



GP Access Survey - Detailed Analysis

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List of Abbreviations

	Abbreviation
Accident and Emergency	A&E
Clinical Commissioning Group	CCG
General Practitioner	GP
Healthcare Assistant	HCA
Healthwatch Ealing	HWE
Urgent Care Centre	UCC
Your Voice in Health and Social Care	YVHSC

Thank you

Healthwatch Ealing would like to thank the Your Voice in Health and Social Care (YVHSC) team for their significant contributions to this project. We would also like to thank all the volunteers for their enthusiasm and dedication in helping us reach the different communities in our borough. The following organisations and health facilities also played vital role in supporting us to reach out to their members and patients. We thank them for their support:

Acton Health Centre	Hillcrest Surgery
AGE UK	Meadow View Surgery
Carers Trust Thames	Mill Hill Surgery
Crown Street Surgery	Queens Walk Practice
Ealing Community Transport	Southall Day Centre
Ealing Hospital	

1.0 Ealing GP Access Survey 2017

1.1 Background

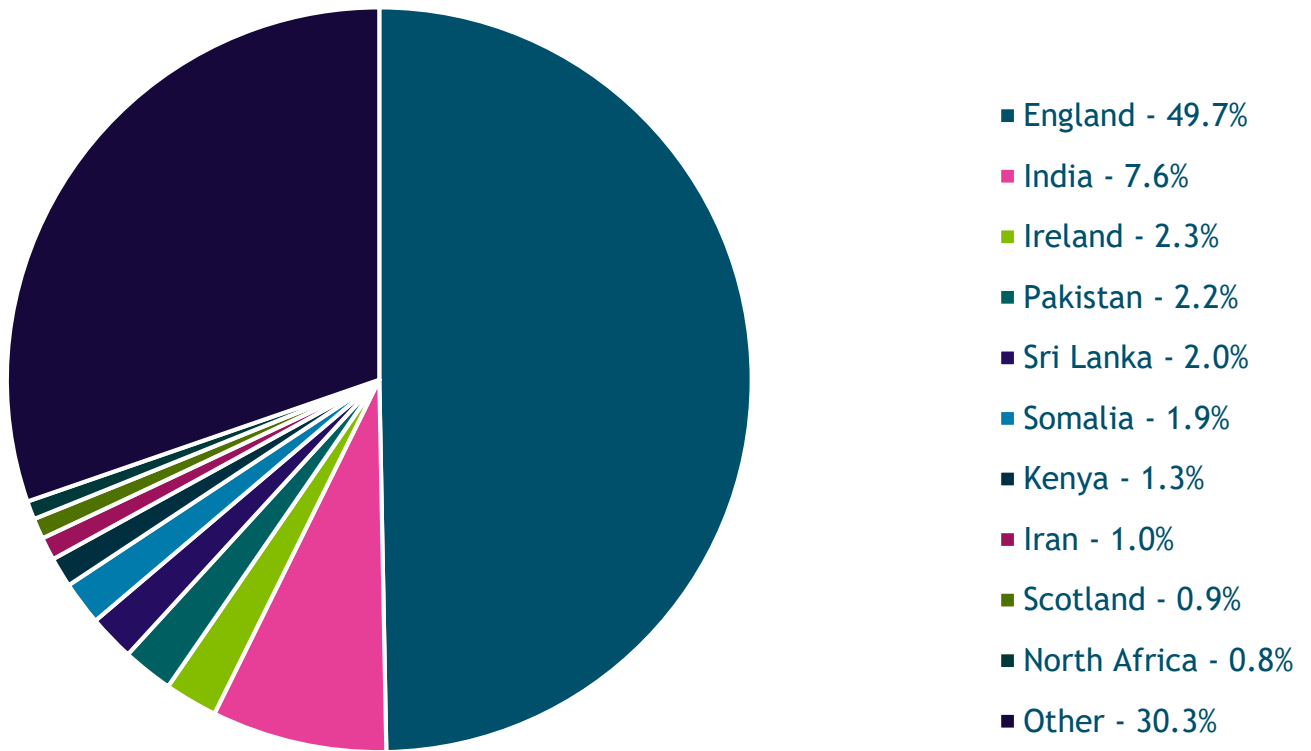
Located in the heart of the sub-region of West London, the London Borough of Ealing borders the boroughs of Brent and Harrow in the north, Hammersmith & Fulham in the east, Hounslow in the south and Hillingdon in the west. Dotted with open spaces, as well as built up spots, Ealing is both extensive and varied. It is the third largest of London’s 32 boroughs in terms of population, after Barnet and Croydon. It is 11th largest in London in terms of area. It has seven main town centres - besides Ealing itself, its distinct centres include: Hanwell, Acton, Southall, Greenford, Perivale and Northolt.



According to the 2011 census, the population of Ealing was 338,449 and was made up of approximately 50% females and 50% males. The borough has a highly diverse population in every sense of the term. According to an official report: *“It is recognised as having the 4th most ethnically diverse population of all local authority areas in the country, in terms of the sheer number of people from different ethnic backgrounds residing here, and the evenness of their distribution across the borough”*.¹

¹ State of Ealing Population, Updated March 2012, page10.

An idea of Ealing’s ethnic diversity can be gained from the pie chart² provided below that lists some of the main countries/geographic areas from which residents of Ealing originate.



² Taken from: <http://localstats.co.uk/census-demographics/england/london/ealing>

2.0 Background

2.1 Background and Aims

In June 2017, Healthwatch Ealing (HWE) carried out a survey on primary care GP access for patients in the borough. This patient survey was commissioned by the Clinical Commissioning Group in Ealing and had multiple aims;

- To ascertain the relative ease in booking routine and urgent appointments during GP core opening hours (08:00 - 6:30pm Monday to Friday)
- To understand the ability of patients to get through to the practice on the phone, and the ability to speak to the doctor on the phone, if necessary
- To identify the prevalence of online services, and whether patients would use these services if they are in place
- To identify patients' preferences for extended opening hours of GP practices
- To identify other means of healthcare support and advice patients are aware of
- To evaluate the use of Urgent Care Centres, instead of GP practices, for urgent appointments
- To investigate patient awareness levels of the new GP access centres

2.2 Project Objective

Our objective was to gain feedback from 1,500 - 2,000 local patients about primary care GP access across Ealing's seven GP Network Groups. We then aimed to analyse the data and summarise the views expressed by patients in a robust report for Ealing CCG. This would enable them to shape, reform and improve access to GPs in Ealing in accordance with the needs and wishes expressed by local people.

2.3 Methodology

A sample of 2,000 local patients were surveyed about primary care GP access across Ealing's seven Health Network Groups. Surveys were carried out by HWE staff and volunteers and an average of 280 patients were reached in each network.

The information-gathering tool used was an English-language questionnaire designed by HWE for the purposes of this project (see **Appendix One**). In addition to questions related to GP access, monitoring information about the respondents was collected. These included questions on age, gender, ethnicity, sexuality and employment status.

Volunteers fluent in additional languages enabled us to obtain feedback from across different communities. Large print surveys were provided for clients using GP transport services. Predominantly, HWE staff and volunteers supported patients to complete surveys, although some people preferred to complete the survey independently.

2.4 Locations

Over the course of three and a half weeks, HWE staff and volunteers visited a variety of locations. These included waiting rooms of GP surgeries, outside of primary schools, local buses, tube stations, Ealing hospital, high streets and shopping centres, and stalls at events such as the AGE UK ‘Get Together’ and Carers Trust Thames Open Day.

2.5 Survey Report

This report is comprised of the findings of the survey.

Location and survey sample information are presented first (section 3.1-3.2), followed by the overall findings from each survey question (section 3.3). Section 4 highlights findings by GP network.

Where analysis has identified notable trends and themes, such as distinctive findings across different age groups, these are presented within the appropriate section in the main body of the report.

Recommendations based on the findings are given at the end of the report (section 5).

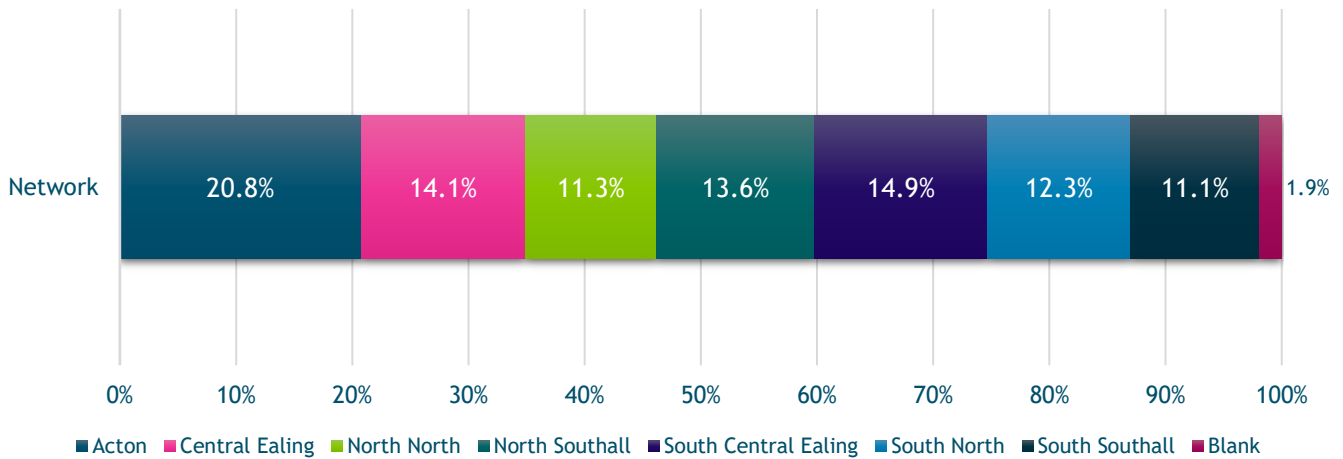
3.0 Overall Findings

3.1 Location

3.1.1 GP Network Groups

The borough of Ealing is made up of seven GP network groups (see **Appendix Two** for a breakdown). These comprise all GP practices in the borough. To get an accurate representation of the borough as a whole, we sought to gain an even distribution of respondents across these seven networks. As evident from the graph below, the largest number of respondents were gained in the Acton network area (20.8%). The remaining health networks were more evenly distributed, ranging from 11.1% in South Southall to 14.9% in South Central Ealing.

GP Network Groups



Acton	Central Ealing	North North	North Southall	South Central Ealing	South North	South Southall	Blank
20.8%	14.1%	11.3%	13.6%	14.9%	12.3%	11.1%	1.9%
416	282	226	272	298	246	222	38

3.1.2 GP Practices

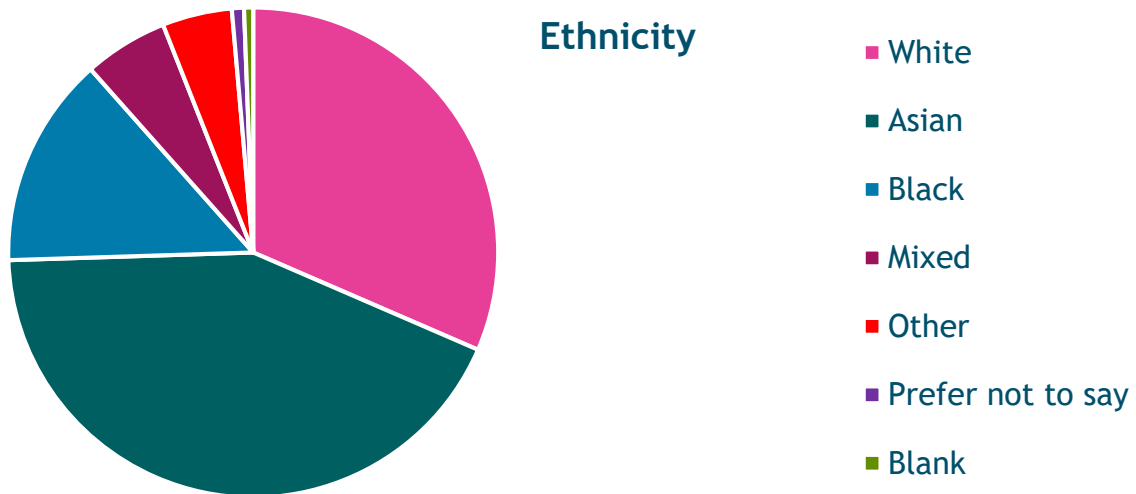
There are 76 GP practices in the borough of Ealing, distributed amongst the GP network groups. Whilst we aimed to receive responses from each practice, targeting an even distribution was not possible in the timeframe involved.

3.2 Diversity of Survey Sample

We tried to establish direct contact with a representative cross section of patients living in the borough. To reach out to them, we traversed various districts into which the borough of Ealing is divided. We made our sample inclusive by making a conscious effort to reach out to local residents from diverse ethnic groups, age groups and gender.

