

Patient engagement survey for improved access

Overview

If you have access to the internet please complete this survey online by posting this link in your browser:
www.smartsurvey.co.uk/s/improved_access_for_patients_NW_STP

In order to shape a shared vision for the future of local healthcare, NHS North Norfolk CCG, NHS South Norfolk CCG, NHS West Norfolk CCG, NHS Norwich CCG and NHS Great Yarmouth and Waveney CCG (the Norfolk & Waveney Clinical Commissioning Groups) must listen to, understand and act on what really matters to patients and people in our communities.

This is essential in order to ensure the best use of public funds, to deliver services that respond to patients' needs and offer the best possible patient experience.

Norfolk & Waveney CCGs are therefore seeking the views and experiences of our local community, patients and carers, and especially of those less able to speak for themselves.

These views and feedback on patient experience will help to inform and shape future plans. Patient and public views are sought on the proposals for accessing morning (before surgery), evening and weekend GP Practice services.

There is a national and local shortage of GPs and other clinicians who work in general practice. This means that the additional services may be provided at a venue other than your own surgery and that you may not see your own GP or even a GP from your usual practice. Should that GP need to access your medical records, your consent will be sought.

National funding is available from 2018 to improve access to GP services. This piece of work is known as 'delivering improved access to GP services'.

As a collective of CCG's we are currently considering what improved access in your area might look like, so that it meets the needs of our population and is realistically deliverable within the budget we have been allocated.

The CCG would like to find out more about your views on improving access to GP services in the mornings, evenings and at weekends.

By completing the survey, you have the opportunity to tell us:

- How likely you are to use appointments in the mornings, evenings and at weekends.
- The kind of services you might want to use in the mornings, evenings and at weekends.
- Where you would be willing to travel to access appointments in the mornings, evenings and at weekends

In deciding what level of improved access provision is needed for the local population, the CCGs will consider the responses to this survey, alongside; evidence of GP and nursing shortages, how GP appointments are currently used; current levels of usage of other services during extended access periods such as GP Out of Hours, A&E and local Urgent Treatment Centres /Minor Injury Units/Walk in Centres. We will also look at nationally available evidence where these approaches have been piloted. All of this information will help inform how improved access is provided in your local area.

The Survey

Your Location

1. What is the name of your GP Practice?

About the service you receive from your GP practice

Please tell us how much you agree with the following statements

2. I find it easy to book a routine GP appointment at a time which suits me

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

3. It is important for me to make an appointment with my GP/Clinician during the evening or at the weekend

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

More about your preferences for extended hours

4. Would you still be interested in an evening or weekend appointment if it meant you saw a GP/Clinician from another practice? With your consent, the GP/Clinician you see will be able to access your medical record in the same way as your own GP.

- Yes I would be happy to see any available GP/Clinician
- No I would only want an appointment with a GP/Clinician from my own surgery
- Don't know/Not sure

5. Are you aware that the Government has committed to provide 7-day access to GP/Clinical services (by making extra appointments available in the evenings and at weekends) from April 2019?

- Yes
- No
- Don't know/Not sure

6. If it was possible to see a GP/Clinician on a weekday morning before 8am or on a weekday evening, at which of the following times would you be willing to make an appointment? Please select all that apply.

- Weekday before 8.00 am
- 6.00pm – 6.30pm

- 6.30pm – 7.00pm
- 7.00pm – 8.00pm
- I wouldn't want a GP/Clinician appointment on a weekday evening
- Don't know/Not sure

About the service you receive from your GP practice continued

If it was possible to see a GP/Clinician at the weekend, on which of the following days would you be willing to make a routine GP appointment? Please select all that apply.

- Saturday morning appointment
- Saturday afternoon appointment
- Sunday morning appointment
- Sunday afternoon appointment
- I wouldn't want a GP/Clinician appointment at the weekend
- Don't know/Not sure

How do you normally get to your GP practice? Please select the most common.

- I walk
- I drive
- I get the bus
- I get a taxi
- I cycle
- I get a lift from a friend/relative
- I am unable to get to a surgery as I am housebound

7. Would transport be an obstacle for you getting to an appointment in the evening or a weekend?

- Yes, I would not be able to get there in the evening or at a weekend
- Yes, I would not be able to get there in the evening
- Yes, I would not be able to get there at the weekend
- No, I could get to an appointment at any time
- Don't know/Not sure

8. If necessary, for how long would you be willing to travel to get an appointment with a GP/Clinician in the evening or weekend?

- Less than 15 minutes
- 15 – 30 minutes
- 30 – 45 minutes
- 45 – 60 minutes
- Travel time would not be an issue for me
- I would not be willing to travel to get an appointment in the evening or weekend
- Unable to travel
- Don't know/Not sure

What services would you like to be able to access during the morning/evening/weekend appointment? Select all that apply.

- GP
- General Practice Nurse
- Health Care Assistant
- Pharmacist
- Physiotherapist
- Don't know/Not sure

About You

9. Please tell us your age?

- 0-15
- 16-29
- 30-44
- 45-64
- 65-84
- 85+
- Prefer not to say

10. How would you best describe your ethnic group?

- White British
- Mixed White and black Caribbean
- Mixed White and Asian
- Asian or Asian British Pakistani
- Black or Black British Caribbean
- Chinese
- White Irish
- Mixed White and Black African
- Asian or Asian British Indian
- Asian or Asian British Bangladeshi
- Black or Black British African
- Prefer not to say

Other (please specify):

11. Please tell us your gender?

- Male
- Female
- Prefer not to say
- Other

12. Which of the following options best describes how you think of yourself?

- Heterosexual or Straight
- Gay or Lesbian
- Bisexual
- Other not listed

13. If you are responding on behalf of an organisation please tell us which one?

Online

14. Do you have access to the Internet?

- Yes
- No

15. Would you be interested in an on-line consultation with a GP/Clinician?

- Yes
- No

Finally is there anything else which you think is important for us to consider in terms of improving access to general practice?

What to do with this form?

Either return this survey to your GP practice reception team or send using the prepaid envelope provided to:

Primary Care Access survey
NHS North Norfolk CCG
FREEPOST RTKA-RUCU-BLHU
1 Mill Close
Aylsham
Norfolk
NR11 6LZ