



North West London

H & F Partnership PCN
GP Access survey results
Authors: Insights unit
November 2024

Content

1. Introduction
2. Survey analysis
3. A word about demographics
4. Qualitative insights

1. Introduction

This report summarises patient feedback collected by the H&F Partnership Primary Care Network to assess the accessibility, quality, and user experience across various GP services. The survey aimed to capture patient perceptions on topics like ease of contact with surgeries, appointment booking efficiency, the importance of continuity with GP providers, and the usefulness of online consultation. The responses collected represent a broad spectrum of patient demographics, including varied age groups and cultural backgrounds.

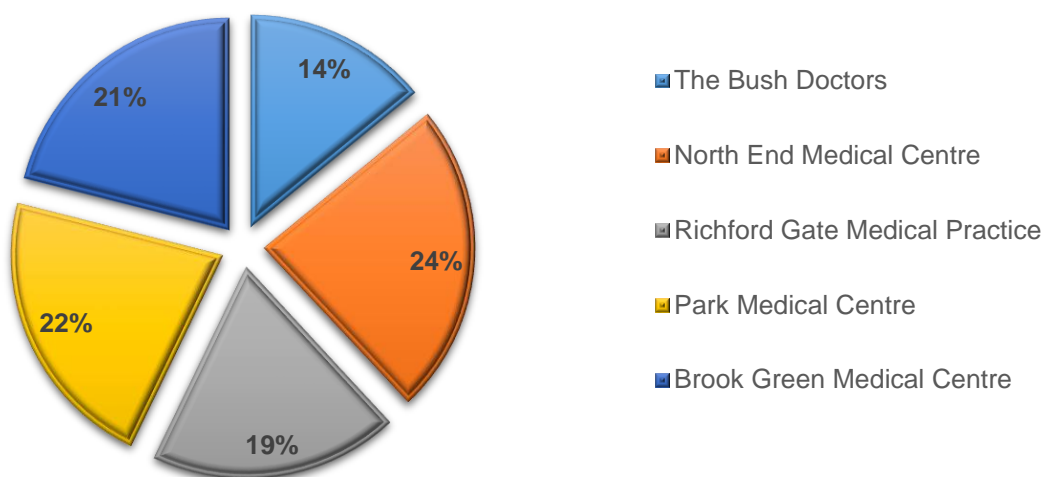
The first part of this report will present the quantitative feedback, including data on overall satisfaction levels, accessibility ratings, and specific areas of service performance. This section will be supplemented with comments that provide context and highlight particular trends or common themes observed in the feedback.

The second part will focus on providing qualitative insights, including a summary of key themes, patient experiences, and specific suggestions. This qualitative feedback will be presented in the form of tables, to offer a structured overview of the main insights raised by respondents. Given the timeframe available, these tables are designed to be concise yet informative, helping to identify key areas for discussion.

1. Survey analysis

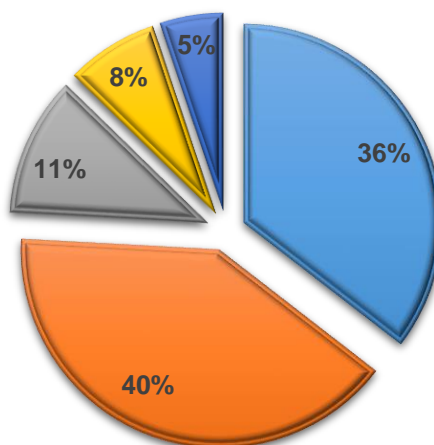
This section will evaluate and analyse each of the clearly defined quantitative survey questions, including comments embedded within those questions.

.Please select the name of your surgery from the drop-down menu below:



The distribution of survey responses across five GP practices within the H&F Partnership Primary Care Network. The North End Medical Centre holds the largest share, comprising 24% of responses, suggesting either a larger patient base or higher engagement levels. Park Medical Centre and Brook Green Medical Centre follow closely with 22% and 21%, respectively, indicating significant patient participation. Richford Gate Medical Practice accounts for 19%, showing moderate engagement, while The Bush Doctors has the smallest share at 14%. The overall response rate was over 3500

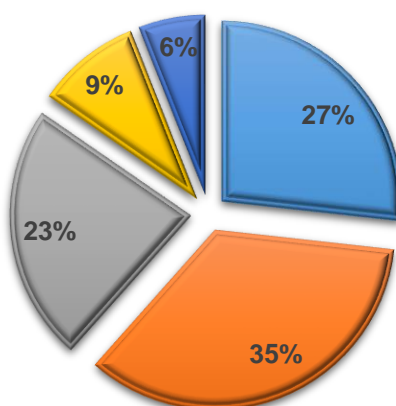
I am satisfied with how easy it is to contact my surgery during opening hours (08:00-18:30, Mon-Fri):



■ Strongly agree
 ■ Agree
 ■ Neither agree nor disagree
 ■ Disagree
 ■ Strongly disagree

Around 76% either strongly or agreed, which suggests that most patients find it relatively easy to contact the surgery during operating hours. However, 11% of respondents were neutral, indicating that for some, the experience may not have stood out positively or negatively. Additionally, 13% expressed dissatisfaction, with 9% disagreeing and 6% strongly disagreeing. This group points to a potential issue with accessibility that could be addressed to ensure all patients can easily reach the surgery when needed.

