



# Healthwatch Telford and Wrekin GP Access Report 2015



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## 1 | Background

The General Practitioner (GP) Access Project was a collaborative venture between Healthwatch Telford and Wrekin (HWTW), Healthwatch Staffordshire, Healthwatch Shropshire, and Healthwatch Stoke-on-Trent. A common and prominent trend in feedback received by all four Healthwatch related to problems with obtaining appointments at numerous GP practices, which provided the impetus for this cross-border survey.

Additionally, there were concerns regarding then-recent proposals that would see Clinical Commissioning Groups (CCGs) become more involved in the commissioning of primary care, a move which - it was feared - could potentially cause conflicts of interest.

These concerns were set against a backdrop of GP shortages in the areas covered by the four Healthwatch, shortages which were hypothesised to be a contributing factor to the negative feedback being submitted by some members of the public.

When one considers evidence exists that suggests that ease-of-access to GP surgeries can be linked to lower usage of A&E (accident and emergency) services<sup>1</sup> - particularly important in light of the NHS Future Fit hospital reconfiguration programme - the GP Access Project sought to gain a broader understanding of the situation.

Four main objectives were established by the project proposal:

1. Develop a greater understanding of inequality in access to GP provision in the NHS Local Area.
2. Identify models of best practice in terms of GP appointment systems.
3. Identify where there is avoidable duplication or inefficiencies in primary care provision.
4. Develop a greater understanding of Primary Care services by comparing the experience of consumers in local areas in their local areas.

It was decided that a large survey, conducted at a number of surgeries in each area covered by participating local Healthwatch, was the appropriate way to obtain the necessary data.

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<sup>1</sup> *HSJ*; 'Better GP access, better A&E outcomes' - <http://www.hsj.co.uk/home/innovation-and-efficiency/better-gp-access-better-ae-outcomes/5061857.article>

## 2 | Methodology

To achieve the objectives of the project a survey was commissioned (see *Appendix 1*), to be conducted in a number of local GP surgeries by each participating local Healthwatch. The agreed upon figure was at least 10% of the surgeries in each region, though HWTW felt that 10% was not sufficient to be representative of the 22 surgeries present in the borough. Six surgeries were selected to give as broad a variety as possible, not just in terms of geography but also in terms of the nature of feedback we had received about them, their size, and their system for booking appointments.

1. **Dawley Medical Practice**, selected because of its unique ‘sit and wait’ appointment booking system.
2. **Wellington Medical Practice**, selected because of its ‘doctor first’ appointment booking system, and because of its large size.
3. **Leegomery Surgery**, selected because of its small size, its central location in Telford, the generally negative tone of prior Care Quality Commission (CQC) reports, and the paucity of service user feedback received by HWTW.
4. **Linden Hall Surgery**, selected because of its location in Newport, and the paucity of service user feedback received by HWTW.
5. **Stirchley Medical Practice**, selected because of a large volume of feedback we had received, much of it specifically regarding the appointment booking process.
6. **Oakengates Limes Walk Medical Practice**, selected because of its size and location.

The survey was made available to the public online via SurveyMonkey, and printed copies were distributed to the target surgeries so that service users could complete them in the absence of HWTW representatives.

However, the majority of results were obtained by HWTW staff and volunteers visiting each of the surgeries twice, and individually conducting the survey with patients while they waited for their appointments.

It bears mentioning that, by virtue of the fact that the survey was conducted predominantly with patients waiting for their appointments, it does not include the views of people who failed to obtain an appointment.

For similar reasons, some surveys were cut short and left incomplete as people were called in to be seen by a doctor, and did not return to finish giving their answers.

### 3 | Recommendations

After reviewing the results (see 4 | Summary of results and Appendices 2 & 3), HWTW has a series of recommendations that could influence positive change.

1. **Raise patient awareness of how the appointment booking system works at each surgery.** There is presently a disparity between how patients believe the system works and how it actually works, the resolution of which could streamline the process for both patients and staff.
2. **Renewed focus on online appointment booking systems by all surgeries.** As our survey results show, they are sorely underutilised at present. We recommend taking steps to raise awareness of these systems, both within the surgeries and on their websites, and also to encourage patients to use them whenever possible. This could have a positive impact on the amount of time people have to wait before their telephone calls are answered and reduce demand on reception staff.
3. **Ensure that callers are not pressured into discussing their symptoms over the telephone if they are not comfortable doing so.** If an over-the-phone triage system is to be considered, then personnel dealing with the calls should have the clinical knowledge necessary both to be effective, and to earn the trust of callers.
4. **If discussing symptoms over the phone, staff should take all necessary steps to ensure that patient confidentiality is strictly maintained.** It is inappropriate, for example, for reception staff to loudly repeat a patient's symptoms within earshot of a busy waiting area.
5. **When patients request to see their preferred practitioner, consider giving priority to patients with continuing or long-term conditions.** This could save time by precluding the need to reiterate symptoms with different doctors during appointments, and potentially cut down on the number of repeat appointments necessary.
6. **Consider using other clinical staff, such as practice nurses and advanced nurse practitioners, to hold appointments with willing patients where appropriate.** A number of people indicated to us that they would be happy to see an alternative practitioner if they were unable to get an appointment with a GP quickly, depending on the nature of their medical problems. It should be strictly optional and clearly labelled as such, however, as a small - but significant - number of people were strongly against this idea.
7. **Make sure that patients are given all the advice and information they need during their appointments in a friendly manner; that patients feel their concerns are being listened to; and that patients fully understand what they are being told.** Many respondents in our survey expected diagnoses and treatments there-and-then, which is not possible in some cases. Doctors may lack the specialised training or equipment necessary to do so, but they

should make sure that patients fully appreciate the need for referrals to specialists. It is counterproductive for patients to leave an appointment feeling more stressed or confused than when they arrived.

8. **Ensure that accessibility requirements are met as far as possible in all surgeries.** Small changes, such as quickly repairing broken/malfunctioning door opening buttons, are quick wins for surgeries and can have a big impact on patient experiences. Other changes are potentially difficult, such as ensuring doors are wide enough for wheelchair users, but should be explored.
9. **Consider the needs of people in employment when offering appointments.** Offering out-of-hours appointments to patients with work responsibilities will help with this.
- 10.

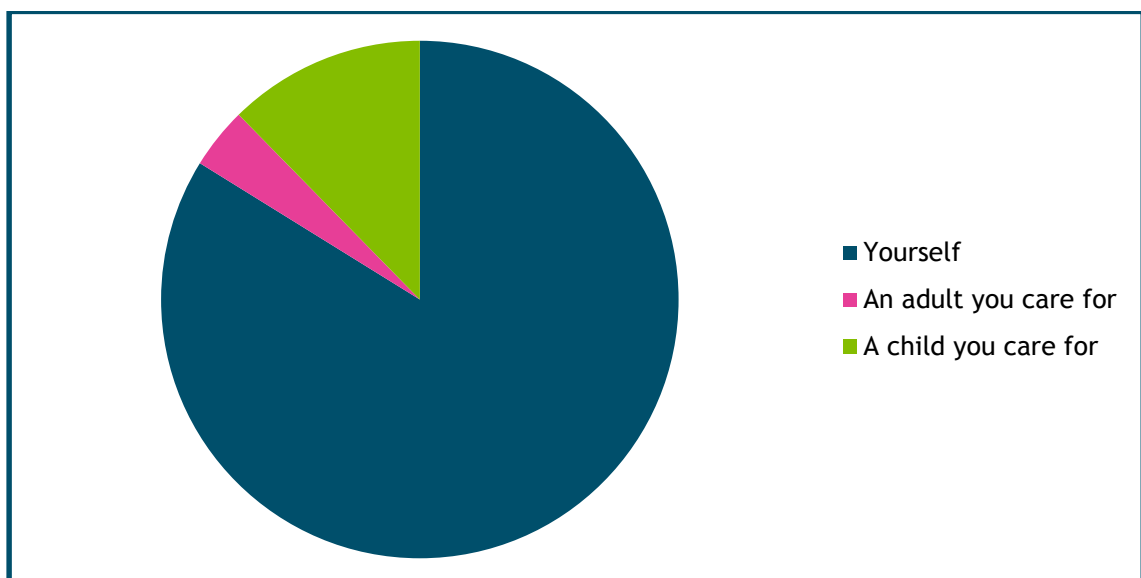
## 4 | Summary of results

There were 30 questions on the survey in total. Of these, three were for internal use (filled in by the interviewer where applicable). Of the remaining questions, 23 were quantitative, and four were qualitative, all aimed at gaining an understanding of how people used surgeries, the process they underwent to book an appointment, and what people expected of their surgeries, among other things. Complete, tabulated results are available in **Appendix 2**. Qualitative data can be found in **Appendix 3**.

