

Report on Primary Care Survey November 2018



healthwatch
Isle of Wight

CONTACT US



**Isle Help Hub
7 High Street
Newport
Isle of Wight
PO30 1SS**



01983 608608



www.healthwatchisleofwight.co.uk



www.facebook.com/HealthwatchIOW



@HealthwatchIW



**FREEPOST RTGR-BKRU-KUEL
Riverside Centre
The Quay
Newport
Isle of Wight
PO30 2QR**

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- Homestart IW for welcoming us into their Play and Stay sessions.
- Age UK for actively engaging with the people they support to get feedback.
- GP Surgeries across the island, along with their PPGs (Patient Participation Groups), for promoting and supporting the Survey.
- Healthwatch Isle of Wight Enter and View Volunteers for their time and efforts.

Isle of Wight Radio and Vectis Radio for featuring the Survey.

For all the members of the public who shared their experiences with us.



Summary

In 2017, the IOW Clinical Commissioning Group asked Healthwatch Isle of Wight to carry out a survey and engage with the public to find out what local people want and need regarding primary care. This was in response to guidance produced by NHS England, specifying that GP surgeries would need to increase their appointments and extend access to evening and weekends. The Clinical Commissioning Group wished to find out what local people need from their GP surgeries.

The survey ran from November 2017 – April 2018 and attracted over 2000 responses. It generated a huge response and gathered a large amount of detailed feedback. This is clearly a topic that the public are passionate about and people wanted to share their experiences of primary care, whether positive or negative.

44% of respondents said that they had to wait more than 1 week for a non-urgent appointment, with 55% of that number waiting longer than 2 weeks.

The majority of people said that they were offered appointments by their GP surgery at convenient times, although 35% of respondents said that they had at some point been unable to access an appointment at all due to inconvenient opening times.

The overwhelming majority of people stated that they would like to be able to access blood testing and treatment for minor injuries within their local surgery. Weekday morning and afternoons were the preferred times for any local clinic.

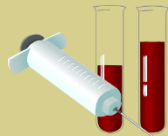
It is apparent that the online booking system is not being utilised enough or promoted effectively to patients. Only 12% of patients surveyed said that they used the online system. This figure may well be so low due to the increasing number of practices now only offering on the day appointments.

Long waiting times and parking costs were the main concerns raised by people within the comments section of the survey.

Mental Health was a theme that ran throughout the feedback received. Over 50% of people who completed the survey identified themselves with having a mental health condition. Locally accessible Mental Health clinics were suggested as a local need and feedback was given that the provision for mental health care was inadequate and led to patients feeling unsupported.

SURVEY RESULTS AT A GLANCE

95% of people would like to see blood testing clinic at their local GP surgery



79% of people would be willing to share their medical records to access appointments

24% of people have to wait for 2 weeks + for an appointment



12% of people use the online booking system



28% rung 111 because they have been unable to access at GP appointment



Only 43% of people aged 40 and above were offered a 40+ years health check



Background

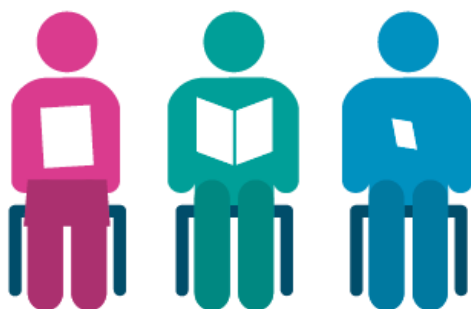
Healthwatch Isle of Wight is the “consumer champion” for local health and social care services. It was created in April 2013 through legislation bringing in a Healthwatch organisation in each local authority area of England. Feedback from the public is used to identify and share good practice and to highlight improvements that need to be made to health and social care services. Healthwatch Isle of Wight is supported by a team of paid staff, and an enthusiastic and proficient group of volunteers.

Healthwatch Isle of Wight relates to all health and social care services funded for Isle of Wight residents. The principal focus of this report is Peoples views and experiences on primary care which includes contact with GP`s, practice nurses, advanced nurse practitioners and other health professionals based within GP surgeries.

GP practices are the gateway to healthcare in the local community and play an essential role in supporting people with urgent and longer term health care needs. Healthwatch Isle of Wight regularly receives more feedback about GP practices than any other health or social care service and last year this equated to 27% of the total number of experiences that people shared with us. Much of this feedback is positive, particularly when people reference particular doctors, nurses or other practice staff and this evidences the value that people place on their local healthcare workers and GP practices.

The role and responsibilities of GP`s and their staff has changed over the years and this has coincided with a reduction in the number of GPs and GP surgeries across the country. On 1st July this year, there were 7,148 GP practices in England and this was a reduction from 7,411 a year earlier (this also includes those surgeries which have merged).¹

WAITING ROOM



In March 2018, there were 34,435 GP's (excluding Registrars, Retainers and Locums) and these equated to 27,773 full time equivalents. This compares to 35,516 GP's in Sept 2015 equating to 29,229 full time equivalent GPs. This is a reduction of 1,456 GPs in two and a half years².

Against this backdrop, in April 2016, NHS England published the 'General Practice Forward View.'³ This document set out an expectation that GP surgeries would need to increase their appointments and extend access to evening and weekends. NHS England promised to provide over £500 million by 2020/21 to help Clinical Commissioning Groups to commission and fund additional primary care appointments at evenings and weekends, to meet locally determined need.

This scheme is being rolled out stage by stage and from 30th September 2017, Clinical Commissioning groups had to make a range of additional appointments available for GP, practice nurse and clinical specialists, outside of the GP surgeries normal working hours.

Initially, on the Isle of Wight, this was for a limited range of consultations, and appointments and could be from any surgery, with some appointments being available on a Saturday or Sunday. This differed from the 'normal' surgery appointments which were only for patients registered at that GP surgery in the core opening hours of 8am – 6:30pm Monday to Friday.



In February 2018, new guidance was produced which stated that all local Clinical Commissioning Groups had to ensure that everyone has extended access to GP services including evenings and weekends by 1st October 2018. This must include access during peak times of demand, such as bank holidays and across the Easter, Christmas and New Year periods.

This guidance also required Clinical Commissioning Groups to advertise the extended access to patients on GP practice websites and within the local community so it is clear how people can access these appointments. GP receptionists were required to direct patients to the range of new appointments available and offer evening or weekend appointments on an equal footing to day time appointments.

What Healthwatch Isle of Wight Did

Healthwatch Isle of Wight was asked by the IOW Clinical Commissioning Group to carry out a survey and engage with the public to find out what local people want and need regarding primary care (primary care is the first point of contact for health care for most people and includes appointments with a GP, practice nurse, advanced nurse practitioner, health care assistant or other medical professional).

In partnership with the IOW CCG and GP Surgeries across the island, Healthwatch Isle of Wight designed a survey and used new and innovative ways of engaging with the public, in order to reach the broadest demographic and widest geography.

With the help of local primary schools, surveys were put in school book bags, Healthwatch Isle of Wight attended Homestart sessions across the island, 'post boxes' were put in all GP surgeries and at St. Mary's Hospital, with copies of the survey available to all patients. Healthwatch Isle of Wight managed a social network campaign to promote the survey alongside conventional PR methods.

Healthwatch Isle of Wight worked in partnership with other agencies that could help access people whose voices are seldom heard, such as Homestart, Age UK IW, People Matter IW, Citizens Advice Bureau, Isle of Wight Freemasons and Women's Institute.

