

Enhanced Opening Hours in GP Practices

What is the survey about?

As groups of GP practices, we are working together to look at how our services are provided outside of the core practice opening hours of 8:00am - 6:30pm. We are doing this to better understand the views and needs of our patients.

Who can take part in the survey?

We want to hear from our patients on what is important and what matters to you when you need one of our services. Please answer the questions based on your own views and experiences, and encourage other people who access our services to take part.

Taking part in the survey

It is very important that you follow the question instructions to ensure you complete the survey correctly. For example, some survey questions are single choice while others are multiple choice.

Once you have completed the questionnaire, please return it to your GP practice.

If you have any questions about taking part, please email wakccg.engagement@nhs.net

How we will use your information and your rights

Wakefield CCG has asked an independent organisation, Enventure Research, to collect survey responses so that your individual response stays confidential. The CCG will receive a report on the aggregated survey findings and anonymised data from the survey.

For information about your data rights and who to contact please visit our website at www.enventure.co.uk

Please turn over the page to begin the questionnaire.

Q1 Which GP practice are you registered with?

Select one option only

- | | | |
|---|--|---|
| <input type="radio"/> Alverthorpe Surgery | <input type="radio"/> Langthwaite Surgery | <input type="radio"/> Riverside Medical Centre |
| <input type="radio"/> Ashgrove Medical Centre | <input type="radio"/> Lupset Medical Centre | <input type="radio"/> St Thomas Road |
| <input type="radio"/> Castleford Medical Centre | <input type="radio"/> Maybush Medical Centre | <input type="radio"/> Stanley Health Centre |
| <input type="radio"/> Chapelthorpe Medical Centre | <input type="radio"/> Middlestown Medical Centre | <input type="radio"/> Station Lane Medical Centre |
| <input type="radio"/> College Lane Medical Centre | <input type="radio"/> Newland Surgery | <input type="radio"/> Stuart Road Medical Centre |
| <input type="radio"/> Crofton & Sharlston Surgery | <input type="radio"/> New Southgate Surgery | <input type="radio"/> The Grange Medical Centre |
| <input type="radio"/> Eastmoor Health Centre | <input type="radio"/> Northgate Medical Centre | <input type="radio"/> Tieve Tara Medical Centre |
| <input type="radio"/> Ferrybridge Medical Centre | <input type="radio"/> Orchard Croft Medical Centre | <input type="radio"/> Trinity Medical Centre |
| <input type="radio"/> Friarwood Medical Centre | <input type="radio"/> Ossett Health Centre | <input type="radio"/> Warrengate Medical Centre |
| <input type="radio"/> Health Care First | <input type="radio"/> Outwood Park | <input type="radio"/> White Rose Medical Centre |
| <input type="radio"/> Henry Moore Clinic | <input type="radio"/> Park Green Surgery | <input type="radio"/> Unsure/out of area |
| <input type="radio"/> Homestead Medical Centre | <input type="radio"/> Park View Surgery | <input type="radio"/> My GP practice is not on the list |
| <input type="radio"/> Kings Medical Practice | <input type="radio"/> Patience Lane Surgery | |
| | <input type="radio"/> Pinfold Surgery | |
| | <input type="radio"/> Queen Street Surgery | |

Please tell us which GP practice you are registered with in the box below

Routine appointments outside of core GP practice hours

This section asks for your views if you need to see a GP, Nurse or another member of the GP practice team for something routine. Routine means it is for something that is not urgent and does not need to be dealt with on the same day.

Q2 If you needed to book a routine appointment with a GP, Nurse or another member of the GP practice team, would you consider an appointment outside the core hours of 8:00am - 6:30 pm?

Select one option only

- Yes [go to Q4]
 No [go to Q3]

Q3 If you would not consider this, could you tell us why?

Briefly summarise your comments below

If you have completed Q3, please go to Q14

Q4 Which times would be most useful to you to have a routine appointment?

