

## 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.

### Responses:

Overall we received over 1,000 responses. We received 721 responses from the Central Locality covering:

Dalton Terrace Surgery, East Parade Surgery, Elvington Medical Practice, Front Street Surgery, Haxby Group Practice, Jorvik Gillygate Practice, MyHealth, Old School Medical Practice, Priory Medical Group, Unity Health, York Medical Group

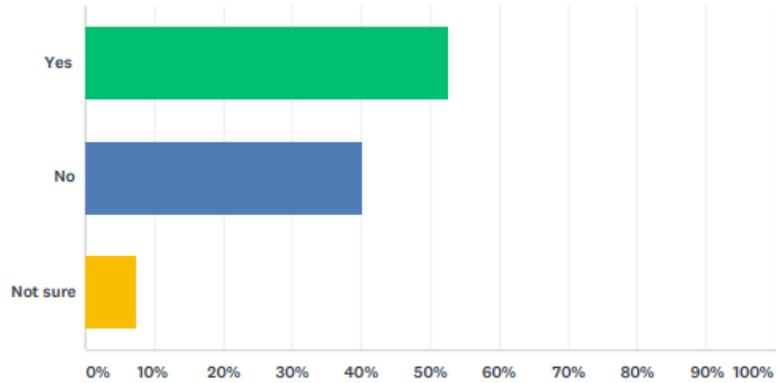
## Highlights:

- 84% of respondents were prepared to see a GP that wasn't their own for one-off care needs.
- 64% of respondents were prepared to see another GP for an on-going condition.
- 85% of respondents were happy to receive a telephone call to triage and determine if a face-to-face appointment was needed.
- Weekday evening appointments: The most popular times that respondents would prefer to visit the GP were between 6.00-7pm (76% of respondents choosing these times). However, it was spread across all responses as there was the opportunity to choose multiple answers to this question. 99 people (14%) said they wouldn't want an evening appointment.
- Weekend appointments: Saturday and Sunday were favourable. 81 respondents (11.3%) said they wouldn't want a weekend appointment.
- Alternatives to face-to-face appointments: Telephone appointments were the preferred choice. Some respondents were open to a variety of methods.
- Most respondents drive or walk to their GP service
- There was a willingness to travel up to 30 minutes to get to a GP appointment. 226 respondents chose up to 15 minutes travel would be acceptable, and 386 respondents said between 15-30 minutes was acceptable.
- Routine procedures such as bloods, smears and health checks would be welcome during the evening and weekend appointments.
- There were also a number of free text comments which are available in the full responses below. These are very interesting reading!

**Responses in full:**

- 1. 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)?**

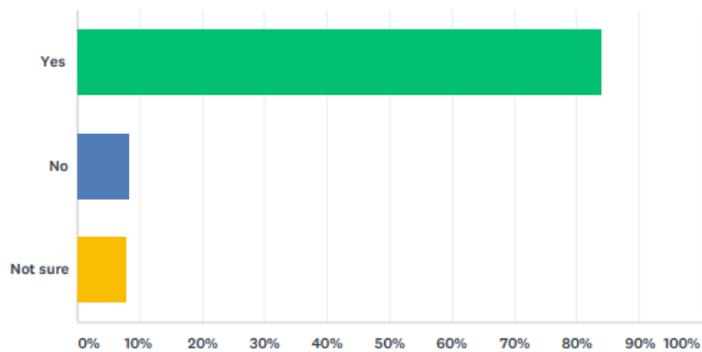
Answered: 718 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	52.51%	377
No	40.25%	289
Not sure	7.24%	52
<b>TOTAL</b>		<b>718</b>

