

## Improving access survey 2018

### Improving GP Access survey: Data 2018

Between February and March 2018 we gave our population the opportunity to have their say about the national requirement to increase the access to GP services through evening (6:30pm - 8:00pm) and weekend appointments.

### How did we engage with our population?

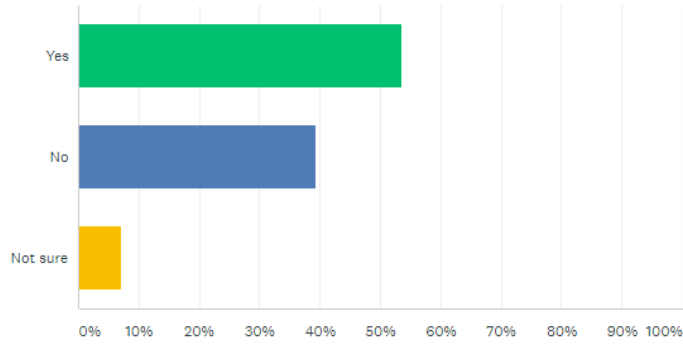
- **Face-to-face events:** We held pop-up stalls at York railway station to catch evening commuters, Patient Participation Groups, West Offices Reception drop-in session, York College and Tesco Askham Bryan.
- **Email:** The link to the survey was sent to our stakeholder list and included businesses within the Vale of York, schools and colleges, GP surgeries, health partners, councils and voluntary sector.
- **Stakeholder networks:** We used our links with our partners and stakeholders to promote the survey on our behalf via groups such as Patient participation groups, Healthwatch, Health partners Carers, Voluntary sector groups.
- **Newsletters:** An article was published in our stakeholder newsletter, internal staff engagement newsletter and via councils' staff newsletter.
- **Media:** We had an article published in the York Press.
- **Social media:** Regular tweets about the survey were posted and we asked our networks to paste the link on their social media pages.
- **Paper copies:** A hard copy of the [GP access survey](#) was sent out to our partners, GP practices and voluntary sector groups and networks.
- **Website:** Information was posted on our website.
- **Working with our learning disability community:** We worked with York People First to produce an [Easy Read Version](#), which was distributed via their networks and GP surgeries.

**Q1**

Customize Export

Were you aware that the government has committed to provide seven day access to GP services by making extra appointments available in the evenings (6:30pm-8:30pm), and at the weekends (Saturday and Sunday)?

Answered: 970 Skipped: 5



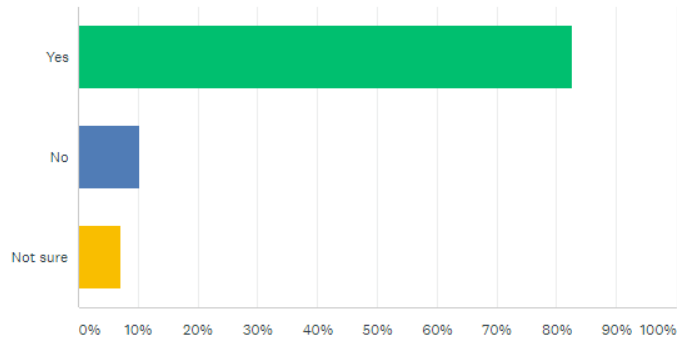
ANSWER CHOICES	RESPONSES
Yes	53.61% 520
No	39.38% 382
Not sure	7.01% 68
<b>TOTAL</b>	<b>970</b>

**Q2**

Customize Export

For any urgent or 'one off' care needs, would you be prepared to see another clinician (possibly from another practice) during these evening and weekend appointments?

Answered: 969 Skipped: 6



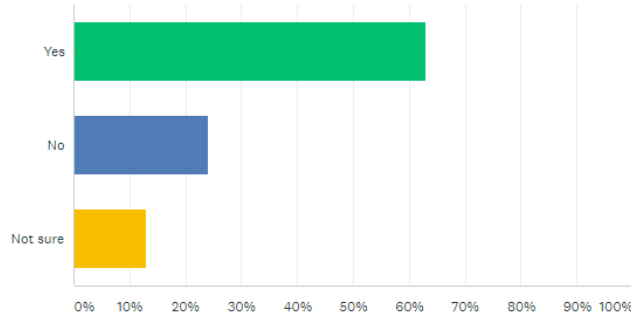
ANSWER CHOICES	RESPONSES
Yes	82.66% 801
No	10.22% 99
Not sure	7.12% 69
<b>TOTAL</b>	<b>969</b>

Q3

Customize Export

For ongoing care i.e. for an existing condition for which you are already receiving advice/treatment from your own practice, would you be prepared to see another clinician (not from your own practice) during these evening and weekend appointments?