Select up to three options

- Morning (before 8:00am)
- Evening (6:30pm - 8:00pm)
- Late evening (8:00pm - 10:00pm)
- Saturday (9:00am - 5:00pm)
- Sunday (9:00am - 3:00pm)
- Bank Holidays (9:00am - 3:00pm)

Q5 Which of the times would you prefer to have a routine appointment?

Select one option only

- Morning (before 8:00am)
- Evening (6:30pm - 8:00pm)
- Late evening (8:00pm - 10:00pm)
- Saturday (9:00am - 5:00pm)
- Sunday (9:00am - 3:00pm)
- Bank Holidays (9:00am - 3:00pm)

Q6 Which services would you want to use in these enhanced opening hours?

Select as many as apply

- | | |
|--|---|
| <input type="checkbox"/> Blood tests, ECGs or other regular checks | <input type="checkbox"/> Childhood immunisations |
| <input type="checkbox"/> Repeat contraception appointments | <input type="checkbox"/> Travel immunisations |
| <input type="checkbox"/> Cervical smear test (cytology) | <input type="checkbox"/> Non-urgent clinical advice / consultation from a GP or Advanced Nurse Practitioner |
| <input type="checkbox"/> Reviews with a Nurse for asthma, diabetes or other long-term conditions | <input type="checkbox"/> Physiotherapy advice |
| <input type="checkbox"/> Nurse appointments for dressings or regular injections | <input type="checkbox"/> Mental health advice |
| <input type="checkbox"/> Medication reviews with a Doctor or Pharmacist | <input type="checkbox"/> None of the above |
| | <input type="checkbox"/> Don't know |

Q7 Are there any other routine GP services we should consider offering outside core GP hours?

Briefly summarise your comments below

Routine appointments outside of core GP practice hours

Q8 If available, how likely would you be to use the different types of appointments to get the advice you need?

Select one answer for each option

| | Definitely | Probably | Possibly | Probably not | Definitely not |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Telephone consultation | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Video consultation | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Online consultation (where you can send an online message to your GP practice) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Face to face consultation | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

If you do not mind which type of appointment you use, please tick the box below

I don't mind which type of appointment I use

Q9 Please tell us more

Briefly summarise your comments below

Q10 If you could book an appointment outside of 8:00am - 6:30pm for a routine face to face appointment, where would you prefer to be seen?

Select as many as apply

- A local GP practice
- Any NHS site
- I don't mind as it's more important I'm seen
- Don't know
- Other

Other (please specify)

Routine appointments outside of core GP practice hours

Q11 **How far ahead would you want to book a routine appointment?**

Select one option only

- For same day
- Up to two weeks in advance
- I don't mind
- Don't know
- Other

Other (please specify)

Q12 **If you were offered a face to face appointment outside of 8:00am - 6:30pm, how far would you be able / happy to travel?**

Please select the response that most closely matches your views

- I would not be **able** to travel
- I would not be **happy** to travel
- Less than 15 minutes
- 15-30 minutes
- 30-45 minutes
- I don't mind as it's more important to have an appointment at a time that is convenient to me
- Other

Other (please specify)

Q13 **Please tell us more**

Briefly summarise your comments below

Urgent appointments outside of core GP practice hours

This section asks you for views if you need to see a GP, Nurse or another member of the GP practice team for something urgent. This is when you need help on the same day or within the next 24 hours.

