

GP Access Report
London Borough of Harrow
June 2017

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Healthwatch Harrow is managed by Enterprise Wellness Ltd. (formerly Harrow in Business)



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1. Acknowledgements

On behalf of the Enterprise Wellness Board, the accountable body for the Healthwatch Harrow (HWH) service and the HWH Advisory Group, I am grateful to Mina Kakaiya, our HWH Manager and Jenny Boxall and Antonetta Fernandes, our Information and Communications Officers, for undertaking this very important piece of work, with passion, commitment and professionalism.

We are also grateful to our dedicated group of volunteers for carrying out the mystery shopping, website and GP texting service.

Healthwatch Harrow would like to thank our volunteers for carrying out the mystery shopping, website and GP texting service. and all the organisations, Harrow Mencap, Mind in Harrow, HADs, Carramea, Age UK, DAWN Project and their service users and carers who kindly gave up their time and participated in the focus groups and the CQC for providing us with the Harrow CQC GP inspection summary data.

Last, but certainly by no means, we are most grateful to the people of Harrow who participated in completing our online survey, without whom this report would have not been possible.

This report will be shared with Harrow Council Commissioners, Harrow Health and Wellbeing Board, Health and Social Care Scrutiny Sub-Committee, all General Practices, the Voluntary and Community Sector, the Harrow Clinical Commissioning Group (CCG), the Care Quality Commission and Healthwatch England, and local people and businesses through our various social media channels and the local media in due course.

We believe that the team's research, analysis, findings, and recommendations in the report will provide the basis of a roundtable discussion with relevant parties and development of an action plan for bringing greater coherence, consistency and performance in GP accessibility in the Borough in the future. We look forward to facilitating this over the coming weeks.

Ash Verma
Chair, Enterprise Wellness
21 June 2017

2.Executive Summary

The Healthwatch Harrow service, managed by Enterprise Wellness Ltd, plays an important role in ensuring the voice, opinions and views of the local community on health and social care matters are listened to and factored in by those responsible for commissioning services, as an integral part of their performance and quality assurance arrangements.

Rationale

The rationale for this piece of research emanates from our response to intelligence gathered from our CRISPI database (Concerns, Request for Information, Signposting and Intelligence) over the past year or so pertaining to concerns local people have expressed about GP accessibility.

Aim

For most people, visiting their doctor is the most frequently used element of the health care system, and acts as a gateway to other health and social care services. It is essential, therefore that all local practices offer an efficient and accessible service, hence the aim of this research, i.e.

“To gain an understanding of patients and service users experience of GP services within the borough”.

Methodology

We conducted desk research of the findings from other stakeholders’ reports (listed below).

In addition, we used a standardised online questionnaire with intelligence from our CRISPI database and conducted a mystery shopping exercise and facilitated 9 community base focus groups from seldom heard groups between November 2016 to March 2017:

- Mind in Harrow - GP Accessibility Report (2013-14);
- Harrow Mencap GP Rep - pilot project Interim Report - April 2017;
- Harrow STP, GP Five Year Forward View;
- Health and Social Care Scrutiny Sub-Committee Access to Primary Care in Harrow Report; Review of CQC inspections for the GP Practices in Harrow from January 2016 to January 2017);

A total of 236 residents participated in the research, of which: 143 completed the Survey Questionnaire from November 2016 to March 2017, and 93 people participated in 9 Community Focus Groups

General findings

The following are our general findings.

- For GP surgeries to offer high quality services which meet users’ demands, manage expectations and provide pathways into treatment and support, the needs and views of patients need to be heard and understood;

- Having a holistic understanding and appreciation of the people of Harrow would add value to a more efficient and seamless system of pathways into care and alleviate strains on other front-line health services, such as Accident and Emergency;

Specific findings

The following is a summary of some of the specific findings for future reference.

- 50% of the survey respondents were from over the age of 65 years;
- Most respondents rated customer care by GPs and reception staff as Excellent/Good;
- 60% reported that they could see the male or female doctor of their choice with ease;
- Around 50% of the respondents lacked awareness of how to make a complaint about their GP and 44% knew when and how to access A&E, Walk in Centre, Urgent Care Centre and Pharmacies appropriately;
- There were significant variations across the Harrow GP surgeries websites with no one consistent NHS standard website model approach;
- Most of the GP websites also did not provide information on how to access the other triage services such as the Urgent Care, Walk in Centres and 999 information;
- Whilst the majority of GP's out of hours messages gave information on their opening and closing times and NHS 111 service, most of the GP websites did not provide information on how to access the other triage services such as the Urgent Care, Walk in Centres and 999 information;
- There was widespread variation regarding on-line complaints procedures;
- **Translation service information was not visible on any of the GP websites** and some gave the option to google translator on their websites, although **68% of GP Practices offered either direct or telephone translation** with varied lead times ranging from 1 day to 2 weeks;
- **Translation services were not available in an emergency** unless staff were able to speak the language required. Due the GP phones lines being continuous busy we were not able to fully complete the Mystery Shopping audit;
- 74% of the GP practices offered a texting appointment reminder service to its patients and only one Practice offered telephone reminder service.

Next steps

We recommend a roundtable discussion of key partners, in the first instance, to agree an action plan that will form the basis of achieving consistency across all GP practices, as well as establishing a forum for sharing best practice.

3. Strategic Drivers

This section provides the national policy and strategic context for our GP Access research, as well as the basis on which our rationale and methodology are based.

NHS England published the Five Year Forward View (FYFV), setting out a new vision for the future of the NHS services which focuses on building health and social care around the needs of local populations. To achieve this vision, local areas have had to develop a Sustainability and Transformation Plan (STP) to help local organisations plan how to deliver a better health service that will address the FYFV ‘Triple Aims’ of *improving people’s health and wellbeing, improving the quality of care that people receive* and addressing the *financial gap* over the next five years. This also includes transformation of the care patients receive through GP practices.

One of the key priorities within the STP is to “ensure people access the right care in the right place at the right time” and it is recognised that GP’s are the gatekeepers to ensure patients receive the appropriate pathways of treatment, care and support.

The STP key deliverables for 2016/17 include:

- Increased accessibility to primary care through enhanced hours and via a variety of channels (e.g. digital, phone, face to face)
- Enhanced primary care with focus on more proactive and co-ordinated care to patients
- Centralised booking appointment system and pre-bookable appointments through Walk in Centres identified within the New Primary Care Model of Care Harrow commissioning intentions 2017/19.

The STP also aims to integrate the visions of General Practice Five Year Forward View (GPFV) to delivering more services through local services hubs by 2020/21 which will enable more services to be delivered in community settings.

The GPFV recognises:

- The historic underfunding in general practice, alongside a steady rise in patient expectations, practices struggling to balance rising workload matched by growing patient concerns about convenient access within tighter financial constraints;
- The additional strain GP practices face around recruitment issues and reliance on locums impacting staff morale and service continuity;

GPFV outlines new ways of working to shape the future work of primary care by shifting towards groups of practices working together and recognising one size will not fit all. The ambitions of this strategy are being addressed by the level of changes on investment, workforce, workload, infrastructure and care redesign, primary care and the alignment to the Care Quality Commission inspection framework over the next 5 years.

The new Multispeciality Community Provider (MCP) model focuses on population health, prevention, and supporting and mobilising patients and communities by adopting person centred, social prescribing models of care, and is an effort to tackle these challenges and improve patient care

The Better Care Fund (BCF) promotes wider integration of health and social care which in turn enables CCGs and local authorities to pool budgets and jointly commission expanded services. Such services include:

- Additional nurses in GP settings to provide a coordination role for patients with long term conditions;
- GPs providing services in care and nursing home settings;
- Providing a mental health professional in a GP setting;
- Hosting a social worker in a GP surgery.

At a local level, CCGs have agreed to support primary care providers in delivering a clear set of standards over the next five years around proactive care, accessible care and co-ordinated care. Within this, are standards:

- On routine opening hours (the provision of pre-bookable appointments at all practices, 8am-6.30pm Monday to Friday, 8am-12pm on Saturdays in a network);
- Extended opening hours so that patients can access a primary care professional 7 days a week, 12 hours per day for unscheduled or pre-bookable appointments;

It is envisaged that NWL level accessible care will be 100% complete by Quarter 1 of 2018.

4. Demographics

The Harrow socio-economic scene is as diverse and varied as any other London Borough, with similar and different health and social care needs. Key features of our Borough for this research are:

- Population of 239,100
- Over 50% of Harrow's population is from black and minority ethnic (BAME) groups
- Harrow has one of the highest proportion of those aged 65 and over compared to the other boroughs in NW London
- Cardiovascular disease is the highest cause of death in Harrow, followed by cancer and respiratory disease
- Harrow has 34 GP practices in the borough (Appendix 4)
- At the time of our research, (November 2016) and due to recent mergers and duplication there are now 34 instead of 35 GPs surgeries in Harrow.
- Harness Harrow merger with Mollison Way Surgery, Charlton Medical Centre merger with Honeypot Medical Centre.
- 1 Urgent Care Centre (Appendix 5)
- 4 Walk in Centres (Appendix 5)
- Total of 236 residents participated in the research of which:
- 143 Number of Surveys completed (November 2016 to March 2017 (Appendix 1 survey questionnaire)
- 93 people participated in 9 Community Focus Groups

5. Aims and Objectives

The aim of the research was:

“To gain an understanding of patients and service users experience of GP services within the borough”.

The basis of the research aim is closely allied to the several signposting comments from local people and recorded on our CRISPI database regarding GP practices in the borough.

