

# GP Stocktake

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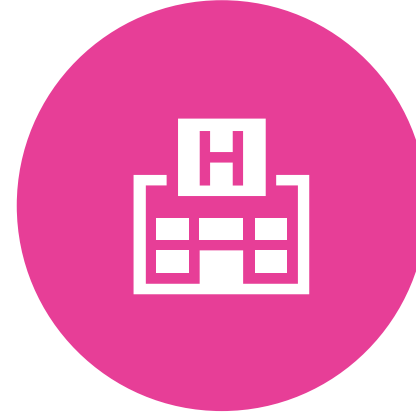
# Background



**Covid-19 new variant  
(Omicron)**



**Covid-19 Vaccines  
and Boosters**



**Winter Pressures**



**Flu Vaccinations**

- GPs are working hard in a very challenging environment to deliver a good service to their patients
- Improvements have been made (eg phone queuing systems)
- Some practices are performing well (eg time taken to answer phones) but there is variation
- Scope for good practice to be shared so all GP services are improved



# Methodology

Healthwatch Haringey carried out a GP stocktake (November 2021 to January 2022)

We covered all 40 GP practices in Haringey

We looked at phone systems and websites

Methodology based on:

- the mystery shopping exercise we did last year,
- our work on GP services over the last 2 years, and
- work by other local Healthwatch on GP services over the last 2 years



## Mystery Shopping

Calling Haringey GP practices assessing waiting times, queuing systems, recorded messages, and appointment systems.



## Website Reviews

Reviewing Haringey GP practice websites on how easy it was to find key information, how up-to-date information was, how accessible and user-friendly they were, and on online systems used.



# Phone calls Key Findings

## Morning Calls (8am – 10am)

01

### Answered Calls

Median time to answer = 3 minutes  
Mean time to answer call = 5 minutes

02

### Good Practice

14 calls (35%) were answered in under 2 minutes  
20 calls (50%) answered in under 3 minutes

03

### Unanswered Calls

6 calls (15%) we could not get through to the practice:

- 4 calls phone was cut off after ringing, message and then a period of time
- 2 calls we were waiting for 30 minutes so we hung up

04

### Longest Times to Answer

Longest times to answer 15 minutes, 21 minutes, 24 minutes

## Afternoon Calls (12pm – 5pm)

01

### Answered Calls

Median time to answer = 3 minutes  
Mean time to answer = 6 minutes

02

### Good Practice

15 calls (37.5%) answered in under 2 minutes  
16 calls (40%) answered in under 3 minutes

03

### Unanswered Calls

5 calls (12.5%) we could not get through to the practice:

- 2 calls phone was cut off after ringing, message and then a period of time
- 3 calls we were waiting for 30 minutes so we hung up

04

### Longest Times to Answer

Longest times to answer = 22 minutes, 24 minutes, 26 minutes



# Winners! Phone calls

Shortest time to answer (calls under 1 minute)



**Spur Road Surgery**



**Havergal Surgery**



**Alexandra Surgery**



# Phone systems & appointments

## Key Findings



### Queuing Systems

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30 (75%) GP practices had a queuing system

10 (25%) GP practices did not have a queuing system



### Booking an Appointment

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16 (40%) GP practices only offer same-day appointments with the patient having to call in the morning



# Phone calls, systems & appointments

## Recommendations



### Long Waiting Times

Practices with long waiting times to answer phones to review ways of working / systems with a view to bringing these waiting times down



### Dropped calls

Practices with dropped calls to follow this up



### Queuing Systems

Practices who do not have a queuing system to introduce one letting patients know where they are in the queue



### Future Appointments

Practices to offer patients future appointments, that can be made throughout the day – avoid asking patients to call in at 8am every day (not everyone can call at 8am, and some people never get an appointment and have to call in day after day)



# Recorded messages Key Findings

1

## Recorded Messages

34 (85%) of GP practices had a recorded message

2

## Automated Voices

19 (47.5%) of GP practices used an automated voice in their recorded message  
3 (7.5%) used a mixture of automated and human voices

