

Obstacles to Older People's Access to GP Services **in Newham**

Small Community Grants Report

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1. Introduction, Background and Aims

Healthwatch was established through the Health and Social Care Act 2012. Healthwatch Newham is part of a national network, led by Healthwatch England. Its role is to listen to the health and social care views and experiences of local residents and help identify good practice, concerns and challenges, working with partners to make improvements. This project, carried out by Age UK East London and Older People's Reference Group, was funded by Healthwatch Newham Community Grants Scheme.

This research project, carried out by Newham Older People's Reference Group (OPRG), aimed to gather feedback from older people living Newham about their experiences of accessing GP services and what the obstacles they face in Newham.

Background

In the lead up to the introduction of the Equality Act 2010, as part of the Carruthers-Ormondroyd review of how local authorities and the NHS can 'tackle' age discrimination, the Department of Health commissioned the Centre for Policy on Ageing to carry out a number of reviews of age discrimination, including primary care. These reviews indicated, amongst other things, a steep drop in home visits (22% of consultations in home visits to older people in 1971 to 4% in 2006) and identified barriers faced by older people including mobility, transport, frailty and inconvenience. The research aims to test how far these obstacles still exist in Newham.

Aims

In addition, the research aimed to find out:

- Whether patients who are not able to access regular daytime appointments, are aware of the 8-8 service 7 days a week.
- Identify patients' attitudes toward using the on-line service for repeat prescriptions, booking/cancelling appointments and accessing patient record, what barriers they face and what would help them take up the service
- Identify older people's awareness of other services available to them and whether the information on the 8am-8pm appointment leaflet suits their needs
- Whether it is important for older people to see their own GP for all appointments.
- Whether older people are able to make appointments easily and what their preferred method of making appointments is
- Whether older people find staff at their surgery helpful
- Whether older people use the internet and if not why

The aim was to reach 287 OPRG members, and a minimum of 100 indirect contacts through partner organisations (via electronic, face to face or postal) as stated in our proposal. The aim was to collect 50 completed questionnaires through partnership working with other community groups and through our own services, including the OPRG, Subco and the Newham Chinese Association. Please refer to the 'Acknowledgments' section (on Page 7) for a full list of partners engaged. We have significantly exceeded this target but the resources available have required us to cut off at just above the original target at 61. This report also shares the findings of a separate small focus group discussion we held at Newham Chinese Association with six participants. This discussion was very informative of how the Chinese community feel about health services and their experience in obtaining access to health services. With further information about the Chinese Language and background about the Chinese community provided by Newham Chinese Association. We unearthed a potentially huge response from the Chinese Community, which demonstrates a significant need for this community, which was outside of the scope of this project. Although a relatively small number of people participated in this focus group, we think the in-depth feedback they presented provides important information from a smaller and important ethnic group in Newham.

About us- Age UK East London (AUKEL)

Age UK East London supports older people to live with dignity and independence whilst reducing social isolation. We work on the premise that prevention is better than the cure but that when medical intervention is necessary, its impact on daily life is limited. We do this by connecting older people to services, activities and most importantly, others in their communities.

2. Key Recommendations

We were pleased to find out that:

- Some local residents found some GP staff friendly and helpful, with responsive services
- The explanations that are provided on other services, such as Extended Hours, NHS 111, and Walk In Centres are found to be clear and
- People that had used the other services gave positive feedback.

However, based on the feedback from our questionnaire, we have also made the following recommendations:

- More targeted promotion should be provided to older people about the 8am-8pm service and additional health services, such as NHS 111 and Walk-In Services, available in the borough.
- A range of methods for accessing GP and health services should be made available. The majority of older people do not or cannot use the internet or a computer. This barrier becomes more significant if they have a disability, a long term health condition or language barriers. The opportunity for patients to continue to have an efficient telephone and face-to-face contact service should be in place.
- Interpreting services in GP surgeries and other health services such as hospitals are needed to provide the Chinese community with communications support.
- It is highly recommended for health and social care services to work in partnership with the Newham Chinese Association (NCA):
 - To raise awareness of health and social care service and pathway navigation, through outreach sessions to address issues around older people not being diagnosed or receiving late or wrong diagnosis.
 - To enable the older Chinese community to contribute to consultation and decision-making in health and produce relevant promotional material.

Due to the Chinese community's fear of official bodies, approaching them through the Chinese Association would provide a safe and reassuring environment for members. This would also provide language support and cultural understanding, to enable members to engage with confidence; and would be key in helping the older Chinese community to advocate for themselves and to work with health and social care to address the issues that they collectively face.

- Newham CCG to clarify whether GP home-visits are available, under which circumstances and whether frail or housebound elderly residents would be entitled to this service.
- Newham CCG should improve staff awareness of translation services available to patients, how these can be accessed and promoted to patients.

3. Methodology

Questionnaire were used to survey OPRG Newham members and other older people’s groups (50years plus) in the borough on their experience. 61 questionnaires were completed.

- A questionnaire was co-produced with older people from the OPRG and this was sent to OPRG Newham members and other older people’s groups in Newham.

Co-Design: Four voluntary members of the OPRG Elected Representatives group were involved in the initial co-design of the questionnaire. This involved:

- a focus group discussion on their own experiences of their GP surgery
- an assessment of the promotional materials for the 8am-8pm service and other health service info sheets
- then designing and creating the questions for the questionnaire

Seven voluntary members of the OPRG Elected representatives were involved to review the final draft to confirm and inform the final version of the questionnaire.

Reach: We achieved a total reach of 525. We sent out postal questionnaires to all 293 OPRG members. We also sent surveys out across our-Newham Take Home & Settle Service and Information & Advice Service at our Barking Road office. This brought the total reach of Age UK East London to 314. Our target reach of minimum of 100 indirect contacts through partner organisations (via electronic, face to face or postal) was also hit and we have surpassed it by reaching 211 plus contacts. The table below specifies which organisations and how many paper packs we gave out, who we sent the electronic pack to, or with which groups we were able to access their users to do group sessions with to complete the questionnaire in a group and how many participants per group.

| Reach of indirect contacts through partner organisations | | |
|--|-------------------------|--|
| Organisation | How users were accessed | Number of: paper packs given/ groups held / participants per group |
| Hibiscus | electronic pack | ----- |
| Subco | group sessions | 2 group sessions: Grp1 – 10 participants Grp2 – 9 participants |
| Bluebird Care | electronic pack | ----- |
| Beckton Globe Library | paper packs | 23 packs |
| Royal Docks Learning & Activity Centre | paper packs | 60 packs |
| Woodgrange Baptist Church | paper packs | 38 packs |
| Newham Chinese Association | paper packs | 71 packs |

4. Summary of Findings

Below are the summary findings of the project. To see the Full Findings of the Questionnaires and Focus Group findings please see the appendix.

Difficulties /obstacles experienced in accessing GP services:

- 23 respondents (38%) gave not being able to use the internet as the main obstacle. This was followed by having a disability/impairment or long-term condition as the second highest obstacle (11 respondents (18%)). Other responses included:
 - not being able to use a phone (6 respondents (10%))
 - transport issues (5 respondents (8%))
 - mobility and language issues (6 respondents (10%))

Please see Q6 in appendix 1 for further details.

- The numbers for Language difficulties is actually high within the Older Chinese community as there is a problem of getting interpreting services within GP and health services such as hospitals. This was raised at the focus group discussion at Newham Chinese Association as well as the Questionnaire findings. Language is also a problem within other communities too such as the Asian community. This was also raised at the groups held at Subco, and although we have not been able to add these into the report, it is important to note that Language is a key barrier for a significant number of older people in Newham from a range of communities. The lack of interpreting services at GP's and hospitals is putting patients at risk. It also means that those surgeries that do promote interpreting support, patients tend to have to wait two weeks or more for this support to be planned in for them so they can have appointments to visit and feedback from healthcare professionals over the phone. So though an older person may be really sick there is a long delay before they can get the necessary help and treatment.
- The focus group at Newham Chinese Association highlighted that due to Language barrier - no diagnosis, misdiagnosis, no treatment or wrong treatment or even late treatment is high within the Chinese community. Using family members to interpret is not reliable as they are not trained in interpretation nor medically trained and often do not understand properly what they are interpreting and how important it is to be accurate in interpreting the message so that the right diagnosis and treatment and intervention can be ascertained. Please see the focus group discussion in the appendix.
- The Chinese community have expressed that they would like to be involved in decision making and consultation around health. However, they need support to enable them to do this. In addition, many from the Chinese community carry a fear and distrust of official bodies and of voicing their opinion and filling surveys, due to oppression they experienced collectively in their cultural historical past. However, the community can be consulted and enabled to share their voice via the Newham Chinese Association.

Whether patients who are not able to access regular daytime appointments, are aware of the 8-8 service 7 days a week.:

- Over half, 35 respondents (57%) had not heard of the 8am-8pm service before. Only 18 respondents (30%) had heard of it before but mostly haven't used it. 32 respondents (53%) said they would be happy to use the service in the future. Anything that could be improved with this service- If transport can be arranged; more publicity of this service.

Patients' attitudes toward using the on-line service for repeat prescriptions, booking/cancelling appointments and accessing patient record, what barriers they face and what would help them take up the service.

- 33 respondents (54%) don't use the internet and 23 respondents (38%) said that they do. Of which 24 respondents (39%) said they can't use the internet. Only 4 respondents (7%) said they had used it and gave positive feedback (in Q11b in appendix).
- When asked what would help them to use online GP service (8 respondents (13%)) said – nothing would help. Other responses given were: Training (3 respondents (5%)) and a new computer (2 respondents (3%)). The focus group discussion at Newham Chinese Association revealed that the Chinese community have Language barriers as many don't know English. Therefore they are unable to use the internet if it is all in English. There is also a high majority who cannot use the internet. Training in English would not be an option. Any IT training and English training would need Chinese interpreting support to help the community to access these services as a whole.

What prevents them from using the internet is:

- 26 respondents (43%) gave not having a computer as the main barrier that prevents them from using the internet. This was closely followed by 'don't know how' to use the internet (18 respondents (30%)); then by disability/ impairment and long term health conditions (15 respondents (25%)) and 'don't like using it' (13 respondents (21%)). There were also a

number of respondents who had tried to use the internet but found it difficult to use (10 respondents (16%)). Other responses given were 'I choose not to learn at my age at this time in my life' (9 respondents (15%)) and 'don't trust it' (6 respondents (10%)).

Were older people able to make an appointment

- 31 respondents said yes (51%) they are able to make appointments, 23 respondents said no (38%) which is still a high amount. Seven respondents did not answer (11%).

Older people have mentioned it makes a difference to them if they don't see own GP – so test and find out does it make a difference and collect info why:

- 23 respondents (38%) feel there is a difference in seeing their own GP to another GP at their surgery or a locum GP. Reasons covered include rapport, trust, feeling comfortable, at ease and more confident. Also that their own GP knows them more, with greater understanding and history of their condition. Also language – their GP can speak their Language. Close behind 19 respondents (31%) said it doesn't make a difference (see table Q4 in appendix)

Helpfulness of staff at surgery:

- When respondents attempt to make an appointment to see their GP by telephone and are unable to, they have reported the following on how helpful surgery staff are:
- 27 respondents (44%) felt surgery staff 'are courteous and supportive to you in their manner'. However there was a mix of high responses on whether or not they felt surgery staff were helpful or not in offering alternative appointments to see a different GP if their GP was unavailable. 25 respondents (41%) said staff 'also offer appointments with other Dr's in the surgery'; closely followed by 24 respondents (39%) reporting staff 'only tell you - No appointments with your Dr are available'; with 19 respondents (31%) reporting staff 'do suggest the option of drop-in to see any other GP' thereby giving respondents more choice.

Preferred method of making appointments

Preferred method:

- 22 respondents (36%) chose 'telephone' as the most preferred method of making appointments; followed by 'face to face' (12 respondents (20%)) and 'online' (5 respondents (8%)). Reasons for each preferred method given were:
- Telephone: Convenient & quicker- don't live near; can't always go face to face; can't/don't use internet; if ill in bed easy to call.
- Face to face: Easiest way – not technical; can get straight answer yes/no; convenient- live near; Health condition-e.g. sight loss- so easiest way; comfortable- nervous on the phone and can't use internet. Prefer to discuss all health matters face to face.
- Online: Convenient; easy to book & cancel; avoids obstructive staff.

Least Preferred method:

- 11 respondents (18%) chose 'online' as the least preferred method; closely followed by 'telephone' (9 respondents (15%)) and 'face to face' (7 respondents (12%)). Reasons given for the least preferred method:
- Online: Hit & miss; earliest appointment available several days in future; can't use/ don't have computer; impossible to get appointment in an emergency; forgetting and memory so difficult to remember dates and what seen online.
- Telephone: Long waiting time- BT charge high; phone keeps ringing no pick up; often don't get appointment; busy line, don't like being put on hold.
- Face to face: Have to be well to attend; too far so travel inconvenient; standing in queue difficult due to health condition; not private.

Importance of Human contact for older people: Majority feel human contact is very important when contacting the Surgery. Please see Question 22- 24 in the Full findings section in the Appendix.

