

healthwatch
Wakefield

Young
healthwatch
Wakefield



**Young People's GP Access
Report 2015**

Contents

Headline results	3
Introduction	4
Engagement process	4
Overall findings and recommendations	4
Other ideas from young people	6
How the findings will be used and next steps	6
Survey Results	7
Appendices	14
Appendix 1	
Context	
Local background information	
Appendix 2	16
Main findings from the responses to the Report	
Appendix 3	17
Responses from NHS Wakefield Clinical Commissioning Group and local GPs	

This report and information in it can be used or reproduced however please ensure the information used is credited to Healthwatch Wakefield.

Headlines

1,531 responses in total

84% of respondents were 11-16 years old • 16% were 17-24 years old

Over half had visited their GP in the last six months



46% got through to their doctor by phone always or most of the time



33% said it was easy or fairly easy to get a same day appointment

71% prefer booking their appointments by phone



60% said they had a good experience at the doctors



27% said it was sometimes good and sometimes bad



22% made their own appointments, mostly the older age group



50% said they could book an appointment at a time that suited them

7% did not feel involved and 38% said they sometimes were involved
30% did not know they could be seen without a parent or carer present



47% said they were involved in the decision about their care



42% knew how they could make a complaint if they wanted to

Introduction

Healthwatch Wakefield was established under The Health and Social Care Act 2012 and commenced in April 2013. It provides an opportunity for local people to have a stronger voice to influence and challenge how health and social care services are provided.

Young Healthwatch in particular gives a voice to children and young people. It is open to those aged 8-18 years, and up to 25 years for those who are vulnerable and those with disabilities. It gives these individuals an opportunity to identify issues and gaps in services and to help shape and develop services.

Engagement process

Young Healthwatch relies on feedback received from the public to help inform further investigation. From July we have had substantial feedback from young adults regarding access to GPs, for example the availability of appointments and making contact with practices.

In response Young Healthwatch designed and developed a questionnaire in order to determine the views of a wider cohort of young adults. The results from the questionnaire will help inform recommendations, which will aim to improve the commissioning, delivery and/or monitoring of GP services.

The survey was generated and distributed by young adults between February and March 2015 via Young Healthwatch contacts, voluntary sector organisations, youth clubs, schools and Wakefield College. By 31st March a total of 1,531 questionnaires were completed and returned and entered on the system by the 13th May 2015.

Overall findings and recommendations

There were 1,531 surveys completed in total, of which 84% were 11-16 years old and 16% were 17-24 years old.

Over half had visited their GP in the last six months, with 688 of those aged 11-16 years.

Nearly 50% of respondents came from the two most deprived quintiles of Wakefield.

White Rose Surgery and Outwood Surgery had the highest number of respondents due to Outwood Grange academy and Minsthorpe Community College taking part.

On the whole young people reported that they are treated well. The barriers reported are similar to adult experiences around access.

46% got through to their doctor by phone always or most of the time and 33% said it was easy or fairly easy to get a same day appointment. 50% said they could book an appointment at a time that suited them.

60% said they had a good experience at the doctors; 27% said it was sometimes good and sometimes bad.

22% made their own appointments, mostly the older age group; however 30% of all respondents were not aware that they could be seen without a parent. 91 respondents aged 17-24 said they did not usually make their own appointment and this was done by a parent or carer. Six of these respondents were not aware that they could book appointments independently.

When asked how they would like to make appointments, the majority, 71%, said by phone, then online, then in person and then by text messaging.

47% said they felt the doctor or nurse involved them in decisions about their care, however 7% did not feel involved in decisions about their care and 38% said sometimes they felt involved.

42% knew how they could make a complaint if they wanted to.

Healthwatch Wakefield makes the following recommendations for GP practices:

1. Offer flexibility in the appointment system and try to ensure sufficient same day and advance appointments are available before and after school.
2. Ensure that online booking is made available and advertised to patients through posters, leaflets, on websites, and made prominent.
3. Ensure young people have ways to engage with the Patient Reference Groups (PRG) and ensure representation of young adults on the PRG. Encourage the PRG to be involved in all discussions about improvements to the appointment systems, access to age appropriate information and so on.
4. Encourage a friendly approach by frontline staff as this has a significant impact on the experience of young adults.
5. More information should be made available about the complaints process.
6. Provide enough phone lines for patients to get through within a reasonable waiting time and ensure there is enough reception staff available to book appointments where possible.

Healthwatch Wakefield would also like to make the following recommendations to Wakefield Clinical Commissioning Group:

1. Monitor and ensure any inconsistencies in accessibility and service provision between practices are minimised.
2. Many young adults still attend A&E when it would be more appropriate to see their GP. We are aware that Mid Yorkshire Hospitals NHS Trust now has a 24 hour children's A&E department to help cope with the demand on this service. We would recommend the commissioning of some GP hours in the A&E departments at Pinderfields and Pontefract Hospitals, which can either be booked or accessed through a drop in service for young adults.

Based on other sources of information gathered while undertaking the study we would also like NHS Wakefield CCG to consider the following:

- If young adults are not comfortable discussing personal issues and issues around their mental and sexual health with their GP where can they currently go for information, advice and support?

Other ideas from young people

Additionally, young people were consulted on the draft report of these findings. Sessions were run with five members of the Youth Parliament and eight members of Fruitbowl.

They had the following observations to make and ideas to put forward.

Young people use parents to make appointment rather than do themselves as they don't like the challenge once they contact practice. Young people find this off putting and worry about what questions will be asked and what they will have to say.

If appointments can be made online it would be helpful if this is explained on the recorded message when you ring the practice.

When booking online appointments this should also be an easy process and should only request minimal information like on the phone, giving name and date of birth. It was felt that young people might be more willing to say what's wrong with them when booking the on line.

There should be more telephone lines available as this is the preferred methods.

These young people said they would like more bookable appointments with their preferred GP and also more appointment slots available around school and college finishing times.

These young people felt that the number of people who get through on the phone should be higher. They felt that this was due to the time young people were ringing, that is not peak demand time. However, if people are told they have to ring at 8am then this would make it more difficult.

The telephone number should be a local code landline number as young people use mobile phones, and charges (if any) are applied for calls to the practice they should be displayed.

Young boys also commented that reception staff are mainly female and they do find that sometime this is embarrassing when talking to the receptionist.

They all said they find the questions they get asked by the receptionist are too personal.

These young people said they like the continuity of seeing same GP and feel it is hard going through their history each time see a new GP.

They also felt that professionals from GP and reception staff should gain skills on using young people appropriate language.

They thought there should be posters and/or other information available in schools and colleges about what services local GP practices offer and how to contact them.

Also that in Personal Health and Social Education (PSHE) lessons in schools they should learn about children and young people's rights.

How the findings will be used and next steps

This report and recommendations will be sent to:

NHS Wakefield Clinical Commissioning Group

Each GP Practice Manager

GP Network Managers

Local Medical Committee

Overview and Scrutiny Committees for children and young people and health and social care

Healthwatch England

NHS England

We will make public any responses from providers and commissioners and ensure that young people in particular are informed of any outcomes.

If commissioners or providers want help in any way, for example engaging with young people or involving them in coproduction or reality checks, please get in touch.