3.2.1 Ethnicity

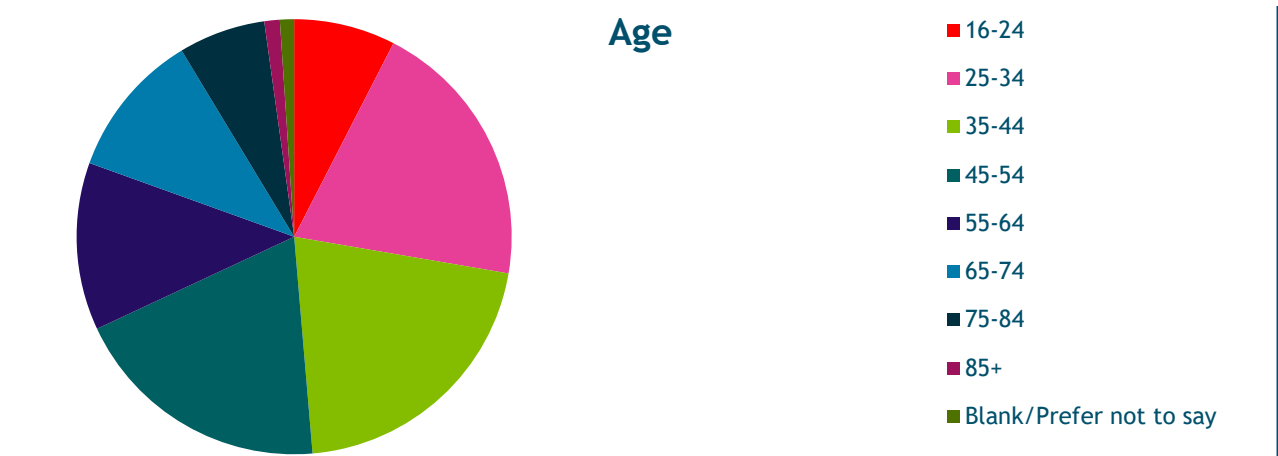
The chart below shows the ethnic breakdown of survey respondents. Although the white ethnic group is the largest ethnic group in Ealing, followed by the Asian grouping, it is people of Asian ethnicity who formed the largest ethnic group (43%) within our sample. This was followed by the white ethnic group (31.5%). The ethnic breakdown of survey respondents is demonstrated fully in **Appendix Three**.



White	Asian	Black	Mixed	Other	Prefer not to say	Blank
31.5%	43%	13.95%	5.55%	4.6%	0.8%	0.6%
630	860	279	111	92	16	12

3.2.2 Age

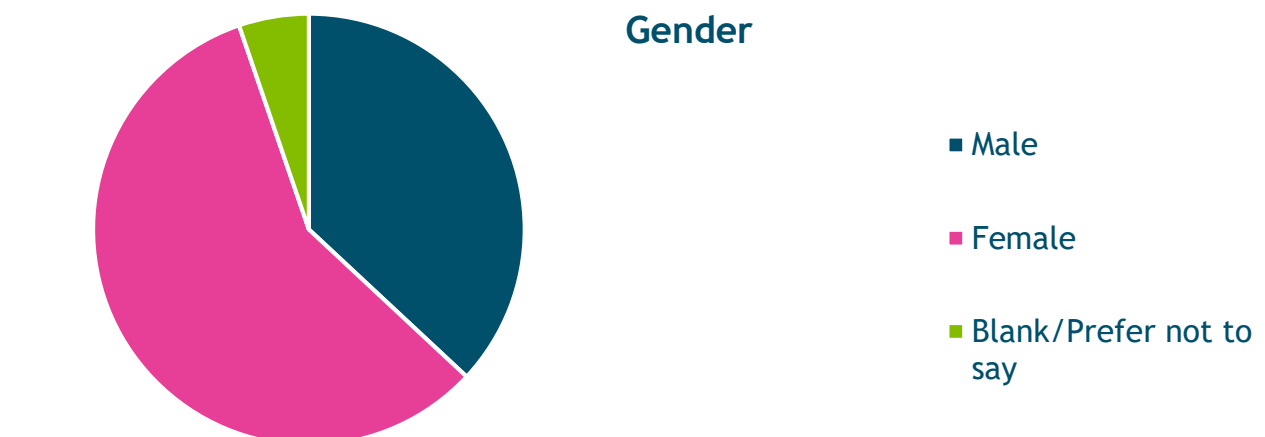
The chart below highlights the age profile of our respondents. We included views from people of all age groups within Ealing, and attempted to obtain a representative sample of the population.



16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Blank/Prefer not to say
7.55%	20.15%	20.95%	19.4%	12.45%	10.85%	6.45%	1.15%	1.05%
151	403	419	388	249	217	129	23	21

3.2.3 Gender

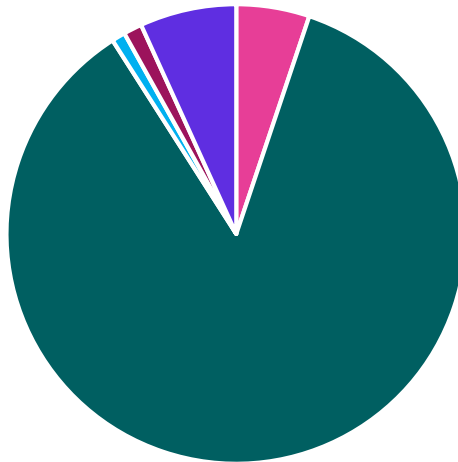
The gender breakdown of our sample is demonstrated below. It shows that we had a higher representation amongst females (57.8%) than males (36.95%).



Male	Female	Prefer not to say
36.95%	57.8%	5.25%
739	1156	105

3.2.4 Sexual Orientation

Outlined below is the sexual orientation of respondents to our survey. It is evident that the clear majority of those who took part are heterosexual (85.8%).



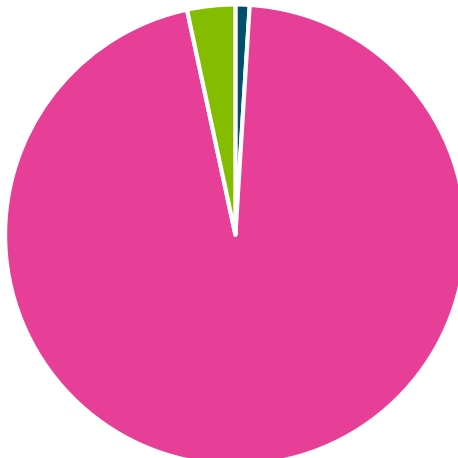
Sexual Orientation

- Bisexual
- Heterosexual
- Gay Woman/Lesbian
- Gay Man
- Blank/Prefer not to say

Bisexual	Gay Man	Gay Woman/Lesbian	Heterosexual	Blank/Prefer not to say
5.15%	1.3%	0.95%	85.8%	6.8%
103	26	19	1716	136

3.2.5 Transgender Identity

Membership of the transgender community was also a question asked in our survey. Four people who identified as transgender were included in our respondents, making up 0.2% of the surveyed population.



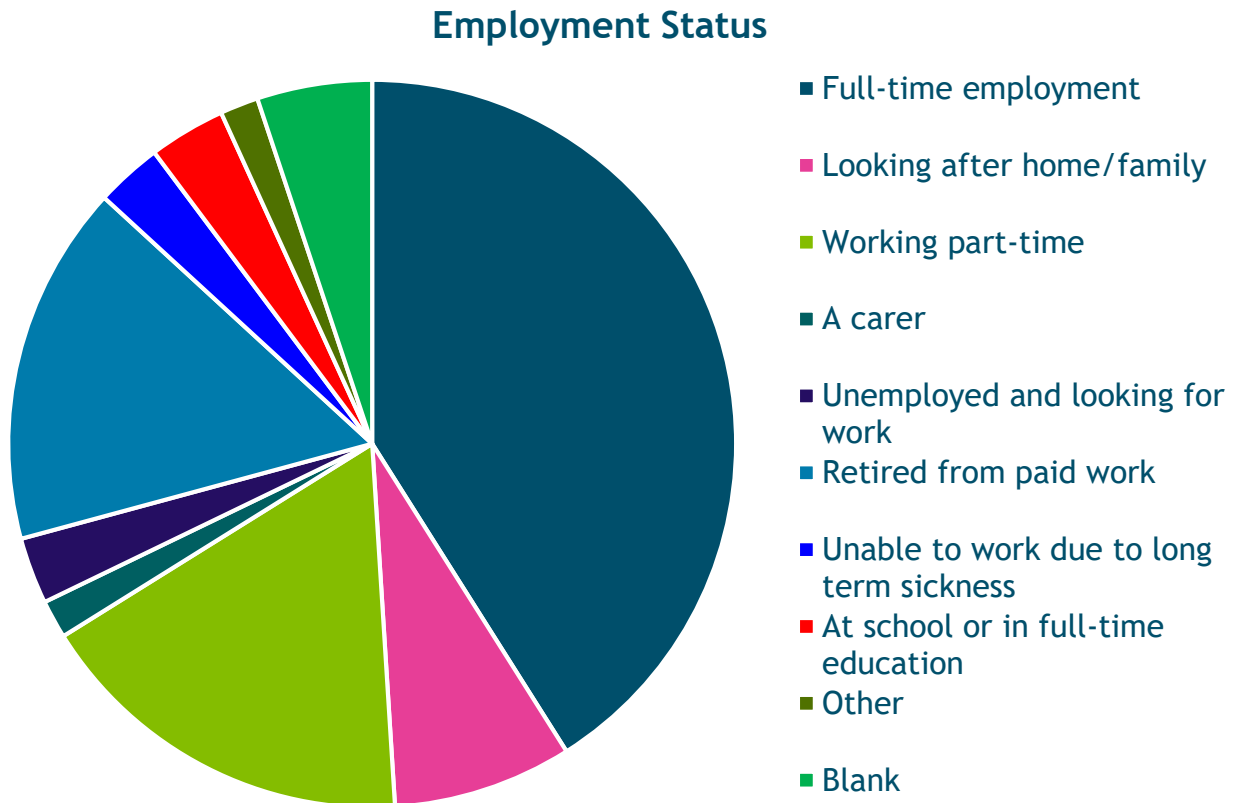
Transgender Identity

- Yes
- No
- Blank/Prefer not to say

Yes	No	Blank/Prefer not to say
0.2%	96.4%	3.4%
4	1929	67

3.2.6 Employment Status

The graph below shows the representation of people across different types of employment status. Those in full-time employment (40.95%), working part-time (17%) and retired from paid work (16%) formed the largest groups in our sample.



Full-time Employment	Looking after your home/family	Working Part-time	A carer
40.95%	7.95%	17%	2%
819	159	340	40

Unemployed and looking for work	Retired from paid work	Unable to work due to long-term sickness
2.95%	16%	2.95%
59	320	59

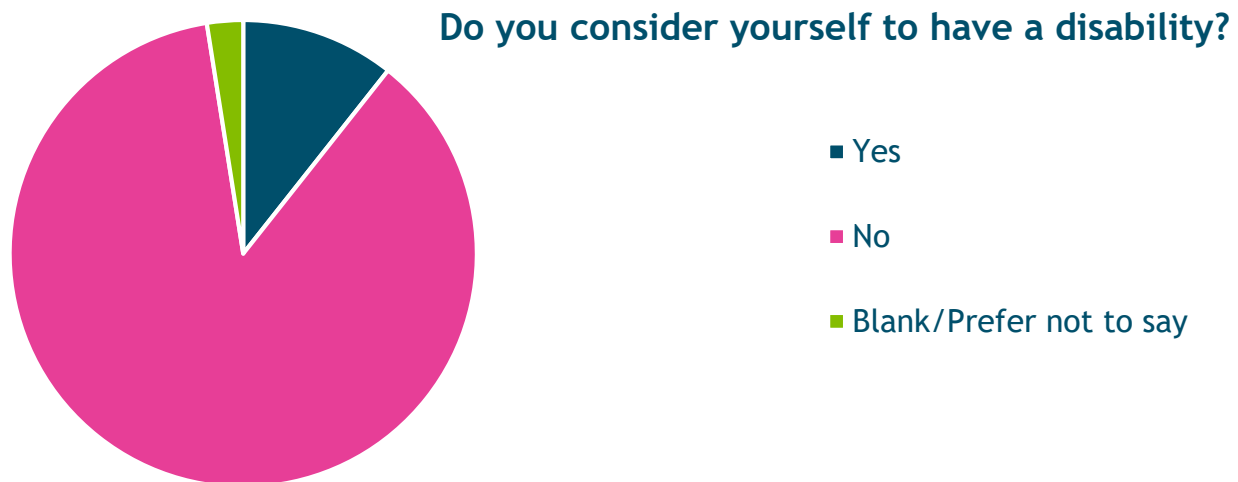
At school or in full-time education	Other	Blank
3.4%	1.7%	5.1%
68	34	102

3.2.7 Disability

Respondents were asked whether they identified as being disabled. 10.65% (n = 213) of our survey respondents self-identified as having a disability. Of these 10.65%, various health conditions were mentioned. These included;

- Diabetes
- Coronary Heart Disease
- Asthma
- Arthritis
- Learning Disabilities
- Mental Illness
- High Blood Pressure
- Osteoporosis
- Stroke
- Blindness
- Deafness
- Hip Replacement
- Kidney Disease
- Multiple Sclerosis
- Cancer
- Thyroid Disease

Some respondents opted not to give further details on their disabilities or preferred to keep it vague. For instance, blanket statements such as ‘Long Term Condition’ or ‘Mobility Issues’ were given.



Yes	No	Blank/Prefer not to say
10.65%	86.85%	2.5%
213	1737	50

3.3 Overall Survey Results

3.3.1 Access to Appointments

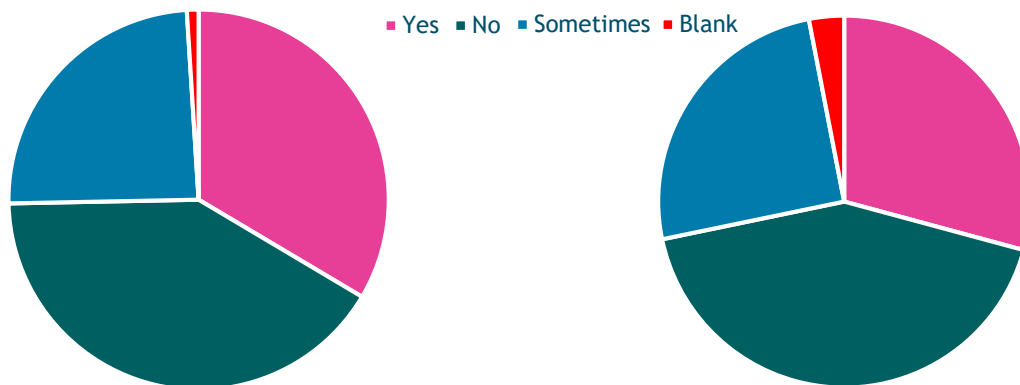
The graphs below demonstrate the answers to questions one and two of the survey, which assessed the ability of patients to obtain routine and urgent appointments at their GP surgery. When asked if they had difficulty in booking routine appointments during core GP opening hours, 41.3% did not report any difficulty. The findings were similar regarding urgent appointments, with 42.55% of respondents reporting no difficulty with getting urgent appointments.

