

The Effectiveness of Communication within Hampshire and the Isle of Wight

HAMPSHIRE & ISLE OF WIGHT
SUSTAINABILITY & TRANSFORMATION
PARTNERHIP

EXTENDED ACCESS PROJECT 2019



Contents

P 4 – 7	Project Summary
P 8	Appendix:
P 9 – 24	Website Analysis Report
P 25 – 35	GP Surgery Visits Report
P 36 – 49	Appointment Call Round Report
P 50 – 54	Extended Access Survey Report
P 55 – 60	Information on Extended Access (Provided by CCG'S)

Project Summary

Local Healthwatch, within the Hampshire & Isle of Wight region, were asked by the Hampshire and Isle of Wight Sustainability and Transformation Partnership to undertake a project regarding the accessibility, and information available relating to primary care extended hours appointments across the area. Healthwatch Isle of Wight took the lead on this project.

The NHS General Practice Forward View (April 2016) detailed plans for improved access to GP services. This was expanded in the 'Refreshed Planning Guidance' (February 2018) in which CCGs were tasked with providing extended access to GP services, including evenings and weekends, for 100% of their population by 1st October 2018.

What is extended access?

Extended access is the offer of **pre-bookable** appointments outside of the surgery's core contractual hours. This could be either in the early morning, evening or at weekends. This could be provided by the person's own practice or through a group of which their practice is a member. Extended access is different to out-of-hours GP Access, due to the pre-bookable nature and the way in which the appointment is procured.

The most recent national Ipsos Mori survey highlighted that the 'Good' overall experience of making an appointment declined from 79.1% in 2011 – 2012 to 72.17% in 2016-2017. It also called attention to 11% of people, or 1 in 10, who reported not being able to get an appointment, the problem being more acute for younger people or those who work.

NHS England has put together a guidance document for practice managers and receptionists, detailing the need to signpost patients to evening and weekend appointments. In this document, it is stated that 'details of the service are displayed in a prominent position in the surgery, on the website and any social media channels.'

There are 238 GP surgeries (including branches) across Hampshire and the Isle of Wight.



E-CONSULT

eConsult is a platform that allows patients to consult with their own NHS GP simply by completing a quick online form. It is designed to help GPs to deliver better access to registered NHS patients by providing a round-the-clock portal where patients can enter their symptoms and receive instant self-help advice, together with signposting to NHS 111, pharmacies and other healthcare services.

As a company, eConsult provide a great deal of marketing support and their leaflets (pictured on the left) and pop up banners are eye catching and colourful. They have a strong brand which is easily identifiable, beneficial for patients who could instantly recognise that that service is available in their surgery.

CCG AND NHS

NHS England has produced, through the Public Health England Campaign Resource Centre, a series of posters and graphics for surgeries to use to aid in highlighting extended access. The poster layouts are essentially the same but featuring different professionals such as nurses and GPs.



What We Did

Between January and September 2019, Healthwatch investigated several methods of communications across Hampshire and Isle of Wight, in order to get a comprehensive snapshot of what was being implemented.



REVIEWED ALL SURGERY WEBSITES



VISITED 110 SURGERIES



TELEPHONED 100 SURGERIES



SURVEYED 276 PEOPLE

The remit of this work was to investigate the marketing of the service and highlight good working, along with consistent messages.

There is a central communication team for the Hampshire and Isle of Wight Partnership of Clinical Commissioning groups, responsible for synchronising communication across the area.

There is a mix of surgery sizes across the area, which include several 'branch' practices. There is a wide mix of rural and town settings and a varied demographic across the area. At the time of visiting, Primary Care Networks had not been established.

What We Found

Overall, 78% of the practice websites detailed the extended access service¹. However, only 51% of surgeries display printed materials regarding Extended Access, and of that, only 23% of those were placed in a prominent position².

Whilst practices are not contractually obliged to use a particular image or brand, as they are all independent businesses, a consistent graphic or template would potentially enhance and extend the reach of the message.

When calling for an appointment, only 11% of surgeries readily offered a Saturday or evening appointment, and when requested, only 28% were able to make one available³.

There seems to be a complete disconnect as to what is available and what is actually being offered to the patient. When requesting a Saturday or evening appointment, the mystery shoppers were told by many surgeries that this wasn't an option, even when their own surgery website states that it was.

It is little wonder therefore, that the results of the survey⁴ conducted by Healthwatch shows that only 43% of those who participated in the questionnaire, were aware of the additional appointments on evenings and weekends. And of those 43%, only 25% were made aware by their own surgery, with most detailing word of mouth or 'Other' as the primary source of information. 1% were made aware by their local Clinical Commissioning Group.

Recommendations:

1. A clear, uniform graphic and communication set is put in place for use in all surgeries.
2. Examples of good practice to be circulated to support the surgeries on placement of literature and posters, for maximum impact.
3. All websites to feature, prominently, the extended access information.
4. Local CCG's and PCN's to effectively market extended access to the general public.
5. Consistent training for front line primary care staff, to ensure they are delivering the right message.

Appendix

- 1 – Healthwatch Report for Website Mystery Shopping
- 2 – Healthwatch Report for GP Surgery Visits
- 3 – Healthwatch Report for Appointment Call Rounds
- 4 – Healthwatch Report for Extended Access Survey

Website Mystery Shopping

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EXTENDED ACCESS PROJECT 2019



Surgery Website Analysis

Healthwatch has been asked by the Hampshire and Isle of Wight Sustainability and Transformation Partnership to undertake a project regarding the accessibility and information available around Extended Hours appointments across the area.

The NHS General Practice Forward View (April 2016) detailed plans for improved access to GP services. This was expanded in the 'Refreshed Planning Guidance' (February 2018) in which CCGs were tasked with providing extended access to GP services, including evenings and weekends, for 100% of their population by 1st October 2018.

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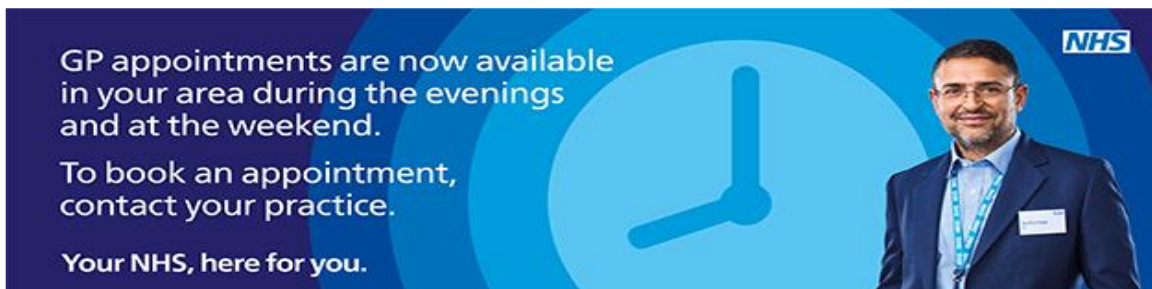
Extended access is the offer of **pre-bookable** appointments outside of the surgery's core contractual hours. This could be either in the early morning, evening or at weekends. This could be provided by the person's own practice or through a group of which their practice is a member. Extended access is different to out-of-hours GP Access, due to the pre-bookable nature and the way in which the appointment is procured.

The most recent national Ipsos Mori survey highlighted that the 'Good' overall experience of making an appointment declined from 79.1% in 2011 – 2012 to 72.17% in 2016-2017. It also called attention to 11% of people, or 1 in 10, reported not being able to get an appointment, the problem accentuated by the young or working.

NHS England has put together a guidance document for practice managers and receptionists, detailing the need to signpost people to evening and weekend appointments. In this document, it is stated that 'details of the service are displayed in a prominent position in the surgery, on the website and any social media channels.'

In order to get a clear understanding of how GP surgeries are actively promoting the extended access service on their websites, Healthwatch Isle of Wight have looked at GP surgery websites across Hampshire and the Isle of Wight to see, from a patient's perspective, how clear the information is. Healthwatch Isle of Wight looked at the surgery websites to try to ascertain how extended access was explained, whether there was a link and explanation regarding online access and eConsult.

EXAMPLES OF WEBSITE GRAPHICS FOR EXTENDED ACCESS



GP appointments are now available in your area during the evenings and at the weekend.

To book an appointment, contact your practice.

Your NHS, here for you.

NHS



Click, call or pop in

Consultations with GPs, nurses or other healthcare professionals are now available online, over the phone or face to face.

