



Extending GP Opening Hours

- the Hillingdon public's view

March 2018

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Have Your Say on Extended GP Opening Hours

Did you know that patients registered with a GP practice in the borough of Hillingdon can now see a GP or nurse during weekday evenings and at weekends?

We want to hear your views on a seven day GP service!



Have your say by completing our survey...



Online: healthwatchhillingdon.org.uk



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healthwatch
Hillingdon



Who we are

Healthwatch Hillingdon is a health and social care watchdog. We are here to help our residents get the best out of their health and care services; and give them a voice to influence and challenge how health and care services are provided throughout Hillingdon.

Healthwatch Hillingdon has very strong operational relationships with the local NHS, Council and Voluntary Sector organisations. We are an independent partner and a valued “critical friend” within health and social care.

Membership of the Hillingdon Health and Wellbeing Board and Hillingdon Clinical Commissioning Group Governing Body enables us to have considerable strategic input into the shaping of local commissioning and the delivery of services.

As a local partner, we are kept well-informed, can challenge and seek assurances on behalf of our residents, ensure that the lived experience of patients and the public are clearly heard, and are influencing decisions and improving health and social care in Hillingdon.

Our reports and recommendations

Healthwatch Hillingdon produces evidence-based reports for commissioners and providers, to inform them of the views and experiences of people who use health and social care services in the London Borough of Hillingdon.

Commissioners and providers must have regard for our views, reports and any recommendations made and respond in writing to explain what actions they will take, or why they have decided not to act.ⁱ

Healthwatch have a duty to publish reports they share with commissioners and providers, and their responses, in public.

Our reports and recommendations are also shared with:

- Hillingdon Health and Wellbeing Board
- Hillingdon External Services Scrutiny Committee
- Healthwatch England
- The Care Quality Commission

ⁱ Section 221 [3A] and Section 224 of The Local Government and Public Involvement in Health Act 2007 and implemented by “The arrangements to be made by Relevant Bodies in Respect of Local Healthwatch Regulations 2013.” (28 March 2013)



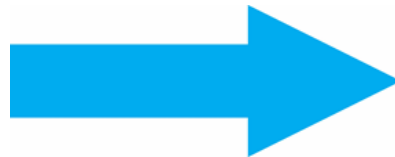
GENERAL PRACTICE FORWARD VIEW

Support to strengthen and redesign general practice, including delivering extended access in primary care.

Public satisfaction with general practice remains high, but increasingly, we are seeing patients reporting more difficulty in accessing services. We know that many practices report that they would like to offer better access, but that they are experiencing increasing pressure and are having difficulties in offering their patients timely appointments. This is frustrating for practice staff, and for patients alike.

NHS England will provide additional funding, on top of current primary medical care allocations - to enable CCGs to commission and fund extra capacity across England to ensure that by 2020, everyone has access to GP services, including sufficient routine appointments at evenings and weekends to meet locally determined demand, alongside effective access to out of hours and urgent care services.

NHS England April 2016



In April 2016, NHS England published their plans to strengthen and redesign the services provided by our GP surgeries. Part of these plans looked to increase the number of appointments available for patients and provide access to GP services 8am - 8pm, seven days per week.

In October 2017 a new service was started in Hillingdon which made it possible for GP practices in Hillingdon to offer patients 'extended hours appointments' every weekday evening - from 6:30pm to 8pm, and at weekends between 8am and 8pm, Saturday and Sunday.

The service provides additional GP and nurse appointments which are bookable through the patient's own GP practice and are available at three hubs located in Uxbridge (at Central Uxbridge Surgery), Pinner (at Eastcote Health Centre) and Hayes (at Hesa Centre).





The Healthwatch Hillingdon 'GP Access Project' looked to gather the views of residents registered with a Hillingdon GP. We wanted to find out the public's opinion on being able to see a GP outside of the traditional Monday to Friday opening hours, and how they would like to access the 'extended hours appointments'.

The 'GP Access Project'

Scope

To gather intelligence on people's views of accessing general practice, encompassing the proposed extension to GPs surgeries core opening hours, and to collate the data gathered to produce an evidenced based report. This report would aim to shape, reform, and improve access to GP practices in Hillingdon in accordance with the needs of and wishes expressed by local people.

Survey Aims

-  To determine from local residents their preferences for accessing GP Services during the current core working hours of GP practices. (i.e. 8am to 6:30pm Mon-Fri)
-  To determine from local residents their preferences for accessing GP Services outside of the current core working hours of GP practices. (i.e. 6:30pm-8pm Mon - Fri and 8am - 8pm Sat -Sun)
-  To determine the type of methods patients would prefer when consulting with a GP. (i.e. telephone consultations, face-to-face with GP, video conferencing)
-  To determine if patients have a preference for the location of their appointment and the professionals that treat them. (i.e. different GP at alternative location, senior nurse instead of GP.)





To determine how local residents want to book appointments and if there is anything else we should be considering when it comes to 'extended hours' appointments.



We also wanted to hear from local residents their experience of attending the current 'extended hour's service' if applicable.

Target Sample

To ensure we received an accurate picture of the views of the public, which was representative of the individuals who either live in the borough, or are registered with a Hillingdon GP Practice, the sample size was set at **600**.

At the close of the survey on 12th January 2018, we had received a total of **1023** responses.

Methodology

The project was carried out by the Healthwatch Outreach and Volunteer Officer, and a Project Lead, with the help of a volunteer for a couple of specific events.

To gather the public's views, we created a structured survey for the project. The questionnaire would not only provide the project with evidence on what Hillingdon residents would require in terms of access from the GPs in the future, but also a view of their experience of the current 'extended hours service' at the Hillingdon Hubs.

Residents were given the option to provide details for further contact, or to complete the surveys anonymously. The only mandatory input required was for the first 4 digits of their postcode so that we could monitor variations across the borough and the 3 hub locations.

The survey was published on 16th November and ran for 9 weeks. We shared it electronically with 'partner' organisations, the voluntary sector and community groups. They promoted it to their staff, advertised on websites and included information in their newsletters to maximise exposure.

To ensure that we had wide ranging coverage in the borough, survey events were arranged at various locations with varying demographic groupings:

- 7 Hillingdon Libraries
- Uxbridge College
- Mount Vernon Hospital
- Children's Centres
- Hillingdon Fire Station
- Barnhill School - Hayes
- Uxbridge Leisure Centre
- Older Peoples Assembly
- Somali Women's groups



- Public Houses
- Borough Churches
- Uxbridge Pavilion stall
- Yeading Community Grp
- Hayes Retail Park Shops
- Hayes Community Mosque
- Uxbridge Pavilion Shops

The survey was made available online through social media channels e.g. Twitter, Instagram, Facebook and the Healthwatch Hillingdon website.

We had a particular focus to ensure that we would engage with ‘hard to reach’ groups such as: People with a sensory, physical or learning disability, working adults, carers, students, young people under the age of 25, and individuals with mental health conditions.

Acknowledgements

Healthwatch Hillingdon would like to thank all the organisations who helped us to promote the survey to their staff, patients and the wider public; and those who gave us permission to deliver our outreach events on their premises.

We would also express a special thank you to all the people who took the time to complete our survey and give us their views on the ‘extended hours service’.

Executive Summary of Our Findings

Accessing the Service

Most residents agree that ‘extended opening hours’ for GP services should be available to all patients registered with a GP practice in Hillingdon.

It should be noted that some people do believe that in the case of routine appointments, priority should be given to those that are in full time work or who cannot attend during normal working hours. A minority thought that appointments should also be made available for those not registered with a Hillingdon GP such as people visiting relatives in the borough.

People also thought the facility should be for emergency appointments only, as this would alleviate the pressure on A&E. Other people thought that any ‘out of hours’ service would assist A&E as often patients present to A&E with non-emergency conditions.

