



About Us

Healthwatch Leeds is here to help local people get the best out of their local health and care services and to bring that voice to those who plan and deliver services in Leeds.





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Summary



Why we did it?

Healthwatch Leeds works to gather and feedback the views and experiences of people who use health and care services in the city, particularly those who are not always heard.

In April 2015 we were approached by NHS Leeds West Clinical Commissioning Group (CCG) to work with them to evaluate the impact of the extended opening hours that some of their GP surgeries were piloting.

Concerns about access to GPs and getting appointments was an issue raised with Healthwatch Leeds. This project enabled us to work in partnership with the CCG to evaluate the extended opening hours, while also allowing Healthwatch Leeds to gather feedback about people's

experiences of accessing their GPs.

What we did?

Healthwatch Leeds staff and volunteers carried out surveys in 22 surgeries in the Leeds West area and spoke to over 400 patients.

The key aim of the surveys was to identify if the extended opening hours being piloted in these surgeries had an impact on patient access to their GP surgery. The focus was specifically on ease of getting an appointment when one was needed and to identify any overall improvements in patient experiences.





Key findings

While there were variations between patient experiences from surgery to surgery, below are some of the key messages that came out of the visits:

- Just over half of the people we spoke to felt there had been an improvement in making an appointment
- The full impact of the extended opening hours was not completely clear, as just under half of the people we spoke to either felt it had not changed anything or they had not had the need to make an appointment so could not comment
- There were mixed levels of awareness among patients about the extended opening hours
- There was a very positive response to the extended opening hours once people were made aware of these
- A few concerns were expressed from patients who had to travel to a different surgery for weekend appointments
- There were a lot of comments made about problems when phoning surgeries
- The issue of attitude of receptionists was mentioned by some people that we spoke to
- In some of the surgeries concerns were raised about the difficulties getting routine appointments
- There were overall positive views about the 'walk-in' 'sit and wait' services from the small number of people who had used them



Full Report

“It is not any easier to make an appointment, even with the extended opening hours”

Background

In January 2015 NHS Leeds West Clinical Commissioning Group (CCG) introduced an extended opening hours pilot scheme across surgeries in the west of the city.

Since launching the initiative over half of the CCG’s 37 GP practices in West Leeds have been offering extended opening hours, including early morning, late evening and weekend appointments. Eighteen of the practices have worked together in four clusters to offer weekend and bank holiday opening.