Hard copies of the survey were available at all GP surgeries, the IOW NHS Trust, the Independent Living Centre (People Matter IW), libraries, Riverside Centre, Citizens Advice and Age UK IW

The survey was held from November 2017 – April 2018

2006 people completed the survey of whom 76% were female, 23% male, 0.1% transgender and 0.9% did not wish to disclose. The age split of people who completed the survey is presented below:

17 or under	0.06%
19-29 years	8.26%
30-44 years	30.14%
45-59 years	24.74%
60-79 years	28.87%
80 and over	4.19%
Do not wish to disclose	3.74%

**Have
your
say**

**Talk
to us...**

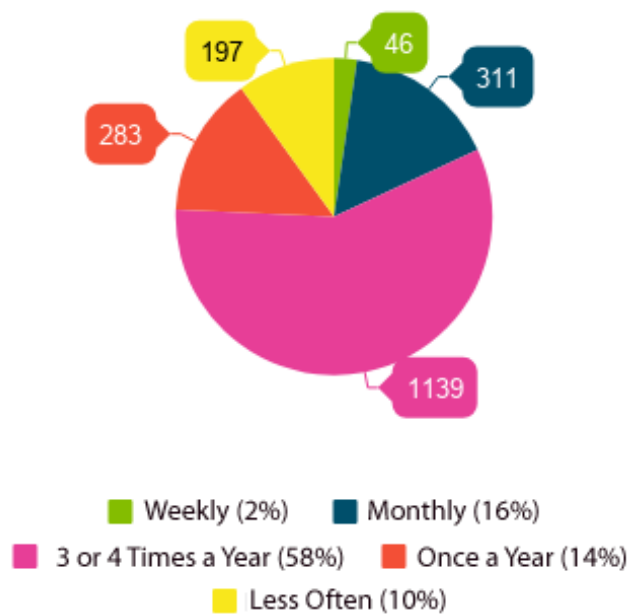
What Healthwatch Isle of Wight Found:

Survey Results



Question 1: How often do you visit your surgery?

We asked people how often they visited their GP surgery. The majority of people (1,139 or 58%) visited their surgery 3 or 4 times a year. 16% (311 people) visited monthly, with a further 14% (283) visiting just once a year.



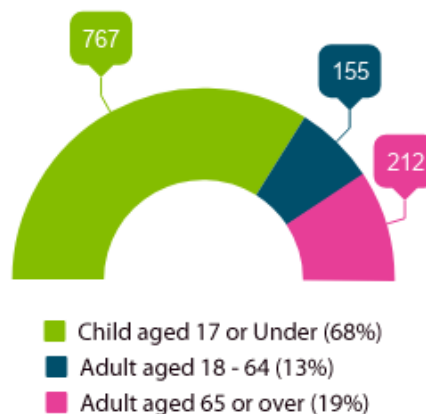
Weekly (2%) Monthly (16%)

3 or 4 Times a Year (58%) Once a Year (14%)

Less Often (10%)

Question 2: Do you have caring responsibilities for any of the following?

53% of all respondents answered this question. Of those, 68% had caring responsibility for someone under the age of 17, 13% have caring responsibility for an adult aged 18-64 and 19% for an adult aged 65 and over.



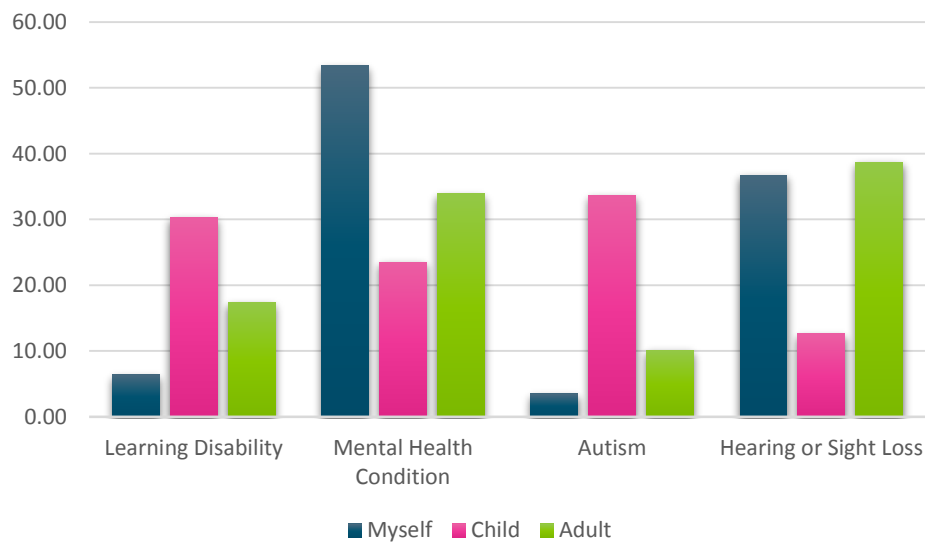
Child aged 17 or Under (68%)

Adult aged 18 - 64 (13%)

Adult aged 65 or over (19%)

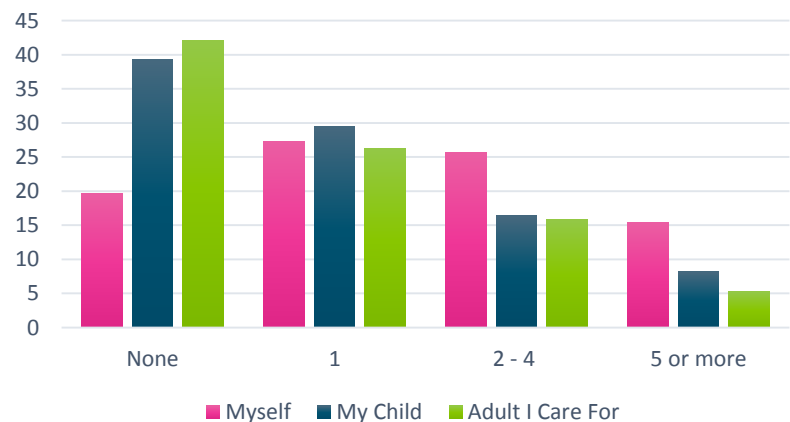
Question 3: Do you have any of the following?

We asked people whether they, their child, or adult that they have caring responsibly for have a learning disability, a mental health condition, autism, or hearing or sight loss. We had 662 responses to this question. Significantly, over 50% of people who answered this question identified themselves as having a mental health condition.



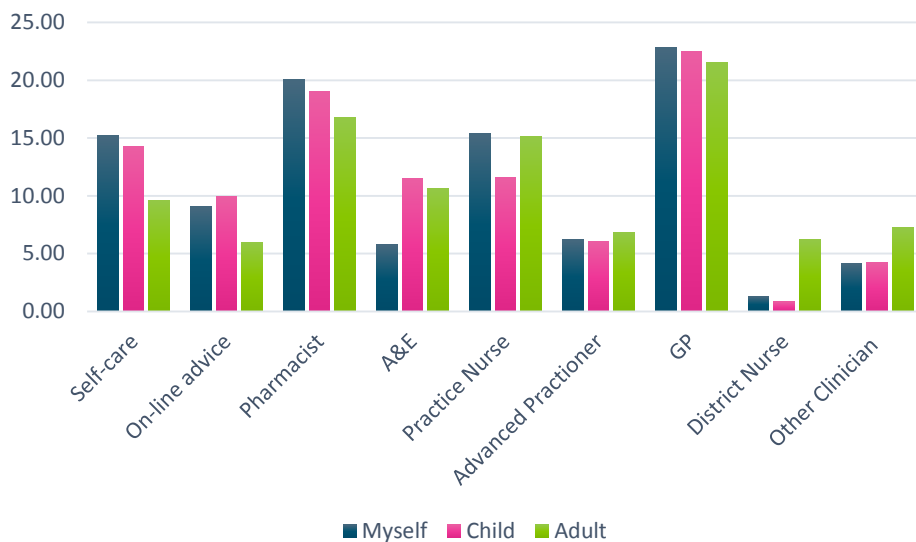
Question 4:

How many diagnosed long term conditions do you have?



Question 5: Which of the following have been used in the last 12 months?

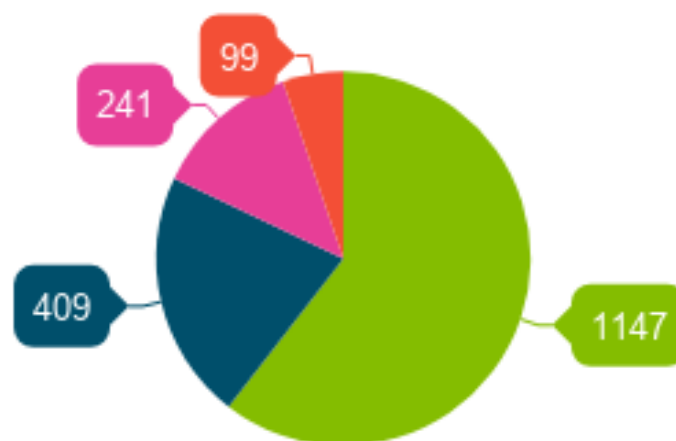
1928 people answered this question, with 23% of people (and the child they care for), having seen their GP within the last 12 months, reducing to 22% of the 'Adults' they care for. This question also highlights that people are twice as likely to take their child or adult that they care for to A&E as themselves. Over the last 12 months, 20% of people who answered this question have accessed a pharmacist and 4% of people have accessed other clinicians, shown below.