It is evident that despite the highest number of patients reporting no difficulty in getting routine or urgent appointments, there are still issues within the system that need to be addressed. Many respondents made statements indicating that it was a struggle to get through busy telephone lines to book their appointments in the mornings. One patient commented that because of difficulties in accessing their GP, they tried to avoid seeing a GP as much as possible. This indicates that accessing appointments is a significant issue for a significant number of local residents.

On the other hand, and in sharp contrast to those who expressed difficulties in accessing their surgeries, were patients who openly praised their GPs for the services and commendable empathy they had received from them. One such patient mentioned that they were even provided the extraordinary facility of a home visit for a blood test by their GP.

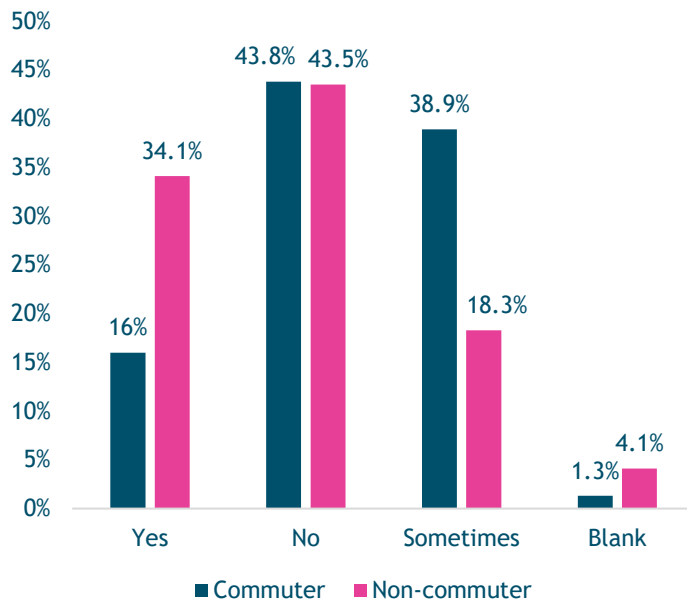
Do you have difficulty in booking a routine appointment during core GP opening hours 08.00 - 6.30pm Monday to Friday?

Do you have difficulty in booking an urgent (on the day) appointment during core GP opening hours 08.00 - 6.30pm Monday to Friday?



Yes		No		Sometimes		Blank	
Routine	Urgent	Routine	Urgent	Routine	Urgent	Routine	Urgent
33.65%	29.2%	41.3%	42.55%	24.4%	25.2%	0.65%	3.05%
673	584	826	851	488	504	13	61

Do you have difficulty in booking an urgent (on the day) appointment during core GP opening hours 08.00 - 6.30pm Monday to Friday? (Commuters v Non-commuters)



503 commuters were included in our sample, and were targeted during peak hours at tube stations in Ealing. The results show that there is a slight difference between commuters and non-commuters in obtaining routine appointments. When asked if they had difficulty in booking routine appointments, 36.9% of commuters answered ‘Yes’, compared to 33.6% of non-commuters.

As demonstrated in the graph, commuters reported significantly less difficulty in obtaining urgent (same day) appointments than the general population, with 16% of commuters answering ‘Yes’ to this question, compared to 34.1% of non-commuters.

3.3.2 Waiting Times - Routine and Urgent Appointments

In the case of routine appointments, when asked how quickly they would usually get an appointment to see a doctor, most respondents reported a 1-2 week or 2 week+ wait. In total, 52.95% of respondents’ wait over a week for a routine appointment. A number of people mentioned that waiting times were longer if they wanted to see a specific GP, sometimes being given waiting times of a month or longer.

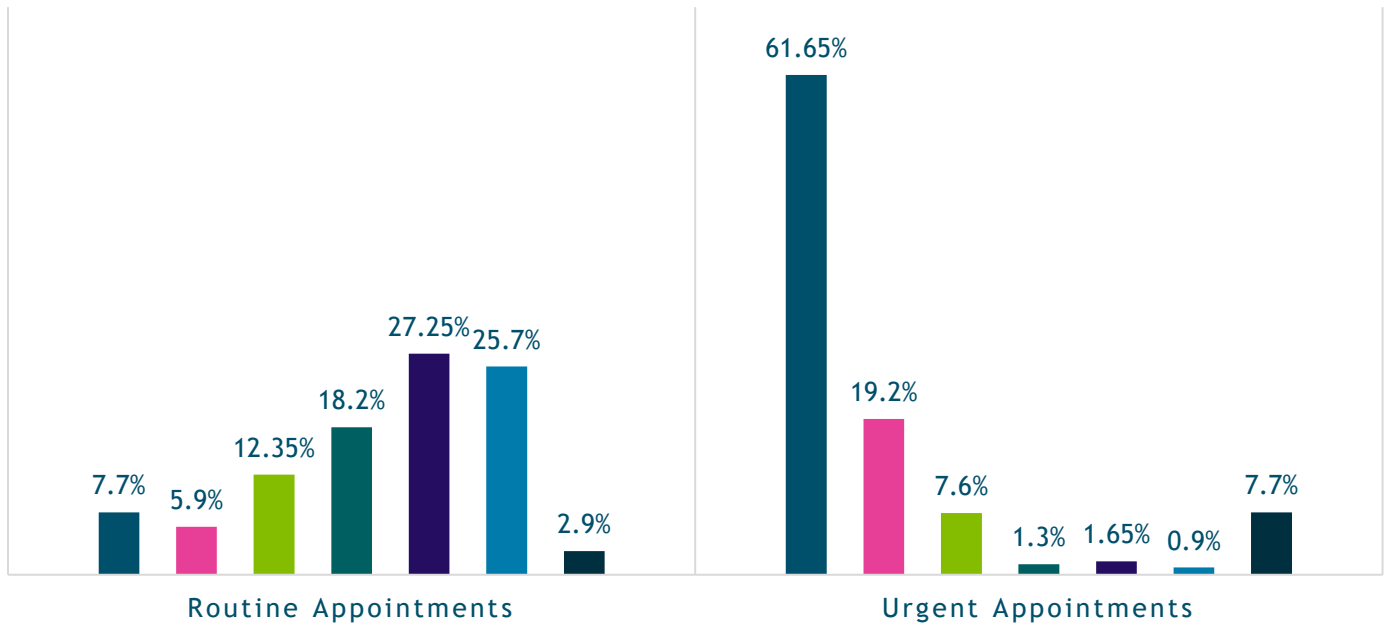
In contrast, the vast majority of respondents reported being able to obtain urgent appointments on the same day, with a minimal number reporting waits of longer than 3 days. 80.85% of our respondents reported being able to obtain urgent appointments on the same day, or the next day.

The most apparent complaint from patients was that the phones of their GP surgeries were consistently engaged, and that it was also highly inconvenient to be kept waiting over 30 minutes in the telephone. Some people regretted that despite all the waiting time and their efforts, by the time they got through to their General Practice, they could end up being told that there were no longer any appointments available for them.

A number of respondents suggested that due to a long delay in obtaining a GP appointment, they had felt it necessary to go to the local hospital A&E or Urgent Care Centre instead.

How quickly do you usually get to see a doctor?

■ Same Day ■ Next Day ■ 2-3 Days ■ 4-6 Days ■ 1-2 Weeks ■ 2 Weeks+ ■ Blank



Routine Appointments:

Same Day	Next Day	2-3 Days	4-6 Days	1-2 Weeks	2 Weeks+	Blank
7.7%	5.9%	12.35%	18.2%	27.25%	25.7%	2.9%
154	118	247	364	545	514	58

Urgent Appointments:

Same Day	Next Day	2-3 Days	4-6 Days	1-2 Weeks	2 Weeks+	Blank
61.65%	19.2%	7.6%	1.3%	1.65%	0.9%	7.7%
1233	384	152	26	33	18	154

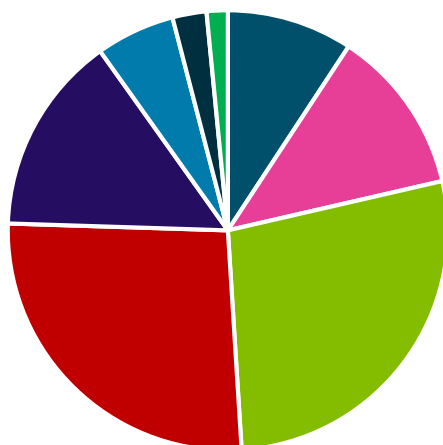
3.3.3 Phone Access

When asked to rate their experiences of contacting their GP surgery on the phone, responses were varied. 27.6% rated their ability to get through to the practice on the phone as 'Fair', closely followed by 26.5% rating this as 'Good'. Taking 'Very Poor', 'Poor' and 'Fair' to be negative ratings, and 'Good', 'Very Good' and 'Excellent' to be positive ratings, there were marginally more negative ratings than positive (49% versus 46.95%).

Additional information gained from respondents identified common experiences of long waiting times on the phone (more than 30 minutes in some cases), often culminating in being told that there were no remaining appointments available. Respondents reported having to call at 8am, and being triaged on the phone by receptionists before being given an appointment time. These problems constitute a major barrier to GP access for many patients, with reports of being unable to make appointments as they had no credit to call the surgery, and there being no provision for appointments to be made in person. One respondent stated that “[I] would love to walk in and make a next day appointment, or within 3 days”.

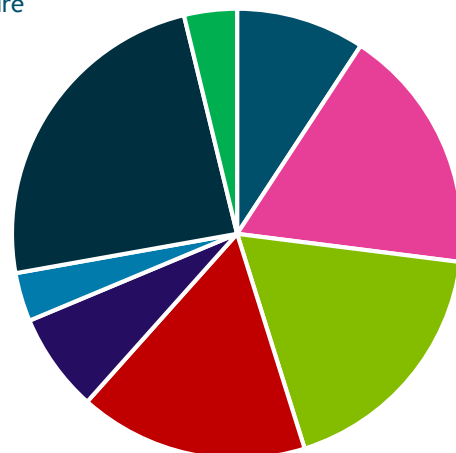
In response to the question of speaking with GPs on the phone or getting medical advice over the telephone, 24% were 'Not Sure' of how they rated this service. Responses to follow-up questions as to why they were unsure determined a lack of awareness of this service. As they were not aware of the possibility of speaking to GPs on the phone, many people had never requested to do so. Among those who were aware, the service was rated negatively, with 45.15% of respondents rating it 'Very Poor', 'Poor' or 'Fair'. However, there were positive comments such as “I’ve used this a few times and the GP always phones back within an hour” and “The doctor will always call you back almost immediately. And it makes life easier because I don’t have to take time off work to see them” were received.

Thinking of the times you have phoned the practice, how do you rate your ability to get through to the practice on the phone?



Thinking of the times you have phoned the practice, how would you rate your ability to speak to a doctor on the phone when you have a question or need medical advice?

- Very Poor
- Very Good
- Poor
- Excellent
- Fair
- Not Sure
- Good
- Blank



Phone Access:

Very Poor	Poor	Fair	Good	Very Good	Excellent	Not Sure	Blank
9.25%	12.15%	27.6%	26.5%	14.65%	5.8%	2.5%	1.55%
185	243	552	530	293	116	50	31

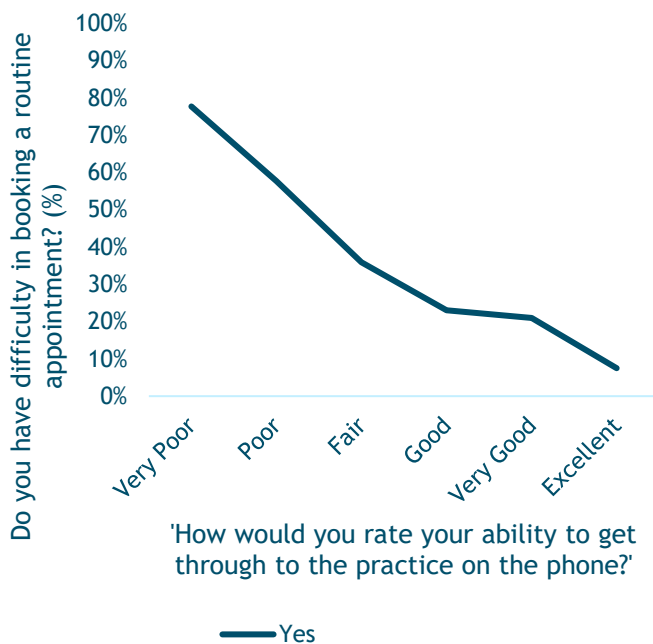
Access to Medical Advice from GPs over the phone:

Very Poor	Poor	Fair	Good	Very Good	Excellent	Not Sure	Blank
9.25%	17.75%	18.15%	16.45%	7.1%	3.5%	24%	3.8%
185	355	363	329	142	70	480	76

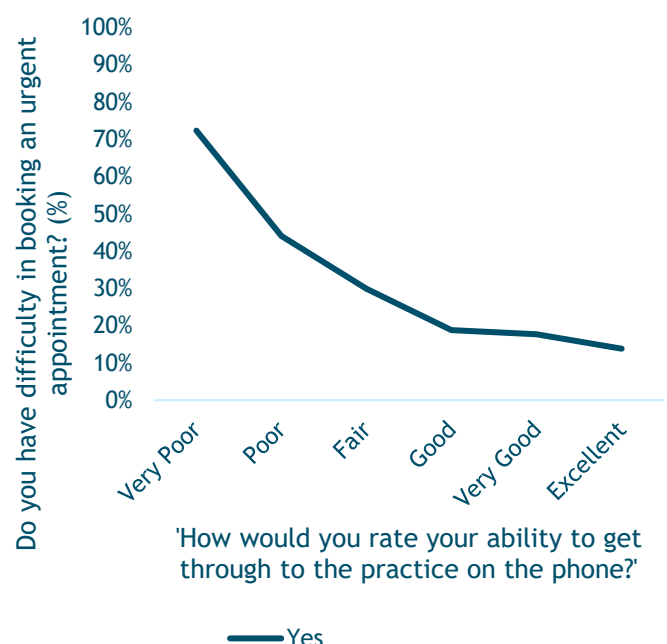
3.3.4 Phone Access and Access to Appointments

When we cross referenced answers to questions around satisfaction with phone access and difficulty in obtaining appointments, a clear trend emerged. The lower the rating respondents gave to their ability to get through to their practice on the phone, the more likely they were to report difficulty in obtaining routine and urgent appointments. Of those who rated the phone access as ‘Very Poor’, 78% had difficulty in obtaining routine appointments. Of those who rated the access as ‘Excellent’, 8% reported difficulty. This trend was also identified in urgent appointments, with 72% of those who rated their phone access as ‘Very Poor’ reporting difficulty in obtaining urgent appointments, while 14% of those who rated their phone access as ‘Excellent’ reporting difficulty.