## Length of recorded messages



Mean – 1 minute 5 seconds



Median – 1 minute 1 second



Shortest Messages – 34 seconds and 37 seconds



Longest Messages – 2 minutes and 2 minutes 6 seconds

## Language used in recorded messages

Care Administrator  
/ Operator

Telephone  
Consultation with  
Clinicians

Dermatology  
Clinic, MRI Scans  
and  
Musculoskeletal

Appointment  
Requests Triaged  
by Clinicians

National Shortage  
of Blood Tests





# Recorded Messages Recommendations



## Human recorded messages

Use human recorded messages as they are easier to understand



## Language

Use user-friendly plain English in recorded messages, avoiding technical terms and complicated words  
(Haringey – diverse population, many people have English as a second language, varying education levels)



## Length of recorded messages

Practices with recorded messages over 1 minute to review them with a view to making them shorter



# Websites Key Findings

01

## Key information

All GP practices have a website, listing their location, phone number, opening hours, and containing up-to-date information

04

## Search Bar

16 (40%) GP practices do not have a search bar on their website

02

## Current Covid-19 advice

3 (7.5%) GP practices do not display current Covid-19 advice

05

## Out of hours

37 (93%) GP practices signposted people on to 111  
15 (38%) GP practices signposted on to the Haringey out-of-hours service

03

## Email

17 (43%) GP practices do not have a general email address where patients can contact the practice

06

## Feedback and complaints

8 (20%) GP practices do not have a feedback form or advice on how to make a complaint



# Websites: Accessibility, Equality & Inclusion

01

## Interpreting services

15 (38%) GP practices do not mention interpreting services

03

## Translation function

16 (40%) GP practices do not have a translation function on their website (eg. google translate), and 2 (5%) GP practices only offer translation into French and German

02

## Disability information

25 (63%) GP practices do not mention disability access including information on wheelchair access and British Sign Language interpreters

04

## Safe Surgeries Banner

6 (15%) GP practices display a safe surgeries banner/information  
16 GP practices have signed up to the initiative



# Good practice example: Website

**healthwatch**  
Haringey

**#1**

The presentation of the website is concise and clear

**#2**

The language used on the website is understandable and reflects patient questions

**#3**

The website has a link to the latest Covid-19 advice

The screenshot shows the website for 'hurley group The Staunton Group Practice'. The top navigation bar includes 'OPENING TIMES', 'ONLINE SERVICES', 'HOW DO I...?' (with a dropdown menu), 'THE HURLEY GROUP', and 'CONTACT US'. The dropdown menu contains: 'Find information about us', 'Join the practice', 'Book an appointment', 'Order a repeat prescription', 'Find out about our services', 'Get test results', 'Request a home visit', 'Request a sick note', 'Make a complaint', and 'Meet the team'. A search bar is located in the top right corner. The main content area features a banner with the text 'The Staunton Group Practice' and 'A warm welcome to our patients'. Below the banner is a yellow banner for 'Coronavirus (COVID-19)' with a link 'Get the latest advice about coronavirus and the vaccine'. At the bottom, there is a blue banner for 'econsult' with the text 'Contact your doctors online: available 6.30am to 8pm Monday to Friday'.

**#4**

The website has a translation function

**#5**

The website has a search bar

**#6**

The website has a link to the online service Econsult



# Winners! Best websites



**Staunton Group  
Practice**



**157 Medical Practice**



# Websites Recommendations



## User Friendly

Ensure your website is accessible, intuitive, user-friendly and in plain English



## Out of Hours

Carry information regarding the Haringey out of hours services AND the 111 service



## Search function

Include a search function on your website



## Covid-19 advice

Display current Covid-19 advice



## Other methods of contacting the practice

Offer patients alternative methods of contacting the practice if they can't get through on the phone e.g. provide an email or allow patients to visit reception in person



## Feedback and Complaints

Have information on how patients can provide feedback and make a complaint



# Websites: Accessibility, Equality and Inclusion Recommendations



## Interpreting

Provide information on interpreting services



## Translation

Include a translation function on your website



## Disability information

Provide information for people with disabilities eg wheelchair access, BSL



## Safe Surgeries

Sign up to the Safe Surgeries initiative

Display the Safe Surgeries banner



# Contact Us



## Website

[www.healthwatchharingey.org.uk](http://www.healthwatchharingey.org.uk)



## Email

[info@healthwatchharingey.org.uk](mailto:info@healthwatchharingey.org.uk)

## Phone

020 8888 0579



## Twitter

@HWHaringey