

Healthwatch Hartlepool

Accessing GP Services

Consultation Report

March 2022

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Executive summary

Hartlepool is one of the most deprived areas in England, ranked 18th out of 326 local authority areas and with 7 of the 12 wards in Hartlepool amongst the 10% most deprived in the country.

Healthwatch Hartlepool recognises that many people in Hartlepool are significantly affected by health inequalities and high levels of ill-health. The delivery of supportive and accessible GP services in the town is vitally important and the response to our survey (269 forms returned) demonstrates the level of feeling amongst patients about these issues.

Our survey and consultations highlighted two key areas of concern:

- 1) Accessing GP practices by telephone to make an appointment is difficult, time consuming and for some patients poses significant barriers to accessing primary care services in a timely and appropriate manner.
- 2) Patients generally accept that Covid restrictions which saw most GP consultations delivered either on-line or by telephone were necessary to safeguard patients and health professionals and limit infection. However, the consultation showed significant concerns that the return of face to face appointments is too slow, and many patients feel that on-line or telephone consultations are a barrier to receiving the care, diagnostic rigour and reassurance that face to face consultations bring.

Overall findings from our survey and consultation activities are contained in the summary of findings section, and the feedback from individual practices can be found in Appendix 1.

Our consultation ran from 21st February until 18th March and has had a higher level of response than any other similar exercise conducted in the last 8 years.

“People’s views come first - especially those who find it hardest to be heard. We will champion what matters to the seldom heard and work with others to find solutions. We are independent and committed to making the biggest difference to residents.”

Background

Accessing GP Services Consultation Report

Throughout 2020 and 2021 Healthwatch Hartlepool was receiving feedback from the public on a wide range of health and care related services. By some considerable margin, the most regularly reported area of concern related to patient experience of contacting GP practices and accessing appointments.

During the latter half of 2020 and the early part of 2021 Healthwatch Hartlepool conducted our own #Because We Care Survey in line with Healthwatch England requirements. The results confirmed that over 50% of respondents viewed access to GP services to be a key area of concern. This was the highest individual area identified by residents who replied to our town wide survey. Since then, patients at GP practices in Hartlepool have continued to report difficulties contacting their surgery by telephone to book appointments.

The NHS Long Term Plan set out the ambition to offer “digital first primary care”, where patients use on-line tools to access primary care remotely. Whilst there has been general acceptance that a digital offer will have a part to play in future GP service provision, concerns have been raised about potential impact, particularly on patient privacy and safety and healthcare inequalities.

Prior to the first lockdown on March 23rd, 2020, the Royal College of GP’s estimated approximately 25% of appointments were carried out remotely. Covid 19 changed that dramatically, with the introduction nationally of a total triage process, and most appointments being delivered remotely

(online, by telephone or by video link) to protect patients and health professionals from the risk of infection.

Aim of Study

- To provide constructive patient feedback of recent experiences of accessing GP services in Hartlepool
 - To identify and highlight areas and locations in which patients have encountered problems and difficulties in accessing timely and suitable care service provision.
 - To recommend key actions and next steps.

Methodology

Despite the gradual easing of Covid restriction over recent months, GP access issues have continued to feature strongly in the feedback received from patients in Hartlepool. Consequently, a town wide consultation was launched to gather detailed patient experiences of accessing GP services.

269 completed surveys were returned, our biggest ever response, which demonstrates the strength of feeling amongst patients around this issue.

The town wide survey was made available via survey monkey (97 completed) and hard copies (172 completed) were made available for those digitally excluded. We utilised our network across Hartlepool to promote the survey including presentations to -

- Hartlepool 50+ Forum
- Hartlepool Carers Coffee morning
- Vision Support Lunch Club
- Cobden Area Resident Group
- Hartlepool Mothers Group
- Joint Healthwatch Hartlepool/Community Led Inclusion Partnership (CLIP) Have Your Say Event

All research was undertaken in the period from 21st February to 18th March 2022.

Particular attention was given to ensuring that the consultation reached carers and those with lived experience of providing care, lifelong conditions, and physical and sensory disabilities. Our activities with the groups and organisations listed above, and particularly the Have Your Say event, delivered jointly with CLIP proved invaluable in ensuring inclusivity.

Summary of findings:

Number of responses

Of the 269 surveys returned, the totals from each practice were as follows -

GP Practice	Surveys Returned
McKenzie House	49
Gladstone House	17
Victoria Road	13
Hartfields	4

Wiltshire Way/Throston	3
Wynyard Road	2
Bankhouse	28
Seaton	17
Havelock Grange	28
Chadwick House	35
Millenium Surgery	16
Hart Medical Practice	29
Headland Practice	16
Dr Koh and Trory	7
Total	264 +5 (surgery name not given)

How Do You Book an Appointment?

Method	Number	% Of total respondents using this method
Telephone	244	91%
In person	27	10%
On-line	18	7%
Text message	2	>1%
Via 111	2	>1%
A carer or family member	1	>1%
Other	7	3%

Most respondents (91%) from all practices use the telephone to book appointments. Some people identified more than one method (e.g., telephone and on-line) but the analysis clearly illustrates the predominant role of the telephone in contacting GP practices and the limited extent to which patients use on-line and other booking methods.

How Do You Rate Your Experience of Trying to Book an Appointment (1 very poor, 10 very good)

GP Practice	Surveys Returned	Average Rating
McKenzie House	49	1.8
Gladstone House	17	4.4
Victoria Road	13	3.0

Hartfields	4	2.5
Wiltshire Way/Throston	3	1.0
Wynyard Road	2	1.0
Bankhouse	28	5.2
Seaton	17	7.0
Havelock Grange	28	3.8
Chadwick House	35	4.1
Millenium Surgery	16	6.6
Hart Medical Practice	29	3.8
Headland Practice	16	5.8
Dr Koh and Trory	7	7.0
Total	264	4.2

Summary of Comments on Booking Appointments

Given the unprecedented circumstances we have lived through over the last two years and the impact that Covid 19 has had on all aspects of health care provision, it is not surprising that patients experienced difficulties accessing appointments and other services via their GP practice. However, it is noticeable that average ratings of the experience of booking appointments does vary from practice to practice and some noticeable trends are apparent in the feedback and comments provided. Key areas of concern which were consistently raised in the returned surveys are shown below, and a full summary by practice is contained in Appendix 1.

Patient comments across all practices confirm that Covid restrictions, have placed considerable strain on appointment system across all practices -

“Used to be very good, but the phones now take longer to answer” (Dr Koh and Trory)

“During Covid the system which is normally reliable suffered a little but is now returning to normal. (Chadwick House)

“Due to Covid 19 booking an appointment has become very difficult.” (McKenzie)

Many patients commented that to contact the surgery they needed to be on the phone as soon as lines opened (usually 8am or 8.30am,) and even then, it could take an hour or more to get through, by which time no appointments were available.

“You need to phone as soon as you can as by 8.30am all appointments have gone, and it is only telephone appointments.” (Hart Medical Practice)

“Told to ring at 8.30am but usually engaged, when you get through you are in a queue.” (Seaton Practice)

“Usually have to listen to recorded message over and over again or voice messages saying please try later as call handlers are busy.” (Bankhouse)

“Luck of the draw, sometimes impossible to get through.” (Havelock Grange)

“It is very difficult to actually get through to book an appointment and if you ring later than 9am there are no appointments available.” (McKenzie House)

“It’s nigh on impossible to get through. I attempted 186 times over 4 days to finally get through and be told there were no appointments and to call at 8.30am” (McKenzie House)

“Everyone has to ring at 8.30am which is stupid as that blocks the lines with everyone ringing at once!” (Hartfields)

Some patients who worked, and others with childcare and caring responsibilities said that the system and delays referred to above made it extremely difficult for them to book appointments.

“As I work full time it is a nightmare trying to get an appointment. Phone continually engaged and when you do get through appointments for that day have gone and the receptionist says ring again the following morning.” (Hart Medical Practice)

“Whenever I call before work, I can never get through.” (Chadwick House)

Can only book in early mornings, by the time you get through appointments are gone. Those with mental illness are not taken into consideration. (Hart Medical practice)

“There are no pre-bookable appointments available. You must call at 8.30am each morning, this is unfair for working people.” (Gladstone House)

Delays/lack of available appointments caused some patients additional pain, discomfort, and anxiety.

“It is virtually impossible to get an appointment within three weeks, very annoying when one is not an emergency but in considerable pain.” (Bankhouse)

“It’s a nightmare getting an appointment to get my medication.” (McKenzie)

“I can’t manage to get a face to face appointment regarding an ongoing health issue.” (Victoria)

Patients at some practices said that pre-bookable appointments were not available and for some walk -in and on-line booking had been suspended due to Covid.

“I don’t like that you can’t pre-book an appointment and have to wait until the next day at 8.30 till 9.00am. surely if you need an appointment, you need an appointment!” (Gladstone House)

Pre-Covid it was walk-in service, now struggle to get appointment as you must ring at 8am with the risk of not getting one.” (Headland)

Takes forever to answer the phone then when they do, are no appointments available. Prior to Covid you could go on-line and book appointments or e consult, but neither now available.” (Bankhouse)

“We cannot pre-book appointments at all. We must phone on a morning and try to book.” ((Havelock)

“Please bring back on-line appointment booking.” (Bankhouse)

Patients with some health condition reported that the process of booking an appointment was sometimes too demanding to undertake.

“Having difficulty booking an appointment - My last two attempts took 5 hours 40 minutes and 4 hours 30 minutes. With my dementia and other chronic health problems it is rare to be well enough to do this.” (Havelock Grange)

Some patients reported having to wait two weeks or more for an appointment.

“Must phone at 8am, phone always engaged, can try 100 times, may get an appointment 2 or 3 weeks away. (Wynyard)

“The receptionists take a long time to answer you call, then you have to wait two weeks for an appointment.” (Victoria)

"I prefer the option of booking an appointment in advance. I rang my surgery today to book an appointment, first available is in 10 days". (Millenium)

"Must phone at 8am, phone always engaged, try 100 times. Can look on website. May get an appointment two or three weeks away." (Wynyard)

Patients reported being offered nurse practitioner consultations when they wanted to see a GP.

"Difficult getting to see a doctor, they pass you to a Nurse Practitioner." (Chadwick)

"Told no GP appointments available at all. Nurse appointments available in 2 weeks!" (Millenium)

"Your often not given an appointment with a doctor but with a nurse, which often means having to make another appointment with a doctor after a wasted appointment with a nurse who can't deal with the problem." (McKenzie)

Patients expressed concerns about triage procedures.

"Can't get through, and when you do you have to talk to the receptionist for her to decide if you need an appointment." (Hart)

"Can't get past the front desk, they ask why you need to see doctor and what is wrong with you." (Bankhouse)

"Difficult getting to see a doctor, they try to pass you to a nurse practitioner." (Chadwick)

"I am almost angry writing this at how difficult it is to get an appointment to see a doctor! I don't want to speak to a nurse to then be told I need to speak to a doctor!" (McKenzie)

Some Patients were complimentary about staff and the support they received.

"Great service, cannot complain with Gladstone House." (Gladstone House)

"Reception staff are excellent." (Seaton)

"Receptionist very good, once you eventually get through." (Victoria)

"The staff are always lovely and helpful." (Millenium)

Are there any times when it is difficult to get through to your surgery by phone?

Yes	No	Don't Know
205	19	14
86%	8%	6%

101 patients specified mornings as being particularly difficult to get through to the surgery by phone, 86 patients said it was difficult getting through at any time and 15 said that it was most difficult on Monday's.

How long after initially contacting your surgery did you wait for your appointment?

Same day	Next day	2-3 days	4-5 days	7+ days
65	28	43	22	69
29%	12%	19%	10%	30%

29% of patients were able to speak to either a doctor or practice nurse on the day they contacted the surgery. However, after initial triage, 30% of patients waited over 7 days before having a consultation with a doctor or practice nurse.

Was your appointment on-line or face to face?

As has already been mentioned, national restrictions brought in during the Covid 19 pandemic to protect patients and healthcare workers brought about some significant changes in the way in which services are delivered. In January 2019 the NHS Long Term Plan committed that every patient would have the right to digital-first primary care by 2023/24. The Healthwatch England report -Locked Out: Digitally Excluded People's Experiences of Remote GP Appointments (June 2021) found that people can be digitally excluded for various reasons and those who experience multiple barriers to accessing care particularly so.

Until the pandemic struck in March 2020 most patients still accessed their GP appointments in the traditional face to face manner. Some appointments were conducted over the telephone but very few appointments took place remotely. Consequently, the change to predominantly on-line or telephone appointments was a significant change in the experience of care for many patients.

On-Line and telephone appointments	Face To face appointments
148 (66%)	74 (34%)

As can be seen from the figures shown above, since the outbreak of the pandemic in March 2020 the predominant patient experience of primary care has been through on-line or telephone consultation. This is particularly so for GP consultations and many of the face to consultations which have taken place have been with Practice Nurses and other health care providers rather than GP's. For many patients, this has proved difficult, and a barrier to effective care provision. The average score awarded by patients who had experienced on-line, or telephone conversations was 4 (on a scale of 1 being very poor and 10 very good). Most patients who responded said that telephone consultations were preferable to virtual ones. Feedback from focus groups also indicated that some groups of patients found both on-line and telephone consultations particularly difficult (in some instances impossible) and their ability to access care was adversely affected.

"I find telephone appointments ok for some results, i.e., bloods, urine ok but more complicated results need to see in person." (Chadwick)

"Antibiotics have been prescribed after telephone conversation appointment, then another stronger prescription. Perhaps initial face to face appointment/examination would have resulted in shorter illness/recovery." (Chadwick)

"Much prefer face to face appointments, though all recently telephone." (Seaton)

"Phone appointments are not a substitute for face to face, where have all the doctors gone??" (Hartfields)

"I have a child with Down syndrome, and I often feel being seen face to face is better. Also helps my child build confidence with the GP practice." (Havelock)

"Telephone appointments mean you have to be available all day to wait for an appointment. You don't always have the privacy to talk about personal problems." (Throston)

"Go back to face to face appointments!" (Wynyrd)

"On-line appointments are no good, you need a face to face appointment." (Victoria)

“On-line appointments can take twice as long for the GP to get back to you and can make you feel like you have been forgotten.” (Bankhouse)

“I require wheelchair access so don’t mind telephone appointments.” (Millenium)

“I am a carer for someone with additional needs and we were able to decline online and telephone in favour of face to face no problem during Covid restrictions. Surgery was happy to work with us to make sure my relative got the care they needed.” (Gladstone)

“More appointments face to face.” (Koh and Trory)

“I don’t like telephone appointments; I would rather do face to face in the surgery.” (Headland)

“Having Chemotherapy, there are times when I need a face to face appointment, other times given my condition I’m happy with telephone or on-line.” (Hart)

“Face to face visits for more patients, priority access for elderly or less computer literate or those without internet access.” (McKenzie)

Patients generally understood and appreciated why face to face appointments had been curtailed, but there was also a feeling that the re-introduction of face to face consultations was too slow. Many who completed the survey were concerned that they had been unable to see a GP face to face since the start of the pandemic. Some patients reported that it was now easier to get face to face appointments with a GP whilst others said that it was still mainly telephone or on-line consultation at their practice.

“I have never been able to see a GP face to face since first lock down” (Chadwick)

“I hope it gets back to normal soon and I can see a doctor.” (Victoria)

“I don’t know what GPs are doing, they need to pull their fingers out and stop hiding behind Covid. The rest of us have to get on with our work and can’t use that as an excuse!” (Havelock)

“I am very disappointed in my GP surgery. I feel they do not offer the service they used to and should. You rarely see a doctor. Covid has changed the GP role. Now they are always behind the scenes.” (Chadwick)

How Satisfied are you with the time it took to provide your prescription and/or any other services you required?

Very satisfied	Satisfied	Ok	Dissatisfied	Very dissatisfied
70 (31%)	102 (45%)	20 (9%)	11 (5%)	24 (10%)

Of the 227 responses to the question, 76% were either very satisfied or satisfied with the time it took to receive prescriptions and 15% were either very dissatisfied or dissatisfied. Issues leading to dissatisfaction were often related to changes that had been to prescription processes to accommodate covid restrictions.

“Me and my partner were isolated, and I couldn’t get to the surgery to put in my prescription. I phoned and they weren’t happy that I asked if they could put it through this once as I was stuck.” (Hart)

“Should be able to phone in prescriptions.” (Koh and Trory)

“Prescription service is a bit of a challenge, if you have been told to reapply for prescriptions and you email for said medication and the clerk refuses, doesn’t speak to the doctor and doesn’t let

you know, so you are expecting your medication to be at your allocated pharmacy in three days and it isn't there." (Havelock)

"Prescriptions are now slower by 1 day than before which I find a little frustrating, but the service is great!" (Bankhouse)

Are you invited for an annual health check?

As part of the NHS preventative programme and "staying well" longer activities, all adults in the age range 40-74 should be invited for a health check at least every 5 years. The check involves a simple blood test, looks at lifestyle and focuses on minimising risk of heart disease, stroke, and diabetes. Adults with a learning disability should be invited for a health check annually.

Yes	No
65	155

The ability to provide routine health checks has been affected by the pandemic, but patient comments clearly indicate they are valued and seen as a valuable aspect of a practices patient care package.

"I receive yearly bloods and pressure checks." (Chadwick)

"Being invited for a health care check has been a great positive."

How could access to your GP surgery be improved?

Comments in this section largely reiterate frustrations and concern that have been covered in previous sections around difficulties contact practices by telephone and the provision of telephone/on-line rather than face to face consultations with a GP. Suggestions were also made around how GP surgeries could be made more accessible both in terms of appointment systems and opening hours.

Some patients expressed appreciation of the service and care they had received in difficult circumstances, but many also raised concerns about poor communication, inappropriate staff attitude, a decline in overall standards and accessibility and a desire to return as quickly as possible to face to face GP appointments

A sample of comments that appeared regularly across various practices is shown below -

"All staff at the practice work very hard, but there is a definite decline in service" (Chadwick)

"I think my GP surgery is not how it should be, especially the appointment system." (Victoria)

"Go back to face to face appointments." (Wynyard)

"We need more GP's." (Throston)

"By going to face to face." (Seaton)

"Perhaps Saturday appointments or after hours for people who work as it is difficult to get time off." (Millenium)

"We need more GP's." (Bankhouse)

"Bring back on-line booking, for people who work it is better." (Hart)

"More appointments face to face." (Dr Koh and Trory)

"Varied opening times, ability to book in advance when not urgent" (Gladstone)

“Put it back how it was.” (Hartfields)

“Return to walk-in surgery.” (Headland)

Better availability of appointments without 8.30am nightmare call. Return of pre covid face to face appointments as majority rather than minority.” (Havelock)

“More phone lines, more staff to operate phone lines and the option to book an appointment for other days and not having to ring back daily until an appointment becomes available.” (McKenzie)

Healthwatch Hartlepool/CLIP GP Access Consultation Event

During the consultation period a discussion event was organised and delivered by Healthwatch Hartlepool and the Community Led Inclusion Partnership. The session took place at the South Area Hub on Thursday 10th March and was attended by 16 people, many of whom had lived experience of caring and a range of disabilities and health conditions. As with other feedback received, participants said that even before the recent pandemic struck, accessing GP appointments, particularly by telephone had often been problematic.

The process by which most practices allocate the majority appointments between 8am and 10am was viewed as a significant hurdle for those with caring responsibilities, parents with children, people who work and people with a variety of conditions, disabilities, and sensory impairment. Virtual and telephone appointments also posed significant difficulties for many of those present and relatives for whom they cared.

The session was attended by the Millenium Surgery Practice Manager who gave a perspective from his surgery and provided information on appointment and consultation processes and the impact of Covid restrictions. He also highlighted the importance of regular and accessible patient information and the benefits of patient involvement in the practice Patient Participation Group.

A summary of participant comments is shown below:



What The Group Said -

“Have times later in the day to book appointments, I am too busy between 8 and 10 to spend time on the phone”

“Turn one day a week over to walk in appointments”

“As a Deaf person I can’t make appointments by telephone, I must go to the surgery. On-line and telephone appointments no good. Why don’t all surgeries offer a text service?”

“Information isn’t always available in accessible formats, so there’s things we could do that we don’t know about...so frustrating!!”

“Why do I always have to ask for an interpreter and explain I am Deaf, surely its on my notes and this should just happen?”

“I only get to see a nurse practitioner, not seen GP since lockdown started!”

“I have learnt a lot today; I wasn’t aware of out of hours appointments!”

“Because of the changes during Covid ordering repeat prescriptions is really difficult.”

“Staff need more training, particularly around understanding sensory loss and disability awareness.”

“Surgeries need to communicate better with patients and in ways which are accessible and easy to understand.”

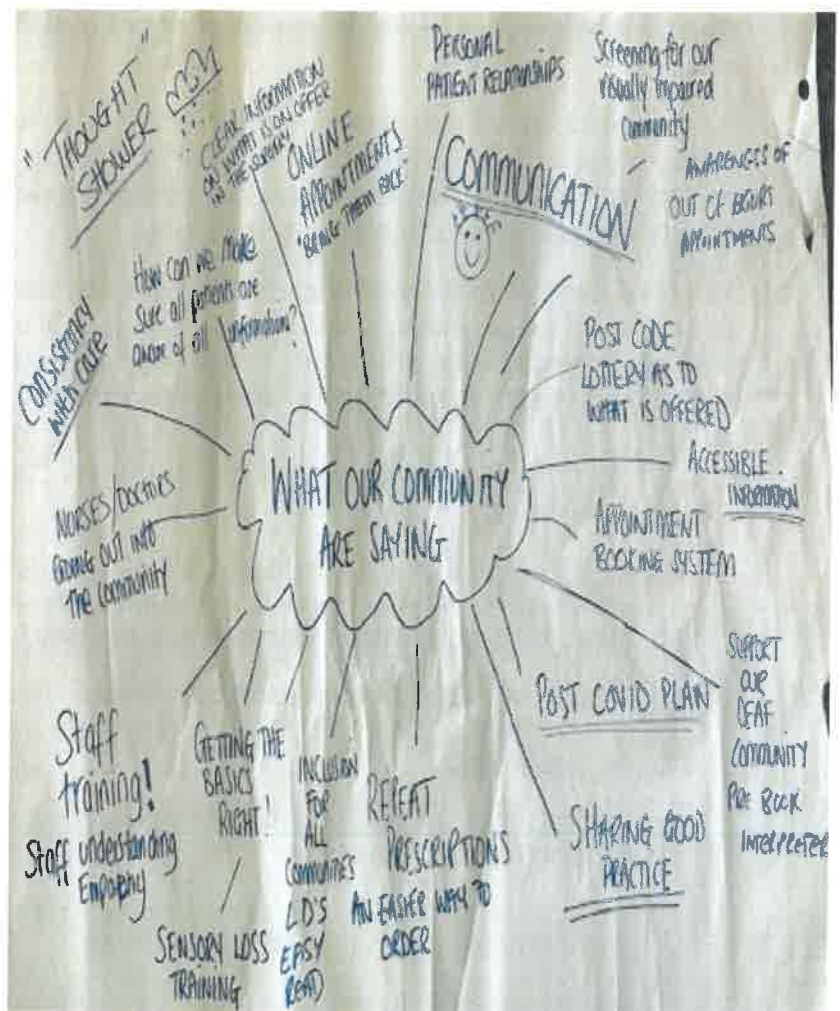
“It is like a postcode lottery, what is offered and how appointments work varies from one practice to another.”

“There are lots of different communities with different communication needs, the way things are working at the moment means some are missing out.”

“The appointment booking systems need to be looked at, and patients must be involved”!

“One size doesn’t fit all; patients are very different and what works for one won’t always work for another.”

“I am partially sighted, accessing technology is impossible. I want to talk to a doctor in person.”



Final Comments and Recommendations

The findings from the consultation highlight significant difficulties and areas in which improvements are urgently required in the systems by which patients contact GP practices to make appointments. Problems have been exacerbated by Covid restrictions, but it is also clear that many issues with appointment systems pre-date the pandemic. It is evident that the extent of the difficulties experienced by patients at different practices varies considerably, with patients at the McKenzie Group reporting the greatest level of difficulty in accessing surgeries and obtaining timely appointments.

Feedback from the surveys and focus group highlights that a “one size fits all” approach to GP appointments is fundamentally flawed. Patients who work full-time, parents with school age children, patients with caring responsibilities, patients with certain lifelong conditions and disabilities all reported difficulties making phone calls between 8am and 9.30am when most appointments are allocated. On-line booking was a viable alternative for some, but for others who did not have access to the internet or who had a disability that prevented them doing so, this was not an option.

Feedback from patients with disabilities and sensory impairments demonstrates clearly that telephone and internet are not viable forms of communication for some. Practices have a legal and moral obligation to make information and services fully available and inclusive to all.

Information dissemination and communication with patients has been detrimentally affected by covid restrictions and levels of awareness of out of hours and walk-in services are lacking in some areas.

Findings overwhelmingly demonstrate a desire from most patients for a return to pre-pandemic routine face to face consultations with GP's. Patients expressed anger, frustration, and concern at the slow rate of the reintroduction of face to face appointments and for some, on-line or telephone appointments are simply not viable.

Patients' generally recognise that on-line appointments and consultations will have a part to play in future service provision, and in some instances may be the patients preferred method. However, the overwhelming view of patients is that first and foremost, when patient choice is for a face to face appointment, then a face to face consultation should happen.

Recommendations

- All GP practices in Hartlepool should review current appointment processes and in particular their effectiveness in enabling patients to access appointments/consultations quickly. Hartlepool and Stockton Health (HASH) should provide support as appropriate.
- Practices should make extended times available for patients to phone and book appointments, the introduction/re-introduction of on-line bookings and evening/weekend arrangements.
- Patients must be involved in the review process and be consulted about proposed changes to appointment processes.
- All practices should introduce texting services for Deaf patients to use to book appointments and general communication.
- All key practice information must be available in accessible formats appropriate to the needs of patients with sensory impairments and other conditions and disabilities.

- The availability of face to face appointments should be reinstated as quickly as possible in line with government guidelines and safety considerations.
- Practices introduce/re-visit staff training to increase awareness of the communication needs and preferences of different patient groups (Deaf, visually impaired, people living with dementia, learning disability etc).
- Practices ensure that information dissemination systems are as effective as possible, and that patients are fully informed of all appointment (including out of hours) and prescription services and arrangements.

Acknowledgements

Thank you to everyone that has helped us with our consultation including:

Members of the public who completed our survey and shared their views and experiences with us

People who attended and contributed at the consultation event at the South Area Hub

Hartlepool 50+ Forum

Cobden Area Residents group

Hartlepool Mothers Group

Hartlepool Carers

Hartlepool Vision Support Lunch Club

Community Led Inclusion Partnership (CLIP)

Wharton Annex Youth Group

Hartlepool Borough Council and in particular staff at South Area Hub

All our amazing staff and dedicated volunteers

Appendix

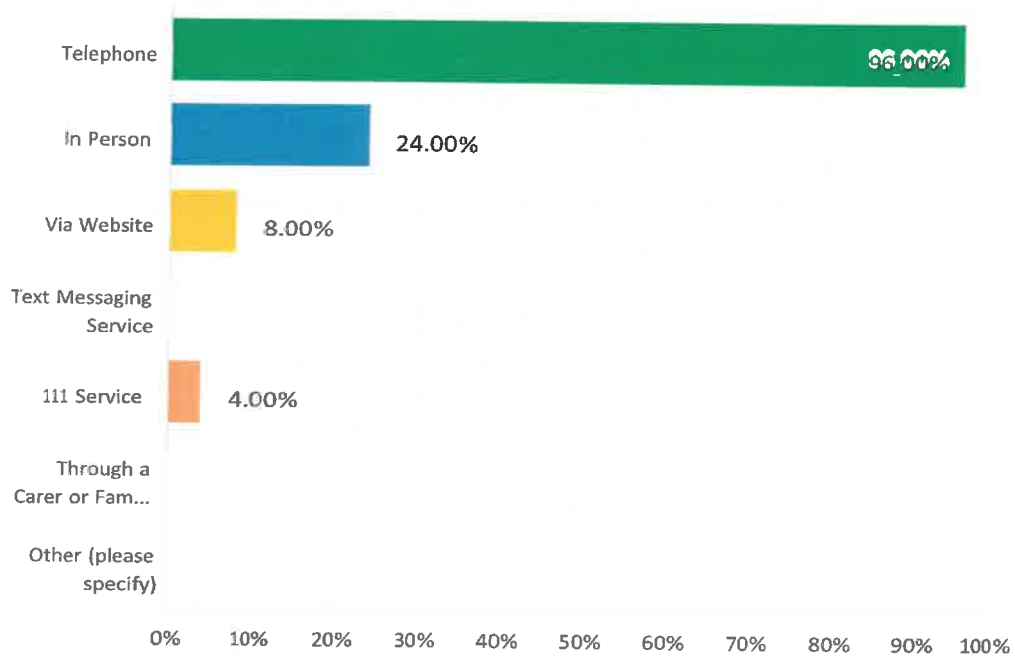
GP Appointment Questionnaire

Q1 Name of GP Surgery- Bankhouse Surgery

Answered: 28 Skipped: 0

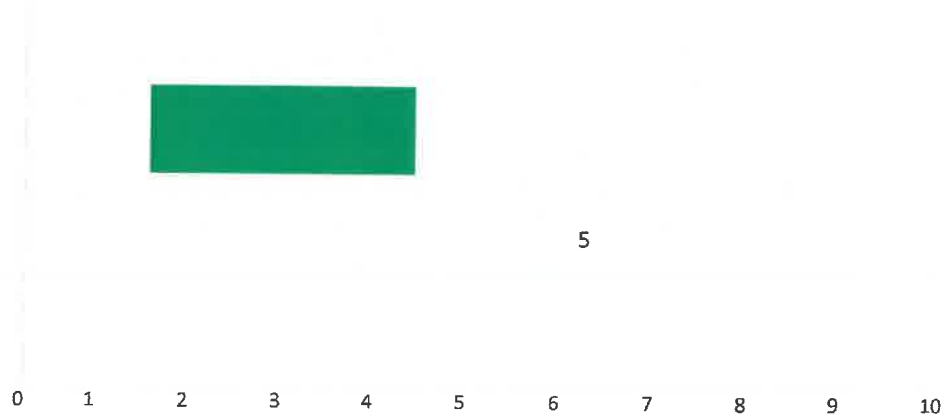
Q2 How do you book an appointment?

Answered: 25 Skipped: 3



Q3 On a scale of 1 to 10, with 10 being very good and 1 very poor, how would you rate your experience of trying to book an appointment?

Answered: 27 Skipped: 1



GP Appointment Questionnaire

Q4 What are your comments on booking an appointment?

Answered: 18 Skipped: 10

RESPONSES

120 attempts at 8am one morning to book appointment. Doctors' receptionists attempting to block any way they can to offer a face-to-face appointment. Receptionists virtually refusing to give you an appointment unless you fully explain to them first why you want to see the doctor

long wait on telephone

It's practically impossible to get a face-to-face appointment. Even a telephone appointment you have to wait up to 4 weeks.

Rarely need to contact GP but last time was ok

most unsatisfactory

Very poor

Different Doctor each time, receptionists helpful and polite

Difficult getting through to book appointment

please being back online booking appointment

there just isn't enough staff for the number of calls

usually having to listen to recorded messages over & over again or voice messages saying please try later as all call handlers are busy.

It is incredibly hard to phone and get through to the surgery. One time I attempted 58 calls in one morning and still didn't get an appointment.

Staff on phone are very unfriendly on phone.

I can't get one

Takes forever to answer the phone then when you do there's never any appointments available. Prior to covid you could go online, and book appointments or e consult but these are no longer available.

I rarely book online as find it difficult but getting through in person can be a little busy but straightforward. Usually pop in or phone.

It is virtually impossible to get an appointment within 3 weeks - very annoying when one is not an emergency but in considerable pain.