The first question asked of participants was **if they understood the process for booking an appointment at their GP surgery**. The majority of respondents (97.5%) said that they understood the process. This contrasts with answers to the second question, however, which asked “**what is the process for booking an appointment at your surgery?**” For example, only half of the participants (51.4%) at Wellington Medical Practice, which operates a ‘doctor first’ appointment system, correctly identified that the GP calls them back to arrange an appointment. Similarly, only 40.4% of participants at Dawley Medical Practice, which operates a ‘sit and wait’ system, selected the correct answer (‘you sit and wait for an appointment’).

All of the surgeries included in the survey showed similar levels of disparity between how patients thought the systems worked, and how they actually worked. Proper awareness of how appointments are booked at each practice may help streamline the process for both patients and staff.

Participants were asked **if the appointment they booked was for themselves, an adult they cared for, or a child they cared for**, and the majority of respondents (83.8%) informed us that the appointment they booked was their own:





Question seven was an effort to ascertain the **method by which appointments had been booked**, and the bulk of participants told us that they had booked by phone (68.8%), with almost all of the rest having booked in person. Out of 231 responses to this question, only one person had booked their appointment online, despite all of the surgeries involved having an online appointment booking system in place.

One possible explanation for this is that not all of the surgeries' websites make it abundantly clear that booking online is an option. For any future surveys, it may be wise to ask if patients *know* about all of the available options, rather than just which ones they used. Increased awareness of this option within the surgeries themselves may also contribute to reduced demand on telephone lines.

Participants who booked their appointments over the telephone were asked **how long they had to wait for their call to be answered**. Roughly half of those who answered said they had to wait less than five minutes. Conversely, 49.7% had to wait for *more* than five minutes, with a minority of 5.1% saying that they had to wait more than 30 minutes for their call to be answered.

Five minutes or longer is a considerable period of time to wait, particularly when one is experiencing pain or discomfort. While it is appreciated that reception desks handle a large volume of calls, improving awareness of, and encouraging the use of, online booking systems may help to alleviate this somewhat.

It should be remembered that this survey only covers people who *successfully* booked an appointment. In addition, given that the responses to this question are largely people's perceptions of how long they had to wait, it may also be interesting to obtain accurate measurements of how long it *actually* takes for calls to be answered for the sake of comparison.

When asked **how helpful the receptionist was**, an encouraging 70% of people answered 'very helpful', and a further 24.2% said 'fairly helpful'. Only one person answered 'very unhelpful'.

Participants then told us whether or not **the receptionist asked them to describe their symptoms / what was wrong**. The majority (65%) said no, while almost 39% said yes.

Those who said yes were asked **if they were comfortable with describing their symptoms to a receptionist**, and almost half (48.8%) said that they were. A significant number of people (30%) said that they were *not* comfortable doing this, however, and one person availed themselves of the 'other comments' field to say:



"None of her b\*\*\*\*y business; she's not medically trained and not very patient confidentiality [sic] as she loudly repeated my name and address for whole of busy waiting room to hear most appalling standards!"

Service user response to Q11 - 'other comments'

Another respondent said:

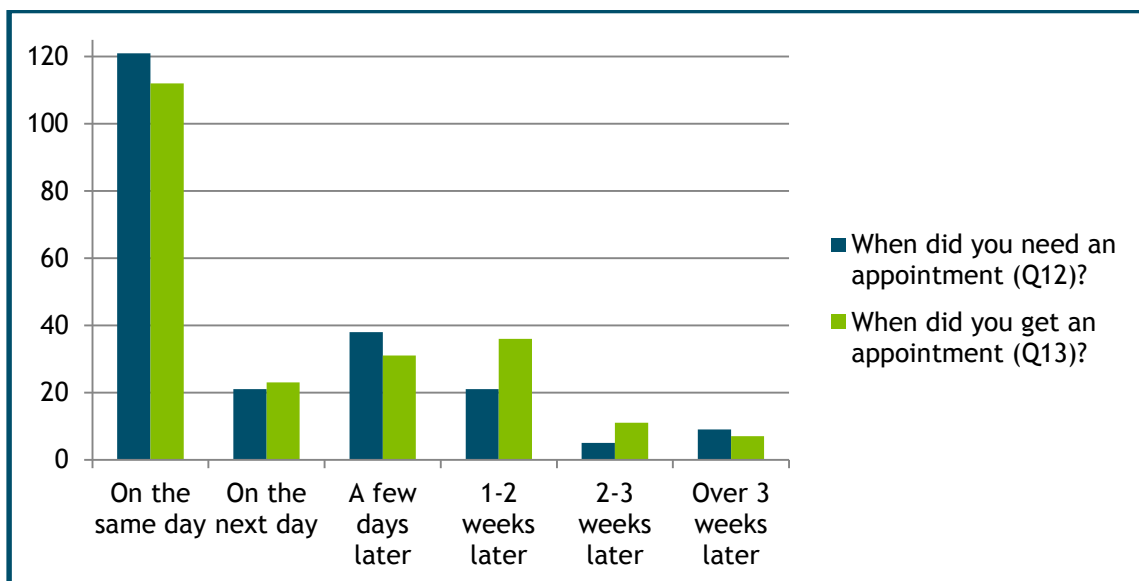


“Not on this occasion, but they push even you don't want to tell them.”

Service user response to Q11 - 'other comments'


Clearly, while many people are perfectly happy to discuss their symptoms with reception staff, a significant number of people are not, and some are uncomfortable when pressed to do so. While only one person questioned the medical training of reception staff, if surgeries are to attempt an over-the-phone triage system it is obviously important that they do so using personnel with the appropriate knowledge.

Participants were asked **when they felt they needed an appointment**, and **when they actually got an appointment**. As the chart below indicates, people's expectations were broadly met, with some exceptions:



We asked participants if **they asked to see a preferred practitioner, did they get to see their preferred practitioner**. Answers here were fairly even across the board; 33.6% said 'yes', 35% said 'no', and 31.4% said that they didn't ask.

Subsequently we asked participants if **not seeing their preferred practitioner had an impact on their care**. This was an open-ended question, but 30% of the responses indicated that it either could, or did, have an impact. Reasons given for this included:

-  Different doctors not being up-to-speed with long-term conditions, forcing patients to spend time rehashing old problems;

- A perception that different doctors are less helpful or not as interested in patients as they do not know them;
- And an inability to see a doctor of a particular gender, which caused distress to at least one respondent.

Of those who indicated that it could have an impact on their care, 46% also told us that they had long-term conditions or disabilities.

When asked **how convenient the time of day of their appointment was**, participants appeared to be largely satisfied, with most claiming it was either very convenient (45.5%) or fairly convenient (40.1%). Only 5.4% of responses indicated that the time of their appointment was very inconvenient.