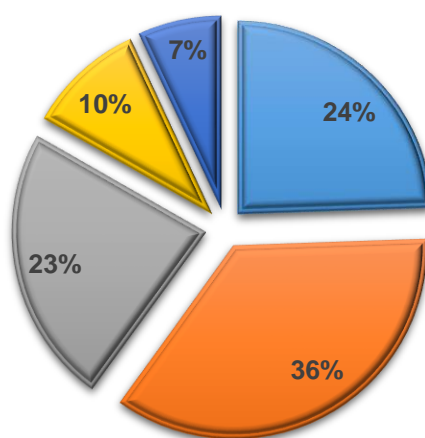
I can book a same day / next day appointment for urgent matters/care:



■ Strongly agree
 ■ Agree
 ■ Neither agree or disagree
 ■ Disagree
 ■ Strongly disagree

Regarding booking a same-day or next-day appointment for urgent matters, roughly 62% either strongly or agreed that they could book an appointment. A notable 23% remained neutral, neither agreeing nor disagreeing, suggesting that for many, the experience may vary or be inconsistent, with 9% disagreeing and 6% strongly disagreeing, highlighting that a significant group found it challenging to secure urgent appointments. Overall, the results suggest that while nearly half find the system works, there remains considerable room for improvement, especially to address the needs of those who struggled to access timely urgent care.

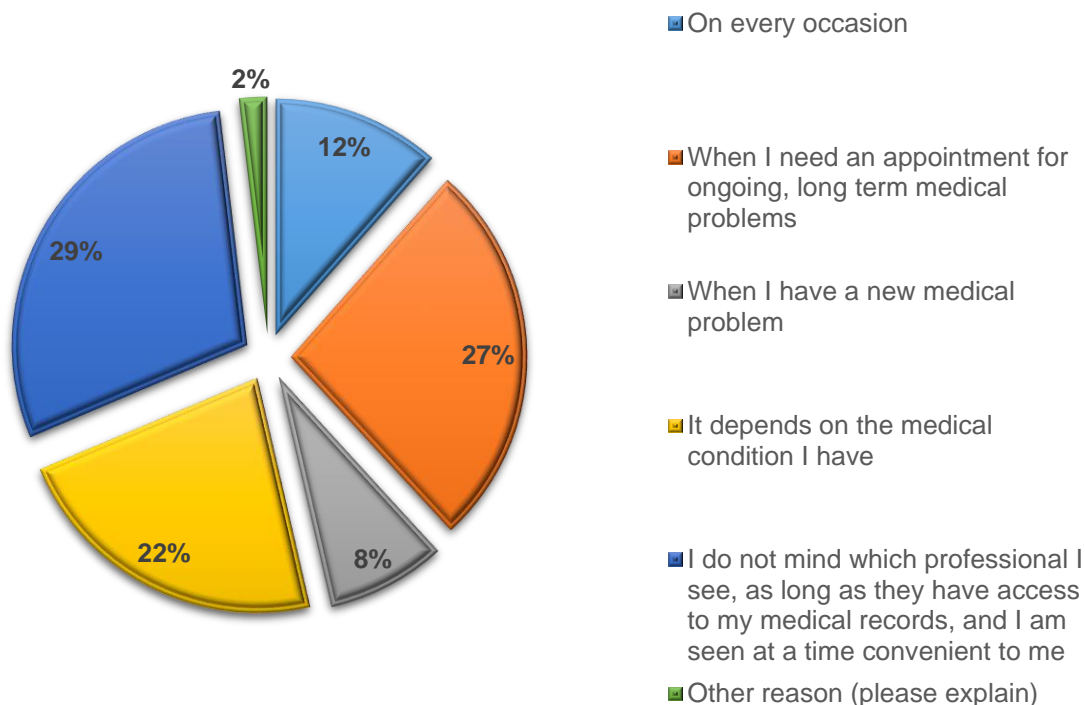
I can book an appointment in advance; 1-2 weeks for non-urgent matters/care:



■ Strongly agree ■ Agree ■ Neither agree or disagree ■ Disagree ■ Strongly disagree

The data regarding booking an appointment in advance (1-2 weeks for non-urgent care) shows that 60% of respondents have a positive view, with 24% strongly agreeing and 36% agreeing. Clearly, a majority of patients are able to book non-urgent appointments within this timeframe. However, 23% of respondents neither agreed nor disagreed. Additionally, 17% of respondents expressed dissatisfaction, with 10% disagreeing and 7% strongly disagreeing. This suggests that while the system works well for most, there are still notable challenges that prevent some patients from easily securing non-urgent appointments

It is important to me to see the same GP or surgery staff member, and I am willing to wait for an appointment to see them: (tick all that apply)



In a question that offered more than one choice the data surprisingly revealed patient preferences for seeing healthcare professionals, 29%, do not mind which professional they see, as long as they have access to their medical records and can be seen at a convenient time. Equally 27% preferred seeing the same professional for ongoing, long-term health issues. But overall, depending on the context, only 12% said that they would want to see the same professional on every occasion

Comments/themes from the above question (other):

Delaying treatment should be punished as a crime and those responsible for delaying treatment should be as a minimum banned /put in prison.

I would prefer to see the same doctor each time but this is rarely possible.

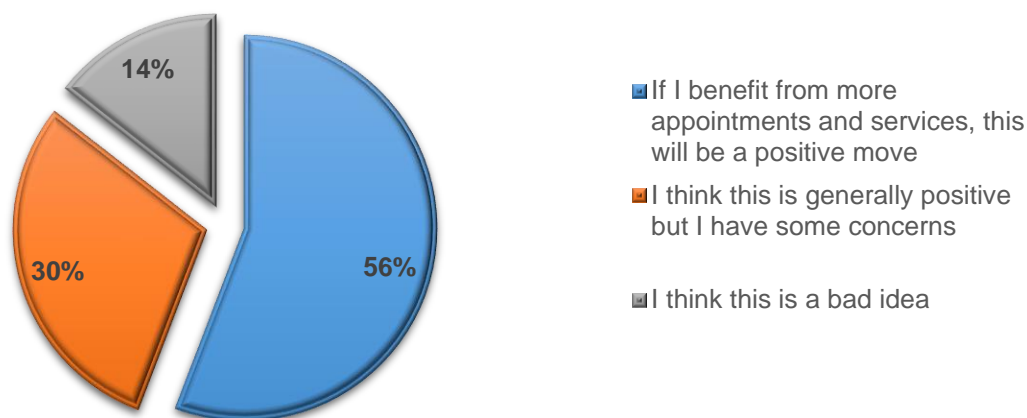
You see who available different each time.

