



# Enhanced Patient Access to GP Practices in Hounslow

Survey Report – November 2023

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# Introduction

# We are Healthwatch Hounslow

**Healthwatch Hounslow** is your local health and social care champion. From Feltham to Chiswick and everywhere in between, we make sure NHS leaders and other decision makers hear patient voices and use feedback to improve care. We can also help residents to find reliable and trustworthy information and advice around health and care.



# How to read this report

The main body of the report is divided up into two sections:

- **Key findings and recommendations**
- **Full findings**, where readers can find further detail for each finding area, alongside additional charts.

Additional information, including a full demographic breakdown of respondents, extra charts and tables, comments and quotes are included in the **Appendix**.

**Equalities data:** Survey question results were broken down by demographic grouping or protected characteristic. Where these results displayed interesting patterns or findings, data tables have been included in the appendix.

# Limitations

The responses gathered from our survey form a snapshot. Our data is not representative of all views and experiences.

The wording “enhanced access” was not clear to some people, so it had to be thoroughly explained. However, many might have just answered without fully grasping the full meaning.

Many responses were incomplete either due to lack of time or the patients unwilling to respond further, due to the length of the survey. Numbers of respondents to each question are made clear throughout the report.

# Project background

Patient access to GP practices has been a long standing concern for residents in Hounslow for a number of years. Issues like long waiting times on the telephone to book appointments, long waits to get an appointment, quality of telephone and online consultations, and problems around the 8am rush, have been persistent challenges.

A priority for North West London ICS\* and Hounslow is to improve patient access and a number of interventions by the ICS are being implemented to address some of the concerns, namely:

- Transfer of most GP Practices to voip\* telephony to help manage telephone queues.
- Improve equalities of those accessing services: eg. age, disability, ethnicity and location (to name a few) should not be barriers to accessing healthcare.
- Waiting times of appointments
- Quality of online/telephone/in-person appointments

## Background cont...

While the ICS and Primary Care teams have access to some data from the telephony software and practice management software regarding waiting times and appointment scheduling, it does not paint the whole picture of the user experience.

To address these concerns, North West London Integrated Care System (ICS) and Hounslow Primary Care teams, approached Healthwatch Hounslow to undertake a research study to gain a deeper understanding of 'enhanced patient access' to GP practices.

This project was formed as a result of partnership work with ICS and Hounslow colleagues.

The primary goal of this research study is to tackle enduring concerns such as extended waiting times, the scheduling of appointments, appointment availability in the evenings and weekends and the quality of consultations for the benefit of Hounslow residents.

This report offers valuable insights into both areas of commendable practices and areas where enhancements can be made concerning appointments at GP Practices, all from the viewpoint of patients.



# What is 'Enhanced Access'?

Nationally a new 'enhanced access' service has been introduced for General Practice (GP). It aims to provide patients with more flexibility, offering greater access to routine and same-day GP appointments during evenings and Saturdays, and eliminating variability experienced by patients at different practices. The approach also seeks to create a more adaptable blend of appointment modes, embracing digital solutions for convenient patient access. The goal is to enhance overall healthcare delivery through a more cohesive and accessible system.

## What's changing?

This improvement involves extending GP appointment hours until 8 pm on weekdays and from 9 am to 5 pm on Saturdays, with both advance booking and same-day options that patients can remotely cancel. Various health professionals within the primary care team will be available during these extended hours, offering services through telephone, video, online consultation, or face-to-face appointments based on clinical needs.

# Methodology

In collaboration with ICS and Hounslow Primary Care team we identified questions and developed the survey for enhanced patient access.

We visited GP practice waiting areas over an 8-week period (August/September 2023) to talk to patients and complete surveys. Healthwatch volunteers played a vital role in this outreach work.

The survey was also promoted via our social media platforms, by putting flyers in GP practices and handing out QR codes to the patients at the practices.

Initially we targeted 10 GP's identified by primary care colleagues needing improvements. Once these were captured the project extended to as many of the remaining 32 practices as possible. The full list of practices reached can be found in the appendix.

# Survey Questions

The survey had a total number of 29 questions, plus a series of demographic questions such as age, gender, ethnicity, sexual orientation etc. It also asked whether the participants would consent to be contacted after 6 months to run a pre and post analysis of their GP practice in regard to this project.

The main survey areas:

**Booking system:** We asked people what their method of contact was to book an appointment with their GP; if they tried any other ways; if they had called, what was the waiting time to speak to someone and how many times did they call.

**Appointment:** We asked who their appointment was with; if they got the appointment within a reasonable time and what was the time frame; what would they consider to be a reasonable time for an emergency and a standard appointment; how was it offered; and if they were directed to any alternative if not given an appointment.

**Online consultations(OC)/PATCHS\*:** Participants were asked if they had contacted their GP via **OC** was the system available for use; what was the waiting period to get a response; if they were satisfied; and reasons for not using OC/PATCHS if they haven't.

**Enhanced Access:** The patients were also questioned if they knew they are able to book an appointment outside normal hours; if they ever had an appointment in those hours at their GP or elsewhere; their willingness to visit a nearby GP if needed; and their general comments/feedback about their GP or appointment booking system

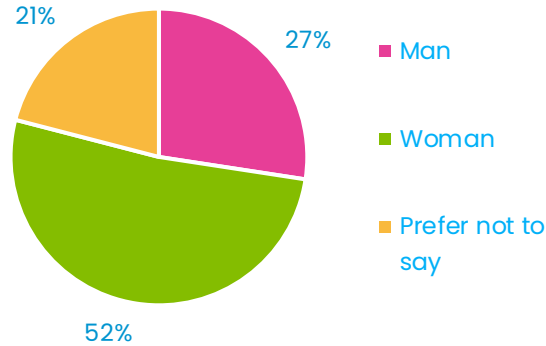
# Survey respondents



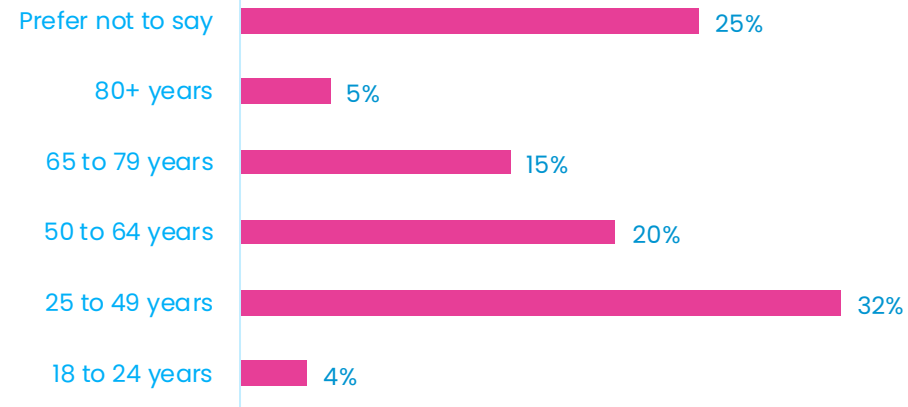
## Sexual Orientation

Most (**72%**) were heterosexual, and a minority, less than **2%** were LGBTQIA+

## Gender



## Age



**29%** have a long term health condition or need

**23%** have a disability which requires them to visit their GP often

**8%** identify as a carer

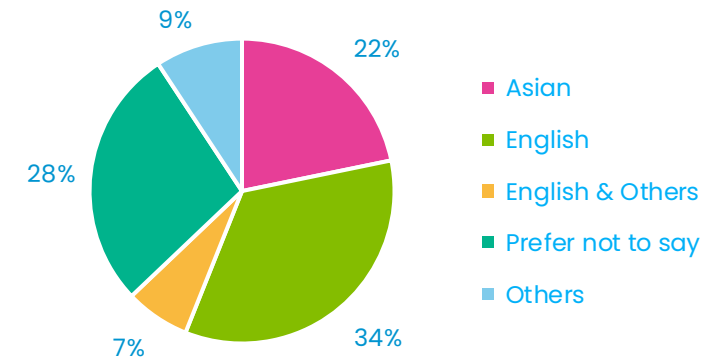
## Ethnicity

- 32%** Asian/Asian British
- 24%** White British
- 13%** White others
- 7%** Mixed/multiple ethnicities
- 3%** Black/Black British
- 21%** Prefer not to say

## Main language spoken

- 22%** spoke only an Asian language
- 34%** spoke only English
- 9%** spoke other languages
- 7%** spoke English & 1 other language

## Main Language spoken



# Key Findings and Recommendations

# Key findings 1-3 (phones)

## 1. People still prefer to phone their GP to book an appointment

Over four fifth of our survey respondents (87%) said that they chose to call their GP surgery to get an appointment.

## 2. Many experience long waits on the phone to get through to their practice with experience varying from practice to practice.

31% reported that it took them '5 minutes or less' to get through to someone, and a lucky 5% got through 'immediately'. However, 24% said they waited on the phone for 20-30 mins and a further 17% for 30+ minutes .

## 3. Large numbers of people don't readily try other means to book an appointment, apart from calling

44% of the respondents didn't use any other method of contact.

# Recommendations (phones)

- A)** Increase phone line capacity/staff cover on phones: Establish 5 x solutions to be trailed by different PCNs; stipulate guidance around minimum staffing levels and number of phone lines based on patient list size and population health burden
- B)** Using this reports data as a baseline, introduce a Hounslow access target for phone line waits eg, 50% answered within 5 minutes or less by March 2025; 75 % by March 2026
- C)** Introduce a target around number of times a patient has to call to get through on the phone
- D)** Commissioners and practices to coproduce targeted support plans for the most underperforming GPs
- E)** Seek to reduce the 8am phone scramble by extending phone line opening hours and removing any remaining limitations (except a lunch break) on when patients can phone for an appointment and or results etc
- F)** Ensure 100% of all practices have clear call waiting message re 'number in the queue'
- G)** Utilise opportunities that exist through the PCN framework to partner higher and lower performing practices to support cross learning and peer supported development.

## Key Finding 4 (online/PATCHS)

**4. Most people do not know about accessing their GP via online consultation (OC) or PATCHS, however those that do, get a quick response and are satisfied.**

70% of the people didn't know about PATCHS. However, of those who tried using PATCHS, 70% of them got a response within 48 hours and 82% were satisfied with the response.



# Recommendations (online consultation/PATCHS)

- H)** Remove barriers to online booking, specifically restrictions in appointment time slots and restrictions in booking more than 2 weeks ahead
- I)** Create bespoke communications and teaching sessions for those from 'Asian/Asian British' and 'White Other' communities to inform and teach use of online consultation. Within this, include clarification of how language barriers can be reduced/addressed for individuals trying to use online and the app to book appointments.
- J)** Ensure regular communications to the public and patients around online booking and PATCHs via GP newsletters, GP websites, as well as utilising other routes provided by Healthwatch and VCOs\* in the community
- K)** Ensure staff are available to guide individual patients or groups through the process of using online booking and PATCHs. This may include revisiting the PATCHs support offer commissioned and how this is made available to patients and communities and introducing live demonstration sessions at practices and in the community.
- L)** Review existing local 'digital partners' in Hounslow or commission a VCO community partner to deliver appropriate digital literacy sessions focussed on online consultation/PATCHs

# Key Findings 5-7 (enhanced access)

## **5. Awareness of evening and weekend appointments is 50/50.**

**Those who are aware, access it to a good degree.**

46% of those who were aware of the enhanced access times had an enhanced access appointment.

