

PCN Patient Participation Meeting - Access

GP at Hand / Dr Jefferies & Partners

Remote & in-person meeting Dr Jefferies & Partners, 292 Munster Road, London SW6 6BQ
30 April 2025 13.30 - 14.30

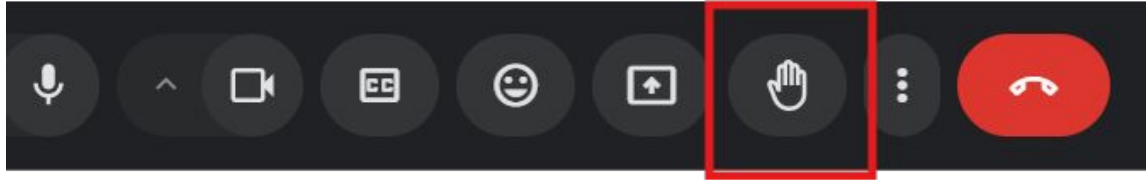


Agenda

- Introductions
- Housekeeping
- Access Survey
- Group Discussion

Housekeeping

- Respect patient confidentiality
- Treat each other with mutual respect and share the opportunity to speak
- Be open to listen and support each other
- Please keep your microphone muted and use the 'Raise Hand' option at the bottom of your screen if you would like to contribute to the discussion.



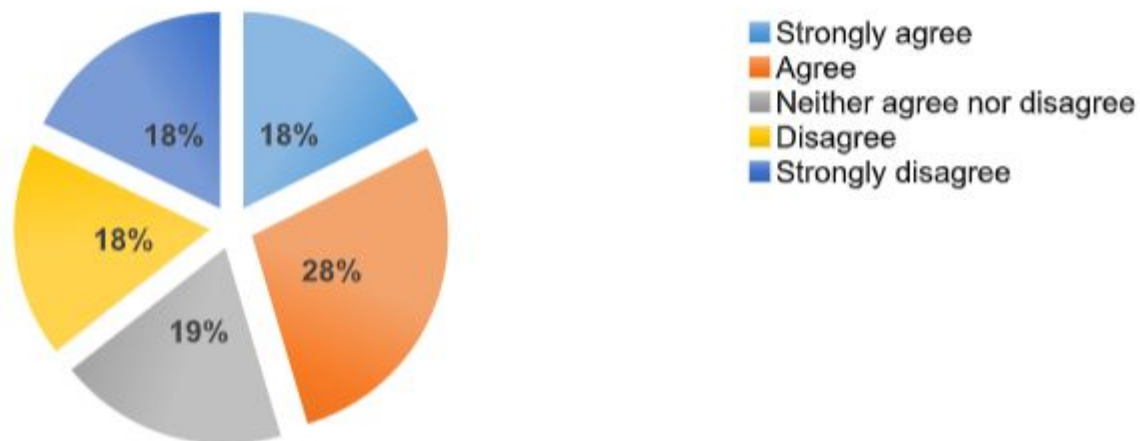
Introduction & Context

- Last year the Northwest London Integrated Care System was seeking your feedback on accessing general practice services, including contact, appointments, and care.
- A survey was designed to gather your views and experiences and work together with you to improve your experience at our surgery.
- The following are the results of a survey that was shared with approximately **104.000** patients (14 years and above) of GP at Hand and Dr Jefferies & Partners in October / November 2024
- The total number of responses received was **2332**, which is **2.24%** of the total number of registered patients