“I have an elderly father who has many conditions, sometimes I don't know if it's an emergency or not, but tend to go to A&E with him if I'm uncertain. This would be much better than waiting for hours with him in A&E, I didn't know anything about these appointments”



The overwhelming response from residents is that they would use the service on a weekday between 6.30pm to 8.30pm, for both routine and or emergency appointments. Especially those in full time work. Mondays and Wednesdays are the most popular days, with Monday especially being stated as the day for addressing the post weekend concerns and ailments.

There was a similar picture for accessing 'extended hours services' at the weekend, with a large majority of residents saying they would use the service. Most people preferred the 8am -12pm slot on Saturday morning, with interest reducing over the weekend to only a third of people indicating they would use the service between 4pm and 8pm on a Sunday. Again, people said the service would be good for those who worked, but some respondents were concerned about GPs



being overstretched and not having a 'work/home balanced lifestyle'. Many people do not understand how this service would be resourced and fear that their GPs will end up working every day of the week.

Compared to late evening and weekend appointments, respondents' desire for 'extended hours appointments' dropped markedly when asked to consider early morning appointments. 322 people said they were not sure or would not want a 7am - 8.30 appointment.

“I don't especially need early morning appointments but would be happy to have an early morning appointment if it meant I did not have to wait 3 weeks for an appointment.”

30% simply said it was just 'too early' and others sited traffic, work commitments and getting children to school as barriers to attending.

However, 697 people did say they would attend early morning appointments if needed, with a fairly even split over day of the week preference.

Looking to future access to the service

Nearly 1000 respondents expressed an overwhelming preference in wanting to see a GP in their 'extended hours appointment'. 632 of these said they would also like to access other professionals. 551 a nurse, 413 a healthcare assistant and 273 a pharmacist. 338 respondents said that they would only want to see a GP and no other resource.



When asked about how they would like to access the appointment, there was again an overwhelming desire from the public to have a 'face to face' appointment. In fact, of the 949 respondents 516 stated that they would only consider seeing a GP in an 'extended hours' facility if it was face to face. 424 respondents did think that in some circumstances they would be happy with a telephone appointment, but only a fifth of respondents said they would be willing to have a video consultation.



It is anticipated that when people need to see a GP that they would rather not travel too far. This was very evident amongst the under 18s, who stated they would prefer to travel under a mile to see a GP. However, respondents showed that although 1-2 miles was the most popular distance, they were happy to travel up to five miles to access a GP, especially those of working age.



Most respondents said that they would prefer the future ‘extended hours services’ to be provided from the current 3 hubs in Uxbridge, Pinner and Hayes. Respondents definitely did not want the service reduced by providing only one hub in the north and one in the south of the borough, as only 16% opting for this choice.



When asked how residents would like to book ‘extended hours appointments’ for weekdays, 814 respondents stated that they would prefer to contact their own GP surgery to book either a routine or an emergency appointment and over half of respondents said they would like online booking.



For ‘extended hours appointments’ on a Saturday and Sunday again the favourite choice of the public would be to book through their GP surgery in advance of the weekend, or through their GP surgery on a Friday. Some residents express a preference to book directly into a hub and online booking was also favoured by nearly half of respondents. An analysis of this online preference showed that this was not specific to any age bracket as there was an even spread across the age ranges, for people requesting this facility.

Experience of current ‘extended hours services’

Only 110 of the 1023 respondents actually had any experience of attending an ‘extended hours appointment’. It was very apparent from our engagement activity that there was very little public awareness of the ‘extended hours appointments’. Patients who had contacted their surgery since October 2017 had not been made aware of them, or seen them advertised in their GP Practice. Residents were disappointed, and some were angry that they had been made to wait for an urgent appointment when ‘extended hours appointments’ could have been offered to them. Some respondents even mentioned a radio publicity campaign they had heard during the Christmas period promoting ‘extended hours appointments’ on the bank holidays. They told us they didn’t even associate these with Hillingdon as they thought, **“we don’t have ‘extended hours appointments’ here.”**

Just over half of the patients who had attended an ‘extended hours appointment’ had been to the Hesa Centre; around a third to Uxbridge and the remainder to Eastcote. The large majority of these had seen a GP, with only 10 people telling us they had an appointment with a nurse.



Overall the public's experience of the service was very positive, with 80 patients rating it as excellent or very good. One Mum highly recommended the service, telling us it was **“better than my own GP - good at providing service - and better quality of service. It changed my son's life.”**

There were 2 main reasons for the negative feedback we received that both related to the Hesa Centre. 5 patients expressed frustration that even though they had an allotted time they'd had to wait for long periods of time before seeing the GP. 4 stated they could not be referred to Hillingdon Hospital by the GP and that they had to go back to their own GP on the Monday. **“It would be helpful if the doctor you saw could refer you to the hospital rather than sending you back to your own GP.”**

Recommendations



Promotion

Our engagement with the public clearly shows that they welcome the new 'extended hours service' and would have no hesitation in using the service when they need to see a GP or nurse.

One of the disappointing aspects for Healthwatch Hillingdon is that patients are clearly unaware of the new service. Given that Hillingdon's Urgent Care Centre and A&E departments are under extreme pressure and the residents have expressed a keen interest to attend these appointment, Healthwatch Hillingdon feel it is essential that residents who are registered with a Hillingdon GP know that the 'extended hours appointments' are available and how they can book them.

The image shows a promotional poster for NHS services. It features a woman in a blue NHS uniform, identified as Cheril Sowell, Nurse. The text on the poster reads: 'Need to see a GP or nurse in the evening or at the weekend? Evening and weekend GP appointments are available to book near you. Ask your GP practice receptionist for more details. When your GP practice is closed call NHS 111.' The NHS logo is in the top right corner. Social media and website information is at the bottom: '@HealthierNWL, NHS Stay Well, www.healthiernorthwestlondon.nhs.uk'.

The evidence we have gathered has suggested that the majority of the promotion for the new service has been centralised through Healthier North West London - the Collaboration of the 8 Clinical Commissioning Groups in North West London. In general, the public in Hillingdon do not consider themselves to be in North West London. They do not associate the @HealthierNWL 'brand' with Hillingdon and therefore do not recognise the promotional posters, or the social media posts to be applicable to them.



We strongly believe that promotion of the new service should be local, and like many of our residents we are frustrated that GP practices have not been openly promoting the ‘extended hours appointments’ to patients.

Healthwatch Hillingdon would therefore make a number of recommendations to the NHS Hillingdon Clinical Commissioning Group about the promotion of the ‘extended hours service’:

1. Healthwatch Hillingdon fully understand the benefits of centralising promotion through HealthierNWL, but the materials produced should have a clear NHS Hillingdon CCG branding with a local flavour. Otherwise all benefits will be immediately lost as our public will ignore them.
2. Healthwatch Hillingdon did receive promotional materials to display for the new service, but we were very surprised to note during our engagement that they had not been distributed wider, especially to key areas such as the Urgent Care Centre and The Hillingdon Hospital.

We would therefore recommend that promotional materials are distributed to all public facing sites e.g. hospitals, pharmacies, clinics, libraries, children’s centres, leisure centres, and that this distribution is planned and prioritised.

3. Healthwatch Hillingdon have questioned why patients have told us that, they did not know about the new service, they had not seen any information in their GP Practice about the service, or that they had not been told about it by the practice staff. During further investigation we heard from some practice staff that this is because they want to make sure the additional appointments are used for those patients in the most need.

We fully understand that there are limited appointments available in the ‘extended hours’ hubs and agree that GP appointments should be used appropriately. However, we would expect practices to put processes and mechanisms in place to actively promote the ‘extended hours service’ and ensure all patients can access these appointments. Especially with an advertising campaign which offers appointments to all and over 90% of working age residents saying that would like to attend the appointments.

Also, unless triaged by a GP, patients should not be put in a position where they feel they have to disclose information to reception staff about their condition, just to get an appointment.

We would recommend that The NHS Hillingdon CCG, as commissioner, and the Hillingdon Primary Care Confederation, as contract holders, inform all GP practices of this responsibility and that any future contract for the ‘extended hours service’ outlines this as a contract requirement.