Older people's awareness of other services available to them

- The Chinese community did not know about these services and due to language issues the handout in English is not accessible to them. A handout in Chinese with all of these service info within it would be helpful for them.
- **Extended GP opening hours – Question 17:** Majority 32 participants (53%) did not know about this service. Majority have not used the service. Majority found information helpful but would like more info about the service.
- **NHS 111 – Question 18:** 32 participants (53%) know about this service. Majority have not used the service. Majority found information helpful but would like more info about the service.
- **Walk in centres – Question 19:** 28 participants (20%) know about this service. Majority have not used the service. Majority found info helpful and would like more info about this service.
- **GP out-of-hours service – Question 20:** Majority 27 participants (44%) know about this service. Majority have not used the service. Majority found information helpful but would like more info about the service.
- **Pharmacies – Question 21:** 42 participants (69%) know about this service. Majority have used the service. Majority found information helpful.

5. Acknowledgements

A big thank you to everyone below for all their help and support:

- OPRG Members
- The Chinese Association
- Subco Trust
- Royal Docks Activity & Learning Centre
- Woodgrange Baptist Church
- Beckton Globe Library
- Bluebird Care
- Hibiscus Caribbean Elderly Association
- AUKEL staff, volunteers, and drop in services for support and the Newham Take Home & Settle Service

6. Appendices

Includes - Full Findings of Questionnaires and Focus Group; Questionnaire copy; (161222 AE_DL_Leaflet_Newham).

Full Findings:

Many OPRG members have raised difficulties in obtaining access to GP services within OPRG meetings so in light of this the following research questions were set to find out what types of difficulties or obstacles are being experienced; for older people to explain themselves the impact of the difficulties on their own lives and for the research to provide evidence of their incidence and character.

Appendix 6a - Questionnaire Findings

1. How satisfied are you as an older person accessing GP services?

Not at all =1 2 3 4 5 =Very satisfied
The majority, 19 respondents are very satisfied with GP services rating it 5-(see table).

| | Q 1 How satisfied are you as an older person accessing GP services |
|-----------------|--|
| 1 | 4 |
| 2 | 5 |
| 3 | 12 |
| 4 | 14 |
| 5 | 19 |
| no answer given | 7 |

2. Are you able to regularly make appointments to see your GP? Yes/No

31 respondents said yes (51% yes), 23 respondents said no (38%) which is still a high amount. Seven respondents did not answer (11%).

3. If you are able to regularly make appointments who are you able to see?

| Q3 If you are able to regularly make appointments who are you able to see: | | | | | |
|--|----|--------------------------------------|----|-------------------------|----|
| YOUR OWN GP | | ANOTHER GP REGISTERED IN THE SURGERY | | LOCUM GP AT THE SURGERY | |
| All of the time | 11 | All of the time | 8 | All of the time | 3 |
| no answer given | 14 | no answer given | 22 | no answer given | 29 |
| None of the time | 2 | Often | 7 | None of the time | 6 |
| Often | 8 | Rarely | 4 | Often | 3 |
| Rarely | 13 | Some of the time | 19 | Rarely | 9 |
| Some of the time | 13 | None of the time | 1 | Some of the time | 11 |

4. How does seeing your own GP make you feel to seeing one of the other registered GP's at your surgery or a locum GP at your surgery? Does it make a difference to you, if so how?

23 (38%) respondents feel there is a difference in seeing their own GP to another GP at their surgery or a locum GP. Reasons covered include rapport, trust, feeling comfortable, at ease and more confident. Also that their own GP knows them more, with greater understanding and history of their condition. Also language – their GP can speak their Language. Close behind 19 respondents (31%) said it doesn't make a difference (see table below)

| Q 4 How does seeing your own GP make you feel to seeing one of the other registered GPs at your surgery or a locum GP at your surgery does it make a difference to you ,if so how | |
|---|---|
| Mixed Feelings: 4 | |
| 1) I hardly see my GP, but it would have been very good to follow up with my health problems. 2) But I am very pleased seeing some other GP or locum because some of them have patience to listen to me and then explain the situations of my health problems, especially Test Results | 1 |
| If its minor issue, doesn't make difference if it's important then see my own prefer GP | 1 |
| My surgery does not use locum. I like my own doctor. He is very reassuring but other doctors are good. | 1 |
| I don't mind to see anyone. However it's always better to see my own doctor, for consistency and medical history | 1 |

| | |
|--|---|
| N/A: 4 | |
| As I am on repeat prescription at present I do not often have to see a GP and I am "on a plan" When I needed to see a GP recently I was given an appointment the same day if my memory is true | 1 |
| N/A | 1 |
| I seem to be particularly fortunate - I rarely need to see any GP - I seem to be fairly healthy | 1 |
| Not really. I rarely make an appointment to see the GP. When I do so the offered date is up to 2 weeks later. | 1 |
| Doesn't make a difference: 19 | |
| Does not make any difference | 1 |
| Don't really mind | 1 |
| I don't mind as long as my problems are solved at the end of my visit | 1 |
| It does not, as long as they can solve the problem | 1 |
| It makes no difference | 1 |
| It makes no difference as all notes, etc. are on-line for all the doctors and nurses to access | 1 |
| NO | 6 |
| No problem seeing anyone | 1 |
| Not really | 2 |
| Seeing my own GP does not make a difference as I am mostly seen by the Practice Nurse at my surgery. Quite satisfied with the outcome | 1 |
| No difference. I have no idea who my GP is. Any doctor will do | 1 |
| It is not big difference | 1 |
| I don't mind seeing other GP | 1 |
| Makes a difference: 23 | |
| I feel disappointed not seeing my own GP but I have no choice as I need medical attention so another GP is my option. Yes it makes a great difference not seeing my own GP as I feel comfortable, at ease and able to relate my conditions more or asked more questions on the particular subject of illness | 1 |
| I prefer to see my own GP as she knows my medical history better | 1 |
| It makes a difference for me to feel settled and familiar with my GP | 1 |
| More confident | 1 |
| My own GP knows my conditions and therefore I am able relate better. Care is ???????? whereas, a locum seem to be there for a day, filling in a "shift" and not a "duty" | 1 |
| Own GP knows me better and more compassionate | 1 |
| Seeing different GP is not for me. I prefer my own GP | 1 |
| Yes | 1 |
| Yes difference | 1 |
| Yes I don't have to repeat my long term condition. Also they know all my treatment. | 1 |
| Yes it is a different to me I like to see my own doctor but I don't mind to see other doctor if my doctor is not available | 1 |
| Yes it makes a difference | 1 |
| Yes make a difference | 1 |
| Yes, it makes a difference in that I am always relax seeing my own GP, where as a different GP makes me a bit nervous. Probably because as another GP I do not fully trust him handling my medical matters like my own GP | 1 |
| Yes. A locum GP or another GP doesn't pay much attention to my notes which my GP had written down, or ask much questions. They'd rather leave notes for my own GP. | 1 |
| Your own GP knows you better | 1 |
| I feel comfortable when seen by my own GP | 1 |
| I have no knowledge of the other GPs as I always go to see my own GP as I prefer it this way | 1 |

| | |
|---|---|
| More confident | 1 |
| Build up a relationship | 1 |
| My GP Dr Klohor since 28 years. He is very clever, helpful. Good nature. It makes lots of difference. Very thankful to him. I got a good health | 1 |
| Like to meet own GP | 1 |
| Yes. Only Dr Tran can speak Cantonese in the surgery | 1 |
| Yes seeing your won GP which has complete medical knowledge of my sickness | 1 |
| Other comments: 3 | |
| I see him if I go early as 8am | 1 |
| I haven't got a choice. I have to see another GP when my GP isn't there but usually I see my own GP | 1 |
| He/she has an average record about my ailments so regularly seen by him or her is so much more satisfying | 1 |

5a. Do you regularly miss appointments? Yes / No

5b. If you answered 'Yes', can you tell us why you frequently miss appointments?

Majority (95%) do not miss appointments.

| | Q 5a Do you regularly miss appointments |
|-----------------|---|
| No | 58 |
| Yes | 1 |
| no answer given | 2 |

6. What are the difficulties or obstacles if any you experience in accessing GP services? Please tick as many that apply to you and tell us how they make it difficult for you in the box below:

Can't use the telephone

Can't use the internet

Transport

Need assistance with attending e.g. Mobility or language difficulties

Disability /impairment/ long term condition

Majority said can't use the internet, 23 respondents (38%). Long term health condition was second with 11 respondents (18%).

| Q6 Difficulties/obstacles experienced in accessing GP services-: | |
|--|--|
| | A: CAN'T USE THE TELEPHONE |
| Ticked | 6 |
| | B: CAN'T USE THE INTERNET |
| Ticked | 23 |
| | C: TRANSPORT |
| Ticked | 5 |
| | D: NEED ASSISTANCE WITH ATTENDING E.G. MOBILITY OR LANGUAGE DIFFICULTIES |
| Ticked | 6 |
| | E: DISABILITY/IMPAIRMENT/LONG TERM CONDITION |
| Ticked | 11 |

Q 6 Difficulties/obstacles experienced in accessing GP services- tell us how things ticked make it difficult for you - Explanation

A: Can't use the telephone: 7

| | |
|--|---|
| 1) The receptionist acts as the "gatekeeper" in determining whether you have an appt. or not. | |
| 2) You are asked to ring at 0830, how many people can get through at the exact time? Then after 1/2 hr ringing, you are told there is no appt., you should have rang at 0830. | |
| 3) Even if it's urgent, you are given 2 weeks appt. what good is that? That's why A&E is crowded!!! | 1 |
| A - Always busy | 1 |
| They don't pick up the phone | 1 |
| With telephone you are always refer to emergency by voice messages, Emergency XXXXX | |
| Sometimes struggle to GP surgery but some of the receptionists just refer you back to telephone appointment without any consideration of how you struggle to the surgery with pains, time etc., but some are kind to help | 1 |
| Appointment only by phone | 1 |
| The surgery's line too busy | 1 |
| Window time is only 1 hours in the morning and 1 hour in the afternoon. Usually phone appointment is engaged instantly | 1 |
| B: Can't use the internet: 4 | |
| B | 1 |
| B. can't use the internet | 1 |
| There is online booking service. But never can book an appointment | 1 |
| Can't use the internet because I haven't got computer in the house. I prefer to use phone to book my appointments | 1 |
| C. Transport :1 | |
| If I am really unwell, quite a long walk to surgery and very difficult to park if I take the car | 1 |
| D: NEED ASSISTANCE WITH ATTENDING E.G. MOBILITY OR LANGUAGE DIFFICULTIES | |
| E: DISABILITY/IMPAIRMENT/LONG TERM CONDITION : 8 | |
| Long term conditions | 1 |
| My husband has terminal illnesses | 1 |
| My long term condition impacts my mobility and I need transport to get there and back. I struggle with internet. | 1 |
| Visual impairment | 1 |
| I have difficulty breathing (asthma pump). Mobility - long term physical ailments from two motor accidents so sometimes use my cane to walk. To get to the doctors via transport I have to take two buses even though the walking route is a 15 min walk away which I do. | 1 |
| I'm registered disabled - it's not everything I can do | 1 |
| Since my knee replacement I found it very difficult to walk to my medical centre. They will not send me my monthly medication unless I phone them. | 1 |
| Kidney dialysis and my legs are weak and often has cramps badly affecting my health and I need assistance in attending GP and need my wife to go to the GP surgery in person to get an appointment; also we're frustrated on telephone since they are often engaged and can't get through and my wife has no choice but to walk to the surgery to make appointment | 1 |
| Comments:3 | |
| N/A My wife makes my appointments | 1 |
| Cannot keep very early appointments as I don't always have a good sleep. Feel safe for midday or early appointments. | 1 |
| Not for me but for many people who may not be able to do things for themselves | 1 |
| N/A:12 | |
| I have no problems whatsoever | 1 |
| N/A | 1 |
| none | 5 |
| None of the above | 1 |

| | |
|---|---|
| Not applicable | 1 |
| No difficulties | 2 |
| Nothing is difficult for me as my wife/carer does all this for me | 1 |

7. When you attempt to make an appointment by telephone and are unable to, what is the most common reason you are given?

Appointment booking time is closed call again later

No appointments available at all

No appointments with your Dr available

Surgery hours are closed

Other

| | |
|--|----|
| Q 7. When you attempt to make an appointment by telephone and are unable to , what is the most common reason you are given | |
| Appointment booking time is closed call again later | 7 |
| no answer given | 19 |
| No appointments available at all | 16 |
| No appointments with your doctor available | 6 |
| Other (blank) | 10 |
| Surgery hours are closed | 1 |

| | |
|---|---|
| Q7 Explanation- if answered "Other" to question 7 please note reason | |
| 1) The receptionist acts and the "gatekeeper" in determining whether you have an appt. or not. | |
| 2) You are asked to ring at 0830, how many people can get through at the exact time? Then after 1/2 hr ringing, you are told there is no appt., you should have rang at 0830. | |
| 3) Even if it's urgent, you are given 2 weeks appt. what good is that? That's why A&E is crowded!!! | 1 |
| Again - no problems | 1 |
| also ticked surgery hours are closed | 1 |
| Always call surgery at the right time | 1 |
| As I am on repeat prescription at present I do not often have to see a GP and I am "on a plan" | |
| When I needed to see a GP recently I was given an appointment the same day if my memory is true | 1 |
| Coming in the surgery and waiting. | 1 |
| (Note: also ticked D) surgery hrs etc.) | 1 |
| Difficulty getting through by phone. Very often I have to go to the surgery for appointment | 1 |
| Get an appointment with any GP | 1 |
| I don't know not rung for 14 years | 1 |
| Note: also ticked "Other" and commented : have to sit on emergency and not always convenient | 1 |
| Note: also ticked "surgery hours are closed" | 1 |
| Note: also ticked "Surgery hours are closed" above | 1 |
| note: also ticked "Surgery hours are closed" and wrote "telephone messages/voice messages emergency only | 1 |
| Note: also ticked B) no appointments etc. | 1 |
| Note: also ticked D. Surgery hours.... | 1 |
| Phone not answered at busy times | 1 |
| Ticked all reasons except C. | 1 |
| Comment: They will make other appointments for you – months time | 1 |
| We always get an appointment | 1 |

| | |
|--|-----------|
| When they don't pick up the phone you can't get a reason (blank) | 1 |
| We get access to our doctor | 1 |
| My doctor is off duty - so I have to see someone else | 1 |
| N/A I often get appointments and see the doctor when I need to | 1 |
| Very long time to call finally no answer call next day for an apt or given apt for almost two weeks time | 1 |
| note also ticked C. above | 1 |
| Grand Total | 25 |