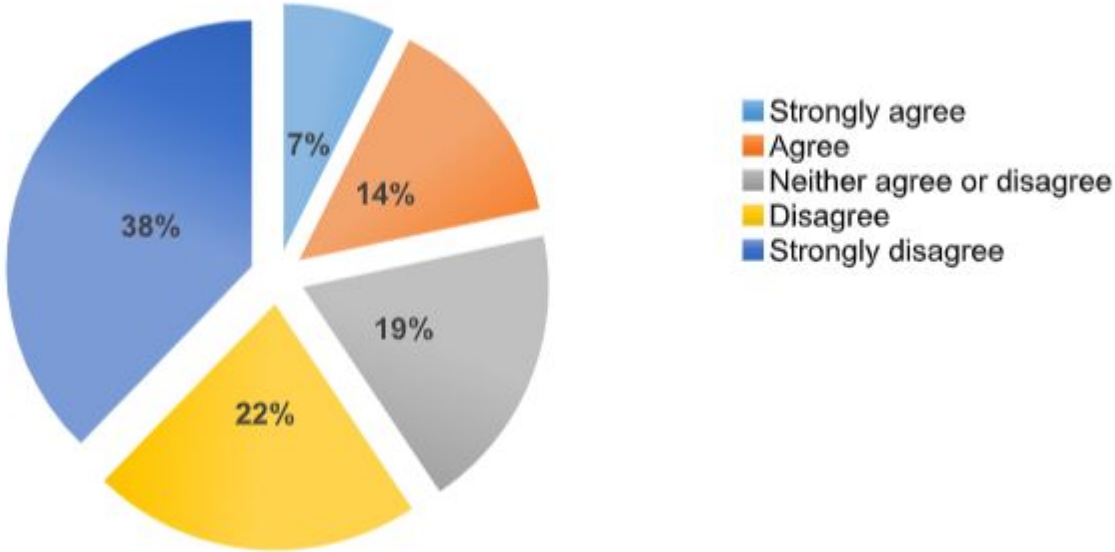
Please select the name of your surgery from the drop-down menu below:



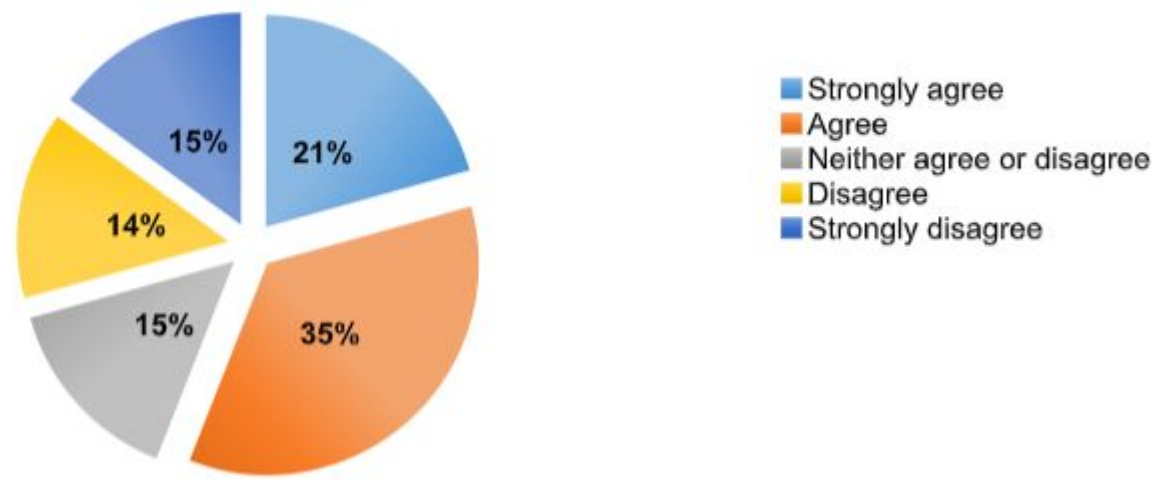
I am satisfied with how easy it is to contact my surgery during opening hours (08:00-18:30, Mon-Fri):