Depending how n who is available again the GP females mainly taken I have been with a male gp who was very accomodating to my needs and other times when he is busy I see other GPs.

I think all the GP's I used to see have now left the surgery. I haven't seen a GP for a very long time.

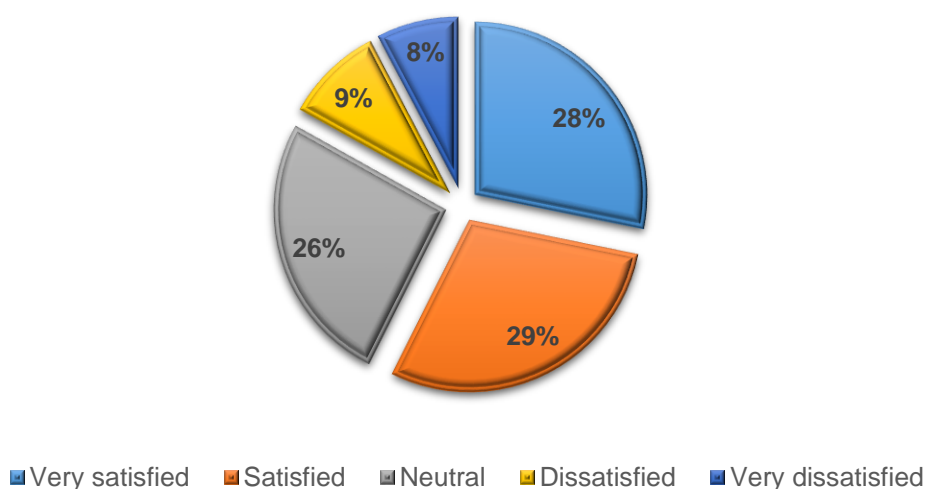
Some of the practice staff are not GP's and I am sometimes concerned with the evidence based advice I am receiving as well as their skills of managing someone with multiple needs. In particular pharmacists and healthcare support workers.

Some GP surgeries collaborate with their neighbouring GP surgeries to offer a broader range of services and appointments at different locations, or remotely (e.g. by phone). How do you feel about this?



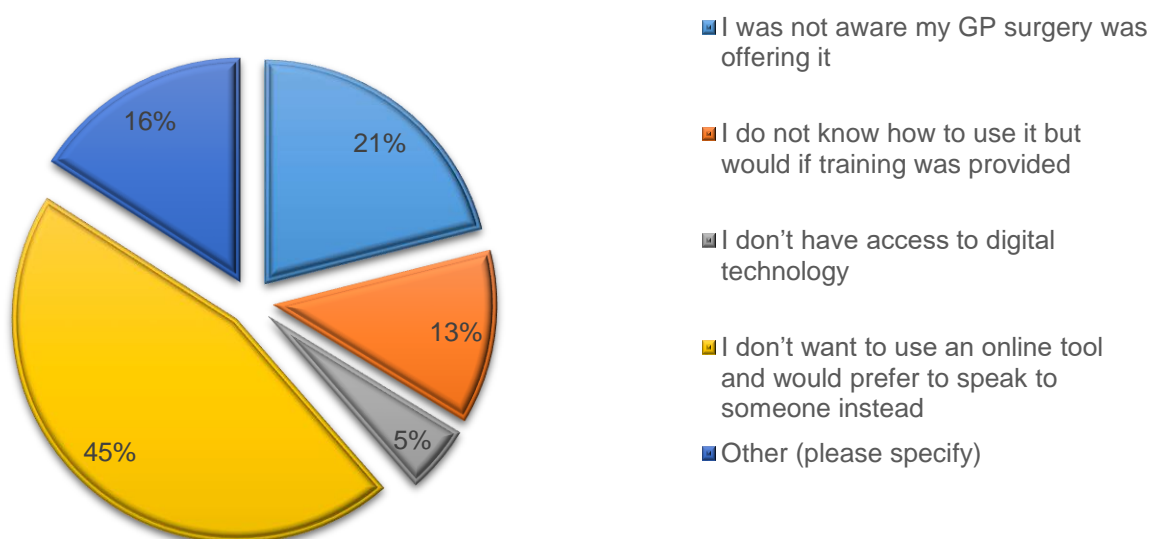
A majority (56%) view this as a positive move if it leads to more appointments and services, indicating a strong preference for increased accessibility. Meanwhile, 30% feel generally positive, but have some concerns, with an indication that this is related to aspects like travel, continuity of care, or service quality. A smaller portion, 14%, believes this is a bad idea, with apprehension about changes to the current system. Overall, while most respondents see the collaboration favourably, there are some reservations that need to be addressed to ensure widespread support.

If you have used the online consultation service (e.g., PATCHS, eConsult, or other) offered by your practice, how satisfied were you with it? (If you have not used the online service then go Q13)



The data reveals mixed levels of satisfaction among those who used online consultation services. 26% of respondents reported being neutral, suggesting indifference or a lack of strong feelings about the service. 29% indicated they were satisfied, and 28% were very satisfied, which shows that a combined 57% had a positive experience. On the other hand, 9% of respondents were dissatisfied and 8% were very dissatisfied, indicating that 17% found the service unsatisfactory

If you have not used the online consultation service, can you tell us why? (tick all that apply)



The majority of participants who chose not to use online consultation services cited varied reasons. Notably, 45% prefer speaking to someone directly rather than using online tools, emphasising a strong preference for traditional interactions. Surprisingly, 21% were unaware that such services were available, highlighting a need for better promotion and communication. While 13% mentioned they would use the tools if training was available, and 5% lacked access to digital technology. These statistics reveal both a lack of awareness and a need for improved digital education and accessibility

Comments/themes from the above question (other):

I haven't needed to use it.

