

HARNESS ACCESS PROJECT 2013 | WEMBLEY PARK DRIVE

DATA SUMMARY | PATIENT INPUT

Data sources: Patient questionnaire carried out in Harness co-op practices June 2013 (PQ)
GPPS data (information dated June 12 – Mar 13) (PS)

Making Appointments

- PQ Q1 76 % of patients book their appointments by phone
- PS Q3 55% felt it was easy to get through to someone at your GP surgery on the phone

Preferred GP

- PQ Q3 58% of patients surveyed have a preferred GP at the surgery
- PQ Q4 57% feel it is difficult / very difficult to see their preferred GP
- PQ Q5 61% feel they only get to see their preferred GP some of the time / never or almost never
- PS Q9 55% feel they see or speak to their preferred GP only some of the time / never or almost never
- PQ Q7 20% may book two appointments if their preferred GP is not available within two days
- PQ Q11 93% feel the GP is very good / good at giving them time during their consultation
- PS Q21a 77 % felt that the last time they saw or spoke to a GP, the GP was good at giving enough time
(PQ Q11 & PS Q21a direct comparator)

Opening Hours / Availability

- PQ Q2 44% of patients feel they can see their GP within two days
- PQ Q9 89% of patients questioned are satisfied / fairly satisfied with their surgery opening hours
- PQ Q19 When attending a walk-in / urgent care / A&E centre; 14% say it is because they prefer the walk in centre
- PQ Q20 41 % visited their GP after being seen at another centre for the same problem within two days
- PS Q12 19% said the last time they wanted to see or speak to a GP or nurse they were not able to get an appointment
- PS Q14 30 % got to speak to a clinical person within a day of initially contacting the surgery

Reception

- PS Q4 82 % found the receptionists helpful at your GP surgery
- PS Q5 41% felt that other patients can overhear what you say to the receptionist and are unhappy about it

Patient Questionnaire, key commentary on access;

- Difficult to get through on the phone
- Patients critical of high phone charges – although some have commented that this has been changed?
- 3 x weeks to make a nurse appointment for bp test

Initial Thoughts;

- 57% feel it is difficult to see their preferred GP at the practice – highest % rating on this question across Harness Care
- 20% would return for a 2nd appointment if their preferred GP was not initially available