



**Patient Survey 2013**  
Results are published

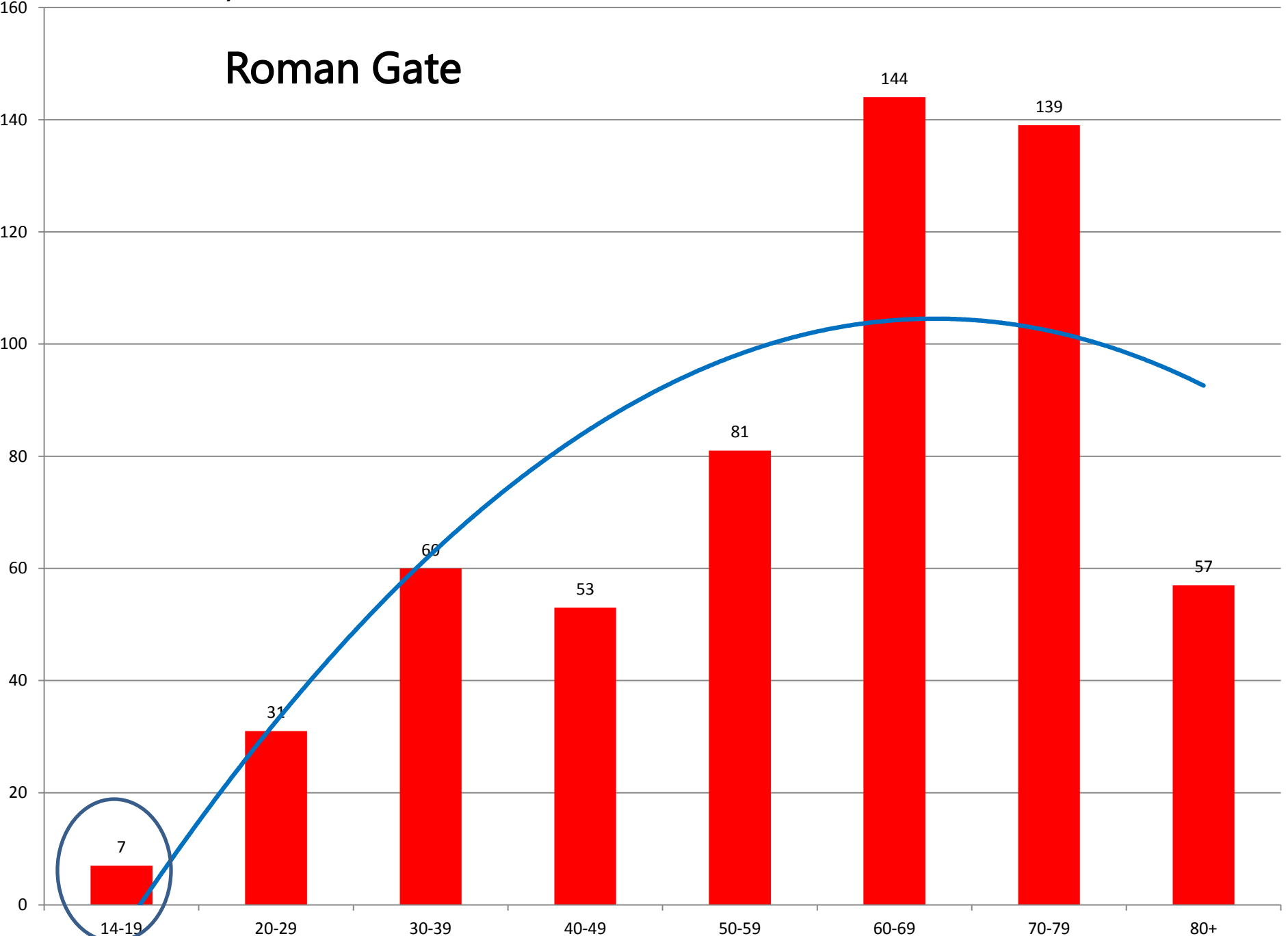
# CH&RG Patient Group Survey 2013

- 866 patients surveyed over two week period (6%).
- **THANK YOU!**
- 572 from Roman Gate.
- 294 Charles Hicks.
- Patient questionnaire:
  - Include flu clinics – possible bias towards the more vulnerable.
  - Include pharmacies (~10% responses).

