



GP Access Report

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healthwatch
Derbyshire



GP Access Report

Background

A survey was conducted in the summer of 2022.

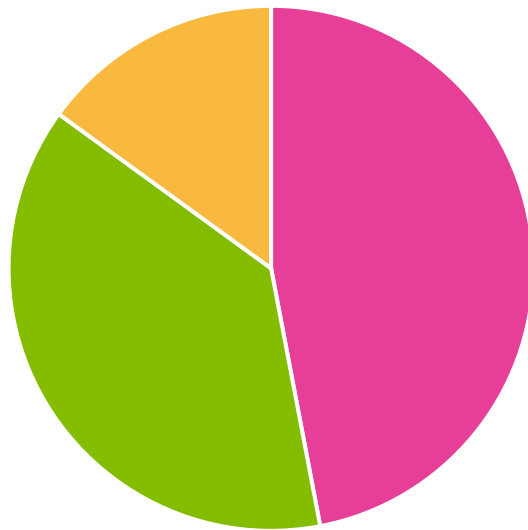
More than 1,300 responses to the survey were received from patients, carers, and the wider public – revealing the different ways that they were now accessing GP services.

Survey questions focused on what worked well and what, in their opinion, could be improved.

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Findings

Appointment Type



■ Telephone appointment

■ Face to Face

■ other

Most respondents stated that their appointment was conducted via telephone, closely followed by a face-to-face appointment.

These findings reflect Derbyshire GP appointment figures from 2022 where 357,000 appointments were carried out face-to-face and 146,091 appointments were carried out by telephone.

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What was good about people's appointment(s)



Compassion is shown during the appointment



Telephone appointment was appropriate, convenient, and met the person's needs



Practice/staff member/health professionals were responsive to questions and followed up within an appropriate timescale



Clear communication so that patients could understand



Short and acceptable waits for an appointment

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Recommendations for improvement



Further consideration of how eConsult or other web-based forms of appointments could be introduced



Better utilisation of alternative practitioners to GPs and highlighting the benefits of this to patients.



Improvements to GP booking systems



Greater communication around service provision to help manage patient expectations.

What are people currently telling us?






You have to call at 8.00 am and then are told all appointments have gone. You are told that a GP will call you back, but no time is given, you just have to wait, and you can be left waiting all day.






I have been told that I can only book an appointment online. What about those of us who don't have access or don't know, how are we supposed to book an appointment online?





I cannot book a non-urgent appointment. Why not? I don't need to take up an emergency appointment, I just want to discuss my blood test results and am happy to wait. I don't want to be ringing every day.



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Publication & next steps

- Report shared with NHS Derby and Derbyshire Integrated Care System, and Derby and Derbyshire Local Medical Committee for a response
- Report available: <https://www.healthwatchderbyshire.co.uk/reports-and-publications/gp-access-report>
- Full report has been sent to all GP practices, PPG Networks, and place leads and is available on the Healthwatch Derbyshire website.
- All GP practices (practice managers) have been invited to ask for their data set. Twelve have requested their practice data
- Met with PPGs and encouraged them to discuss findings with practices and utilise the tools available
- Healthwatch Derbyshire to implement follow-on research.

For more information

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