

## Haxby and Wigginton Explore Engagement

Wednesday 5 July 2017 9:30-12:30. Wigginton Recreation Hall, YO32 2LL

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

### Access to primary care

- “Haxby Practice location is extremely convenient”
- “Like ability to pick GP’s and nurses online at Haxby”
- “People say it’s very difficult to get an appointment, but I find Priory’s online system absolutely outstanding. Impressed with ability to pick both GP/Nurse and branch”
- “Backlog of people wanting appointments. Especially bad on a Monday. GPs are very helpful though”
- “Takes time to get an urgent appointment”
- “Hard to get appointment for 2-3 weeks”
- “Haxby Group very good. But difficult to get appointments with wanted GP. This would offer more continuity”
- “GP Groups have a monopoly, no choice to go elsewhere”
- “Difficult to access services without personal transport”

### Rurality and local services

- “People don’t necessarily need to be in hospital”

## Mental Health

- “GPs really helpful, but don’t always have the power to prescribe for mental health”
- “Called North Yorkshire out of hours crisis team. Only suggestion was to drive to Scarborough. No emergency provision”
- “Scarborough Cross Lane Crisis Team poor compared to others in the country”

## Communication, signposting and navigating the system

- “Have to travel to get treatment (stitches/bandages) that could be done locally”
- “Difficult getting to GP during an asthma attack. Pharmacies should be able to provide intermediate prevention like steroids”
- “How to drive long distances (Malton to Pickering) to get prescription drugs on an Easter Sunday”

## Length of time spent in hospital and discharge

- “Good turnaround between outpatient and surgery”
- “Had an urgent care X-Ray and Blood test in under an hour. Really impressed”
- “Delays in eye outpatient very poor”
- “This seems to be national not local issue”

## Urgent Care Practitioners and emergency response

- “Ambulance there in 2 minutes. Excellent”

## Quality of care and the future of the NHS

- “Services are wonderful”
- “Lack of follow up care (are you alright?). Rarely see consultant post treatment”

## Workforce and capacity

- “Nurse managers should be more patient orientated”
- Currently spend too much time on computers”

## Other

- “Haxby Surgery needs to reinstall hand sanitizer by the door. Hygiene important”