Booking a routine appointment and ability to get through on the phone



Booking an urgent appointment and ability to get through on the phone



Routine Appointments:

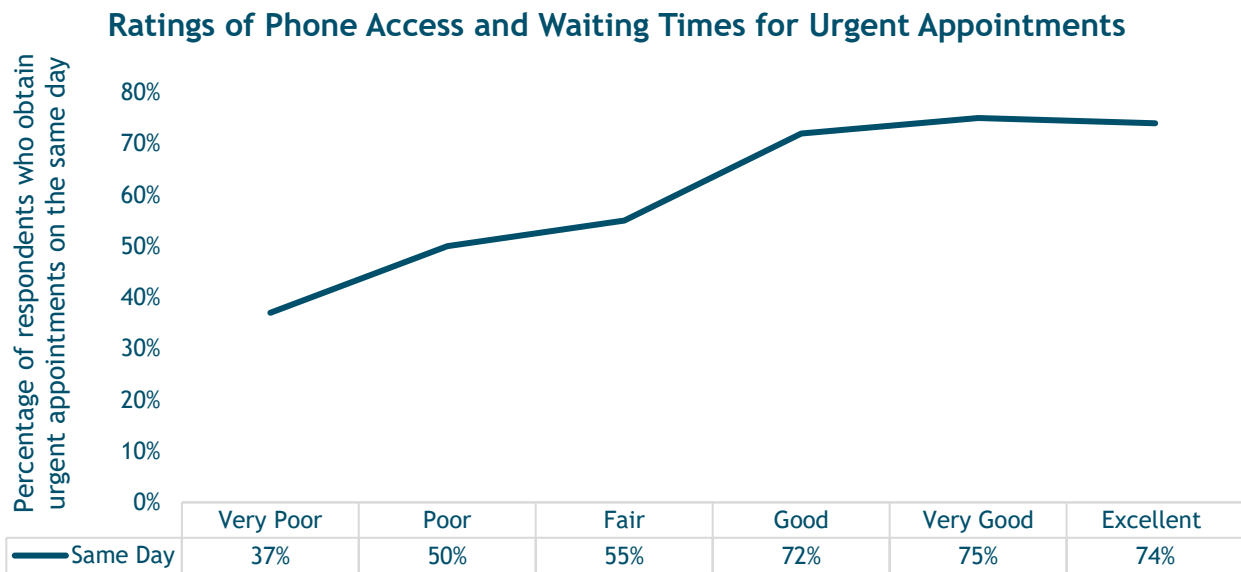
Rating	Very Poor	Poor	Fair	Good	Very Good	Excellent
Yes (%)	78%	58%	36%	23%	20	8%
No (%)	14%	20%	28%	50%	65%	80%

Urgent Appointments:

Rating	Very Poor	Poor	Fair	Good	Very Good	Excellent
Yes (%)	72%	44%	30%	19%	18%	14%
No (%)	14%	26%	36%	54%	63%	65%

3.3.5 Phone Access and Waiting Times for Urgent Appointments

In relation to phone access and waiting times for urgent appointments, a clear pattern is observable in the results. Respondents who rated their phone access positively i.e. ‘Good’, ‘Very Good’ and ‘Excellent’, were more likely to obtain urgent appointments on the same day at their GP practices. 74% of those who rated their phone access as ‘Excellent’ could get a same day urgent appointment, compared to 37% of those who rated their phone access as ‘Very Poor’.



‘Thinking of the times you have phoned the practice, how do you rate your ability to get through to the practice on the phone?’

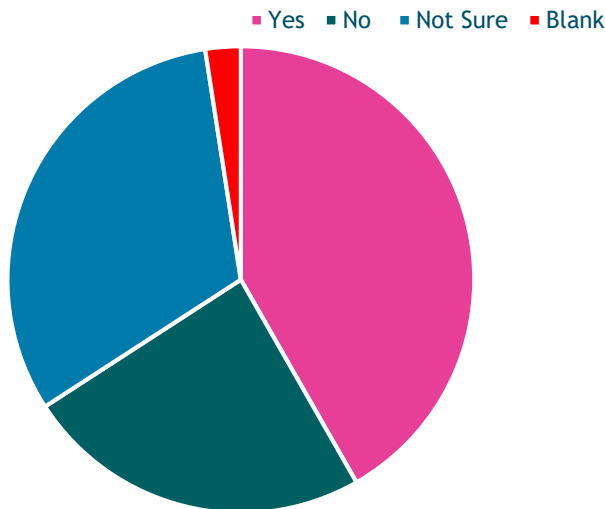
These findings clearly demonstrate the important role of phone access in patients’ experience of their GP practice, and their ability to obtain appointments.

3.3.6 Online Access

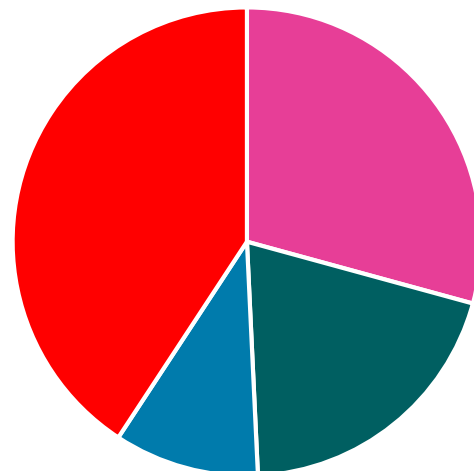
The majority of respondents (41.75%) were aware of being able to book appointments online at their GP practices. Despite this, a moderate number made it clear that they did not use this service, despite it being available. A third of respondents remained unsure of whether this service was available. Of those who were not aware of online booking services at the GP practices, 29% stated that they would use these facilities, if made available to them. A smaller percentage responded that they would not use online services (20%). Reasons given for not using online services included;

- Not being computer literate
- Not having a computer or access to internet
- Dislike of the impersonal nature of online services; a preference for contact with a real person when making appointments
- Inability to make same day appointments, or appointments well into the future (1 or 2 weeks)

At your GP surgery are you able to book an appointment online?



If you are not able to book an appointment online at the moment, would you utilise this facility if it was available?



Awareness of Online Services:

Yes	No	Not Sure	Blank
41.75%	24.1%	31.7%	2.45%
835	482	634	49

Willingness to use online services in future:

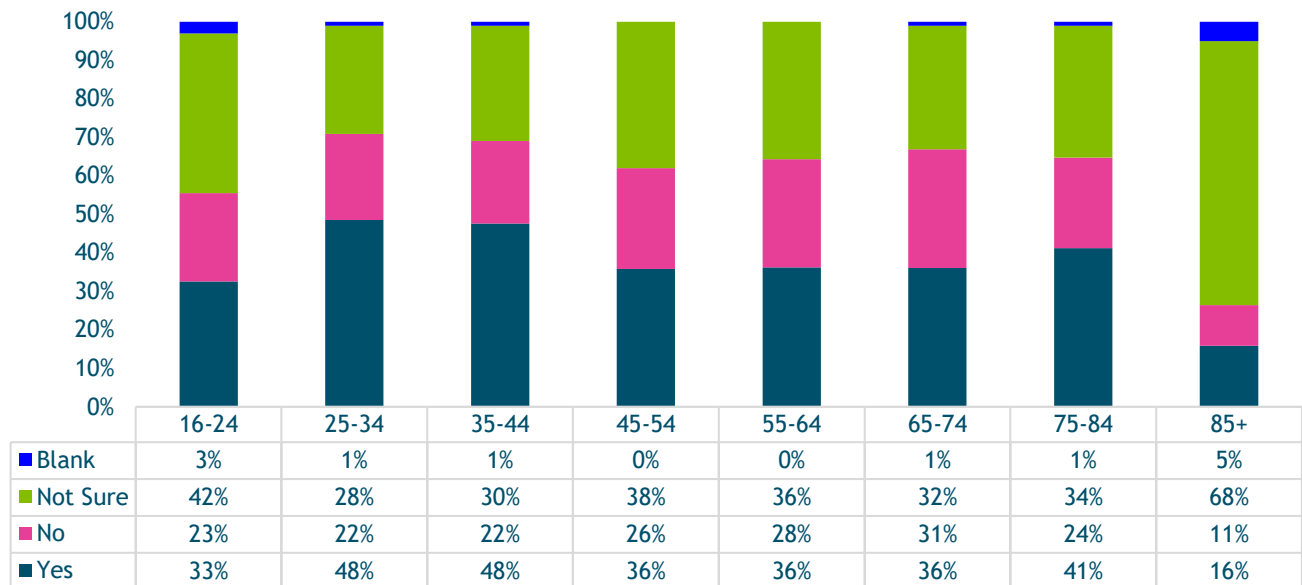
Yes	No	Not Sure	Blank
29.25%	20%	10%	40.75%
585	400	200	815

3.3.7 Age and Awareness of Online Booking

When we cross referenced this question to respondents ages, some interesting findings emerged.

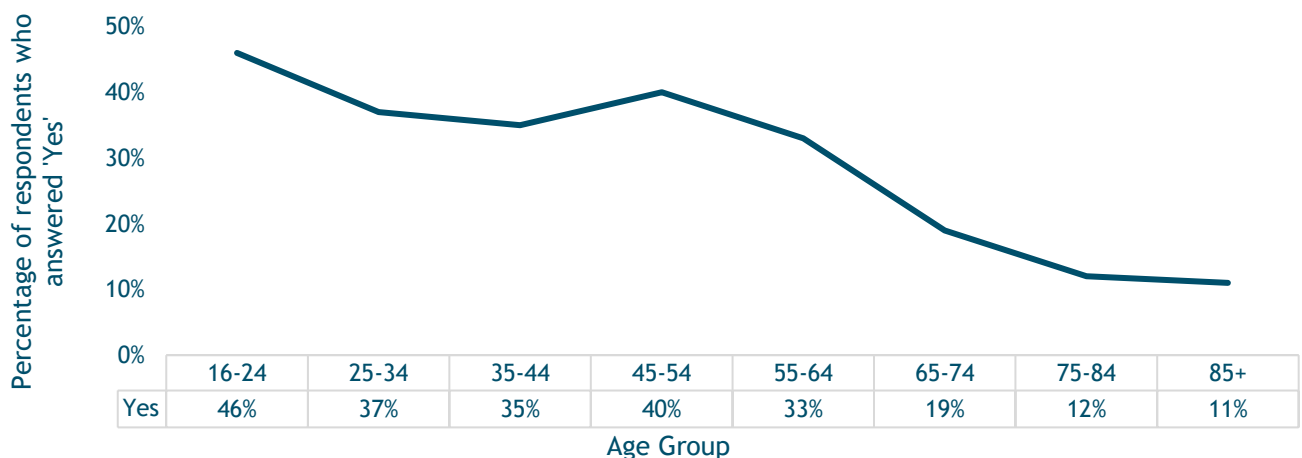
Awareness of online booking at GP practice was similar across all age groups except for the 85+ group which had much lower levels of knowledge about this service (16%).

At your GP surgery are you able to book an appointment online?



Willingness to use online booking also followed a clear age-trend, with younger respondents more willing to use online services (46% in 16-24) than their older counterparts (11% in 85+). Commuters, a younger cohort than the non-commuter group, were more aware of online booking, and more willing to use them if they were not already doing so. The line chart below clearly show that as the age of respondents increased, their reported likelihood of booking online decreased.