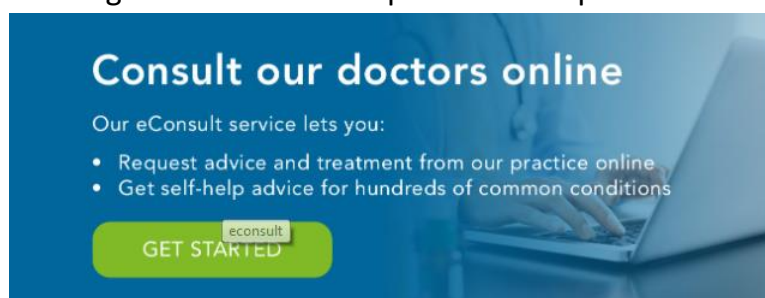
To book, or for more info, contact your practice.

Your NHS, here for you.

NHS

E-CONSULT

eConsult is a platform that allows patients to consult with their own NHS GP simply by completing a quick online form. It is designed to help GPs to deliver better access to registered NHS patients by providing a round-the-clock portal where patients can enter their symptoms and receive instant self-help advice, together with signposting to NHS 111, pharmacies and other healthcare services.



Consult our doctors online

Our eConsult service lets you:

- Request advice and treatment from our practice online
- Get self-help advice for hundreds of common conditions

econsult
GET STARTED

What We Found

Each CCG across Hampshire and Isle of Wight have issued statements regarding the Extended Working in their area (where they are in a separate document, they are detailed at the end of this report).

The GP Practice websites we looked at across Hampshire and the Isle of Wight were from the following CCG regions:

- Fareham & Gosport
- Isle of Wight
- North Hampshire
- Portsmouth
- South East Hampshire
- Southampton
- West Hampshire

Whilst the majority of websites across Hampshire and the Isle of Wight have information and access to online services, there is quite a difference between the CCG area with the highest number of websites detailing Extended Access, and those who don't. (90% and 47% respectively).

The level of information regarding extended access differs from website to website. Some link to their local clinical commissioning group's press release regarding this, whilst others have their own way of phrasing it. Others don't really mention it at all, but just reference it in their opening hours, or on a separate tab that may well be missed.

The following findings do not reflect the effectiveness of the communication, merely that there was some reference on the website to online services, eConsult and extended access.

Whilst NHS England has released graphics for extended access, it is clear that there is no consistent method for communication for this and, as a result, from a **patient perspective**, the message can be lost.

Conversely, eConsult is effectively communicated as the surgeries are given a dynamic toolkit to utilise ensuring that the message is consistent and clear.

Consulting Times

The doctors are available for consultation at the following surgeries:


Monday	08:20 to 12:10 and 15:30 to 17:30
Tuesday	08:20 to 12:10 and 15:30 to 17:30
Wednesday	08:20 to 12:10 and 15:30 to 17:30
Thursday	08:20 to 12:10 and 15:30 to 17:30
Friday	08:20 to 12:10 and 15:30 to 17:30


Commuter Clinic


We also hold a pre-bookable clinic from 18:00 – 20:00 Wednesday evenings and alternate Tuesday evenings.

The reception desk will be open for patients to book appointments, collect and leave prescriptions and make enquires.

However, please note: there are no practice nurses in attendance at this time for routine tests or procedures.

and Tools
Click Here 

NHS 111
111 is the NHS non-emergency number. It's fast, easy and free. Call 111 and speak to a highly trained adviser, supported by healthcare professionals.
Visit NHS 111 

Patient Survey
How likely are you to recommend this Surgery to friends and family if they needed similar care or treatment? Please spend 2 minutes to take the Friends and Family Test.
Click here to view our results. 

This screenshot from Elms Practice in Hayling Island, highlights a typical website, where the consulting or opening times have not incorporated the extended access options.

Another practice (Lee-on-the-Solent Medical Practice) does have information on the extended access (1) but this is not reflected in the opening hours (2).

welcome to Dr Bell and Partners, providing primary care for Hampshire and surrounding areas. We hope you take your time to browse our website where you will find lots of useful information about the surgery and the services we offer.

1 Please click here to view information about GP Extended Access Appointments.

Book an Appointment | **Order a Repeat Prescription**

Online Health Information | **View our Clinics & Services** | **Contact the Surgery**

2

OPENING HOURS

Monday	08:00 - 18:00
Tuesday	08:00 - 18:00
Wednesday	08:00 - 18:00
Thursday	08:00 - 18:00
Friday	08:00 - 18:00
Saturday	CLOSED
Sunday	CLOSED

Please note, the Surgery doors are unlocked at 08:00 each morning and closed at 18:00 each evening. If you have an appointment before 08:00 or after 18:00 the care navigator will be able to help you.

FRIENDS AND FAMILY TEST

We would like you to think about your recent experiences of our service.

How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment? *

Extremely likely

Likely

Neither likely nor unlikely

Unlikely

Extremely Unlikely

Don't know

Do you think the practice has improved in the last 12 months?

There has also been reference to extended hours being accessible for 'working people' or labelling it 'commuter clinic', which may alienate other demographics who may benefit from the longer opening times.

Examples of good practice

There are however, some examples of clear and concise references to extended access.

The times below are when the doors are open. Meetings are held each Tuesday morning.

PHONE LINES OPEN 8 AM	Morning Doors open	Afternoon Doors open	Certain Evenings Dates below (by appointment only)
Monday	08:15-13:00	14:00-18:00	closed
Tuesday	08:15-13:00 except the 3rd Tuesday in the month due to a Full Staff Meeting	14:00-18:00	closed
Wednesday	08:15-13:00	14:00-18:00	18:30-21:00
Thursday	08:15-13:00	14:00-18:00	18:30-21:00
Friday	08:15-13:00	14:00-18:00	closed
Saturday	closed	closed	closed

Pre-booked appointment in extended hours (Patients can book appointments and collect prescriptions during the following hours)

January 9th, 16th, 24th, 31st
February 6th, 13th, 21st, 28th
March 6th, 13th, 21st & 28th

access.

This particular screenshot from Lyndhurst Surgery makes it clear when the surgery is open and appointments through extended hours are available by highlighting the different types of appointments.

Vine Medical Centre is a very good example of clear, concise, effective communication. It has a pop up on the front screen regarding extended hours, making it clear when appointments are available. (see screenshot below).

Vine Medical Group

Home About Us Consult Online Appointments Online Services Contact Information Careers

Dementia Advice and Memory Support

Waterloo Library

Core Opening Hours

Monday – Friday – 8am – 6:30pm

We also run early and late 'extended' hours, as well as a Saturday morning session once a month.

Find out more by clicking here...

2018/19 Adult Flu Vaccinations

We are very pleased to advise that we have plenty of flu vaccines in stock for all eligible patients. Please book an appointment with an HCA to receive yours.

Appointments

For all appointments please call
023 9226 3089

Outside of the surgery opening hours, dial 999 if it's an emergency or 111 if it is not urgent.

Consult Online »

Extended Access Appointments

Making evening and weekend appointments – giving you more choice

Find out more by clicking here...

This same surgery then goes on to specify appointment availability within their opening hours section.

Time	Forest End Site Standard Opening Hours	Forest End Site Standard Opening Hours	Forest End Site Standard Opening Hours	Forest End Site Standard Opening Hours	Forest End Site Standard Opening Hours	Forest End Site Standard Opening Hours	Forest End Site Extended Hours
7:00 am							7:20 am - 8:00 am
8:00 am	8:00 am - 6:30 pm	8:00 am - 6:30 pm	8:00 am - 6:30 pm	8:00 am - 6:30 pm	8:00 am - 6:30 pm	8:00 am - 6:30 pm	
9:00 am							
10:00 am							
11:00 am							
12:00 pm							
1:00 pm							
2:00 pm							
3:00 pm							
4:00 pm							
5:00 pm							
6:00 pm							
7:00 pm							

Note: Forest End Site Open on the 2nd Saturday of a month for pre-booked appointments. 8:20 am - 12:00 pm

Although 74% of websites across Hampshire and Isle of Wight GP practices mentioned extended access, maybe the more relevant question may be is are they communicating this message **effectively**?

It may be interesting to view the results for the GP surgery websites in conjunction with the corresponding CCG's own site.

Fareham & Gosport - <https://www.farehamandgosportccg.nhs.uk/> The home page displays a large scrolling banner. One of the slides relates to extended access which then links to the NHS page on GP access.

North Hampshire – <https://www.northhampshireccg.nhs.uk/> The home page does not display any reference to extended access. The news section houses an article on the service in North Hampshire.

Portsmouth – <https://www.portsmouthccg.nhs.uk/> The home page has a large banner linking to the NHS page on GP access, as well as a tab menu button.

South Eastern Hampshire – <https://www.southeasternhampshireccg.nhs.uk/> The home page displays a large scrolling banner. One of the slides relates to extended access which then links to the NHS page on GP access.