- 2. 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?**

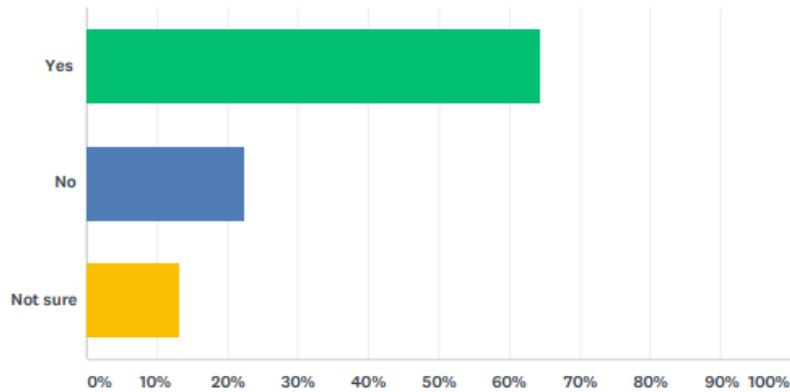
Answered: 716 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	83.94%	601
No	8.38%	60
Not sure	7.68%	55
<b>TOTAL</b>		<b>716</b>

3. For on-going 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?

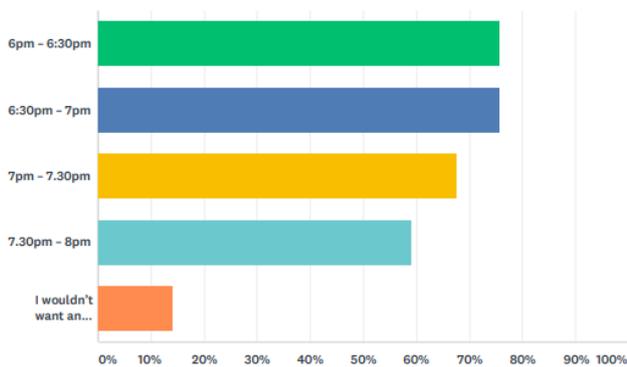
Answered: 715 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	64.48%	461
No	22.38%	160
Not sure	13.15%	94
TOTAL		715

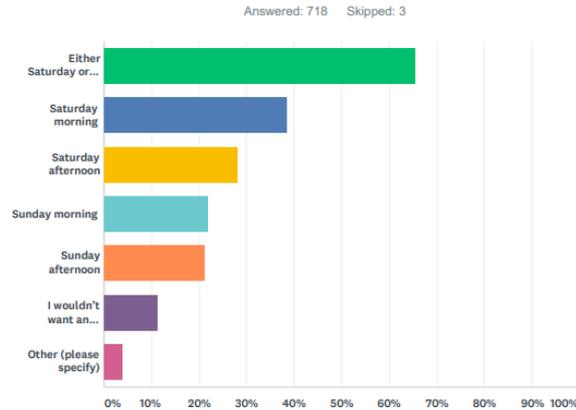
4. In order to make sure that potential weekday evening appointments are available at times that best suit your needs, at which of the following times would you be willing to make an appointment? Please select all that apply

Answered: 711 Skipped: 10



ANSWER CHOICES	RESPONSES	
6pm - 6:30pm	75.67%	538
6:30pm - 7pm	75.67%	538
7pm - 7:30pm	67.51%	480
7:30pm - 8pm	59.07%	420
I wouldn't want an appointment on a weekday evening	13.92%	99
Total Respondents: 711		

**5. 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**



ANSWER CHOICES	RESPONSES
Either Saturday or Sunday	65.46% 470
Saturday morning	38.44% 276
Saturday afternoon	27.99% 201
Sunday morning	22.01% 158
Sunday afternoon	21.31% 153
I wouldn't want an appointment at the weekend	11.28% 81
Other (please specify)	3.90% 28
Total Respondents: 718	

