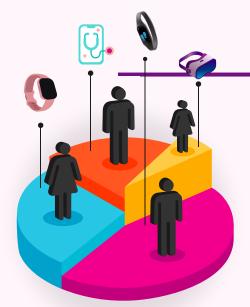


GPs under pressure: why patients are going digital & what it means for your practice



Over 1.3 billion people globally are projected to use digital health services in 2025

encompassing fitness trackers, smartwatches, online doctor consultations and other digital healthcare solutions.

In 2021, 35% of UK respondents reported using virtual consultations with medical providers

a significant increase from 6% in 2020, highlighting the rapid adoption of telehealth services.

63.72

million

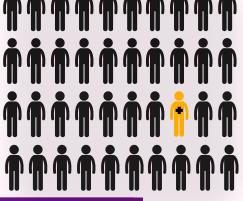
As of December 2024, there were 63.72 million patients registered with GP practices in England

an increase of 6.82 million since 2015, indicating growing demand for primary care services.

The average number of patients per full-time equivalent GP in England rose to 2,260 in December 2024

up 17% from 2015, underscoring the increasing workload on general practitioners.

NHS



NHS App registrations surged from 2 million in 2021 to 30 million in 2023

reflecting a significant shift towards digital healthcare solutions among UK residents.

61% of patients now turn to GP websites as their first stop for healthcare services

using them to book appointments, request prescriptions and access medical advice.

61%

sources: https://www.statista.com/topics/2409/digital-health/ | https://www.statista.com/statistics/1306523/digital-health-use-in-the-uk/ | https://www.bma.org.uk/advice-and-support/nhs-delivery-and-workforce/pressures/pressures-in-general-practice-data-analysis | https://www.bma.org.uk/advice-and-support/nhs-delivery-and-workforce/pressures/pressures/pressures-in-general-practice-data-analysis | https://www.bma.org.uk/advice-and-support/nhs-delivery-and-workforce/pressures/pressures-in-general-practice-data-analysis | https://www.bma.org.uk/advice-and-support/nhs-delivery-and-workforce/pressures/pressures-in-general-practice-data-analysis | https://www.england.nhs.uk/long-read/inclusive-digital-healthcare-a-framework-for-nhs-action-on-digital-inclusion/ | https://www.england.nhs.uk/long-read/inclusive-to-improving-general-practice-website-