Westongrove
Partnership

ENHANCED ACCESS SURVEY

4TH JULY 2022

Insights & Design By

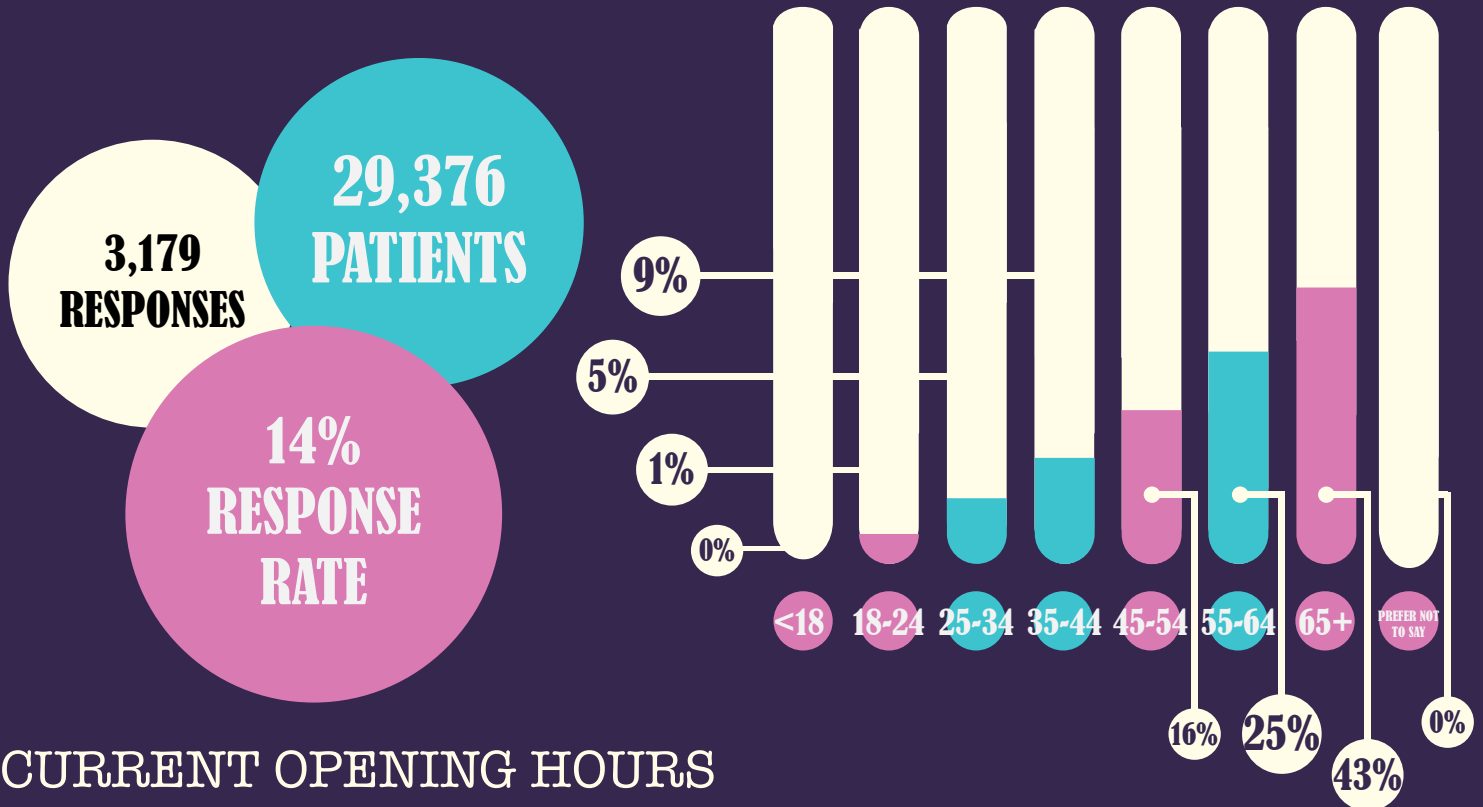**HANLEY CONSULTING**

ENHANCED ACCESS SURVEY

4TH JULY 2022

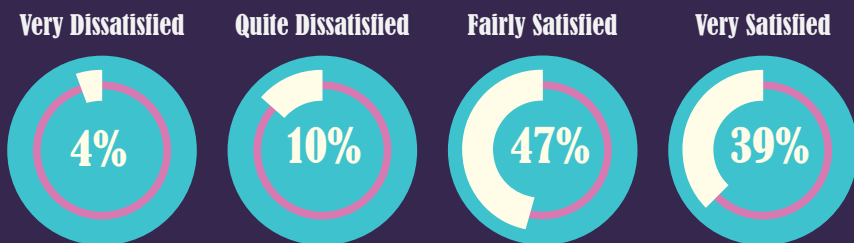## RESPONDENTS & DEMOGRAPHICS

3,179 RESPONSES

29,376 PATIENTS

14% RESPONSE RATE

9%
5%
1%
0%

| <18 | 18-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65+ | PREFER NOT TO SAY |

