

GP Extended Access Review

Emerging findings from public engagement

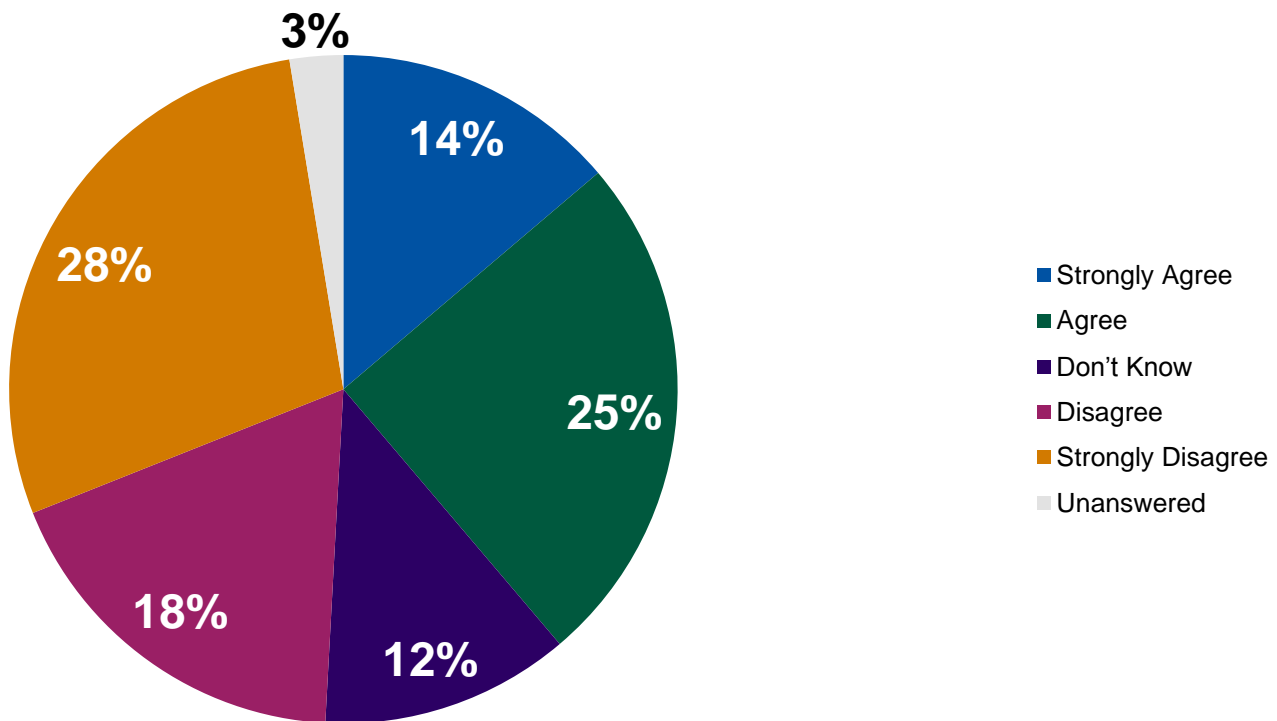
Last updated 24 November 2017

The survey so far

- The data in this pack is gathered from 116 people that have responded to either the online survey or filled in a paper based survey between 15 -23 November
- 94% of the respondents are Brent residents
- 62% of the respondents were female
- 34% of the respondents were male
- 92% of the respondent identified as being a local resident (as opposed to an Organisation Rep, Commissioner, or health care provider)