The objectives of the research project from November 2016 to March 2017, and initiated by Healthwatch Harrow were to:

- Focus on patients experience in accessing their local GP practice;
- Identify key themes and trends of the research;
- Report findings and make recommendations;

This report details information regarding:

- Booking systems in local GP practices;
- General experiences and concerns;
- Access;
- Satisfaction rates in making appointments;
- Opening hours;
- Out of hour’s information;
- Provision on how to register;
- Access to interpreters/translation services;
- Availability of the texting reminder service;
- How to make a complaint;
- Quality of GP websites;
- Review of Harrow GP practices;
- CQC inspections over the last year;

The following are specific research objectives that we sought to address.

GP access: what does this mean?

- Knowing **how to register** with a GP.
- **Finding a GP** to register with.
- Being able to **book an appointment** to see a GP (telephone, online, at the surgery)
- Being able to **see a GP when you need to**, without long waiting times.
- Being able to **see a GP at a convenient time** for you.
- Being able to **physically access** a GP surgery.
- Being able to **communicate with and be understood by GP staff**.
- Knowing how and where to **access out-of-hours GP services**.
- Knowing **how to make a complaint** about your GP surgery
- **Having enough time during your appointment** to discuss your needs properly and feel listened to.

5. Methodology

We recognised at the outset, that we would need to use various research methods and tools (on-line, survey, focus groups, telephone and mystery shopper) in order to obtain quantitative and qualitative information and data as part of analysis and subsequent report. These are detailed below.

- A standardised online questionnaire with intelligence from our CRISPI
- carried out desk based research;
- conducted a mystery shopping exercise
- Facilitated 9 community based focus groups from seldom heard groups.

Methodology	Resources / tools	Process/activity
1.Questionnaire/Surveys (Online and written)	Questionnaire (see Appendix 1), HPPN GP Practice Managers, Newsletters, Healthy Harrow Event (World Aids Day) and online platforms.	<p>Respondents were either asked to tick relevant box or to evaluate their experience on a rating scale.</p> <p>The general factors being researched were general satisfaction, making appointments, opening hours, out of hour's information, how to register/complain and provision of interpreters/translation services.</p> <p>These questionnaires were widely circulated on online platforms (website, social media), our newsletters and at all networking/engagement events we or our partners attended.</p>
2. GP Website Audit (Desk based research- and telephone)	GPs' website - Intelligence (CRISPI), (Appendix 2 GP Surgeries Mystery Shopping Form.	<p>capturing the following research:</p> <ul style="list-style-type: none"> - GP Website Audit. - Carried by Staff Member and 1 Volunteer. - Collated Data information captured on spreadsheet.
3.Mystery shopping exercise - Telephone	GPs' website - Intelligence (CRISPI) Appendix 2 GP Surgeries Mystery Shopping form - Telephone.	<ul style="list-style-type: none"> - Translation services offered - Interpreters - lead time - Out of Hours Message (Lunch time and Evening) Listen to these messages with the following criteria: - The message says that the surgery is closed

		<ul style="list-style-type: none"> - The message states the surgery opening and closing hours - Information on NHS 111 is provided - for medical advice - Information is provided - for urgent medical care when GP surgery are closed - Information on 999 is provided - for medical emergencies and potentially life threatening - Review of GP Texting Appointment service
<p>4. 9 x Community Focus Groups: (with seldom heard communities)</p>	<p>2 x Harrow Mencap (Carers and Service User Group)</p> <p>1 x HADs</p> <p>3 x CARRMEA</p> <p>1 x Age UK</p> <p>1 x Dawn Project</p> <p>1 x Mind in Harrow User Group (HUG)</p>	<p>Topics covered:</p> <ul style="list-style-type: none"> - GP Services - Environment - Patient Experience <p>-Total of 7 focus groups engaged</p>
<p>5. Review: GP Texting appointment/ reminder service</p>	<p>Mystery Shopping form - Telephone.</p>	<ul style="list-style-type: none"> - Contact all 34 GP practices to confirm if they offered a texting appointment and reminder service
<p>6. Review: Care Quality Commission (CQC) Harrow GP inspection reports</p>	<p>CQC provided summary of reports from Jan 2016 to Jan 2017</p>	<p>Review of 15 GP CQC inspection reports</p>

7. Key Findings: Summary

In this section, we present a summary of the key findings.

Survey (online and written)

Most of the people surveyed rated the customer care provided by reception staff, GP registration as Excellent/Good and generally satisfied with the practices opening times. 60% also reported that they could see the male or female doctor of their choice with ease.

It is important to note that over 50% of the survey respondents were from over the age of 65 years. And this high satisfactory rating for the practice opening times may be due to not a fully representation sample group, particularly those from of working age.

Over half of the respondents preferred to book their appointment by phone and those respondents wishing to see their named GP on a preferred chosen day experiencing long waiting times (often over a week) or not able to see their GP due to lack of available appointments.

Under 50% of the respondents lacked awareness of how to make a complaint about their GP and 44% knew when and how to access A&E, Walk in Centre, Urgent Care Centre and Pharmacies appropriately.

A small number of the respondents (10%) felt they required additional support with their BSL (British Sign Language) and a need to have improve access for wheelchairs users in some practices surgery/treatment rooms and the need for easier access for people who drive. (refer to Table 6).

GP surgery website overview

Although most of the GP surgeries websites were easy to navigate, (71%), and to find registration processes with clear visible information of their opening and closing times on their websites, there were significant variations across the Harrow GP surgeries websites with no one consistent NHS standard website model approach.

A small number of the GP surgeries websites did not have clear visible direct links to their complaints procedures. Furthermore, at the time of the GP website audit was conducted (Dec 2016) the Harrow CCG online GP list information was found to be out of date with inaccurate information with no direct web links to the local GP websites, with a small number of GP practices directed to NHS Choices website.

Most of the GP websites also did not provide information on how to access the other triage services such as the Urgent Care, Walk in Centres and 999 information.

Mystery Shopping - Telephone Research

The majority of GP's out of hours messages gave information on their opening and closing times and NHS 111 service. However, most of the GP websites also did not provide information on how to access the other triage services such as the Urgent Care, Walk in Centres and 999 information.

Complaints Procedure: Online Audit

Wide variation on online complaints procedure-Just over half of the Harrow GP practices (68%) had their complaints procedure on their website, but with wide variation with no one standard complaints procedure approach adopted by all the GP practices. This ranged from very good model of complaints procedures, for example Mollison Way Surgery to a minority of GP practices having poor complaints information with inaccurate or out of date information on complaints pathway or GP complaints information only made accessible by direct request from GP practice staff.

Lack of or inaccurate information on local provision of advocacy service- Some of GP practices websites also did not provide or give accurate information on the local advocacy service provision, referencing Voiceability which is not a Harrow base advocacy provider rather than the local provider Harrow Health Complaints Advocacy Services (HADs). Voiceability only provides Mental Health advocacy services for Harrow residents.

Inaccurate and or out of date information on out of hours information -Such as the NHS Helpline number, Walk-in centre information and online links to NHS England and NHS Complaints Advocacy that some GP websites are not able to access. e.g. *"The partners of the Circle Practice have joined a co-operative of Harrow doctors called HARMONI. This service is based at Northwick Park Hospital where you may be asked to take yourself/your family to see a local general practitioner. For those patients who are housebound or too ill to attend Northwick Park Surgery a visit will be arranged at the discretion of the HARMONI doctor. Full and clear instructions for the above service can be found on the message service when you telephone 020 8427 1213"*.

Easily visible information on how to register as a new patient on the majority of the GP websites. **One GP website had incorrect information on registration procedures** e.g. with following statement *"During registration the practice staff will ask you for certain documentation to prove that you are eligible for NHS treatment. These documents must be originals. If the practice is not sure or unhappy about the documentation provided the patient will be referred to Mr Navin Morjaria, Counter Fraud Specialist at the Harrow PCT."*

Translation service information was not visible on any of the GP websites and some gave the option to google translator on their websites. **68% of GP Practices offered either direct or telephone translation** with varied lead times ranging from 1 day to 2 weeks. **Translation services were not available in an emergency** unless staff were able to speak the language required. Due the GP phones lines being continuous busy we were not able to fully complete the Mystery Shopping audit.

Focus Groups

Over half of the participants from the focus groups experienced difficulties getting an appointment with their GP practice, waiting up to on average 10-15 minutes by phone to get through the GP Practice. Many of the participants on average had to wait on average up to 3 to 4 weeks to see their preferred GP. Furthermore, those with varying levels of disability and language issues felt they experienced greater difficulties in accessing and making an appointment with their GP surgeries linked to poor communication and attitude of surgery staff. However, some found booking GP appointments online in advance much easier and although over half of the participants could get a male or female doctor, 28% were not able to and a further 18% were not even aware if this option was available.

Nearly half of the participants were unaware if their GP surgeries offered translation services or translation support to those with hearing impairment and in a minority of surgeries (9%) translation was either encouraged from family and children or offered by a staff member who could speak the language.

Although 65% the participants had some awareness of accessing NHS 111, UCC, Walk-in and Pharmacies if they could not get an appointment with their GP, a third of participants were not aware of these services. However, over half of the participants were aware of the other services GP surgeries offered and used these inhouse services, such as for blood testing and vaccinations.

Just over half could cancel their GP appointment and some had difficulties cancelling their appointment as they could not get through to cancel by telephone.

An initial welcoming and friendly environment is vital in ensuring patients have a pleasant and comfortable experience. With regards to this, most of the respondents felt the GP Surgeries had good access to prams and wheelchairs, the washroom areas such as disabled toilets and baby changing area. However, the majority felt the waiting room areas need to be more child friendly and the reception area compromised patient privacy.

It was found that most of the participants were unaware of how to make a complaint about their GP practice and felt the information board in GP surgeries were in an inappropriate area with information that was often out of date or difficult to read and most patients are not aware of GP newsletters or PPGs (Patient Participation Groups).

Review of GP Texting Appointment service

All 34 GP surgeries in Harrow were contacted directly by telephone to identify if they had a GP texting appointment service available to patients. 74% of the GP practices offered a texting appointment reminder service to its patients and only one Practice offered telephone reminder service.

