



## GP Extended Access Engagement Report

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# Executive Summary

The General Practice Forward View (GPFV) published in April 2016 set out plans to enable clinical commissioning groups (CCGs) to commission and fund additional capacity across England to ensure that, by 2020 everyone has improved access to GP services including sufficient routine appointments at evenings and weekends to meet locally determined demand, alongside effective access to out of hours and urgent care services.

To inform the development of this service change, NHS Hull CCG has undertaken an engagement exercise to validate and build upon previous patient experience intelligence relating to Primary Care.

The goals of this engagement work were to:

- Gain people's views on the current ways to access services in primary care
- Determine what extended opening hours would be preferred by the general public
- Gauge appetite for alternative ways of booking and accessing primary care support

Approximately 5000 printed questionnaires were distributed through primary care providers. A link to an online version of the questionnaire was shared on social media and by email to existing contacts. The engagement received local media coverage, this combined with social media reach lead to just over 500,000 opportunities for people to be exposed to the call to action of completing a questionnaire. 1238 people completed the questionnaire, the highest response to a single engagement or consultation exercise undertaken by NHS Hull CCG to date.

A summary of the engagement findings can be seen below:

## Appointment convenience

- In relation to GP Practice opening hours, consideration should be given to opening in the evening rather than the morning during the week and also opening for some or all of the weekend particularly between 10am and 4pm.

## Alternative access

- When offering alternative practitioners, the clear preference is that they are from the same practice. It is recommended that supplementary engagement be undertaken to determine if the practice population consider an alternative practitioner from within the GP practice grouping to be preferred over a practitioner from another practice or grouping altogether;
- Alternative methods for booking appointments within GP practices should be explored, with particular focus on online methods;
- Alternatives to face to face appointments should be explored, with particular focus on real time communication, and the use of online modalities.

## Travel and location

- If an alternative location is being explored to improve access, the preference would be that it is less than 15mins travel, or 3 miles or less, for the majority of the practice population.

Any improvements to service should be informed by patients and the public who are likely to use the services in question. Supplementary engagement and consultation work is encouraged.

## Introduction

The General Practice Forward View (GPFV) published in April 2016 set out plans to enable clinical commissioning groups (CCGs) to commission and fund additional capacity across England to ensure that, by 2020 everyone has improved access to GP services including sufficient routine appointments at evenings and weekends to meet locally determined demand, alongside effective access to out of hours and urgent care services.

The GPFV sets out the ambition to strengthen and redesign general practice, including delivering extended access in primary care. The GPFV vision builds on the potential for transformation in general practice and the GP Access Fund:

- Enabling self-care and direct access to other services.
- Better use of the talents of the wider workforce.
- Greater use of digital technology.
- Working at scale across practices to shape capacity.

The NHS Operational Planning and Contracting Guidance 2017 – 2019 sets out the funding trajectory for this work, supporting CCGs to deliver extended access as part of delivering the General Practice Forward View.

In 2018-19 NHS England will invest more than £138m to support improving access to primary care and in 2019-20 this investment will rise to £258m as new recurrent funding. This equates to £3.34 per head in 2018-19 and then to a minimum of £6 per head in 2019-20. The funding is based on weighted population and for Hull this equates to £980,000 in 2018/19 and then £1.8m in 2019/20 recurrently.

## What we know already

### National GP survey

The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. The survey is sent out to over a million people across the UK. The GP Patient Survey assesses patients' experience of healthcare services provided by GP surgeries, including experience of access to GP surgeries, making appointments, the quality of care received from GPs and practice nurses, satisfaction with opening hours and experience of out-of-hours NHS services. The survey has been carried out since 2007; the latest results, from data collected from one wave of fieldwork, January 2017 to March 2017.

There are four areas covered by the national GP survey that are particularly pertinent to accessing GP practice services, these are; ease of getting through to GP surgery on the telephone, success in getting an appointment, convenience of appointment, and overall experience of making an appointment.

Ease of getting through to GP surgery on the telephone has declined over the last four years, from 72% of respondents rating it as easy to 61% in 2017. Those reporting difficulty increased from 25% to 36% over the same time period.

Success in getting an appointment follows a similar pattern, although less pronounced. Those reporting that they were able to book an appointment dropped from 84% to 80%, and those not being able increasing from 12% to 15% in the last four years.

Convenience of appointment has remained relatively static for the last 4 years, those feeling the appointment was convenient reduced by 1% over the four years from 93% to 92%, and those who felt it was inconvenient rising 1% from 7% to 8%.

The number of people rating their overall experience of making an appointment "good" fell from 75% in 2013 to 69% in 2017, and those rating it as poor increased from 11% to 15% over the same four year period.

### The People's Panel

The People's Panel is a joint venture between NHS Hull CCG and Hull City Council; it consists of 3,000 Hull residents who complete 4 questionnaires a year. The questionnaires ask about people's views and experiences of NHS and Council services and activities, and help to inform local policy, provision and decisions.

In September 2016 the People's Panel were asked about their views and experiences of GP services, to help inform the development of primary care across Hull. It found the following:

- Typically, most residents who are registered with a GP visit a few times a year or less (86%). Only a very small proportion (14%) visit once a month or more. Residents registered with a GP are largely split between those who prefer to make an appointment with a particular named doctor (52%) and those who do not (45%).
- If it meant being seen more quickly, most residents would see another doctor at their own practice (86%) or another health professional at their own practice (66%). Less than half of residents would be prepared to see a doctor at another practice (46%) or a healthcare professional at another practice (40%). Only a small proportion of residents (6%) would be insistent on only seeing their doctor of choice at their own practice.
- The majority of residents (82%) would consider using the telephone to get advice from a healthcare professional at their GP practice. However, only a small minority of residents would consider using any other method that was not face to face.
- Currently the most popular way residents make appointments with their GP is either over the telephone (93%) or in person (46%). A smaller proportion makes appointments online (19%).
- Significant proportions of residents that don't currently make appointments online would actually prefer this to their current method (26%) and a further 44% would consider it as a method if available.

