



Assessing Access to Appointments at General Practice Surgeries in Solihull

August 2017

Introduction

There has been national and local concern about access to appointments at GP Surgeries in recent years.

In the 2016 national GP survey undertaken by IPSOS Mori, 11% of those surveyed said they were unable to get an appointment the last time they tried to do so, 48% said that they were unable to get an appointment on the day that wanted one and 26% said it was not easy to contact their surgery by phone.

The 2014 Healthwatch Solihull report into experience of using GP Services took a holistic look at how respondents viewed the provision, but on the topic of appointments found that 44% thought they could not get an appointment when they needed one and 35% considered it not easy to obtain an appointment.

It was therefore determined by the Healthwatch Solihull Steering Group that a more penetrating study of the accessibility of appointments at surgeries serving the borough should be undertaken.

It was also decided that this should examine not only the patient perspective in obtaining appointments, but also challenges of running appointment management from a surgery viewpoint.

Three packages of work were undertaken, as follows:

- A public meeting was arranged to take an in depth look at these matters and explore the potential mismatch between surgery and patient aspirations and practice in providing and obtaining appointments;
- Public opinion was gathered via an online and paper survey;
- A desk exercise gathered a comparison of the various appointment management regimes at surgeries across the borough.

This report presents the results emerging from these activities, summarises the key findings and makes some recommendations for future development.

Outcome of Public Meeting

A public meeting was held on March 16 to put the spotlight on this subject, to explore the underlying issues and to inform members of the public.

An audience of 30 included some practice managers and others in roles related to the subject matter as well as interested people from the local community.

There were two invited speakers at the Public Meeting. Dr Susan Harrower is a respected and longstanding GP at Coventry Road surgery in Sheldon and member of the Solihull CCG Governing Board.

Tony Green is a member of the Healthwatch Solihull Steering Group and is also former Chair of the Patient Participation Groups Network in Solihull.

Both speakers were invited to make some introductory remarks, seeking to explain, from their perspective, what issues there might be in the provision of an appointment management regime and the public perception of these. We also asked Dr Harrower to make reference to the way in which general practice had changed over the course of her career.

Both speakers articulated with great clarity that providing an appointment system that matches public aspirations is not realistic.

From these presentations, it was clear that:

- General practice today is very different to the traditional doctor's surgeries that older people, who collectively put pressure on the system today, were once used to;

- In particular, surgeries provide a more extensive primary care service and yet the average patient presents with a higher frequency of attendances;
- Surgeries do generally aim to ensure that those who need to see a doctor can do so, with various approaches to ensuring that some same day appointments are always available;
- A minority of patients make it harder for others by regularly failing to attend or being late for a booked appointment and even booking appointments 'just in case' and then making a late cancellation;
- It is not always necessary for a patient to see a GP, but they may not appreciate that other surgery staff have the capability to undertake such a range of responsibilities.

A mixture of pre-notified questions and audience questions followed. A summary of this dialogue is recorded in Appendix 1. The key points emerging from this were that:

- Practices do appear generally geared up with processes that can meet individual needs, for instance of those with an urgent issue, those with long term conditions and carers;
- There are questions about how well patients with such needs understand this and are equipped with the knowledge to get their needs met;
- Whilst good practice is shared, what works in one area may not be successful in another as a result of demographic differences;
- However, from the patient perspective, it seems more consistency is desirable.

Healthwatch Solihull Survey

A copy of the survey is included as Appendix 2. There were a total of 218 responses received. Of these, 12 were related to surgeries in Birmingham and 14 could not be identified. It is recognised that this small sample may not be representative.

There was a significant variability in responses relating to different surgeries, with some (eg Bosworth Medical Centre, Dorridge Surgery) having more than 20 patients respond, yet a numbers of others (eg Blythe Practice, Sheldon Heath Medical Centre) being represented by a single response.

There was a disproportionately higher level of responses relating to surgeries in North of Solihull, ie the B36 and B37 postal districts, compared with those in the remainder of the borough.

In terms of other demographics:

- 61% of the respondents were female;
- 35% were disabled or had a long term illness;
- 13% were carers;
- The average age of respondents was 52, with a good spread from 18 to 89.

The key results emerging were::

- Approximately 50% of respondents had visited their GP three or more times in the past year;
- Almost half (46%) of respondents believed that it took in excess of 10 minutes to book an appointment with their GP when calling by phone;
- Of those who expressed an opinion or experience about the question, 82% believed that they would normally be seen in an emergency if they were prepared to wait;
- An impressive 91% of respondents believed that the convenience of their GP's opening hours was average or better;
- Only 70%, though, thought the level of service in booking an appointment was above average;
- About 30% were dissatisfied with the choice of appointments available to them;
- Almost 40% of respondents did not ask to see to see a preferred GP or practitioner. However almost 20% of those who did failed to secure the appointment that they wanted;
- Only 8% stated that they would not be happy to see or talk to someone other than a practice GP, if they were unable to see a GP quickly.

The most significant finding of all was a mismatch between the patient understanding of appointment system and the actual system at a surgery. Approximately 45% of respondents expressed a belief that 'all appointments are booked on the same day over the phone', whereas no surgery operates in that way.

About 44% of respondents were able to confirm that their surgery accepts appointments more than a day in advance, whereas all surgeries that declare an appointment process on their website, ie the substantial majority, do so, many for two weeks or more in advance.

The answers given to the question 'What is the process for booking an appointment at your GP surgery?', some of which gave mostly erroneous detail under the category 'Other', belied a generally poor understanding. Only 24% of respondents accorded with the answer consistent with most appointments systems, ie 'Urgent appointments are booked on the same day, other appointments are booked in advance'.

A similar lack of accuracy prevailed with the recording of surgery opening times. Whilst it was not possible to cross check all of the responses given with the surgeries concerned, a sample check of 86 responses showed that 53% of these were incorrect.

Other results that were noted included

- 61% of respondents had 'no experience' of seeking 'out of hours service' via their surgeries, but of the remainder, 25% had found it 'difficult';
- The proportion of respondents rating the 'level of service when booking an appointment' at 7 or more out of 10 was 61% was only 13% rated this at 3 out of 10 or fewer;
- Of the 68% of respondents who recorded and 'special access requirements', 68% recorded their satisfaction with how these were met these at 7 or more of 10 and only 10% at 3 out of 10 or fewer'

The full results are summarised in Appendix 3 and the monitoring data in Appendix 4.

Desk Study

The website of each surgery in the borough was explored to collate information about:

- Opening hours;
- Making appointments;
- Special arrangements for emergencies, lateness, out of hours requirements etc;
- Arrangements for repeat prescriptions.

From these presentations, it was clear that:

- Of the 38 surgeries, the majority closed only at weekends. However, 9 had brief closures on weekdays.
- There were 6 surgeries which also opened for a period on Saturdays.
- There was limited consistency between the practices when it came to opening hours.
- All surgeries provide for making appointments by both telephone and online.

- Where stated, the period over which appointments can be made varies between 2 and 6 weeks, although there were 15 surgeries which did not specify this in the public sections of their sites.

Whilst there was a general consistency about ordering repeat prescriptions, with most surgeries allowing this online and via tear off slips, by post or delivered by hand, but not by phone. There were however 3 surgeries that did not provide online facilities for this, two that did provide for it by phone (one only for 65 or over) and five that appear not to accept applications by post.

This exercise also reviewed the information held on the NHS Choices website about the surgeries and found a higher than expected level of discrepancy between these entries and the surgeries' own sites.

Analysis and Recommendations

The responses to Questions 10 to 12 in our survey (see Appendix 3) suggest that a key issue from the patient perspective appears to be frustration at a perceived difficulty in obtaining an appointment when it is wanted.

These reflect a perception that 'same day' appointments are unlikely to be available if wanted and that obtaining an appointment by phone is time consuming.

Whilst responses to Question 17 (see Appendix 3) indicated a balance between positive and negative experiences of booking appointments, nevertheless, the latter illustrated these frustrations with some specific references to long delays before available slots.

This work was conducted against a background of pressures for a seven day, and more flexible, opening of GP surgeries.

The view expressed at the public meeting was that GPs are unconvinced that longer opening hours would solve the problem of appointments. Longer hours would increase overhead costs, but without budget increases there would be no additional staffing capacity. In consequence, the result of extended opening would be the same number of appointments distributed over a greater number of hours.

There appears a sound logic to this argument and this implies that little change to appointment availability would accrue from it.

Furthermore, the evidence of this body of work suggests that there is a high level of satisfaction with opening hours (see page3).

Such a change in hours could improve convenience for some patients, but it is not clear that such a change should be a high priority at this stage, in Solihull at least.

Recommendation: Extension of hours of operation for surgeries should be justified by demonstrable patient demand.

The results of the survey indicate that current approaches to appointment management tend to foster a mindset of a rush for appointments at the start of the day, probably because that is when appointments are released.

As a result, surgery phones become congested early in the day, 44% of survey respondents suggested wait times of over 10 minutes to secure an appointment, some of whom expanded on this with comments provided or suggested that could be easier or more effective to go to the surgery in person to obtain an appointment, where surgeries issue appointments at the counter.

An absence of references to online booking of appointments in responses to Question 17 along with anecdotal evidence from informal conversations with patients and surgery staff suggests a lower than desirable take up of internet use for securing appointments, with patients preferring to use the phone.

Recommendation: Surgeries should consider what opportunities there may be to reduce early morning phone congestion and thus improve patient experience, for instance:

- Considering the introduction of patient call backs when calls waiting hits a threshold instead of having patients hold on the lines (providing a 'first come first served' system is sustained);
- Taking every opportunity to promote online booking;
- Considering the user friendliness of online solutions and whether they might be improved (see next point).

Different surgeries use different online appointment booking and repeat prescription ordering solutions, for example System Online, Patient Access/EMIS and Vision Online/Patient Services.

It is unfortunate that this is the case as it may hinder local friends and family from helping with familiarisation if they are used to a different solution.

Whilst it is not possible to access each of these systems and evaluate them, it is possible to say that some of these tools do not have the look and feel of modern, easy to use and navigate sites.

This is especially true of the widely used System Online, which has an appearance reflecting the look and feel of a functional solution from pre millennial times. This may, in part, explain some resistance to their use and the low level of use recorded in the survey.

Surgery websites were variable in the ease with which information could be found. On some, menu titles 'How Do I?' and 'Do It Online', used by some, are explicit and guide users quickly to information.

However, on other sites, our researchers could not easily find or could not find at all, a complete set of the answers required to populate the tables in Appendices 5 to 7.

NHS England has published guidelines for developing patient use of online access to surgery services, in the document 'Patient Online: Making The Most Of Online Appointments And Repeat Prescriptions (Publications Gateway Ref No. 04365)'. It is clear that not all surgeries are following this advice as fully as they might.

This guide advocates active promotion of online appointment making through newsletters, tweets and in surgery engagement.

Whilst this area has not been formally surveyed, there is reason to believe, from some informal enquiries with patients, that some surgeries may see online as an alternative which is provided, rather than one to be encouraged for reasons of efficiency and patient experience.