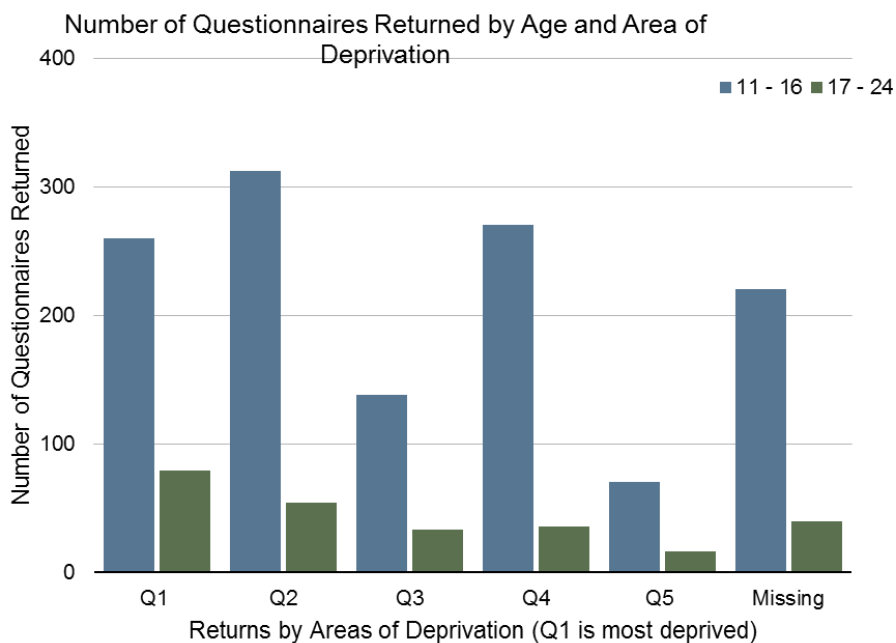
Survey Results

Q1 - What is your postcode?

Postcode	Number	%
WF1 - Wakefield Central & Wakefield Rural	317	20
WF2 - Wakefield North -Central & Rural	334	21
WF3 - Wakefield North West	160	10
WF4 - Normanton and Featherstone	57	3
WF5 - Wakefield North West	12	1
WF6 - Normanton and Featherstone	19	1
WF7 - South East	23	1
WF8 - Pontefract and Knottingley	30	2
WF9 - South East	220	14
WF10 - Castleford	28	2
WF11 - Pontefract and Knottingley	37	2
WF12 - Wakefield Rural	7	1
WF13 - Kirklees	2	1
WF14 - Kirklees	2	1
WF15 - Kirklees	2	1
WF16 - Kirklees	1	1
WF17 - Kirklees	11	1
Postcode Missing	269	17
Total	1,531	100%

Quintiles: 1 is the most deprived, 5 the least

	Number	%
Quintile 1	339	22
Quintile 2	366	24
Quintile 3	171	11
Quintile 4	306	20
Quintile 5	86	6
Missing	263	17
Total	1531	100%



Question 2 - What is your age?

Of the 1,531 respondents, 3 (2%) were aged between 0-10years, 1,270 (82%) were aged between 11-16 years, and 258 (16%) were aged 17-24years.

Question 3 -What is the name of your doctor's surgery or your doctor's name?

	Number	%
Church View Surgery	23	1.5
Stanley Surgery	65	4
White Rose Surgery	130	8
Outwood Surgery	167	11
Homestead Surgery	23	1.5
Warrengate Surgery	20	1
New Southgate Surgery	54	3
Lupset	28	2
Others	1049	68
Total	482	100%

Question 4 - When did you last visit your doctor's surgery?

	11-16	17-24	Number	%
Within the last 6 months	688	154	842	55
6-12 months	307	51	358	23.5
12 months +	236	46	282	18.5
Missing			49	3
Total			1531	100%

Question 5 - Do you normally make your own appointment to see someone at your doctors?

	11-16	17-24	Number	%
Yes	172	160	332	22
No	1073	91	1164	78
Missing			35	2
Total			1531	100%

Question 6 - If you answered 'No' can you tell us why you didn't make your own appointment?

Of the respondents, 1,123 completed this question and 386 skipped the questions although they had answered no.

The table below summarises the comments:

	11-16	17-24	Number	%
I didn't know I could	44	6	50	3
I wasn't allowed to by the doctor	4	0	4	0.3
My parent/carer does it for me	1003	77	1080	71
I couldn't get through to doctor	9	1	10	1
Missing	213	174	387	25
Total			1531	100 %

Comments

20 comments were made for this question, 2 of which stated they had nothing to add.

18 respondents made the following comments:

- *Last time I went was years ago, they'd let a 10 year old make an appointment (No surgery given)*
- *Sometimes I do (Outwood Medical centre)*
- *Haven't got the number (No surgery given)*
- *I did not think I needed to (No surgery given)*
- *Parents (No surgery given)*
- *Only recently started doing it (Church View Health Centre)*
- *Was not old enough to ask for an appointment (Outwood Medical Centre)*
- *Don't go (No surgery given)*
- *Never have anything wrong with me (No surgery given)*
- *Didn't need to (No surgery given)*
- *Confidence (No surgery given)*
- *I thought my mum and dad had to do it for me (White Rose Surgery)*
- *I have not been for years (No surgery given)*
- *Didn't want to (Lupset Medical Centre)*
- *Walk in centre (King St)*
- *Not needed to except for pills (Church St)*
- *Don't like talking on phone (Outwood Medical Centre)*

Question 7 - When you have phoned your doctors, could you get through?

	11-16	17-24	Number	%
Always	146	18	164	11
Most of the time	499	38	537	35
Rarely	80	14	94	6
Never	22	5	27	2
I can't remember or I don't know	281	16	297	19
Missing	242	167	412	27
Total			1531	100%

Question 8 - Are you able to book an appointment at a time that suits you?

	11-16	17-24	Number	%
Yes	706	58	764	50
No	224	29	253	17
Missing	340	171	514	33
Total			1531	100%

Comments

235 comments were made for this question, 45 of which stated they had nothing to add.

- 88 respondents stated that sometime/most of the time they were able to book at a time that suits them
- *Sometime during school, which I can't do (Homestead)*
- *Most are in school time or many weeks ahead (Outwood Medical Centre)*
- *Never any left which isn't fair (The Grange)*

- 85 respondents informed us that they could book but had to usually wait
 - Always a waiting list (New Southgate Surgery)
 - The receptionist chooses a suitable time that is free (Homestead)
 - Although once I had to take the day off school, and most of the time it clashes with after school clubs (Stanley Surgery)
 - Takes a month until the appointment (Outwood)
 - Told me to wait 3 weeks before I can go, when I would like to go ASAP (Outwood)
 - Had to wait 2 and half weeks (Kings Medical Centre)
- 16 respondents informed us that appointment were made by a parent or carer

Of the 16 respondents 10 didn't know the name of the practice they were registered at.

1 respondent informed us that they didn't know the practice number (No surgery given)

Question 9 - If you want to see a doctor/nurse urgently, how easy is it to get an appointment on the same day?

	11-16	17-24	Number	%
Very Easy	75	5	80	6
Fairly easy	385	26	411	27
Not very easy	225	27	252	16
Not at all easy	93	15	108	7
Don't know	273	15	288	19
Missing	219	170	392	25
Total			1531	100%

Question 10 - How would you prefer to make your appointments?

Of the 1,531 respondents, 1,538 selections were made regarding their preferred method. (Could answer more than one therefore total is more than number of respondents)

	11-16	17-24	Number	%
By phone	913	180	1093	71.0
In Person	113	34	147	10
Online	114	41	155	11
Text	83	27	110	7
Email	19	14	33	1
Total			1538	100%

Comments:

16 comments were made for this question, 6 of which stated they had nothing to add.

4 respondents stated that they did not know

4 respondents stated that their mum made their appointment

2 respondents stated that they wanted to make the appointment by phone but for a quicker answer (White Rose Surgery)

Question 11 - Have you had good and/or bad experiences with the doctor's reception service?

	11-16	17-24	Number	%
Good	773	137	910	60
Bad	45	22	67	4
Both	336	80	416	27
Missing	116	19	138	9
Total			1531	100%

Comments

332 comments were made for this question.