# How We Have Listened

## Methodology

The goals of this engagement programme are to:

- Gain people’s views on the current ways to access services in primary care
- Determine what extended opening hours would be preferred by the general public
- Gauge appetite for alternative ways of booking and accessing primary care support, e.g. the use of online resources, alternative practitioners.

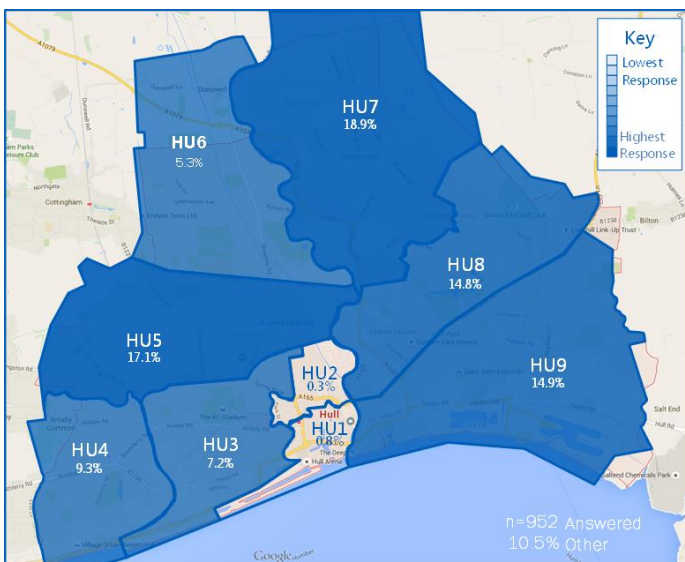
To achieve the above goals a questionnaire was developed. Approximately 100 printed questionnaires, with freepost return envelopes, were sent out to each GP practice in Hull, further paper copies were distributed to libraries and other public hubs. A web link to the survey was sent to partners by email and through social media. The questionnaire was open from Friday 12<sup>th</sup> January 2018 to Sunday 11<sup>th</sup> February 2018. The questionnaire can be found in [Appendix \(iv\)](#) on [Page 18](#).

## Engagement Reach

Approximately 5000 printed questionnaires were distributed through primary care providers. A link to an online version of the questionnaire was shared on social media, with an estimated Facebook reach of 23,500; and 31,403 impressions on Twitter, a full breakdown of social media coverage can be found in [Appendix \(ii\)](#) on [Page 16](#).

This engagement exercise was covered by the following local media channels; Dr Dan Roper appearing on three local radio stations (BBC Radio Humberside, Viking FM and KCFM) commenting on the proposals and taking questions. A printed article about the plans to extend access to primary care appeared in the Hull Daily Mail. A full breakdown of media coverage can be found in [Appendix \(ii\)](#) on [Page 15](#). The local media coverage combined with social media reach lead to just over 500,000 opportunities for people to be exposed to the call to action of completing a questionnaire.

1238 people completed the questionnaire, the highest response to an engagement or consultation exercise undertaken by NHS Hull CCG to date, outside of the People’s Panel.



◀ **Diagram 1**

The number of respondents to the questionnaire by postcode. (n=952)

The full demographics of respondents can be seen in [Appendix \(i\)](#) on [Page 13](#). Respondents were given the option to be involved further, of the 1238 who completed a survey 383 stated they would like to be involved in the future.



### Alternative access

It is clear that respondents would consider any alternative method of booking an appointment at a GP practice than by telephone (Chart 10). The most preferred alternative being online booking (27.3%, n=297); the method that most would consider using is text message (43.3%, n=472) or email (41.8%, n=455). However, Chart 8 shows the telephone is the preferred alternative to a face to face consultation (88.5%).

Charts 8 and 9 show that a tipping point in attitudes to accessing primary care has been reached; there is an approximate 50:50 split between those willing to use the internet in some way (email or online) to access services, and those whose preference is the telephone. This split is mirrored in those who would be interested in an online consultation (39.7%) and those who are not (39.6%).

Chart 7 shows people’s attitudes towards seeing an alternative practitioner in order to be seen sooner. The preference order of professionals is; doctor, nurse, other professional; the preference is that the practitioner is from their existing practice.

Previous engagement around this issue has highlighted that a primary concern for seeing other professionals, particularly in other organisations relates to accessing the patient’s records.

Chart 7

If it meant you could be seen more quickly would you consider seeing any of the following healthcare professionals, assuming they had your medical history? (n=1098)

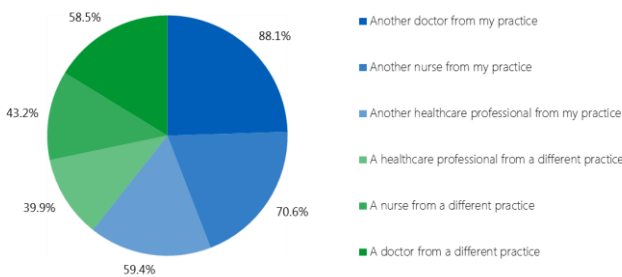


Chart 8

Which of the following ways to get advice from a healthcare professional at your local GP Practice would you consider using, other than face to face appointment? (n=1036)