Question 6: How convenient have appointments offered to you by your GP surgery generally been in the last 12 months?

1896 people answered this question, 95% of all those who completed the questionnaire.

60% stated that their appointment times were convenient, with 35% being inconvenient.



- At convenient Times (60%)
- At Less Convenient Times (22%)
- At Times I Was Unable to Go (13%)
- Not Applicable (5%)

5% of people specified that this question was not applicable to them. This could be due to the person's surgery offering only on the day appointments.

Question 6: Additional Comments

Convenient times but not without a wait.

I usually book for a day off.

Retired so most times are convenient.

I have always been happy with appointments offered.

Been unable to get an appointment on far too many occasions.

Could not be faulted A++++

Awful – do not answer the phone.

On the day appointments easy to get

Very unhelpful and long waits to get appointments.

Had to accept whatever is given.

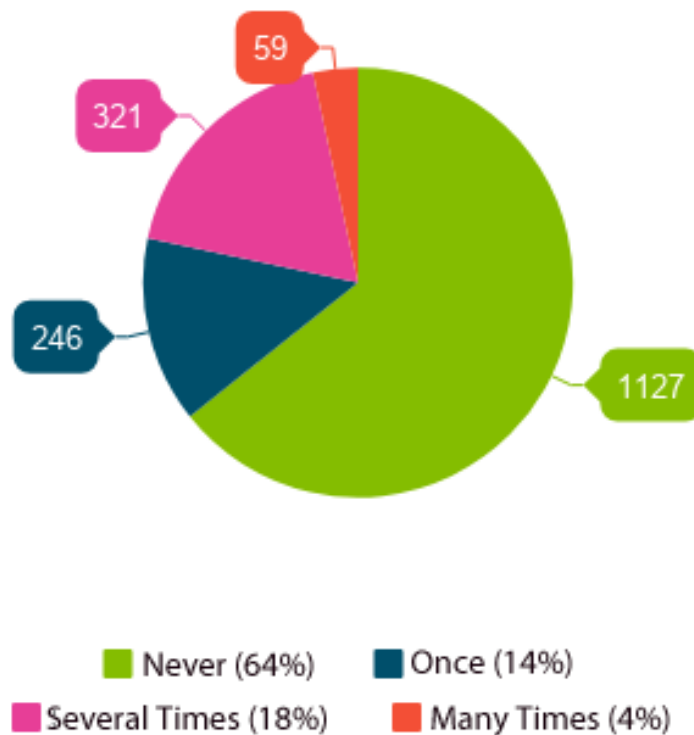
Never had a problem.

Only if I book a month in advance- nothing sooner

Question 7:

How many times in the past 12 months have you been unable to see a primary care professional due to inconvenient opening times?

Of the 1753 people who answered this question, 64% said that they had never been unable to see a primary care professional due to inconvenient opening times, 14% said once, 18% said several times and 4% said many times.



Overall then, 631 people had, at some point over the last 12 months, been unable to access primary care due to inconvenient opening times, at least once.

Question 7: Additional Comments

“Awful problems getting an appointment at the doctor’s surgery.”

“It’s not about inconvenient times, it’s just that they won’t give anything but appointments on the day. This means that you have to phone every day...before 8 in the morning and queue to get an appointment for that day. Ridiculous.”

“I’m retired so most times are convenient for me.”

“All my appointments were accommodating and everyone was helpful.”

“...The Receptionists act like gate keepers at my surgery! ...They are rude and intrusive and could put vulnerable people off going to the doctors when in need.”

“Never been unable, just had a wait a long time - 4 weeks!”

“Need more Saturday GP working.”

“...I feel I am penalised for having a full time job.”

“Nothing to do with opening times, just lack of appointments generally in our surgery.”

“When a real emergency, I have got an appointment.”

“The current system of booking is totally unsatisfactory.”

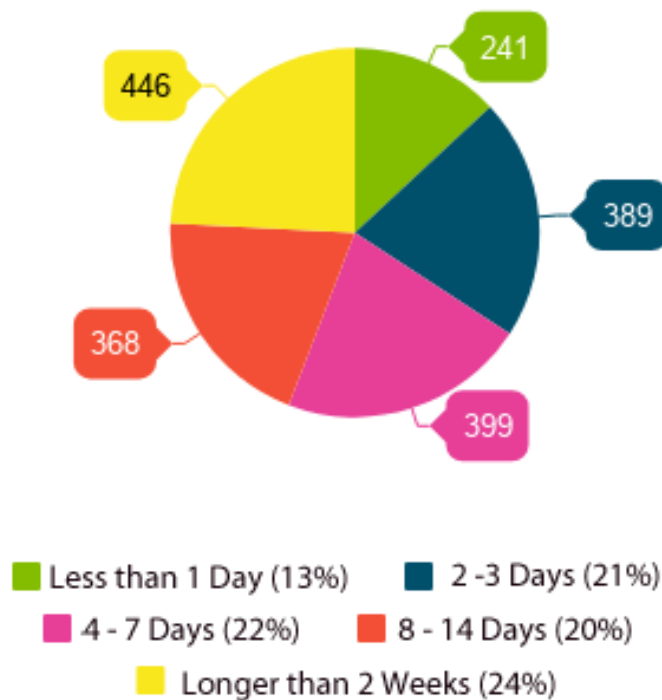
“Always found the staff really helpful in getting an appointment.”

Question 8:

How long does it generally take for you to get a routine (non-urgent) appointment to see your GP?

92% of people who took part in the survey, answered this question. 13% (241) normally got an appointment same day, 21% in 2-3 days, 22% in 4-7 days, 20% in 8-14 days and 24% (446 people), had to wait over 2 weeks for an appointment.

In general, nearly half (44%) of all respondents had to wait over a week for a routine appointment, with over half (56%) stating they saw a GP within a week.



Several people commented that their GP surgery is now only offering ring on the day, same day appointments.

Question 9: Do you currently use the online booking system at your GP surgery?

1906 people answered this question. Only 229 people (12%), said that they use the online booking system with 1239 people (65%) saying they didn't and a further 438 people (23%) not aware of this.

Many of the comments received about the online booking system came from people whose GP surgery only offered 'on the day' appointments. People felt that the online booking system was ineffective and not worth signing up to. The other aspects of the online system were not mentioned.

It is important to note that this question relates to how many people actually use their GP online booking system rather than how many have signed up to it.



Question 10:
How do you usually travel to your GP surgery?



.....

56%
DRIVE MYSELF



.....

6%
SOMEONE ELSE
TAKES ME



.....

3%
PUBLIC
TRANSPORT



.....

32%
WALK



.....

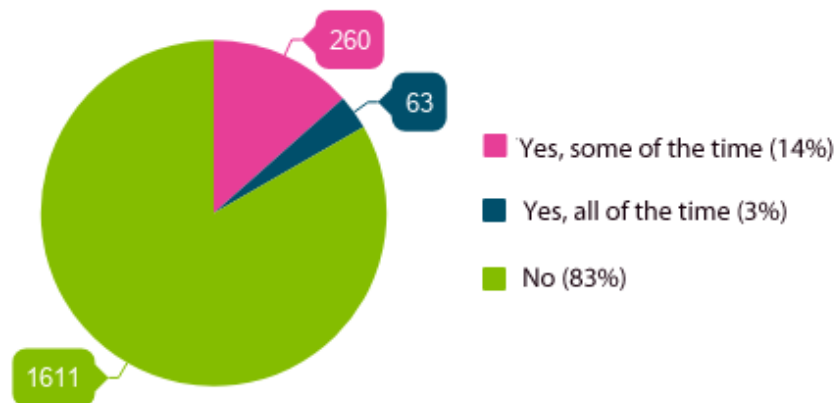
0%
UNABLE TO
TRAVEL



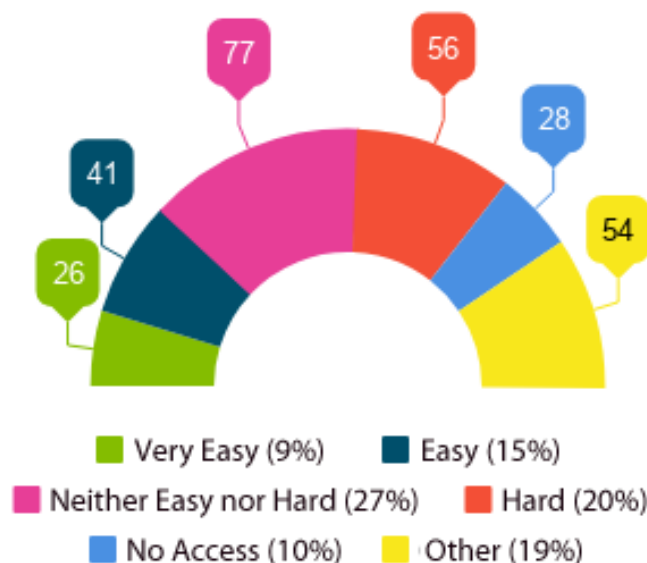
.....