The main themes derived from the comments are as follows:

- 287 respondents had good, bad, or both good and bad experiences

Positive comments

- *Friendly service, make patients feel important (Outwood)*
- *Always listen to me and gives me what's best for me (Grove Surgery)*
- *They listen to what I say (Outwood)*
- *They are so nice (Warrengate)*
- *They always treat me with the least possible pain (Homestead)*
- *Friendly receptionist (Stanley)*

Negative comments

- *Misunderstanding of autism (Riverside Medical Centre)*
- *Telling me to ring at 8 in the morning, then put me on hold for 20 mins then say there are no available appointments (Tieve Tara Surgery)*
- *Some doctors are useless (Lupset)*
- *Sometimes when arriving for an appointment it takes a long while to go in (White Rose Surgery)*
- *They don't always understand your problem (New Southgate Surgery)*
- *They are sometimes not sure about what I am asking (Warrengate)*
- *Can't get an appointment if you really need them sometimes (Lupset Medical Centre)*
- *Most doctors I've had have been very rude (King St)*
- *Made me feel like I was making up my problems and I felt like he didn't take what I was saying seriously (Homestead)*

Both positive and negative comments

- 17 respondents said they were happy and unhappy with staff at the reception service, so they had had both positive and negative experiences.
 - *Been told no appointments that day and when phoned again someone else gave me an appointment for that day (College Lane Surgery, Ackworth)*
 - *They always get you to explain what is wrong with you and then tell you that you don't need to see a doctor (Ryecroft Primary Care Centre)*
 - *Gives medication then sends me away, but a different doctor is nice and tries to make as much effort as possible (White Rose Surgery)*
 - *Just felt uncomfortable sometimes (Outwood Medical Centre)*
 - *Sometimes difficult to make an appointment early in the morning (Maybush Medical Centre)*
 - *Good when I feel better but sometime its scary (Outwood Medical Centre)*
- 27 respondents had nothing to add.

Question 12 - Do you feel that the doctor/nurse involves you in decisions about your care?

	11-16	17-24	Number	%
Yes	586	137	724	47
Sometimes	490	84	574	38
No	88	14	102	7
Missing	106	23	131	8
Total			1531	100%

Question 13 - Are you aware that you can be seen without your parent/carer?

	11-16	17-24	Number	%
Yes	728	214	942	62
No	446	16	462	30
Missing	96	28	127	8
Total			1531	100%

Question 14 - Would you know how to make a complaint if you were not happy about your experience at your doctor's surgery?

	11-16	17-24	Number	%
Yes	510	128	638	42
No	599	108	707	46
Missing	161	22	186	12
Total			1531	100%

Question 15 - If there is anything else you would like to tell us about your experience at your doctor's surgery

157 comments were made for this question (33 of which stated they had nothing to add)

The main themes to come out from the comments are as follows:

- 40 respondents were unhappy with the service or treatment they received
 - *I feel that the doctor's surgery is very poor, as when you're poorly you can't make an appointment on the day (Homestead)*
 - *Useless, they never help with the problem (no surgery given)*
 - *I would like to be able to get appointment on the same day, pay more attention to the patients (White Rose)*
- 31 respondents were positive about the experience, often stating that there was a friendly/helpful service
 - *The doctors always make sure I understand about what medication I need (Alverthorpe)*

Always very inclusive and very helpful. (Queen Street)

- 13 were unhappy with the length of time they had to wait, both to get an appointment and in the surgery.
 - *When I want an appointment straight away or on that day there isn't none, and you have to wait ages (White Rose)*

- 13 respondents claimed they could not get through to get an appointment or could not get an appointment once through.
- You ring loads and they don't answer. Once 99 times and still no answer. (No surgery given)
- 3 of the young people said they could not see the doctor they wanted
- I would much prefer if it was made easier to choose a specific doctor that you have requested to see. (No surgery given)

Question 16 - Would you recommend this service to your family and friends?

	11-16	17-24	Number of respondents	%
No	168	37	205	13
Yes	982	192	1174	77
Missing			152	10
			1531	100%

Appendices 1

Context

From 'Patient Online - support and resources' NHS England:

The General Medical Services (GMS) and Personal Medical Services (PMS) contracts (2014/15) include the requirement for general practices to offer and promote to patients: online appointment booking, online ordering of repeat prescriptions and, by 31 March 2015, online access to summary information as a minimum in their patient record.

<http://www.england.nhs.uk/wp-content/uploads/2014/10/npo-guidance-291014.pdf>

The NHS Constitution states that “you have the right to express a preference for using a particular doctor within your GP practice and for the practice to try to comply”.

<http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Documents/2013/the-nhs-constitution-for-england-2013.pdf>

In July 2011 the Royal college of General Practitioners stated, “a good practice has a flexible and efficient appointment booking system”.

http://www.gowerplacepractice.nhs.uk/help/rcgp_ityp_full_booklet_web_version.pdf

The National Children's Bureau states that:

“Children aged under 16 are excluded from national health surveys exploring NHS users' satisfaction and the main survey of this kind on GP services only extends to those over the age of 18”.

“Many children and young people have poor experiences of using GP services. Increases and unexplained variations in A & E attendance rates appear to be linked to conditions amenable to primary care”.

http://ncb.org.uk/media/972611/130603_ncb_opening_the_door_gp_finalweb2.pdf

Local background information

NHS Wakefield Clinical Commissioning Group (CCG) covers 40 GP practices and has a registered population of 354,096 patients in the Wakefield area.

Twelve out of the 21 wards in our area are in the 25% most deprived areas in the UK, with a life expectancy below the national average. Furthermore there are above average levels of teenage pregnancy.

The CCG is committed to commissioning quality services that will improve local patients' experiences of care and their health outcomes.

CCG priorities are:

- Care to address all of a person's needs, delivered by people with a combination of skills working as one team
- Better access to GPs and services in the community - including longer opening hours
- High quality urgent and emergency care - local services for routine care and specialist services for very serious illnesses or injuries
- Better organised planned care - including outpatient appointments and surgery
- Maternity care
- Mental health and wellbeing
- Specialist services for stroke, cancer, children and young people.

They say: 'Networks are key to our membership model, providing a foundation of effective relationships. There are seven networks across the district, and they are a great example of the

partnership working, with all our practices actively working together in their local network to support each other in achieving better health outcomes for patients.’

Networks provide a forum where all practices can take ownership, contribute to and shape the network and Wakefield wide commissioning agendas ensuring appropriate consistency, shared learning and innovation. They believe that it is vital to maintain a strong and purposeful emphasis on enhancing general practice capacity and capability. Understanding referral and prescribing patterns and decisions and sharing best practice in and across primary care are crucial to the success of the CCG.

Wakefield GP member practices:

Almshouse Surgery, Wakefield
Alverthorpe Surgery, Wakefield
Ashgrove Medical Centre, Knottingley
Castleford Medical Practice
Chapelthorpe Medical Centre, Wakefield
Church St Surgery, Ossett Health Village
College Lane Surgery, Ackworth
Crofton & Sharlston Medical Practice
Eastmoor Health Centre, Wakefield
Ferrybridge Medical Centre
Friarwood Surgery, Pontefract
Grove Surgery, Wakefield
Henry Moore Clinic, Castleford
Homestead Medical Centre, Wakefield
King Street Health Centre, Wakefield
King’s Medical Practice, Normanton
Drs Diggle & Phillips, Church View Health Centre, South Kirkby
Lupset Health Centre, Wakefield
Maybush Medical Centre, Wakefield
Middlestown Medical Centre, Wakefield
New Southgate, Wakefield
Newland Lane Surgery, Normanton
Northgate Surgery, Pontefract
Orchard Croft Medical Centre, Horbury
Outwood Park Medical Centre, Wakefield
Park View Surgery, Normanton
Patience Lane Surgery, Altofts
Elizabeth Court Surgery, Castleford
Prospect Surgery, Ossett
Queen Street Surgery, Normanton
Riverside Medical Centre, Castleford
St Thomas Road Surgery, Featherstone
Stanley Health Centre, Wakefield
Station Lane Medical Centre, Featherstone
Dr Chandy & Partners, Church View Health Centre, South Kirkby
Stuart Road Surgery, Pontefract
The Grange Surgery, Hemsworth
Tieve Tara Medical Centre, Castleford
Warrenate Medical Centre, Wakefield
White Rose Surgery, South Elmsall

Appendices 2

Key findings from GP responses

- All surgeries are trying to offer access to appointments by providing a mix of pre-bookable, online appointments and on the day appointments through a variety of methods. It was noted that Crofton and Sharlston Medical Practice have a new mobile app which patients can download via their website giving access to online appointments.
- The majority of GP practices are offering extended hours, which works well for young people, students, workers, young families, carers etc.
- College Lane Surgery run a Teenage Clinic 4.45-5.45pm (Parent/carer free) for age 10-24. Appointments are available to see a GP or Nurse. This is held in a separate area to provide a confidential atmosphere from which other visitors are excluded. Over the two years that this has been in operation the number of young people accessing this clinic has nearly doubled.
- Church View Health Centre houses the Options Sexual Health Clinic on a Thursday 2-5.30pm, where young patients can attend.
- A number of practices have employed apprentices and have found that young staff bring a positive atmosphere to the staff team and for patients.
- The majority of GP practices promote their services on websites, noticeboards, posters, local monthly magazines and leaflets at surgery location.

