11-20 years (2007-1998)		In the last 21-30 years (1997-1988)		Over 30 years ago (pre-1988)		
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q																		
Base	12	8	3	0	1	11	0	1	0	5	7	3	6	3	2	7	1	2																		
Net: Poor/awful	3	25%	1	13%	2	67%	0	0%	0	0%	3	27%	0	0%	0	0%	0	0%	1	20%	2	29%	0	0%	3	50%	0	0%	1	50%	2	29%	0	0%	0	0%
Awful (0)	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Very poor (1)	2	17%	1	13%	1	33%	0	0%	0	0%	2	18%	0	0%	0	0%	0	0%	1	20%	1	14%	0	0%	2	33%	0	0%	1	50%	1	14%	0	0%	0	0%
Somewhat poor (2)	1	8%	0	0%	1	33%	0	0%	0	0%	1	9%	0	0%	0	0%	0	0%	0	0%	1	14%	0	0%	1	17%	0	0%	0	0%	1	14%	0	0%	0	0%
Somewhat good (3)	3	25%	2	25%	0	0%	0	0%	1	100%	2	18%	0	0%	1	100%	0	0%	1	20%	2	29%	1	33%	1	17%	1	33%	0	0%	1	14%	0	0%	2	100%
Very good (4)	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Excellent (5)	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Net: Good/excellent	3	25%	2	25%	0	0%	0	0%	1	100%	2	18%	0	0%	1	100%	0	0%	1	20%	2	29%	1	33%	1	17%	1	33%	0	0%	1	14%	0	0%	2	100%
Don't know	6	50%	5	63%	1	33%	0	0%	0	0%	6	55%	0	0%	0	0%	0	0%	3	60%	3	43%	2	67%	2	33%	2	67%	1	50%	4	57%	1	100%	0	0%
Total	12	100%	8	100%	3	100%	0	100%	1	100%	11	100%	0	100%	1	100%	0	100%	5	100%	7	100%	3	100%	6	100%	3	100%	2	100%	7	100%	1	100%	2	100%
AVG	2.2	2.3	1.5		3.0	2.0		3.0		2.0	2.3	3.0	1.8	3.0	1.0	2.0		3.0																		

Prepared by ComRes

JN303930 GP perceptions survey on healthcare apps and technology
ONLINE Fieldwork Dates: 15th-29th August 2018

Absolutes/col percents

Table 12

Q7 In your opinion, how important or not is it to involve clinicians in the design of digital services to support the delivery of primary care (e.g. a digital triaging service or digital GP service)?

Base: All respondents

	Total		S2 - GP type								S3 - Region								D3 - Gender				D7 - Number of patients on practice list						D4 - Year of qualification							
			GP Principal		Salaried GP		GP Registrar		Locum GP		England		Scotland		Wales		Northern Ireland		Male		Female		1-5,000		5,001-10,000		10,001+		In the last 10 years (2008-present)		In the last 11-20 years (2007-1998)		In the last 21-30 years (1997-1988)		Over 30 years ago (pre-1988)	
	A		B		C		D		E		F		G		H		I		J		K		L		M		N		O		P		Q			
Base	1003		567		283		0		153		826		99		49		29		554		449		203		403		397		69		441		270		223	
Net: Important	938	94%	531	94%	266	94%	0	0%	141	92%	780	94%	88	89%	45	92%	25	86%	516	93%	422	94%	188	93%	380	94%	370	93%	66	96%	414	94%	251	93%	207	93%
Very important	836	83%	481	85%	230	81%	0	0%	125	82%	704	85%	74	75%	37	76%	21	72%	457	82%	379	84%	167	82%	339	84%	330	83%	57	83%	367	83%	228	84%	184	83%
Somewhat important	102	10%	50	9%	36	13%	0	0%	16	10%	76	9%	14	14%	8	16%	4	14%	59	11%	43	10%	21	10%	41	10%	40	10%	9	13%	47	11%	23	9%	23	10%
Not very important	29	3%	20	4%	4	1%	0	0%	5	3%	20	2%	4	4%	3	6%	2	7%	14	3%	15	3%	7	3%	11	3%	11	3%	2	3%	15	3%	8	3%	4	2%
Not important at all	10	1%	3	1%	5	2%	0	0%	2	1%	8	1%	2	2%	0	0%	0	0%	8	1%	2	0%	3	1%	4	1%	3	1%	1	1%	3	1%	4	1%	2	1%
Net: Not important	39	4%	23	4%	9	3%	0	0%	7	5%	28	3%	6	6%	3	6%	2	7%	22	4%	17	4%	10	5%	15	4%	14	4%	3	4%	18	4%	12	4%	6	3%
Don't know	26	3%	13	2%	8	3%	0	0%	5	3%	18	2%	5	5%	1	2%	2	7%	16	3%	10	2%	5	2%	8	2%	13	3%	0	0%	9	2%	7	3%	10	4%
Total	1003	100%	567	100%	283	100%	0	100%	153	100%	826	100%	99	100%	49	100%	29	100%	554	100%	449	100%	203	100%	403	100%	397	100%	69	100%	441	100%	270	100%	223	100%
AVG	3.8		3.8		3.8				3.8		3.8		3.7		3.7		3.7		3.8		3.8		3.8		3.8		3.8		3.8		3.8		3.8			