I use it, but I'd prefer talking to someone directly. You need to think about older people and people with disabilities.

I have not needed to use it. My care has been monitored on a previously arranged schedule.

I have used it but it just seems a pointless step a computer isn't going to diagnose me properly and there is nothing better than the personal relationship you can build up with your own doctor.

The last time I tried to use it was for a non-urgent matter and it said the surgery is closed and I couldn't submit my query.

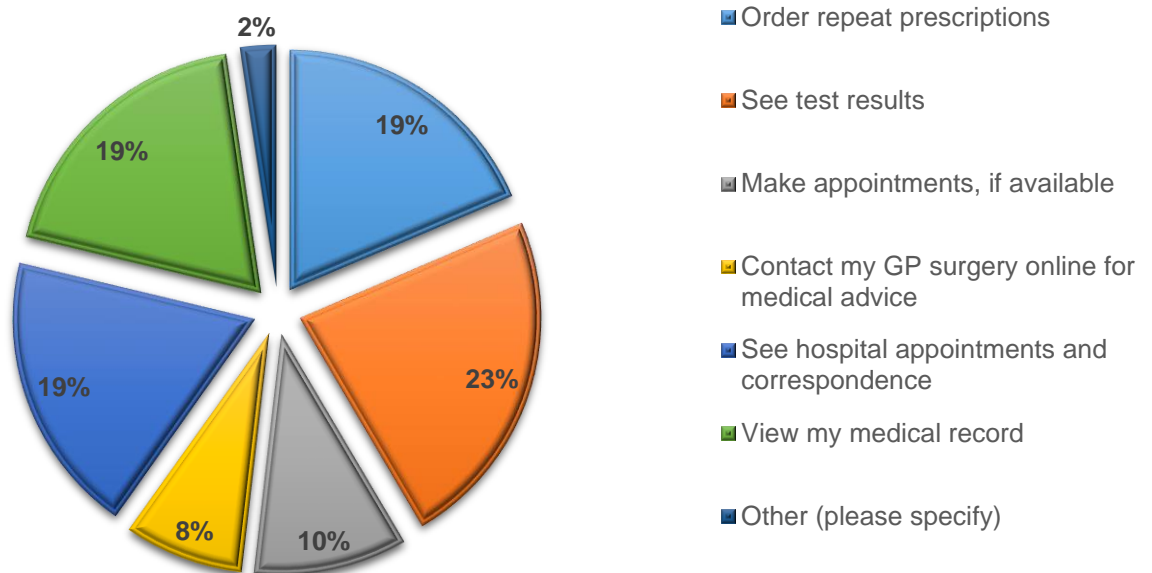
I have a tremor and many mistakes occur.

Because it's a waste of time when you could just speak to a doctor.

These online tools give general answers. They don't make specific decisions on your current medical or psychological situation. I would prefer ChatGPT instead of using such tools. Because the ones with NHS uses is too unclever.

As previously discussed much of these tools are used within working hours and my role doesn't allow. Also some of the tools are so lengthy to complete-take the connect screening tools they are really challenging for patients to complete. It would be far better building a rapport with a clinician rather than automated lengthy forms that are used to make triaging decisions.

I use the NHS app to... (tick as many options as needed) If you have never used the NHS app go to question 15



The data shows that 23% use the NHS app to view test results, while 19% use it to order repeat prescriptions. Almost equal proportions of 18% and 19% use it for viewing medical records and hospital appointments. However, only 10% use it to make appointments, which suggests that this function is way underused. These figures suggest that the NHS app is mostly used for reviewing results and managing prescriptions, but other features like appointment scheduling are less commonly used, potentially due to usability issue.

Comments/themes from the above question (other):

See appointments for husband. Don't subscribe for myself.

I use the my patient knows best app as well as the NHS app.

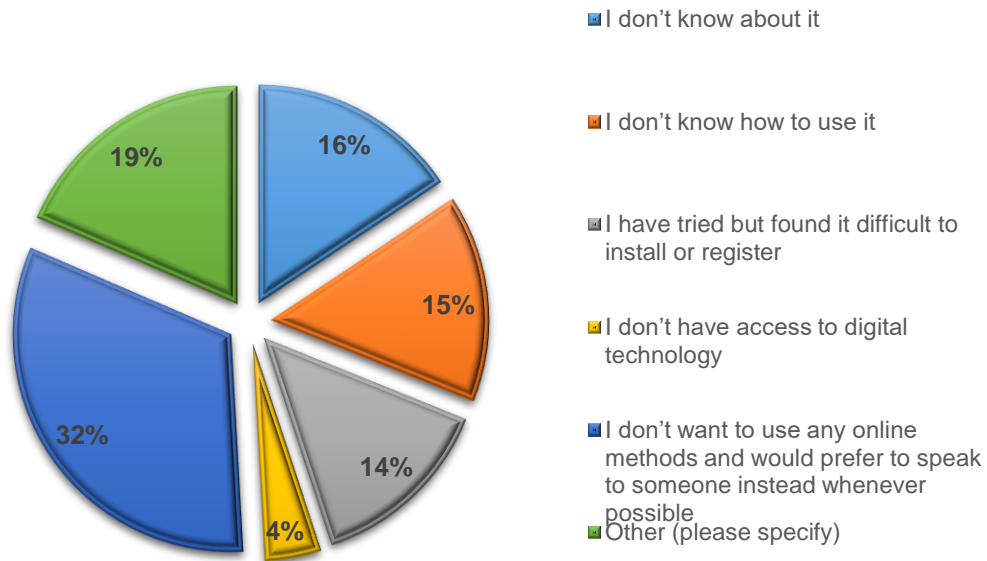
Am not using the NHS app, because thankfully I am at Richmond Surgery, with physical friendly employees and a physical place to turn to and not been told to call per phone, waiting the clicking options to maybe have clicked right to get an appointment in 10 days' time.

