



healthwatch
Warrington



GP Access

Intelligence on GP Access in Warrington



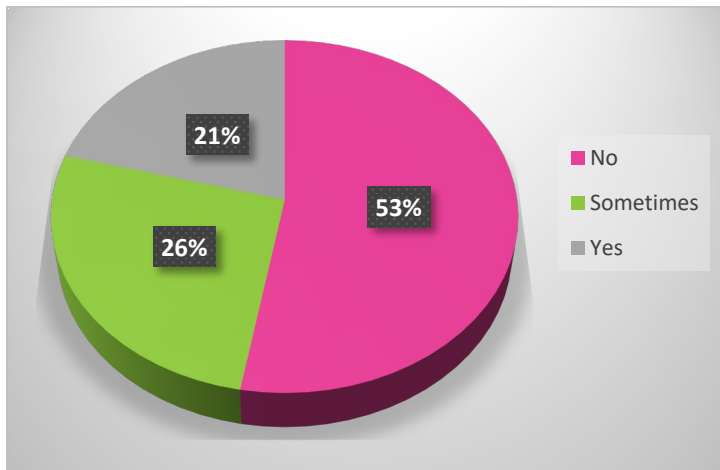
INTRODUCTION

Healthwatch Warrington have been receiving intelligence of issues with GP access in Warrington since the easing of restrictions. Issues trying to get appointments, eConsult being taken down from surgeries websites.

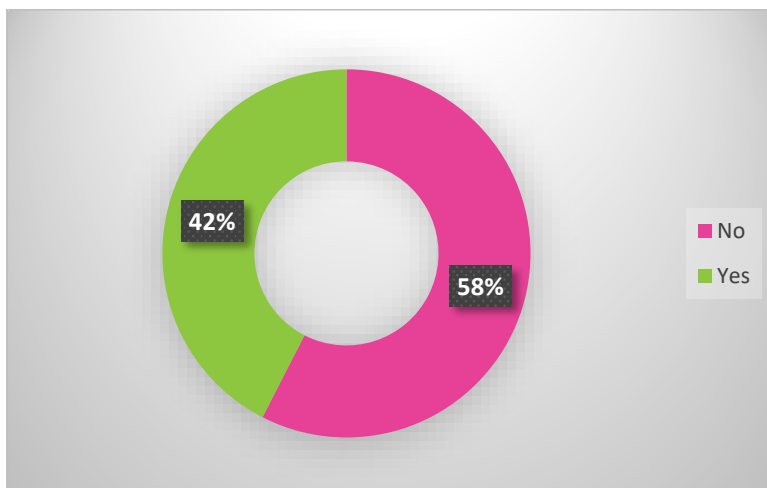
Through our Virtual Voices we asked our panel to feedback their experiences on GP Access.

THE RESULTS

As restrictions are easing have you found it easier to access your GP Surgery?

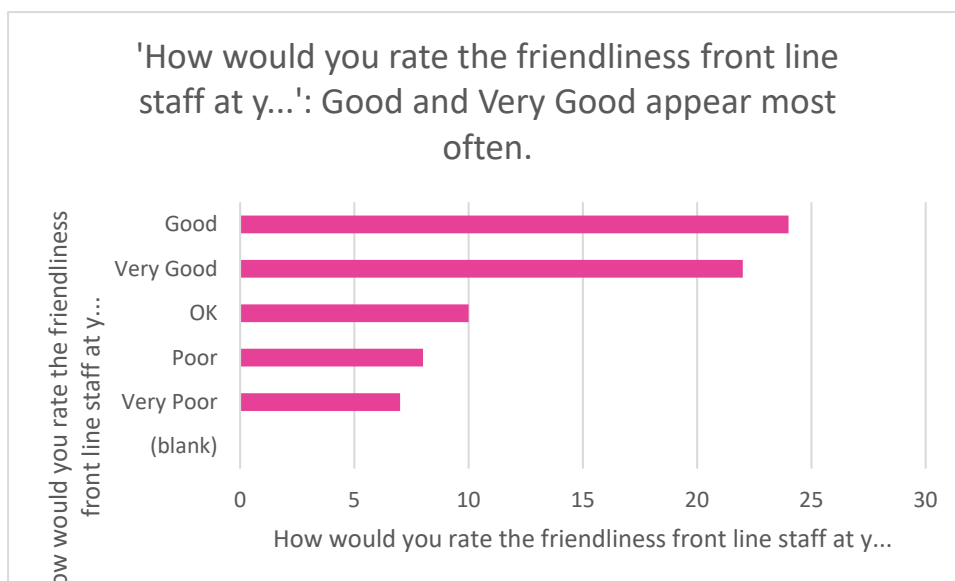


Do you think using Econsult makes accessing a healthcare professional easier?



