

Overview of the Annual GP Patient Survey

Healthwatch North East Lincolnshire

Generally, how easy is it to get through to someone at you GP practice on the phone?

Patients are still struggling to get through to some GP Practices on the telephone. Worse are Beacon, Dr Mathews and Scartho (this is reportedly getting better). These are similar to the GP survey, the biggest complaints we receive are from patients registered at Beacon Medical Centre. This is due to the fact that patients have to phone in the morning between 8am-11am to receive an appointment that day so phone lines can be very busy at this peak time. Patients at Scartho Medical can book appointments up to four weeks in advance so do not need to ring at a specific time but are experiencing problems with this, however patients have seen an improvement in this service. Patients do not experience considerable problems at Littlefields, this is due to the fact that patients are not phoning for appointments.

How Helpful do you find the receptionists at your GP practice?

As far as you know, which of the following online services does your GP practice offer?

From our research we have found similar figures, patients are becoming more aware of these services.

Fieldhouse patients have told us that this facility is no longer available of booking appointments online, they could previously use the service but it has stopped. The information that we have is that knowledge of these services is increasing, however usage is still low. These are the same as the GP survey and as they show North East Lincolnshire is below the national figures for usage.

How easy is it to use your GP practices website to look for information or access services?

There is discrepancy in information, Roxton Practice and Roxton - Weelsby View have the same website.

BISWAS B and Littlefield have the same layout of website and yet again there is a considerable difference in where they are on the scale. The information we have received is around what patients class as jargon, this is about the word they use for something isn't the same as the practice.

On this occasion (when you last tried to make a general practice appointment), where you offered a choice of appointment?

Littlefield surgery is close to the top of the list, however this practice only offers walk in appointments so unsure as to the choice that offers the patients. Patients decided what day to visit for routine blood tests etc. patients are not sure that they have a choice according to our research. Patients ask for a date or the next appointment with their GP, they are not always given an alternative to a GP or triage etc.

The numbers are low within the survey generally

Where you satisfied with the type of appointment (or appointments) you were offered?

71% of patients said yes and accepted the appointment.

Littlefield came top of the list, however they have a walk in system and patients are not given a choice as they wait in a queue.

What did you do when you did not take the appointment you were offered?

12% of patients said that they attended A&E, however we have found this figure to be much higher within North East Lincolnshire. In a recent survey we carried out in A&E we found locally that over 20% of people attended A&E if they couldn't get an appointment to see their GP. However 16% of people did say they had phoned 111, which is higher than the GP survey, unfortunately they were advised then to attend A&E.

Overall, how would you describe your experience of making an appointment?

According to the GP Survey we are just below the national average, however Healthwatch NEL of how well people interpreted the question. Again Littlefield rated highly in the statistics, however you cannot book an appointment as it has a walk in system. It is also difficult to compare as GPs have different systems across North East Lincolnshire.

In the last 12 months, have you had enough support from local services or organisations to help you manage your condition (or conditions)?

This is of concern to Healthwatch NEL as managing long term conditions ensures that the public do not require more extensive interventions. Across North East Lincolnshire it does not appear to be consistent.

At Healthwatch NEL we are concerned that patients are still not fully aware of their summary care records or online services. We at Healthwatch NEL are advertising this and working with GP practices. Scartho Medical has asked that we focus on summary care records, Stirling NHS choices summary care records, Roxton patient friendly questionnaires and the other practices are happy for us to promote services.

However the following practices have not responded to us regarding engagement events/public information:

- Blundell Practice
- Chalmers & Meier
- Chantry Health Group
- Dr Mathews
- Dr Kumar - Cromwell Road
- Pelham Medical / Humber View
- Raj Medical
- Dr Qureshi
- Woodford Medical

Research and engagement are continuing into quarter 4 with regards information and services.

