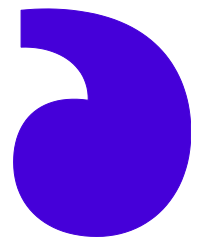




“Going to the Doctors” Survey Report

Results at September
2016



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1. ABOUT HEALTHWATCH WORCESTERSHIRE

Healthwatch Worcestershire provides an independent voice for people who use publicly funded health and social care services. Our role is to ensure that people's views are listened to and fed back to service providers and commissioners in order to improve services.

2. WHY DID WE UNDERTAKE OUR "GOING TO THE DOCTORS" SURVEY?

We are aware that there is a National GP Survey, the latest results of which were published in July 2016 following field work carried out in July - September 2015 and January - March 2016. This national survey is on a much larger scale, covers a broader scope of questions and was collected over a different timeframe to the results presented here.

HWW undertook our "Going to the Doctors" survey as primary care, and in particular GP services, are the issue that we hear about most often when we are speaking with people at engagement events. The survey was designed to be a quick, structured way to capture this feedback either face to face or online. It provides a recent snapshot of patient views. After initial discussion about content with Worcestershire Local Medical Committee the Survey included questions to test public response to the following issues which are relevant to the NHS locally:

- Patients opinion of telephone "triage" / call back process - whereby same day appointments are offered following a telephone consultation with a medical professional
- The importance placed by patients on seeing their preferred GP for same day and routine appointments
- Willingness by patients to see a GP in their local area if a same day appointment is not available at their own GP surgery

2.1 Why are we reporting the results of the Survey now?

HWW are reporting the Survey responses now so that these can help to inform the patient engagement process on primary care priorities in Worcestershire.

HWW intend to continue to run the "Going to the Doctors" survey for the remainder of this financial year.

3. HOW DID WE UNDERTAKE THE SURVEY?

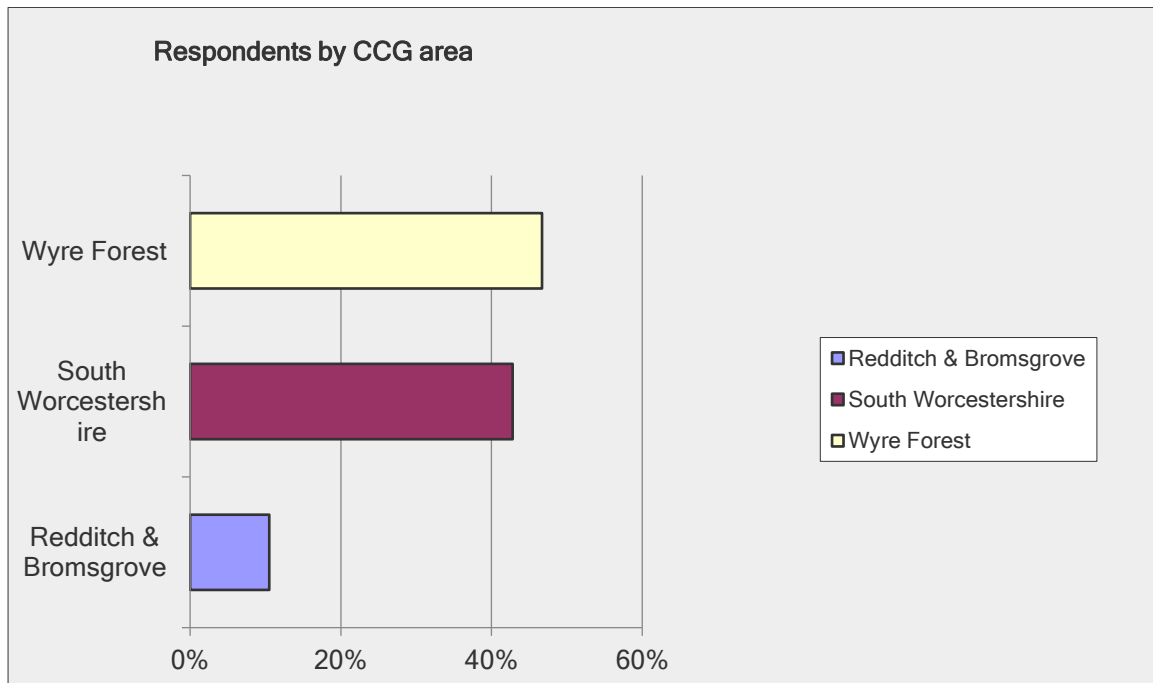
3.1 Total Respondents

304 people completed Healthwatch Worcestershire’s “Going to the Doctors” survey between February - September 2016.

The majority of responses, 70%, were completed face to face by HWW at engagement events. The remaining 30% were submitted online.

87% of respondents had seen their GP in the last 6 months, 8% in the last 6 - 12 months and 6% more than 12 months ago. The majority of responses therefore represent people’s view based on their recent experience/s.

3.2 Respondents by CCG area



The chart shows that 47% (142) of respondents are from the Wyre Forest CCG area, 43% (130) are from the South Worcestershire CCG area and 11% (32) respondents are from the Redditch and Bromsgrove area. The low number of respondents from Redditch & Bromsgrove should be taken into account when viewing results for this CCG area.