With this in mind it is not surprising that, when asked if **they tried to change the time or date of their appointment and if they were successful**, the majority of people said that they were happy with their appointments (77.5%). Of those people who were unhappy with the time or date of their appointments, 10.2% did not try to change them, and 8.2% tried to change it but couldn't get a time or date that they wanted. Only 4.3% were able to successfully change their appointments.

We asked participants **if they were unable to see a GP quickly, would they have been happy to see an alternative**. The alternatives suggested were:

- Doctor in training (qualified) (32.9%)
- Advanced nurse practitioner (16.9%)
- Practice nurse (8.7%)
- Received advice from a qualified doctor or nurse over the phone (14.2%)
- Other (please specify) (27.4%)

Encouragingly, of the 60 people who answered 'other', a large number used the space to either say something along the lines of 'all of the above' (53.3%), or some combination of those alternatives (18.3%) - with most only discounting either over-the-phone advice or doctors in training. Several people pointed out that it would depend on the problem they were having, while one person, more worryingly, simply stated *"I'd have gone to the hospital"*. Only eight people categorically stated that they would not want to be seen by an alternative professional under any circumstances.

Based on these results, there is clearly scope for medical professionals besides GPs to see people during appointments for some problems, but it would need to be carefully judged on a case-by-case basis.

We asked people **what they expected to get from their GP surgery**. This was an open question to which we received myriad answers, and these shall be reproduced *verbatim* in **Appendix 3**. One comment in particular summarised the overall tone of the feedback offered, however:

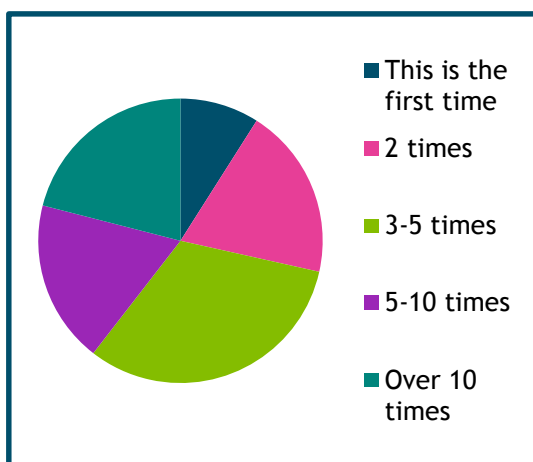


“Excellent care and medical treatment. Range of local medical services, such as blood tests, screening etc. To listen to people and be supportive. Advice and guidance on medical issues. Friendly staff who listen. Easy access for the Elderly and disabled. Local chemist. Easy parking which is free. Online booking system. Leaflets on a range of issues and services.”

Service user response to Q19

A large volume of the responses said that they expected to be diagnosed and treated/cured properly, or some variation of this. Others highlighted expectations such as good advice and information, friendly and prompt service, and for doctors to listen to their concerns.

When asked if **they had any other comments about their experience**, participants once more offered us a wide variety of answers to this open-ended question, which are listed in full in **Appendix 3**. Recurring themes here included convenience for people who are working or self-employed, two people criticising reception staff for being rude, and general praise for both the surgeries and the doctors.



We asked participants **approximately how many times they needed to book an appointment at the practice in the past year**. The most common answer (32%) was ‘3-5 times’, followed by ‘more than 10 times’ (21%). In fact, over 71% of respondents said they had needed to book an appointment more than three times in the past year, with 39.5% needing more than five appointments in that period.

Only 9% of those questioned answered ‘this the first time’.

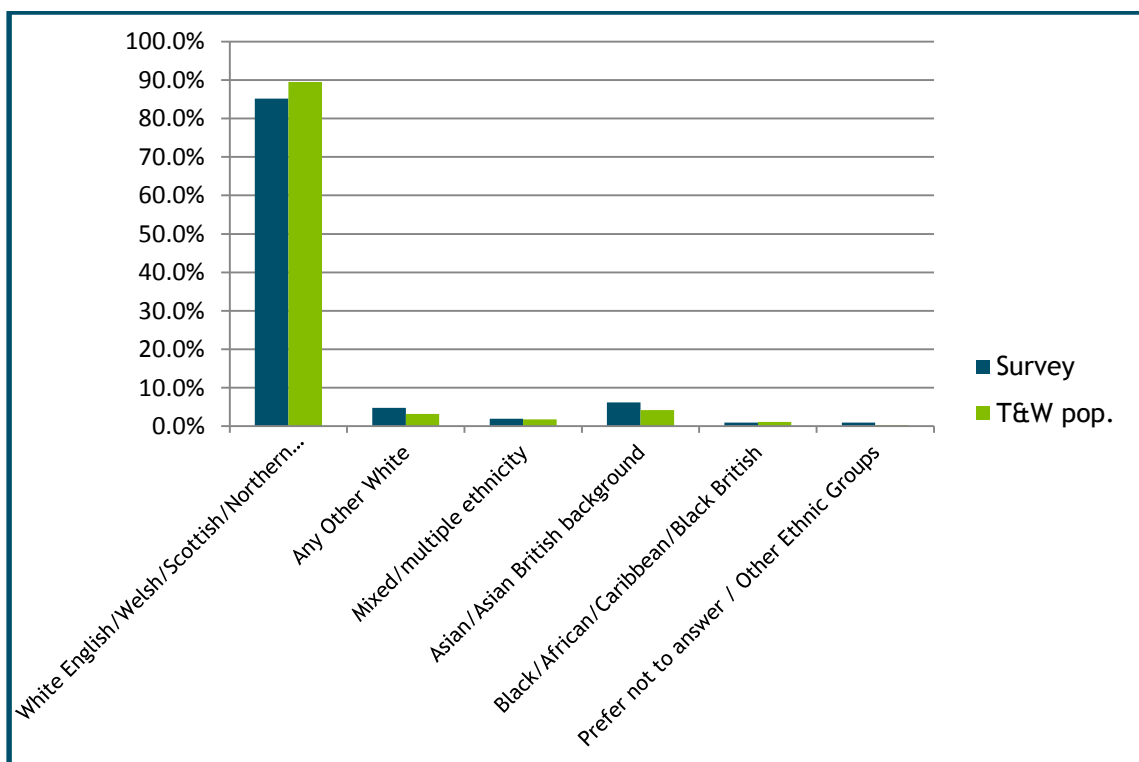
Following this, we asked if participants **had a long-term condition or disability**. More than half (53.2%) said ‘no’, while 43.8% said yes. This correlates fairly well with the answers in the previous question; only four people who indicated that they had a long-term condition or disability also said that this was the first appointment they had required.

Participants were then asked if **they had any special access requirements**; 89.4% said that they did not. Less than 9% of respondents said that they did.

However, we then asked “if yes, are your requirements adequately catered for?” to which 25.5% of respondents said ‘no’. Those who said that their access requirements were not adequately catered for, said that the problems they had included insufficient door width for wheelchair access, a lack of electric doors, and, where electric doors were present, sometimes the button to open them did not function correctly. Other answers included ‘diabetes’ and ‘replacement knee and hip’, indicating that perhaps the question was not worded clearly enough.

We then asked participants to tell us their ethnicity. The majority of those questioned stated their ethnicity as being ‘white English/Welsh/Scottish/Northern Irish/British’ (85.2%). In joint second, at 3.3% each, were ‘Pakistani’ and ‘other’. All of the ‘other’ comments were different, ranging from Pilipino to German, as well as one “*part of the human race*”.