I would rather not use Apps .. they're not designed for anyone over the age of 25.

Take up memory on my phone, fix the app because none of the above are possible on it.

I use the NHS app called Care Information Exchange. The previous name, patients know best, which was an imbecilic name, as if we did, we would not be contacting a professionally trained doctor. The new name is not obvious to remember, but if you input NHS on the search, it asks you to download a completely unrelated possibly outsourced piece of software of which I have no reason to trust. The GP app does not have any history of tests, letters etc. that have been in the hospital system and is hence useless until the two are combined.

If you have not used the NHS App, can you tell us why?



When it comes to reasons for not using the NHS app, 32% indicated that they would prefer not to use any online methods and favour direct interaction instead. 19% selected "other" reasons for not using the app, indicating various individual barriers that were not specified. 14% had difficulties with installing or registering, while another 15% mentioned they did not know how to use the app. 16% were unaware of the app altogether, which suggests that improving awareness, training, and the user experience could encourage more people to use the NHS app

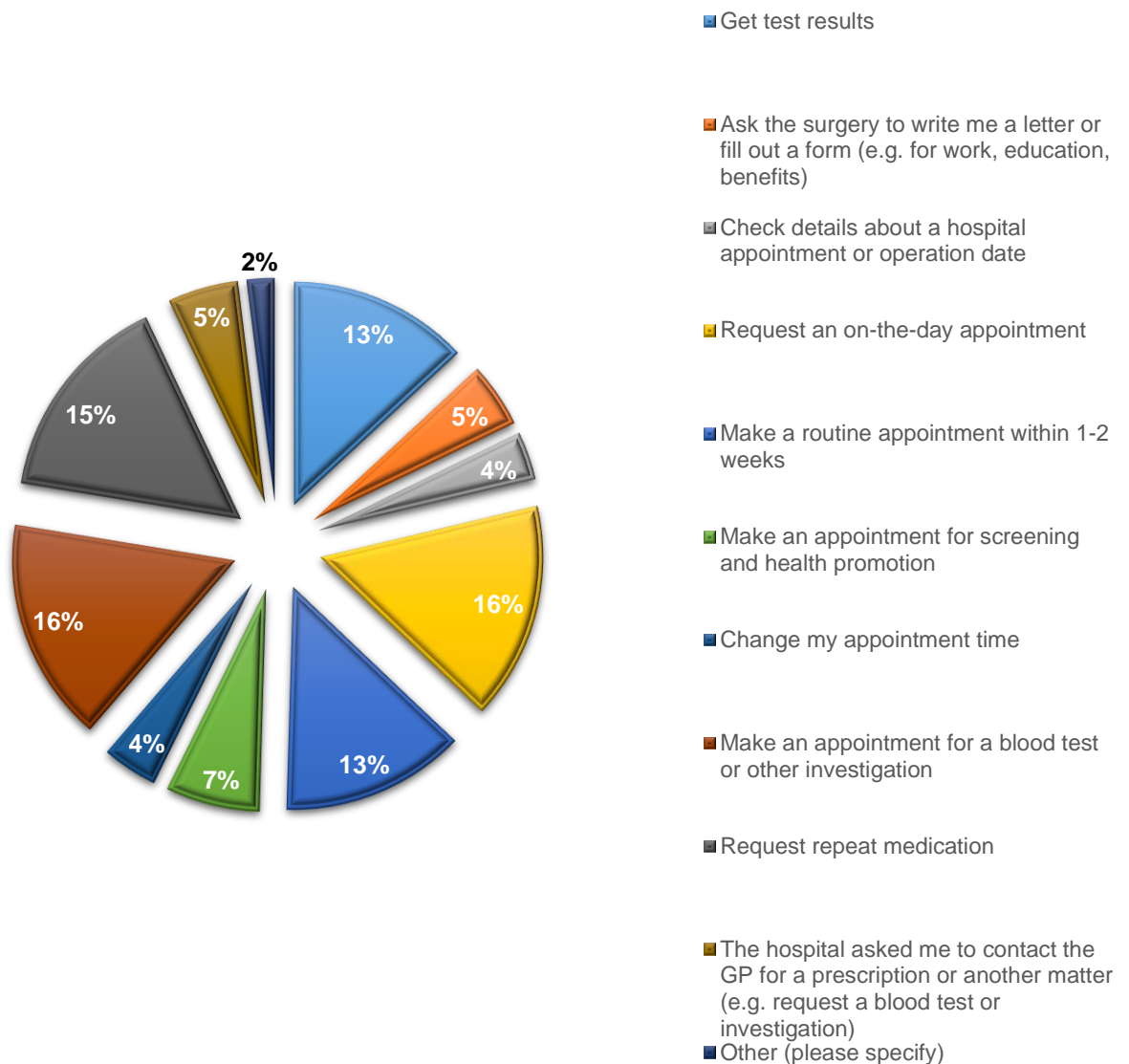
Comments/themes from the above question (other):

I don't see the point in installing when it's just as easy to log on online.

I did have the NHS app but it seemed broken at the time, kept login you out hard to log back in and found very little use for it. Whereas the prescription app seems underutilised as to making appointments seeing test results advising you that you need your prescription reviewed etc.

