**UNDER PRESSURE**

**Making the case for virtual appointments**

When the pandemic hit, many people felt uncomfortable with attending a doctor’s appointment in person. Now, the huge success of virtual appointments may mean that it is here to stay.

### General Practice Pressures

- **1 in 5** GPs are approaching retirement
  - Royal College of General Practitioners 2020
- **28.3k** full-time GPs in the UK as of December 2019, down 1 per cent from the end of 2018 and 3 per cent lower than the end of 2017
  - NHS Digital 2020
- **1.3k** appointments were recorded as 'did not attend' in 2019
  - NHS Digital 2020
- **88%** of GPs say they would like greater use of remote consultations in the future
  - Royal College of General Practitioners 2020

### Savings for UK Businesses

- **£74.8m** potential annual savings in patient travel costs from virtual appointments, based on an average travel cost of £1.42 to each consultation
  - Centre for Economics and Business Research 2020
- **£1.5bn** could be saved by UK businesses by eliminating the travel time required to attend GP appointments
  - Centre for Economics and Business Research 2020

### Social Distancing

- **71%** of routine GP consultations were delivered remotely in the four weeks to April 12, compared with 25 per cent the year before
  - Royal College of General Practitioners 2020
- **41.5** average number of patient contacts that UK GPs have every day – 60 per cent more than the number that’s considered safe by European GPs
  - Centre for Economics and Business Research 2020
- **61%** of UK adults believe digital health appointments would be effective in helping to manage the spread of coronavirus
  - GlobalWebIndex 2020

### Fitting Around Busy Schedules

- **38%** of routine GP consultations were delivered remotely in the four weeks to April 12, compared with 25 per cent the year before
  - Royal College of General Practitioners 2020
- **40%** of UK and US consumers are either already using a digital health service or would consider using it in the future, if it was available
  - GlobalWebIndex 2020