These figures are broadly in line with the population profile of Telford & Wrekin<sup>2</sup>, with only minor discrepancies. If the survey data is reorganised to roughly match the categories used in the data obtained from T&W Council (with assumptions made regarding some of the open-ended ‘other comments’), we can compare the figures directly:



As shown by the chart, in our sample the ‘white English/Welsh/Scottish/Northern Irish/British’ group is slightly under-represented when compared to the wider population, while the

<sup>2</sup> Telford & Wrekin Council; Population Profile 2015 Chapter 2 - [http://www.telford.gov.uk/download/downloads/id/2616/chapter\\_2\\_-\\_population\\_and\\_household\\_characteristics.pdf](http://www.telford.gov.uk/download/downloads/id/2616/chapter_2_-_population_and_household_characteristics.pdf)

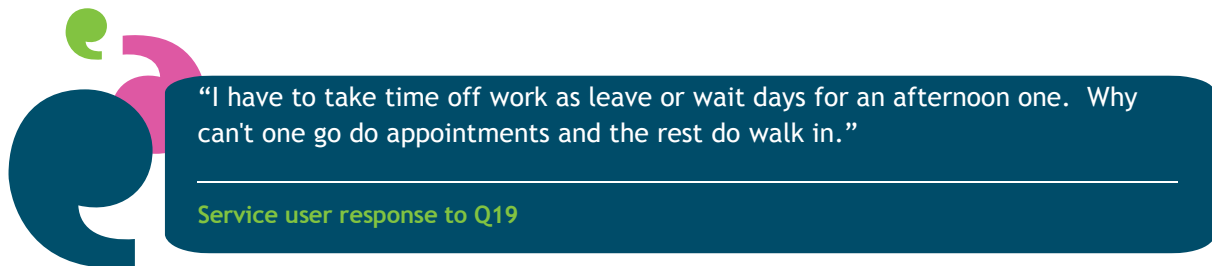
‘Asian/Asian British’ and ‘Any other white’ groups are slightly over-represented. On the whole our survey sample appears to be largely representative.

It is difficult to draw useful comparisons at a more local level due to the small sample sizes involved, however, though no massive discrepancies in any one locality stand out.

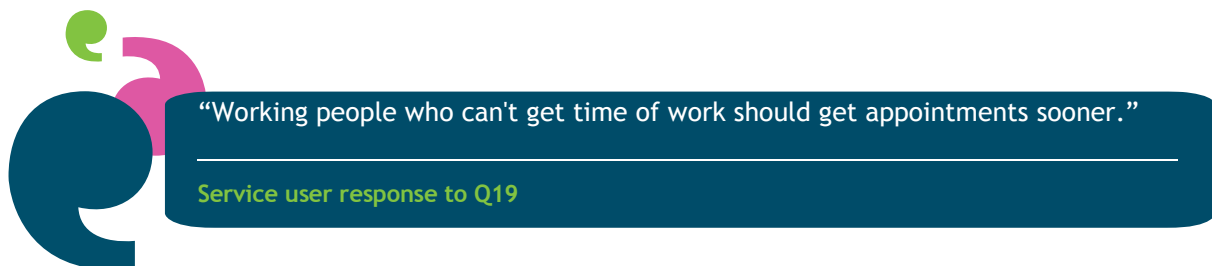
When asked **what their sexual orientation** was, the vast majority of respondents (94.3%) answered ‘heterosexual’. Half a percent answered ‘bisexual’, nobody answered ‘gay’ or ‘lesbian’, and 1.6% said ‘other’, though the lack of a ‘please specify’ field means we do not know what this actually means. Seven people (3.6%) preferred not to give an answer.

Participants were asked about their **employment status**, with 42.2% of respondents telling us that they were in either full-time (28.2%) or part-time (14.1%) employment. A number of people in question 19 complained that appointments are inconvenient for people with work commitments, bringing to the fore the continuing need for GP surgeries to be accessible to those in employment.

One respondent said:

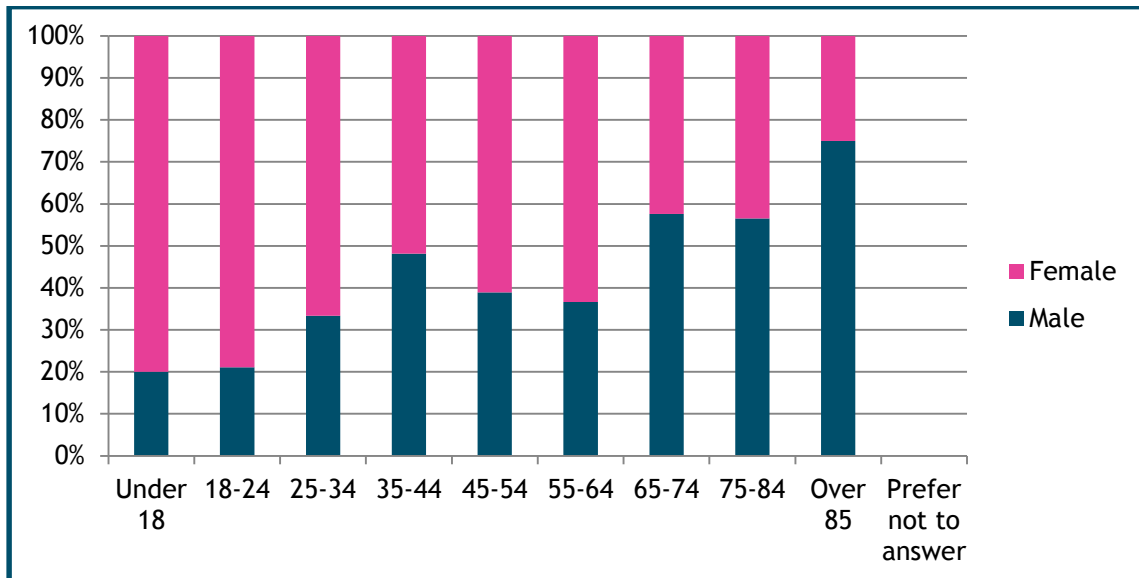


Another suggested:



As highlighted in the **Methodology** section, this survey is only representative of people who successfully obtained appointments; it is conceivable that a number of people currently in full and part-time employment may have tried and failed to get an appointment amenable to their work commitments, and therefore are not represented here. This is something that should be explored in future projects.

The age and gender of the person the appointment was for showed a broad range, as portrayed in the chart below:



Interestingly, female patients were more common in the younger age brackets, with male patients generally becoming more common as the age bracket increased. This is perhaps unsurprising when one considers that *“it is undisputed in the medical community that men, especially those aged 16 to 44, are in general less likely to visit their GP over medical complaints than women.”*<sup>3</sup>

Finally, participants were asked if their gender identity was the same as the identity that they were assigned at birth. The vast majority of respondents answered ‘yes’ (97.9%), with only 1.6% saying ‘no’.

<sup>3</sup> University of Exeter; ‘Men’s Health Forum Project’ - <http://tinyurl.com/phwxync>

## Appendix 1 - GP access survey

**Healthwatch GP Project**

Healthwatch is carrying out a project with NHS England to inform the way that GP practices are managed and to help to improve services. Thank you for taking the time to complete this survey.

