

GP Extended Access Review

Outcomes from public engagement

Last updated January 2018

The survey results

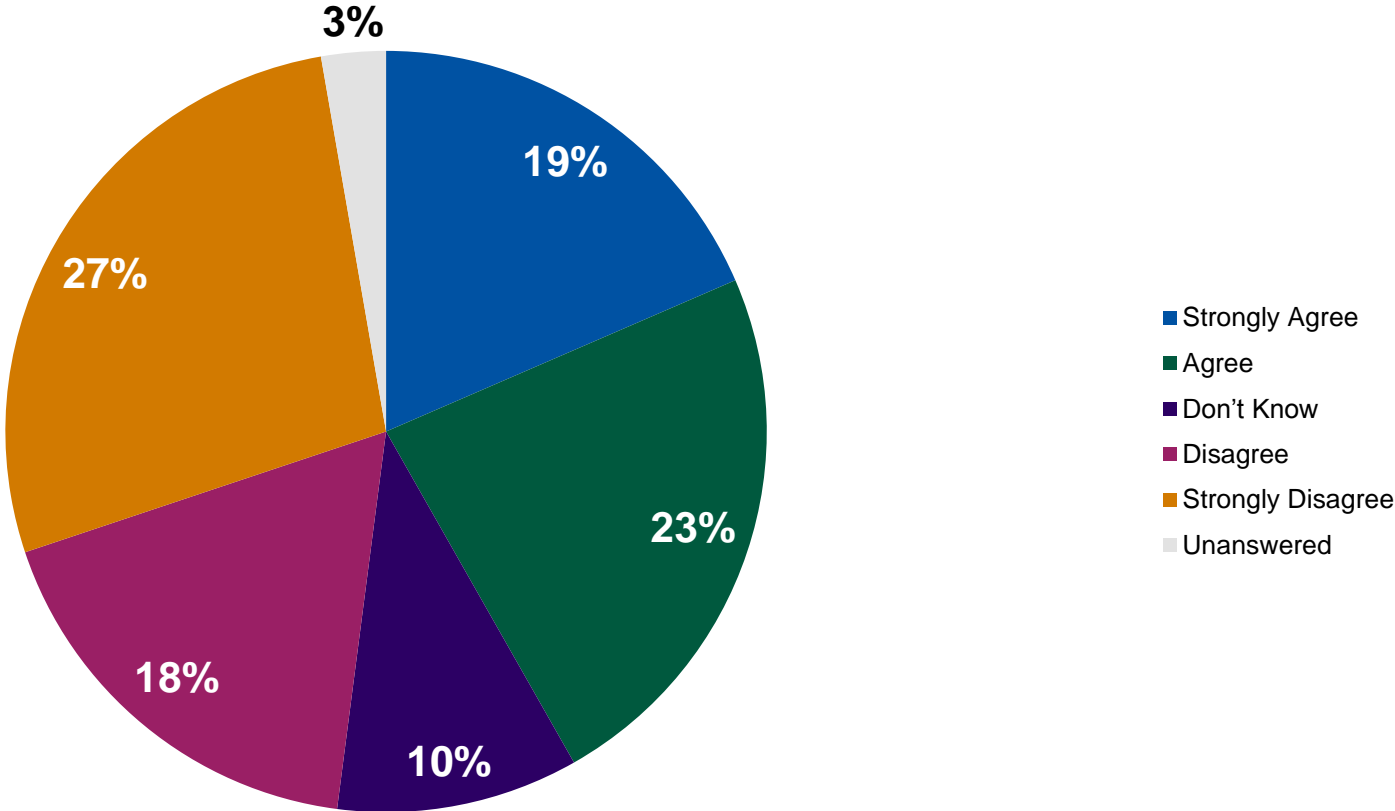
- The data in this pack is gathered from 146 patient surveys completed either through the online survey or filled in a paper based survey between November 2017 – January 2018
- 92% of the respondents are Brent residents
- 59% of the respondents were female
- 35% of the respondents were male
- 90% of the respondent identified as being a local resident (as opposed to an Organisation Rep, Commissioner, or health care provider)