Further research is needed to capture how many patients Did Not Attend (DNA) appointments per practice per year and examine if there is a direct correlation between text reminder and reduction in DNA. To also identify the barriers and challenges to the implementation and use of GP texting service.

CQC GP inspection reports summary

The CQC GP inspection reports audit found that out of the 15 GP Surgeries, 1 was rated overall outstanding, 10 were rated overall good, 2 were rated overall inadequate and 2 were rated overall requires improvements.

The CQC audit also highlighted the need for some GP practices to have more robust internal governance structures in place to improve patient care and safety. Some of the key areas in need for improvement were on HR functions, clinical audits to improve patient outcomes and administrative and reporting processes. Furthermore, to have more robust and effective Health and Safety, complaints procedures, risk assessments policies and procedures in place. In the table, we have sited one example per GP Surgery. To get a full picture of all the recommendations please visit the link for each surgery displayed in the table.

9. Recommendations

The information presented in this report highlights the variations in accessibility between Harrow's GP Practices. The key questions to ask and further explore are what are some GPs doing that others are not in promoting easier access to its patients? What might be some of the barriers GP's are experiencing to improving access and what can be done to reduce the disparities and raise consistency in accessibility across all GP practices in Harrow for its local residents.

As our health and social care services face massive challenges and shift towards more personalised community base care, primary care is expected to play a central role in meeting this challenge.

Healthwatch Harrow would like to see all those individuals and different organisations that have an interest in commissioning and providing primary care services in Harrow working towards addressing these variations in accessibility so that every patient, whatever their demographic profile and wherever they live in the borough, can have an easier access into the primary care service provision.

It is hoped the recommendations from this report will inform and influence the local STP and Harrow Primary transformational plans and meet the wider ambitions of the GPFV and MCP strategic frameworks.

Healthwatch Harrow makes the following 4 recommendations for Harrow CCG commissioners and GP practices to consider:

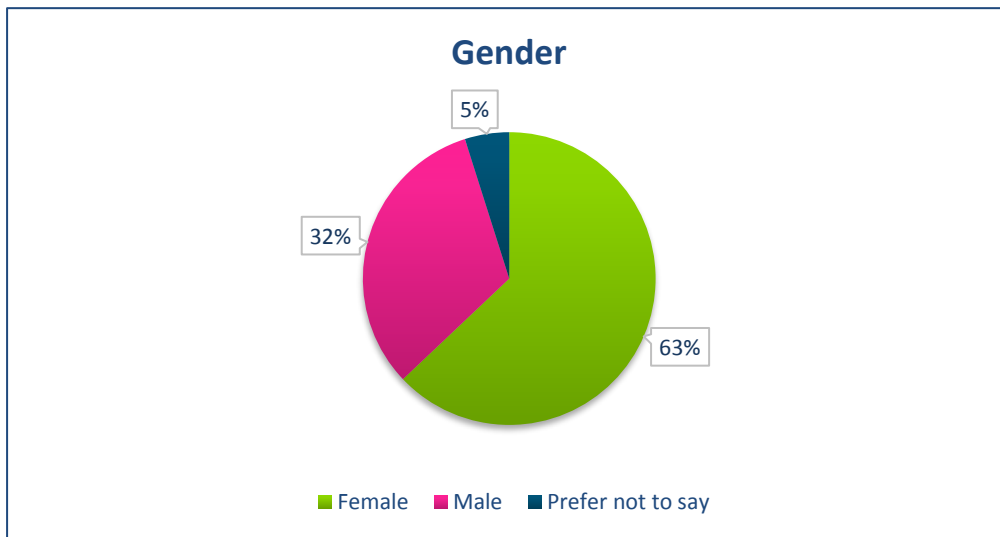
1. To develop quicker and easy accessible phone and online appointment booking systems in place to reduce waiting lead times for patient booking and cancelling appointments, and to reevaluate the efficacy of the GP texting service in reducing missed appointments.
2. To develop and adopt good consistent standard models of practice and policies at both governance, operational and online levels across all GP practices by providing updated consistent, clear and direct links and information on for example, translation services, provision of local advocacy services, booking an online appointment, registration and how patients can make a complaint.
3. To increase public awareness of both triage services such as the Urgent Care, Walk in Centres, NHS 111 and 999 information and alternative primary care services such as pharmacies and CCG Harrow Health Help App Now to promote appropriate access by advertising and providing clear and consistent signposting updated information to patients on GP websites and in their out of hours telephone messaging.
4. To develop better sharing of good practice across all the GP practices in the borough to promote consistent and good standard of practice around accessibility and recognising that one size does not fit all, and ensure the services are responsive to meet the needs of its different communities of Harrow.

10. Findings: Analysis Tables

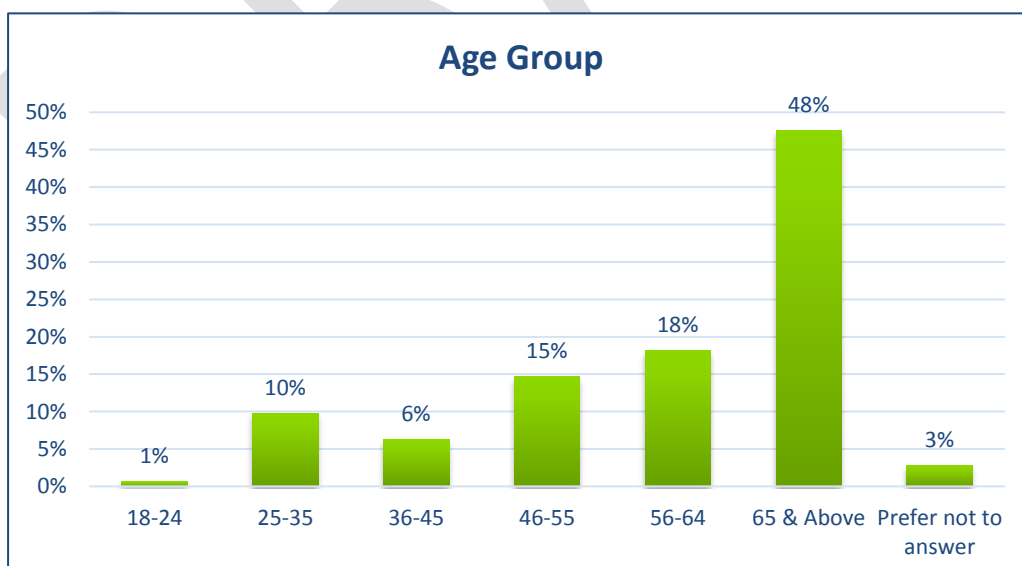
a) Questionnaire & Surveys

The following is a summary of the findings taken from 143 responses received from the online GP Accessibility Survey that we conducted from November 2016 to March 2017.

Survey Demographics



Ethnic breakdown was self-defined and the majority preferred not to disclose this information (please refer to Appendix 6)



48% of survey respondents were from over the age of 65 years.

The table below indicates list of the 31 GP practices stated in the survey.

	GP Practices stated in responses from the surveys	Percentage
1	Aspri Medical Centre	1%
2	Bacon Lane Surgery	6%
3	Belmont Health Centre	8%
4	Circle Practice	1%
5	Civic Medical Centre	1%
6	Elliot Hall Medical Centre	6%
7	Enderley Road Medical Centre	6%
8	Enterprise Practice	2%
9	GP Direct	5%
10	Hatch End Medical Centre	1%
11	Headstone Lane Medical Centre	1%
12	Headstone Road Surgery	3%
13	Honeypot Medical Centre	3%
14	Kenton Bridge Medical Centre	2%
15	Kings Road Medical Centre	1%
16	Long Elmes Surgery	1%
17	Mollison Way Surgery (formerly Harness Harrow Practice)	2%
18	Northwick Surgery	4%
19	Pinn Medical Centre	6%
20	Pinner Road Surgery	1%
21	Pinner View Medical Centre	2%
22	Prefer not to indicate GP Practice	7%
23	Ridgeway Surgery	5%
24	Roxbourne Medical Centre	4%
25	Simpson House Medical Centre	5%
26	St. Peter's Medical Centre	6%
27	Stanmore Medical Centre	5%
28	Stanmore Surgery	1%
29	Streatfield Health Centre	1%
30	Streatfield Medical Centre	3%
	Total	100%

Table 1 How easy did you find it to register with your GP

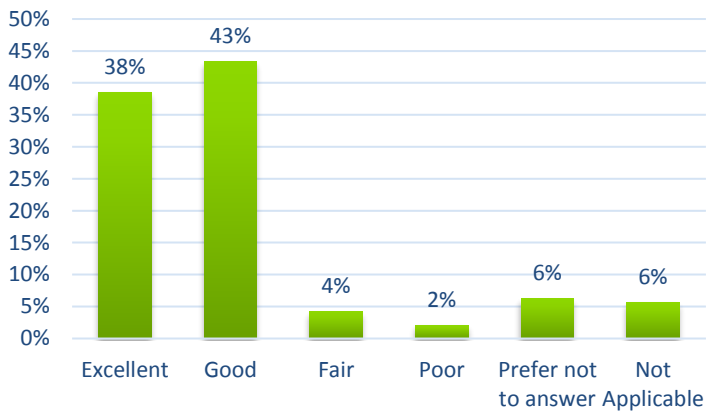


Table 1: 81% rated their GP registration as Excellent/Good.

Table 2 How do you rate the customer care provided by reception staff at your GP Surgery?