Again not the subject of a formal survey, but the team has become aware that the use of newsletters and social media is variable. However, the survey results do suggest that investment in good communications channels reduces patient frustration.

Two surgeries identified as having these, with websites that are amongst the clearest and most explicit, good use of social media, have amongst the highest percentages of ratings from patients for ease of access to the service.

The team concludes that some practices rely on the provision of information for patients to 'pull', ie find when they need to seek it, and limit their use of 'push' communications to notices in surgeries. Whereas, it is widely acknowledged that the strongest communications strategies combine elements of 'push' and 'pull'.

Recommendation: Practices should review their communications plan and determine how effective they are in giving clarity of expectation to patients and encouraging efficient use of appointments systems.

Specific areas of consideration, for surgeries not already doing so, might include:

- Using high quality Registration Packs for new patients, to provide explicit information about the surgery and how to make best use of it, the expectations of the practice from the patient and what the patient can expect in return;
- Using patient notice boards to explain the appointment system and its options;
- Reviewing the practice website, based on comparison with 'best in field' exemplars;
- Introducing a periodic review of information held about the surgery on the NHS Choices website to ensure its accuracy in addition to processes for notifying changes;
- Using newsletters, social media and/or other 'push' communication approaches to inform patients and mould relationships with them;
- Including front line staff who are confronting issues at the reception desk into any messages being given to patients through communications channels;
- Undertaking a review of 'Patient Online: Making The Most Of Online Appointments And Repeat Prescriptions' to measure how the surgery is performing against the good practice contained therein.

The team conducting this work has considered the potential benefits of a greater level of consistency between practices in matters such as opening times, the release and management of appointment and use of media, but has reached no conclusion.

There are arguments that greater consistency would assist with patient expectation setting. However, these are counterbalanced by assertions that different communities and neighbourhoods have different needs.

Nevertheless, it is likely that some expectation setting amongst patients is the result of everyday discourse in social relationships between patients of different surgeries.

When neighbouring surgeries have forward appointment booking windows ranging between two days and six weeks and some open on Saturdays, others not, this is unlikely to be explained by local need.

Rather than individual surgeries acting on the communications challenge a common and consistent approach is likely to substantially reduce the overall cost.

The availability of high quality resources such as newsletter templates and features, training packages in social media use etc would be expected to raise standards. Our team has been unable to ascertain as yet whether these exist, locally or nationally.

Recommendation: Further dialogue between practices within their local network might consider the potential benefit of further shared approaches, particularly to patient communications, and to greater levels of consistency between the operations of neighbouring practices.

A prevalent theme in responses received to Question 17 (see Appendix 3) was a perception amongst some patients that they had been dealt with rudely, abruptly or unhelpfully by Reception staff.

These remarks were, however, counterbalanced by other praising the helpfulness and understanding of other such staff. There is clearly a high variability of patient experience in this respect.

The team anticipates that if it had spoken to personnel on the practice Reception desks, there would have been a sharing of some reflections regarding frustrated and even angry or rude patients.

This is to be expected in a frontline customer serving role where expectations cannot always be met, and staff in such roles need to be equipped to deal with it in a calm and professional manner, sustaining the image of the practice.

Recommendation: Practices should consider whether their front line team has received sufficient training in the specialist skills of customer service and dealing with difficult people, including key techniques for actively listening without interruption and staying calm in the face of aggression.

The responses to Question 21 (see Appendix 3) indicate some patient resistance to receiving alternatives to a face to face consultation appointment with a practice GP.

However, without the deployment of triage, telephone consultations and the involvement of able but less qualified personnel, as approaches to dealing with the continuing pressure on GPs, demand for appointments with 'my doctor' can be expected to continue to exceed supply.

Recommendation: Practices should consider whether communications channels (see above) should be used to conduct a 'hearts and minds' campaign amongst patients aimed at reassurance that such changes of practice will be to the benefit and can be relied upon.

Recommendation: The CCG should consider whether it should lead on that to conduct a cross borough campaign which would be more efficient and effective than at per surgery level.

The disruption to appointments systems caused by 'lates' and 'DNAs' emerged as a theme at the public meeting and it appeared from that dialogue that GPs are much more understanding about them than patients.

Whilst GPs may accept that people with an illness may forget or be delayed and can even welcome some relief in the schedule, to another patient a DNA it is an appointment that was denied to someone else.

Conclusion

It was clear from the public meeting that a greater level of understanding between how surgeries were looking to operate and the extent to which patients could help make the system work would reduce frustration levels, where they exist, with the patient and at the front desk.

Surgeries continue to change with the times and appear to do their best to cope with the rising demand for services which arises from a longer living population, despite against a background of financial restraint.

The answers to Question 7 in our survey (see Appendix 3) indicated that patient awareness of what would happen if they were late was lower than would be expected and it may be that the same applies with regard to failure to attend at all.

This is a something that could again be addressed through good communications channels. However, it does not appear to be a sufficiently significant issue to make a specific recommendation in this report.

A significant volume of patients, particularly the older and more frequently attending generation, appear not to have changed their expectations in the same way.

Improved communications, combining push and pull methodologies, where there is room for improvement, could help. A strong portfolio of guidance and communications resources, used appropriately at practice level, could do much to ease the pressure on appointments system and the pressure to extend opening hours.

Appendix 1

Audience Questions at Public Meeting

QUESTION: Why are GP practices only available 9am till 5pm? Why are they not in-line with walk in centres?

RESPONSE: Most GP practices open at 8am and close at 7pm. GPs work as independent contractors some of these contracts do not include out of hours cover. When the surgery is not open the Badger service is contracted to cover the service. The Badger service contacts the patient's surgery in the morning after any contact. This provides the GP with any information about what treatment or advice been given.

QUESTION: Why can I never get an appointment?

RESPONSE: GPs put aside appointments for emergencies and this will vary. There are usually more available on a Tuesday after a bank holiday weekend for example. Doctors try to be flexible. Arrangements vary from practice to practice, though. Ask your practice manager for more information.

QUESTION: How do you access appointments if you can't use the phone?

RESPONSE: There are a range of options, for example calling in at surgery, getting some else to do it, email , text or arrangement by Community Psychiatric Nurse if mental health is involved.

QUESTION - How do the needs of long term conditions get met?

RESPONSE: The provision of routine appointments for people with long term health conditions is important. Write to the practice manager if you have a problem.

QUESTION: Which gives rise to more DNAs, appointments made by email, phone or direct?

RESPONSE: It makes no difference.

QUESTION: If someone is an DNA do they get charged?

RESPONSE: As the NHS is 'free at the point of delivery', practices are not able to make charges, this would require political change. GPs know their regular DNAs. Some practices will write a nice letter, some will wait till someone has not attended three times before writing, some may then ask patients to leave.

There can be many reasons people DNA, for example mental issues, early dementia, being a carer. Everyone forgets sometimes. Also, the odd DNA can be good as it gives a GP a chance to catch up!!.

QUESTION: What is good practice to notify patients of changes?

RESPONSE: Changes must be advised to patients using the screens in surgeries and posters. Patients see many sources of information: no single method reaches all. There are also websites, leaflets and the Patient Participation Group may publicise changes.

QUESTION: What is good practice in terms of requests for urgent appointments?

If a patient requests to be seen same day they should be seen that day. Reception staff can take details from the patient to prioritise, for example if chest pains patient needs immediate care. It is usual to leave some appointments free to meet urgent needs.

QUESTION: Do GPs get together and discuss best practice?

RESPONSE: Yes we do, we meet regularly . There is constant tweaking of the system, but yes, we discuss national best practice.

QUESTION: Can carers have their circumstances taken into account when booking appointments, eg timed to fit in with the person they care for and could carers have back to back appointments, so they can be seen after their cared for, to check on their own health?

RESPONSE: Each practice does have a carers' register. Everything should be taken into account but you may need to remind the surgery.

Other Recorded Observations:

Audience Observation: If we could start with a blank piece of paper we could organise things differently.

Audience Observation: If my GP says come back in a month, they put the appointment in the system there and then themselves. This seems logical.

Audience Observation: You say there are alternatives to seeing a GP but most patients would like to see their own Doctor. The UK Has half number of GPs other EU countries so it is unfair to blame patients.

Audience Observation: You say there is a Minor Ailment Scheme set up in certain pharmacies to dispense prescription medicines for simple conditions such as headlice, verrucas etc. I belong to a group who are very interested in GP services and did not know about this. It needs more publicity

An example of good practice: My practice has appointments thorough the day and from 5pm there are emergency appointments. That works well.

An example of good practice: At my practice a senior nurse takes calls and signposts patients. The surgery is open 8am till 8pm and sees more patients.

Appendix 2

Copy of the Survey Questionnaire

General Practise (GP) Access Survey

1. What is the name of your GP surgery?

2. When was your most recent visit? (months)

0 – 3 4 – 6 7 – 12 more than 13

3. How many times have you needed to book an appointment at your GP surgery in the past year?

Once 2 times 3 – 5 times 5 – 10 times Over 10 times

4. How well do you understand the process for booking an appointment at your GP surgery?

😊 Very Well 10 9 8 7 6 5 4 3 2 1 0 Poorly 😞

5. What is the process for booking an appointment at your GP surgery?

- All appointments are booked on the same day over the PHONE
- All appointments are booked on the same day ONLINE
- Urgent appointments are booked on the same day, other appointments are booked in advance
- Mornings are for urgent appointments, the afternoons are for booked appointments
- You get a call back from the surgery to arrange an appointment
- You get a call back from the GP to arrange an appointment
- You sit and wait for an appointment
- Don't know
- Other: Please state below

6. Do you usually book an appointment for:

Yourself An adult you care for A child you care for

7. What happens if you are late for your appointment?

A new booking is made Seen if you wait

Other: Please state below Don't know

8. How far in advance can you book an appointment?

1 day 2-3 days Don't know

A week 2 weeks Other: Please state below

None

9. How easy is it to book an appointment first thing in the morning?

Easy Ok Difficult No experience

10. Are 'same day' appointments still available after 9:00 am?

Yes Sometimes No No experience

11. Are 'same day' appointments still available after lunchtime?

Yes Sometimes No No experience

12. How long on average does it take to book an appointment over the phone?

Less than 5 mins 6 – 10 mins 11 – 20 mins 21 – 30 mins more than 30 mins

13. In an emergency, can you always be seen if you are prepared to wait?

Always Usually Never No experience

14. Does your GP surgery close during the working week?

No (open all day, 5 days a week) For 2-3 hours Some half days Some full days

15. How convenient are your GP surgery's open hours?

😊 Very Convenient 10 9 8 7 6 5 4 3 2 1 0 Very Inconvenient 😞

16. How good is the level of service you get when booking an appointment?

😊 Excellent 10 9 8 7 6 5 4 3 2 1 0 Poor 😞

17. Please state why you gave this score:

18. How good is the choice of appointments you are offered?

- Excellent: Exact days/times you want
- Good: Usually the days you want
- Good: Usually the times you want
- Poor: Never the days/times I want
- Other: Please state below