8a. When you attempt to make an appointment to see your GP by telephone and are unable to, how helpful are surgery staff? Please tick as many that apply to you:

A. Do they only tell you - No appts with your Dr are available?

B. Do they also offer appts with other Dr's in the surgery?

C. Are they courteous and supportive to you in their manner?

D. If your surgery has the option of drop-in to see any other GP do they suggest this to you giving you choice?

| | |
|---|----|
| Q8a When you attempt to make an appointment to see your GP by telephone and are unable to, how helpful are surgery staff - Do they only tell you: | |
| NO APPTS WITH YOUR DR ARE AVAILABLE: | |
| Ticked (blank) | 24 |
| DO THEY ALSO OFFER APPTS WITH OTHER DR'S IN THE SURGERY: | |
| Ticked (blank) | 25 |
| ARE THEY COURTEOUS AND SUPPORTIVE TO YOU IN THEIR MANNER : | |
| Ticked (blank) | 27 |
| IF YOUR SURGERY HAS THE OPTION OF DROP-IN TO SEE ANY OTHER GP DO THEY SUGGEST THIS TO YOU GIVING YOU CHOICE: | |
| Ticked (blank) | 19 |

| | |
|--|---|
| Q8b Please tell us how you feel about it | |
| "I don't feel happy" (note: person had also written "NO" against last question above re: drop in) | 1 |
| 1) Some of them are very nice and sympathetic. | |
| 2) but others have no empathy at all, but gives you about a week - months appointment which is so long a time with pain added | 1 |
| E) Rude and abrupt | |
| Very frustrated! | 1 |
| As I am on repeat prescription at present I do not often have to see a GP and I am "on a plan" When I needed to see a GP recently I was given an appointment the same day if my memory is true | 1 |
| Disappointed | 1 |
| Helpful in every way! | 1 |
| I don't feel happy | 1 |
| I don't mind, because all my detail is on the computer anyway, for them to access | 1 |
| I feel out receptionists are very good and explain what is available | 1 |

| | |
|---|-----------|
| I felt very disappointed a few times as I was very ill and I couldn't get an immediate appointment with any of the doctors in the surgery. Once I had to call 3 consecutive days in the morning and afternoon to make an appointment | 1 |
| I think it is good because people who work can't get to the doctor in the morning 8am to 8pm I think is good. | |
| (Note: wrote "NO" against both A and C | 1 |
| It makes very upset as am old with various medical problems and therefore need access to my GP | 1 |
| Just give me the apt whoever is available on day | 1 |
| Most of my GP staff are very warm at heart and friendly helpful and respectful. Both my GP and other doctors in the surgery are helpful and respectful | 1 |
| N/A | 1 |
| No answer to telephone for appts. | |
| I do not know if there could be a dedicated time of day for telephone bookings. Reception staff always busy too busy to answer phone! | 1 |
| Not generally helpful with alternative suggestions | 1 |
| Not happy | |
| (note: also wrote "NO" against last option about if offered drop in) | 1 |
| Our surgery is very good, and try to accommodate if possible | |
| (note; also wrote "before 8am by D) re: drop in) | 1 |
| Sometimes the staff are unhelpful. Be at the surgery before 8am and wait to see someone | 1 |
| The surgery staff are always helpful and effective | 1 |
| The surgery staff are always polite and helpful. They always suggest a better and quicker way for one to be attended to, whenever the GPs are over booked and that is by way of treating one in emergency if one's condition requires that. | 1 |
| Total lack of empathy and social skills | 1 |
| Very disappointed and thought that they care, especially, we hear every day that we are living longer as an elderly person. | |
| note: re: D above about drop in wrote "NO" beside it | 1 |
| When you want to see your GP you have to wait up to 3 weeks or go and sit on emergency from 8.10 and you may be able to see one of the GPs | |
| (Note: also had written "sometimes" next to C) whether staff are supportive etc.) | 1 |
| (blank) | |
| If I really needed to see another GP I would state so but I prefer to see my GP. So no it doesn't really bother me | 1 |
| N/A I always get an appointment | 1 |
| Surgery staff are difficult, awkward and deliberately obstructive. I dislike having to speak to them. | 1 |
| Difficult for me because it has not been an urgent one | 1 |
| They are very, very helpful on the phone. No problems | 1 |
| I am really very disappointed with the reception service and decide to call in feeling very bad or good | 1 |
| There is no provision for wound dressing at the surgery and to access wound dressing the surgery must refer the patient to the district nurse which is time consuming. In my view every GP practice should have wound dressing provision | 1 |
| You can never book an appointment within 3 to 5 days. You always be offered 7 to 10 days later | 1 |
| No such experience | 1 |
| Grand Total | 34 |

| | | | | | |
|---|----|--------|---|--------------|----|
| Q9 What methods would you prefer to use to make and cancel appointments: 5= Prefer very much 1= Not at all | | | | | |
| TELEPHONE | | ONLINE | | FACE-TO-FACE | |
| 5 | 28 | 5 | 5 | 5 | 20 |
| 4 | 7 | 4 | 0 | 4 | 6 |

| | | | | | |
|-----------------|----|-----------------|----|-----------------|----|
| 3 | 4 | 3 | 4 | 3 | 3 |
| 2 | 4 | 2 | 1 | 2 | 0 |
| 1 | 5 | 1 | 14 | 1 | 5 |
| no answer given | 11 | no answer given | 35 | no answer given | 26 |
| Grand Total | 59 | Grand Total | 59 | Grand Total | 60 |

| | |
|--|---|
| Q10a Re: question 9. Please tell us why you prefer the Method(s) you have chosen very much and any benefits you can identify in using this method | |
| FACE-TO-FACE: 13 | |
| As I am not technical good I like the face to face way the best | 1 |
| Do not have a computer. Telephone is most convenient. Face to face one can get a straight answer yes or no | 1 |
| Face to Face | 1 |
| Face to face for me gets things done better and easy | 1 |
| Face to Face is always best way, for you are able to ask for a written appointment. | 1 |
| I living in a flat at a distance of three minute walk | 1 |
| Usually wait before 8am to get seen by a doctor | 1 |
| Telephone - I can use it at the moment but very shortly I will not be able to use it soon because I will not be able to see the number due to my sight condition deteriorating. Therefore prefer face to face | 1 |
| Face to face. I live near surgery | 1 |
| Am nervous on the telephone. I am unable to access the internet with sufficient skill to book an appointment with GP | 1 |
| Face to face appointment. If you are there they will answer you in time. | 1 |
| I prefer face to face contact on all health matters | 1 |
| Sometimes when I call I don't get good results. But when I go in person am even able to see a GP on the spot. It's more helpful to me seeing and talking to a person since my English poor. | 1 |
| TELEPHONE: 20 | |
| Prefer telephone line | 1 |
| Because I have access to the phone. I don't live near the surgery to do it face to face | 1 |
| Because if you are unable to go to the surgery by telephone is the only option. | 1 |
| Because it is quicker for 80yrs plus to use the phone than to enter buses. I have to be on 2 buses before I get there | 1 |
| Can't always go face to face don't use internet | 1 |
| Do not have a computer. Telephone is most convenient. Face to face one can get a straight answer yes or no | 1 |
| Have used all 3 methods, internet only once. Telephone probably best for me | 1 |
| I and my wife are often "out and about" so I should be able to phone and get a prompt appointment | 1 |
| I can use the phone to make call when need to | 1 |
| I have access to my phone and my GP staff are very prompt in answering the calls | 1 |
| Sometimes the phone is busy. I go to GP's surgery personally | 1 |
| Telephone - but more time or not you don't get the appt. So I prefer to walk down to the surgery and see them face to face | 1 |
| Telephone is more convenient. Even when you are weak and may be lying in bed, you can still manage to talk. It saves time and registers the urgency the sick person deserves to be attend you can leave an urgent message on the telephone. getting a feedback while you are on phone make it preferable | 1 |
| Telephone will be the best way to cancel my appointments due to an emergency situation. Face to face - I have more choices of dates when I may be able to be seen. | 1 |
| Using the telephone is easiest option. The lines are busy, but if you choose your time to ring, you do not have to wait too long | 1 |

| | |
|---|---|
| We can access it easy as they have two apt lines can contact them within ten minutes | 1 |
| Just to have a chat with my GP | 1 |
| We prefer to speak to someone | 1 |
| Telephone - I can use it at the moment but very shortly I will not be able to use it soon because I will not be able to see the number due to my sight condition deteriorating. Therefore prefer face to face | 1 |
| Call up for cancellation is simple and let the booking to other needed | 1 |
| ONLINE: 5 | |
| I prefer the online method as it is very easy to book your choice of GP and also cancel if I can't make the appointment | 1 |
| if any to do online | 1 |
| Online avoids problem with obstructive staff, which are only experienced with telephone and face to face | 1 |
| It is more convenient to me especially do it on-line just take you few minutes | 1 |
| You can do online booking anytime, even the surgery was closed | 1 |
| Comments: 18 | |
| It is very handy for me | 1 |
| More convenient that face to face | 1 |
| no internet | 1 |
| Staff could quickly check appropriateness for other health staff e.g. nurse, other dr. also information about recent tests and whether need to see GP re: results. | 1 |
| To ensure it is correct | 1 |
| To save time | 2 |
| To say when you can see a Dr - normal Dr or locum Dr and when | 1 |
| What is available for me at the time | 1 |
| Quick, easy | 1 |
| I have not been in an urgent situation. My appointments given when one is available. Minor ailments I went myself. | 1 |
| Converse with GP personally eye to eye contact | 1 |
| Saves time and easy | 1 |
| I prefer to see doctor using these methods because I can tell my problems. Easy to explain | 1 |
| I always keep appointments but now I notice no phone reminder. sometimes you plan to go and then forget where you started off | 1 |
| Am nervous on the telephone. I am unable to access the internet with sufficient skill to book an appointment with GP | 1 |
| If you phone you can be there more than 30 mins. They just tell you thanks for waiting, they will not answer in time. | 1 |
| Due to my eyesight impairment | 1 |

| | |
|--|---|
| Q10b re: question 9. Please tell us why you least prefer the method(s) you have chosen and please identify any barriers or difficulties you can in using this method | |
| Face to Face: 7 | |
| Because it is quicker for 80yrs plus to use the phone than to enter buses. I have to be on 2 buses before I get there | 1 |
| Face to face useful, if can't get through on the phone. But I find standing in queue difficult (physical problems) and no facilities offered to make this easier. Also not private at all. | 1 |
| Face to face. to walk a long way to the practice and not get an appointment | 1 |
| Have to be well to attend | 1 |
| Surgery is slightly far away from where I live. It is difficult to go there just to make an appointment when I am ill. | 1 |

| | |
|--|---|
| Transport is a big issue also early morning as app soon go. | 1 |
| Face to Face is good, but you have to visit the surgery personally | 1 |
| Telephone: 9 | |
| By telephone or on line, one tends to forget what date it was, or all what you see on line. | 1 |
| Don't know how to use the internet, and phone, don't like the time being on hold | 1 |
| If I call by phone invariably the phone is busy most of the time | 1 |
| Telephone - but more time or not you don't get the appt. So I prefer to walk down to the surgery and see them face to face | 1 |
| The telephone system is the least I prefer as there is a long waiting period to get through and also my BT charges are high because of the waiting time | 1 |
| When I call at the surgery for apt and I am asked for reason for seeing GP reception staff I wish there was more privacy for my personal/health info from reception staff and queuing patients. This oversight needs urgent attention. I know privacy is not guaranteed online either, but we need to tidy up all of these | 1 |
| Not always available via phone (maybe engaged) or long waiting time | 1 |
| Online would be better. Phone calls always busy | 1 |
| It is almost impossible to get appointments and try hard to keep it. the phones ring for so long after many trials you give up | 1 |
| Online: 11 | |
| By telephone or on line, one tends to forget what date it was, or all what you see on line. | 1 |
| Do not have a computer at home | 1 |
| Don't know how to use the internet, and phone, don't like the time being on hold | 1 |
| I can't use the internet | 1 |
| I don't have the facility and loss of sight | 1 |
| My wife telephones for me, so there is no difficulty. She has no transport, and finds online services are hit and miss | 1 |
| Online - impossible in the first place in an emergency as there is not enough time to set up the computer, if you do not own one and having difficulties in doing emails. | 1 |
| Can't use internet. Sight will soon deteriorate so will soon find using telephone difficult so prefer face to face | 1 |
| I don't like the computer. I'm not very good at it. I don't have much idea about this. | 1 |
| Haven't got internet | 1 |
| Online is straightforward. But the earliest available appointment may be several days in the future | 1 |
| Comments: 7 | |
| Contradicting question | 1 |
| I have chosen all the methods I have no difficulties at all | 1 |
| More convenient that face to face | 1 |
| N/A | 1 |
| Take what given | 1 |
| Not that U dusline online. It is not necessary that I should go to my surgery to cancel an appointment | 1 |
| As above | 1 |