And wider engagement

- Over 2000 surveys were handed out to members of the public
- CCG team members attended over 30 events, drop in sessions and stalls and spoke to many members of the public to seek out views on the proposal
- The local councillors were engaged to seek their views on the proposal

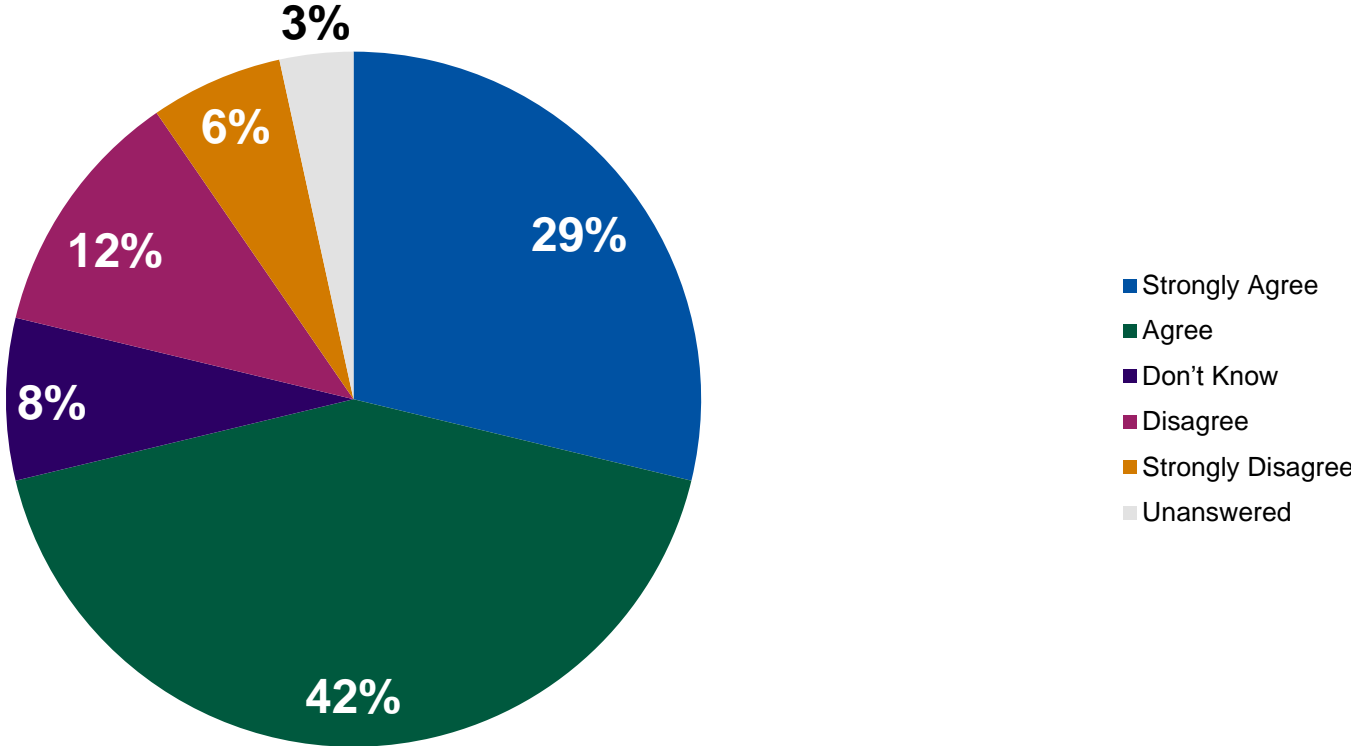
45% of people surveyed strongly disagreed or disagreed with the statement