Southampton City - <https://southamptoncityccg.nhs.uk/home> Banner is on the home page as well as a Stay Well leaflet, available for download, highlighting extended access.

<https://southamptoncityccg.nhs.uk/download.cfm?doc=docm93jijm4n3071.pdf&ver=6731>

West Hampshire – <https://www.westhampshireccg.nhs.uk/> There is a banner on the front page, that links to their own page which is a comprehensive guide to GP services and extended access in that area.

Isle of Wight – <https://www.isleofwightccg.nhs.uk/> The banner on the front page regarding the Help You, Help Us campaign links to the Planet Radio website, which in turn links to a series of videos which touch upon extended access across the whole of Hampshire and the Isle of Wight.

As a side note, GP practices tend not to have Twitter accounts, but each CCG does.

Between 1st January 2019 – 28th February 2019, extended access was tweeted about:

Fareham & Gosport - 4 Times

North Hampshire – None

Portsmouth – 4 Times

South Eastern Hampshire – 4 Times

Southampton City – 9 Times

West Hampshire – Once

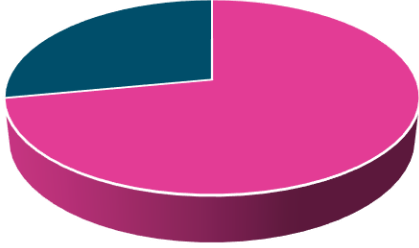
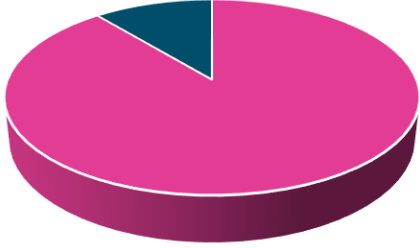
Isle of Wight – 4 Times

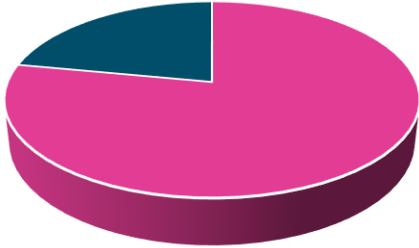
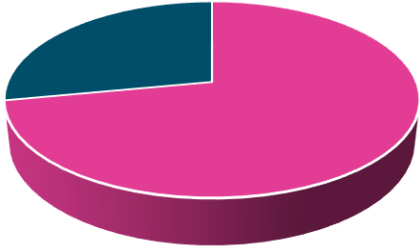
Online Access refers to System Online, an online service available to patients which allow them to book appointments, order repeat prescriptions and view test results. Access to System Online is given through the GP surgery and is available through the surgery website and via an App.

It is important to note that the following charts which detail the numbers of people using eConsult were correct at the time. They do not reflect the number of surgeries who have since adopted eConsult.

IN SUMMARY (All GP Practices)

18th February – 5th March 2019

Information about Online Access		Link to Online Access	
			
YES	NO	YES	NO
72%	28%	89%	11%

Information about eConsult		Information about Extended Hours	
			
YES	NO	YES	NO
94%	6%	78%	22%

The following pages break down the findings in GP practices within each CCG area.

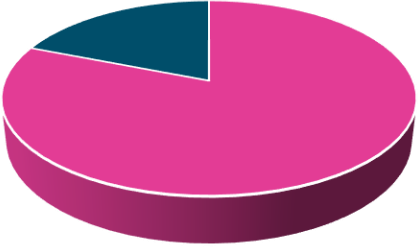
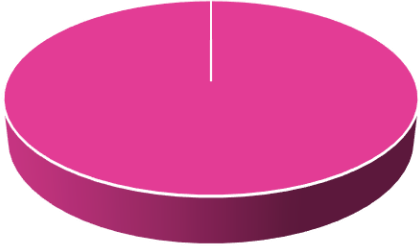



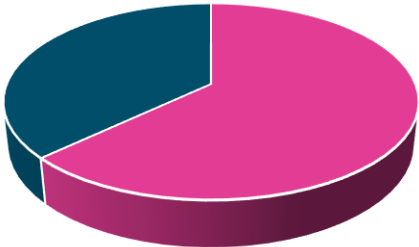
Fareham and Gosport Clinical Commissioning Group

Information about Online Access		Link to Online Access	
YES	NO	YES	NO
72%	28%	89%	11%

eConsult		Information about Extended Hours	
YES	NO	YES	NO
94%	6%	78%	22%

NHS
Isle of Wight
Clinical Commissioning Group

Information about Online Access		Link to Online Access	
			
YES	NO	YES	NO
81%	19%	100%	0%

eConsult		Information about Extended Hours	
			
YES	NO	YES	NO
50%	50%	69%	37%

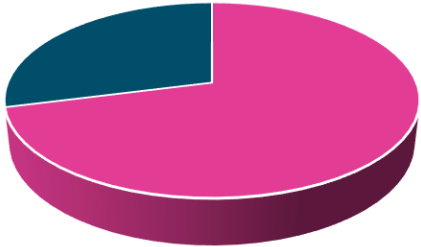
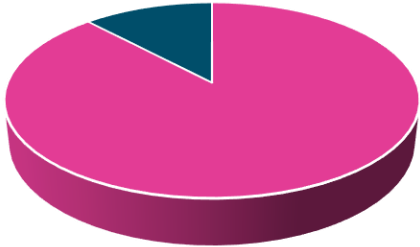


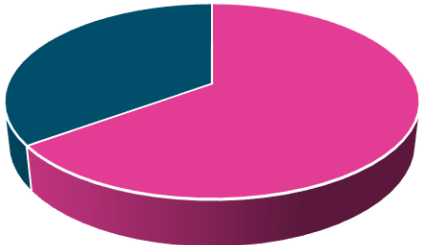
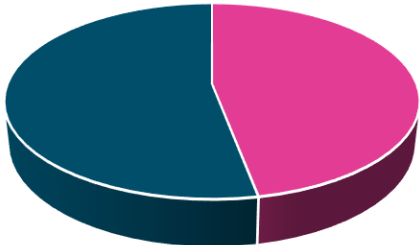
**North Hampshire
Clinical Commissioning Group**

Information about Online Access		Link to Online Access	
YES	NO	YES	NO
73%	27%	87%	13%

eConsult		Information about Extended Hours	
YES	NO	YES	NO
67%	33%	80%	20%

NHS
Portsmouth
Clinical Commissioning Group

Information about Online Access		Link to Online Access	
			
YES	NO	YES	NO
71%	29%	88%	12%

eConsult		Information about Extended Hours	
			
YES	NO	YES	NO
65%	35%	47%	53%

South Eastern Hampshire
Clinical Commissioning Group

Information about Online Access		Link to Online Access	
YES	NO	YES	NO
95%	5%	100%	0%

eConsult		Information about Extended Hours	
YES	NO	YES	NO
90%	10%	90%	10%

Information about Online Access		Link to Online Access	
YES	NO	YES	NO
81%	19%	89%	11%

eConsult		Information about Extended Hours	
YES	NO	YES	NO
74%	26%	70%	30%

Information about Online Access		Link to Online Access	
YES	NO	YES	NO
96%	4%	96%	4%

eConsult		Information about Extended Hours	
YES	NO	YES	NO
55%	45%	82%	18%

GP Surgery Visits

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There are 238 GP Surgeries (including branches) across Hampshire and the Isle of Wight. In order to get a clear understanding of how the GP Surgeries are promoting and offering Extended Access appointments, Healthwatch visited just under 50%.



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available in their surgery.

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What We Did

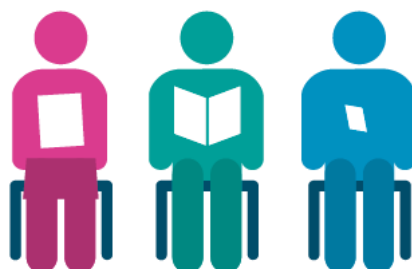
In July and August 2019, Healthwatch staff and volunteers visited 110 surgeries across Hampshire and Isle of Wight. We focused on looking at the following:

1. Is there is a poster displayed for Extended Access?
2. If so, was that poster prominently displayed?
3. Was there a leaflet or poster explaining the details of Extended Access in the Waiting Room or on the Reception desk?
4. If there were screens in the waiting room, was Extended Access featured on them?
5. Was an eConsult poster displayed?
6. Were eConsult leaflets available in the waiting room or on the reception desk?
7. Any additional observations.

