

Invitation

We are inviting you to take part in this survey to learn from your experience relating to the implementation support and resourcing of digital first models and solutions in primary care. This information will inform how national funding is used to support practices and PCNs and improve the design of local support going forwards.

The survey should take on average **15 minutes** to complete.

Before you decide to take part, it is important you understand why the survey is being done and what it will involve. Please take the time to read the following.

Digital-first models enable contact with healthcare through the use of remote triage and remote consultations (i.e. telephone, video or online form on the practice website). In response to COVID-19, practices have moved to a total triage way of working using telephone and online consultation systems to help triage and assess patient contacts.

What is this survey's purpose and what information is being sought from me?

This survey will provide NHS England, regions, systems, commissioners and PCNs with valuable insights on the national implementation approach in response to COVID-19 to inform how national funding is used to support practices and PCNs and improve the design of local support going forwards.

Why have I been invited to take part?

We want to gather feedback and insight from practices and PCNs that have been offered support with the implementation of digital first models and solutions to better support you in the future according to your needs and expectations.

Do I have to take part?

It is up to you to decide whether or not to take part. If you decide to take part in the survey, you can request for your responses to be withdrawn at any time using the contact details provided below. You do not have to give a reason and your choice will be treated as strictly confidential. However, your participation will help inform the design of local support going forwards and shape how national funding is used to support practices and PCNs to ensure the support offer really meets your expectations and needs.

What do I have to do?

You just need to answer the questions in the survey and submit your answers. If you have any comments or queries you can send an email to england.digitalfirstprimarycare@nhs.net and we'll aim to respond within 24 hours.

Will my taking part in this project be kept confidential?

Your responses will be anonymised and all data we collect will be treated according to GDPR regulations and NHS England and Improvement's IG policy.

