

GP Access to Services

Interim highlight report to the Telford and Wrekin
Health and Wellbeing Board
14 December 2023



Contents

Contents

Contents	2
Summary.....	3
Interim Findings.....	4
Recommendations.....	10

Summary

Healthwatch Telford and Wrekin have been receiving people's stories regarding their access to GPs across Telford and Wrekin, many of these have been negative. Similarly, so have Telford and Wrekin Council. It made sense to work together to promote the GP Access Survey jointly to give as many people as possible from Telford and Wrekin the chance to have their voice heard in relation to their experiences.

Recently NHS England published the results of the annual GP Patient Survey 2023, a survey which asked patients to rate their experience of their GP practice. This survey highlighted that some patients within Telford and Wrekin are still finding it difficult to get through to the Surgery on the phone, to get an appointment at a preferred time and with their GP of choice.

Healthwatch Telford & Wrekin and the Council acknowledge that demand for primary care services has increased and capacity to meet this demand is a struggle but it is important for the ICB to acknowledge and address patient experience and variation in patient experience between practices.

The survey asks people to identify which GP surgery they are registered with. Questions range from asking people to rate their overall experience of making their last appointment to their confidence in the health professionals they interacted with.

At the point of writing this report there were 5,395 survey responses. In addition, we have over 370 webform pieces of feedback regarding GP surgeries, these are not included in this highlight report.

Unlike the GP Annual Satisfaction Survey that only gets sent to a sample of patients from each GP surgery the Healthwatch survey enables every person in Telford and Wrekin to have their voice heard.

The survey asks people a range of questions from identifying which is their GP practice to the levels of confidence they have in the health professionals they see and how easy was it make their last appointment.

Initial results do show that at many practices people do find their experience in making their last appointment to be poor or very poor. Overall, just over a quarter collectively said it as good or very good, though two thirds of people rate it as very poor or poor. When people do get to see a GP their overall confidence is positive and okay with a smaller number saying it is not so.

Once the survey closes a full report will be published along with individual practice reports combing the Enter and View visit each GP practice is having to look at accessibility as well as promoting the survey.

Interim Findings

At the point of writing this report there were 5,395 survey responses. In addition, we have over 300 webform pieces of feedback regarding GP surgeries, these are not included in this highlight report.

People were asked to identify which GP surgery they were registered with. One of the early questions asked people to rate their overall experience of making their last appointment.

The table below details the number of people who have responded to their overall experience of making their last appointment in relation to the GP practice they are registered with:

Respondents Counts Practice Analysis % Overall Headline %	Total	How would you describe your experience of making your last appointment?					
		Very Good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Unsure
Overall respondents and question responses	5395	964 17.9%	612 11.3%	471 8.7%	845 15.7%	2477 45.9%	26 0.5%
Please tell us which G.P. Practice you are registered with.							
Charlton Medical Practice TF2 6AQ	630 11.7%	59 9.4% 1.1%	51 8.1% 0.9%	45 7.1% 0.8%	103 16.3% 1.9%	370 58.7% 6.9%	2 0.3% 0.0%
Court Street TF7 5EE	154 2.9%	90 58.4% 1.7%	28 18.2% 0.5%	15 9.7% 0.3%	9 5.8% 0.2%	11 7.1% 0.2%	1 0.6% 0.0%
Dawley Medical Practice TF4 2AA	238 4.4%	27 11.3% 0.5%	37 15.5% 0.7%	30 12.6% 0.6%	41 17.2% 0.8%	102 42.9% 1.9%	1 0.4% 0.0%
Donnington Medical Practice TF2 8EA	482 8.9%	41 8.5% 0.8%	41 8.5% 0.8%	31 6.4% 0.6%	73 15.1% 1.4%	292 60.6% 5.4%	4 0.8% 0.1%
Hollinswood Medical Centre TF3 2EW	13 0.2%	4 30.8% 0.1%	4 30.8% 0.1%	2 15.4% 0.0%	- - -	3 23.1% 0.1%	- - -
Hollinswood Medical Centre - Deercote site TF3 2BH	25 0.5%	12 48.0% 0.2%	3 12.0% 0.1%	5 20.0% 0.1%	- - -	5 20.0% 0.1%	- - -
Hollinswood Medical Centre - Priorslee Site TF2 9SW	42 0.8%	24 57.1% 0.4%	7 16.7% 0.1%	2 4.8% 0.0%	5 11.9% 0.1%	4 9.5% 0.1%	- - -