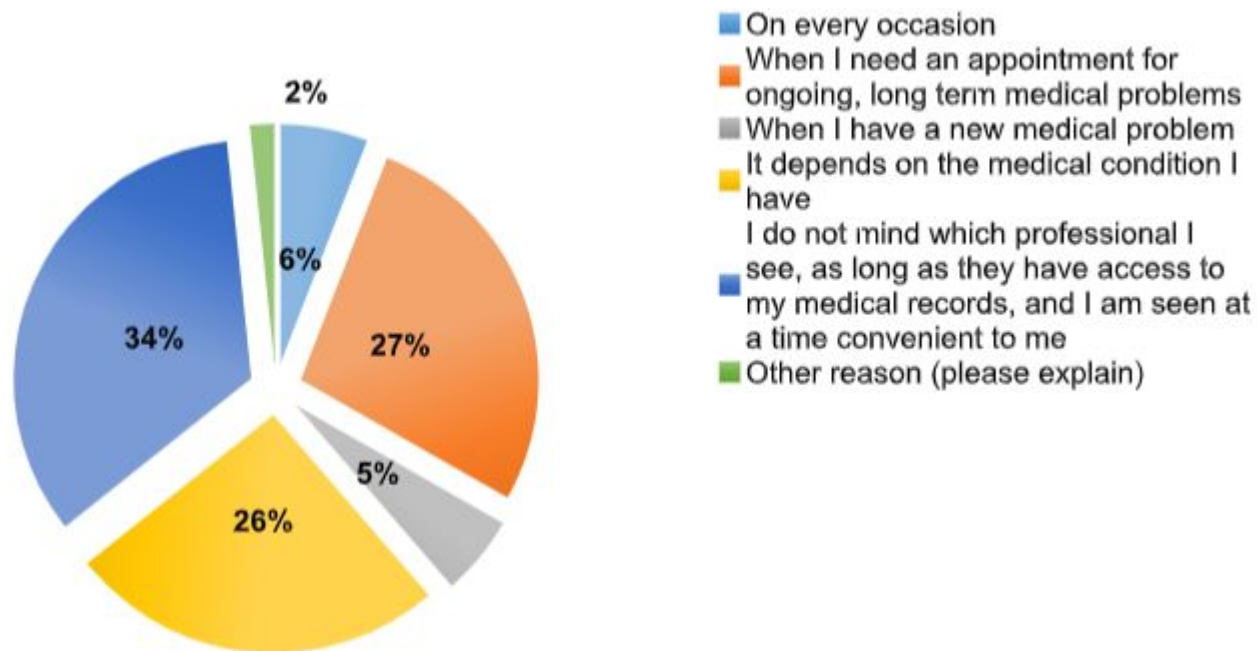
I can book a same day / next day appointment for urgent matters/care:



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



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



Comments/themes from the above question (other):

I do not mind who I see but I want to have the option to see a GP if I feel I need over another practitioner. There are times when seeing another professional is fine, but I should be able to see a GP if I feel this is most appropriate.

Only if it is a doctor I previously spoke and liked then. Otherwise prefer having different doctors.

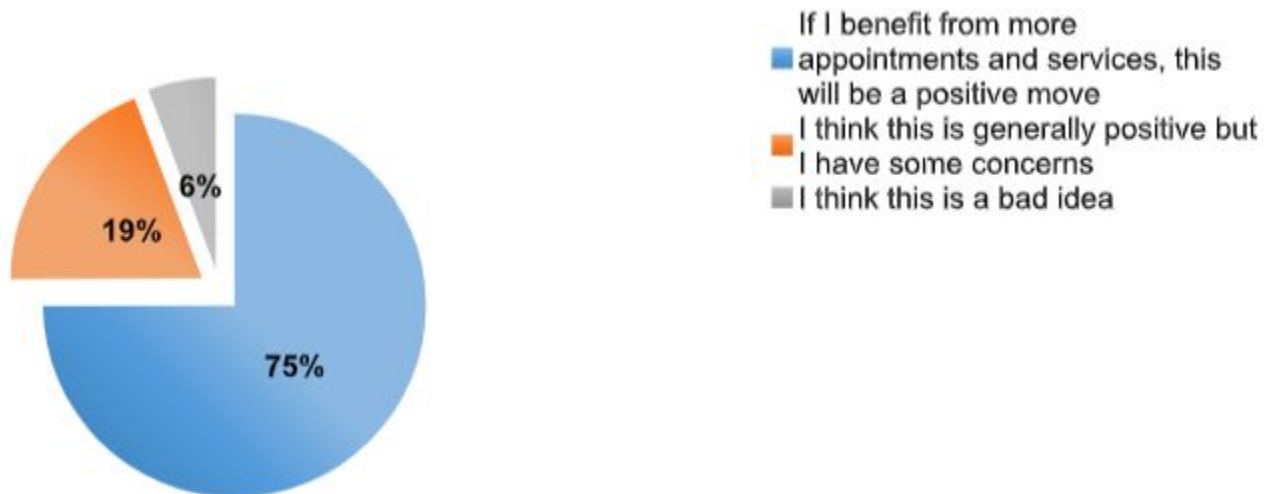
It is just better to have continuity of care with the same person as they are more aware and I don't feel like next time I have to repeat everything again bcs very few hcps actually read the past notes.

