

Access & Identity

**GP Registration and appointment booking:
'Mystery Shop' evaluation report**



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Introduction

Healthwatch is the independent consumer champion for health and social care in England. Healthwatch's function is to engage with local people to seek views about locally delivered services, signpost service users to relevant information and to influence the design of local health and social care provision.

Healthwatch Hampshire is part of a network of local Healthwatch across 152 local authority areas that launched in April 2013 to ensure local voices are heard and enable them to influence the delivery and design of local services. Healthwatch's sole purpose is to understand the needs, experiences and concerns of people who use health and social care and to speak out on their behalf.



Healthwatch have statutory powers, as stated in the Health and Social Care Act 2012, to ensure the consumer's voice is strengthened and heard by those who commission, deliver and regulate health and care services. Local Healthwatch helps people get the best out of their local health and social care services; whether it's improving them today or helping to shape them for tomorrow.

Aims and objectives

As part of Healthwatch Hampshire's community engagement work, access to GP appointments is a common theme highlighted by members of the public. This has in some cases led patients to access care at alternative locations (for example walk-in centres and A&E depts.) which is not always appropriate. Healthwatch Hampshire therefore aimed to do the following:

- Understand how Practices registered patients and their guidance to patients on the need for ID when registering.
- Identify current waiting times for routine and urgent appointments
- Identify current practice around opening times and the availability of extended opening hours.
- Identify what guidance is offered by Practices on how appointments can be booked

Healthwatch Hampshire hopes this report will provide a snapshot of current services across the County, identify areas of good practice and make some recommendations as to how improvement might be made to enable better access to GP services.

Methodology

To understand new patient experience of the GP registration process with surgeries, Healthwatch Hampshire focused their research on GP Practices telephone lines and websites across the whole of Hampshire as it was felt these were the two most likely places an average patient would typically go to for advice on registration, appointments and opening/closing times. On the 3rd November 2017 between 10am and 5pm, Healthwatch staff joined by Healthwatch Hampshire Champions, called all 137 GP practices in Hampshire posing as potential registrants. The mystery callers enquired into how to register at a GP Practice; how to book an appointment; current waiting times in addition to opening and closing times.

Callers listened to each surgery's response and recorded the information they heard on Feedback Forms (See Appendices). This produced a snapshot of patient experience of surgeries and an overview of services provided across the whole of the county.

Feedback and recommendations



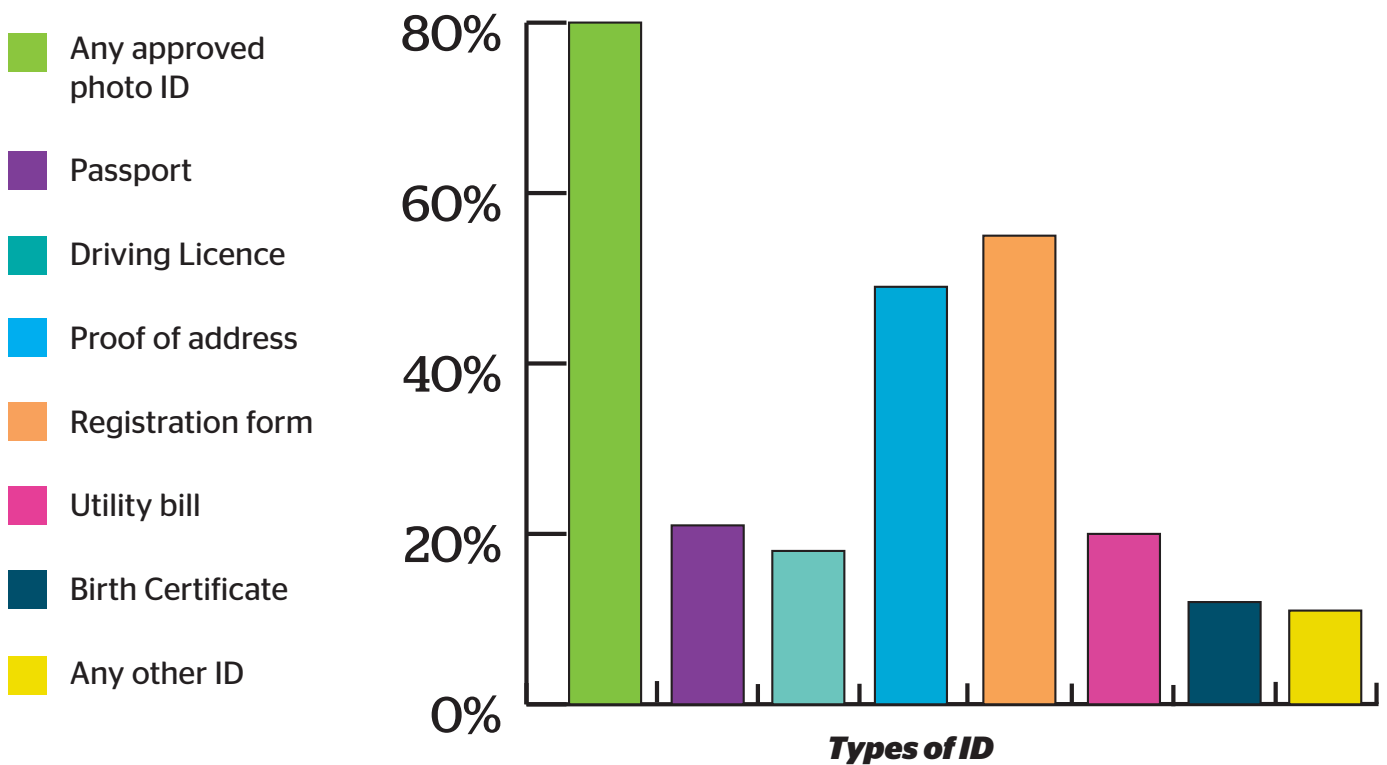
Registration information

In respect of registration information, whilst NHS Guidance on Registration advises there is no requirement to provide evidence of ID, feedback from other local Healthwatch's suggested practices have refused to register patients who could not provide photo ID.

Healthwatch Hampshire contacted practices across the whole of Hampshire, via telephone, to see what advice was given. Volunteer mystery shoppers explained that overall they received

relevant information from GP practices in an enthusiastic and helpful manner. Volunteers reported that as a new registrant or an existing patient, having this manner of conversation made them feel valued and would increase the likelihood of them registering and/or getting more involved in their local GP Practices. (Full NHS guidance on registration can be found here: www.england.nhs.uk/commissioning/wp-content/uploads/sites/12/2015/11/pat-reg-sop-pmc-gp.pdf)