Prepared by ComRes

JN303930 GP perceptions survey on healthcare apps and technology
ONLINE Fieldwork Dates: 15th-29th August 2018

Absolutes/col percents

Table 13

Summary Table

Q8 To what extent do you agree or disagree with each of the following statements about digital services in primary care (e.g. a digital triaging service or digital GP service)?

Base: All respondents

	Net: Agree	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Net: Disagree	Don't know
Base	1003	1003	1003	1003	1003	1003	1003
	100%	100%	100%	100%	100%	100%	100%
The impact and potential of digital services in primary care has been exaggerated	604	223	381	165	79	244	155
	60%	22%	38%	16%	8%	24%	15%
Digital services are important in improving the quality of primary care	517	113	404	237	163	400	86
	52%	11%	40%	24%	16%	40%	9%
Digital services are important in reducing the number of unnecessary GP appointments	399	61	338	282	206	488	116
	40%	6%	34%	28%	21%	49%	12%

Prepared by ComRes



JN303930 GP perceptions survey on healthcare apps and technology
ONLINE Fieldwork Dates: 15th-29th August 2018

Absolutes/col percents

Table 14
Q8 To what extent do you agree or disagree with each of the following statements about digital services in primary care (e.g. a digital triaging service or digital GP service)?

The impact and potential of digital services in primary care has been exaggerated

Base: All respondents

	Total	S2 - GP type								S3 - Region								D3 - Gender		D7 - Number of patients on practice list								D4 - Year of qualification								
		GP Principal		Salaried GP		GP Registrar		Locum GP		England		Scotland		Wales		Northern Ireland		Male	Female	1-5,000		5,001-10,000		10,001+		In the last 10 years (2008-present)		In the last 11-20 years (2007-1998)		In the last 21-30 years (1997-1988)		Over 30 years ago (pre-1988)				
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q																		
Base	1003		567		283		0		153		826		99		49		29		554		449		203		403		397		69		441		270		223	
Net: Agree	604	60%	347	61%	172	61%	0	0%	85	56%	495	60%	64	65%	25	51%	20	69%	354	J64%	250	56%	139	LM68%	232	58%	233	59%	33	48%	250	57%	166	N61%	155	NO70%
Strongly agree	223	22%	138	24%	53	19%	0	0%	32	21%	184	22%	25	25%	9	18%	5	17%	151	J27%	72	16%	53	26%	88	22%	82	21%	6	9%	89	N20%	65	N24%	63	NO28%
Somewhat agree	381	38%	209	37%	119	42%	0	0%	53	35%	311	38%	39	39%	16	33%	15	52%	203	37%	178	40%	86	42%	144	36%	151	38%	27	39%	161	37%	101	37%	92	41%
Somewhat disagree	165	16%	87	15%	51	18%	0	0%	27	18%	137	17%	14	14%	11	22%	3	10%	85	15%	80	18%	30	15%	73	18%	62	16%	19	PQ28%	82	P19%	35	13%	29	13%
Strongly disagree	79	8%	45	8%	20	7%	0	0%	14	9%	65	8%	6	6%	6	12%	2	7%	46	8%	33	7%	9	4%	33	8%	37	K9%	9	Q13%	38	Q9%	22	8%	10	4%
Net: Disagree	244	24%	132	23%	71	25%	0	0%	41	27%	202	24%	20	20%	17	35%	5	17%	131	24%	113	25%	39	19%	106	K26%	99	25%	28	OPQ41%	120	Q27%	57	21%	39	17%
Don't know	155	15%	88	16%	40	14%	0	0%	27	18%	129	16%	15	15%	7	14%	4	14%	69	I19%	86	I19%	25	12%	65	16%	65	16%	8	12%	71	16%	47	17%	29	13%
Total	1003	100%	567	100%	283	100%	0	100%	153	100%	826	100%	99	100%	49	100%	29	100%	554	100%	449	100%	203	100%	403	100%	397	100%	69	100%	441	100%	270	100%	223	100%
AVG	2.9		2.9		2.8				2.8		2.9		3.0		2.7		2.9		J2.9		2.8		LM3.0		2.8		2.8		2.5		N2.8		N2.9		NO3.1	