**Distribution profile of sample.**

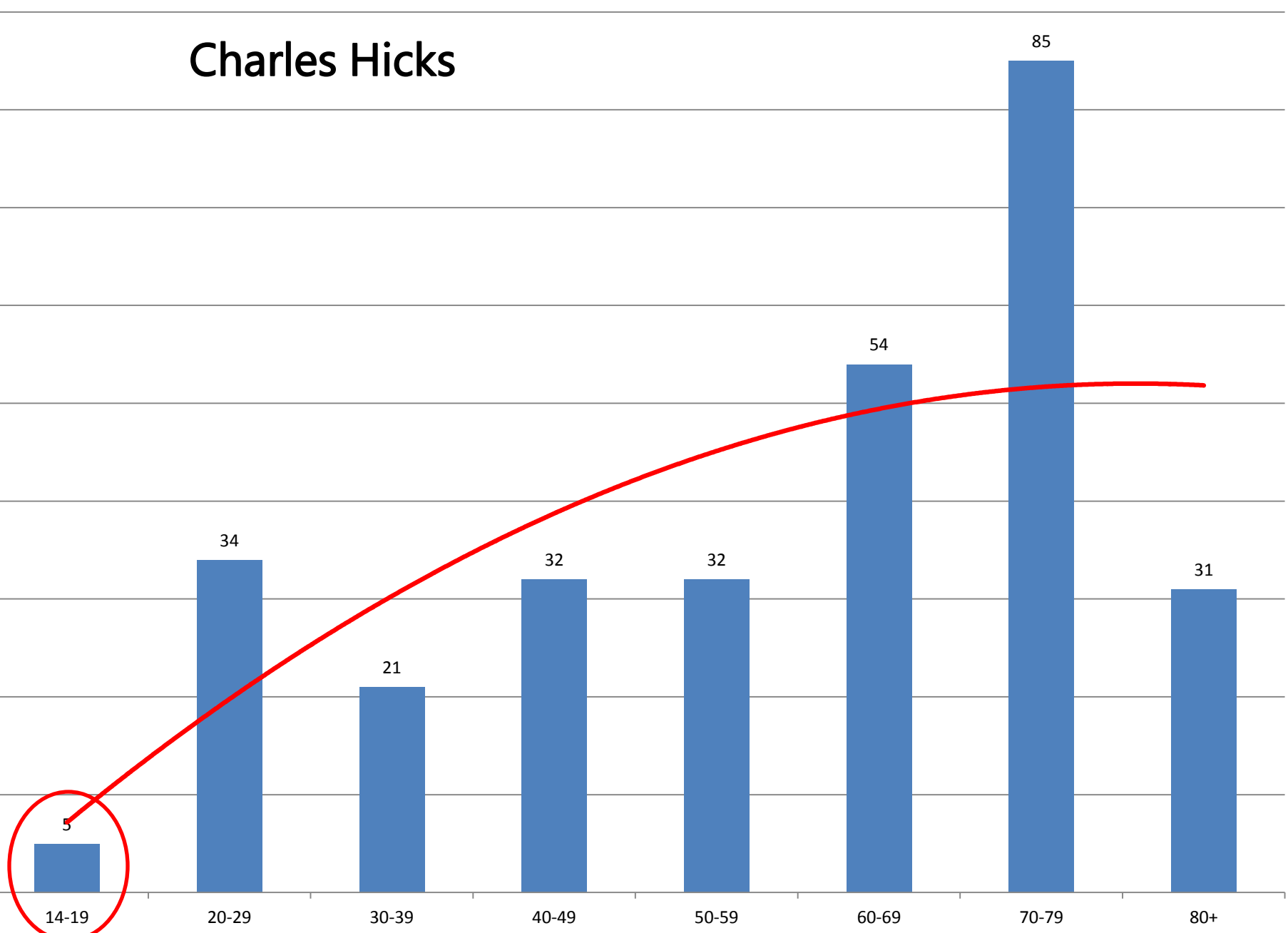
# Number of surveyed

## Roman Gate



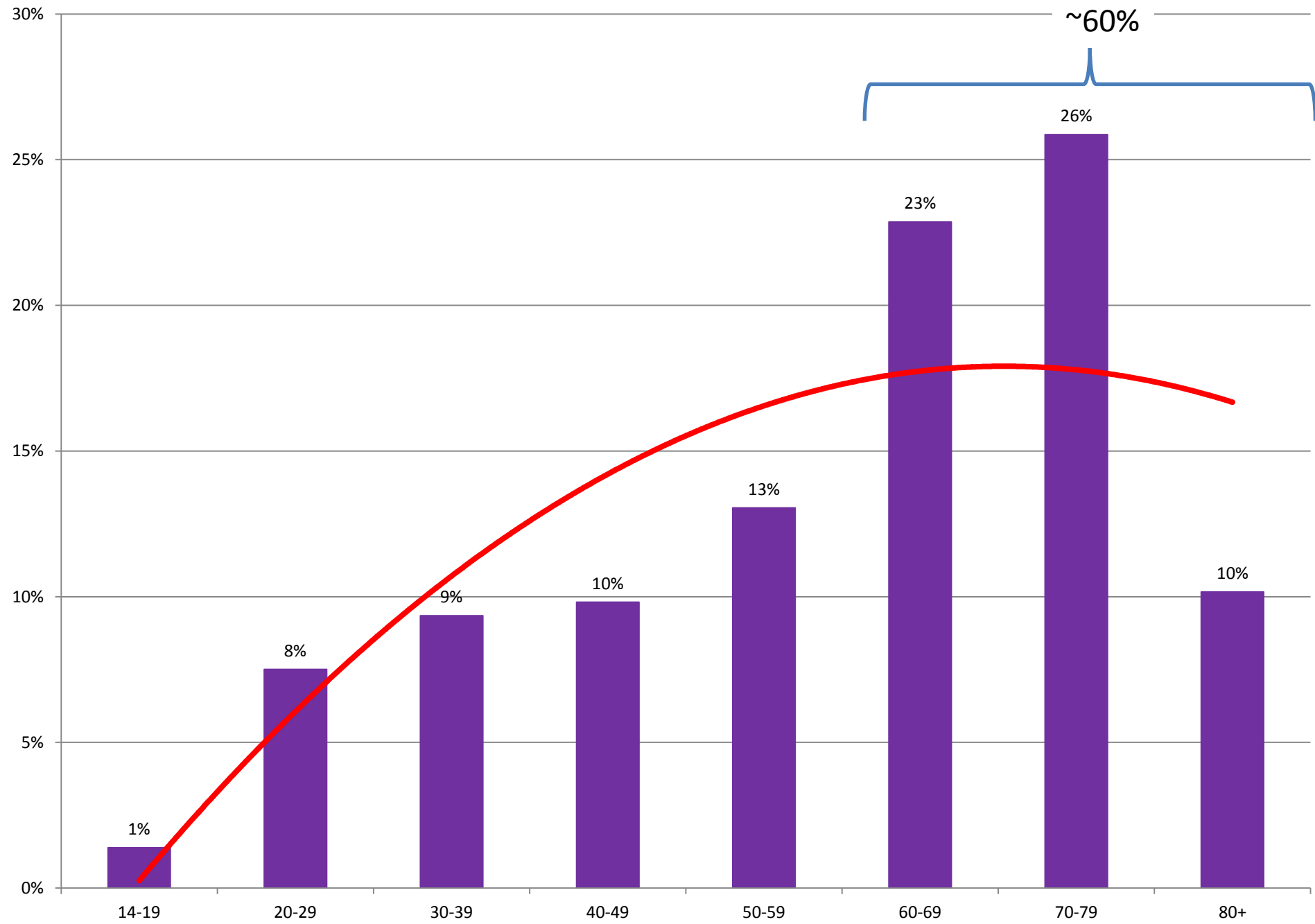
Number of surveyed

# Charles Hicks

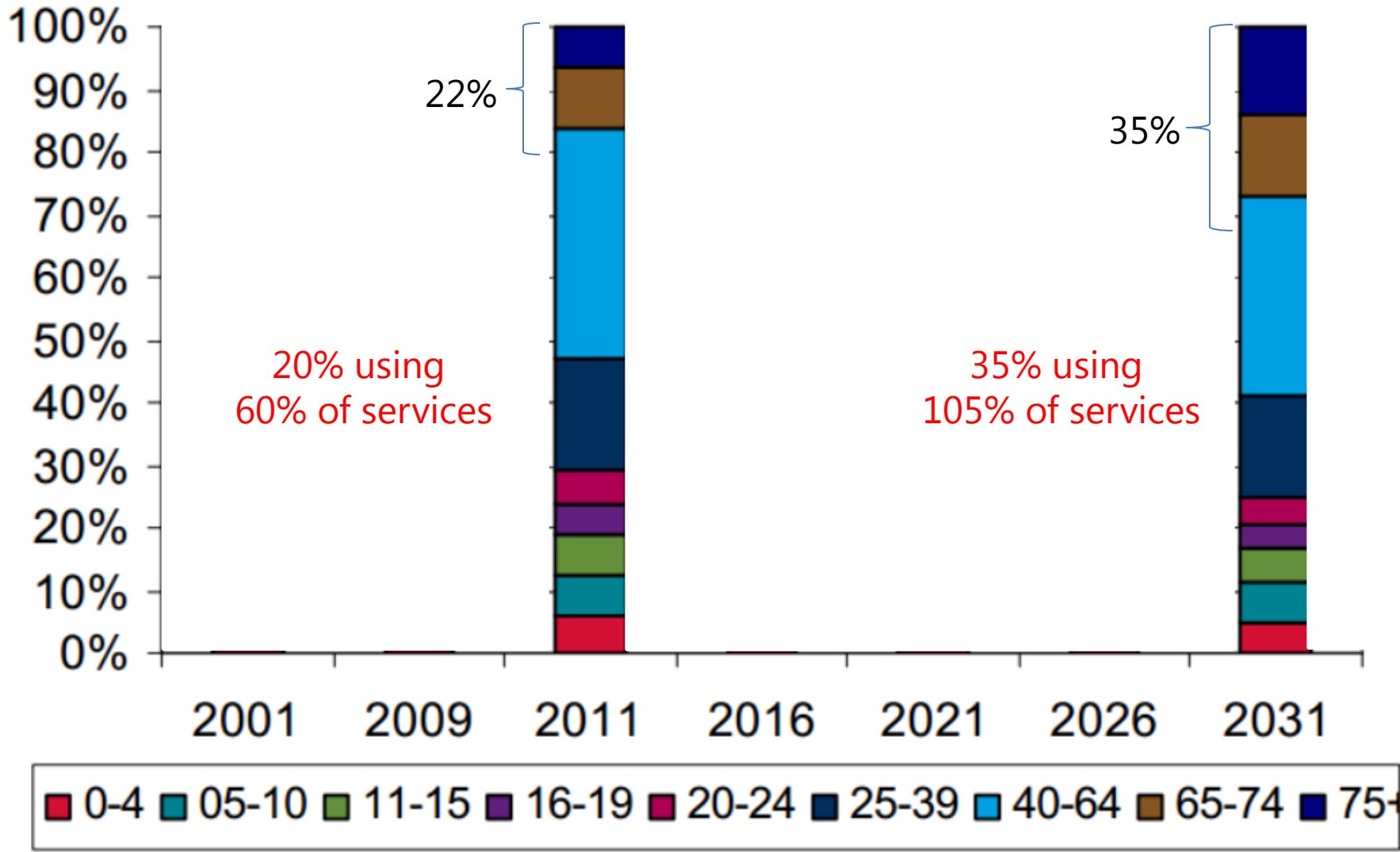


% of surveyed

### Age range (60% over 60s)



# Age structure of the population in Huntingdonshire, 2001-2031



Source: CCCRG mid-2009 population forecast

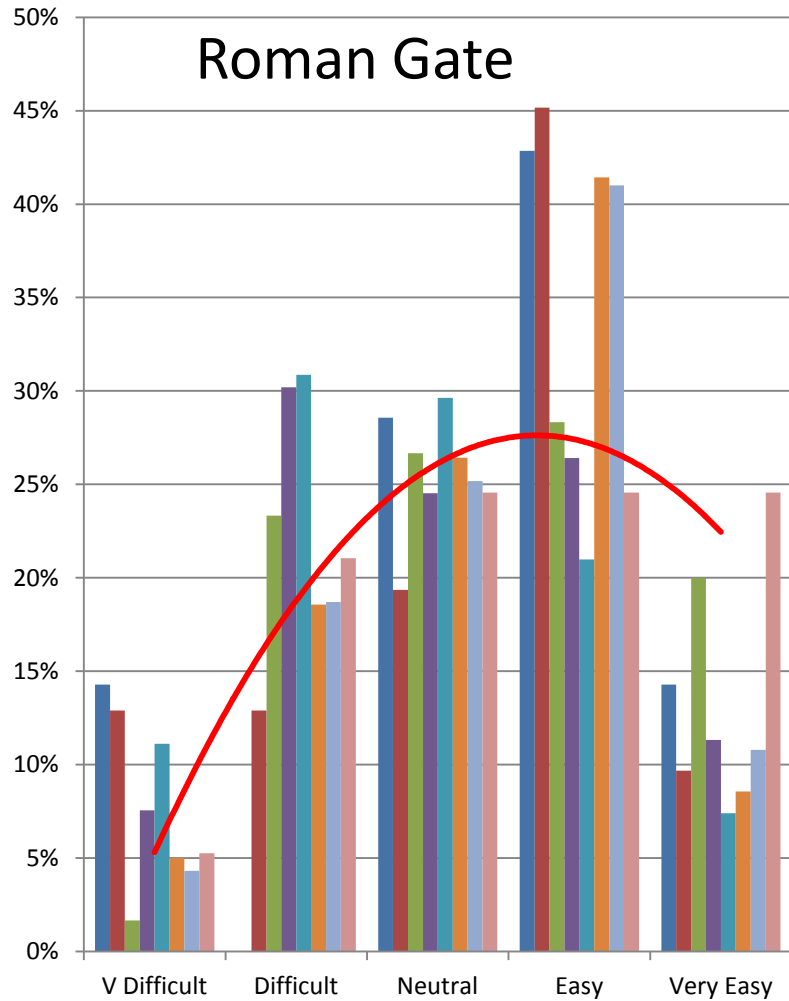
## Questions 1 & 2: About access to GPs.