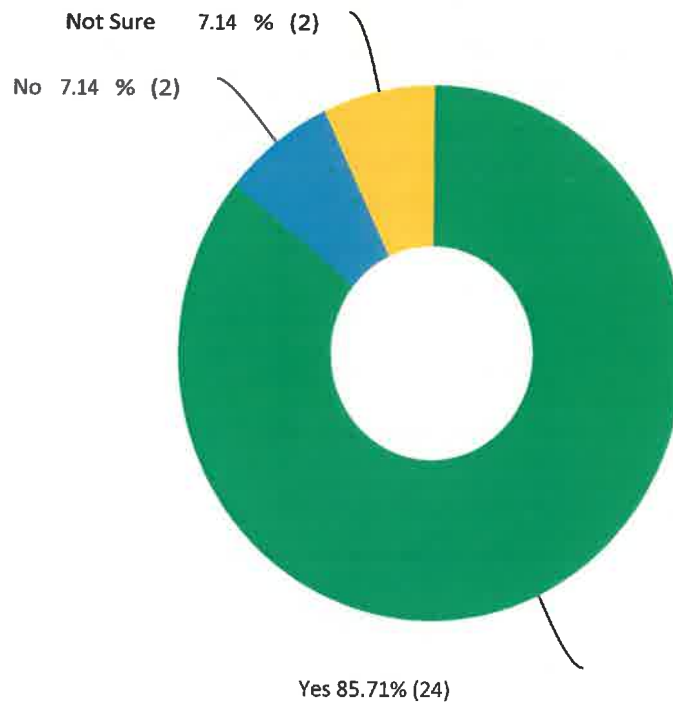
Can't get past the front desk they ask why you need to see doctor and what is wrong with you

Appendix

GP Appointment Questionnaire

Q5 Are there any times when it is difficult to get through to your surgery on the telephone?

Answered: 28 Skipped: 0



Appendix

GP Appointment Questionnaire

Q6 If yes, which days and times do you have the most difficulty?

Answered: 25 Skipped: 3

RESPONSES

Every day and anytime of the day. But think mainly at 8am when you want an appointment for that day. Even presenting yourself at the surgery at 8am because you can't get through on the phone seems to be a problem for receptionists to be able to offer you an appointment. so many questions like is it a medical emergency, why have you come here.

any time

mornings

Early in the morning

Very early morning

Every day is difficult

any time of day is difficult

everyday

Every day

mornings

All times

most of the day

It's always a 10-60 minute wait. Depending on when you phone and how much you need the appointment

When you work and only have one day off its difficult

A.M Generally

Early when trying to make an appointment and also after the busy time at any time of the day.

mornings

any day early mornings

My preferred GP only works Thursdays and Fridays, and I haven't got to see her in months.

All morning, not just the busy hour as they call it.

Always

Appendix

GP Appointment Questionnaire

Everyday at the opening of the surgery at 8am. Takes at least 50 calls before you get through.

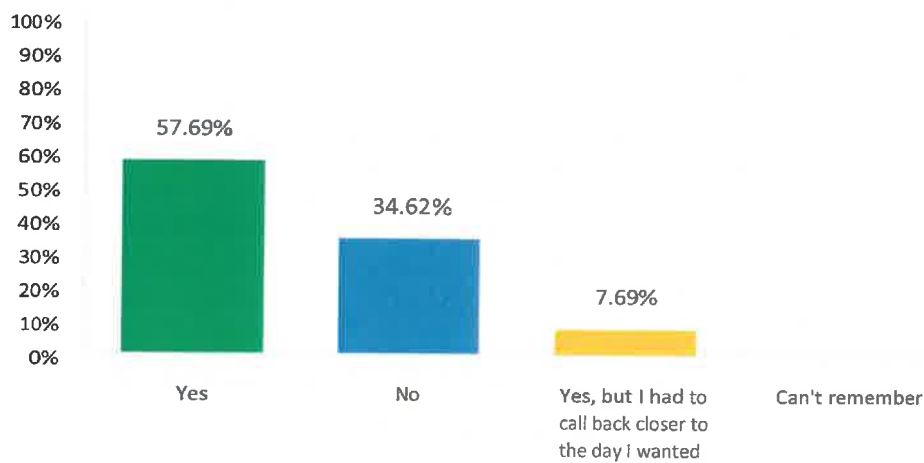
First thing every morning is of course busy, and Mondays can be quite difficult all day but I think a lot of that is fairly normal.

Monday to Friday 8.00 - 11.00am

Every day

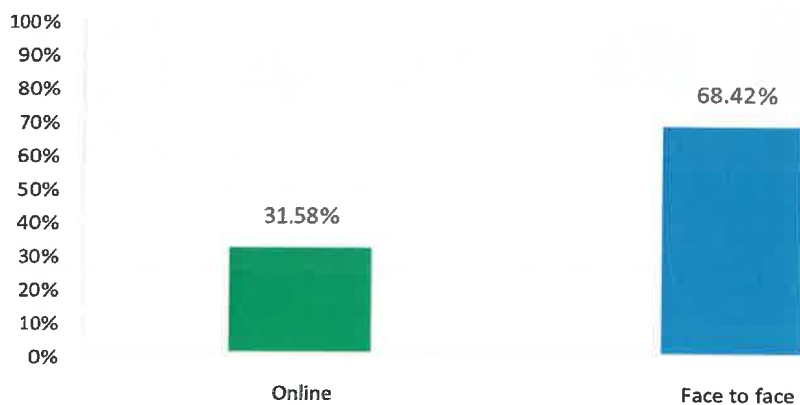
Q7 Were you able to get an appointment to see or speak to someone?

Answered: 26 Skipped: 2



Q 8 Was your appointment online or face to face?

Answered: 19 Skipped: 9

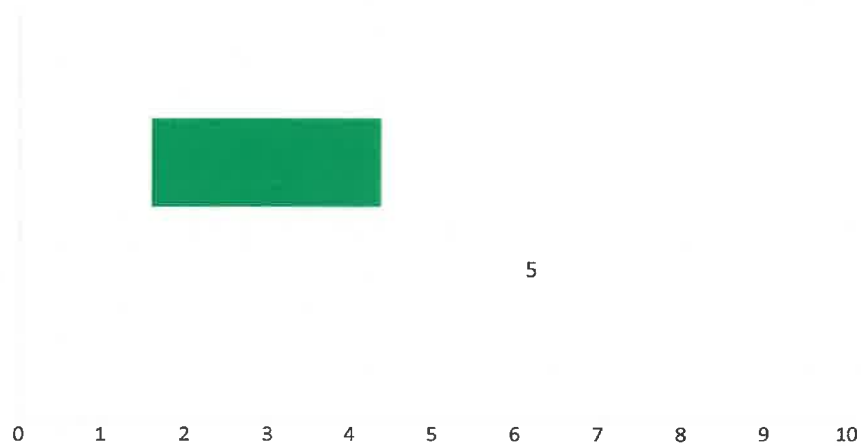


Appendix

GP Appointment Questionnaire

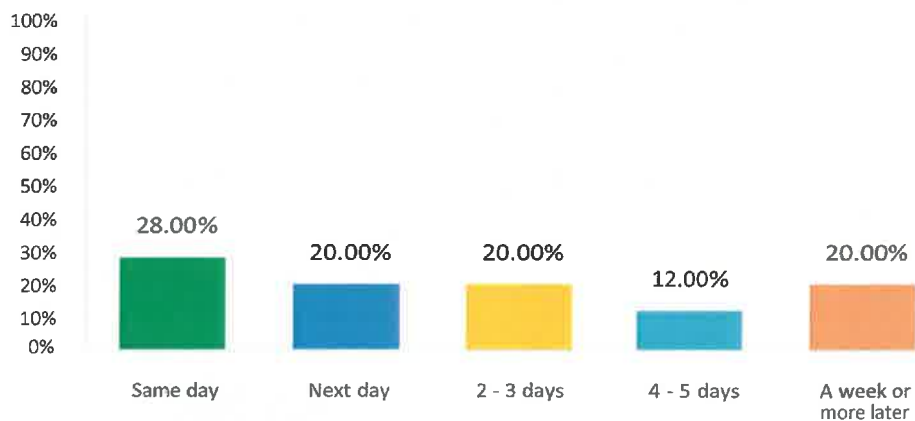
Q9 On a scale of 1 to 10, with 10 being very good and 1 very poor, how would you rate your experience of an online appointment (if you had one)?

Answered: 18 Skipped: 10



Q 10 How long after initially contacting the surgery did you wait for your appointment?

Answered: 25 Skipped: 3



Appendix

GP Appointment Questionnaire

Q 11 Do you have any additional support requirements? e.g., wheelchair access, deaf interpreter support, Text service, how you feel about on-line or telephone appointments?

Answered: 17 Skipped: 11

RESPONSES

poor online and telephone

I don't see how you can have a proper consultation over the phone. The Doctor can tell a lot by looking at you. It's time we had proper appointments back without having to wait weeks for them.

My experience of online and telephone appointments is positive

wheelchair user

don't like it

I am blind and cannot do online. however, telephone appointments are ok

Wheelchair and blind

Bring back online booking appointments

N/a

no

Telephone

Yes Relative

Not useful

No

No

I don't but I am the carer for someone who has additional needs, and we were able to decline online and telephone in favour of face to face no problem during covid restrictions. Surgery was happy to work with us to make sure my relative got the care her needs and health required.

Yes. Always required to have a telephone consultation before a doctor will actually see me often a pointless exercise and complete waste of time for both doctor and patient, when doctor cannot diagnose without actually seeing the problem. In one instance I rang the doctor to discuss concerns about a row of bruises appearing on my lower leg; doctor asked to see photograph then told me I had bruises!! In fact, I had an inflamed varicose vein. There is a complete lack of continuity of care now; doctors don't always comply with consultant requests for further treatment.

GP Appointment Questionnaire

Q 12 How could access to your GP surgery be improved?

Answered: 15 Skipped: 13

RESPONSES

Stop the 10 minute phone calls from the Doctor before he/she then tells you he needs to see you face to face. So what could be a 10 minute surgery GP appointment becomes a 20 minutes because of the pre appointments phone call.

Saturday opening, less telephone waiting times

We need more GP's

dedicated phone lines

access is very good

Quicker times to answer calls

the waiting room is very small, and wheelchairs can barely get through

More people on the phones

Better phone Response

Better trained staff

No experience

Face to Face appointments

More people to answer the phone perhaps but I think they do a great job. The wait even recently has been shorter than I expected to see a GP and a nurse.

Faster appointments; walk in appointment sessions; more doctors. A designated doctor who knows/reads your medical history.

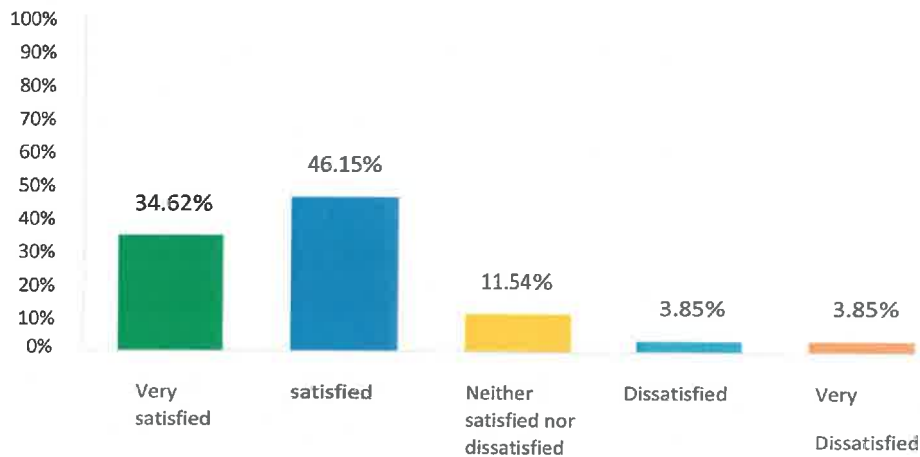
By getting a face-to-face appointment with GP and stop receptionist asking questions and be more politer

Appendix

GP Appointment Questionnaire

Q13 How satisfied were you with the time it took to provide your prescription and/or any other service you required?

Answered: 26 Skipped: 2



Q14 Is there anything else you want to tell us about your local GP surgery?

RESPONSES

Stop receptionists wanting to know your medical personal problems before they grant you an appointment. what happened to patient confidentiality? it appears our surgery will not give you an appointment unless you tell the receptionist what your problems are first. I also believe if you refuse to tell them you will be given a much later in the week or month appointment. They appear to be quite aggressive in their attitude

Very impersonal as different Doctors do not really know medical history

I have no problems with surgery, did e consult and saw GP next day and consultant within a few days.

just to ring for an appointment causes extreme anxiety. One is made to feel like a nuisance

Appendix

GP Appointment Questionnaire

think we should be able to see a Dr Face to Face all the time

Fairly satisfied

Make other information formats available, e.g. braille, large print etc

Answer calls quicker Being back online booking

i had to go back multiple times for the same thing, in pain etc, and have been turned nothing

When you ring up the people who answer sound fed up and unhelpful

No

I think the NHS do a fantastic job of care however the struggle to see a GP or dentist stop. I wish we could go back to booking appointments for days in advance

They don't do online appointments, just phone. I don't often go to the GP and it just more reassuring to see someone rather than be on the phone. Very impersonal but about my health, the most important part of life.

The receptionist has attitude problem very unfriendly

Pre covid appointments were like gold dust. Post covid they're a lot worse. If I want to see a doctor I expect a doctor, not a paramedic who then needs to go and seek a second opinion doctor.

Prescriptions are now slower by 1 day than before which i find a little frustrating at times. The service is great so it's the price i pay.

Lack of continuity of care. Doctors don't bother to read a patient's file before they see them. They have no prior knowledge of the patient's history. This means patient has all the responsibility for summarising key points in medical history, taking up valuable minutes in a 10 minute appointment.

Appointment times are limited to 10 mins and if you have more than 1 thing wrong with your health, you're only allowed to get a treatment for 1 of them.

Answered: 18 Skipped: 10

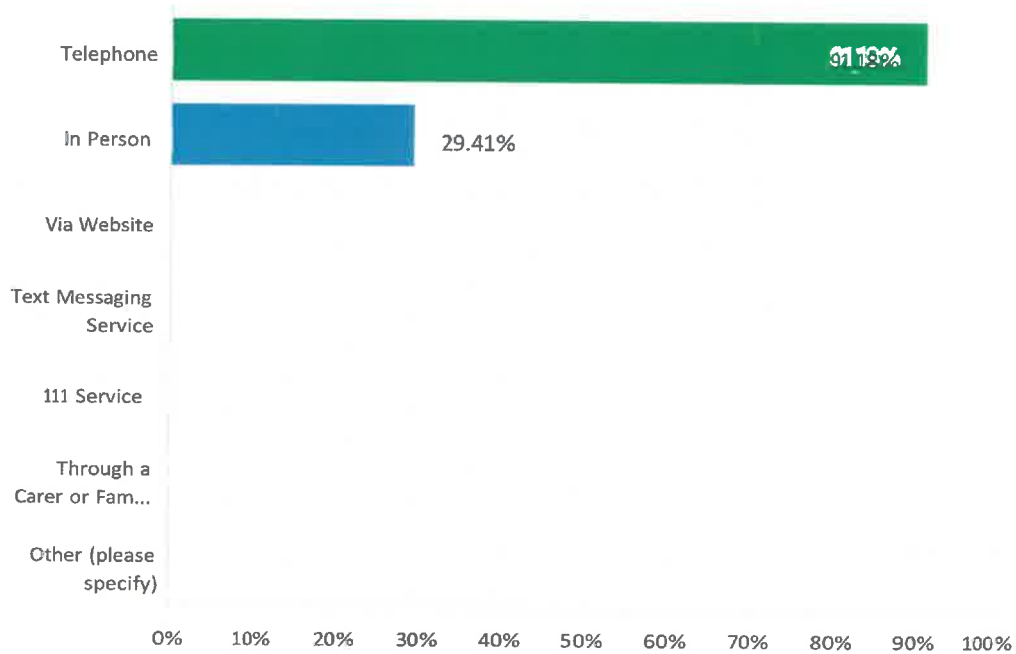
GP Appointment Questionnaire

Q1 Chadwick Practice

Answered: 35 Skipped: 0

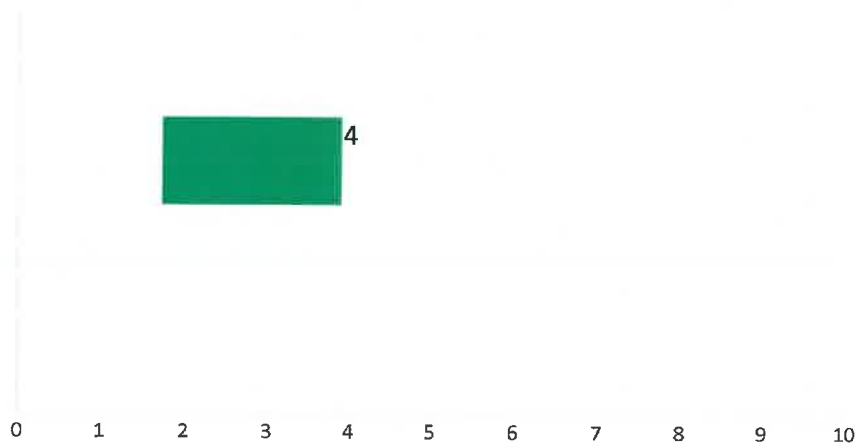
Q2 How do you book an appointment?

Answered: 34 Skipped: 1



Q3 On a scale of 1 to 10, with 10 being very good and 1 very poor, how would you rate your experience of trying to book an appointment?

Answered: 35 Skipped: 0



Appendix

GP Appointment Questionnaire

Q4 What are your comments on booking an appointment?

Answered: 27 Skipped: 8

RESPONSES

During Covid the system which is normally very reliable suffered a little but now returning to normal

The only way to get an appointment is to turn up at the surgery dead on opening time or you don't bother. When an appointment is available you either get face to face to telephone one sometimes you can sometimes you can't

long time on phone then appointments are gone

rubbish

Phoned January - was told no appointments until March

poor

not good

Its difficult getting an appointment

Several phone calls - long queue waiting for them to answer. In person tends to be 2-3weeks wait

whenever i try and call before work i can never get through

by phone can wait up to 30 mins at least. Walk in had to wait in queue. opened 8am waited over an hour if not there early may not get an appointment

no problem getting an appointment

Have no problem what so ever regarding getting an appointment, telephone consultation

Usually in a long queue

Telephone consultation was good not rushed

usually good with no problems

It takes time for the phone to be answered but if appts are needed urgently then they can be obtained, even later in the day unlike many of the other surgeries. I have even been able to be seen in person when required.

difficulty in getting to see a doctor. they try to pass you to a nurse practitioner. more often than not it is a telephone consultation which I do not find very helpful

Appendix

GP Appointment Questionnaire

very hard to get through, can try for 30 minutes plus, then told there are no appointments; one time I actually got through, held in a queue and after 20 mins got through to be told there were no appointments and I should ring at 8am, which I had done! not helpful reception staff. Did not then inform me to try 111 but fortunately I knew this anyway

Takes too long to get through even just to the queue. Quite often when in the queue you then get cut off.

You are put into a queue and can wait up to 30 minutes for an answer. Often, by the time your call is answered, all appointments are gone. There never was an issue to see a nurse for bloods etc, but that service is also inefficient.

You have to ring at 8 in the morning and can be on the phone for up to 4mins waiting. No good as I have kids to get ready for school

Virtual impossible

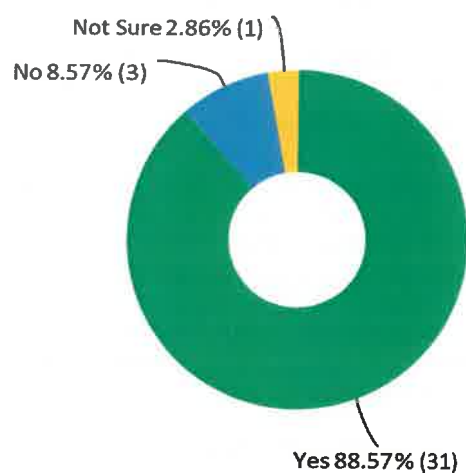
Terrible, there is never any left after you have been on the phone for ages trying to get through. Doctors giving out medication for things without even seeing you in person. Not good at all.

Takes ages to answer the phone. Only have so many available for that day. Don't want you in surgery at all if they can help it.

Impossible some mornings to get through to an operator especially Monday mornings

Q5 Are there any times when it is difficult to get through to your surgery on the telephone?

Answered: 35 Skipped: 0



Appendix

GP Appointment Questionnaire

Q6 If yes, which days and times do you have the most difficulty?

Answered: 31 Skipped: 4

RESPONSES

Every day of the week

Early morning but understandable as many calls made at this time but can be frustrating.

For non-seriously urgent appointments an afternoon phone call is the best time

Monday

all times

all days all times

Early mornings

All the time

Every day

Mondays

most Days

anytime

Mornings most days Everybody trying to get an appointment at the same time

All times of the day, i know the mornings are especially busy

mornings very bad 8am hold on phone

anytime

Monday morning

most days before 4.30pm unless prepared to wait in a long queue - costly

some parts of the day busier than others. Early mornings because more people wanting appointments that day.

early morning you need plenty of time to hold on waiting in line

mornings and afternoons

Morning and afternoon every day, late afternoon between 4/5 i can manage to get through

Early mornings

Appendix

GP Appointment Questionnaire

every time I try

Mornings

Most days

Mon to Fri at 8am

Monday to Friday mainly mornings the odd time you might get through in the afternoon.

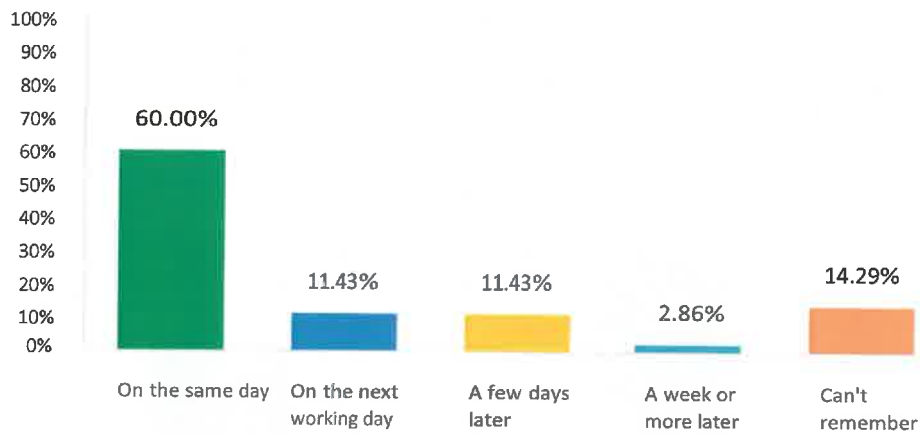
Every day

All the time!

Mondays

Q7 When did you want to see or speak to them?

Answered: 35 Skipped: 0

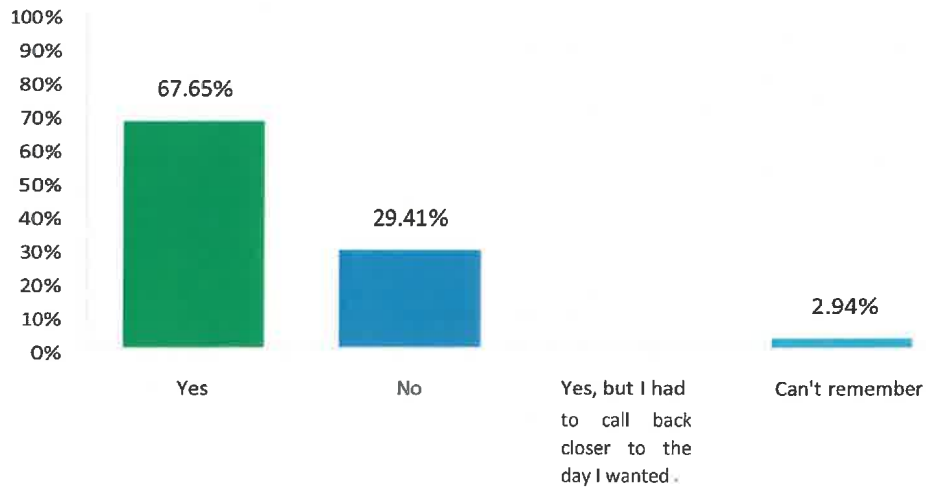


Appendix

GP Appointment Questionnaire

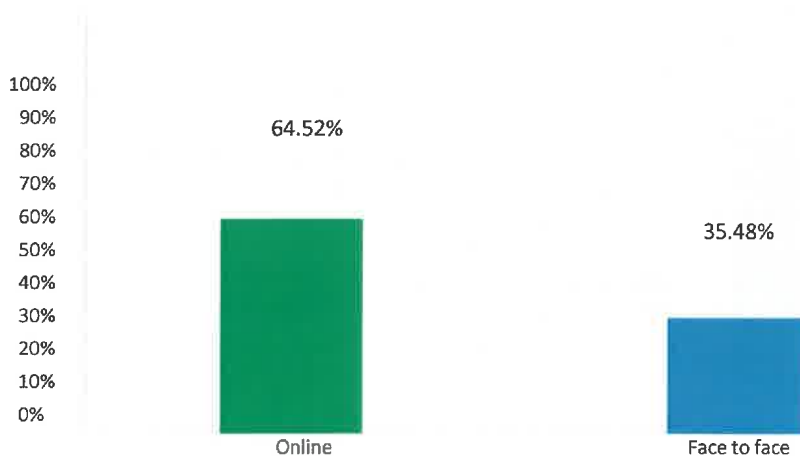
Q8 Were you able to get an appointment to see or speak to someone?

Answered: 34 Skipped: 1



Q9 Was your appointment online or face to face?

Answered: 31 Skipped: 4

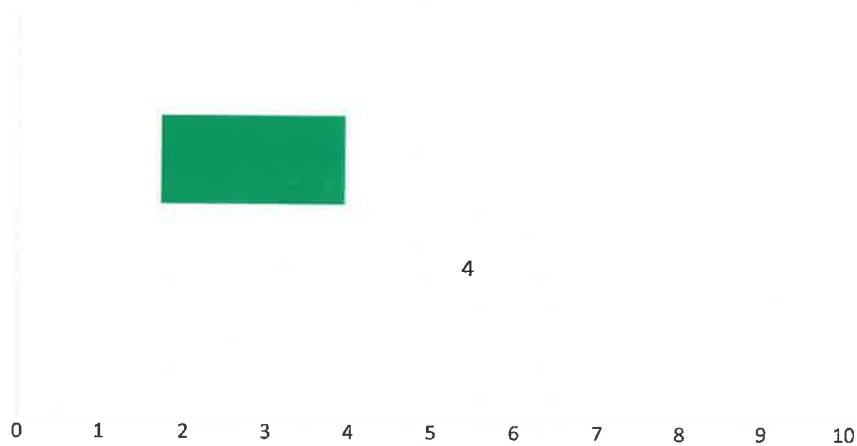


Appendix

GP Appointment Questionnaire

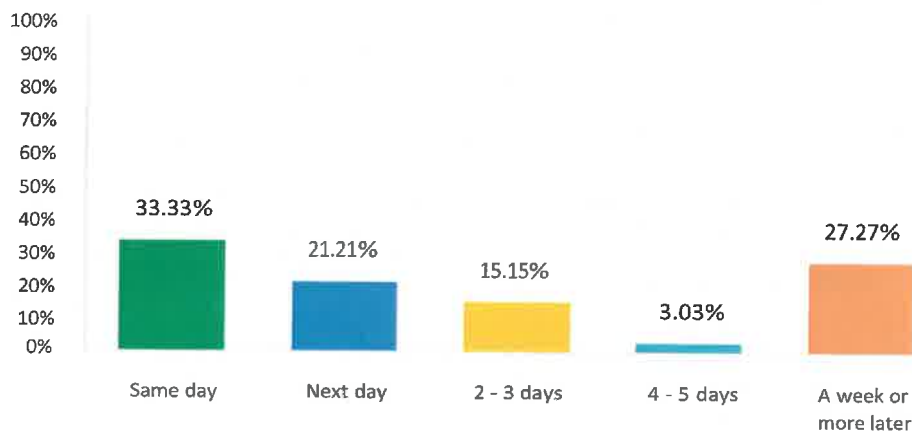
Q10 On a scale of 1 to 10, with 10 being very good and 1 very poor, how would you rate your experience of an online appointment (if you had one)?

Answered: 20 Skipped: 15



Q11 How long after initially contacting the surgery did you wait for your appointment?

Answered: 33 Skipped: 2



Appendix

GP Appointment Questionnaire

Q12 Do you have any additional support requirements? e.g., wheelchair access, deaf interpreter support, Text service, how you feel about on-line or telephone appointments?

Answered: 20 Skipped: 15

RESPONSES

No support needs

Telephone calls ok but not on line.

none

no

don't like

I have a carer who i take in with me

no

i find telephone appointments ok for some results ie bloods, urine ok but more complicated results need to see in person

no

Depending on problem, happy with telephone. But if serious would prefer face to face

N/A

i don't like telephone appointments. I would rather see a DR in person

antibiotics have been prescribed after telephone appointment then another stronger prescription. Perhaps initial face to face appointment / examination would have resulted in shorter illness/recovery.

Telephone appointments no problem

no daughter takes me to appointment as i have COPD

N/A

no help at all

I have never been able to see a GP face to face since first lockdown; question 10 did not have telephone consultation option which I always have had

No

No

GP Appointment Questionnaire

Q13 How could access to your GP surgery be improved?

Answered: 21 Skipped: 14

RESPONSES

better understanding of repeat prescription procedures

there are two Asian GP's whose accents I struggle to hear

more face to face

Doctors being present

It is very easy to access our surgery

Excellent access

some things are long and drawn out. i.e speak to nurse, doctor etc. The appointment s for bloods 5-7 days for results then either the appointment to discuss results on the phone or in person. Need to look at speeding up the processing took a urine sample in but needed to see a nurse.

id like to be able to get through, calling up on the morning for an appointment when you can't get through and need to leave the queue is frustrating

GPs should see more patients as voiced by central government

Answerphone Better appointment system

Have no issues regarding getting an appointment, either telephone or in the surgery

No problem accessing surgery using walking sticks-not But door from waiting room to surgeries (appointment/treatment rooms) not automatic opening which can cause problems if using mobility aids or wheeling wheelchairs prams or pushchairs

go back to face to face appointments

Quicker appointments, Face to Face appointments, Make appointments same day

Face to Face appointment with a doctor instead of a nurse. Getting people to actually answer the phone

let's get back to appointments face to face

more face-to-face appointments: trying to get through on the telephone is a nightmare but I'm not sure how you can improve that

Being able to book quicker appointments and also repeat appointments further in advance.

Receptionists answer the phones.

Answer the phone instead of being constantly number 6 in the queue

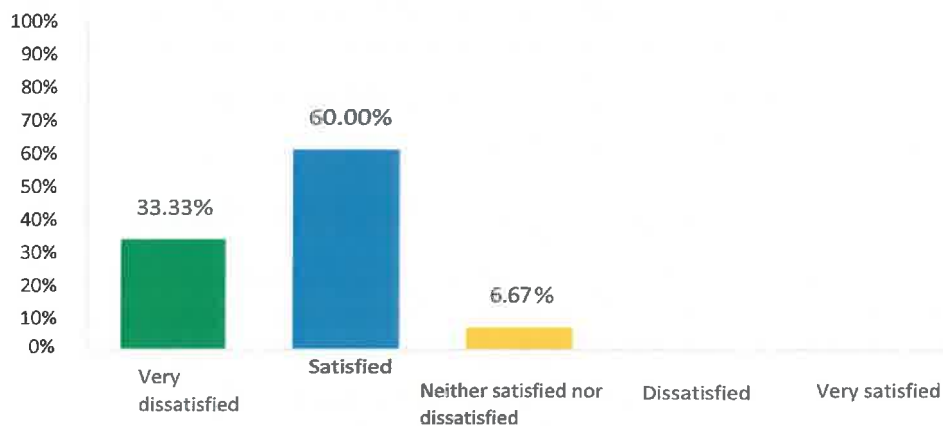
Appendix

GP Appointment Questionnaire

See people face to face like other key workers have had to do all the way through the pandemic. Tell the receptionists that they are NOT the doctors and not up to them if you see someone. Have a few more doctors on. Get the ones that work there in. If need to do telephone consultations have a rota. Maybe a few staff seeing face to face and the other couple doing the telephones, then swap. Its not hard. My professional got vilified because we apparently didn't do enough during the pandemic and yet GPS don't want to see anyone, and just phone you - but apparently that's ok?? How? How the hell can you diagnose someone efficiently over the bloody phone?? Absolute p*** take!