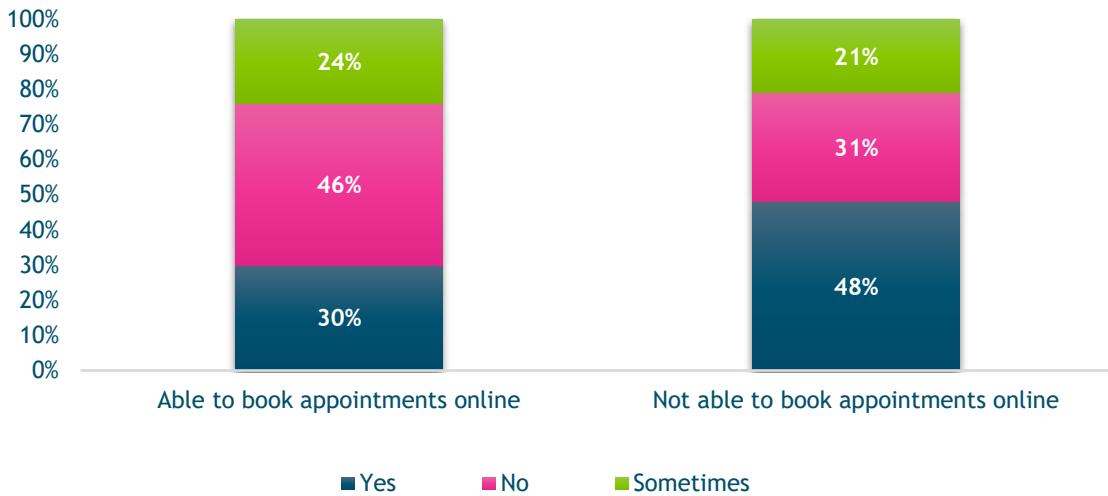
If you are not able to at the moment, would you book appointments online if available?



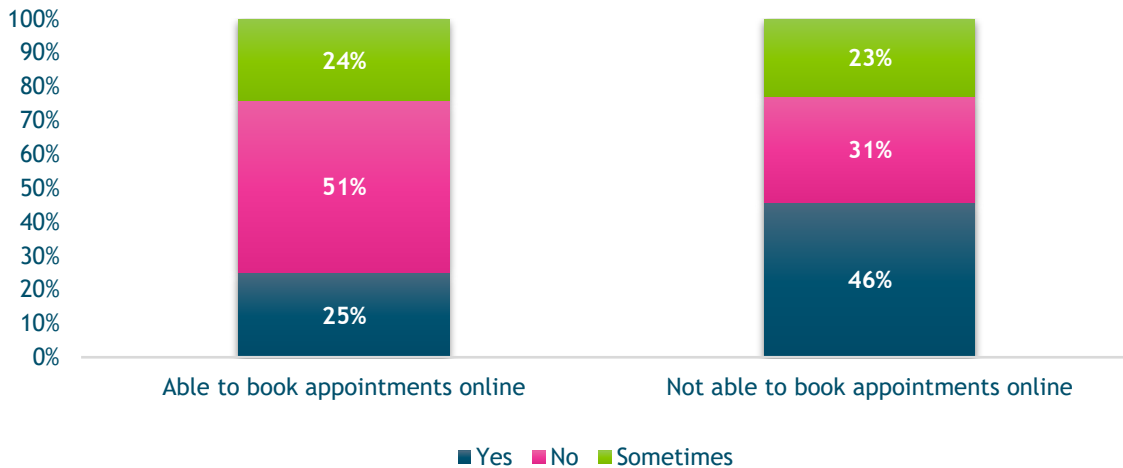
3.3.8 Online Access and Access to Appointments

The results show that online access plays a big role in patients' ability to access a GP appointment. Those who used online services were less likely to report difficulty in obtaining routine appointments (30%) than those who did not use online services (48%). The charts below show the results for both routine and urgent appointments.

'Do you have difficulty in booking a routine appointment?'

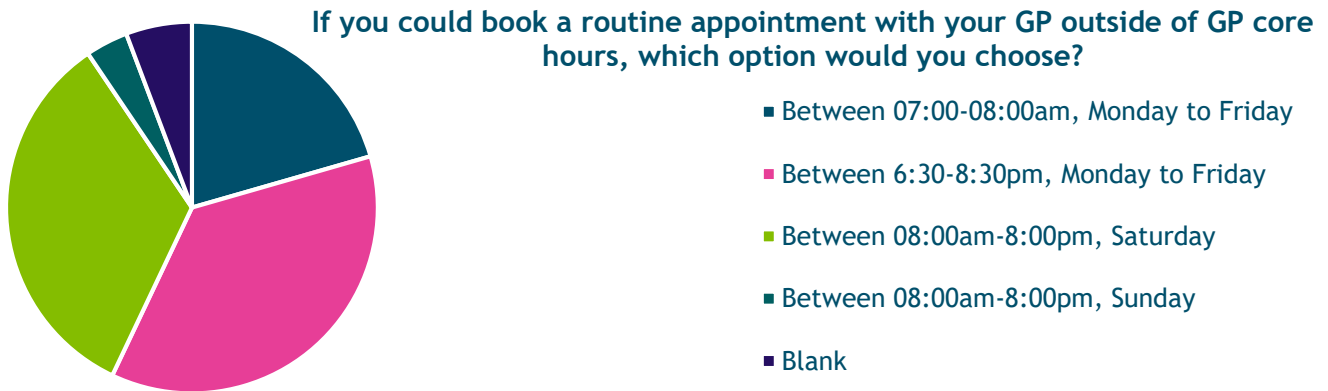


'Do you have difficulty in booking an urgent appointment?'



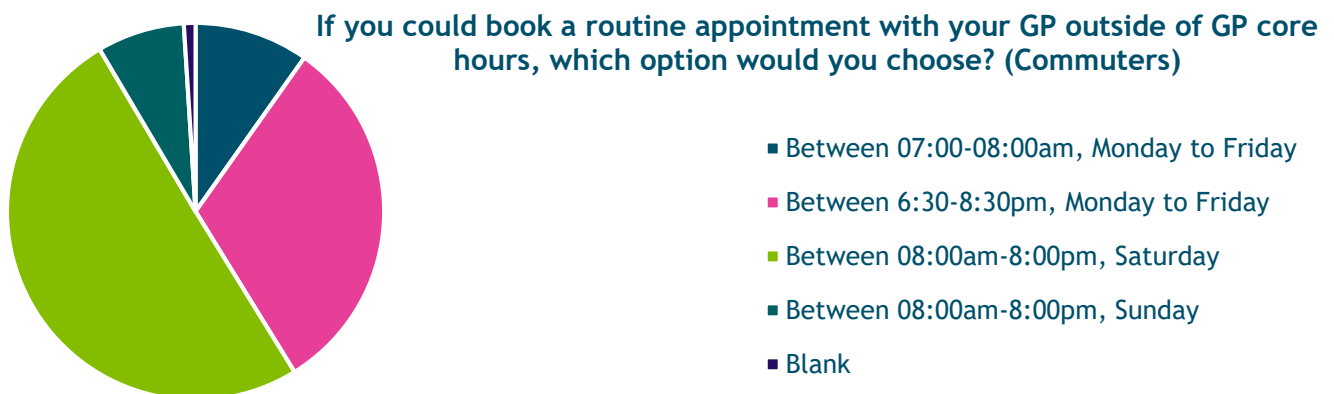
3.3.9 Extended Opening Hours

When asked what option they would choose if they could book routine appointments outside of core GP opening hours, the most popular choices were in the evenings (Monday to Friday), closely followed by Saturday appointments. There were several people, included in the 'Blank' section that were happy with the GP opening times as they were and stated that they did not want/need extended opening hours. This was predominantly reported by retired individuals.



07:00-08:00am Monday - Friday	6:30-8:30pm Monday - Friday	08:00am-8:00pm Saturday	08:00am-8:00pm Sunday	Blank
20.55%	36.5%	33.5%	3.7%	5.75%
411	730	670	74	115

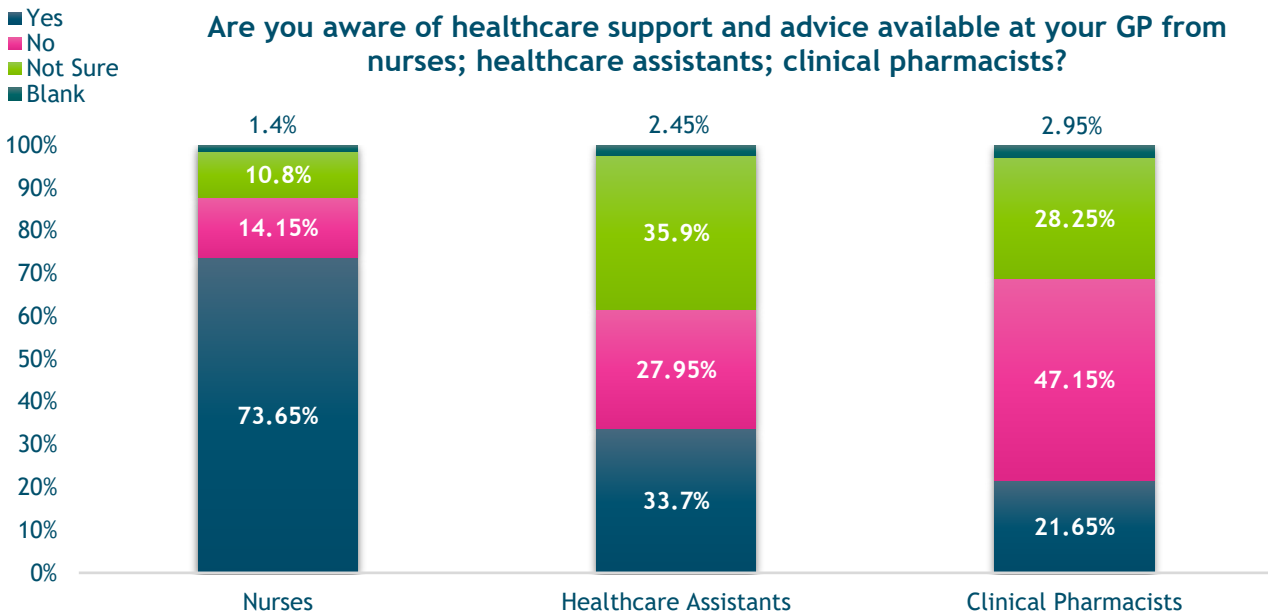
Responses from the commuter group (n = 503) were firmly in favour of opening hours on Saturdays. A greater proportion also picked Sundays as an option, but similarly to the whole group, this was the lowest option.



07:00-08:00am Monday - Friday	6:30-8:30pm Monday - Friday	08:00am-8:00pm Saturday	08:00am-8:00pm Sunday	Blank
10%	31%	50%	8%	1%
50	156	252	40	5

3.3.10 Awareness of Support Services at GP Practice

When asked about their awareness of healthcare support and advice from nurses, healthcare assistants and clinical pharmacists at their GP surgery, responses reveal that patients were most aware of nurses and their services (73.65%). Awareness of support available from healthcare assistants (HCAs) and clinical pharmacists was more varied. Patients were more aware of HCAs (33.7%) than of clinical pharmacists (21.65%) available in the GP surgery. From talking with patients, it was clear that the majority of surgeries do not have clinical pharmacists in the practice. However, people appeared to have good use of pharmacy services in the community. The extent of awareness of the full range of pharmacy services and support available was not something this survey was able to capture.



Nurses:

Yes	No	Not Sure	Blank
73.65%	14.15%	10.8%	1.4%
1473	283	216	28

Healthcare Assistants:

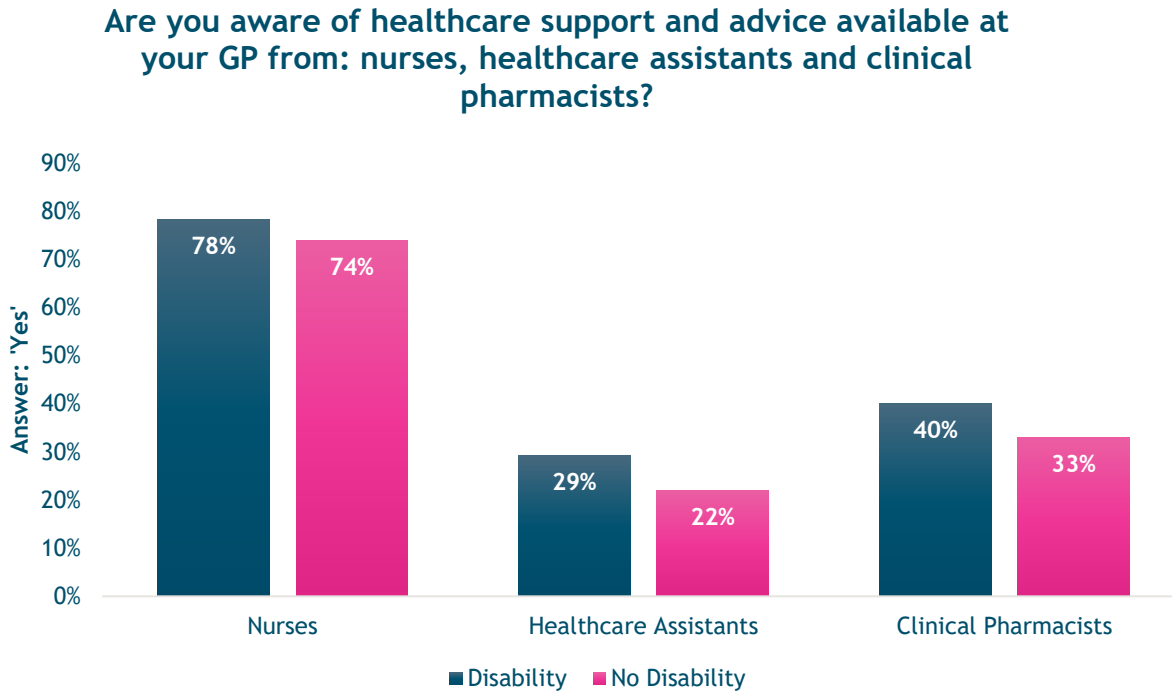
Yes	No	Not Sure	Blank
33.7%	27.95%	35.9%	2.45%
674	559	718	49

Clinical Pharmacists:

Yes	No	Not Sure	Blank
21.65%	47.15%	28.25%	2.95%
433	943	565	59

3.3.11 Disability and Awareness of Support Services at GP Practice

Respondents who identified as having a disability (n = 213) were more aware of healthcare advice and support available from nurses, healthcare assistants and clinical pharmacists than those who did not report a disability.