What are the obstacles and difficulties if any if the appointments and bookings method and repeat prescription service and access to personal record was an online service only:

- 24 respondents (39%) said -Can't use the internet
- 4 respondents (7%) said -Can't use the telephone
- 8 respondents (13%) said -Disability/Impairment/Long term condition
- 6 respondents (10%) said -Transport
- 5 respondents (8%) said -Needs Assistance with attending e.g. mobility or language difficulties

| | |
|--|---|
| Q 11a What are the obstacles and difficulties if any if the appointments and bookings method and repeat prescription service and access to personal record was an online service only: | |
| | CAN'T USE THE TELEPHONE |
| Ticked (blank) | 4 |
| | CAN'T USE THE INTERNET |
| Ticked (blank) | 24 |
| | TRANSPORT |
| Ticked (blank) | 6 |
| | NEED ASSISTANCE WITH ATTENDING E.G. MOBILITY OR LANGUAGE DIFFICULTIES |
| Ticked (blank) | 5 |
| | DISABILITY/IMPAIRMENT/LONG TERM CONDITION |
| Ticked (blank) | 8 |

| | | |
|--|--|--|
| Q 11a What are the obstacles and difficulties if any if the appointments and bookings method and repeat prescription service and access to personal record was an online service only: Explanation | | |
| A) GP - uses voice messages only | B) Internet - my grandchildren have got my laptop and I can't afford one, yet their dad died with leukaemia and I am responsible looking after them at the moment. | E) I can use wheelchair sometimes to get to GP surgery if I am not in too much pain. I live just a stone throw to my GP surgery. |
| B) Can't use the internet | | |
| E) C) Because of not being able to walk or even to see properly, and other health issues could be obstacles and difficulties even to go to the library to go online | | |
| B) Can't use internet. I'm my husband's carer who has terminal illness | | |
| B) Do not have a computer | | |
| Electronic repeat prescription need synchronising, often items are not sent through with main list, which means repeated trips to the GP - pharmacist | | |
| I'm very happy with my current arrangement - telephone | | |
| E) My wife and the surgery make things as easy as they can for me. If I am up to it my wife walks me to the surgery in my wheelchair. If I am not able to attend, the doctors will see me at home | | |
| B) Need assistance to use internet | | |
| E) Online only is not inclusive at all, or accessible (e.g. visual problems). And what if the internet is down at home? | | |
| E) Some elderly elders or people with L/D can't use internet or go to surgery | | |
| C) E) The barriers is my complex health condition which impacts severely on my mobility | | |
| The obstacle and difficulties are, not everyone has access to computer especially the older people and many people are computer illiterates. A lot of people suffer bad eye sight and cannot look at the screen. | | |
| There would be no difficulty in using the online service | | |
| Therefore how do I see my GP, and I'm too old now to learn about computers | | |

| |
|---|
| Use online for repeat prescriptions |
| I will not like the services to be online only |
| Long term sitting in one position. Lack of internet knowledge |
| We do not have problems |
| No computer at home. Can't have a print out. Only one mobile. No land line |
| Can't use internet due to impairment visuals and will not be able to use phone soon |
| I can use telephone |
| As you see different doctors medicines are stopped or withdrawn without notice and you need an apt call each time this happens or the chemists would not provide this especially pain killers on which I depend |
| I have never successfully booked an appointment online. Whenever days I selected, system just reply not available |
| I hour booking window is not helpful due to constant telephone engage |

11b. What do you believe would help you to use the GP surgery online service? (To book/cancel appointments; requesting repeat prescriptions or access patient records)

| | | |
|--|---|--|
| Q 11b What do you believe would help you to use the GP surgery online service (to book/cancel appointments; requesting repeat prescriptions or access patient records) | | |
| Nothing will help: 8 | | |
| | NO | |
| | None | |
| | None, I just wont get it | |
| | not at all | |
| | Not helpful at all | |
| | Can't see it - nothing | |
| | Nothing | |
| | All | |
| Why can't /don't use: 15 | | |
| | Difficult due to sight impairment and the use of the internet | |
| | I had no computer to access online to make appointments | |
| | It's impossible having no internet at home | |
| | No. I haven't got internet | |
| | not able to use the internet | |
| | None, I just wont get it | |
| | Therefore how do I see my GP, and I'm too old now to learn about computers | |
| | Can't see it - nothing | |
| | The online services would not be of help. My local pharmacy collects and delivers all my repeat prescriptions | |
| | There are often problems with the service. At my surgery it's a new thing which gives problems with the service | |
| | Does not suit everyone. People on their own. Disabled people. Elderly. Vulnerable | |
| | Re: repeat prescriptions, I phone my pharmacy and provided it has the "say so" from the GP no problem | |
| | Records should not be accessed online | |
| | At the moment I am using my pharmacy for repeat prescriptions | |
| | I do not use GP surgery online | |

| | | |
|--|--|---|
| | They have my repeat prescription with them. Still if you don't phone them to remind them they would not do it. | |
| A new computer | | 2 |
| | Training: 3 | |
| | Maybe training sessions? | |
| | Only if someone can help me. Am clueless on technology | |
| | The GP surgery should give us a study day on the computer, on how to access your records, book/cancel appointments etc. | |
| don't know | | 1 |
| What would help: 3 | | |
| | The online service system has to be improved, and make it user friendly | |
| | improved vision | |
| | My daughters | |
| Positive feedback on using online service: 4 | | |
| | To access patient records. To book/cancel appointments. The above are very helpful and easier by using the GP surgery online | |
| | It is very handy to use the online services | |
| | Use computer online booking will speed up appointment for those patients who use computers | |
| | Recommend online service | |

11aa. Do you use the internet? Yes/ No

| Row Labels | Count of 11aa Do you use the internet | 34 |
|-----------------|---------------------------------------|----|
| No | 33 | |
| no answer given | 4 | |
| Yes | 23 | |
| (blank) | | |
| Grand Total | 60 | |

11bb. Is there anything that prevents you from using the internet? If so please tell us what that is below:

| | |
|----------------|---|
| | Q 11bb Is there anything that prevents you from using the internet: |
| | DON'T HAVE A COMPUTER |
| Ticked (blank) | 26 |
| | I DON'T KNOW HOW |
| Ticked (blank) | 18 |
| | DON'T LIKE USING IT |
| Ticked (blank) | 13 |
| | DON'T TRUST IT |
| Ticked (blank) | 6 |
| | HAVE TRIED FOUND IT DIFFICULT TO USE |

| | |
|----------------|---|
| Ticked (blank) | 10 |
| | DISABILITY OR IMPAIRMENT E.G. VISUAL IMPAIRMENT PHYSICAL DISABILITY - please explain in box |
| Ticked (blank) | 6 |
| | LONG TERM HEALTH CONDITION E.G. ARTHRITIS,, DIABETES - (SENSATION LOSS IN FINGERS) DEMENTIA - please explain in box |
| Ticked (blank) | 9 |
| | I CHOOSE NOT TO LEARN AT MY AGE AT THIS TIME IN MY LIFE |
| Ticked (blank) | 9 |
| | OTHER please explain in box |
| Ticked (blank) | 1 |

What prevents them from using the internet is – Summary of above table with percentages:

- The majority, 26 respondents (43%) answered not having a computer
- 18 respondents (30%) saying they 'don't know how' to use it.
- A total of 15 respondents (25%) due to health condition saying ticking 'DISABILITY OR IMPAIRMENT' or and 'LONG TERM HEALTH CONDITION' options.
- 13 respondents (21%) saying 'DON'T LIKE USING IT'
- 10 respondents (16%) saying 'HAVE TRIED FOUND IT DIFFICULT TO USE'
- 9 respondents (15%) chose the 'I CHOOSE NOT TO LEARN AT MY AGE AT THIS TIME IN MY LIFE' option
- 6 respondents (10%) saying 'DON'T TRUST IT'
- 1 respondent (2%) saying 'other'

| | |
|---|---|
| Q11bb if answered "Other" to question 11bb- explanation in the box | |
| Confusion: 2 | |
| Get confused when using a computer | 1 |
| I need support as I have brain fog and forget | 1 |
| Financial expense: 1 | |
| Having internet would be an expense I prefer not to take on | 1 |
| Health/ Long term health condition /Disability: 7 | |
| I had a heart attack in 2001, and a stroke in 2008. I also have mild COPD. My wife f sees to all my needs | 1 |
| I need special eye glasses to look into the screen. I feel uncomfortable using internet with my present reading glasses | 1 |
| I need support as I have brain fog and forget | 1 |
| My sight is deteriorating, may be a problem down the line | 1 |
| Disability problem. Diabetes and few arthritis affects hands | 1 |
| With my eye sight I can't and more over I can't sit up for long | 1 |
| Visually - can't see very well and sight condition deteriorating. Macular degeneration | 1 |
| If I had a computer: | |
| If I had a computer I could learn how to access it and I think that would help to do online services | 1 |
| Comments: 5 | |
| noted against don't have a computer "my son helps me" | 1 |
| Please note Q11a | 1 |

| | |
|--|---|
| Prefer to converse | 1 |
| I have use the online services to order prescriptions, it is very convenient, but after I change to new GP I have problem to do it online. I have to register every time - it makes me so annoying | 1 |
| N/A | 1 |

Appendix 6b - 8am-8pm service

35 respondents (57%) had not heard of the 8am-8pm service before. Only 18 respondents (30%) had heard of it before. Anything that could be improved with this service- If transport can be arranged; more publicity of this service

| Q 12 Were you aware of the 8am-8pm service before reading about it | |
|--|----|
| No | 35 |
| no answer given | 4 |
| Yes | 18 |
| Grand Total | 57 |

| Q13 If you answered "Yes" to question 12 and you HAVE used the 8am-8pm service, how did you find it and what could be improved | |
|--|---|
| Don't have this service that I know of | 1 |
| Gives me more options | 1 |
| GP surgery | 1 |
| Had been a midwife for 40 years | 1 |
| Haven't used | 1 |
| I have never used 8am - 8pm service | 1 |
| I have not used it | 1 |
| I knew we open at 8pm but wasn't told open till 8pm. More publicity so people aware. | 1 |
| I tried phoning the service. I was placed in a queue for a very long time, when come to my turn the telephone went does. When I tried again I was asked to phone back next morning at 9.00 am and when I rang I was unsuccessful to speak to anyone and I gave up. | 1 |
| In the above service 6.30pm - 8.00pm is for working people | 1 |
| In the o-of-hrs service (6.30 to 8pm is for working people) | 1 |
| NO | 2 |
| Not used | |
| Note: also said had recently received info. about the service) | 1 |
| (blank) | |
| Don't have a reason at this time to use it but very aware and happy that if needed I can access it | 1 |
| Not applicable | 1 |
| Have not used but have been years of service by surgery | 1 |
| Yes but have not used it | 1 |

| Q14 If you answered "Yes" to question 12 but have NOT used the 8am-8pm service, please tell us why | |
|--|---|
| Can attend during the day | 1 |
| Haven't needed the service | 1 |
| I have never heard of 8am - 8pm service so I did not use it | 1 |
| I haven't had the need to use it yet. | 1 |
| in the o-of-hrs service (6.30 to 8pm is for working people) | 1 |
| N/A | 1 |
| Not needed | 2 |
| Prefer to see my GP group and have had no emergencies so far I prefer day time/day light access | 1 |
| Rarely need to see GP. May not be useful if really unwell and need to travel to another surgery. | 1 |
| Retired. Home most days | 1 |
| See above | 1 |
| This information is very helpful. Thank you | 1 |

| | |
|--|----|
| Through the late closing does not work for me as am not comfortable being out late | 1 |
| Yes | 1 |
| (blank) | |
| Not needed to as I see my GP regularly | 1 |
| Have been able to get what I want at surgery | 1 |
| Didn't know | 1 |
| Grand Total | 18 |

| | |
|--|----|
| Q15a If you answered "NO" but have now been informed about this service, is this something you could use in the future | |
| N/A as answered YES above | 2 |
| No | 7 |
| no answer given | 16 |
| Yes | 32 |
| (blank) | |
| Grand Total | 57 |

| | |
|--|----|
| Q15b If not please tell us what would prevent you from using it | |
| Didn't need as I can access my own surgery | 1 |
| I chose not to share my records, seeing new GP might not help much | 1 |
| I wasn't aware of it, wasn't told. Found out by accident. I believe we need awareness. No good for local community unless told. | 1 |
| If it's the only option then I'll have to use it on a whole it seems a good thing - I think it's a good thing | 1 |
| N/A | 2 |
| NO | 1 |
| Not available | 1 |
| Note: commented Yes would use "it's possible Just" | 1 |
| There is no need as we are both retired/ disabled daytime appointments are easy for us to access | 1 |
| This depends on distance, but my GP surgery is close to me, if my GP surgery is on the list that will help me with my health problems walking-wheelchair and if my condition allows me to. | 1 |
| Too much technology, at our age our brain can't cope with these changes | 1 |
| (blank) | |
| It's easier and more convenient to attend the doctor's surgery during ordinary working hours | 1 |
| Not needed | 1 |
| Didn't know | 1 |
| I don't need it - usually see my GP | 1 |
| If I can get help to use service | 1 |
| Grand Total | 17 |

| | |
|--|---|
| Q16 Is there anything you feel could be improved with the 8am-8pm service to help you use it | |
| Don't know | 1 |
| I have not used it | 1 |
| I think it's a good thing | 1 |
| If transport can be arranged | 1 |
| N/A | 3 |
| NO | 3 |
| Not sure | 1 |
| Publicise it in a friendly way | 1 |
| The doctor only work after 9 only one day at 8. Again not aware of what day. Message not communicated back to service user | 1 |

| | |
|--|----|
| Would be happy if this was in place (blank) | 1 |
| Nothing, so long as it entails face to face | 1 |
| Grand Total | 15 |

Appendix 6c - Additional Services

The Questionnaire had boxes taken directly out of one of the information sheets about additional health services. This section was to ask participants to read the boxes about each service and then to give feedback on:

- whether they knew about the service;
- if they have used it before and if not why not;
- if they would be happy to use/continue to use in the future and to rate whether the information in the box is helpful, easy to understand;
- If they can easily find the nearest place offering the service if applicable; if they wanted more info on that service.

