

GP Feedback Report Oct 2018

About Healthwatch Rochdale

Healthwatch Rochdale is the local independent champion created to gather and represent the public and patient's experiences of using local health and social care services. For more information on Healthwatch Rochdale please visit www.healthwatchrochdale.org.uk

Background

Healthwatch Rochdale wanted to understand people's experiences of making an appointment with their GP to identify what is working well and what can be improved.

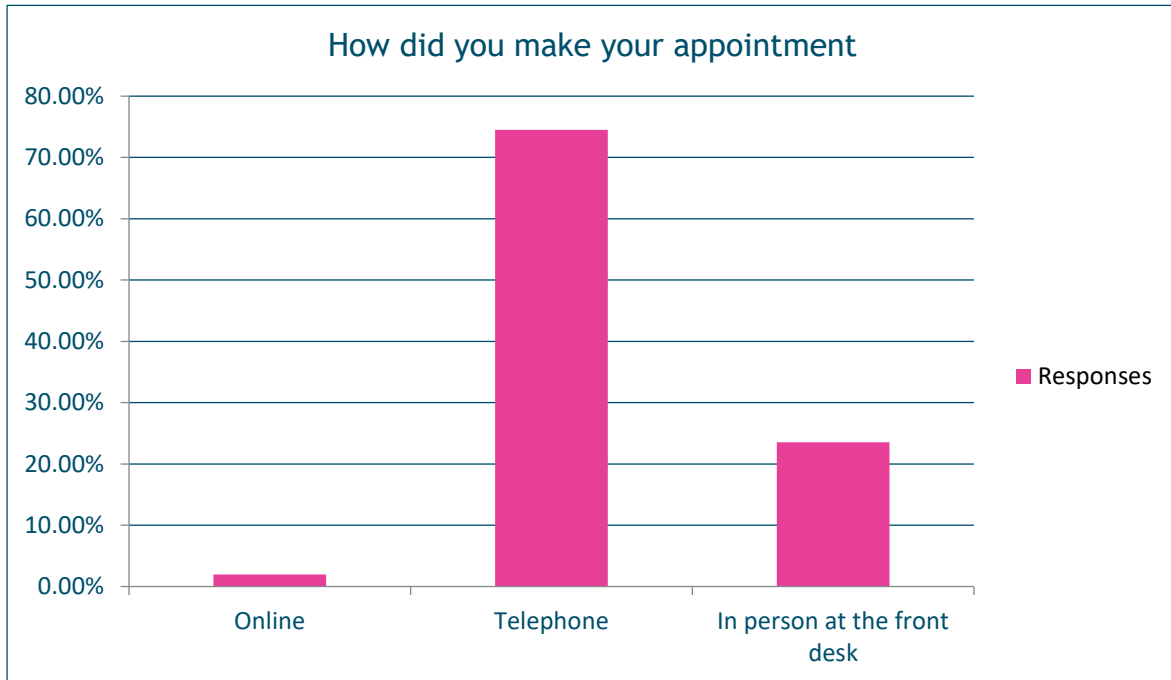
Methodology

We spoke with 153 local patients over a three-month period, August, September, October 2018 and asked them to think about their most recent experience of making an appointment with their GP surgery. We asked them the following questions:

- Name of the GP surgery
- Date that you contacted the surgery to book an appointment
- How did you make your appointment? a) online b) telephone c) in person at the front desk
- If you used the telephone to make an appointment, how many times did you need to call before you got through? a) 1-5 b) 5-10 c) more than 10
- Were you signposted to any other service?
- Do you have any recommendations on how making an appointment with your GP could be improved?