I was already aware of the Brent GP Access HUB Service



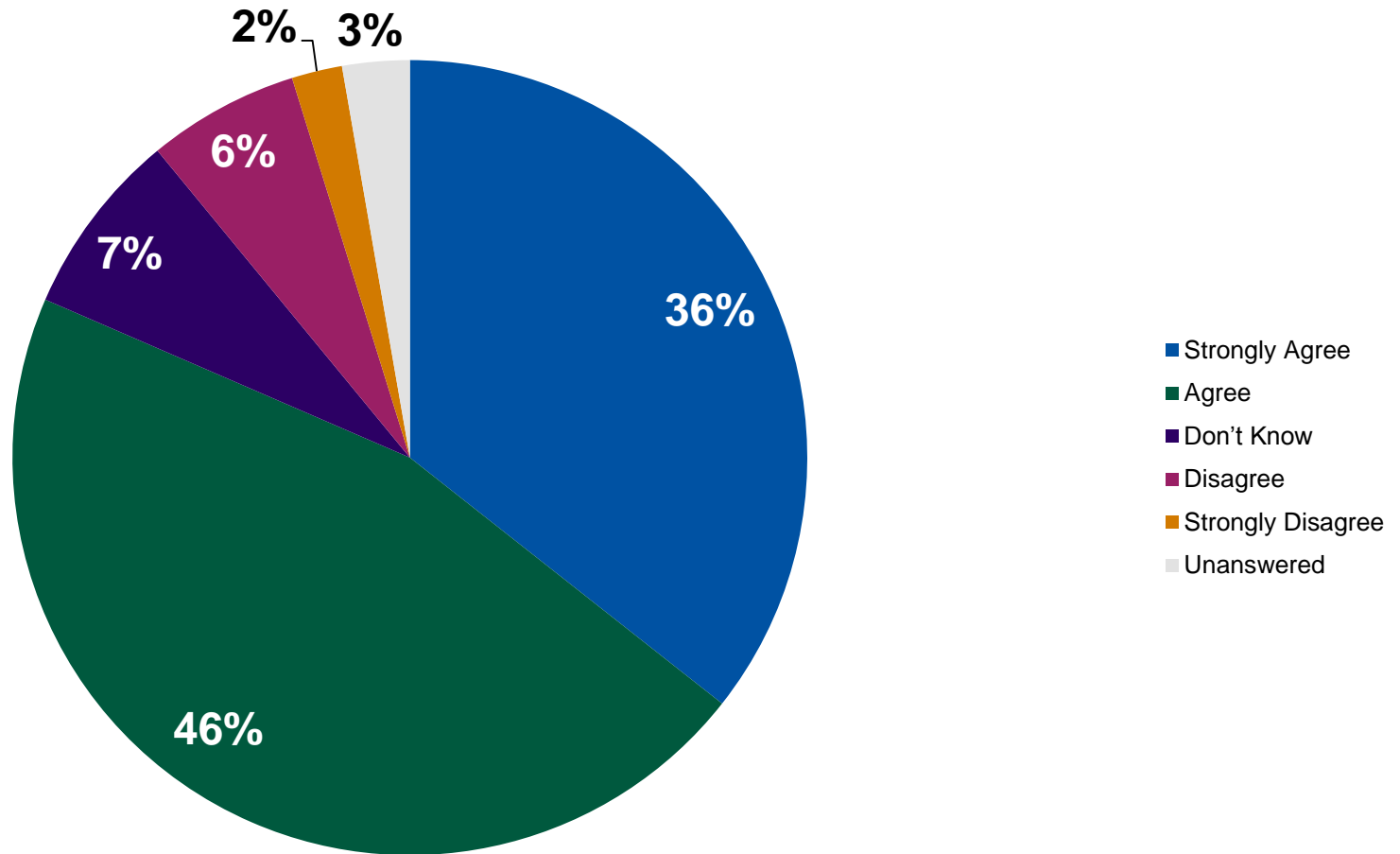
71% of people surveyed are willing to travel to a Brent Hub if they get a same date GP appointment