Additional Service 1: Extended GP opening hours – Question 17

Majority (53%) did not know about this service 32 participants said 'no'. Majority have not used the service. Majority found information helpful but would like more info about the service.

| Q 17 Re extended GP opening hours did you know about this service 53 | | if answered yes to question 17 have you used the service 54 | |
|--|----|---|----|
| No | 32 | No | 33 |
| no answer given | 6 | no answer given | 18 |
| Yes | 21 | Yes | 8 |
| Grand Total | 59 | Grand Total | 59 |

| Q17 if you haven't used it not why not | |
|--|---|
| Because I am hearing it for the 1st time. I don't think is obtainable at my GP | 1 |
| Because not heard of it | 1 |
| can always get an appointment to my satisfaction | 1 |
| I don't know, may be because I don't read medical articles or handouts often. | 1 |
| I have not heard of it | 1 |
| I haven't had the need to do so yet | 1 |
| I will use it if I need it. It should be a very helpful service | 1 |
| I'm a retired person, therefore I wish to see my GP during the day | 1 |
| Never heard of it | 1 |
| Not had to | 1 |
| Not need the service at the moment | 1 |
| Not required | 1 |
| Not sure I would find it very handy. Will reserve judgement though | 1 |
| said see previous answers | 1 |
| There is no need as we are both retired/ disabled daytime appointments are easy for us to access | 1 |
| Why I didn't know? I've never heard. | 1 |
| (blank) | |
| Preference is for early appointments and week days | 1 |
| Not needed as I see my GP when I need to | 1 |
| Not needed | 2 |
| Getting help on the phone no reply endless calls | 1 |
| It is not apply to my GP surgery | 1 |
| NEED TO RETURN TO THIS TO COMPLETE ALL TEXT ON FORM | 1 |
| Pay no attention | 1 |

| | |
|-------------|----|
| Grand Total | 24 |
|-------------|----|

| | |
|---|----|
| Q17 Would you be happy to use/continue to use the Extended GP opening hours service in the future | |
| No | 5 |
| no answer given | 19 |
| Yes | 35 |
| (blank) | |
| Grand Total | 59 |

| | | | | | | | |
|--|----|--|----|---|----|--|----|
| Q17 Extended GP opening hours continued | | | | | | | |
| 1-Not at all 5- Very much | | | | | | | |
| Is the information provided in the box helpful | | From reading the box do you understand what the Extended GP opening hours is for | | From the information provided in the box will you be able to find the nearest surgery to you which runs this service? | | Do you need more information about Extended GP opening hours | |
| Scale 1-5 | | Scale 1-5 | | Scale 1-5 | | | |
| 1 | 0 | 1 | 5 | 1 | 6 | No | 17 |
| 2 | 3 | 2 | 1 | 2 | 5 | no answer given | 13 |
| 3 | 6 | 3 | 7 | 3 | 10 | Yes | 29 |
| 4 | 12 | 4 | 16 | 4 | 5 | | |
| 5 | 25 | 5 | 17 | 5 | 21 | | |
| no answer given | 13 | no answer given | 13 | no answer given | 12 | | |

Additional Service 2: NHS 111 – Question 18

Majority (53%) know about this service 32 participants said 'yes'. Majority have not used the service. Majority found information helpful but would like more info about the service.

| | | | |
|--|----|--|----|
| Q18 Re NHS 111 Did you know about this service | | if answered Yes to 18 have you used this service | |
| No | 18 | No | 33 |
| no answer given | 9 | no answer given | 15 |
| Yes | 32 | Yes | 9 |

| | |
|--|----|
| Q18 Would you be happy to use/continue to use the NHS 111 service in the future 64 | |
| No | 10 |
| no answer given | 13 |
| Yes | 36 |
| (blank) | |
| Grand Total | 59 |

Q18 NHS 111 information continued

| 1-Not at all 5- Very much | | | |
|--|----|--|----|
| Is the NHS 111 information provided in the box helpful | | From reading the box do you understand what the NHS 111 service is for | |
| 1 | 4 | 1 | 5 |
| 2 | 2 | 2 | 2 |
| 3 | 6 | 4 | 11 |
| 4 | 12 | 5 | 24 |
| 5 | 21 | no answer given | 14 |
| no answer given | 14 | (blank) | |

| Q18 Do you need more information about the NHS 111 service | |
|--|----|
| No | 22 |
| no answer given | 13 |
| Yes | 23 |
| (blank) | |
| Grand Total | 58 |

Additional Service 3: Walk in centres – Question 19

Majority (20%) know about this service 28 participants said 'yes'. Majority have not used the service. Majority found info helpful and would like more info about this service.

| Q19 Did you know about the Walk in centres service | | If answered Yes have you used this service | |
|--|----|--|----|
| No | 21 | No | 26 |
| no answer given | 10 | no answer given | 18 |
| Yes | 28 | Yes | 15 |

| Q19 If not why not | |
|--|---|
| Because I do not know about it | 1 |
| Because I have no need of it yet | 1 |
| Had no cause to | 1 |
| Haven't had to use GP and hospital APP | 1 |
| I am not aware of it | 1 |
| I did not use this service before | 1 |
| I don't know about it | 1 |
| I don't understand much about this service. | |
| (note: also commented: "But not when you have to go very far" | 1 |
| May I mention that many older people or people with some disabilities are not able to use the internet | 1 |
| Never needed so far | 2 |
| No need to use it yet | 1 |
| Not had to | 1 |
| not needed | 2 |
| Not needed to | 2 |
| Not sure where these walk-in centres are as some as closed down | 1 |

| | |
|--|----|
| Vicarage Lane Centre now closed. NGH has one, difficult to get to and no signposting or person to ask when there | 1 |
| Why I didn't know? I've never heard | 1 |
| Yes | 1 |
| (blank) | |
| NO REASON AT THIS TIME | 1 |
| Not needed it | 1 |
| There was one near me in Vicarage Lane which I found helpful but of some unknown reason it closed down some time ago | 1 |
| No need | 1 |
| Grand Total | 25 |

| | |
|-----------------|--|
| | Q19 Would you be happy to use/continue to use this service in the future |
| No | 5 |
| no answer given | 16 |
| Yes | 38 |
| (blank) | |
| Grand Total | 59 |

| | | | | | |
|---|----|---|----|---|----|
| Q19 Walk in centre continued 1-Not at all 5- Very much | | | | | |
| Is the Walk in centre information provided in the box helpful | | From reading the box do you understand what the walk in centre is for | | From the information provided in the box will you be able to find your nearest walk in centre | |
| 1 | 3 | 1 | 4 | 1 | 5 |
| 2 | 4 | 2 | 5 | 2 | 6 |
| 3 | 7 | 3 | 8 | 3 | 9 |
| 4 | 11 | 4 | 7 | 4 | 7 |
| 5 | 22 | 5 | 21 | 5 | 15 |
| no answer given | 12 | no answer given | 14 | no answer given | 17 |

| | |
|-----------------|--|
| | Q19 Do you need more information about walk in centres |
| No | 19 |
| no answer given | 18 |
| Yes | 22 |
| (blank) | |
| Grand Total | 59 |

Additional Service 4: GP out-of-hours service – Question 20

Majority (44%) know about this service 27 participants said 'yes'. Majority have not used the service. Majority found information helpful but would like more info about the service.

| | | | |
|--|----|--|----|
| Q20 Did you know about the GP out-of-hours service | | If answered Yes to question 20 have you used the service | |
| No | 18 | No | 26 |

| | | | |
|-----------------|----|-----------------|----|
| no answer given | 13 | no answer given | 21 |
| Yes | 27 | Yes | 10 |

| Q20 If not used it why not | |
|--|----|
| Because you have to wait all day or night for this GP to turn up, then still doesn't make effective diagnosis and send you to A/E anyway!! | 1 |
| Haven't the need to do so yet | 1 |
| I did not know about GP out of hours service | 1 |
| I did not know the out of hours service | 1 |
| I heard about it Yes I think | 1 |
| It's advertised in surgery | 1 |
| Not had to | 1 |
| Not needed so far | 2 |
| Not needed to | 3 |
| nothing written | 1 |
| Recently | 1 |
| (blank) | |
| Have not required to use at this time | 1 |
| Not needed it | 1 |
| Not needed | 1 |
| No reason to | 1 |
| Because I did not know such a service existed | 1 |
| Never use it | 1 |
| Grand Total | 20 |

| Q20 Would you be happy to use/continue to use this service in the future | |
|--|----|
| No | 7 |
| no answer given | 15 |
| Yes | 36 |
| (blank) | |
| Grand Total | 58 |

| Q20 GP out-of-hours service continued | | | |
|--|----|--|----|
| 1-Not at all 5- Very much | | | |
| Is GP out-of-hours service information provided in the box helpful | | From reading the box do you understand what the GP out-of-hours service is for | |
| 1 | 5 | 1 | 7 |
| 2 | 1 | 2 | 1 |
| 3 | 7 | 3 | 6 |
| 4 | 11 | 4 | 13 |
| 5 | 19 | 5 | 19 |
| no answer given | 16 | no answer given | 13 |
| (blank) | | (blank) | |
| Grand Total | 59 | Grand Total | 59 |

| | |
|-----------------|--|
| | Q20 Do you need more information about the GP out-of-hours service |
| No | 12 |
| no answer given | 20 |
| Yes | 26 |
| (blank) | |
| Grand Total | 58 |

Additional Service 4: Pharmacies – Question 21

Majority (69%) know about this service 42 participants said 'yes'. Majority have used the service. Majority found information helpful.

| | | | |
|--|----|--|----|
| Q 21 Did you know pharmacies can give medical advice | | if answered Yes to 21 have you used the pharmacies service | |
| No | 8 | No | 19 |
| no answer given | 9 | no answer given | 16 |
| Yes | 42 | Yes | 24 |

| | |
|--|---|
| Q21 if not used it why not | |
| Because I have no need of it | 1 |
| Because they still tell you to follow what the Dr's instruction says | 1 |
| Don't find it helpful. Try to sell you stuff. Info very limited also conditions treated | 1 |
| Emergency for minor medical condition | 1 |
| Flu jab | 1 |
| I will try them one day | 1 |
| No need at present | 1 |
| Not needed to | 1 |
| Often | 1 |
| Our pharmacy is very helpful | 1 |
| Rather see my GP | 1 |
| Up to now, I have had no need to, but I know this service existed | 1 |
| (blank) | |
| Not needed as yet | 1 |
| Totally unacceptable. Pharmacists are shopkeepers not doctors. I absolutely refuse to speak about medical matters to any pharmacists | 1 |
| Not needed | 1 |
| No reason to | 1 |
| Don't need to | 1 |
| Yes but they cannot give emergency pain killers | 1 |
| Haven't read this information before | 1 |

| | |
|-----------------|--|
| | Q21 Would you be happy to use/continue to use this service in the future |
| No | 3 |
| no answer given | 24 |
| Yes | 29 |
| (blank) | |
| Grand Total | 56 |

Q21 Is the pharmacy information provided in the box helpful

1-Not at all 5- Very much

| | |
|-------------------------------|----|
| 1 | 3 |
| 2 | 2 |
| 3 | 6 |
| 4 | 15 |
| 5 | 23 |
| no answer given (blank) | 10 |
| Grand Total | 59 |

Appendix 6d – the value of human contact

Majority feel human contact is very important.