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Absolutes/col percents

Table 15
Q8 To what extent do you agree or disagree with each of the following statements about digital services in primary care (e.g. a digital triaging service or digital GP service)?

Digital services are important in improving the quality of primary care

Base: All respondents

	Total		S2 - GP type								S3 - Region								D3 - Gender				D7 - Number of patients on practice list												D4 - Year of qualification							
			GP Principal		Salaried GP		GP Registrar		Locum GP		England		Scotland		Wales		Northern Ireland		Male		Female		1-5,000		5,001-10,000		10,001+		In the last 10 years (2008-present)		In the last 11-20 years (2007-1998)		In the last 21-30 years (1997-1988)		Over 30 years ago (pre-1988)							
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q																									
Base	1003		567		283		0		153		826		99		49		29		554		449		203		403		397		69		441		270		223							
Net: Agree	517	52%	295	52%	145	51%	0	0%	77	50%	434	h53%	48	48%	26	53%	9	31%	312	J56%	205	46%	93	46%	214	53%	210	53%	42	Q61%	252	Q57%	136	Q50%	87	39%						
Strongly agree	113	11%	68	12%	29	10%	0	0%	16	10%	94	h11%	12	h12%	7	h14%	0	0%	71	13%	42	9%	17	8%	36	9%	60	KL15%	9	13%	58	Q13%	31	11%	15	7%						
Somewhat agree	404	40%	227	40%	116	41%	0	0%	61	40%	340	41%	36	36%	19	39%	9	31%	241	J44%	163	36%	76	37%	178	44%	150	38%	33	Q48%	194	Q44%	105	39%	72	32%						
Somewhat disagree	237	24%	128	23%	70	25%	0	0%	39	25%	192	23%	27	27%	9	18%	9	31%	118	21%	119	27%	58	M29%	97	24%	82	21%	8	12%	101	N23%	63	N23%	65	N29%						
Strongly disagree	163	16%	99	17%	40	14%	0	0%	24	16%	131	16%	17	17%	8	16%	7	24%	90	16%	73	16%	38	19%	59	15%	66	17%	11	16%	55	12%	46	17%	51	O23%						
Net: Disagree	400	40%	227	40%	110	39%	0	0%	63	41%	323	39%	44	44%	17	35%	16	55%	208	38%	192	43%	96	LM47%	156	39%	148	37%	19	28%	156	35%	109	N40%	116	NOP52%						
Don't know	86	9%	45	8%	28	10%	0	0%	13	8%	69	8%	7	7%	6	12%	4	14%	34	6%	52	I12%	14	7%	33	8%	39	10%	8	12%	33	7%	25	9%	20	9%						
Total	1003	100%	567	100%	283	100%	0	100%	153	100%	826	100%	99	100%	49	100%	29	100%	554	100%	449	100%	203	100%	403	100%	397	100%	69	100%	441	100%	270	100%	223	100%						
AVG	2.5		2.5		2.5				2.5		h2.5		2.5		h2.6		2.1		J2.6		2.4		2.4		2.5		K2.6		Q2.7		Q2.6		Q2.5		2.3							

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Absolutes/col percents

Table 16
Q8 To what extent do you agree or disagree with each of the following statements about digital services in primary care (e.g. a digital triaging service or digital GP service)?