## **6. People are not readily offered enhanced access appointments.**

82% of people have not been offered an enhanced access appointment

## **7. People are willing to travel for enhanced access GP appointments.**

77% of the people showed willingness to access another nearby GP for enhanced access.

# Recommendations (enhanced access)

**M)** Launch an awareness raising campaign to better inform patients about evening and weekend options and how they can access them. The campaign should include ensuring GP websites display clear standardised text/information on EA appointments.

**N)** Consider methods for how on the day booking, and calls, can be made to the enhanced access service.

**O)** Direct receptionists to proactively encourage patients to opt for enhanced access appointments when they are unable to offer an appointment within 1-7 days (the expected timeframe of 72% of patients).

## Key Finding 8-9 (other)

**8. People are accessing different healthcare professionals within general practice. However, the majority are still seeing their doctor and prefer to see the same doctor.**

71% of people had their appointment with doctors, while 21% saw other healthcare Professionals; within this category, 15% specifically saw nurses.

**9. Expectations and reality around the timeframe for appointments measure up where emergency appointments are concerned, but there is a mismatch for standard appointments**

51% of people received a standard appointment within 1-3 or 4-7 days; 72% expect an appointment within the same time frame

# Recommendations (other)

- P)** Evaluate success of the current 'We are General Practice' primary care campaign to inform next steps and actions around ensuring patients know about all the different professionals, within the primary care that can help them.
- Q)** Make campaign materials available in languages relevant to those from 'Asian/Asian British' and 'White Other' ethnic groups.
- R)** Develop clear Suggested standardised website text for GPs to display around standard and emergency appointments and the timeframes for appointment that patients can expect.

# Full Findings

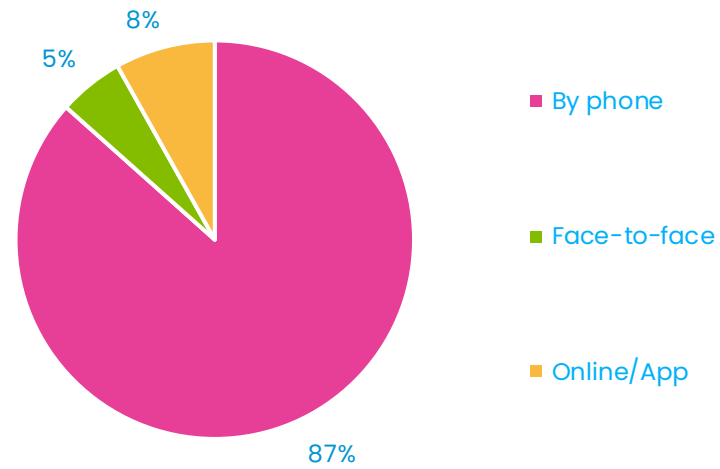
# Key finding 1

## People still prefer to phone their GP to book an appointment

- More than 4/5 of people (87%) used a telephone as their chosen method of contact to book an appointment.
- There is no difference in preference for men (85%) and women (86%) who both strongly favour phone contact, as do all age groups (where we have enough data to draw firm conclusions).
- Variation, however, does exist amongst ethnic groups with 94% of Asian/Asian British respondents preferring the phone to book an appointment and 84% of White Others preferring the same. Interestingly, this figure drops to 74% for White British.
- 16% of White British respondents prefer the online/app method vs 6% for both Asian/Asian British and White Other ethnic groups. If we think language issues could be an obvious factor here, it is clear that ethnic minority groups are more disenfranchised from using online tools.
- Face-to-face booking is the least preferred option, but remains an important option, for convenience, and or as a last resort when difficulties are encountered using other methods.
- Although small in number, the data suggests those aged 18-24 are more likely to use the app/online methods to make contact

# Key finding 1 – data

Method of contact to book an appointment (n. 246)





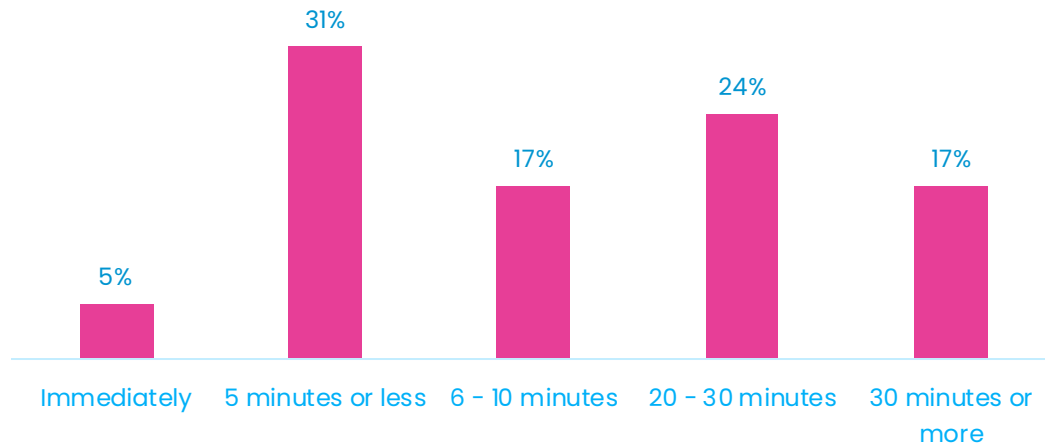
## Key finding 2

### Many experience long waits on the phone to get through to their practice with experience varying from practice to practice.

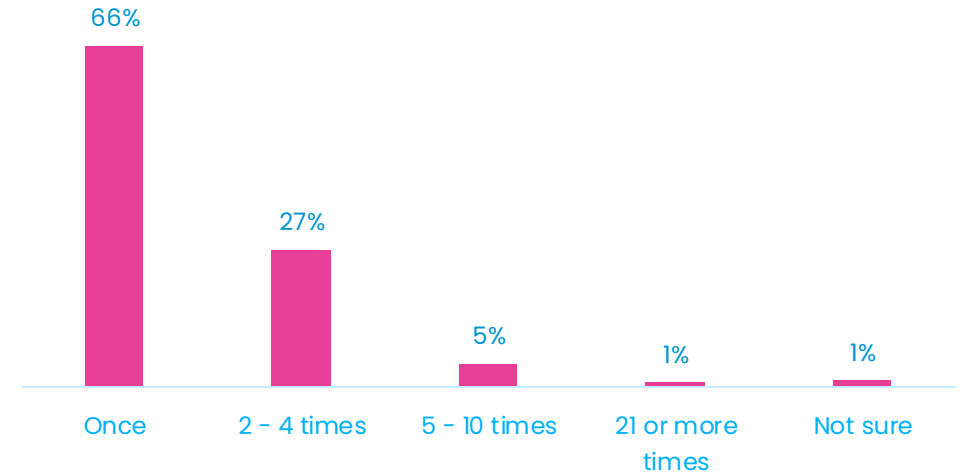
- 36% people could get through on the telephone and speak to someone within 5 minutes of calling.
- Many others wait considerably longer: 24% wait 20-30 minutes and 17% over 30 minutes.
- As the preferred method of contact for the vast majority, phone line capacity must be addressed – staffing levels and the 8am scrabble may form a part of this review.
- Whilst it is promising that a majority of patients (66%) get through on one phone call, an unacceptable number have to call repeatedly to get through on the telephone (27% have to call 2-4 times, with this increasing to 32% when we include those who try 5-10 times).
- The number of times people call their GP practice to get through does not notably vary by gender, however by age group, 17% of those aged 50-64 years attempt to call 5-10 times. This is considerably more than other age groups, who report 0-3%. Do other age groups give up earlier? Are the health needs of this age group much greater that they can't afford not to set through? Consideration of possible factors should be explored further.
- Most practices now have a 'number in the queue' message on their call waiting system – this was reported by 75% of respondents.
- Much less reported were call waiting/answerphone messages that outline alternative ways to book (23%) and alternative services eg NHS 111 (20%)

## Key finding 2 – data

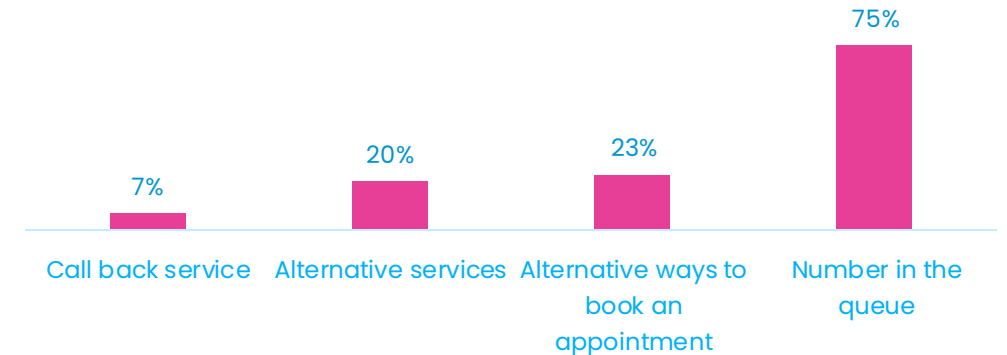
Waiting times when called GP (n.240)



Number of times called in attempt to book an appointment (n.220)



Automated message options when called GP to book an appointment (n.248) – multiple choice



NB. The original survey inadvertently omitted the 11-20 minute option

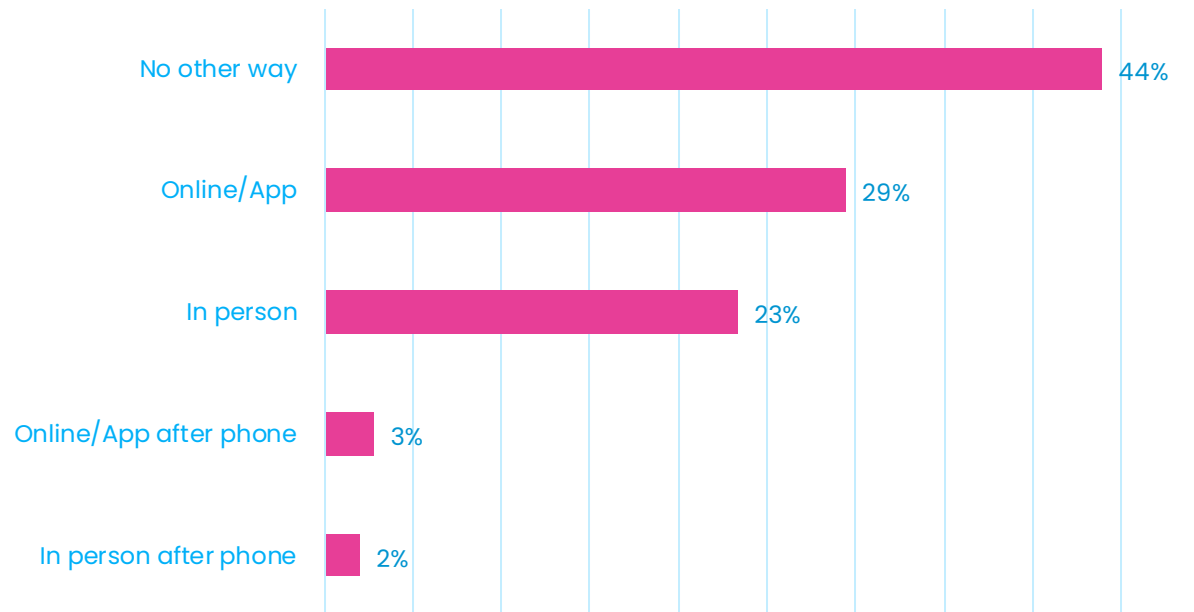
## Key finding 3

### Large numbers of people don't readily try other means to book an appointment, apart from calling

- Whilst the system offers various methods to book an appointment with the GP practice, our study has found that other channels of communication are underused by patients.
- 44% of respondents said they had not tried any other methods
- Of those that had tried to use other ways of contacting, slightly more people tend to opt for the app or the online platform (29%) than the walk-in option (23%).
- When we asked people why they didn't try other methods, responses varied. The main reason cited was "the app didn't work or there were issues with booking online" (41%). Smaller numbers highlighted restrictions in appointment times or not being available beyond 2 weeks online (9% collectively) and lack of awareness of online options (9%).