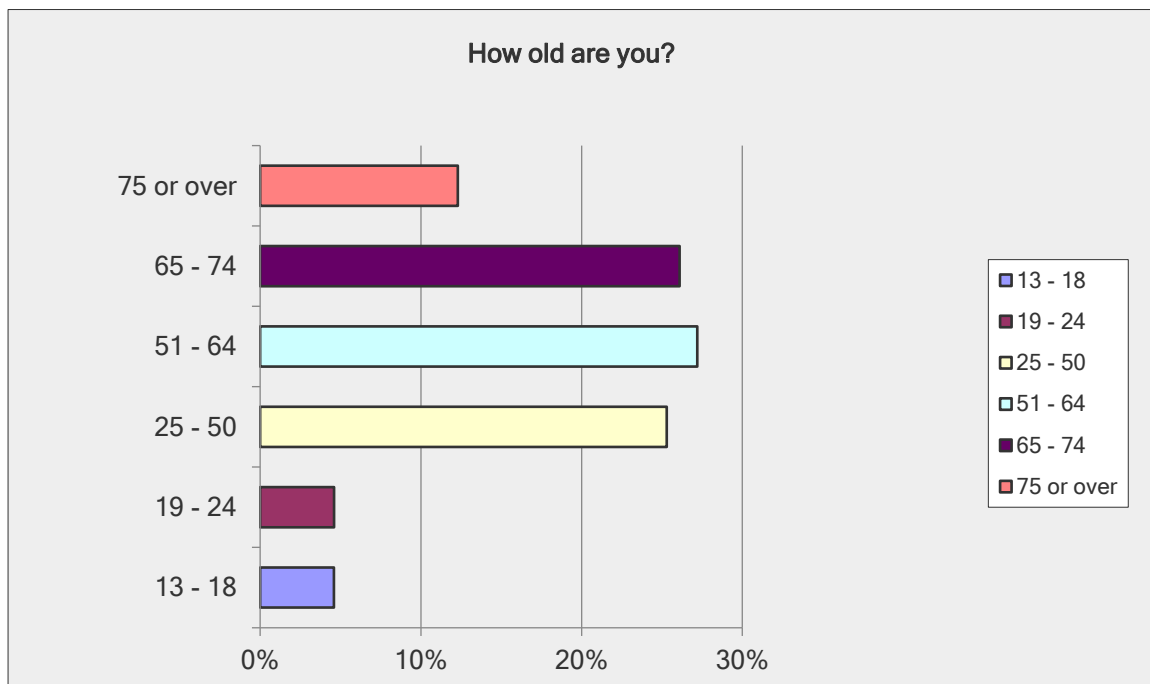
3.3 Respondents by gender

Of the people who answered this question

- 77% are female
- 23% are male

One person identified as Transgender

3.4 Respondents by Age



The chart shows that of the people who answered this question 38% are aged 65+, 52% are aged 25 - 64, and 10% are aged between 13 - 24.

3.5 Respondents by Ethnicity

98% of the people who answered this question identified themselves as White. Of these 96% were White British, 1% White Irish and 1% White “Other”.

The 2% of respondents who gave a different response identified themselves as White/Black African; Asian/Asian British or “Other” using Census categories.

NOTE

Not all questions were answered by all respondents. When non-response is present, percentages are reported based on the numbers answering the question. The number of respondents to each question can be found at Appendix One.

Results have been rounded to the nearest whole number, therefore will not always sum to 100%.

4. “GOING TO THE DOCTORS” SURVEY RESULTS

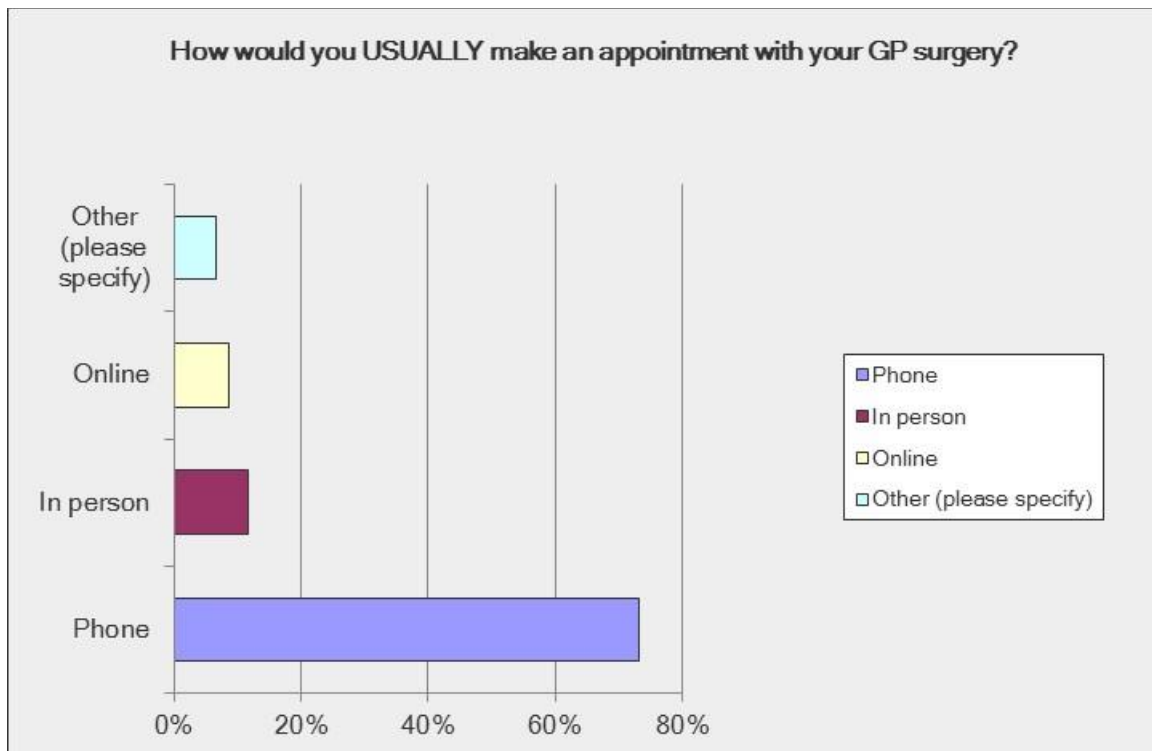
4.1 MAKING AN APPOINTMENT

4.1. a. How would you USUALLY make an appointment at your GP surgery?

The chart below shows that the telephone is the most popular option for making a GP appointment, with 73% of respondents choosing this option, followed by 12% who usually make an appointment in person.

Online booking was used by 9% of respondents. Whilst this may reflect the age profile of the survey respondents the proportion booking online is very similar to that reported in the results to the July 2016 National GP Survey.

The “Other” option was selected by 7% of respondents who made appointments both by phone and in person, or when other people made an appointment on their behalf.



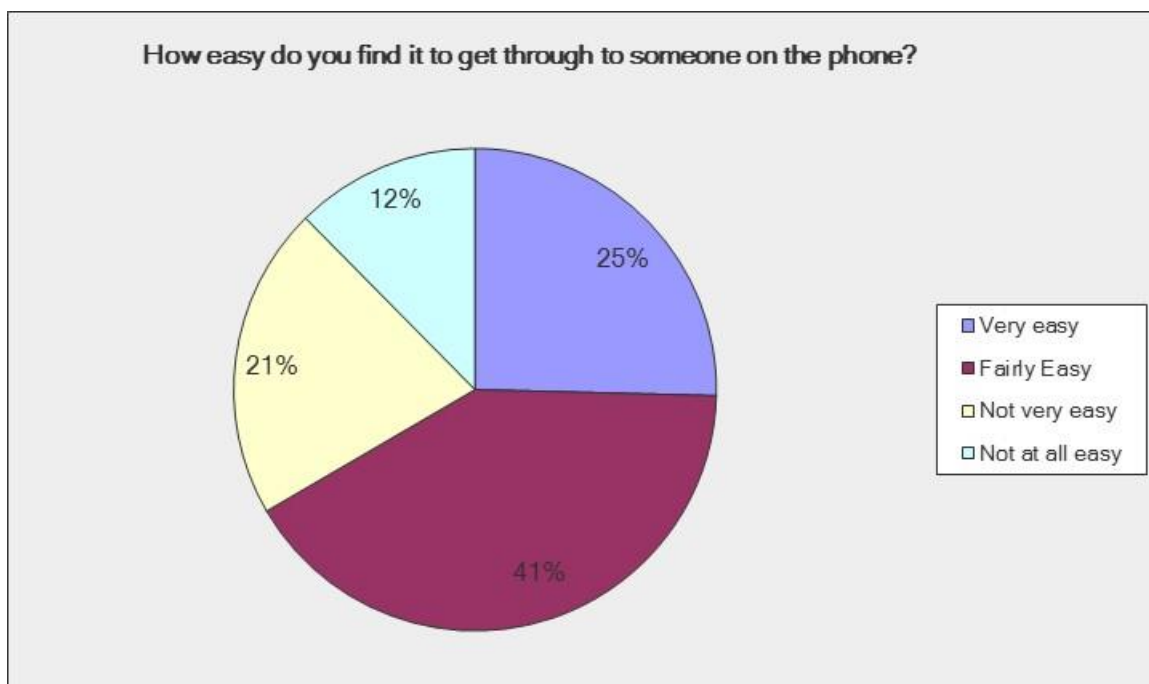
Points for Consideration:

GP surgeries could consider how they will further promote and develop the online appointment booking system

4.1. b. Ease of getting through to someone on the phone

We asked people how easy they found it to get through to their GP Surgery.