Q14 How satisfied were you with the time it took to provide your prescription and/or any other service you required?

Answered: 30 Skipped: 5



Q15 Is there anything else you want to tell us about your local GP surgery?

Answered: 22 Skipped: 13

RESPONSES

Very efficient during covid and making appointments for injections.
Receptionists very accommodating and pleasant.

On the whole I am satisfied with my practice

No

Receptionists are not qualified for dealing with people's problems
should be face to face not on phone

We cannot order prescriptions over the phone

i receive yearly bloods and blood pressure check. I feel its time that more
face-to-face appointments. Look at more one step appointments. Given a
choice; what type of appointment. Someway to prioritize who is seen.
How many seen in urgent care should have seen a GP. Services but no
appointments.

most of the time things are ok due to covid lots of problems regarding
attendance of Gp's. Lots of improvements need to be put in place no seeing
enough patients. Are they going to continue with this system?

there is no privacy making the appointments. Usually give up on phone and
try and get into surgery in person difficult in getting a morning appointment

i would still like to order my repeat prescription over the phone, because i
can't always get to the surgery

the surgery is always well organised, professional, and polite. Have no
problems, at all regarding obtaining an appointment and follow up

Had a telephone medicine review this year. I would not change from
Chadwick Practice as apart from one Dr i receive excellent treatment from
the DR's, Nurses, and all admin/reception staff.

Mainly mine is fine only bloods take forever

N/A

there is hardly any way you can get a face-to-face appointment; people are
being misdiagnosed told a relative he had a water infection when in fact it
was a prostrate problem he was eventually blue lighted to hospital

I am very disappointed in my GP surgery. I feel they do not offer the
services they used and should. You rarely see a doctor. Covid has changed
GP role. appears they are always behind the scenes.

Appendix

GP Appointment Questionnaire

I'm supposed to have annual BP and bloods, but this has been hit and miss through the lockdowns; telephone consultation last sept around my knee- GP wouldn't send me for an Xray (said no point) and referred me to physio, no contact from physio- so at BP review I asked the nurse, the referral hadn't been done! so she tasked GP to do it (this is in November) and to date no contact from physio! GP service is a joke, I am a health visitor and worked face to face throughout everything and they don't! A disgrace!

All staff at the practice work very hard, but there is a definite decline in services

They need to start doing face to face as they missed what was wrong with me and I ended up being hospitalised

I feel i have lost confidence in our surgery impossible to get through on telephone. Quiet an inconvenience to go down to the surgery, and you are not guaranteed to get an appointment.

Waste of time. Don't want to see you. Not enough appointments. Have to wait weeks before you can actually get to see someone. My next one is a smear test. I'm not holding out much hope of actually seeing someone and am waiting for them to try to do a telephone consultation for it and not realise!

Bad experiences with online consultation. One was an undiagnosed fracture despite three phone calls and an X-ray after 9 weeks. Other was an injured Achilles tendon that was wrongly diagnosed with two lots of antibiotics.

Appendix

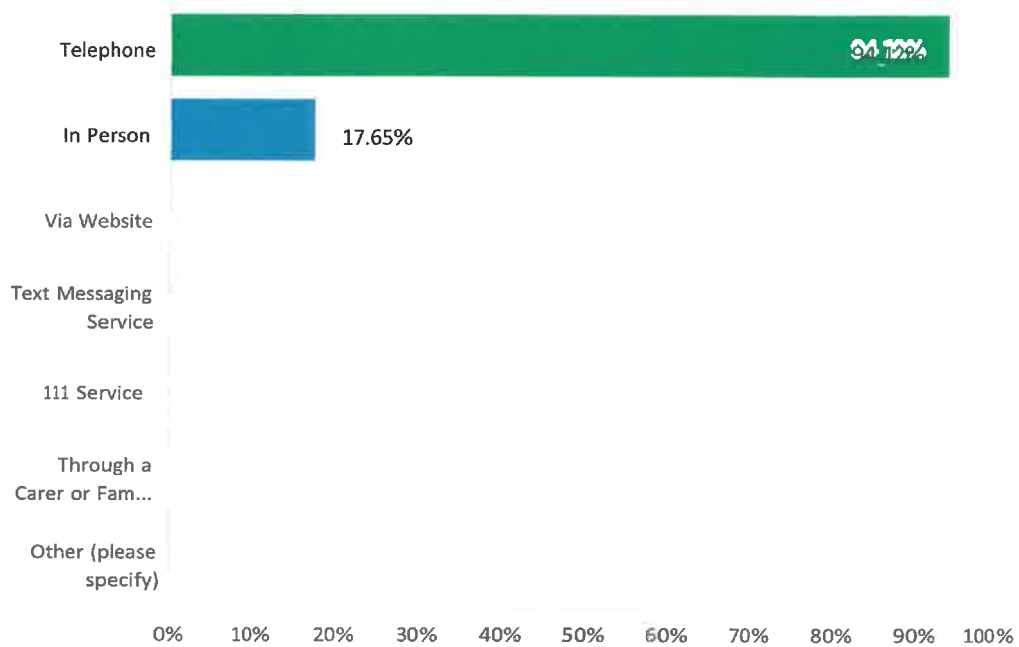
GP Appointment Questionnaire

Q1 Gladstone House Surgery

Answered: 17 Skipped: 0

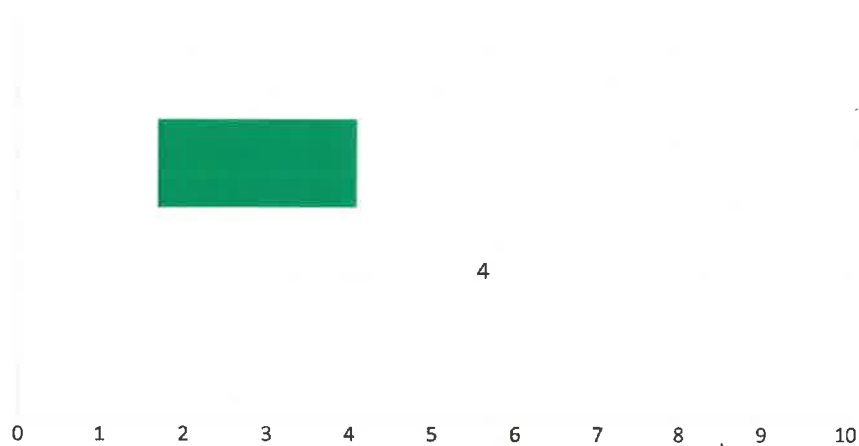
Q2 How do you book an appointment?

Answered: 17 Skipped: 0



Q3 On a scale of 1 to 10, with 10 being very good and 1 very poor, how would you rate your experience of trying to book an appointment?

Answered: 17 Skipped: 0



GP Appointment Questionnaire

Q4 What are your comments on booking an appointment?

Answered: 14 Skipped: 3

RESPONSES

They ask you to phone at 8.30am, you ring, and all lines are busy, at 9am all appointments are gone

can't get through at 8.30am and when they answer there are no appointments

Always no appointments left, always told try tomorrow

phone at 8.30am. you get cut off. then you keep on ringing them. After getting through, you put on hold 30-35 minutes later you speak to someone. then told no appointments left today, try tomorrow. This happened since McKenzie Practice has taken over.

a long time to get through to someone on the phone - difficult to get a GP Appointment

often difficult to get through on the phone.

I don't like that you can't prebook an appointment and have to wait until the next day 8.30 till 9. Surely if you need an appointment, you need an appointment.

You can never get through and when you do no appointments available. Also feel like because they are all telephone appointments, and no one is seen face to face they then decide if you need to be seen face to face after your initial telephone appointment which has then wasted 2 appointments

There are no pre-bookable appointments available. You have to call at 8:30 each morning. This is unfair for working people. I need an appointment for my son with ongoing stomach issues, but I can't get an appointment as I can't sit it a 20 person deep queue on the phone at that time of the morning. Working people are being penalised.

You can't get an appt as there are y any and call back the following day

Usually difficult to get through on the telephone, however I've usually been successful in getting an appointment once I have spoken to someone.

I can always get an appointment when I need one

Great service cannot complain with Gladstone House

can rarely get one for the future, we can't all just drop everything and attend on the day or take phone calls when working. takes ages to get through to the receptionist.

Appendix

GP Appointment Questionnaire

Q5 Are there any times when it is difficult to get through to your surgery on the telephone?

Answered: 16 Skipped: 1



Yes 100.00% (16)

GP Appointment Questionnaire

Q6 If yes, which days and times do you have the most difficulty?

Answered: 16 Skipped: 1

RESPONSES

mainly mornings

All days

every day

All days, say no one is here so try again another day

All days of the week. only open Monday to Friday's Have to use 111 when taken ill.

8.30 - 9am Most days

First think in the morning 8am onwards

Before 10am

Mornings. Also, the time gap is when it's school and work time for people. Also, how do you know you need the doctor at that time in the morning.

What about if you are ill during the day.

First thing on a morning

Every day. From the moment they open

8.30 everyday

8.30-9.30 am

sometimes engaged on a morning

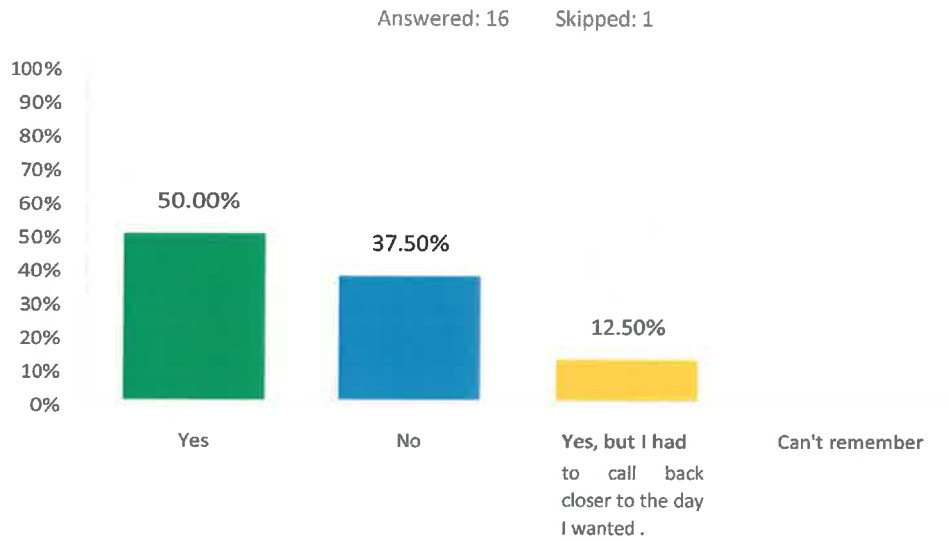
am most days

8.30 in the morning when it opens as that is when I start work so cannot spend 20 minutes constantly redialling the number

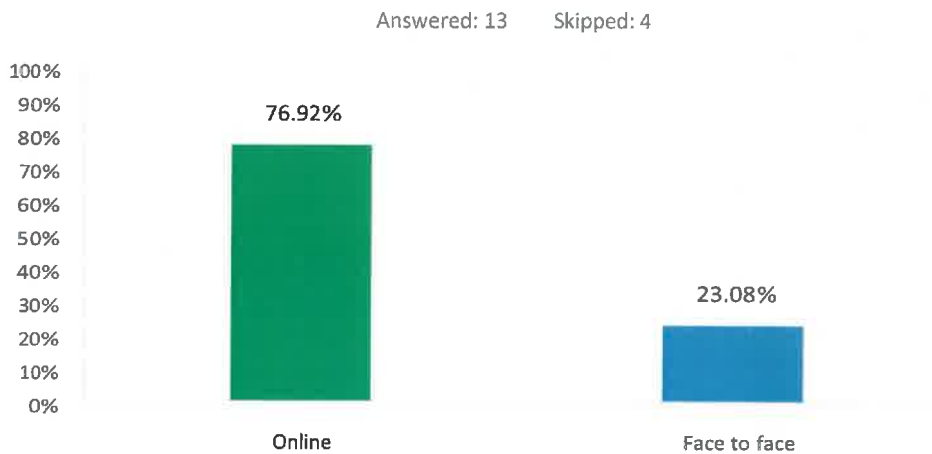
Appendix

GP Appointment Questionnaire

Q7 Were you able to get an appointment to see or speak to someone?



Q8 Was your appointment online or face to face?

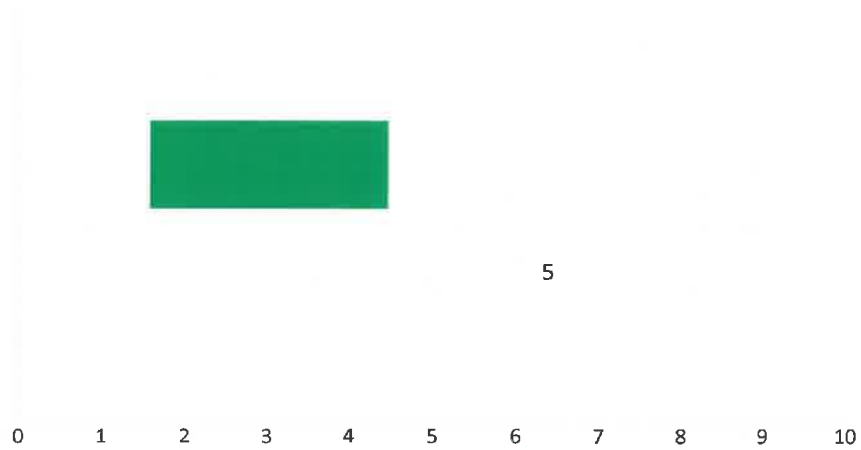


Appendix

GP Appointment Questionnaire

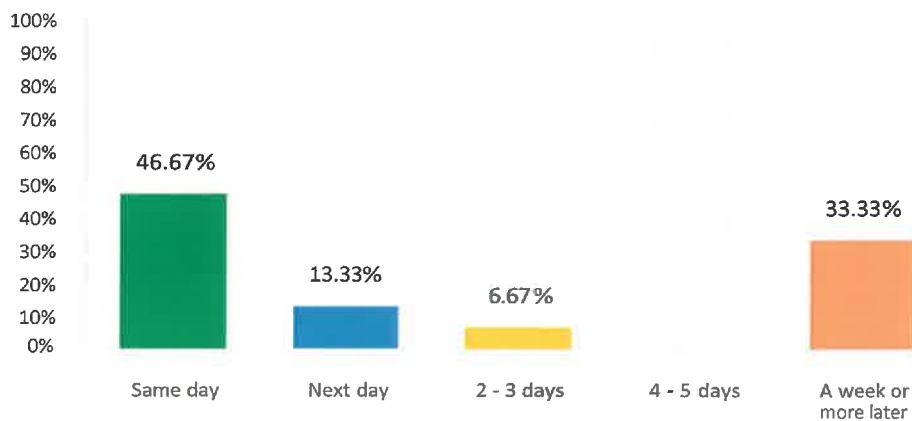
Q9 On a scale of 1 to 10, with 10 being very good and 1 very poor, how would you rate your experience of an online appointment (if you had one)?

Answered: 11 Skipped: 6



Q10 How long after initially contacting the surgery did you wait for your appointment?

Answered: 15 Skipped: 2



Appendix

GP Appointment Questionnaire

Q11 Do you have any additional support requirements? e.g., wheelchair access, deaf interpreter support, Text service, how you feel about on-line or telephone appointments?

Answered: 7 Skipped: 10

RESPONSES

face to face appointments all the time

Definitely no support

I am deaf in one ear. Have no online. Just telephone landline.

N/A

I am autistic. I find telephone appointments hard because sometimes what I am saying is interpreted differently and you always free rushed and expect to leave the phone call ASAP.

No

No

Q12 How could access to your GP surgery be improved?

Answered: 13 Skipped: 4

RESPONSES

access satisfactory

access is ok

Face to face appointments and more GP's

By being able to see a GP Face to Face. More Drs only seam one Dr per day.
Use to have 4 Dr's on. You cannot see the Nurse now.

Access ok

For people with mental health problems, it can be difficult to disclose to a receptionist nature of problems feels like a bit of gate keeping

Better telephone access

Easier booking. Pre booking. If you can do it online (which I struggle with) why you can't do it on the phone.

Appendix

GP Appointment Questionnaire

Face to face appointments like they were prior covid. I've had a poorly son and I had to push for a face-to-face appointment but ended up with telephone and advised to take to A & E

More on the day appts

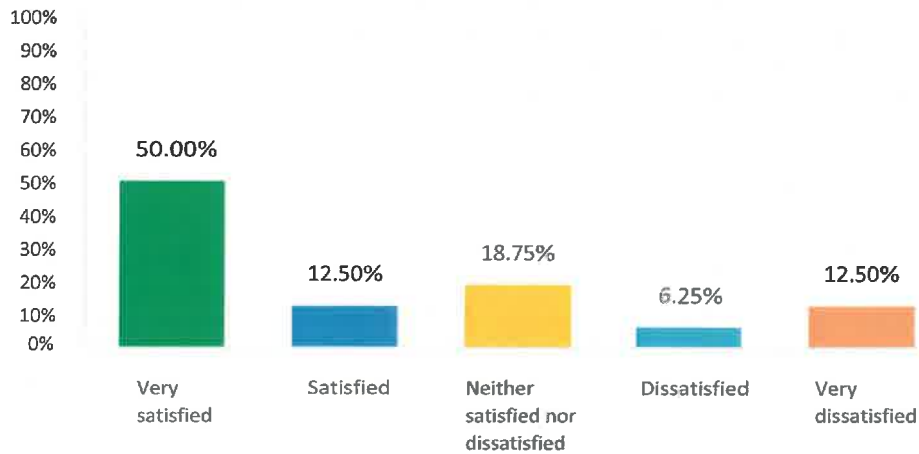
Varied opening times Ability to book in advance when not urgent.

e consultations

more bookable future appointments so leaving those open for people who really need same day

Q13 How satisfied were you with the time it took to provide your prescription and/or any other service you required?

Answered: 16 Skipped: 1



Appendix

GP Appointment Questionnaire

Q14 Is there anything else you want to tell us about your local GP surgery?

Answered: 10 Skipped: 7

RESPONSES

Very good most of the time, misinformation and times and don't like
telephone or online appointments

telephoning for appointments could be better

Make phoning easier

Before it was taken over by McKenzie House we had 4 doctors, we had no
worries we saw a doctor when we rang in. Since take over only one doctor
so you cannot get appointments at all.

We could not book for flu jabs or covid jabs at our surgery once McKenzie
took over i was told i had to go to another McKenzie Surgery. Our Surgery
did not do them. I use elsewhere to get my jabs.

Overall helpful i am concerned what it would take to see a GP

I've had conflicting advice from different GPS in the same surgery and very
little support due to not seeing my son face to face

Receptionist asked too many questions

I would highly recommend

Appendix

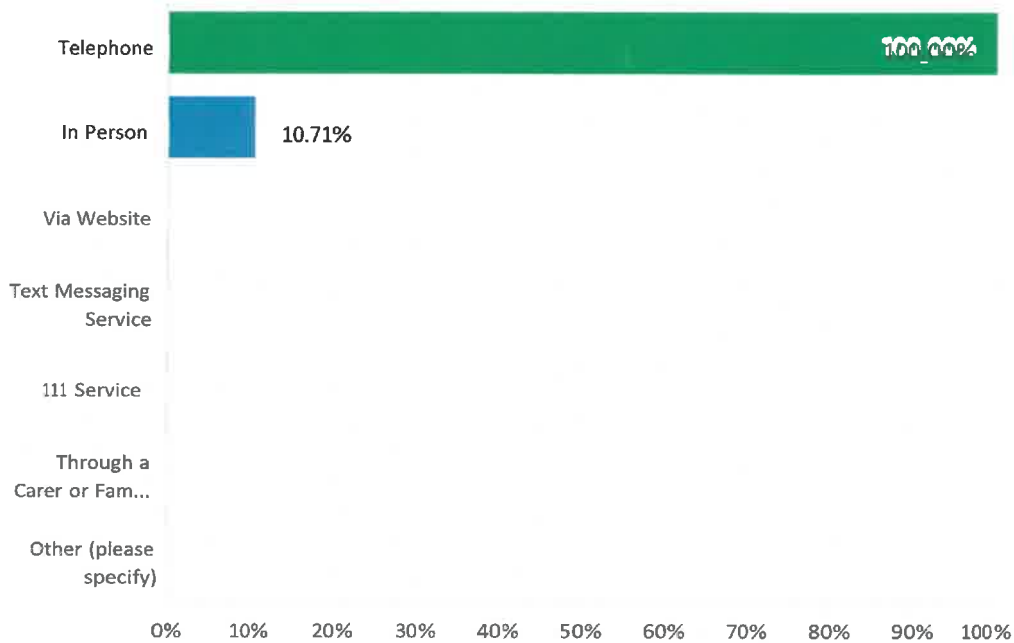
GP Appointment Questionnaire

Q1 Hart Medical Practice

Answered: 28 Skipped: 0

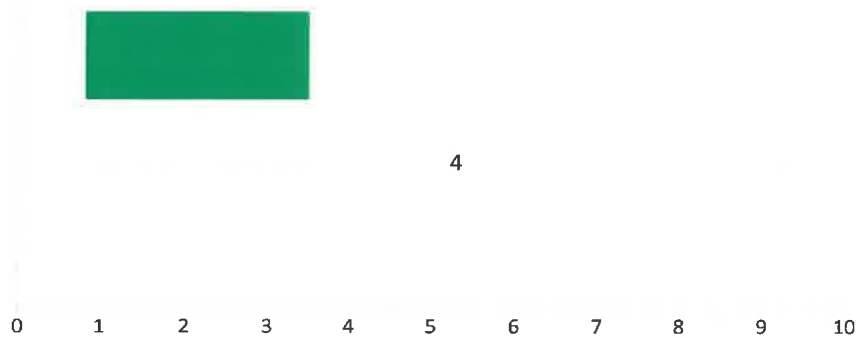
Q2 How do you book an appointment?

Answered: 28 Skipped: 0



Q3 On a scale of 1 to 10, with 10 being very good and 1 very poor, how would you rate your experience of trying to book an appointment?

Answered: 27 Skipped: 1



GP Appointment Questionnaire

Q4 What are your comments on booking an appointment?

Answered: 18 Skipped: 10

RESPONSES

Line very busy

very poor

Can never get through to them half the time

not good

Recently this service has been very bad

Phone lines engaged, people told to go to surgery for 8am, when you get there always a large queue of people and appointments gone when you get to the front of the queue

because you have to listen to yourself

Stressful getting through after connection no problem

Having failed to get through to a GP from an appointment in allocated time of (9am) i was informed i needed to attend surgery in person. I did this next morning only to be told i was then on a l list to see if i needed an appointment. i received a face to face appointment after calling all day.

can only book in early mornings, by the time you get through appointments are gone. those with mental illness are not taken into consideration

It's a nightmare the number cuts off says you have dialled an incorrect number when you haven't, they have removed the online booking since covid but now the restrictions have been lifted this has not been reinstated

Difficult to get through on Telephone

Hope appointments get back to normal

Take ages to answer phone Appts are weeks in advance Same day only available if can in morning but can't get through

As I work full time it is a nightmare trying to get an appointment. Phone continually engaged and when you do get through the appointments for that day have gone and the receptionist tells you to ring again in the morning.

You need to phone as soon as you can by 8.30 all appointments have gone and it's only telephone appointments

Can't get through and when you do you have to talk to the receptionist for her to decide if you need a telephone appointment

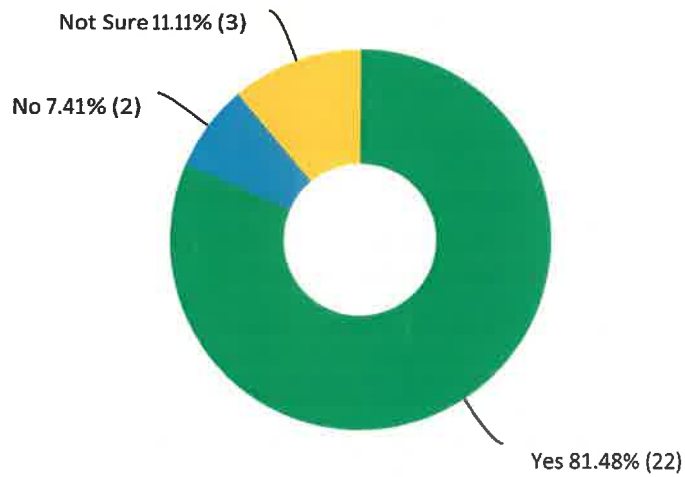
Appendix

GP Appointment Questionnaire

Usually takes 45 min on hold. If you do get a appointment the doctor rings you.

Q5 Are there any times when it is difficult to get through to your surgery on the telephone?

Answered: 27 Skipped: 1



Appendix

GP Appointment Questionnaire

Q6 If yes, which days and times do you have the most difficulty?

Answered: 21 Skipped: 7

RESPONSES

every day

mornings

Between 8am and 9am

All the time

Anytime

Morning's worst when you get through appointments are all gone

Most days recently

Wednesday

All the time

Monday - Friday 8am - 9am

afternoons and Wednesdays

Between 8.30 - 9.30

All the time and when you don't start trying from 8.30 you have missed all the appointments

Early morning

Most days especially early in the morning

Morning

Every day really. You have to ring early morning - phone lines are continually busy though.

8-10

Between eight and nine am

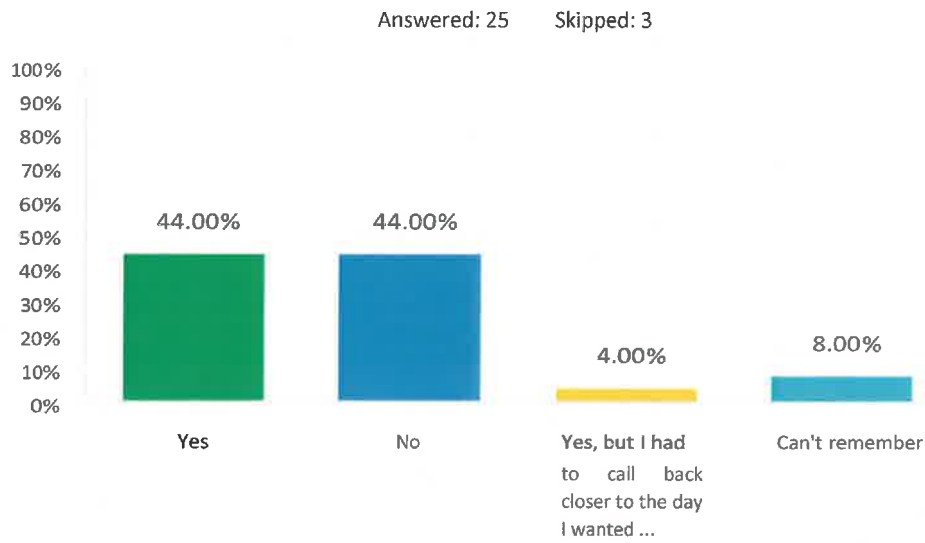
Every day because the doors open before the phone line so if you can't get to the surgery and the phone is your only option their never anything left so its phone back tomorrow

8am to 9am

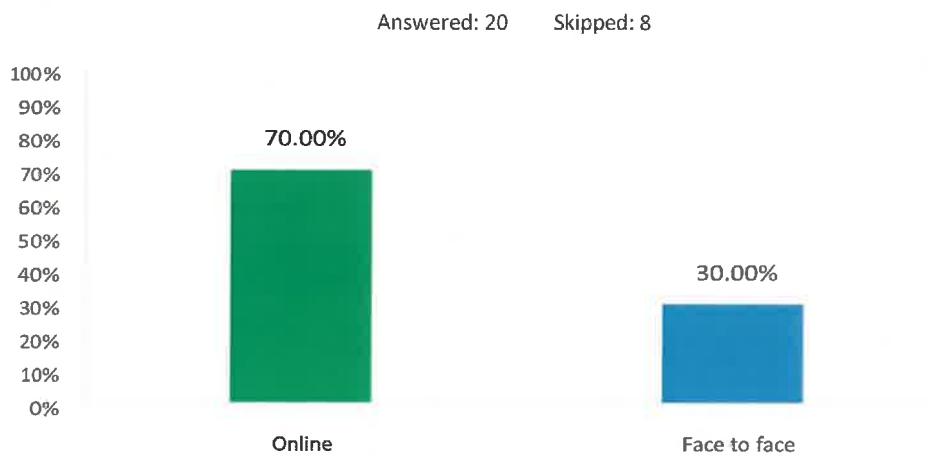
Appendix

GP Appointment Questionnaire

Q7 Were you able to get an appointment to see or speak to someone?



Q8 Was your appointment online or face to face?

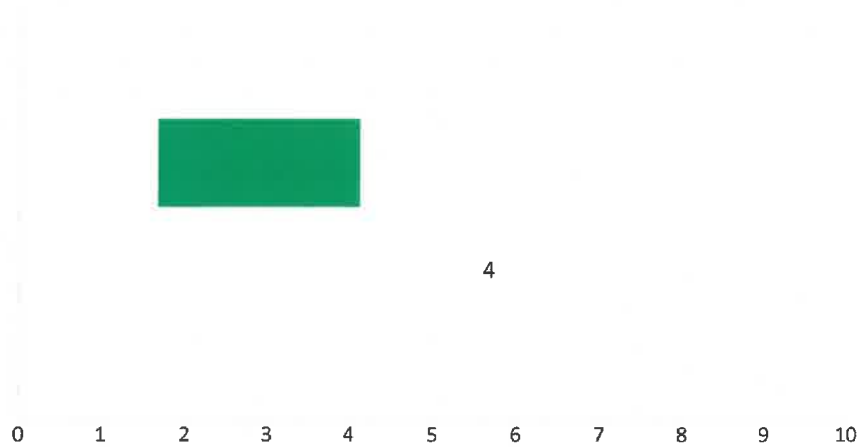


Appendix

GP Appointment Questionnaire

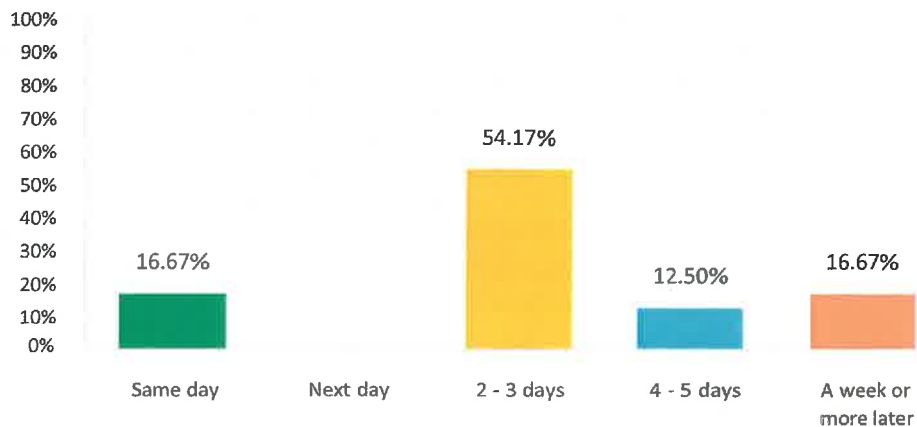
Q9 On a scale of 1 to 10, with 10 being very good and 1 very poor, how would you rate your experience of an online appointment (if you had one)?

Answered: 15 Skipped: 13



Q10 How long after initially contacting the surgery did you wait for your appointment?

Answered: 24 Skipped: 4



Q11 Do you have any additional support requirements? e.g., wheelchair access, deaf interpreter support, Text service, how you feel about on-line or telephone appointments?