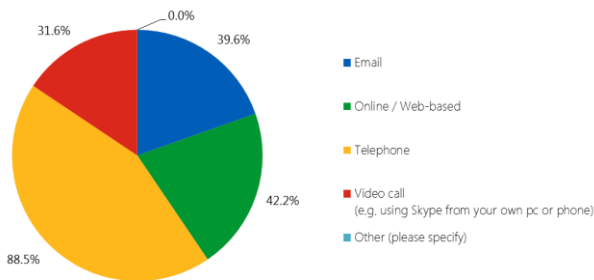


Chart 9

Would you be interested in an online service where symptoms can be submitted online with a call back from your practice with advice or treatment options? (n=1053)

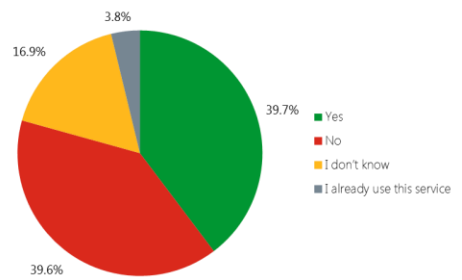
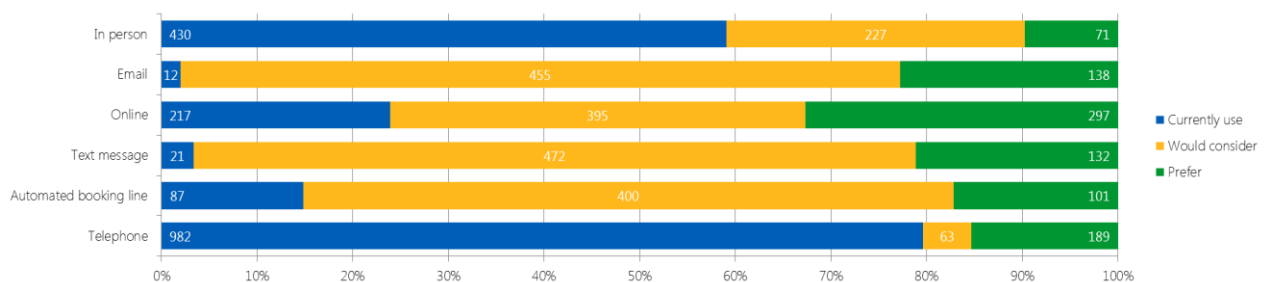


Chart 10

Which of the following ways to book an appointment do you currently use, which would you consider, and which would you prefer? (n=1193)





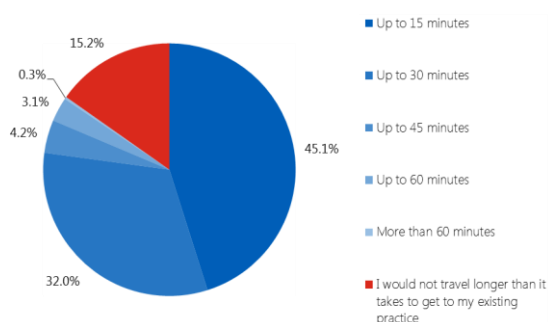
### Travel and location

Participants were asked their views regarding the amount of travel (both time and distance) they were prepared to undertake in order to be seen quicker by a primary care health professional. [Charts 11 and 12](#) show the majority of respondents would travel for 15 minutes or less, or 3 miles or less. Between 15-20% stated that they would not travel further than their existing practice.

[Chart 13](#) compares respondents day to day travel arrangements, and their chosen mode of transport when visiting a GP practice; the only two modes of transport that have a notable difference are travelling by bus, and driving with others, indicating that respondents who does use buses tend not to take the bus when visiting a GP practice.

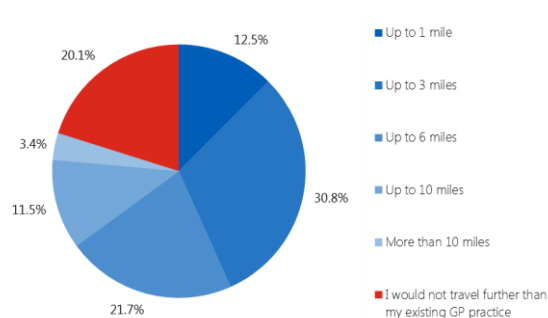
**Chart 11**

Time Respondents would travel for to be seen more quickly? (n=971)



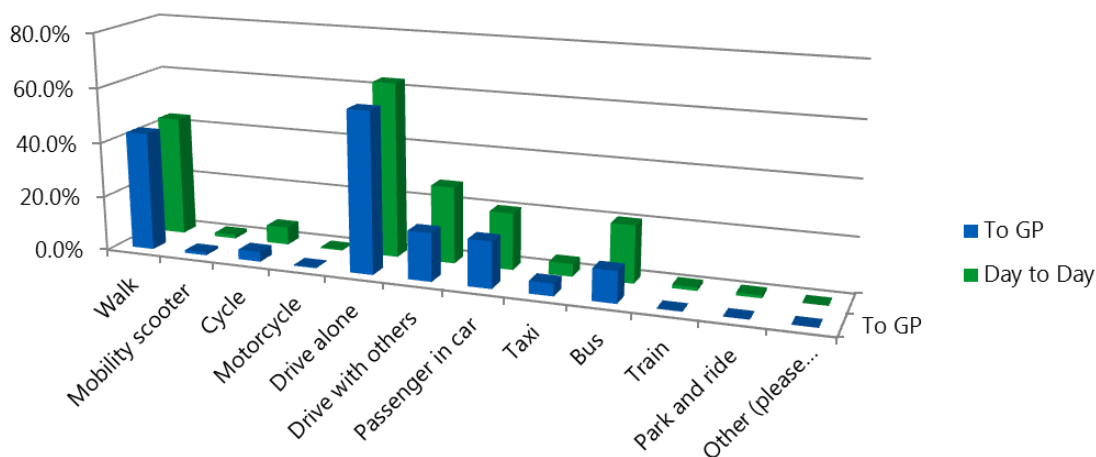
**Chart 12**

Distance Respondents would travel for to be seen more quickly? (n=993)