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



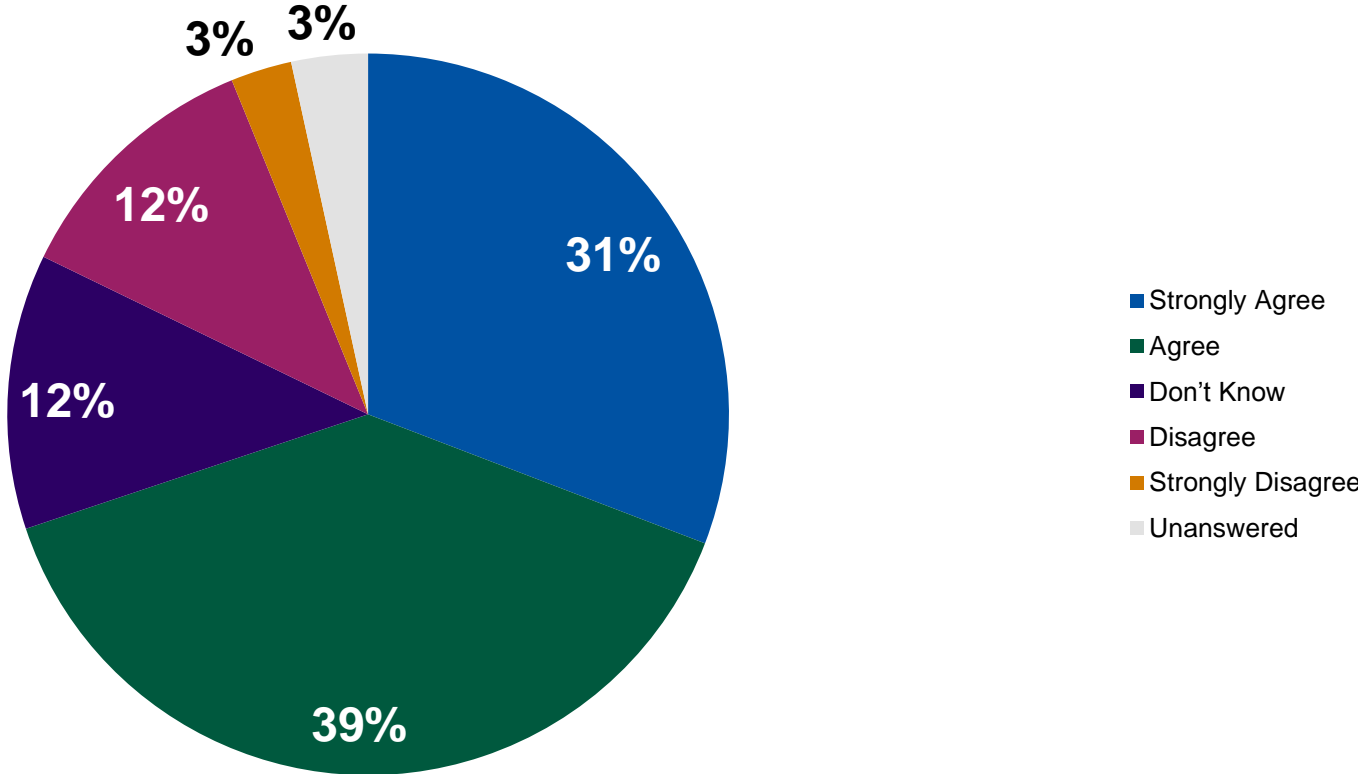
82% of people surveyed strongly agreed or agreed with preferring to call ahead to make a same day appointment