Answered: 965 Skipped: 10



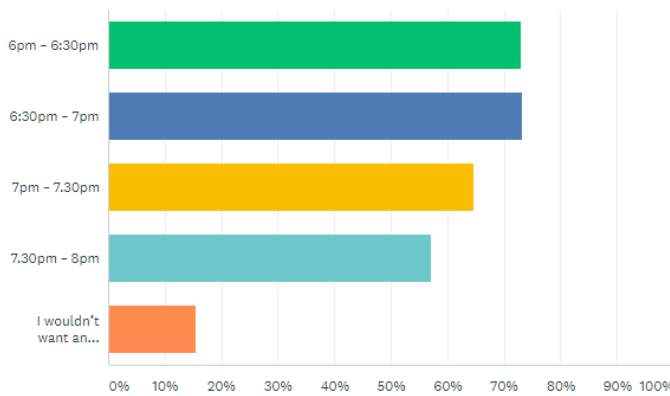
ANSWER CHOICES	RESPONSES
Yes	62.90% 607
No	24.04% 232
Not sure	13.06% 126
<b>TOTAL</b>	<b>965</b>

Q4

Customize Export

In order to make sure that potential weekday evening appointments are available at times that best suit your needs, at which of the following times would you be willing to make an appointment? Please select all that apply

Answered: 962 Skipped: 13



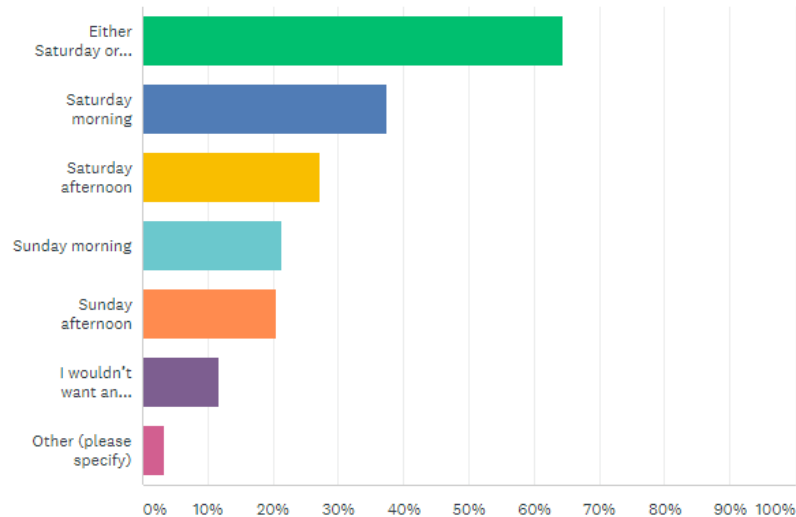
ANSWER CHOICES	RESPONSES
6pm - 6:30pm	73.08% 703
6:30pm - 7pm	73.18% 704
7pm - 7:30pm	64.66% 622
7:30pm - 8pm	57.17% 550
I wouldn't want an appointment on a weekday evening	15.38% 148
<b>Total Respondents: 962</b>	

Q5

Customize Export

If it was possible to get an appointment at the weekend, on which of the following days would you be willing to make an appointment? Please select all that apply

Answered: 970 Skipped: 5



ANSWER CHOICES	RESPONSES
Either Saturday or Sunday	64.54% 626
Saturday morning	37.42% 363
Saturday afternoon	27.22% 264
Sunday morning	21.34% 207
Sunday afternoon	20.41% 198
I wouldn't want an appointment at the weekend	11.65% 113
Other (please specify) <a href="#">Responses</a>	3.30% 32
Total Respondents: 970	

### Other

- If i was poorly and wanted to see a GP i would go almost anytime
- Or Sat/Sunday night?
- I wouldn't want a routine appt but may need an emergency appt
- only for a urgent matter would i have an appointment at weekend
- I would only want this on a urgent one off. I would be prepared to go to a different practice.
- evening
- have managed without them for years so unsure if it's necessary
- I would only access weekend appointments for urgent / one-off appointments
- Both. The ideal is a 7 day service.
- For emergencies, any day, any time. For regular appointments, Saturday morning/afternoon could be preferable
- I would prefer to avoid weekends if at all possible
- Any of the above if I needed to see a doctor
- We would be happy to comply with any appointment
- We would be happy to comply with any appointment
- We should not expect our GPs and staff to work weekends - stupid idea.