The Chart shows that the majority of the respondents found it very easy or fairly easy to get through on the phone (66%). However 33% of respondents found it not very easy, or not at all easy to get through on the phone.



Looking across the 3 CCG area there are some variations in this pattern:

HWW Survey Results	Redditch & Bromsgrove (%)	South Worcestershire	Wyre Forest
Very Easy	19%	20%	33%
Fairly Easy	44%	38%	44%
Not Very Easy	16%	25%	18%
Not At All Easy	22%	17%	5%

The results show that for HWW respondents in the South Worcestershire CCG area 58% found getting through to someone on the telephone very or fairly easy, whilst 42% found it “not very or not at all easy”. This is a higher percentage than in other CCG areas. Although response rates are clearly different this pattern is repeated in the results of the July 2016 National GP Survey shown below.

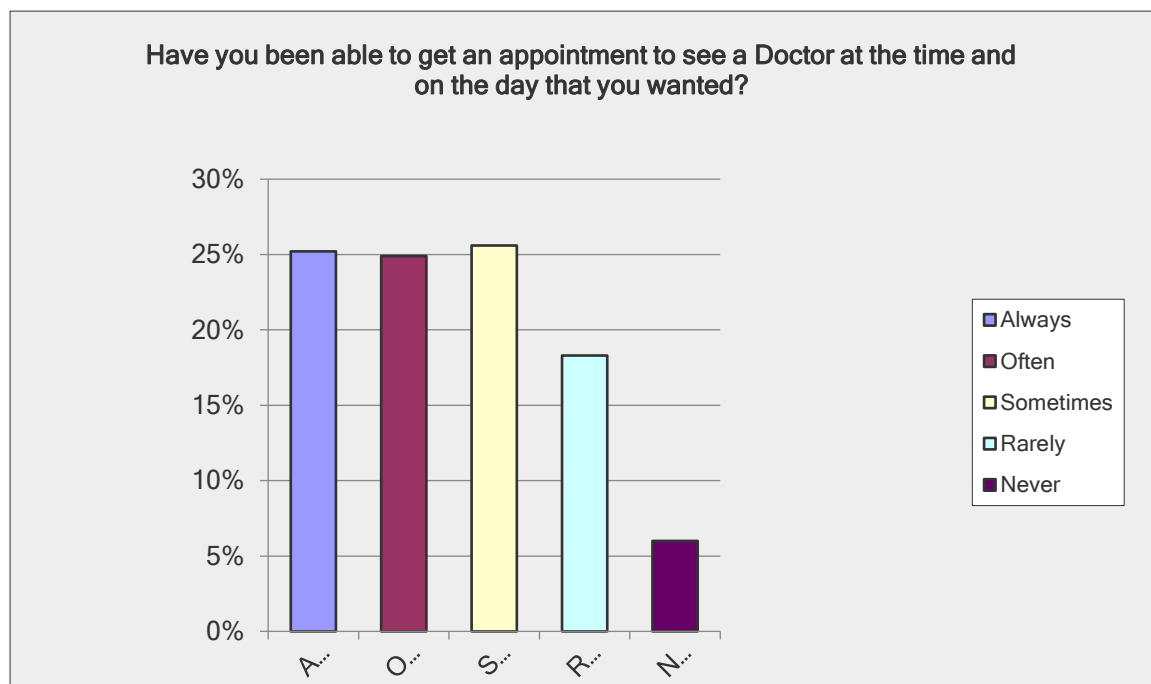
July 2016 National GP Survey Results	Redditch & Bromsgrove (%)	South Worcestershire	Wyre Forest
Very Easy	24%	25%	29%
Fairly Easy	52%	47%	50%
Not Very Easy	14%	16%	13%
Not At All Easy	6%	8%	5%
Have Not Tried	3%	3%	3%

Points for Consideration

CCGs to consider how telephone access to GP surgeries, particularly in the South Worcestershire CCG area, could be improved.

4.1. c. Getting an appointment at the time and on the day that you wanted

We asked if people had been able to get an appointment at the time and on the day that they wanted



The Chart shows that 50% of respondents could Always or Often get an appointment, 26% could Sometimes get an appointment, and 24% of respondents could Rarely or Never get an appointment to see a doctor at a time and on the day they wanted.

The table below shows the results across the 3 CCG areas

	All CCGs	Redditch & Bromsgrove (%)	South Worcestershire	Wyre Forest
Always	25%	16%	18%	34%
Often	25%	22%	21%	30%
Sometimes	26%	16%	32%	22%
Rarely	18%	25%	24%	11%
Never	6%	22%	5%	4%

There are variations in the results across the 3 Worcestershire CCG's.

The table shows that 38% of respondents in Redditch & Bromsgrove could Always or Often get an appointment in comparison to 39% in South Worcestershire and 64% in the Wyre Forest.

In Redditch and Bromsgrove 16% could Sometimes get an appointment as compared to 32% in South Worcestershire and 22% in Wyre Forest.

47% of respondents in Redditch and Bromsgrove could Rarely or Never get an appointment to see a doctor at a time or day they wanted compared to 29% in South Worcestershire and 15% in Wyre Forest.