| | |
|--|----|
| Q 22 how important is it to you as an older person to have human contact and a friendly response when booking/cancelling appointments and requesting repeat prescriptions or accessing patient record | |
| 1) That my dignity is respected, and I'm not old and decrepit. | |
| 2) That I'm respected for the contribution I made to the NGS and society and I'm not there for hand-out. | |
| 3) That I was once young as the receptionist. | |
| 4) He is not doing me a favour as he keep on saying "we'll see what we can do". - I pay my taxes!! | 1 |
| As an older person I think my needs are the same as everyone's (maybe more need for a seat and easy-to-read info) | 1 |
| Being a vulnerable individual (by physical and emotional means) I would like to be treated politely and patiently. | 1 |
| can explain it to a person | 1 |
| Extremely important, as I live alone | 1 |
| Good - makes me feel comfortable. Very important | 1 |
| Human contact is highly important to me as am old and old fashioned. I would always like to interact with a person | 1 |
| Human contact is very important, not necessarily bodily exam but a few minutes friendly voice on phone/face to face chat about some one's health etc. help a lot to improve conditions. I know most doctors are very busy/medical staff yet their patients need them not only for medication some elderly patients are forced into beds, rooms, house etc. because of loneliness/no human contact. | 1 |
| I believe it is vital to human health both mentally and physically and to express their needs and requests through friendly response. Also to boost confidence and moral encouragement | 1 |
| I very much prefer to speak and see the person, when I am making appointments, cancelling, or requesting prescriptions. I like the human contact | 1 |
| It is very important and helpful | 1 |
| It is very important. | 1 |
| It's most important. As some older don't have any source of contact | 1 |
| That you are not a number and feel valued | 1 |
| This is why we are human. To have contact and help each other as friends | 1 |
| Very – it's nice to know that although we may be older, we still enjoy contact with other human beings | 1 |
| Very Important | 10 |
| Very important as that makes me feel safe. I don't like too much change - it throws be as a disabled person. | 1 |
| Very important indeed. Not enough contact due to too much technology where mistakes are made | 1 |
| Very important to have human contact Face to Face contact you can see each other | 1 |
| Very important, as long as the service is with empathy and not patronising | 1 |
| When one is in need and distressed to speak to another human being (providing they are of a sympathetic nature) is invaluable. | 1 |
| Yes | 2 |
| You can see the person you're speaking to you're able to ask some pressing questions and get a good response, you can see the expressions of the faces which can be encouraging. | 1 |
| (blank) | |
| Good to see people face to face to get the response that you are looking for this helps a lot. | 1 |

| | |
|---|----|
| It is important to talk to somebody because you can be reassured | 1 |
| Not important at all. Totally irrelevant | 1 |
| Having someone face to face is important. Assurance for them | 1 |
| Very important | 1. |
| For emergency help | |
| 2.for friendship sake, socialising in all ways.3. for helping others in all ways | 1 |
| Very, very important | 1 |
| It is important about 50/80 | 1 |
| Very important to see the person face to face or on the phone and talk to them because you can tell them your problems | 1 |
| All the time it is very pleasant | 1 |
| It is extremely important | 1 |
| As to be an older person, it is very important and need more help in every things especially the medication and to see GP when you are sick | 1 |
| that's welcome but not a must | 1 |
| It's very important | 1 |
| Grand Total | 47 |

| | |
|--|----|
| Q23 Do you feel as an older person we need more caring human contact when getting in touch with or visiting the surgery especially when sick | |
| No | 4 |
| no answer given | 12 |
| Yes | 39 |
| (blank) | |
| Grand Total | 55 |

| | |
|--|---|
| Q 23a Do you feel as an older person we need more caring human contact when getting in touch with or visiting the surgery especially when sick - comments box | |
| Feel someone cares | 1 |
| None of the receptionists greets you, even though I've been a patient there for 30 years. | |
| No one smiles, there is no pleasantness in their approach, his face is fearsome and intimidating. | 1 |
| Of vital importance | 1 |
| Otherwise you not feel cared for. | 1 |
| So sorry that dressings are not available, just a mention one has to go to another "survey" for this and not with satisfactory results as it happened perhaps it was my fault | 1 |
| Some of the patients need exercise, encouragements of making/doing simple things with supervision, etc. How to feed themselves with simple balanced diets, e.g. using light meals for easy digestion, and plenty of drinks of water and other juices, fruits etc. I know most people have no space in the places yet they can manage to create space Regular physiotherapy etc. by visiting if needed. | 1 |
| The GP I'm at is very good | 1 |
| They should be sympathetic and listening to older people | 1 |
| Very much | 1 |
| When you have an escort/companion you are not so easily dismissed or made to feel a nuisance | 1 |
| Yes | 2 |

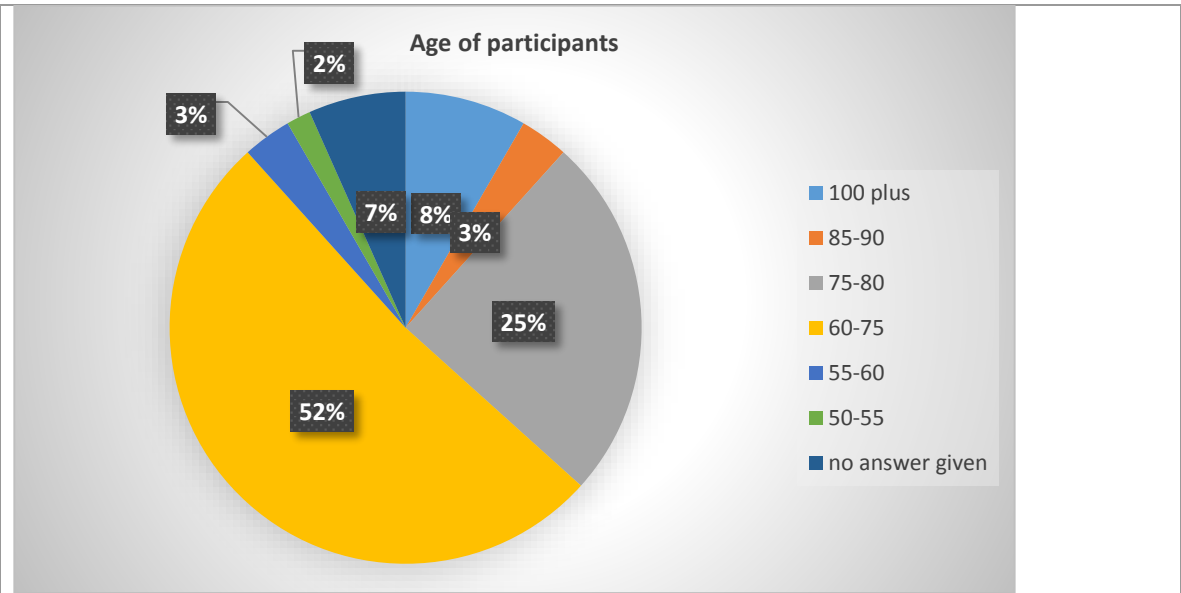
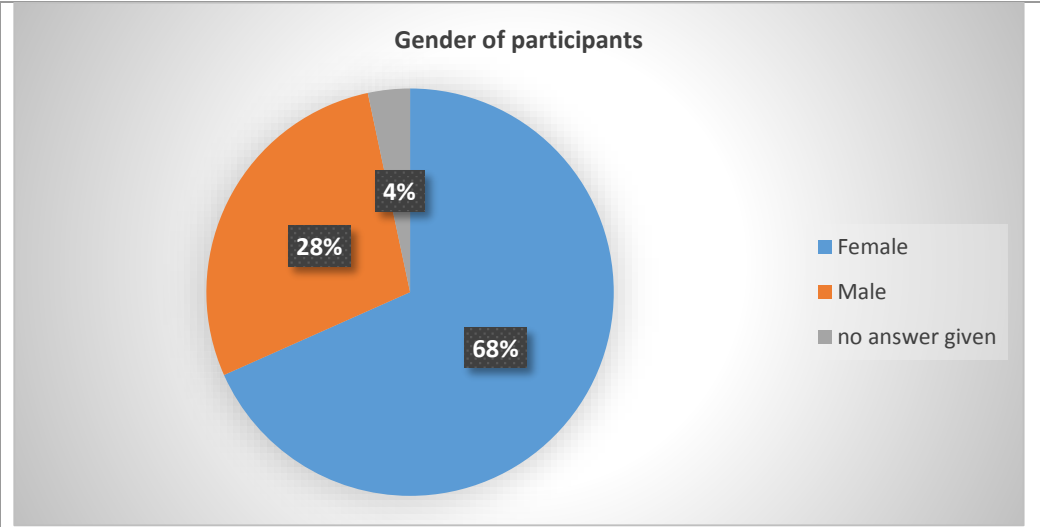
| | |
|--|----|
| Yes as an older person, we need more caring, human contact to improve our quality of life | 1 |
| Yes continuity in care is important as we have memory lapses and forget things. If we know and see the human face it make us safe and secure especially when we are ill. | 1 |
| Yes this is very important | 1 |
| Yes, some older people need someone to go to surgery with them on visiting when they are sick or in hospital | 1 |
| (blank) | |
| Irrelevant | 1 |
| They are usually the one who need them | 1 |
| Things will be explained properly with eye contact | 1 |
| As it is I get what I what I cannot ask for me as I get what I need | 1 |
| Yes very important | 1 |
| When you have a problem and someone gives you help and you are able to speak to them it's very helpful | 1 |
| Very much so as some people only go out very rarely and are very happy to interact in the waiting room or the GP | 1 |
| It is very important to me because some time my prescription always finish and if I phone they will tell me I have to wait for 48 hours when they know that I need this tablets always | 1 |
| Grand Total | 24 |

| | |
|---|---|
| Q24 what is the benefit of keeping human contact with your surgery (when booking/cancelling appointments and requesting repeat prescriptions or accessing patient record) | |
| 1) Lowers occurrence of stress, depression and anxiety | 1 |
| 2) people need people!!! | 1 |
| All | 1 |
| Better face to face | 1 |
| By phone it is easier for me to phone if I do not have time to go to the surgery | 1 |
| Depends on the person | 1 |
| Endeavours are usually rewarding | 1 |
| For "back-up" and confirmation | 1 |
| I am happy for keeping human contact | 2 |
| I do feel nowadays, that as my surgery is now "different" from the many years I've been a patient, and I don't often have to attend, I don't want to judge. I am pretty sure it is still offering sympathy and kindness. My small experience of it has been good. | 1 |
| Important to feel relaxed and comfortable. It's more beneficial as one can explain in greater detail about whatever your calling about or speaking about | 1 |
| It saves one out of the stress | 1 |
| It's important for me as an old person as am not a technology person | 1 |
| Its most important source of contact | 1 |
| Less mistakes are made plus one can explain better one to one contact | 1 |
| Make my life easier | 1 |
| Meet old friends to share how you are and them. Feeling not cut off from the outside world. What happening in the community. You are still alive. New information | 1 |
| Not everything is black and white or "tick-box", so having someone to explain to what is wrong, and getting instant feedback is very important. It also enables you to discuss any alternative arrangements, medicines or follow-up procedures and appointments | 1 |

| | |
|--|----|
| Politicians should consider very well before changing of cut money from important vulnerable patients or elderly who used to be cared for with social life personal etc. we should all learn to live in peace with one another to cut some of the unnecessary hurt to one another and save money than shifting all the problems on the NHS and public as a whole | 1 |
| The benefit for keeping human contact with my surgery, help me feel better even though I will be feeling unwell, and I would hope they would be kind to me and my needs | 1 |
| The benefit is they are trusted with medications, and medical services | 1 |
| The friendly welcome. The continuity in care. Not having to worry about if we have memory lapses due to our disability. | 1 |
| Very – it's nice to know that although we may be older, we still enjoy contact with other human beings | 1 |
| Very beneficial | 1 |
| Very helpful | 1 |
| Visual appraisal by GP etc. is important questions quickly dealt with. No getting away with LIVERPOOL PATHWAY | 1 |
| When you're ill, you need someone to empathise with you, not aggravate your pain by asking you the 360 degrees question | 1 |
| Yes | 1 |
| You know who is going to help you. They are able to judge what is going on. Just giving a problem, does not cover what is wrong | 1 |
| (blank) | |
| Good | 1 |
| Everything. Talking makes me feel more assured and if I do not understand something I can ask and get a response | 1 |
| Being reassured | 1 |
| No benefit. Far better to have an automatic online system which works efficiently. Then the "human contact" cannot be obstructive | 1 |
| Some time it is necessary. questions to ask and to be answered straight away | 1 |
| Satisfaction | 1 |
| I need to keep the human contact because then I can get what I want by speaking and saying what I need | 1 |
| Less stress | 1 |
| So I can explain more better and understand more | 1 |
| Straight away the doctor and staff can tell and understand what the problem is | 1 |
| You are not sure if message was recorded right | 1 |
| Making appointments | 1 |
| I think they should give elderly full time attention | 1 |
| Human can respond to any enquiry | 1 |
| Not to waste the booking | 1 |
| Grand Total | 44 |

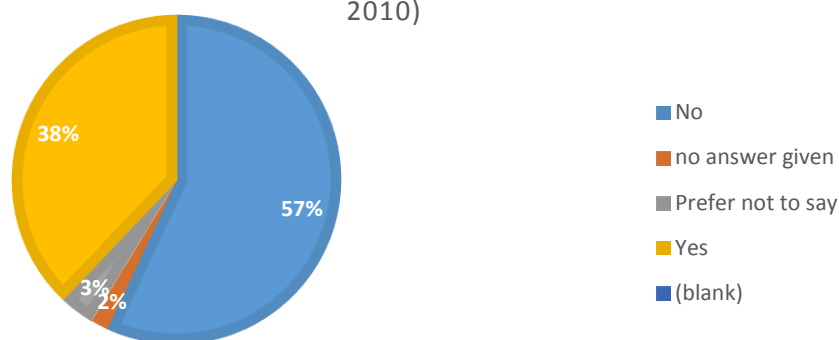
Appendix 6e: Demographics of Participants and GPs used

| Which organisation told you about this research | |
|---|----|
| Age UK East London | 43 |
| (blank) | |
| Beckton Community Centre | 4 |
| Newham Chinese Association | 8 |
| Grand Total | 55 |