Digital services are important in reducing the number of unnecessary GP appointments

Base: All respondents

	Total	S2 - GP type								S3 - Region								D3 - Gender				D7 - Number of patients on practice list								D4 - Year of qualification							
		GP Principal		Salaried GP		GP Registrar		Locum GP		England		Scotland		Wales		Northern Ireland		Male		Female		1-5,000		5,001-10,000		10,001+		In the last 10 years (2008-present)		In the last 11-20 years (2007-1998)		In the last 21-30 years (1997-1988)		Over 30 years ago (pre-1988)			
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q																			
Base	1003	567	283	0	153	826	99	49	29	554	449	203	403	397	69	441	270	223																			
Net: Agree	399	40%	226	40%	113	40%	0	0%	60	39%	330	h40%	37	37%	26	h53%	6	21%	217	39%	182	41%	73	36%	157	39%	169	43%	26	38%	197	Q45%	107	Q40%	69	31%	
Strongly agree	61	6%	37	7%	13	5%	0	0%	11	7%	53	Fh6%	1	1%	7	Fh14%	0	0%	36	6%	25	6%	6	3%	29	K7%	26	K7%	1	1%	29	N7%	18	N7%	13	N6%	
Somewhat agree	338	34%	189	33%	100	35%	0	0%	49	32%	277	34%	36	36%	19	39%	6	21%	181	33%	157	35%	67	33%	128	32%	143	36%	25	36%	168	Q38%	89	33%	56	25%	
Somewhat disagree	282	28%	153	27%	84	30%	0	0%	45	29%	234	28%	26	26%	11	22%	11	38%	156	28%	126	28%	64	32%	110	27%	108	27%	18	26%	113	26%	83	31%	68	30%	
Strongly disagree	206	21%	128	B23%	47	17%	0	0%	31	20%	172	21%	20	20%	7	14%	7	24%	125	23%	81	18%	49	24%	79	20%	78	20%	13	19%	80	18%	52	19%	61	OP27%	
Net: Disagree	488	49%	281	50%	131	46%	0	0%	76	50%	406	49%	46	46%	18	37%	18	g62%	281	51%	207	46%	113	LM56%	189	47%	186	47%	31	45%	193	44%	135	50%	129	O58%	
Don't know	116	12%	60	11%	39	14%	0	0%	17	11%	90	11%	16	16%	5	10%	5	17%	56	10%	60	13%	17	8%	57	K14%	42	11%	12	17%	51	12%	28	10%	25	11%	
Total	1003	100%	567	100%	283	100%	0	100%	153	100%	826	100%	99	100%	49	100%	29	100%	554	100%	449	100%	203	100%	403	100%	397	100%	69	100%	441	100%	270	100%	223	100%	
AVG	2.3	2.3	2.3		2.3	2.3			2.3	2.3	2.2	EFh2.6	2.0	2.3	2.3	2.2	2.3	2.2	2.3	K2.3	2.2	Q2.4	Q2.3	2.1													

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Absolutes/col percents

Table 17

Q9 As a GP, which of the following do you think is *the most important requirement* of an effective digital service (i.e. a digital GP or digital triaging service)?