46% of people surveyed strongly disagreed or disagreed with the statement

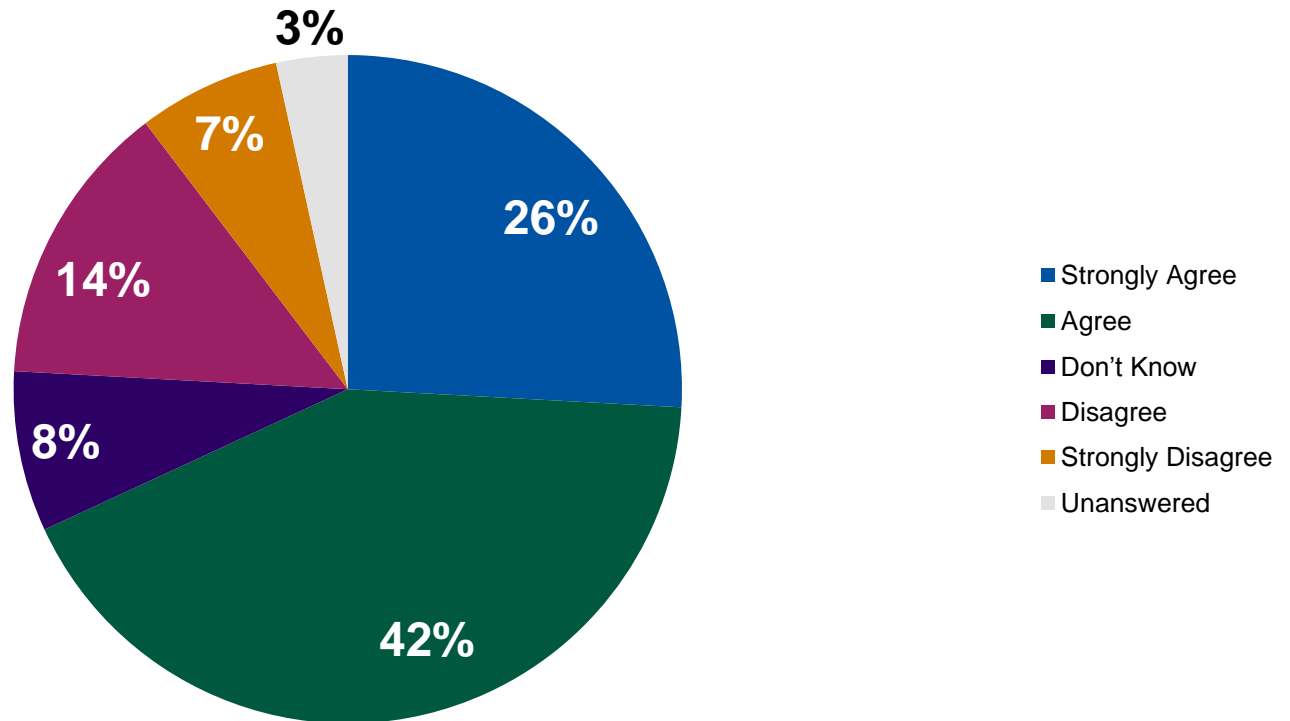
Question:
I was already aware of the Brent GP Access Hub Service



68% of people surveyed are willing to travel to a Brent Hub if they get a same date GP appointment

Question:

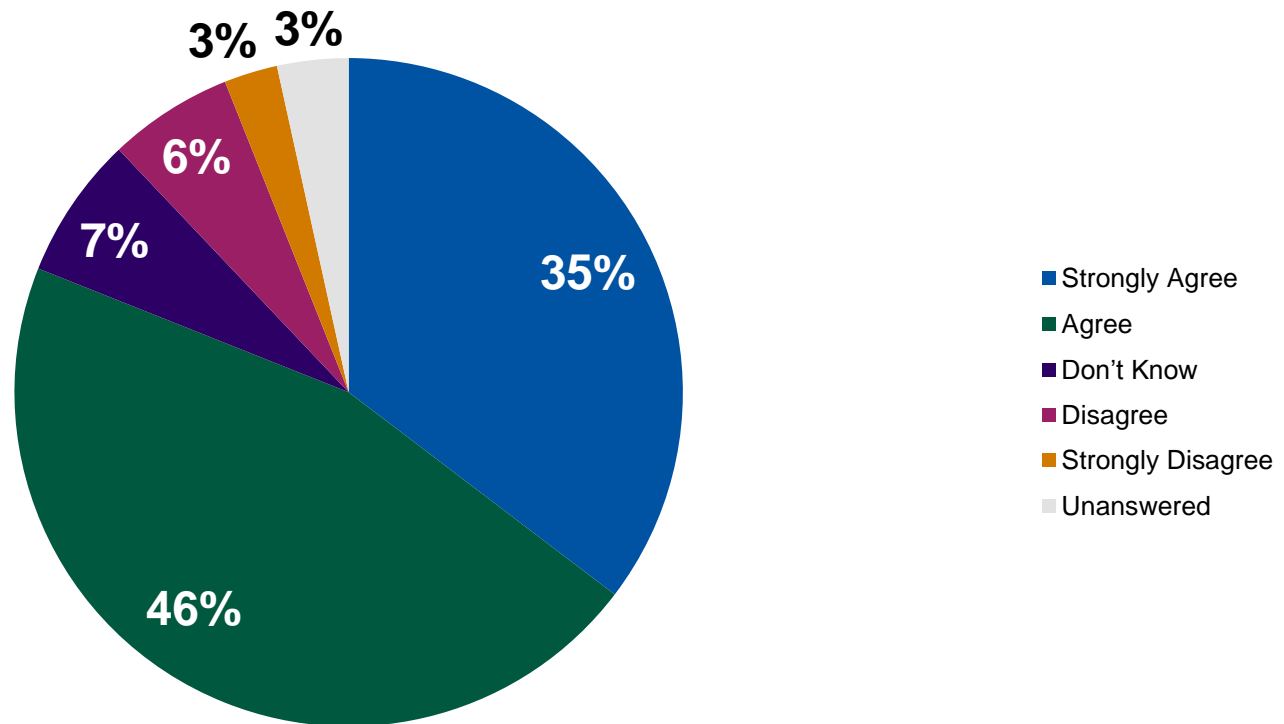
I am willing to travel to a Brent Hub if it means I get a same-day GP Appointment