Points for Consideration

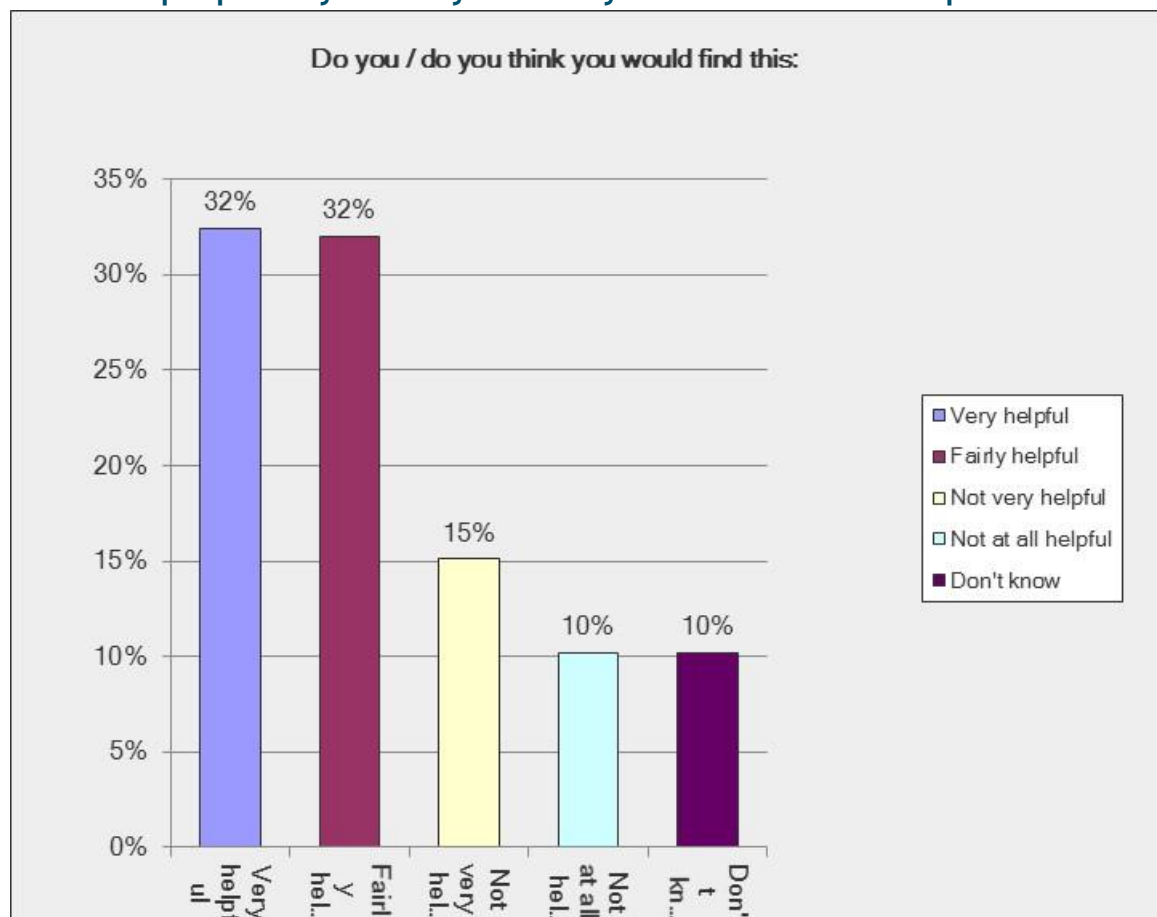
Recognising the demographic profile of our respondents CCGs to consider the implications of variations in respondents getting an appointment at the time and on the day that they wanted.

4.2 GP “TRIAGE” / CALL BACK SYSTEMS

We asked whether the respondents GP surgery offered a consultation with a healthcare professional over the telephone before offering a SAME DAY appointment.

63% of our respondents said that their GP used this system, whilst 37% did not.

We asked people do you / do you think you would find this helpful?



64% of respondents do / would find this system very or fairly helpful, 25% would find this not very or not at all helpful and 10% did not know.

Looking at the responses by CCG area there are variations across the 3 CCG's. This system is seen as being more helpful in the Wyre Forest area, and least helpful in Redditch & Bromsgrove, which may reflect current use of the system across the County.

Response across the 3 CCG areas

	Redditch & Bromsgrove (%)	South Worcestershire	Wyre Forest	ALL CCG areas
Very Helpful	13%	27%	42%	32%
Fairly Helpful	48%	33%	27%	32%
Not Very Helpful	19%	23%	6%	15%
Not At All Helpful	16%	7%	12%	10%
Don't Know	3%	10%	13%	10%

Looking at responses by age of respondent the table below shows that across all age ranges the majority of respondents do / would find the system very or fairly helpful.

30% of respondents Under 25 do / would find the system not very or not at all helpful, compared to 27% of 25 - 64 year olds and 24% of respondents aged 65+.

Response by age of respondent

Age	Very Helpful	Fairly Helpful	Not Very Helpful	Not At All Helpful	Don't Know
Under 25 yrs.	13%	43%	17%	13%	13%
25 - 64 yrs.	34%	30%	19%	8%	9%
65 + yrs.	29%	37%	12%	12%	10%

Respondents' reasons for the answer given

We asked people to briefly give a reason for their answer. We received 153 comments in total. The comments were coded as positive or negative and then themed. 96 of the comments were positive, 50 were negative, 7 comments related to people who did not know whether they would find the system helpful or not. The theme's identified are reported in order of frequency below.

Positive comments

- Phone easier and faster - better than waiting for an appointment
- Helpful to get advice / reassurance
- Helps you to get the appropriate person to help
- Saves GPs time
- Difficult to get to the Doctors - may not need to attend
- Can have problems resolved faster

“For people who work, the appointments offered are often very inconvenient. It can be helpful to talk to the GP on the phone for reassurance about whether an appointment is necessary or some other treatment e.g. over the counter medicine would be likely to work. However, success of method depends on the patient’s ability to articulate their symptoms and there is a risk that serious issues could be missed”

“It is very difficult to get a same day appointment at the surgery I go to. A telephone consultation would I believe help to filter out patients who do not actually need a same day appointment and offer [these to] patients that do need an appointment, which in turn could reduce the call on A+E”

Negative comments

- Would rather see Doctor face - to - face
- Difficulty in diagnosis over the phone (not suitable for serious complaints)
- Time delay in ringing back
- Do not want to discuss with anyone other than doctor - confidentiality concerns
- Difficulty in taking personal calls at work / lack of a signal at work
- Results in information being discussed twice
- Children can get ill quickly/should not assess child symptoms over phone

‘I was sceptical of this system at first but it seems to work very well and has, I understand, almost eradicated missed appointments. My only concerns are that on one occasion [x] was referred to a physiotherapist without the GP actually examining [x]. After several appointments [x] had to be referred for an MRI scan and subsequently hospital. Not only did this mean [x] suffered for a longer time it no doubt incurred additional costs. The other concern is that if a patient rings in a number of times without being seen there should be a marker to call them in to be seen face to face with a GP’.

“Got to wait for a call back. They don't ring back within the hour, once waited 3 hours and you have to cancel things. Have a telephone phobia. Don't feel doctor can pick up the right information over the phone and feel don't get the right treatment”

Commentary¹

It should be noted that the Survey respondents were 97% White British/Irish. Engagement work by Age UK Herefordshire & Worcestershire (Age UK H&W) on behalf of HWW has indicated that people from Black, Asian and Minority Ethnic communities whose first language is not English may find telephone based / call

¹ See reports on Engagement with BAME communities 2015 & 2016, Access to GP services for Deaf People, Young People’s GP Survey, Young People and Parental Engagement Services Report, Making sure that people with Learning Disabilities are able to make a complaint about GP services. Reports available on HWW website [“Our Work”](#)

back systems potentially problematic as assistance may be required with translation.

HWW also has concerns about how this system will work for people who are deaf or with hearing impairments, who have previously reported the difficulties for them of telephone based appointment systems.