# Key finding 3 – data

Tried other ways of booking appointment (n.248)



## Key finding 3 – comments

- “It is always so busy, even when nobody is here, you still have to wait for so long for them to pick it up. The online service only has appointments for the next 2 weeks.”
- “I’ve tried online but there was no appointment available there, so it defeats the purpose of being encouraged to use it. You can’t book the appointment in person, they tell you to call.”
- “They ask you to call as website/app don’t show any appointments.”
- “Online doesn’t work and they don’t encourage in person.”
- “Not educated enough for other ways.”
- “It was alright but it is hard to access the GP, the log-in can be a bit difficult sometimes.”
- “I’m not aware of the other systems, they just tell us to call them at 8 am to find out if we have an appointment or not. Everyone cannot call them at that time.”
- “For online, they have to send you a link before you can get an appointment. Also, they only give you an appointment in person if it is a follow-up.”
- “I tried to use it online but they changed the appointment that was originally booked for me to another date. ”
- “I got a bit confused with it, so now I just phone them.”

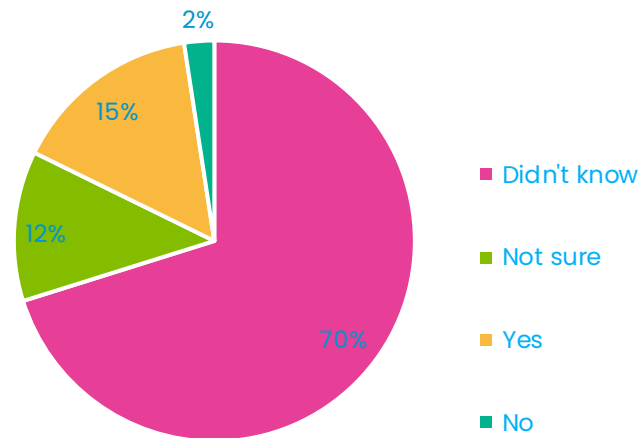
## Key finding 4

### **Most people do not know about accessing their GP via an online consultation (OC) or PATCHS, however those that do, get a quick response and are satisfied.**

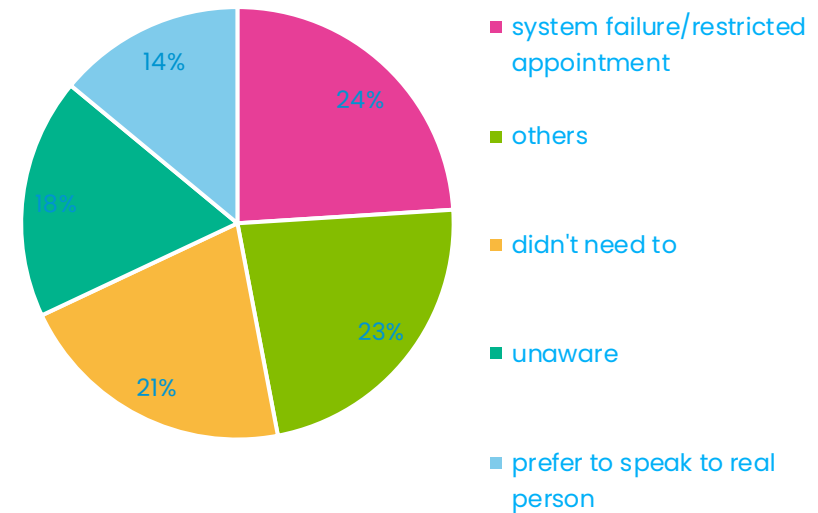
- Most people are not aware of online methods for accessing their GP – 70% reported this, with 'don't know' being the largest category selected, across all demographic groups
- For those that have used online methods, younger age groups are more likely to have tried it (44% for 18-24year olds; 23% for 25-49 year olds)
- For those that use it, 70% got a response within 48 hours and 82% were satisfied with the response.
- For those that don't/haven't used PATCHS, we found that nearly a quarter (24%) said the system didn't work for them or the appointment times available were too restricted; 21% said they didn't need this system; 18% said they weren't aware of a system for booking online; and 14% said they prefer to speak to a real person.

## Key finding 4 – data

Did you contact your GP via OC/PATCHS? (n.248)

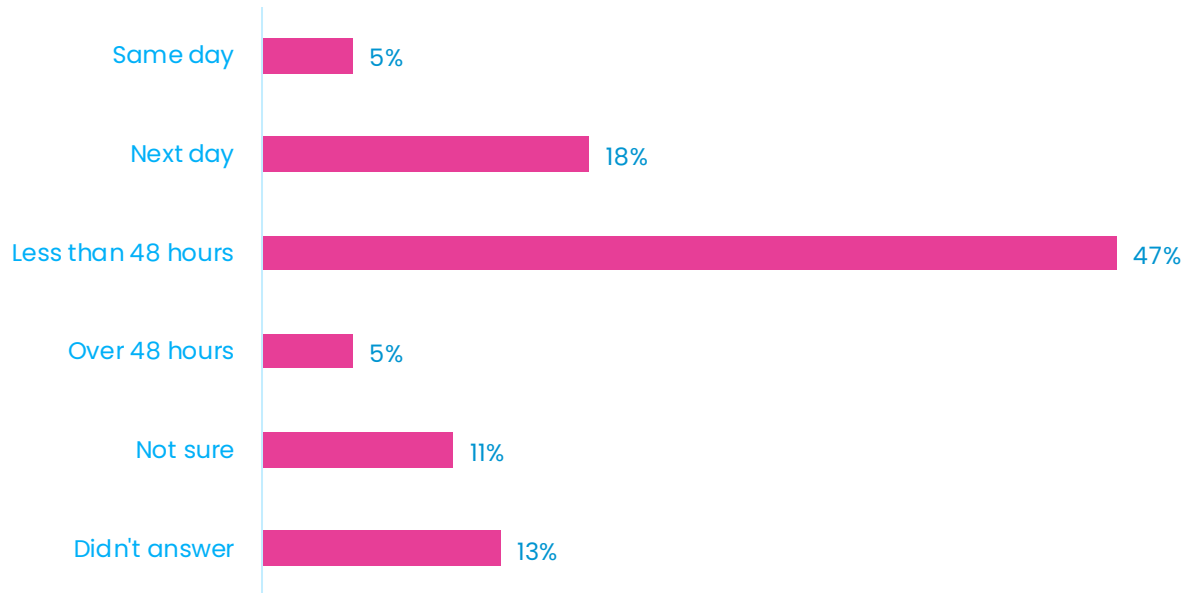


Reasons to not use PATCHS (themes from patient freetext responses) (n.248)

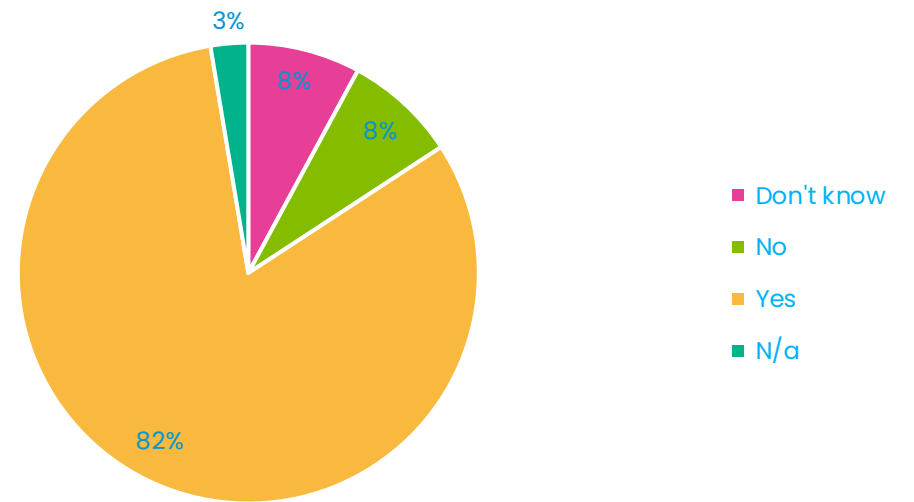


# Key finding 4 - data

Response time when used OC/PATCHS (n.38)



Satisfied with the response using OC/PATCHS (n.38)





## Key finding 4 – comments

- “Most of the time when I need to see them it is necessary for me to get seen by them in person. I also it is a delaying tactic for them not to see us and I do not trust the online site, and I do not want them access to my medical notes.”
- “I think the option to use the other system should be prioritised rather than sending everyone online, it is not fair to everyone.”
- “I do not know how to use it.”
- “I haven't had a reason to use it.”
- “I didn't know about PATCHs. I thought it's something that they put on you!”
- “No appointment were available within the next 2 weeks.”
- “I have a better alternative to it.”

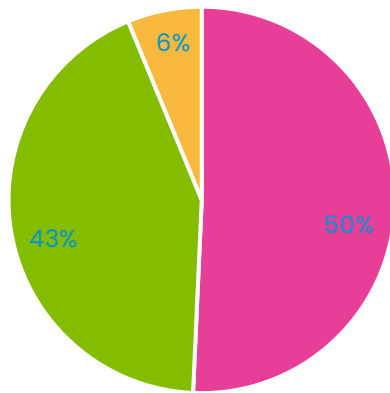
## Key finding 5

### Awareness of enhanced access is 50/50. Those who are aware, access it to a good degree.

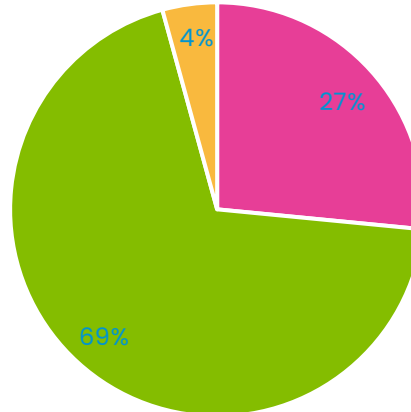
- 50% were not aware of enhanced access to GPs, or didn't know what this meant.
- Although 50% said they were aware of 'enhanced access', there seemed to be some confusion or lack of information about the timings of available appointments, while a couple of people we spoke with indicated having just found out about the whole concept.
- For those that are aware of enhanced access, a good portion have used the service – 46%
- Only 6% of people are aware of appointments available after 6:30pm in the evening and only 14% are aware of Saturday appointments.
- White British people were slightly more aware of enhanced access, than other ethnic groups (54% White British vs 48% respectively for each of Asian and White: Other ethnic groups)
- Awareness levels for the 65–79 year age group lags behind other age groups by approx. 10%
- Approx 1/4 of people are aware of practices being open 9am–5pm and approx 1/3 are aware of opening hours 8am–6pm. Almost 1/3 of people don't know their practice opening hours/ available appointment times.