81% of people surveyed strongly agreed or agreed with preferring to call ahead to make a same day appointment

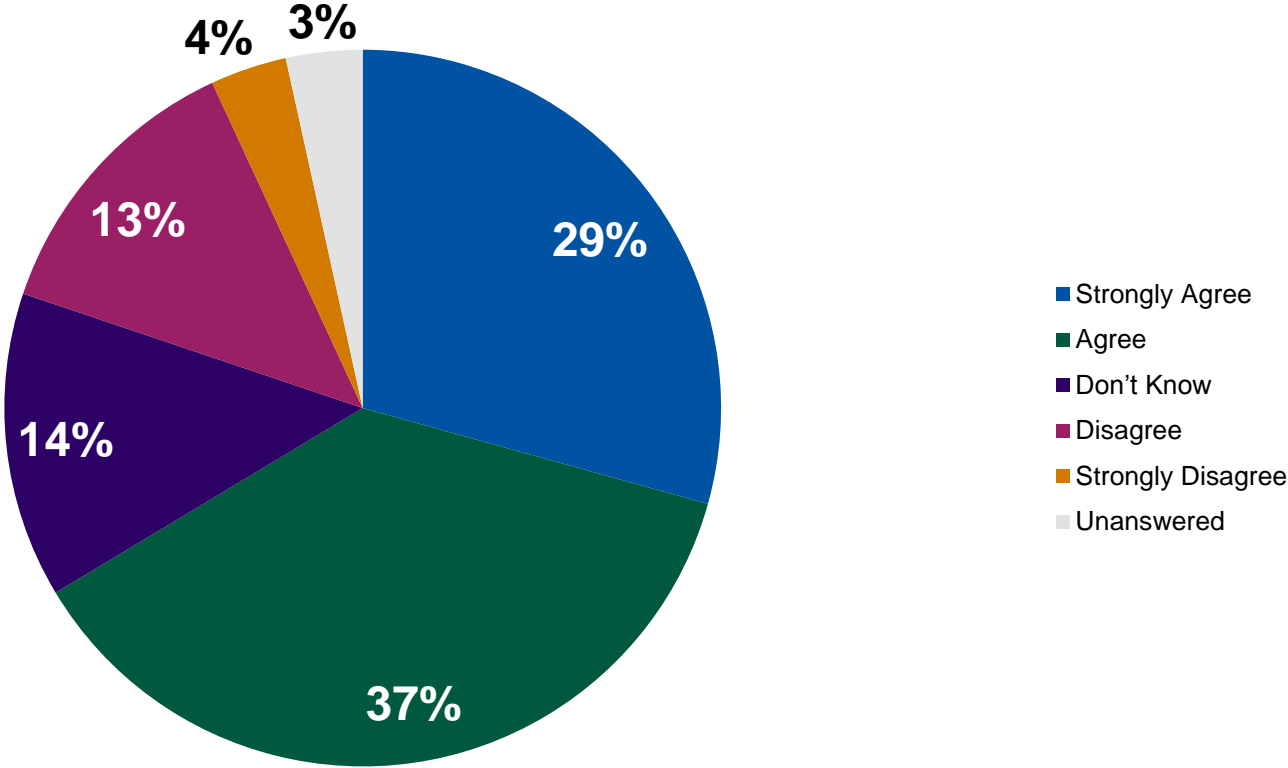
Question:

I prefer to call ahead and make a same day GP Appointment as opposed to walking in



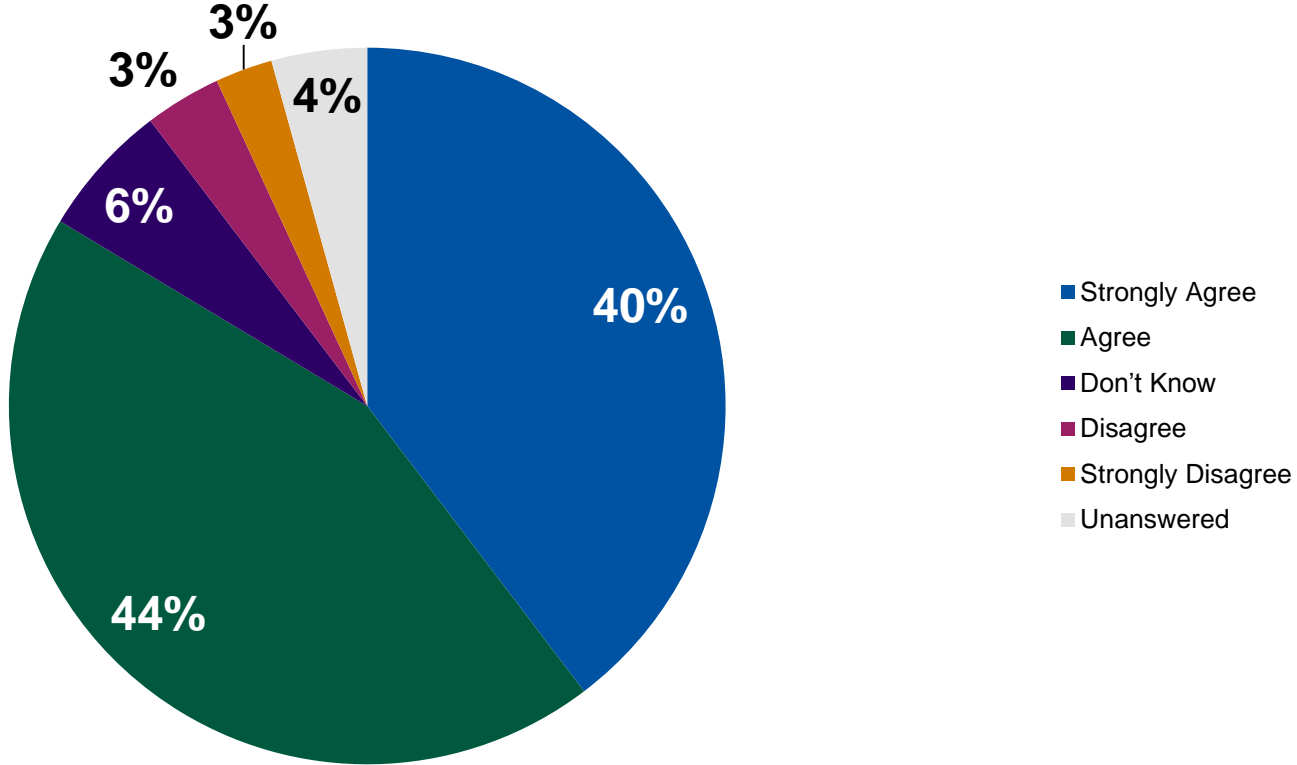
66% of people surveyed agreed that they would like to access all of the hubs in Brent