We visited around 50% of all surgeries across Hampshire and the Isle of Wight, broken down in the following way:

- Fareham & Gosport – 10 Surgeries
- Isle of Wight – 9 Surgeries
- North Hampshire – 9 Surgeries
- Portsmouth – 15 Surgeries
- Southampton – 15 Surgeries
- South East Hampshire – 17 Surgeries
- West Hampshire – 35 Surgeries

WAITING ROOM

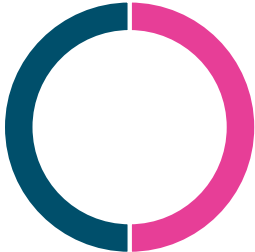
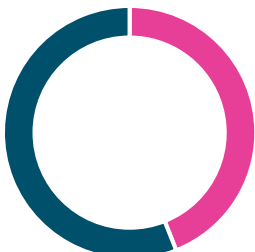
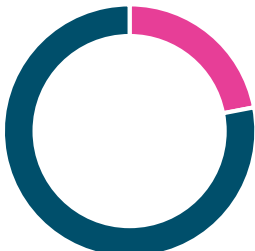


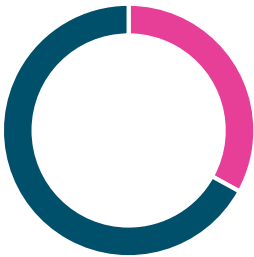
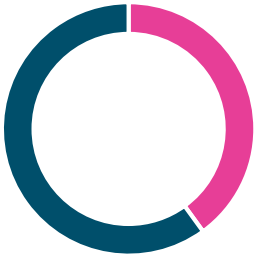
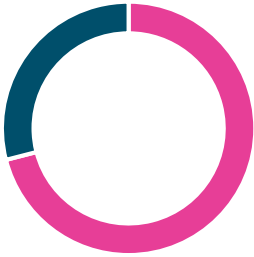
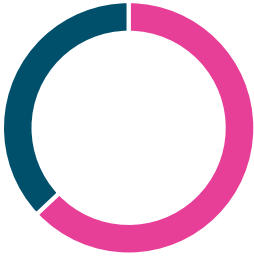
What We Found

WAS THERE A POSTER DISPLAYED FOR EXTENDED ACCESS?

Of those surgeries visited, 51% displayed a poster promoting Extended Access. Of those that did display a poster, 23% were bearing the local CCG logo. Most posters have either been made by the surgeries themselves, by utilising the generic NHS ones, or from the local Federation.

Broken down by region, percentage of surgeries displaying a poster promoting Extended Access:

Fareham & Gosport		50% of surgeries in Fareham & Gosport displayed a poster about Extended Access, of which 10% displayed a CCG logo.
Isle of Wight		44% of surgeries on the Isle of Wight displayed a poster about Extended Access, of which none displayed a CCG logo.
North Hampshire		22% of surgeries in North Hampshire displayed a poster about Extended Access, of which none displayed a CCG logo.

Portsmouth		33% of surgeries in Portsmouth displayed a poster about Extended Access, of which none displayed a CCG logo.
Southampton		40% of surgeries in Southampton displayed a poster about Extended Access, of which 7% displayed a CCG logo.
South East Hampshire		71% of surgeries in South East Hampshire displayed a poster about Extended Access, of which 18% displayed a CCG logo.
West Hampshire		63% of surgeries in West Hampshire displayed a poster about Extended Access, of which 23% displayed a CCG logo.

Of the 51% of surgeries that displayed a poster highlighting Extended Access, 23% of those, placed those posters in a prominent* position.



'Prominent' relates to the size of the poster and whether the placement of the poster is in a way to be eye catching. In some surgeries, this would be in the waiting room, whilst in others it may be on the door.

WERE THERE LEAFLETS IN THE WAITING ROOM ABOUT EXTENDED ACCESS?

23% of the surgeries visited, had leaflets in the waiting room, explaining what Extended Access was.

Broken down by region:

Fareham & Gosport	20%
Isle of Wight	33%
North Hampshire	11%
Portsmouth	13%

Southampton	27%
South East Hampshire	7%
West Hampshire	17%

Of those surgeries that have working screens within the waiting area, 2% featured slides highlighting the Extended Access.

WAS THERE A POSTER DISPLAYED FOR eCONSULT?

85% of the Surgeries visited have signed up for eConsult. Of those, 60% displayed a poster for this service. This was mainly in the form of a large pop up banner, clearly visible. 40% had leaflets or flyers in the waiting room promoting the service.



Examples of Good Practice

Visiting surgeries across Hampshire and Isle of Wight highlighted some examples of good practice.

MH Mid Hampshire Healthcare

NHS West Hampshire Clinical Commissioning Group

Evening and weekend appointments are now available

You can book an appointment to see a GP, nurse or other healthcare professional in the evening or at the weekend from a local Primary Care Access hub.

Your local hub is
Andover Primary Care Access hub, Andover War Memorial Hospital, Andover, SP10 3LB (next to Minor Injuries Unit)

Speak to your practice receptionist or visit www.midhampshirehealthcare.co.uk www.westhampshireccg.nhs.uk

You can book an appointment with your GP practice receptionist or for urgent appointments ring NHS 111

NHS West Hampshire Clinical Commissioning Group
Southern Health NHS Foundation Trust

Evening and weekend appointments are now available

You can book an appointment to see a GP, nurse or other healthcare professional in the evening or at the weekend from a local Primary Care Access hub.

Your local hubs are

The Practice Primary Care Access hub, Lymington Hospital, Lymington, SO41 8QD

Ringwood Primary Care Access hub, Ringwood Medical Centre, Ringwood, BH24 1JY

Speak to your practice receptionist or visit www.southernhealth.nhs.uk www.westhampshireccg.nhs.uk

You can book an appointment on 01590 630 545 or for urgent appointments ring NHS 111

MH Mid Hampshire Healthcare

NHS West Hampshire Clinical Commissioning Group

Evening and weekend appointments are now available

You can book an appointment to see a GP, nurse or other healthcare professional in the evening or at the weekend from a local Primary Care Access hub.

Your local hub is
Badger Farm Primary Care Access hub, Badger Farm Surgery, Winchester, SO22 4QB (rear right hand side Sainsbury's car park)

Speak to your practice receptionist or visit www.midhampshirehealthcare.co.uk www.westhampshireccg.nhs.uk

You can book an appointment with your GP practice receptionist or for urgent appointments ring NHS 111

ESP Network Ltd. Caring Together

NHS West Hampshire Clinical Commissioning Group

Evening and weekend appointments are now available

You can book an appointment to see a GP, nurse or other healthcare professional in the evening or at the weekend from a local Primary Care Access hub.

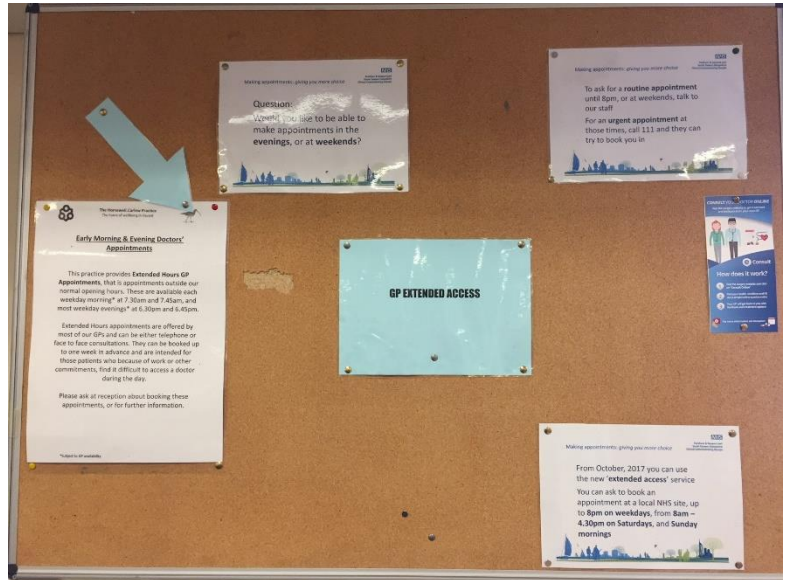
Your local hub is
Hedge End Primary Care Access hub, Hedge End Medical Centre, Hedge End, SO30 4FQ

Speak to your practice receptionist or visit www.esnetwork.co.uk www.westhampshireccg.nhs.uk

You can book an appointment with your GP practice receptionist or for urgent appointments ring NHS 111