16%
25%
43%
0%

CURRENT OPENING HOURS

Very Dissatisfied — 4%

Quite Dissatisfied — 10%

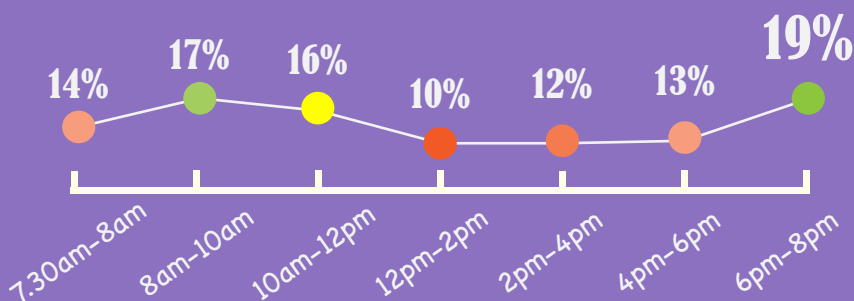**Fairly Satisfied** — 47%

Very Satisfied — 39%

All three practices scored similarly with an average of 83% saying they were either 'fairly satisfied' or 'very satisfied' with **current opening hours.**
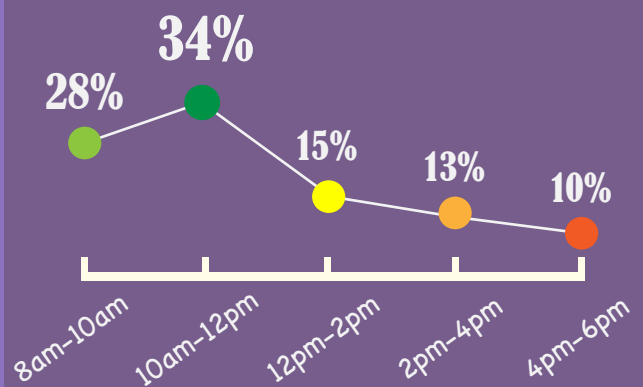
DESIRED OPENING HOURS

- Majority prefer 6pm–8pm Monday - Friday
- Those aged 55-64 preferred Saturday 10am–12pm the most
- Over 65s prefer 10am–12pm any day (Mon-Sat)

MONDAY-FRIDAY

7.30am–8am	8am–10am	10am–12pm	12pm–2pm	2pm–4pm	4pm–6pm	6pm–8pm
14%	17%	16%	10%	12%	13%	19%

SATURDAY

8am–10am	10am–12pm	12pm–2pm	2pm–4pm	4pm–6pm
28%	34%	15%	13%	10%

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APPOINTMENT TYPE

Pie chart:
- General Health concerns 6%
- LTC Management 12%
- Women's/Men's Health 14%
- Physiotherapy 6%
- Mental Health 6%
- NHS Health Checks 18%
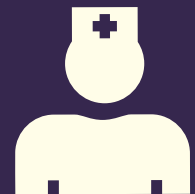- Personalised Care/Social Prescribing 4%
- Screening (Cervical Smears) 8%
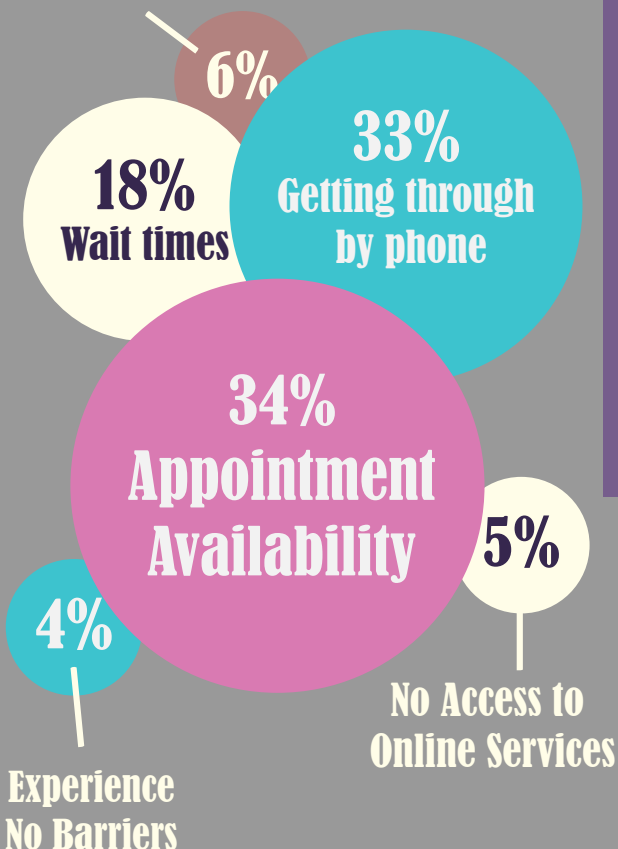- Minor Illnesses 16%
- Nurse Clinics 10%