**1. Healthwatch Area (to be filled out by administrator)**

Healthwatch Staffordshire

Healthwatch Stoke-on-Trent

Healthwatch Telford and Wrekin

Healthwatch Shropshire

**2. Name of GP surgery (filled out by interviewer)**

**3. Time and date of survey (filled out by interviewer)**

**4. Do you understand the process for booking an appointment at your GP surgery?**

Yes definitely

Yes somewhat

No

I'm not sure



## Healthwatch GP Project

### 5. What is the process for booking an appointment at your GP surgery?

(If the process is mixed select as many options as apply)

- All appointments are booked for the same day
- Some urgent appointments are booked for the same day, most appointments are booked in advance
- The GP calls back to book an appointment
- The nurse calls back to book an appointment
- The mornings are for urgent appointments, the afternoons are for booked appointments
- You sit and wait for an appointment
- Don't know

Other (please specify)

### 6. Based on this appointment, did you book an appointment for:

- Yourself
- An adult you care for
- A child you care for

### 7. Did you book your appointment:

- By phone
- Online
- In person

### 8. If you booked this appointment by phone how long did you have to wait for your call to be answered?

- Less than 5 minutes
- 5-10 minutes
- 10-20 minutes
- 20-30 minutes
- More than 30 minutes

### 9. How helpful was the receptionist?

- Very helpful
- Fairly helpful
- Fairly unhelpful
- Very unhelpful

## Healthwatch GP Project

**10. Did the receptionist ask you to describe your symptoms/what was wrong?**

- Yes
- No
- I can't remember/I'm not sure

**11. If yes, were you comfortable describing your symptoms to a receptionist?**

- Yes definitely
- Yes somewhat
- No
- I can't remember/I'm not sure

Other comments

**12. When did you feel that you needed an appointment?**

- On the same day
- On the next day
- A few days later
- 1 - 2 weeks later
- 2-3 weeks later
- Over 3 weeks later

Other comments

**13. When did you get an appointment?**

- On the same day
- On the next day
- A few days later
- 1 - 2 weeks later
- 2-3 weeks later
- Over 3 weeks later

**14. If you asked to see a preferred practitioner, did you see your preferred Doctor/practitioner?**

- Yes
- No
- I did not ask to see a preferred practitioner

## Healthwatch GP Project

**15. If you didn't see your preferred doctor/practitioner, did this have an impact on your care?**

**16. How convenient was the time of day of your appointment?**

- Very convenient
- Fairly convenient
- Fairly inconvenient
- Very inconvenient

**17. If the appointment time or date was not what you wanted, did you try to change it and were you successful?**

- I changed my appointment
- I tried to change my appointment, but could not get an appointment I wanted
- I was unhappy with my appointment, but did not try to change
- I was happy with my appointment

**18. If, in your experience of your last appointment, you were unable to see a GP quickly would you have been happy to see a:**

- Doctor in training (qualified)
- Advanced nurse practitioner (an Advanced Nurse Practitioner is a nurse that has the power to manage case loads, make diagnoses, develop care plans and prescribe and manage medication)
- Practice nurse
- Received advice from a qualified Doctor or Nurse over the phone

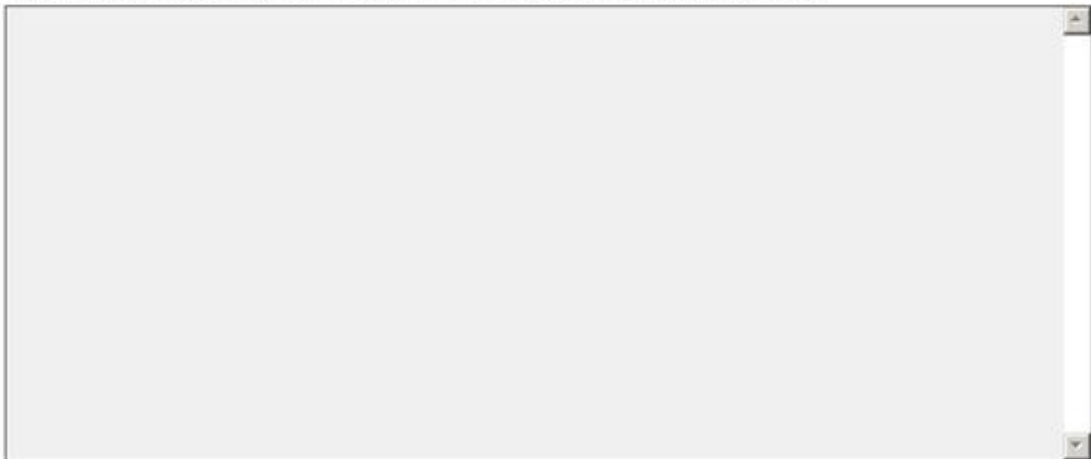
Other (please specify)

## Healthwatch GP Project

**19. What do you expect to get from your GP surgery?**



**20. Do you have any other comments about your experience?**



**21. Approximately how many times have you needed to book an appointment at the Practice in the past year? (including this visit)**

- This is the first time
- 2 times
- 3-5 times
- 5-10 times
- Over 10 times

**Healthwatch GP Project**

**22. Do you have a long-term condition or disability?**

- Yes
- No
- I'm not sure
- Prefer not to answer

**23. Do you have any special access requirements?**

- Yes
- No
- I'm not sure
- Prefer not to answer

**24. If yes, are your requirements adequately catered for?**

- Yes
- No
- I'm not sure

**25. If you answered no to the last question what are the problems you have?**

## Healthwatch GP Project

### 26. What is your ethnicity?

- White English/ Welsh/ Scottish/ Northern Irish/ British
- Irish
- Gypsy or Irish Traveller
- Other White background (please complete 'other' box)
- White and Black Caribbean
- White and Black African
- White and Asian
- Other mixed/ multiple ethnicity background (please complete 'other' box)
- Indian
- Pakistani
- Bangladeshi
- Chinese
- Other Asian/Asian British background (please complete 'other' box)
- African
- Caribbean
- Other Black/Black British background (please complete 'other' box)
- Arab
- Prefer not to answer

Other (please specify)

### 27. What is your sexual orientation?

- Heterosexual
- Bisexual
- Gay
- Lesbian
- Other
- Prefer not to say

**Healthwatch GP Project**

**28. What is your employment status?**

- Work full time
- Work part time
- Retired
- Unemployed
- Full time carer
- Student
- Unable to work
- Prefer not to answer

Other (please specify)

**29. What is the age and gender of the person for whom the appointment was for?**

	Male	Female
Under 18	<input type="radio"/>	<input type="radio"/>
18-24	<input type="radio"/>	<input type="radio"/>
25-34	<input type="radio"/>	<input type="radio"/>
35-44	<input type="radio"/>	<input type="radio"/>
45-54	<input type="radio"/>	<input type="radio"/>
55-64	<input type="radio"/>	<input type="radio"/>
65-74	<input type="radio"/>	<input type="radio"/>
75-84	<input type="radio"/>	<input type="radio"/>
Over 85	<input type="radio"/>	<input type="radio"/>
Prefer not to answer	<input type="radio"/>	<input type="radio"/>

**30. Is your gender identity the same as the identity that you were assigned at birth?**

- Yes
- No
- I'm not sure

Thank you for taking the time to take part in this survey



## Appendix 2 - Quantitative results

Q4. Do you understand the process for booking an appointment at your GP surgery?		%
Yes definitely	204	86.1%
Yes somewhat	27	11.4%
No	3	1.3%
I'm not sure	3	1.3%
<b>Total</b>	<b>237</b>	<b>100.0%</b>

Q5. What is the process for booking an appointment at your GP surgery?		%
All appointments are booked for the same day	65	20.5%
Some urgent appointments are booked for the same day, most appointments are booked in advance	119	37.5%
The GP calls back to book an appointment	39	12.3%
The nurse calls back to book an appointment	20	6.3%
The mornings are for urgent appointments, the afternoons are for booked appointments	21	6.6%
You sit and wait for an appointment	32	10.1%
Don't know	3	0.9%
Other (please specify)	18	5.7%
<b>Total</b>	<b>317</b>	<b>100.0%</b>

Q6. Based on this appointment, did you book an appointment for:		%
Yourself	197	83.8%
An adult you care for	9	3.8%
A child you care for	29	12.3%
<b>Total</b>	<b>235</b>	<b>100.0%</b>

Q7. Did you book your appointment:		%
By phone	159	68.8%
Online	1	0.4%
In person	71	30.7%
<b>Total</b>	<b>231</b>	<b>100.0%</b>



