

Practice Code:

## Briefing - GP Extended Access Patient Survey

By 1<sup>st</sup> October 2018, Clinical Commissioning Groups (CCGs) have to ensure that all patients can book routine appointments with a GP, or other health professional (e.g. a Nurse or a Clinical Pharmacist), **from 8am to 8pm Monday to Friday and at weekends subject to local need.**

This does not mean that all GP practices must open during these extra hours, but there will need to be enough appointments offered to reduce the need for patients to travel too far.

Any additional appointments will normally be provided by existing GPs or other health professionals who provide appointments during normal working hours. In most cases, this will mean that patients may need to be seen at a GP practice other than their own usual registered practice and as a result patients' medical records will need to be shared so the clinician at the other location can provide continuity of care.

Telford & Wrekin CCG is now working on designing an "Extended Access Service" for all patients registered with a GP Practice within Telford & Wrekin and we very much want to hear your views to help shape this service.

Please could you take a few minutes to complete this survey? Please note that **this is for routine pre-bookable appointments only** (not urgent, emergency or out of hours care).

The information that the CCGs collect from this survey will help us to design the new Extended Access service.

For more information regarding the national requirements for the GP Forward View Extended Hours services, please see the guidance on the NHS England website:

<https://www.england.nhs.uk/gp/gpfv/redesign/improving-access>

For assistance with completing this survey please contact **Sharon Smith** - Patient Engagement Lead on 01952 580478 or via [sharon.smith90@nhs.net](mailto:sharon.smith90@nhs.net)

You can complete this paper version of the survey or alternatively complete the on-line version which can be found at: <https://tinyurl.com/Extended-Access-Survey>

If completing the paper version of the survey please either leave it with the Reception staff at your GP Practice or post it to: **Sharon Smith, Patient Engagement Lead, Telford & Wrekin CCG, Halesfield 6, Telford TF7 4QQ**

**Thank you for taking the time to complete this survey. The results will be published via the CCG websites and will help us best develop primary care services for the future.**

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**Q1.** Evening and weekend appointments may not normally be at your own practice. In this case, would you give permission to have your medical details shared with health care professionals outside your normal practice? (*data would be held securely and treated strictly confidentially according to NHS information standards*).

Yes  No

**Q2.** As a general rule, are you able to attend appointments at your surgery during its normal opening hours e.g. 8.30am to 6pm?

Yes (go to Q3)  No (go to Q4)

**Q3.** Do you have difficulty in getting an appointment at your practice when you need one?

Yes (go to Q4)  No (go to Q5)

**Q4.** Please state why you have difficulty attending during normal opening hours

No appointments are available at a convenient time for me	<input type="checkbox"/>
I cannot get time off work to attend during working hours	<input type="checkbox"/>
I work away from the local area and need to take time off work to attend	<input type="checkbox"/>
I do shift work	<input type="checkbox"/>
I have difficulty in arranging child care	<input type="checkbox"/>
I have difficulty arranging appointments as I need to attend with my carer	<input type="checkbox"/>
Other, please state:	

**Q5.** What time would you normally prefer to see a GP or other health professional, from **Monday to Friday**? (please pick one)

Mornings (8am – 12noon)  Afternoons (12 noon to 6pm)  Evenings (6pm to 8pm)

**Q6.** If routine **weekend** appointments to see a GP or other health professional (such as a Practice Nurse, Advanced Nurse Practitioner or Physiotherapist) were available which would be your preferred time option? (please select as many as apply)

	GP	Nurse	ANP	Physiotherapist
Saturday Morning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday Afternoon	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunday Morning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunday Afternoon	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
None	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q7.** Would you be prepared to go to a **different** GP practice for a routine appointment in the evening or at the weekend?

Yes (go to Q8)  Maybe (go to Q8)  No (go to Q10)

**Q8.** If you were offered an appointment at a different GP practice, in the evening or at a weekend, how far would you travel for this appointment?

- Up to 5 miles       5 to 10 miles       10 to 20 miles       Over 20 miles

**Q9.** How would you travel to get to an appointment in the evening or at a weekend at a different practice?

On foot	<input type="checkbox"/>
Own vehicle	<input type="checkbox"/>
Public transport	<input type="checkbox"/>
With friends and family	<input type="checkbox"/>
Community transport	<input type="checkbox"/>
Taxi	<input type="checkbox"/>
other	<input type="checkbox"/>

**Q10.** Which of the following types of appointment would you be likely to use for an evening or weekend appointment? (please tick all that apply)

Face to face	<input type="checkbox"/>
Telephone	<input type="checkbox"/>
Electronic e.g. email	<input type="checkbox"/>
Video consultation e.g. Skype	<input type="checkbox"/>

**Q11.** If **routine** (non-emergency) appointments were available on Bank Holidays, e.g. Christmas Day/Boxing Day/New Year's Day/ Easter Monday, would you request such an appointment?

- No       Yes

**To help us to understand the geography of our responses, please provide**

The first half of your postcode e.g. SY2, TF1

Name of General Practice?

Do you have any other comments about extended access to GP services?

**We would now invite you to complete the Equality Monitoring Form.**

Please provide us with some information about yourself. This will help us to understand whether everyone is receiving fair and equal access to services. However, if you don't wish to provide this information, please hand in the completed survey, leaving these questions blank. All the information you provide will be kept completely confidential by the Clinical Commissioning Group. No identifiable information about you will be passed on to any other bodies, members of the public or press.

**1. What is your gender?**

(Tick one box only)

- Female
- Male
- Intersex
- Transgender
- Prefer not to say

**2. What age group applies to you?**

(Tick one box only)

- 16-17
- 18-25
- 25-55
- 56-64
- 65-74
- 75 +

**3. Do you consider yourself to have a disability?**

(Tick one box only)

- Yes
- No
- Prefer not to answer

**4. What is your ethnic group? (Tick one box only)**

**White**

- British (includes English/Welsh/Scottish/N. Irish)
- Irish
- Gypsy / Irish Traveller
- Any other White background (please specify):  
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**Asian/Asian British**

- Bangladeshi
- Indian
- Pakistani
- Other Asian background (please specify):  
.....

**Black or Black British**

- African
- Caribbean
- Other black background (please specify):  
.....

**Mixed**

- White and Asian
- White and Black African
- White and Black Caribbean
- Other mixed background (please specify):  
.....

**Other Ethnic Group**

- Chinese
- Arab
- Any other ethnic group (please specify):  
.....
- Prefer not to say**