Answered: 15 Skipped: 13

RESPONSES

I have to use telephone, its ok

no

Online service to book appointments was great to start, when covid hi it was stopped and has never been set back up

Online booking service has been stopped due to covid and still not up and running, text services useful but always useful for the elderly

Visually impaired

N/A

Having Chemotherapy. there are times when i need a face-to-face appointment, other times given my condition, I'm happy with an online or telephone

Dementia. listening & speaking on phone is difficult. Hard to express as well as hear advice.

No

No

Enhanced online booking for GP Practice

N/A

Telephone appointments are okay for some conditions, but I think everyone should have access to face-to-face appointments with their GP as in pre-Covid times.

N/A

Dislike telephone appointments as my husband cannot speak clear on phone which means I have to relay back to doctor

GP Appointment Questionnaire

Q12 How could access to your GP surgery be improved?

Answered: 13 Skipped: 15

RESPONSES

It's ok

phone response

Get things back to how they were before covid, we are 2 years down the line and things are worse in my opinion

It should be how it was before the pandemic. Never seemed to have a problem before then. Get GP's back to working normally.

in person and more time to speak. Flexibility

Being able to get an appointment

Bring back online booking for people who work this is a lot better to access

Updated website

N/A

Physical access to the surgery is fine - just getting an appointment is a major problem.

More people available to speak and make appointments first thing on a morning or answer issues

It's satisfactory

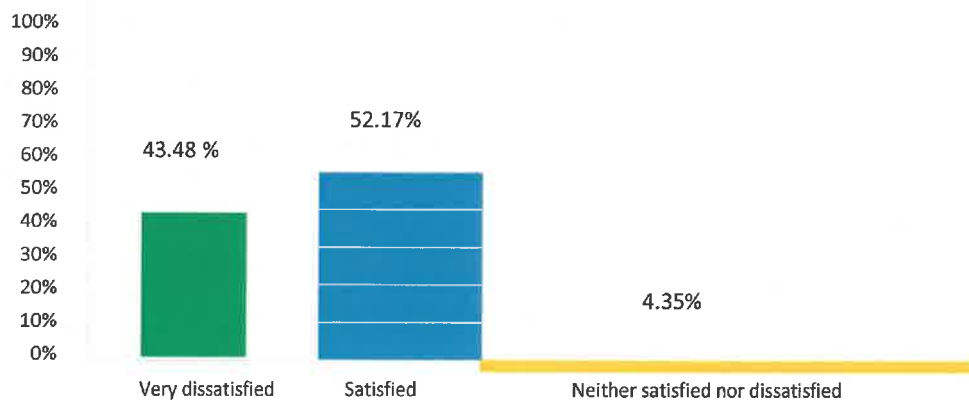
To be able to speak to a doctor in person.

Appendix

GP Appointment Questionnaire

Q13 How satisfied were you with the time it took to provide your prescription and/or any other service you required?

Answered: 23 Skipped: 5



Q14 Is there anything else you want to tell us about your local GP surgery?

Answered: 13 Skipped: 15

RESPONSES

GP surgery needs to take a good look at the way it's letting patients down

Sending a photograph to diagnose a problem is not right. People are able to see a nurse and health carers to get bloods done but not GP.

Requested to send pictures on phone appointment, but no mobile or alternative given

my favourite Dr is Dave

Unable to see a GP, phone access 2 months later

Thank you NHS

At present my health and immune system requires support for problems that arise from treatment of chemotherapy. I've had to fight for what is currently available to me ie 4th Covid Vaccine-No contact from GP until I requested standing in line with others for appointments outside when isolating. How does this help to keep me safe

Be more flexible

Appendix

GP Appointment Questionnaire

Cannot request blood tests even though you have them regularly you have to speak to GP first

Face to face without been questioned, I understand they need to prioritise clients, but I can understand when I need to speak with a practitioner

At this point of time, we should be able to see doctors face to face

Me and my partner were isolated and I couldn't get to the surgery to put in my prescription, I phoned and they weren't happy that I asked if they could please put my prescription thorough this once as I was stuck, I also phoned for blood results and the receptionist was telling me what the results were, I asked questions about my results to be told she didn't know, I think if receptionist can give you your results they should know what they mean as it left me questioning them so said I needed to speak to a nurse or doctor, crazy when you just want to know what's happening with your own body and why are we still not able to see a doctor this is ridiculous

Lots of nurses not enough doctors.

Appendix

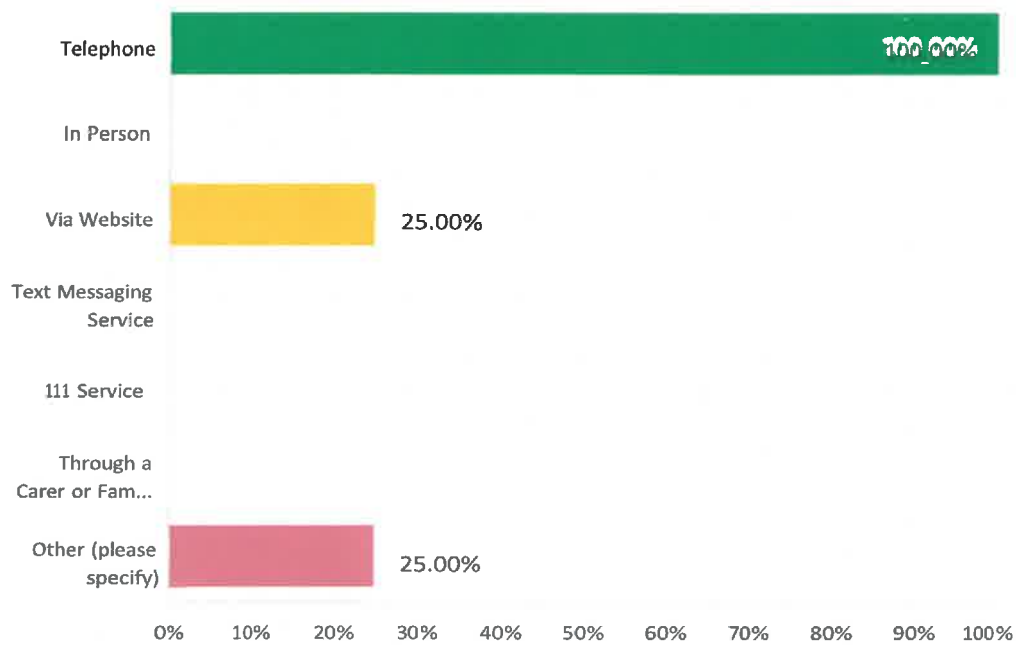
GP Appointment Questionnaire

Q1 Name of GP Surgery – McKenzie Practice Hartfield's Surgery

Answered: 4 Skipped: 0

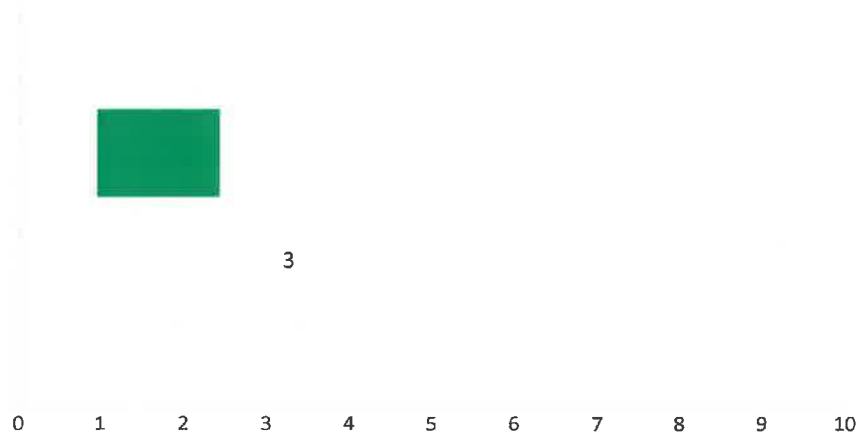
Q2 How do you book an appointment?

Answered: 4 Skipped: 0



Q3 On a scale of 1 to 10, with 10 being very good and 1 very poor, how would you rate your experience of trying to book an appointment?

Answered: 4 Skipped: 0



Appendix

GP Appointment Questionnaire

Q4 What are your comments on booking an appointment?

Answered: 4 Skipped: 0

RESPONSES

Can never get through for an appointment and even when i can there are no appointments left.

Phone just rings

Have to wait long time or always engaged. Have to wait all day for doctor to ring

We can only presently book by telephone, and it takes ages to get thro. 52mins last time I rang. Everyone has to ring at 8.30am, which is stupid as that blocks the lined with everyone ringing at once! Then you get a call back from a doctor but I'm still waiting for a call !

Q5 Are there any times when it is difficult to get through to your surgery on the telephone?

Answered: 4 Skipped: 0



Yes 100.00% (4)

Appendix

GP Appointment Questionnaire

Q6 If yes, which days and times do you have the most difficulty?

Answered: 4 Skipped: 0

RESPONSES

Everyday Have to ring at 8am, can never get an answer

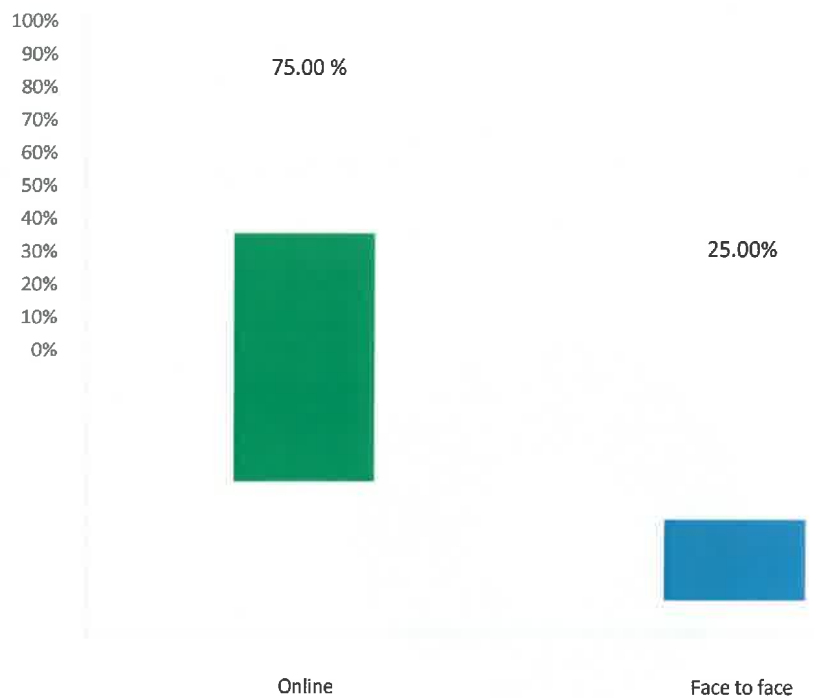
All day and days but especially mornings but this is when you're instructed to call as no appointments left by the afternoon

Morning

Every time and every day !!

Q7 Was your appointment online or face to face?

Answered: 4 Skipped: 0

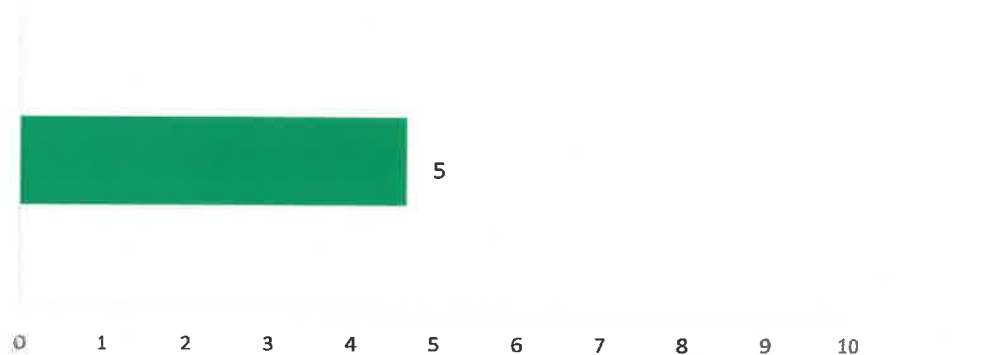


Appendix

GP Appointment Questionnaire

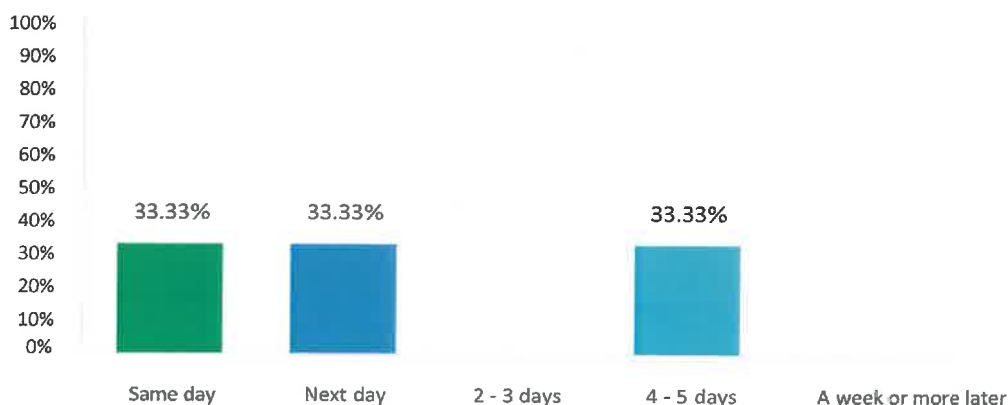
Q8 On a scale of 1 to 10, with 10 being very good and 1 very poor, how would you rate your experience of an online appointment (if you had one)?

Answered: 3 Skipped: 1



Q9 How long after initially contacting the surgery did you wait for your appointment?

Answered: 3 Skipped: 1



GP Appointment Questionnaire

Q10 Do you have any additional support requirements? e.g., wheelchair access, deaf interpreter support, Text service, how you feel about on-line or telephone appointments?

Answered: 2 Skipped: 2

RESPONSES

Telephone appts should at least be morning or afternoon

Phone appointments are NOT a substitute for face to face. Where have all the doctors gone ??

Q11 How could access to your GP surgery be improved?

Answered: 4 Skipped: 0

RESPONSES

better appointment system

Clearer on opening times and communication with patients

As above

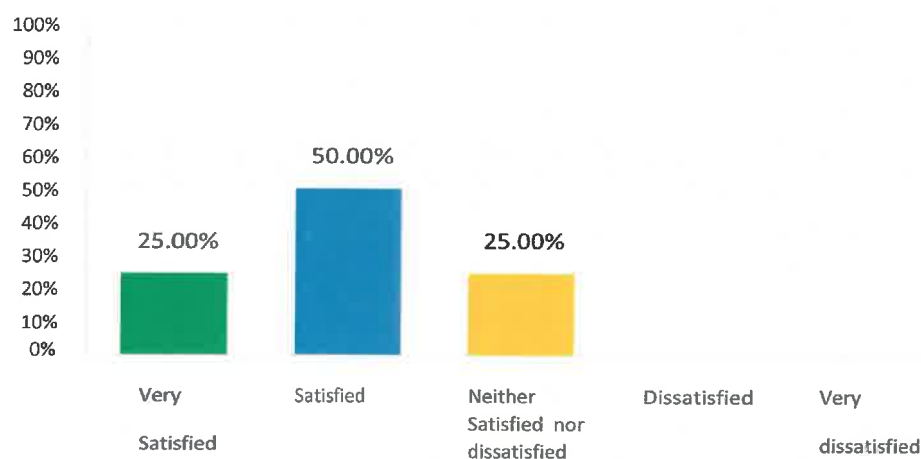
Put it back to how it was. Proper access. Being able to get thro easy via any means.

Appendix

GP Appointment Questionnaire

Q12 How satisfied were you with the time it took to provide your prescription and/or any other service you required?

Answered: 4 Skipped: 0



Q13 Is there anything else you want to tell us about your local GP surgery?

Answered: 2 Skipped: 2

RESPONSES

More face-to-face appointments should be available. Choice should be offered to people not just telephone appointments

The fact Hartfield's was closed during Covid and the skeleton staff clearly couldn't know how many people were calling at 8.30am everyday meant the system was and still is overwhelmed. It needs sorting NOW.

Appendix

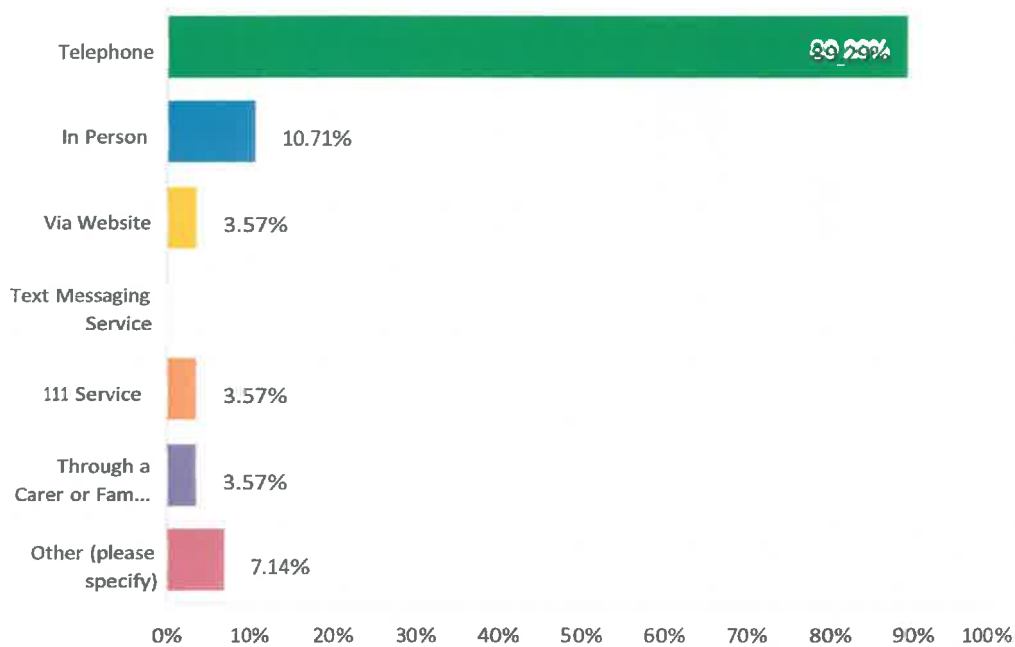
GP Appointment Questionnaire

Q1 Name of GP Surgery – Havelock Grange

Answered: 28 Skipped: 0

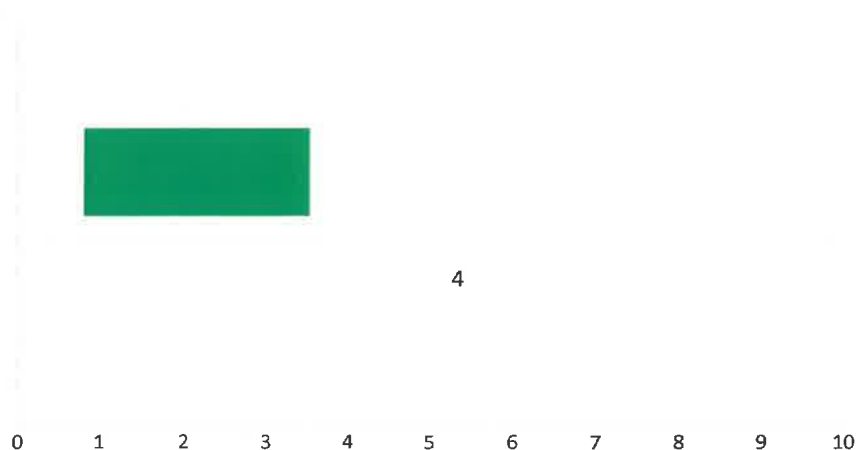
Q2 How do you book an appointment?

Answered: 28 Skipped: 0



Q3 On a scale of 1 to 10, with 10 being very good and 1 very poor, how would you rate your experience of trying to book an appointment?

Answered: 27 Skipped: 1



GP Appointment Questionnaire

Q4 What are your comments on booking an appointment?

Answered: 26 Skipped: 2

RESPONSES

very poor

i have raised this with the practice that it can take up to 30 minutes to get through to speak with a receptionist. It will constantly ring engaged as there is a cut off on the phone system how many are allowed in the queue. Have to constantly dial to get through

There is only one option, to phone at 8.30am for a same day appointment.

I ring early in the morning and offered a telephone call or face to face

Can never get through

Takes ages to get through and when you do, no appointments available. Also stopped online booking for appointments

Neutral

Tried to book online to avoid the problems ringing at 8.30am, which isn't ok for people who work and are trying to get ready to go to work or are unable to ring because already at work Never any availability to book online when i have tried

Ring at 8.30am each day to get appointment is very frustrating and inconvenient

Its telephone appointments 1st come 1st served no good if you're really, really poorly.

Difficult to try and book telephone appointment most days with Dr/GP's Also; waiting for general enquirers. quite a waiting time

Told to ring at 8.30am but usually engaged. Then when you get through you are in a queue.

Could take up to 30 minutes to get through then all appointments gone!

Have difficulty booking an appointment - My last two attempts took 5hrs 40 minutes & 4hrs 30mins. with my dementia and other chronic health problems it is rare to be well enough to do this

Cant get an appointment to see anyone only able to talk to them when no appointments left as on the phone for 45 minutes not to get anywhere

very poor system. Telephone lines open at 8.30 and by 9.00 there are no appointments available. As each call seems to take an average of 5 minutes it would appear there are only 6 available appointments!

Having to ring at 0830hrs on that day for an appointment is disgraceful. How can an individual plan & how can a practice plan. Proper appointments booked in advance should be the norm.

Appendix

GP Appointment Questionnaire

Takes ages to actually get through to a receptionist, then there's probably no appts that day. Return phone call from doctors is getting as bad. They are stopping making appts by telephone. A lot of people especially elderly cannot use the internet.

Very hard to book an appointment, nothing available to book in advance, must ring at 8.30am only to be told there's no appointments left.

it's a first come first serve basis. Nothing worse than being really ill and having to constantly redial to make sure you get an appointment

You can't get through to the surgery, you are kept on hold for ages then find there are no 2/28/2022 1:05 PM appointments left. You cannot book in advance, even when the doctor has asked to see you again after a specific amount of time. You are often not given an appointment with a doctor but with a nurse, which often means having to make another appointment to see a doctor after a

wasted appointment with a nurse who cannot deal with your problem. It is very frustrating and does not help when you are feeling ill.

We cannot pre book appointments at all, we have to phone on a morning to try and book. Unfortunately, when you do try to phone you get put in a very long que which by the time you get to the front of all the appointments have gone.

Sometimes there is a wait in a queue on the phone, but I can always get an answer and an appointment.

Too long waiting for someone to answer any time of day

you can start ringing at 08.30 when they open and at 08.35 I have been 11 in the system by the time I get through no appointments are left. It is awful especially when you are unwell. This is historical not down to COVID! If you use the NHS app and go through a massive form, I can usually get a call back. Giving my personal information to a receptionist is very embarrassing and not called for.

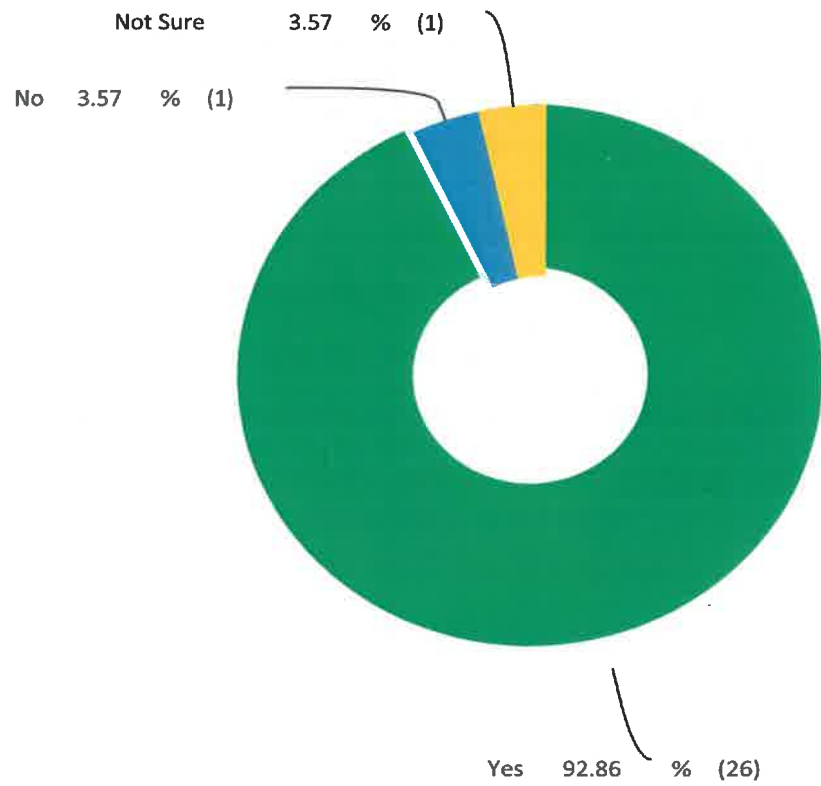
Luck of the draw. Often impossible to get through.

Appendix

GP Appointment Questionnaire

Q5 Are there any times when it is difficult to get through to your surgery on the telephone?

Answered: 28 Skipped: 0



GP Appointment Questionnaire

Q6 If yes, which days and times do you have the most difficulty?

Answered: 26 Skipped: 2

RESPONSES

All of the time

on a morning when you call at 8.30am when everyone calls and are advised to, to try and get an appointment on the day. Mondays are busy following a non GP days over the weekend

Anytime of the day - it always takes approximately 20 minutes to get through

On Monday, it is difficult to get through all day

most mornings

Most days first thing when you need to book an appointment at 8.30am

Every day i have tried at 8.30 and after work. Have to keep re-trying at 8.30 and after work (56) on hold for a long time 15-20mins

8.30am and most other times. left on hold for a really long time

all the time Late afternoon (4pm onwards) is probably the best time but still on hold for some time

most days

Varies - Telephone app sometimes

Any day

8.30am when you try and get an appointment. If you ring later no appointments left

All the time

AM 8-11

Definitely don't ring on a Monday

Nearly every morning.

Monday to Thursday 0830-1000hrs

Every day, especially early, if you manage to get through all appts have gone for the day.

Every day, all the time

all of them! you have a better chance of being through quicker 4pm and after but still on hold for s good few minutes.

Appendix

GP Appointment Questionnaire

At the times they tell you to phone in order to get an appointment! Mornings from 8.30am are impossible and if you ring later there are no appointments left and they won't allow you to book for the next day, so you have to ring again and go through the whole thing again. It can take days to get an appointment. if you don't just give up.

Morning is the worst time but all day is pretty bad you never get through to a person with in 10 minutes.

How do I know when I want an appointment so answer difficult.

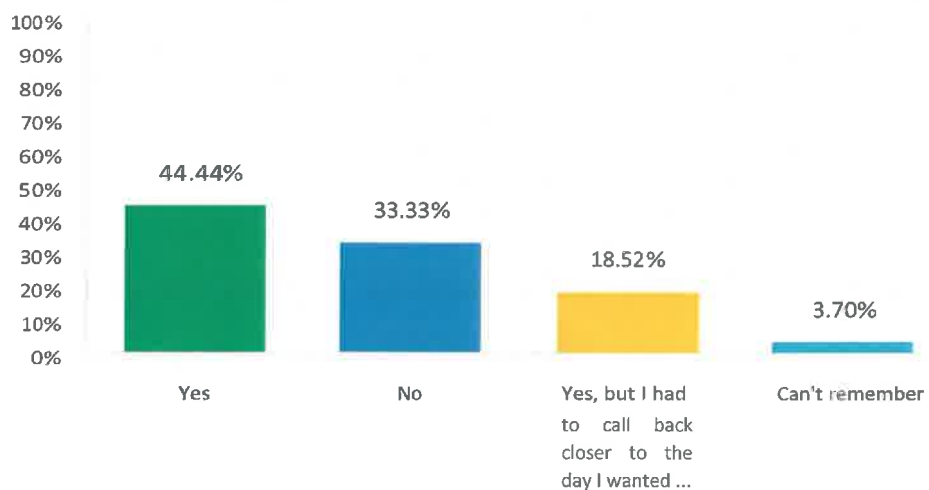
ALL

All days first thing (0830)

...

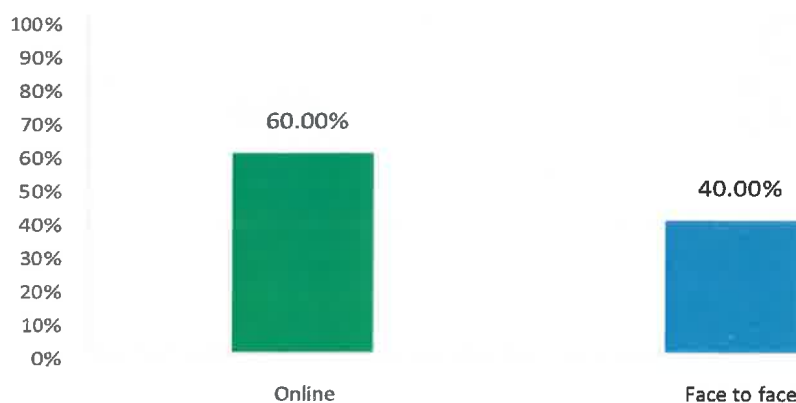
Q7 Were you able to get an appointment to see or speak to someone?

Answered: 27 Skipped: 1



Q8 Was your appointment online or face to face?

Answered: 20 Skipped: 8

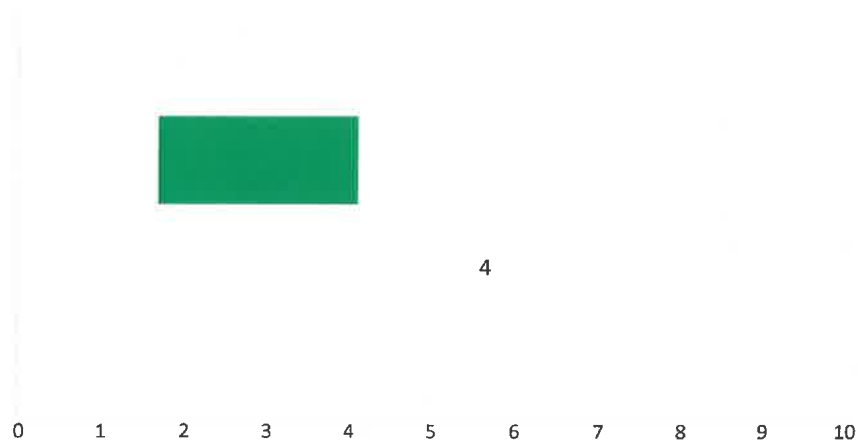


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GP Appointment Questionnaire

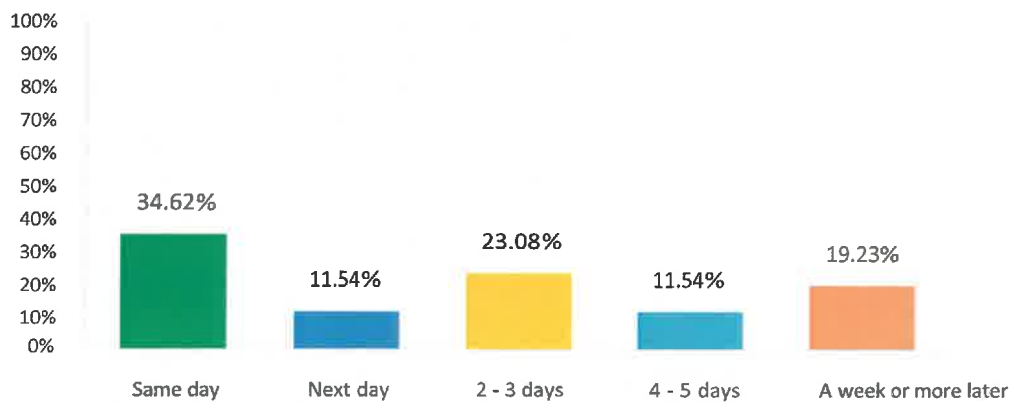
Q9 On a scale of 1 to 10, with 10 being very good and 1 very poor, how would you rate your experience of an online appointment (if you had one)?