19. If you require any special access requirements, how well does your GP surgery meets these needs?

😊 Very Well 10 9 8 7 6 5..... 4 3 2 1 0 Poorly 😞

20. If you asked to see a preferred practitioner/Doctor, did this happen?

- Yes
- No
- I did not ask to see a preferred practitioner/GP

21. If you were unable to see a GP quickly, would you have been happy to see a:

- Doctor in training (qualified)
- Advanced nurse practitioner (able to diagnose, develop care plans and prescribe and manage medications)
- Practice nurse
- Received advice from a qualified Doctor or Nurse over the phone
- None
- Other: Please state below

22. Have the options in question 21 been given to you by your GP surgery?

- Yes
- No

23. How easy is it to book an OUT OF HOURS appointment?

Easy

Ok

Difficult

No experience

General Section

1. Name

2. Date of birth

3. Gender: Male Female Other

4. Postcode

5. Are you disabled or do you have a long term illness? No Yes , please give details:

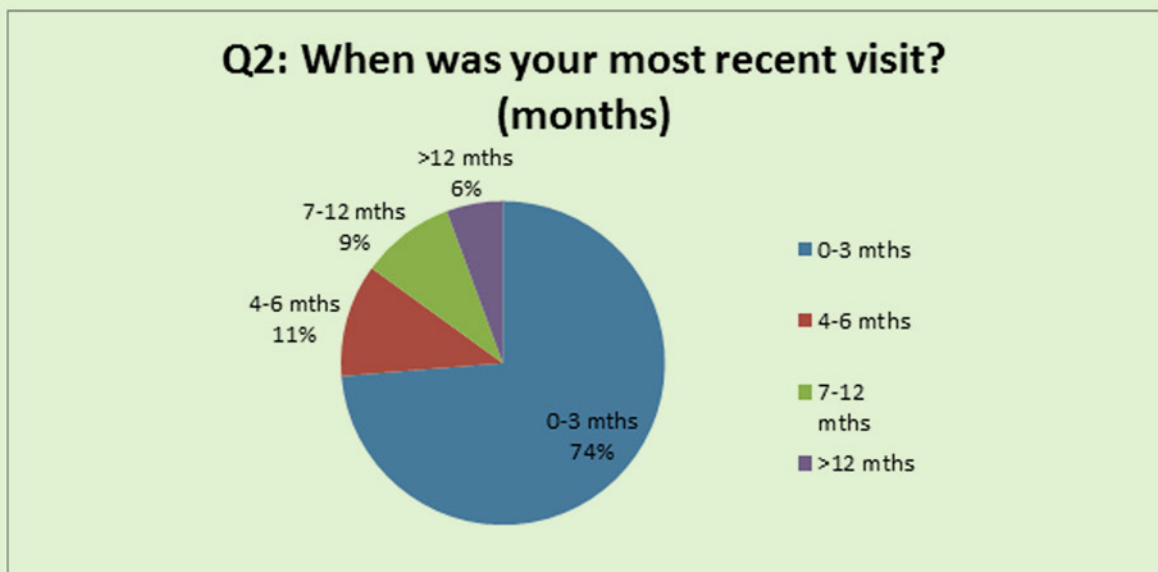
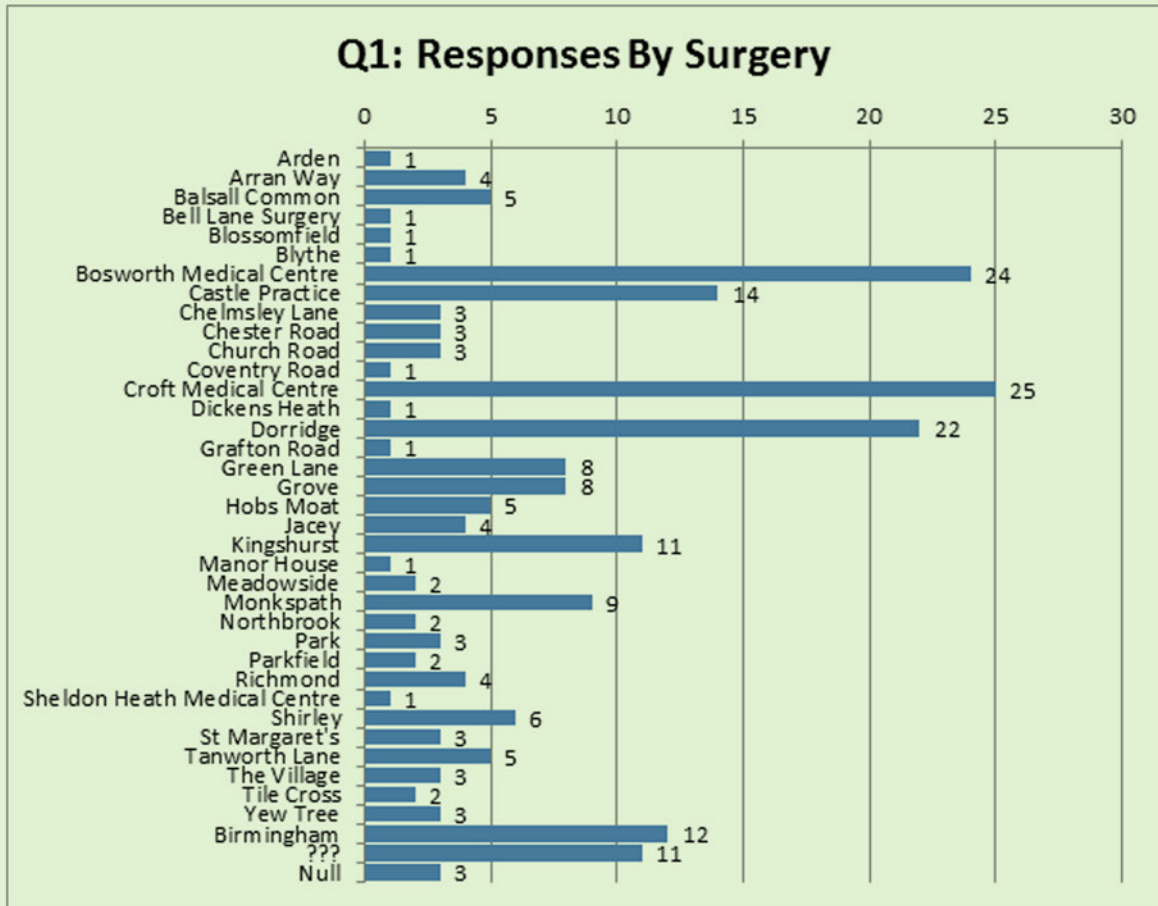
6. Are you a carer?

Yes

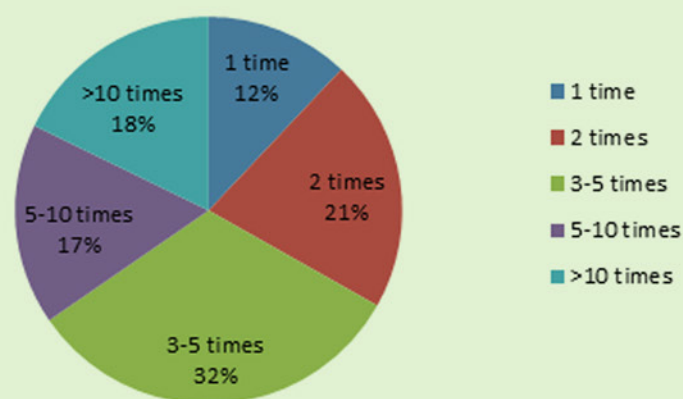
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Appendix 3