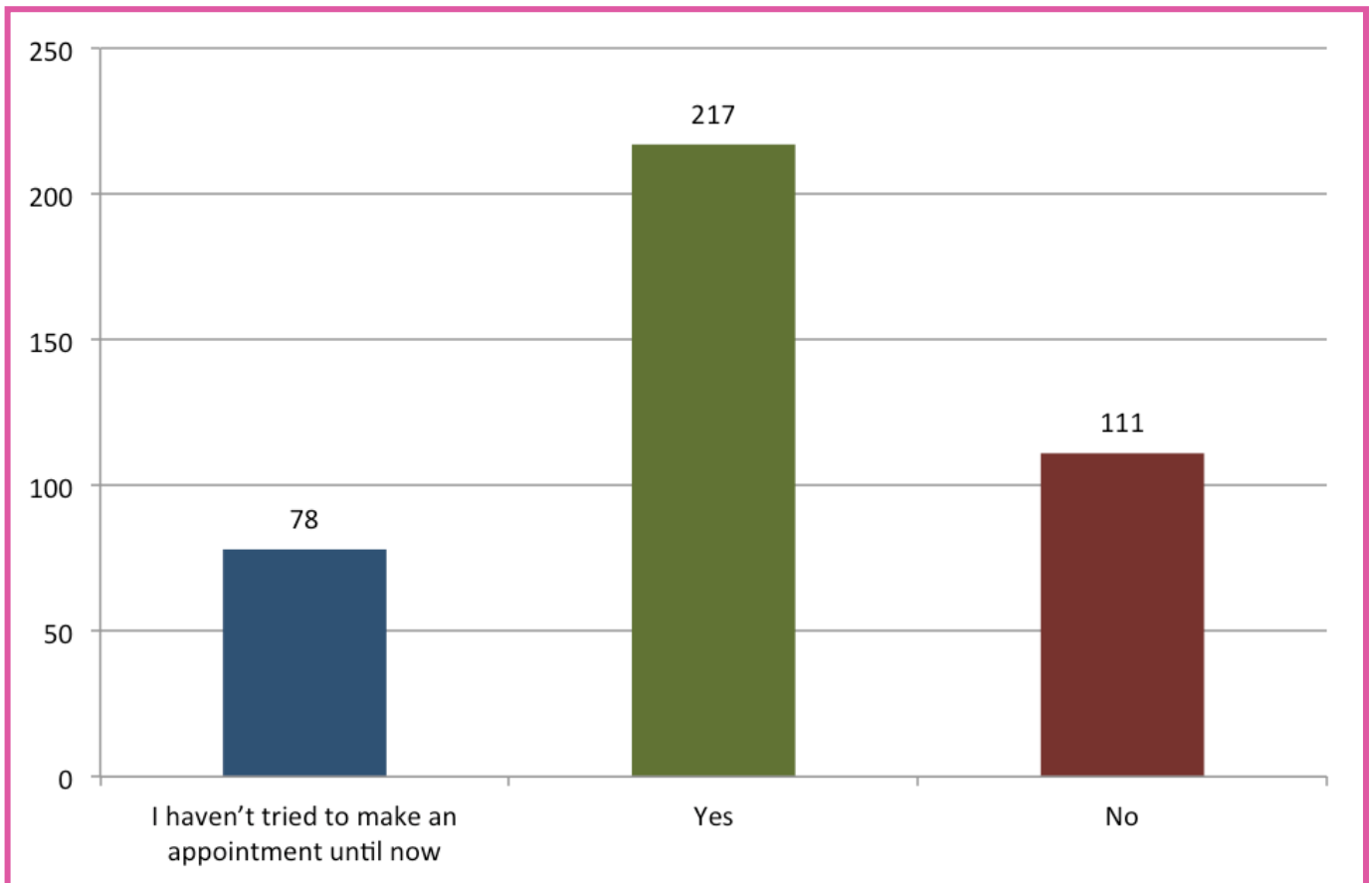
Healthwatch Leeds has received more than 500 comments from people across Leeds over the last year about their experiences at their GP. This is a third of the total comments that were received and shows that there are significant levels of concern and issues relating to GPs.

What we did?

We contacted all the surgeries which provide extended opening hours and booked in to visit 22 surgeries in order to carry out surveys with patients (See appendix 1 for a copy of the survey). The times and days of the visits varied in order to get a range of views from patients visiting at different times and days of the week, including evenings and weekends. (See appendix 2 for a full timetable of the visits).

We spoke to a total of 406 patients during the visits. Each visit was undertaken by a team of 2 or 3 volunteers/members of staff and involved talking to patients in the waiting room of the surgeries and recording the findings on the questionnaires.

All the survey results were fed directly back to the CCG who then collated the information for their



The majority of patients commented that it had been easier to make an appointment since January

internal report and shared the data with Healthwatch Leeds to use in our report.

What we found

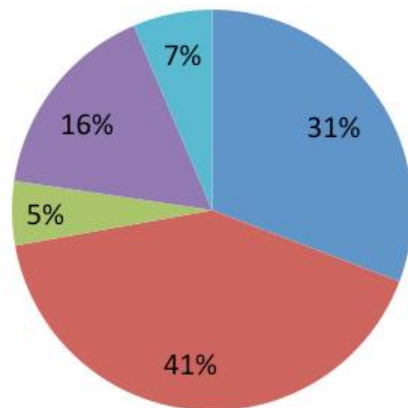
Over half of all respondents said that they had seen an improvement in being able to make an appointment.

However a significant number (27%) commented that it was not any easier, with the remainder commenting that this was the first time they had made an appointment since January, so could not comment.

Most people we spoke to still made appointments by phone and found their experience of making an appointment quite positive.