Opening Hours

When we asked the public about their preference to accessing an ‘extended hours appointment’ during weekdays, the evening appointments were more popular than those in early morning. For the weekend although the 3 timeslots on each day were welcomed by residents, there was a marked difference in the reduced popularity for the 4pm - 8pm sessions on both Saturday and Sunday.

4. Healthwatch Hillingdon would recommend that for weekdays no changes are made to the current ‘extended hours service’.

We would also recommend that to maximise resource and reduce patients failing to attend their appointment, that the delivery times for the weekend service be reviewed. We would suggest that the **same number of appointments** are offered, but these are scheduled between the hours of 8am and 4pm on a Saturday, and on a Sunday, between 10am to 4pm to align with the public's expectation.



Location; Booking and Referrals

There are several other important points from the public feedback that Healthwatch Hillingdon feel would shape future ‘extended hours services’ to meet the needs of our residents. We would recommend the following be seriously considered:

5. Residents overwhelmingly said that they wanted to access the ‘extended hours service’ in the 3 current hubs. This is because they are spread out across the borough, in distinct geographical areas, which makes them easier to access and within the travel distances most residents found acceptable. If the location of the ‘extended hours services’ hubs is likely to change in the future, we recommend the service be delivered from a minimum of 3 hubs, similarly located across the borough.
6. The first choice of residents for booking ‘extended hours appointments’ during the weekday for 6:30pm to 8pm and at the weekends is through their own GP surgeries. However, 53% of respondents would like to be able to book their ‘extended hours appointment’ online. Healthwatch Hillingdon would recommend that online booking is developed for the ‘extended hours appointments’ to enable patients to access the appointments at all 3 hubs. Especially for those patients who would use the service over a

weekend, instead of going to the hospital, but do not as they cannot contact their own practice.

7. A number of patients felt that the service was not efficient, because the ‘extended hours’ GPs could not make hospital referrals and the patient had to make contact with their own GP practice. Healthwatch Hillingdon understand that this may have already been changed, but we recommend that this be looked into to ensure referrals are being made effectively.



Public Engagement

Healthwatch Hillingdon hold a strong belief that services work best when they are designed around the needs and experiences of the people who use them. One of the main reasons Healthwatch Hillingdon carried out this engagement was because we felt that a new service had been put into place without public participation. Hillingdon residents had not been asked whether it was a service they wanted, or whether they would use it. They had not been involved at any stage in helping to develop this new service. Despite continued promises by the NHS to co-produce services with patients, Healthwatch Hillingdon considered it another occasion when this had not happened.

NHS England say the public want GP ‘extended hours services’, 8am to 8pm on the weekend, but it should not be presumed that this is what the Hillingdon public want. Our engagement has shown once again that if you involve the public in the design of new services they can be delivered more efficiently. In this case it is unlikely, following a public engagement exercise, that the new service would be being delivered on a Saturday or Sunday afternoon when the Hillingdon public tell us they are unlikely to use it during those times.

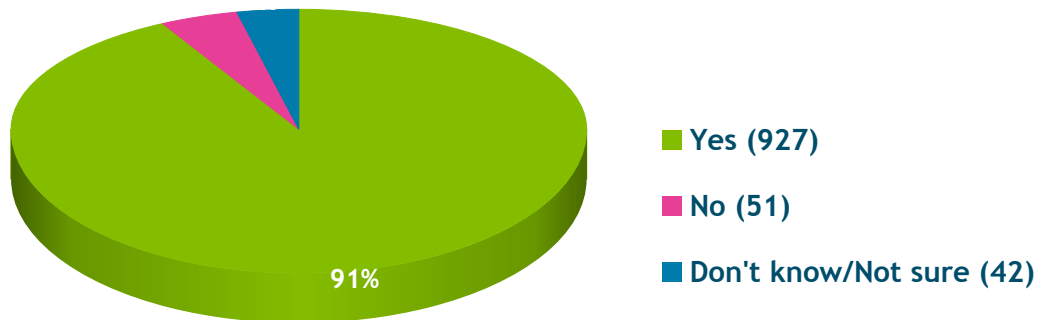
8. Healthwatch Hillingdon would strongly recommend, that in the future patients and the public in Hillingdon are involved in a meaningful way in designing and shaping new services.

“Effective participation comes from our mindset and culture. It moves beyond process and embraces people, carers and patients in the design, delivery and assessment of care. It should be a natural part of the way we work”ⁱⁱ

ⁱⁱ Taken from the document ‘Patient and public participation in commissioning health and care: Statutory guidance for clinical commissioning groups and NHS England’
<https://www.england.nhs.uk/wp-content/uploads/2017/05/patient-and-public-participation-guidance.pdf>

Evidence

Consider the following statement: 'Extended opening hours' for GP services should be available to all patients registered with a GP practice in the borough of Hillingdon

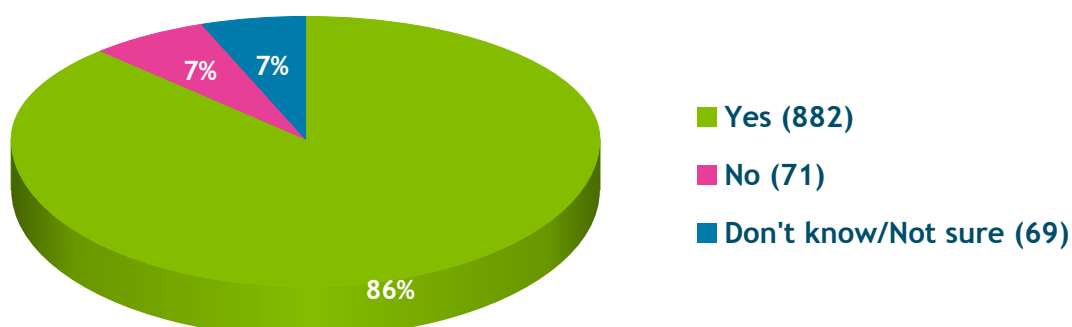


91% (927) of respondents agreed with the statement 'Extended opening hours' for GP services should be available to all patients registered with a GP practice in the borough of Hillingdon'.

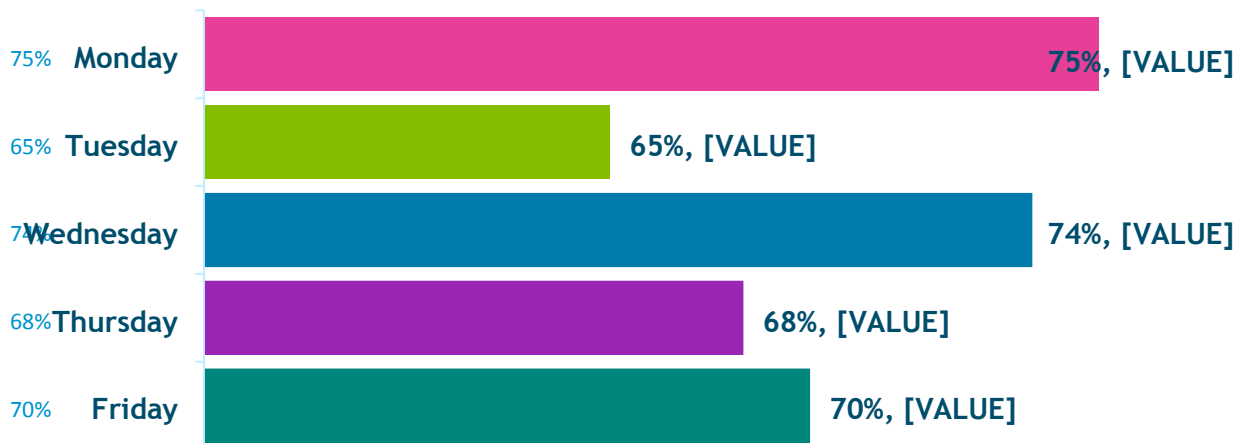
The 9% (93) of respondents who did not agree with this statement thought 'extended hours' services should be prioritised for working people who cannot attend during normal service hours. Some also thought that there should not be 'extended hours' as they were concerned for GPs having to work longer hours, or feared the NHS cannot afford to extend services.