# Key finding 5 – data

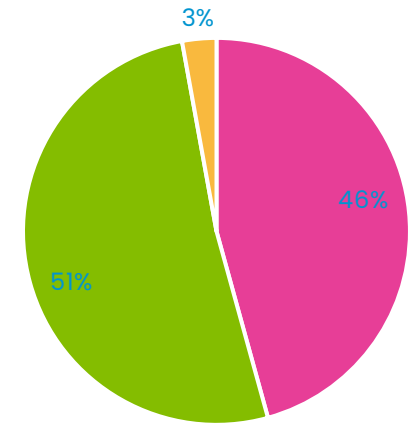
Are you aware of enhanced access appointments (n.209)



Ever had an appointment as enhanced access (n.211)

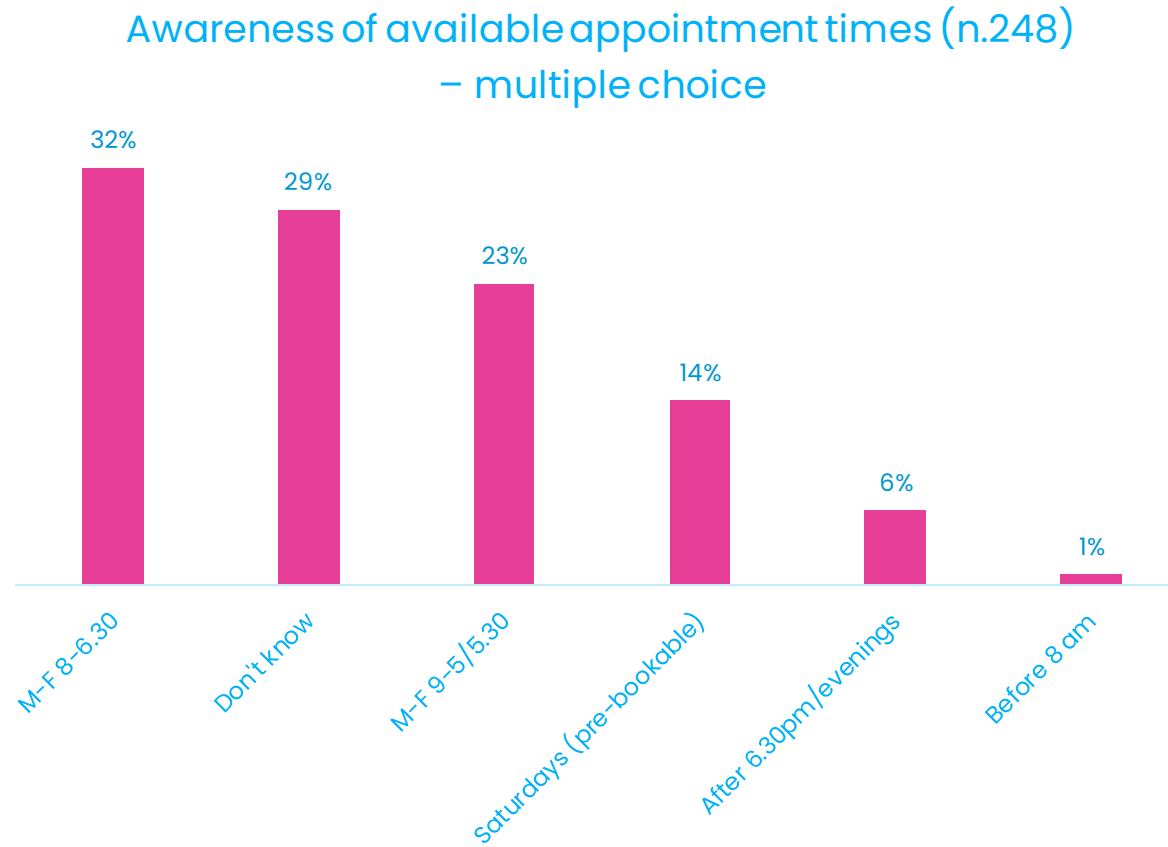


(For those who were aware)  
Have you ever had an enhanced access appointment? (n.105)



- Yes
- No
- Don't know

## Key finding 5 – data



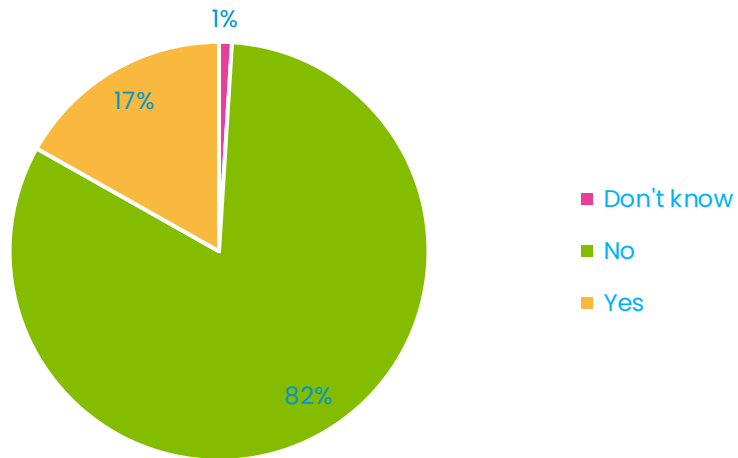
## Key finding 6/7

### **People are not readily offered enhanced access appointments; People are willing to travel to another nearby Practice for enhanced access GP appointments.**

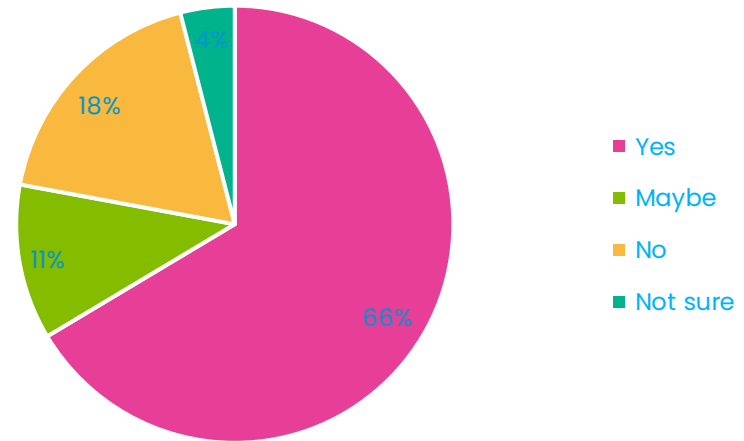
- 82% of people have not been offered an enhanced access appointment
- Men, people aged 50-64 years, and those from the White British ethnic group seem to be offered enhanced access appointments more than others.
- 78% of the people showed willingness to access another GP for enhanced access.
- Men and younger patients appear more willing than others to go to another nearby practice for an appointment

# Key finding 6/7 - data

Offered enhanced appointment to different GP practice (n.202)



Willing to go to a nearby GP practice outside normal hours (n.201)



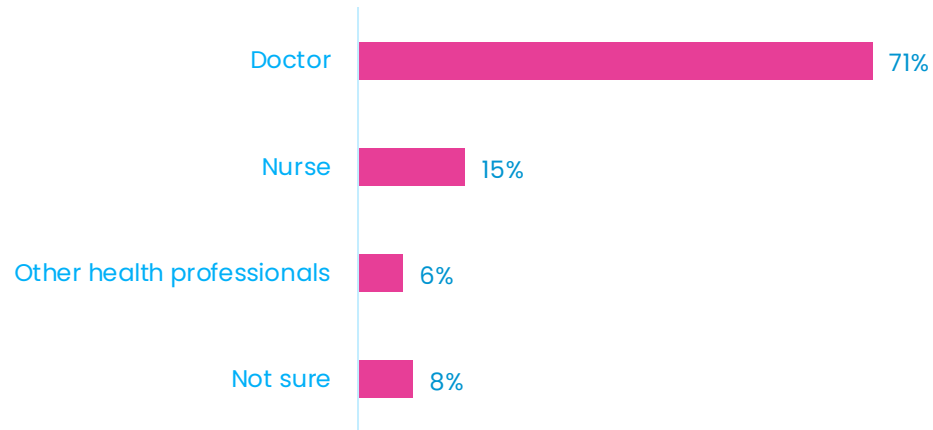
## Key finding 8

### **People are accessing different healthcare professionals within general practice. However, the majority are still seeing their doctor and prefer to see the same doctor.**

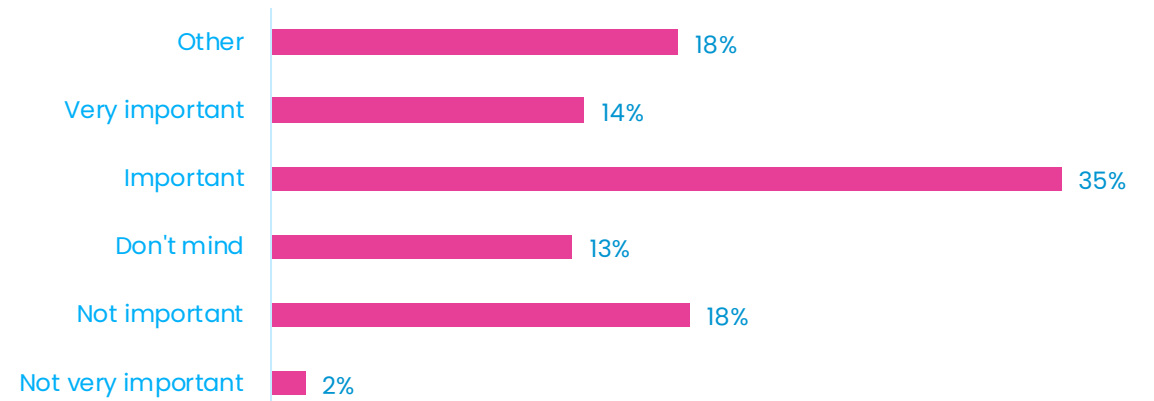
- While majority of the people had an appointment with their GP/doctor (71%), approximately a fifth (21%) have seen other allied health professionals, including 15% with nurses.
- Those aged 50-64 and 65-79 years have more appointments with other health professionals than others.
- People from the White British ethnic group also have more appointments with other health professionals than other ethnic groups – this is supported by language data where those who speak English are slightly more likely to see other health professionals than those that don't.
- Some people don't know who their appointment is with (8%) and could lack awareness of the various professionals within general practice who could support them on an ongoing basis.
- 49% of patients report it being 'important' or 'very important' to see the same doctor for appointments vs 20% who say it is 'not important' or 'not very important'
- Those whose main language is English seem less concerned about seeing the same doctor