3%
OTHER

Question 11: Have you been unable to leave your home in the last 12 months?



Question 12: If you have been unable to leave your home, how easy or difficult has it been to access primary care?



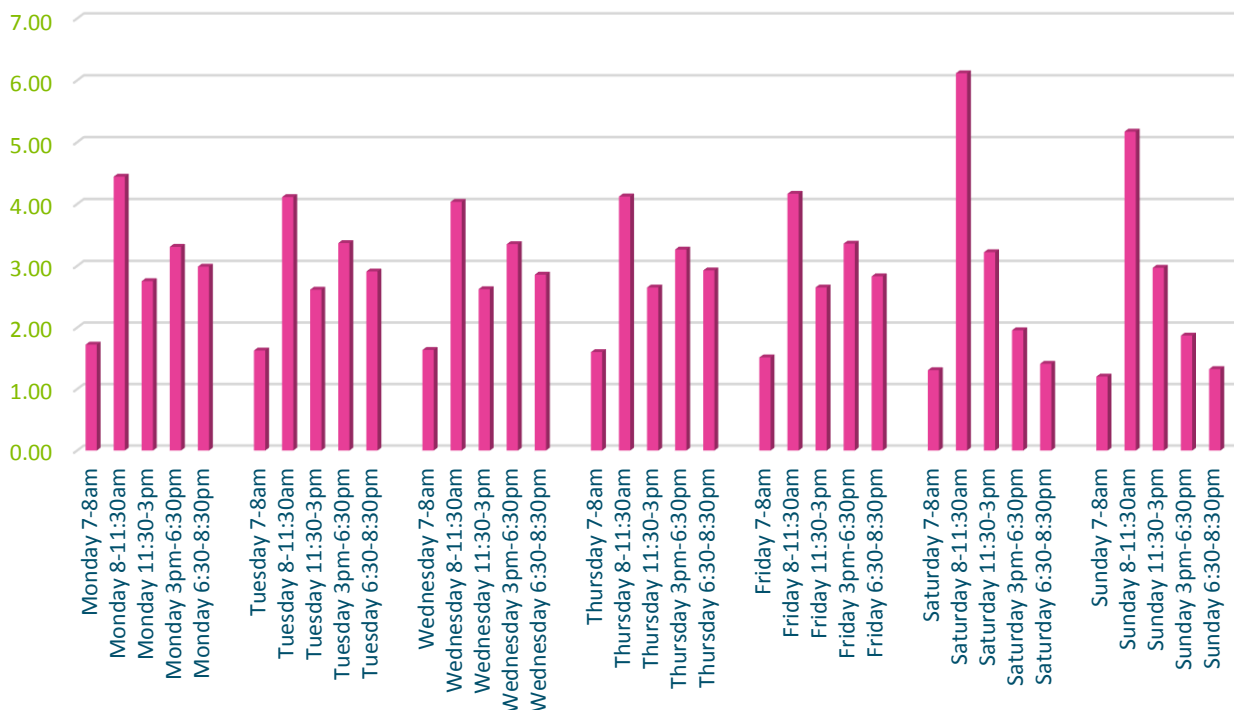
Question 13:

If you, your child or an adult you cared for needed a routine appointment (pre-booked), when is generally most convenient (from Mon-Sun)?

1679 people answered this question, which is broken down into 3 sections: time preferences for the person, their child, and/or for the adult they care for. In order to really appreciate what the results tell us, it is useful to break it down into smaller sections first. Firstly, we will look at what answers were given, when asked solely about the persons own preferences.

We asked people to choose one time slot for each day, based on which would be most convenient. The time slots were as follows: 7-8am, 8-11:30am, 11:30am-3pm, 3pm-6:30, 6:30-8pm. The results are as follows:

The most popular slot across the week is Saturday morning 8am – 11:30am with that option being chosen by a total of 6.11%, with Sunday coming next with 5.17%. The least popular time was Sunday 7-8am, with it being chosen by only 1.20%, with Saturday 7-8am coming a close second with 1.31%. In fact, the 7-8am slots across all days were consistently less popular than other options.



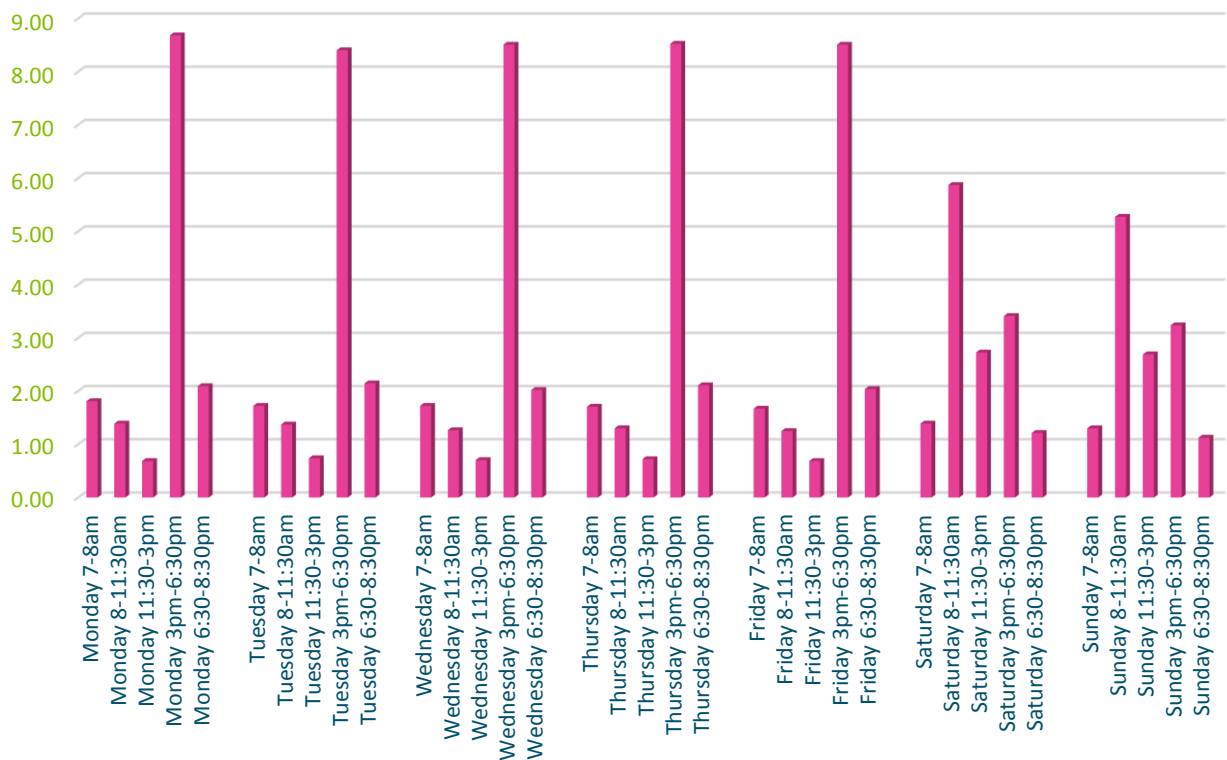
Question 13 cont.