1. How difficult do you usually find it to get to an appointment to see a GP on the same day?

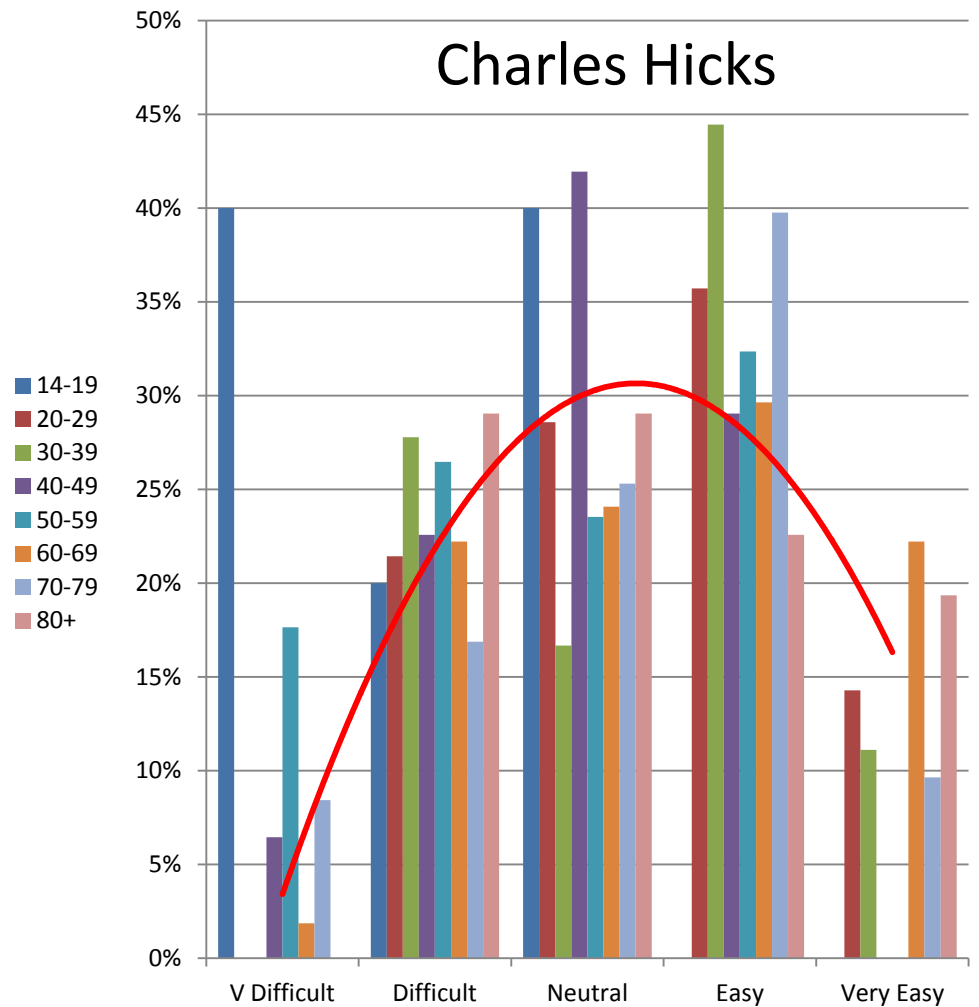


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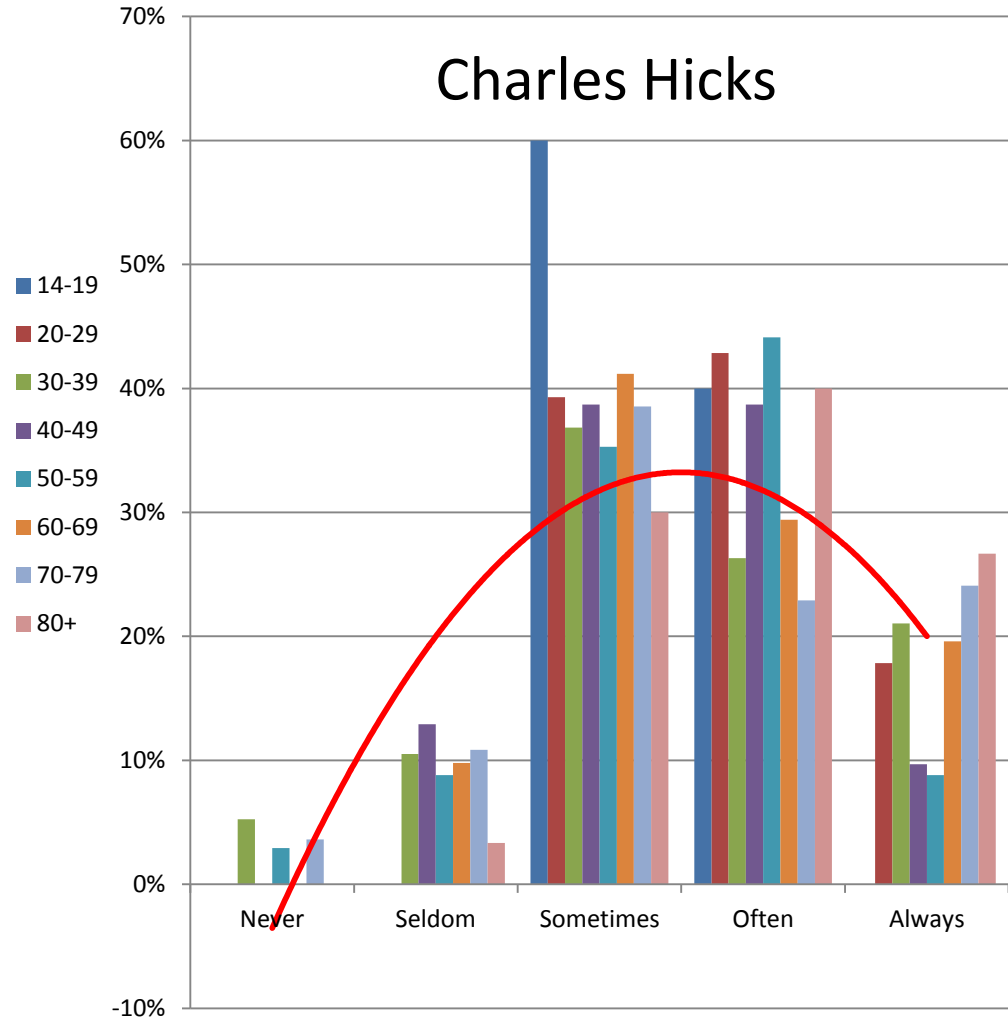
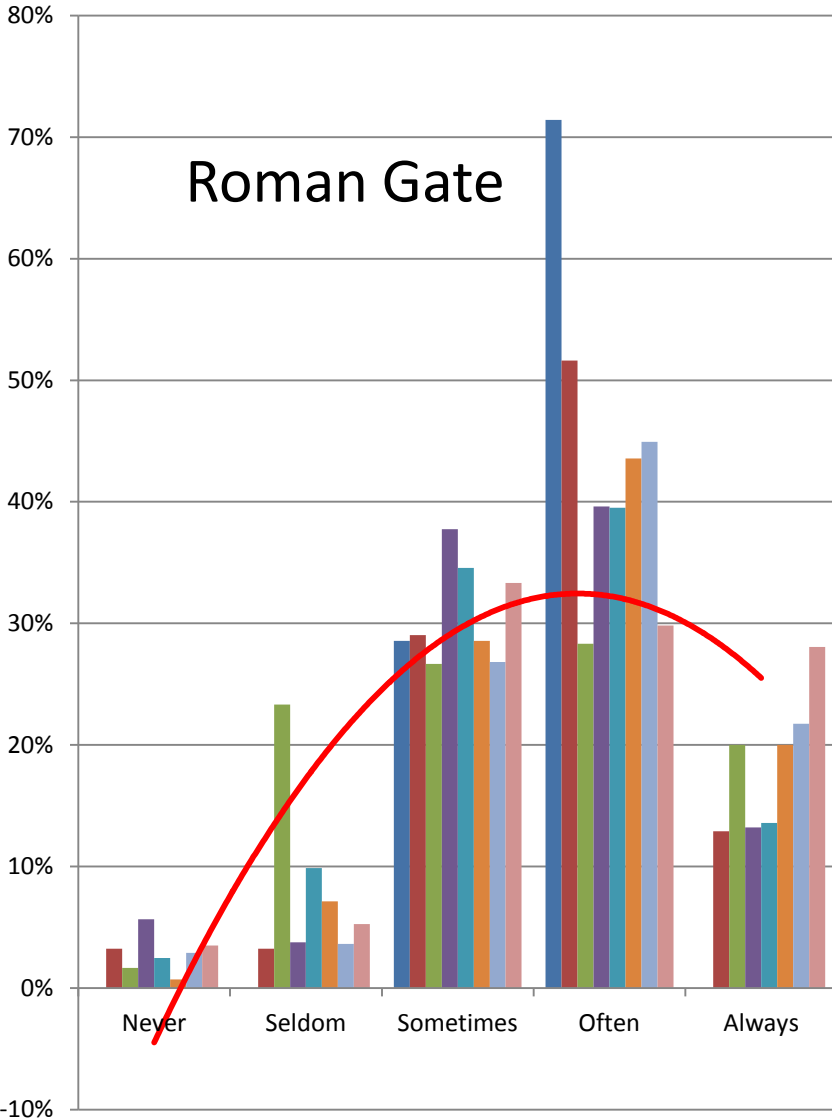


People are neutral about getting to a same day appointment