3.3.12 Urgent Care Centre Use

When asked if they had ever chosen to access an Urgent Care Centre instead of their GP for an urgent appointment, the large majority (67.3%) stated that they had not. Of those who said they had (31.35%), reasons given included having young children, requiring out-of-hours appointments and an inability to get appointments from their GP practice.

A respondent who took part in the survey at Ealing Hospital commented that “*I had to do this today! I checked online but there were no appointments*”. Lack of appointments or an inability to obtain appointments within a specific timeframe are clearly driving factors in the use of UCCs in lieu of GP practices.

Another major factor in patients’ decisions to attend a UCC was their lack of awareness of the new GP access centre service. Due to this lack of awareness, patients reported going straight to a UCC at the weekend.

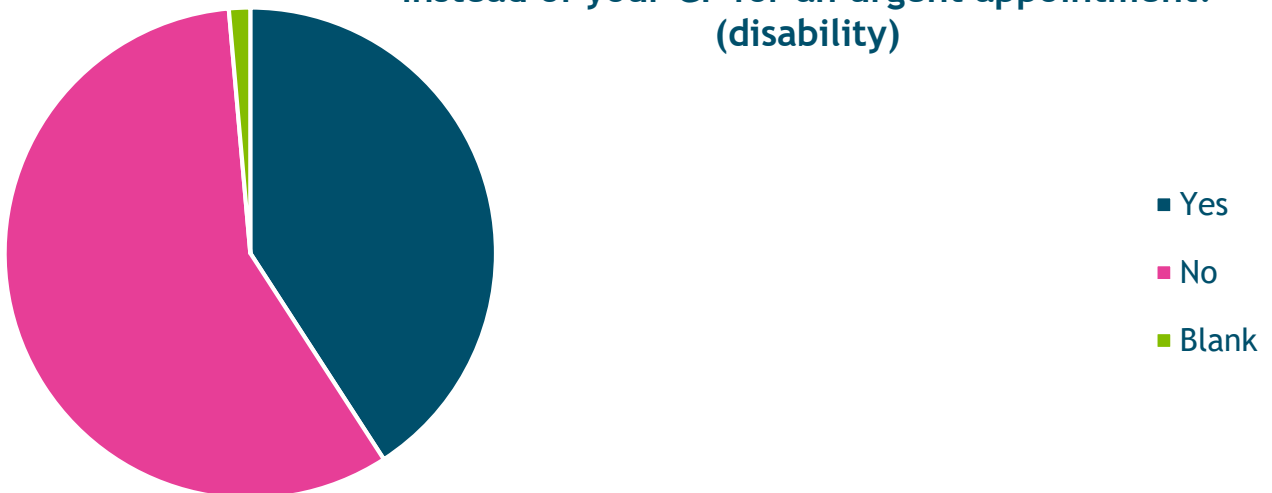
Have you ever chosen to access an Urgent Care Centre instead of your GP for an urgent appointment?



Yes	No	Blank
31.35%	67.3%	1.35%
627	1346	27

Patients who reported a disability (n = 213) were more likely to attend a UCC instead of their GP practice for an urgent appointment, with 40.85% responding 'Yes' as opposed to 31.35% of the general respondents.

Have you ever chosen to access an Urgent Care Centre instead of your GP for an urgent appointment? (disability)



Yes	No	Blank
40.85%	57.75%	1.4%
87	123	3

3.3.13 Awareness of GP access centres

When asked if they were aware of the availability of urgent appointments at weekends at GP access centres, 31.8% of respondents stated that they were aware of this service. Those who were aware of this service were again parents of young children, the elderly and those who had used it previously. As the GP Access Centres were newly opened at the time of this survey, we would expect greater awareness going forward.

One respondent stated that they had been informed of this service by their GP as they had been ill on a Friday. Respondents who reported having a disability were slightly more aware of this service, with 38% of this cohort responding ‘Yes’ to this question, compared to 31.8% of respondents that did not report a disability.

A significant number of respondents who were aware of online services at their GP practice also tended to be aware of the new GP Access Centres. 40% of people who reported being aware of online services at their GP practice responded ‘Yes’ when asked ‘Did you know that if you ring NHS 111 at the weekend, you can book an urgent on the day appointment at a local practice that has access to your clinical records, if your problem is assessed as needing urgent review?’ compared to 28% of those who were not aware of online services at their GP practice.

Feedback about this new service from respondents who were previously aware of it was generally positive with comments like “Used it recently and got a GP appt. on Sunday within 30 minutes. We were very impressed” and “Used it 2 weeks ago for dad. Very pleased instead of having to wait at hospital” being among the feedback received.

Did you know that if you ring NHS 111 at the weekend, you can book an urgent on the day appointment at a local practice that has access to your clinical records, if your problem is assessed as needing urgent review?

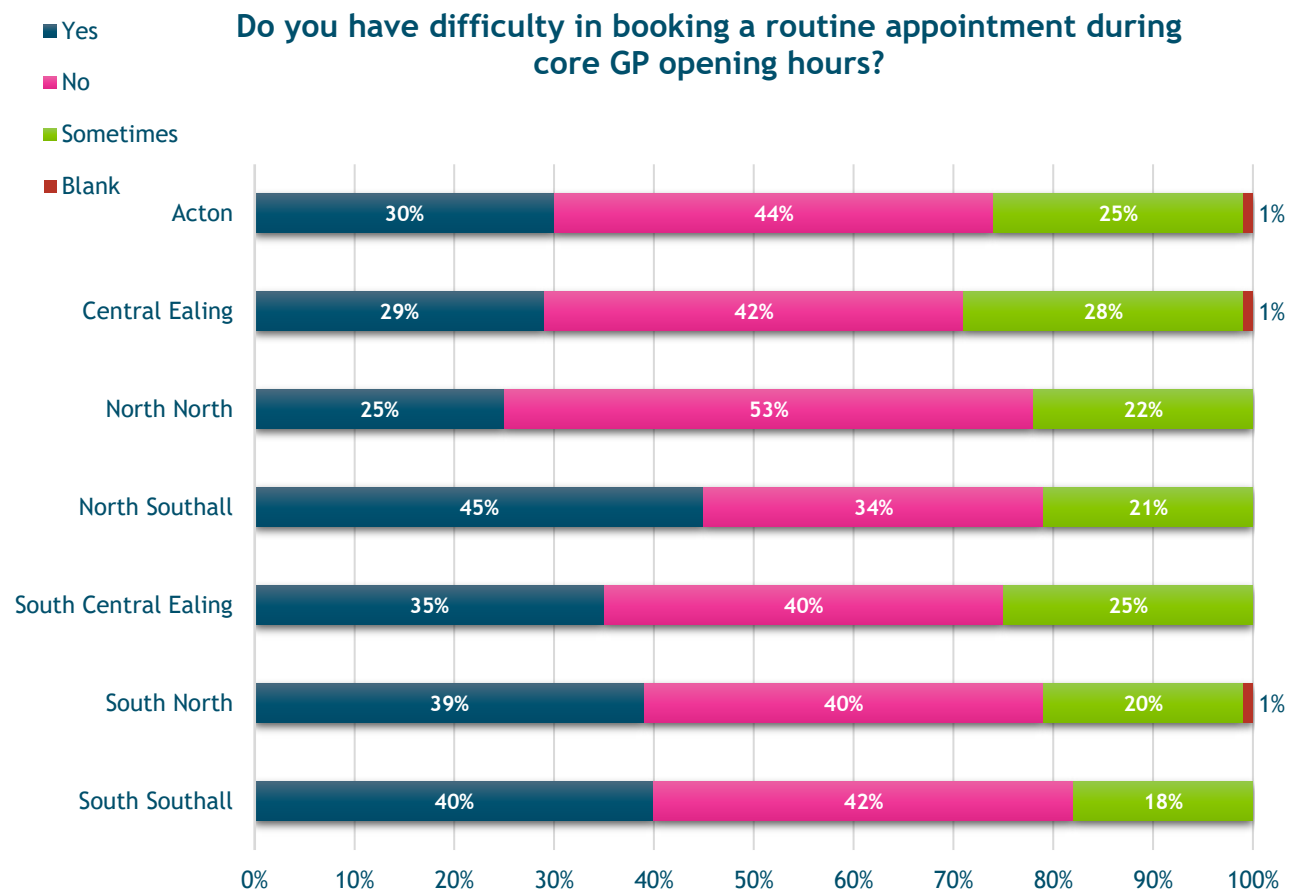


Yes	No	Blank
31.8%	67.05%	1.15%
636	1341	23

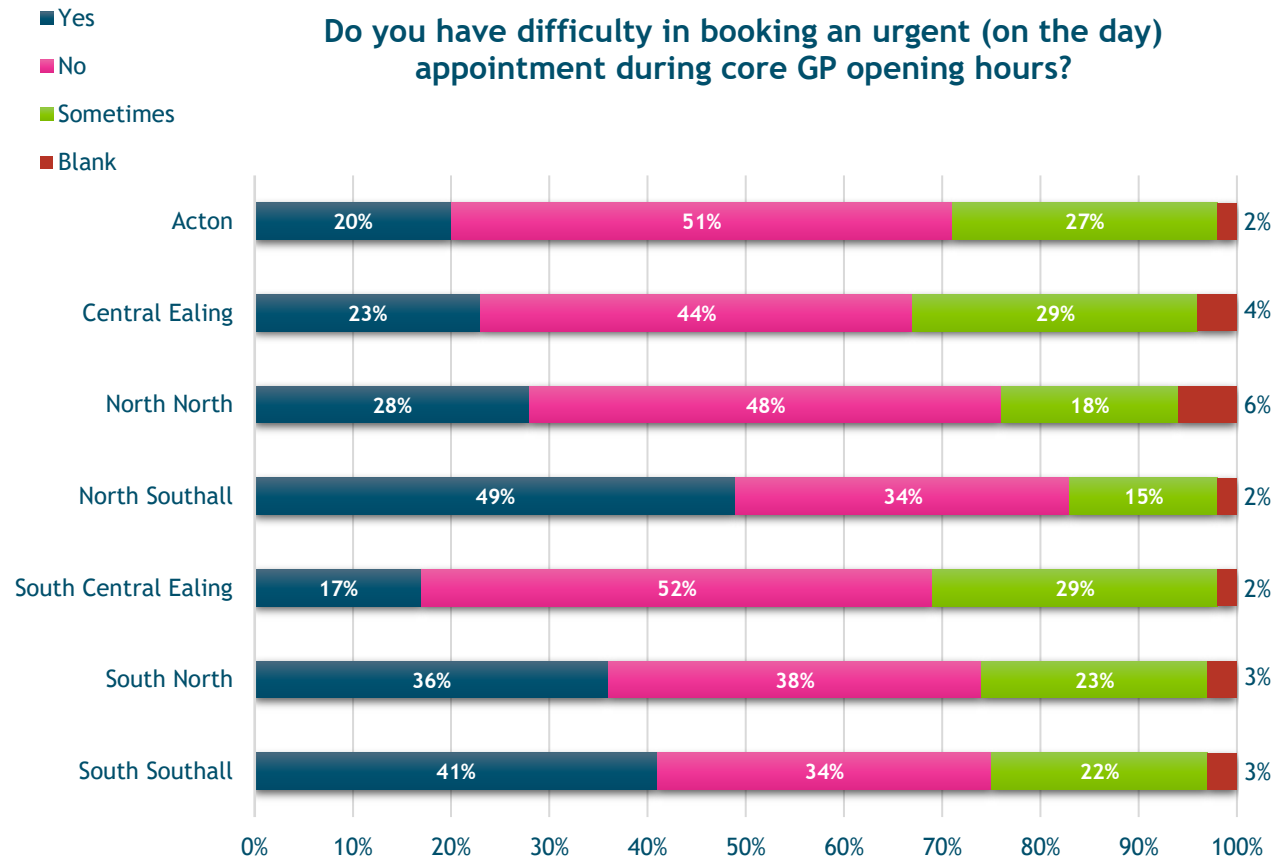
4.0 Analysis by GP Network

4.1 Access to Appointments

In response to the question regarding difficulties in booking routine appointments during core GP hours, the 'North North' network demonstrated the most positive results, with 53% of respondents reporting no problems with booking routine appointments, and the lowest number of respondents reporting problems with doing so (25%). The 'North Southall' network demonstrated the least positive results, with the highest rates of respondents reporting problems with booking routine appointments (45%), and the lowest rates of respondents reporting that they had no problems (34%).



Regarding the question of difficulty in obtaining urgent (same day) appointments during core GP hours, most GP networks demonstrated positive results. The most positive results were in the ‘South Central Ealing’ network with only 17% of respondents reporting difficulty in obtaining urgent (same day) appointments. The ‘North Southall’ network again demonstrated the least positive results, with 49% of respondents in this area finding it difficult to access urgent (same day) appointments at their GP practices.