A large majority of people we spoke to still made appointments by phone (84%) and over three quarters (78%) rated their experience of making an appointment very good or fairly good.

"I always get an appointment when I need one!"



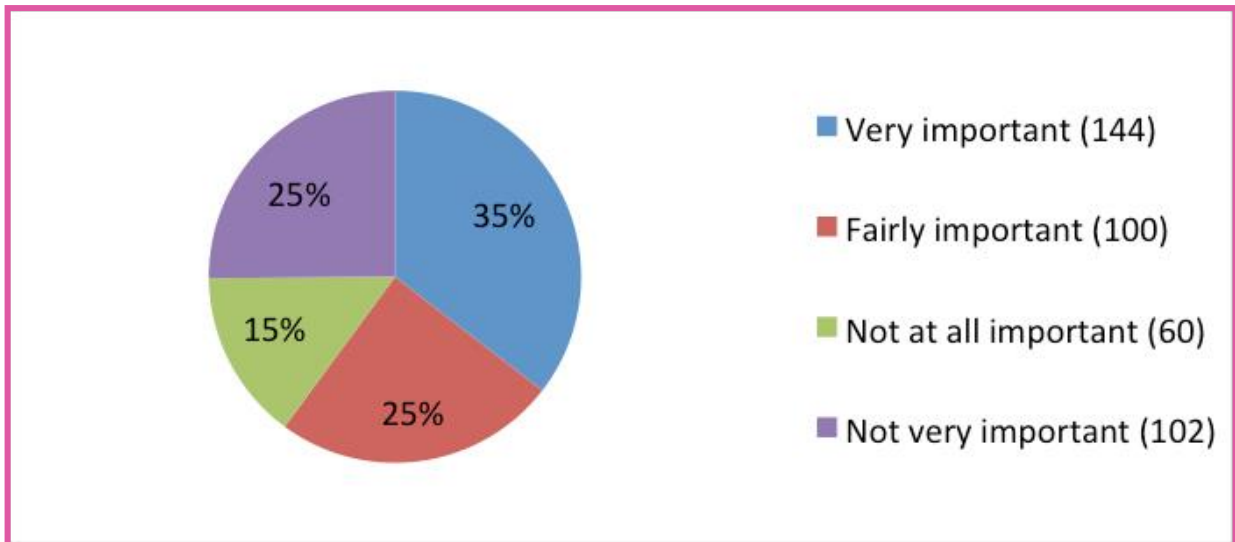
- Very easy (125)
- Fairly easy (168)
- I haven't tried (21)
- Not very easy (66)
- Not at all easy (26)

There was a good level of satisfaction in terms of getting through to someone over the phone.

While the majority of people commented that it was easy to get through to someone on the phone, there was still a significant number who commented that it was not easy to get through on the phone. Many comments were about the problems getting through on the phone, especially when patients had to call at a certain time every morning and the phone was constantly engaged. Some comments were also received about complicated phone systems that required going through many steps before being able to speak to someone.

Over half of those surveyed felt it was important for them to see a particular GP.

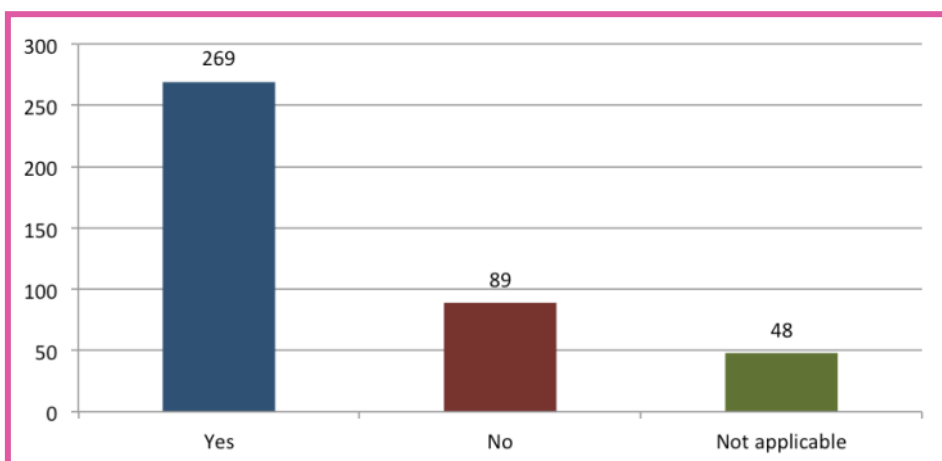
“Change the phone system. It is long and drawn out and have to wait ages to get through and sometimes you get the phone put down on you so have to start all over again. Last time I rang it took twenty minutes to get an appointment on the phone, so I just come in person now to make an appointment.”