Base: All respondents

	S2 - GP type										S3 - Region				D3 - Gender				D7 - Number of patients on practice list						D4 - Year of qualification											
	Total		GP Principal	Salaried GP	GP Registrar		Locum GP		England		Scotland		Wales		Northern Ireland		Male	Female	1-5,000		5,001-10,000		10,001+		In the last 10 years (2008-present)		In the last 11-20 years (2007-1998)		In the last 21-30 years (1997-1988)		Over 30 years ago (pre-1988)					
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q																			
Base	1003	567	283	0	153	826	99	49	29	554	449	203	403	397	69	441	270	223																		
Reducing the number of face-to-face appointments	331	33%	197	35%	92	33%	0	0%	42	27%	277	34%	34	34%	12	24%	8	28%	198	136%	133	30%	68	33%	117	29%	146	137%	17	25%	152	34%	91	34%	71	32%
Allowing patients to order repeat prescriptions	247	25%	140	25%	70	25%	0	0%	37	24%	202	24%	19	19%	19	EF39%	7	24%	129	23%	118	26%	46	23%	109	27%	92	23%	17	25%	99	22%	73	27%	58	26%
Providing an accurate symptom analysis	155	15%	86	15%	46	16%	0	0%	23	15%	133	16%	10	10%	7	14%	5	17%	78	14%	77	17%	27	13%	62	15%	66	17%	9	13%	68	15%	40	15%	38	17%
Allowing patients to book appointments easily	144	14%	77	14%	41	14%	0	0%	26	17%	122	15%	14	14%	5	10%	3	10%	71	13%	73	16%	34	17%	56	14%	54	14%	16	PQ23%	72	P16%	29	11%	27	12%
Allowing patients to check medical records	31	3%	16	3%	9	3%	0	0%	6	4%	24	h3%	4	h4%	3	6%	0	0%	24	J4%	7	2%	7	3%	14	3%	10	3%	2	3%	9	2%	9	3%	11	5%
Other (please specify)	35	3%	17	3%	10	4%	0	0%	8	5%	29	G4%	4	G4%	0	0%	2	7%	21	4%	14	3%	8	4%	16	4%	11	3%	3	4%	13	3%	9	3%	10	4%
Don't know	60	6%	34	6%	15	5%	0	0%	11	7%	39	5%	14	E14%	3	6%	4	14%	33	6%	27	6%	13	6%	29	7%	18	5%	5	7%	28	6%	19	7%	8	4%
Total	1003	100%	567	100%	283	100%	0	100%	153	100%	826	100%	99	100%	49	100%	29	100%	554	100%	449	100%	203	100%	403	100%	397	100%	69	100%	441	100%	270	100%	223	100%

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Absolutes/col percents

Table 18

Q10 Thinking about both NHS and non-NHS digital triaging services, which of the following best describes how you think these should be selected for practices?

Base: All respondents

	Total		S2 - GP type								S3 - Region								D3 - Gender				D7 - Number of patients on practice list						D4 - Year of qualification							
			GP Principal		Salaried GP		GP Registrar		Locum GP		England		Scotland		Wales		Northern Ireland		Male		Female		1-5,000		5,001-10,000		10,001+		In the last 10 years (2008-present)		In the last 11-20 years (2007-1998)		In the last 21-30 years (1997-1988)		Over 30 years ago (pre-1988)	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q																			
Base	1003		567		283		0		153		826		99		49		29		554		449		203		403		397		69		441		270		223	
All practices should use the same NHS digital triaging service	392	39%	219	39%	110	39%	0	0%	63	41%	335	41%	31	31%	18	37%	8	28%	220	40%	172	38%	79	39%	160	40%	153	39%	30	43%	156	35%	107	40%	99	44%
Our practice should be able to select which digital triaging service we use	344	34%	195	34%	104	37%	0	0%	45	29%	285	35%	38	38%	11	22%	10	34%	196	35%	148	33%	66	33%	135	33%	143	36%	27	39%	166	38%	87	32%	64	29%
Practices should not use any type of digital triaging service	125	12%	78	14%	29	10%	0	0%	18	12%	99	12%	13	13%	8	16%	5	17%	68	12%	57	13%	27	13%	47	12%	51	13%	5	7%	56	13%	35	13%	29	13%
All practices should use the same non-NHS digital triaging service	27	3%	17	3%	4	1%	0	0%	6	4%	22	3%	1	1%	2	4%	2	7%	18	3%	9	2%	6	3%	10	2%	11	3%	0	0%	14	3%	8	3%	5	2%
Don't know	115	11%	58	10%	36	13%	0	0%	21	14%	85	10%	16	16%	10	20%	4	14%	52	9%	63	14%	25	12%	51	13%	39	10%	7	10%	49	11%	33	12%	26	12%
Total	1003	100%	567	100%	283	100%	0	100%	153	100%	826	100%	99	100%	49	100%	29	100%	554	100%	449	100%	203	100%	403	100%	397	100%	69	100%	441	100%	270	100%	223	100%