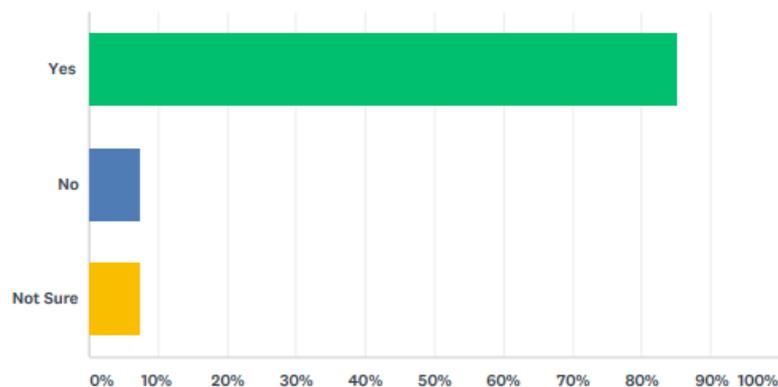
**Free text responses:**

- Any time as necessary.
- As a retired person, i would generally avoid weekends and leave them more in need.
- If I needed an appointment then any.
- Saturday or Sunday evening.
- 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 apt.
- I would only want this on a urgent one off. I would be prepared to go to a different practice.
- Have managed without them for years so unsure if it's necessary.
- I would only access weekend appointments for urgent / one-off appointments.
- For emergencies, any day, any time. For regular appointments, Saturday morning/afternoon would be preferable.
- Any of the above if I needed to see a doctor.
- We would be happy to comply with any appointment.
- Weekend evenings.
- It depends how urgent my need is.
- 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.
- 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.

**6. 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: 714 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	85.15%	608
No	7.42%	53
Not Sure	7.42%	53
<b>TOTAL</b>		<b>714</b>

**7. 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? (multiple choice)**

Choice	No. of responses
I would only want to see a clinician face to face	107
Telephone	441
Video	96
Online symptom checker	33
Instant messaging/Live chat	64
Email	64
Not applicable	6
Other	74
<b>Total</b>	<b>885</b>

**Sample of free text responses:**

- All medium should be available and the patient should choose and clinician challenge if clinically inappropriate
- Any of the above would be acceptable. Would be good if you could send a photo for Dr to assess whether further consultation required.
- Telephone but with a GP or Nurse from my own practice, not any subcontracted company working from a script.
- In order of preference: telephone, video, email, instant messaging. Telephone and video demonstrate that the focus is on you (not talking to multiple patients at once). Communication via email works for me for longer-term/on-going conditions. Instant messaging is OK, but my experience has been that it can take a long time to cover a small issue, especially if the other party is talking to multiple people at once.
- Video, live chat I don't have the technology or understanding to use.
- As appointments should be for urgent care would expect face to face contact.
- Distance consultation acceptable ONLY as an option, NOT replacing the right to book a face-to-face consultation as it has in Unity Health.
- My mental health issues mean that I can only cope face to face.
- Only if no appointment available would I want a telephone consultation
- If the receptionist routinely asked the caller would a phone conversation be acceptable - many of us would accept that if you didn't need symptoms physically checked.
- For new symptoms GPs need to examine and investigate which requires face to face consultation.

**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).**

**Sample of text box comments:**

- Yes all of this list.
- No - think your hours are long enough now.
- health checks, blood tests - long term conditions. Twice had to go to A&E after discharge from hospital it was a nightmare long wait time and doctor that so tired he had to phone for advice, he said sorry when i went back.
- Long term conditions checks perhaps advice and support needed for complex needs or unusual diseases.
- All of the above.
- All of the above and a drop in for people with mental health issues, depression, anxiety, a safe place to sit calm.
- Any of the examples above would be consistent outside core hours as well as other services such as ear syringing
- Diabetic check. I have frequent urinary and thrush problems don't really need GP just need prescription. (Over 60 can't buy thrush meds over the counter)
- Mental health help - for on-going treatment and better provision for those who need to start, to help them get help faster.
- No, non-urgent checks can be carried out in the current core hours
- No, I would normally be able to attend a non-urgent appointment booked in advance during core hours
- Health checks blood tests
- Yes - I have a regular asthma check but i work full time in Leeds, the appointments available do not suit people who work.
- Ultrasounds for mothers with early bleeding in pregnancy
- Blood tests - I was recently told I should get blood tests. I couldn't get this done at my clinic. I was given 2 options - Asda or the hospital. Neither are convenient.
- Blood tests, health checks.
- I believe in a modern 24/7 365 society everything should be available when THE CLIENT wants it. i have private healthcare and i can already have choice about these matters, I realise I am fortunate however i can clearly see how ineffective GP services are operated and this is the fundamental issue!!
- No. GPs work long enough hours now. We don't need supermarket opening times for doctors surgeries. The current out of hours system works well in the evenings and at weekends and bank holidays.
- Outside of core hours should only be used for more pressing matters which need review/attending but are not suitable for A&E
- Blood tests, Long term condition checks, cervical smear tests