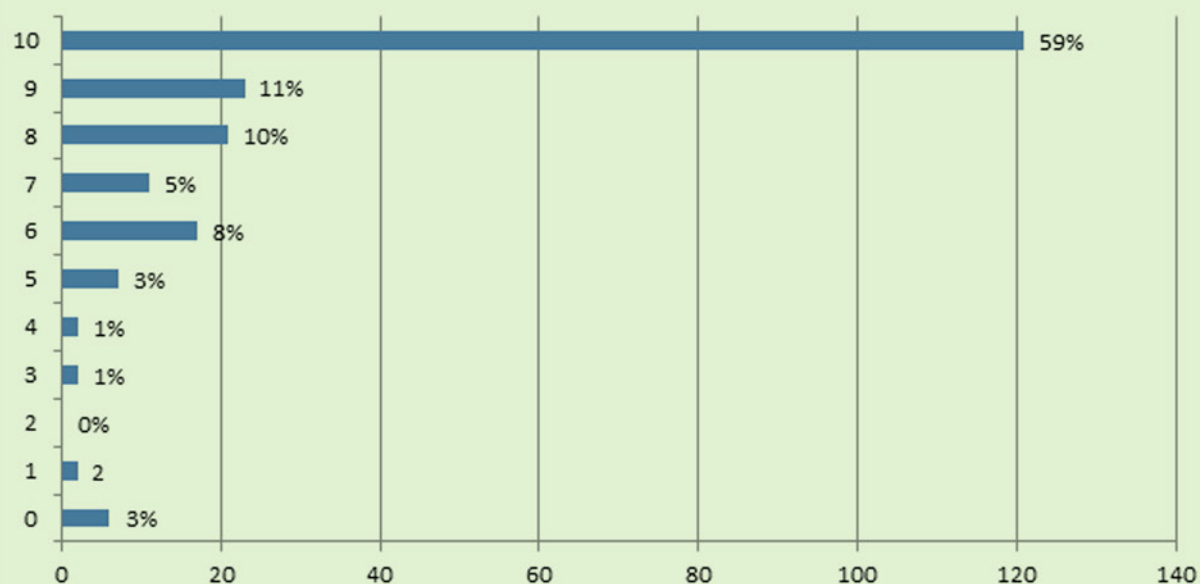
Survey Results



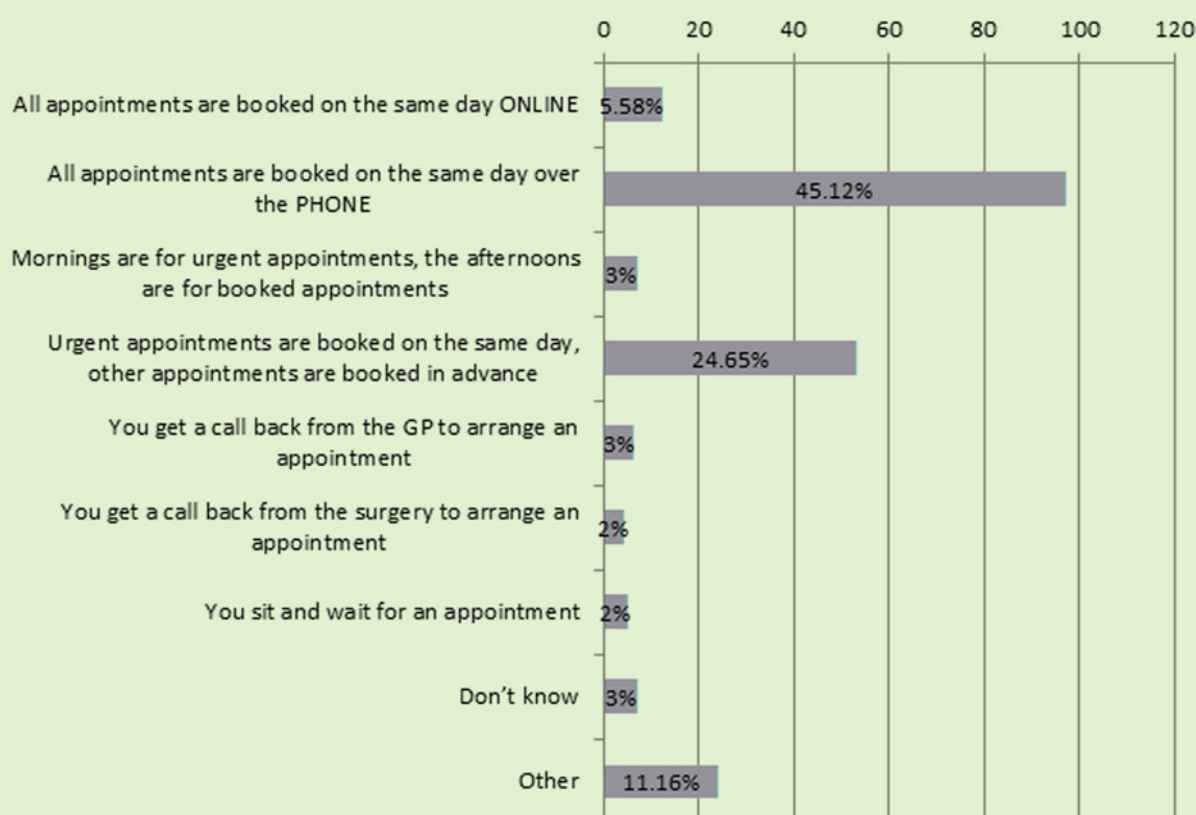
Q3: How many times have you needed to book an appointment at your GP surgery in the past year?



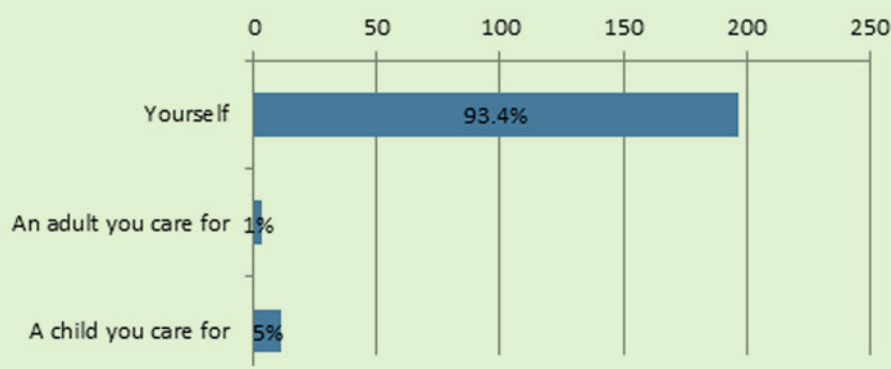
Q4: How well do you understand the process for booking an appointment at your GP surgery?



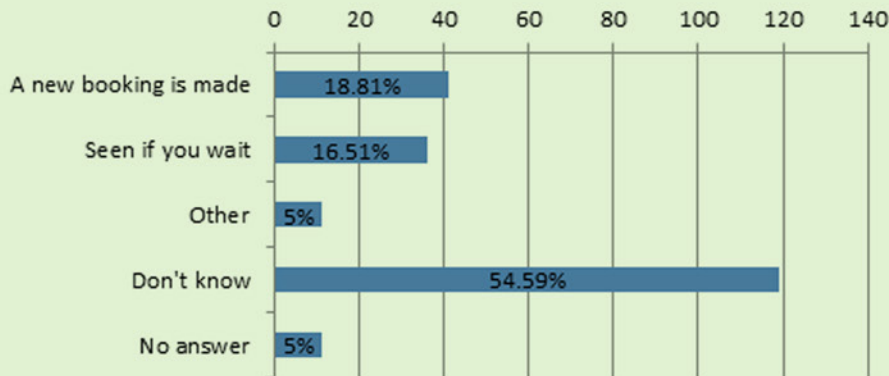
Q5: What is the process for booking an appointment at your GP surgery?



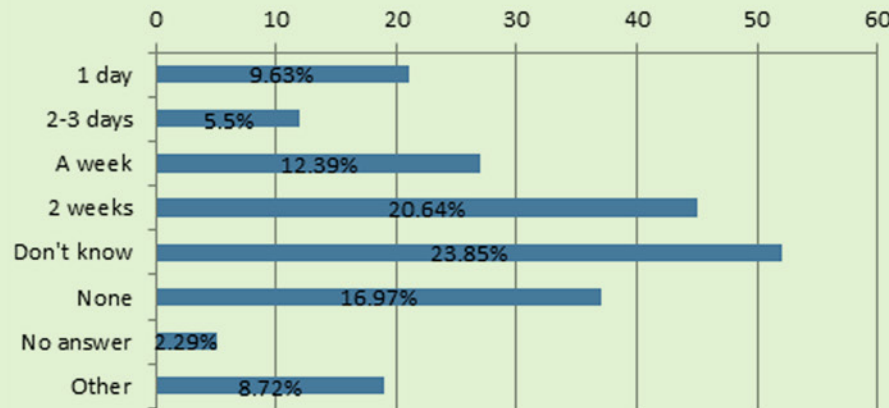
Q6: Do you usually book an appointment for:



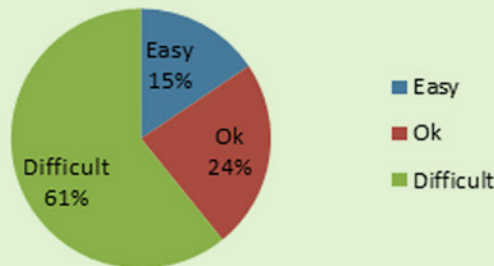
Q7: What happens if you are late for your appointment?



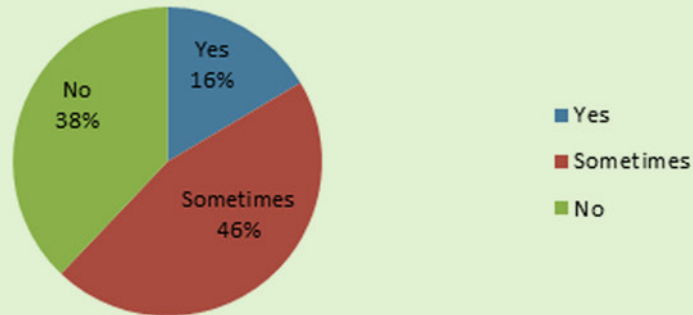
Q8: How far in advance can you book an appointment?



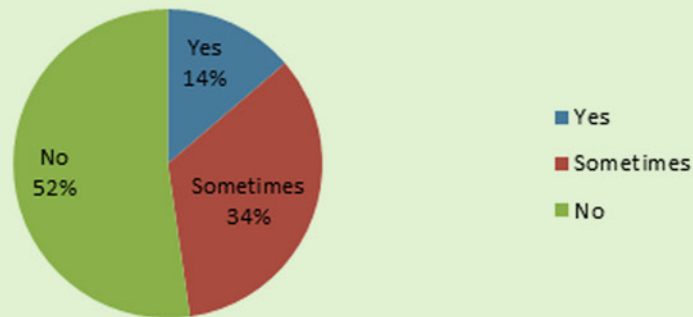
Q9: How easy is it to book an appointment first thing in the morning?



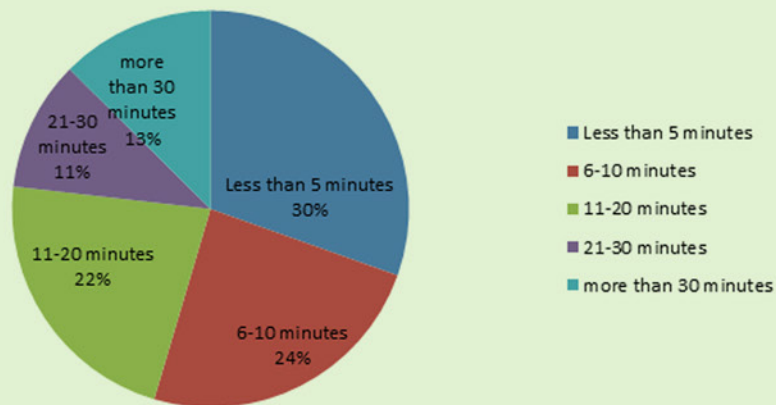
Q10: Are 'same day' appointments still available after 9:00 am?



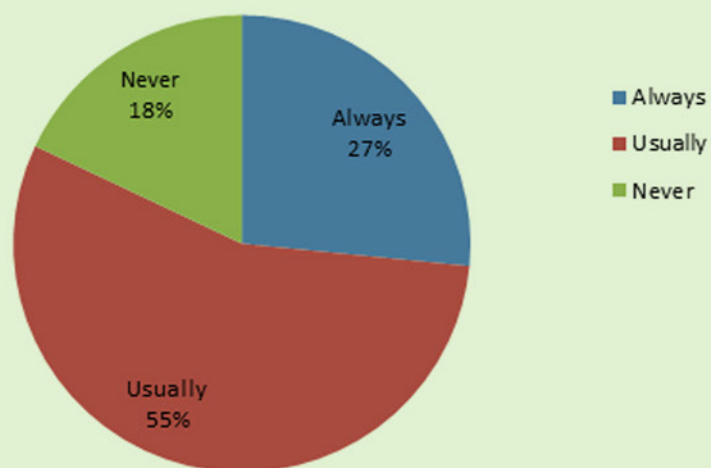
Q11: Are 'same day' appointments still available after lunchtime?



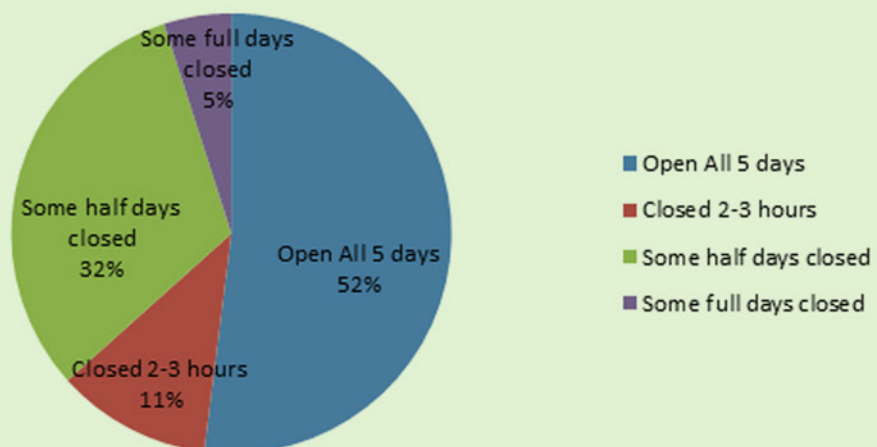
Q12: How long on average does it take to book an appointment over the phone?