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Absolutes/col percents

Table 19
S2 Which of the following best describes your role in the practice?

Base: All respondents

	Total	
Base	1003	
GP Principal	567	57%
Salaried GP	283	28%
GP Registrar	0	0%
Locum GP	153	15%
Other	0	0%
Total	1003	100%

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Absolutes/col percents

Table 20
S3 Where are you currently practising?

Base: All respondents

	Total	
Base	1003	
London	113	11%
South East Coastal	66	7%
South Central	71	7%
South West	86	9%
West Midlands	92	9%
East Midlands	67	7%
East of England	93	9%
Yorkshire & Humber	85	8%
North East	44	4%
North West	109	11%
Scotland	99	10%
Wales	49	5%
Northern Ireland	29	3%
Retired	0	0%
Not working in the UK	0	0%
Total	1003	100%
England	826	100%
Total	826	100%
NHS London	113	14%
NHS South of England	223	27%
NHS Midlands and East SHA	252	31%
NHS North of England	238	29%
Total	826	100%

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Absolutes/col percents

Table 21
D1 Please write in the number of GPs working in this practice (including yourself).

Base: All respondents

	Total	
Base	1003	
1-2	58	6%
3-5	402	40%
6-10	426	42%
11 or more	117	12%
Total	1003	100%
AVG	7	
MAX	40	
MIN	1	
MEDIAN	6	

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Absolutes/col percents

Table 22
D2 Is your practice based in a...

Base: All respondents

	Total	
Base	1003	
Rural area	94	9%
Urban area	391	39%
Semi-rural area	242	24%
Suburban area	270	27%
Other	6	1%
Total	1003	100%

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Absolutes/col percents

Table 23
D5 Is your practice a dispensing practice?

Base: All respondents

	Total	
Base	1003	
Yes	177	18%
No	826	82%
Total	1003	100%

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Absolutes/col percents

Table 24
D3 Are you...

Base: All respondents

	Total	
Base	1003	
Male	554	55%
Female	449	45%
Total	1003	100%

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Absolutes/col percents

Table 25
D4 When did you qualify as a doctor?

Base: All respondents

	Total	
Base	1003	
1979 or earlier	52	5%
1980-1989	211	21%
1990-1999	322	32%
2000-2009	401	40%
2010+	17	2%
Total	1003	100%
AVG	1996	
MAX	2012	
MIN	1968	
MODE	1998	
MEDIAN	1998	

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Absolutes/col percents

Table 26
D6 Are you...

Base: All respondents

	Total	
Base	1003	
Under 30	1	0%
30 – 39	259	26%
40 – 49	390	39%
50 – 59	263	26%
60 or over	90	9%
Total	1003	100%

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Absolutes/col percents

Table 27
D7 How many patients do you have on your practice list?

Base: All respondents

	Total	
Base	1003	
1-2500	43	4%
2501-5000	160	16%
5001-7500	197	20%
7501-10000	206	21%
10001+	397	40%
Total	1003	100%
AVG	10079	
MAX	58000	
MIN	500	
MODE	10000	
MEDIAN	9000	

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Absolutes/col percents

Table 28
D8 What level of involvement do you have in the governing body of your CCG?

Base: All respondents in England

	Total	
Base	826	
I am, or plan to be, an active member of my CCG governing board	74	9%
I am, or plan to be, a GP representative	123	15%
I do not take an active part in my CCG	635	77%
Total	826	100%

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