Ongoing commitment

- Almost all practices stated they would like help with getting young people's voices heard in PPG groups. Methods they had tried were youth clubs, school advertising, student councils, text messages and one practice sent letters to their patients. Friarwood Surgery has 5 virtual PPG members under 20 years.
- All GP practices have asked for help getting into schools and also looking at volunteer roles.
- Church Street Surgery are interested in young people developing some specific leaflet/posters to target young people to make them aware of the services that they offer and how they can access them. They had also looked at setting up a drop in session for young people, outreach services in school, and training sessions/workshops specifically for young people but stated that they really need to know what their needs are before doing this.
- Crofton and Sharlston Medical Practice are having young inspectors in to look at the Practice.
- Patience Lane Surgery currently does not currently offer online services to people under 16.
- More advice and guidance could be made available and uniform through the district.

Appendices 3

YOUNG PEOPLE'S GP ACCESS SURVEY REPORT - NHS Wakefield Clinical Commissioning Group Response

Jo Webster, Chief Executive, NHS Wakefield Clinical Commissioning Group: 20 August 2015

Many thanks for sharing with NHS Wakefield CCG the results from the recent survey of young people about access to GPs.

In response to your recommendations for the CCG I can confirm the following:

1. Monitor and ensure any inconsistencies in accessibility and service provision between practices are minimised.

As you will be aware from 1 April 2015 the CCG took an increased role in the commissioning of GP practice services taking full delegated responsibility from NHS England. We see GP practices as a crucial element in developing the local health and social care system. This puts us in an ideal position to work with practices to reduce inconsistencies in access and service provision.

In Wakefield district 34 of our 40 practices have a locally agreed Personal Medical Services (PMS) contract. These contracts are currently being reviewed by the CCG, for renewal from 1 April 2016. In negotiation with practices a number of requirements within the contract are being developed - one will focus on Access.

In light of the survey results we would welcome a suggestion from Young Healthwatch about one requirement relating to young people's access we could include in the revised contract.

2. Many young adults still attend A&E when it would be more appropriate to see their GP. We are aware that Mid Yorkshire Hospitals NHS Trust now has a 24 hour children's A&E department to help cope with the demand on this service. We would recommend the commissioning of some GP hours in the A&E departments at Pinderfields and Pontefract Hospitals, which can either be booked or accessed through a drop in service for young adults.

We are currently looking to improve urgent care (healthcare that is needed urgently which is not serious enough to require A&E) services within the Emergency Department of local hospitals or at GP practices. As you will be aware, last week we launched an engagement exercise into improving access to primary health care and urgent care in Wakefield District. One of the reasons for doing this, as the results of your survey indicate, is because people tell us they can't always get a GP appointment when they want one, and many people do not know what the alternatives are. The outcome of this engagement will assist us in designing how these services can be accessed. Attached is a leaflet about our aims and questionnaire for people to complete. The online version can be accessed via <https://secure.crtviewpoint.com/Online/Survey/676f84df-dad7-4d30-9821-36193b72d755>

We would be grateful if you could share this with Young Healthwatch members.

3. If young adults are not comfortable discussing personal issues and issues around their mental and sexual health with their GP where can they currently go for information, advice and support?

Health services for young adults with low level mental health issues have been identified as a gap by the CCG. The new Future in Mind programme will be addressing this gap, ensuring there are services appropriate for and available to young people. However, we didn't want to wait until the end of this programme to provide a service, so in the meantime the CCG and local

Authority have agreed to jointly commission an online counselling service for 11-25 year olds called Kooth. Kooth offers a free, confidential, safe and anonymous way to ask for help.

Colleagues at Spectrum have confirmed the following in relation to discussing personal issues in relation to sexual health. Contraception and Sexual Health (CASH) Clinics offer Youth Advice sessions. Information about these sessions can be accessed at <http://www.wfact.co.uk/where-to-go/cash-clinics/> Young adults can also access private and confidential advice at <http://www.wfact.co.uk/where-to-go/advice-counselling-and-more/>

From 2 November sexual health services at Margaret St in Wakefield will be moving to King Street and there will be a one stop shop for testing, treatment and contraception. All the CASH clinics around Wakefield will continue to operate as they do now.

In addition to the above there is a further piece of work being undertaken within the CCG focusing on young people's access to primary care which I would like to highlight.

As you may know we have seven GP clinical networks covering different locations across Wakefield District. Each network has chosen a health improvement priority to work on over the next 2 years. Network 7 (which covers Featherstone, Normanton, Crofton and Sharlston) are focusing on addressing unhealthy risk taking behaviour among younger people with a focus on drug use, teenage pregnancy and underage drinking. A survey has been distributed to young people living in these areas about the barriers young people face in accessing services at GP practices. This has included working with two high schools in the Network area - Crofton and St Wilfred's High Schools. 281 completed surveys have been received to date.

The network has also secured funding for the young inspectors from the Youth Association to 'inspect' the network's GP practices with a view to them becoming accredited ('Youth Approved').

Yours sincerely

Jo Webster
Chief Officer

Jo Webster, Chief Executive, NHS Wakefield Clinical Commissioning Group: 30 October 2015

Thank you for your letter of 12 October 2015 and the enclosed information on the Young People's GP Access Report.

It was interesting to see the views of young people and it was helpful to receive your recommendations for GP Practices.

I have shared the report with my team and with colleagues across the CCCGT, and we really value the input and challenge this provides.

I will speak with our clinical team about the key recommendation you make about discrete appointment slots for children and young people, and I have asked colleagues to pick this recommendation up and explore further how this could be implemented.

We will of course keep you updated with progress, and welcome your continued support and guidance around improving services for people in Wakefield.

Yours sincerely

Jo Webster
Chief Officer

YOUNG PEOPLE'S GP ACCESS SURVEY REPORT - GP RESPONSES

Almshouse Surgery & Sandal Castle Medical Centre

We have no feedback from our PRG about this document. Some points made by practice staff were:

1. The Healthwatch Wakefield advice suggests engaging young people with the PRG but we have not found any way of doing this?
2. Would this survey include the Trinity Care model which we now operate? We run an 8-8 service Monday to Friday and 9-3 on weekend which is very well advertised. The results from this survey do not particularly reflect our surgery itself but some of the practices in our Network (5) are mentioned as not being accessible around school hours yet these are part of the Trinity Care so are available until 8pm and weekends?
3. We would also like some help and support in getting into schools as you suggested and of having a young volunteer work with the surgery if this is something you could assist us with.

Alverthorpe Surgery, Wakefield

Thank you for your report on Young Peoples GP Access and follow up letter. Our response is:-

Alverthorpe Surgery is a single handed GP Surgery and whilst there was only one direct reference to the Surgery we would like to report the following:-

Continuity of care is important to us as a practice and patients of all ages appreciate that they see the same doctor for their care and can therefore build a relationship with them.

Alverthorpe Surgery has never had any access problems and have recently begun offering extended hours to its patients to ensure all patients who work, study or cannot make appointments during normal office / college hours are given the opportunity to attend at a later time.

Alverthorpe Surgery has tried to engage its younger population both in the patient group at the surgery and in general discussions during the course of their treatment.

Ashgrove, Knottingley

Castleford Medical Practice, Castleford

“Our practice are keen to engage with younger patients and do offer the opportunity for telephone appointments (both early morning and mid afternoon). The practice also offers on-line booking and the facility for patients to order prescriptions on-line too.

The majority of our teenage patients attend with a parent and/or guardian and we endeavour to facilitate access to either a GP or Nurse Practitioner”.