Answered: 14 Skipped: 14



Q10 How long after initially contacting the surgery did you wait for your appointment?

Answered: 26 Skipped: 2



GP Appointment Questionnaire

Q11 Do you have any additional support requirements? e.g., wheelchair access, deaf interpreter support, Text service, how you feel about on-line or telephone appointments?

Answered: 18 Skipped: 10

RESPONSES

Normally a GP calls to do a telephone consultation then appointment is offered if necessary. appointments mostly run over and i always anticipate a wait I have a child with Down Syndrome and i often feel being seen face to face is better. Also helps my child build confidence with the Gp practice.

We should be offered face to face or telephone/online appointment. more government money needed to level up GP services in the north

No, I'm ok with on-line services or telephone

N/A

no

Am deaf so need face to face appointments

no

i received a Telephone appointment Telephone (landline) or post Required

Better to see someone face to face

prefer to see a Dr in person, someone to talk to

Telephone appointment is better than none !

No

Can get in alright with walking stick

Dislike

no

No

Disappointed when I would really like to have seen the doctor.¹I found it hard to concentrate on phone.

Really dislike all appointments being telephone triage. Can't do online, as not offered as an option, need to get back to proper physical appointments ASAP.

GP Appointment Questionnaire

Q12 How could access to your GP surgery be improved?

Answered: 18 Skipped: 10

RESPONSES

Seeing the same GP as opposed to just an appointment with anybody. Easy read material. Communication Skills. More to be able to basic sign. Easier access calling for an appointment on a morning. Length of time to get through. Reduced waiting times when at appointments. More accessibility in terms of appointments available especially if non urgent query but need to be seen.

1) Ability to book appointments ahead not just same day 2) Ability to book on-line 3) Choice of face to face offered 4) better communication

With everything that has gone on with covid I think the GP's are doing their best to keep the surgery going

By actually seeing a Dr instead of a phone consultation

N/A

Return of evening appointments for non-urgent appointments pre bookable appointments in a short time frame (it is now around 4 weeks in the future) so you have to still ring to get one availability of online appointments. Provision for people who work full time to access advance appointment's a better way.

Better availability of appointments without the 8.30am nightmare calling. Return of pre covid face to face appointments as majority rather than minority

More fact to face appointments rather than telephone

More GP's/Dr's and possible later evening appointments if and weekends (Sat)

More staff especially on phone, more Dr's that work full time. Improve continuity of care and people with chronic health problems - have a system to highlight such patients
good access available

More face to face. Have a line only for repeat prescriptions for those who don't use internet.

More appointments available, more people manning the phones, more phone lines, some days you have to ring 50 times just to get connected, then spend 20 mins in a queue only to speak to someone for 1 min to be told there's no appointments

bookable appointments, to be able to see and actual doctor face to face rather than talking to the nurse over the phone

Have advance appointments available. Have a doctor who purely sees walk ins on the day so if you choose to sit and wait you can

Appendix

GP Appointment Questionnaire

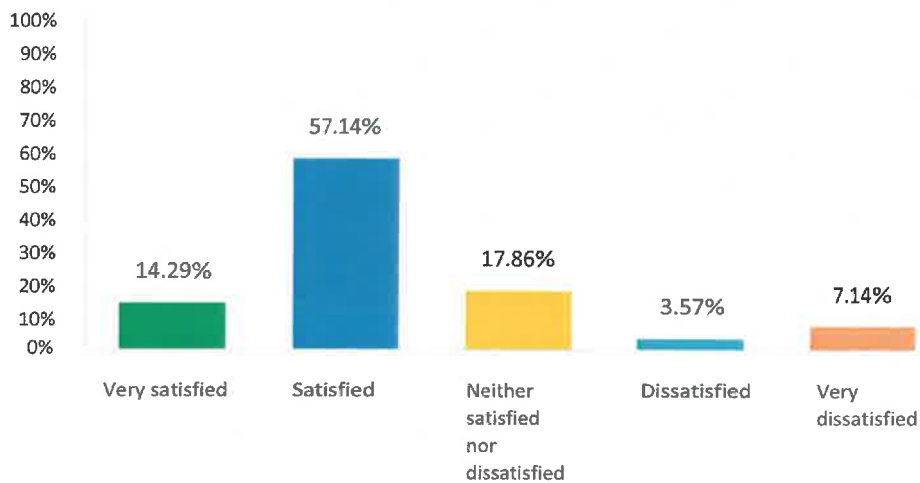
All round service needs to be more considerate to the patients' needs not everyone can wait so long on the phone for appointments

Answer the phones Give face to face appointments Think about people who can't use ICT!

Back to face to face, drop the telephone screening.

Q13 How satisfied were you with the time it took to provide your prescription and/or any other service you required?

Answered: 28 Skipped: 0



Q14 Is there anything else you want to tell us about your local GP surgery?

Answered: 18 Skipped: 10

RESPONSES

Being invited for a healthcare check has been a great big positive as my child is 5yrs old. I think its god practice and falls int NICE guidelines. Overall, our GP practice has been positive. I feel my child needs have been met and went work well with us as a family. I feel face to face appointments are invaluable and for my child to build a trusting therapeutic relationship going forward.

N/A

When multiple surgeries merged a few years ago, you would expect more availability of Dr's, but it seems to be less. why can a different surgery provide appointments more easily and out of hours and ours doesn't

sometimes reception staff are not helpful. some are much better than others

I order repeats via email ordering repeats can be a challenge. people who issue appointments wont order if DR hasn't put them on repeats, but they don't let you know and don't speak to Dr

Just very difficult to book appointments and to see face to face Dr's and long waiting times i.e 2wks - 1 month to see HCA/Nurses for blood tests, BP and other health related matters.

wish to say that the Covid Vaccination programme was very well organised, many thanks to the staff

Asthma Check up over the phone!! How do you breathe in the phone? I haven't seen a Dr in over 2 years even though i broke my vertebrae. Only spoke on the phone to get stronger meds and dressings for pressure sores.

They often make mistakes or leave off items when review due meds just stop - a nightmare to get sorted out the staff & patients are being let down by poor funding, bad management, and bad management systems

i have recently changed my practice from Bank House surgery to Havelock Surgery. I am very pleased i did.

From the available staff figures it would appear there are 11 GPs available, give a 5 hour availability for seeing patients and 10 minutes for each then each GP should be able to see 30 patients per day.

Why is it then that there is a very limited amount of appointments available for booking by telephone? The surgery website says book online, but this service seems to be unavailable. Overall, there needs to be a comprehensive review of the booking system to meet the needs of patients.

I don't know what the GP's are doing. They need to pull their fingers out and stop hiding behind COVID. The rest of us have to get on with our work and can't use that as an excuse.

Since lockdown, the surgery has become very difficult to contact. There has also been a long wait for completion of medical papers, even losing the first set. Took nearly a year n half to acquire a medical report.

Appendix

GP Appointment Questionnaire

prescription service is a bit of challenge if you have been told to reapply for prescriptions and you email for said medication the clerk simply refuses, doesn't speak to the doctor and doesn't let you know. so you expecting your medication to be at your allocated chemist in three days, go to collect it and its not been sent.

we are able to access less services there al the time, and are being forced to pay for more things like ear syringing. these things should be part of the NHS service and we are being pushed into private care without anyone being upfront about charges for healthcare.

Very satisfied with the service and support given

The doctors and nursing staff are brilliant, most of the admin staff are, although some are abrupt and unfriendly

Been a patient for 30 years. Was fantastic back in the 90s. Terrible now!

Appendix

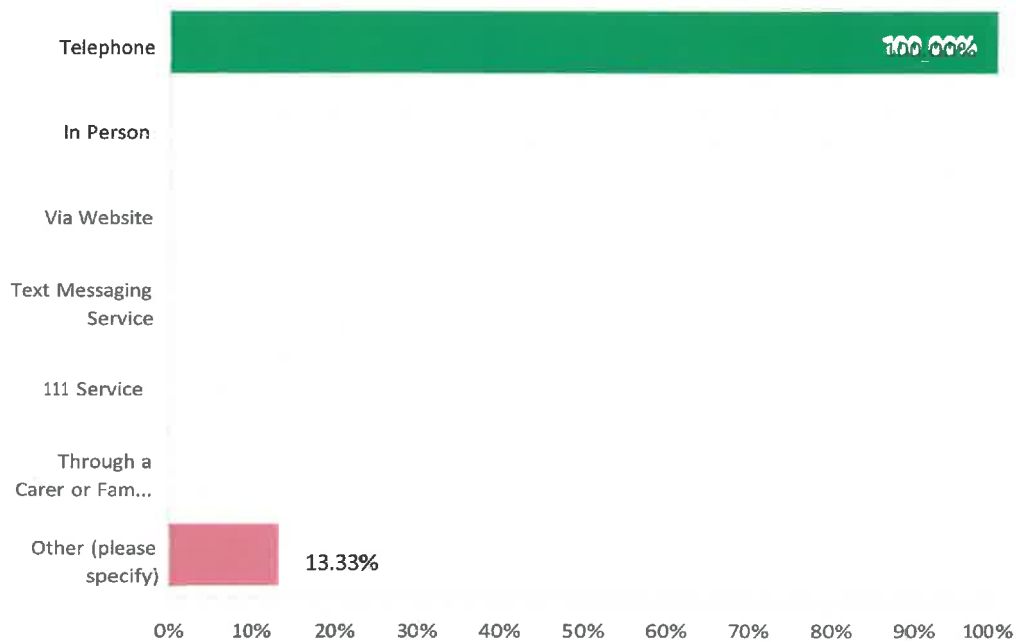
GP Appointment Questionnaire

Q1 Name of GP Surgery – Headland Medical Centre

Answered: 16 Skipped: 0

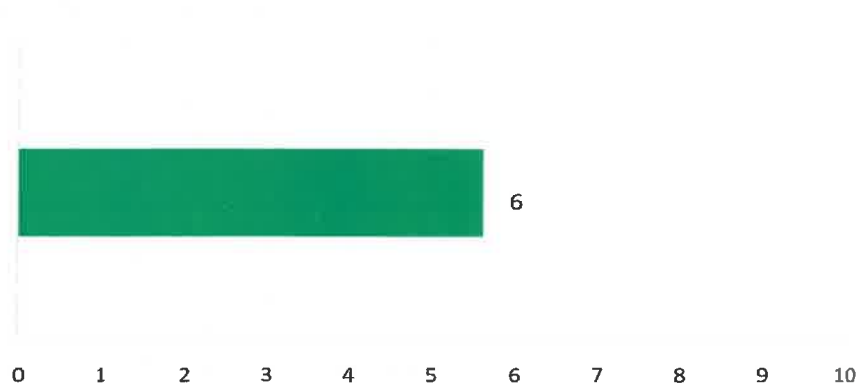
Q2 How do you book an appointment?

Answered: 15 Skipped: 1



Q3 On a scale of 1 to 10, with 10 being very good and 1 very poor, how would you rate your experience of trying to book an appointment?

Answered: 16 Skipped: 0



Q4 What are your comments on booking an appointment?

Answered: 13 Skipped: 3

RESPONSES

the GP usually rings you within 2-3 hours sometimes sooner

Just seems to take a while to get through

I mainly ring to make appointments

they only have one number so getting through is hard. They also play a 5-minute message each time.

Pre covid it was walk in service, now you struggle to get appointment as you have to ring 8am with the risk of not getting one. They say to do this daily

Currently phone to be added to list for a call from Dr

I've not needed to yet since covid but the old system of turning up to wait was really, really good.

I can't always be waiting by the phone at 8am to join the queue so often have to put off arranging an appointment to a later date. ALSO the answer message takes forever to listen to before it actually rings to speak to someone

I joined the surgery purely because it had walk in appointments - now you have to call and wait for Dr to call back then decide if they will see you

EASY, NO CONCERNS

Takes too long for surgery to answer.

Very hard to get one phone always busy, when I eventually get through no appointments left

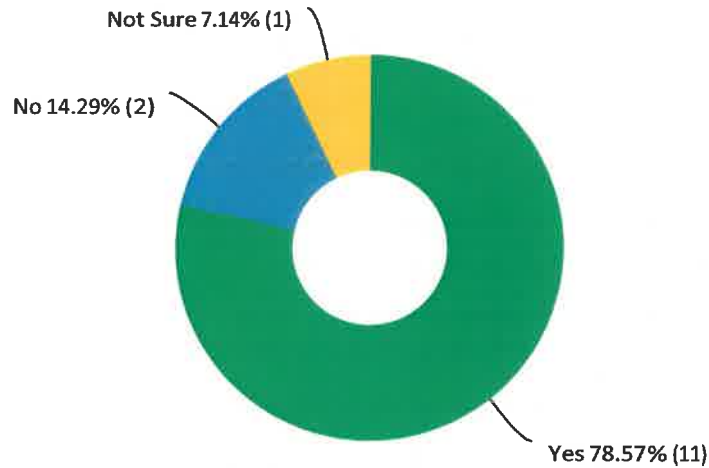
You can't get an appointment face to face. Only doing telephone call backs.

Appendix

GP Appointment Questionnaire

Q5 Are there any times when it is difficult to get through to your surgery on the telephone?

Answered: 14 Skipped: 2



Q6 If yes, which days and times do you have the most difficulty?

Answered: 12 Skipped: 4

RESPONSES

Usually early Monday other days it is not long before answering

ordering repeat prescriptions 9am-11am 1.00-3.00pm

Every day

Mornings-You can only book an appointment in the Morning so it is hard to get through.

Every day - Once appointments have gone for the day, you have to try again the next at 8am

every morning

Mondays

EARLY MORNINGS

All days, most times of the day.

Early morning

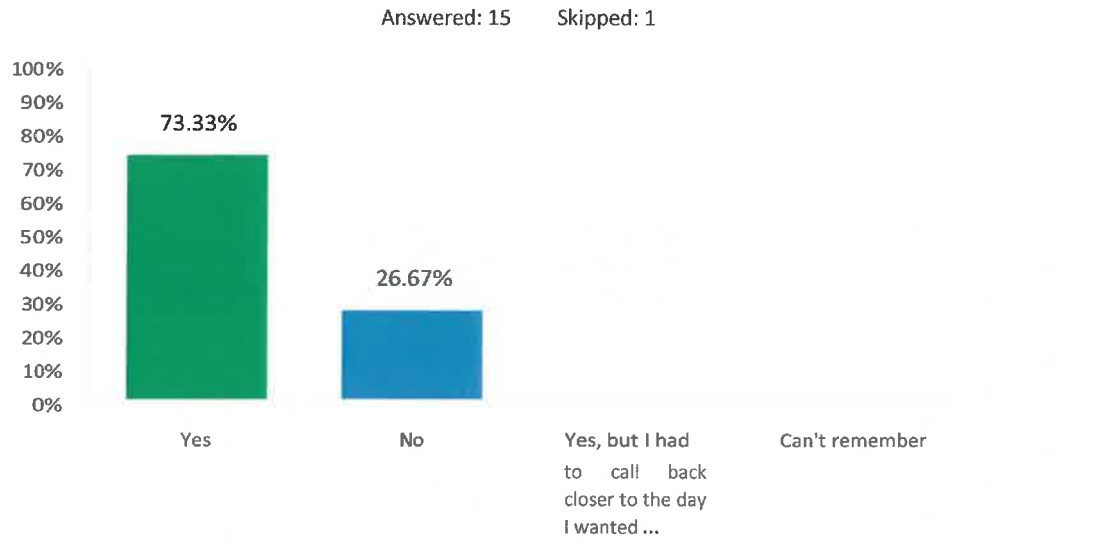
All

Most days

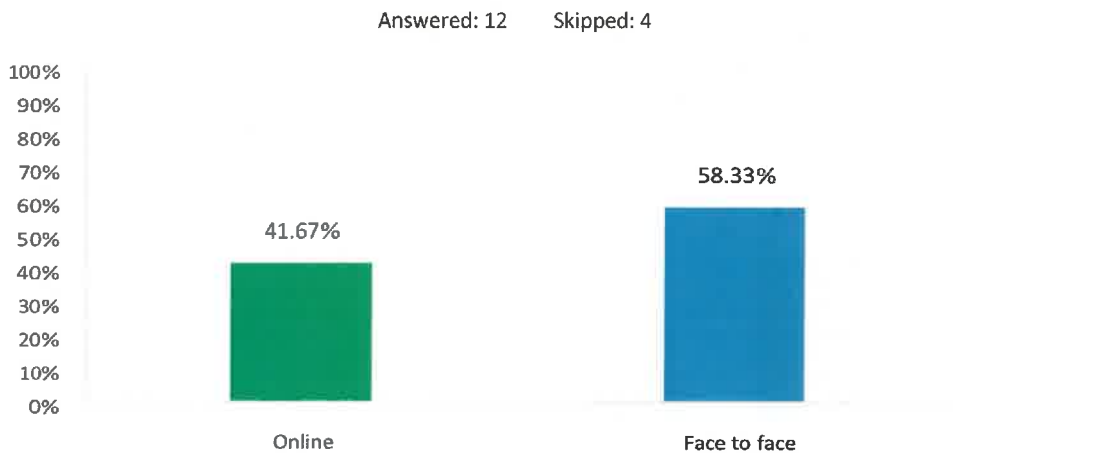
Appendix

GP Appointment Questionnaire

Q7 Were you able to get an appointment to see or speak to someone?



Q8 Was your appointment online or face to face?

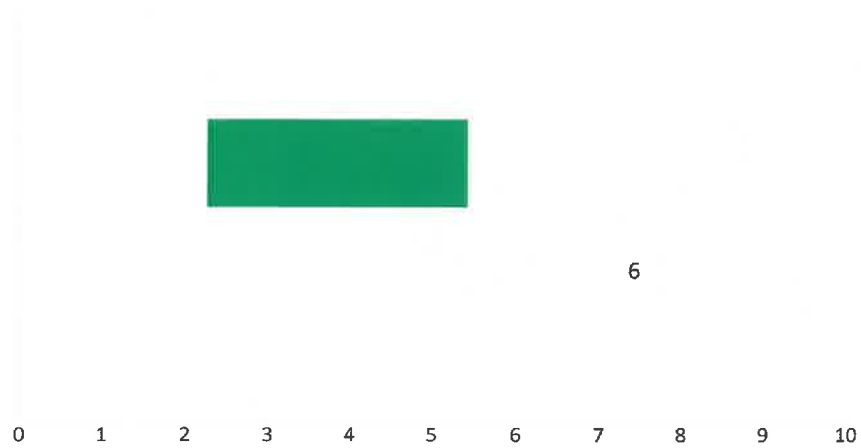


Appendix

GP Appointment Questionnaire

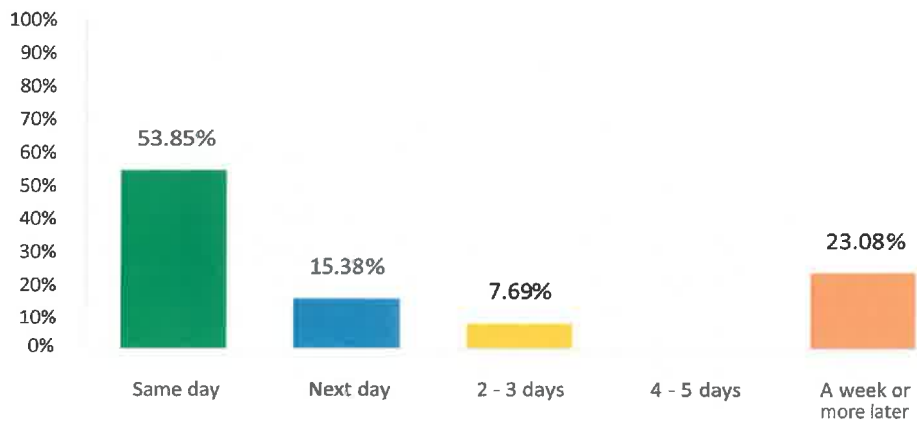
Q9 On a scale of 1 to 10, with 10 being very good and 1 very poor, how would you rate your experience of an online appointment (if you had one)?

Answered: 6 Skipped: 10



Q10 How long after initially contacting the surgery did you wait for your appointment?

Answered: 13 Skipped: 3



Appendix

GP Appointment Questionnaire

Q11 Do you have any additional support requirements? e.g., wheelchair access, deaf interpreter support, Text service, how you feel about on-line or telephone appointments?

Answered: 9 Skipped: 7

RESPONSES

all appointments are made via a telephone, usually a good service

no

No

No

No

No

NO

No

I don't. Like telephone appointments I would rather do face to face in the surgery

Q12 How could access to your GP surgery be improved?

Answered: 9 Skipped: 7

RESPONSES

Need to be offered face to face when you have complex needs telephone calls are too short to fully explain or discuss

Walk in appointments more phone lines

N/A

A better system than phoning at 8am along with the rest of the world

bring back "turn up and wait to see a GP" twice a day

Return to walk in surgery

MPRE PRE BOOKABLE APPOINTMENTS FOR PEOPLE WHO WORK

Face to face with Doctor

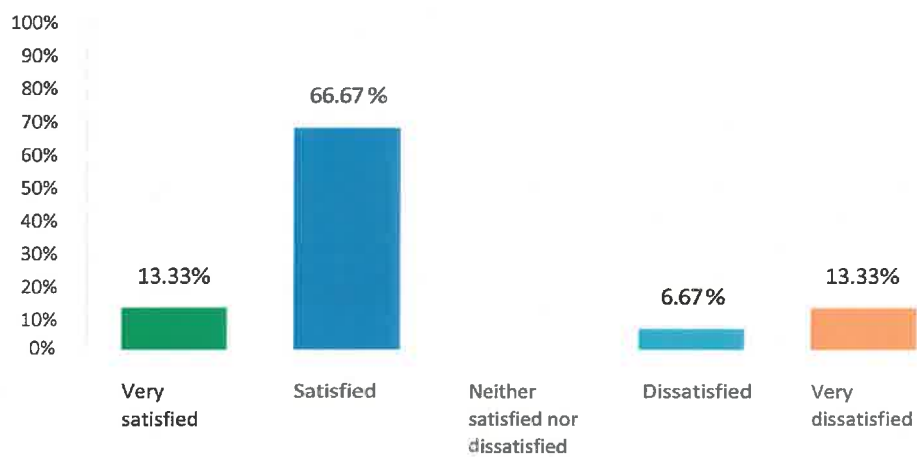
Appendix

GP Appointment Questionnaire

I have been in this surgery since 1973 always had pride in being able to see a doctor's on the same day, without an appointment, it was a walk in surgery until covid hit, but now it's a nightmare to even see a doctor in the surgery

Q13 How satisfied were you with the time it took to provide your prescription and/or any other service you required?

Answered: 15 Skipped: 1



Appendix

GP Appointment Questionnaire

Q14 Is there anything else you want to tell us about your local GP surgery?

Answered: 9 Skipped: 7

RESPONSES

there is a good online telephone medication service linked to prescribers and local pharmacy who do free home delivery-easy to get repeat medication

Before the pandemic i couldn't find fault. only after these difficulties arose

N/A

No

Most of these questions about appointments are irrelevant to my Drs as you wait for a GP to call you back on the phone and make an appointment in advance to see a nurse.

Very rare to get face to face appointment - they prefer to diagnose and treat over the phone

Don't seem particularly interested in patients anymore

Lovely surgery lovely staff doctor and nurses, and receptionists, I would just like it to go back to how it was before covid , I liked the personal touch this surgery had , always a smile from all staff

I had a heart attack on 27/6/21. I was told by the hospital to make an appointment for a face-to-face meeting with my GP when I was discharged. I took my discharge papers to the surgery; the receptionist came to the side door and took them off me and I asked for an appointment. She said the GP would call me. I had a phone call 2 days later from the Diabetes Nurse from the Practice. I am still waiting to hear anything from my actual GP, almost a year later! I was overseen by a Cardiac Rehabilitation Nurse for about 3 months and then she signed me off.

Appendix

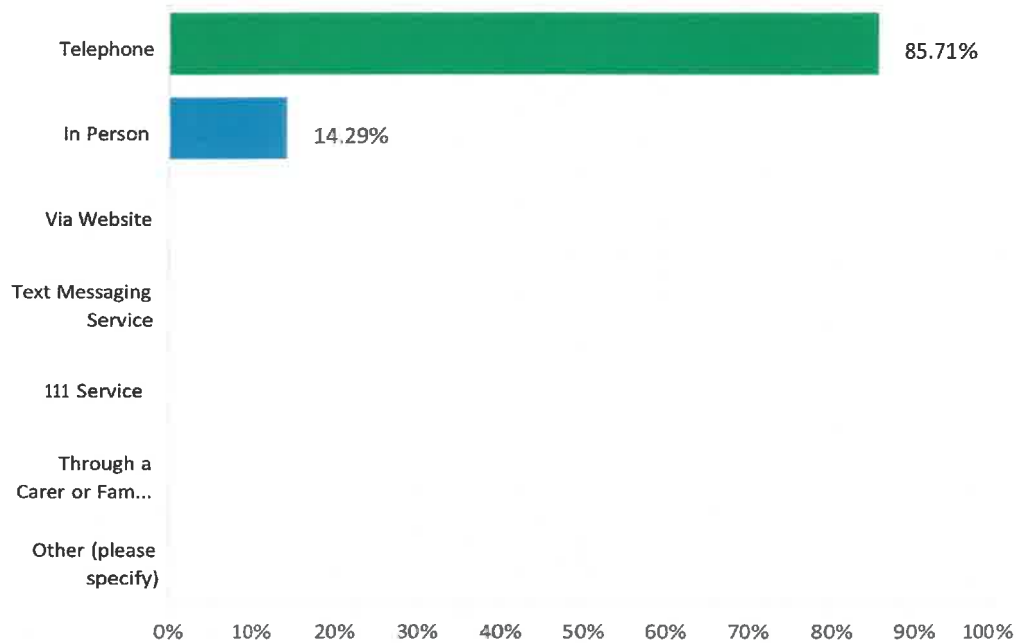
GP Appointment Questionnaire

Q1 Koh & Trory/Victoria Medical Practice

Answered: 7 Skipped: 0

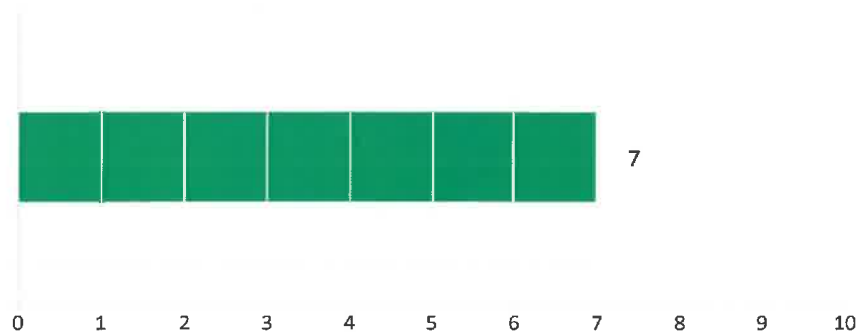
Q2 How do you book an appointment?

Answered: 7 Skipped: 0



Q3 On a scale of 1 to 10, with 10 being very good and 1 very poor, how would you rate your experience of trying to book an appointment

Answered: 7 Skipped: 0



Appendix

GP Appointment Questionnaire

Q4 What are your comments on booking an appointment?

Answered: 4 Skipped: 3

RESPONSES

no problems

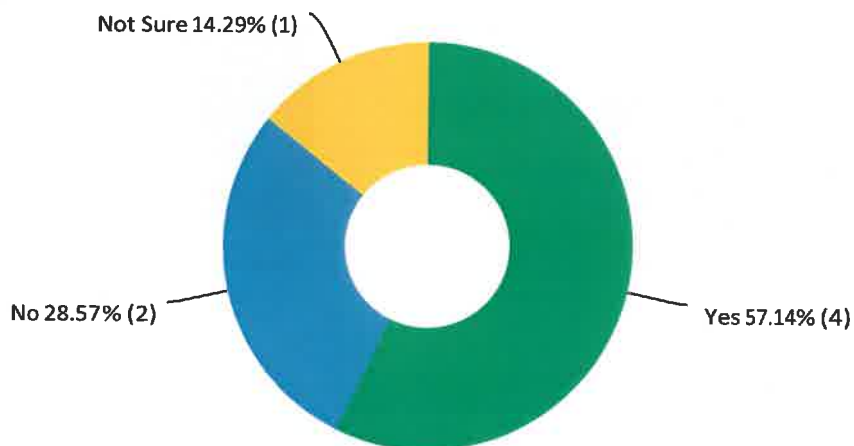
Helpful

Used to be very good but the phones now take longer to answer.

If you don't go in person to the surgery you can't get through on the phone and there's never any appointments!

Q5 Are there any times when it is difficult to get through to your surgery on the telephone?

Answered: 7 Skipped: 0



Appendix

GP Appointment Questionnaire

Q6 If yes, which days and times do you have the most difficulty?

Answered: 4 Skipped: 3

RESPONSES

Every morning

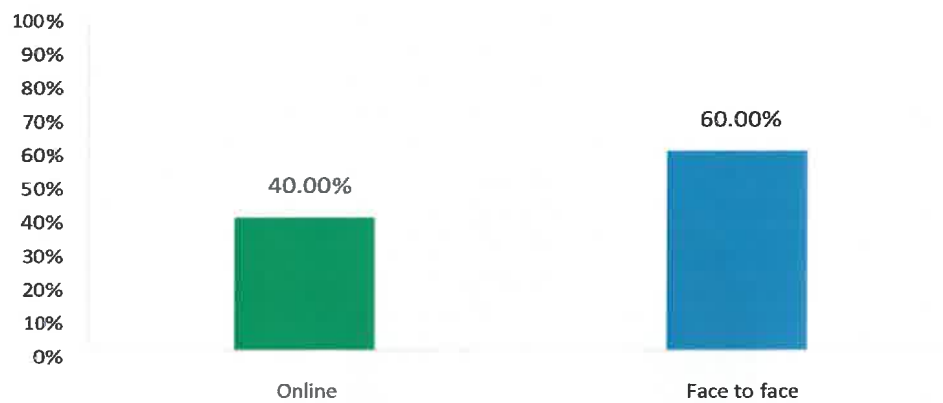
mornings

First thing on a morning and later in the day

All the time

Q7 Was your appointment online or face to face?

Answered: 5 Skipped: 2

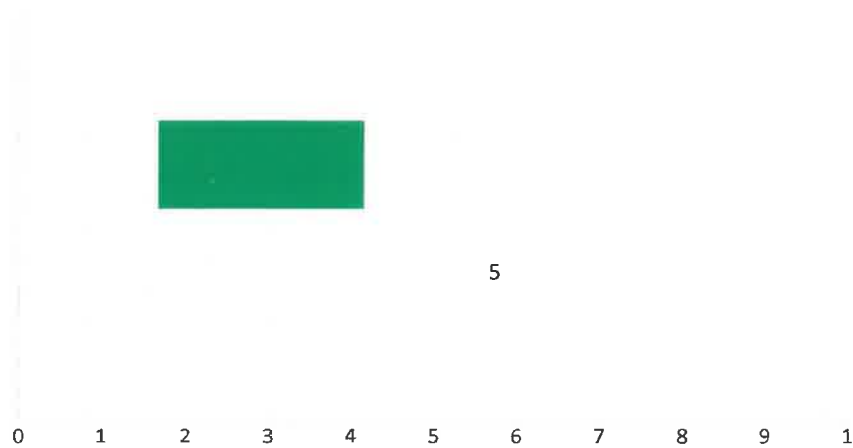


Appendix

GP Appointment Questionnaire

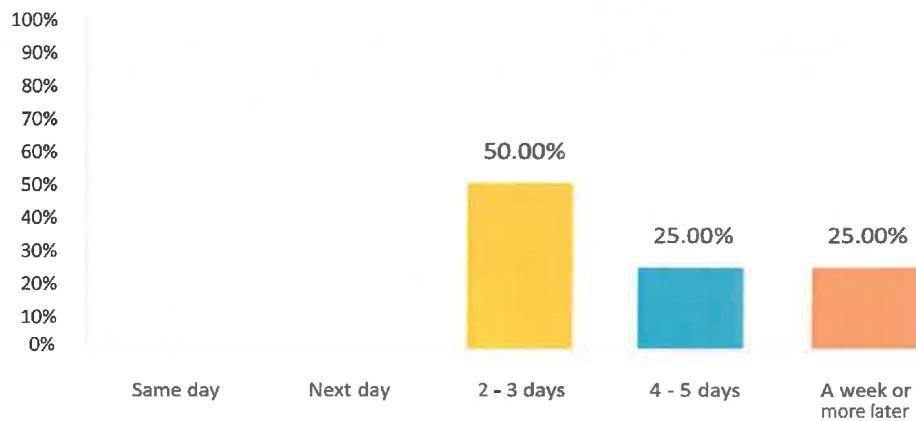
Q8 On a scale of 1 to 10, with 10 being very good and 1 very poor, how would you rate your experience of an online appointment (if you had one)?

