

## **Bishopthorpe Explore Engagement**

Wednesday 12 July 2017, 10:00-12:30. Main Street, YO23 2RB

Comments and thoughts from users of Bishopthorpe Explore during a visit by our Head of Engagement, Victoria Hirst. Comments are arranged below by theme.

### **Access to primary care**

- “Online GP appointments/chemist are good”
- “Easy to use online services”
- “Online appointments and prescriptions. Redo appointments in segments”
- “Have found online prescription ordering system useful and effective”
- “Doctors are great”
- “When it works, it works well”
- “Good GP’s during working hours, but efficient out of hours. Causing a greater workload on A&E”
- “Like to go to the same GP to provide continuity of care. Big practices have lots of GPs”
- “Trying to do all within a 10 minutes GP appointment”
- “Few GP appointments available”
- “Often have to check for cancellations”
- “GP knowledge not broad enough to cater for all needs”

### **Rurality and local services**

- “Elderly people more likely to have surgery and more likely to use public transport. Travel/accessibility often ignored but is very important. Local surgeries very important”
- “CCG impacts on local surgeries and hospital. What are the overall intentions for the joint surgery scheme? Having a GP surgery outside of Bishopthorpe troublesome and impractical because of transport”

- “Travel and accessibility is an important issue”
- “Premises. Just get one bus, live near Terry’s Chocolate Factory. Transport is an issue!”

## Mental Health

- “Tees, Esk and Wear Valleys Trust (Mental Health provider) more interested in Middlesbrough than York. Money not filtering through”
- “Mental Health needs funding. Detrimental to everyday lifestyle. Early intervention required. Mental Health problems often more difficult, needing more attention”
- “Mental Health services appear to be dragging their heads in the sand. Clarification and communicated needed, e.g. sudden closure of Bootham Park”

## Communication, signposting and navigating the system

- “How do you get your referrals to specialist services, e.g. dermatology?”
- “Abbreviations confusing”
- “People don’t know what nurse practitioners do! Need explanation”
- “Certain users can’t access online. Puts them at a disadvantage”
- “Jargon used is complicated. Clear info needed”
- “Concise default. Want a short document with a few pages! Not a 200 page document”
- “VIDA app by Devika Wood. Promises no more than 3 different carers per person”

## Length of time spent in hospital and discharge

- “Routine procedures cut back. Waiting times for hip replacement”

## Quality of care and the future of the NHS

- “What is the future position of the health service?”

## Workforce and capacity

- “Gap in out of hours services/provision between GP and A&E. Need joined up thinking across health and social care”
- “Strain on hospital and GPs means greater waiting times. Who is at fault?”
- “When it works, it works. But is completely overstretched”
- “Fewer carers per person available?”

## Waste and duplication

- “Admin funding low enough?”
- “End result that matters. Too much spending on admin”

## Finance

- “Overall system should be looked at. Which services need most funding?”

## Other

- “Don’t believe The Press. No problems with the NHS”



**Vale of York**  
Clinical Commissioning Group