The types of ID surgeries initially ask new registrants for - County view

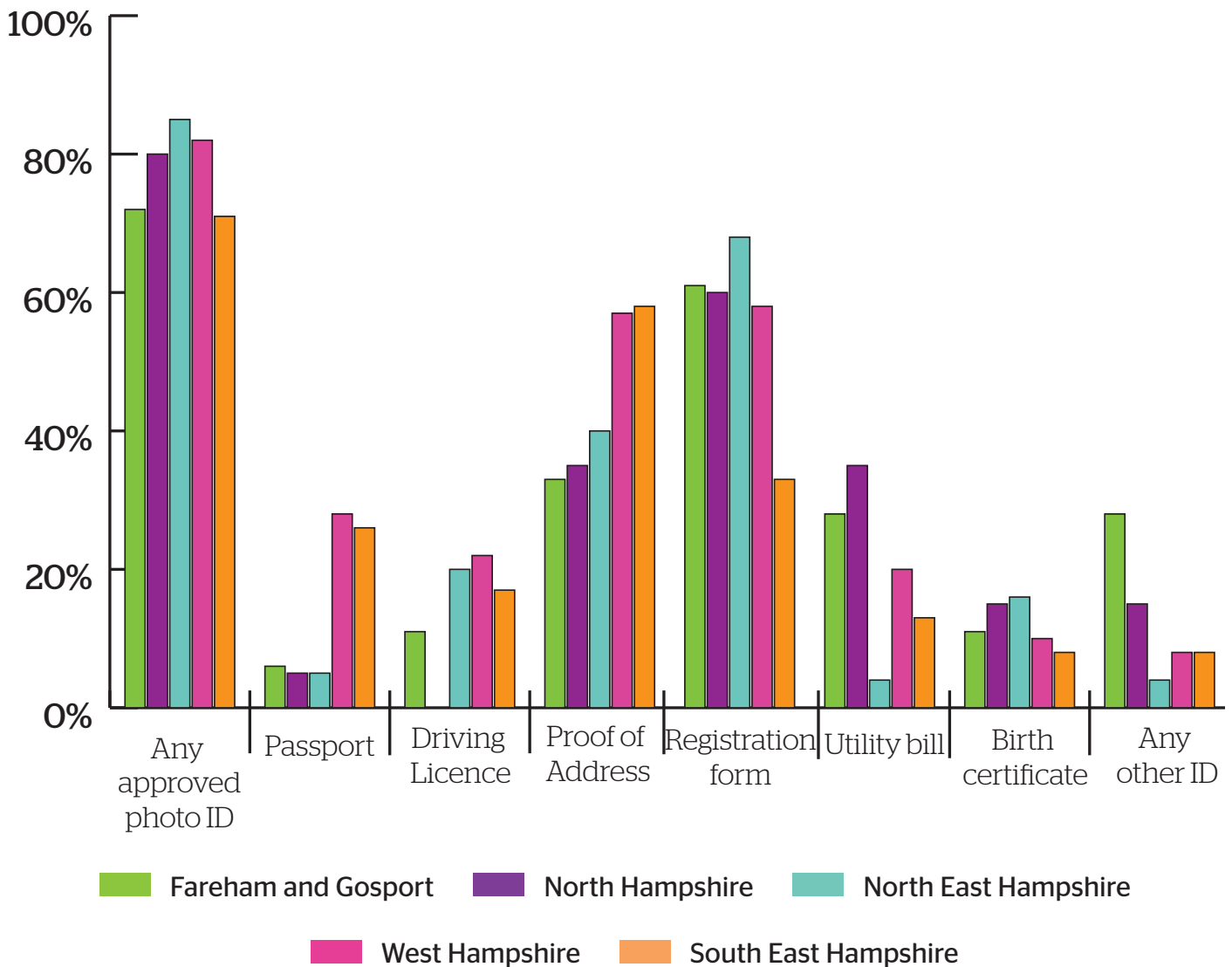


80% of reception staff at GP practices across the county initially asked the mystery shoppers posing as new registrants for 'any approved photo ID' even though there is no legal requirement to do so. Reception staff also asked mystery shop callers for proof of address and

the completion of registration forms to complete the signing up process. Less common forms of ID requested by GP reception staff across Hampshire include birth certificates, utility bills, passports, driving licences and 'any other ID'.



The types of ID surgeries initially ask new registrants for by Clinical Commissioning Group (CCG) area



Across CCG (Clinical Commissioning Group) areas it was a similar picture. All GP practices to a greater or lesser extent initially asked new registrants for 'any approved photo ID' even though there is no legal requirement to do so. This was most evident in surgeries in the NE and West Hants district, proportionally speaking, and Fareham and Gosport and SE Hants being the least likely to ask.

Again, the second and third most requested form of ID was proof of address and the completion of a registration form. Following the Hampshire average, other less common forms of ID requested by GP reception staff from the CCG

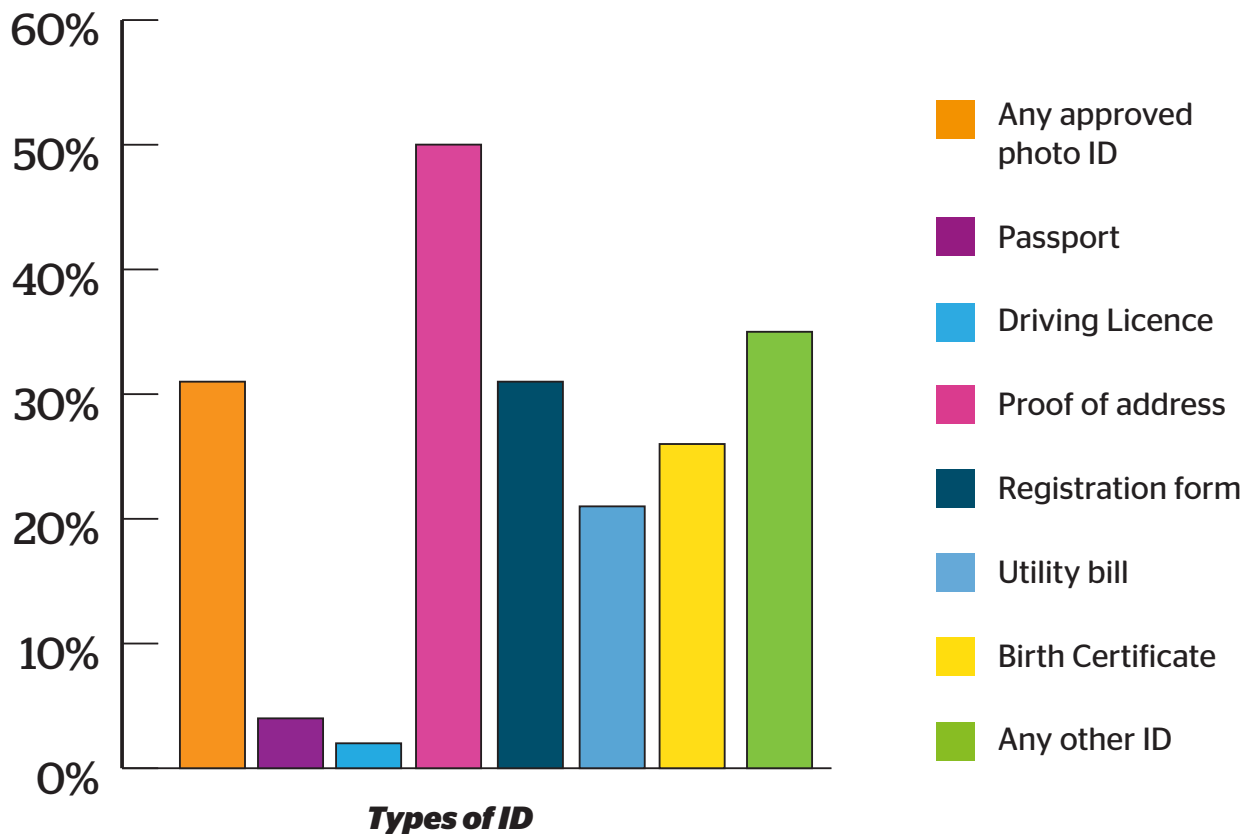
areas are birth certificates, utility bills, passports, driving licences and again 'any other ID'.

To further understand how GP Practices registered new patients without any photo ID, Healthwatch Hampshire mystery shoppers subsequently posed as callers wishing to register at their local GP practice but without any photo ID (such as a passport and/or driving licence) to see what advice was given in this type of scenario.