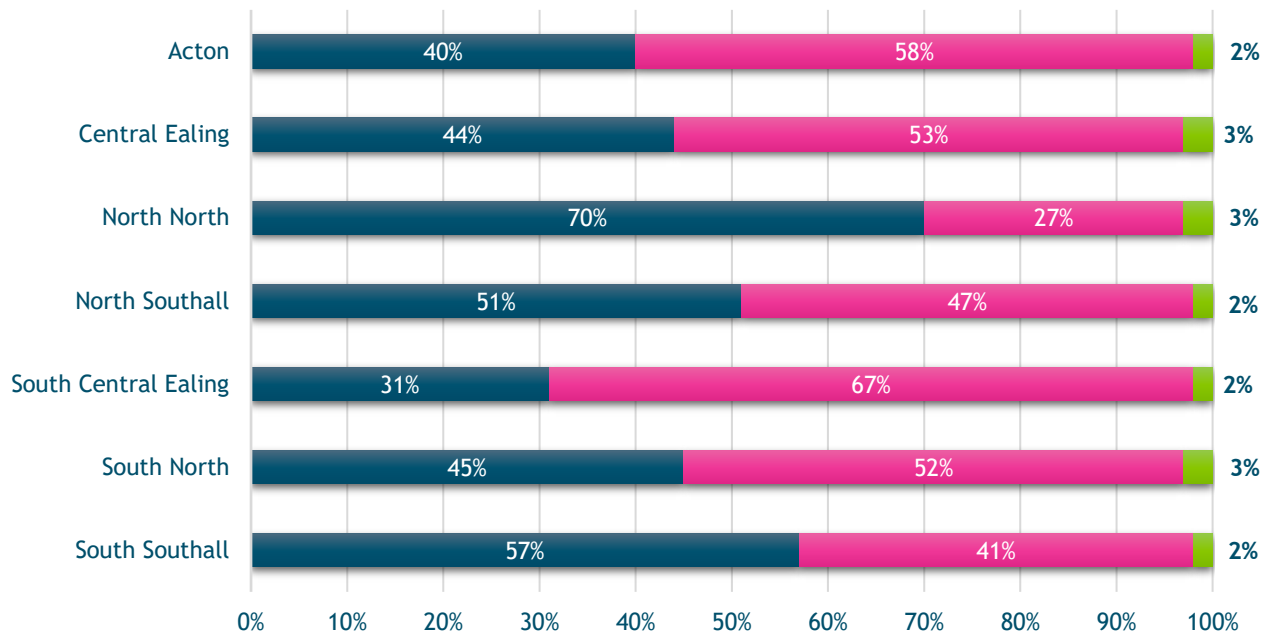
4.2 Waiting Times

Waiting times for routine appointments varied across the health networks. The ‘North North’ network showed the most positive results, with the highest percentage of patients being seen within 3 days (44%) and 70% of patients being seen in less than a week. The poorest performing network in this regard is ‘South Central Ealing’, with only 12% of patients being seen within 3 days for routine appointments and 31% of patients being seen in less than a week.

The graph below groups the responses together to create a clearer picture of waiting times. Responses of ‘Same Day’, ‘Next Day’, ‘2-3 Days’ and ‘4-6 Days’ constitute ‘Less than a week’ while responses of ‘1-2 Weeks’ and ‘2 Weeks+’ constitute ‘1 Week+’.

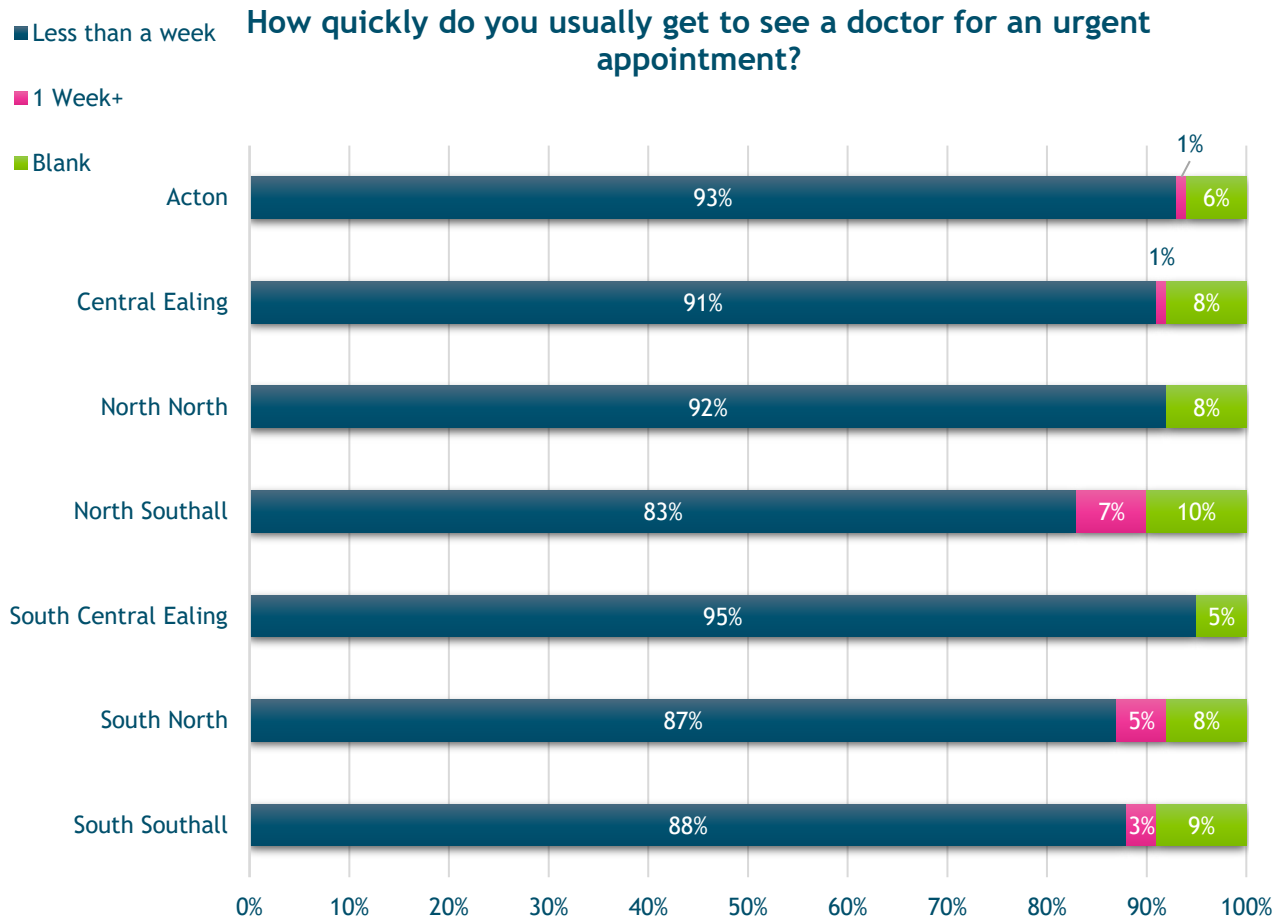
- Less than a week
- 1 Week+
- Blank

How quickly do you usually get to see a doctor for a routine appointment?



Waiting times for urgent appointments, were generally positive, with most patients being seen on the same day, or the next day. The ‘South Central Ealing’ network performed the best with 95% of patients requiring urgent appointments obtaining them in less than a week. The ‘North Southall’ network had the poorest performance, with only 45% of patients being seen the same day and 83% seen in less than a week.

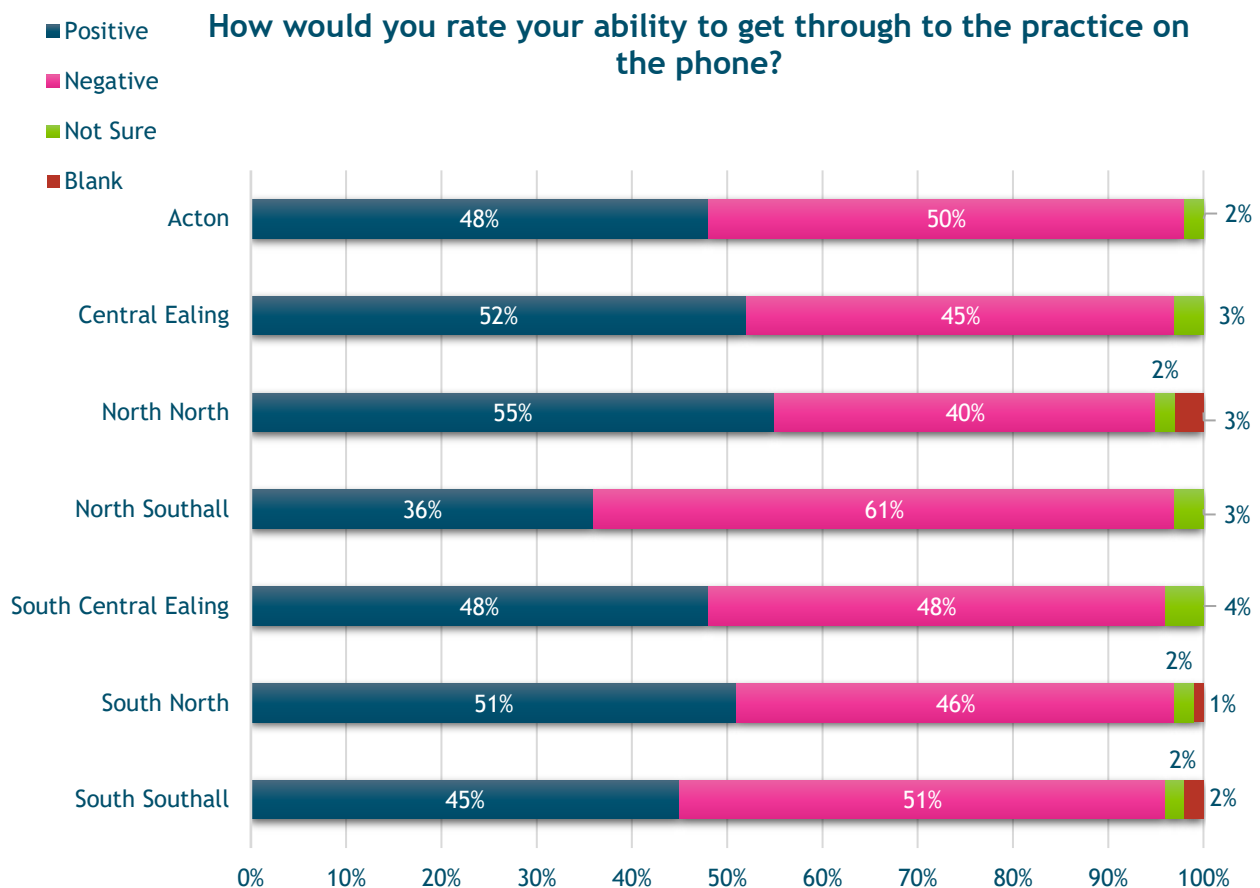
The graph below groups the responses together to create a clearer picture of waiting times. Responses of ‘Same Day’, ‘Next Day’, ‘2-3 Days’ and ‘4-6 Days’ constitute ‘Less than a week’ while responses of ‘1-2 Weeks’ and ‘2 Weeks+’ constitute ‘1 Week+’.



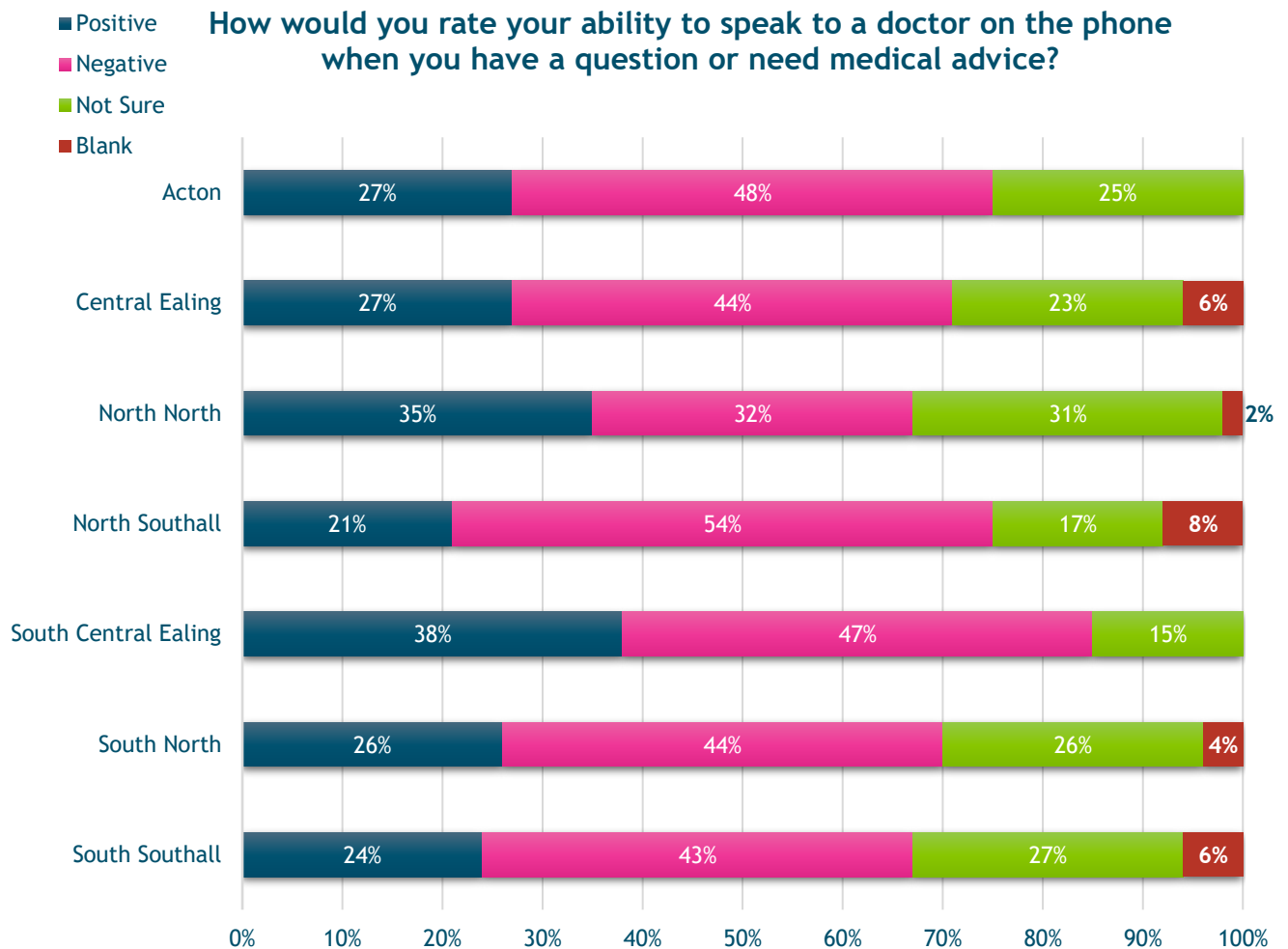
4.3 Phone Access

When asked to rate their ability to get through to their GP practice on the phone, findings varied across GP networks. Taking ‘Very Poor’, ‘Poor’ and ‘Fair’ as negative ratings and ‘Good’, ‘Very Good’ and ‘Excellent’ as positive ratings, the ‘North Southall’ network showed the least positive responses. Only 36% of respondents rated their phone access positively in this network, compared to 55% in ‘North North’, the best performing network.