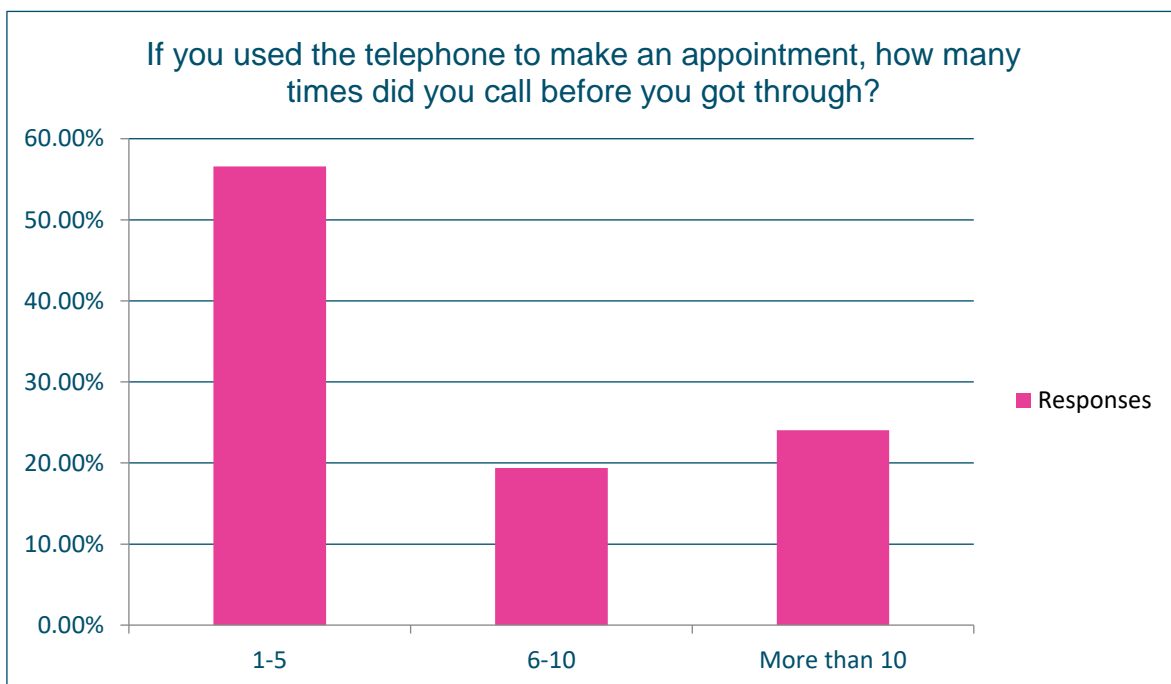
How did patients make appointments with their GP?

All 153 respondents answered this question. 74% made their appointment over the telephone, 24% in person at the front desk and 2% online.



How many times did patients need to call before they got through?

129 respondents answered this question. 57% telephoned between 1-5 times, 19% between 6-10 times and 24% more than ten times.



Were patients signposted to another service?

128 respondents answered. Not all answers were relevant to the question as some patients' answers regarded services they were referred to following a GP appointment. These answers have been omitted.

| | |
|-----|----|
| Yes | 27 |
| No | 84 |

Of those that answered yes, which services were patients signposted to?

The below refers to 26 respondents who confirmed they had been signposted to another service. Some respondents said they were signposted to more than one service.

| Service | Numbers signposted |
|------------------------------|--------------------|
| Eye Clinic | 4 |
| Pharmacy | 4 |
| 7-day Access/Out of hours GP | 8 |
| Urgent Care Centre | 5 |
| Other | 10 |

How do patients think accessing GP appointments could be improved?

136 patients responded. The following themes were identified:

- No recommendations, happy with service
- Open surgeries/drop in sessions
- Ability to book appointments in advance
- More reception staff to answer the phone
- More availability of online appointments

GP surgeries patient feedback is regarding

- Alkrington Health Centre
- Ashworth Street Surgery
- Birtle View Medical Centre
- Castleton Health Centre
- Durnford Medical Centre
- Edenfield Road Surgery
- Heady Hill Surgery
- Heywood Health/Argyle Street Medical Centre

- Heywood Health/ York House Surgery
- Hopwood Medical Centre
- Inspire Medical Centre
- Kirkholt Medical Practice
- Littleborough Group Practice
- Longford Street Medical Centre
- Mark Street Surgery
- Middleton Health Centre
- Pennine Surgery
- Peterloo Medical Centre
- Rochdale Road Medical Centre
- Stonefield Street Surgery
- The Dawes Family Practice
- The Village Medical Centre
- Trinity Medical Centre
- Wellfield Health Centre
- Windermere Surgery
- Woodside Medical Centre
- Yorkshire Street Surgery

Contact us



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