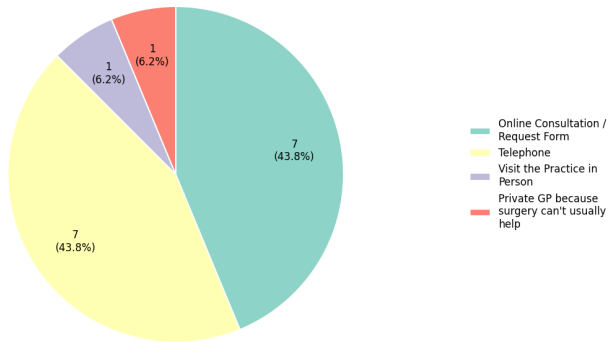
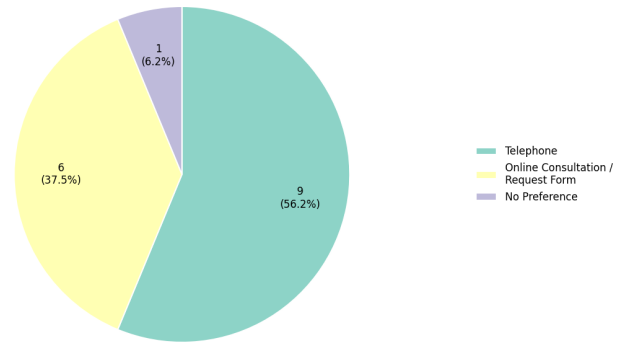


PPG Digital Form Survey Results - Pie Charts

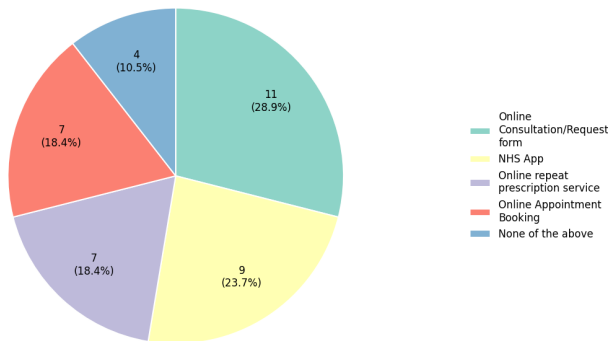
1. Usual contact method (16 responses)



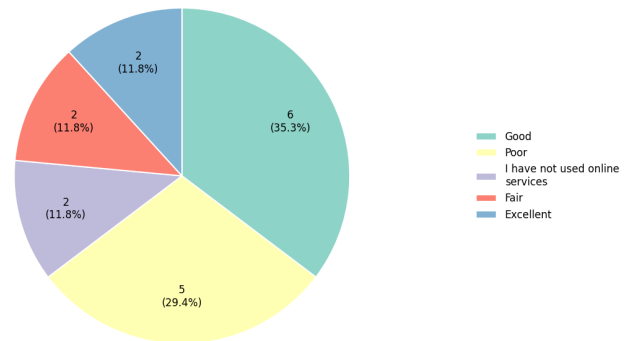
2. Preferred contact method (16 responses)



3. Services used in last 12 months (17 responses, multi-select)

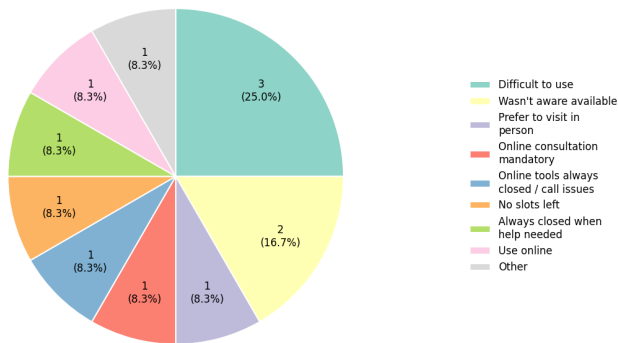


4. Online services experience (17 responses)

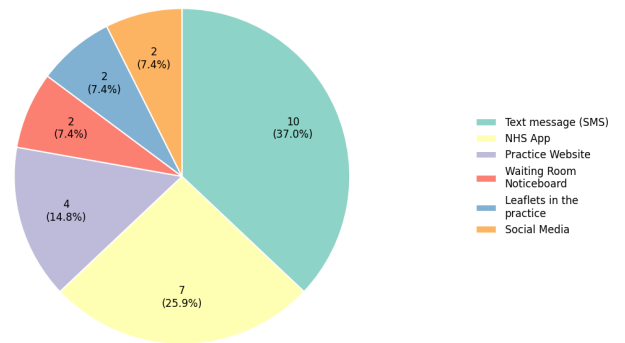


Share of selections, not respondents

5. Main reason for not using online services (12 responses)

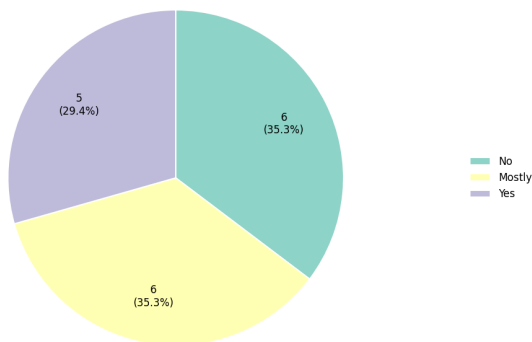


6. Preferred updates from practice (16 responses, multi-select)



Share of selections, not respondents

7. Enough information about services? (17 responses)



Note: Questions 3 and 6 allowed multiple selections, so pie segments show share of selections rather than share of respondents.

Survey Outcomes and Next Steps

These are the results from our recent survey regarding digital services.

From these results, we have outlined some outcomes that we will act on:

- A small campaign to direct patients to our website to find information on all our services and staff roles.
- Have clearer display of our services and how to access in our reception and on our calling board.

eConsult is an NHS National provided system and cannot be tweaked specifically for Island Health user needs. We can relay user feedback regarding eConsult for review.

Thank you for your input.