Answered: 2 Skipped: 5



Q9 How long after initially contacting the surgery did you wait for your appointment?

Answered: 4 Skipped: 3



Appendix

GP Appointment Questionnaire

Q10 How could access to your GP surgery be improved?

Answered: 2 Skipped: 5

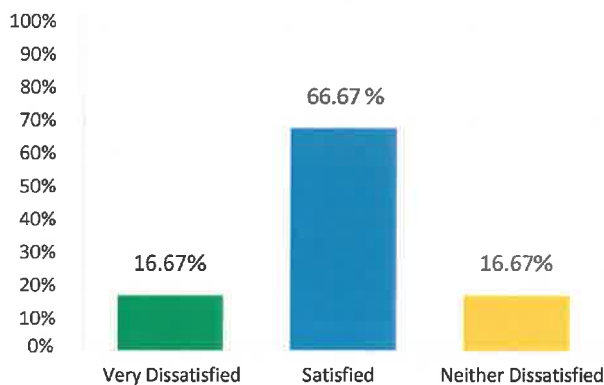
RESPONSES

more appointments face to face and quicker time for blood appointments

Answer the phone! When I've called in to get an appointment the phone is never ringing so why is it constantly engaged?

Q11 How satisfied were you with the time it took to provide your prescription and/or any other service you required?

Answered: 6 Skipped: 1



Q12 Is there anything else you want to tell us about your local GP surgery?

Answered: 3 Skipped: 4

RESPONSES

should be able to phone in prescriptions

they are very helpful and cooperative, but the telephone answering does let them down at times

I think it's time they started opening to the world again as most of us have.

Appendix

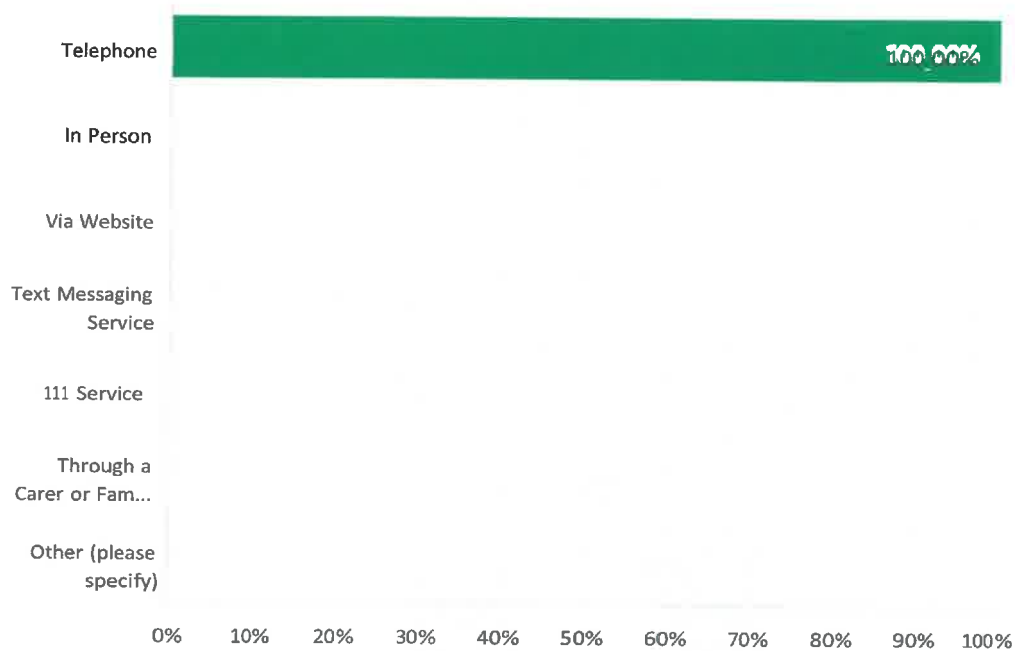
GP Appointment Questionnaire

Q1 McKenzie House/Victoria

Answered: 2 Skipped: 0

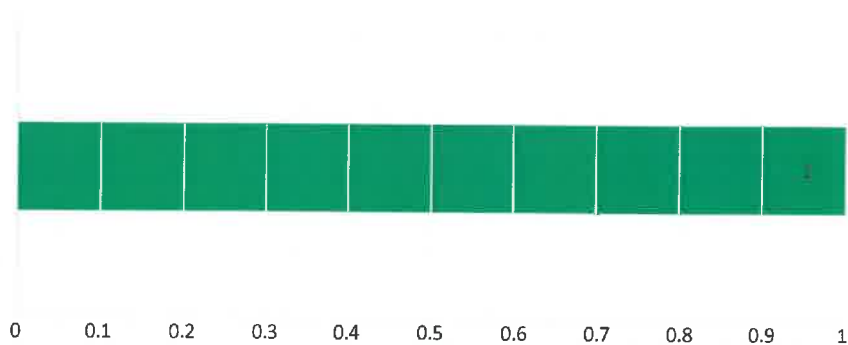
Q2 How do you book an appointment?

Answered: 2 Skipped: 0



Q3 On a scale of 1 to 10, with 10 being very good and 1 very poor, how would you rate your experience of trying to book an appointment?

Answered: 2 Skipped: 0



GP Appointment Questionnaire

Q4 What are your comments on booking an appointment?

Answered: 2 Skipped: 0

RESPONSES

I can't manage to get a face-to-face appointment regarding an ongoing health issue

It takes quite a few phone calls to get an appointment if you are lucky

Q5 Are there any times when it is difficult to get through to your surgery on the telephone?

Answered: 2 Skipped: 0



Yes 100.00% (2)

Appendix

GP Appointment Questionnaire

Q6 If yes, which days and times do you have the most difficulty?

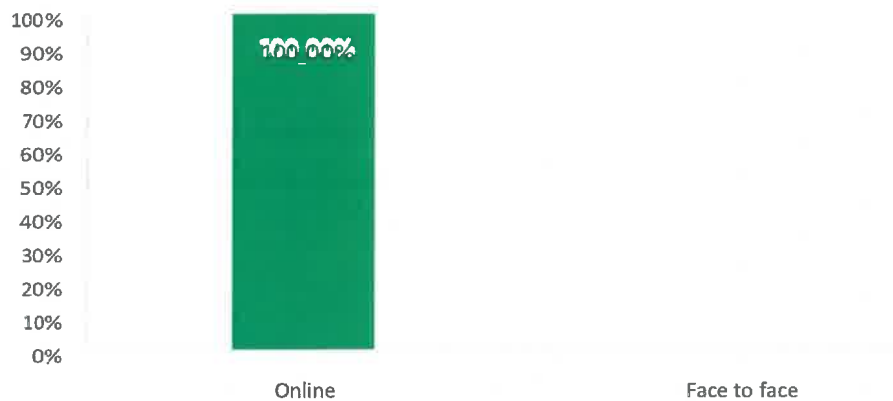
Answered: 2 Skipped: 0

RESPONSES

Difficult getting through in the morning
mornings

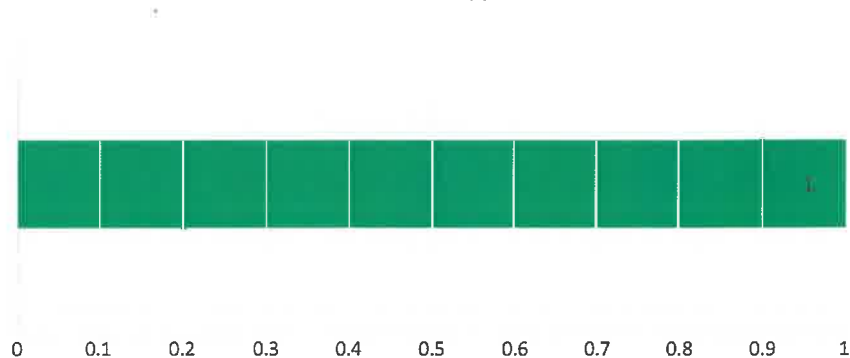
Q7 Was your appointment online or face to face?

Answered: 2 Skipped: 0



Q8 On a scale of 1 to 10, with 10 being very good and 1 very poor, how would you rate your experience of an online appointment (if you had one)?

Answered: 2 Skipped: 0

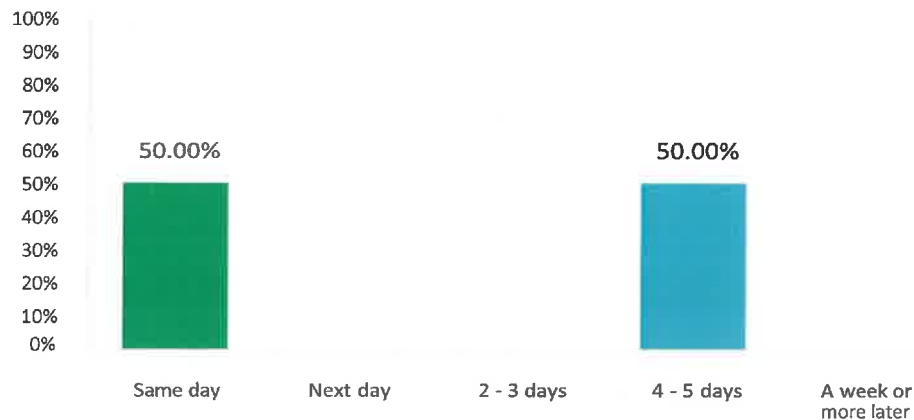


Appendix

GP Appointment Questionnaire

Q9 How long after initially contacting the surgery did you wait for your appointment?

Answered: 2 Skipped: 0



Q10 Do you have any additional support requirements? e.g., wheelchair access, deaf interpreter support, Text service, how you feel about on-line or telephone appointments?

Answered: 2 Skipped: 0

RESPONSES

I am partially disabled; my main issue is trying to get an appointment face to face

Online appointments are no good, you need a face-to-face appointment

Q11 How could access to your GP surgery be improved?

Answered: 2 Skipped: 0

RESPONSES

Really, I think face to face appointment system would be better

We need face to face appointments so illness can be diagnosed properly

Appendix

GP Appointment Questionnaire

Q12 How satisfied were you with the time it took to provide your prescription and/or any other service you required?

Answered: 2 Skipped: 0



Q13 Is there anything else you want to tell us about your local GP surgery?

Answered: 2 Skipped: 0

RESPONSES

I think my GP surgery is not how it should be, especially the appointment system

Face to face appointments need to happen to assess illness properly

Appendix

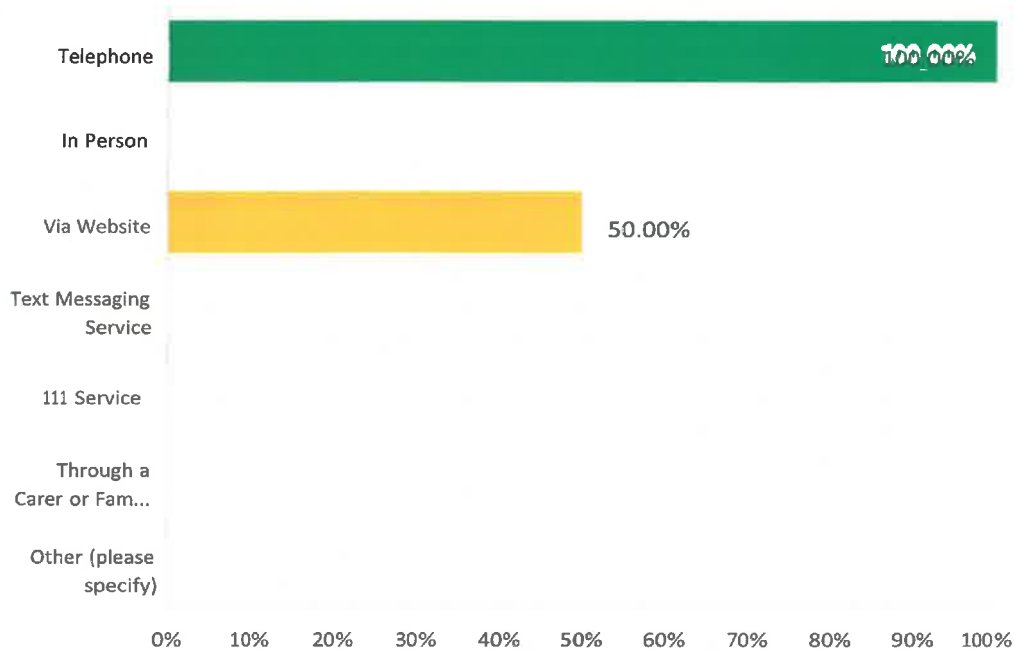
GP Appointment Questionnaire

Q1 McKenzie Group/Wynyard Road

Answered: 2 Skipped: 0

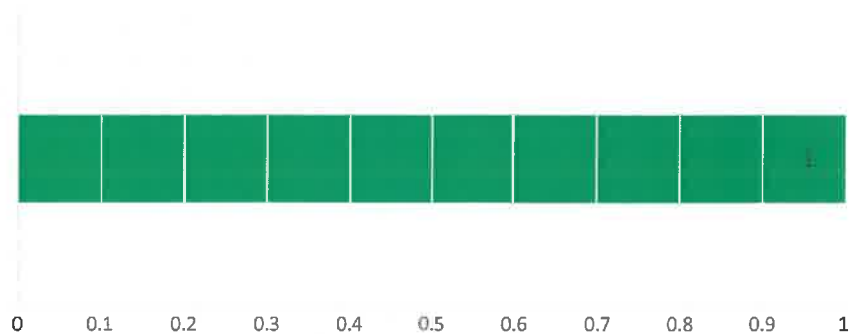
Q2 How do you book an appointment?

Answered: 2 Skipped: 0



Q3 On a scale of 1 to 10, with 10 being very good and 1 very poor, how would you rate your experience of trying to book an appointment?

Answered: 2 Skipped: 0



Appendix

GP Appointment Questionnaire

Q4 What are your comments on booking an appointment?

Answered: 2 Skipped: 0

RESPONSES

Can not get an appointment at all. Always none left how early you telephone. Only one Dr on at a time.

Must phone at 8am. phone always engaged try 100 times. Can look on website. May get an appointment 2 or 3 weeks away.

Q5 Are there any times when it is difficult to get through to your surgery on the telephone?

Answered: 2 Skipped: 0



Yes 100.00% (2)

Appendix

GP Appointment Questionnaire

Q6 If yes, which days and times do you have the most difficulty?

Answered: 2 Skipped: 0

RESPONSES

Mornings and afternoons. Always ringing then you get cut off or you told to ring back later, no one there to answer the telephone

Every day at when required to phone 8am

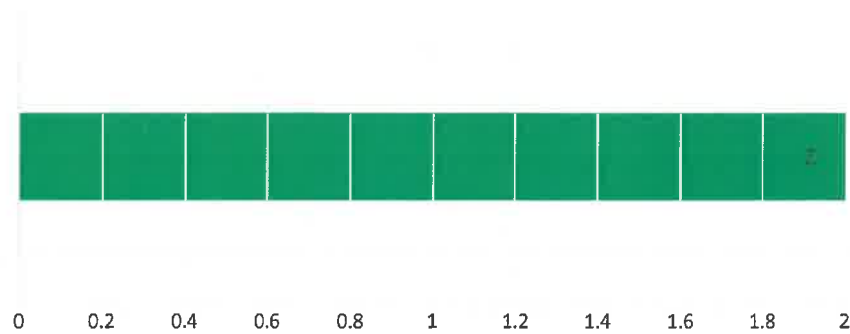
Q7 Was your appointment online or face to face?

Answered: 1 Skipped: 1



Q8 On a scale of 1 to 10, with 10 being very good and 1 very poor, how would you rate your experience of an online appointment (if you had one)?

Answered: 1 Skipped: 1

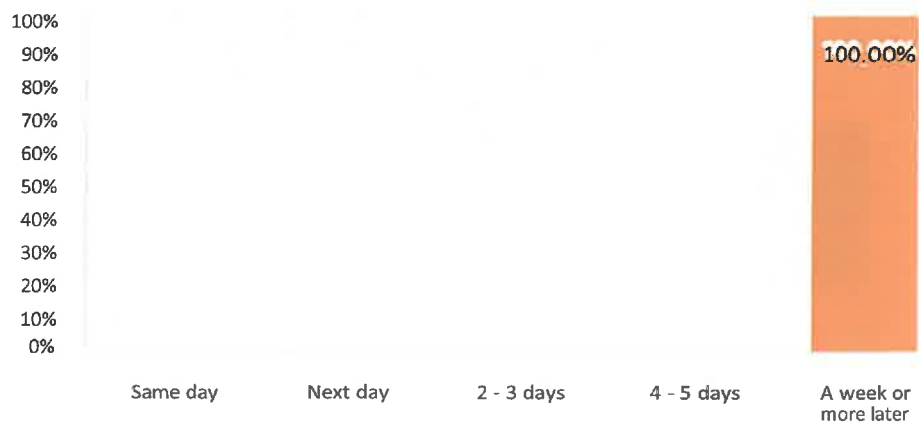


Appendix

GP Appointment Questionnaire

Q9 How long after initially contacting the surgery did you wait for your appointment?

Answered: 2 Skipped: 0



Q10 Do you have any additional support requirements? e.g., wheelchair access, deaf interpreter support, Text service, how you feel about on-line or telephone appointments?

Answered: 2 Skipped: 0

RESPONSES

None

no

Q11 How could access to your GP surgery be improved?

Answered: 2 Skipped: 0

RESPONSES

More appointments to see your GP face to face

Go back to Face-to-Face appointments

Appendix

GP Appointment Questionnaire

Q12 How satisfied were you with the time it took to provide your prescription and/or any other service you required?

Answered: 2 Skipped: 0



Q13 Is there anything else you want to tell us about your local GP surgery?

Answered: 2 Skipped: 0

RESPONSES

Need to see my Dr urgent, was told when i telephone them, nobody was in, this was a Friday.

surgery closed at weekends. I had to call 111 as bleeding from the rear end. Ended up in hospital was Urgent

Never see the same doctor. Seems to be many locums. Can't build a relationship with my Dr

Appendix

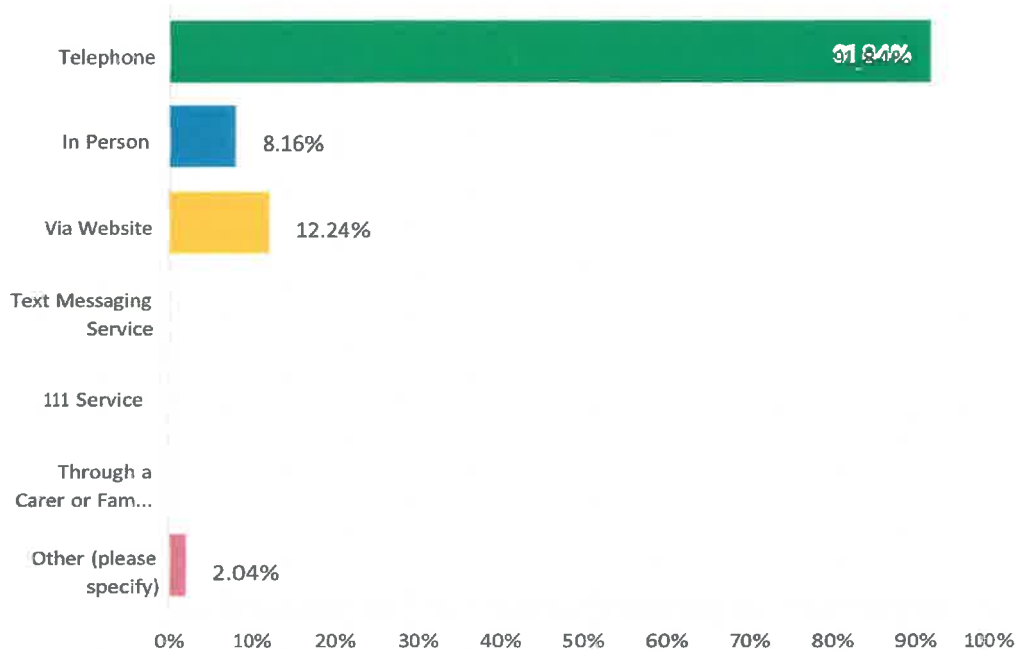
GP Appointment Questionnaire

Q1 McKenzie House/Kendal Road

Answered: 49 Skipped: 0

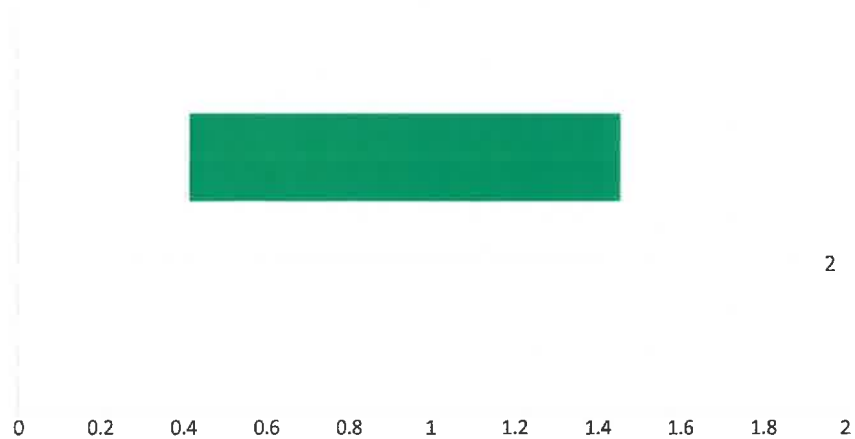
Q2 How do you book an appointment?

Answered: 49 Skipped: 0



Q3 On a scale of 1 to 10, with 10 being very good and 1 very poor, how would you rate your experience of trying to book an appointment?

Answered: 46 Skipped: 3



GP Appointment Questionnaire

Q4 What are your comments on booking an appointment?

Answered: 37 Skipped: 12

RESPONSES

Nightmare!

have waited before opening hours and queued for an appointment

Very poor service. I have almost given up trying to get to see a doctor.

Really poor service, virtually impossible to get an appointment.

I am almost angry just writing in this comments box at how difficult it is to get an appointment to see a doctor!! I don't want to speak to a nurse to then be told I need to speak to a doctor.

Trying to get an appointment is virtually impossible. The attitude of the receptionist is disgusting at best.

Very poor phone system, have to call a number of times before you even get a dial tone

rubbish

I never get through at any time of the day

You are on phone for ages trying to get through and when you do there is no appointments left

Very poor

To book an appointment you have to phone at 8.30am. Sometimes you can't get through on the phone. Have no bother getting an appointment with the asthma nurse.

Very poor

Terrible, Rude Staff

Very difficult to get through by phone

Since the telephone lines have been improved it is 90% better and also the next inline system is another service which was badly needed.

Usually takes over an hour to get through by which time appointments have all gone

Very little availability. Doctors/nurses/receptionists seem to have issues with working in GP practice. Attitude from staff.

It's a nightmare getting an appointment to get my medication

Appendix

GP Appointment Questionnaire

Due to Covid-19 booking an appointment via phone has become difficult
Virtually impossible. You usually spend hours on several days trying to get
through, only to be told to try again tomorrow as there are no appointments
left. Also, there aren't any future pre - bookable appointments available.

The phone line rings for 45 mins to an hour and when they do answer, they
tell you to ring back tomorrow as they can only book appointments for that
day, and they're fully booked. They don't book appointments in advance.

It is almost impossible to get through on the phone and get a same day
appointment. The website booking system never has available
appointments on it. I rarely need to see a HCP for an emergency and usually
require an appointment to discuss an on going or non urgent issue and
cannot see why an appointment for this type of issue can't be booked in
advance.

Lines always busy, wait time to get through is ridiculous. Once connected no
appointment, telephone consultation with nurse
You have to ring at 8.30 - constantly engaged. When you do
get through you are then on hold

for about 30 minutes only to be told there are no appointments left and
they are not allowed to put you on the list for the next day - this is all just
for a telephone appointment! I once rang 167 times before I got through!

Can't get through, rude staff, doing this on behalf of gran with dementia,
they sometimes refuse and only want to speak to her- she can't speak, and
it's written on file

Terrible trying to get through, on hold for sometimes up to an hour for the
phones to be cut off or be told there are none available. Hard to get an
appointment as they need to be booked early and lifestyle can get in the
way of the possibility of booking an appointment early. You should be able
to book any time of day not just as soon as they open.

Impossible to get phone answered

things have got steadily worse since McKenzie group took over my practice. I
am fit and healthy most of the time and use the services rarely but find it
difficult when I need to book

Opening time to ring for appointments does not support full time workers
and by the time your able to get through, appointments have all gone and
your asked to try again the following day, leaving you in the same
predicament. Be late for work or repeated calling to the surgery

It is very difficult to actually get through to book an appointment and if you
ring later than 9am there are no appointments available.

Sometimes are much easier than others

Shockingly inadequate

Appendix

GP Appointment Questionnaire

Cannot get through. Phone constantly engaged. By time you get through all appointments have gone.

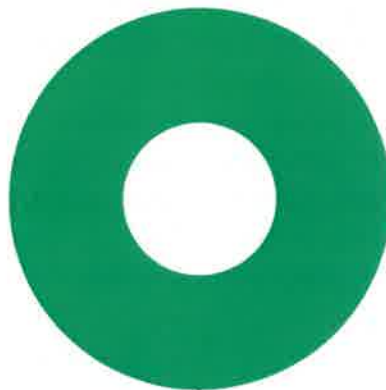
Extremely difficult to get through on a morning on the telephone and appointments all gone. Online never seem to be any pre - bookable appointments available over a period of 2 weeks at a time

Impossible to get appointments when the line is not engaged it means all appointments are gone

The number sometimes just rings most of the time and it takes 141 tries before anyone picks up

Q5 Are there any times when it is difficult to get through to your surgery on the telephone?

Answered: 48 Skipped: 1



Yes 100.00% (48)

Appendix

GP Appointment Questionnaire

Q6 If yes, which days and times do you have the most difficulty?

Answered: 48 Skipped: 1

RESPONSES

Never easy, but mornings are worse

It doesn't make any difference

Especially mornings and when you eventually do get through to speak to a receptionist they are often rude

Literally all the time. When you eventually get through its always "try again tomorrow".

All times. Really difficult to get an appointment, really difficult to get an answer on the phone.

Every day at any time, but especially mornings

All days and times, the phone system is poor

Every Day

All day Every Day

all different times of the day

all the time

All day

Mornings after 8.30

All day

Every morning

Every Day

Every Day

Early most days

All day can't get through

Mornings

I am deaf cant phone Dr don't have test service

Every time I've rang

Everyday

Everyday Mon-Friday Between 8.30am-1.00pm

Appendix

GP Appointment Questionnaire

Mornings

all the time

mornings - 8-10

All day everyday

All the time

during all opening times

Anytime i try to ring early morning

Every day between opening at 8:30 am until approximately 2 pm.

Every day is the same.

Mornings when they ask you to call to make a same day appointment. At times I can ring over 100 times before getting through.

Always difficult to get through

Every morning as soon as it opens at 8.30 - you can usually get through on an afternoon but can't get an appointment this is only useful for test results or to book in for a smear test!

All

Most days. Early mornings as people are literally fighting for appointments.

Always

Historically it is difficult with pre-pandemic being asked to 'queue up' outside the practice

Mornings are the most difficult. Only telephone appointments are offered initially.

As soon as the surgery opens as people are trying to book appointments as they will only take appointments for that day.

Impossible to predict

Monday Tuesday Wednesday Thursday Friday every morning

Early mornings

Mondays are the worst but every morning from 830 onwards until late morning are difficult

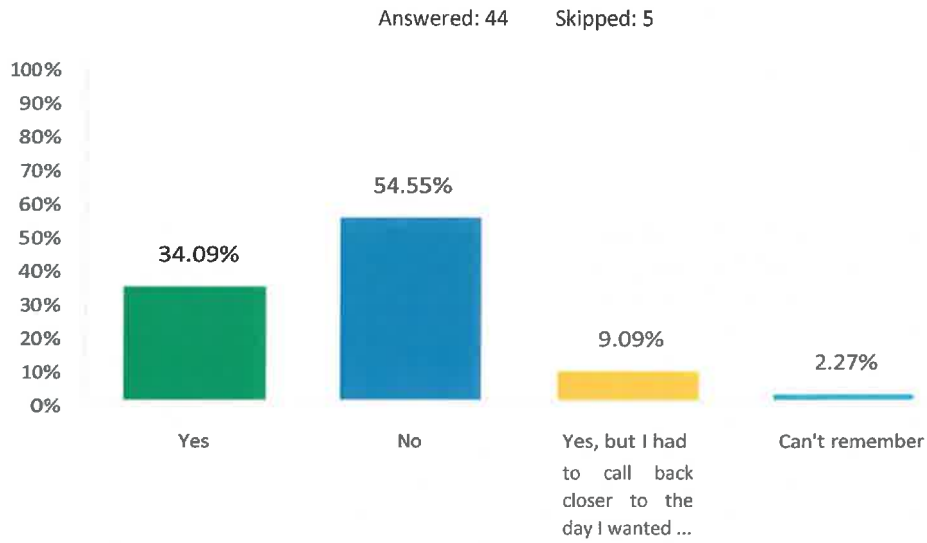
Mornings

Every time I ring

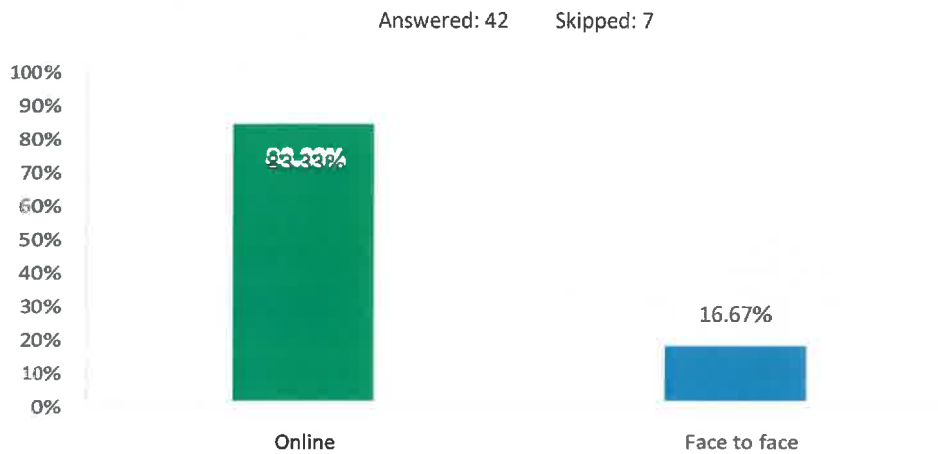
Appendix

GP Appointment Questionnaire

Q7 Were you able to get an appointment to see or speak to someone?



Q8 Was your appointment online or face to face?