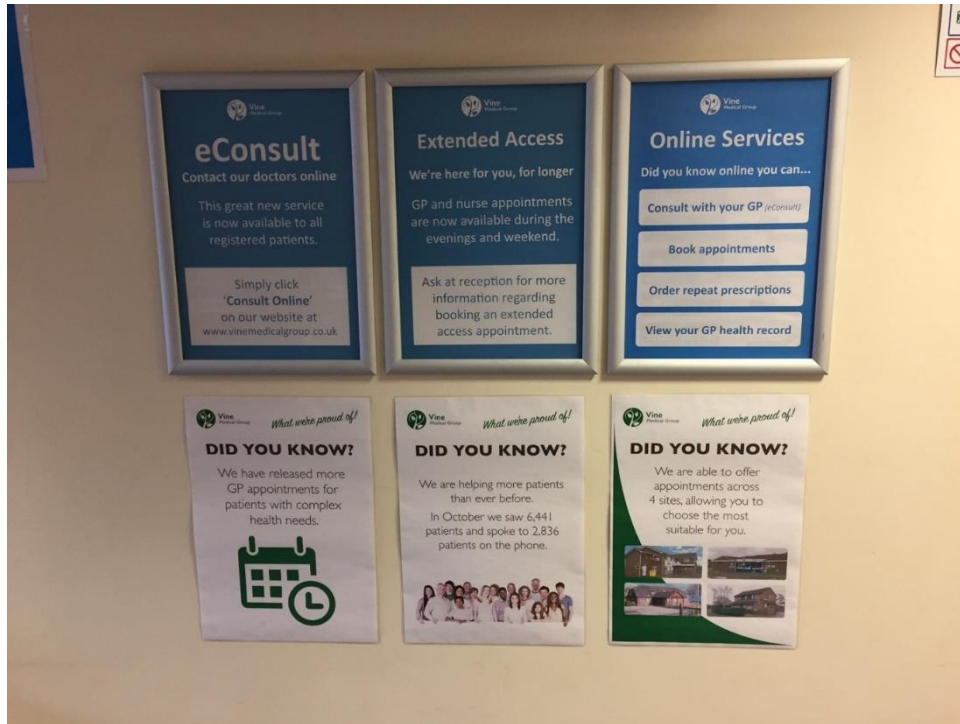
West Hampshire Clinical Commissioning Group has produced this series of posters for the area's Hub system. These are good practice, due to the similar design adopted across the posters, similar working and positioning of photos.

Some surgeries have utilised existing resources or created their own.



Vine Medical Group has 4 branch surgeries across the Waterlooville area.

They promote the online and extended access services in a clear way within their waiting rooms.



However, the opening hours on their front door do not reference Extended Access and state the surgeries are closed on a weekend (Except for one Saturday per month for a particular site).



Conclusion

Whilst visiting the surgeries, it was clear to see that the promotion of Extended Access isn't consistent and there is no one, standard approach.

Surgeries across West Hampshire appear to have a more cohesive approach to marketing the service, although the surgeries themselves are responsible for making their patients aware.

Due to the lack of standardised promotion, there is a noticeable lack of visibility of Extended Access across the GP surgeries within Hampshire and the Isle of Wight.

It appears that each Clinical Commissioning Group has tackled the communications independently and consequently there is no one constant, consistent message across the whole area.

One has to question whether a lack of awareness is due to this and whether a consistent approach to the marketing would provide a greater awareness across patients.



Appointment Call Rounds Report

**HAMPSHIRE & ISLE OF WIGHT
SUSTAINABILITY & TRANSFORMATION
PARTNERHIP**

EXTENDED ACCESS PROJECT 2019



Project Summary

Healthwatch was asked by the Hampshire and Isle of Wight Sustainability and Transformation Partnership to undertake a project regarding the accessibility and information available around Extended Hours appointments across the area.

The NHS General Practice Forward View (April 2016) detailed plans for improved access to GP services. This was expanded in the 'Refreshed Planning Guidance' (February 2018) in which CCGs were tasked with providing extended access to GP services, including evenings and weekends, for 100% of their population by 1st October 2018.

What is Extended Access?

Extended Access is the offer of **pre-bookable** appointments outside of the Surgery's core contractual hours. This could be either in the early morning, evening or at weekends. This could be provided by the person's own practice or through a group of which their practice is a member. Extended Access is different to out-of-hours GP Access, due to the pre-bookable nature and the way in which the appointment is procured.

The most recent Ipsos Mori survey highlighted that the 'Good' overall experience of making an appointment declined from 79.1% in 2011 – 2012 to 72.17% in 2016-2017. It also called attention to 11%, or 1 in 10, reported not being able to get an appointment, the problem being more acute for younger people or those who work.

NHS England have put together a Guidance document for Practice Managers and Receptionists, detailing the need to signpost patients to evening and weekend appointments. In this document, it is stated that 'details of the service are displayed in a prominent position in the surgery, on the website and any social media channels.'

In order to get a clear understanding of how the GP Surgeries are promoting and offering Extended Access appointments, Healthwatch has taken a cross section of surgeries across Hampshire and Isle of Wight and telephoned 100 practices to 'mystery shop' for an appointment.

NHS England has produced a script to help Receptionists navigate booking Extended Access appointments and this was used as a point of reference for the mystery shopping work.

EXTENDED ACCESS TO GENERAL PRACTICE: CALL SCRIPT

Patient: Good morning, I would like to book an appointment to see a GP please. What appointments do you have?

Receptionist: Good morning, unfortunately we have no appointments available at our practice. However, I could offer you an appointment this evening at the GP access hub in town?

Patient: What is a GP access hub?

Receptionist: This is a new service that has been introduced for patients in this area which offers you appointments with a GP *[or dependent on how the service is set up locally, could be a nurse or other healthcare professions]* in the evenings or at the weekend. All the practices in this area are participating in this service and it is intended to offer our patients more convenient and quicker access to a general practice appointment.

Patient: Can I see my GP there?

Receptionist: *[dependent on how service is set up locally]* No, it won't be your GP this evening but there will be a GP available. Our practice is working together with neighbouring practices to provide this service for patients.

Patient: Will the GP know my medical history or will I need to explain all of this again?

Receptionist: *[dependent on how service is set up locally]* Yes, the GP will have access to a summary of your medical record so will know enough about your medical history to treat you effectively, and you shouldn't have to explain any of it again.

Patient: What about if I need a prescription or further tests following the appointment, will I come back to you for that

Receptionist: The GP you see this evening can prescribe any medication or refer you for tests as required. They will keep your record updated so we will know all about any further requirements following your appointment.

Patient: Where can I find out more about this service?

Receptionist: You can visit our website to find out more, or visit www.nhs.uk/gpaccess for more information. Or if you have any specific question, pop in and see us.

Patient: OK, thanks, book me in please. And what about if I need to cancel the appointment, do I contact the hub directly?

Receptionist: *[dependent on how the service is set up locally]* No, just call us back if you need to change or cancel the appointment and our receptionist can do that for you.



E-CONSULT

eConsult is a platform that allows patients to consult with their own NHS GP simply by completing a quick online form. It is designed to help GPs to deliver better access to registered NHS patients by providing a round-the-clock portal where patients can enter their symptoms and receive instant self-help advice, together with signposting to NHS 111, pharmacies and other healthcare services.

What We Did

In April and May, Healthwatch staff and volunteers telephoned 100 GP surgeries across Hampshire and Isle of Wight to try to get a routine, non-urgent appointment. If a weekend or evening appointment wasn't offered, the question was asked whether they were available. The following criteria were noted:

- How long it took to get an initial appointment
- Where an evening or weekend appointment was offered
- If an evening or weekend appointment was requested, was one offered?
- Was the way Extended Access works explained
- Was eConsult mentioned at any point
- Did the opening recorded message mention eConsult

Each CCG across Hampshire and Isle of Wight have issued statements regarding the Extended Working in their area (where they are in a separate document, they are detailed at the end of this report).