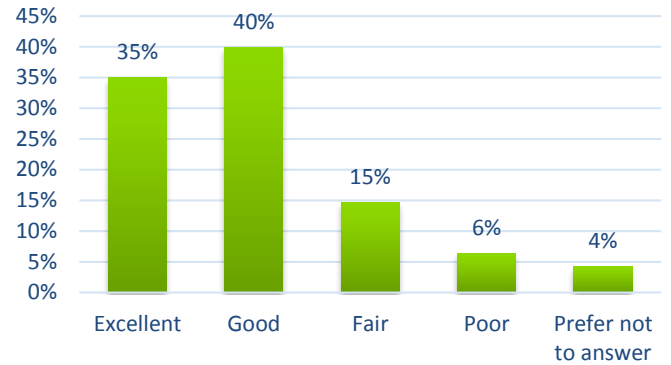


Table 2: 75% found the customer care provided by reception staff as Excellent/Good

Table 3 How you book your appointment compared to how you prefer to book your appointment with your GP

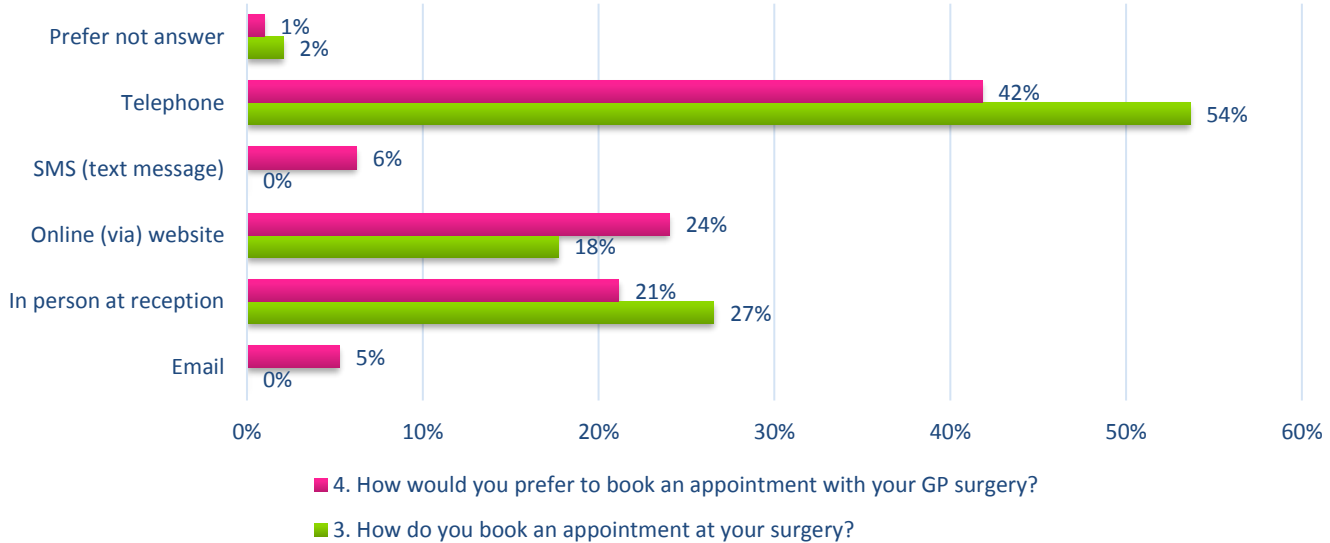


Table 3: 54% booked their appointment by telephone, 42% would prefer to book their appointment by telephone, people chose multiple answers for this question.

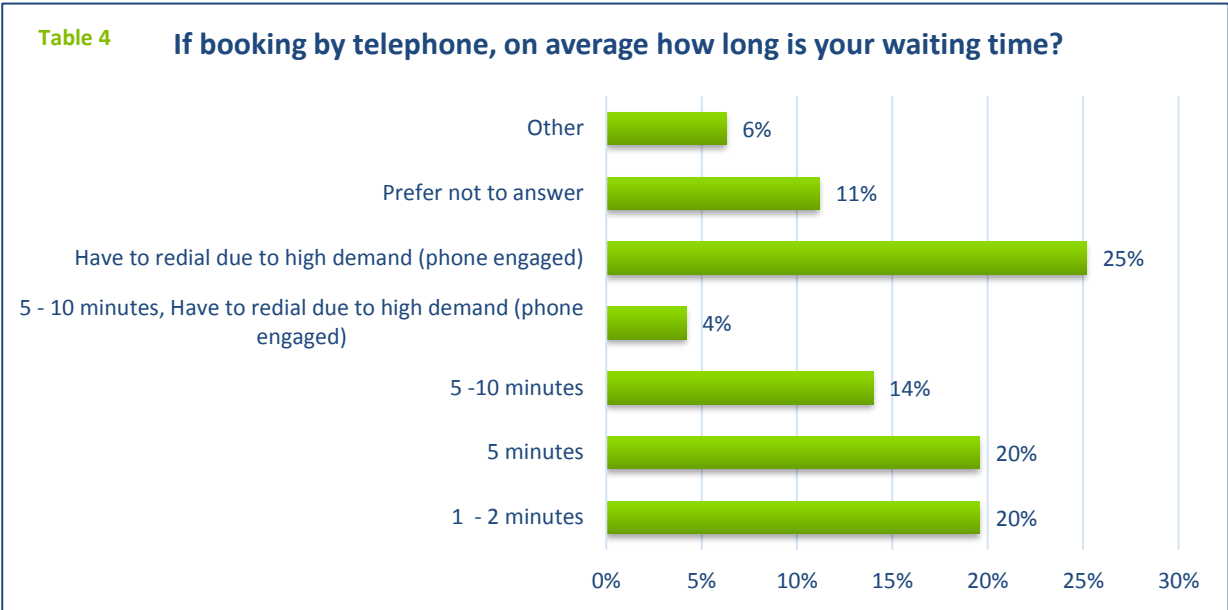


Table 4: 20% found that when telephoning for an appointment their call was answered between 1-2 minutes and 25% had to redial due to high demand (surgery phone engaged).

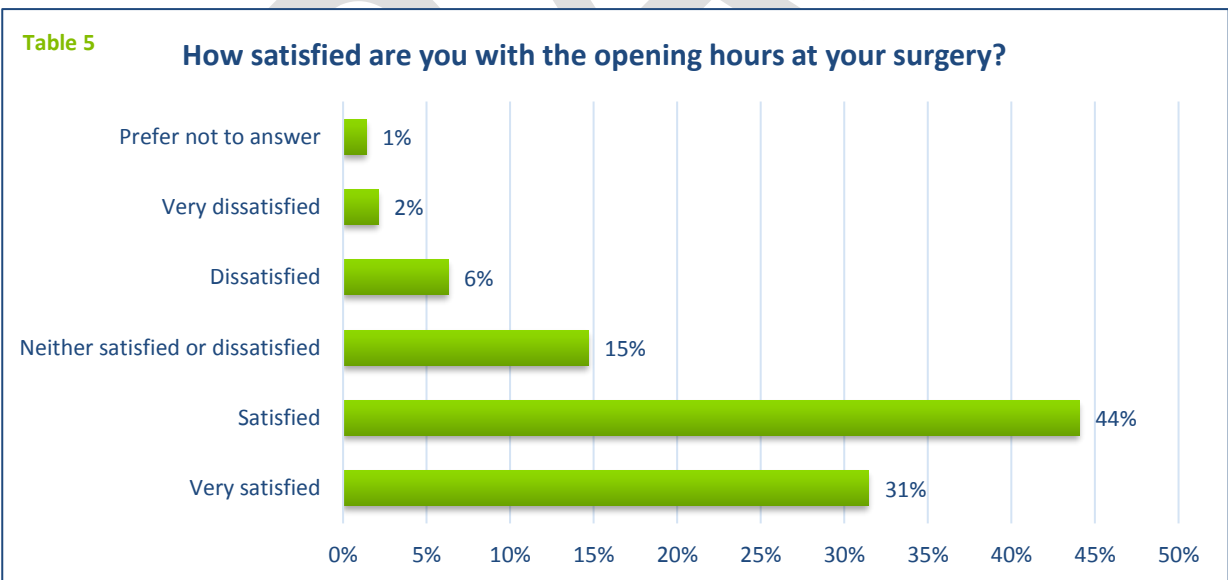


Table 5: 75% were Very satisfied/Satisfied with their surgery’s opening hours with 8% indicating that they were either dissatisfied/very dissatisfied with their surgery’s opening hours.

Table 6 Do you need help to access your GP (eg Translation, transport, sign language, mobility/disability needs)?

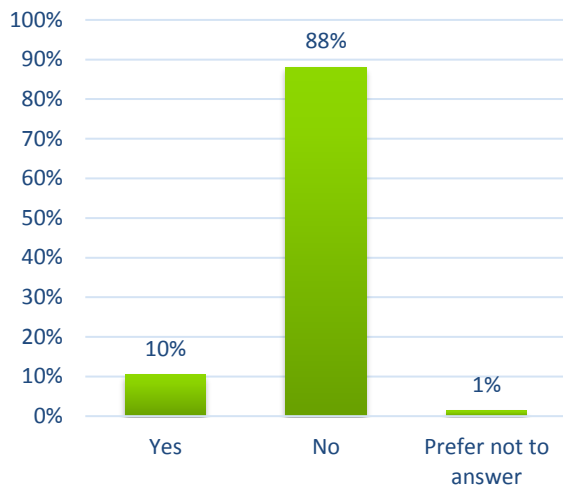


Table 6: 10% felt that they needed help accessing their GP - this included BSL (British Sign Language, easy access for wheelchairs in to surgery/treatment rooms, easy access for people who drive.

Table 7 Do you need to take an interpreter with you when you go to see your GP?