The types of ID surgeries subsequently ask new registrants for - County view

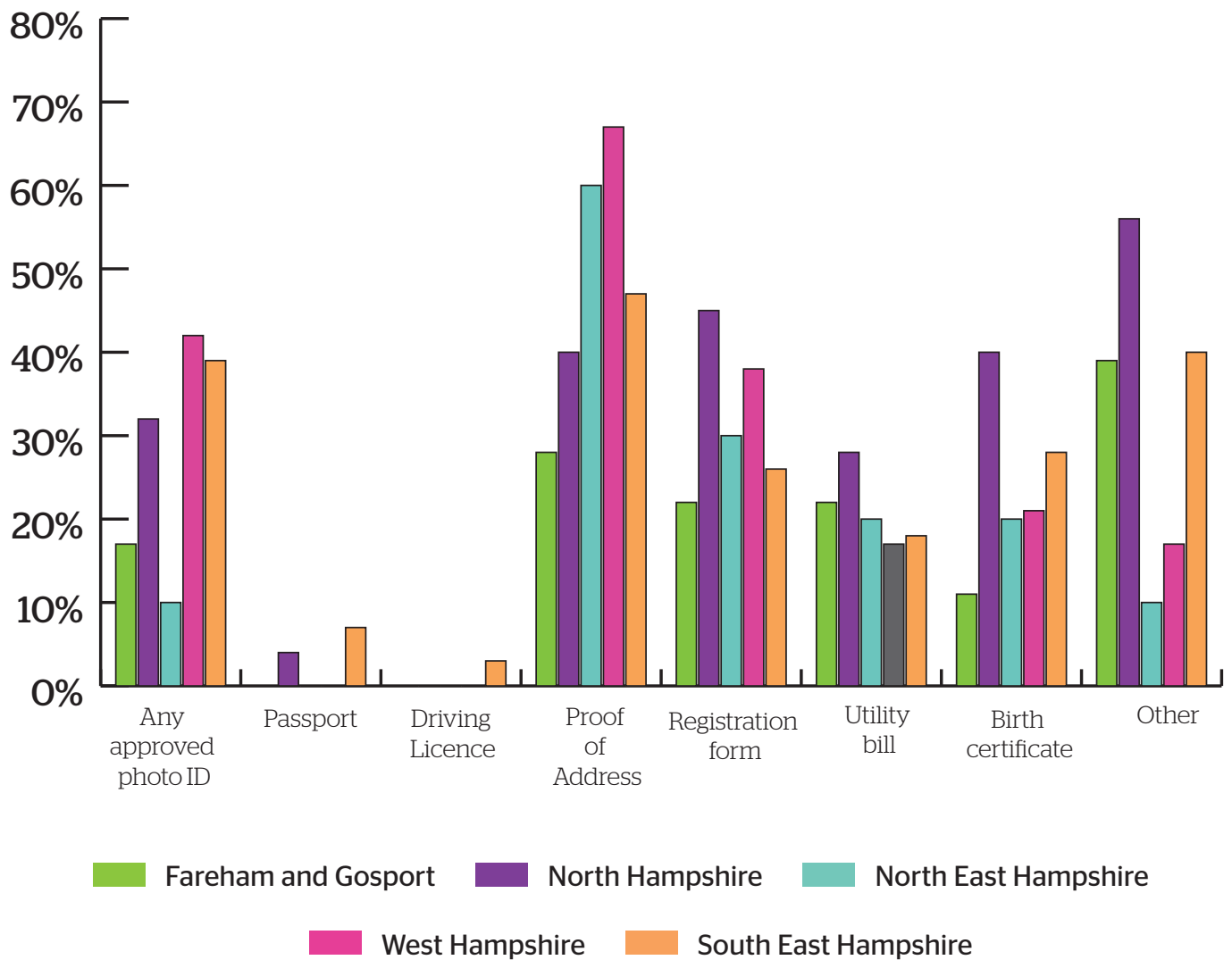


Overwhelmingly, GP reception staff across all of the Hampshire CCG areas were very surprised when the mystery callers (posing as new registrants to their practices) explained that they did not possess any form of photo ID. A significant number of reception staff were puzzled by the scenario and sought further advice from colleagues.

In all events though, the most commonly requested form of ID subsequently asked for - in lieu of photo ID such as a passport and/or driving licence - was proof of address, completion of a registration form and 'any other photo ID' such as a club/workplace /organisation membership card. Again this would appear to indicate that most GP reception staff at surgeries across the entire county of Hampshire were still insistent on new registrants supplying some form of a photo ID when registering to join a GP surgery.



The types of ID surgeries subsequently ask new registrants for by CCG area



In this respect, reception staff from West Hants and South East GP surgeries were the most insistent on new registrants supplying ‘any approved photo ID’ despite mystery callers telling staff that they would struggle to find anything valid, current and/or relevant.

However, reception staff at all of the GP practices across each of the CCG areas of Hampshire were ultimately content to accept completion of registration forms and utility bills as bonafide evidence of proof of ID.

West Hants GP surgeries were the most insistent on proof of address in lieu of photo ID such as a passport and/or driving licence followed closely by North East Hants - both were well above the Hampshire average. Similarly, GP Surgeries within the North Hants CCG were well above the Hampshire average on requesting new

registrants supply them with birth certificates and ‘any other approved ID’.

Comparatively, Fareham and Gosport GP surgeries were least likely to ask new registrants for ‘any approved photo ID’, proof of address, completion of registration forms and the supply of birth certificates, but were more likely to request new registrants supply ‘any other ID’ and utility bills although they were very close to the Hampshire average.

Recommendations:

Based on the experience of volunteer mystery callers and the information gathered by them, Healthwatch Hampshire would recommend that **all GP practice staff including doctors and front of house staff should initially make it clear to**



all colleagues that whilst ID may be requested for administrative reasons, lack of ID should not prevent a patient from registering.

Secondly, Healthwatch Hampshire would recommend that all GP practice staff including doctors and front of house staff receive training to reflect the amended national guidance that came into effect in November 2015.

According to the British Medical Association (BMA), “There is no contractual duty for GP practices to seek evidence of identity or immigration status or proof of address. Therefore, practices should not refuse registration on the grounds that a patient is unable to produce such evidence.”

Further, according to NHS England, Patient Registration Standard Operating Principles of Primary Medical Care (General Practice), “If a patient cannot produce any supportive documentation but states that they reside within the practice boundary then practices should accept the registration.”

Healthwatch Hampshire are concerned that by asking for identification, particularly photo ID, some vulnerable, would-be patients, may be incorrectly assuming that it is compulsory to provide such identification when it is lawfully not the case. Indeed, this could result in vulnerable client groups including disabled people, children, older people, those living with mental illness, ethnic minorities, and homeless people being excluded from receiving the care that they are entitled to.

In light of these findings, Healthwatch Hampshire would recommend either GP practices adopt a policy of not asking for any ID at all or ensure that awareness raising is undertaken across Hampshire to ensure that all GPs are aware of alternative ways of registering individuals who do not have a proof of ID, particularly photo ID. We would also recommend updating GP practice websites and literature to reflect that although proof of ID, particularly photo ID and address may be preferred, it is not essential to registering.

Further work perhaps also needs to be conducted within Hampshire to provide a more accurate and up-to-date assessment of



the numbers of people who are not registered with a GP and why. This would support another recommendation that all staff within Hampshire GP Practices should understand and be able to articulate how a patient can get involved with, and get information from their Practice. They should be clear what registration information is given to new registrants and also what mechanisms exist for additional services such as patient participation and who the patient needs to speak to. Indeed, in order to support increased patient participation, it would be useful for Practice staff to be more proactive when a new and/or existing patient expresses an interest in registering and/or becoming more involved in their practice. None of the 134 respondents working within Hampshire’s GP practices mentioned to the mystery callers anything about the wider benefits of patient registration.



the quality of care and services their practice is providing if they are actively given the opportunity, but it is clear from the study that opportunities may have been missed in this regard.

For example, approximately half of all Practices called as part of the mystery shop exercise referenced and/or promoted a registration pack, booklet or brochure that was available to new and existing patients. Few of the GP practices subsequently went into any great detail about what was in their registration packs. Many such registration packs, booklets or brochures actually detail a concise 'prospectus' of GP services which could include how patients can get more involved in their Practice.

Comprehensive promotion of registration packs could ensure that all new registrants and also existing patients across Hampshire receive consistent and relevant information about their Practice's at the first point of contact. This could be made widely available online, by email and/or as a hard copy.