People also thought the facility should be for emergency appointments only, as this would alleviate the pressure on A&E. Other people thought that any 'out of hours' service would assist A&E as often patients present to A&E with non-emergency conditions.

Would you use the extended hours GP service between 6.30pm and 8pm in the evening, during the week? And if so which weekdays are you most likely to use the service?

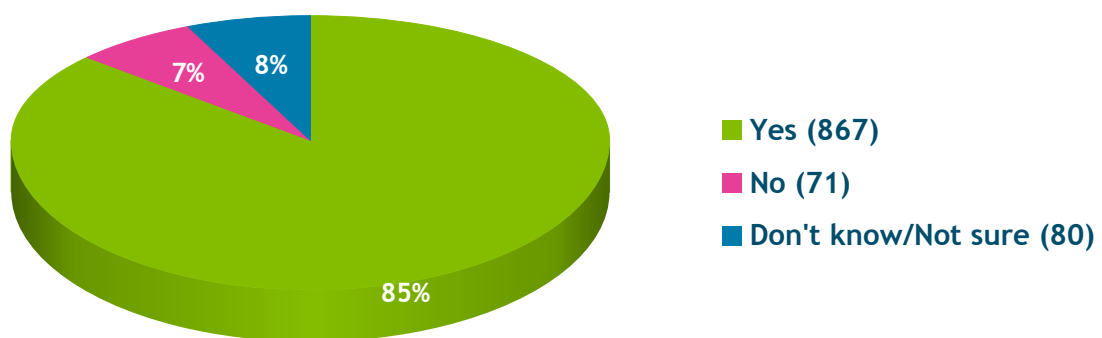


86% (882) of respondents said they would like to access a GP between 6:30pm and 8:00pm. Of the 14% (71) that said they would not use this service or were not sure if they would, most again felt that as they were retired, or not working they could go within normal hours and these appointments should be utilised by those who worked. A few said they would be putting young children to bed at this time.



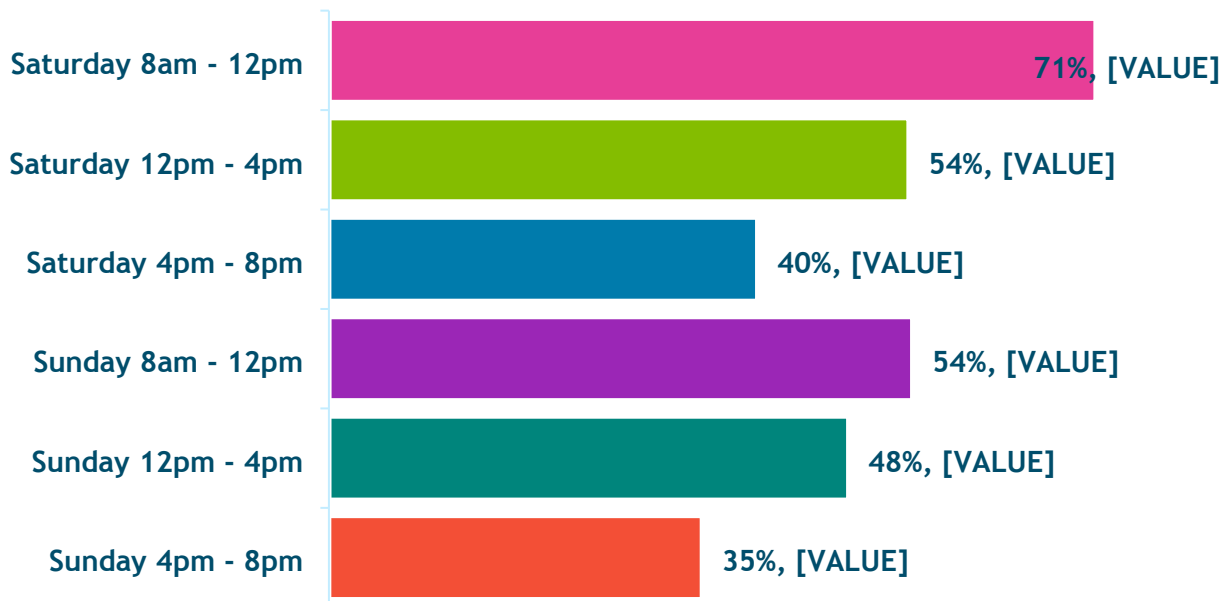
Of the 86% (822) of respondents who said they would like to access a GP between 6:30pm and 8:00pm, Monday and Wednesday were the most popular days selected. With Monday being a popular day because of the weekend practice closures. Tuesday and Thursday were the least popular choices, but with the minimum being 65% these figures clearly recognise the public's appetite for late evening appointments.

Would you use an extended hours GP service over the weekend (Saturday and Sunday)? And if so what times are you most likely to use the service?



85% (867) of respondents said they would use the service at the weekends. Of the 15% (151) who said they would not or were not sure, most felt they would only need a GP in an emergency, and if an emergency arose they would go to A&E.

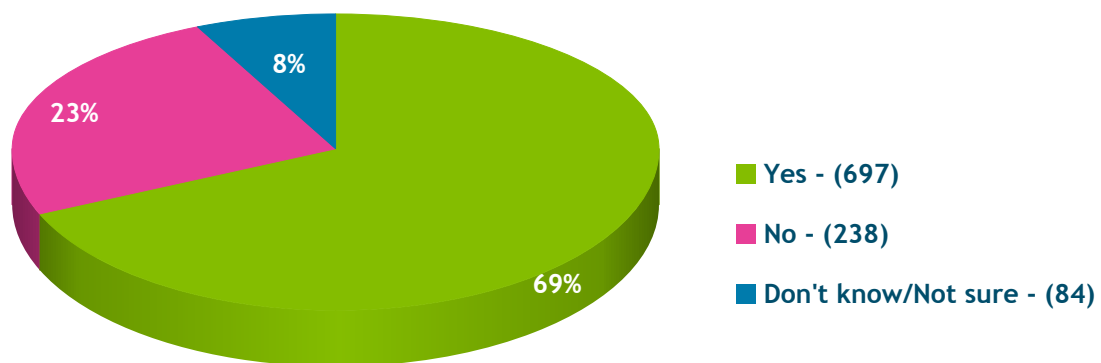
Many also expressed concern for GPs having to work weekends when they already have a heavy workload.



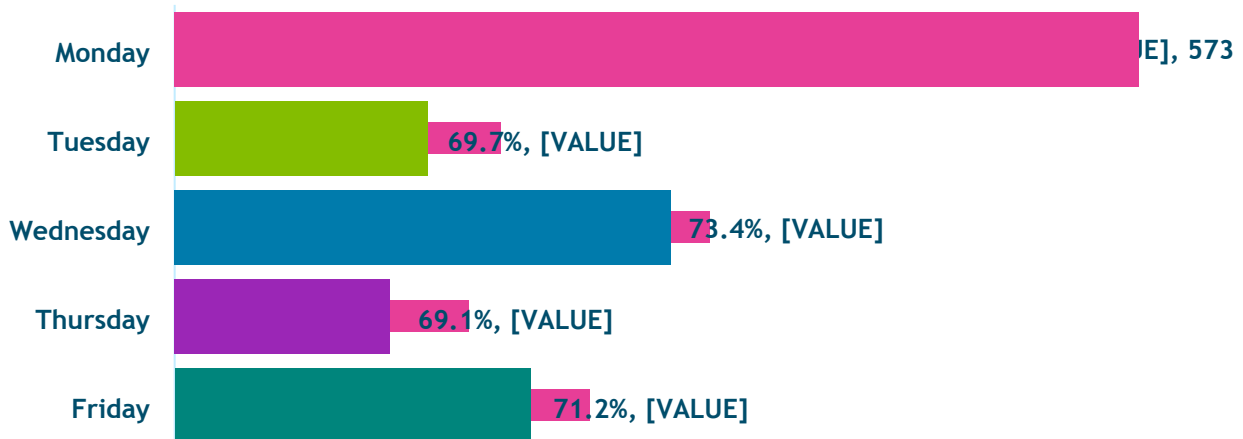
Of the 85% (867) respondents who said they would like to access a GP at a weekend, most, 71% (623), preferred a Saturday morning between 8am and 12pm, or a Sunday morning at the same time. The least popular times were the 4pm till 8pm slots with Sunday being the least popular.