Our engagement work with Children and Young People also suggests that the system may present difficulties for them, as receiving a “call back” at an educational setting can be difficult and they must fit their appointments around school / college timetables.

HWW is also concerned that some patients (as described in the quote above) may have difficulty in accurately articulating their symptoms.

Additionally a “call back” system may impact on people who rely on others to make appointments on their behalf or take them to appointments. Currently carers (paid / unpaid) can ring and get an immediate response about whether a SAME DAY appointment is available. The call back system potentially makes this more difficult.

It should be noted that the majority of respondents (70%) completed the Survey face to face. We cannot therefore be confident that we have captured the views of people with more limited mobility or who are housebound.

Points for Consideration

CCGs where this system is in use or who are introducing this system to consider strategies to make the GP triage system accessible to all patients, taking into particular consideration the commentary above.

CCGs to satisfy themselves that the triage system is able to identify patients who receive advice and treatment over the phone on a number of occasions within a defined time frame without seeing a GP face to face so that this information can be reviewed.

4.3 SEEING A PREFERRED GP

Preferred Doctor at your GP Surgery

We asked people if they had a preferred doctor at their GP surgery. 79% of respondents had a preferred GP, whilst 21% did not.

We asked people how important is it to see your preferred doctor when you need a SAME DAY appointment. 56% of respondents said that this was either very important or important whilst 44% felt this was not very important or not at all important.

We asked how important it is to see your preferred doctor for appointments that were NON EMERGENCY/ ROUTINE. 80% of respondents said that this was either very important or important whilst 20% felt this was not very important or not at all important.

This indicates that it is important to patients to see their preferred Doctor for non-urgent, routine appointments.

This finding reflects answers to other questions in this survey and what patients tell HWW anecdotally about the importance of continuity of care and seeing a GP who is aware of their medical history.

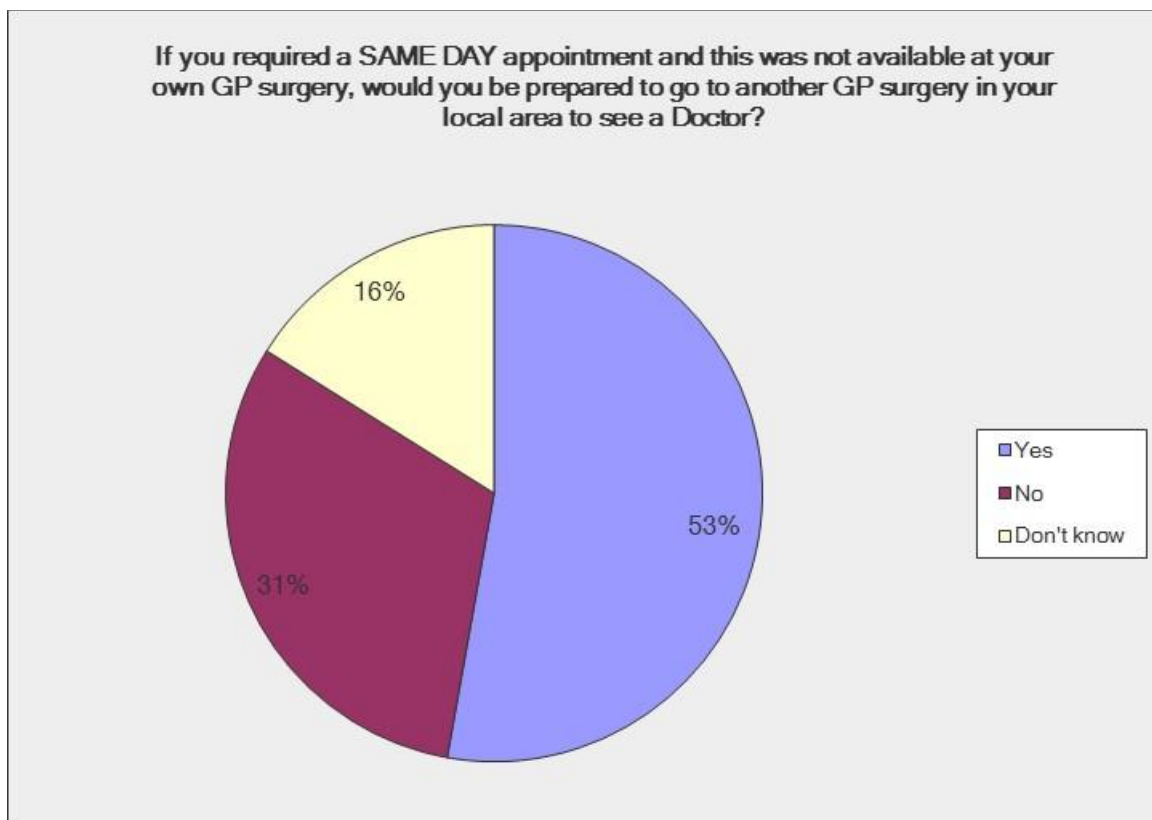
Points for Consideration

CCGs to consider how enabling people to have access to their preferred GP for NON EMERGENCY appointments can be managed within GP practices.

4.4 WILLINGNESS TO SEE A GP IN ANOTHER SURGERY

We asked people whether they would be prepared to go to another GP Surgery in the local area if a same day appointment was not available at their own surgery.

We included this question following liaison with the Worcestershire Local Medical Committee.



The Chart shows that 53% of our respondents said Yes to this question, 31% said No and 16% did not know.

We asked people to briefly give the reason for their answer. We received 139 comments in total, 4 of which did not relate to this question.

61 of these comments were made by people who answered YES to this question.

The themes that were identified by people who answered Yes are:

- If a same day appointment required / if it was urgent / or an emergency they would be prepared to see a different doctor at another surgery
- Alternative GP should have electronic access to the persons medical records
- Willing to do this if able to easily travel to the alternative

“TWO conditions: As long as it is in the same geographical location (NOT in another area of town), and the other GP has electronic access to the medical records”

“As long as it was within my area and I could get to the surgery I would go because a doctor is a doctor wherever they are. I cannot see it happening though as all surgeries seem not to have enough appointments”

43 comments were made by people who answered NO. The themes that were identified are:

- Continuity of care - wanting to see a doctor that knows the persons health history (some responses identified complex health conditions).
- No other surgery in the local area / distance
- Access to medical records

“Even with access to my notes, I would feel rather anxious going to a strange surgery where I did not know the GPs or staff”

“I trust my own GP and that is why I am registered at the surgery, I like continuity in my care”

A further 31 comments were made by people who answered Don't Know. The themes identified are:

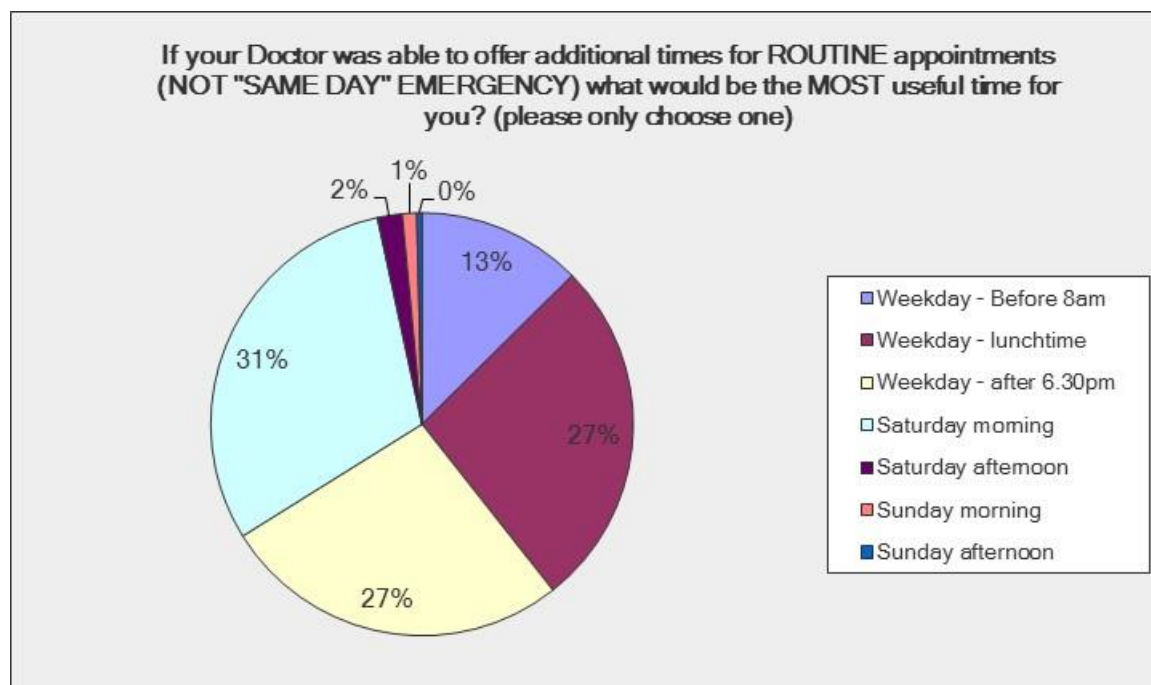
- Difficult to make a judgement when the option is not available,
- Access to notes at an alternative practice - not wanting to repeat medical history
- Lack of confidence in GP not known to the person
- Anxiety about going to a different surgery
- Distance
- Suitable for adults but not children

Points to Consider

CCGs to consider further testing public acceptance and the practical implications of enabling SAME DAY appointments at another GP in the local area.

4.5 SEVEN DAY ACCESS TO GP APPOINTMENTS

We asked people “If your doctor was able to offer additional times for ROUTINE appointments (NOT “Same Day” Emergency) what would be the most useful time for you?”



The results show that across all respondents most (31%) would find Saturday morning appointments the most useful time, followed by an equal division between weekday lunchtime (27%) and weekday after 6.30 p.m. (27%). A further 13% would find weekday before 08:00 a.m. most useful, with 2% preferring Saturday afternoon and 1% Sunday morning.

Results by age of respondent

Age	Weekday			Saturday		Sunday	
	Before 8am	Lunch	After 6.30pm	A.M	P.M	A.M	P.M
Under 25 yrs.	23%	23%	27%	18%	5%	5%	0%
25 - 64 yrs.	12%	20%	35%	28%	3%	2%	0%
65 + yrs.	14%	39%	17%	30%	0%	0%	0%
ALL	13%	27%	27%	31%	2%	1%	0%

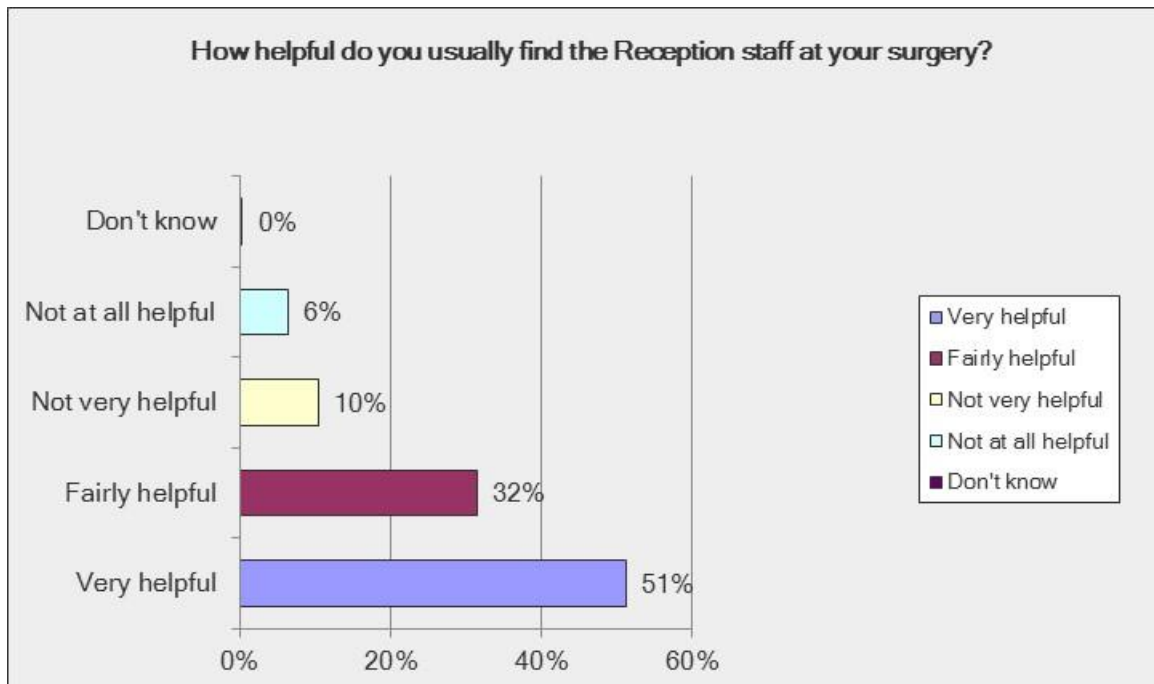
Looking at the age range of respondents some variations can be seen. Under 25s prefer weekday appointments after 6.30 p.m. (27%) followed equally by weekday lunchtime (23%) and before 8 a.m. (23%). Those aged 25 - 64 yrs. prefer weekday appointments after 6.30 p.m. (35%) and Saturday mornings (28%), whilst those aged 65+ prefer weekday lunchtime (39%) and Saturday mornings (30%).

It is interesting to note that there is little interest in Saturday afternoon, Sunday morning and Sunday afternoon appointments across all age ranges.

We intend to add a “none of these” option to this question in future to better reflect demand from respondents for additional appointments.