This is important and therefore **Healthwatch Hampshire would further recommend that opportunities be provided for some standardised training across all Practices to include GP's, Nurses and any other front line staff, to improve understanding of the benefits of patient engagement and involvement both to the Practice and to the individual patient.**

Nevertheless, putting these measures in place would also have the added value of enabling front line staff to showcase the Practice when a prospective new patient makes contact thus increasing the likelihood of securing legitimate new patient registration.

This is important because according to NHS England, there is evidence that supporting patients to be actively involved in their own care, treatment and support can improve outcomes and experience for patients, and potentially yield efficiency savings for the system through more personalised commissioning and supporting people to stay well and manage their own conditions better. Healthwatch Hampshire would fully support that evidence as it is very clear that Patients really can give a powerful insight into

(Social prescribing is seen to promote better patient outcomes, and in this climate of reducing budgets and increasing demands in the NHS, small scale pilots of social prescribing have shown that the initiative leads to a more appropriate use of health care professionals' time, and reduces unnecessary medical prescribing. This could also extend to further training and use of Social Prescribing.

If social prescribing and the concept of patient self-care which includes internet based self-care, the building of community social networks; integrated care; information prescriptions and shared decision making, can be effectively embraced by GP practices and patients alike - and a genuine, joined-up approach be implemented - the improvement to public health could be considerable).

Appointment waiting times

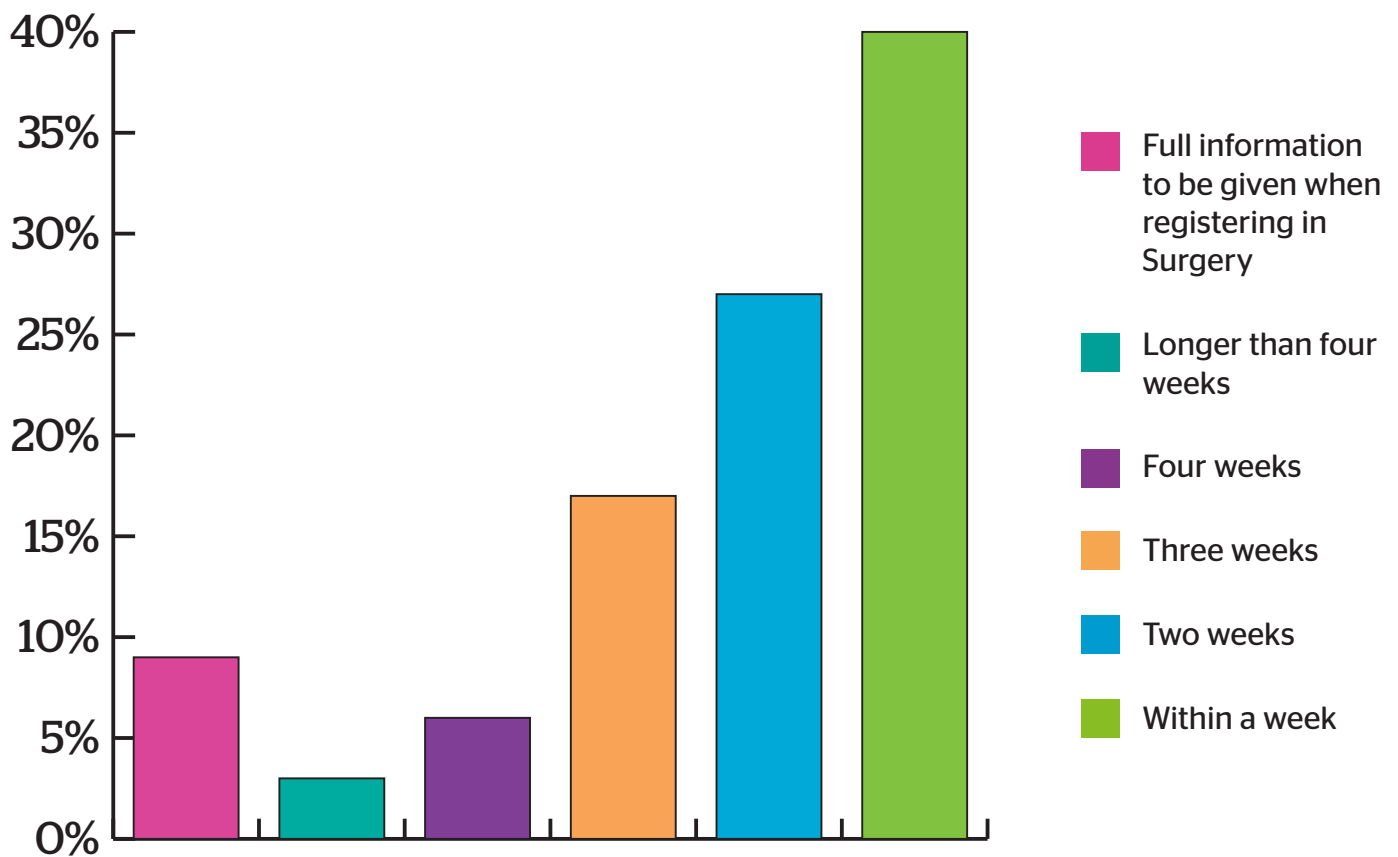


There has been media coverage over a number of years reporting that increasing pressure on GP services means that the public are facing long waits to access appointments. This is borne out by surveys of GPs reporting waits of up to three weeks in some areas. This concern, along with discussions with NHS England about Primary

Care and access to GP's, prompted this research.

To understand current waiting times for routine GP appointments, Healthwatch Hampshire mystery shoppers asked reception staff about current waiting times for routine and urgent appointments.