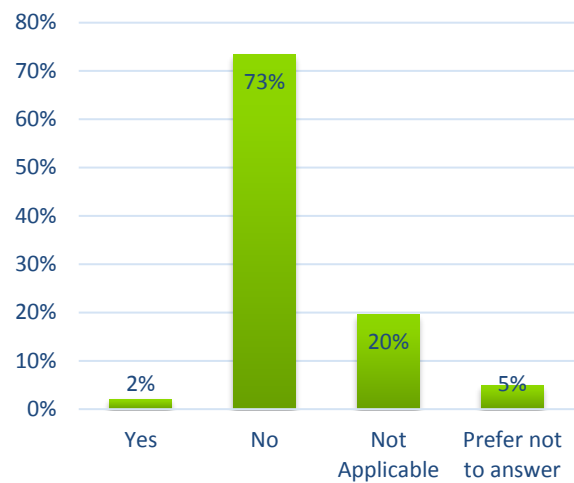


Table 7: The majority of those surveyed did not require an interpreter at the surgery - however Healthwatch Harrow recognizes that the surveyed group of people were not a full representation of the diversity of Harrow, and therefore to capture a more represented view of the local population the views of seldom heard groups would be reached via focus groups.

Table 8 Are you able to to book an appointment on your preferred day and time?

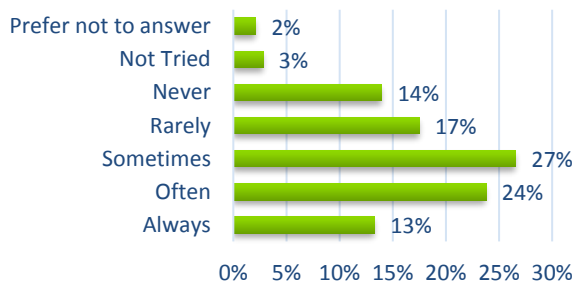


Table 8: 37% indicated they were either always or often able to have an appointment on their chosen day. 31% indicated that they rarely or never able to have an appointment on their chosen day.

Table 9 Are you able to book an appointment with your named GP?

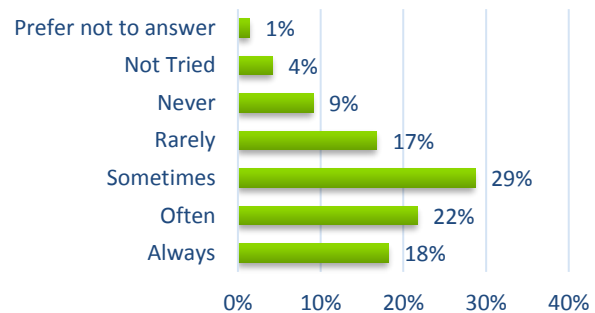


Table 9: 40% indicated that they were able to either always or often able to see their named GP. 26% people rarely or never saw their named GP.

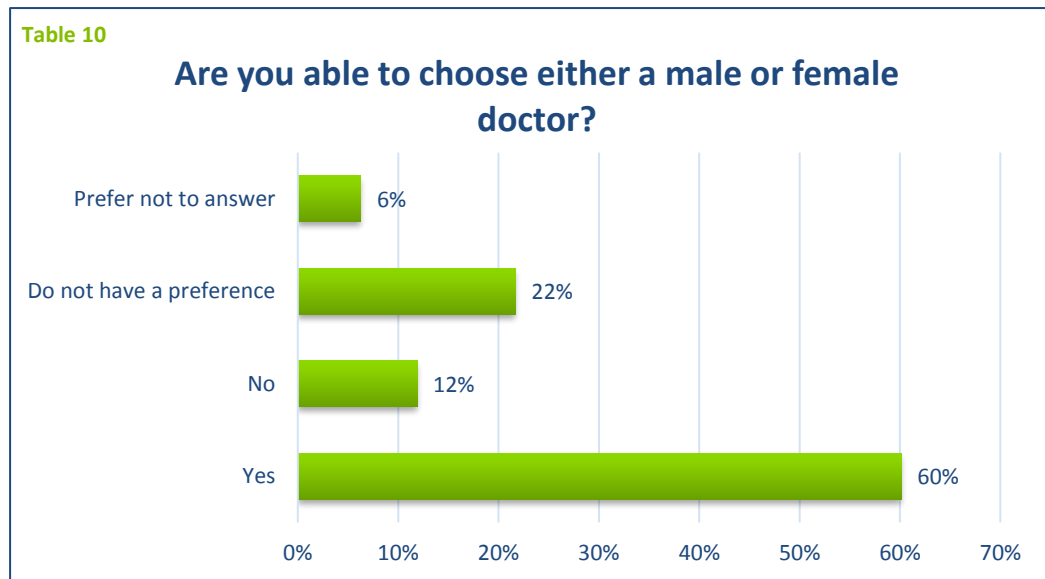


Table 10: 60% confirmed they were able to choose between a male/female GP whereas 12% were not able to choose.

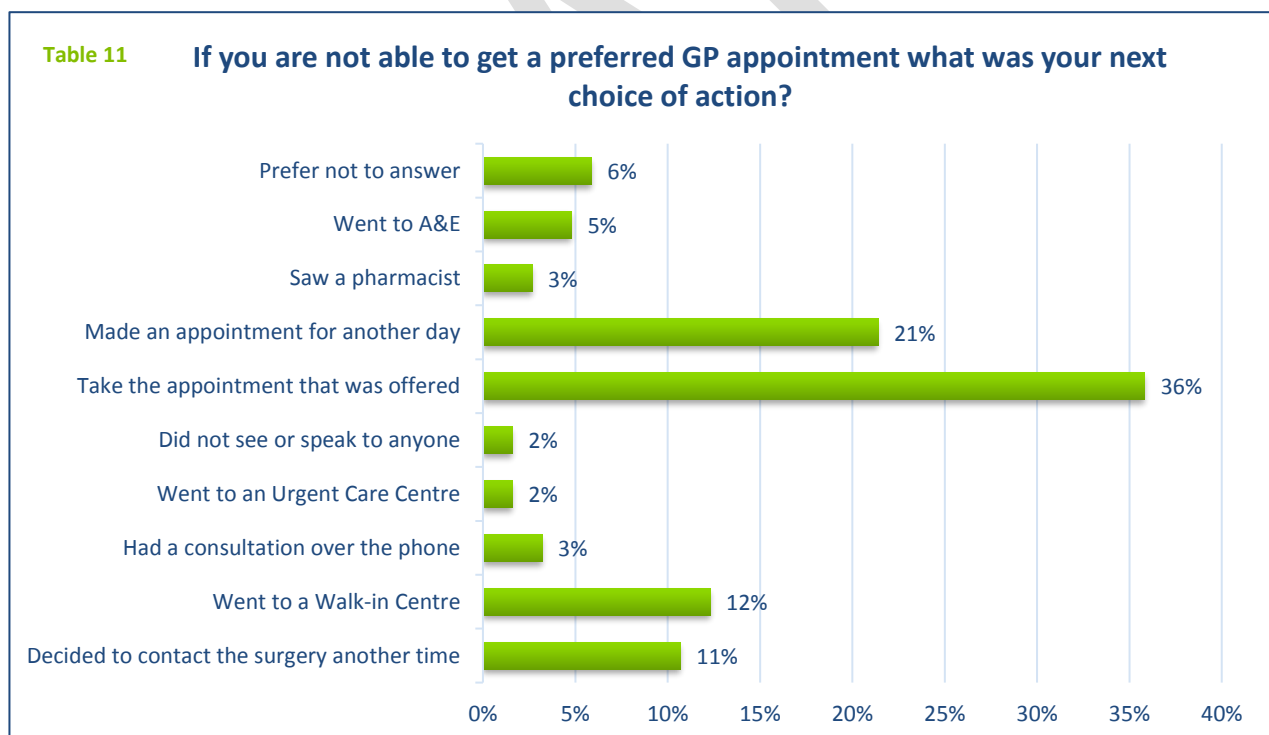


Table 11: 36% indicated that if they were not able to get a preferred GP appointment they would take the appointment that was offered however it was observed that responders to this question opted for more than one action - 12% indicated that they would use a walk-in centre.

Table 12	
Are you aware of the following places to access health care?	Percentage
Option 1	
A&E	6%
Pharmacy	1%
Walk-in Centre	10%
Option 2	
A&E, Pharmacy	3%
A&E, Urgent Care Centre	1%
A&E, Walk-in Centre	10%
Walk-in Centre, Pharmacy	2%
Walk-in Centre, Urgent Care Centre	1%
Option 3	
A&E, Urgent Care Centre, Pharmacy	1%
A&E, Walk-in Centre, Pharmacy	13%
A&E, Walk-in Centre, Urgent Care Centre	6%
Option 4	
A&E, Walk-in Centre, Urgent Care Centre, Pharmacy	44%
Prefer not to answer	2%
	100%

Table 12: 44% had an awareness of all four places to access health care support (A&E, Walk-in Centre, Urgent Care Centre, Pharmacy) of which 20% aware of the three of these places, 17% of these two places and 17% of one of these places.

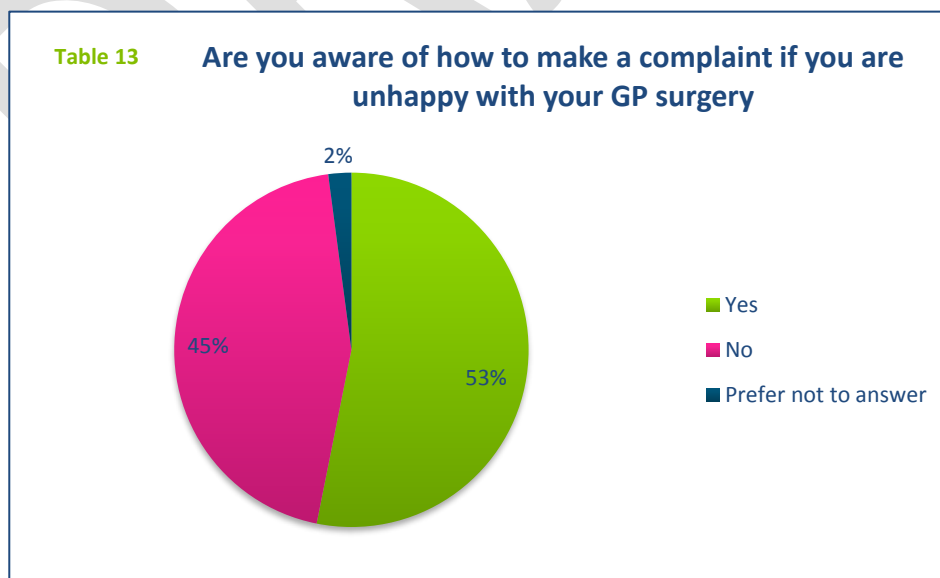



Table 13: 45% of those surveyed stated that were unaware of how to make a complaint if they were unhappy with their GP service.