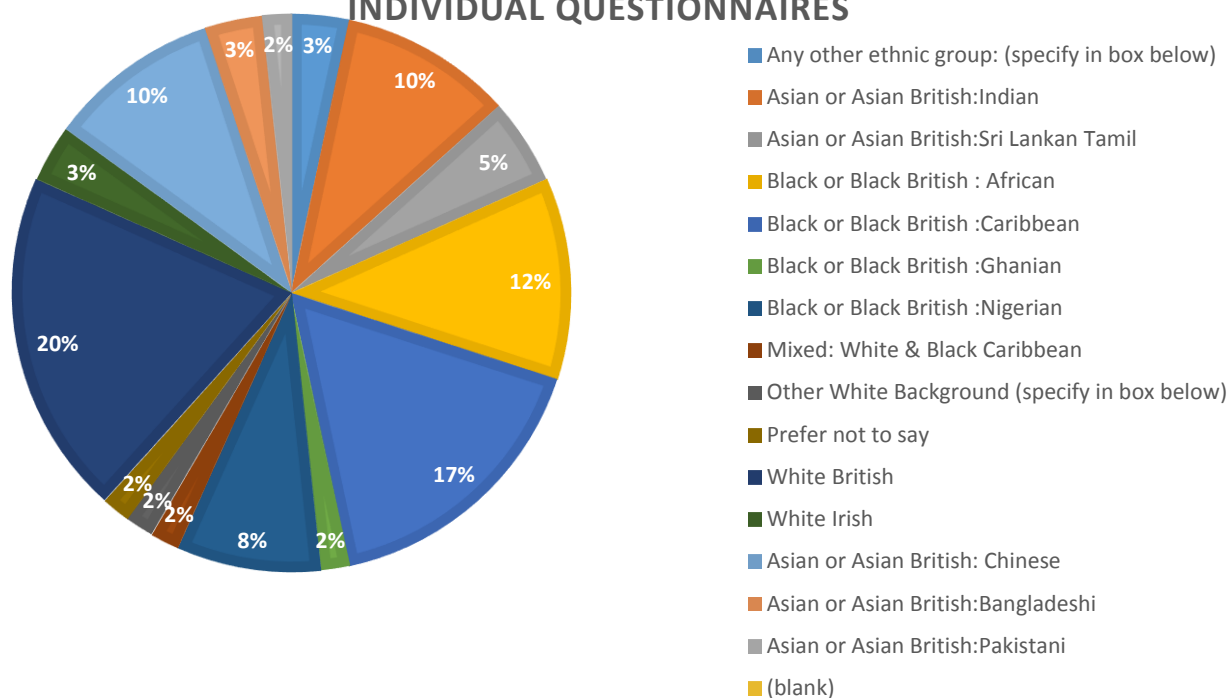
| Q3a what is your age | |
|----------------------|-----------|
| 50-55 | 1 |
| 55-60 | 2 |
| 60-75 | 31 |
| 75-80 | 15 |
| 80-85 | 0 |
| 85-90 | 2 |
| 90-100 | 0 |
| 100 plus | 5 |
| no answer given | 4 |
| Grand Total | 60 |

Q4 DO YOU CONSIDER THAT YOU HAVE A DISABILITY
(ACCORDING TO THE TERMS GIVEN IN THE EQUALITY ACT
2010)



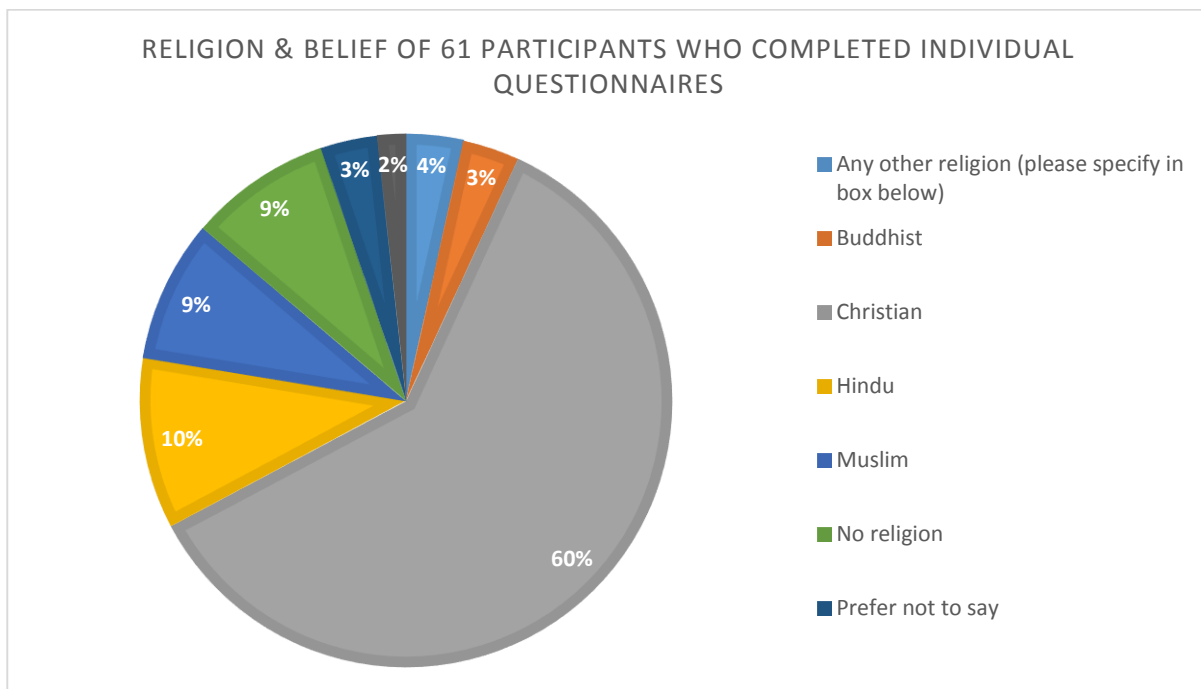
| Ethnic background of 61 Participants who completed individual questionnaires | | |
|--|---------------------------|---|
| Any other ethnic group: (specify in box) | Japanese, Malayan Chinese | 2 |
| Asian or Asian British: Indian | 6 | |
| Asian or Asian British: Sri Lankan Tamil | 3 | |
| Black or Black British : African | 7 | |
| Black or Black British :Caribbean | 10 | |
| Black or Black British : Ghanaian | 1 | |
| Black or Black British :Nigerian | 5 | |
| Mixed: White & Black Caribbean | 1 | |
| Other White Background | English | 1 |
| Prefer not to say | 1 | |
| White British | 12 | |
| White Irish | 2 | |
| Grand Total | 60 | |

ETHNIC BACKGROUND OF 61 PARTICIPANTS WHO COMPLETED
INDIVIDUAL QUESTIONNAIRES



| Religion & Belief of 61 Participants who completed individual questionnaires | | |
|--|-----------------|---|
| Any other religion (please specify in box below) | Bahai, Catholic | 2 |

| | |
|------------------------------|----|
| Buddhist | 2 |
| Christian | 35 |
| Hindu | 6 |
| Muslim | 5 |
| No religion | 5 |
| Prefer not to say (blank) | 2 |
| Jewish | 1 |
| Grand Total | 58 |



Demographics information captured on participants GP surgery information:

| GP Surgery Name of 61 Participants who completed individual questionnaires | |
|--|---|
| Abbey Rd Medical Practice | 1 |
| Abbey Road Medical Practice | 1 |
| Bartholomews Surgery | 1 |
| Carpenter | 1 |
| Church Road Clinic | 1 |
| Claremont Clinic | 2 |
| DR ALI AHMED | 1 |
| Dr Bhourmik | 1 |
| Dr Driver & Partners, Lord Lister Health Centre, | 1 |
| Dr Kavita Gaur | 1 |
| Dr Night | 1 |
| Dr R Samuel | 1 |
| Dr Samuels | 1 |
| Dr Swedan | 1 |
| Dr T Lewin | 1 |
| E12 Medical Centre | 1 |
| Essex Lodge | - |
| Dr Nandra | 1 |
| Essex Lodge Surgery | 1 |
| Glen Road Surgery | 2 |

| | |
|-------------------------------|----|
| Lord Lister | 1 |
| Lord Lister Health Centre | 1 |
| no answer given | 1 |
| Shrewsbury Rd Health Centre | 1 |
| Shrewsbury Rd Surgery | 1 |
| Shrewsbury road Surgery | 1 |
| St Barthomews Surgery | 1 |
| Stratford Health Centre | 2 |
| Stratford Village | 1 |
| The village practice | 1 |
| Tollgate Road Health Centre | 1 |
| Vicarage Lane Health Centre | 1 |
| Victoria Medical Centre | 2 |
| Woodgrange Medical Centre | 2 |
| Plasht Medical Centre | 1 |
| Essex Lodge | 2 |
| St Bartolowe 292 Barking Road | 1 |
| Dr Khan Barking Road (Boleyn) | 1 |
| (blank) | |
| B Kholie | 1 |
| Westbury Road Surgery | 1 |
| Stratford Village Surgery | 1 |
| Dr Kenney | 1 |
| Dr Tram the Medical Centre | 1 |
| Dr Tran | 1 |
| nothing written | 1 |
| Tollgate Road | 1 |
| Canning Town | 1 |
| Royal docks | 1 |
| Greengate Medical Centre | 1 |
| Dr Klohor | 1 |
| Vicarage Health Centre | 1 |
| Grand Total | 55 |

Appendix 6f – Chinese Association Feedback

Chinese Association Focus Group

A focus group was conducted at Newham Chinese Association with 6 participants all participants are Chinese. One of the participants is not a Newham resident however he uses the services at Newham Chinese Association for information and support. Their input was valuable nonetheless as it gave an insight into the needs of the Chinese community in health and obtaining access to services and diagnosis both within Newham and outside, generally in London.

Demographics:

Female: 3

Age groups: 60-65=1 70-75=1 80-85=1

Disability: Yes= 1 No=2

No Religion=2 Buddhist =1

Male: 3

Age groups: 75-80=1 50-55=1 75-80=1

Disability: No=2 Yes= 1

No Religion=2 Buddhist=1

Findings

They all said with regards to hospitals and Dr surgeries they wanted to be a part of decisions that affect them within these. They want to have a say on all these areas but particularly in health and NHS, and GP services as the Chinese community are suffering as a community because no interpretation is provided in GP services, hospitals and clinics therefore the wrong diagnosis and treatment or no treatment at all. Health services are difficult as they don't have translation and interpretation services. M1=He wants to get involved about decisions. But no one there to help him. He needs to understand what to get involved in.....but the language barriers is the obstacle.

M2= They would like to partake in decisions but the language barrier is the obstacle.

F1= Newham Resident: GP yes interpreting service but not in hospitals. Sometimes there is no choice but you have to get relatives or children to interpret for you. They must take time off to do this. They do not have the vocabulary and no training so it can be dangerous as they may pass on wrong information and dosage. They do not know medical procedures and how things work. If there is no face to face interpreting service available must use telephone interpreting service.

F2= Newham Resident: No interpreting service in GP service. Not involved in health but want to be but can't. No interpreting in hospital. When she wants interpreting she needs in Cantonese but they don't always provide. Can't use telephone interpreting service due to deafness.

All agreed face to face interpreting is the most important and needed. Telephone interpreting is hard due to it being triangular; it takes time; and for those hard of hearing can't hear due to hearing difficulty. Internet services is the least useful as they don't have a computer. Also generally for the Chinese community most are illiterate in both Chinese and English.

All agreed for services, health to them is really important. For example Bowel screening for over 60's, people from the Chinese community don't know what to do with the kit to collect sample. People eventually get help. But they need interpreting and actually need the health authority to explain what to do; how to use the kit. If blood tested from this, the next procedure is for cleansing out bowel. This procedure is very complicated and most of the Chinese community don't know how to do this and use equipment; what to do before hospital colonoscopy procedure etc. As if they don't do it and go to the hospital for the colonoscopy appointment the hospital can't do the procedure as the colon is not clear. This wastes thousands of pounds of the nhs. Moreover more delay if they have cancer then the delayed procedure means the cancer spreads.

They all agreed, in all people's case notes within health services it should be noted down if a person needs Cantonese/ Mandarin/ Hakka interpreter.

Suggestion for NHS and Social care to put info into Chinese media e.g. Free Chinese newspapers can be picked up in China Town.

Chinese TV channel: TVB channel.

Also Radio: Spectrum International, medium wave MW558. They do one session in an hour in Mandarin for new immigrants and then another session in Cantonese for older immigrants.

'Whatsapp' the Chinese community use more and then 'We chat' usage is growing for those who are not literate but use to chat. 'Whatsapp' is good to use to communicate with the Chinese community because speaking in Chinese or Cantonese or Mandarin is ok for them but not in English unless you have an interpreter.

These are ways the Chinese community can be invited to consult and also to hear about services and reach them and inform them. Language and cultural barriers stop them from being a Londoner through participation. They would like more support in access via outreach by services to come to the Chinese community and to Chinese centres (such as Newham Chinese Association) and via Chinese media.