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



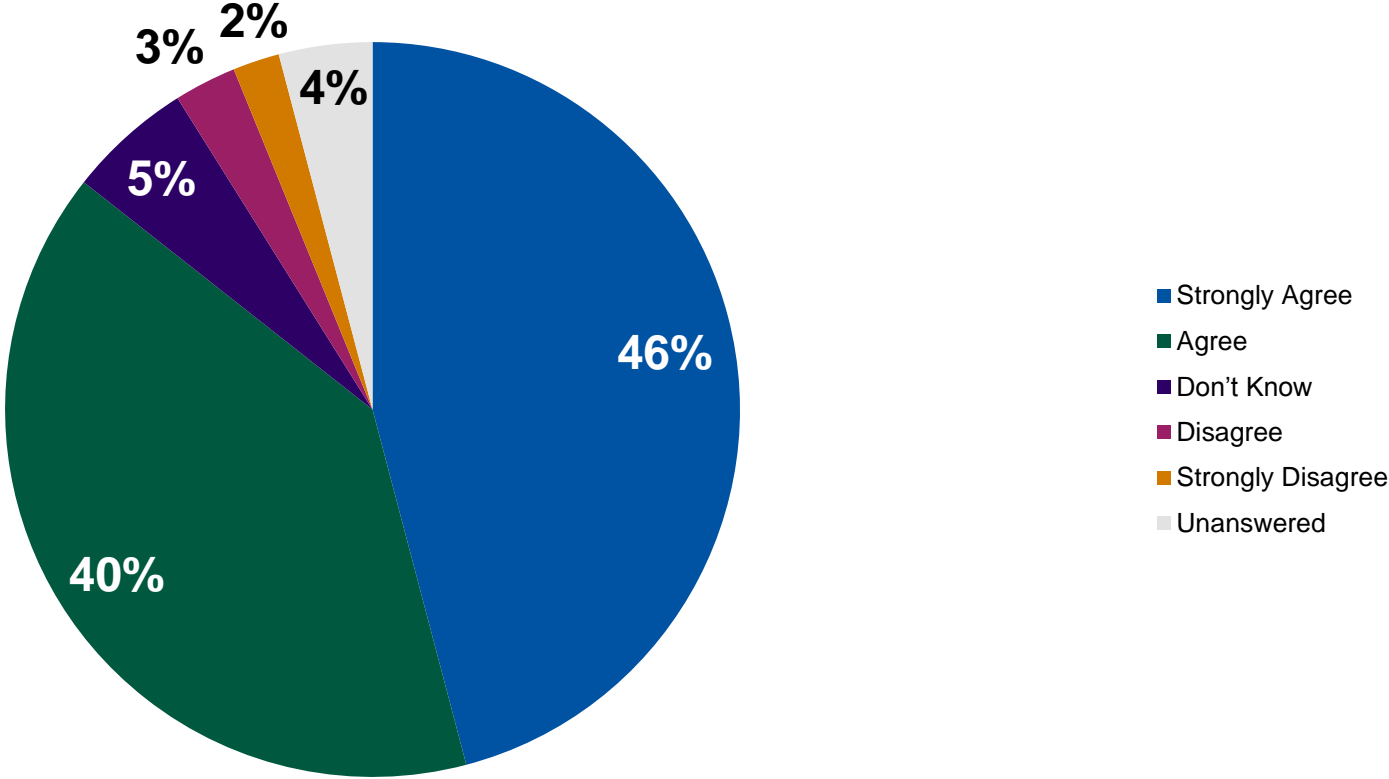
70% of people surveyed agreed that they would like to access all of the hubs in Brent