Q14 **If you needed to book an appointment for urgent clinical advice or treatment from a GP service, would you consider an appointment outside the core hours of 8:00am - 6:30pm?**

Select one option only

- Yes [go to Q16]
- No [go to Q15]

Urgent appointments outside of core GP practice hours

Q15 **If you would not consider this, could you tell us why?**

Briefly summarise your comments below

If you have answered Q15, please go to Q23

Q16 **Which times would be most useful for you to have an appointment for urgent clinical advice or treatment from a GP service?**

Select up to three options

- Morning (before 8:00am)
- Evening (6:30pm - 8:00pm)
- Late evening (8:00pm - 10:00pm)
- Saturday (9:00am - 5:00pm)
- Sunday (9:00am - 3:00pm)
- Bank Holidays (9:00am - 3:00pm)

Q17 **Which of the times would you prefer to have an appointment for urgent clinical advice or treatment from a GP service?**

Select one option only

- Morning (before 8:00am)
- Evening (6:30pm - 8:00pm)
- Late evening (8:00pm - 10:00pm)
- Saturday (9:00am - 5:00pm)
- Sunday (9:00am - 3:00pm)
- Bank Holidays (9:00am - 3:00pm)

Q18 **How likely would you be to use the different types of appointments from a GP practice for urgent clinical advice or treatment?**

Select one answer for each option

| | Definitely | Probably | Possibly | Probably not | Definitely not |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Telephone consultation | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Video consultation | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Online consultation (where you can send an online message to your GP practice) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Face to face consultation | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

If you do not mind which type of appointment you use, please tick the box below

- I don't mind which type of appointment I use

Q19 **Please tell us more**
Briefly summarise your comments below

Q20 **If you could book an appointment outside of 8:00am - 6:30pm for an urgent appointment with a GP service, where would you prefer to be seen?**
Select all that apply

- A local GP service
- Any NHS site
- I don't mind as it's more important I'm seen
- Don't know
- Other

Other (please specify)

Q21 **If you were offered a face to face appointment outside of 8:00am - 6:30pm for something that is urgent, how far would you be able / happy to travel?**
Please tick the box that most closely matches your views

- I would not be **able** to travel
- I would not be **happy** to travel
- Less than 15 minutes
- 15-30 minutes
- 30-45 minutes
- I don't mind as it's more important to have an appointment at a time that is convenient to me
- Other

Other (please specify)

Q22 **Please tell us more**
Briefly summarise your comments below

Q23 When are you most likely to use your GP service outside of the core hours?

Select as many as apply

- When my practice is closed and I need help for something more urgent
- When there aren't appointments available during the day
- When I can't get through to my practice during the core hours to book an appointment
- Because I can't attend during core hours
- If my practice booked me an appointment into these hours
- Other
- Don't know

Other (please specify)

Q24 How do you prefer to book your appointments?

Select all that apply

- Online
- Telephone
- In person
- NHS app
- Other
- Don't mind

Other (please specify)

Q25 How would you travel to appointments during evenings / weekends?

Select all that apply

- Walk
- Public transport
- Bike
- Own / family car
- Taxi
- Lift from family / friend
- Other

Other (please specify)

Q26 Do you currently work?

Select one option only

- Yes, I work full time [go to Q27]
- Yes, I work part time [go to Q27]
- Not currently employed [go to Q28]
- No, I'm studying [go to Q28]

Q27 What hours do you usually work?

Select all that apply

- Office hours / days (e.g. 9:00am - 5:00pm, Monday to Friday)
- Evenings / weekends
- Other

Other (please specify)

We would like to ask you about your thoughts on care navigation. When you ring a GP practice, you may be asked by staff to tell us brief details of why you are contacting the GP practice. This is so that we are able to help you get the best care from the right person as quickly as we can.

Q28 Please tell us what you think about being helped by other healthcare professionals working in general practice, like Advanced Nurse Practitioners or Pharmacists

Briefly summarise your comments below

Q29 If you needed information about local NHS services, where would you go to look for it?

Select as many as apply

- Google (internet) search
- NHS.uk website
- My GP practice (telephone/website/social media)
- One of the professionals involved in my care
- Friends and family
- Facebook
- Twitter
- Instagram
- Other

Other (please specify)

General questions on using our services

Q30 Is there anything else you would like to tell us?