Further information about the Chinese Language and the Chinese community background was provided by Newham Chinese Association:

The Newham Chinese Association support Chinese older people to access health services through interpreting and advocacy work. Chinese older people have reported the problem of GP surgeries not having interpreting services so the NCA have been supporting them with this and sending volunteers from their service to accompany older people to their GP appointments and to be present during telephone consultation too. Those surgeries that do provide interpreting services also have issues in that there is a long wait of two weeks or more that older people need to wait for the surgery to arrange an interpreter for an appointment visit or for a telephone consultation or feedback. This means Chinese older people are feeling really sick but are unable to get the treatment and support when they need it the most and their ill health experience and episode is prolonged. Also there are cases where the wrong language interpreter is booked as staff are not aware of the specific language need of Chinese patients. This adds to even more delay before older Chinese people can be diagnosed and treated.

Languages:

- Cantonese is a dialect. Mandarin is the national language. Hakka is a dialect.
- Cantonese dialect is spoken by people who are Hong Kong Chinese, South East Asian Chinese i.e. Malaysian Chinese, Singaporean Chinese.
- Hakka dialect is spoken by those from new territory, some Hong Kong Chinese, some South East Asian Chinese.
- Mandarin national language is spoken by those in mainland China, also by those mentioned already and also by those from Taiwan.
- More Chinese dialects e.g. Hokkien – Taiwanese and South East Asian speak this.
- Hainanese – people from South island speak this.
- Vietnamese refugees speak – Vietnamese, French and Chinese dialect.
- If Chinese people speak different dialects then they can't communicate and understand other dialects.
- Written Chinese 2 types: 1- Traditional script, 2- simplified Chinese.
- Traditional script- older people know this if literate so they don't know the simplified script.
- Simplified Chinese- Chinese government introduced this in the 70's so younger generation know this but don't know traditional script.

Chinese people are not homogenous group. They have different languages, culture, political systems and history. They also have a historical past of colonial rule oppression (e.g. 100yr rule in Hong Kong with no election, so they were not ever given opportunities to have their say) which means many are frightened of speaking up because of this and frightened of official bodies and completing surveys.

They are also not used to a welfare state. So many do not know the services available and don't know entitlements; don't know where to go and how. They don't know even that they have opportunities as they have never been given the chance. They need to know how and where to go and consult and contribute and make decisions and give opinions and to know about service etc. as they have a history of being oppressed and not allowed to. For example some take sick people back to their country of origin for treatment even though they lived here for years as they don't know NHS is free or that social services exists.

The Newham Chinese Association (NCA) is a vital resource of information, advocacy, help and language support for the older people from the Chinese community. Despite this the council funding for this organisation ceased which meant the organisation had to stop their service. However due to the need of older people for information, advocacy, language support, health representation the NCA decided to keep the service open on a voluntary basis and were able to eventually secure some funding which is currently supporting them to provide a two day weekly service. Though this is a success for the Chinese community the two day weekly service is actually a dramatically reduced service compared to the high volume of need and demand for the service by the Chinese community.

Appendix 6g – Questionnaires

As part of this research Age UK East London needs to collect basic information about people taking part in the research. By participating in this research you will remain anonymous and the information you provide will not be identifiable to you.

1. Which organisation told you about this Research?

Please state: _____

2. Please state the first part of your Post Code (e.g. E2, or E13): _____

3. What is your Gender?

| | |
|--|---|
| (please tick against appropriate answer) | √ |
| Female | |
| Male | |

3. What is your Age?

| | | | |
|--|---|--|---|
| (please tick against appropriate answer) | √ | (please tick against appropriate answer) | √ |
| 50 - 55 | | 85 - 90 | |
| 55 - 60 | | 95 - 100 | |
| 60 - 75 | | 100 plus | |
| 75 - 80 | | | |

4. Do you consider that you have a disability (according to the terms given in the Equality Act 2010)

| | |
|--|---|
| (please tick against the appropriate answer) | √ |
| Yes | |
| No | |
| Prefer Not to Say | |

5. What is your ethnic background?

| | |
|--|---|
| (please tick against appropriate answer) | √ |
| White: British | |
| White: Irish | |
| White: Eastern European | |
| Other White Background (please specify): | |
| Black or Black British: African | |
| Black or Black British: Caribbean | |
| Black or Black British: Nigerian | |
| Black or Black British: Somali | |
| Black or Black British: Ghanaian | |
| Other Black Background (please specify): | |
| Asian or Asian British: Chinese | |
| Asian or Asian British: Sri Lankan Tamil | |
| Asian or Asian British: Bangladeshi | |
| Asian or Asian British: Pakistani | |

| | |
|--|--|
| Asian or Asian British: Indian | |
| Other Asian Background (please specify): | |
| Mixed: White & Black Caribbean | |
| Mixed: White & Black African | |
| Mixed: White & Asian | |
| | |
| Any Other Mixed Background (please specify): | |
| Other ethnic group: Irish Traveller | |
| Other ethnic group: Roma Gypsy Traveller | |
| Any other ethnic group (please specify): | |
| Prefer not to say | |

6. What is your Religion & Belief?

| | |
|--|---|
| (please tick against the appropriate answer) | √ |
| No Religion | |
| Buddhist | |
| Christian | |
| Hindu | |
| Jewish | |
| Muslim | |
| Sikh | |
| Any other religion (please specify): | |
| Prefer Not to Say | |

7. GP Surgery Name: _____

8. GP Surgery Post code: _____

Thank you for completing this information – it is very much appreciated.

Obstacles to Older People’s Access to GP Services

4. How satisfied are you as an older person accessing GP services?

Not at all 1 2 3 4 5 Very
satisfied

5. Are you able to regularly make appointments to see your GP? Yes/No

6. If you are able to regularly make appointments who are you able to see?

Please circle the appropriate answer for the list below:

Your own GP:

None of the time Rarely Some of the time Often All
of the time

Another GP registered in the surgery:

None of the time Rarely Some of the time Often All
of the time

Locum GP at the surgery:

None of the time
of the time

Rarely

Some of the time

Often

All

7. How does seeing your own GP make you feel to seeing one of the other registered GP's at your surgery or a locum GP at your surgery? Does it make a difference to you, if so how?

5a. Do you regularly miss appointments? Yes / No

5b. If you answered 'Yes', can you tell us why you frequently miss appointments?

6.What are the difficulties or obstacles if any you experience in accessing GP services? Please tick as many that apply to you and tell us how they make it difficult for you in the box below:

- A. Can't use the telephone
- B. Can't use the internet
- C. Transport
- D. Need assistance with attending eg. Mobility or language difficulties
- E. Disability /impairment/ long term condition

7. When you attempt to make an appointment by telephone and are unable to, what is the most common reason you are given?

- A. Appointment booking time is closed call again later
- B. No appointments available at all
- C. No appts with your Dr available
- D. Surgery hours are closed
- E. Other

If you answered 'Other', please note reason given here:

.....

.....

8a. When you attempt to make an appointment to see your GP by telephone and are unable to, how helpful are surgery staff? Please tick as many that apply to you:

- A. Do they only tell you - No appts with your Dr are available
- B. Do they also offer appts with other Dr's in the surgery
- C. Are they courteous and supportive to you in their manner
- D. If your surgery has the option of drop-in to see any other GP do they suggest this to you giving you choice

8b. Please tell us how you feel about it below in the box:

9.What methods would you prefer to use to make and cancel appointments?
Please circle the appropriate answers for the list below:

Telephone:

Not at all 1 2 3 4 5 Prefer very
much

Online:

Not at all 1 2 3 4 5 Prefer very
much

Face to Face:

Not at all 1 2 3 4 5 Prefer very
much

10a. Please tell us why you prefer the method(s) you have chosen very much and any benefits you can identify in using this method:

10b. Please tell us why you least prefer the method(s) you have chosen and please identify any barriers or difficulties you can in using this method:

11a. What are the obstacles and difficulties if any if the appointments and bookings method and repeat prescription service and access to personal record was an online service only?

Please tick as many that apply to you and tell us how they make it difficult for you in the box below:

- | | |
|-----------------------------------|--|
| A. Can't use the telephone | D. Need assistance with attending eg. Mobility or language difficulties |
| B. Can't use the internet | E. Disability /impairment/ long term conditi |
| C. Transport | |

11b. What do you believe would help you to use the GP surgery online service? (To book/cancel appointments; requesting repeat prescriptions or access patient records)

11aa. Do you use the internet? Yes/ No

11bb. Is there anything that prevents you from using the internet? If so please tell us what that is below: Please tick as appropriate.

- | | |
|--|---|
| A. Don't have a computer | G. Long term health condition e.g. arthritis, diabetes-(sensation loss in fingers), dementia – (Please explain in the box) |
| B. I don't know how | H. I choose not to learn, at my age at this time in my life |
| C. Don't like using it | I. Other – (Please explain in the box) |
| D. Don't trust it | |
| E. Have tried - found it difficult to use | |
| F. Disability or impairment e.g. visual impairment, physical disability – (Please explain in the box) | |

This next section is about the 8am-8pm service – Please read the additional sheet about this service and then answer the questions below:

12. Were you aware of the 8am-8pm service before reading about it (please see additional sheet)? Yes/No

13. If you answered Yes above and have been aware of the 8am-8pm service and have used it, how did you find it and what could be improved?

14. If you answered Yes above and have been aware of 8am-8pm service and have not used it, please tell us why:

15a. If you answered NO but have now been informed about this service, is this something you could use in the future? Yes/No

15b. If not please tell us what would prevent you from using it:

16. Is there anything you feel could be improved with the 8am-8pm service to help you use the service?

This next section is about: Additional Services
Please read the boxes about each service and then answer the questions below:

Extended GP opening hours

Many practices in Newham now offer extended opening hours offering appointments in the evenings and on Saturdays. If you can't get an appointment at your GP practice call 020 7511 2075 Monday to Friday, 9am - 6pm to access the extended hours GP service

17. Did you know about this service? Yes/No

If yes, have you used the service? Yes/No

If not why not?

Would you be happy to use/continue to use this service in the future? Yes/No

Is the Extended GP opening hours information provided in the box helpful?

Not helpful at all 1 2 3 4 5 Very helpful

From reading the box do you understand what the Extended GP opening hours is for?

Not at all 1 2 3 4 5 Understand Very much

From the information provided in the box will you be able to find the nearest surgery to you which runs the Extended GP opening hours?

Not at all 1 2 3 4 5 Yes easily

Do you need more information about Extended GP opening hours? Yes/No

NHS 111

NHS 111 is a free telephone number available 24 hours a day, seven days a week. Call NHS 111 for urgent medical help or advice, or for advice on where to go to get the right help.

18. Did you know about this service? Yes/No

If yes, have you used the service? Yes/No

If not why not?

Would you be happy to use/continue to use this service in the future? Yes/No

Is the NHS 111 information provided in the box helpful?

Not helpful at all 1 2 3 4 5 Very helpful

From reading the box do you understand what the NHS 111 service is for?

Not at all 1 2 3 4 5 Understand Very much

Do you need more information about the NHS 111 service? Yes/No

Walk-in centres

There are several NHS walk-incentres across east London that offer urgent care for minor injuries. Check on www.nhs.uk to find your nearest walk-in centre.

19. Did you know about this service? Yes/No

If yes, have you used the service? Yes/No

If not why not?

Would you be happy to use/continue to use this service in the future? Yes/No

Is the Walk-in centre information provided in the box helpful?

Not helpful at all 1 2 3 4 5 Very helpful

From reading the box do you understand what the walk in centre is for?

Not at all 1 2 3 4 5 Understand Very much

From the information provided in the box will you be able to find your nearest walk-in centre?

Not at all 1 2 3 4 5 Yes easily

Do you need more information about Walk-in centres? Yes/No

GP

Your GP surgery offers regular opening hours most days except Sundays and bank holidays. Outside of your GP's opening hours call NHS 111 who offer advice and support and can transfer you for an out-of-hours GP appointment where necessary.

20. Did you know about the GP out-of-hours service? Yes/No

If yes, have you used the service? Yes/No

If not why not?

Would you be happy to use/continue to use this service in the future? Yes/No

Is the GP out-of-hours service information provided in the box helpful?

Not helpful at all 1 2 3 4 5 Very helpful

From reading the box do you understand what the GP out-of-hours service is for?

Not at all 1 2 3 4 5 Understand Very much

Do you need more information about the GP out-of-hours service? Yes/No

Pharmacy

Did you know that your local pharmacy can provide medical advice and support without needing an appointment. If you've got diarrhoea, a headache, runny nose, rash or a painful cough Think Pharmacy First!

21. Did you know pharmacies can give medical advice? Yes/No

If yes, have you used the service? Yes/No

If not why not?

Would you be happy to use/continue to use this service in the future? Yes/No

Is the Pharmacy information provided in the box helpful?

Not helpful at all 1 2 3 4 5 Very helpful

Finally: We want to know what the value of human contact means to you:

22. How important is it to you as an older person to have human contact and a friendly response when booking / cancelling appointments and requesting repeat prescriptions or accessing patient record?

23. Do you feel as an older person we need more caring human contact when getting in touch with or visiting the surgery especially when sick? Yes/ No

24. What is the benefit of keeping human contact with your surgery? (When booking/cancelling appointments and requesting repeat prescriptions or accessing patient record)

Thank you so much for completing this Questionnaire!