Again, people said the service would be good for those who worked, but some respondents were concerned about GPs being overstretched and not having a 'work/home balanced lifestyle'. Many people do not understand how this service would be resourced and fear that their GPs will end up working every day of the week.

Would you use an extended hours GP service if it was available between 7am and 8.30 in the morning during the week? And if so which weekday mornings are you most likely to use the service?



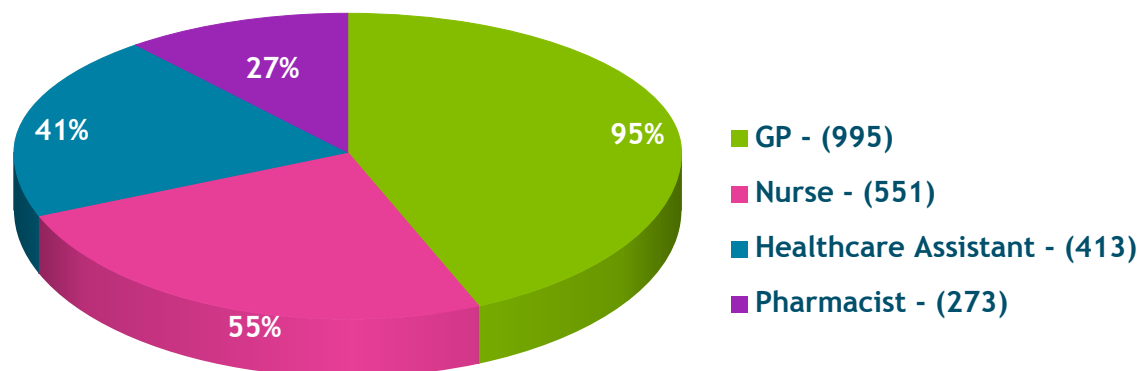
In comparison with evening and weekend appointments the early morning appointments were less popular with 69% (697) stating they would use this service. However, 31% (322) said they either would not use it, or were not sure they would use it due to it being too early in the morning. The elderly, students, working people and parents of children found this time inconvenient as it interfered with morning routines.



Of the 69% (697) respondents who said they would like to access a GP in the morning before 8.30am, most said they would be prepared to attend on any week day, with slightly more, 80% (573), favouring a Monday. This was again mainly due to the weekend closure of GP practices.

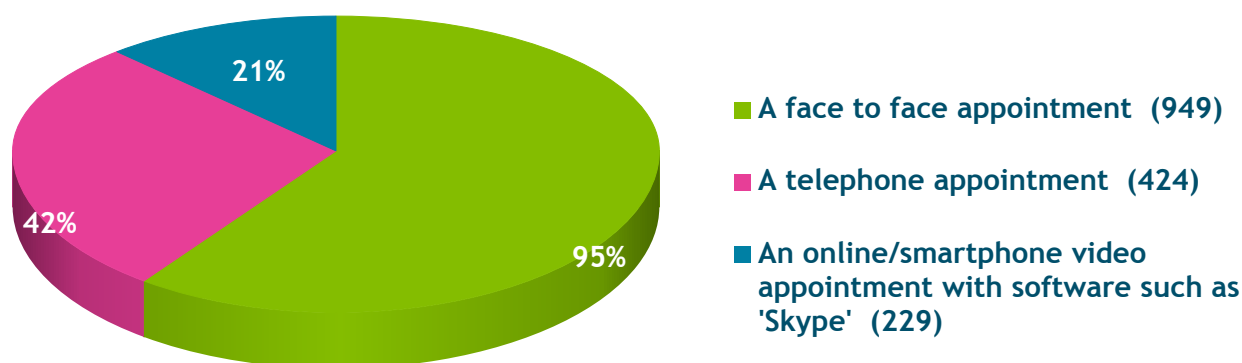
Thinking about the future...

What services would you like to be able to access during the 'extended hours' periods?



95% (995) of respondents expressed an overwhelming preference in wanting to see a GP in their 'extended hours' appointment. 64% (632) said they would also like to access other professionals. 55% (551) a nurse, 41% (413) a healthcare assistant and 27% (273) a pharmacist. 34% (338) said they wanted to see a GP only. 1.5% (15) said they would only want to access a general practice nurse, and 1% (9) said they would only want to access a pharmacist.

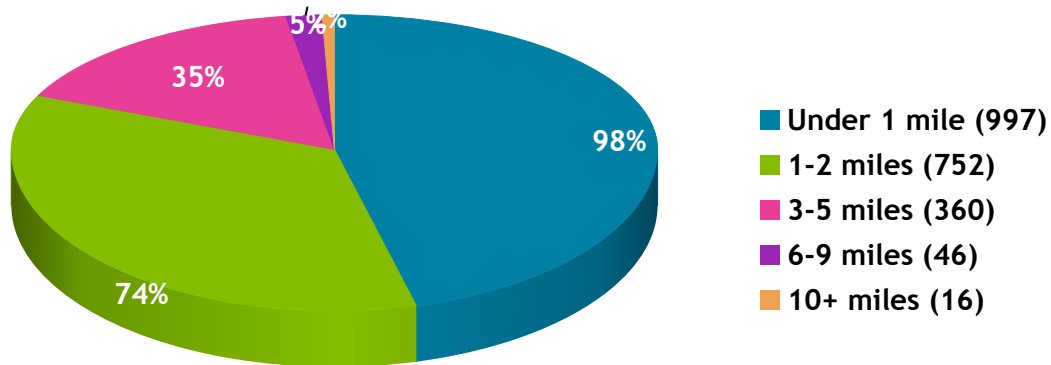
What type of appointment would you like to have during the 'extended hours' periods?



95% (949) of respondents said they would prefer a face to face appointment, with 54% (516) stating that they would only consider seeing a GP in an 'extended hours' facility if it was a face to face consultation. 42% (424) of respondents did think that in some circumstances they would be happy with a telephone appointment.

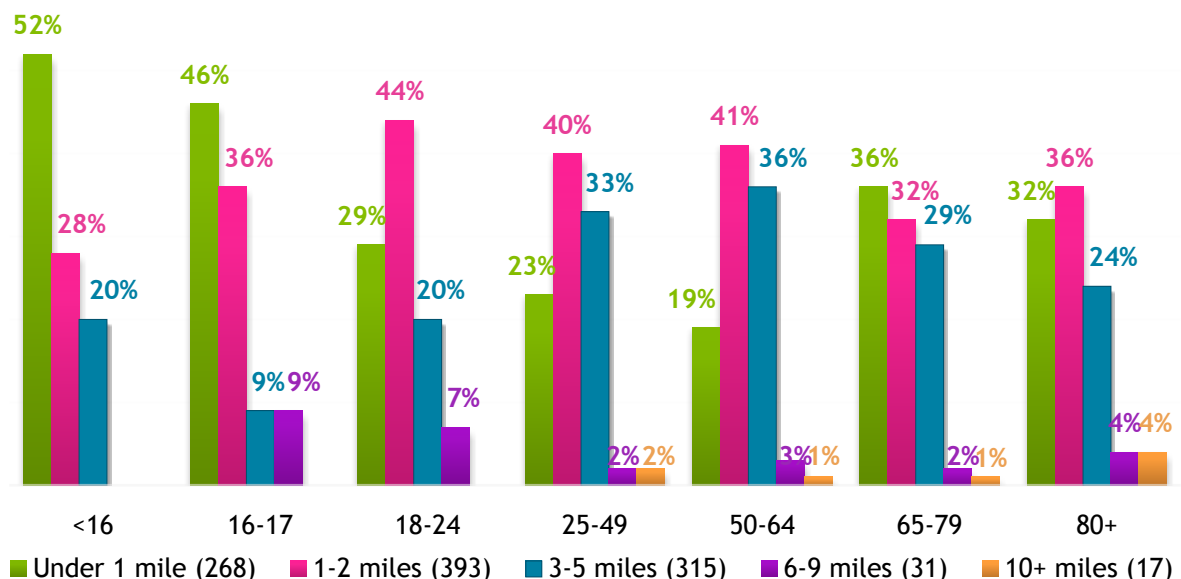
It is interesting to note that only 21% (229) of respondents said they would be willing to have a video consultation, and overwhelmingly 186 of these were between the ages of 25 and 64.