Waiting times for routine appointments - County view

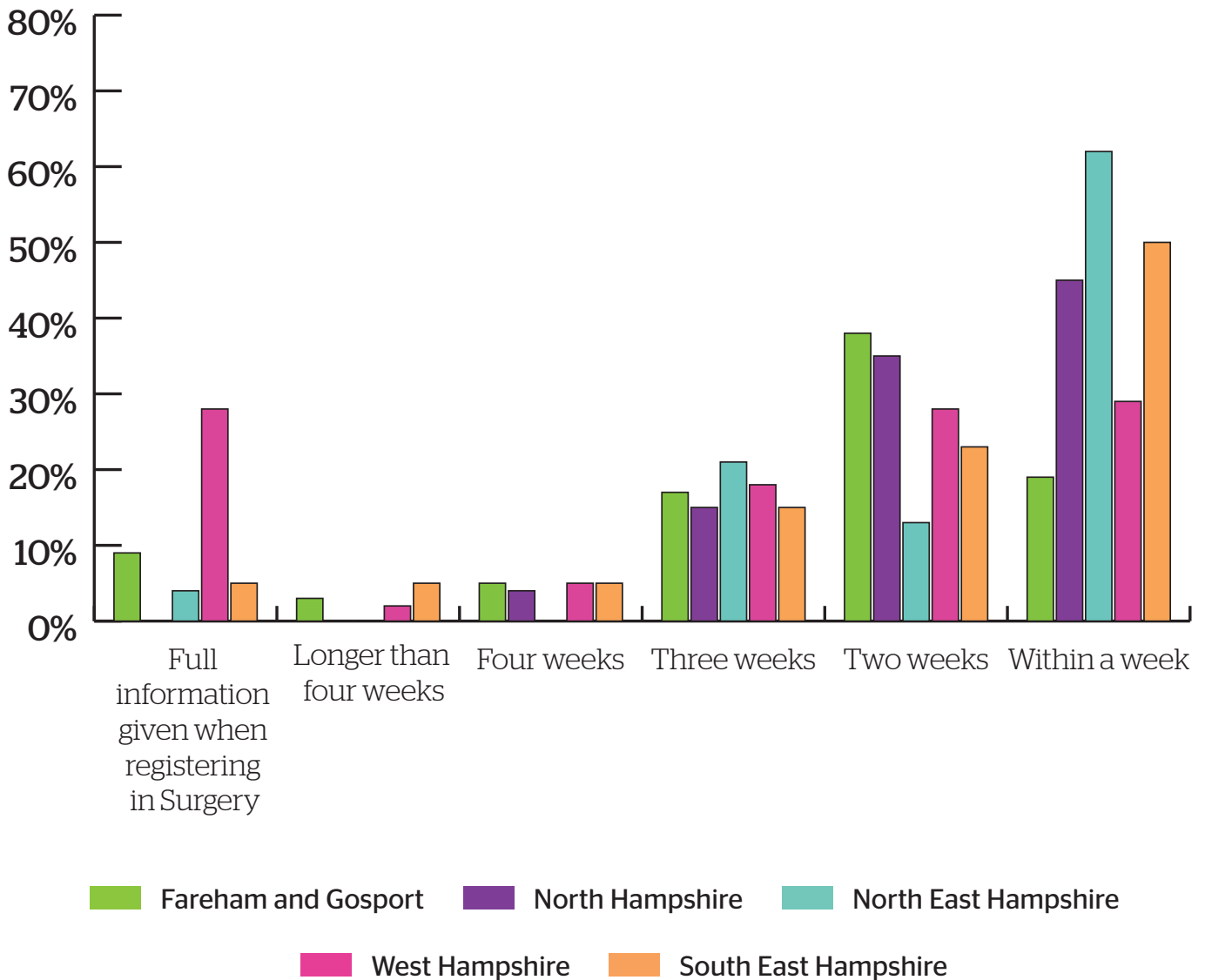


According to all of the responses collated, the current average waiting time for a routine GP appointment across Hampshire was within a week - just under half of all GP practices across the County were able to fit patients into their practices at short notice through various appointment choices. A quarter of GP practices across Hampshire stated that waiting times for routine GP appointments were two weeks, however 15% of GP practices mentioned waiting times for routine appointments were over three weeks. About 6% of GP surgeries across Hampshire have waiting times of four weeks or

more. Despite the average Hampshire waiting time of one week for a routine appointment, there were obvious discrepancies between individual CCG areas. For example, according to Healthwatch's research, Fareham and Gosport GP practices were the least likely to offer its patients routine appointments within a one week waiting period, whereas GP practices within North East Hants CCG area offered the most appointments within a one week waiting period. On average, it appears that the average waiting time for a routine appointment in Fareham and Gosport is two weeks.



Waiting times for routine appointments by CCG area



GP surgeries within both North Hants CCG and also South East Hants CCG areas fared better than others - able to offer their patients more one week appointments than the Hampshire average but conversely GP practices within the West Hants CCG area offered significantly fewer one-week routine appointments than the county average.

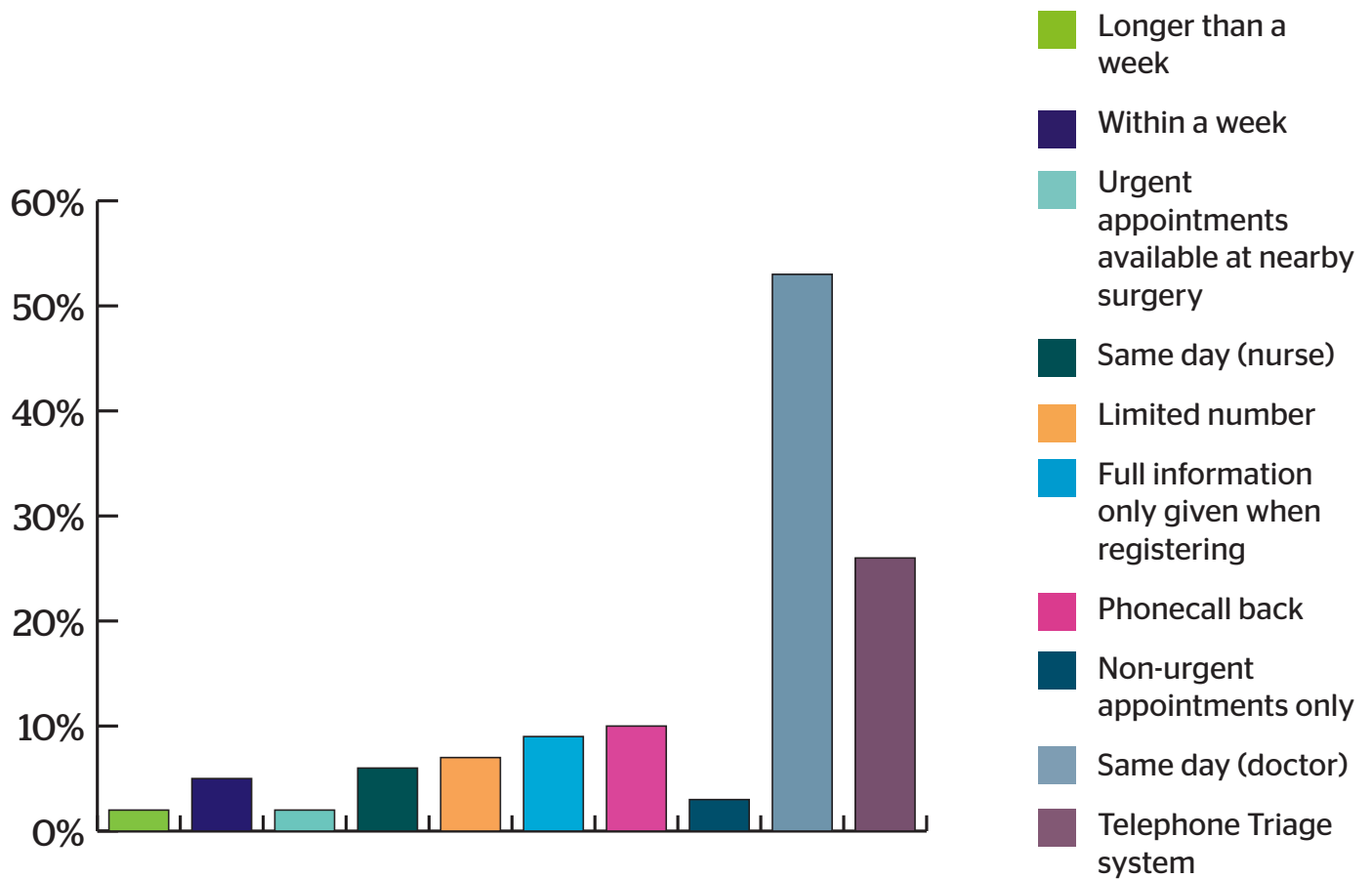
Nevertheless, overall waiting time for a routine appointment across Hampshire is still far better

than the UK average waiting time, which is now 13 days - up three days on 2015.

The situation regarding waiting times for urgent appointments is far more straightforward. Overwhelmingly, patients across all of Hampshire's GP practices needing urgent appointments are able to get support on the same day, often through a duty doctor and/or through a telephone triage type of system.