**Chart 13**

Modes of transport people use to attend their GP practice compared to the modes they use day to day (n=1075)



### Variation in responses by different groups

The data gathered through this engagement exercise was analysed further to determine if the split in some question responses, e.g. the willingness to access primary care through online methods, could be attributed to a particular group of people. The data was reviewed using the following factors:

- Frequency of service use; high users of service, those who attend the GP practice once a month or more. And low users of service, those who attend a few times a year or less.
- Age; responses were collated into the following age bands, under 30, 30 - 50, over 50

### Variation by frequency of use

For both high users (n=220) of service, and low users (985) of service there is little variation from the citywide results; i.e. the variation on all questions is less than  $\pm 5\%$ , or proportionate.

### Variation by age

There is some variation from the citywide result when the defined age bands are examined. The under 30 group (n=72) find it easier to make a routine appointment, 37.5% rating it as easy compared to 29.2%, they also felt that opening hours were more convenient than the citywide result; 56.4% rating the opening hours as convenient compared to 34.2%. The under 30 group are more likely to want to utilise an online consultation, 49.3% compared to citywide result of 39.7%.

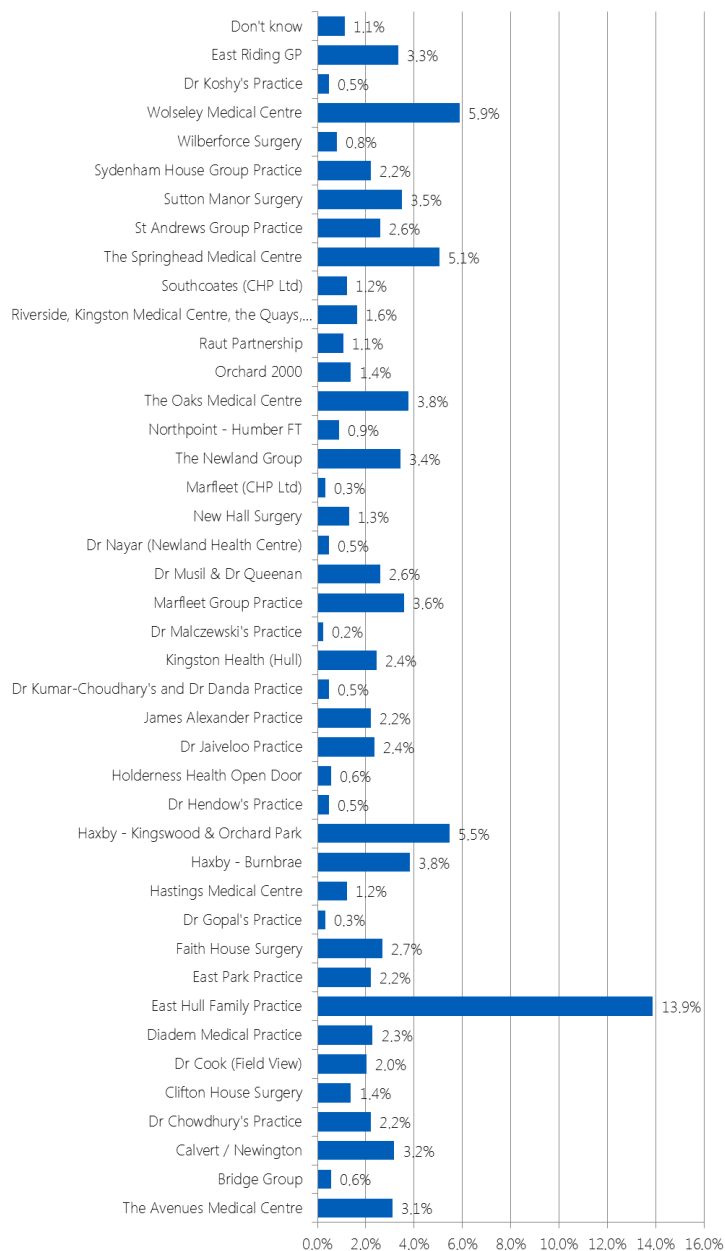
The 30 to 50 age group (n=325) find it harder to book an appointment for a one off condition, 13.5% rating it as easy compared to 22.4%; and 69.5% rating it as difficult compared to the citywide result of 60.9%. This age group would equally prefer email and text methods of booking an appointment. The 30 to 50 age group, like the under 30 group are more likely to want to utilise an online consultation, 48.4% compared to citywide result of 39.7%.

The over 50 age group (n=458) find opening hours more convenient than the citywide result, 55% rating them as convenient compared to 45.5%. This group would prefer email to text when booking an appointment. They are less likely to want to utilise an online consultation, 44.0% saying no compared to 39.6%. The over 50 age group are less likely to want to travel further to have an appointment sooner, 25.9% saying they would not travel further than their existing practice whereas the citywide result was 20.1%; it should be noted that this was in relation to an increase in miles rather than time.

## GP Practice grouping results

GP practices in Hull are now working as part of larger groupings to improve primary care services in line with the General Practice Forward View (GPFV). The groupings and their member practices can be seen in [Appendix \(iii\)](#) on [page 17](#).

## Responses by GP practice



▲ Chart 15  
Respondents by GP practice  
(n=1225)

When analysing the data, practice level reports were considered, however as Chart 15 shows there was considerable variation in practice level response rates. If the data were to be split down to this level it would result in the sample sizes being too low to draw reliable conclusions from.