Chapelthorpe, Sandal

Church Street Surgery, Ossett

Church Street Surgery is passionate about providing appropriate services and communicating effectively with young people. We have tried numerous times to gain access to young people through local youth groups and schools so that we can respond to the needs of young people better; ideally we would like them to become members of the Patient Participation Group and have sent letters to the school and text messages / letters to young people asking them if they would like to get involved. Unfortunately we not had any responses as yet though we continue to try and work towards this. We are particularly interested in developing some specific leaflets / posters to target young people to make them aware of the services that we offer and how to access them. We have looked at setting up drop in sessions for young people, outreach services in school, and training sessions / workshops specifically for young people but really need to know what their needs are before doing this. In addition, we have being working on improving confidentiality through addressing issues such as parents / guardians having access to medical information and appointments etc and would value the input of young people in ensuring that this meets their needs.

Church Street Surgery has all on the day access so we would hope that no-one has any difficulties accessing an appropriate clinician. In addition, through our work with West Wakefield Health and Wellbeing, we have a pharmacy and physio first scheme so patients can access advice from a range of service providers. We have also developed a directory of services that is available from our website and in the surgery. Our online appointments are currently disabled as we are changing the rota's to provide a wider range of appointments at different times including through lunchtime and later on an afternoon, however, this will soon be enabled again. Our staff team have received training and know that young people can access appointments without a parent or guardian present. We are keen to break down any barriers that young people may encounter in accessing health services. If any young person who is registered at Church Street Surgery would like to have an input in addressing these issues, please do get in touch to discuss how we can work together.

If you need any further information please do not hesitate to contact me.

College Lane Surgery, Pontefract

On behalf of the partners I would like to acknowledge receipt of your GP access survey and thank the team for their hard work on reaching out to our patients. It has been very helpful to review your feedback.

College Lane Surgery has a population of 9,157 registered patients, the representative cohort of patients assessed in your report are as follows: (Registered at 12/8/15).

Age	Number of patient's	% population
11-16	1666	18.0%
17-24	691	7.5%
Total	2357	25.7%

May I take this opportunity to respond to the survey's findings.

Access to Appointments

GP appointments can be booked in the following ways which we hope will give patients more choice and 24/7 access on-line.

- Telephone
- On-line
- At the surgery

We offer a range of appointment times and provide a mix of pre-bookable, on-line appointments and on the day appointments. The balance of each we believe offers choice and availability to all our patients.

Extended hours

Tuesday 07:00 GP and Nurse Appointments pre-bookable

Saturday 08:00 - 11.30 alternate weeks

Appointments are offered with a Doctor and Nurse and are pre-bookable and popular.

It provides times that meet the needs of those who may be working, studying or need to access a carer or other support to attend.

Teenage Clinic - Parent/carer free Clinic - Age 10-24 years

College Lane Surgery offers a weekly open access clinic to see a Doctor or Nurse on Wednesday afternoons from 4:45pm - 5:45pm and has been running since we became a PMS Contract Practice.

This is strictly a parent-free clinic and the session is held in a separate area to provide a confidential atmosphere from which other visitors are excluded.

Patients register their name at reception and state if they wish to see a Doctor or Nurse. The service has been running for a number of years and we believe offers a unique option to this population at College Lane Surgery.

Below are the last 3 years statistics.

Note: Once a month the service is not available when Target training is running and the practice closes.

Consultations Statistics

Year	Total Consultations	Nurse	GP
2015 to date	80	61	19
2014	124	85	39
2013	102	78	24

On-line Registration

We are encouraging patients to register for on-line access to their medical records, which provides 24/7 access. To date 11% of our patients have taken up this option.

- Repeat Medication Orders
- Booking appointments with a GP
- Viewing their summary record

These options and services are promoted on our website and noticeboards and leaflets in the reception and waiting room areas. Access is assigned only on proof of identify and the user is provided with a username and password, so provides a confidential service. We hope that with the new on-line options this will free up telephone lines and give the patients choice and information.

Patient Participation

The engagement of our patients in this age range is a challenge and we are mindful of trying to gain their participation. We have worked on virtual group membership and email all who have registered with us.

In July 2015, we established a formal group to take Patient Participation forward. However, we did not have any representation from this age group. As part of the Healthwatch report review we will pass your report to then for consideration on how to engage with the younger population as they represent 25% of our registered patients. It may be an opportunity to invite Healthwatch to meet with them.

Friends and Family Feedback

As a result of your survey, we are actively encouraging our teenage clinic attendees to complete the feedback card when they attend which we hope will provide an opportunity to hear their views.

Safeguarding Training

All staff complete their safeguarding training as part of their induction, which focuses on children, adults and vulnerable patients and contributes to staff being aware of needs and how to assist patients.

Confidentiality Training

All staff complete training on confidentiality as part of their induction which addresses the importance of confidentiality and patient safety.

Complaints Process

The complaints process is available on line on our website www.collegelanesurgery.com and all staff are aware of the complaints process and how to assist patients. Copies of the complaints process are available in the practice and notices are also displayed. During staff induction all are made aware of the policy and procedure for handling complaints. Our aim would be to try and assist patients who may raise issues or have complaints in a supportive environment.

Positive and Negative comments

In your report there was one respondent who wrote “been told no appointments that day and when phoned again someone else gave me an appointment for that day” College Lane Surgery
It was good to hear that the patient did get an appointment on the day, in spite of getting a different response on their initial contact.

I believe our receptionists try to assist all patients with their requests. There is a balance between asking questions to assess the need to be seen on the day and to avoid making the patient feel uncomfortable or crossing boundaries in asking for a reason why it could be urgent today or could be booked on another day.

The availability of pre-bookable, same day and urgent appointments is a balance we strive to deliver. We have increased the number of telephone advice appointments with Doctors and nurses to provide an alternative option which is popular. In this instance in the absence of more information it is difficult to comment further.

In conclusion, may I request an electronic copy of the report to add onto our website and share with the members of the patient group for review and with our staff.

If you would like any further information or wish to discuss any element of our feedback please do not hesitate to contact me.

Crofton and Charlston Medical Practice

1. Offer flexibility in the appointment system and try to ensure sufficient same day and advance appointments are available before and after school
Our practice does offer a variety of flexibility when making appointments not just for young people but also working aged patient and those recently retired, the elderly, young mums and young children and people in vulnerable circumstances.

We offer a variety of same day, pre bookables up to 4 or 6 weeks in advance (4 for GPs and 6 for nurses) and flexible appointments, with which reception staff are empowered to change to pre bookable if appropriate.

2. Ensure that online booking is available and advertised to patients through posters, leaflets, websites and made prominent

Our practice offers online booking of appointments via our website which can be found www.croftonandsharlston.co.uk or a new mobile app which can be downloaded. The appointment shows the name of the clinician, along with time of available appointments which can be booked. We advertise this through posters, articles in the local monthly magazines, practice leaflet, on our website, in surgery on the patient information screens at both locations (main and branch and ad hoc newsletters).

3. Ensure young people have ways to engage with the PPG and ensure representation of young adults on the PPG. Encourage the PPG to be involved in all discussions about improvements to the appt systems, access to age appropriate information and so on
Our practice has a positive and proactive PPG and welcomes new members of any group, via similar approaches as in number 2 above.

We also work within a network, made up of 8 practices in total (Crofton, Sharlston, Featherstone and Normanton) and one of our network aims is to become a young friendly practice. In consultation with the CCG, Youth Parliament and Young People groups, local council and police services we have distributed a questionnaire (produced by a youth team) to ask about what's important to them and how they access our services. 5 of the 8 practices within our network are, within the next month, partaking in an inspection of surgery premises by the young inspectors - to feedback on their findings, after inspecting the buildings and interviewing staff.