## Questions 1 & 2: About access to GPs.

2. Are you always able to get an appointment for the same day when you need it?

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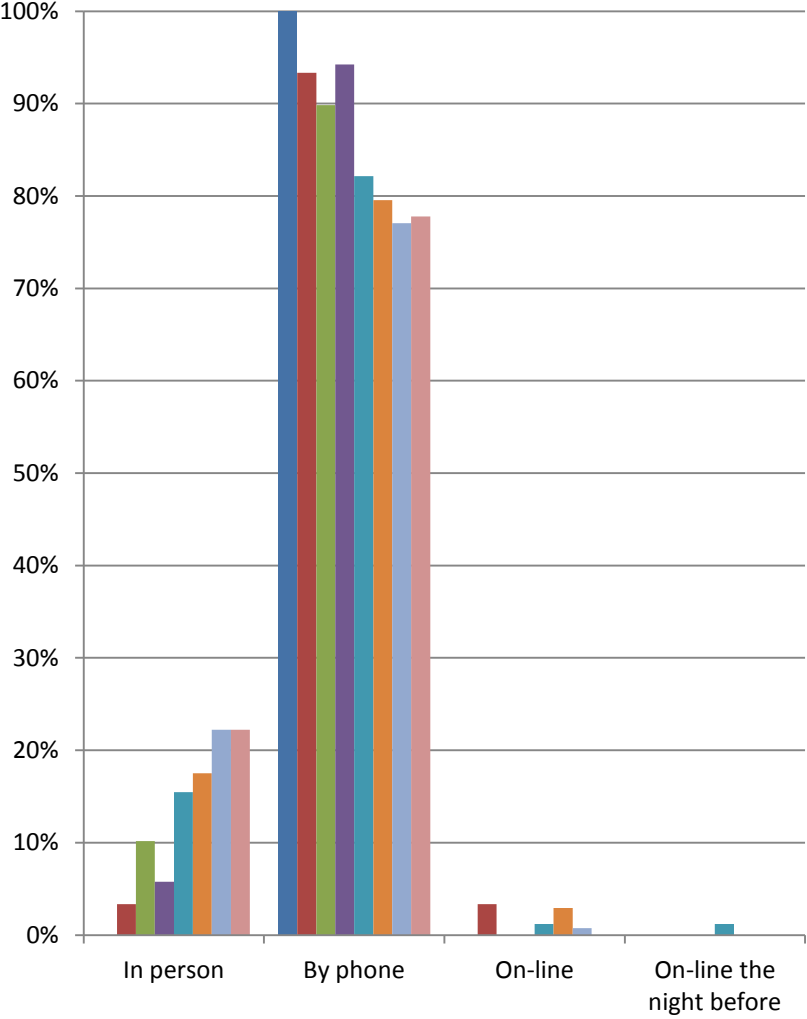
**Most** people can **usually** get same day appointment.  
60+ more likely to get same day appointment

## Question 4: Booking behaviour.

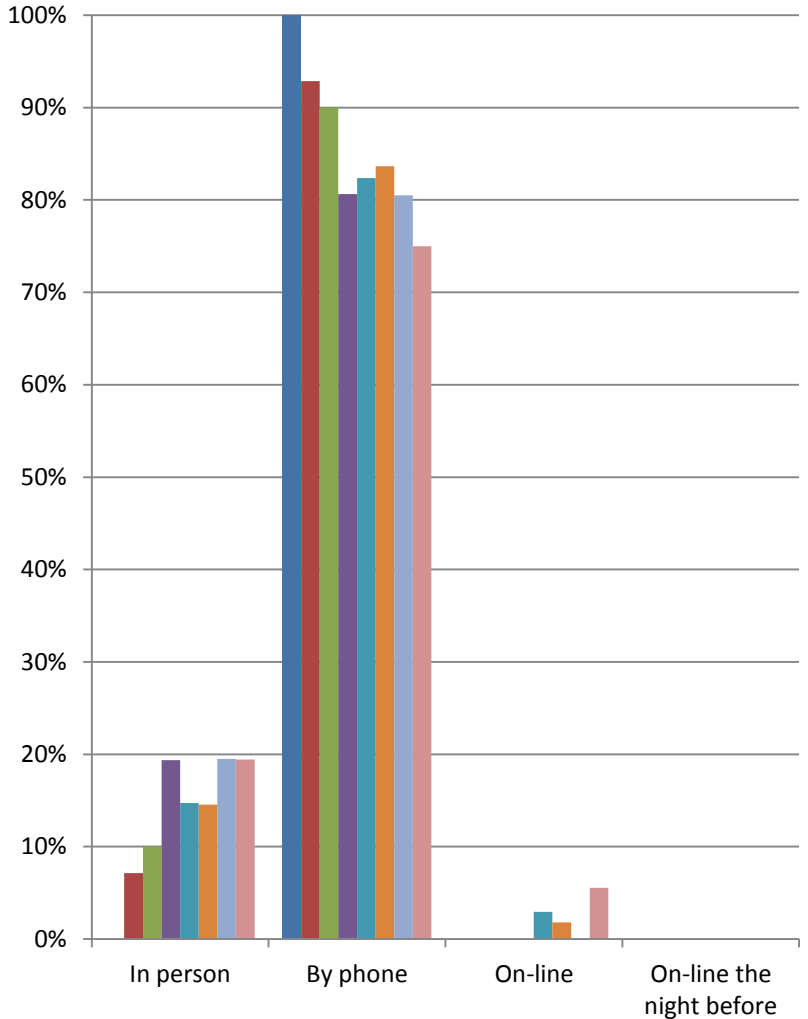
4. How do you usually make same day appointments?