The GP Practices that were contacted were from the following CCGs:

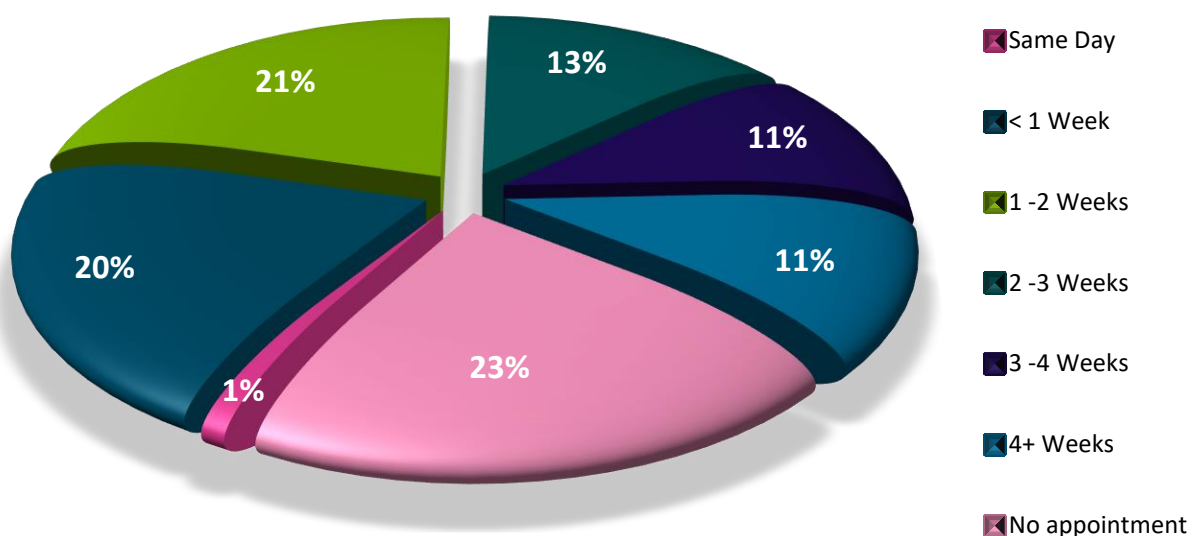
- Fareham & Gosport
- Isle of Wight
- North Hampshire
- Portsmouth
- South East Hampshire
- Southampton
- West Hampshire

What We Found

HOW LONG WAS THE WAIT FOR THE FIRST APPOINTMENT OFFERED?

Appointments were offered at varying levels across the area. 1% of people were offered an appointment on the same day whilst 20% had to wait less than a week for one. 21% had to wait 1-2 weeks for an appointment, 13% 2-3 weeks, 11% 3-4 weeks and 11% had to wait over 4+ weeks. 23% of people were told there was no appointment available at all. The predominant reason for this was due to the surgeries having no pre-bookable slots available and all the on-the-day slots already filled. The only option left, was to call back the next day when the phone lines opened.

When no appointment was available, the receptionist was asked what options were available then. Some of the responses included: 'call back tomorrow' or 'go to the hospital'. One or two receptionists signposted to the eConsult service. A few said that they were unable to book appointments directly into the Doctor's calendar, but could book in for a triaging telephone call, which would determine whether they should be seen at all.



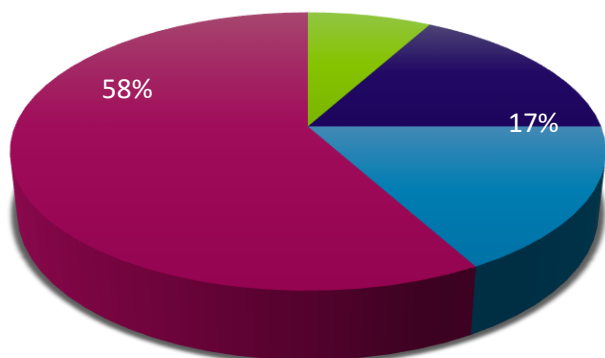
BREAKDOWN BY REGION

The following breaks down the results further by region.

Fareham & Gosport

12 surgeries across Fareham & Gosport were contacted to obtain a routine GP appointment.

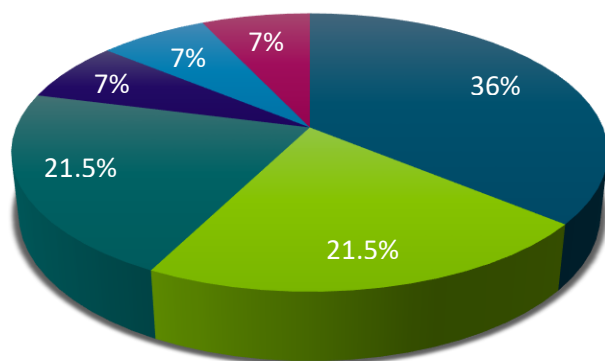
Of those, none offered an appointment on the same day or within a week. 8% offered an appointment within 1-2 weeks, but none could offer one within 2-3 weeks. 17% offered one with 3-4 weeks and another 17% more than 4 weeks for one. 58% were unable to offer an appointment at all.



Isle of Wight

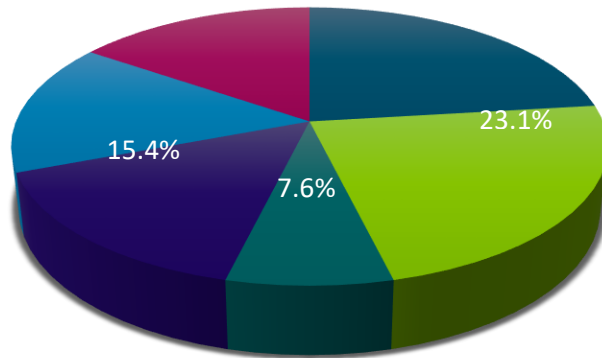
14 surgeries across the Isle of Wight were contacted to obtain a routine GP appointment.

Of those, none offered an appointment on the same day. 36% offered an appointment within a week, 21.5% within 1-2 weeks and the same again offering one between 2-3 weeks. 7% offered one for between 3-4 weeks and another 7% offered one for more than 4 weeks. 7% were unable to offer an appointment at all.



North Hampshire

13 surgeries across North Hampshire were contacted to obtain a routine GP appointment.

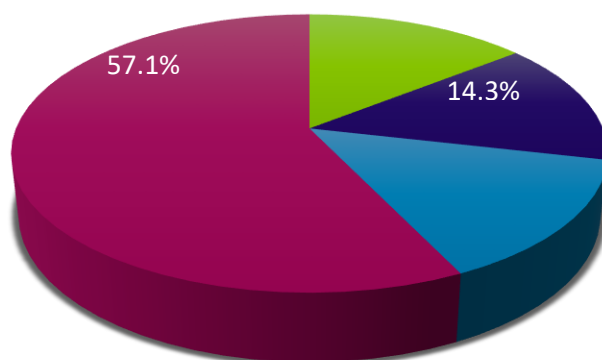


Of those, none offered an appointment on the same day. 23.1% offered an appointment within a week, 23.1% within 1-2 weeks and 7.6% offering one between 2-3 weeks. 15.4% offered one for between 3-4 weeks and the same again for more than 4 weeks. 15.4% were unable to offer an appointment at all.



Portsmouth

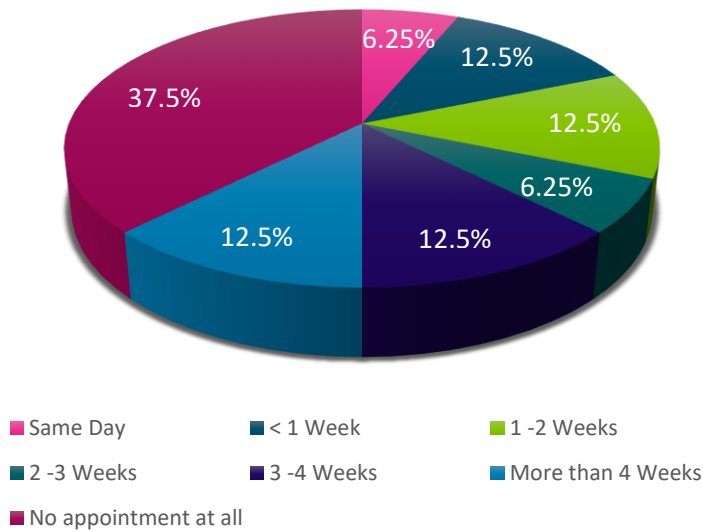
7 surgeries across Portsmouth were contacted to obtain a routine GP appointment.



Of those, none offered an appointment on the same day nor within a week. 14.3% offered an appointment within 1-2 weeks but none could offer one between 2-3 weeks. 14.3% offered one for between 3-4 weeks and the same again for more than 4 weeks. 57.1% were unable to offer an appointment at all.



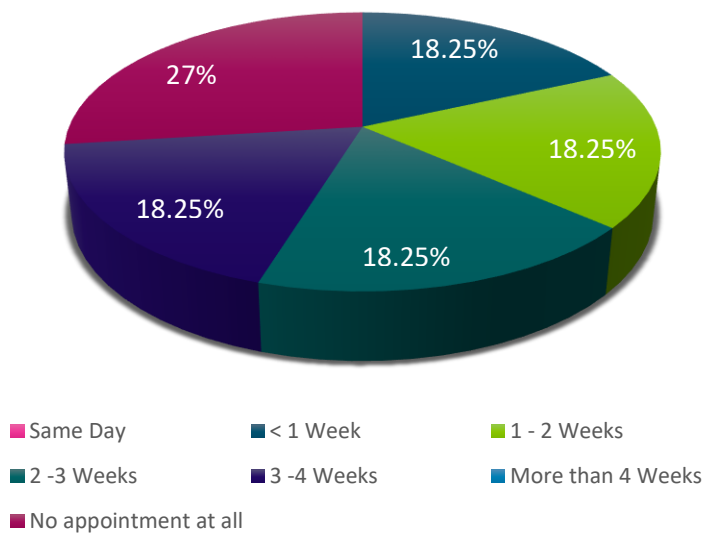
Southampton



16 surgeries across Southampton were contacted to obtain a routine GP appointment.