How far would you be willing to travel to get an 'extended hours' appointment?



As might be expected when respondents are anticipating needing to see a GP they would rather not travel that far. 95% (976) of respondents would like an appointment within a mile radius. However, only 26% (268) respondents said they would only travel up to a mile, and with 74% (752) of respondents willing to go 1-2 miles and 35% (360) 3-5 miles, people are happy to travel to get to an extended hours appointment.

We carried out an analysis by age range to get a better understanding of distance preferences. This showed that it is the under 18's who have a greater preference for staying local as do to a lesser extent the over 65's. It is the working age adults between the ages of 18 and 64 that are more likely to travel if required.



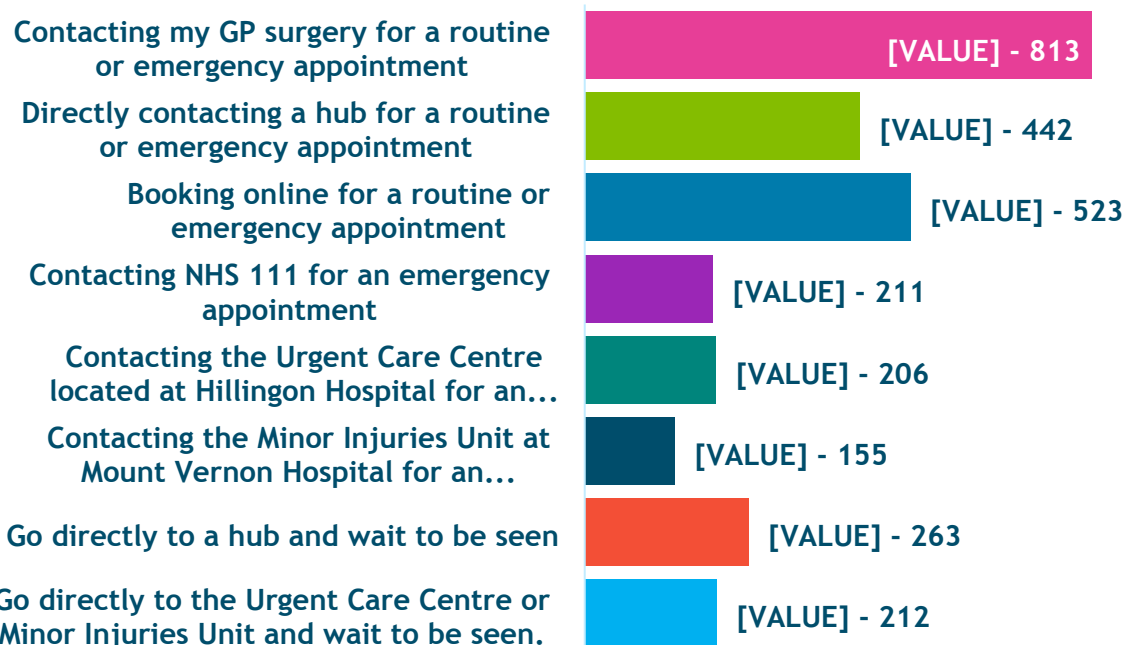
What location options would you use in the future to access the 'extended hours' appointments?

In answer to the question of 'extended hours' location options, most respondents, 81% (798) said that they would prefer the current 3 'extended hour's service options in Uxbridge, Pinner and Hayes. The least popular option was to reduce the location of the hubs to 2, with only 16% opting for this choice.



How would you like to book 'extended hours' appointments?

When asked how they would like to book 'extended hours' appointments for weekdays 6:30pm till 8pm, most respondents 81% (813) stated that they would prefer to contact their own GP surgery to book a routine, or emergency appointment. 52% (523) said they would also like to be able to book online, with 44% (442) wanting the option to contact the hub directly to book.

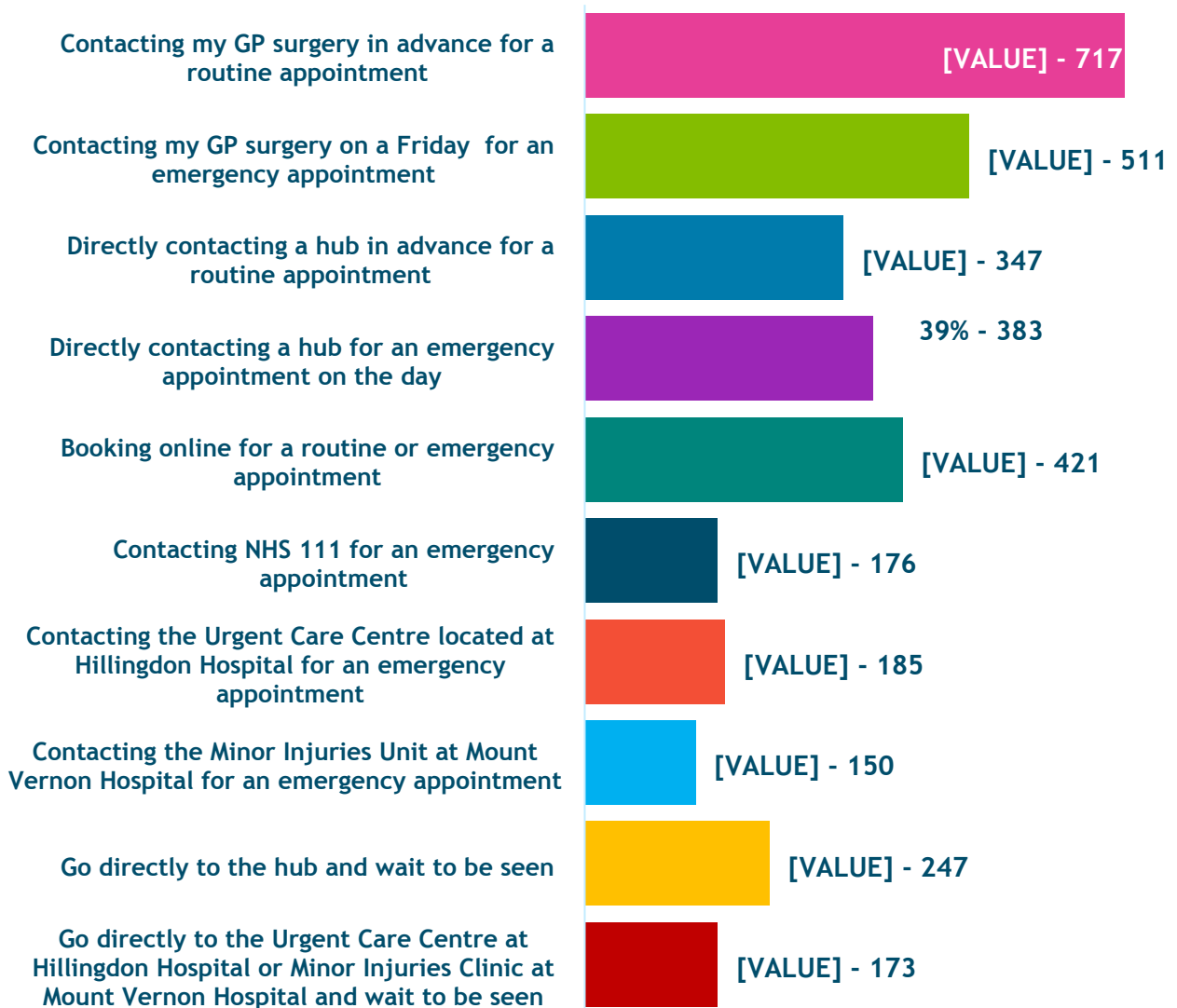


When asked about booking appointments for 'extended hours' on a Saturday and Sunday the favourite choice was through the GP surgery, with 73% (717)



respondents saying they would like to book in advance for a routine appointment and 52% (511) on the Friday for an emergency appointment.

