

COLWALL SURGERY

Patient Questionnaire Accessing your GP Practice 7 Days a Week

RESULTS Dec 2015

INTRODUCTION

The results of the questionnaire below sought the opinions of patients registered at Colwall Surgery and the possibility of offering a SEVEN Day Service. Patients were asked about their current experience of the surgery and whether they would use a seven day service if offered. The results were discussed at the Patient Participation Group meeting on the 12th February 2016. It was explained that national guidance is awaited from the Department of Health, but the results give an indication of what the patients of Colwall Surgery might like in the future. The ability to resource a service over seven days was discussed and potentially, it may be offered at a locality level and include neighbouring surgeries. However, at this time, funding for a seven day service is unknown and consequently, Colwall Surgery's ability to participate is equally unknown.

DISCUSSION

1. Colwall Surgery could not deliver a seven day service independently and the demand is unlikely to be significant to warrant being open every weekend.
2. The Taurus hubs are working effectively in Hereford, Ross-on-Wye and Leominster, but all agreed that a hub in Ledbury would benefit the locality.
3. It was difficult to make any recommendations as a group because national and local guidance had not been released.
4. The surgery already delivers a fantastic service and already acts as a hub in the community.

CONCLUSION

The following action plan was agreed:

1. Await national guidance due in March 2016;
2. Discuss the guidance once published and any local guidance at the next Patient Liaison Group meeting, agreeing action points for implementing a seven day service at Colwall Surgery (dependent upon resources being available both human and financial);
3. Liaise with Taurus about the possibility of a hub in Ledbury locality.

1. Firstly, please tell us the name of your usual GP Practice (please ring)

Bromyard	Colwall 23 (100%)	Cradley	Market Street, Ledbury	St Katherine's Ledbury
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2. How likely are you to recommend our GP practice to friends & family if they needed similar care or treatment?

Extremely likely 15 (65%)	Likely 7 (31%)	Neither Likely or Unlikely	Unlikely 1 (4%)	Extremely unlikely	Don't know
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Section A - The following questions ask you about your surgery being open Monday to Friday

3. In the past 12 months, how many times have you seen or spoken to a Doctor at your Surgery?

None 2 (8%)	Once or twice 5 (22%)	Three or four times 8(35%)	Five or Six Times 3 (13%)	More than seven times 5 (22%)
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4a. Thinking of the times when you want to see or speak to a **particular** Doctor, how quickly does this happen?

Same Day 7 (30%)	Next working day 1 (4%)	Within 2 working days 2 (8%)	Within 3 working days 2 (8%)	Within 4 working days 5 (20%)	More than 5 working days 7 (30%)
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4b. How do you rate this?						
Poor 4 (17%)	Fair 5 (22%)	Good 5 (22%)	Very Good 2 (9%)	Excellent 7 (30%)		
5a. Thinking of the times when you want to see or speak to any Doctor, how quickly does this happen?						
Same Day 11 (49%)	Next working day 1 (4%)	Within 2 working days 4 (17%)	Within 3 working days 2 (9%)	Within 4 working days 1 (4%)	More than 5 working days 4 (17%)	
5b. How do you rate this?						
Poor 4 (17%)	Fair 3 (13%)	Good 7 (30%)	Very Good	Excellent 9 (40%)		
6a. If you need to see or speak to a Doctor URGENTLY, can you normally get this on the same day?						
All the time 12 (51%)	Some of the time 3 (13%)	Occasionally 4 (16%)	Never	Never needed to 5 (20%)		
6b. How do you rate this?						
Poor 2 (8%)	Fair 3 (13%)	Good 10 (44%)	Very Good 1 (4%)	Excellent 7 (31%)		
7a. Please indicate if your surgery currently offers additional appointments beyond 8.00am to 6pm						
Before 8.00am	After 6pm	Saturday morning	Sunday morning	Other (please state) None		
7b. How do you rate this?						
Poor 2 (9%)	Fair 13 (56%)	Good 1 (4%)	Very Good	Excellent 7 (31%)		
Section B – The following questions ask you about your experience of the range of GP services offered across HEREFORDSHIRE in the evenings and at weekends						
8. In the past 12 months, how many times have you needed a medical treatment or advice in the evening or at the weekend?						
None (go to Q. 10) 16 (70%)	Once or twice 4 (17%)	Three or four times 3 (13%)	Five or Six Times 0	More than seven times 0		
9a. Which Service(s) did you use (please ring all that apply)?						
Primecare Out of Hours service 0	NHS 111 Service 6	Taurus Hubs			Accident & Emergency	
		Ross 0	Hereford 0	Leominster 0	Hereford 1	Worcester 1
Walk in Centre Hereford 0	Ambulance 3	Minor Injuries Unit			Own GP Surgery	Other (please state) Spire eye clinic
		Ledbury 0	Malvern 2	Other 0		
9b. How did you get there?						
I drove myself there 2	Caught a bus 0	Walked 0	Visited by GP at home 0	Other (please state)		
Someone else drove me there 2	Called an ambulance 3	Cycled 0	My problem was resolved over the phone 1			