I've never thought to use it although I have it on my phone. I find Patches sufficient.

I have contacted my surgery in the last year because I have needed to... (please tick all options that apply)



The data details why patients contacted their GP surgery over the past year. The most common reasons, both at 16%, were to make an appointment for a blood test or other investigation, and to request repeat medication. 15% of patients contacted their surgery to make a routine appointment within 1-2 weeks, indicating a significant focus on managing ongoing health care. 13% of respondents reached out to get test results, and another 13% made contact to request an on-the-day appointment, highlighting the need for timely information and access to care. 7% needed to change their appointment time, while 5% contacted their surgery to either request a letter or fill out a form or because they were asked by the hospital to follow up with the GP for prescriptions or other matters. Additionally, 4% reached out to check details about a hospital appointment or operation date, or to make an appointment for screening and health promotion.

Comments/themes from the above question (other):

To get advice about my medication.

Speak to the GP who has managed my care for ongoing health issues.

I have not needed to use the GP service but my husband has several chronic conditions and needs check-ups and medication.

I have seen the Pharmacist regarding my medication regimen and they were very helpful in following up, checking dosage etc.

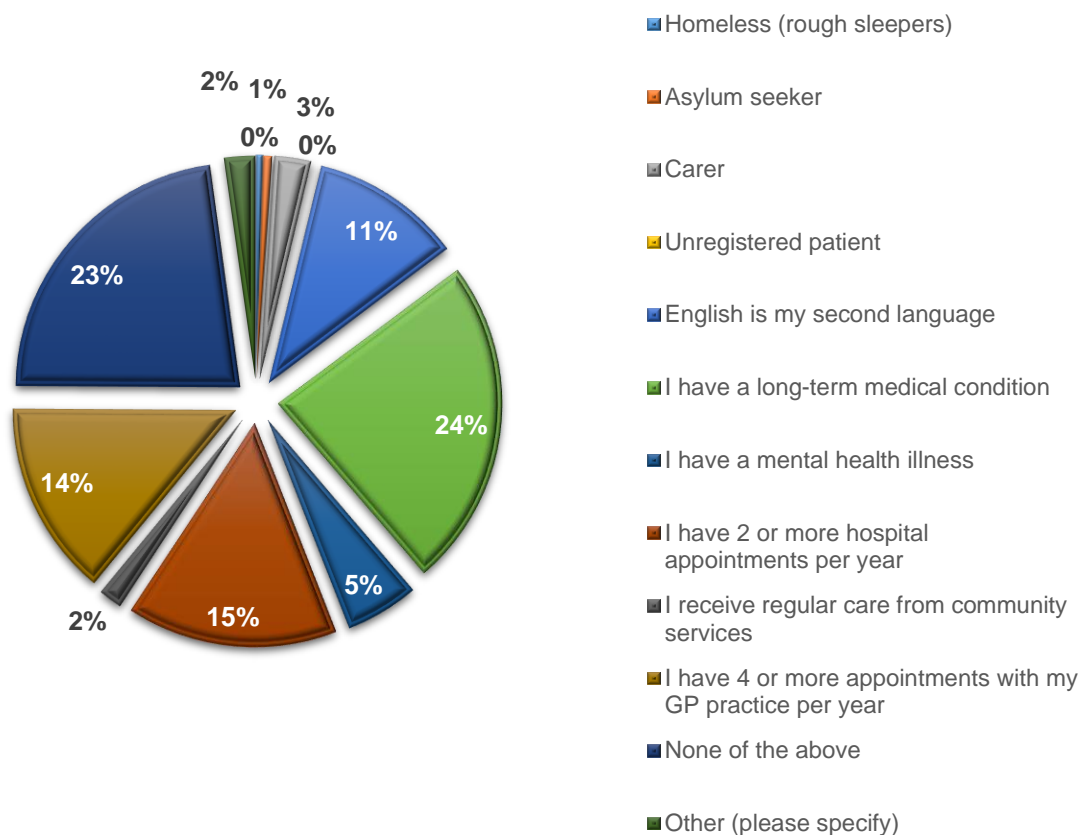
GP Invitation for COVID jab.

Requested test for prostate. Never heard back.

Talk to the pharmacist about my prescription

On behalf of my husband who has a hearing deficit.

Which of the following best describes your current situation? (Please tick all that apply)



Comments/themes from the above question (other):

I am an asylum seeker. It's been 13 months since i am living here. Because of the change of environment i contact my GP 6 times a month but now its getting better and reduced to once or twice. I have been through many bacterial, viral infections at the very start the I was diagnosed with high glucose in my blood and now i have been facing a problem known as costocondritus.

I am happy that I have been receiving a regular prescription from my GP.