Key issues 'General Comments' from the survey about GP Surgeries recorded:

- Difficulty in making an appointment
- Phone booking system - not many available appointments
- Appointment with chosen doctor, can offered in a weeks' time
- Not many appointments outside of normal hours
- Surgery always very busy
- Unable to get an appointment with dermatologist
- Problems with accessing online appointments
- Long waiting times for appointments and when attending the appointment
- A good service is provided
- Accessibility for wheelchairs needs to be improved


 *The GPs are pressurized to see a patient within a 10-minute window. There is no time for you to explain how you really feel. The doctor will only attend to one physical condition. You have to make another appointment for another condition. Apart from one or two doctors the doctors don't show compassion. I don't blame them either if the GP surgeries are turning into factories. Sometimes you have to wait for more than a week to get an appointment.*

My GP surgery offers me a 'take it or leave it' service. I can never see the GP of my choice at a time/date convenient to me. The reception staff are limited in their customer service & seem like they couldn't care less whether they have served me well or not. The surgery's telephone system is diabolical. I never get through first time, only when I've recalled several times after very long waits on hold will I eventually be able to speak to a receptionist.

My Surgery is very good - but there are too many patients so not always easy to make appointments. Always very busy.

Difficult to make appointment for daughter with sever LD (learning Difficulties)

I can't actually access the whole surgery, I am a wheelchair user so can only access 2 rooms which means if I have a blood test the phlebotomist has to come to me downstairs. Also there is nowhere for me to sit in the wheelchair - I often have to sit in the corridor and keep moving out of peoples way.



b) GP Website Review

All 34 GP practices websites were reviewed.

Website criteria reviewed	Number of GP's meeting criteria	Percentage
GP with Website	32	94%
GPs with NHS Choice website	2	6%
Good Visibility of basic information and easy to navigate website.	24	71%
Poor Visibility of basic information and difficulty to navigate website	10	29%
Registration info available	32	94%
Registration info not available	2	6%
Out of date registration information	1	3%
GPs with online registration	5	15%
GPs with Complaint procedure online	23	68%
Option to make online complaints	1	3%
Out of Hours- visibility on Website		
Opening hours	34	100%
Closing Hours	34	100%
NHS 111 info	26	76%
Urgent Care	12	35%
Walk-in centres	1	3%
999 information	17	50%
Out of Hours not visible on Website		
Opening hours	0	0%
Closing Hours	0	0%
NHS 111 info	8	24%
Urgent Care	22	65%
Walk-in centres	26	35%
999 information	17	50%

c) Mystery Shopping - Telephone Research - Completed 34 out of 34 calls

Out of hours messages covering the following	Percentage of GP's Meeting the criteria	Number of GP's meeting the criteria
Opening Hours	85%	29
Closing Hours	74%	25
NHS 111	88%	30
Urgent Care	15%	5
Walk-in centre	18%	6
999 information	41%	14

Out of hours messages not covering the following	Percentage of GP's not meeting the criteria	Number of GP's not meeting the criteria
Opening Hours	3%	1
Closing Hours	15%	5
NHS 111	0%	0
Urgent Care	74%	25
Walk-in centres	71%	24
999 information	47%	16

d) Review of GP Texting Appointment Service

Number of GP Practices Contacted	Text Service Offered	Texting Service Not Offered
34	25 (74%)	9 (26%)

e) Community Focus Groups - Key Summary Findings

Healthwatch Harrow identified potential communities in Harrow whose needs are perhaps not always represented by those responsible for local health and social care services.

During these sessions, we ensured that groups attendees' language or access requirements were met so that they can express their views with ease (interpreters/translators/mentors and groups leaders).

Who we spoken with....

We spoke to 93 people from varying community groups across Harrow in our focus group sessions.

Group	Total Attended	Male	Female	About the groups
MIND Harrow User Group (HUG)	11			This group assesses how good or bad services are and decides on how to make improvements
HAD Learning Disabilities User Group	9	6	3	This was a group that were Trainee for Catering Services
Harrow Mencap Elevate Carers Group (Female diverse ethnic group)	11			The group provides an opportunity for carers to learn to speak out and be heard, break the isolation, have fun, learn who they are outside of the caring role, gain skills and feel empowered
CARRAMEA	13	1	12	English Employment (job seekers) and language students

CARRAMEA	4	2	2	English Employment (job seekers) and language students
CARRAMEA	16	2	14	Tamil/English (job seekers) and language students
Harrow Mencap	6	0	6	Learning Disability Speak Up Service User Group
DAWN (Diwa Asian Women's Networks)	7		7	Over 50's group - DAWN is a charitable organisation that works for the emotional and social support for communities around Harrow
AGE UK	18		18	Over 50's activities group

What people told us... GP SERVICES

Focus Group Questions	Key Findings	Comments
<p>Appointments: How easy is to get an appointment</p>	<p>Getting appointments at local GP practices was general very difficult in Harrow. It is even harder for vulnerable adults particularly with a disability or a language barriers. In the 9 workshops, we engaged with varying levels of disability and language barriers, we found different sets of issues that are listed below:</p> <ul style="list-style-type: none"> • The difficulties of getting through to the surgery • Not understanding the options/ Press the wrong Option • Poor communication from the staff • Calls cutting off • Cannot remember date of birth 	
<p>Booking appointment by telephone</p>	<p>68% found it difficult to book an appointment 32% found it easy or quite easy</p> <ul style="list-style-type: none"> • Waiting times for advanced appointments varied between 3 weeks to 4 weeks. • Waiting time hanging on the phone to get an appointment ranged from 10 to 15 mins • It was easier to get a GP appointment in advance through the online booking online option. • To get urgent appointments - must ring at 8.30am on the day. 	<p><i>"It was difficult to get appointments on the day when they are ill. By the time they get to see the GP they are feeling better - so the advance appointment does not make sense. How do you know if you are going to be sick 3 weeks ahead? This also causes DNA when people don't get text messages to cancel their appointments."</i></p>

Focus Group Questions	Key Findings	Comments
		<i>“Receptionist - can’t get past them, Rude receptionist”</i>
Getting an appointment with preferred GP	<p>Most of the participants found it difficult to see their preferred GP, with an average waiting time of 3 to 4 weeks.</p> <ul style="list-style-type: none"> • 68% found it difficult to book an appointment • 32% found it easy or quite easy 	<i>“I had to wait between 3- 10 days to see their preferred Doctor, were able to get appointment with preferred GP in the beginning but now that the surgery has grown not so easy.”</i>
Getting an appointment with Male or Female GP	<p>Although the majority of the participants found it easy some were not bothered or not even sure if they could ask for this service</p> <ul style="list-style-type: none"> • 52% found it easy to get male or female GP appointment • 28% difficult to get a male or female GP appointment • 20% were not bothered or weren’t aware of the services 	
Translation services	<p>Most of the participants found it difficult to get a translator and many were not aware if these services were available especially as it was not advertised or promoted at the surgery.</p> <ul style="list-style-type: none"> • 46% Not aware these services were provided • 43% of GP do not provide translation service • 6% Children or partner provide the service • 2% Not applicable • 3% GP staff provide service if they can speak the language 	<i>“Some patient use relatives and I lady takes her 7-year-old daughter”</i>
Do you know where else to get help if you cannot get an appointment with GP?	<p>Most of the participants had some awareness of NHS 111, UCC, Walk-in and Pharmacy. However, there was still a significant number that used A&E services.</p> <ul style="list-style-type: none"> • 65% Aware and use NHS111 and 35% not aware or do not use NHS111 • 69% Aware of UCC and use UCC and 31% not aware or do not use UCC 	

Focus Group Questions	Key Findings	Comments
	<ul style="list-style-type: none"> • 76% and use Walk-in and 24% not aware or do no use walk-in • 61% are aware and use Pharmacy and 39% not aware of this service • 27% use A&E services where as 73% use the other services 	
Missed appointment	<p>Most of the participants could cancel their appointment if they remembered and some found it difficult to cancel the appointment as they could not get through to cancel it by telephone.</p> <ul style="list-style-type: none"> • 53% could cancel the appointment • 35% missed and did not cancel, forget or could not cancel • 12% never missed an appointment 	<p><i>“Such a long wait (results of blood test) that I forgot about. Could not make the appointment and called to cancel they appointment, was not given the option to re-book. Had to call again to make another appointment”.</i></p>
Text Service Reminder	<p>Most of the participants were not aware if their GP surgery offered a text service and most did not answer the question on repeat prescriptions</p> <ul style="list-style-type: none"> • 52% not aware of text service reminders • 48% aware of text services • 66% not aware of repeat prescription services and 44% were aware 	
Other services offered by GP services	<p>Over half of the participants were aware of other services.</p> <ul style="list-style-type: none"> • 55% were aware • 43% not aware • 2%% no comment 	
Number of patients who have used or not used these services. And which services are used?	<p>Almost a third of the participants did not take part or did not make any comments.</p> <ul style="list-style-type: none"> • 57% Used these services • 6% did not use any services • 36% did not comment <p>57% used the followings services:</p> <ul style="list-style-type: none"> • Blood Test/Blood pressure • Clinic • Nurse • Dietician • Flu and other vaccinations 	