Question: I would like to be able to access all of the GP Access Hubs in Brent



84% of people would like their clinical records updated when they see any GP in Brent

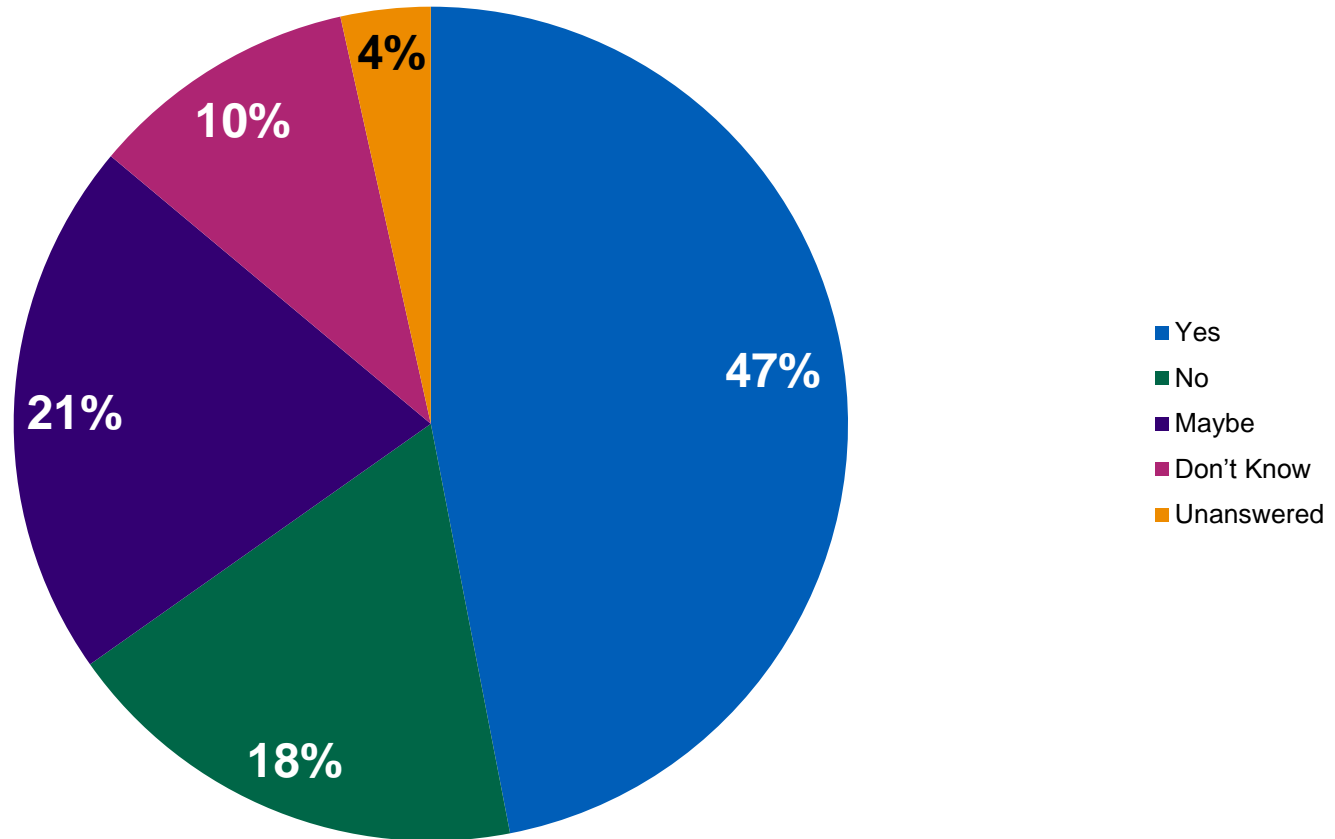
Question: I would like my clinical records updated when I see any GP in Brent



47% of people surveyed believe having fewer locations of hubs will make them easier for people to remember

Question:

Will fewer locations with longer opening hours make it easier for people to remember the GP Access Hub services that are available across Brent



42% of people surveyed believe our proposal to move away from a walk in service will improve care and experience

Question:

Having considered our proposal, will a move from a walk in service to a bookable service improve care and patient experience?