Over half of those surveyed felt it was important for them to see a particular GP

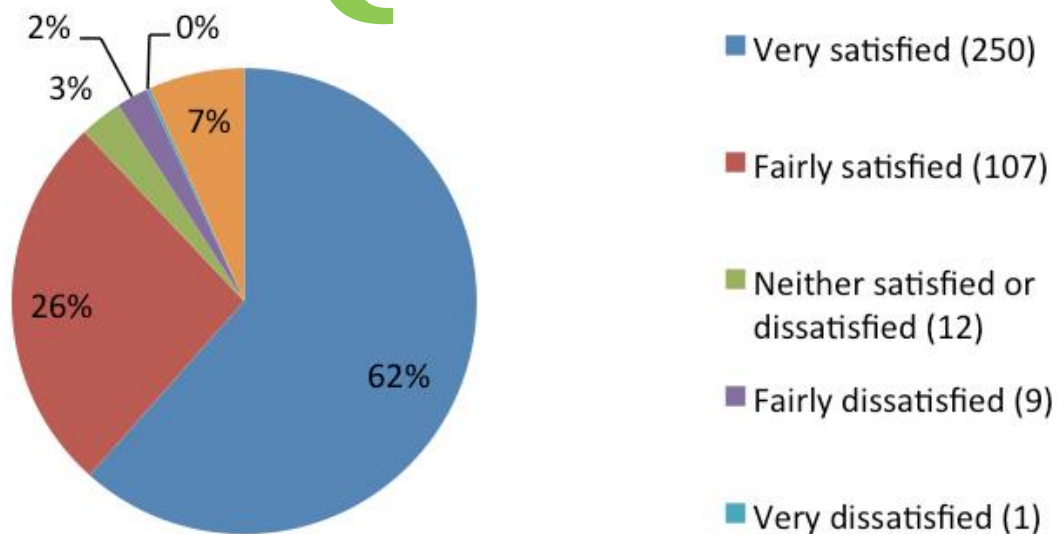
While many people felt it was important to see a particular GP, there was an understanding that this usually meant a delay in getting an appointment, however they were prepared to wait. Others commented that whilst they would like to see a particular GP, they were not prepared to wait longer for an appointment so would see whoever was available.

66% of people were able to get an appointment on the day they wanted, however 22% were still not able to get an appointment on the day they wanted. The reasons for this varied with some people commenting that by the time they were able to get through on the phone there were no appointments available. Others also commented that it was easier to get an emergency appointment on the same day, however they had to wait weeks for a routine appointment.



Most people were able to get an appointment on the day they wanted

“Ideally you would want to see a particular doctor, but they are sometimes fully booked.”



There were high levels of satisfaction with the opening hours

While the majority of people 88% were satisfied with the opening hours, many stated that they had only recently become aware of the extended opening hours, but thought it was a good idea.