The second part of the question is the same, but relates to the appointment time that would be most convenient for a child they were responsible for. The responses are as follows:

The most popular time slot for children is Mondays 3-6:30pm with this option being selected 8.68% times. There is a definite trend within these answers that the most popular time slots on a weekday is 3pm – 6pm, which indicates that this would be outside of school hours.

The least popular time slots are 11:30 – 3pm, with Monday and Friday being the least popular days at this time.

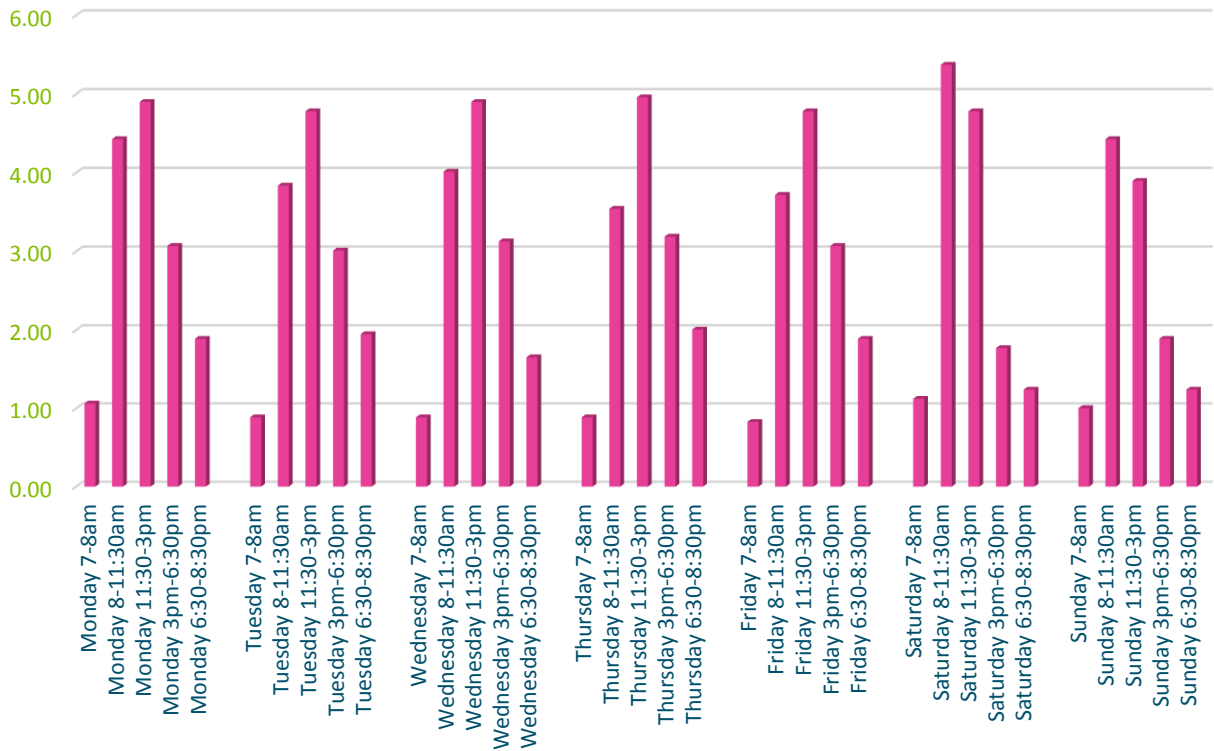
During the weekend, the 8-11:30am slots proved the most popular.



Question 13 cont.

The third part of the question is the same, but this time in relation to an adult that the person cares for. The responses are as follows:

Again, there are definite trends in these answers as consistently the least favoured option is the 7-8am slot, with Friday proving slightly less popular than other days. The most popular slot is Saturday 8-11:30am, selected 5% of the time. This may however, have more to do with the availability of the carer, rather than actual preference of the adult in question.



The answers to this question can be summarised in the following way. The most convenient time slot for those completing the survey was Saturday 8 – 11:30. For children it would be the after school weekday slots of 3-6:30pm, with Monday being slightly more popular. For adults, Saturday 8-11:30am.

Question 14:

If primary care consultations were available on a Saturday and/or Sunday, how would you prefer to access these?

We asked people to answer on behalf of themselves and, where applicable, their child and/or an adult they care for. When looking at the answers, we must also take into account the geographic spread of those who answered the survey. The majority of people listed their postcodes as either Newport or Ryde, so it is not surprising to see that the most popular choice is Face to Face in Newport for both 'My child' and 'Adult I care for', both being chosen 26% of the time. The most popular choice for 'Myself' is Telephone consultation with 24%.

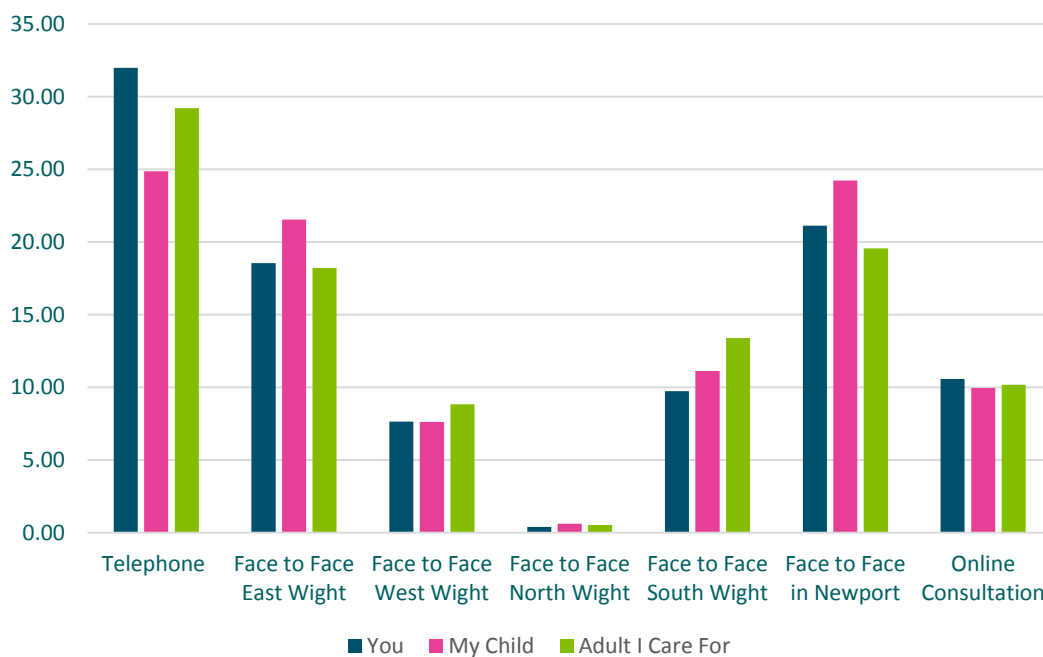
What is obvious, looking across the figures from this is that the respondents were more likely to accept a telephone consultation for themselves and more likely to request a face to face appointment for their person they care for.



Question 15:

If primary care consultations were available outside of practice hours on weekdays, how would you prefer to access these?

This was a similar question but this time relating to consultation preferences on weekdays outside of normal practice hours (e.g. during the evening). Telephone consultation was by far the most popular choice for those completing the survey, their children or adults they may care for.



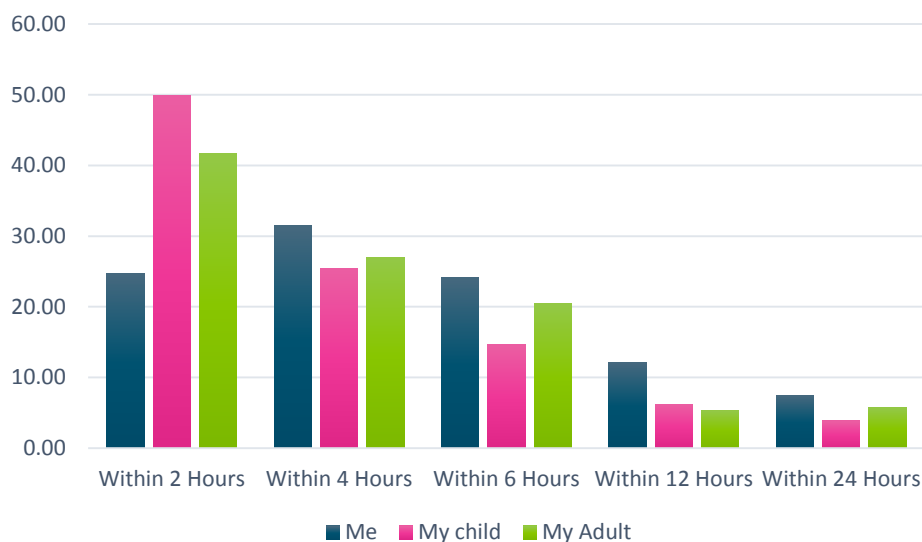
Question 16:

If you need an urgent appointment, which of the following options do you feel is a reasonable time in which to wait for a consultation?