# Key finding 8 – data

Who the appointment was with (n.196)



Importance seeing same doctor for non-emergency appointments (n.195)





## Key finding 9

### Expectations and reality around the timeframe for appointments measure up where emergency appointments are concerned, but there is a mismatch for standard appointments

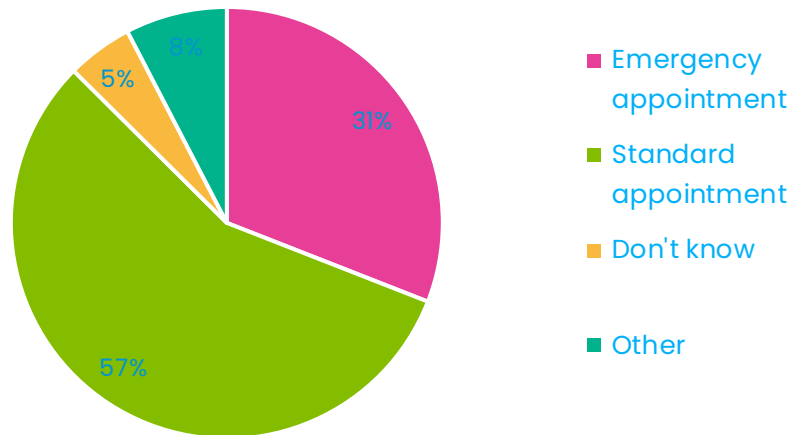
- Approx 1/3 of people (31%) are accessing 'emergency' appointments.
- Regardless of whether it was an 'emergency' or 'standard' appointment, almost 2/3 of people (65%) thought they were offered an appointment within a reasonable time when they contacted their GP practice.
- More people are given a 'same day' appointment, than expect a 'same day' standard appointment (14% vs 4%)
- 51% of people received a standard appointment within 1-3 or 4-7 days, however this varies substantially from the expectation people have - 72% expect an appointment in this timeframe.
- Equal numbers of people get a standard appointment on the 'same day', as receive a standard appointment in 'over 2 weeks' (14% each).

## Key finding 9 – cont...

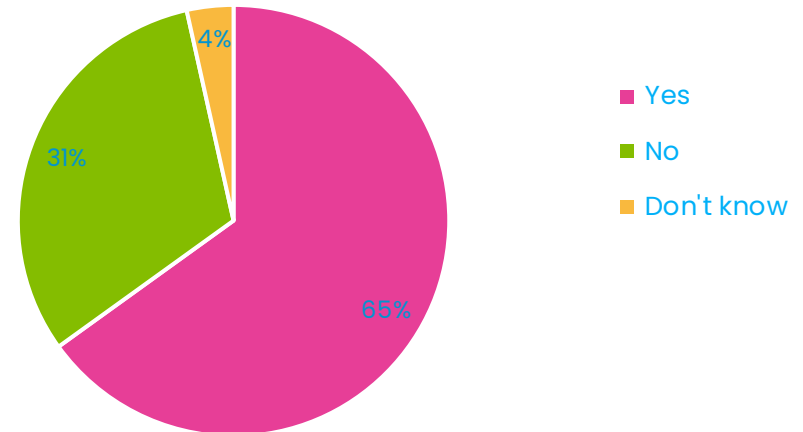
- When it comes to emergency appointments, what people expect and what they receive, marry closely – 73% think it is reasonable to get an emergency appointment on the same day vs 72% who actually get an emergency appointment on the same day.
- Some expectation management may be required around emergency appointments as 15% expect it within 4 hours (an additional 12% are happy with the next day)
- Expectations across various demographic groupings show some interesting findings for further consideration:
  - Men think a standard appointment should be in 1-3 days (55%), whereas women strongly lean towards 4-7 days (46%)
  - 0% of 50-64 year olds expect same day standard appointments vs 5% for 25-49 year olds and 11% for 65-79 year olds
  - Most White British and Asian/Asian British respondents expect standard appointments in 4-7 days (41% and 46% respectively). This compares with only 27% for White Other respondents, who lean more towards the 1-3 day in terms of expectations (40%)

## Key finding 9 – data

What was your most recent type of appointment? (n.207)

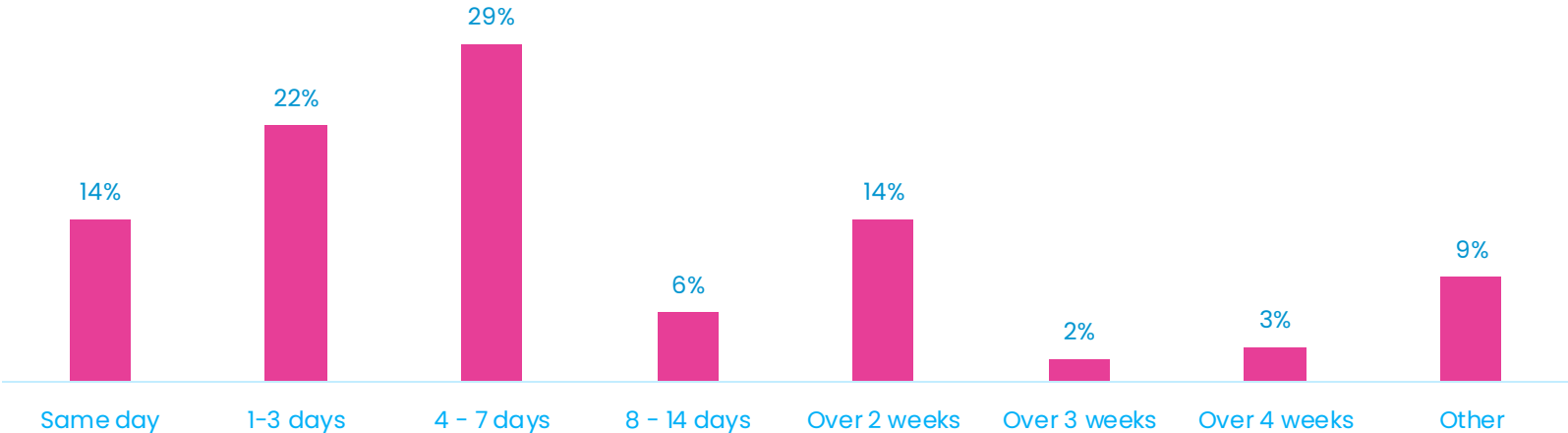


Were you offered an appointment within what you felt was a reasonable timeframe? (n.229)

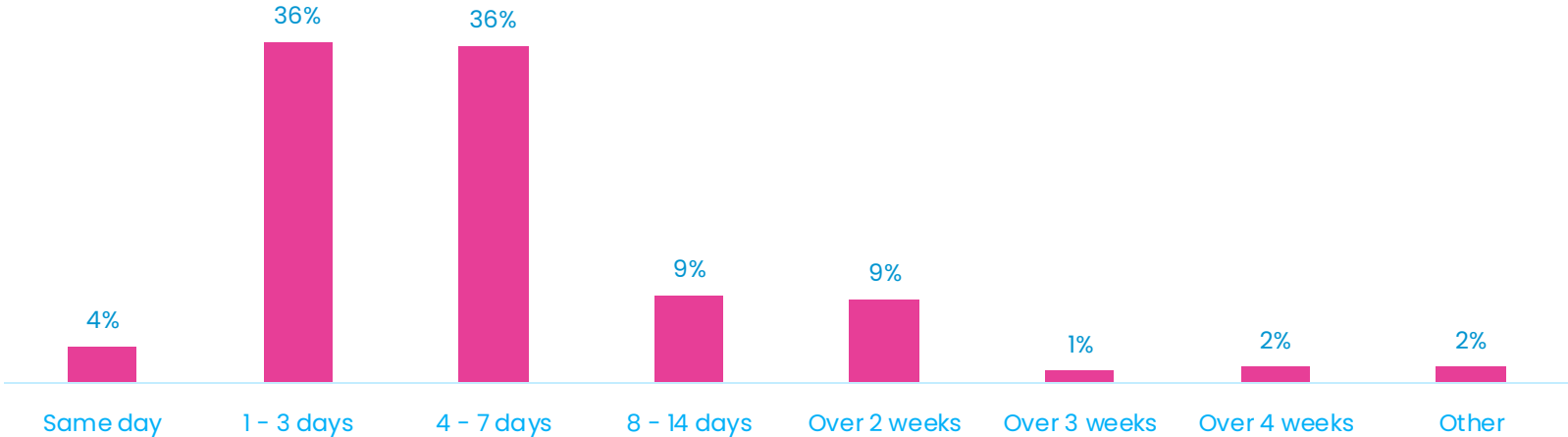


# Key finding 9 – data

Time frame given for your standard appointment (n.126)

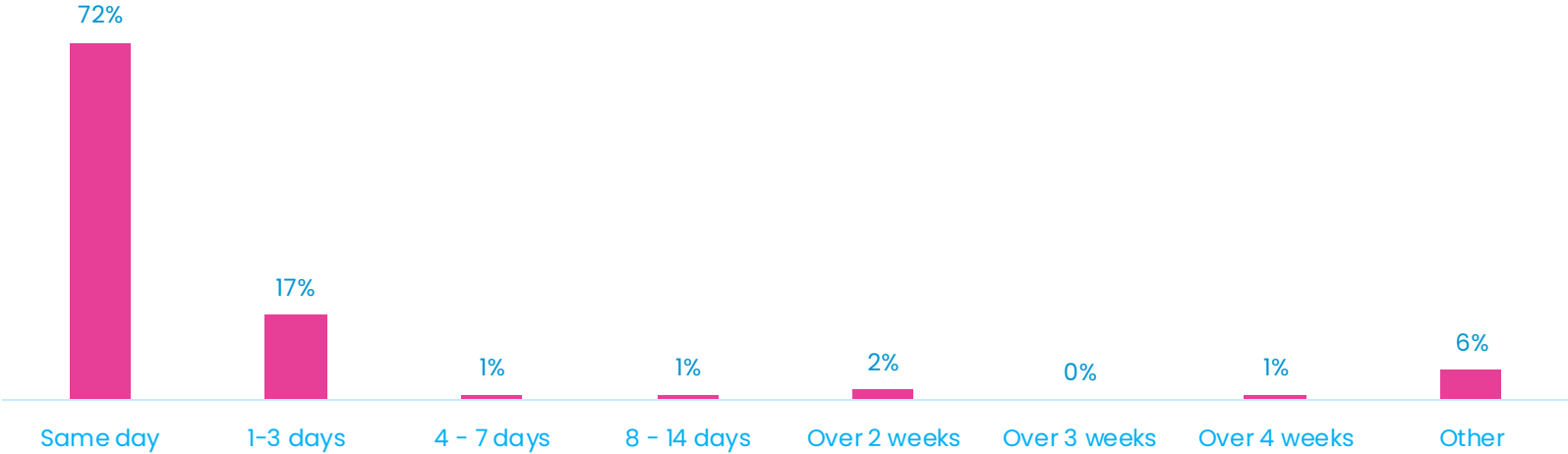


Expected reasonable time frame for standard appointment (n.223)