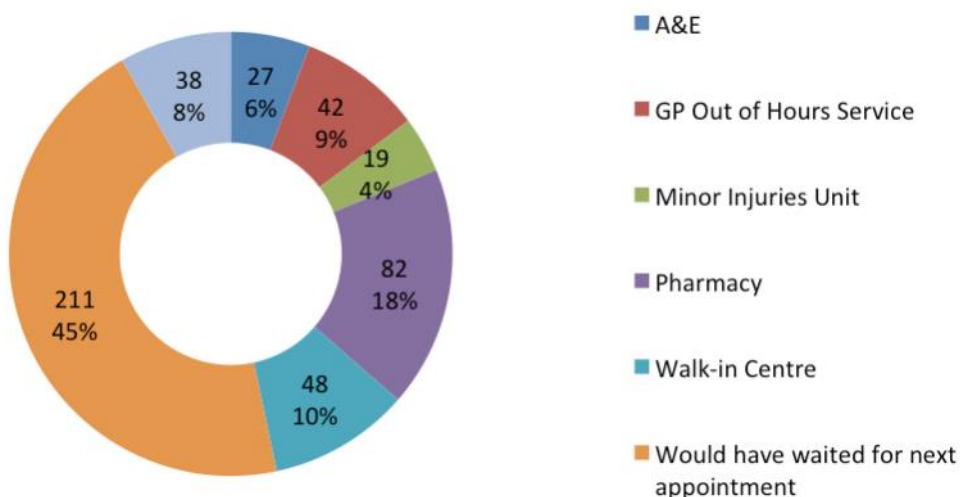
The walk in or sit and wait systems were rated as fairly positive by those that were attending them.

Only 11% of the people that we spoke to were attending a sit and wait or walk in surgery. This is a system where they sat and waited to see a doctor, rather than have a booked appointment. There were quite high levels of satisfaction with this system, with 72% being very or fairly satisfied and only 10% stating that they were fairly or very dissatisfied with this

system. The remaining 18% were neither satisfied or dissatisfied.

“The weekend surgery is good but not easy to get on the bus, especially on Sunday”

“I wasn’t aware of the extended opening. Good that you can go on a weekend, would use the service, especially at weekend. Finish work late so good to be able to go after work.”



There were quite high levels of awareness of other places that people could go to for support

Our key messages

These surveys indicate a high level of satisfaction in terms of patient access to GP appointments. However a number of concerns were highlighted including:

- Problems getting through to surgeries on the phone. This reflects what Healthwatch Leeds has been told through the comments that we receive from members of the public.
- While it appears to be easier to get same day urgent appointments, there is still a lengthy wait for routine appointments in some surgeries.
- Longer waits for appointments, when people wanted to see a particular GP.
- Attitude of receptionists at the surgeries. Some people felt that the receptionists were not always understanding of the patients needs and could come across as quite


unhelpful. Others felt that the attitude of the receptionist had a big impact on their experience and in some surgeries people were very aware of certain reception staff who were particularly unhelpful. There was also praise for reception staff who were positive and helpful, despite sometimes having to work in difficult and busy situations.

- In one surgery language barriers were highlighted as an issue for patients who had to bring in family and friends to support them.

“Think it’s a good idea with extended hours, particularly as I work during the day.”



“I like the walk in system, as can get seen quickly ”



In conclusion, results of this survey indicate that the extended opening hours have had some positive impact for patients in terms of being able to make appointments. However it may be too early to see the true impact of this as many patients we spoke to were only just becoming aware of the extended opening hours or did not visit the surgery often enough to comment.

Next Steps - Healthwatch Leeds

This report will be shared with NHS Leeds West Clinical Commissioning Group and all the GP surgeries that took part in the survey. The report will also be published on the HWL website. The report will be shared with NHS England, Healthwatch England and the Care Quality Commission.

There will potentially be some follow up visits undertaken later this year to further understand the full impact of the extended opening hours.



“Walk in clinic is good, but you need to know what times the clinic runs”



Next Steps - NHS Leeds West Clinical Commissioning Group

The CCG is encouraged by the responses from this first patient survey just five months after the extended hours service was introduced.

Marketing and promotion had been undertaken at local level at this stage to ensure that any ‘teething problems’ were addressed. From September onwards, the CCG is planning more widespread marketing and promotion, particularly so that patients are aware of their options during the winter months when there can be greater pressure on NHS services.

The CCG is also welcoming an opportunity to work with Healthwatch Leeds again at the end of 2015 - early 2016 to re-run the survey to find out if more patients are aware of the extended access GP services.

Acknowledgements

Healthwatch Leeds would like to thank all the GP surgeries that allowed us to carry out the surveys in their waiting rooms and all the patients that shared their experiences with us.