Waiting times for urgent appointments - County view



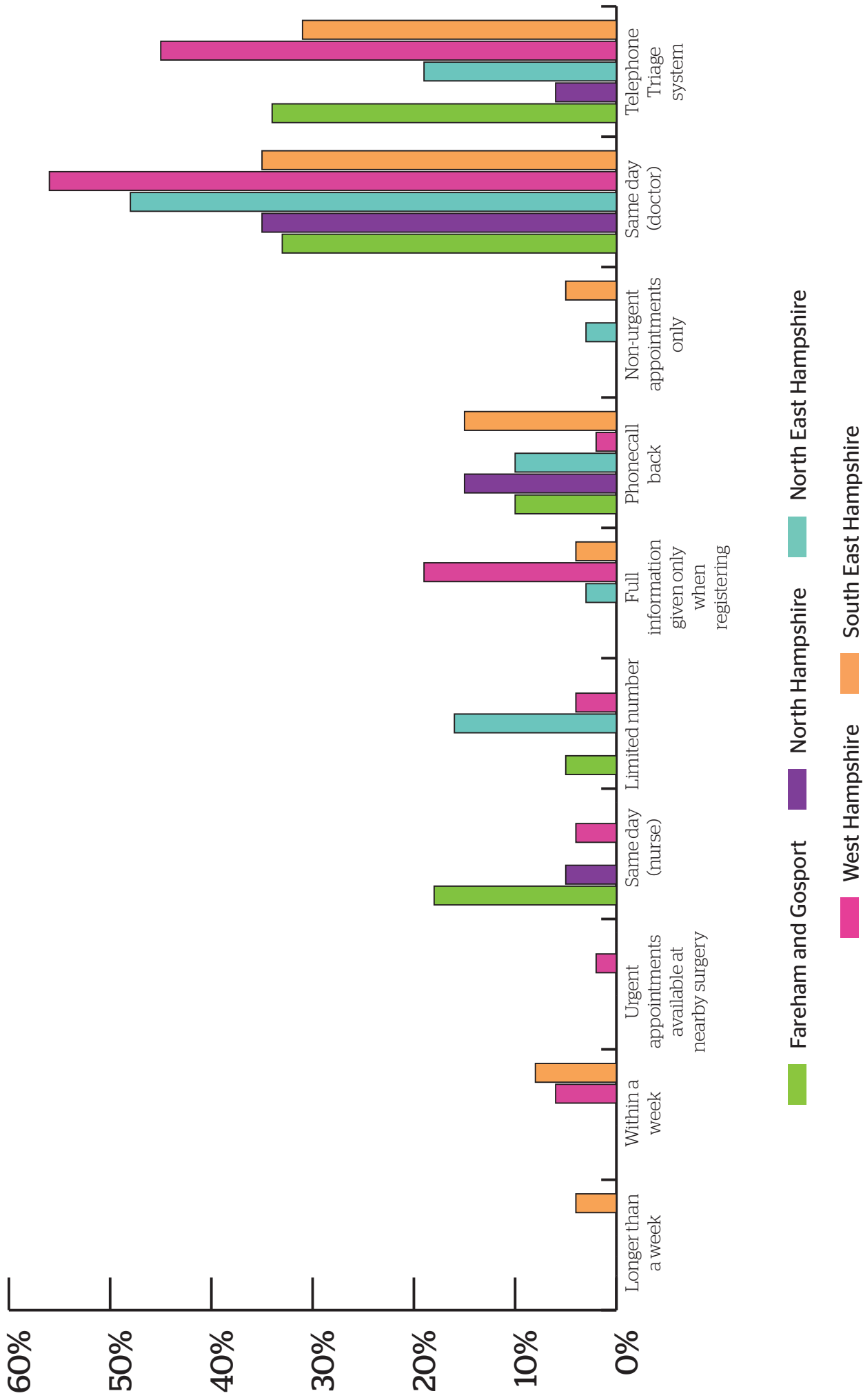
Indeed, most GP practices across Hampshire are able to offer their patients urgent, same day appointments - either through their own doctor, a duty doctor or a nurse.

GP surgeries within the North Hants, Fareham and Gosport and South East Hants CCG areas stated to the mystery shoppers that they offered more appointments through telephone triage systems than the county average. West Hants operated the least appointments through telephone triage system but offered the highest same day appointments with a duty doctor than all of the other CCG areas and above the county average too.





Waiting times for urgent appointments by CCG area





Not far below was North East Hants, who despite offering the second least appointments through telephone triage, offered the second highest number of same day appointments with a duty doctor.

GP practices within Fareham and Gosport, North Hants and South East CCG areas were very similar in that a third of their urgent, same day appointments, were available through a duty doctor.

A lesser but fairly consistent majority of GP practices across all five of Hampshire's CCG areas also operated a telephone call back system for the booking of urgent appointments with South East Hants GP's offering, proportionately, slightly more than the rest.

GP practices within the North East Hants CCG area appear to offer their patients the most number of daily limited appointments slots and similarly, GP practices within the Fareham and Gosport CCG area are seen to offer significantly more urgent appointments via a practice nurse than the rest of the CCG areas put together.

Recommendations:

There has been media coverage over a number of years reporting that increasing pressure on GP services means that the public are facing long waits to access appointments.

Despite concerns about delays in being able to access appointments the research found that very few patients across Hampshire were waiting for excessive periods of time to be seen. Over half of GP practices are able to offer patients GP appointment on the same day as they had requested and/or within the week and this is positive in many respects. Overall Hampshire GP's average waiting time for a routine appointment is far better than the UK average waiting time.

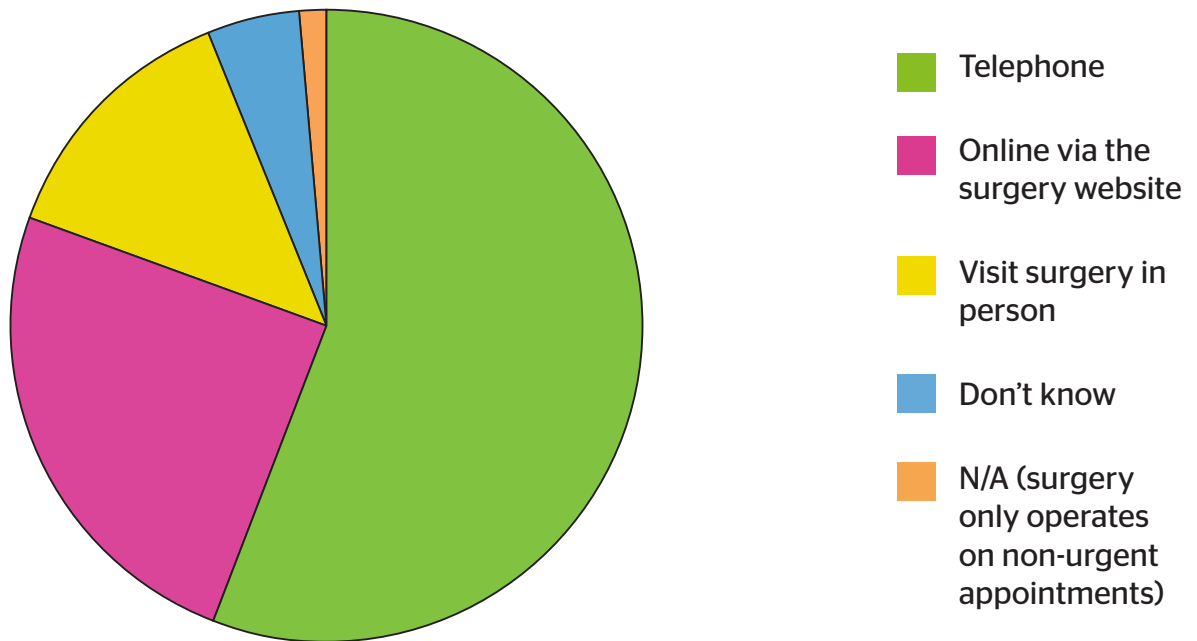
It is recommended that further research be undertaken into patients experience of accessing GP services across Hampshire, following concerns raised about difficulties in getting GP appointments.