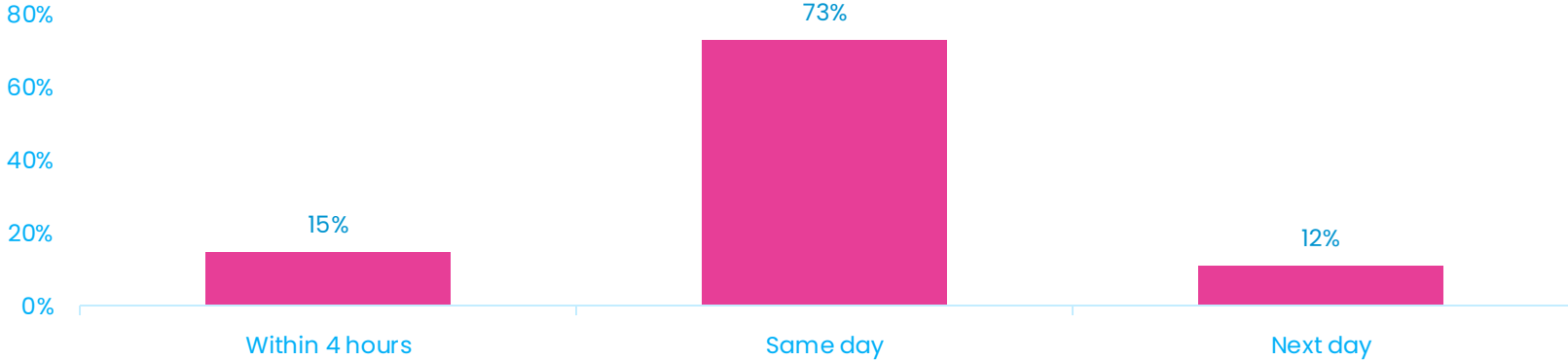


# Key finding 9 – data

Time frame given for your emergency appointment (n.69)



Expected reasonable time for emergency appointment (n.217)



## Glossary

- ICS- An Integrated Care System (ICS) is a collaborative and coordinated approach to organizing and delivering health and care services.
- VOIP Telephony- VoIP (Voice over Internet Protocol) telephony refers to the technology that allows voice communication and multimedia sessions to be transmitted over the internet rather than traditional telephone networks.
- PATCHS- PATCHS is an online consultation service that allows you to quickly and easily access GP services online. PATCHS is also an online communication tool that allows patients to connect with their GP for health advice, repeat prescriptions, and other related services.
- VCOs- Voluntary and Community Organizations.

# Appendix

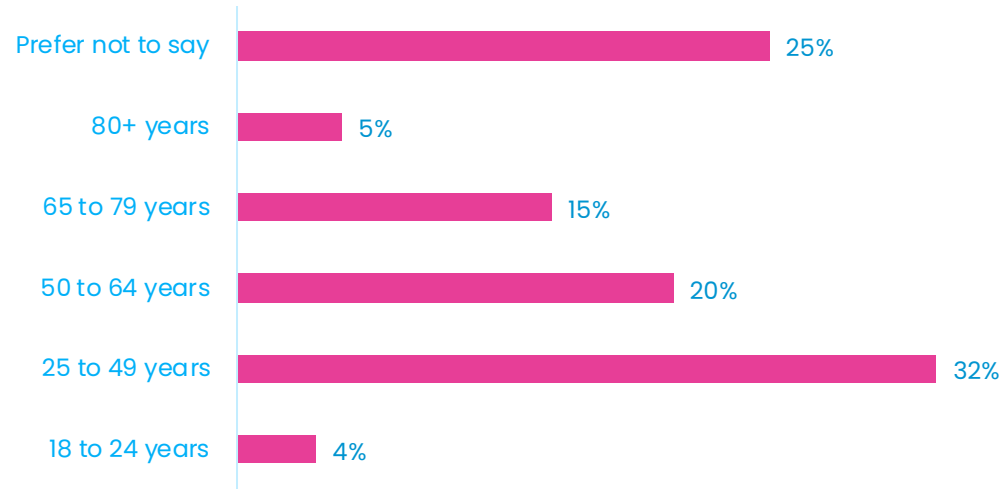
# Demographic breakdown of survey respondents

Ethnicity	Count	Percentage
Arab	6	2%
Asian/Asian British: Any other Asian/Asian British background	12	5%
Asian/Asian British: Bangladeshi	4	2%
Asian/Asian British: Chinese	1	0%
Asian/Asian British: Indian	42	17%
Asian/Asian British: Pakistani	21	8%
Black/Black British: African	6	2%
Black/Black British: Any other Black/Black British background	1	0%
Mixed/multiple ethnic groups: Any other Mixed/Multiple ethnic group background	4	2%
Mixed/multiple ethnic groups: Asian and White	4	2%
Mixed/multiple ethnic groups: Black African and White	1	0%
Mixed/multiple ethnic groups: Black Caribbean and White	1	0%
White: Any other White background	26	10%
White: British/English/Northern Irish/Scottish/Welsh	59	24%
White: Irish	6	2%
White: Roma	1	0%
Prefer not to say	53	21%
<b>Total respondents</b>	<b>248</b>	<b>100%</b>

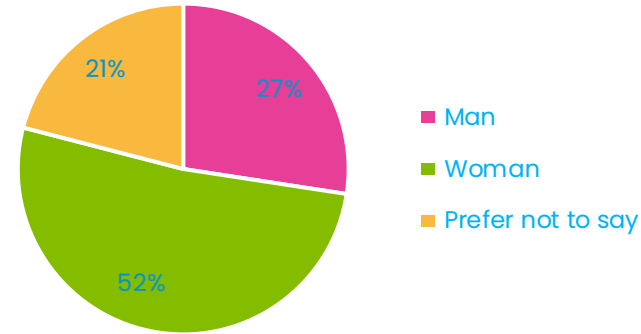
Main language spoken	Count	Percentage
English	85	34%
Prefer not to say	69	28%
Asian language (various cited)	54	22%
Other (various cited)	23	9%
English & 1 other languages	17	7%
<b>Total respondents</b>	<b>248</b>	<b>100%</b>



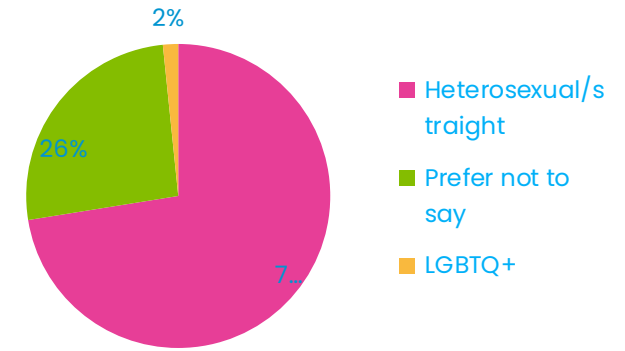
### Age (n.248)



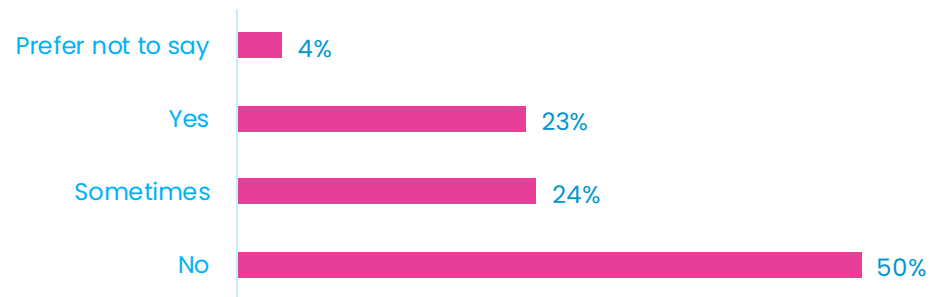
### Gender (n.248)



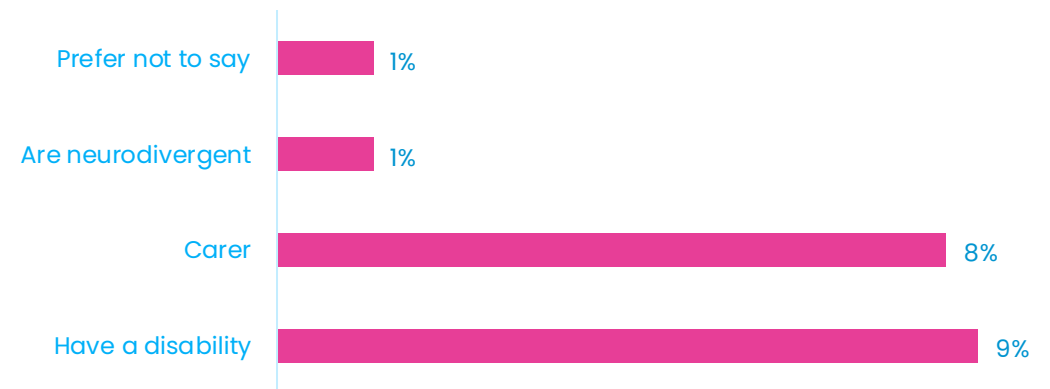
### Sexual Orientation (n.248)



### Do you have a disability or health condition which requires regular visits to you GP practice? (n.248)



### Other demographic characteristics (n.248) – multiple choice



# Names of GP Practices visited

Name of GP practice	Count	Name of GP practice cont.	Count
*Albany Practice	12	*HMC Health Hounslow	15
*Argyle Health Group Isleworth Practice	12	HMC Heston Practice	5
*Bath Road Surgery	15	Holly Road Medical Centre	5
Blue Wing Family Doctor Unit	8	*Hounslow Medical Centre	10
Brentford Family Practice	5	*Jersey Practice	10
Brentford Group Practice	3	Mount Medical Centre	2
Carlton Surgery	8	Queens Park Medical Practice	14
Chestnut Practice	10	Skyways Medical Centre	1
Chiswick Family Doctors Practice	6	Spring Grove Medical Practice	58
Chiswick Health Practice	1	St David's Practice	2
Cranford Medical Centre	5	St Margaret's Medical Practice	5
Glebe Street Surgery	5	*The Green Practice	10
Grove Park Surgery	5	Thornbury Road Centre for Health	6
Grove Park Terrace Surgery	14	*Wellesley Road Practice	9
Grove Village Medical Centre	9	*West 4 GPS	9
Hiyos Practice	5	<b>Grand Total</b>	<b>248</b>
*HMC Health Feltham	15	* = priority practices	

# Key finding 1 – demographic tables

Gender	Method of contact			
	Total no of respondents	By phone	Face-to-face	Online/App
Man	67	85%	5%	10%
Woman	127	86%	6%	9%
Prefer not to say	52	90%	6%	4%
<b>Total</b>	<b>246</b>			