Ironbridge Surgery TF8 7DT	123 2.3%	38 30.9% 0.7%	27 22.0% 0.5%	13 10.6% 0.2%	25 20.3% 0.5%	19 15.4% 0.4%	1 0.8% 0.0%
Linden Hall TF10 7EN	195 3.6%	102 52.3% 1.9%	24 12.3% 0.4%	21 10.8% 0.4%	26 13.3% 0.5%	22 11.3% 0.4%	- - -
Shawbirch TF5 0LW	444 8.2%	314 70.7% 5.8%	66 14.9% 1.2%	26 5.9% 0.5%	16 3.6% 0.3%	19 4.3% 0.4%	3 0.7% 0.1%
Stirchley TF3 1FB	487 9.0%	39 8.0% 0.7%	62 12.7% 1.1%	46 9.4% 0.9%	90 18.5% 1.7%	247 50.7% 4.6%	3 0.6% 0.1%
Sutton Hill TF7 4DH	107 2.0%	8 7.5% 0.1%	16 15.0% 0.3%	12 11.2% 0.2%	21 19.6% 0.4%	49 45.8% 0.9%	1 0.9% 0.0%
Teldoc Hadley TF1 5NG	79 1.5%	3 3.8% 0.1%	7 8.9% 0.1%	7 8.9% 0.1%	13 16.5% 0.2%	49 62.0% 0.9%	- - -
Teldoc Lawley TF4 2LL	560 10.4%	26 4.6% 0.5%	48 8.6% 0.9%	43 7.7% 0.8%	112 20.0% 2.1%	328 58.6% 6.1%	3 0.5% 0.1%
Teldoc Leegomery TF1 6PP	113 2.1%	6 5.3% 0.1%	11 9.7% 0.2%	7 6.2% 0.1%	24 21.2% 0.4%	65 57.5% 1.2%	- - -
Teldoc Madeley TF7 5BU	65 1.2%	5 7.7% 0.1%	4 6.2% 0.1%	5 7.7% 0.1%	14 21.5% 0.3%	37 56.9% 0.7%	- - -
Teldoc Malinslee TF3 2JZ	254 4.7%	11 4.3% 0.2%	24 9.4% 0.4%	29 11.4% 0.5%	54 21.3% 1.0%	133 52.4% 2.5%	3 1.2% 0.1%
Teldoc Oakengates TF2 6JJ	355 6.6%	29 8.2% 0.5%	43 12.1% 0.8%	38 10.7% 0.7%	62 17.5% 1.1%	181 51.0% 3.4%	2 0.6% 0.0%
Woodside TF7 5NR	98 1.8%	18 18.4% 0.3%	15 15.3% 0.3%	8 8.2% 0.1%	16 16.3% 0.3%	40 40.8% 0.7%	1 1.0% 0.0%
Wellington TF1 1PZ	521 9.7%	14 2.7% 0.3%	30 5.8% 0.6%	36 6.9% 0.7%	64 12.3% 1.2%	376 72.2% 7.0%	1 0.2% 0.0%
Wellington Road Surgery TF10 7HG	260 4.8%	63 24.2% 1.2%	45 17.3% 0.8%	38 14.6% 0.7%	49 18.8% 0.9%	65 25.0% 1.2%	- - -
I am not currently registered with a GP Surgery	4 0.1%	1 25.0% 0.0%	- - -	- - -	1 25.0% 0.0%	2 50.0% 0.0%	- - -
I am registered with a Shropshire GP – please tell us which below	146 2.7%	30 20.5% 0.6%	19 13.0% 0.4%	12 8.2% 0.2%	27 18.5% 0.5%	58 39.7% 1.1%	- - -

When people had rated their experience of making their last appointment they were they asked to say why they had chosen this answer. This was an optional comment. 87% of people have left various comments. The following are examples of a very small number of positive and negative comments. The full range of comments will be included for each practice in their individual reports.

Positive

"I can normally get an appointment when I need one as I have ongoing health issues I do not always need to see a doctor but as I have been with the doctors a long time they all know my medical history"

"It was a general appointment but I was seen by a nurse practitioner on the day."