Phone access is clearly demonstrated as a significant issue across all GP networks. Even in ‘North North’, 40% of respondents rated their phone access negatively. This shows that there are clear problems with this service that need to be identified and improved to deliver a better service for patients across the borough.



When asked to rate their ability to speak to a doctor on the phone, the ‘North Southall’ GP network again is highlighted as the poorest performing network with the highest levels of negative ratings (54%). Comments such as: “You can speak to a doctor on the phone but it’s difficult. They’re meant to call you back but doesn’t always happen” and “Hard to get the doctor on the phone” accompanied ratings of ‘Very Poor’ in this network. The best performing network is ‘North North’ with the lowest levels of negative ratings (32%).



5.0 Recommendations

From our survey, it is evident that there is a need:

- To provide improved telephone access for those patients who try to contact their surgeries to request appointments, but are kept waiting for unacceptable durations due to surgery telephone lines being busy and sometimes even missing their opportunity to be considered for an appointment.
- To provide quicker access and appointments for some patients who need urgent appointments but have reported that at times they find it difficult to do so. This is important as delays in providing urgent appointments can prompt some patients to visit A&E or UCC as an alternative.
- To ensure that GP staff, especially receptionists, are provided suitable ongoing training on how to treat patients with empathy, respect and patience so that they are encouraged to reciprocate these positive characteristics in their behaviour towards GP staff.
- To ensure that patients are made aware of their right to access telephone advice from a GP. There is a significant number who are unaware of this facility and could significantly contribute to reduced pressure on appointment booking and support preventative access to emergency services.
- To increase awareness of the advantages of accessing GP online services to maximize online usage by patients willing to go online.
- To improve online booking systems to accommodate patient booking needs and improve ease of use; e.g. forgotten passwords.
- To raise awareness among local patients about the healthcare services available through nurses, HCAs and clinical pharmacists. Information needs to be disseminated to local patients so awareness of alternatives to seeing a GP is improved, and patients are encouraged to access other qualified professionals. While disseminating information about these services, we would recommend that commissioners and providers of health and social care services make a special effort to inform disadvantaged groups, such as older people, people with various kinds of disabilities, those whose first language might not be English such as refugees, those newly arrived and other seldom heard communities.
- To provide accurate and clear information about how, when and under what circumstances local patients can access services provided by the UCC.

- To increase awareness of the benefits of accessing the NHS 111 telephone service. Armed with this information, patients will hopefully be encouraged not to panic, but to access the free NHS 111 service that should be able to assist them in diverse ways. This can include: offering them appropriate advice, helping them to access GP appointments at the weekend³ or, if required, either directing them to seek suitable and safe Out of Hospital Care - for instance, in an Urgent Care Centre - or asking them to ring 999 or go directly to the A&E section of a local hospital for urgent medical help.
- While providing information about available health and social care services, commissioners and providers of services should make sure older people, those with disabilities, and those whose first language isn't English are well-informed of services via their community, voluntary and faith organisations.
- Deliberate efforts should be made by service commissioners to demystify online services for older people and highlight the benefits of using these services. This can be achieved through partnerships with libraries, community groups, carer and faith groups, and centres and local community organisation, as well as mainstream national voluntary charities, such as Age UK, Diabetes UK, the Stroke Association and the British Heart Foundation.

³ "Ealing Clinical Commissioning Group is committed to improving care out of hospital [OOH] so more people can be treated nearer to their homes. We are constantly looking at ways of making it easier for you to see your GP. We know that GPs are often very busy and we sometimes hear from people who have had trouble getting an appointment. That is why we now have at least 3 GP surgeries open every weekend spread across the borough" From the NHS' *Your healthcare services in Ealing*, p. 16, Nov. 2014.

Appendix 1 - The Survey

GP Access

Ealing Clinical Commissioning Group (ECCG) is conducting a survey with the residents of Ealing to ask about the ease of accessing appointments in their GP Practice. ECCG is interested in collecting your views on booking routine and urgent appointments, using the telephone and online booking and accessing other related health services.

Name of GP practice: _____

If you are not registered with a GP surgery please can you tell us why?

1) Do you have difficulty in booking a **routine** appointment during core GP opening hours 08.00 - 6.30pm Monday to Friday?

 Yes

 No

 Sometimes

2) Do you have difficulty in obtaining an **urgent (on the day)** appointment during core GP opening hours 08.00 - 6.30pm Monday to Friday?

 Yes

 No

 Sometimes

3) How quickly do you usually get to see a doctor: (please tick one box only)

	Same day	Next day	Within 2-3 days	Within 4-6 days	Within 1-2 weeks	2 weeks or more
a) For a routine appointment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) For an urgent appointment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4) Thinking of times you have **phoned** the practice, how do you rate the following:

	Very poor	Poor	Fair	Good	Very good	Excellent	Not sure
a) Ability to get through to the practice on the phone?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Ability to speak to a doctor on the phone when you have a question or need medical advice?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5)	At your GP surgery are you able to: (please tick one box)	Yes	No	Not sure
a)	Book an appointment online ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b)	If you are not able to at the moment, would you utilise this facility if it was available?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6) If you could book a **routine appointment** with your GP outside of GP core hours (08:00-6:30pm, Monday to Friday), which option would you choose?
PLEASE TICK ONE ONLY

Between 07:00-08:00am, Monday to Friday

Between 6:30-8:30pm, Monday to Friday

Between 08:00am-8:00pm, Saturday

Between 08:00am-8:00pm, Sunday

7)	Are you aware of healthcare support and advice available <u>at</u> your GP from:	Yes	No	Not sure
a)	Nurses?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b)	Healthcare Assistants?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c)	Clinical pharmacists?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8) Have you ever chosen to access an Urgent Care Centre (UCC), for example the UCC at Ealing Hospital, instead of your GP for an urgent appointment?

Yes No

9) Did you know that if you ring **NHS 111 at the weekend**, you can book an urgent on the day appointment at a local practice that has access to your clinical records, if your problem is assessed as needing urgent review?

Yes No

THANK YOU for your time today.

We want to ensure we gather views from across the communities and different population groups in Ealing. Please help us understand who we have spoken to by completing the monitoring information on the next page.

Monitoring information

What is your age? (please tick one box)

<input type="checkbox"/> 16-24	<input type="checkbox"/> 25-34	<input type="checkbox"/> 35-44	<input type="checkbox"/> 45-54	<input type="checkbox"/> 55-64
<input type="checkbox"/> 65-74	<input type="checkbox"/> 75-84	<input type="checkbox"/> 85+	<input type="checkbox"/> Prefer not to say	

What is your gender? (please tick one box)

Are you: Male Female Prefer not to say

Which ethnic group do you belong to? (please tick one box)

These categories are based on the Census 2011 categories and recommended by the Commission for Racial Equality.

<p>White</p> <input type="checkbox"/> British <input type="checkbox"/> English <input type="checkbox"/> Gypsy or Irish Traveller <input type="checkbox"/> Irish <input type="checkbox"/> Scottish <input type="checkbox"/> Welsh <input type="checkbox"/> Other White background (specify if you wish) _____	<p>Asian, Asian British, Asian English, Asian Scottish or Asian Welsh</p> <input type="checkbox"/> Asian / Asian British <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Chinese <input type="checkbox"/> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Other Asian background (specify if you wish) _____
<p>Black, Black British, Black English, Mixed Black Scottish, or Black Welsh</p> <input type="checkbox"/> African <input type="checkbox"/> Caribbean <input type="checkbox"/> Other Black background (specify if you wish) _____	<p>Mixed</p> <input type="checkbox"/> White and Asian <input type="checkbox"/> White and Black African <input type="checkbox"/> White and Black Caribbean <input type="checkbox"/> White and Chinese <input type="checkbox"/> Other mixed background (specify if you wish) _____
<p>Other ethnic group</p> <input type="checkbox"/> Arab <input type="checkbox"/> Other ethnic group	<input type="checkbox"/> Prefer not to say

Disability : The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment which has a substantial and long-term adverse affect on their ability to carry out normal day-to-day activities.

Do you consider yourself to be disabled?

Yes (please specify) _____

No

Prefer not to say

Have you ever identified as transgender? (please tick one box)

- Yes
 No
 Prefer not to say

Sexual orientation (please tick one box)

- Bisexual
 Gay man
 Gay woman/lesbian
 Heterosexual/straight
 Other, specify if you wish _____
 Prefer not to say

Employment

Which of the following best describes you? (please tick one box)

- | | |
|---|--|
| <input type="checkbox"/> In full time employment | <input type="checkbox"/> Looking after your home/family |
| <input type="checkbox"/> Working part time | <input type="checkbox"/> A carer |
| <input type="checkbox"/> Unemployed and looking for work | <input type="checkbox"/> Retired from paid work |
| <input type="checkbox"/> Unable to work due to long term sickness | <input type="checkbox"/> At school or in full time education |
| <input type="checkbox"/> Other (please describe) _____ | |

What is your postcode? _____

- Prefer not to say

THANK YOU

This information will be used anonymously to ensure we have heard from people across the borough of Ealing.

Appendix 2 - GP Network Breakdown

Acton GP Network:

- Acton Health Centre
- Acton Town Medical Centre
- Boileau Road Surgery
- Chiswick Family Practice
- Churchfield Surgery
- Cloister Road Surgery
- Crown Street Surgery
- Hillcrest Surgery
- Horn Lane Surgery
- Mill Hill Surgery
- The Bedford Park Surgery
- The Vale Surgery
- Western Avenue Surgery

Central Ealing GP Network:

- Corfton Road Surgery
- Cuckoo Lane Practice
- Gordon House Surgery
- Lynwood Surgery
- Mattock Lane Health Centre
- Pitshanger Family Practice
- Queenswalk Practice
- St Marks Medical Centre
- The Argyle Surgery
- The Avenue Surgery

North North GP Network:

- Allendale Road Surgery
- Barnabas Medical Centre
- Elm Trees Surgery
- Greenford Road Medical Centre
- Hillview Surgery
- Islip Manor Medical Centre
- Mandeville Medical Centre
- Meadow View Surgery
- Perivale Medical Clinic
- The Grove Medical Practice
- The Medical Centre

North Southall GP Network:

- Chepstow Gardens Medical Centre
- Dormers Wells Medical Centre
- Health Promotion Centre
- Jubilee Gardens Medical Centre
- K S Medical Centre
- Saluja Clinic
- Somerset Family Health Practice
- Somerset Medical Centre
- Southall Medical Centre
- St George's Medical Centre
- The Medical Centre - Uppal
- The MWH Practice
- The Northcote Medical Practice
- The Town Surgery
- Woodbridge Medical Centre

South Central Ealing GP Network:

- Ealing Park Health Centre
- Elthorne Park Surgery
- Grosvenor House Surgery
- Northfields Surgery
- The Florence Road Surgery

South North GP Network:

- Broadmead Surgery
- Eastmead Surgery
- Elmbank Surgery
- Goodcare Practice
- Greenford Avenue Family Health Practice
- Hanwell Health Centre
- Mansell Road Practice
- Northolt Family Practice
- Oldfield Family Practice
- West End Surgery
- Westseven GP
- Yeading Medical Centre

South Southall GP Network:

- Belmont Medical Centre
- Featherstone Road Health Centre
- Guru Nanak Medical Centre
- Hammond Road Surgery
- Medical Centre (Mangat)
- Sunrise Medical Centre
- The Welcome Practice
- Waterside Medical Centre

Appendix 3 - Ethnic Diversity

Ethnic Group	Sub-Group	Percentage
White	British	17.1
	English	6.2
	Gypsy or Irish Traveller	0
	Irish	2
	Scottish	0.5
	Welsh	0
	Other White*	5.7
Asian	Asian/Asian British	9.7
	Bangladeshi	2.4
	Chinese	0.9
	Indian	16
	Pakistani	6.2
	Other Asian**	7.8
Black	Black African	7.7
	Black Caribbean	5.45
	Other Black**	0.8
Mixed	White and Asian	2.4
	White and Black African	0.95
	White and Black Caribbean	1.2
	White and Chinese	0.1
	Other Mixed****	0.9
Other	Arab	4.2
	Other Ethnic Group	0.4
Prefer Not to Say		0.8
Blank		0.6

*Most commonly: Polish, Greek, Russian, Spanish, Italian, French, European, Brazilian

**Most commonly: Nepalese, Sri Lankan

***Most commonly: Black British, Somali

****Most commonly: Black and Asian, White British and Other White, White/Black and Arab, Asian and Arab