Summary reports for each GP practice grouping are available on request by contacting NHS Hull CCG Communications and Engagement team by email [HULLCCG.contactus@nhs.net](mailto:HULLCCG.contactus@nhs.net) or telephone 01482 344700.

# Conclusion

## Appointment convenience

- Almost half of respondents report difficulty in making appointments and find their GP practice opening hours inconvenient, there is also geographical variation in experience across the city, and variation by age. In relation to GP Practice opening hours, based on the findings of this engagement, consideration should be given to opening in the evening rather than the morning during the week and also opening for some or all of the weekend particularly between 10am and 4pm. Depending on the delivery model for extending the access to primary care looking at responses by postcode or GP grouping may be advisable.

## Alternative access

- When offering alternative practitioners, the clear preference is that they are from the same practice. It is recommended that supplementary engagement be undertaken to determine if the practice population consider an alternative practitioner from within the GP practice grouping to be preferred over a practitioner from another practice or grouping altogether. Further engagement should also look at how the concern relating to seeing other practitioners could be mitigated e.g. having access to patient records.
- It is clear from these findings that alternative methods for booking appointments within GP practices should be explored, with particular focus on online methods. This should not be mutually exclusive; the variation between age categories suggests that a mixed method approach would be the most beneficial. The 30-50 age group variations in this area strengthen the mandate for change as their need to access services will ultimately increase with age. This group's attitudes to alternative methods of access should continue to be monitored to see if their views are generational rather than chronological.
- We have reached a tipping point in attitudes to accessing primary care; there is an approximate 50:50 split between those willing to use the internet in some way (email or online) to access services, and those whose preference is the telephone. Alternatives to face to face appointments should be explored, with particular focus on real time communication e.g. Telephone or video call. These alternatives should complement the existing service delivery model.

## Location of Services

- If alternative locations are being explored to improve access, the preference would be that it is less than 15mins travel, or 3 miles or less, for the majority of the practice population. The majority of people accessing primary care drive, or are driven, this should be taken into account if locations are being explored. Although people who use the bus seem to not use it when accessing primary care, it is not clear why; it could be that the practice is not on a public transport route. If locations are being reviewed they should be as accessible to as many people as possible. If services are being moved or relocated as part of these plans further consultation will be required.

# Appendices

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## Appendix (i) Demographics of respondents

The information below shows the demographics of the respondents to the questionnaire. It is recommended that the Equality Impact Assessment for the extension of access to primary care is revisited in light of this information.

### Distribution of respondent characteristics

Chart 16

Respondents by age  
(n=1017)

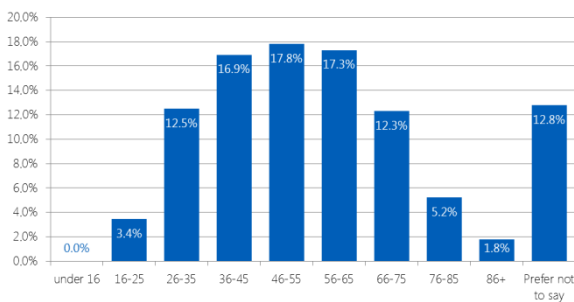


Chart 17

Respondents by ethnicity  
(n=1015)

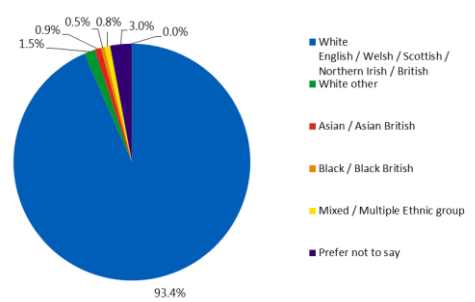


Chart 18

Respondents by gender  
(n=1016)

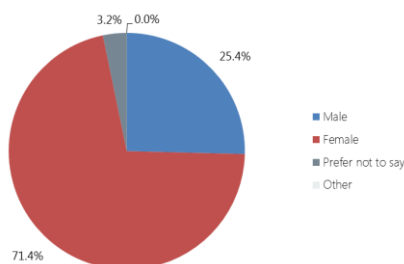


Chart 19

Respondents by faith or belief group  
(n=977)

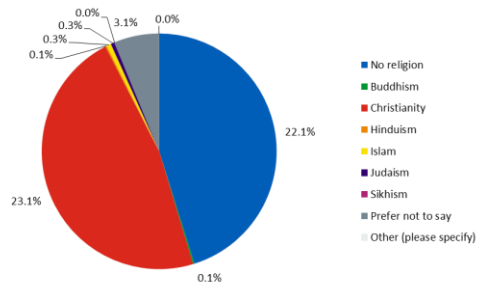


Chart 20

Respondents by sexuality  
(n=1009)

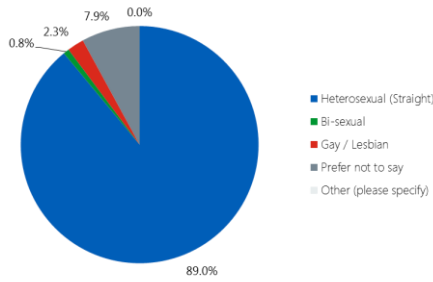


Chart 21

Respondents by long term health problem or impairment  
(n=1018)