4. Encourage a friendly approach by frontline staff as this has a slight impact on the experience of young adults
Our practice recognises the importance of friendly staff and encourages this irrespective of age or group. It is not only the young who may have issues and with this in mind our practice approx. 18 months ago worked with the local council in piloting it's Dementia Friendly building assessment and staff received training on how to identify signs of dementia and how to help where required.
5. More information should be made available about the complaints process
Our practice has a robust and pro-active complaints process and procedure. We have posters in the surgeries, information on our website etc informing what to do should anyone have a complaint, comment or praise they would like to be feedback to us.
6. Provide enough phone lines for patients to get through within a reasonable waiting time and ensure there are enough reception staff to book appointments where possible
In an ideal world we would have lines waiting to be used and reception staff waiting to take every call immediately but financially this would not be sustainable. The NHS continues to have financial cutbacks and is going through a difficult time at the moment. We have to work with the resources we have and availability of staff. Our practice endeavours to keep waiting times down to a minimum, but sometimes calls can be more complex and need to be dealt with appropriately. We encourage people to ring through the day for non-urgent things like test results or ringing to order a routine prescription. We also encourage patients to book (or cancel) appointments online via www.croftonandsharlston.co.uk and / or order their repeat prescriptions online via our website or patient access app, which they can use at a convenient time to themselves without having to make a phone call at all.

Eastmoor Health Centre

1. Offer flexibility in the appointment system and try to ensure sufficient same day and advance appointments are available before and after school.
2. Our allocation of appointments is always under review. We are within Network 5 and are part of Trinity Care through which nurse triage is available. This has allowed a greater degree of

flexibility within our appointment system and a 'freeing up' of more same day/urgent appointments as a direct result of the triage.

In addition to this we also have a small number of GP appointments available each day specifically for children if they should encounter difficulty in securing a normal appointment.

However, other than this, because of our diverse practice population it is very difficult to cater specifically to one section of this (i.e. children & young adults) but changes which we put into effect for the population as a whole will hopefully also benefit them.

3. Ensure that online booking is made available and advertised to patients through posters, leaflets, on websites and made prominent

Online booking is available for those patients that have registered to use the service. There are posters promoting this service together with suitable coverage on our website.

4. Ensure young people have ways to engage with the Patient Reference Groups (PRG) and ensure representation of young adults on the PRG. Encourage the PRG to be involved in all discussions about improvements to the appointments systems, access to age appropriate information and so on

In common with a lot of practices we have difficulty in attracting younger people to our PRG. The PRG is aware of this lack and a number of unsuccessful attempts have been made to resolve this. The PRG is involved in discussions around the appointment system and other issues which affect the practice.

5. Encourage a friendly approach by frontline staff as this has a significant impact on the experience of young adults

All staff are aware of the need to be welcoming to all our patients.

6. More information should be made available about the complaints progress

Information is available in the surgery concerning this. As a result of this comment we will be re-considering how this information is displayed/made available.

7. Provide enough telephone lines to get through within a reasonable waiting time and ensure there is enough reception staff available to book appointments where possible

As you will be aware response/waiting times when contacting the surgery by telephone are subject to periods of high demand. It can be difficult to mitigate this with the resources at our disposal however, as previously advised, by using Trinity Care it is hoped that this can be alleviated to some degree.

I have also noted some of the comments made by individuals and would like to give my views on some of these.

'Young boys also commented that reception staff are mainly female and they do find that this is embarrassing when talking to the receptionist'

I am sure you will appreciate that whatever gender the receptionist may be there will always be a measure of embarrassment when a patient of the opposite gender speaks with them. At our practice receptionists simply take the demographic details to book the appointment - they do not ask any specific questions about the reason for the appointment unless these are offered by the patient.

'They also felt the professionals from GP and reception staff should gain skills on using young people appropriate language'

I'm not too sure what is meant by this comment. When seeing young children in most cases the interaction is with their parent. If the child is a teenager or a young adult (and is dealing with the staff member themselves) then surely such interaction would be of benefit to their social development and help them to understand the accepted norms in dealing with others.

Ferrybridge

Friarwood Surgery

Responses to Healthwatch Wakefield GP practice recommendations for Young People GP access:

1. We offer pre-bookable 15 mins appointments between 7-8am for all patients Monday to Friday every week of the year (excluding B/Hs) and a pre bookable late a session between 6.30 and 8pm every Thursday. We also have 4 ring fenced paediatric appointments (Monday-Friday between 5-5.30pm, these are available for same day requests for children 0-11yrs and were a direct response to parents saying they wanted their child seeing after school hours.
2. We have a 24hr automated phone line & on-line capability which enables patients to pre- book up to 50% of our available appointments. Last month 16% of all GP appointments were booked on- line and 13% booked via the 24hr phone line without even speaking to a receptionist. We also have traditional same day appointments available for booking from 8am and we have a telephone triage system which offers patients a call back from an ANP (who can prescribe) if we have no bookable appointments left for the day. The triage nurses have capacity to invite patients to be seen the same day according to clinical need and we have an on call GP who is also available to be booked into by the nurses. We advertise these services via our website, PPG newsletter and leaflets etc. within the surgery.
3. We have a very active PPG who have been meeting regularly for over 4yrs and we have sought to encourage younger patients to join our virtual group if they do not want to attend face to face meetings. We have appealed to the local colleges for support from student councils etc. but have had very little uptake unless they are student s doing work experience with the practice. We do however currently have 5 virtual PPG members under 20yrs old. We do have lots of discussions with PPG members about improving access to appointments and the subject is on next week's July meeting agenda (see website for previous mins of meetings).
4. Our frontline staff are given training in customer care skills and we recently employed an apprentice who has spent a year with us before we offered a full time job. This young man has helped freshen up our attitudes to young people and he has personally received lots of praise from older patients and his peers for his politeness and calm manner.
5. The complaints process is available on our website and on leaflets (which can be filled in) at the front desk for any patient to read, understand and use if deemed necessary. The PM responds to all complaints in a timely manner and looks to resolve complaints quickly verbally in the first instance or by letter if needed.
6. We currently have 12 lines into the surgery which we would like feel is enough to handle the demand of our busy surgery. Obviously at peak times such as 8am patients may have to wait a little longer to get an answer from a receptionist but we feel that the 24hr automated phone line and online booking has reduced the need to phone at peak times and hence the demand on our receptionists.

Grange Surgery, Hemsworth

Grove Surgery, Wakefield

Please see below our practice reply to the above recommendations:

1. Flexibility in the appointment system
We do our utmost to ensure that this is achieved and also have Trinity Care triage service for urgent on the day appointments
2. Online booking available and advertised
Yes we have online booking available/advertised on website and in practice
3. Young people in PRG
Unfortunately while we try to recruit young people for our PRG we seem unable to do so
4. Friendly approach by frontline staff
All staff have comprehensive training and have seen a copy of the above report to highlight the need for this
5. More information about the complaints process
The complaints process is advertised on website and in practice, with copies available on reception
6. Provide enough phone lines
We work constantly with our telecoms provider to improve upon this

Henry Moore Clinic, Castleford

In response to the Young People's GP Access Report 2015 I can confirm that the Practice have looked at the results and discussed in our Practice meeting today.

We have discussed the recommendations and can provide you with the following responses.

1. The surgery opens the doors and has available appointment for 7.15am every morning which is well before school times. We also offer appointments up 5.30pm every day.
2. Online booking has been available to all eligible patients since 2006 and is advertised on our website, all new patient packs and posters in surgery. One member of our PRG attended both sites over two full days and advertised the online access available for booking appointments and order repeat prescriptions.
3. Our PRG has endeavoured to sign up young persons to the group by attending the practice throughout surgery times and informing these young people of the opportunity of joining the group. To date we have not had any new members from persons under the age of 25.
4. Our frontline staff is very friendly and it is an approach encouraged by the practice.
5. The complaints procedure can be found in leaflet form, on the website and posters throughout the building.
6. The practice has recently had two new phone lines installed and has now employed three apprentices on top of the staff quota. However our building is now at full capacity and whilst

we recognised we do need more staff we do not have the room to accommodate them. The practice has recently put in a bid for a new building.

We believe that until the overall problems with Primary Care are addressed it is very difficult to focus on one particular area or age group. We are working under extreme pressures and our surgery opens at 7.15am every day and the staff is here until 6.30pm.

Homestead Medical Centre, Wakefield

In response to the results for the Young People GP Access Survey, I have commented below on the bullet point recommendations for general practice.