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

Choice	No. of responses
Walk	295
Drive	358
Bus Journey	35
Taxi	9
Train	2
Cycle	53
Get a lift from a friend	16
Other	13
<b>Total</b>	<b>781</b>

**Free text responses:**

- Mobility scooter.
- Mobility scooter or neighbour.
- Wheelchair accessible vehicle.
- Rather depends on the nature of the problem, I may drive or cycle if the problem didn't prevent me doing so.
- Moped.
- Wheelchair.
- Mobility scooter.
- Family would take me.
- Good weather walk, winter conditions snow and ice drive.
- Weather dependent.
- I don't always have the car (1 car family) so walking to dr's or bus is my only option.
- Bus tri wheeler walker.
- I have to beg for the car.

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

Choice	No. of
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	responses
Less than 15 minutes	226
15-30 minutes	386
30-45 minutes	39
45-60 minutes	7
Travel would not be an issue for me	61
I would not be willing to travel to get an appointment	6
<b>Total</b>	<b>725</b>

**11. Do you have any other comments that you feel would be relevant to improving access to GP services? (Please provide your comments in the box below)**

- We received 301 comments. [Click here](#) for the responses.

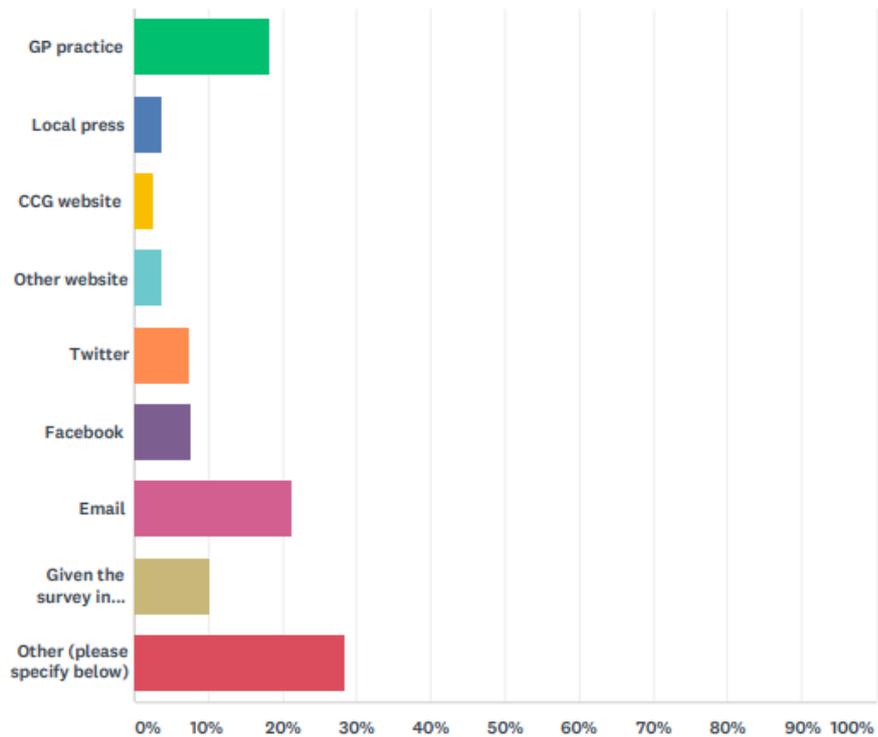
**Equality monitoring and additional information:**