This question was once again given threefold, for those completing the survey, their children and any adult they may care for.

The question is broken down further into 2 parts – weekdays and weekends. The following results are for *weekdays* only:

The most popular option was a 2 hour response for a child with 50% of people suggesting that this would be their choice. When answering for themselves, the majority of people chose within 4 hours (31%) and for adults they care for, a 2 hour response time with 41% of people choosing this.

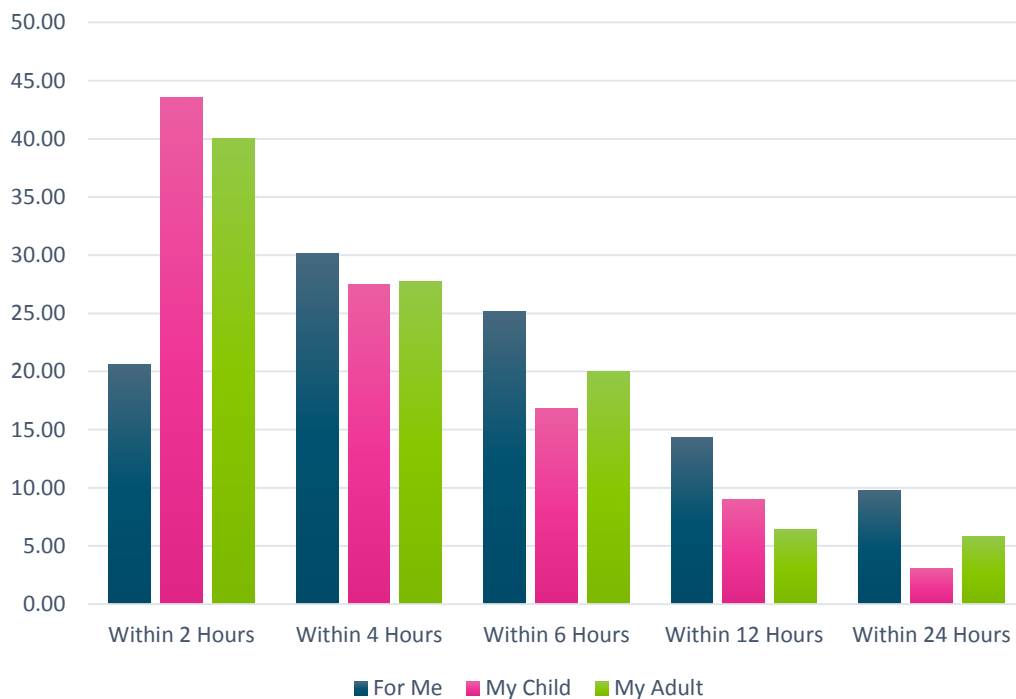


Question 16 cont.

The following results are for *weekends* only:

Most people thought that 2 hours would be an acceptable time to wait for an appointment for their child (43%) or the adult they care for.

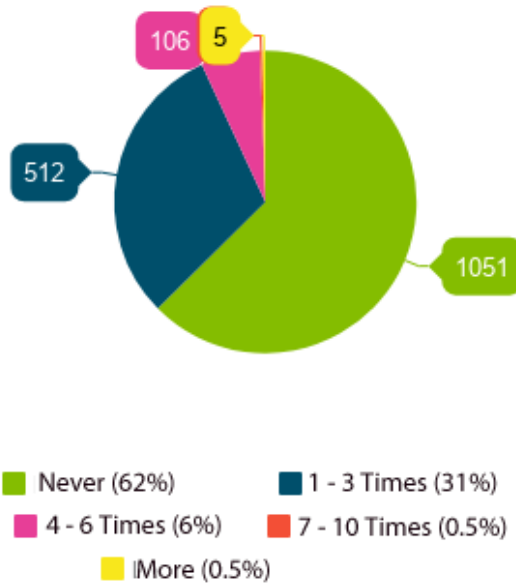
When answering for themselves, 30% of people chose within 4 hours.



Whilst the most popular options haven't changed based on whether it is a weekend or weekday, what the charts show us is that there is more acceptance of people having to wait longer on a weekend, with more people accepting waits of 12-24 hours (23%) for themselves.

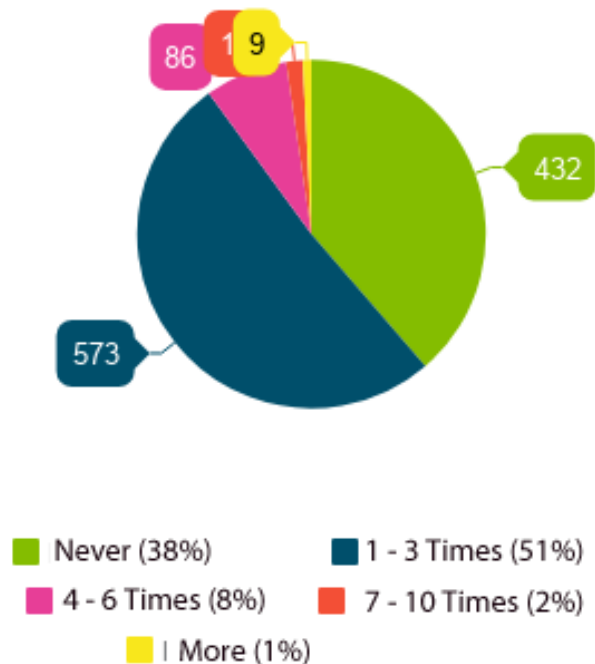
Question 17:

How many times have you rung 111 to seek medical advice within the last 12 months?



This question was asked about the person themselves and then again for a family member. With regards to themselves, the majority of people (1051), stated that they had never called 111 in the last 12 months, with 512 saying that they had called them 1-3 times.

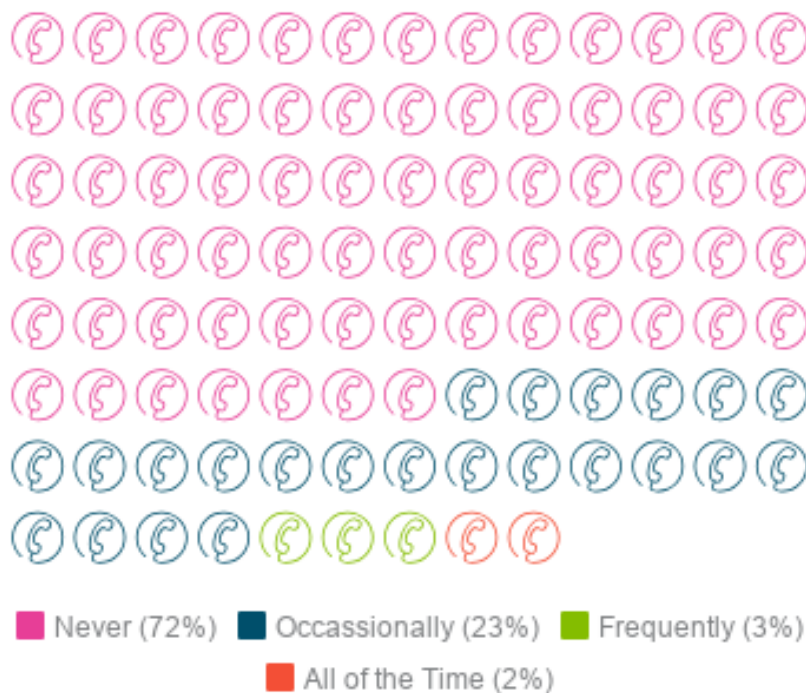
This chart represents answers relating to calling 111 for a family member. 51% people stated that they had called 111 for a family member 1-3 times, with 38% saying that they had never used that service. A higher proportion (1%) said that they had called more than 10 times for a family member than 0.5% for themselves.