Briefly summarise your comments below

Equality monitoring form

In order to make sure we provide the right services and avoid discriminating against any groups, it is important to collect and analyse the following information. When we write reports, no personal information will be shared. Your information will be protected and stored securely in line with data protection rules. If you would like to know how we use this data, please see Wakefield CCG's privacy notice at www.wakefieldccg.nhs.uk and Enventure Research's privacy policy at www.enventure.co.uk

Q31 Who is this form about?

Select one option only

- Me
- Someone else - using their information

Q32 What is the first part of your postcode? For example, WF11

Write in the box below

Q33 What is your gender?

Select one option only

- Male
- Female
- I describe my gender in another way
- Prefer not to say

I describe my gender in another way (please specify)

Q34 Which of the following age groups do you fall into?

Select one option only

- 16-18 years old
- 19-24 years old
- 25-34 years old
- 35-44 years old
- 45-54 years old
- 55-64 years old
- 65-74 years old
- 75+ years old
- Prefer not to say

Q35 Which country were you born in?

Select one option only

- United Kingdom
- Other
- Prefer not to say

Other (please specify)

Q36 What is your ethnic group?

Select one option only

- | | |
|---|---|
| <input type="radio"/> Asian or Asian British - Bangladeshi | <input type="radio"/> Mixed or multiple ethnic groups - White and Black Caribbean |
| <input type="radio"/> Asian or Asian British - Chinese | <input type="radio"/> Mixed or multiple ethnic groups - Other |
| <input type="radio"/> Asian or Asian British - Indian | <input type="radio"/> White - English/Welsh/Scottish/Northern Irish/British |
| <input type="radio"/> Asian or Asian British - Other | <input type="radio"/> White - Gypsy or Irish Traveller |
| <input type="radio"/> Black or Black British - African | <input type="radio"/> White - Irish |
| <input type="radio"/> Black or Black British - Caribbean | <input type="radio"/> White - Other |
| <input type="radio"/> Black or Black British - Other | <input type="radio"/> Other ethnic group - Arab |
| <input type="radio"/> Mixed or multiple ethnic groups - White and Asian | <input type="radio"/> Any other ethnic group |
| <input type="radio"/> Mixed or multiple ethnic groups - White and Black African | <input type="radio"/> Prefer not to say |

Other (please specify)

Q37 **Are you disabled?**

Select one option only

- Yes
 No
 Prefer not to say

Q38 **Do you have any long term conditions, impairments or illness?**

Select as many as apply

- Physical or mobility impairment** (such as using a wheelchair to get around and/or difficulty using your arms)
 Sensory impairment (such as being blind/partially sighted or deaf/hard of hearing)
 Mental health condition (such as having depression or schizophrenia)
 Learning, understanding, concentrating or memory (such as Down's Syndrome, stroke or head injury)
 Neuro diverse condition (such as autism, ADHD, dyslexia)
 Long term condition (such as cancer, HIV, diabetes, chronic heart disease or epilepsy)
 Other
 No
 Prefer not to say

Other (please specify)

Q39 **Are you a carer?** Do you provide unpaid care/support to someone who is older, disabled or has a long term condition?

Select one option only

- Yes
 No
 Prefer not to say

We are asking the following question to help us understand if being on a lower income affects experiences of services or health.

Q40 **Do you or anyone you live with receive any of these types of benefits?**

Universal Credit; Housing Benefit; Income Support; Pension Credit - Guarantee Credit Element; Child Tax Credit; Incapacity Benefit/Employment Support Allowance; Free School Meals; Working Tax Credit; Council Tax Benefit

Select one option only

- Yes
 No
 Prefer not to say

Q41 **Are you a parent or primary carer of a child or children? If yes, how old are they?**

Select as many as apply

- 0-4 years old
- 5-9 years old
- 10-14 years old
- 15-19 years old
- No
- Prefer not to say

Thank you for taking the time to complete the survey. Your views are greatly appreciated.

Please return your completed questionnaire to your GP practice.