"Was offered a same day telephone appointment and then when the clinician spoke to me they wanted to see me face to face and gave me options of site locations and times to suit"

"It was good because I secured a telephone appointment but I was on the phone for such a long time while they tried to find me one. It was stressful"

"It often takes a long time to get through to make an appointment, but the reception staff are always helpful and do their best."

Negative

"Tried to get an appointment for my 13 month old but nothing for a week. Receptionist told me to ring the next day to get an on the day appointment but said I'll need to ring at 8am because after the 8am queue all appointments are gone."

"Rang surgery and was told there were no same day or bookable appointments and my only solution was to call back 8am the next day to see if any more same day appointments were available. Tried but could not get through to surgery. Had to request a call back to see if I could have an appointment. The soonest call back was 8 days later."

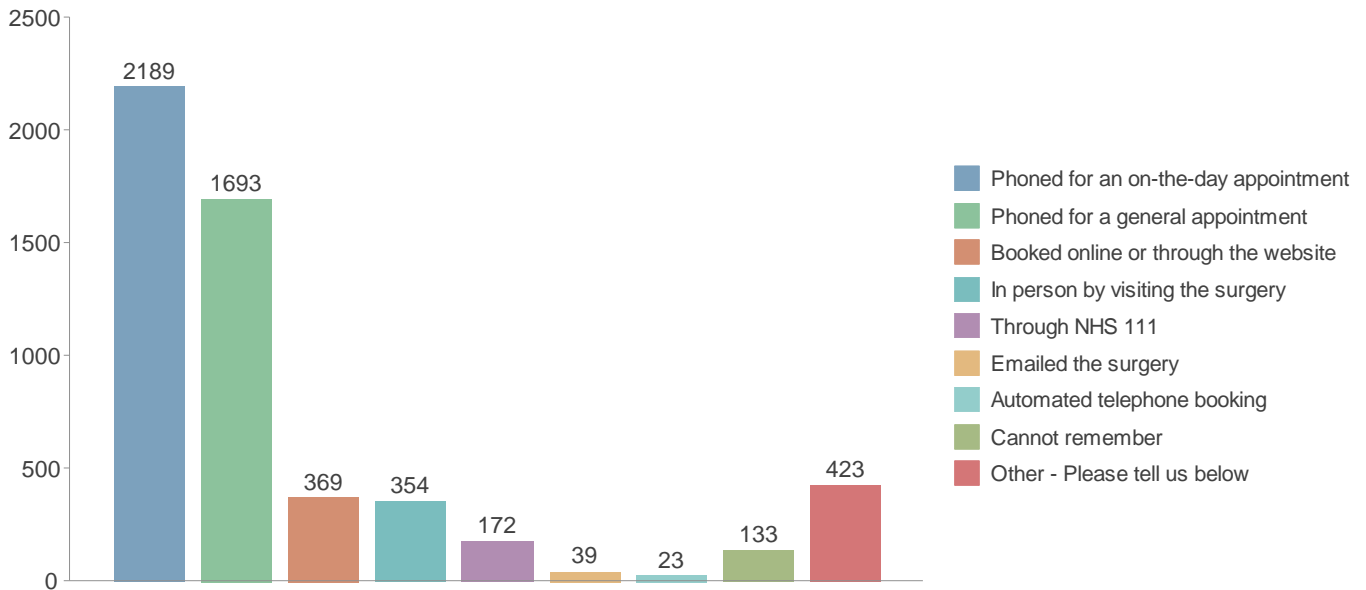
"It took 45 minutes to get through to be told there were no available appointments and to call again the next morning."

"I wasn't given an option for time or date for the telephone appointment, just that it will be on a set date, after 8am. On the day appointments are never available, as you'll sit on hold for 40 minutes, then be told there's none left. This, despite calling as soon as lines open."

"An extremely long wait to get through to then be rudely told 'there are no appointments left for today - you have to ring first thing in the morning' explained that when I first phoned, the phones were at capacity and then when I finally got through, I had been left in a queue."