1. Homestead Medical Centre offer a range of both same day and pre-bookable appointments. If a patient required a specific time for an appointment then the triage doctor for that day will do their utmost to accommodate this up to 6.30pm. Homestead Medical Centre is also part of a Network of practices in Wakefield and this provides us with an opportunity to see patients beyond 6.30pm during the week and also on Saturday mornings.
2. Online booking of appointments is available. This is advertised within the surgery.
3. We have a notice board dedicated to our Patient reference group. We currently don't have any young members attend the meeting but we do try very hard to recruit new members and would happily welcome any new members.
4. All our staff have undergone customer service training and offer a professional and friendly service to all our patients.
5. The practice has a complaints leaflet that is available in the waiting room. We also have a notice in the waiting room and each consulting room on how to make a complaint.
6. The Practice has 10 phone lines into the practice. The busiest times are each morning at 8am and I as practice manager are able to monitor the amount of calls queuing. When I notice there are a large volume of calls waiting I will also take the calls to ensure that they answered in a timely manner.

King Street Health Centre, Wakefield

This will be discussed as a practice and we will see what lessons we can learn from it and what actions we might be able to implement to improve the access and services that we offer to our younger population.

King's Medical Practice, Normanton

We are looking to review and improve our communication with young people through the practice website and leaflets; drawing attention to the services we offer for young people and how to access them.

Church View Health Centre, South Kirkby

I would like to acknowledge receipt of your GP access survey and thank the team for their hard work. It has been very helpful to review your feedback and I apologise for the delay in responding.

Dr S P Singh and Partners has a practice population of 9550 over two sites. The representative cohort of patients assessed in your report are as follows (register as of 30th September 2015).

Age	No of patients	% of population
11-16	569	6%
17-24	972	10%
TOTAL	1541	16%

Response to Survey findings:

GP and Advanced Nurse Practitioner appointments can be booked at the surgery, by telephone or on-line, which we hope gives patients a range of choices and 24/7 access on-line. We offer a range of appointment times and provide a mix of pre-bookable and on the day appointments.

Our opening hours are 8.00am to 6.30pm every day and we have two extended hours clinic 6.40-9.00pm every week - Tuesday Evening at Church View and Wednesday Evening at our Southmoor branch. These are pre-bookable and are very popular. We find these meet the needs of patients who work or are studying.

We also have on-line access for repeat prescriptions and viewing their summary care record.

These options and services are promoted on our website and noticeboards in the reception areas. Access is assigned only on proof of identity and the user is provided with a user name and password.

Church View Health Centre also houses the Options Sexual Health Clinic on a Thursday 2.00 - 5.30pm, where younger patients can attend.

We have an established Patient Participation Group which has been established for over 5 years and we are trying to encourage parents with teenage children and young adults to participate although this is a challenge. We actively encourage our PPG to advise us to develop better ways to access our service and promote these changes to get our message across to a wider cohort of patients. A practice newsletter is being developed where more information can be available to more patients.

Training

All our staff complete their safeguarding training as part of their induction, which focuses on children, adults and vulnerable patients and contributes to staff being aware of needs and how to assist patients.

Confidentiality Training

All staff complete training on confidentiality as part of their induction which addresses the importance of confidentiality and patient safety.

Complaints Process

All staff are aware of the complaints process and how to assist patients. Copies of the complaints process are available in the practice and notices are also displayed. During staff induction all are made aware of the policy and procedure for handling complaints. Our aim would be to try and assist patients who may raise issues or have complaints in a supportive environment.

As a practice we strive to improve and provide a range of services for our patient population and welcome your report which has given us a further insight to how our young patients perceive GP surgeries and how we can improve their experience and meet their expectations.

If you would like any further information or wish to discuss any element of our feedback please do not hesitate to contact me.

Lupset Medical Centre, Wakefield

Thank you for your letter dated 18th September. I apologise for my tardy response. We have been awaiting further developments and consequently missed the deadline for which I apologise.

We read with interest your report and it did highlight a number of areas that we had already been discussing and considering ourselves. It was discussed at length initially with GPs within the practice and then with our Patient Participation Group. A number of key areas came out of these discussions that we have decided to act upon and I have listed them below with the action points for us:

- That young males find it hard to engage with predominantly female members of staff in GP surgeries. ACTION: We have recently recruited a male Nurse Practitioner and have approached the local school to ask them to engage with us on promotion of this.
- That young people find it easier to book appointments on line rather than over the phone. ACTION: We have increased our publicity about booking on line and have made more on line appointments available. Again we are attempting to engage with the local school to further promote this.
- That there is little patient engagement within the younger patients. ACTION: We have asked the local school if we may engage with the student voice activities so that a younger voice can be heard at our patient group meetings.

We have received correspondence back from the school stating that they are going to discuss our proposals and hopefully we can arrange a meeting sometime in the near future. In my original correspondence I quoted your survey and did suggest that you may be able to assist us and the school in moving this forward. If they are agreeable I would like to contact you to assist if possible.

Maybush Medical Centre, Wakefield

Middlestown Medical Centre, Wakefield

New Southgate, Wakefield

Newland Lane Surgery, Normanton

Newland Surgery, Normanton

Thank you for sending us the young peoples survey action report.

We have actioned some of the recommendations for GP practices that have been made in the report as follows:

1. Surgery is open from 8am to 6.30pm and appointments are available with doctors or nurses from 8.30am until 6pm before and after school.
2. Online appointments are available and information is displayed through posters and website.
3. Young people are encouraged to join the PRG - PRG Display Board in reception

4. Frontline Staff encouraged to be friendly but this issue will be discussed in detail in staff meeting.
5. Information made available about the complaints process through poster and website
5. Right number of phone lines available for practice register of patients.

Wakefield CCG Network 7 is also involved in a project at the moment to become young people friendly, so further improvements will be made over the next few months depending on the assessment.

Northgate Surgery, Pontefract

Responses to the recommendations made by Healthwatch to GP Practices regarding access for young people

1. Flexibility of appointments
We offer pre-bookable 15 mins appointments between 7-8am for all patients on Wednesdays every week of the year (excluding B/Hs) and a pre bookable late session between 6.30 and 8pm every Thursday. Paediatric appointments are always a priority and are always given same day access if necessary, even if there are no appointments available, the Doctor on call will see them. We operate two sit and wait clinics every day, where urgent cases that need to be seen the same day can be seen.
2. Online booking available and advertised
We have traditional same day appointments available for booking from 8am and we have a telephone triage system which offers patients a call back from a Triage Nurse who can organise prescriptions if necessary. If our appointments are full for the day, the triage nurses have capacity to invite patients to be seen the same day according to clinical need and we have an on call GP who is also available to be booked into by the nurses. We advertise these services via our website, information screen in both waiting areas and by posters in our reception area. We have an online booking service which allows patients to book appointments at any time. This service is advertised on our website, in reception and on our patient leaflet.
3. Young people to engage with PRG
We have made a point of actively trying to recruit younger members to our PPG as we recognise they are not very well represented. We have approached New College in Pontefract who have distributed a leaflet selling the benefits of being part of the PPG. The students we targeted are doing a Health and Social Care course and so should have an interest in healthcare. However the response has been very disappointing. We also have a permanent notice in reception and across our information screens in reception asking for new members. We also encourage patients to join our virtual group if they do not want to attend face to face meetings. We do have lots of discussions with PPG members about attracting younger members to the group and about improving access to appointments and the subject was and is one of our key areas for improvement - please see PPG report on our website. Our next meeting is in September and the issue of appointments and access will once again be addressed. I will also discuss the Healthwatch report in more detail with them then.
4. Encourage friendly approach by frontline staff
Our frontline staff are given training in customer care skills and we have recently recruited an apprentice to our permanent staff. This young man has helped our reception team to be more representative of our patient population and we have received lots of praise from patients and his peers for his politeness and friendliness. He is very approachable and we feel this will give younger patients the confidence to access our services.
5. More information about the complaints process

The complaints process is available on our website and on leaflets (which can be filled in) at the front desk for any patient to read, understand and use if deemed necessary. The PM or Assistant PM responds to all complaints in a timely manner and looks to resolve complaints quickly - verbally in the first instance or by letter if needed.