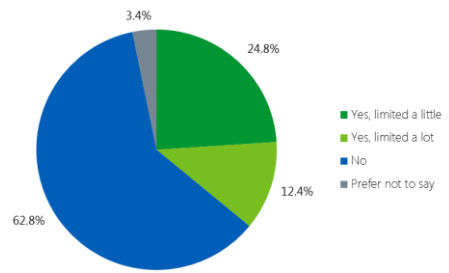
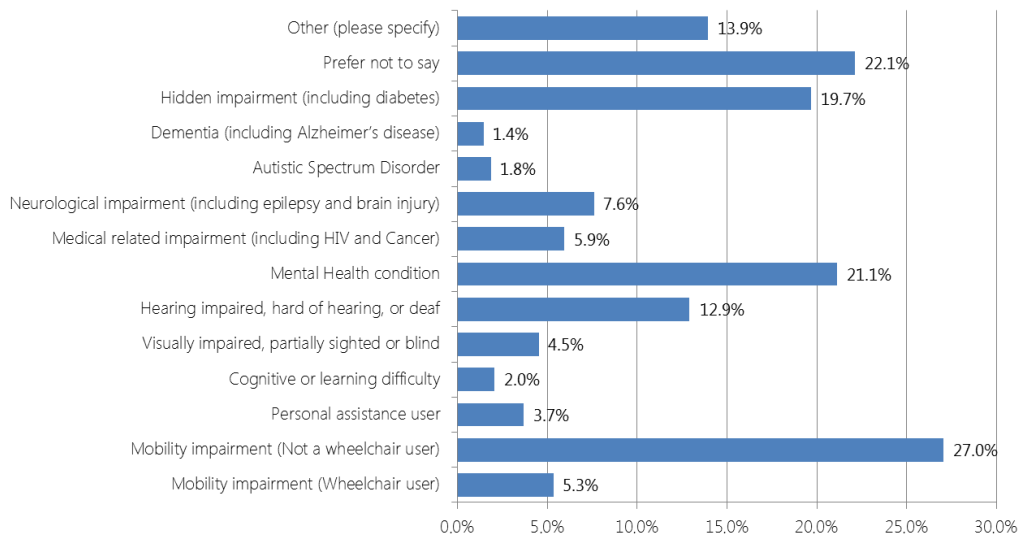


Chart 22

Respondents who identified belonging to a particular impairment group  
(n=488)



## Appendix (ii) Media Reach

### Traditional Media

Hull Daily Mail (HDM):	30,000 Circulation (Readership 81,854) 114,736 Daily website unique visitors
KCFM:	79,000 Listeners in Hull & East Yorkshire area
BBC Radio Humberside:	161,000 Listeners in the Humberside region
Viking FM:	218,000 Listeners in East Riding of Yorkshire, North Lincolnshire and North East Lincolnshire
Hull Kingstown Radio:	3,487 listeners through a downloaded app

Channel	Date	Description
HDM	Friday 12 <sup>th</sup> January	<a href="#">Why GP surgeries could soon be opening for longer - and how you can have your say</a> Article about Hull & East Riding plans to offer more GP appointments outside of standard hours. <a href="#">Link to article</a>
KCFM	Friday 12 <sup>th</sup> January	<a href="#">Changes to Hull's GP hours</a> Dr Roper comments on plans to offer extra GP appointments. <a href="#">Link to article</a>
BBC Radio Humberside - Burnsy	Monday 24 <sup>nd</sup> January	<a href="#">Have your say on possible changes to GP opening Hours</a> Dr Roper takes a Question and Answer session on plans to offer extra GP appointments.
Viking FM	Friday 2 <sup>nd</sup> February	<a href="#">Changes to Hull's GP hours</a> Dr Roper comments on plans to offer extra GP appointments.

## Social Media Coverage (Jan 17 - Feb 14)

### Twitter

Tweets:	21*
Impressions:	31,403**
Retweets:	130
Likes:	48
Link Clicks:	94
Profile Clicks:	27
Media Engagements:	168
Details expands:	50
Replies:	4

### Facebook

Posts:	2
Total estimated reach:	Circa 23,500
Reach Paid:	15,058 <sup>#</sup>
Reach Organic:	Circa 10,600 <sup>##</sup>
Impressions:	Circa 24,000
Engagements:	3380 <sup>###</sup>
Likes:	355
Link Clicks:	385
Shares:	94

\* The total number of tweets we posted. This does not include tweets posted by partner organisations

\*\* An Impression is recorded every time a tweet appears in a feed. This can mean that it is seen multiple times by the same individual.

<sup>#</sup> Our reach is the total number of individual people we have contacted. Our paid reach is monitored to the individual and ensures that we have been seen by around 15,000 people.

<sup>##</sup> Because organic reach is gained from people who like our page and from their friends and contacts, it's difficult to keep a running total and provide a definitive figure.

<sup>###</sup> This is the total number of times people engaged with our posts (Shares, likes, link clicks, etc).



## Appendix (iii) GP Practice Groupings

### Modality

- Faith House Surgery
- New Hall Surgery
- Dr Cook (Field View Surgery)
- The Newland Group
- Diadem Medical Practice
- The Springhead Medical Centre
- St Andrews Group Practice

### City Health Federation

- Dr Kumar-Choudhary's and Dr Danda Practice (CHP Bransholme)
- Marfleet (CHP Ltd) (CHP Marfleet)
- Southcoates (CHP Ltd) (CHP Southcoates)
- East Park Practice
- Riverside / Kingston Medical Centre / The Quays / Story Street Practice
- Calvert / Newington

### Medicas

- East Hull Family Practice
- Marfleet Group Practice

### Hull Health Forward

- The Avenues Medical Centre
- Dr Nayar (Newland Health Centre)
- Dr Jaiveloo Practice
- Dr Chowdhury's Practice
- Holderness Health Open Door
- Dr Musil and Dr Queenan
- Clifton House Surgery
- Wolseley Medical Centre
- Wilberforce Surgery
- The Oaks Medical Centre
- Hastings Medical Centre
- Kingston Health (Hull)
- Sydenham House Group Practice