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## Roman Gate



## Charles Hicks



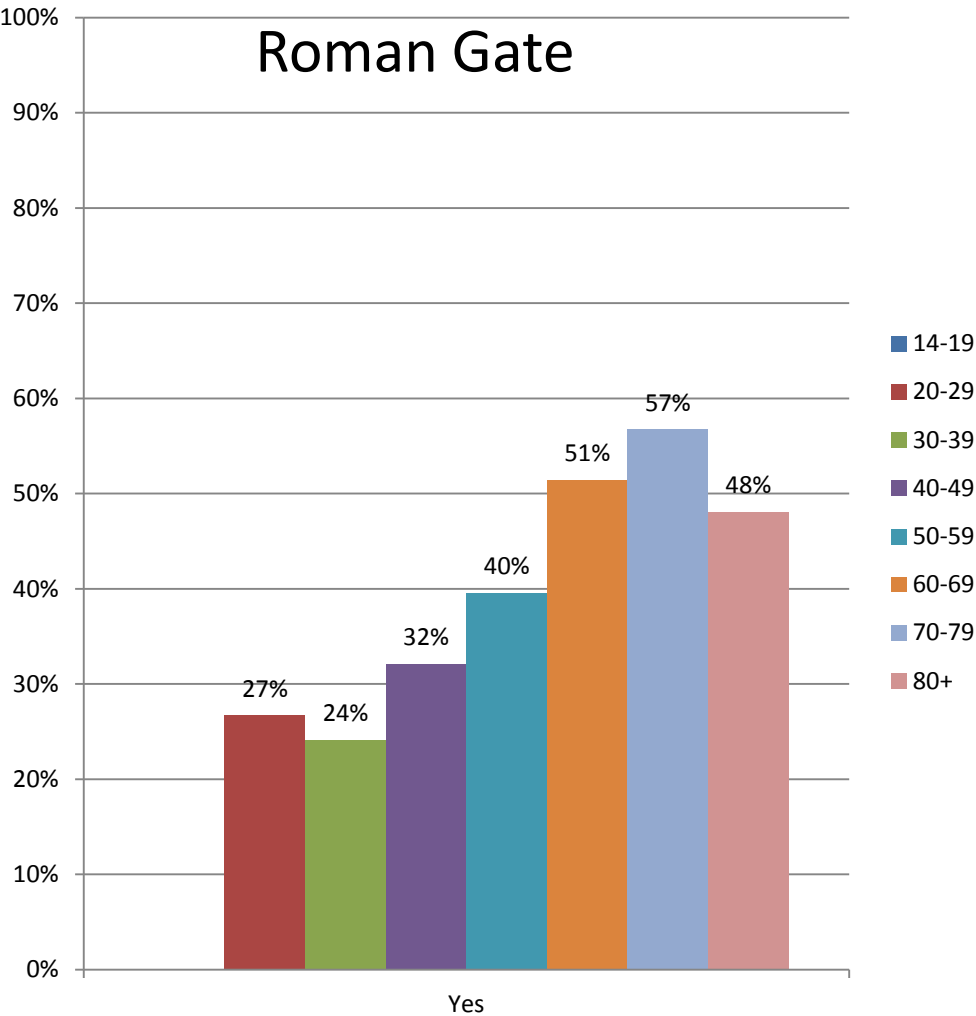
80% by phone. In person booking increases slightly with age.

## Awareness of on-line booking.

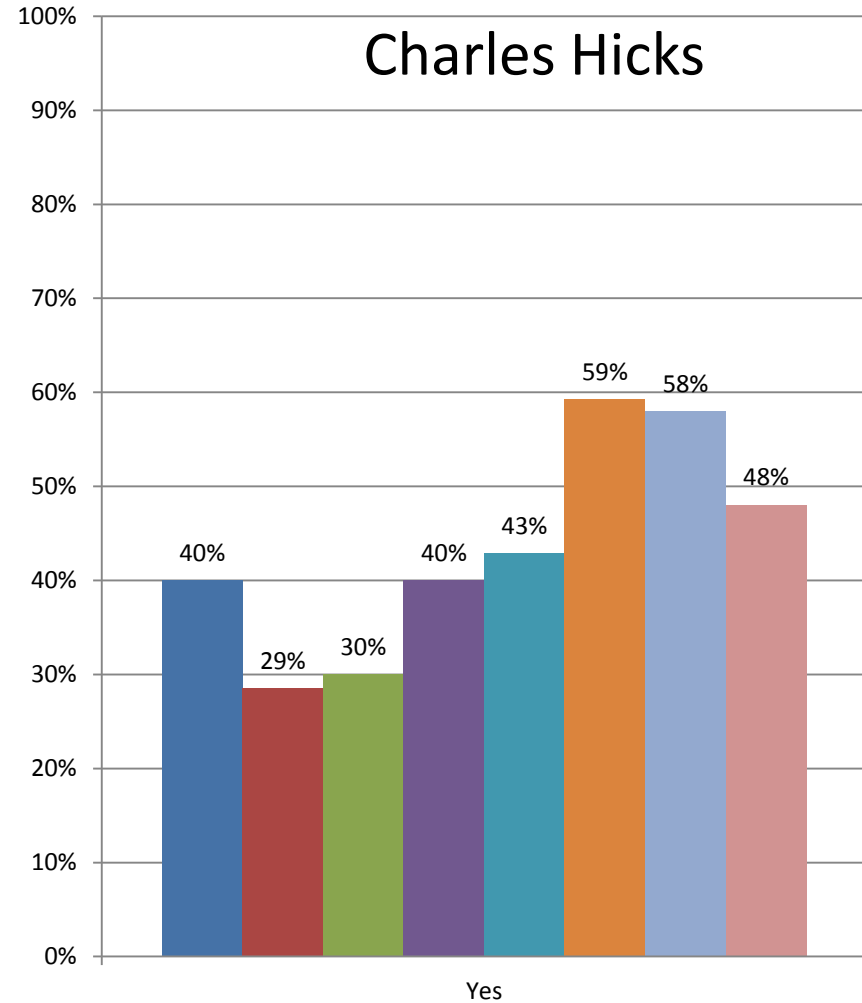
3. Are you aware that you can make appointments on-line?

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#### Roman Gate



#### Charles Hicks



Higher awareness within frequent flyer groups (60+)

Higher awareness in 14-60 groups at CH – TV screen advert or staff?