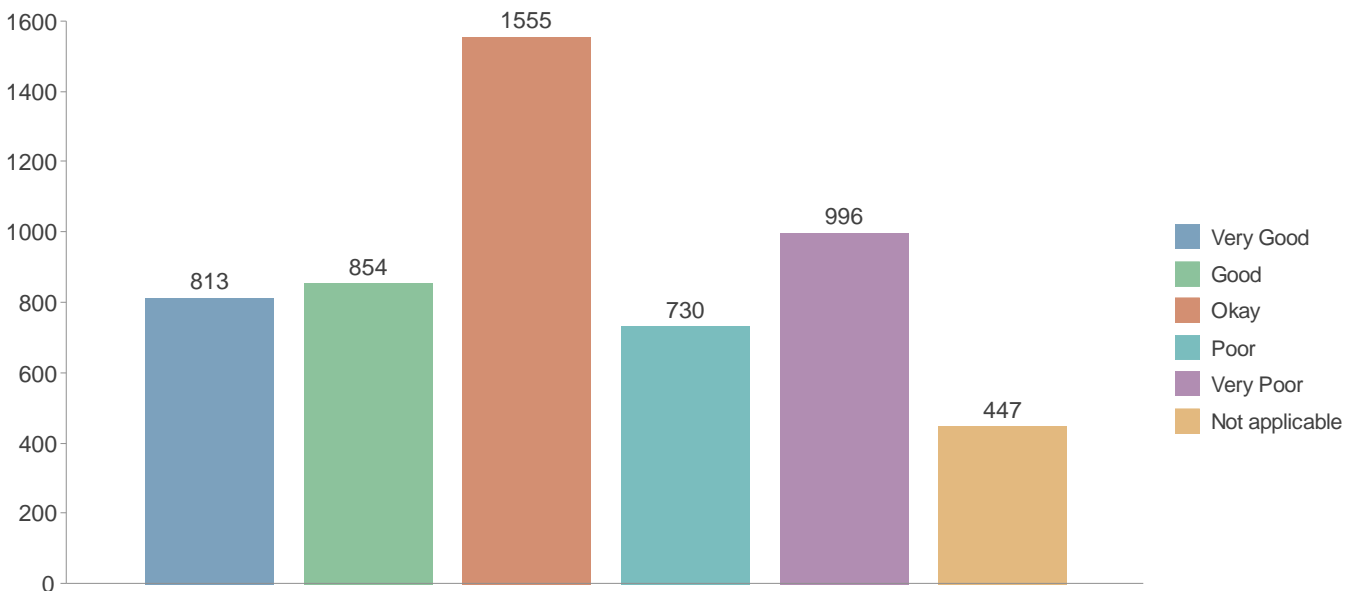
The majority of people, 72% phoned up for an appointment, with a smaller number of online (7%) and in person bookings (7%), plus some through NHS 111 (3%).

How did you book your last appointment?