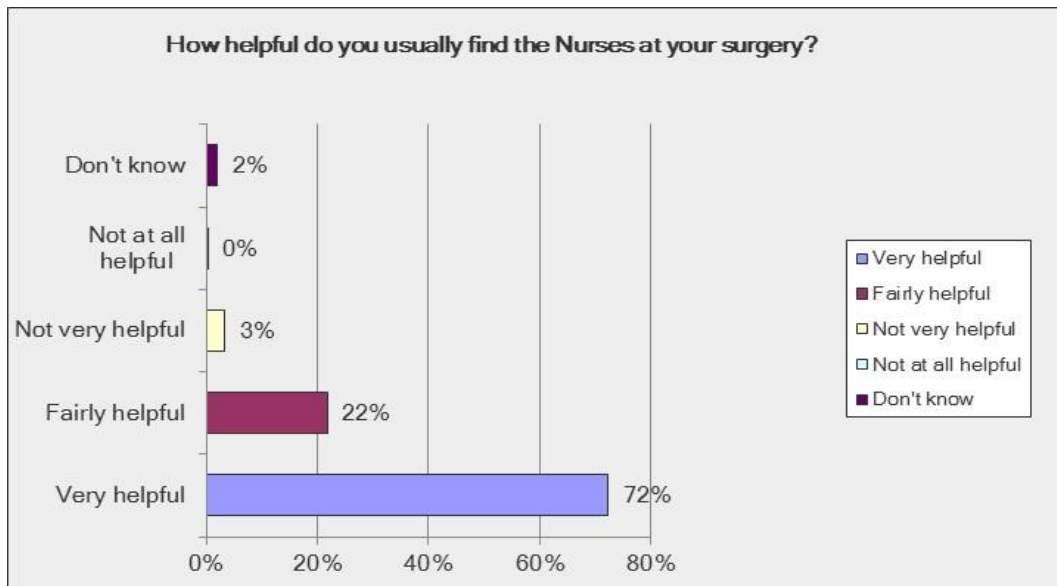
4.6 EXPERIENCE OF GP SURGERY

4.6.1. How helpful do you usually find the reception staff at your GP surgery?



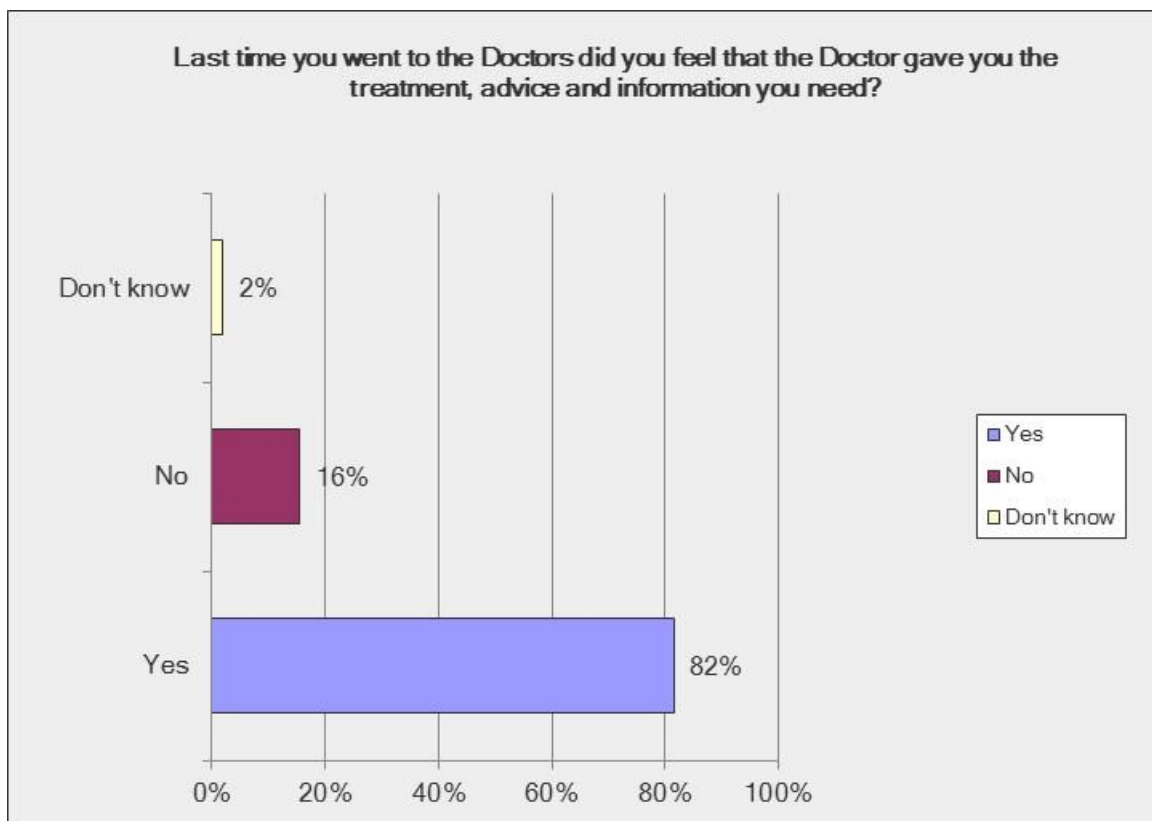
The chart shows that 83% of respondents find the reception staff very or fairly helpful.

4.6.2. How helpful do you usually find the nurses at your GP surgery?



The chart shows that 94% of respondents find the nurses are very or fairly helpful.

4.6.3 Last time you went to the Doctors did you feel that the doctor gave you the treatment, advice and information you need?



The chart shows that 82% of respondents said that they got the treatment, advice and information that they needed last time they went to the doctor, whilst 16% of respondents disagreed with this (No) and 2% did not know.

We asked respondents to briefly explain the reason for their answer. We received 95 comments. Of these 53 were positive and 28 were negative. Other comments (14) related to the respondents medical condition or circumstances outside of the GPs control.

The positive comments were themed as:

- Doctors professional, caring, listened with explanations given
- Gave information, diagnosed and discussed results
- Knowledge of the individual
- Referred for further tests and treatment
- Given longer appointment time

The negative comments were themed as:

- Did not get the response / reassurance hoped for
- Speed of referral to further tests and treatment
- Did not feel listened to / felt rushed
- Believe they have been misdiagnosed

4.7 KNOWLEDGE OF THE COMPLAINTS SYSTEM

We asked “Do you know how to make a complaint about your Doctors Surgery”?

The table below sets out the response by CCG area

	Redditch and Bromsgrove	South Worcestershire	Wyre Forest	All
YES	42%	58%	48%	52%
NO	58%	43%	52%	48%

This shows that there is some variation across CCG areas, with most respondents in South Worcestershire (58%) knowing how to make a complaint, compared to the Wyre Forest (48%) and Redditch and Bromsgrove (42%).

Points to Consider

CCGs to consider how patients can be better informed about how to use the complaints process should they need to.

4.8 ADDITIONAL COMMENTS

We asked respondents if they had any other comments that they would like to make about Going to the Doctors.

We received 123 additional comments. 47 of these were positive, 69 were negative and 7 were not relevant to the Survey.