### Hull GP Collaborative

- James Alexander Practice
- Dr Koshy's Practice (Goodhart Surgery)
- Dr Gopal's Practice
- Orchard 2000
- Dr Hendow's Practice
- Northpoint – Humber FT
- Raut Partnership
- Haxby - Kingswood & Orchard Park
- Haxby - Burnbrae
- Dr Malczewski's Practice
- Sutton Manor Surgery
- Bridge Group

## Appendix (iv) Questionnaire

# Questionnaire



### NHS GP Services – Extending Access.

NHS Hull Clinical Commissioning Group (CCG) has been talking to the people of Hull about their GP Practices to see how we can improve services. There is also a national requirement to increase access to GP services across England and Wales by offering evening and weekend appointments. Some surgeries in our area already provide a limited evening and weekend service and the CCG wants to ensure everyone is served equally. The expanded service would allow an increase of appointments in the evening and/or at weekends, provided by a mix of clinicians such as doctors, nurses and pharmacists appropriate to your need.

This questionnaire is about how and when you would like to access services provided by your GP Practice. We would like to hear your views to help improve the service in the future.

### Completing the Questionnaire

Taking part in this questionnaire is voluntary and anonymous. For each question please tick the box that is closest to your views or closest to your experience. Don't worry if you make a mistake; just cross the mistake out and put a tick in the right box. Please do not write your name or address anywhere on this questionnaire sheet.

If you have any questions about this questionnaire, or would like it in another language or format, please ring the Communications and Engagement Team for help on: 01482 344700.

You can take part in any of the following ways, the questions are the same:

- Online, by going to: [www.surveymonkey.co.uk/r/GPEXAC2018](http://www.surveymonkey.co.uk/r/GPEXAC2018) (also available on smart phones)
- Complete this sheet and return in the freepost envelope provided, or to:

FREEPOST Plus RTGL-RGEB-JABG  
NHS Hull Clinical Commissioning Group  
2<sup>nd</sup> Floor, Wilberforce Court, Alfred Gelder Street  
Hull HU1 1UY

The closing date for the questionnaire is **Sunday 11<sup>th</sup> February 2018**. Responses received after this date may not be used.

### NHS Hull Clinical Commissioning Group

NHS Hull Clinical Commissioning Group (CCG) plans, funds and monitors the quality of NHS healthcare services for people who live and work in Hull.

### GPs and GP Practices

A General Practitioner (GP) is a doctor based in the community who treats patients with minor or chronic illnesses and refers those with serious conditions to a hospital. GP Practices deal with a whole range of health problems. They also provide health education, offer advice on smoking and diet, run clinics, give vaccinations and carry out some simple surgical procedures. GPs usually work in practices as part of a team that includes nurses, healthcare assistants, practice managers, receptionists and other staff. Practices also work closely with other health and care professionals, such as health visitors, midwives, mental health workers and social care workers.

**Your GP practice**

**Q01** Which GP practice are you registered with? *Please tick one box*

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> The Avenues Medical Centre       | <input type="checkbox"/> Dr Hendow's Practice                       | <input type="checkbox"/> Northpoint - Humber FT                                      |
| <input type="checkbox"/> Bridge Group Dr Koshy's Practice | <input type="checkbox"/> Holderness Health Open Door                | <input type="checkbox"/> The Oaks Medical Centre                                     |
| <input type="checkbox"/> Calvert / Newington              | <input type="checkbox"/> Dr Jaiveloo Practice                       | <input type="checkbox"/> Orchard 2000  |
| <input type="checkbox"/> Dr Chowdhury's Practice          | <input type="checkbox"/> James Alexander Practice                   | <input type="checkbox"/> Raut Partnership  |
| <input type="checkbox"/> Clifton House Surgery            | <input type="checkbox"/> Dr Kumar-Choudhary's and Dr Danda Practice | <input type="checkbox"/> Riverside, Kingston Medical Centre, the Quays, Story Street |
| <input type="checkbox"/> Dr Cook (Field View)             | <input type="checkbox"/> Kingston Health (Hull)                     | <input type="checkbox"/> Southcoates (CHP Ltd)                                       |
| <input type="checkbox"/> Diadem Medical Practice          | <input type="checkbox"/> Dr Malczewski's Practice                   | <input type="checkbox"/> The Springhead Medical Centre                               |
| <input type="checkbox"/> East Hull Family Practice        | <input type="checkbox"/> Marfleet Group Practice                    | <input type="checkbox"/> St Andrews Group Practice                                   |
| <input type="checkbox"/> East Park Practice               | <input type="checkbox"/> Dr Musil & Dr Queenan                      | <input type="checkbox"/> Sutton Manor Surgery  |
| <input type="checkbox"/> Faith House Surgery              | <input type="checkbox"/> Dr Nayar (Newland Health Centre)           | <input type="checkbox"/> Sydenham House Group Practice                               |
| <input type="checkbox"/> Dr Gopal's Practice              | <input type="checkbox"/> New Hall Surgery                           | <input type="checkbox"/> Wilberforce Surgery   |
| <input type="checkbox"/> Hastings Medical Centre          | <input type="checkbox"/> Marfleet (CHP Ltd)                         | <input type="checkbox"/> Wolseley Medical Centre                                     |
| <input type="checkbox"/> Haxby - Burnbrae                 | <input type="checkbox"/> The Newland Group                          | <input type="checkbox"/> Don't know  |
| <input type="checkbox"/> Haxby - Kingswood & Orchard Park |   |  |
| <input type="checkbox"/> Not Listed, please specify       | <input style="width: 480px; height: 20px;" type="text"/>            |  |