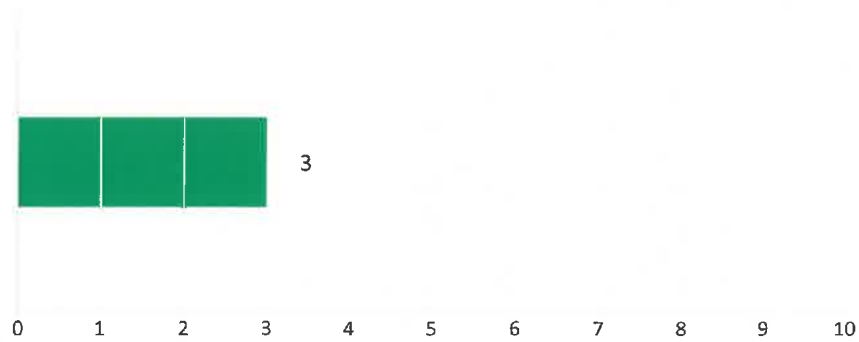


Appendix

GP Appointment Questionnaire

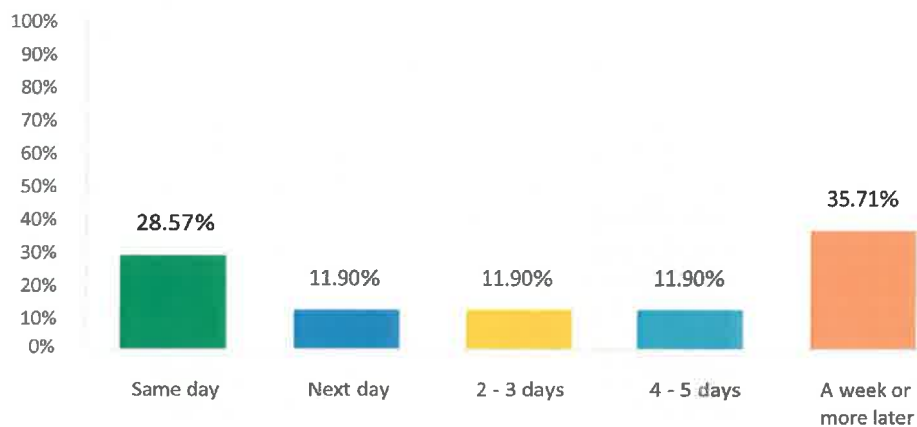
Q9 On a scale of 1 to 10, with 10 being very good and 1 very poor, how would you rate your experience of an online appointment (if you had one)?

Answered: 34 Skipped: 15



Q10 How long after initially contacting the surgery did you wait for your appointment?

Answered: 42 Skipped: 7



Q11 Do you have any additional support requirements? e.g., wheelchair access, deaf interpreter support, Text service, how you feel about on-line or telephone appointments?

Answered: 31 Skipped: 18

RESPONSES

I have poor mobility and deaf

Face to face appointments please

Never get to see a doctor, its always a nurse telephone appointment

I feel that online and telephone appointments are rubbish. It is getting harder to get to see a Doctor

As I work on most mornings how am I meant to ever get an appointment as I am always at work when you have to ring up.

I would prefer a face-to-face appointment. In my opinion online appointments do not meet my needs

I am 75 years old and really can't understand how to work the internet to access appointments. Phone system is not fit for purpose. Receptionists are rude and ask personal questions. They refuse to give you face to face appointments even if requested.

No

no

Not very happy about online and telephone appointments

Not good

not confident in them

Can't get through anytime - when you do its full

Have no additional requirements but not happy with online or telephone appointments

They have difficulty booking an interpreter

N/A

None

No

telephone system is appalling, needs sorting out

Appendix

GP Appointment Questionnaire

N/A

No

No

I think telephone appointments are excellent for the majority of issues and would be happy for this to continue. I have been triaged over the phone and then asked to come into the surgery when it has been necessary. This works very well. Telephone appointments for our surgery are given but the calls can come at any time which is not convenient when you could be anywhere and be asked to discuss intimate medical information. I would prefer an appointment time that meant a call would come around that time.

None

Wheelchair and dementia, telephone appointments not suitable as she cannot express herself and she is really poorly

Full concerns can't be addressed over the phone or online

None

No

No additional support needs , however, I feel that online or telephone appointments are not always appropriate for many patients especially the elderly, or for new problems.

Yes

No

GP Appointment Questionnaire

Q12 How could access to your GP surgery be improved?

Answered: 30 Skipped: 19

RESPONSES

More appointments, spread out across the day.

More appointments available

Access to face to face doctor appointments

Receptionists shouldn't advise or give results as often wrong. People should decide for themselves if they require a face-to-face consultation without challenge. Prescription method is not fit for purpose having to post in person your repeats. GP service isn't a one size fits all service, GPs should listen to individuals.

Actually, seeing a Dr would be great

Better phone appointment service

More face-to-face appointments with a doctor needed

By letting you go in to see the Doctor

Let us do face to face

By going back to phoning at any time for appointments and not just at 8.30am

Text Service

A lot easier to book appointments

By being able to book an appointment in advance

Being seen when you require to see the GP

N/A

as above and go back to face to face appointments, do not like telephone appointments

Overall on a whole the GPS throughout the town need to be more open to completing their job. More face-to-face appointments and more staff ins Herbert.

Go back to face to face appointment

Quicker appointment times, speaking to someone other than having to discuss with receptionist

More available appointments there is very limited availability

Appendix

GP Appointment Questionnaire

More phone lines / more staff to operate phone lines and the option to book an appointment for other days and not having to ring back daily until an appointment becomes available.

Better appointment system.

As far as I know they are only doing telephone appointments and you can only get a same day telephone appointment. I often have to ring to speak to a doctor about getting my medication which is not an urgent call but the only way I can do it is to ring at 8.30 along with hundreds of other people trying to get through at exactly the same time!

Doctors actually coming out to check on patients not just nurses, follow up and make referrals and actually care. But you have too many patients to do that. An absolute disgrace don't know how my gran is still here sometimes with the care you offer.

Allow appointments to be booked in advance or give specific time slots for same day telephone consultations

They could be clearer about routine health screening which seems to have fallen away at the moment. They could be better focused on patient need rather than practice needs

You could actually see you GP and not just have telephone consultations.

Go back 10 years

Face to face visits for more patients, priority access for the elderly or less computer literate or those without internet access. Quicker access via telephone I have waited for over 30 minutes before hanging up on the call. People who are working will also not have time to wait for a call to be answered.

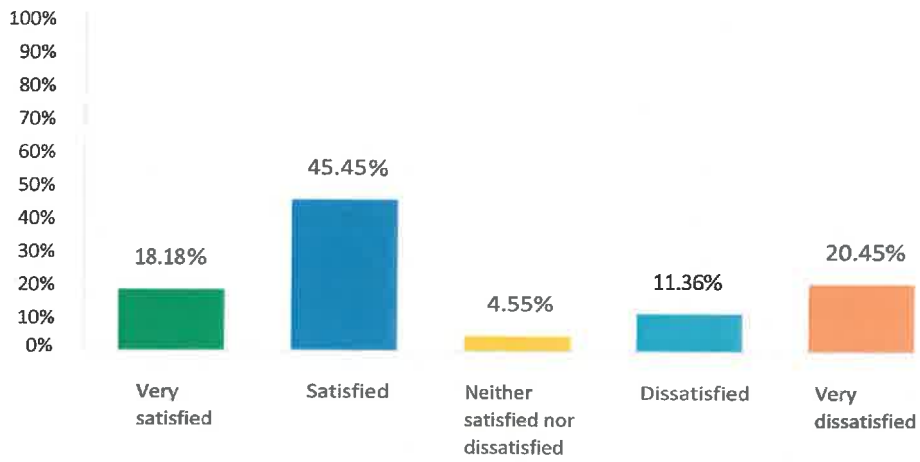
Throston difficult in a wheelchair

Appendix

GP Appointment Questionnaire

Q13 How satisfied were you with the time it took to provide your prescription and/or any other service you required?

Answered: 44 Skipped: 5



GP Appointment Questionnaire

Q14 Is there anything else you want to tell us about your local GP surgery?

Answered: 24 Skipped: 25

RESPONSES

Getting an appointment is really difficult. Sometimes it takes 100's of calls only to be told none left. Telephone appointments are difficult as I don't hear a lot of what is said

Getting to see a doctor is important and at the moment it is impossible.

Extremely dissatisfied with McKenzie House. I require face to face appointments and receptionist attitude is not helpful.

Receptionist attitudes are completely unprofessional. Only ever get to speak to a nurse. Doctors' appointments are a thing of the past.

Just about everything I do with my surgery, involves problems. Getting an appointment is so difficult, so i generally don't bother, it's not worth the hassle.

McKenzie House has been going down hill for a number of years.

Appointments are hard to come by and staff have no people skills. As a patient I know what my needs are and feel that sometimes they think they know Whats best for me without listening or seeing me!!

A Dr assessing me in proper detail is preferred

Yes we need to make it easier to get appointments face to face appointment needed

Never seen one in 2 years since covid. They won't see you face to face anymore. Always phone call i don't know how they can tell you what is wrong with you through the phone

Need to let us back in

Face to face problem appointments TEXT

Yes - Diabetic nurse The Appointment Regime is not Fit for Purpose

most of the time cannot get through, and when you can, no appointments available. There's being times I've waited over a week to get my prescriptions.

Having to try to make an appointment is stressful and fills me with dread. I know that I am going to have to spend hours over several days just to get a call back from a nurse. They don't even give you a time for your telephone appointment. You're expected to carry your phone with you all day. I don't know anyone who has managed to see a doctor since the start of the pandemic. I am in the process of changing doctors as this practice is bad for my health.

Appendix

GP Appointment Questionnaire

The staff are great. The systems need improving significantly.

Face to face appointments should be more readily available with doctors. I appreciate the hard work and knowledge of Nurses; at the end of the day they are not doctors.

I have complained several times about the appointment/ telephone system - the most common response is ' I know it's a nightmare we get a lot of complaints about it!'

My gran has health conditions, dementia, high BP, heart failure and is on oxygen, she is not contacted for a review or check up unless we ring and beg. Make annual health checks a thing

this practice in my opinion shows scant regard for working positively with patients. I recognize my health needs are low and I attend very irregularly, however I always find access problematic and attitudes of front of house staff difficult and dismissive

Communication is often an issue. A staff member will alter or amend repeat prescriptions and you are not informed. A simple message through the messaging service would keep patients informed and included with their care.

The system has not worked for a long and COVID has made it worse. You do not get to have face to face appointments and are often prescribed via telephone. If you are unable to ring through at 8.30am then you will always struggle to get a telephone consultation and if you do get this you will never be given a time. Your returned call can sometimes be 6 hours later, and you have had to wait with no knowledge of when this may be coming.

Is anyone listening?

Using e consult should not be a replacement for appropriate face to face GP appointments.

Doctors are fine when you get to them the support/customer service around the practice needs

Appendix

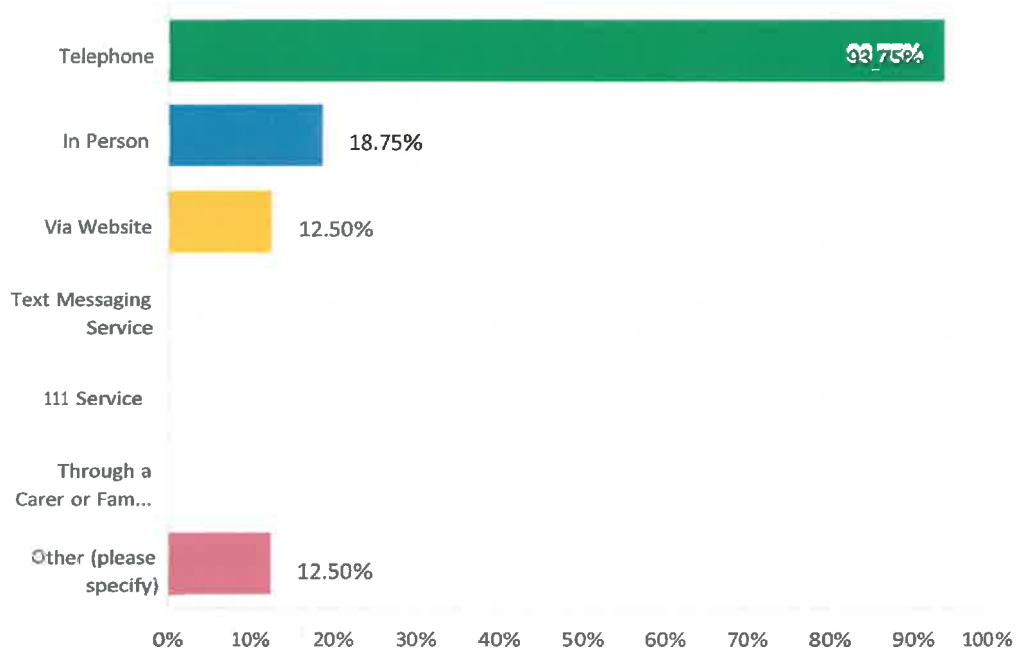
GP Appointment Questionnaire

Q1 Name of GP Surgery – Millennium Surgery

Answered: 16 Skipped: 0

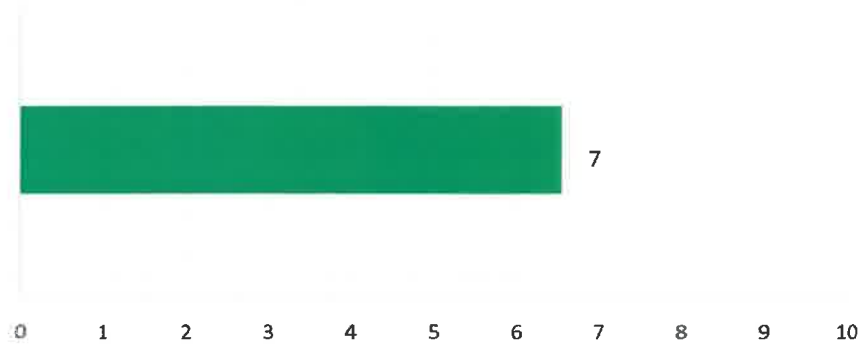
Q2 How do you book an appointment?

Answered: 16 Skipped: 0



Q3 On a scale of 1 to 10, with 10 being very good and 1 very poor, how would you rate your experience of trying to book an appointment?

Answered: 16 Skipped: 0



GP Appointment Questionnaire

Q4 What are your comments on booking an appointment?

Answered: 14 Skipped: 2

RESPONSES

i have no concerns about my Dr Surgery. they have an excellent way of doing repeat prescriptions. the receptionist always says the prescription will be at the chemist the next day.

It then takes 5-7 days for them to have it ready (Why)

Told no GP appointments available at all. Nurse appointments are available in 2 weeks. This is for a diagnosed High BP review and has been ongoing for 12 months.

When I phone up I can get an appointment sometimes to see the doctor other time a phone consultation.

Really easy can always get through however not many bookable in advance

Often you have to wait a long time for an appointment

The staff are always lovely and helpful, I've always been able to get an appointment over the phone. I know they've been a bit overrun lately so I don't mind waiting on hold a little longer than usual.

No problem getting through but getting an appointment same day or even same week is another thing and since COVID it is worse

I prefer the option of booking an appointment in advance I rang my surgery today 28/2/22 to book an appointment. First appointment available 10/3 /22

Website booking was very good in the past. Telephone booking - I avoid busy times and try to phone midday.

Difficult to get through on the phone. Very long (too long) automated message when you do get through. Long wait for a face-to-face appointment

It would be much easier if the surgery had an online booking system. When ringing the phone connects and you can be on hold for approximately 5 minutes (listening to COVID-19 messages, how busy the staff are and reminder people to be kind) before actually speaking to the reception staff.

Could have had immediate telephone consultation - waited over a week for face to face

Telephone booking is not easy and the pre -recorded messages have to be listened to before actually getting through to a staff member. Surely the messages are no longer necessary and just delay patients getting through.

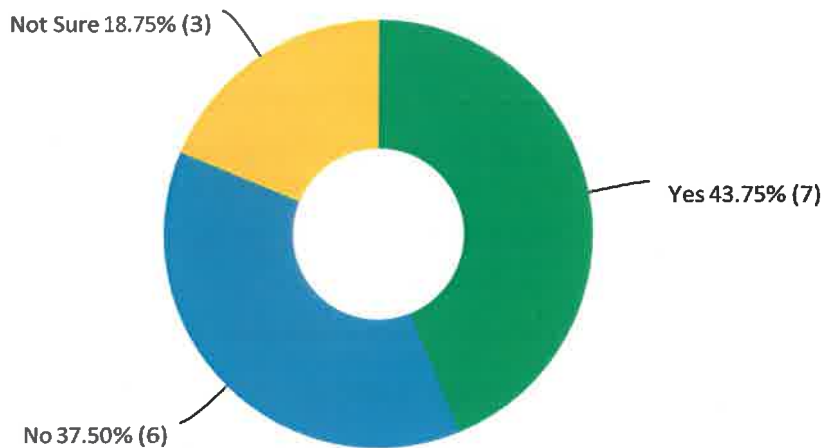
Staff helpful, polite and knowledgeable

Appendix

GP Appointment Questionnaire

Q5 Are there any times when it is difficult to get through to your surgery on the telephone?

Answered: 16 Skipped: 0



Q6 If yes, which days and times do you have the most difficulty?

Answered: 8 Skipped: 8

RESPONSES

Most times that you call.

Mostly on a morning so I normally call mid morning and get through.

Calling on the morning the line is always engaged

I'm not sure if there's a specific date, but hold times have been longer lately. When it's very busy you have to try a couple times through the day to get through.

NA

not sure-I don't ring very often

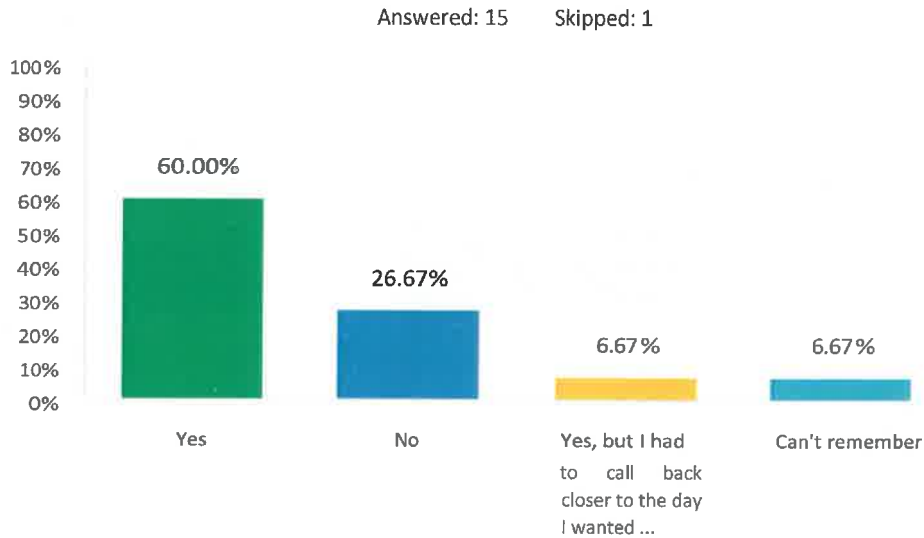
Early mornings are difficult. Shorter waits in the afternoon

Mondays

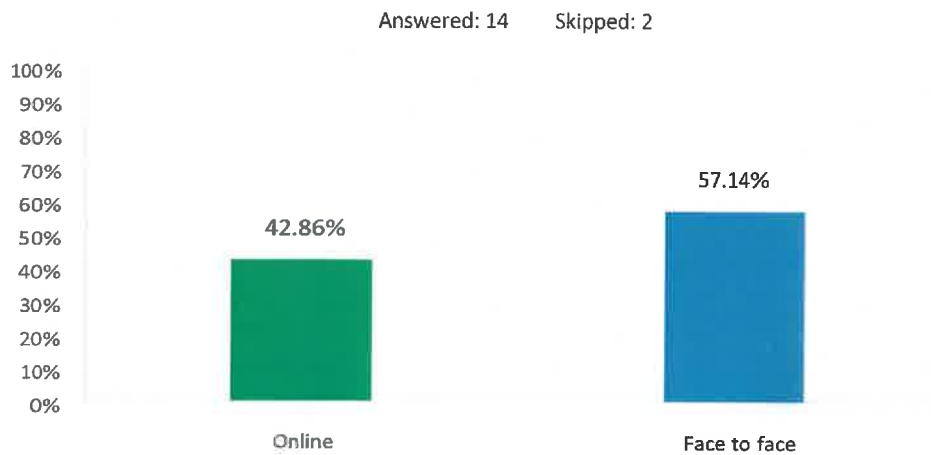
Appendix

GP Appointment Questionnaire

Q7 Were you able to get an appointment to see or speak to someone?



Q8 Was your appointment online or face to face?

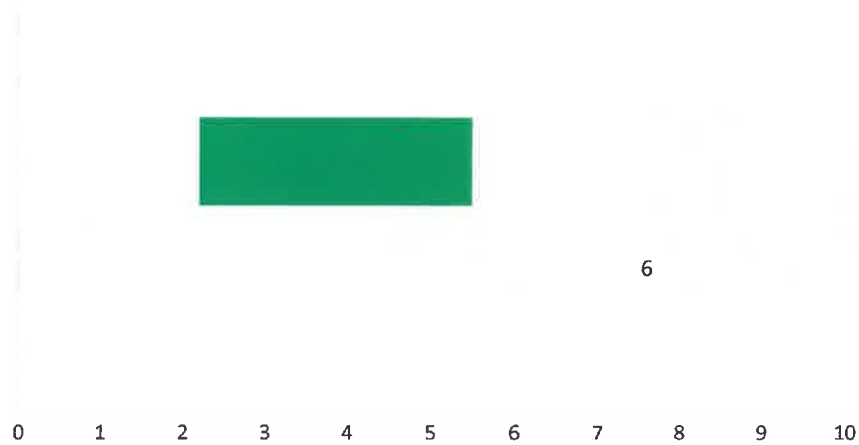


Appendix

GP Appointment Questionnaire

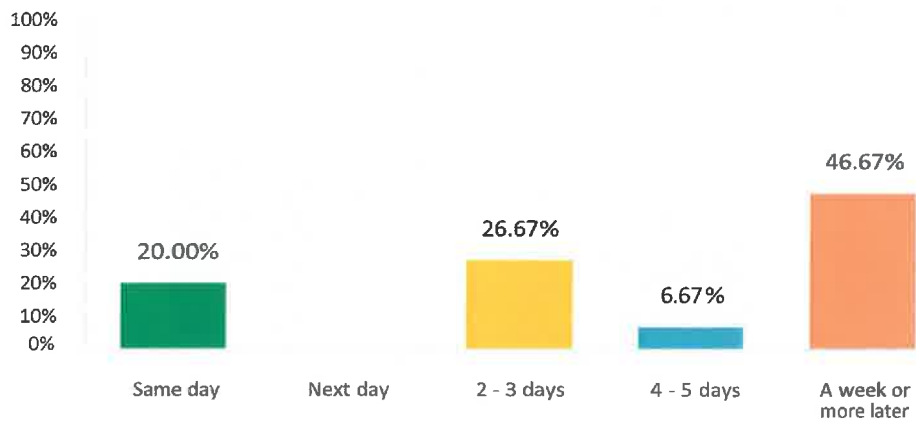
Q9 On a scale of 1 to 10, with 10 being very good and 1 very poor, how would you rate your experience of an online appointment (if you had one)?

Answered: 10 Skipped: 6



Q10 How long after initially contacting the surgery did you wait for your appointment?

Answered: 15 Skipped: 1



Appendix

GP Appointment Questionnaire

Q11 Do you have any additional support requirements? e.g., wheelchair access, deaf interpreter support, Text service, how you feel about on-line or telephone appointments?

Answered: 11 Skipped: 5

RESPONSES

i require wheelchair access don't mine telephone appointments

n/a

None

NA

Do not like online appointments because it is difficult to show the person or explain

None

no

No

Not keen on telephone appointments- hopefully things will improve

No

No

Appendix

GP Appointment Questionnaire

Q12 How could access to your GP surgery be improved?

Answered: 12 Skipped: 4

RESPONSES

More Face to face

Access is ok

provide appointments.

I think they are all doing a brilliant job considering the present client

Appointments online

I can't think of anything, they're always honest and open and I can book an appointment in advance.

Perhaps Saturday appointments or after hours for people who work as it is difficult to get time off.

It is a modern building so meets my requirements.

going back to pre-covid arrangements would be an improvement. More face-to-face appointments available

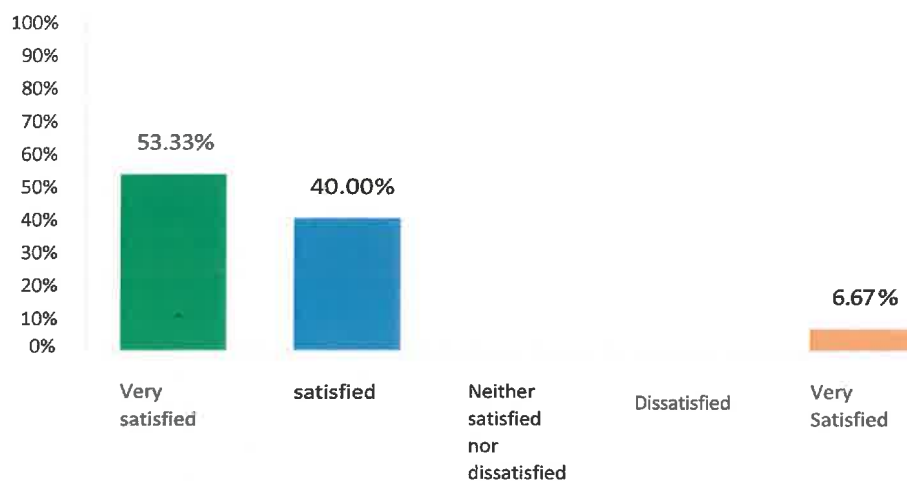
Online booking system

7 days per week if sufficient doctors are available

Nothing to add

Q13 How satisfied were you with the time it took to provide your prescription and/or any other service you required?

Answered: 15 Skipped: 1



GP Appointment Questionnaire

Q14 Is there anything else you want to tell us about your local GP surgery?

Answered: 10 Skipped: 6

RESPONSES

The policy now appears to be to keep patients away at all costs, regardless of their concerns. I appreciate that these issues may not necessarily be the fault of the surgery staff however, the system is broken and passing off care directly to the hospitals.

Very satisfied with this surgery , always very helpful .

Thanks for being amazing

I have been at this surgery since it opened and value the Drs, nurses and reception staff that work there. Unfortunately, since the covid 19 pandemic appointment availability has become really poor.

I just feel that since COVID the surgery is not accessible, and it is really difficult to get an appointment on the same or next day especially when you are feeling really ill and get told that there is only an appointment the following week which will be too late anyway. I have had to go to the walk in at the hospital and they then get very angry with you and want to know why you don't try the surgery

I have always found their service excellent, and the receptionist does all they can to help you in a professional manner. They also have free parking which not all doctors/hospitals do.

Limited opening hours make it difficult to contact if you're a busy working person

Very satisfied - my doctor was very kind and thorough. She is a huge asset to the surgery

I've been a patient for many years and usually have good access and prompt service. The pandemic has disrupted that service. I now have permission to access test results online which is very helpful for monitoring and managing my diabetes.

No

Appendix

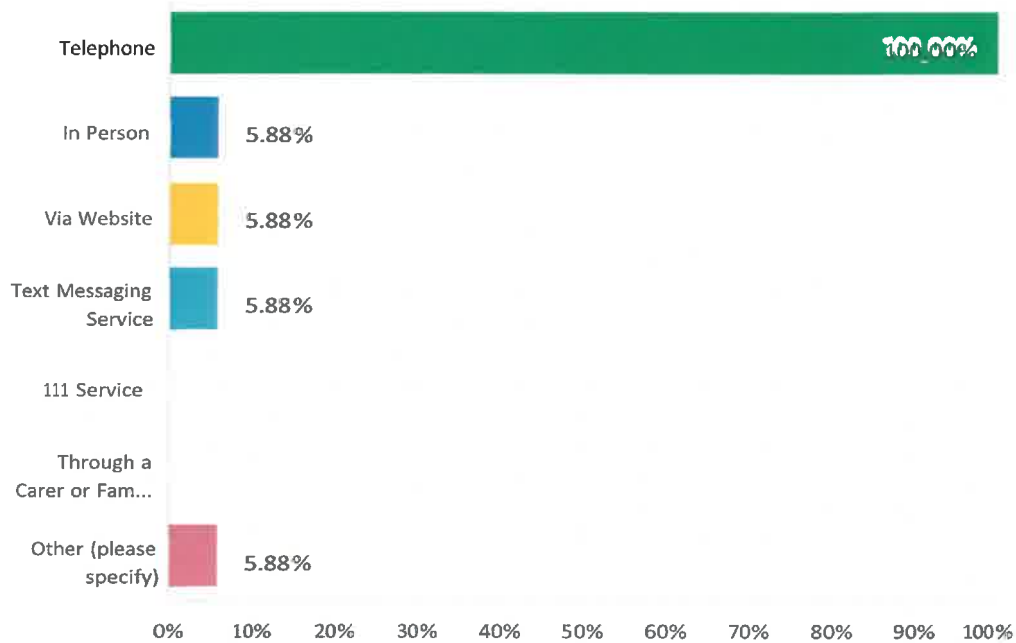
GP Appointment Questionnaire

Q1 Name of GP Surgery – Seaton Surgery

Answered: 17 Skipped: 0

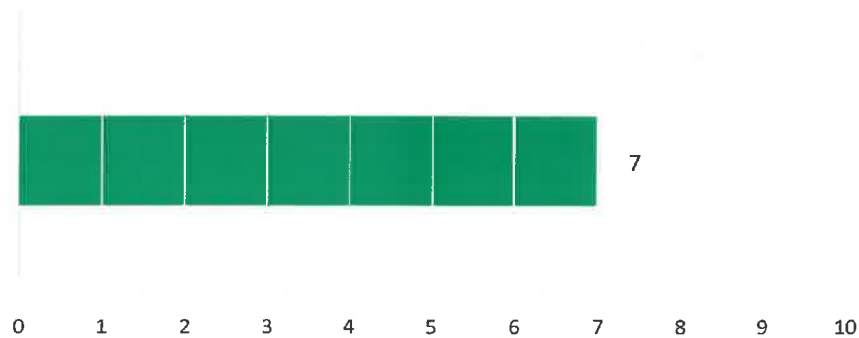
Q2 How do you book an appointment?

Answered: 17 Skipped: 0



Q3 On a scale of 1 to 10, with 10 being very good and 1 very poor, how would you rate your experience of trying to book an appointment?

Answered: 17 Skipped: 0



GP Appointment Questionnaire

Q4 What are your comments on booking an appointment?

Answered: 11 Skipped: 6

RESPONSES

Reception staff are excellent

Easy to book but might have to wait for 1-2 weeks to get one

booking not too bad but haven't enough Dr's

Had chest infection rang Doctor and told to go to urgent care and was given antibiotics

Quite often have to wait weeks for an appointment. Few times tried to save time and uses e consults to be encouraged to then contact GP to repeat same information

noticed longer waiting time to see a doctor

Try to put you off booking often may not get an appointment for 2 weeks

Can usually get same or next day appointment, not tried during covid

Tried on numerous occasions without success. One time was offered an appointment which was six weeks (telephone app) eventually got one for 3 weeks time.

It's very hard to get an appointment as it always nearly by telephone app. My lymphedema was diagnosed online My husband is very poorly with a lung condition and i totally rely on hospital at home.

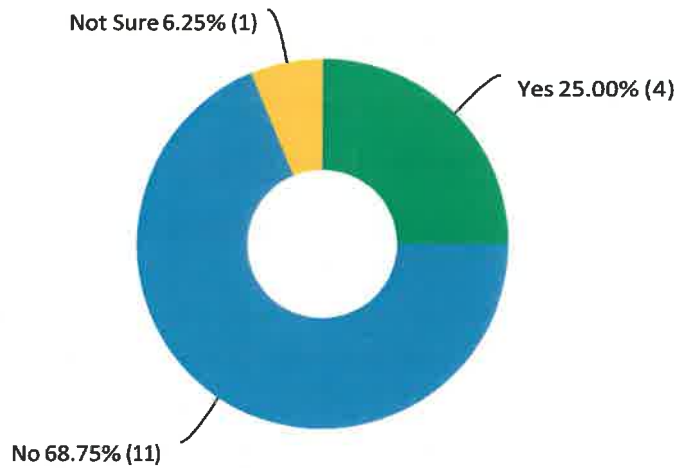
Very Good Surgery

Appendix

GP Appointment Questionnaire

Q5 Are there any times when it is difficult to get through to your surgery on the telephone?

