

eReception

eReception is an online consultation care navigation system that acts as an alternative to contacting a doctor's practice by telephone, walk-in or email.



Evidence for this study was from a 12-month evaluation period in which 14 practices took part. For every 1% increase in the proportion of total contacts that are made via eReception, 5-year discounted costs are reduced by £2,664 (average)



The average resource required per practice to introduce eReception is estimated as **£375 per practice**.

eReception saves reception staff time an average of **53.9 seconds per contact** when dealing with patient queries.



Patients report **satisfaction** from faster responses and reduced need to attend or phone the surgery

When practices offered eReception as an additional option for booking, there was on average:



14.8% reduction in the number of contacts which became doctor appointments.

7.8% increase in the number of repeat prescriptions via eReception compared with other contact methods.