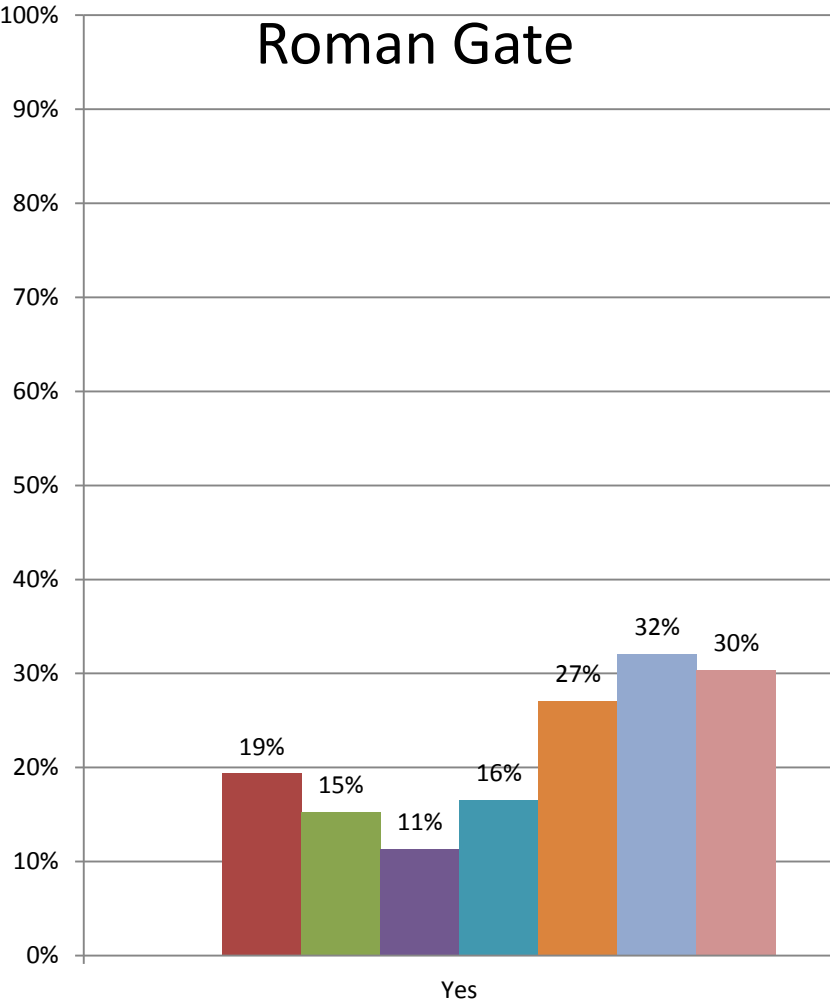
## Awareness of on-line booking.

6. Did you know that you can make appointments to see your GP on-line for the same day or up to 14 days in advance.

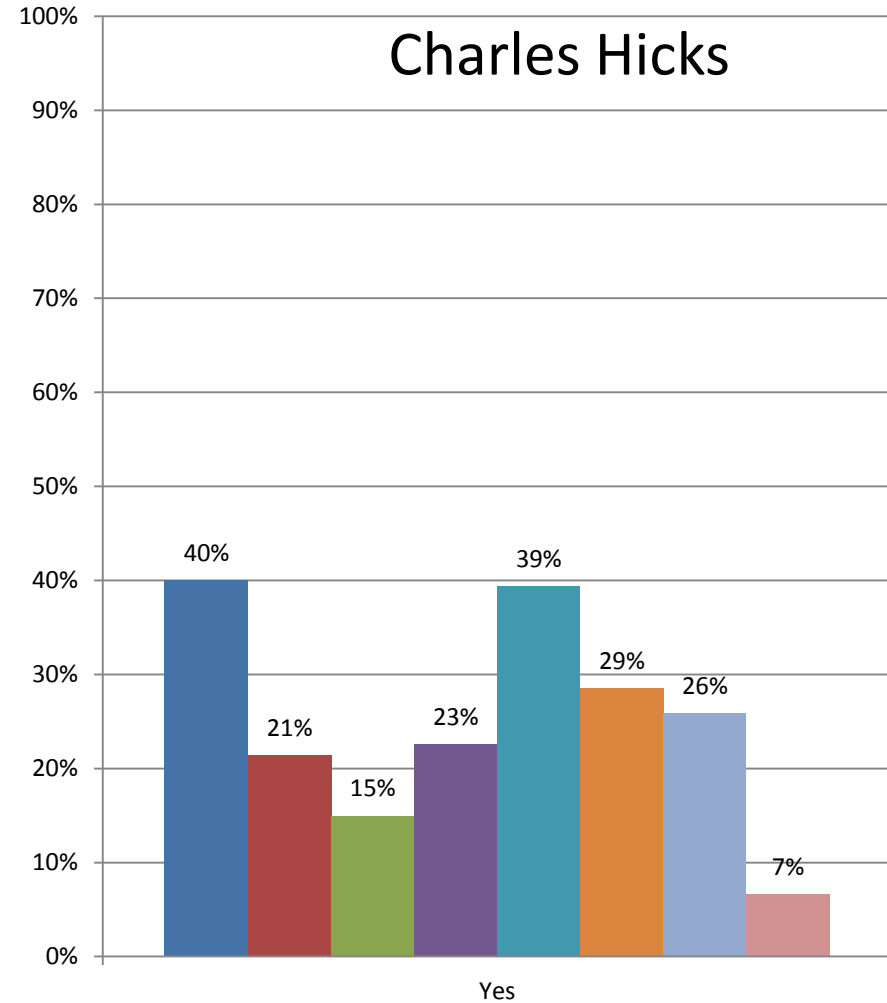


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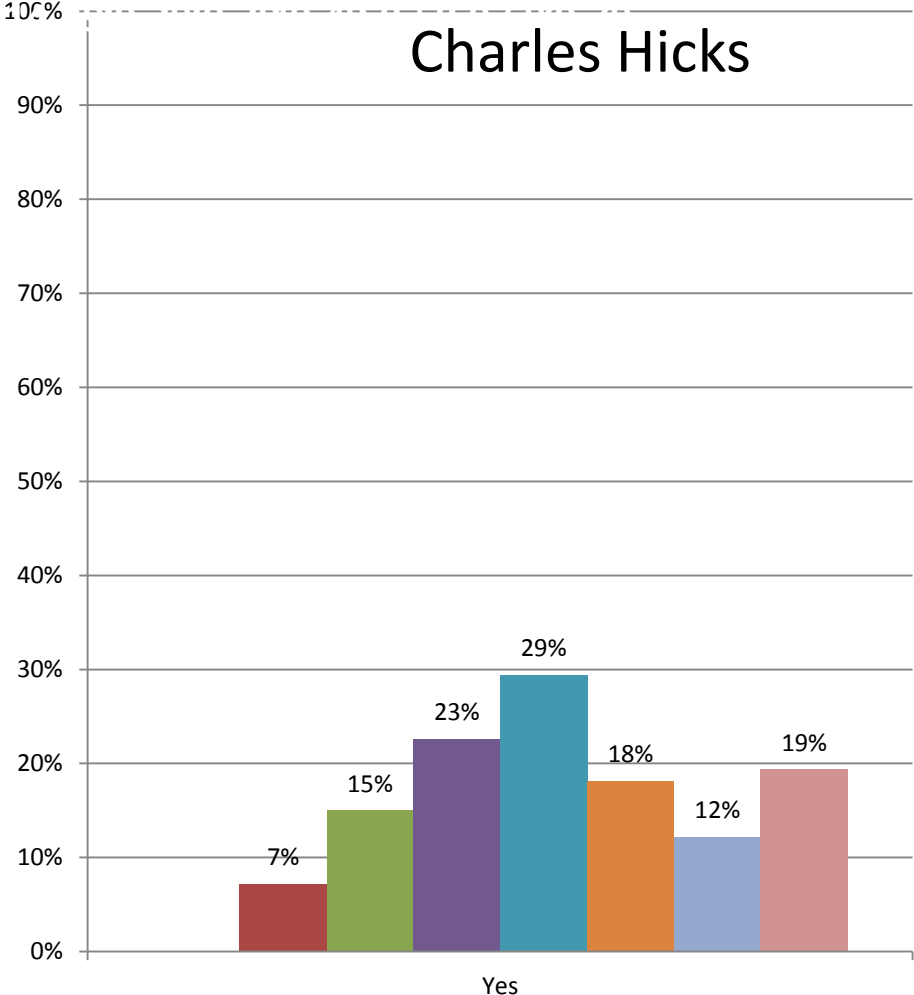
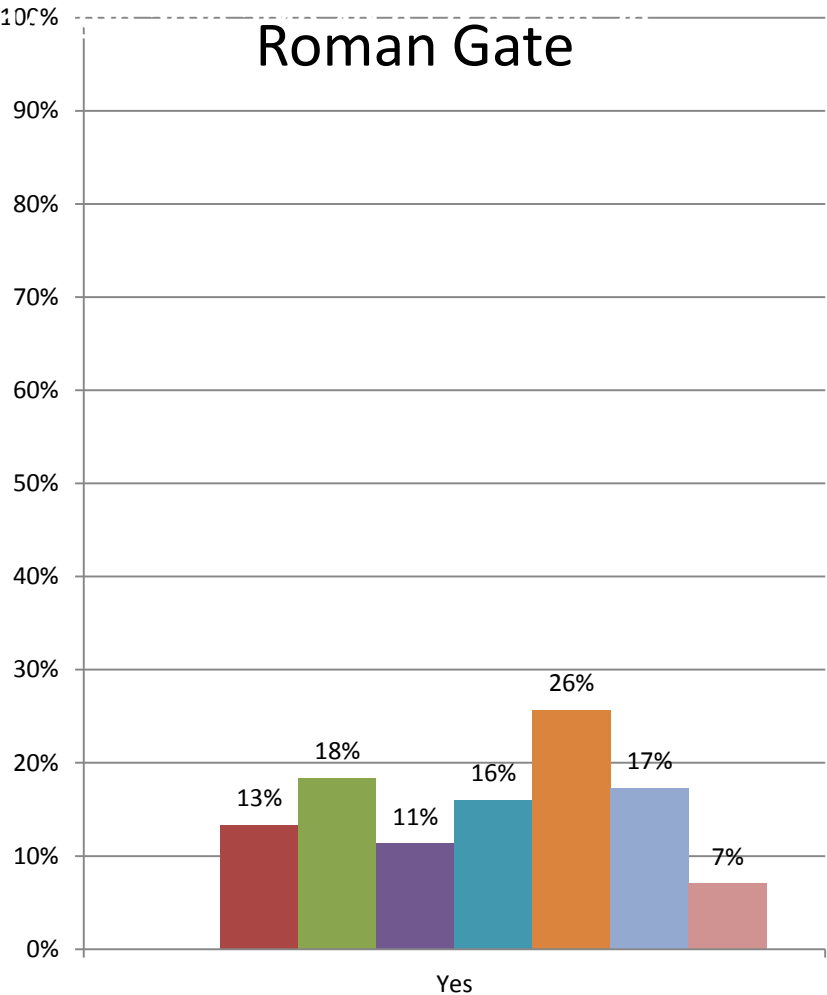