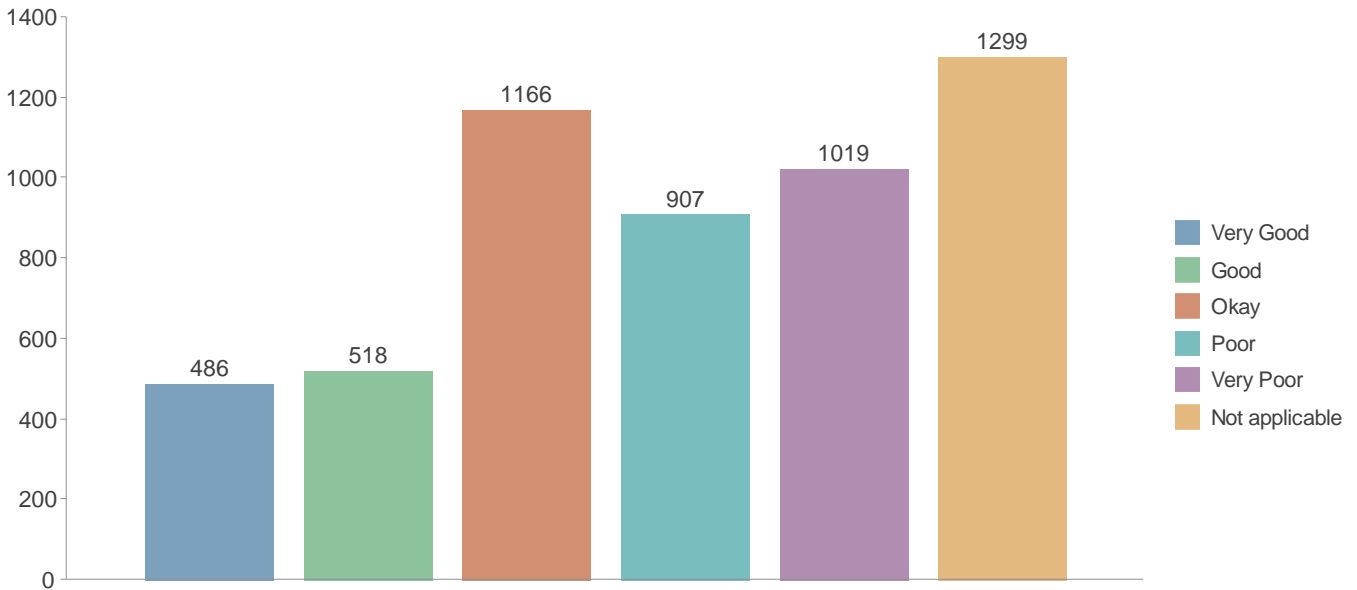


The survey then asked people to rate their experience of several aspects connected with their appointments. 29% of people were 'okay' about the timing of the appointment, with 31% good or very good. 33% said it was poor or very

Timing of your appointment

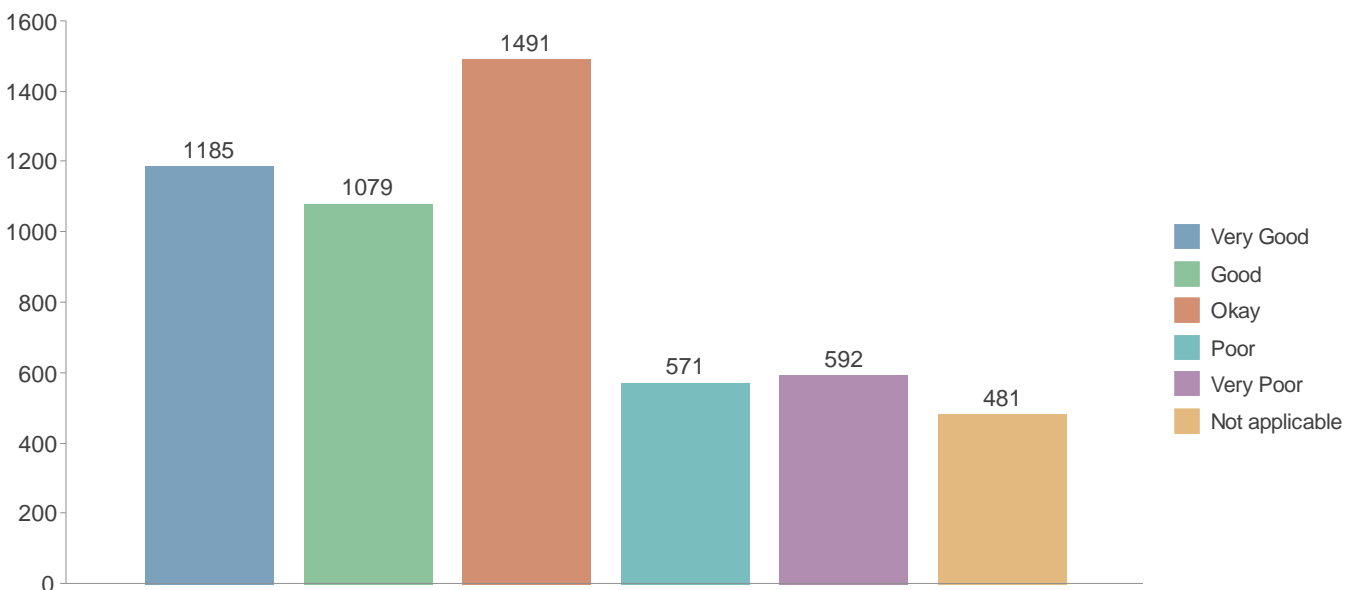


The wait to be called back for telephone appointment



36% of people said it was poor or very poor about the wait to be called back, 29% said it was okay with 18% indicating it was good or very good.