Age	Method of contact			
	Total no of respondents	By phone	Face-to-face	Online/App
18-24 years	9	78%	-	22%
25-49 years	80	88%	4%	9%
50-64 years	49	86%	4%	10%
65-79 years	35	86%	6%	9%
80+	12	75%	25%	-
Prefer not to say	61	90%	5%	5%
<b>Total</b>	<b>246</b>			

Ethnicity	Method of contact			
	Total no of respondents	By phone	Face-to-face	Online/App
Asian/Asian British	80	94%	-	6%
White	58	74%	10%	16%
White: Any other	32	84%	9%	6%
Mixed/multiple ethnic groups	16	81%	6%	13%
Black/Black British	7	100%	-	-
Prefer not to say	53	91%	6%	4%
<b>Total</b>	<b>246</b>			

Main language spoken	Method of contact			
	Total no of respondents	By phone	Face-to-face	Online/App
English	83	75%	10%	16%
Asian	54	96%	-	4%
Others	23	91%	4%	4%
English & Others	17	-	-	-
Prefer not to say	69	88%	6%	6%
<b>Total</b>	<b>246</b>			

## Key finding 2 – demographic tables

Gender	Number of times called					
	Total respondents	Once	2 - 4 times	5 - 10 times	10+ times	Not sure
Man	60	70%	27%	3%	-	
Woman	113	65%	27%	5%	2%	2%
Prefer not to say	47	66%	28%	4%	-	2%
<b>Total</b>	<b>220</b>					

Age	Number of times called					
	Total respondents	Once	2 - 4 times	5 - 10 times	10+ times	Not sure
18 to 24 years	7	71%	29%			
25 to 49 years	75	69%	28%		1%	1%
50 to 64 years	42	57%	26%	17%		
65 to 79 years	34	71%	24%	3%		3%
80+ years	9	56%	44%			
Prefer not to say	53	68%	25%	4%	1%	2%
<b>Total</b>	<b>220</b>					

Ethnicity	Number of times called					
	Total respondents	Once	2 - 4 times	5 - 10 times	10+ times	Not sure
Asian/Asian British	73	63%	32%	4%	-	1%
White	47	72%	17%	6%	4%	-
White: Any other	31	65%	26%	6%	-	3%
Mixed/multiple ethnic groups	15	67%	33%	-	-	-
Black/Black British	6	67%	33%	-	-	-
Prefer not to say	48	67%	27%	4%	-	2%
<b>Total</b>	<b>220</b>					

Main language	Number of times called					
	Total respondents	Once	2 - 4 times	5 - 10 times	10+ times	Not sure
English	69	71%	20%	6%	1%	1%
Asian (various cited)	53	68%	26%	4%	-	2%
Others (various cited)	20	50%	50%	-	-	-
English & 1 other	17	76%	18%	6%	-	-
Prefer not to say	61	62%	30%	5%	2%	2%
<b>Total</b>	<b>220</b>					

## Key finding 4 – demographic tables

Gender	Contacted GP via OC/PATCHS				
	Total respondents	Yes	No	Not sure	Didn't know
Man	68	19%	-	13%	68%
Woman	128	17%	5%	15%	63%
Prefer not to say	52	6%	-	4%	90%
<b>Total</b>	<b>248</b>				

Age	Contacted GP via OC/PATCHS				
	Total respondents	Yes	No	Not sure	Didn't know
18 to 24 years	9	44%	-	-	56%
25 to 49 years	80	23%	5%	15%	58%
50 to 64 years	50	14%	-	10%	76%
65 to 79 years	36	6%	-	28%	61%
80+ years	12	17%	-	-	83%
Prefer not to say	61	8%	-	5%	87%
<b>Total</b>	<b>248</b>				

Ethnicity	Contacted GP via OC/PATCHS				
	Total respondents	Yes	No	Not sure	Didn't know
Asian/Asian British	80	19%	3%	18%	61%
White British	59	19%	2%	12%	68%
White: Any other	33	21%	6%	12%	61%
Mixed/multiple ethnic groups	16	13%	-	13%	75%
Black/Black British	7	-	14%	14%	71%
Prefer not to say	53	6%	-	4%	91%
<b>Total</b>	<b>248</b>				

Language	Contacted GP via OC/PATCHS				
	Total respondents	Yes	No	Not sure	Didn't know
Asian (various cited)	54	19%	6%	17%	59%
English	85	16%	2%	16%	65%
Others (various cited)	23	9%	4%	13%	74%
English & 1 other	17	35%	-	-	65%
Prefer not to say	69	9%	-	6%	86%
<b>Total</b>	<b>248</b>				

## Key finding 5 – demographic tables

Gender	Aware about enhanced access			
	Total respondents	No	Yes	Don't know
Man	65	46%	43%	11%
Woman	123	41%	55%	3%
Prefer not to say	21	43%	48%	10%
<b>Total</b>	<b>209</b>			

Ethnicity	Aware about enhanced access			
	Total respondents	No	Yes	Don't know
Asian/Asian British	77	48%	48%	4%
White British	56	39%	54%	7%
White: Any other	33	45%	48%	6%
Mixed/multiple ethnic groups	15	20%	73%	7%
Black/Black British	7	57%	29%	14%
Prefer not to say	21	43%	48%	10%
<b>Total</b>	<b>209</b>			

Age	Aware about enhanced access			
	Total respondents	No	Yes	Don't know
18 to 24 years	9	67%	33%	-
25 to 49 years	79	42%	53%	5%
50 to 64 years	50	40%	54%	6%
65 to 79 years	36	47%	44%	8%
80+ years	11	45%	55%	-
Prefer not to say	24	38%	50%	13%
<b>Total</b>	<b>209</b>			

Main Language spoken	Aware about enhanced access			
	Total respondents	No	Yes	Don't know
English	83	40%	52%	8%
Asian	54	44%	52%	4%
Others	23	22%	78%	-
English & Others	17	82%	18%	-
Prefer not to say	32	44%	44%	13%
<b>Total</b>	<b>209</b>			

## Key finding 5 – demographic tables

Gender	Ever had an enhanced access appointment			
	Total respondents	No	Yes	Don't know
Man	65	68%	26%	6%
Woman	123	69%	28%	2%
Prefer not to say	23	74%	17%	9%
<b>Total</b>	<b>211</b>			

Age	Ever had an enhanced access appointment			
	Total respondents	No	Yes	Don't know
18 to 24 years	9	67%	33%	-
25 to 49 years	80	71%	25%	4%
50 to 64 years	49	65%	33%	2%
65 to 79 years	35	71%	20%	9%
80+ years	12	67%	33%	-
Prefer not to say	26	69%	23%	8%
<b>Total</b>	<b>211</b>			

Ethnicity	Ever had an enhanced access appointment			
	Total respondents	No	Yes	Don't know
Asian/Asian British	77	73%	23%	4%
White	57	65%	30%	5%
White: Any other	32	72%	25%	3%
Mixed/multiple ethnic groups	15	47%	53%	-
Black/Black British	7	86%	14%	-
Prefer not to say	23	74%	17%	9%
<b>Total</b>	<b>211</b>			

Main language spoken	Ever had an enhanced access appointment			
	Total respondents	No	Yes	Don't know
English	83	65%	30%	5%
Asian	54	70%	26%	4%
Prefer not to say	34	74%	18%	9%
Others	23	61%	39%	-
English & Others	17	88%	12%	-
<b>Total</b>	<b>211</b>			

## Key finding 6 – demographic tables

Gender	Offered enhanced appointment to different GP practice			
	Total respondents	Yes	No	Don't know
Man	64	22%	78%	-
Woman	119	15%	83%	2%
Prefer not to say	19	11%	89%	-
<b>Total</b>	<b>202</b>			

Age	Offered enhanced appointment to different GP practice			
	Total respondents	Yes	No	Don't know
18 to 24 years	9	11%	89%	-
25 to 49 years	77	14%	84%	1%
50 to 64 years	47	26%	72%	2%
65 to 79 years	35	14%	86%	-
80+ years	12	17%	83%	-
Prefer not to say	22	14%	86%	-
<b>Total</b>	<b>202</b>			

Ethnicity	Offered enhanced appointment to different GP practice			
	Total respondents	Yes	No	Don't know
Asian/Asian British	73	15%	84%	1%
White British	55	29%	71%	-
White: Any other	33	6%	91%	3%
Mixed/multiple ethnic groups	15	13%	87%	-
Black/Black British	7	14%	86%	-
Prefer not to say	19	11%	89%	-
<b>Grand Total</b>	<b>202</b>			

Main language	Offered enhanced appointment to different GP practice			
	Total respondents	Yes	No	Don't know
English	82	20%	80%	-
Asian (various cited)	51	14%	84%	2%
Others (various cited)	22	18%	82%	-
English & 1 other	17	12%	88%	-
Prefer not to say	30	17%	80%	3%
<b>Grand Total</b>	<b>202</b>			



## Key finding 7 – demographic tables

Gender	Willing to go to a nearby GP for enhanced access				
	Total respondents	Yes	No	Maybe	Not sure
Man	64	75%	14%	9%	2%
Woman	122	63%	20%	11%	7%
Prefer not to say	15	53%	20%	27%	-
<b>Total</b>	<b>201</b>				

Age	Willing to go to a nearby GP for enhanced access				
	Total respondents	Yes	No	Maybe	Not sure
18 to 24 years	9	78%	11%	-	11%
25 to 49 years	78	72%	21%	8%	-
50 to 64 years	50	68%	16%	12%	4%
65 to 79 years	35	57%	17%	17%	9%
80+ years	12	58%	17%	8%	17%
Prefer not to say	17	53%	18%	24%	6%
<b>Total</b>	<b>201</b>				

Ethnicity	Willing to go to a nearby GP for enhanced access				
	Total respondents	Yes	No	Maybe	Not sure
Asian/Asian British	76	70%	21%	5%	4%
White British	56	59%	16%	18%	7%
White: Any other	31	71%	10%	13%	6%
Mixed/multiple ethnic groups	16	81%	13%	6%	-
Black/Black British	7	57%	43%	-	-
Prefer not to say	15	53%	20%	27%	-
<b>Total</b>	<b>201</b>				

Main language	Willing to go to a nearby GP for enhanced access				
	Total respondents	Yes	No	Maybe	Not sure
English	85	64%	15%	16%	5%
Asian (various cited)	53	70%	26%	2%	2%
Others (various cited)	21	57%	24%	10%	10%
English & 1 others	17	88%	-	6%	6%
Prefer not to say	25	60%	16%	20%	4%
<b>Total</b>	<b>201</b>				

## Key finding 8 – demographic tables

Gender	Appointment with			
	Total no of respondents	Doctor	Nurse	Other health professionals
Man	58	76%	19%	5%
Woman	114	82%	17%	2%
Prefer not to say	24	79%	13%	8%
<b>Total</b>	<b>196</b>			

Ethnicity	Appointment with			
	Total respondents	Doctor	Nurse	Other health professionals
Asian/Asian British	74	85%	12%	3%
White British	50	70%	26%	4%
White: Any other	25	88%	12%	-
Mixed/Multiple ethnicities	16	88%	6%	6%
Black/Black British	6	33%	67%	-
Prefer not to say	25	80%	12%	8%
<b>Total</b>	<b>196</b>			