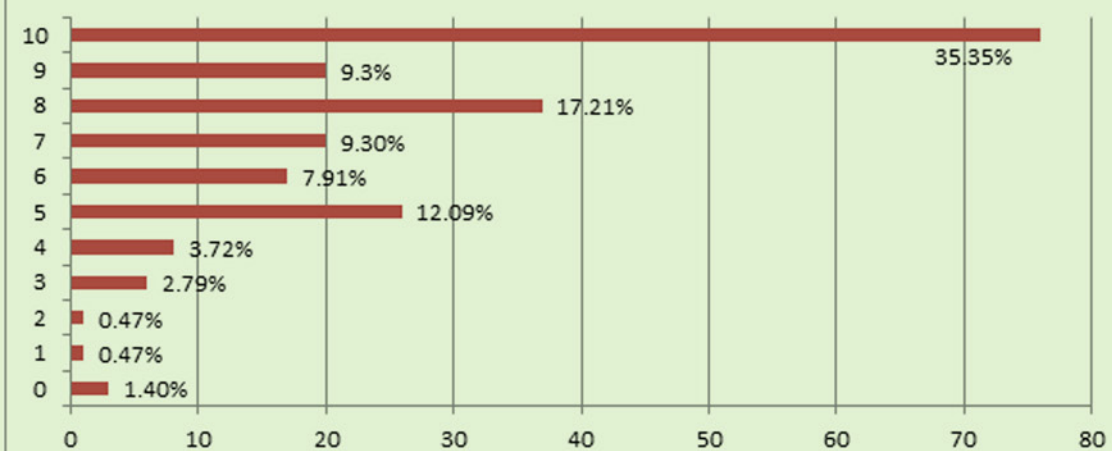
Q13: In an emergency, can you always be seen if you are prepared to wait?



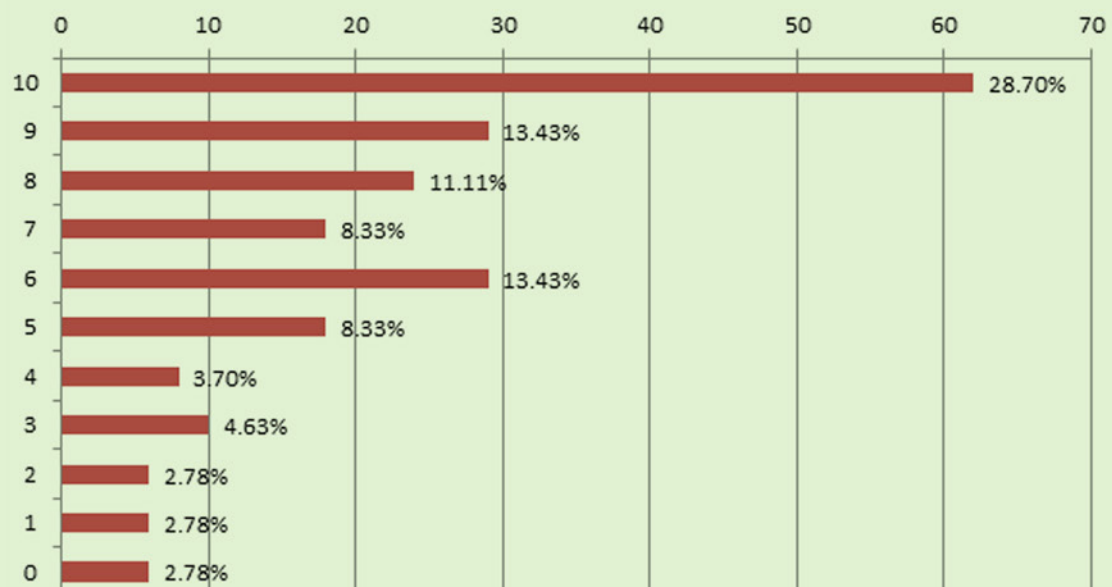
Q14: Does your GP surgery close during the working week?



Q15: How convenient are your GP surgery's open hours?



Q16: How good is the level of service you get when booking an appointment?



Q17: Why did you give the score you did in question 16

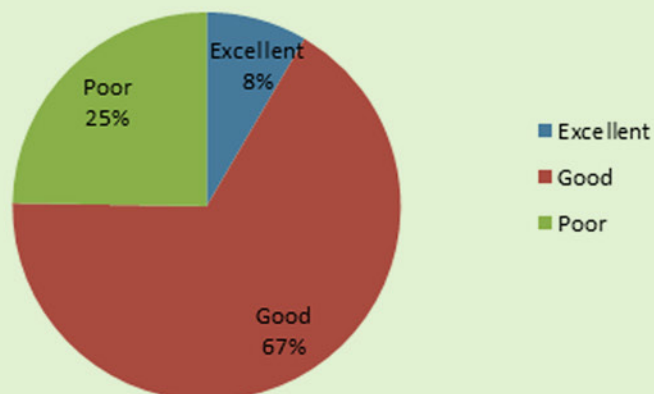
- It took hours to book an appointment and it was an emergency.
- There is just so much demand it is often the full fourteen days before you can see a doctor - or even the practice nurse. This meant I had to wait a month to get my ears syringed as the nurse was not allowed to do it without the doctor's permission.
- It takes forever to get through.
- My appointee books my appointments.
- The service is usually very good.
- Can never get appointment or I have to wait outside at 8am.
- Sometimes can get an appointment other times it is too busy and ask you to call again the next day.
- Booking an appointment is a joke, they need to look at doing it another way.
- It's hard when you phone to book appointment because there is a queue.
- The previous doctor and his team were always really rude and not helpful at all. The new doctor is much better.
- Just very poor correspondence
- Spend ages waiting, call interrupted, receptions don't listen, they make decision on what they think, not what I ask and they are wrong.
- Never had a real problem booking.
- Never failed to get an appointment same day but sometimes means ringing several times.
- Receptionist seems quite rude.
- Because they are not good.
- Generally reception do all they can to help arrange an appointment.
- Usually very helpful.
- Because they are rubbish.
- Service and staff needs improving.
- Often has taken me days to book an appointment. You can never get through on the phones and when you do all appointments have gone.
- There are never any routine appointments available on the day or within a few days.
- As I can never get seen.
- The receptionist and the process are not fit for purpose.
- It is very difficult to do the phone 8 o'clock and nobody answers the phone straight away. After a long time we get through.
- My doctor has been very understanding and helpful.
- All staff are very helpful and friendly.
- Just to be fair as sometimes they are very good.
- Very happy with my surgery.
- Good.
- Never had a problem with booking an appointment using 8.30am walk in.
- I have no problems with my surgery.
- Excellent helpful receptionists.
- You cannot book direct with the surgery but through a central number which covers several surgeries and is therefore very busy and difficult to go through first thing in the morning.
- It's waiting in the queue on the phone and all appointments have gone including triage calls.

- Very helpful staff.
- Excellent GPs
- Receptionists are extremely friendly and able.
- Never had a bad service.
- Always helpful and if they haven't got any appointments they will tell me when to phone back
- can never get through.
- Waiting times for appointments can vary between 10 mins and 1 hour.
- Luckily I have not needed many appointments. I have only phoned if they are running late it is that not enough time for the appointments booked.
- Can't always get an appointment when I want it.
- Felt it was the score to give.
- I believe if you are ill you should see a doctor that day, which is not always possible
- Because sometimes I have been waiting on the phone, then when they answer you they say got no appointments, phone back at 8:30am next morning.
- Women on the phone don't seem to be very helpful.
- On every occasion I have encountered the Reception I have met/dealt with the same woman who is unhelpful, has very poor communication skills and is borderline rude.
- Sometimes you have to make repeated calls before you get an answer - otherwise very helpful!
- Some staff more helpful than others.
- Always a queue - only one Receptionist
- It takes a long time to get through to surgery on the phone and you can't always get an appointment then - have to try again the next day.
- It has been some time since I booked an appointment but it can be time consuming.
- Needed an appointment after an operation but they wouldn't give me one.
- Because sometimes you can't always get an appointment.
- It's very difficult to book on the phone. I have found it quicker to stand in a queue from 7.30 am to book one, than wait "10th" in line on phone.
- Because when you phone up they have not always got any appointments left.
- Always polite & helpful within the bounds of what they have available. But there often isn't much available.
- Sometimes getting an appointment is a joke and they send you to another surgery.
- There is generally not a problem with booking appointments but I haven't done it very often.
- Had no issues previously.
- Not always clear about booking appointment.
- Unhelpful staff.
- For a same day appointment I have to physically go to the surgery. I can rarely get through on the phone early in the day. But when there making an appointment is usually quite easy.
- The receptionists are polite and it is not their fault if no appointments are available.
- The reception staff are always very polite and professional. It can be very difficult to get an appointment. I have had to wait two weeks even when in pain or infected. It is hard to get an appointment with a preferred doctor.
- Very difficult to get a same day appointment with a doctor without waiting outside at 8am in a queue.
- Difficulty I'm getting through, too long in the phone queue, receptionist asking personal questions, length of appointment time is short.
- Receptionists are rude. They think they're doctors.
- I used to be able to book appointments on line but I don't seem to be able to book them online anymore and I have to phone to get an appointment the surgery advised me that all appointments were booked for the next 5 weeks.
- Receptionists can sometimes be abrupt.