Q8. If you booked this appointment by phone how long did you have to wait for your call to be answered?		%
Less than 5 minutes	88	50.3%
5-10 minutes	50	28.6%
10-20 minutes	21	12.0%
20-30 minutes	7	4.0%
More than 30 minutes	9	5.1%
<b>Total</b>	<b>175</b>	<b>100.0%</b>

Q9. How helpful was the receptionist?		%
Very helpful	159	70.0%
Fairly helpful	55	24.2%
Fairly unhelpful	12	5.3%
Very unhelpful	1	0.4%
<b>Total</b>	<b>227</b>	<b>100.0%</b>

Q10. Did the receptionist ask you to describe your symptoms/what was wrong?		%
Yes	70	31.8%
No	143	65.0%
I can't remember/I'm not sure	7	3.2%
<b>Total</b>	<b>220</b>	<b>100.0%</b>

Q11. If yes, were you comfortable describing your symptoms to a receptionist?		%
Yes definitely	60	48.8%
Yes somewhat	21	17.1%
No	36	29.3%
I can't remember/I'm not sure	2	1.6%
Other comments	4	3.3%
<b>Total</b>	<b>123</b>	<b>100.0%</b>

Q12. When did you feel that you needed an appointment?		%
On the same day	121	52.2%
On the next day	21	9.1%
A few days later	38	16.4%
1-2 weeks later	21	9.1%
2-3 weeks later	5	2.2%
Over 3 weeks later	9	3.9%
Other comments	17	7.3%
<b>Total</b>	<b>232</b>	<b>100.0%</b>

Q13. When did you get an appointment?		%	
On the same day	112	50.9%	
On the next day	23	10.5%	
A few days later	31	14.1%	
1-2 weeks later	36	16.4%	
2-3 weeks later	11	5.0%	
Over 3 weeks later	7	3.2%	
<b>Total</b>	<b>220</b>	<b>100.0%</b>	

Q14. If you asked to see a preferred practitioner, did you see your preferred doctor/practitioner?		%	
Yes	74	33.6%	
No	77	35.0%	
I did not ask to see a preferred practitioner	69	31.4%	
<b>Total</b>	<b>220</b>	<b>100.0%</b>	

Q16. How convenient was the time of day of your appointment?		%	
Very convenient	101	45.5%	
Fairly convenient	89	40.1%	
Fairly inconvenient	20	9.0%	
Very inconvenient	12	5.4%	
<b>Total</b>	<b>222</b>	<b>100.0%</b>	

Q17. If the appointment time or date was not what you wanted, did you try to change it and were you successful?		%	
I changed my appointment	8	4.3%	
I tried to change my appointment, but could not get an appointment I wanted	15	8.0%	
I was unhappy with my appointment, but did not try to change	19	10.2%	
I was happy with my appointment	145	77.5%	
<b>Total</b>	<b>187</b>	<b>100.0%</b>	

Q18. If, in your experience of your last appointment, you were unable to see a GP quickly would you have been happy to see a:		%
Doctor in training (qualified)	72	32.9%
Advanced nurse practitioner	37	16.9%
Practice nurse	19	8.7%
Received advice from a qualified doctor or nurse over the phone	31	14.2%
Other	60	27.4%
<b>Total</b>	<b>219</b>	<b>100.0%</b>

Q21. Approximately how many times have you needed to book an appointment at the practice in the past year (including this visit)?		%
This is the first time	18	9.0%
2 times	39	19.5%
3-5 times	64	32.0%
5-10 times	37	18.5%
Over 10 times	42	21.0%
<b>Total</b>	<b>200</b>	<b>100.0%</b>

Q22. Do you have a long-term condition or disability?		%
Yes	88	43.8%
No	107	53.2%
I'm not sure	5	2.5%
Prefer not to answer	1	0.5%
<b>Total</b>	<b>201</b>	<b>100.0%</b>

Q23. Do you have any special access requirements?		%
Yes	16	8.5%
No	169	89.4%
I'm not sure	3	1.6%
Prefer not to answer	1	0.5%
<b>Total</b>	<b>189</b>	<b>100.0%</b>

Q24. If yes, are your requirements adequately catered for?		%
Yes	29	61.7%
No	12	25.5%
I'm not sure	6	12.8%
<b>Total</b>	<b>47</b>	<b>100.0%</b>

Q26. What is your ethnicity?	%	
White English/ Welsh/ Scottish/ Northern Irish/ British	178	85.2%
Irish	2	1.0%
Gypsy or Irish Traveller	0	0.0%
Other White background	5	2.4%
White and Black Caribbean	1	0.5%
White and Black African	0	0.0%
White and Asian	0	0.0%
Other mixed/multiple ethnicity background	2	1.0%
Indian	4	1.9%
Pakistani	7	3.3%
Bangladeshi	0	0.0%
Chinese	1	0.5%
Other Asian/Asian British background	0	0.0%
African	1	0.5%
Caribbean	0	0.0%
Other Black/Black British background	0	0.0%
Arab	0	0.0%
Prefer not to answer	1	0.5%
Other	7	3.3%
<b>Total</b>	<b>209</b>	<b>100.0%</b>

Q27. What is your sexual orientation?	%	
Heterosexual	182	94.3%
Bisexual	1	0.5%
Gay	0	0.0%
Lesbian	0	0.0%
Other	3	1.6%
Prefer not to say	7	3.6%
<b>Total</b>	<b>193</b>	<b>100.0%</b>

Q28. What is your employment status?		%	
Work full-time	58	28.2%	
Work part-time	29	14.1%	
Retired	71	34.5%	
Unemployed	23	11.2%	
Full-time carer	5	2.4%	
Student	6	2.9%	
Unable to work	5	2.4%	
Prefer not to answer	3	1.5%	
Other	6	2.9%	
<b>Total</b>	<b>206</b>	<b>100.0%</b>	

Q29 What is the age and gender of the person for whom the appointment was for?				
	Male	%	Female	%
Under 18	4	4.7%	16	13.11%
18-24	4	4.7%	15	12.30%
25-34	11	12.9%	22	18.03%
35-44	13	15.3%	14	11.48%
45-54	7	8.2%	11	9.02%
55-64	11	12.9%	19	15.57%
65-74	19	22.4%	14	11.48%
75-84	13	15.3%	10	8.20%
Over 85	3	3.5%	1	0.82%
Prefer not to answer	0	0.0%	0	0.00%
<b>Total</b>	<b>85</b>	<b>100.0%</b>	<b>122</b>	<b>100.00%</b>

Q30. Is your gender identity the same as the identity that you were assigned at birth?		%	
Yes	185	97.9%	
No	3	1.6%	
I'm not sure	1	0.5%	
<b>Total</b>	<b>189</b>	<b>100.0%</b>	

## Appendix 3 - Qualitative results

**Q5. What is the process for booking an appointment at your GP surgery? - Other (please specify)**

phone for up to 3 weeks ahead

normally appointments in a few days

called in for yearly check up

over the phone

can ring up early but lucky to get one

ohone

phone and make an appointment

come in as can't hear this phone

try by phone but end up coming in

Text Service

same day appointment

Ring up and no problem getting an appointment when urgent

No idea just called up and got an appointment

sometimes can't get an appointment if you do its a locun

Go to surgery before 0830 for same day appontment

nurse calls back to ask what the problem is a few hours later.

prebooked appointments

you call back numerous time before there is an available slot within a two period to be free

**Q11. If yes, were you comfortable describing your symptoms to a receptionist?**

they did.n ask

had received a letter

none of her bloody business she not medically trained and not very patient confidentiality as she loudly repeated my name and address for whole of busy waiting room to hear most appalling standards !!