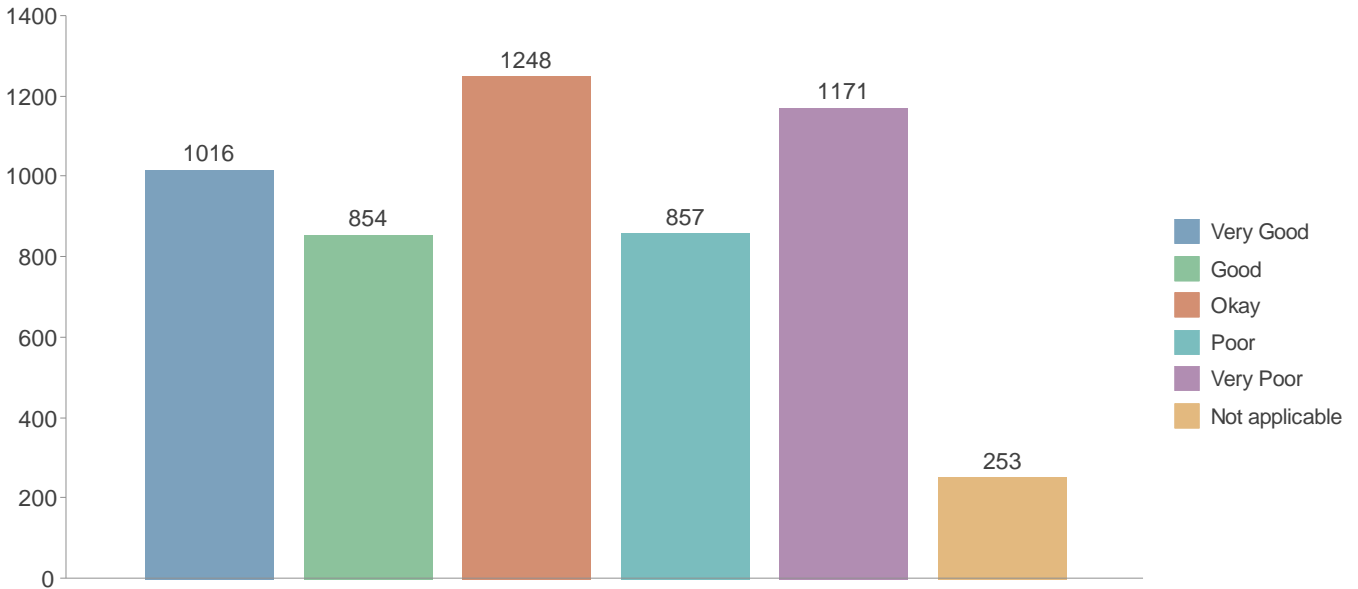
Explaining your care or Treatment



Positively, 42% of people said it was good or very good regarding the explanation of the care or treatment they needed, 28% adding it was okay. 22% of people felt it was poor or very poor.

On the subject of people having their needs met this changed with 38% of people saying it was poor or very poor and 23% okay. 35% thought it good or very good.

Meeting your needs



The Shropshire, Telford and Wrekin (STW) Integrated Care Board (ICB) has developed a Primary Care Access Improvement Plan in response to the Fuller Stocktake report 'Next Steps for Integrating Primary Care' (May 2022) and to comply with government mandate. This was recently approved by the STW ICB at its meeting on 29 November 2023.

Healthwatch Telford and Wrekin highlighted to TWIPP and ICB managers that they are conducting a survey about GP access and that their local survey has had a larger number of responses than the national survey and that this insight should be used by the practices and the ICB.

Healthwatch Telford and Wrekin have raised concerns about the use of digital technology across Pillars 1 and 2 of the Primary Care Access Improvement Plan. We asked 'How are you going to empower those that do not have access to digital, choose not to use digital or even if you were to provide it still would not use it?' We added that whilst we appreciated telephony will all be overhauled there's still the issue for those not able/choosing not to use digital that may create a two tiered system. Digital exclusion is a real issue and concern.

The interim response to 'How would you describe your experience of making your last appointment?' shows that 62% of people describe their experience as poor or very poor. 9% that is was okay and only 29% as good or very good. This is in contrast to the GP Practice Survey that when looked at, based on its results, at PCN level does tell a different story.

Recommendations

1. That the Health and Wellbeing Board receive the final Healthwatch Telford and Wrekin GP Access Report at a future meeting.
2. That Healthwatch Telford and Wrekin share the final GP Access Report with the ICB by the end of January 2024.
3. That the Health and Wellbeing Board request the ICB to attend and present how it will respond to the voice of the people of Telford and Wrekin and meet their respective needs for access to GP services within the TWIPP.

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