Answered: 16 Skipped: 1



Q6 If yes, which days and times do you have the most difficulty?

Answered: 5 Skipped: 12

RESPONSES

early

Mornings

Mainly mornings

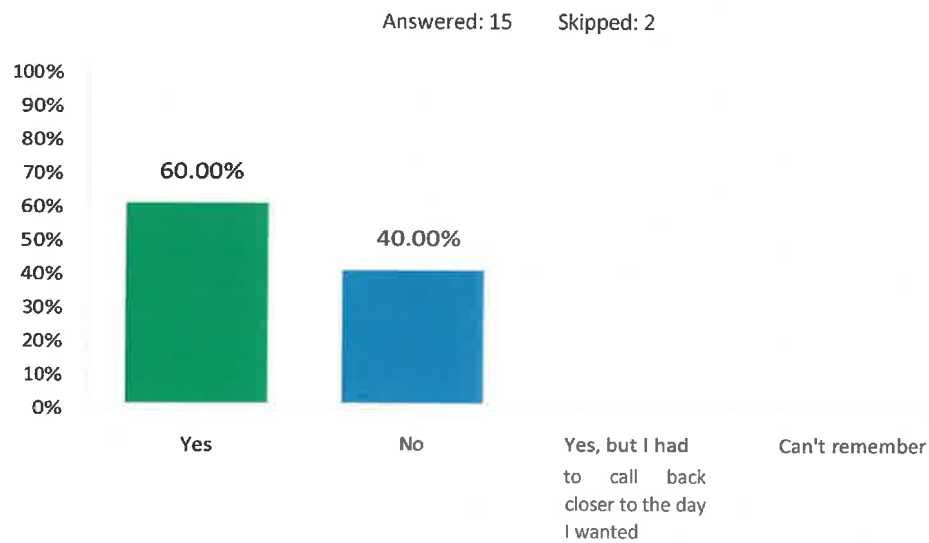
Sometimes ok other times varied

N/A

Appendix

GP Appointment Questionnaire

Q7 Were you able to get an appointment to see or speak to someone?



Q8 Was your appointment online or face to face?



Appendix

GP Appointment Questionnaire

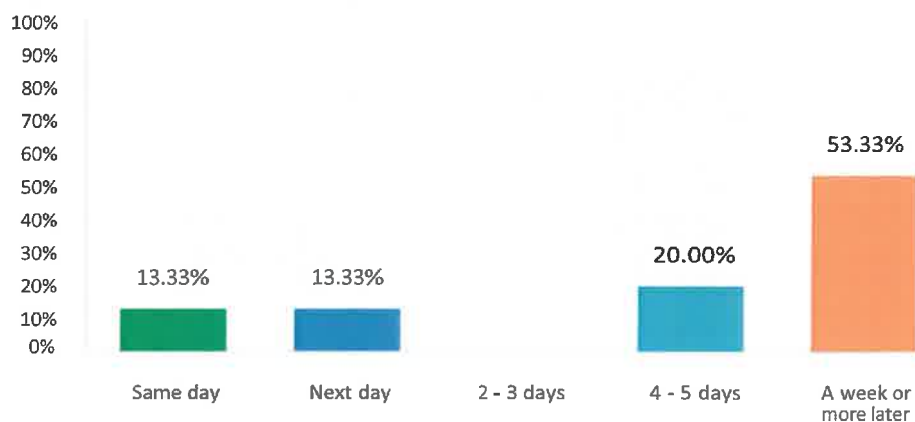
Q9 On a scale of 1 to 10, with 10 being very good and 1 very poor, how would you rate your experience of an online appointment (if you had one)?

Answered: 8 Skipped: 9



Q10 How long after initially contacting the surgery did you wait for your appointment?

Answered: 15 Skipped: 2



Appendix

GP Appointment Questionnaire

Q11 Do you have any additional support requirements? e.g., wheelchair access, deaf interpreter support, Text service, how you feel about on-line or telephone appointments?

Answered: 11 Skipped: 6

RESPONSES

Not very happy with Telephone appointment

sometimes/often not adequate enough

No access problems but not happy about telephone appointments

much prefer face to face appointments though all recently telephone - leading to missed calls wrong number meaning e consultation dint help

Annoyed that no time even approx time of call is provided as i am a working person this has resulted in missing several appointments when not able to take call as a result of driving.

Not happy have 3 lifelong conditions don't bother them at all unless i have an urgent problem

Two telephone conversations during covid, both satisfactory outcomes

Don't like idea of text, online or telephone appointments

We are not good using phones for diagnosing problems online

Can send email request for repeat prescription

No problem

Q12 How could access to your GP surgery be improved?

Answered: 11 Skipped: 6

RESPONSES

by going back to face to face

Regular appointments where immediate medications may be required.

Sometimes can't wait a week

could do with more Drs at the practice

increase face to face appointments after a time slot for telephone appointments

Appendix

GP Appointment Questionnaire

Normally i can contact surgery to make appointment but not happy that no time can be given like other surgeries when call from Doctor will be made. surgery staff were abrupt when challenged on this.

no very good

General access is very good

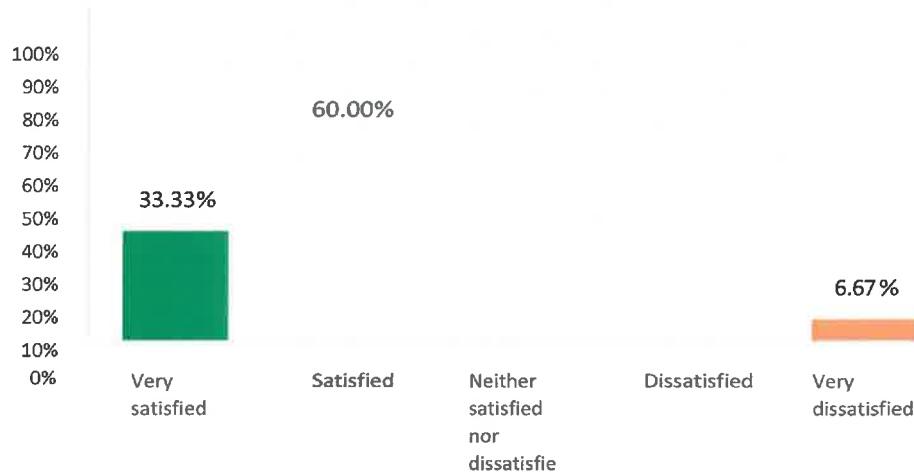
Face to Face would be good! Phone conversations are NOT satisfactory to be given a choice to have either a face to face, zoom call or telephone conversation. if an examination is needed i feel it is necessary a face to face app would be required.

By more Doctors seeing patients face to face how can they possibly do there job to the best of their ability by online guidance. The online app i find are rushed too.

More appointments slots/telephone consultations

Q13 How satisfied were you with the time it took to provide your prescription and/or any other service you required?

Answered: 15 Skipped: 2



Q14 Is there anything else you want to tell us about your local GP surgery?

Answered: 13 Skipped: 4

RESPONSES

one Dr is excellent, and one has a very abrupt communication problem

Back up teams and nurses very good. difficult to see Doctor. Sort of cross
examined first - Not
Good

Not enough Dr's available

My own personal experience is positive

would be great if Dr were more available instead of phone appointments

Don't understand why face to face appointments are available when
required and if telephone appointments are to continue then a time slot
should be provided or stat i have missed several such appointments due to
work commitments

excellent Nurses and staff 1 good Dr another difficult

All staff helpful and friendly

Everyone is very friendly and caring

i am 72 years old, rarely visit the Dr's surgery and only request an
appointment when i feel it necessary. I do not abuse the appointment
system but feel neglected when refused treatment and referred to urgent
care. On recent visit for a GP appointment, refused by the receptionist who
said to go to urgent care for x ray on hip. Hartlepool Hospital do not Xray
hips and then i was sent to North Tees for treatment.

would be nice and reassuring to see my GP face to face

staff are very pleasant and helpful and do their very best to fit you in in an
urgent/emergency situation

Cannot ask for more

Appendix

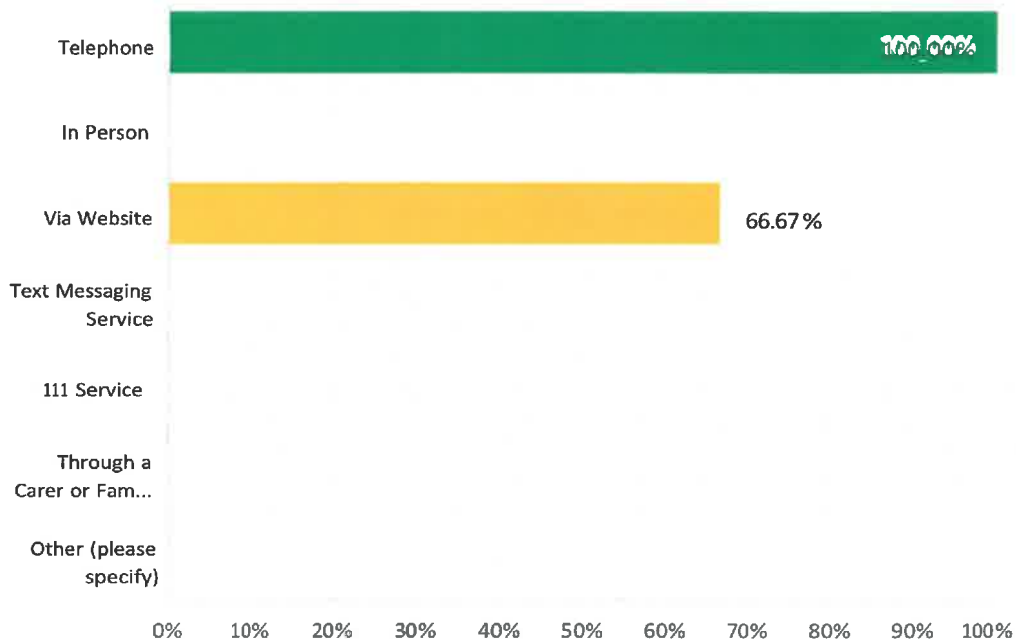
GP Appointment Questionnaire

Q1 Name of GP Surgery – McKenzie Practice Throston Surgery

Answered: 3 Skipped: 0

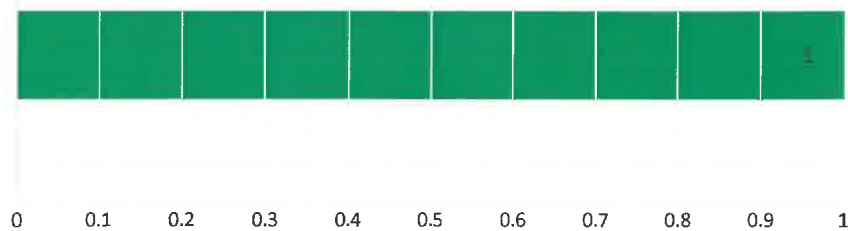
Q2 How do you book an appointment?

Answered: 3 Skipped: 0



Q3 On a scale of 1 to 10, with 10 being very good and 1 very poor, how would you rate your experience of trying to book an appointment?

Answered: 3 Skipped: 0



GP Appointment Questionnaire

Q4 What are your comments on booking an appointment?

Answered: 3 Skipped: 0

RESPONSES

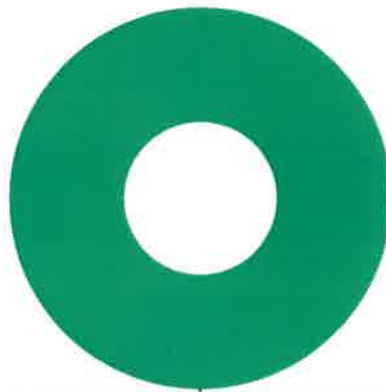
I try phoning for an appointment and sometimes it takes up to an hour for them to answer. I have tried online only to get a text (after waiting all day) to say no more appointments today. We will phone tomorrow.

Before Covid I would queue outside the surgery from 8.30 to get an appointment because I knew it was a waste of time trying to get through on the telephone.

It is almost impossible to get an appointment even when you ring immediately the lines open.

Q5 Are there any times when it is difficult to get through to your surgery on the telephone?

Answered: 3 Skipped: 0



Yes 100.00% (3)

Appendix

GP Appointment Questionnaire

Q6 If yes, which days and times do you have the most difficulty?

Answered: 3 Skipped: 0

RESPONSES

Most days if you phone for an appointment it takes upto an hour i wish i could see a Dr

In the morning every day knowing that if you did not ring early you would not get an appointment.

Every day, especially during the initial couple of hours.

Q7 When did you want to see or speak to them?

Answered: 3 Skipped: 0



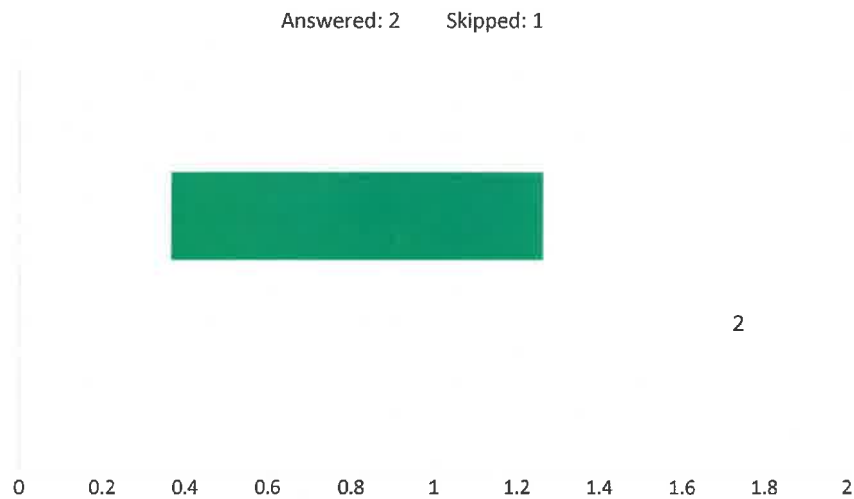
Appendix

GP Appointment Questionnaire

Q8 Was your appointment online or face to face?



Q9 On a scale of 1 to 10, with 10 being very good and 1 very poor, how would you rate your experience of an online appointment (if you had one)?

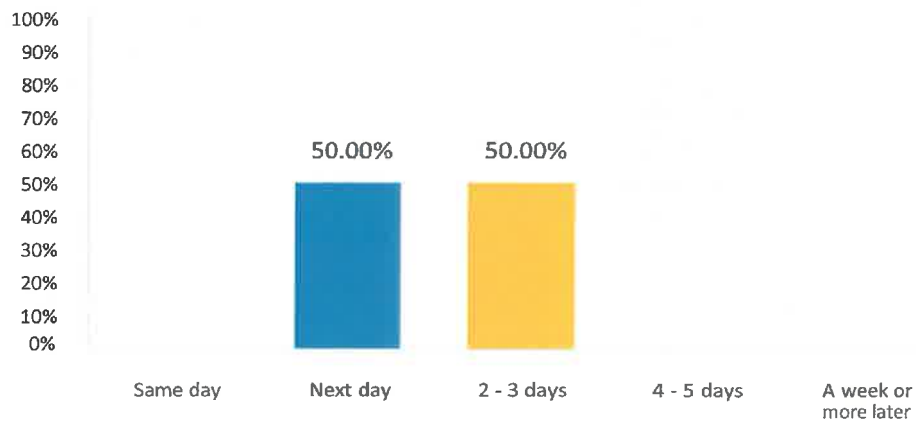


Appendix

GP Appointment Questionnaire

Q10 How long after initially contacting the surgery did you wait for your appointment?

Answered: 2 Skipped: 1



Q11 Do you have any additional support requirements? e.g., wheelchair access, deaf interpreter support, Text service, how you feel about on-line or telephone appointments?

Answered: 1 Skipped: 2

RESPONSES

Telephone appointments mean you have to be available all day to wait for an appointment. You do not have privacy to talk about personal problems. You might be at the checkout at Asda! Online appointments assume you have the technology and skills required to access the system. Elderly people often do not have the skills, especially when they are ill.

GP Appointment Questionnaire

Q12 How could access to your GP surgery be improved?

Answered: 1 Skipped: 2

RESPONSES

We need more GPs. During Covid I just did not even try to access services as it was a waste of time. I felt that I no longer had a doctor.

Q13 Is there anything else you want to tell us about your local GP surgery?

Answered: 3 Skipped: 0

RESPONSES

I compare the surgery to my sister's surgery in the one life and there is no comparing. she gets to see a Dr as soon as she phones up. i have been offered to speak to a nurse for the last 1 1/2 years on the phone.

It has been a problem for the last ten years trying to get access to doctors or nurses' appointments. To get a nurse's appointment you have to be able to get through on the phone.

Most days have been impossible until late afternoon when all appointments have gone.

They are no longer offering the basic level of service I would expect from an NHS provider and are reluctant to provide face to face appointments

Appendix

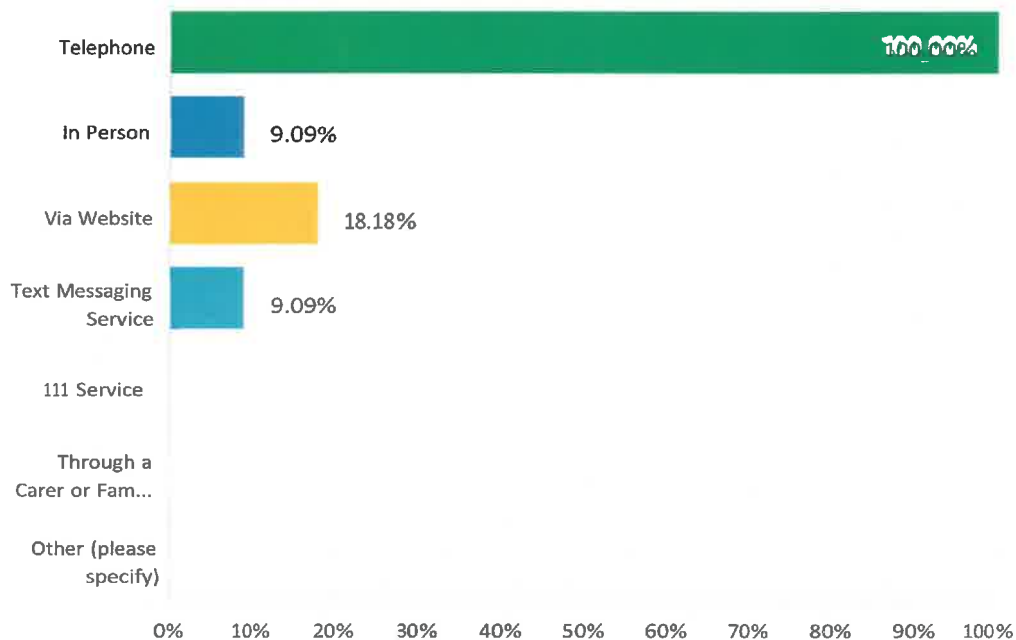
GP Appointment Questionnaire

Q1 Name of GP Surgery – Victoria Medical Practice

Answered: 11 Skipped: 0

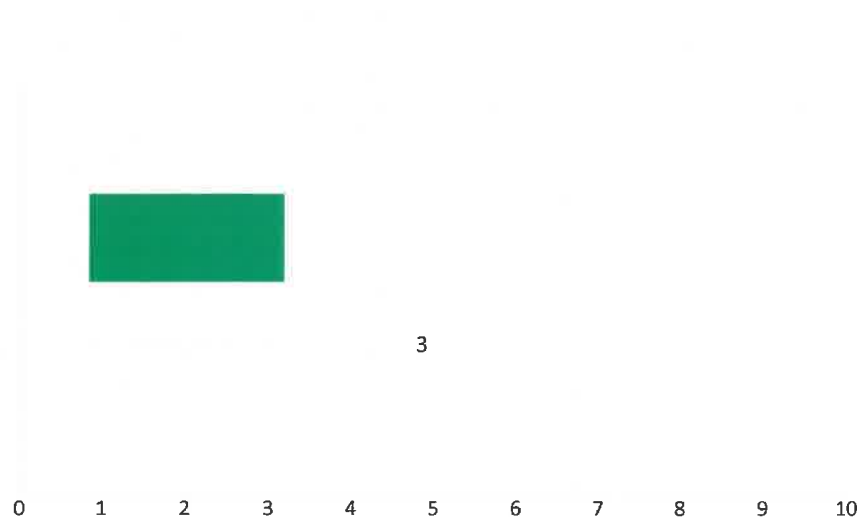
Q2 How do you book an appointment?

Answered: 11 Skipped: 0



Q3 On a scale of 1 to 10, with 10 being very good and 1 very poor, how would you rate your experience of trying to book an appointment?

Answered: 11 Skipped: 0



Appendix

GP Appointment Questionnaire

Q4 What are your comments on booking an appointment?

Answered: 10 Skipped: 1

RESPONSES

Its diabolical

Very poor

totally impossible to get an appointment - staff unhelpfully

Informing the receptionist about my disability makes things easier, I am partially sighted

Receptionist very good once you eventually get through

i was able to phone up early however i had issues with them calling me back

sometimes its not possible at all with them taking away a queuing up outside on morning and the excessive queues on the phone.

It's nigh on impossible to get through. I attempted 186 times over 4 days to finally get through to be told there were no appointments and to call at 8.30am. I like many others are unable to sit and press redial as I run a clinic myself from 8.30am and cannot take time away from patients to sit pressing redial for over 40 minutes to then be told there are no appointments.

Very hard to get through. On hold for quite a while and never any appointments by the time they answer

The receptionists take a long time to answer your call, then you have to wait two weeks for an appointment. That's if your lucky, doctors should now be seeing patients again face to face, and not a phone consultation.

Q5 Are there any times when it is difficult to get through to your surgery on the telephone?

Answered: 11 Skipped: 0



Yes 100.00% (11)

Appendix

GP Appointment Questionnaire

Q6 If yes, which days and times do you have the most difficulty?

Answered: 11 Skipped: 0

RESPONSES

Every day before 9am, any later no appointments available

All days

All days

Anytime

All times

Morning

first think on a morning, line is busy. You get through and all appointments are taken

Early morning which is the only time to get an appointment

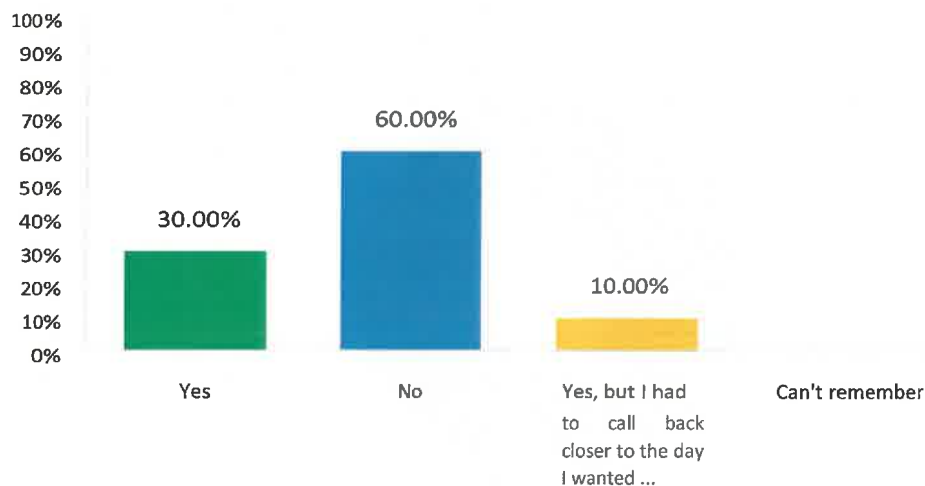
Every morning, also around lunchtime

Everyday and times when they open up until half past 9/10

It happens most of the time, it's difficult for your call to be answered

Q7 Were you able to get an appointment to see or speak to someone?

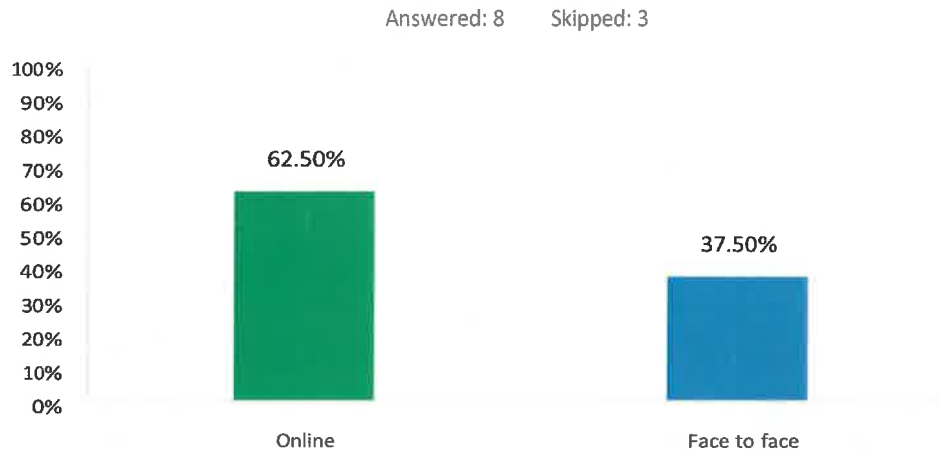
Answered: 10 Skipped: 1



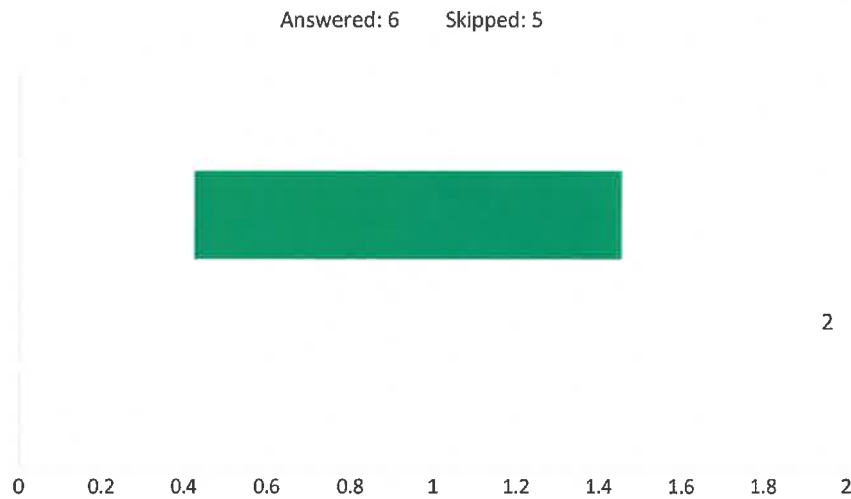
Appendix

GP Appointment Questionnaire

Q8 Was your appointment online or face to face?



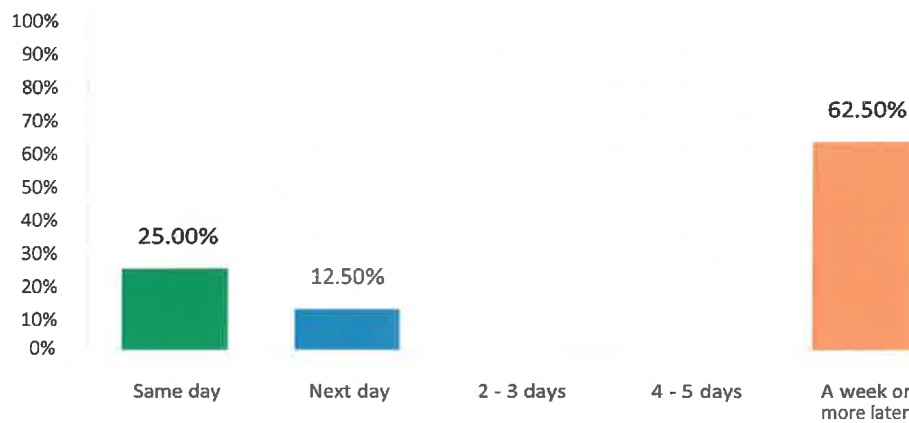
Q9 On a scale of 1 to 10, with 10 being very good and 1 very poor, how would you rate your experience of an online appointment (if you had one)?



GP Appointment Questionnaire

Q10 How long after initially contacting the surgery did you wait for your appointment?

Answered: 8 Skipped: 3



Q11 Do you have any additional support requirements? e.g., wheelchair access, deaf interpreter support, Text service, how you feel about on-line or telephone appointments?

Answered: 10 Skipped: 1

RESPONSES

Not able to phone and family member not able to hang on phone at 8.30am

disgusting i would like to see and talk to a doctor NOT always the Nurse

disgusting i don't go online as i am elderly and should be cared for better

i gave up trying to get appointment. Cannot walk far

Yes visual impairment. Cannot do online appointments, telephone appointments fine.

Disabled and LD, brother carer

no

online appointments can take twice as long for the GP to get back to you and can make you feel like they have forgotten you.

In relation to the above questions re face to face/online I have never been given the option.

The only option I was given was via telephone and the nurse called me

Appendix

GP Appointment Questionnaire

No

Q12 How could access to your GP surgery be improved?

Answered: 9 Skipped: 2

RESPONSES

Hope it is back to normal soon

By getting back to normal e.g see a Doctor

By getting back to normal and seeing my GP

to be able to book or see a DR

Staff and GP being made aware of my disability without me having to explain

allow in person appointments

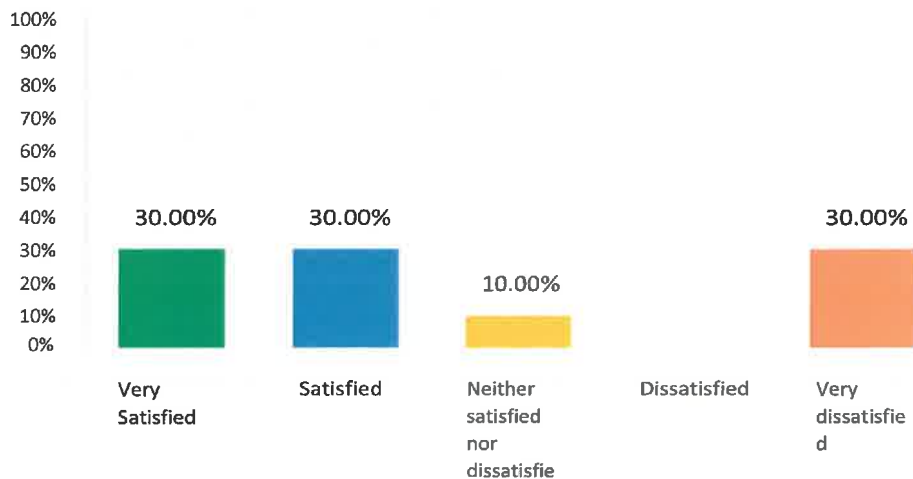
by having more Drs than just nurses and more communication between patient and information

Physical access is not an issue in that surgery

Access to full health records when requested online as tried multiple times and they don't approve it and more available appointments. Never any appointments online on same day

Q13 How satisfied were you with the time it took to provide your prescription and/or any other service you required?

Answered: 10 Skipped: 1



GP Appointment Questionnaire

Q14 Is there anything else you want to tell us about your local GP surgery?

Answered: 7 Skipped: 4

RESPONSES

Just want to see a Doctor. i don't for 2 years even have a doctor or i have never seen one. Disgusting !!

It is a shambles i don't get to see a doctor

Very poor service

Very efficient and helpful, but only once my additional needs regarding disability are taken into account

don't allow in person appointments but had issues with them being able to get an appointment for my mental health

No

As I said earlier, Doctors should now be returning to face-to-face appointments. How on earth is it possible to give a correct diagnosis over the phone or video. Patients expect to be seen by their GP