Of those, 6.25% offered an appointment on the same day, 12.5% offered one within a week and another 12.5% within 1-2 weeks. 6.25% offered an appointment within 2-3 weeks, 12.5% offered with 3-4 weeks and 12.5% more than 4 weeks for one. 37.5% were unable to offer an appointment at all.

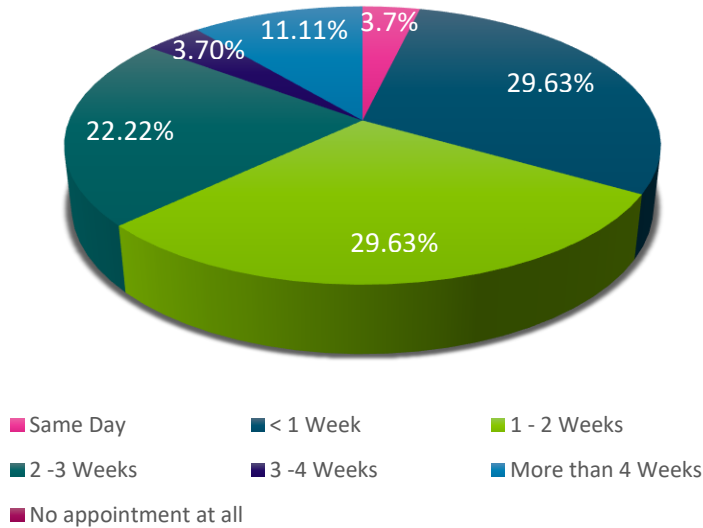
South East Hampshire



11 surgeries across South East Hampshire were contacted to obtain a routine GP appointment.

Of those, none offered an appointment on the same day, 18.25% offered one within a week and another 18.25% within 1-2 weeks. 18.25% offered an appointment within 2-3 weeks, with another 18.25% offering one within 3-4 weeks. None offered an appointment for more than 4 weeks. 27% were unable to offer an appointment at all.

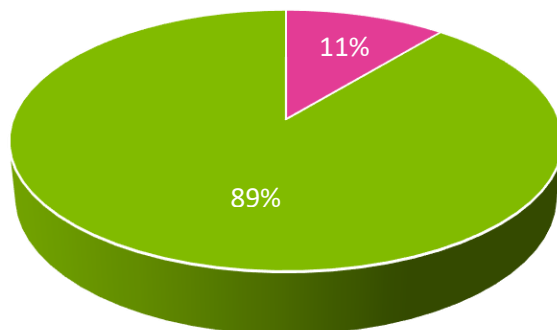
West Hampshire



27 surgeries across West Hampshire were contacted to obtain a routine GP appointment.

Of those, 3.7% offered an appointment on the same day, 29.63% offered one within a week and another 29.63% within 1-2 weeks. 22.22% offered an appointment within 2-3 weeks, with 3.7% offering one within 3-4 weeks. 11.11% offered an appointment for more than 4 weeks.

DID THE RECEPTIONIST OFFER YOU A SATURDAY OR EVENING APPOINTMENT EITHER AT YOUR SURGERY OR A NEIGHBOURING PRACTICE?



**YES
11%**

**NO
89%**

Results are from all areas across Hampshire and Isle of Wight

Fareham & Gosport		Isle of Wight		North Hampshire		Portsmouth	
YES	NO	YES	NO	YES	NO	YES	NO
0%	100%	36%	64%	8%	92%	0%	100%

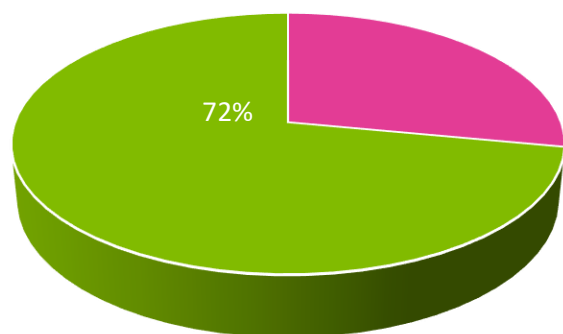
Southampton		South East Hampshire		West Hampshire	
YES	NO	YES	NO	YES	NO
6%	94%	9%	91%	11%	89%

These figures are based on the receptionists offering without prompting, an extended hours appointment as part of their general booking process.

IF AN EVENING OR WEEKEND APPOINTMENT WAS NOT READILY OFFERED, WAS ONE AVAILABLE UPON REQUEST?

YES
28%

NO
72%



Fareham & Gosport		Isle of Wight		North Hampshire		Portsmouth	
YES	NO	YES	NO	YES	NO	YES	NO
0%	100%	24%	76%	54%	46%	14%	86%

Southampton		South East Hampshire		West Hampshire	
YES	NO	YES	NO	YES	NO
13%	87%	27%	73%	44%	56%

Quotes from Receptionists:

“All Saturday appointments are already booked up” (called on a Tuesday)”

“We aren’t open on a weekend.”

“Evening and weekend appointments aren’t available with this Surgery.”

“This Surgery doesn’t offer any pre-bookable appointments at all.”

“All evening and weekend appointments are booked up for the next month. No appointments available. The only option currently available is to go to the hospital.”

“Can only book an appointment with your allocated doctor and no one else”.

“We aren’t allowed to book appointments. We can only take patients details for the doctor to call back and arrange appointment directly.”

“Weekend appointments are only available for working people.”

“Can’t book you into the Hub unless you tell me what the issue is.”

“Only appointments available at the Hub are with an Advanced Nurse Practitioner.”

WAS THE WAY THAT EXTENDED ACCESS WORK EXPLAINED?

Of those that were offered and extended access appointment, either initially or upon request, 15% were offered an explanation by the reception about how those appointments worked.

WAS ECONSULT MENTIONED AT ANY POINT DURING THE PROCESS?

eConsult was only mentioned by 3 surgeries at the time of booking. Once in a Southampton surgery and the remaining 2 in North Hampshire. However, eConsult does feature in some of the answering messages. 17% of the Surgeries have a recorded message on the phone system, encouraging patients to utilise the eConsult service.

Examples of Good Practice

We found some examples of clear and concise references to Extended Access.

Adelaide Medical Centre in West Hampshire was a very good example of exemplary customer service by the receptionist. A regular appointment was offered, in addition to the option of a weekend appointment, along with an explanation of how those appointments worked. This was all done as standard, without prompting.

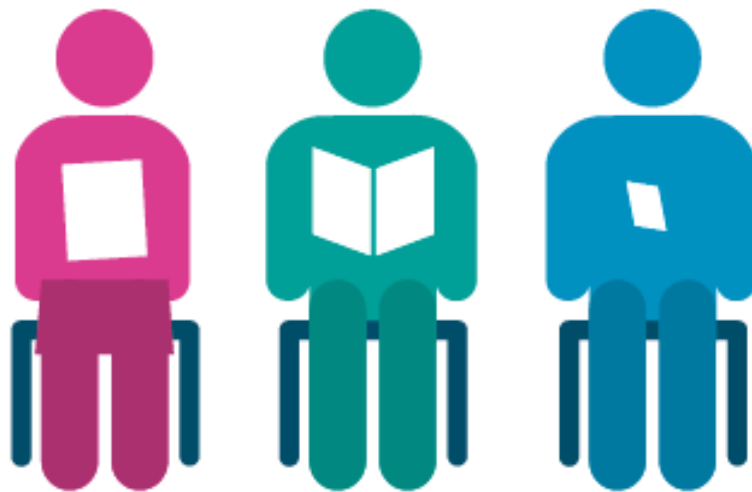
Clanfield Surgery in South East Hampshire is also another example of good practice. This was because the first routine appointment offered was less than a week away and when that wasn't accepted, extended access appointment was offered immediately without prompting.

Although the receptionist at Testvale Surgery in West Hampshire said that the surgery wasn't open at the weekends, the recorded message when phoning explained comprehensively how the extended access service worked and how to access it.