Better awareness by older patients of use of on-line booking.

## Awareness of on-line booking.

5. Have you registered for the on-line appointment booking and repeat prescription.

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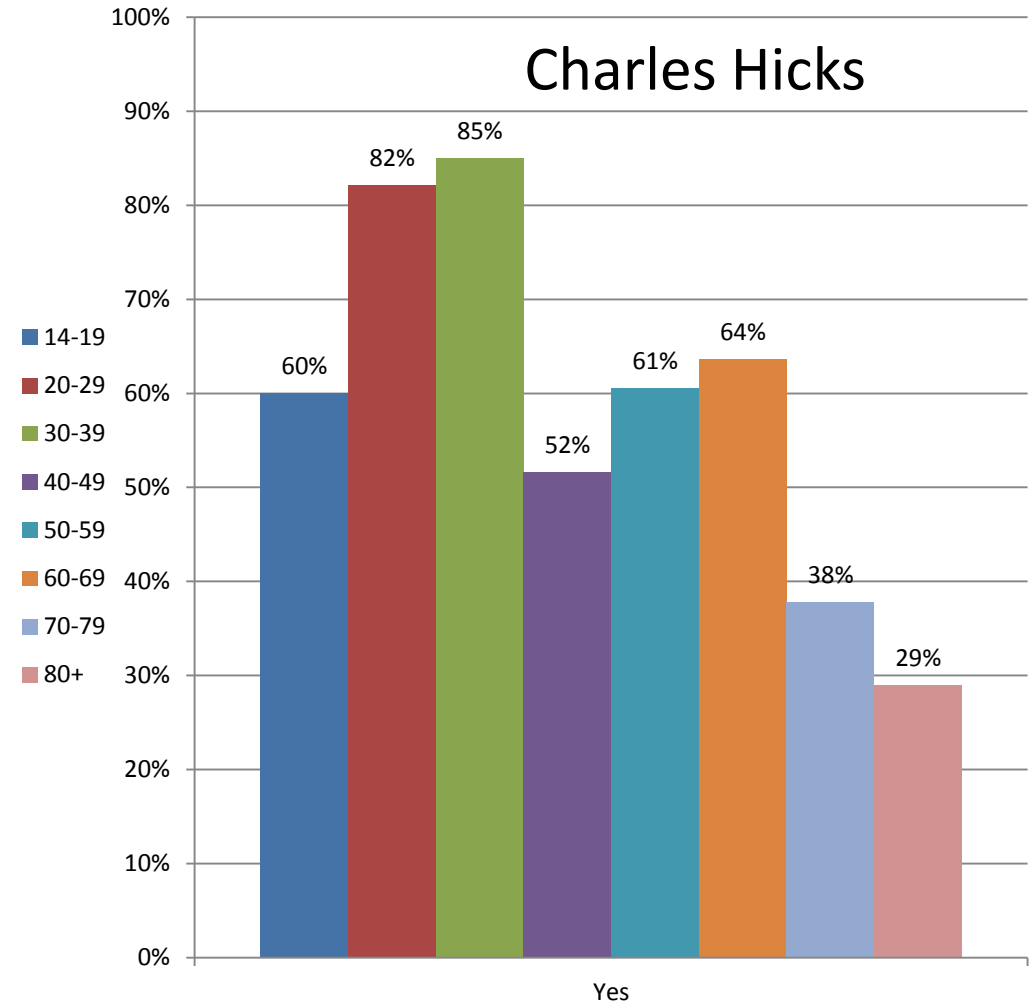
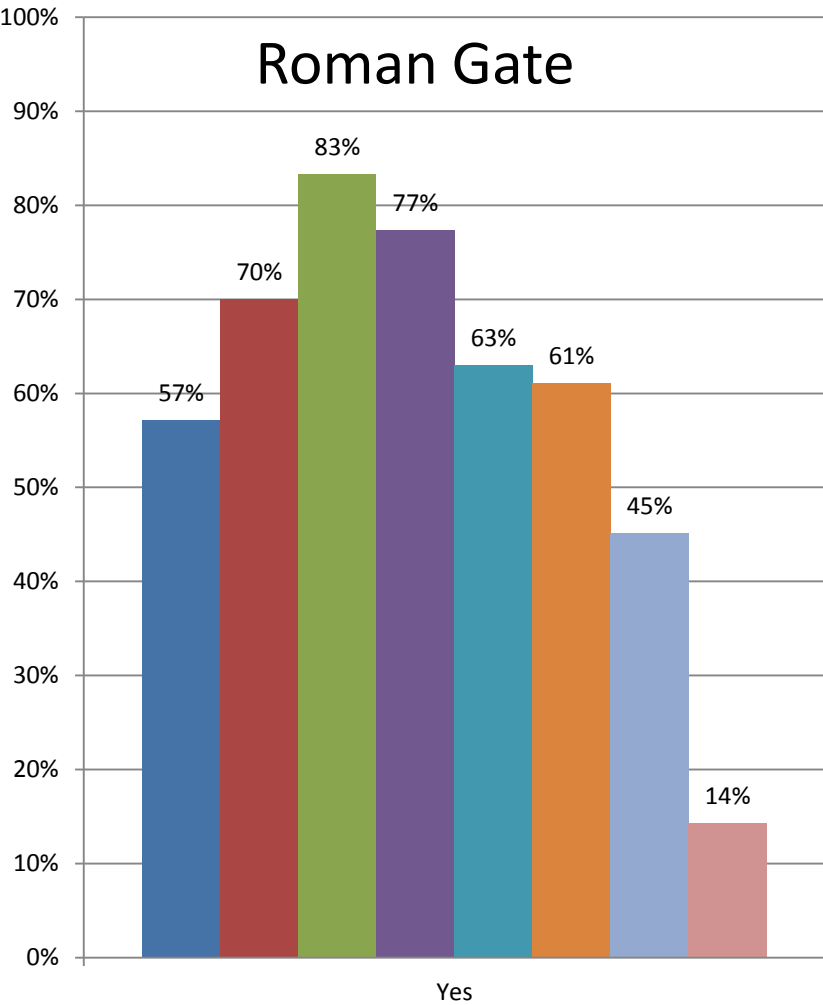


Low take up across the age range.