Appointment booking systems

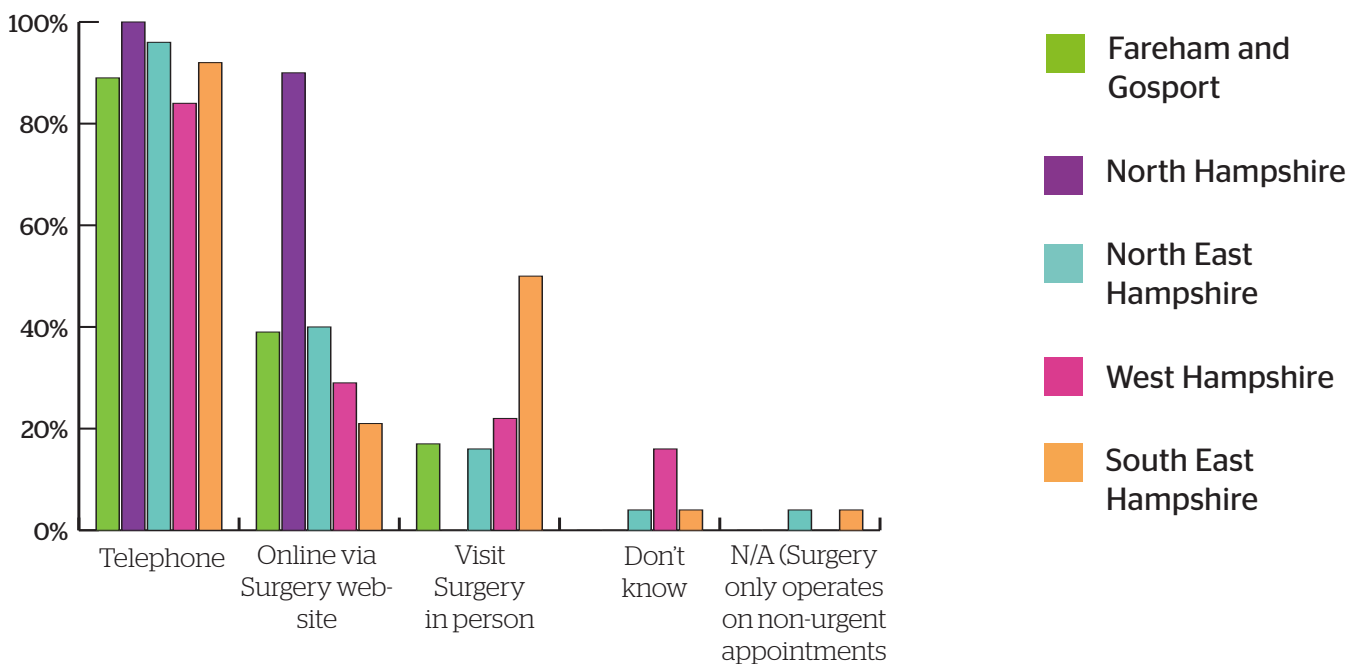
Most GP practices across Hampshire operate independently and have their own booking systems. Healthwatch Hampshire's mystery callers contacted practices across all of the CCG areas to ascertain what advice was being given to new registrants regarding the booking of urgent appointments.

How urgent GP appointments can be booked - County wide



By far the most common method for booking urgent GP appointments being promoted to new registrants by receptionists is by telephone, followed by online booking via the surgeries own websites. Following these popular options, surgeries are also suggesting patients visit GP practices in person to book urgent appointments.

How urgent GP appointments can be booked by CCG area



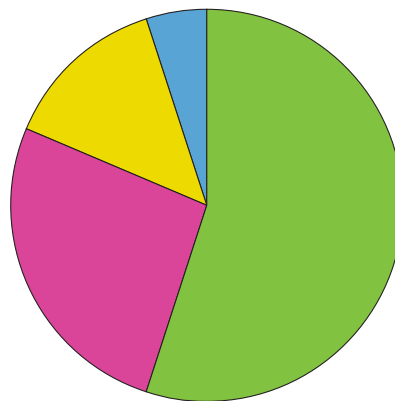


Across CCG areas, there is very little variation: over 80% of the receptionists interviewed as part of this study encouraged the booking of urgent appointments by telephone, however, online booking is significantly higher in the North Hants CCG area, and, visits in person to book appointments are pointedly higher in South East Hants suggesting this method is being promoted by reception staff in this area more than others.



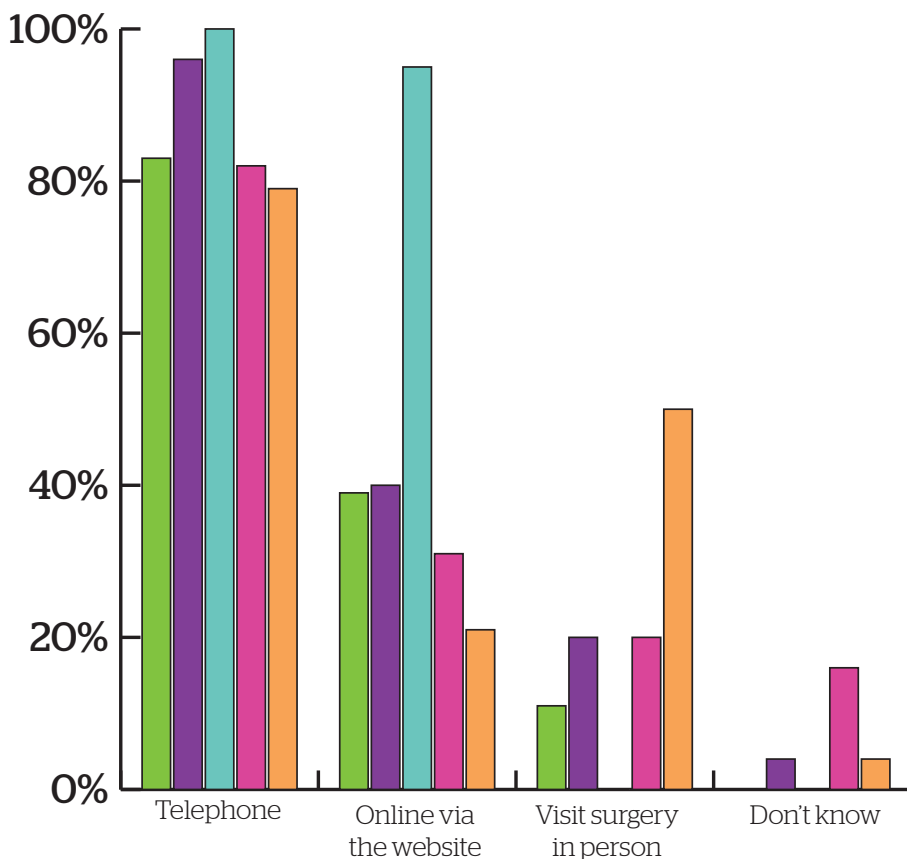
How routine appointments can be booked - County view

It is a similar story when booking routine appointments: by far the most common method for booking routine GP appointments being promoted to new registrants by receptionists is by telephone, followed by online booking via the surgeries own websites. Following these popular options, surgeries are also suggesting patients visit GP practices in person to book routine appointments.



- Telephone
- Online via the surgery website
- Visit surgery in person
- Don't know

How routine appointments can be booked by CCG area



- Fareham and Gosport
- North Hampshire
- North East Hampshire
- West Hampshire
- South East Hampshire



Again, across CCG areas, there is very little variation: over 80% of the 134 receptionists called as part of this study encouraged the booking of routine appointments by telephone, however, online booking is significantly higher in the North East Hants CCG area this time, whilst visits in person to book appointments are pointedly higher again in South East Hants suggesting this method is being promoted by reception staff in this CCG area more than others.

Recommendations:

The promotion of online appointment booking systems to new registrants needs monitoring as online methods do appear to offer patients a more convenient way of booking in some cases and avoids unnecessary potential delays in getting through by telephone. It also enables the patient to see at a glance what appointments are available on particular days and times. However, there are limitations with online bookings in terms of what can be booked on the same day and this could be why some people are not using them.

Nevertheless, GP practices have invested in online systems and there will be an ongoing cost. Investment in understanding why people are

not using online booking systems and making them more user friendly may be worthwhile. This should be in conjunction with promoting the online services with information on the advantages for the patient in using the system. Following that, usage should be monitored and should there still be little or no take up, practices should consider how they make use of online booking systems.