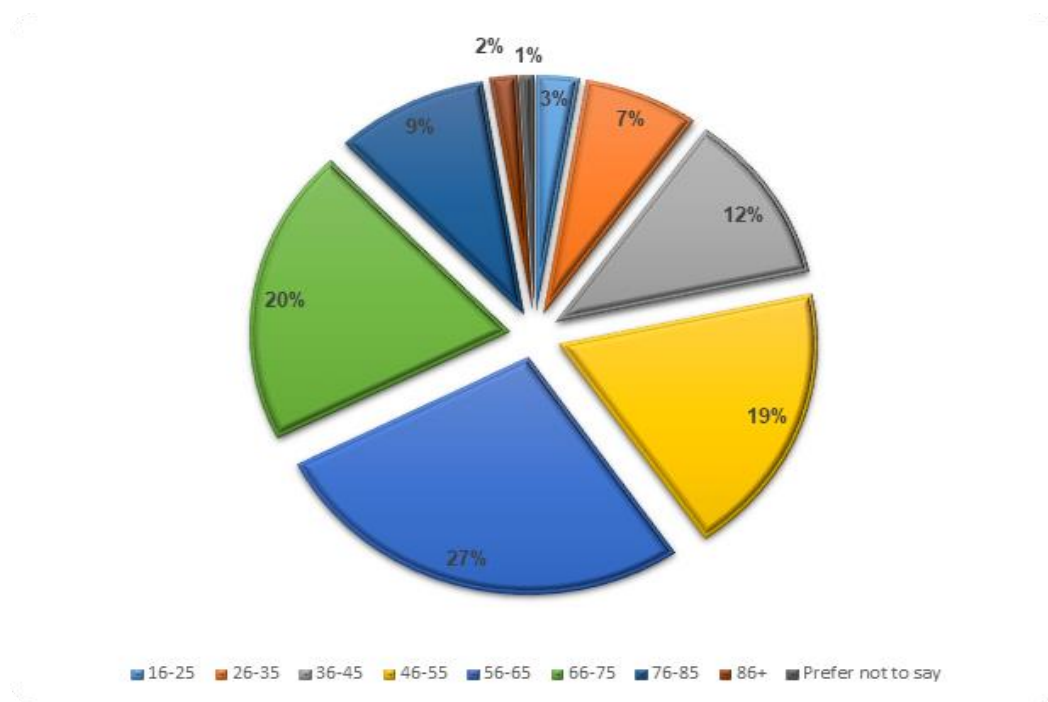
Someone that hasn't been able to get a check up for maybe 5 years now.

I have a long term condition, if that is what asthma is described as. I would like to have been able to more easily make an appointment with my GP on several occasions. 2-3 GP appointments a year would be reasonable, especially seeing as I can be fairly flexible with time of day. The sticking point is net easily being able to obtain an advance appointment for non-emergency issues.

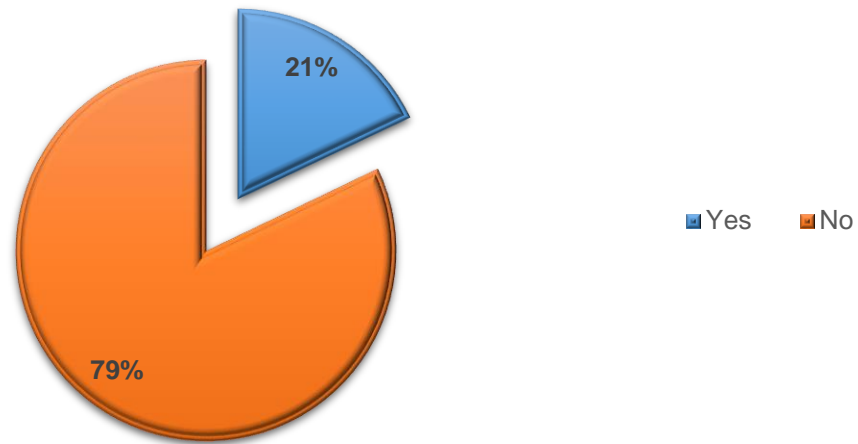
2. A word about demographics

The demographics reveal a predominantly older, female population, with 60% identifying as female and 38% as male, while 2% either prefer to self-identify or chose not to disclose their gender. Ethnically, the majority are White, with 45% White British and 24% White (Other), while other ethnic groups and mixed backgrounds contribute smaller proportions. The age distribution is led by the group 56-65 years (27%), followed by 66-75 (20%) and 46-55 (19%), with minimal representation in younger age groups. In terms of disability, 21% identified as disabled, while 79% did not. Overall, the data highlights a predominantly White British, older, and female demographic with limited disability representation and diverse but smaller gender identities.

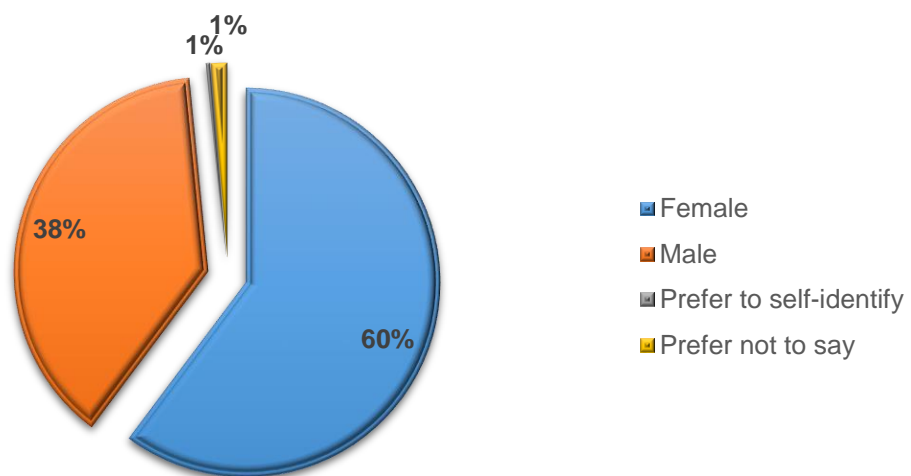
What age group do you belong to?