## Awareness of on-line booking.

7. If there were more appointments only bookable on-line would you be more likely to use the on-line booking service?

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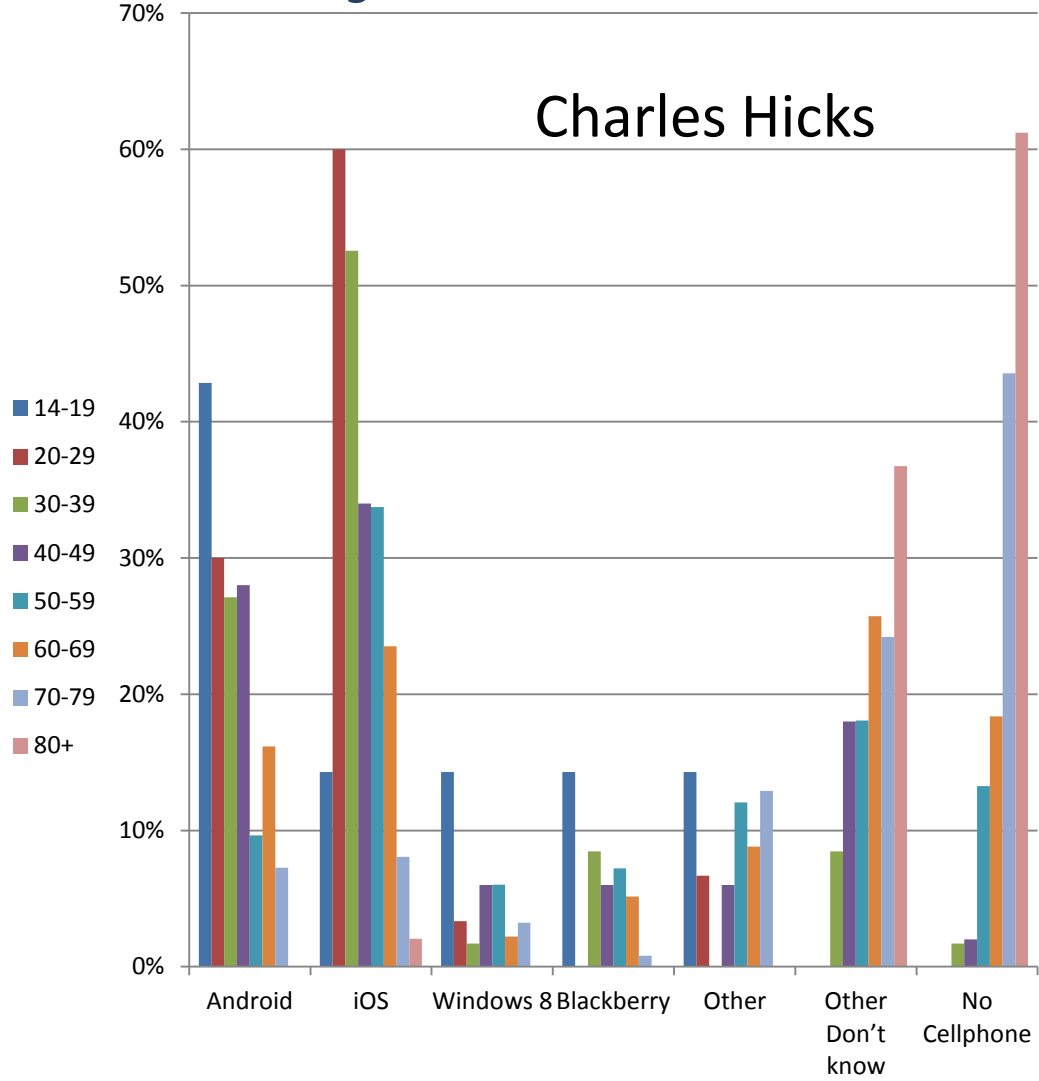
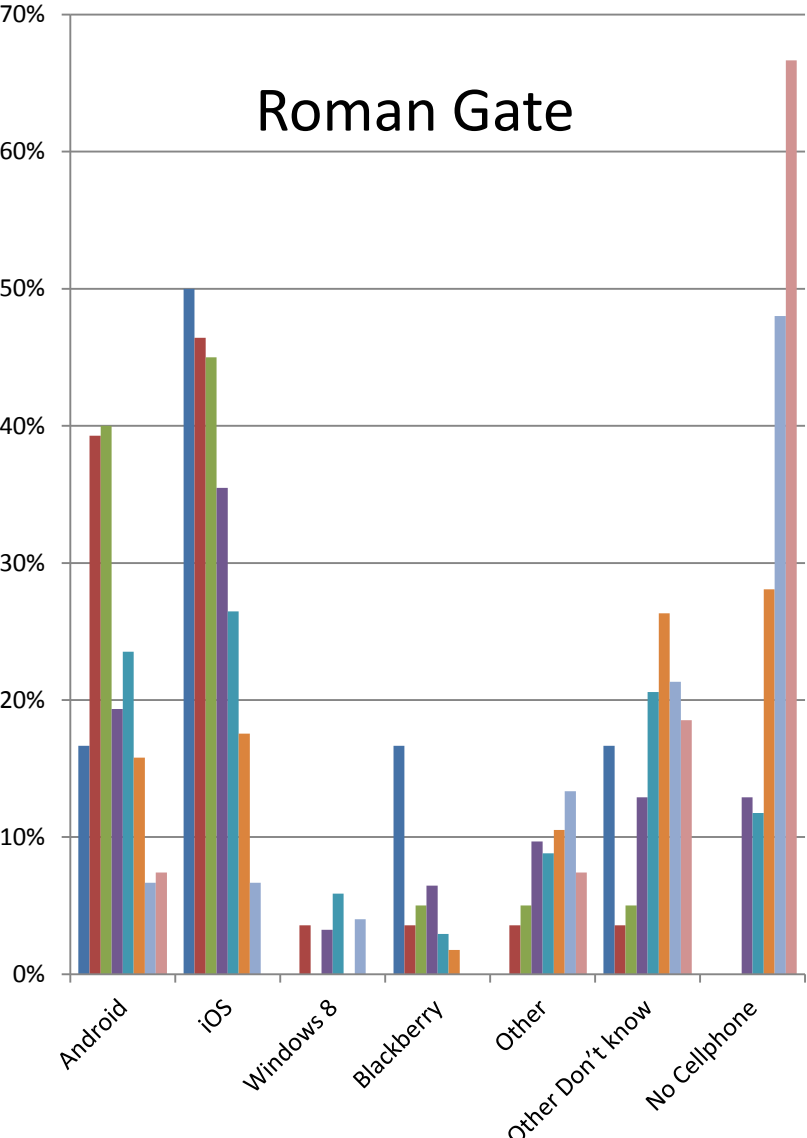


Patients under 70 more likely to use on-line booking system if there was an exclusive benefit.

## Technology usage.

8. Which Smartphone do you have – if any?

7. If there were more appointments only bookable on-line would you be more likely to use the on-line booking service?



Affluent area. 80% Smartphone connectivity. 70+ group unconnected.

# Observations:

1. 20% of patients using 60% of services. Growth in 60+ population will place unsustainable demand within fixed budgets.
2. Despite the complaints by vocal *minority*, most people can access GPs on the same day, most of the time – **for the moment**.
3. 80% book same day appointments by phone, but with increasing age, we increasingly book in person – **current generation**.
4. People 40+ more likely to be aware of on-line booking and its benefits, but few patients in any age group are using it.
5. Slightly greater awareness of on-line booking at CH – TV screen advert or promotion by staff?
6. Higher than national average use of iOS (affluence measure). 80%+ connectivity.
7. 70+ age group unconnected. Risk of healthcare disadvantage BUT compensated by increased availability via gatekeepers.

Opportunity to make significant cost savings by moving **most** of the people to current FREE on-line booking for **most** of their booking transactions.