- *"My surgery has abandoned using econsult!"*
- *"E consult has been removed, phone on the day only and 50 minutes on the phone in a queue only to find that there are no appointments left. No offer of face to face and when telephone consult takes place it is hurried and impersonal - completely unsatisfactory."*
- *"I can understand why Econsult is better from the GP's viewpoint. However, from a patient's viewpoint it's remote and assumes everybody has access to a PC/Tablet etc;etc;"*
- *"E consult takes far too long to complete , many fields can be auto populated for practice registered patients."*
- *"it is very confusing, when you can use online, and when you have to ring"*
- *"I find that e consult doesn't always give you opportunity to tell your true symptoms, I find at present Dr's are very unapproachable"*
- *"E-consult option beneficial for me as I do not feel I need to see GP & more convenient also helps to save the face to face appointments for those that need it."*
- *I think Econsult would be better if it you had the choice to do a video call rather than just a phone call."*
- *"Recently I have experienced great difficulty in getting attention for my wife who I care for even trying to us E consult was extremely difficult it resulted in me ringing 111 f of r advice which was excellent my wife was admitted to hospital trying to see or contact doctor was extremely difficult."*
- *"Like E consult however not accessible for general enquiries for children just specific conditions"*
- *"Since online booking has gone I can't get an appointment, I spend nearly a house on hold then it just cut of. Not bothered since. Covid is not an excuse to cancel the online booking, there should of been a question are on line before booking to ensure the staff safety."*
- *"We have to use E consult to access a medic. We have no choice. Your question above is not a yes or no answer sadly. During this pandemic it has been and still is extremely hard to access a doctor. It's been the most frightening and frustrating year ."*

How would you rate the friendliness front line staff at your GP?



Very Poor

Padgate	
Folly Lane	
Causeway medical centre	Difficult to get repeat prescriptions correct and on time.
Chapelford	Absolutely impossible to secure an appointment and see a doctor at Chapelford
Chapelford	E consult has been removed, phone on the day only and 50 minutes on the phone in a queue only to find that there are no appointments left. No offer of face to face and when telephone consult takes place it is hurried and impersonal - completely unsatisfactory
Guardian medical centre	Can't believe the Government says GPs are back to normal, that's not what me, my family and others I know are experiencing. It seems seeing a GP or Practise Nurse is not their priority.
Hood Manor, Causeway Medical Practice	We have to use E consult to access a medic. We have no choice. Your question above is not a yes or no answer sadly. During this pandemic it has been and still is extremely hard to access a doctor. It's been the most frightening and frustrating year.
Penketh	Penketh Virtually impossible to get face to face or virtual or telephone apt with a GP. Always get a nurse practitioner on the rare chance of getting an apt. Had to resort to private GP. Receptions staff rude, unhelpful & not interested. They would be unemployable in the private sector!

Poor

Green bank	
Culcheth Medical Centre	It is harder to see a doctor now than 30 years ago, I thought healthcare was supposed to have advanced.
Holes Lane	I've not tried to visit my GP during lockdown other than for my cervical screening appointment
Patterdale Medical Centre	I'd like to be able to make bookings and enquiries online or by email instead of having to make many phone calls to get through.
Penketh	Since on line booking has gone I can't get an appointment, I spend nearly a house on hold then it just cut of. Not bothered since. Covid is not an excuse to cancel the online booking, there should of been a question are on line before booking to ensure the staff safety.
Stockton Heath Medical Centre	Trying to get through on phone is almost impossible with queues of 12- 20 people. Have waited more than 40 minutes. Absolute joke when do finally speak to reception they aren't allowed to book any appointments
Vista Road	Receptionist unsympathetic to your situation and don't look at your history and medical history

Ok



Brookfield Surgery, Lymm

I find it frustrating when you wish to make a non-urgent appointment. It seems the system is that you need to call on the day and wait in a queue, rather than book something in advance.

Folly Lane

I find that e consult doesn't always give you opportunity to tell your true symptoms, I find at present Dr's are very unapproachable

Helsby Street

E-consult option beneficial for me as I do not feel I need to see GP & more convenient also helps to save the face to face appointments for those that need it

Holes Lane Surgery

I think Econsult would be better if it you had the choice to do a video call rather than just a phone call.

Kinnnock Park Surgery

Despite being a rare user of the practice, always left feeling that I was mithering about nothing important.

Stretton Medical Centre

Like E consult however not accessible for general enquiries for children just specific conditions

Penketh

Recently I have experienced great difficulty in getting attention for my wife who I care for even trying to use E consult was extremely difficult it resulted in me ringing 111 for advice which was excellent my wife was admitted to hospital trying to see or contact doctor was extremely difficult

Good



Birchwood
Appleton
Eric Moore
Parkview Medical Centre
Stretton Medical Centre
Great Sankey Medical Centre

Folly Lane

They need to employ more people managing the phones it's not acceptable to be 14th waiting

Guardian Medical Centre

Phoning up each morning is horrendous. You can get through 'on the dot' at 08.30 at speak to someone 15-20 minutes later and be told all phone consultations are gone

Helsby Street

Well organised for access to blood tests, flu vaccine, cervical screening during pandemic.

Penketh

Once in contact with GP then ok but actually accessing can be difficult
Reception staff helpful. Doctors useless. Begged for face to face appt. Doctor asked me how would you benefit from seeing a doctor face to face. Since start of the Pandemic I have not received any reminders regarding annual blood tests for well overdue tests for borderline high blood sugar levels. I was told that I should have a 6th monthly test. Is the onus now on the patient to ask for this ?levels

Very Good



Causeway Medical Centre
Cockhedge Medical Centre
Fairfield Medical Centre
Fearnhead Cross
Folly Lane

Springfield Medical Centre

I have never had a problem getting an appointment at my surgery, they are great

Clay Lane Burtonwood

My surgery is the best surgery I have ever used. Very helpful friendly and efficient.

Guardian Medical Centres

one of the BEST doctors in warrington

Stockton Heath Medical Centre

I find it easier to email my GP as I have multiple health issues and doing an e consult usually ends up me being told to go to A&E. Phoning often leaves me in a queue of 13 callers.

Westbrook Medical Centre

Westbrook are fantastic approachable and easy to access.. they are amazing and deliver fantastic care from reception to GP

WITH THANKS

Many thanks to all our Virtual Voices members who fed back to us about their experiences with GPs.