9c. How do you rate these services?					
Primecare Out of Hours service	Poor 2 (50%)	Fair	Good	Very Good 1 (25%)	Excellent 1 (25%)
NHS 111 Service	Poor	Fair 1 (%)	Good 5 (%)	Very Good	Excellent 3 (%)
Taurus Hubs	Poor	Fair	Good	Very Good 1 (%)	Excellent 2 (%)
Accident & Emergency	Poor	Fair	Good 2 (50%)	Very Good	Excellent 2 (50%)
Walk in Centre Hereford	Poor	Fair	Good	Very Good	Excellent 1 (100%)
Ambulance	Poor 1 (%)	Fair	Good 2 (%)	Very Good	Excellent 3 (%)
Minor Injuries Unit	Poor	Fair	Good	Very Good 3 (75%)	Excellent 1 (25%)
Own GP Surgery	Poor 1 (25%)	Fair	Good	Very Good 2 (50%)	Excellent 1 (25%)

Please tell us why:

Section C – The following questions ask about what you want your GP Practice to do about 7 Day Working

10. Do you agree with the proposals to extend access to general practices into the every evening and weekend?

Yes Absolutely 4	Yes, but 7	Maybe 6	No, but 2	No 4
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Please tell us why:

- Only if there are enough doctors to cope with extra hours
- Not to the detriment of normal opening hours and as long as we have the doctors to cope
- When the NHS is in such financial difficulties, and the government will not fund it properly, it is not the right priority
- If other OOH services are excellent, there is little need for 7 day working
- Illness is not restricted to 8-6 weekdays, but for non-urgent cases we don't need the cost of immediate access
- Yes to evening & possibly Saturday morning if justified by usage uptake during a pilot
- Evenings would be useful for working patients
- There should be someone you can contact at weekends other than casualty
- Evening and weekend appointments would be especially useful for those who work + could increase the speed at which you could see a GP
- Having experienced A&E recently, I believe the excess pressure to be spread more evenly over the services
- I don't think this is necessary
- Not enough doctors to cover
- Illnesses do not work to a time label
- Only for urgent problems, covered by 111 service
- It can be a limited capacity facility, which people only use if they cannot wait until normal practice hours
- Some extension of hours may be benefit people who work during the day
- We are retired so can get to a surgery on weekdays. Working people may need evenings & weekend appointments
- Good to know somewhere is going to assist, especially with a burdening elderly population

11. Would you want your practice to be open every evening and weekend?

Yes Absolutely	Yes, but	Maybe	No, but	No
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1	7	5	5	4
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Please tell us why:

- Only if there are enough doctors to cope with extra hours
- Not to the detriment of normal opening hours and as long as we have the doctors to cope
- When the NHS is in such financial difficulties, and the government will not fund it properly, it is not the right priority
- Some evenings + Saturday morning for urgent needs
- Illness is not restricted to 8-6 weekdays, but for non-urgent cases we don't need the cost of immediate access
- Maybe 3 late evenings a week?
- Could take pressure off A&E and speed up availability of appointments
- Evenings would be useful for working patients
- Only if other practices were open and convenient
- Only if resources are sufficient
- If possible, given staff availability

12. 'GP Hub' means you may be able to see a GP outside 'normal' surgery opening times at evenings or weekends, but it might be at another local Surgery such as Market Street Surgery or St Katherine's in Ledbury, Colwall Surgery, Cradley Surgery or Nunwell Surgery in Bromyard. Do you think this is a good idea?

Yes Absolutely 12	Yes, but 5	Maybe 8	No, but	No 1
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Please tell us why:

- If GPs can cope with this, it could lessen unnecessary hospital visits
- This may keep the public from going to hospital when a doctor could solve the problem
- If uses resources efficiently
- Transport by bus/train is limited to these other areas
- Need clear, accurate and up to date information about what is open and when. And not just on the web!
- Would be great if it was always colwall but that's not practical so hub seems a sensible alternative
- Only as an emergency service
- A GP hub would take pressure off A&E but must not compromise access to personal GP and available transport facilities need to be addressed
- As long as this would not reduce the current access to regular GPs
- I would be happy to wait for an appointment at my local surgery. Diluting available effort is counter-productive
- If sick, can't travel
- Transport could be a problem
- It would provide a service at less cost than opening every surgery
- How would I get there?
- This only works if people have transport means

13. Would you be happy to see a GP at another practice who could access your personal electronic healthcare record from your practice (with your permission), e.g. if you saw a GP in Ledbury or Bromyard but were registered at Cradley?