Question 18:

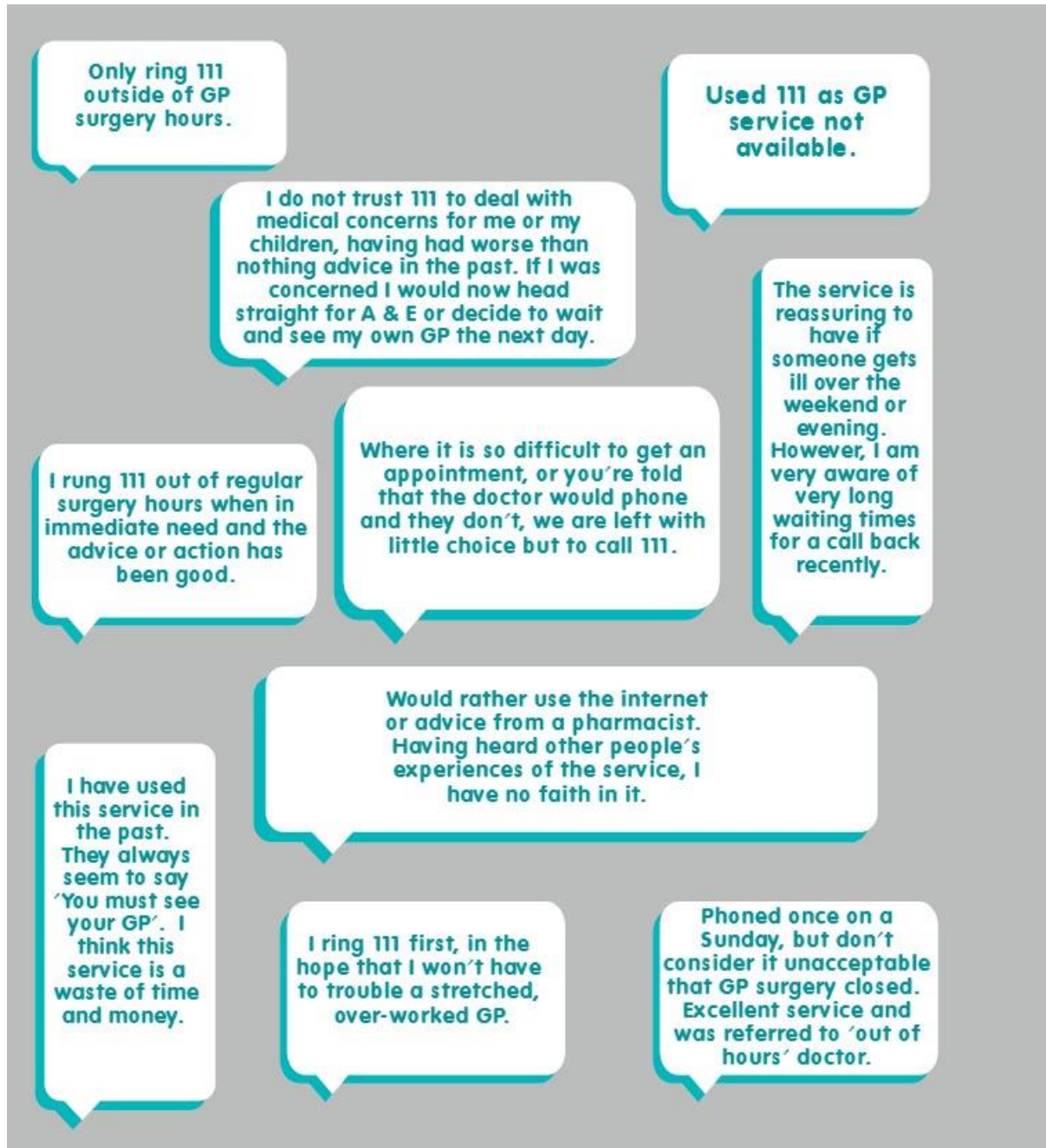
How often have you rung 111 in the last 12 months because you have not been able to get a GP appointment?

This question was answered by 1402 people with the majority (72%) stating that they have never rung 111 because they were unable to get a GP appointment within the last 12 months.



28% of respondents (393 people), have called 111 because they were unable to get a GP appointment.

Question 18: Additional Comments



Question 19:

If you are eligible for any of the following health checks or services, have you been offered an appointment during the last 12 months and did you attend?

This question was answered by 1390 respondents who were able to choose more than one option.

There are two main areas that this questions brings to light – the Learning Disability Annual Health Check and 40 + Years Health Check. Of those who believed that they were eligible for one, only 19% of people were offered a Learning Disability Annual Health Check in the last 12 months. Again, of those who thought they were eligible for 40+ Years Health Check, only 43% were offered one.

Vaccinations and Cervical Screening had the highest percentage of people saying that they were offered one in the last 12 months, with 77% and 74% respectively.

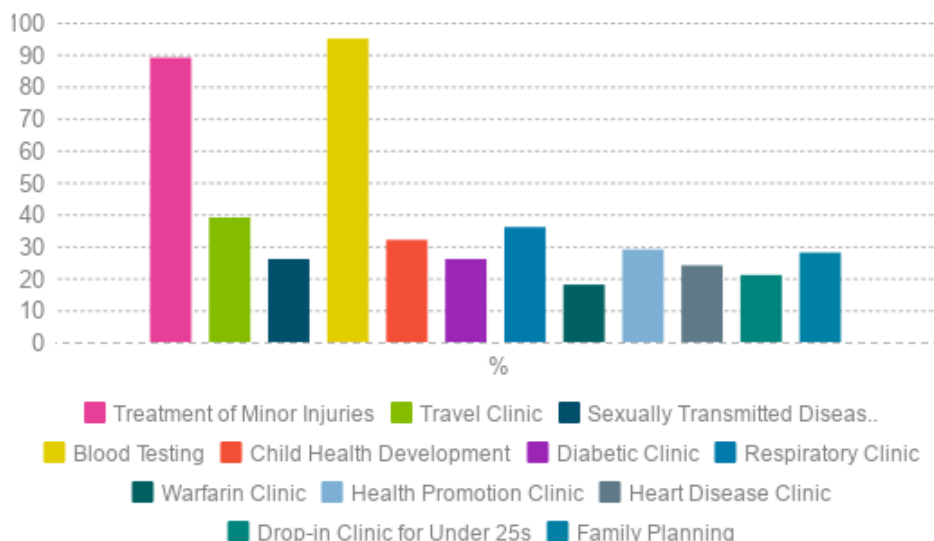
Attendance for appointments seems consistent, with the Learning Disability Annual Health Check and Vaccinations having the highest attendance level.

	YES	NO	ATTENDED
ASTHMA CHECK	64%	36%	89%
LEARNING DISABILITY ANNUAL HEALTH CHECK	19%	81%	92%
VACCINATIONS	77%	23%	92%
CERVICAL SCREENING	74%	26%	85%
40+ YEARS HEALTH CHECK	43%	57%	81%

Question 20: What services would you like to access at your local surgery and when would be most convenient?




This question was answered by 1723 people who were given the opportunity to select multiple services. The responses should therefore be broken down into two distinct sections – firstly, which of the services presented were most popular and then what time was most convenient.

In terms of what services were most popular, it is clear to see from the graph below that Blood Testing at the local surgery is by far the most popular option, being selected by 95% of the respondents. The next clinic that was most selected was Treatment of Minor Injuries, with it being selected by 89% of people. The least popular clinic choice was Warfarin Clinic with 17% and Drop in clinic for Under 25s with 20%, although these are most likely lower as they are targeted to a specific group, unlike some of the other more ‘universal’ clinics.



Question 20 cont.