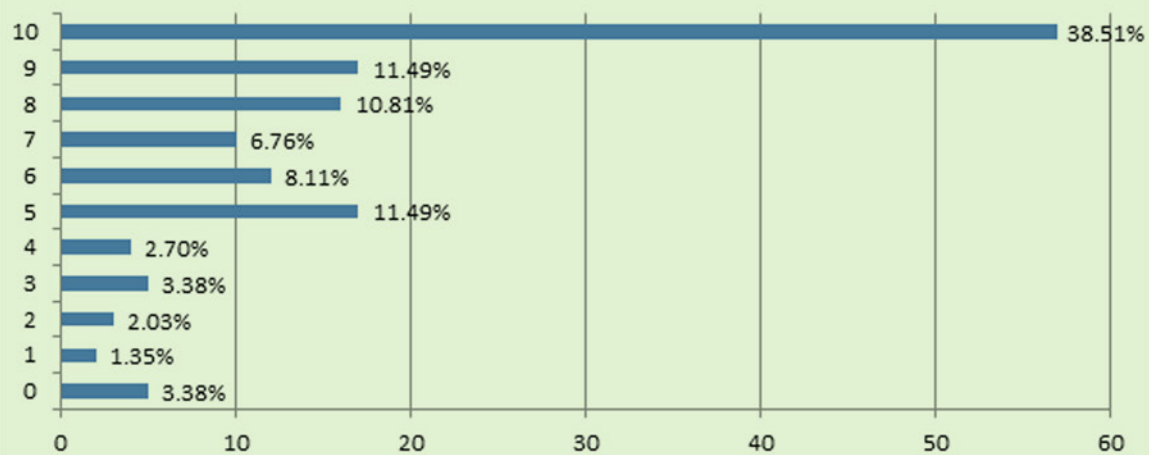
- Receptionist can be rude and often ask very personal questions.
- Receptionists are sometimes rude, and try to diagnose you.
- Staff can sometimes be abrupt as they are very busy.
- When appointments have gone, they are not very helpful.
- Phone just rings out. It is quicker to drive there and make appointment in person.
- Appointment system is terrible.
- Reception staff are friendly and professional.
- Because they are good at their job.
- I walk in at 8:00am and can be seen at 8:30am because it's a walk in.
- Good service.
- If I need to talk to a doctor, someone will always ring me within hours. If I need to see a doctor I can be seen same day.
- Can always get an appointment same day if ring at 2.00pm.
- Doctors are closed on a Thursday. It takes ages to get through on phone.
- Now I know how the trial with appointment works (it wasn't communicated), it is easy.
- The Receptionists who make the appointment give a very good service.
- Always helpful and can be given a GP phone back when no appointments are left.
- Pleased with doctors.
- Lack of parking.
- Helpful staff.
- Because I did booking with them.
- Receptionist was able to accommodate my availability.
- Never had any trouble.
- It is a very average service.
- Easy access to make appointment, if available.
- Good service.
- Our surgery is very good and helpful when needed.
- Thursday 1/2 day closing is inconvenient, late nights are needed.
- Very good trying to fit me in the same day.
- It's a busy practice so I expect some waiting time.
- I'm generally happy with the service. Thankfully, so far I rarely have to see my GP. Now and again I've seen a locum doctor and have not always felt comfortable doing so but regardless of this the treatment offered has been fine. But I wouldn't see a locum for very personal matters. I'd prefer to see my GP for these matters.
- When you first ring the surgery you are directly put through to an automated service which can take you straight to your destined office.
- Because I have never had any problems.
- Varies according to receptionist.
- Can book in advance on line, but I struggle to get an appointment, even when more than 4 weeks away.
- I've always been able to see a GP as the surgery offers a sit and wait service. It is however, more difficult to book an appointment with a specific GP.
- Excellent response time.
- Never had a problem.
- Sometimes, in certain circumstances, the receptionist seems to not care if you require certain appointment times due to school hours etc.
- You are told what number you are in the queue.
- Just depends how busy the surgery is when booking appointments.
- The staff are generally pleasant even if they can't give an appointment.

- Difficult to make appointment for GP of choice.
- We have very nice medical receptionist.
- Because I have problems.
- The staff are friendly and understanding.
- Most receptionists are polite and helpful, but recently trying to get to see it get a call back from my GP for my elderly father resulted in no help whatsoever
- They don't answer phone or have no appointments
- Usually an appointment is obtainable same day, however, I had to push for emergency appointment for my son when he had a lump.
- It can take ages to get through to a receptionist to make an appointment.
- Staff told to give bookings over the telephone not at Reception. When you get through to Reception the Doctor is fully booked for nearly two weeks. Twice to see a Doctor I had to go to A+E Solihull Hospital [the walk-in doctors].
- Because you can never get a appointment.
- Difficult to get an appointment when phoning on the day.
- Staff are very understanding and obliging and do their best to help.
- They try to accommodate for my date and time preferences and are friendly. Where needed, they explain things clearly. In the event that I would like an appointment sooner but there is none, they will call me back if there is one available.
- Good Doctors.
- Because some staff are not as helpful as others. I've tried to book appointments with certain staff and told none available. Then another member of my family will call and an appointment is available.
- Good Doctors Surgery.
- Happy.
- Percieved difficulty of giving appointments
- If making advance bookings there are no appointments for that week-you have to wait over a week.
- To make an appointment on the day you have to ring constantly before getting a response (at least 20 minutes).
- I make limited use of my GP as for my health is good. The one non urgent booking worked well.
- I am very happy with my medical centre
- Generally you have to wait 3-4 weeks for an appointment, even longer if you want to see a particular GP. Frequently you are re-routed to see practice nurse. This is due to shortage of GPs.

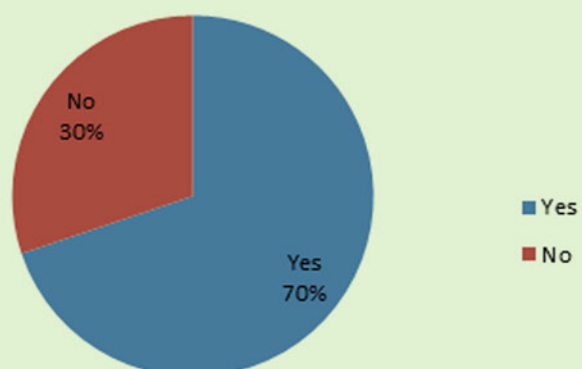
Q18: How good is the choice of appointments you are offered?



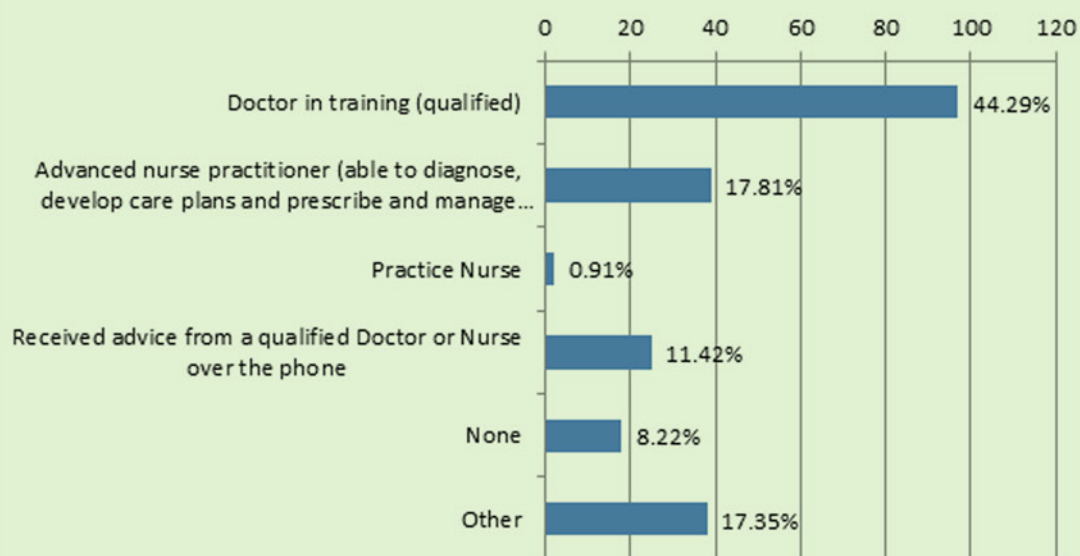
Q19: If you require any special access requirements, how well does your GP surgery meets these needs?



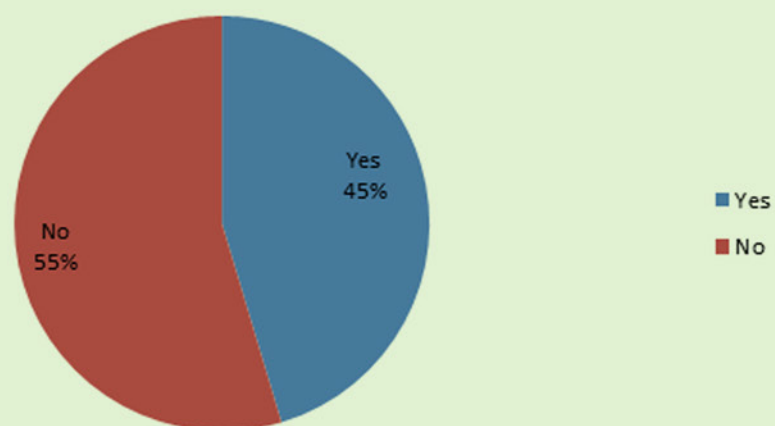
Q20: If you asked to see a preferred practitioner/Doctor, did this happen?



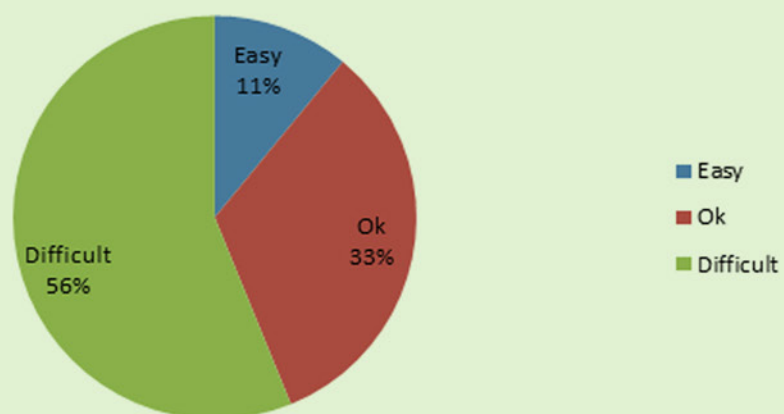
Q21: If you were unable to see a GP quickly, would you have been happy to see a:



Q22: Have the options in question 21 ever been offered to you by your GP surgery?



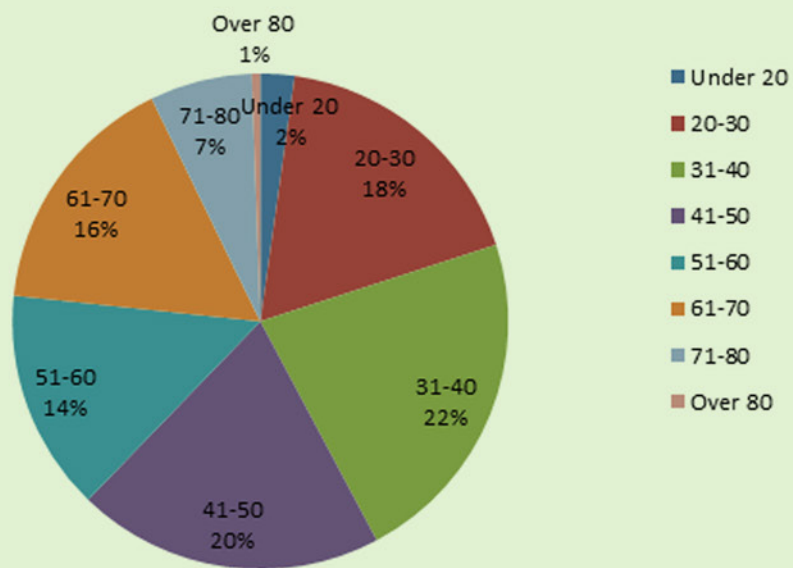
Q23: How easy is it to book an OUT OF HOURS appointment?