**Q02** How often, on average, do you visit your GP practice for any reason? *Please tick one box*

- |   |                                       |  |
|---|---------------------------------------|--|
| <input type="checkbox"/> More than once a week  | <input type="checkbox"/> Once a week  | <input type="checkbox"/> Less often than once a year |
| <input type="checkbox"/> More than once a month | <input type="checkbox"/> Once a month | <input type="checkbox"/> Never / rarely              |
| <input type="checkbox"/> A few times a year     | <input type="checkbox"/> Once a year  |  |

**Q03** How easy is it to book an appointment for a one off condition or illness at your GP practice?

- e.g. on the same day, or next day
- Very easy
  - Easy
  - Neither easy or difficult
  - Difficult
  - Very difficult

**Q05** How convenient are your current GP surgery opening hours?

- Very convenient
- Convenient
- Neither convenient or inconvenient
- Inconvenient
- Very inconvenient

**Q04** How easy is it to book a routine appointment, for an existing condition at your GP practice?

- Very easy
- Easy
- Neither easy or difficult
- Difficult
- Very difficult

**Q06** If it meant you could be seen more quickly would you consider seeing any of the following healthcare professionals, assuming they had your medical history? *Please tick all that apply*

- Another doctor from my practice
- Another nurse from my practice
- Another healthcare professional from my practice
- A doctor from a different practice
- A nurse from a different practice
- A healthcare professional from a different practice
- None of these, please give a reason

**Q07** Please  the hours of the day that are convenient for you to attend appointments at your GP Practice and put a  in the box for hours of the day that are inconvenient for you to attend appointments at your GP practice.

I have no preference and I am happy to attend anytime, please tick here

	7am	8am	9am	10am	11am	12pm	1pm	2pm	3pm	4pm	5pm	6pm	7pm	8pm
Monday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tuesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wednesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thursday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q08** Which of the following ways to book an appointment do you currently use, which would you consider, and which would you prefer?  
Please tick at least one box in each row

	Currently use	Would consider	Prefer	None of these
Telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Automated booking line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Text message	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Email	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q09** We currently offer online consultation in some practices. You submit your symptoms through a secure website (available 24 hours a day) and get a call back from your practice within 2 working days with advice or treatment options. Would you be interested in using this service if it was available in your GP Practice?

- Yes
- No
- I don't know
- I already use this service

**Q10** How do you normally travel to your GP Practice?

Please tick all that apply

- Walk
- Mobility scooter
- Cycle
- Motorcycle
- Drive alone
- Drive with others
- Passenger in car
- Taxi
- Bus
- Train
- Park and ride
- Other

**Q11** What mode of transport do you usually use day to day? e.g. for commuting or shopping

Please tick all that apply

- Walk
- Mobility scooter
- Cycle
- Motorcycle
- Drive alone
- Drive with others
- Passenger in car
- Taxi
- Bus
- Train
- Park and ride
- Other

**Q12** Which of the following ways to get advice from a healthcare professional at your local GP Practice would you consider using, other than face to face appointment?

*Please tick all that apply*

- Email
- Online / Web-based
- Telephone
- Video call (e.g. using Skype from your own pc or phone)
- Other, please specify

**Q13** If it meant you could be seen more quickly would you consider travelling to an alternative practice premises, assuming that your medical history would be available? *Please tick one from each column*

I would travel for:

- Up to 15 minutes
- Up to 30 minutes
- Up to 45 minutes
- Up to 60 minutes
- More than 60 minutes

I would travel:

- Up to 1 mile
- Up to 3 miles
- Up to 6 miles
- Up to 10 miles
- More than 10 miles

- I would not travel further than my existing practice

**Q14** Please use the space below to make any further comments about accessing GP services.

---

Thank you for completing this questionnaire

# About You



We know that people from different age groups, ethnic groups, religions, and sexualities access healthcare in different ways, they have different health needs and sometimes have differing experiences of care.

By telling us a little about you, we can make sure that everyone has the opportunity to receive care in a way that is most appropriate to them.

If you don't want to answer any of the questions please select "Prefer not to say". Your responses to this section will be completely anonymous.

Q01 What is your postcode?

Q02 Which GP Practice are you registered with?

Q03 What is your year of birth?

Prefer not to say

Q04 Which of the following best describes your ethnic background?

- White  
English / Welsh / Scottish / Northern Irish / British
- White other (Please specify in the space below)
- Asian / Asian British
- Black / Black British
- Mixed / Multiple Ethnic group
- Prefer not to say
- Other

Q05 What is your religion, belief or faith?

- No religion
- Buddhism
- Christianity
- Hinduism
- Islam
- Judaism
- Sikhism
- Prefer not to say
- Other

Q06 What is your gender?

- Male
- Female
- Prefer not to say

Is there anything else about your gender you would like to tell us?

Q07 What is your sexual orientation?

- Heterosexual (Straight)
- Bi-sexual
- Gay / Lesbian
- Prefer not to say
- Other

Q08 Are your day to day activities limited because of a health problem or impairment which has lasted, or is expected to last at least 12 months

- Yes, limited a little
- Yes, limited a lot
- No
- Prefer not to say

Q09 Do you identify with any of the following impairment groups?

- Mobility impairment (Wheelchair user)
- Mobility impairment (Not a wheelchair user)
- Personal assistance user
- Cognitive or learning difficulty
- Visually impaired, partially sighted or blind
- Hearing impaired, hard of hearing, or deaf
- Mental Health condition
- Medical related impairment  
(including HIV and Cancer)
- Neurological impairment  
(including epilepsy and brain injury)
- Autistic Spectrum Disorder
- Dementia (including Alzheimer's disease)
- Hidden impairment  
(including diabetes)
- Prefer not to say
- Other

Q10 Is there anything else about yourself that you think may have an impact on your healthcare needs?