The second part of this question related to : when would be the most convenient to have the selected clinic available – Mornings/Afternoons, Evenings or Weekends. The percentages given are based on those who selected that particular service. The answers are as follows:

			
Treatment of Minor Injuries	55%	28%	17%
Travel Clinic	44%	37%	19%
Sexually Transmitted Disease Screening	41%	41%	18%
Blood Testing	61%	26%	13%
Child Health Development	54%	25%	21%
Diabetic Clinic	62%	26%	13%
Respiratory Clinic	61%	26%	13%
Warfarin Clinic	61%	25%	14%
Health Promotion Clinic	52%	30%	18%
Heart Disease Clinic	61%	24%	15%
Drop-in Clinic for Under 25s	38%	37%	25%
Family Planning	39%	42%	19%

From this table it is clear to see that Weekday Morning and Afternoons are the preferred choice for most clinics, with Weekends being the least favourable across all options.

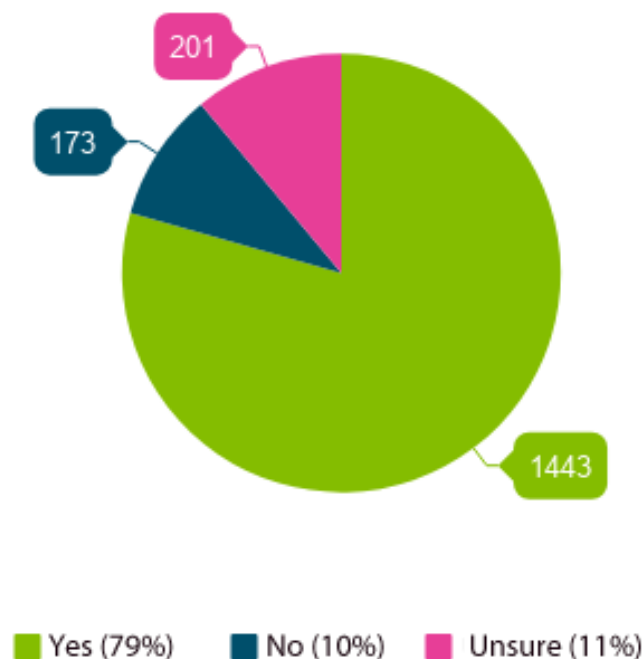
Other Clinics Suggested !

Mole Removal
Mental Health Clinic
Health Visitor Clinic
Breast Screening
Elderly Persons Clinic
Well Man Clinic



Question 21:

Would you be willing to consent to your medical notes being shared by your GP surgery with doctors and other health care staff from another GP surgery if they were able to offer you an appointment when your own surgery was closed?



The majority of people were happy to consent to sharing their medical notes between surgeries for the purpose of gaining an appointment. We did open the question up for comments, most of which were positive and expressed an understanding for the need to do this.

Question 22:

If you wish to share more detail about your preferences for Primary Health Care, please do so here.

I am fit and well and have had no need for regular appointments or care, so I cannot comment on that issue. However, when I needed it, the care was prompt and superb. I have nothing but praise for my GP Practice – everyone is friendly, helpful and courteous.

I phoned for a non-urgent, but same day appointment yesterday and all slots gone. No appointments with nurse available. Told to ring again at 8am the following day, but not given any advice/guidance or options such as telephone consultation. Perhaps more constructive advice would be helpful, but fully appreciate time limitations of the receptionist.

Ringling for appointments is extremely long winded. You can be on hold for a substantial amount of time, or it's engaged. It is very hard to book an appointment because you are at work. Online is great, but most of the appointments go so quickly that this isn't possible.

Just being able to get an appointment after work, even if it was only 1 or 2 nights a week. I think you are ALL amazing anyway! To all Doctors, nurses and healthcare practitioners, THANK YOU!!!

I do not think that it is reasonable for people to expect their NHS GP surgery to be open for routine appointments on a Sunday. Even Saturday is a big ask, in my opinion. Employers, school etc need to be a bit more accommodating in allowing their employees/students reasonable time off during the working day to attend their GP or hospital outpatient appointments.

Being able to book a routine appointment within a week. The current system encourages everyone to say their appointment is urgent.

If you wake up feeling ill, but not an emergency 3 weeks for an appointment is too long. You could be dead and buried in that time. The surgery is always very busy. Doctors look tired and harassed. On two occasions in the last 5 years, when I have phoned for blood results, I have been given the wrong information.

I think my GP clinic offers excellent service. The addition of some out of hours services would be welcome for relatively monitor yet urgent problems to take the pressure away from A & E/GP at St. Mary's.

Telephone lines for booking same day emergency appointments with nurse practitioners based at GP surgery to open at 8am to allow booking/calls to be made before school drop off period.

Conclusions

The Healthwatch Isle of Wight Survey into Primary Care and access to appointments, generated a huge response and gathered a large amount of detailed feedback. This is clearly a topic that the public are passionate about and people wanted to share their experiences of primary care, whether positive or negative.

Whilst collating the responses, it became obvious that whilst there is a gratitude in the care that patients have received from healthcare professionals, there is also an underlying frustration with access to appointments and the route in which these are provided.

The majority of patients said that they were offered appointments by their GP surgery at convenient times, although 35% of respondents said that they had at some point been unable to access an appointment at all due to inconvenient opening times. What routes are patients taking when they are unable to access an appointment with a Primary Care Professional? What additional burden does that put on the 111 and A & E Service?

44% of respondents said that they had to wait more than 1 week for a non-urgent appointment, with 55% of that number waiting longer than 2 weeks. Without any Service Level Agreement in place between the Surgery and the Clinical Commissioning Group, it is very difficult to ascertain whether this wait is deemed acceptable but, in terms of patient feedback the long wait for appointments is a source of great frustration. There was no option within the survey to monitor how many Practices offer on the day only appointments.

It is apparent that the online booking system is not being utilised enough or promoted effectively to patients. Only 12% of patients surveyed said that they used the online system (as opposed to the number of those who have signed up for this service). This figure may well be so low due to the increasing number of practices now only offering on the day appointments.

In terms of the most desirable appointment times, it is clear to see that Saturday morning is the most convenient for those completing the survey and for those they care for, whilst weekdays after school is by far more convenient for children.

28% of people rang the 111 service due to their inability to get an appointment at their GP surgery, although most stated that this was due to the need arising outside of normal opening hours.

People were asked to say whether they had been offered particular health checks should they be eligible for them. It is clear from the results that Learning Disability Health Checks and the 40+ Years Health Check are not being accessed enough.

The overwhelming majority of people stated that they would like to be able to access blood testing and treatment for minor injuries within their local surgery. Weekday morning and afternoons were the preferred times for any local clinic.

Long waiting times and parking costs were the main concerns raised by people within the comments section of the survey.

Mental Health was a theme that ran throughout the feedback received. Over 50% of people who completed the survey identified themselves with having a mental health condition. Locally accessible Mental Health clinics were suggested as a local need and feedback was given that the provision for mental health care was inadequate and led to patients feeling unsupported.



Recommendations

1. The IOW CCG should review the breakdown of data for each surgery, arising from the survey results. This is to be shared with relevant Practice Managers in order to provide a more detailed look at the needs and wishes of patients based on demographics.
2. The additional Saturday morning appointment system, along with the clinics offered, needs to be supported and promoted by all GP Practices and publicised in a more effective manner to members of the public.
3. Further signposting is needed for health promotion and the services offered by individual GP Practices.
4. The IOW CCG should provide a benchmark of expectations in terms of appointment waiting times to reduce current inequality.
5. The IOW CCG should provide a best practice guide for GP surgeries when managing appointments, reflecting on what works well for people. Paying particular attention to those with additional needs having to wait outside in potentially inclement weather in order to secure an appointment.
6. Further campaigns and education on GP online services are needed.
7. A review of local and community mental health support is needed, focusing on what is available and how easy this is to access, overlaid by public need.
8. The out-of-hours GP access options need highlighting and further signposting, as there seems to be some confusion regarding the options available to people.
9. There needs to be stronger promotion of the Annual Checks that are available to increase awareness, alongside promotion within Primary Care to ensure that relevant patients are offered the correct checks.
10. A local, mobile, phlebotomy service which is accessible and available at different community venues is **strongly** recommended.

References

¹ GP Online:

<https://www.gponline.com/number-gp-practices-england-falls-263-12-months/article/1487848>

² NHS Digital:

<https://digital.nhs.uk/data-and-information/publications/statistical/general-and-personal-medical-services/final-31-march-and-provisional-30-june-2018-experimental-statistics>

³ General Practice Forward View:

<https://www.england.nhs.uk/wp-content/uploads/2016/04/gpfv.pdf>



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