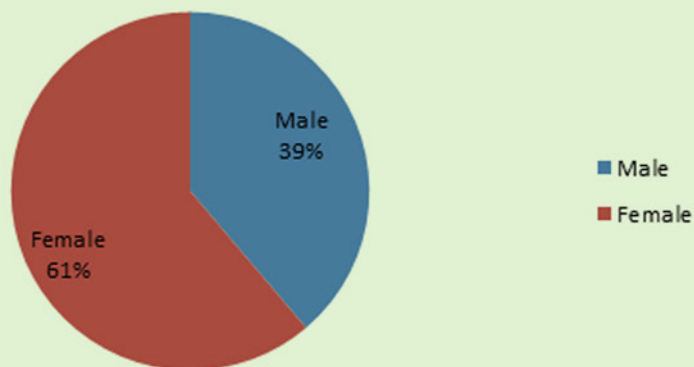
Appendix 4

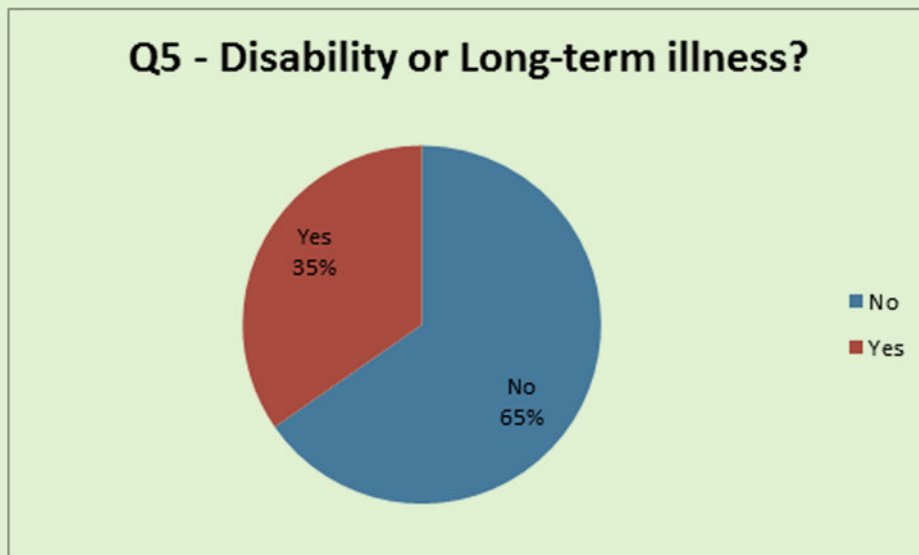
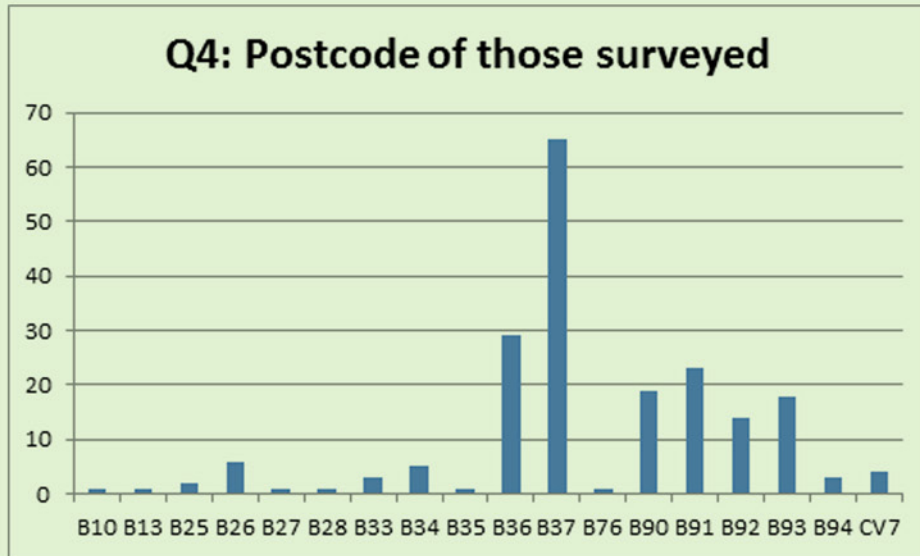
Monitoring Data

Q2 - Age Ranges of those surveyed



Q3: Gender of those surveyed



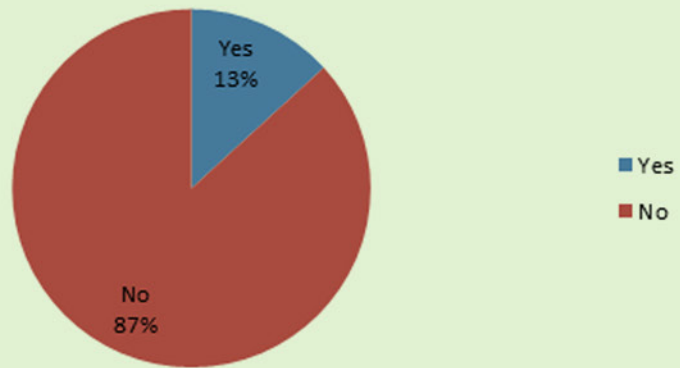


Q5 - Description of Disability/LTI

- Kerra-ka-tumas-eyes hypertension
- Pelvic floor pain and back
- I am blind in left eye
- Cirrhosis of liver and mental health issues
- Mobility skin cancer
- I have a hole in my heart
- Diabetes
- Learning difficulties, mental health
- On medication for cancer
- Brain tumour
- Back Pain
- Physical & mental health
- Muscular dystrophy

- Disabled
- Long term foot injury
- P.E
- Have AVM on Brain
- Bborderline bipolar, athritis
- I have got Arthritis, paralysed leg, incontinent
- Endometriosis
- Got shark foot got no feeling in both feet
- Diabetes
- Suffer with nerves etc. memory problems under Newington Centre
- Long term Illness
- Ongoing back and shoulder pain
- I have recently been diagnosed with diabetes type 2
- Crohnes Disease
- Diabetic
- Ulcerative corns
- Heart bypass and disease/back problems - can't walk/losing use of arms and legs
- Scoliosis
- Hypothyroidism, TCP, Lupus, Allergies & intolerances, macular degeneration
- Bowel problems
- NLPHD, Asthma
- Ulner Operation awaiting & Depression
- Fibromyalga
- Thyroid, mental health, asthma
- Type One Diabetes
- Incurable cancer
- bowel cancer 2013 not given all clear yet
- Epilepsy - controlled with daily long term medication
- Heart condition
- Aspergers syndrome
- Type 2 diabetes
- Type 2 diabetes
- Chronic pain and mental health
- Emphasima, c.o.p.d
- Cancer
- Back and knee problems. Thyroid removed so medication is needed
- Angina
- Arthritis
- Being investigated fo chron's/collitis
- Osteoarthritis
- Amuyosung spondillitis/bowel cancer
- Spinal and difficulty walking
- Sight, Blood Pressure, Cholesterol, Atrial Fibrillation, Asthma, Lower Urinary Tract
- Arthritis and Diabetes
- Heart Problems
- Parkinson disease, osteoarthritis, depression
- Waiting a Hip replacement/COPD/Arthritis Knee
- Anxiety

Q6 - Are you a carer?



Appendix 5

Desk Study - Surgery Data

Part 1 - Opening Hours and Practice Facilities

GP SURGERY	Opening times	Any specialist facilities?	Alternative healthcare professionals
Arden Medical Centre	Mon - Fri 08:30 - 12:30, 15:00 - 17:30 Wednesday until 12:30 Sat (every 2nd) 09:00 - 12:00		
Arran Medical Centre	Mon-Fri 08:00 - 13:00, 14:00 - 18:30	Phlebotomy, antenatal	Practice nurses
Balsall Common	Mon - Fri 08:15 - 18:00 Thursday until 12:00	Chiropractic clinic	Practice nurses, community healthcare
Blossomfield Surgery	Mon - Fri 9:30 – 12:30, 16:00 -18:00 (Tuesdays until 20:00)		
Bosworth Medical Centre	Mon, Tues, Fri 08:30 - 12:00, 14:00 - 18:30 Wed 08:30 - 12:00, 14:00 - 18:30, 18:30 - 19:30 Thurs 08:30 - 13:30, Sat 09:00 - 11:00	Mental health, Methotrexate Monitoring Service	Practice nurses
Chelmsley Lane Surgery	Mon 08:30 - 20:00, Tues, Thurs, Fri 08:30 - 18:30, Wed 08:30 - 13:30		Practice nurses
Chester Road Surgery	Mon, Tues, Thurs, Fri 08:00 - 12:30, 16:00 - 18:00 Wed 08:00 - 12:30	Child health surveillance, antenatal, mother and baby clinic	Practice nurses available
Church Road Surgery	Mon - Fri 07:30 – 11:30, 15:00 - 18:30		
Coventry Road Practice	Mon - Fri 09:00 – 11:30, 16:00 - 18:00		

Croft Medical Centre	Mon - Fri 08:00 - 18:30	Dispensing	Practice nurses, dispensers
Dickens Heath Medical Centre	Mon, Tues, Thurs, Fri 08.30 - 18.30, Wed 08.30 - 13.00, Sat 08.30 - 11.30		
Dorridge Surgery	Mon - Fri 08:00 - 18:30)	Cervical cytology, antenatal	Practice nurses
GPS Healthcare - Meadowside Family Health Centre	Mon - Fri 08:00 - 18:00 (Mondays until 20:00) Saturday 08:30 - 10:00		Practice Nurses
GPS Healthcare - Park Surgery	Mon - Fri 08:00 - 18:00 (Tuesday until 19:15) Sat (every 3rd) 08:30 - 11.30		Practice Nurses
GPS Healthcare - Tanworth Lane Surgery	Mon, Thur, Fri 08:00 -18:00 Tues 08:00 - 20.00 Wed 08:00 – 17:00		Practice Nurses
GPS Healthcare - The Blythe Practice - Knowle	Mon, Thur, 08:00 -18:00 Tues, Fri 08:00 – 19:15 Wed 08:00 – 13:00		Practice Nurses
GPS Healthcare - The Village Surgery	Mon - Fri 08:00 - 18:30	Child health surveillance	
GPS Healthcare - Yew Tree Medical Centre	Mon - Fri 08:00 - 18:00 Tuesdays until 19:30 Sat 08:45 - 11.30		Practice Nurses
Grafton Road Surgery	Mon-Fri 08:30 - 13:00, 14:00 - 18:30	Phlebotomy, antenatal, cervical smears	
Green Lane Surgery	Mon - Fri 08:00 - 18:30		Nurse practitioners, community midwives and health visitors

Grove Surgery	Mon - Fri 08:30 - 18:00 Wed Closed 14:00 - 15:00		
Hampton Surgery	Mon - Fri 08:30 - 13:00, 14:30 - 18:00 Thursday until 13:00 only		
Haslucks Green Medical Centre	Mon - Fri 07:30 - 12:15, 13:00 - 18:15 Monday from 08:00 only Thursday until 16:00 only		
Hobs Moat Medical Centre	Mon - Fri 08:00 - 18:00		
Kingshurst Medical Practice	Mon - Fri 08:00 - 18:30 Wednesday until 19:30	Dermatology clinic, warfarin clinic	Practice nurses
Manor House Lane Surgery	Mon - Fri 08:30 - 18:30 Tuesday until 20:00 Wednesday until 13:30 only		Practice nurses
Meriden Surgery	Mon - Fri 08:15 - 18:00 Wednesday until 12:00 only	Chiropractic clinic	Practice nurses, community healthcare
Monkspath Surgery	Mon - Fri 08:00 - 18:30		
Northbrook Group Practice	Mon - Fri 08:30 - 18:30 Mondays until 19:10 Fridays from 07:10		
Parkfield Medical Centre	Mon, Tues, Fri 08:15 - 14:00 15:30 - 18:00 Wed 08:15 - 12:30, 15:45 - 17:45 Thurs 08:15 - 12:00	Orthopaedic, gynaecology	Practice nurses, community midwives and health visitors
Richmond Medical Centre	Mon - Fri 08:00 - 18:30 Tuesday until 19:30 Wednesday from 07:30		
Sheldon Heath Medical Centre	Mon, Tues 08:00 - 19:00 Wed-Fri 08:00 - 18:30		Practice nurses
Sheldon Heath Road Surgery	Mon - Fri 08:30 - 13:00, 15:00 - 18:30 Thursday until 13:00 only	Cervical smears, smoking cessation	Practice nurses
Shirley Medical Centre	Mon - Fri 08:00 - 18:30 Mondays until 20:00 Thursday closed 12:00 - 13:00 Saturday 08:00 - 11:00		