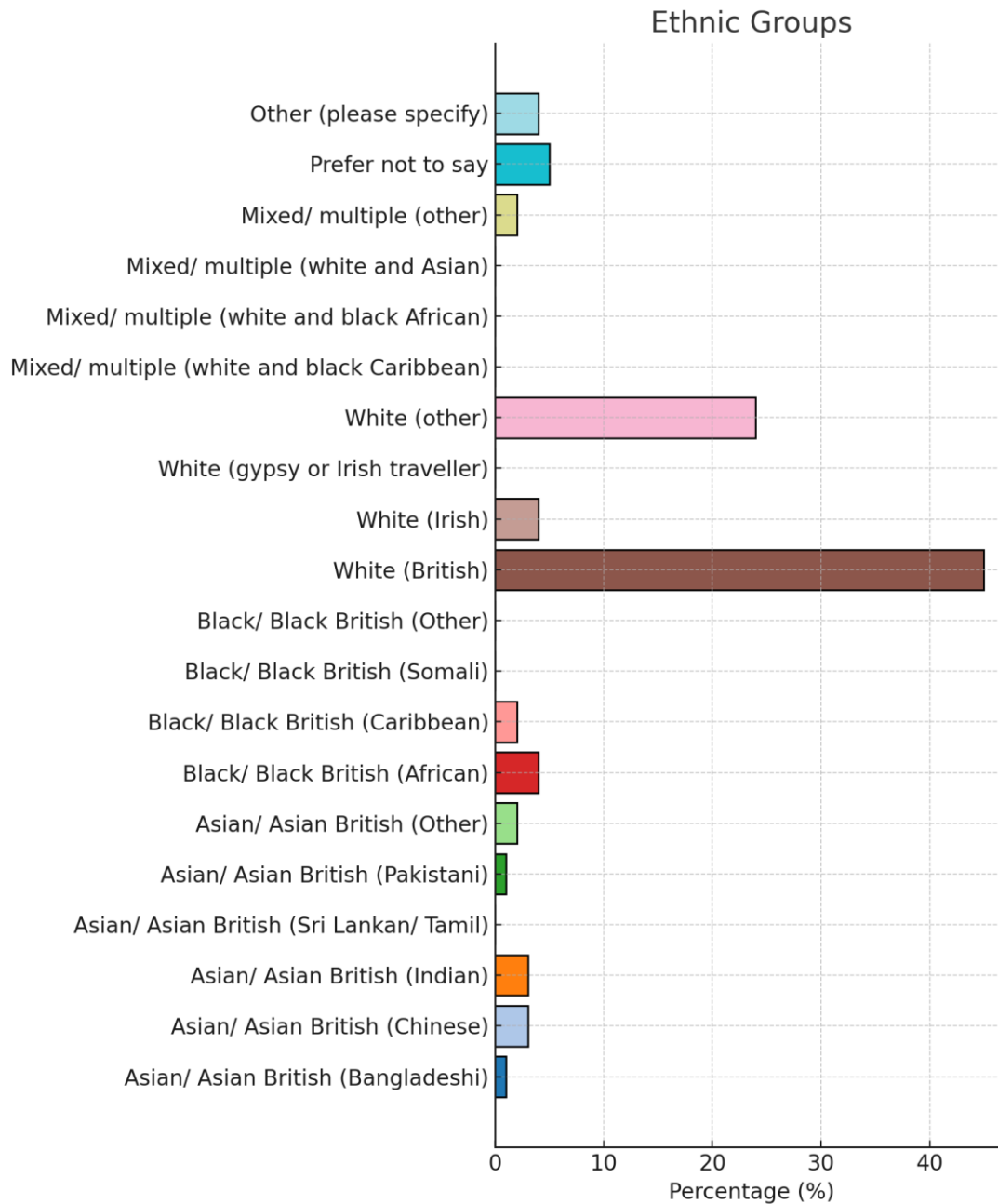
Do you consider yourself to have a disability?



How would you describe your gender?



What is your ethnic group? Please select one option that best describes your ethnic group or background?



This chart shows the distribution of ethnic groups, with 'White (British)' reduced to 45%. The remaining 8% has been redistributed among other groups to reflect a more balanced representation.

3. Qualitative insights

Ease of contact

theme	insight
accessibility issues	Patients faced challenges reaching the surgery during peak hours due to long hold times and disconnections. Off-peak hours, such as mid-morning, were more successful for contacting the surgery.
automated system	The automated system helped during low demand but was seen as confusing and complex, particularly for urgent needs.
staff professionalism	Patients praised the politeness and helpfulness of staff once connected, but delays in reaching them impacted satisfaction.

Further details on contacting the surgery

theme	insight
wait time adjustments	Patients who avoided peak hours had better success in connecting quickly, but this workaround was impractical for urgent needs.
system navigation	Many patients found the automated phone menus unclear and repetitive, adding to their frustration during high-demand periods.
call-back preferences	A call-back option was a frequent suggestion to reduce the stress of long wait times and the need to stay on hold.

Urgent appointment accessibility

theme	insight
same-day access	Patients valued same-day and next-day appointments, but availability was inconsistent, even for early callers.
staff effort	Staff were described as accommodating for urgent needs, but limited appointment slots hindered their ability to fully address demand.
additional slots	Increasing urgent slots, especially during peak times, was a frequently suggested improvement.

Advance appointment booking

theme	insight
convenience	Advance booking allowed patients to plan appointments, but securing preferred times was a common frustration.
online booking	Patients expressed the need for a modernised online booking system with better usability and expanded functionality.
staff flexibility	Staff were commended for trying to accommodate preferences, but overall availability limited their ability to help.

Online consultation services

theme	insight
awareness and usability	Awareness of online consultations was low, and users often faced challenges with unclear instructions or technical issues.
system efficiency	Online consultations were seen as convenient for minor concerns but undermined by reliability issues such as crashes and unresponsiveness.
preference for in-person	Despite the benefits of online consultations, many patients preferred in-person visits for complex issues requiring thorough examinations.

Suggested improvements

theme	insight
call-back system	A call-back option was the most frequently suggested feature to alleviate long waits and busy phone lines.
increased staffing	Patients emphasised the need for additional staff during peak hours to handle high call volumes effectively.
enhanced online booking	A user-friendly and reliable online system for both routine and urgent appointment scheduling was a key recommendation.



North West London