6. Provide enough phone lines for patients to get through in a reasonable time
Our current number of telephone lines reflects the number of staff we have available to answer the calls. With funding as it is, we are not able to recruit extra staff. However, we have tried to streamline the services with our current key pad options, so that patients are directed quickly to for example, Results, the Secretaries or to cancel an appointment, without having to wait in the queue. One complaint from patients was that they had to wait in a queue to cancel an appointment. Now we have a dedicated line for this and this has reduced frustration dramatically. Having online appointment booking and ordering of repeat prescriptions also reduces the queues on the telephones. Obviously at peak times such as 8am there may be a longer queue on the telephone. However, we are trying to educate patients that they do not need to phone at that time in order to get an on the day appointment - with the triage system they will always be seen if it is a medical emergency for that day.

Orchard Croft Medical Centre, Horbury

With regards to the recommendations our information is as follows:

Appointments are available within surgery between the hours 8am-11.30am and 14:00 and 17:30, Monday to Friday. We also have a pre-bookable Saturday morning between 8am-11am. There is an average of 4 pre bookable (am and pm) per surgery per day. The rest are bookable on day. Each surgery has 17 appointments a day.

Our online booking system is advertised on our practice leaflet, website, and on the information screen within reception area. There is also a sign which hangs above the entrance door, informing patients that they can register to book online.

Our PRG have always tried to encourage the younger members of our patients to join the group. We have previously visited youth clubs and local school with information, but have had no response. We do however have a little success with our virtual group, which a few young patients have joined.

All our staff is encouraged to have a friendly approach with patients, but, we also expect this from our patients towards our staff also.

Again the complaints procedure is made clear within our practice leaflet, website and on the information screen within reception area. Any patient that wishes to complain is given the option of speaking to a manager within the building if available.

At present we have 4 telephone lines ringing in with 3 receptionists and a prescription clerk answering the telephone from 8am. Economically, at present the practice could not afford to employ any further staff to answer the telephones.

Outwood Park Medical Centre, Wakefield

Park View Surgery, Normanton

Patience Lane Surgery, Altofts

Please see below our response to the recommendations following the results of the survey

1. We have an appointment system which offers same day and advance appointment booking (with appointments being freed up every morning). The pm surgeries generally run from 4-6pm to give people chance to attend after school (or work).
2. Online booking is available for everyone aged 16 and above. We do not currently offer online services to people under 16 (due to possible problems with confidentiality etc) but this may change in the future if further advice or guidance is made available to us to how to avoid the pitfalls.
3. Young people are under-represented in our PRG but anyone is welcome to join. We will readvertise our "virtual" group as a way of getting more input from young people.
4. Our frontline staff are always encouraged to be friendly to everyone, age not being an issue.
5. Our complaints process is well signposted in the waiting area and is open to anyone who wishes to raise a concern.
6. As a small surgery we only have one incoming phone line (there is often only 1 receptionist on shift at a time). In the future, if staffing needs change, then the needs for a further phone line will be reassessed.

In addition, I would like to add that no patient (whatever their age) would be asked why they want to see the GP for a routine appointment (requests for emergency appointments are slightly different as the need for the appointment has to be ascertained). From the report it is unclear whether any of our patients actually submitted responses but there does seem to be a general lack of understanding and/or trust of staff (and the need for some of the questions that the receptionists sometimes need to ask). As a result we are looking into better publicising this, perhaps by making a separate section on our website explaining the above (and asking for young peoples' feedback).

I have also put a copy of this in the post but I have been on leave and did not want to miss the deadline for responding.

Prospect Surgery, Ossett

Further to your letter and copy of the above report. The report has been circulated throughout our practice and was discussed at the first opportunity with our patient group at their meeting last week.

In relation to the recommendations in the report, the practice and its patient group feel we try and offer as much flexibility as possible with our appointments offering early morning and late night surgeries during the week as well as telephone access to a GP during our opening hours should it be required. We are also big advocates of the use of online bookings and services for those who want to use them with 35% of our patients signed up to these services. We have and will continue to encourage membership of our Patient Reference Group to be as broad as possible and have made many attempts to do this but are always open to new ideas. Our staff do aim to be as approachable and informative as possible at all times with our staffing levels appointed around the demands on the practice.

Thank you for the opportunity to feedback on your report.

Queen Street Surgery, Normanton

We found the report very interesting and will be discussing the report with the whole team at our practice meeting this week but I would just like to make a comment. There is only one comment attributed to Queen St which is on page 14. This comment is very positive and will be cascaded to all of our team.

Riverside Medical Centre, Castleford

Thank you for your recent communication sharing the results of your Young Peoples Access Survey results. The report makes interesting reading and is useful for us when looking to develop and improve our services to all our patients.

We are grateful to you for sharing the report.

St Thomas Road Surgery, Featherstone

I have asked the partners for comments to the recommendations for GP Practices which are as follows:

We believe we offer more than sufficient flexibility on the appointments system with regards to same day and advanced booking. Online booking is available at the surgery and is advertised in surgery and on the website. However as this is the cohort of patients who don't regularly attend it can be difficult to get this across. We advertise the fact that we require younger people to be part of our PRG but have no interest. We are looking at ways of getting younger representation by the way of offering them being a 'virtual' member.

Stanley Health Centre, Wakefield

Healthwatch Young Peoples GP Access Survey

1. We offer flexibility in the appointment system by offering appointment up to 3 months in advance for all clinicians. From 12 noon every day we make available additional appoints to be used from 3.30pm. We offer extended hours appointments from 7am on Tuesday and Thursday mornings and late evenings on Tuesday and Wednesdays up to 8pm.
2. The practice offers online booking for appointments from the practice website. All appointments are advertised in surgery on posters and practice leaflets, on the NHS Choices website and the practice website.
3. We have tried to include young people to join our PRG group by sending out letters to patients and advertising on notice boards in the practice.
4. We have two young receptionists working on front desk a 20 year old and a 16 year old apprentice they are very popular with the patients and they get a lot of very positive comments through our friends and family survey.
5. Information about the complaints process in on the practice website, posters in the waiting and in the practice leaflet.
6. We have three telephone lines coming in to the practice and have a minimum of three staff working in reception to answer the telephones. We also have admin staff that can help in reception if they are exceptionally busy.

Station Lane Medical Centre, Featherstone

Stuart Road Surgery, Pontefract

Tieve Tara Medical Centre, Castleford

Warrengate Medical Centre, Wakefield

Warrengate Medical Centre have noted the content of the 'Young People's GP Access' report and we are pleased that the majority of patients feel they have a good experience at the doctors. With regards to the recommendations, we have a variety of appointments released both on the day and in advance with a proportion of these being after school hours. We have online booking available and will ensure this is advertised more prominently in the waiting room. We are engaging with young people through our PPG and currently have a young member attending our PPG meeting. We have leaflets available in reception about our complaints process and a 'feedback board' in the waiting room explaining how to complain and provide feedback. We have numerous phone lines available to answer calls within a reasonable waiting time.

Welbeck Street, Castleford

I wish to thank you and all those involved in facilitating a Young Peoples GP Access Survey and Results Report, to share across GP practices.

Our GP partners and Patient Participation Group have found this report interesting and are pleased that an organisation has captured young people's opinion of accessing a GP appointment.

In response to your recommendations for GP practices I would like to respond to point one in particular as follows;

We operate a same day appointment for emergencies which do fit outside of core school opening hours. In addition, we operate an appointment system where the Practice always offer a same day appointment for a child.

Our waiting room, patient newsletters and website is regular updated with services we provide for patients and how to book online.

We support the idea of posters/other information to be available in schools/colleges of our GP services and how to contact us.

We have noticed in the survey only 2% of the survey respondents were from Castleford and also we felt the data would be particularly useful if there was a breakdown of respondents from each practice from Castleford.

White Rose Surgery, South Elmsall

The report is available on the Healthwatch Wakefield website at
www.healthwatchwakefield.co.uk

If you need this report in another format please contact Healthwatch Wakefield

Telephone: 01924 787379

Email: enquiries@healthwatchwakefield.co.uk

11-13 Upper York Street
Wakefield
WF1 3LQ