**12. Which GP practice are you registered with?**

Practice	No. of responses	
Dalton Terrace Surgery	3.33%	24
East Parade Surgery	1.25%	9
Elvington Medical Practice	3.33%	24
Front Street Surgery	2.77%	20
Haxby Group Practice	14.84%	107
Jorvik Gillygate Practice	7.91%	57
MyHealth	8.32%	60
Old School Medical Practice	4.44%	32
Priory Medical Group	29.96%	216
Unity Health	6.10%	44
York Medical Group	17.75%	128
<b>Total</b>		<b>721</b>

### 13. Where did you find out about this survey?

Answered: 716 Skipped: 5

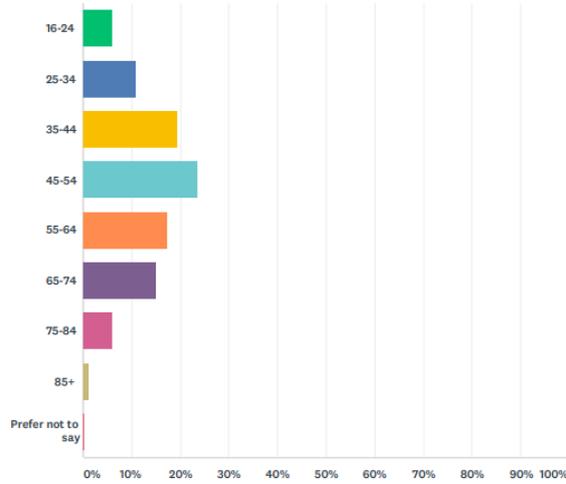


#### Free text responses:

- Tang Hall Library
- Huntington Library
- York St John University
- York Explore (Acomb)
- York People First
- City of York Council Foyer
- Huntington House
- Nestle Offices
- York college
- Haxby Community Centre
- Poppleton Library
- Bishopthorpe Library
- York train station bus stop
- Leaflet left on windscreen
- Fulford Library

### 14. Please state your age from the groupings below

Answered: 717 Skipped: 4



ANSWER CHOICES	RESPONSES	
16-24	6.00%	43
25-34	10.88%	78
35-44	19.39%	139
45-54	23.57%	169
55-64	17.43%	125
65-74	15.06%	108
75-84	6.14%	44
85+	1.26%	9
Prefer not to say	0.28%	2
<b>TOTAL</b>		<b>717</b>

### 15. What is your gender?

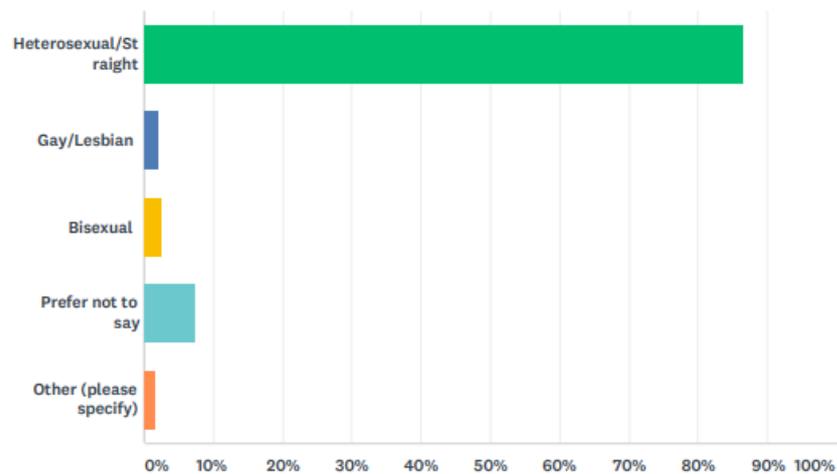
Gender	No. of responses	
Male	20.25%	143
Female	77.48%	547
Trans	0.14%	1
Non-binary	0.28%	2
Other	0.14%	1
Prefer not to say	1.70%	12
<b>Total</b>		<b>87</b>