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



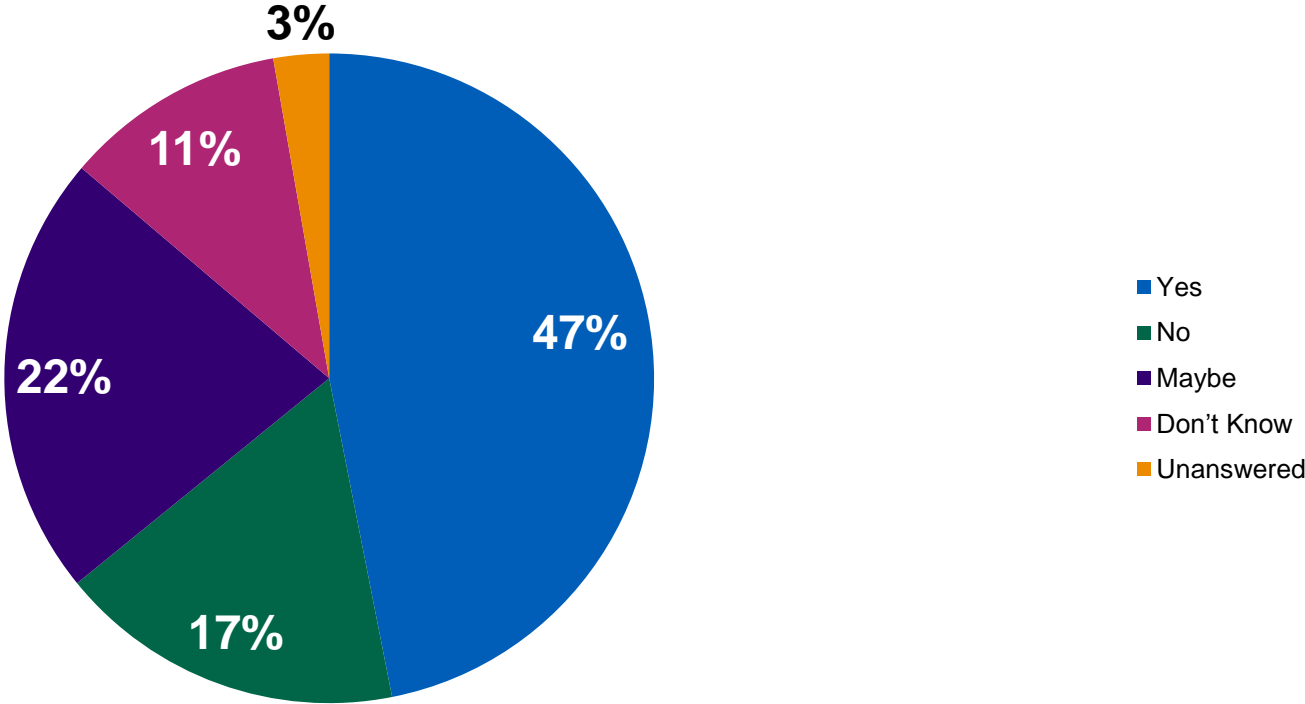
86% of people would like their clinical records updated when they see any GP in Brent