Online booking 43% (421) and booking directly into the hubs for both routine 35% (347) and emergency 39% (383) were also popular in comparison to some of the other methods.



It is worth noting that for both evening and weekend ‘extended hours appointments’ there is little appetite from the public to just go and wait to be seen at either the hubs, the urgent care centre, or the minor injuries unit. Respondents would much rather be able to see a GP in the community. An analysis of the respondents who stated a preference for online booking was undertaken which showed that this option was selected uniformly and not by any specific age bracket.

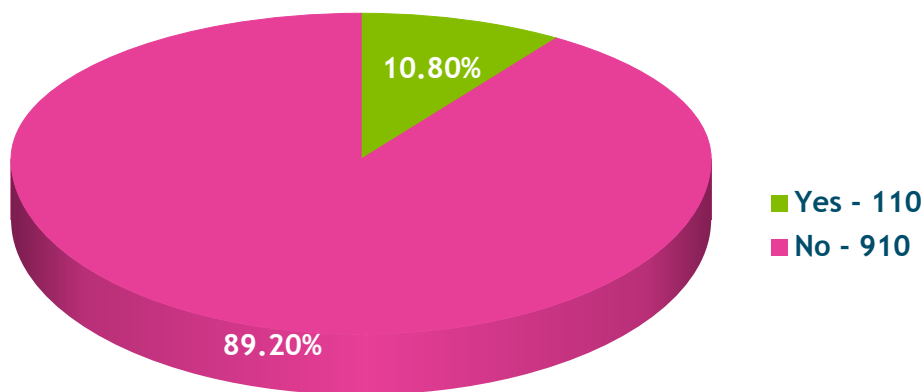
Is there anything else which you think is important for us to consider in terms of extending hours for GP Practices in your area?

- When choosing which locations for 'extended hours' hubs, accessibility, car parking, and public transport must be considered.
- Generally the quickest appointment available and in any 'extended hours' hub may override distance considerations - so offer the quickest appointment wherever as a choice.
- Older people need to be given better support and be able to talk to someone who speaks good English. The staff must be properly trained to communicate meaningfully with older people. They must be trained in proper, traditional ways of introducing themselves and gaining patient confidence.
- There needs to be better promotion of services covered, and a guide of where people should go for what ailment (i.e. pharmacy, GP or A&E).
- All GP surgeries should have the ability to take online bookings for 'extended hours' hubs.
- All 'extended hours' duty GPs should have to access complex patient notes to ensure full assessment of the patient.
- All GP practices should have these extended opening hours not just three hubs
- People in the south of the borough would not feel safe going to the HESA centre during hours of darkness because of its location so they must be offered all 'extended hours' appointments, not just their nearest hub.
- It's great having access to the 'extended hours' GPs but if you then have to drive miles for a pharmacy it's not joined up. Can they not have popular prescription medicines on site?
- When calling surgeries it is often very difficult to get through due to lack of lines at surgery and not enough staff available to take calls. Could a mobile texting service be available?
- Home appointments are desperately needed for Dementia patients and the infirm elderly in general who cannot get to a surgery.
- For minor ailment advice or enquiries where an appt is unnecessary an email service would save GPs and other staff time, would also save journey time and parking costs.
- There needs to be plenty of publicity if it is to go ahead.



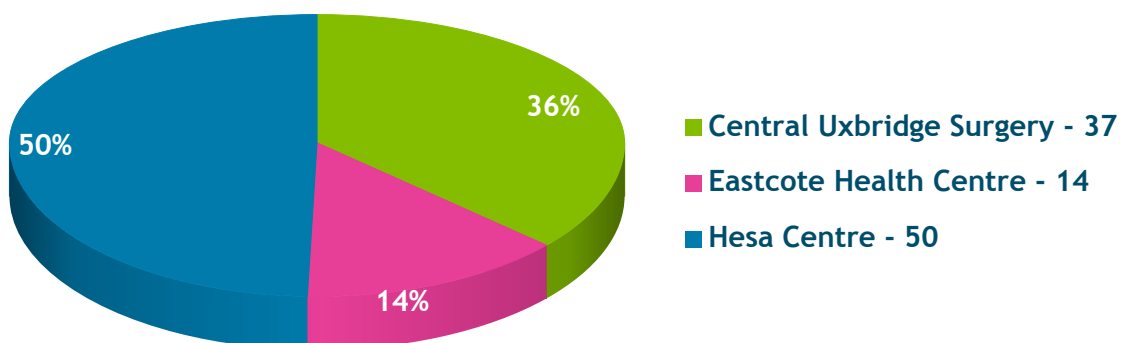
Have you used the current 'extended hours service', if so what is your experience of the service?

The majority of residents who took part in the survey were not aware that there has been an 'extended hours' service available since October 2017. Many asked where the publicity is for this service, and commented that surgeries had not offered them this service when they had needed it. Some people confused the 'walk in' centre at the Pinn Medical Centre as a hub. This centre is in Pinner, Harrow.



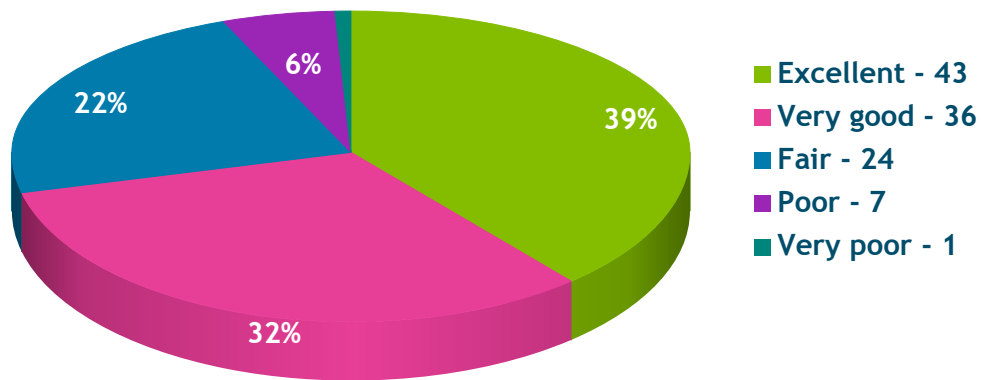
So it is not surprising that only 11% (110) of all respondents actually had any experience of attending an 'extended hours' appointment.

Of those that had been to an 'extended hour's appointment most 53% (50) had attended the Hesa Centre in Hayes, with 37% (37) attending Uxbridge, and 13% (14) Eastcote Centre.



Of the 110 respondents who have attended an 'extended hours' appointment, most, 91% were there to see a GP, 9% were there to see a general practice nurse.

The experience of the 110 respondents who did attend an appointment was very positive with 96% (103) rating the service fair, very good, or excellent. 39% (43) of respondents thought the service was indeed excellent.



Need to see a GP or nurse in the evening or at the weekend?

Evening and weekend GP appointments are available to book near you

Ask your GP practice receptionist for more details

When your GP practice is closed call NHS 111.