### 16. What is your ethnicity?

Ethnicity	No. of responses
White British	89.61% 638
White Irish	0.84% 6
White -Any Other White Background	4.21% 30
Mixed - White and Black Caribbean	0.28% 2
Mixed - White and Black African	0.28% 2
Mixed - White & Asian	0.42% 3
Mixed- Any Other Mixed Background	0.14% 1
Asian or Asian British - Indian	0.14% 1
Asian or Asian British- Any Other Asian Background	0.28% 2
Black or Black British- African	0.14% 1
Chinese	0.14% 1
Prefer not to say	2.67% 19
Other	0.84% 6
<b>Total</b>	<b>712</b>

## 17. What is your sexual orientation?

Answered: 696 Skipped: 25



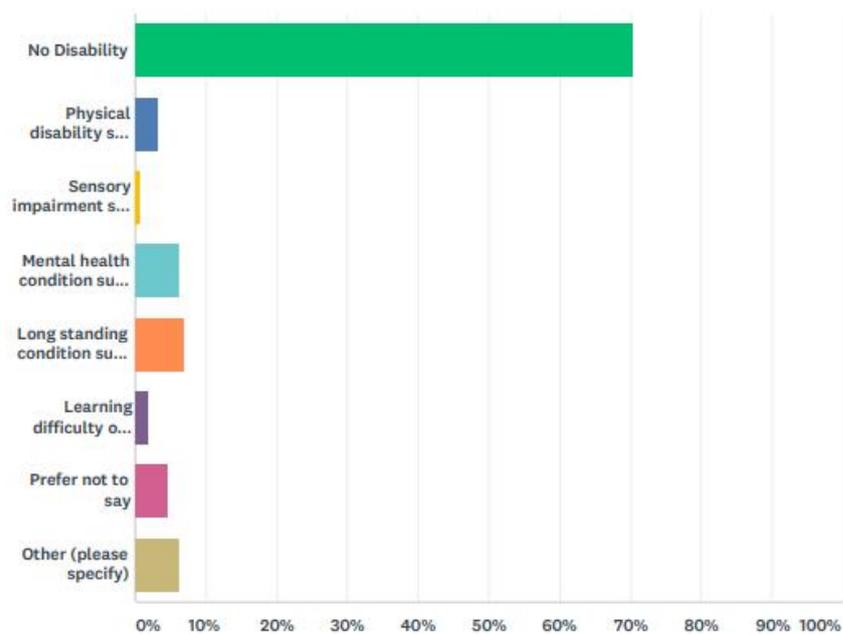
ANSWER CHOICES	RESPONSES
Heterosexual/Straight	86.35% 601
Gay/Lesbian	2.16% 15
Bisexual	2.44% 17
Prefer not to say	7.33% 51
Other (please specify)	1.72% 12
<b>TOTAL</b>	<b>696</b>

## 18. What is your religion or belief?

ANSWER CHOICES	RESPONSES	
Christian	46.97%	333
Muslim	0.14%	1
Jewish	0.14%	1
Hindu	0.00%	0
Sikh	0.14%	1
Buddhist	0.56%	4
Non Religious	40.20%	285
Prefer not to say	6.63%	47
Other (please specify)	5.22%	37
<b>TOTAL</b>		<b>709</b>

## 19. Do you consider yourself to have a disability or a mental health condition? Please tick most appropriate.

Answered: 674 Skipped: 47



ANSWER CHOICES	RESPONSES
No Disability	70.33% 474
Physical disability such as difficulty moving your arms, or mobility issues/wheelchair user	3.12% 21
Sensory impairment such being blind or visually impaired	0.59% 4
Mental health condition such as depression, dementia or schizophrenia.	6.38% 43
Long standing condition such as cancer, HIV, diabetes, chronic heart disease or epilepsy.	6.82% 46
Learning difficulty or disability (such as Down's syndrome or dyslexia) or cognitive impairment (such as autistic spectrum disorder)	1.78% 12
Prefer not to say	4.60% 31
Other (please specify)	6.38% 43
<b>TOTAL</b>	<b>674</b>