N/A

Not on this occassion, but they push even you don't want to tell them

**Q12. When did you feel that you needed an appointment? - Other comments**

requested to come in

regular appointment every 3 months

every 4 weeks

asked by doc to come in

hard getting an appointment- cant always get an appointment for a child

2 months wait for minor ops

called in

this was for a non urgent inoculation-

to coincide with test results - and they were able to do so

referral

Referral

3 month appointment

follow up to 2 months before

one week

varies on how I feel

also a few days later - it varies.

sometimes I want an aoot the same day other times I would lijev't hook in advance

**Q15. If you didn't see your preferred doctor/practitioner, did this have an impact on your care?**

If you didn't see your preferred doctor/practitioner, did this have an impact on your care?

Open-Ended Response

Yes doesn't,t know me, did.t spend time asking me about history

No

Very difficult to see female go.

By the time I got to the surgery all appointments with female GP full. She doesn't do afternoons. Stressful seeing male doctor.

Doesn't' know me so have to go through things again.

N-o difference

Not seeing your own doctor means less helpful.

Was still able to see a Doctor.

No

No

Yes

No

No

n/a

Main GP not very interested

No

No

No

Dr I was offered runs terribly behind appt times and considering I'm in a lot of discomfort isn't really acceptable to be waiting for hours beyond allocated appt

N/a

Yes

No

Yes \_ don't think a nurse will be able to diagnose problem

I am from Hadley surgery have to book at Hadley to cone to limes Walk surgery inconvenient to get to no buses need a taxi

N/A
NO
Its ok
not seeing preffered doctor has an adverse effect
Yes, Concerned regarding ability of GP
Does not matter
Prefer to see the same or won doctor
No as all docotors can see information on computer.
Not at All
Never been before
Yes continue same issue
No
Would of done high blood pressure
Some times I can on other no
It can do
Ok
Okay.
Yes
No
Maybe
No
some doctors less effective
If doctor english not clear as I have a slight hearing loss
No
No
No
No
No
can do
Sometimes good to see other doctor
If you need a quick appointment you have to take pot luck. Allocated doctor rarely seen.
No
No
no
sometimes but i really dont mind
N/A
N/A
I see different doctors/nurses each time which doesntvreally bother me
No
No
No.
No
No



No

No

n/a

no

no

yes

no

no

no

No

No because I didn't actually make it there

It varies a lot, depends on the doctor.

**Q18. If, in your experience of your last appointment, you were unable to see a GP quickly would you have been happy to see a: - Other (please specify)**

non

prefer to see gp

specialist diabetes clinic

none of above

any

prefer to see doctor

not the best service

none of above

not happy to see anyone other than gp.o

any

no

not with my problem today

all of the above

make another appointment

doctor

all of the above

all of the above

no

none

I'd have gone to the hospital

all of the above

And practice nurse

and a practice nurse

All of the above

All of the above

All of the above

All of the above

---

All of the above  
 All of the above  
 All of the above  
 needed to see same doctor  
 all of the above  
 all but not over phone  
 Any of above  
 Any of above  
 Any of above  
 Any of above  
 All of above  
 Depends on problem  
 Any of above  
 Depends  
 all of the above  
 Practice Nurse  
 and practice nurse  
 All of the above  
 all of the above  
 All of the above  
 all of the above  
 all of the above  
 none of above  
 all of the above  
 advanced nurse practitioner, practice nurse, received advice from a qualified doctor/nurse over the phone  
 Advanced nurse practitioner  
 Advanced nurse practitioner  
 all of the above  
 advanced nurse practitioner and practice nurse  
 all of the above  
 all of the above  
 practice nurse and advanced nurse practitioner  
 Only wouldn't have wanted advice over the phone

---

**Q19. What do you expect to get from your GP surgery?**

Good health care  
 The results of problem  
 See preferred doc to fit in with self employed and child care is have to bring child Ysr  
 Information on child's problem  
 Help when needed  
 Working people who can't get time of work should get appointments sooner.

---

Listen to my symptoms and explain to me - not just give me a prescription.

I have to take time off work as leave or wait days for an afternoon one. Why can't one go do appointments and the rest do walk in.

To be able to see a female doctor and collect repeat prescriptions anytime not just between 11 am - 3 pm.-

No idea - was requested to come in - may be routine

Prescription

Pick up a prescription for her daughter

Feel better and spend time talking about problem I came with.

Flu jab

Listening to my problems

Test results and advice

Advice

Sort problem out.

Advice, results for tests

Advice about dental

Advice and possible treatment

Advice for self and daughter and prescription

Advice.

Treatment, advice, medicine

Ser doc right away

Medications

Friendly staff

Clean helpful It is both

Can be long winded for future checks that are 3 month regular they don't call you for those appointments

Evening and receptionists not asking what's wrong

Good service

Excellent care and medical treatment. Range of local medical services, such as blood tests, screening etc To listen to people and be supportive. Advice and guidance on medical issues. Friendly staff who listen. Easy access for the Elderly and disabled. Local chemist. Easy parking which is free. Online booking system. Leaflets on a range of issues and services.

happy to see different Doctors

convenience communication

Friendly, knowledgeable , understanding compassion

answers to my questions

to be checked to be reassured

appointments when required quality care proper assessment

honest truth, straight to the point say it how it is

to be looked after properly and to tell you whats wrong or offer you to hospital.

Find out what is wrong and get better

to get made well

Good service

an easy system for appointments, to make me well

Make me well

Fantastic no complaints at all

An appointment when needed and a helpful service

GPS to run close to times Not to spend 30mins trying to get phone answered Reception staff are appalling when comes to confidentiality over telephone conversations Same day appt To be able to book routine check ups in advance

Help, advice and treatment

Good advice

Confidentiality, sympathy , good treatment

Medication to assist

Continuing healthcare and professional service- notice of health opportunities, is flu, shingles innoculations etc

Better service than at present

Excellent service

Get an appointment Listen Help with problems instead of passing you off

To see the same doctor without having to wait weeks.

Help and advice

More polite receptionist - quite rude

Pleasant environment

Quick service being in one place

To see a doctor

Friendly service

For them to listen more and take his hearing problems into account

Help for what I came for

See them promptly. Good service.

An appointment when poorly not 3 weeks later

Good treatment

Good always excellent advice and care

An appointment as and when needed.

N/A

advice and necessary treatment

availability of appointments when required late surgery useful fro working staff

Rapid access to appointments a reasonable delay 48 hours would be.

Help and proper diagnosis

Help

Satisfaction

Enough attention to deal with problem

Not very much,

Prompt Efficient service

Appointments on the same day or to be able to book for the following day without having to call at 8am which is inconvenient when getting kids ready for school

efficient curteous service respectfull

good access

Quick services , If its an emergency , to nbe as quick as possible

Help

Appointments when needed

Proper Medical Advice

Appointment when Needed, GP's are busy and need to prioritise

I WANT HIM TO GIVE ME AN ANTIBIOTIC WHICH WILL MAKE ME FEEL BETTER.

to give the correct medication

Advice and help is medication

Multiple phone lines would help especially when phoning for an emergency appointment.

Better clarification when gp tells you to book another appt and the receptionist says an appt can't be made for 2 weeks

Repeat prescriptions for contraception system needs to change. Would it be possible to see the nurse only and not waste drs time?

Can go to partner practice to see same doc rather than a different one each tme

Appointment correct with the booking made

Good service and attitude as well as getting an appointment at a convenient time.

Good service

Good treatment and treated with respect

Early prognosis.

No answer.

Appointment at a convenient time for me

An appointment with approachable, professional manner

Appointments when needed

Prompt service

Smile

To get well manage my condition

Good treatment and advice

Good service good doctor

have been well looked after

See doctor or nurse as agreed

Advice, diagnosis, reassurance

Better appointments system, different if you work

Not have to wait after appointment time . Doctor often run late.

Solution to what is wrong

help

To be fixed

To see the doctor

Face to face with Doctor

Getting better now.