- All 3 practices performed almost identically in terms of preference for appointment types offered
- 18-24 year olds had a 37% higher interest in Mental Health than other age groups (68%)
- 25-54 year olds showed more need for Screening e.g. cervical smears and women's/men's health checks
- Over 65s expressed more interest and a need for NHS Health Checks and Nurse clinics (e.g. wound dressing, injections)
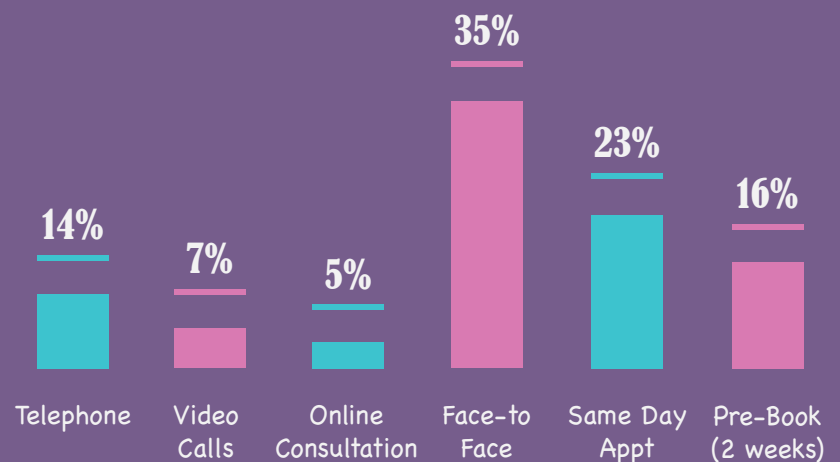
BARRIERS TO ACCESSING SERVICES

- Unable to attend during core hours 6%
- 18% Wait times
- 33% Getting through by phone
- 34% Appointment Availability
- 5% No Access to Online Services
- 4% Experience No Barriers

DESIRED CONSULTATION TYPES

- Telephone 14%
- Video Calls 7%
- Online Consultation 5%
- Face-to Face 35%
- Same Day Appt 23%
- Pre-Book (2 weeks) 16%

CONTACTING THE SURGERY

- 49% of patients contacted their practice between 2-4 times in the last 12 months
- 25-34 year olds have contacted their practice the most in the last 12 months
- Wendover Health Centre experiences the highest demand with more patients contacting them 5-10 times in a year than any other practice
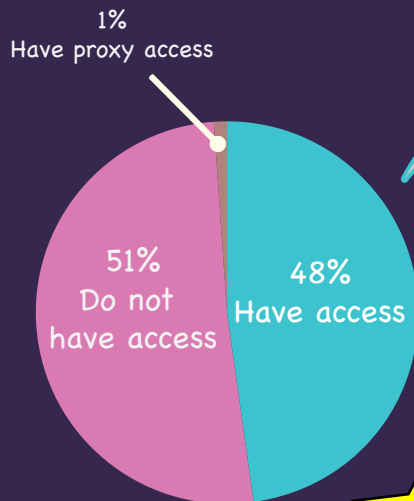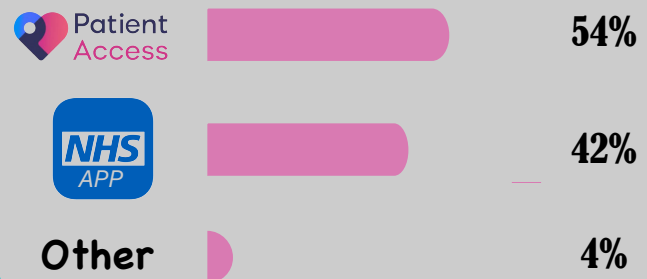
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RECORD ACCESS & ONLINE GP SERVICES
(excluding online consultations)

1%
Have proxy access

51%
Do not
have access

48%
Have access

Of those who do have access, how do you access your records/test results etc?

Patient Access — **54%**

NHS APP — **42%**

Other — **4%**

60% of comments referred to the **need for training** on how to use digital tools to gain online access.

Reasons for not accessing GP record online

14%
Other

12%
I'd like to but need training

2%
I don't have internet access

28%
I don't know how to get access

20%
I don't want to access my record online

24%
I didn't know it was avaialble online

COMMENTS INCLUDE...

- "I have tried but it is not available to me, receptionist said there was a backlog of getting everyone signed up for access"
- "I would happily access my records and do a lot more online, however trying to talk to anyone to get a sensible answer would help"
- "I just want to be able to see my GP face to face within a realistic time frame"

ask FIRST **Do you use the AskFirst app?**

35%
YES

61%
NO

4%
OTHER
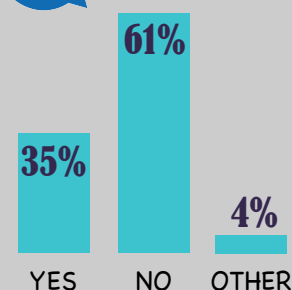
"I've tried but never any appointments available"