We would also like to thank all our volunteers who helped to arrange the visits and gave up their time to help carry out the surveys.



Appendix 1—Questionnaire

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Patient experience survey

May 2015

We value your views because they help us provide the services you need in the way you need them. Please take a couple of minutes to fill in this form and tell us what you think. You can also fill in this survey online here: www.snapsurveys.com/wh/s.asp?k=143039358733

- Name of surgery:
- Surgery registered at (if different):
- In your experience, since January 2015, has it been easier to get an appointment?

Yes	<input type="radio"/>
No	<input type="radio"/>
I haven't tried to make an appointment until now <input type="radio"/>	
- How do you usually make an appointment?

Phone	<input type="radio"/>
In person	<input type="radio"/>
Online	<input type="radio"/>
Other	<input type="radio"/>

If other please state _____
- Overall, how would you describe your experience of making an appointment?

Very good	<input type="radio"/>	Fairly good	<input type="radio"/>	Neither good nor poor	<input type="radio"/>	Fairly poor	<input type="radio"/>	Very poor	<input type="radio"/>
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- Generally how easy is it to get through to someone at your GP surgery on the phone?

Very easy	<input type="radio"/>	Fairly easy	<input type="radio"/>	Not very easy	<input type="radio"/>	Not at all easy	<input type="radio"/>	I haven't tried	<input type="radio"/>
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- How important is it to you to see a particular GP?

Very important	<input type="radio"/>	Fairly important	<input type="radio"/>	Not very important	<input type="radio"/>	Not at all important	<input type="radio"/>
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- For today's appointment - how long ago did you contact the surgery to book?

Today	<input type="radio"/>	Yesterday	<input type="radio"/>	A few days ago	<input type="radio"/>	A week or more ago	<input type="radio"/>	Can't remember	<input type="radio"/>	I didn't contact them	<input type="radio"/>
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- Were you able to get an appointment on the day you wanted?

Yes	<input type="radio"/>
No	<input type="radio"/>
Not applicable	<input type="radio"/>

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Leeds West Clinical Commissioning Group

- How satisfied are you with the hours that your GP surgery is open?

Very satisfied	<input type="radio"/>	Fairly satisfied	<input type="radio"/>	Neither satisfied or dissatisfied	<input type="radio"/>	Fairly dissatisfied	<input type="radio"/>	Very dissatisfied	<input type="radio"/>	I'm not sure when my GP surgery is open	<input type="radio"/>
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- Are you attending a 'walk-in' or 'sit and wait' surgery today?

Yes	<input type="radio"/> (please go to question 12)
No	<input type="radio"/> (please go to question 13)
- How satisfied are you with the 'walk-in' or 'sit and wait' system at your surgery?

Very satisfied	<input type="radio"/>	Fairly satisfied	<input type="radio"/>	Neither satisfied or dissatisfied	<input type="radio"/>	Fairly dissatisfied	<input type="radio"/>	Very dissatisfied	<input type="radio"/>
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- What could your surgery do to improve your experience of making an appointment?

14. Thinking about the answer to Q10 (How satisfied are you with the hours that your GP surgery is open?) is there anything else you'd like to say about your surgery opening hours?

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- Where else would you have gone for advice or treatment if you were not able to access an appointment?

Pharmacy	<input type="radio"/>
Minor Injuries Unit	<input type="radio"/>
Walk-in Centre	<input type="radio"/>
A&E	<input type="radio"/>
GP Out of Hours Service	<input type="radio"/>
Would have waited for next appointment	<input type="radio"/>
Other	<input type="radio"/>

If other please state _____

We're looking for examples of things patients tell us to help us improve services. Please would you give your consent for some of the things you have said to be used anonymously if you prefer? Would you be prepared to be interviewed in one of our patient videos? If so please give your contact details and we will contact you.

- Do you give your consent for some things to be used?

Yes - I've left my contact details below	<input type="radio"/>
Yes - but anonymously only	<input type="radio"/>
No	<input type="radio"/>
- Name:
- Address:
- Postcode:
- Telephone number:

Thank you for completing the survey.