Yes Absolutely 16	Yes, but 3	Maybe 4	No, but	No
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Please tell us why:

- If records are secure this should not be a problem
- As long as details are secure
- The GP will be more effective with the records
- We need to know what happens to the information, who has access, and for how long. (Will there be a data disposal policy?)

- Useful for emergencies but it could be easier to access Malvern or Worcester hospital
- I have no difficulty with my medical records being available to the rest of the NHS
- I don't trust technology. But so long as It works, then why not. It seems to make sense

14. Please tell us what you would like

14a. Would you want your surgery open on Saturdays?	Yes, all day 3	Yes, AM only 13	Yes, PM only	No 7
14b. Would you want your surgery open on Sundays?	Yes, all day 1	Yes, AM only 3	Yes, PM only 2	No 16
14c. Would you want the 'hub' open on Saturdays?	Yes, all day 14	Yes, AM only 4	Yes, PM only	No 4
14d. Would you want the 'hub' open on Sundays?	Yes, all day 13	Yes, AM only 2	Yes, PM only 1	No 6
14e. OR, Keep it as it is at the moment?	Yes 4	No 12	Other (please state):	

15. If you saw your own GP outside 'normal' practice opening times at evenings or weekends, would you be happy to see another GP during 'normal' hours in the week?

Yes Absolutely 12	Yes, but 3	Maybe 4	No, but	No 4
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Please tell us why:

- If you expect 7 day opening you can't expect to see your own GP on all of those days. Access to records is necessary
- Proper access to my medical records but kept confidential
- As long as there is a link in what the GPs can do
- All the GPs are very competent
- With access to medical records, I don't see a problem
- Depends on reason for consultation
- It would depend on the situation
- I wish to ensure continuity in my treatment with a doctor I know and trust
- Would not like to lose access to a GP who knows my medical history
- I do not wish or expect them to loose time to relax and unwind
- Excellent Doctors at Colwall
- You can't expect any doctor to work 24/7
- Continuity means a lot to me
- Depends how important first-hand knowledge of my medical history is

16. Do you have any other comments or views?

- If a GP is available 7 days a week, patients may feel more confident their problem will be dealt with, without having to choose a certain day to see their GP
- The GPs must be able to liaise with the other GPs to ensure a patient is treated correctly and continue normal treatment as per original diagnosis
- Could the GP hub extend into Worcestershire
- Obviously there is a cost involved and that should be considered
- Service at Colwall surgery has always been excellent
- The doctors phone back after hours is helpful
- On the few occasions when I've needed help, I have always been very satisfied with the current system
- My priority re access to GP's would be to get an immediate appointment if the situation was potentially very serious

e.g. if I found a breast lump

- Increasing elderly population requires available assistance beyond normal availability

Equality Monitoring Form (optional)

By completing this equality monitoring section you will help us ensure that we get feedback from all the different communities in our area. Filling in this section is optional. Any information is kept in strict confidence and will not be shared outside the NHS.

a. Are you?					
Male 12			Female 11		
b. Do you have a long standing illness or disability?					
Yes (please state) 4			No 19		
c. How old are you?					
0 – 15 years	16 – 24 years	25 – 34 years	35 – 48 years	49 – 65 years 6	Over 65 years 17
d. What ethnic group do you belong to?					
British or mixed British 22	Black or Black British	Asian or Asian British	Chinese	Irish 1	
Other white background	Other mixed Background	Mixed	Other ethnic group	I do not want to answer	
e. Which of the following describes you best?					
Employed 5	Unemployed	At School or in full time education	Unable to work due to long term illness	Caring for family / home	Retired 18
Other (please state)					
f. Sexual Orientation					
Heterosexual 22	Gay 1	Bisexual	Lesbian	Transgender	Other
g. Relationship Status					
Married 20	Cohabiting	Single 2	Civil Partnership	Divorced 1	Other
h. Disability					
Physical Impairment 2	Learning Disability	Sensory Impairment 1	Long standing illness/condition 3	Mental Health condition 1	Other - Married
i. Religion					
Buddhist	Christian 17	Hindu	Jewish	Muslim	Sikh
No religion 6	Other (please state)				