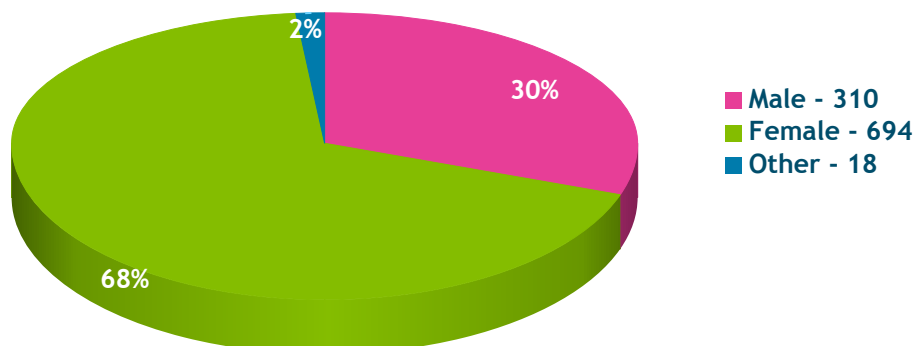
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Dr Jay Verma



Our Respondents

Gender



Our aim was to engage with as fully inclusive sample as possible to ensure all views were captured. To this end, locations and groups were selected to provide the opportunity to meet our objective. To ensure we canvassed parents who have a specific need for GP services, we went to Children's centres, and Storytime toddler groups at libraries. This often gave us a biased sample in terms of female participation as we found that on the whole mothers attended these groups.

We went to hospital outpatient appointment areas: again we found that there were more females to complete our survey, as females attending appointments tended to go alone, while males attending appointments were accompanied by females.

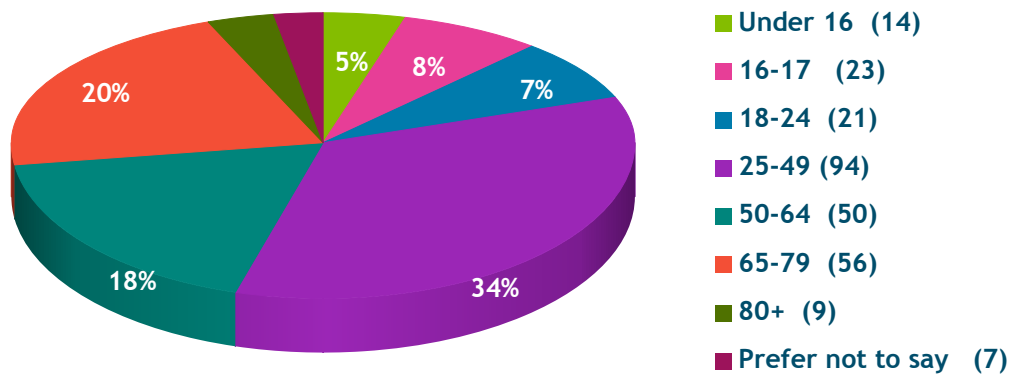
We saw early on in the survey results that females were completing the survey more than their male counterparts. To try to address this in balance we thought of places that men were more likely to frequent. So we went to the pub. Whilst we did get some survey completions in public houses, we found men on the whole were less likely to want to engage in survey completion, hence our result.

Age

The office for National Statistics Sub-national population projections estimate that in 2017 there are 309,300 people living in Hillingdon. 21.5% are under 16 year. 65.4% Hillingdon residents are of working age (16 to 64 years). 13% are aged over 65.

1013 respondents supplied their age information. Of our sample 18% were aged over 65, and 75% were aged between 17 and 64. We obtained a 4% response from those aged under 17 through attendance at Uxbridge College and Barnhill School,

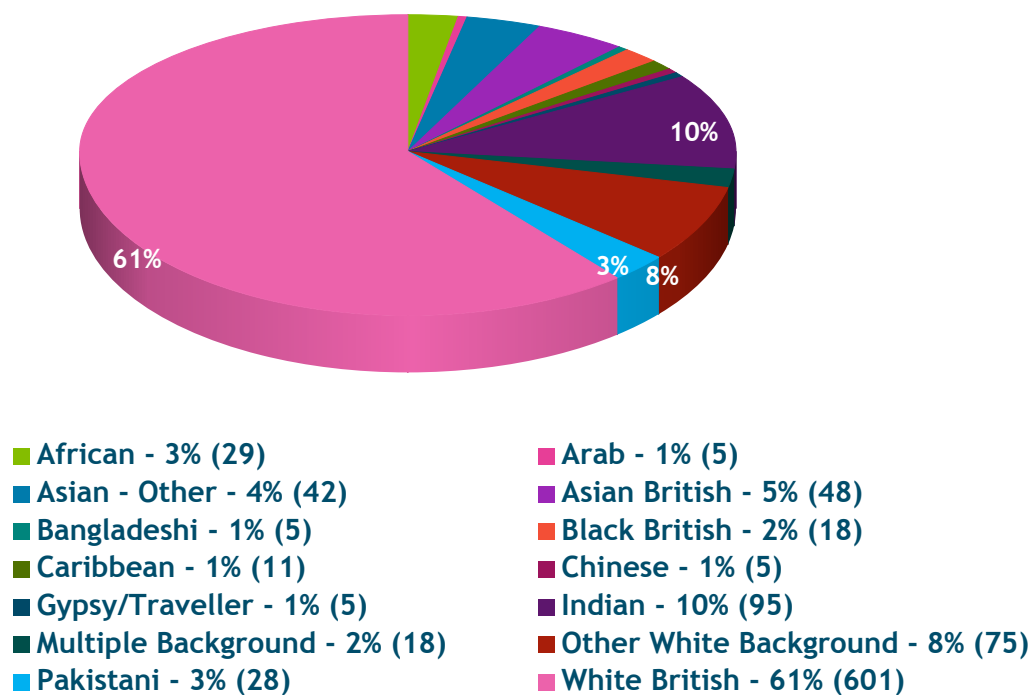
therefore our survey sample is largely in line with the breakdown of age ranges in the Hillingdon population over 16.



Ethnicity

It is clear from the Hillingdon Borough 2017 projections that the Hillingdon population is an ethnically diverse borough with 47% of residents from Black and Minority Ethnic groups.

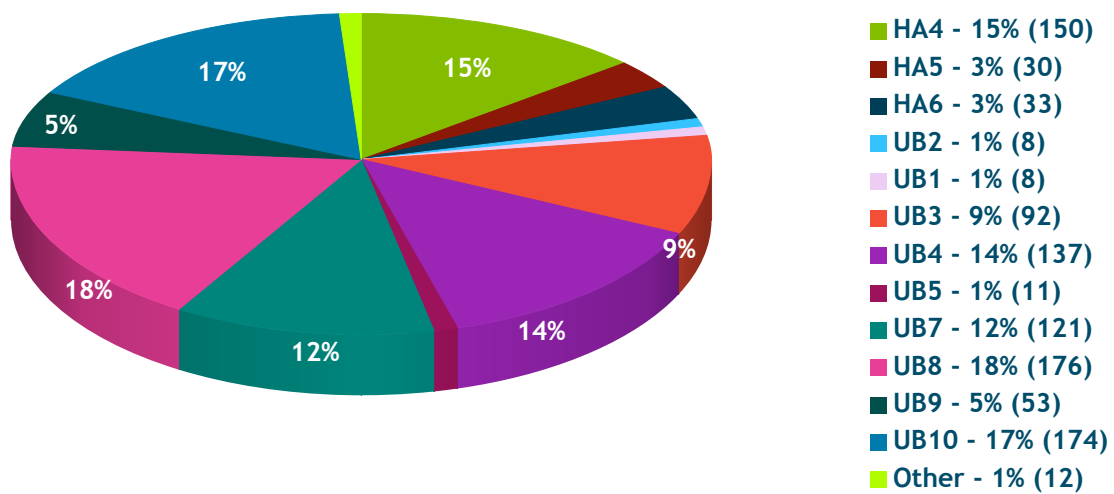
The Hillingdon GP Access Survey results show that the sample is inclusive of all ethnic groups in Hillingdon with nearly 40% of respondents from Black or Minority Ethnic Groups.



Disability

Out of the survey sample 22% (222) of respondents were prepared to say that they were living with a disability or long-term condition. 12% (26) of those living with a disability or long-term condition reported having a mental health condition. In terms of trying to include hard-to-reach groups such as people with sensory and physical disabilities, and mental health issues we targeted hospital waiting areas, dementia groups, elderly activity groups, and community Groups.

Postcode analysis





healthwatch
Hillingdon



**Have
your
say**



**Talk
to us...**



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