Conclusion

Through calling surgeries, it is evident that the 'Hub' based process of booking appointments is not yet standard practice. If you add the percentage of extended access appointments that were offered initially with those that were only offered upon request, the total is still only 39%. Be it because the Surgery 'doesn't open at weekends', or that 'the hub slots are already taken', there seems to be a tangible issue with practices not taking ownership of the service offered.

RECEPTION





Extended
Access
Survey
Summary
2019

**STP Extended Access
Project 2019**

Extended Access Survey 2019

Extended Access is the offer of pre-bookable appointments outside of a GP Surgery's core contractual hours. This could be either in the early morning, evening or at weekends; either at their own practice or through a group of which they are a member.

Healthwatch conducted a survey to ascertain how much the public were aware of these appointments. 276 people across Hampshire and the Isle of Wight completed the survey, the results of which are detailed below.

How do you normally book an appointment at your GP Surgery?



By Telephone - 76%



Online - 6%



In Person - 18%

How long did you have to wait to see a healthcare professional?



Same Day -21%



Less than 1 week - 30%



1 -2 Weeks - 23%



More than 2 weeks - 26%

Are you aware that additional appointments are available on evenings and weekends within your area?



Yes - 43%



No - 57%

If you were aware, how did you find out?



Surgery notice board - 15%



Surgery website - 10%



Local CCG - 1%



Word of Mouth - 40%



Other - 34%

Other includes:

Leaflet in Surgery

When I was offered an appointment

Receptionist

Healthwatch

Patient Participation

Were you offered an 'Extended Access' appointment?



Yes - 10%



No - 67%



Not Applicable - 23%

Do you use the online booking system?



Yes - 21%



No - 79%

Would you use eConsult?



Yes - 35%



No - 20%



Maybe - 45%

Some of the Additional Feedback Received:

- ✗ I did ask for this at my surgery....was told it wasn't available.
- ✗ It has been really useful being able to have appointments on a Saturday!
- ✗ Almost impossible to get a doctors appointment.
- ✗ Really pleased to get appointments on the weekend.
- ✗ They don't seem to be well publicised, and they are not available via online booking it seems as they are in a different practice.
- ✗ People who work are at a distinct disadvantage if they're not able to phone early in the morning. Rarely is it possible to get a later appointment.
- ✗ It's not encouraged or pushed, awareness is very low. Some friends can book in advance for a Saturday appointment but our Surgery never offer this and tell us it's not always available.
- ✗ It's always very stressful trying to book an appointment with the GP.
- ✗ I would make use of extended hours appointments if offered.
- ✗ My Practice does not have an online booking system and has not provided any information about Extended Access.
- ✗I was offered a choice of Saturday appointments to suit my needs. Very happy.
- ✗ Not offered without asking.
- ✗ As someone who works 9 – 5 Monday to Friday, I find it very frustrating that I cannot see a Doctor or a Nurse when needed. I have self-diagnosed and bought medication from the internet, which I know is not acceptable but I feel I have no choice.
- ✗ The appointment wait has gone from 1 or 2 days to nearly 3 weeks. Not sure why but unacceptable.
- ✗ I can only book an appointment by ringing on the day. If none are available, I have to ring again the following day. No appointments are offered online or in extended hours. It is easier to get an appointment with someone other than a GP.



Making evening and weekend appointments – giving you more choice

Questions and Answers

So what is changing?

Until now, primary care (services usually provided by GP practices) tended to run until 6.30pm on weekdays, at the latest. After that, you needed to use the area Out Of Hours service, or call NHS 111. But from 1 October, 2017, there is a new local 'extended access' service running from 6.30pm-8pm on weekdays, from 8am – 4.30pm on Saturdays, and on Sunday mornings. This new, extra service is in addition to our practice's normal service – which remains exactly the same – and gives people greater choice when choosing when to book appointments.

Who can use the new service?

Anyone registered at our surgery can use the service. It covers a large part of Hampshire, stretching from Gosport and Fareham, across to Emsworth, and right up to Petersfield, and Whitehill and Bordon.

How do I use the new service?

If you want to book an appointment during traditional surgery opening hours, then nothing changes. However, if you want to use the new service during the extended hours, there are two ways you can do this. Firstly, you can ask to book an evening or weekend appointment in the normal way – by talking to our reception staff, or calling the practice. Secondly, if you think you need an appointment more urgently when our practice is already closed for the day, you can ask for an appointment via the NHS 111 phone service.

Will our surgery be open for longer?

The opening hours of our surgery will stay the same, but our patients will have more choice when they can seek to book an appointment.

Where is the service based?

The new extended hours service will run from five 'hub' sites across the area - Petersfield Community Hospital, Waterlooville Health Centre, Havant Health Centre, Fareham Community Hospital and Gosport War Memorial Hospital. On Saturdays, people can also ask to book an appointment at Badgerswood Surgery, in Headley near Bordon. For our patients, the most convenient location will be discussed with you when you make the appointment.

Does the new service offer a 'walk-in' option?

No – please note that this is not a walk-in service – it is appointment only.

Who will work at the new service?

The new extended hours service will include GPs, nurses and other NHS staff from the local area – including some of the team working at our practice.

Can staff at this service see my medical records?

Yes – but only if you consent to that happening when you book your appointment. The fact that staff can see your medical records is a big advantage of this new service – it means that clinical staff can be more confident about giving you the best possible advice or treatment. This also makes it less likely they will have to send you back to us at our practice for a further appointment.

Seven-day access to a range of routine GP surgery appointments

What is seven-day access?

From December 2017, the government asked the CCG to provide a range of routine (pre-booked) appointments for GP, Practice Nurse and clinical specialists outside of your surgery's normal hours.

Seven-day access hours are for anyone from any surgery, and can be from 7am to 8am and 6.30pm to 8pm Monday to Friday, and for some appointments on a Saturday and a Sunday too. Patients will be able to book seven-day access appointments via their own GP surgery.

Initially this will be for GP and Nurse Practitioner appointments. Nurse led clinics and Health Care Assistant appointments are also available.

Your receptionist will advise you of your most appropriate appointment.

How is this different from my own GP Surgery's appointments?

Core opening hours are from 8am to 6.30pm Monday to Friday, and are only for patients registered at that GP surgery. Most surgeries already offer some extended hours; these are just for patients registered at that GP surgery too.

Who can use the Extended Hours appointments?

If you are registered with an Island GP surgery and agree for your patient record to be shared, you can use this service.

Will I see my own GP or Practice Nurse in my own GP surgery?

The seven-day access service will be staffed by experienced local doctors and nurses, but there is no guarantee you will be seen by your usual GP or nurse. If you would prefer to see your usual GP or Practice Nurse, please book an appointment with your own surgery during their normal opening hours.

To deliver this service we are sharing resources across the Island, which means:

- The appointment may be a telephone consultation
- The appointment may be with clinicians you don't know
- You may need to travel further, as not every surgery will be open every day
- Your patient record will need to be shared

Will my medical record be shared?

Yes, your electronic medical record will be available to the clinician that sees you.

This is to ensure they have the information they need to give you safe and high quality care, as they may not know you.

When you book an appointment, you will be asked to give permission for your record to be shared.

Notes of your consultation will be automatically saved to your record. Your own GP at your usual surgery will be able to see the details of your appointment to ensure that your records are kept up-to-date.

Can I be referred to another service?

Clinicians working within the seven-day access service can make urgent referrals and some community service referrals.

Who is running the service?

The Clinical Commissioning Group has asked some of the surgeries to help support this pilot. All of the Island's GP surgeries are working together to utilise the appointments, and are able to access the appointments for the benefit of everybody's patients.

This is a two year pilot scheme, during which time we will continue to develop the service, and gather feedback.

GP Surgeries are already under a lot of pressure, so it is important we manage our resources very carefully. We hope that this service will grow, and support all surgeries and provide a great service to every patient.

Who is the Clinical Commissioning Group (CCG)?

The CCG is an independent organisation responsible for commissioning certain healthcare services on the Island.

www.isleofwightccg.nhs.uk

Patient Feedback

Healthwatch (IW) is conducting an independent anonymous survey during December 2017 to February 2018, and would value your feedback.

The purpose of this survey is to understand if we are providing GP surgery appointments, and urgent care services, in the right place at the right time, when most people feel they need it.

It will take about 15 minutes to complete. Simply go online to your GP surgery's website, or ask for a questionnaire when you next visit your surgery.

Seven-day access is for appointments booked in advance for routine health concerns.

This is not a walk-in, or urgent care service.

To book or cancel an appointment:

- Visit or call your GP surgery For more information:
- visit your GP surgery's website

For minor or common ailments please:

- contact your local chemist
- visit the NHS Choices website: www.nhs.uk
- visit the www.what0-18.nhs.uk