There are disadvantages in relation to online booking becoming the main route to book appointments because of the potential exclusion of minority groups such as disabled people, older people, those living with mental illness, ethnic minorities, the homeless and those people without access to the internet and those living in rural communities without access to broadband. Therefore, it is important to ensure that there are a range of booking methods available.

Further it is also recommended that practices should also consider increasing the patients' choice of appointment booking methods to include mobile phone based messaging including e-mail and text as arguably these communication channels are becoming more common.



Conclusions

The mystery shopping activity has highlighted an apparent inequality in accessing GP services across the county. The report also highlights a need for practices to review the information they are giving out to patients to ensure its clarity and accuracy.

All practices will receive a copy of this report and will have an opportunity to respond. Healthwatch Hampshire would hope to work with practices where possible to highlight the positive changes they are able to make to improve their services and to highlight the good practice already in place. We also plan to share this report with the public via our website to encourage further feedback.

This report will form the basis for follow up work looking in more detail at people's experiences of GP services in the county and will include a future follow up exercise to assess progress in all areas covered.



Appendices

a) Telephone Survey

- GP registration & appointment booking mystery shopping activity

Date - Tuesday 27th September 2016

Reminder - What is Healthwatch?

Healthwatch Hampshire is an independent and local organisation for people to raise issues or concerns about health and social care services in across Hampshire. In addition to wanting to know which services need improving we also want to know which services are working well.

Why mystery shopping?

Mystery shopping is one way we can monitor and evaluate health and social care services. By acting as “customers” we can assess the quality of the service or information given and then report back on our experiences.

What makes a good mystery shopper?

Good communication skills are essential along with the ability to think on your feet as no to telephone calls will be the same.

Why are we looking at GP registration & appointment booking?

It has been highlighted through our community engagement work that a number of patients are being asked to produce photo ID when registering with GP practices. Also accessing primary health care at walk-in centres due to the delays in getting appointments with their GP seems to be increasing. This exercise is to determine how long patients are waiting to access a GP at their practice, and if registering with a practice for the first time what do you need. Due to the nature of the exercise we will be unable to assess the waiting time to see a patients named GP.

Today's Mystery Shopping - Telephone Scenario

Scenario: You have recently moved into the area and are considering registering at the surgery. You need to know:

- What ID do I need to register? If photo ID is asked for then state you don't have any, what else can be used?
- What are the waiting times for an urgent or routine appointment?



- How can appointments be booked?
- What are the surgeries opening times?

The Phone call - what to expect

Remember the receptionist will be busy so try to make the call as short as possible but ensure you get all the relevant information. It would be useful to have a street name to hand in the catchment area in case you are asked (this will be provided). Make sure you are familiar with the feedback forms so you remember to get everything you need.

Feedback forms

Talk through and questions

Activity

Allocate the GP surgeries and start making phone calls

Review

Are there any common themes. How did the activity go? What could we do differently next time? What next?

Event - GP registration & appointment booking mystery shopping activity

Date – Tuesday 27th September 2016

FEEDBACK FORM

GP Surgery:

Phone number:

Name of volunteer:

Today's Mystery Shopping - Telephone Scenario

Scenario: You have recently moved into the area and are considering registering at the surgery. You need to know:

- What ID do I need to register? If photo ID is asked for then state you don't have any, what else can be used.

- What are the waiting times for an urgent or routine appointment?

Routine appointments: _____

Urgent appointments: _____

- How can appointments be booked?

Routine appointments: _____

Urgent appointments: _____

- What are the surgeries opening times?



b) List of GP Practices contacted

West Hants CCG Area

- West End Surgery
- Shepherds Spring Medical Centre
- St Mary's Surgery
- The Adelaide Medical Centre
- Stockbridge Surgery
- Twyford Surgery
- The Old Anchor Surgery
- The Fordingbridge Surgery
- Hedge End Medical Centre
- Charlton Hill Surgery
- Waterfront and Solent Surgery
- Watercress Medical Group (Mansfield Park)
- The Red and Green Practice (now called Blackfield)
- St Lukes Surgery
- Wistaria and Milford Surgeries
- Chawton House Surgery
- The Arnewood Practice
- New Milton Health Centre
- North Baddesley Health Centre
- Barton Surgery
- Lyndhurst Surgery
- Park Surgery (and St Francis Surgery)
- Brockenhurst Surgery
- Stokewood Surgery
- Brownhill Surgery
- The Boyatt Wood Surgery
- Twin Oaks Medical Centre
- The Archers
- Forestside Medical Practice
- West Meon Surgery
- The Friarsgate Practice
- Gratton Surgery
- The Fryern Surgery
- St Clements Partnership
- St Pauls Practice
- Whitchurch Surgery
- Wickham Group Surgery
- Blackthorn Medical Centre
- Nightingale Surgery
- Bursledon Surgery
- Ringwood Medical Centre
- Abbey Mead Surgery
- Totton Health Centre
- Alma Road Surgery
- Forest Gate Surgery
- Testvale Surgery
- Cornerways Medical Centre
- Alresford Group Surgery
- Derrydown Clinic
- Bishops Waltham Surgery
- Andover HC Medical centre

South East Hants CCG Area

- Forest End Surgery
- Waterbrook Medical Practice
- Queenswood Surgery
- Stakes Lodge Surgery
- Park Lane Medical Centre
- Clanfield Practice
- The Denmead Practice



- Pinehill Surgery
- Emsworth Surgery
- Bosmere Medical Practice
- Badgerswood Surgery
- The Village Practice - Cowplain Surgery
- Swan Surgery
- The Grange
- Riverside Partnership Kelsey Surgery
- Liphook Village Surgery
- Rowlands Castle General Practice Surgery
- Waterside Medical Practice
- Liphook and Liss Surgery
- Horndean Surgery
- Homewell Practice
- Cowplain Family Practice
- The Elms Practice
- Middle Park Medical Centre

North Hants CCG Area

- Hackwood Partnership
- Gilles and Overbridge Medical Partnership
- Crown Heights Medical Practice
- Clift Surgery
- Chineham Medical Practice
- Camrose Medical Partnership
- Bramblys Grange Medical Practice
- Bermuda Practice
- beggarwood Surgery
- Wilson Practice
- Chawton Park Surgery
- Boundaries Surgery
- Tadley Medical Centre

- Odiham Health Centre
- Kingsclere Medical Practice
- Hook and Hartley Wintney Surgery
- Bentley Village
- Shakespeare House Medical Partnership
- Rooksdown Practice
- Oakley and Overton Partnership

North East Hants CCG Area

- The Ferns Medical Practice
- Branksomewood Practice
- Crondall New Surgery
- Milestone Surgery
- Southwood Practice
- Mayfield Medical Centre
- River Wey Medical Practice
- Holley Tree Surgery (formerly Adams P & Partners)
- Farnham Dene Medical Practice at Farnham Health Centre
- North Camp Surgery
- Downing Street Group Practice
- Fleet Medical Practice
- Alexander House Surgery
- The Border Practice
- Jenner House Surgery
- Prices Gardens Surgery
- Giffard Drive Surgery
- Hartley Corner Surgery
- Victoria Practice
- Southlea Group Practice Main Surgery
- Southlea Group Branch Practice
- Dr Rahman & Dr Pandey



- The Oaklands Practice
- Richmond Surgery
- Monteagle Surgery

Fareham and Gosport CCG Area

- Waterside Medical Centre
- Portchester Health Centre
- Highlands Practice
- Gudgeheath Lane Surgery
- Fareham Centre Practice
- Stubbington Medical Practice
- Westlands Medical Centre
- Bridgemary Medical Centre
- Brockhurst Medical Centre
- Brune Medical Centre
- Bury Road Surgery
- Gosport Medical Centre
- Forton Medical Centre
- Stoke Road Medical Centre
- Rowner Health Centre
- Whiteley Surgery
- Lee - on - the - Solent Medical Practice
- Manor Way Surgery



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