You should be able to see doctor of choice. You should be able to make appointment for several days in advance to see Dr of choice. Patients over 75 are allocated a specific Dr but there is no special access for these patients to their allocated Dr.

Prompt appointment, a doctor to listen to your concerns.  
 Good service.  
 Help. An appointment when your I  
 Diagnosis.  
 Advice and treatment for my medical problems  
 Diagnosis Treatment care respect  
 Confidence in doctors and swift service  
 Correct Treatment and Diagnosis  
 Help, advice. Understanding of condition  
 Advice for a wart  
 To be able to call at any time of the day and make an appt not call first thing for the same day. I don't think the system works as it is.  
 Attention when I need it. Not to be waiting.  
 Help as required  
 To listen to me  
 Advice and Help  
 To be polite , to be informative , and ensure that I understand,  
 Professionalism , by all staff  
 Tone able to get an appointment when needed ,  
 To be easier to get an appointment, easier to get your own doctor especially when having a long term illness, tell you to ring back at half past eight , when you get through all appointment are gone  
 Treatment, to be reassuring  
 Help and advice ,  
 Give information ,  
 Good guidance , good diagnosis  
 Good care, quick appointment,  
 Good, sound advice.  
 Free subscription for workers. Coffee machine.  
 Help full and good treatment.  
 Health advice, prescription  
 Time to listen, understand, explain things clearly  
 Advice,  
 Quick appointment,  
 Diagnosis and prevention/ cure  
 Looked after and considerate  
 To been seen when needed and quickly if needed  
 Doianosis  
 correct treatment  
 appointment when needed telephone call not always useful if you feel you need to see a doctor  
 good service  
 to be treated  
 good treatment  
 to be treated

---

Advice and medication

Cure

Appointments when I want plus late appointments for partner

Appointment quickly and able to book on line or by phone

Healthcare, medication

Good prompt service

Seen on time, appointment on the same day

An appointment when you want one.

Yearly physical no no

---

**Q20. Do you have any other comments about your experience?**

Doesn't work well for self employed

Happy with time slot given. Hoping for a good outcome.

Desk receptionist very unhelpful and rude

Because of appointment system if one child ill (has 2) I have to take both to school and get bus back with sick one. Don't get back until 9.30 or later so I have to wait a very long time to see any gp I can. Also receptionists don't like noisy/crying children - why can't they just get us seen quicker, children cry when they are poorly. :- ) :- )

Morning good - afternoon appointment 3 weeks, no good. Sit and wait is positive

Doctor only works in the morning so unable to book appointment - long waiting time 2 hours.

Waiting time until 11. 3 hours is a long time to wait

If you want to be seen quickly in less than two hours you need to be here by 8.30 otherwise you will be here all morning.

Think this system works a lot better than ringing in the morning - would rather sit and wait for a few hours than a few days. As this appointment was simply for a flu jab it was booked in advance but usually uses the sit and wait system and feels that it's an efficient system.

Have to come at 8.30 am to be seen within two hours

Rather book an appointment but take too long (over a week). Need to see specific doctor (female) who only works in morning so no appointments available

Very good system - want to be seen on the same day

Happy to wait today but inconvenient when working full time - morning off work. Same day appointment good but an evening or weekend clinic would be useful

No

Not a regular patient - necessary rather than convenient

Much better system rather than waiting days

No

Walk in easier than waiting for an appointment despite waiting times

No

No

No

---

I like that emergencies are dealt with each am so appointments In the afternoon are quieter and you do not have to sit and wait long However I still had to wait two weeks to see a doctor and it would have Bremen three weeks to see my preferred doctor

It is good if prepared too me and sit, but if regular hecksnot so good  
Doctors and nurses that I had contact with have been very good.

Happy

Some difficulty in booking appointments in booking appointments. Couldn't book appointment for poorly 6 year old daughter . lack of understanding of patient needs for mother with terminal cancer ( asked her to come into the surgery when not appropriate)

they are alright

take to long in the morning - don't answer the phone, when you do get through no appointments

With the new DR its pretty good

i think they do BRILLIANT JOB HERE

found out about leg pain - what is causing it and can it be solved

Highly recommended doctors surgery

No

Is awful hate having to contact this practice to point I would rather use walk in clinic

None

You're very lucky to see a doctor of your choice

Always impressed with standard of care-

Difficult to get an appointment especially for same day and takes reception ages to answer phone

Very fortunate experience

Always been fine

Doctor will not give sleeping pills on request; very inflexible

Its a struggle to get appointments and the receptionists are rude at times

Last time had to see a different doctor as original doctor hadn't turned up

I am happy with the appointments system at this surgery

N/A

no problems

in general an efficient surgey

Full attention , very happy with service

Good Epierience - surgery clean and efficient

GP not very friendly , appointments need to be better, having to ring at 8am and wait for 30 minutes and dont get an appointment

excellent service , well looked after, both Newport surgeries good

requesting an uregnt appointment in the day is difficult inflexible late night surgery

good surgey , nice

Surgery is happy, smiling polite and helpful

Cant get an appointment in muxton, nned more disabillity parking at the surgery

Appointment systme at 8am is stupid, you should be able to phone anytime.on tenthooks while ringing to get an appointment

Very Good: Registration Practice Leaflet



My experience in here is good

No. I have always found the doctors,nurse and receptionists to be very helpful at all times.

Bit more organized

Brilliant - runs efficiently

Fine.

It is below satisfactory

None

Fine

Surgery very good

They are wonderful

Always helpful

Sometimes you have to wait along time before you get an appointment

Phine delays is big issue

Problem when I was working to get appointment

Been with surgery since 1953

Waiting times, husband waits 1.5 hrs

No

OK

No

No

Very good usually

Terrible length of time. Lots of patients dont turnup.

No.

Most problems are caused by too few Doctors. It comes down to money again.

I always find the surgery very accommodating and I always get an appointment when needed

Since being diagnosed with Breast Cancer, I haven't had any problems with getting an appointment. The doctor (Dr Feather) and Practice Nurses have been very helpful and kind.

Nlce Surgery

Getting appointment ridiculous. Can't go to work until seen GP, so delays not good

No

I feel comfortable here , staff polite especially receptionist

When first rang waited 45 minutes for triage to ring back, had to ring back as I was in pain , half past eight is too late to start booking appointment s I belive it should be earlier , perhaps being able to leave a message when ringing out of hours, or possibility to email the surgery,

Very helpful, no problems so far

Always a good experience '

No.

Excessive waiting times occasionally.

Difficult to get appointments at times

In all are very good

No

Very happy with services

Perfect

No better now

waiting time after appointment time

just not happy with this surgery . I moved there year and half ago and never liked it, don't think I have been treated right .

none

none

No

Waste of a day prefer to be able to get appointment of my choice

The previous system was better than the present system of doctor calling me back

I wasn't happy at my last appointment because I got stuck in traffic coming back from the appointment. I rang the surgery and told them that I was going to be late. The receptionist put me on hold while she spoke to the Dr and came back to tell me that they wouldn't be able to guarantee that they could see me, but I was free to come in and wait in the surgery until the end of the day and they would see me if they could. I decided not to attend and told them I wouldn't be coming in.

Always been pretty good

No

Completely satisfied with the system. Thank you.

**Q25. If you answered no to the last question what are the problems you have?**

Door width does not accommodate chair access for larger than standard Chairs door not electronic

Sometimes the door opening button isn't working

shower chair , wheelchair , kitchen chair , all provided by social services

Powered wheelchair will not fit in surgery so has house walking frame

Replacement knee and hip.

Numerous

Diabetes 2

**Q26. What is your ethnicity? - Other (please specify)**

EEA

Philippines

Romanian

Part of Human race

South African

German

White and Burmese

**Q28. What is your employment status? - Other (please specify)**

Full-time mum

Work limited

Wife

---

Did before mascetamy

mum

normal

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