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



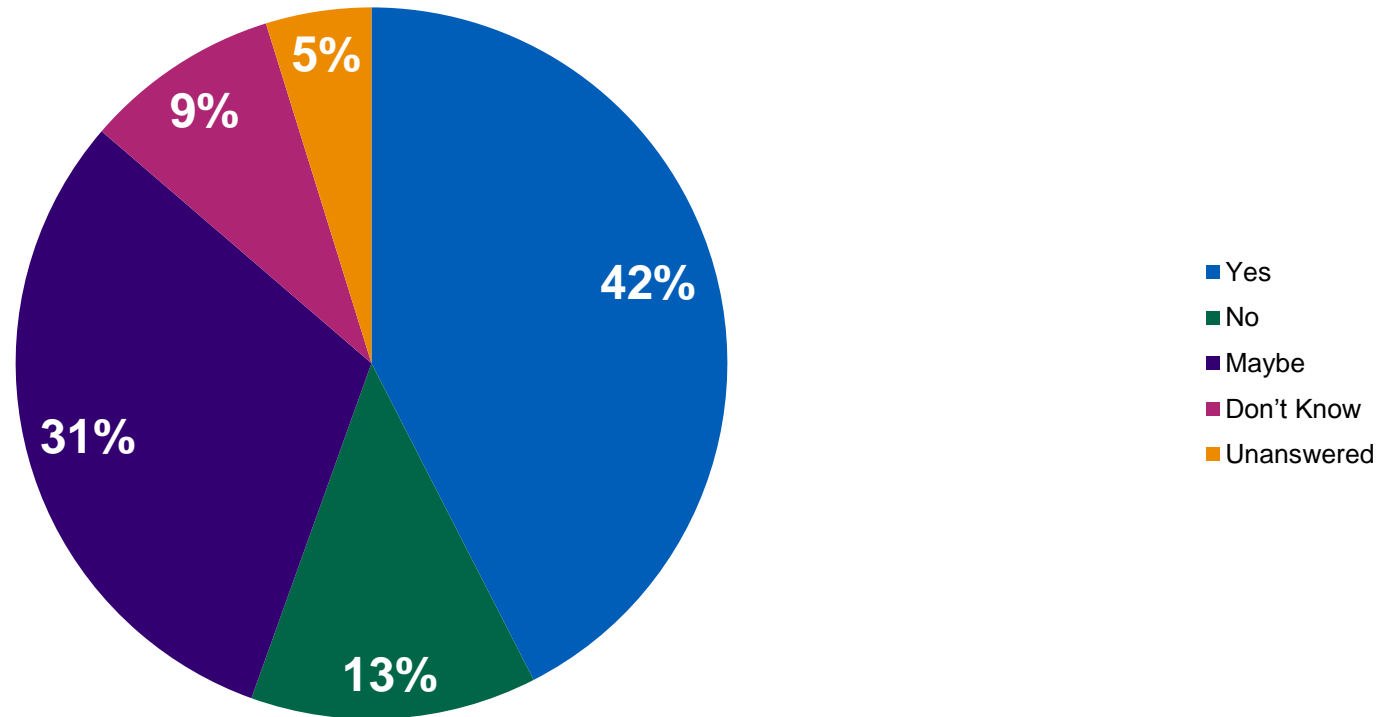
47% of people surveyed believe having fewer locations of hubs will make them easier for people to remember

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

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



NHS Brent CCG

Sample patient quotes from access engagement

December 2017

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

“More flexible for working parents”

“Need access Locally”

“Longer hours could be easier”



“Will be ok if it is well advertised”

“Less to remember”

“More locations make it easier to access”

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

"If I cant see someone, I will go to A&E."

"Appointment is easier, wont have to waste time with waiting."

"It will be more organised."

"Walk in service currently has long wait times."



"It will be better planned and prepared for appointment."

"As long as you can actually get an appointment"

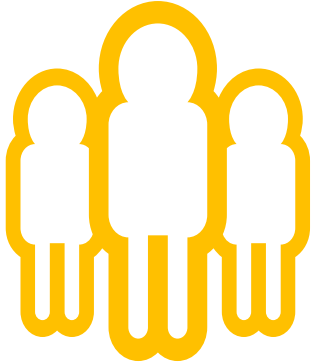
"Depends on how the appointment system works."

Please share your views on the potential benefits of the proposed model:

"Happy, would be easier for me"

"See a Dr late at night"

"Same day appointments, no waiting times"