Focus Group Questions	Key Findings	Comments
<p>Carers making appointments for their clients</p>	<p>Only 5 carers took part in this question</p> <ul style="list-style-type: none"> • 2 carers were able to make appointments • 3 said it was not relevant 	<p><i>“Not easy - very difficult, have to ring several times. Also as a carer who works has to take the appointment I am given, luckily, I have an understanding employer” (Carer)</i></p>
<p>Environment Does your GP surgery have the following services?</p>	<p>Wheelchair access/pram access at GP Surgery Majority of the GP Surgeries have access to the above</p> <ul style="list-style-type: none"> • 91% have access • 7% do not have access • 3% not applicable 	<p>“Yes but should have step access excluding wheelchair users. No driveway - all blocked. Not good”</p>
	<p>Hearing Induction Loop Majority patients are not aware of the above</p> <ul style="list-style-type: none"> • 59% not aware • 33% have access • 7% do not access • 1.% not applicable 	
	<p>Access to Washroom (Disabled Toilets, Baby changing area) Majority of the GP Surgery have access to the above</p> <ul style="list-style-type: none"> • 92% have access • 7% do not have access • 1% not applicable 	<p><i>“Often dirty. No toilet roll, have to ask for and bad smell.”</i></p>
	<p>Information Board Majority of the patients felt that the information board had information out of date or too small to read and in an inappropriate area.</p> <ul style="list-style-type: none"> • 60% not easy to read • 40% easy to read 	<p><i>“The font size should be bigger so you can see from a distance, old information should be removed. TV Screen - do not like the name of patient appearing on the screen. The information board is just at the entrance, very busy, sometimes I cannot read because it is not easy to read, no pictures.</i></p>

Focus Group Questions	Key Findings	Comments
	<p>Complaint Procedure and it is visible at reception or notice board. Majority of the patients said they were not aware.</p> <ul style="list-style-type: none"> • 70% Not aware/not visible • 9% No • 21% Yes 	
	<p>Waiting room Majority of the GP Surgery have access to the above</p> <ul style="list-style-type: none"> • 100% have access 	<p><i>“Nowhere for wheelchair users Need more room Never open the windows”</i></p>
	<p>Water machine Majority of the GP Surgery had a water machine</p> <ul style="list-style-type: none"> • 75% have access • 23 % do not have access • 2% don't know • 	<p><i>“Water machine out of dated drinks needs GP daily to look at”</i></p>
	<p>Child friendly area Less than half of the GP Surgeries did not have access to child friendly area</p> <ul style="list-style-type: none"> • 44.% do not have access • 29% do have access • 27% not aware 	
	<p>Are you able to speak to reception without everyone hearing your conversation? Majority of patients do not have privacy at reception</p> <ul style="list-style-type: none"> • 78% do not have privacy. • 13% do have privacy • 9% are not aware 	<p><i>“No and mostly they cannot even see me in the queue because I am short. Everybody listening. “</i></p>
<p>Patient Experience Do you know if your GP surgery has the following?</p>	<p>Newsletter Majority of patients are not aware of GP newsletters</p> <ul style="list-style-type: none"> • 43% not aware • 25% do not have a newsletter • 32% are aware of a newsletter 	
	<p>Have you ever taken part in a GP survey? Majority of patients had never taken part in a GP survey</p> <ul style="list-style-type: none"> • 82% never took part in a survey • 18% have taken part in survey 	

Focus Group Questions	Key Findings	Comments
	<p>Overall patient experience Over half the of patients were general happy and had a good experience with their GP</p> <ul style="list-style-type: none"> • 54% good or very good • 10% adequate • 27% not good • 8% bad or very bad • 1% no comment 	<p><i>“Overall I am not happy with the fact that it is really difficult to get appointments on the same day as you call.”</i></p> <p><i>“Yes very happy”</i></p> <p><i>“Good - No complaints”</i></p> <p><i>“Waiting times 20 to 30 minutes”</i></p> <p><i>“Never get an appointment with GP also locum”</i></p> <p><i>“Not very organised”</i></p> <p><i>“Daughter with LD - went for smear test and damaged her during procedure received a tear. GP agreed this. Young vulnerable adults need safeguarding process - appropriate adult”</i></p> <p><i>“Improve the appointment system”</i></p> <p><i>“Training -rude receptionist”</i></p> <p><i>“Disabled people should be first to be seen before others. Waiting times to be shorter”</i></p> <p><i>“The doctors talk too fast and I cannot understand.”</i></p>
<p>Areas for improvement</p>	<p>Wheel Chair Access - appointments for sick people</p> <ul style="list-style-type: none"> • Somewhere for wheelchairs users to sit, someway of being noticed. A way to reach my chosen GP - i.e ramp, and also treatment room. • Difficult for sick people to make appointments when the wake up in time (all appts gone by 08.05) 	

Focus Group Questions	Key Findings	Comments
	<p>Appointment</p> <ul style="list-style-type: none"> • Making it easier to make appointment on the day you call and being able to get an appointment would be good. • The staff are not as polite as they should be • More appointment slots • More doctors, easy to get appointments. More nurses less waiting for blood test results • Emergency appointment are difficult to get 	
	<p>Privacy</p> <ul style="list-style-type: none"> • Private area in reception to talk about matters that require confidentiality or are personal 	
	<p>Child friendly</p> <ul style="list-style-type: none"> • Accessible children's area that is bigger 	
	<p>Facilities and environment</p> <ul style="list-style-type: none"> • Improve washroom facilities, always dirty, wet floor 	
	<p>Waiting times</p> <ul style="list-style-type: none"> • Shorter waiting times 	
	<p>Directives</p> <ul style="list-style-type: none"> • Clear directives around circumcision - GP refused due to non-medical reasons, HWH to follow up to advise carer around local good practice and provision. 	
	<p>Training</p> <ul style="list-style-type: none"> • Receptionists are rude and have no empathy - they need to be trained. • To have a kind, friendly compassionate receptionist 	
	<p>Patient customer services</p> <ul style="list-style-type: none"> • Have a photo and Name of the Doctor or Nurse on the Surgery Information Board and on the website so you know who you are seeing Use guidelines for accessible writing for people with learning difficulties - see Mencap's guidelines for accessible writing here 	

Focus Group Questions	Key Findings	Comments
	<ul style="list-style-type: none"> • Giving disabled people more time to speak to the GP at the end of the appointment if they have any problems. • Low lighting within waiting room for people with learning disabilities • Welcome pack to newly registered patients • Repeat prescription collection at chemists not surgery • Fast tracking in relation to shorter waiting times to see GP for carers with patients who are learning Disabilities and or mental Health 	
	<p>Patient Voice Comment</p> <ul style="list-style-type: none"> • On the recent appointment that I was waiting for 3 weeks for the new doctor to see me, showed me to two seats by the wall rather than the seat next to his desk. When he said - he seemed “OK” but I thought being talked to from across the room “Weird” I was given no explanation as to why the distance!!! 	

f) CQC Reports: January 2016 - January 2017

The CQC (Care Quality Commission), provided Healthwatch Harrow with a snapshot of GP practices that were visited during January 2016 to January 2017

Rating criteria for CQC Inspection:

1. Are services safe?
2. Are services effective?
3. Are services caring?
4. Are services responsive to people’s needs?
5. Are services well-led?

The CQC inspect the quality of care for these six population groups:

- Older people
- People with long term conditions
- Families, children and young people
- Working age people (including those recently retired and students)
- People whose circumstances may make them vulnerable
- People experiencing poor mental health (including people with dementia)

Surgery	Rating criteria 1 to 5	CQC recommendations on key themes & issues
Headstone Road Surgery 107 Headstone Rd HA1 1PG	Overall Good 1- 5	Must Improve only 1 stipulated: <ul style="list-style-type: none"> • To have robust risk assessment when person who becomes seriously ill on the premises, without access to a defibrillator. • For full report click here
St. Peter’s Medical Centre, Colbeck Road, HA1 4BS	Overall Good 1 Requires improvement 2 to 5 Good	Must Improve 6 stipulated here is an example <ul style="list-style-type: none"> • Be compliant with national guidance, and risk assessment for Control of Substances Hazardous to Health for storage of liquid nitrogen <p>For full report click here</p>
The Pinner Road Surgery 196 Pinner Road HA1 4JS	Overall Inadequate 1 and 5 Inadequate 2 and 4 Requires Improvement 3 Good. Service has been placed under special measures and will be inspected within 6 months.	Must Improve 4 stipulated here is an example <ul style="list-style-type: none"> • Ensure that there is a formal system in place for recording and complaints. <p>For full report click here</p>

Surgery	Rating criteria 1 to 5	CQC recommendations on key themes & issues
Dr Anjum Zaidi & Partners The Northwick Surgery 36 Northwick Park Rd HA1 2NU	Overall Good 1- 5	Nothing stipulated For full report click here
Dr Paramjit Wasu First Choice Medical Centre 275a Kings Road HA2 9LG	Overall Requires improvement 1,2 and 5 Requires improvement 3 and 4 Good	Must Improve only 1 stipulated <ul style="list-style-type: none"> Undertaken clinical audit/re-audits to improve patient outcomes For full report click here
Dr Kaushikkumar Karia Aspri Medical Centre 1-3 Long Elmes HA3 5LE	Overall Good 1 to 5	Must improve - Nothing stipulated For full report click here
Belmont Health Centre 516 Kenton Lane HA3 5LE	Overall Good 1- 5	Must Improve 1 stipulated <ul style="list-style-type: none"> Ensure that annual fire drills are recorded and documented. For full report click here
Kings Road Medical Centre 204 Kings Road HA2 9JJ	Overall Requires Improvement 1-2 Requires Improvement 3-5 Good	Must improve 7 stipulated for example <ul style="list-style-type: none"> Improve child immunisation uptake in line with national averages For full report click here
Streatfield Surgery 1 Streatfield Road HA3 9BP	Overall Good 1 - 5	Must improve 3 stipulated for example <ul style="list-style-type: none"> the proper and safe management of refrigerated medicines, and have an audit trail. For full report click here
The Pinn Medical Centre 37 Love Lane HA5 3EE	Overall Outstanding 1-3 Good 4 & 5 Outstanding	There were several areas of outstanding practice for example <ul style="list-style-type: none"> The practice had the capacity to deliver unlimited telephone consultations to support patients with minor ailments. For full report click here

