



On a score of **0-10** how likely they are to recommend **Joy** to other PCNs/SPLWs? The average rating is **8.8**

Benefits of Joy

April 23 Joy user survey
results based on 20
responses

Joy is an effective way of documenting contact and referral information for patients.

It gives an accurate reflection of the amount of time spent with patients which can give an indication of complexity. It's easier to map demographics and areas of need for different cohorts - I think it's brilliant.

Time is always key in the GP world and JOY makes this easy!

The time alone saved, benefits the service, the team, the clients and myself as [reporting] is a long and fiddly process without the use of Joy.

Joy website has made working so much easier. It is so easy to use. It has all been incredibly smooth to do. It is easy to use, time effective, and can get through more patients quickly.

Positive of linking from one system to another, communicates well with each other

We need quick and easy access to the history of what we have done with the patient, the conversations we have had, a place to put any actions we need to do so we can do our job quickly and efficiently. Joy does this for us.

Standardised across Derbyshire so Teams which work across areas larger than PCNs see Joy as a portal for Social prescribing [and] Development of services in areas by monitoring gaps and client needs easily.

Helps enormously with the Service we provide

Time saving in making referrals for surgeries, time saving for us managing referrals. Excellent overview of caseload and records kept with GDPR standards and easily accessible when working out of office

Easy to read, Joy is much easier to use than system one, it's less complicated and makes for a much more relaxed experience

Data gathering, more efficient referrals and more usable from the SP side

Existing systems do not present data or ways of measuring the SP performance and reduction in direct GP appointments . In a PCN of high deprivation the SP impact can be measured effectively on JOY

Joy saved time on the old referral process