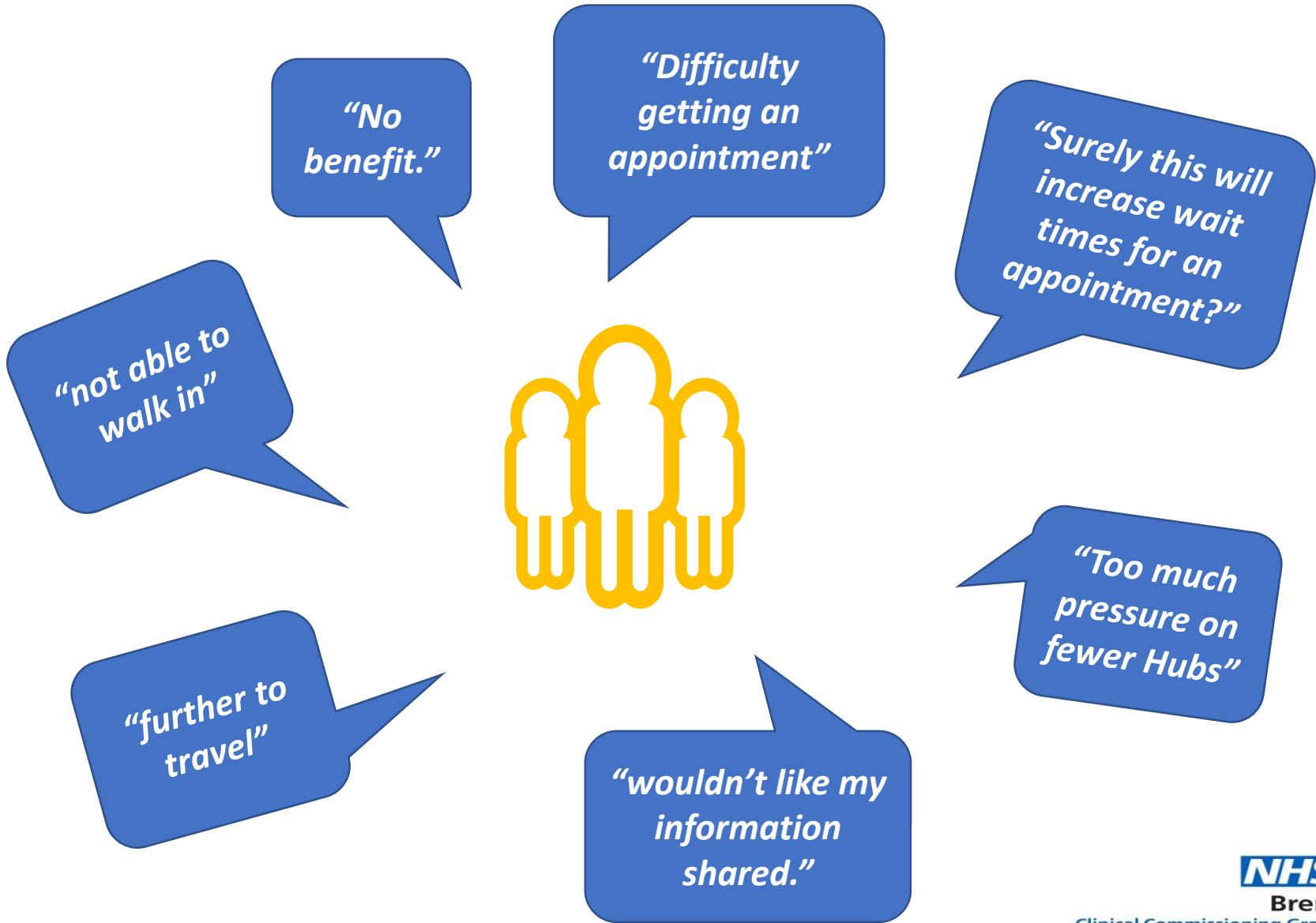


"More organised."

"GP has designated appointment slot to talk to me"

"GP will have a greater understanding of patient in front of them"

Is there anything you don't like about the proposed model:



“Walk in should be available for babies”

“promote access”

“I would be interested to know how I can help save the CCG money”



“transport needs to be key in decision”

“More location's would be better access”

“advertise as much as possible”

Is there anything else you would like to tell us about these proposals?

"More stakeholder engagement"

"I hope care wont be effected"

"very good idea"



"8-8 is a good timeframe"

"go ahead"

"not satisfied with walk in centre"