Surgery	Rating criteria 1 to 5	CQC recommendations on key themes & issues
The Streatfield Medical Centre, 177 Streatfield Rd HA3 9BL	Overall Good 1-5	None must improve stipulated For full report click here
Hatch End Medical Centre 577 Uxbridge Rd HA5 4RD	Overall Good 1-5	None must improve stipulated For full report click here
Honeypot Medical Centre 404 Honeypot Lane HA7 1JP	Overall Good 1-5	There was 1 area of outstanding practice: <ul style="list-style-type: none"> The practice offered No-One Left Alone (NOLA) appointments. Double appointments at the end of a surgery. For full report click here
The Stanmore Surgery, 71 Elm Park HA7 4AU	Overall Inadequate 1,2 & 5 Inadequate 3 & 4 Requires Improvement	Must improve 8 stipulated for example <ul style="list-style-type: none"> Ensure recruitment arrangements include all necessary employment checks for all staff, for example, Disclosure and Barring Service (DBS) checks or risk assessments for all staff providing a chaperone service for patients. For full report click here
The Bacon Lane Surgery 11 Bacon Lane HA8 5AT	Overall Good 1 Requires Improvement 2-5 Good	Must improve 1 stipulated: Implement recommendations on fire risk assessment, health and safety audit, legionella risk assessment and the boiler inspection. For full report click here

11. Glossary

A&E - Accident & Emergency
BCF - Better Care Fund
BSL British Sign Language
CCG - Clinical Commissioning Group
CQC - Care Quality Commission
DAWN - Diwa Asian Women's Networks
DNA - Did not attend
CRISPI - Concerns, Request for Information, Signposting and Intelligence
GP - General Practitioner
GPFV - ~General Practice Five Year Forward View
HAD - Harrow Association of Disabled People
HPPN - Harrow Patient Participation Network
MCP - Multispeciality Community Provider
NWL - North West London
STP- Sustainability and Transformation Plan

DRAFT

Appendix 1 Online questionnaire

Your Voice Counts - GP Accessibility Survey November 2016 to March 2017

This questionnaire is about helping to improve the health service in Harrow. Please answer honestly. There are no right or wrong answers. Please be assured we will keep your answers confidential.

Age group: 18-24 25-35 36-45 46-55 56-64 65 & Above

Gender: Male Female (please tick)

Ethnic Origin:.....

GP Surgery Name:.....

Q1. How easy did you find it to register with your GP - please rate below.

Excellent Good Fair Poor

Q2. How do you rate the customer care provided by reception staff at your GP Surgery?

Excellent Good Fair Poor - (please comment below)

.....

Q3. How do you book an appointment at your surgery?

- Telephone
- SMS (text message)
- Online (via) website
- In person at reception
- Email

Q4. How would you prefer to book an appointment with your GP surgery?

- Telephone
- SMS (text message)
- Online (via) website
- In person at reception
- Email

Q5. If booking by telephone, on average how long is your waiting time?

- 1 - 2 minutes
 - 5 minutes
 - 5 - 10 minutes
 - Have to redial due to high demand (phone engaged)
 - Other (please specify)
-

Q6. How satisfied are you with the opening hours at your surgery?

- Very satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

Q7. Do you need help to access your GP? (eg translation, transport, sign language, mobility/disability needs)

- Yes
- No

If yes please indicate the help you needed and if the Surgery offered it:

.....

Q8. Do you need to take an interpreter with you when you go to see your GP? Yes
 No N/A

Q9. Are you able to book an appointment on your preferred day and time?

- Always
- Often
- Sometimes
- Rarely
- Never
- Not tried

Q10. Are you able to book an appointment with your named GP?

- Always
- Often
- Sometimes
- Rarely
- Never
- Not tried

Q11. Are you able to choose either a male or female doctor? Yes No

Q12. If you are not able to get a preferred GP appointment what was your next choice of action?

- Did not see or speak to anyone
- Take the appointment that was offered
- Made an appointment for another day
- Decided to contact the surgery another time
- Saw a pharmacist
- Went to A&E
- Went to a Walk-in centres
- Went to an Urgent Care Centre
- Had a consultation over the phone

Q13. Are you aware of the following places to access health care?

- A&E Walk-in Centre Urgent care centre Pharmacy

Q14. Are you aware of how to make a complaint if you are unhappy with your GP service?

- Yes No

Q15. Any other comments regarding your GP Surgery:

.....
.....
.....
.....

Thank you

Healthwatch Harrow, 3 Jardine House, Harrovian Business Village, Bessborough Road Harrow, HA1 3EX

Appendix 2 GP Surgeries Mystery Shopping Form

GP Surgery	Comments
<p>1. Is there a website?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p><u>Online Research</u></p> <p>2. Complaints policy – is there a complaints policy/procedure available online?</p> <p>Is it easy to find?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p><u>Online Research</u></p> <p>3. Registration policy – is there a Registration policy/procedure available online?</p> <p>Is it easy to find?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p><u>Telephone Research</u></p> <p>4. Translation Services – Do you offer translation services at the practice</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>

<p><u>Telephone Research</u></p> <p>5. Does the out of surgery hours message cover the following:</p>	
<p>a) The Surgery is closed</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>b) The Surgery's opening hours</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>c) Information on NHS 111 for medical advice</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>d) Information provided on Urgent Medical Care Centre Walk-in Centres</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>e) Information on 999</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>

Appendix 3 Focus Group

Focus Group GP Accessibility

Host organisation

Client group

Date

Confidential and Privacy

All information, comments and experiences will be anonymous
Any information will not be used to identify you or anybody else

TOPIC 1: GP Services

Appointment

1. How easy has it been for you to book an appointment with your GP/Nurse?
2. Have you been able to get an appointment when you want it with your preferred GP?
3. Have you asked for a male or female GP, and got it?
4. Have you asked for translation services at your GP surgery?
5. Do you know where else to get help if you cannot get an appointment with your GP?
6. If you missed an appointment with your GP? Did you tell? And if why not?
7. Does your GP surgery have a reminder service for appointment made and repeat prescription?
8. Do you know what other services your GP practice has to offers?

8.1 Yes No Not Aware

8.2 If so have you ever used any of these services? And which ones are they?

For Carers making appointments for your clients only

9. Are you able to make appointments on behalf of the person you are caring for? Yes or No

Please share you experience below

.....

.....

TOPIC 2: Environment

10. Does your GP surgery have the following (please tick as many as possible)

- Wheelchair access/pram access
- Hearing Induction Loop
- Access to Washroom (Disable Toilets, Baby changing area)
- Information Board – Is it easy to read Yes No
- Complaint Procedure and is it visible at reception or notice board Yes No Not Aware
- Waiting room
- Water machine
- Child friendly area
- Are you able to speak to reception without everyone hearing your conversation? Yes No

TOPIC 3: Patient Experience

11. Do you know if your GP surgery has the following?

- Patient Participation Group
- Newsletter
- Have you ever taken part in a survey? Yes NO

What is your overall patient experience of your GP surgery?

Are there any areas of improvements that the surgery could make?

Appendix 4 GP Surgeries

	GP Practice
1	Aspri Medical Centre
2	Bacon Lane Surgery
3	Belmont Health Centre Long Elmes Surgery
4	Circle Practice
5	Civic Medical Centre
6	Elliot Hall Medical Centre
7	Enderley Medical Centre
8	Enterprise Practice
9	First Choice Medical Centre
10	GP Direct - Welbeck Road Eastcote Lane Butler Avenue
11	Hatch End Medical Centre
12	Headstone Lane Medical Centre
13	Headstone Road Surgery
14	Honeypot Medical Centre (Charlton Medical Centre merged with Honeypot)
15	Kenton Bridge Medical Centre (Dr Golden)
16	Kenton Bridge Medical Centre (Dr Raja)
17	Kenton Clinic
18	Kings Road Surgery & Eastcote Surgery
19	Mollinson Way Surgery (formerly Harness Harrow)
20	Northwick Surgery
21	Pinn Medical Centre
22	Pinner Road Surgery
23	Pinner View Medical Centre
24	Ridgeway Surgery
25	Roxbourne Medical Centre
26	Savita Medical Centre - Dr M Pandya Harrow View Savita Medical Centre - Spencer Road
27	Shaftesbury Medical Centre
28	Simpson House
29	St. Peters Medical Centre
30	Stanmore Medical Centre - Crowshott Avenue Stanmore Medical Centre - William Drive
31	Stanmore Surgery
32	Streatfield Health Centre
33	Streatfield Medical Centre
34	Zain Medical Centre

Appendix 5 Walk in Centre & Urgent Care Centre

Walk in Centres
Alexander Avenue
HHCIC East Walk-in Centre - Belmont Health Centre
Pinn Medical Centre

Urgent Care Centre
Northwick Park

DRAFT

Appendix 6 Ethnic Background

Ethnic Background - Self-defined	Percentage
African	2%
Asian	5%
Asian - Other	2%
Black	1%
Black British	1%
Black Caribbean	1%
British	19%
British - other	1%
British Asian	2%
British Indian	3%
European	1%
French Mauritian	1%
Indian	14%
Indian - Other	1%
Irish	2%
Mixed Asian/Malay	1%
Other	1%
Sri Lankan	2%
White British	18%
Prefer not to answer	20%
White	3%
Total	100%