Equality Monitoring Form

It would be helpful if you could share some information with us so we can ensure we are hearing from a range of people who access health care in Leeds. Your information will be treated confidentially and individual information will not be shared or published. Please turn the page to complete the equality monitoring form.

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Equality Monitoring Form

What gender are you? Female Male Prefer not to say

Transgender - is your gender identity different to the sex you were assumed to be at birth? Yes No Prefer not to say

Pregnancy and Maternity I am pregnant I have given birth within the last 26 weeks Not applicable Prefer not to say

What is your age? Under 16 16 - 25 26 - 35 36 - 45 46 - 55 56 - 65 66 - 75 76 - 85 86 + Prefer not to say

What is your sexual orientation? Bisexual (both sexes) Heterosexual/straight (opposite sex) Gay man (same sex) Prefer not to say Lesbian/gay woman (same sex)

Do you consider yourself to belong to any religion? Buddhism Christianity Hinduism Islam Judaism Irish No religion Other (please state) Prefer not to say Sikhism

What is your ethnic background? Asian British Black or Black British Chinese Indian Pakistani Other African Caribbean Other Mixed/multiple ethnic groups Asian & White Black African & White Black Caribbean & White Other White British Gypsy/Traveller Irish Other Arab Other

If any other ethnic background, please state here: _____

Do you consider yourself to have a disability? Please tick all that apply. Under the Equality Act 2010 a disability is defined as 'a physical, sensory or mental impairment which has, or had a substantial and long-term adverse effect on a person's ability to carry out normal day to day activities'.

Long-standing illness or health condition e.g. cancer, diabetes, HIV, etc. Physical or mobility

Learning disability/difficulty Mental Health condition Other (please state)

Hearing Visual Other (please state)

Prefer not to say

Do you look after, or give any help or support to a family member, friend or neighbour because of long term physical disability, mental ill-health or problems related to old age? Yes No Prefer not to say



Appendix 2 - Visits undertaken

Date	Time	Surgery	Surveys Completed
Monday 11 th May 2015	8am to 10am	Menston and Guiseley Practice	20
Monday 11 th May 2015	5.30pm to 7.30pm	Highfield Surgery	11
Thursday 14 th May 2015	3.00pm to 5.00pm	Kirkstall Lane Medical Centre	31
Saturday 16 th May 2015	9.00am to 11.00am	Burton Croft Surgery	25
Sunday 17 th May 2015	9.00am to 11.00am	Burley Park Medical Centre	7
Tuesday 19 th May 2015	9.30am to 11.30am	Leigh View Medical Practice	21
Wednesday 20 th May 2015	2pm to 4pm	Fountain Medical Centre	22
Thursday 21 st May 2015	10.30am to 12.30pm	Hillfoot Surgery	14
Friday 22 nd May 2015	9.00am to 11.00am	Craven Road Medical Practice	21
Friday 22 nd May 2015	2.30pm to 4.30pm	Fieldhead Surgery	19
Tuesday 26 th May 2015	2.00pm to 4.00pm	Manor Park Surgery	26
Wednesday 27 th May 2015	10am to 12.00pm	Abbey Grange Medical Centre	14
Thursday 28 th May 2015	9.30am to 11.30am	Thornton Medical Practice	9
Friday 29 th May 2015	9am to 11am	Robin Lane Health and Wellbeing Centre	27
Saturday 30 th May 2015	1.00pm to 3.00pm	Guiseley and Yeadon Medical Practice	14
Monday 1 st June 2015	9.30am to 11.30am	Vesper Road Surgery	19
Tuesday 2 nd June 2015	8.30am to 10.30am	Beech Tree Medical Centre	8
Tuesday 2 nd June 2015	5pm to 7pm	Ireland Wood and Horsforth Medical Practice	13
Wednesday 3 rd June 2015	9.30am to 11.30am	Yeadon Tarn Medical Practice	24
Thursday 4 th June 2015	9.00am to 11.00am	Laurel Bank Surgery	26
Friday 5 th June 2015	8.30am to 10.30am	Rawdon Surgery	21
Saturday 6 th June 2015	9am to 11am	Hyde Park Surgery	14



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