St Margaret's Medical Practice	Mon - Fri 08:00 - 18:30		
The Castle Practice	Mon - Fri 08:15 - 18:30 Thursday until 18:50	Physiotherapy	Practice nurses, health visitors, attached staff (i.e, psychologists, physiotherapists, chiropodists etc)
The Jacey Practice - Northbrook	Mon - Fri 08:30 – 11:30, 15:00 -18:00		
Tile Cross Surgery	Mon, Wed 07:30 - 11:30, 15:00 - 18:30 Tues, Thurs, Fri 07:30 - 11:30	Antenatal	Practice nurses

Appendix 6

Desk Study - Surgery Data

Part 2 - Appointment System as stated on Website

GP SURGERY	<u>Appointment making process</u>	<u>online</u>	<u>phone</u>	<u>In person</u>	<u>How far in advance</u>
Arden Medical Centre	<p>The practice operates an advanced access system and you will be offered an appointment within two working days. Same-day appointments are always available.</p> <p>A doctor is normally available to give telephone advice at the end of morning surgery between 12.00-12.30</p> <p>The phone lines will not be open on Saturday mornings, so Saturday appointments will need to be cancelled on Friday evening by 6 pm.</p>	Yes	Yes	Yes	Two days
Arran Medical Centre	<p>Patients need to call in at 9am to receive same day appointments. Online booking is also available</p>	Yes	Yes		Practice nurse appointments available up to seven days in advance
Balsall Common	<p>Certain types of appointments with certain doctors can be booked online. Telephone appointments are available, though if none are available on the day, a booking will be made within the next few days</p>	Yes	Yes	Yes	Six weeks
Blossomfield Surgery	<p>Receptions open 8:00 - 18:30</p>	Yes	Yes	Yes	Eight weeks
Bosworth Medical Centre	<p>Extended hours available (late Wednesday evening and Saturday morning appointments are for patients who would otherwise struggle to make an appointment during usual surgery hours due to work commitments etc)</p>	Yes	Yes	Yes	No information

Chelmsley Lane Surgery	Appointments can be made using SystmOnline, by phone during surgery hours or Yes	Yes	Yes	Yes	Three weeks
Chester Road Surgery	Appointments can be made by contacting main switchboard number, through online booking form, or Yes	Yes	Yes	Yes	No information
Church Road Surgery	Yes, by telephone or through this website if you have already registered to do so	Yes	Yes	Yes	Six weeks
Coventry Road Practice		Yes	Yes	Yes	no information
Croft Medical Centre	Online system called 'Advanced Access'. Telephone appointments are offered daily with each doctor. Consultations with health care professionals are offered within two working days.	Yes	Yes	Yes	Eight weeks
Dickens Heath Medical Centre	Appointments can be made using EMIS access online, by phone during reception hours or by personal visit to the surgery	Yes	Yes	Yes	No information
Dorridge Surgery	Appointments can be made using SystmOnline, by phone during reception hours or by personal visit to the surgery	Yes	Yes	Yes	Four weeks
GPS Healthcare - Meadowside Family Health Centre	GPS Healthcare - online systmonline register	Yes	Yes	Yes	Two weeks
GPS Healthcare - Park Surgery	GPS Healthcare - online systmonline register	Yes	Yes	Yes	Two weeks
GPS Healthcare - Tanworth Lane Surgery	GPS Healthcare - online systmonline register	Yes	Yes	Yes	Two weeks
GPS Healthcare - The Blythe Practice - Knowle	GPS Healthcare - online systmonline register	Yes	Yes	Yes	Two weeks
GPS Healthcare - The Village Surgery	Appointments can be made using SystmOnline, by phone during reception hours or by personal visit to the surgery	Yes	Yes	Yes	Two weeks

GPS Healthcare - Yew Tree Medical Centre	GPS Healthcare - online systmonline register	Yes	Yes	Yes	Two weeks
Grafton Road Surgery	Appointments can be made using online system or by phone.	Yes	Yes		A month
Green Lane Surgery	Consultations can be booked Yes, online or by phone. Telephone consultations are also provided by doctors	Yes	Yes	Yes	A month
Grove Surgery	Register online and use 'book appointment' option or call between 8:30 - 6pm to make appointments over the phone	Yes	Yes		No information
Hampton Surgery		Yes	Yes	Yes	No information
Haslucks Green Medical Centre		Yes	Yes	Yes	No information
Hobs Moat Medical Centre	Telephone call backs from our GPs. Long appointments booked seperately	Yes, not available to under 16s	Yes		Four weeks
Kingshurst Medical Practice	Appointments can be made using online system, by phone or Yes	Yes	Yes	Yes	No information
Manor House Lane Surgery	Appointments can be made using SystmOnline or by phone during surgery hours	Yes	Yes,		Three weeks
Meriden Surgery	Certain types of appointments with certain doctors can be booked online. Telephone appointments are available, though if none are available on the day, a booking will be made within the next few days	Yes	Yes	Yes	Six weeks
Monkspath Surgery	appointment reminder service in which two to three days before an appointment a text reminder will be sent to the mobile number	Yes	Yes		Four Weeks

Northbrook Group Practice	GPS Healthcare - online systmonline register Appointment only system. these can be booked by telephoning the surgery or at the front desk	Yes	Yes	Yes	No information
Parkfield Medical Centre	Appointments made online or by phoning into the surgery	Yes	Yes		No information
Richmond Medical Centre		Yes			Six weeks
Sheldon Heath Medical Centre	Appointments can be made online, by phone or Yes	Yes	Yes	Yes	No information
Sheldon Heath Road Surgery	Appointments can be made online, by phone or Yes	Yes	Yes	Yes	No information
Shirley Medical Centre	Mondays have been reserved for patients who have needed to be seen on the day and are not available for prior booking please telephone between 8.00am and 10.00 am for URGENT appointments and after 10.00am for ROUTINE appointments	Yes	Yes	Yes	No information
St Margaret's Medical Practice	same day appointments can be booked from 8.30am either by telephone or Yes	Yes	Yes		Four Weeks
The Castle Practice	Appointments can be made through online system, by phone or Yes at reception. Telephone consultations from doctors are also available on the same day.	Yes	Yes	Yes	A limited number a week in advance
The Jacey Practice - Northbrook	you can still request the normal 'next routine' appointment with a specific doctor, which will continue to be a 10 minute single or 20 minute double appointment	Yes	Yes		No information
Tile Cross Surgery	Appointments are released 8.00am on the day. Can be made online, Yes or by phone	Yes	Yes	Yes	Six weeks

Appendix 6

Desk Study - Surgery Data

Part 3 - Repeat Prescription System as stated on Website

GP SURGERY	<u>Turnaround</u>	<u>online</u>	<u>phone</u>	<u>post</u>	<u>forward pharmacy</u>	<u>FAX</u>	<u>other</u>
Arden Medical Centre		Yes	No		Yes		Fill out form at reception
Arran Medical Centre	Prescription available after 48 hours	Yes	No		Yes		By hand
Balsall Common	Requests will be processed over two full working days	Yes	No	Yes		Yes	
Blossomfield Surgery		Yes	only for 65 & over				Fill out form at reception
Bosworth Medical Centre	All requests are processed over two full working days	Yes	No	Yes	Yes		
Chelmsley Lane Surgery	All requests are processed over a two day period.	Yes,	No	Yes	Yes		
Chester Road Surgery	Requests will be ready after 24 hours	Yes	Yes	Yes			
Church Road Surgery		No	No	Yes	No		In person
Coventry Road Practice				Yes			In person

Croft Medical Centre	All requests are processed over two working days	Yes	No	Yes	Yes	Yes	
Dickens Heath Medical Centre		Yes					
Dorridge Surgery	All requests are processed with 48 hour (Not including weekend. 'Urgent' requests will be available after 5pm on the day of receipt, however patient may be asked to visit their pharmacy for an emergency supply instead, depending on the medication required.	Yes	No	Yes	Yes		
GPS Healthcare - Meadowside Family Health Centre		Yes			Yes		Fill out form at reception
GPS Healthcare - Park Surgery		Yes	No		Yes		Fill out form at reception
GPS Healthcare - Tanworth Lane Surgery		Yes	No		Yes		Fill out form at reception
GPS Healthcare - The Blythe Practice - KNowle		Yes	No		Yes		Fill out form at reception
GPS Healthcare - The Village Surgery	Requests will be ready after three working days	Yes	No	Yes	Yes		
GPS Healthcare - Yew Tree Medical Centre		Yes	No		Yes		Fill out form at reception
Grafton Road Surgery	All requests are processed over two full working days	Yes	No	Yes	Yes		

Green Lane Surgery	Processed over 48 hours.	Yes	Only in exceptional circumstance	Yes	Yes		By hand
Grove Surgery		Yes	No	Yes	Yes	Yes	Written note at reception
Hampton Surgery		Yes	No		Yes	Yes	Fill out form at reception
Haslucks Green Medical Centre		Yes	No				
Hobs Moat Medical Centre	Fill out online prescription form or use other methods	Yes	No	Yes	Yes		Fill out form at reception
Kingshurst Medical Practice		Yes	No	Yes	Yes		
MaNor House Lane Surgery	All requests are processed over a two day period.	Yes,	No	Yes	Yes		
Meriden Surgery	Requests will be processed over two full working days	Yes	No	Yes		Yes	
Monkspath Surgery		Yes	No	Yes	Yes	Yes	Fill out form at reception
Northbrook Group Practice	.	No	Only if housebound or are recovering from an operation / illness				Fill out form at reception
Parkfield Medical Centre	Prescription available after 48 hours	Yes	No	Yes	Yes		
Richmond Medical Centre		Yes	No	Yes			Yes

Sheldon Heath Medical Centre	All requests are processed over a two day period.	Yes	No	Yes	Yes		
Sheldon Heath Road Surgery	All requests are processed over two full working days	Yes	No	Yes	Yes		
Shirley Medical Centre		Yes	No	Yes	Yes	Yes	Fill out form at reception
St Margaret's Medical Practice		Yes	No		No	Yes	Fill out form at reception
The Castle Practice	Processed over 48 hours.	Yes	No	Yes	Yes		
The Jacey Practice - Northbrook		Yes	No		No		Fill out form at reception,
Tile Cross Surgery	All requests are processed over two full working days	Yes	No	Yes	Yes		

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