- Weekend evenings
- It depends how urgent my need is
- Only if it was urgent
- Any time is better than my current 14 day wait!
- Throughout the night on any given day
- I think I would be happy to see an out of hours GP somewhere other than our surgery
- It would depend when the problem was
- If I was that poorly that I needed a GP I'd take any day
- There is no plenty of access to medical advice Monday to Friday, I do not believe weekend appointments are necessary
- Weekend appointment should be for those in work during the week
- Depends on urgency
- If urgent any time
- At any time
- I understand that Doctors need time off too so would be happy with one day at the weekend, either Sat or Sunday
- Whichever day was the one I needed a doctor's advice

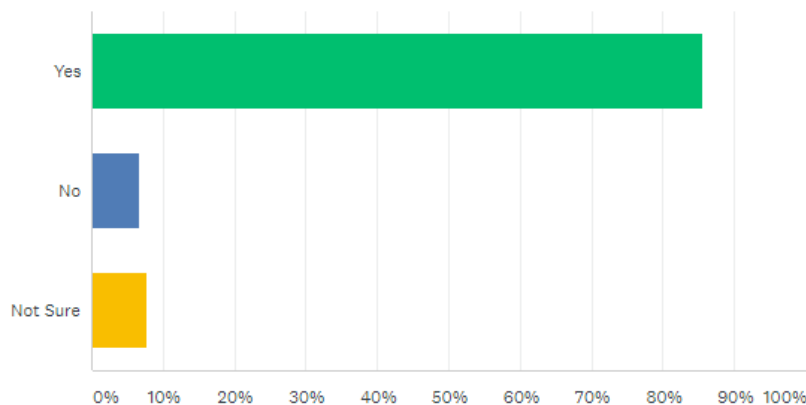
Q6

Customize

Export

Would you be happy for a GP or nurse to call you on the telephone to assess your needs, in order to determine whether you need a face-to-face appointment, or simply to give advice?

Answered: 966 Skipped: 9



ANSWER CHOICES	RESPONSES
Yes	85.61% 827
No	6.63% 64
Not Sure	7.76% 75
<b>TOTAL</b>	<b>966</b>

**Q7 Not all appointments will need to involve a face-to-face consultation. In some circumstances, would you be happy with another means of consultation which is confidential and secure?**

I would only want to see a clinician face to face	134
Telephone consultation	601
video consultation	125
online symptom checker	101
instant messaging/live chat	84
email	75
this is not applicable to me	11
other (please provide your comments in the box below)	87

**Question 8:**

Are there any services you would like to see available outside of GP core hours? e.g. Health checks, blood tests, long-term conditions checks. (Please provide your comments in the box below).

Answered: 525 Skipped: 450

[RESPONSES \(525\)](#)   
 [TEXT ANALYSIS](#)   
 [MY CATEGORIES \(0\)](#)

Categorize as... ▾   
 Filter by Category ▾   
 Search responses

Showing 525 responses

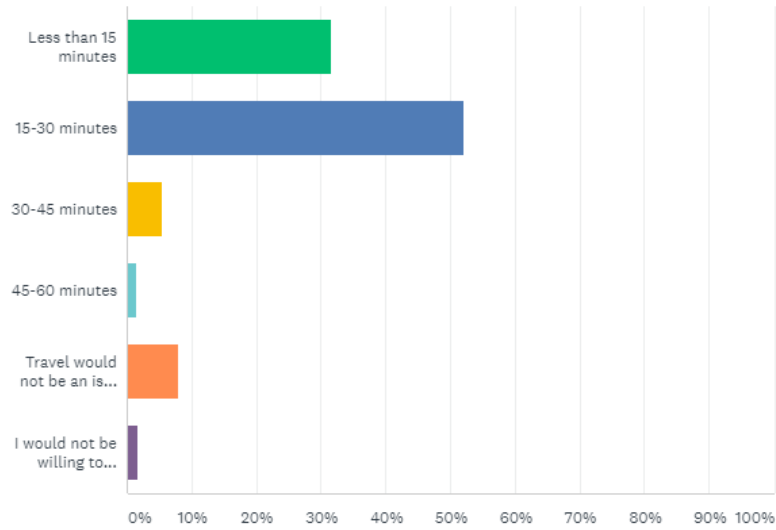
**Question 9: How would you normally get to your usual practice? Please select the most frequently used method.**

Walk	363
Drive	529
Bus journey	35
Taxi	15
train	4
cycle	57
get a lift from a friend/relative	21
other (please provide your comments in the box below)	16

**Question 10**

How long would you be willing to travel to get an appointment with a GP?

Answered: 948 Skipped: 27



ANSWER CHOICES	RESPONSES
Less than 15 minutes	31.65% 300
15-30 minutes	52.00% 493
30-45 minutes	5.38% 51
45-60 minutes	1.37% 13
Travel would not be an issue for me	8.02% 76
I would not be willing to travel to get an appointment	1.58% 15
<b>TOTAL</b>	<b>948</b>