The positive comments were themed as:

- Excellent GP Surgery
- Satisfied with GP surgery
- Approachable Practice Manager

“Excellent surgery - no complaints”

“I am very happy with my surgery, we have a good team of GP’s and Nurses”

‘Find phone system has improved recently. Reception staff are caring and efficient. Nurses are wonderful and doctors deal compassionately with a wide range of issues’

“Very good with my elderly mother, aged 98, they do home visits etc.”

“I think I am very lucky with my doctor’s surgery. If an appointment is urgent you can always see a doctor, even if not your usual GP, the same day. Staff are professional and take time to listen and explain”

“If I have an issue I speak to the practice manager”

“In general I like the particular doctor’s surgery I am at and haven’t had many problems and if I did the practice manager is very approachable”

“I find the staff in whatever capacity they work are good, hardworking people. We need to remember no one is perfect. I wouldn’t hesitate to recommend the surgery to others”

Negative comments were themed as:

- Difficulty making or getting an appointment
- Quality of care
- Reception Staff - intrusive or lack interpersonal skills
- Waiting time at surgery
- Parking / Access

“I rang for an appointment the next day, they tell me to ring the next morning at 8am. More appointments are released but quite often by the time I get through they are all gone, so they say ring again tomorrow”

“Not to give priority to people booking appointment at surgery on opening doors, against phone call appointment. Often cannot get through for appointment for an hour. Not everyone can walk or drive to Dr and have to rely on phoning.”

“I would LOVE to book appointments online but the login system is so complicated - and I am a competent internet user. I have pointed this out but it was suggested others didn't find it so....”

The surgery phone is answered after 3 rings, but there is automated music and messages saying your call is important. The message has the doctor saying that you have to explain your condition to the receptionist. If I go in person I have to explain my condition in the public area of the surgery. Tried to book an appointment on [x date] with named GP, first available appointment is [x date] - 22 day wait”

“Don't like telling the receptionist things only the doctor should know”

“Long waits as always run behind. Put in complaint but not dealt with. Don't like having to speak to receptionist about complaint. I feel like the surgery feels the problem has been addressed when it hasn't”

“Some of receptionist are abrupt. Long delays in waiting room, which causes problems with the car park”

5. Points for Consideration by Worcestershire's CCGs

MAKING AN APPOINTMENT (4.1)

1. GP surgeries could consider how they will further promote and develop the online appointment booking system
2. CCGs to consider how telephone access to GP surgeries, particularly in the South Worcestershire CCG area could be improved
3. Recognising the demographics of our respondents CCGs to consider the implications of variations in respondents getting an appointment at the time and on the day that they wanted.

GP "TRIAGE" / CALL BACK SYSTEMS (4.2)

4. CCGs where this system is in use or who are introducing this system to consider strategies to make the GP triage system accessible to all patients, taking into particular consideration the points raised by HWW in relation to people who may find the system problematic including: people whose first language is not English; people who are deaf or hearing impaired; children and young people; people who may have difficulty articulating their symptoms and people who rely on others to make appointments on their behalf or take them to appointments.
5. CCGs to satisfy themselves that the triage system is able to identify patients who receive advice and treatment over the phone on a number of occasions within a defined time frame without seeing a GP face to face so that this information can be reviewed.

SEEING A PREFERRED GP (4.3)

6. CCGs to consider how enabling people to have access to their preferred GP for NON EMERGENCY appointments can be managed within GP practices.

WILLINGNESS TO SEE A GP IN ANOTHER SURGERY (4.4)

7. CCGs to consider further testing public acceptance and the practical implications of enabling SAME DAY appointments at another GP in the local area.

KNOWLEDGE OF THE COMPLAINTS SYSTEM (4.7)

8. CCGs to consider how patients can be better informed about how to use the complaints process should they need to

APPENDICES

APPENDIX ONE - Survey Questions and Number of Respondents (n =)

1. What is the Name of your GP surgery (n = 304)
2. When did you last see or speak to your GP (n = 295)
In the past 3 months Between 3-6 months ago Between 6-12 months ago
More than 12mnths
3. How would you **USUALLY** make an appointment with your GP surgery? (n = 302)
PHONE IN PERSON ONLINE

OTHER (PLEASE STATE HOW) _____
4. How easy is it to get through to someone on the phone? (n = 291)
VERY EASY FAIRLY EASY NOT VERY EASY NOT AT ALL EASY
5. Some doctor's surgeries offer you a consultation with a healthcare professional over the telephone before offering you a SAME DAY appointment. (n = 231)
Does your GP Surgery operate this system **YES NO**
Do you / do you think you would find this: (n = 284)
VERY HELPFUL FAIRLY HELPFUL NOT VERY HELPFUL NOT AT ALL HELPFUL
DONT KNOW
Please briefly give the reasons for this answer (n = 153)
6. Have you been able to get an appointment to see a doctor at the time and on the day that you wanted? (n 301)
ALWAYS OFTEN SOMETIMES RARELY NEVER
7. Do you have a preferred doctor at your GP surgery? (n = 301)
YES NO
8. How important is it to you see your preferred doctor when you need a SAME DAY appointment? (N = 298)
VERY IMPORTANT IMPORTANT NOT VERY IMPORTANT NOT AT ALL IMPORTANT
9. How important is it to you to see your preferred doctor for ROUTINE / NON-URGENT appointment e.g. for a long term condition? (n = 301)
VERY IMPORTANT FAIRLY IMPORTANT NOT VERY IMPORTANT NOT AT ALL IMPORTANT
10. If you required a SAME DAY appointment and this was not available at your own GP surgery would you be prepared to go to another GP surgery in your local area to see a doctor? (n = 299)
YES NO DON'T KNOW
Please briefly give the reason for your answer (n =139)

11. If your doctor was able to offer additional times for ROUTINE appointments (NOT “SAME DAY” EMERGENCY) what would be the MOST useful time for you? (please only circle one) (n = 269)

WEEKDAY – BEFORE 08:00 A.M. WEEKDAY – LUNCHTIME WEEKDAY – AFTER 6.30 P.M.
SATURDAY MORNING SATURDAY AFTERNOON
SUNDAY MORNING SUNDAY AFTERNOON

12. How helpful do you usually find the Receptions Staff at your surgery? (n = 298)

VERY HELPFUL FAIRLY HELPFUL NOT VERY HELPFUL NOT AT ALL HELPFUL
DONT KNOW

13. How helpful do you usually find the nurses at your surgery? (n = 301)

VERY HELPFUL FAIRLY HELPFUL NOT VERY HELPFUL NOT AT ALL HELPFUL
DONT KNOW

14. Last time you went to the doctor did you feel the doctor gave you the treatment, advice and information you needed? (n = 302)

YES NO DON’T KNOW

Please briefly give the reason for your answer: (n = 95)

15. Do you know how to make a complaint about the service provided by your GP surgery? (n = 293)

YES NO

16. Please tell us if have any other comments you want to make about your doctor’s surgery? (n = 123)

17. Which Clinical Commissioning Group area do you live in (skip if unknown) (n = 304)

Redditch & Bromsgrove South Worcestershire Wyre Forest