Age	Appointment with			
	Total no of respondents	Doctor	Nurse	Other health professionals
18-24 years	7	100%	-	-
25-49 years	69	84%	15%	1%
50-64 years	47	72%	23%	4%
65-79 years	32	75%	22%	3%
80+	9	78%	11%	11%
Prefer not to say	32	81%	13%	6%
<b>Total</b>	<b>196</b>			

Main language spoken	Appointment with			
	Total no of respondents	Doctor	Nurse	Other health professionals
English	75	76%	20%	4%
Asian (various cited)	51	78%	18%	4%
Others (various cited)	22	86%	14%	-
English & 1 other	10	80%	20%	-
Prefer not to say	38	84%	11%	5%
<b>Total</b>	<b>196</b>			

# Key finding 8 – demographic tables

Gender	Importance of seeing the same doctor for non-emergency appointments					
	Total respondents	Very Important	Important	Don't mind	Not important	Not very important at all
Man	50	10%	46%	14%	24%	6%
Woman	99	22%	38%	19%	20%	0%
Prefer not to say	9	0%	67%	0%	33%	0%
<b>Total</b>	<b>158</b>					

Age	Importance of seeing the same doctor for non-emergency appointments					
	Total respondents	Very Important	Important	Don't mind	Not important	Not very important at all
18-24 years	6	0%	33%	33%	33%	0%
25-49 years	63	17%	46%	13%	24%	0%
50-64 years	38	21%	39%	21%	16%	3%
65-79 years	27	19%	37%	15%	22%	7%
80+ years	12	25%	25%	25%	25%	0%
Prefer not to say	12	0%	67%	8%	25%	0%
<b>Total</b>	<b>158</b>					

Ethnicity	Importance of seeing the same doctor for non-emergency appointments					
	Total respondents	Very Important	Important	Don't mind	Not important	Not very important at all
Asian/Asian British	62	15%	48%	19%	16%	2%
White British	45	20%	31%	20%	29%	0%
White: Any other	21	24%	33%	10%	24%	10%
Mixed/multiple ethnic groups	14	21%	43%	7%	29%	0%
Black/Black British	7	14%	57%	29%	0%	0%
Prefer not to say	9	0%	67%	0%	33%	0%
<b>Total</b>	<b>158</b>					

Language	Importance of seeing the same doctor for non-emergency appointments					
	Total respondents	Very Important	Important	Don't mind	Not important	Not very important at all
English	66	18%	29%	17%	33%	3%
Asian	44	16%	55%	14%	14%	2%
Others	19	26%	53%	11%	11%	0%
English & Others	11	18%	27%	36%	18%	0%
Prefer not to say	18	6%	61%	17%	17%	0%
<b>Total</b>	<b>158</b>					

# Key finding 9 – demographic tables

Gender	Expectation for a standard appointment							
	Total respondents	Same day	1 – 3 days	4 – 7 days	8 – 14 days	Over 2 weeks	Over 3 weeks	Over 4 weeks
Man	65	3%	55%	23%	9%	9%	-	-
Woman	122	5%	23%	46%	10%	11%	2%	2%
Prefer not to say	32	3%	53%	28%	9%	0%	0%	6%
<b>Total</b>	<b>219</b>							

Age	Expectation for a standard appointment							
	Total respondents	Same day	1 – 3 days	4 – 7 days	8 – 14 days	Over 2 weeks	Over 3 weeks	Over 4 weeks
18 to 24 years	9	0%	11%	33%	33%	22%	0%	0%
25 to 49 years	76	5%	38%	32%	14%	8%	0%	3%
50 to 64 years	49	0%	39%	43%	4%	12%	0%	2%
65 to 79 years	35	11%	31%	40%	3%	6%	9%	0%
80+ years	11	0%	36%	36%	9%	18%	0%	0%
Prefer not to say	39	3%	44%	36%	8%	5%	0%	6%
<b>Total</b>	<b>219</b>	<b>9</b>	<b>81</b>	<b>80</b>	<b>21</b>	<b>20</b>	<b>3</b>	<b>4</b>

Ethnicity	Expectation for a standard appointment							
	Total respondents	Same day	1 – 3 days	4 – 7 days	8 – 14 days	Over 2 weeks	Over 3 weeks	Over 4 weeks
Asian/Asian British	78	6%	35%	41%	12%	5%	1%	0%
White British	56	0%	23%	46%	7%	18%	4%	2%
White: Any other	30	7%	40%	27%	10%	13%	0%	3%
Mixed/multiple ethnic groups	15	7%	47%	27%	7%	7%	0%	7%
Black/Black British	7	0%	71%	0%	14%	14%	0%	0%
Prefer not to say	33	3%	52%	30%	9%	0%	0%	6%
<b>Total</b>	<b>219</b>							

Main language	Expectation for a standard appointment							
	Total respondents	Same day	1 – 3 days	4 – 7 days	8 – 14 days	Over 2 weeks	Over 3 weeks	Over 4 weeks
English	80	1%	33%	41%	6%	14%	3%	3%
Asian (various cited)	53	8%	36%	38%	13%	6%	0%	0%
Others (various cited)	22	9%	41%	23%	9%	9%	5%	5%
English & 1 other	17	0%	41%	35%	18%	6%	0%	0%
Prefer not to say	47	4%	43%	34%	9%	6%	0%	4%
<b>Total</b>	<b>219</b>							

## Key finding 9 – demographic tables

Gender	Respondent's expected time for an emergency appointment			
	Total respondents	Within 4 hours	Same day	Next day
Man	62	15%	73%	13%
Woman	123	15%	76%	10%
Prefer not to say	32	19%	66%	16%
<b>Total</b>	<b>217</b>			

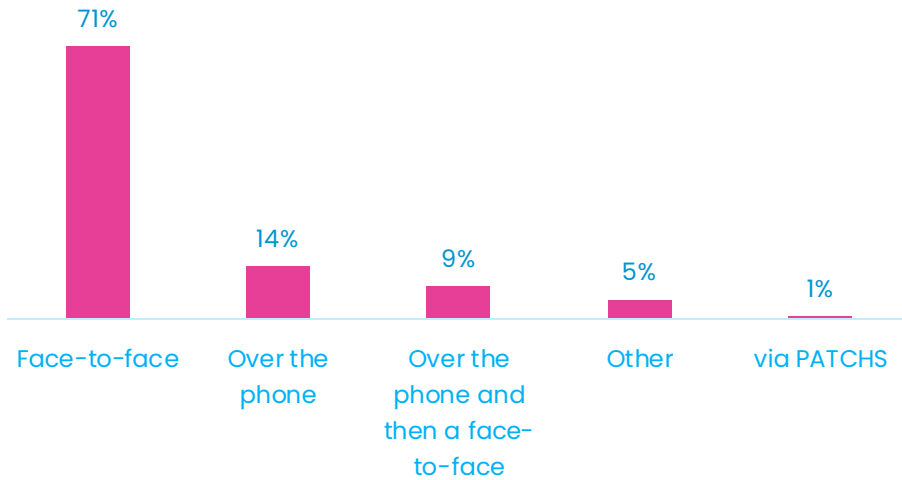
Ethnicity	Respondent's expected time for an emergency appointment			
	Total respondents	Within 4 hours	Same day	Next day
Asian/Asian British	78	13%	81%	6%
White	56	18%	66%	16%
White: Any other	31	13%	74%	13%
Mixed/multiple ethnic groups	13	-	92%	8%
Black/Black British	6	33%	50%	17%
Prefer not to say	33	21%	64%	15%
<b>Total</b>	<b>217</b>			

Age	Respondent's expected time for an emergency appointment			
	Total respondents	Within 4 hours	Same day	Next day
18 to 24 years	8	13%	63%	25%
25 to 49 years	76	13%	80%	7%
50 to 64 years	47	15%	72%	13%
65 to 79 years	35	20%	60%	20%
80+ years	12	8%	92%	0%
Prefer not to say	39	18%	69%	13%
<b>Total</b>	<b>217</b>			

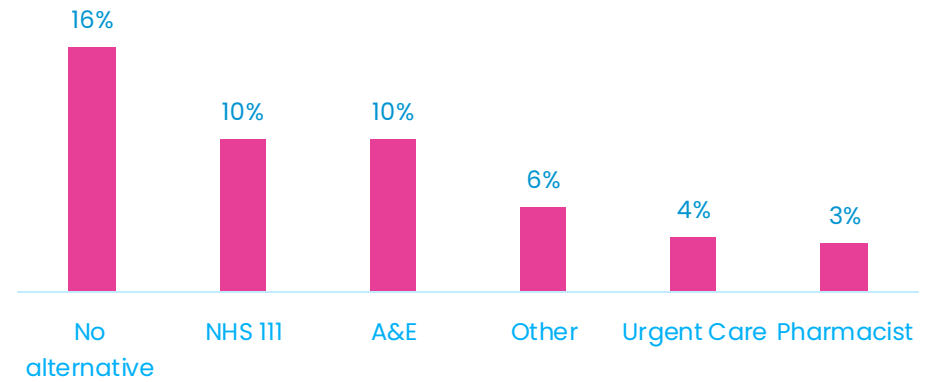
Language	Respondent's expected time for an emergency appointment			
	Total respondents	Within 4 hours	Same day	Next day
Asian (various cited)	52	21%	75%	4%
English	79	14%	71%	15%
English & 1 other	17	-	82%	18%
Others (various cited)	22	14%	82%	5%
Prefer not to say	47	17%	68%	15%
<b>Total</b>	<b>217</b>			

# Additional charts

How were you offered an appointment (n.207)



Offered alternatives if no appointment given (n.248)



# Additional comments around GP appointments/booking system

## POSITIVE

- “I was satisfied with the experience. I was offered reasonable time for an appointment.”
- “They’re very good, compared to what you hear about the NHS. My practice is very good in my experience.”
- “It has got better recently, I would dread calling them before but now it is quite easy.”
- “I’ve always been treated nicely by them and I know how hard it is for them. The staff here are good and patient.”
- “It has improved in the last 3 months since there has been a change in the reception staff.”
- “I do not like the whole internet and phone things, but they have been excellent and very kind to me.”
- “Satisfied. I have been here for 3 years and never had any issues.”

## NEGATIVE

- “My general feeling is there are some more improvements needed, in terms of booking the appointment, also calling them is too long. They should have a few more people to answer the phone and if there is an app then they should advertise that more.”
- “It doesn't have enough doctors compared to the number of patients.”
- “They say to call at 8 am but by 9 when they pick up they say all the appointments are gone, and the line is busy the whole time. You never have a straight answer on the phone.”
- “The booking process is flawed. The scramble for 8.00am calls is frustrating. A fellow patient called for an emergency appointment - was told there are none. I called about 2 hours later and because someone else cancelled just before my call, I got that appointment- unfair on my fellow patient ...”
- “The appointments are never at the set appointment times, it is always later like it was today.”
- “The telephone booking system at my surgery is frustrating- it's inconsistent. Sometimes you get the voicemail telling you where you are in the queue, sometimes no voicemail and the phone just rings relentlessly. Sometimes when the queue is full you get cut off! There are long waits on the telephone during the calling window to wait to speak to someone...”





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