Something seems to have failed with. I have been trying to get an ovarian cyst managed properly and they never followed up with test results. I always had to keep checking my patients know best record to see if anything.

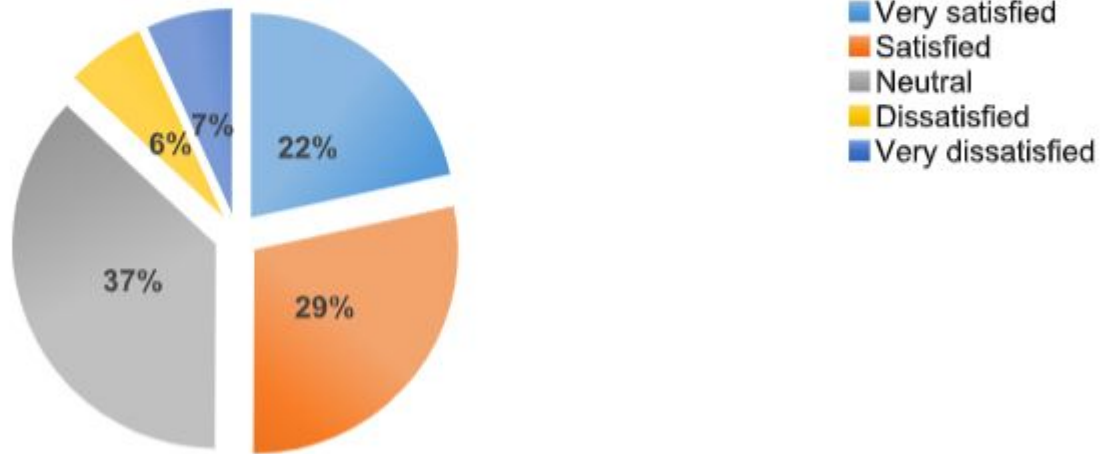
At previous GP clinics I only wanted to see a specific person because I felt like they dealt with me the best out of all other handful of GPs, but with GP at hand I have only had one bad experience with one GP, and never had a bad experience since. So seeing only one GP isn't important to me anymore as 99.9% of GPs I feel treat me well. Had been added.

Personally, speaking to the same person gives me safety that I know they are good and truly listen to concerns. I don't wish to get stuck with someone who doesn't care.

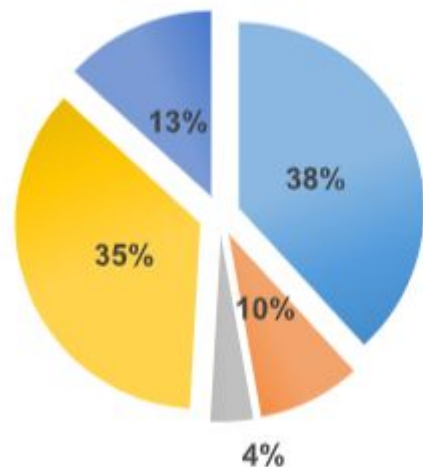
Some GP surgeries collaborate with their neighbouring GP surgeries to offer a broader range of services and appointments at different locations, or remotely (e.g. by phone). How do you feel about this?



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



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



- I was not aware my GP surgery was offering it
- I do not know how to use it but would if training was provided
- I don't have access to digital technology
- I don't want to use an online tool and would prefer to speak to someone instead
- Other (please specify)

Comments/themes from the above question (other):

I don't count telemedicine or a virtual appointment as an e-consult. I would happily use something like e-consult where I type out what I need which I have done before with other GPs.

Depends on what the concern is... I am not familiar how often this tool can be used and what are the criteria.

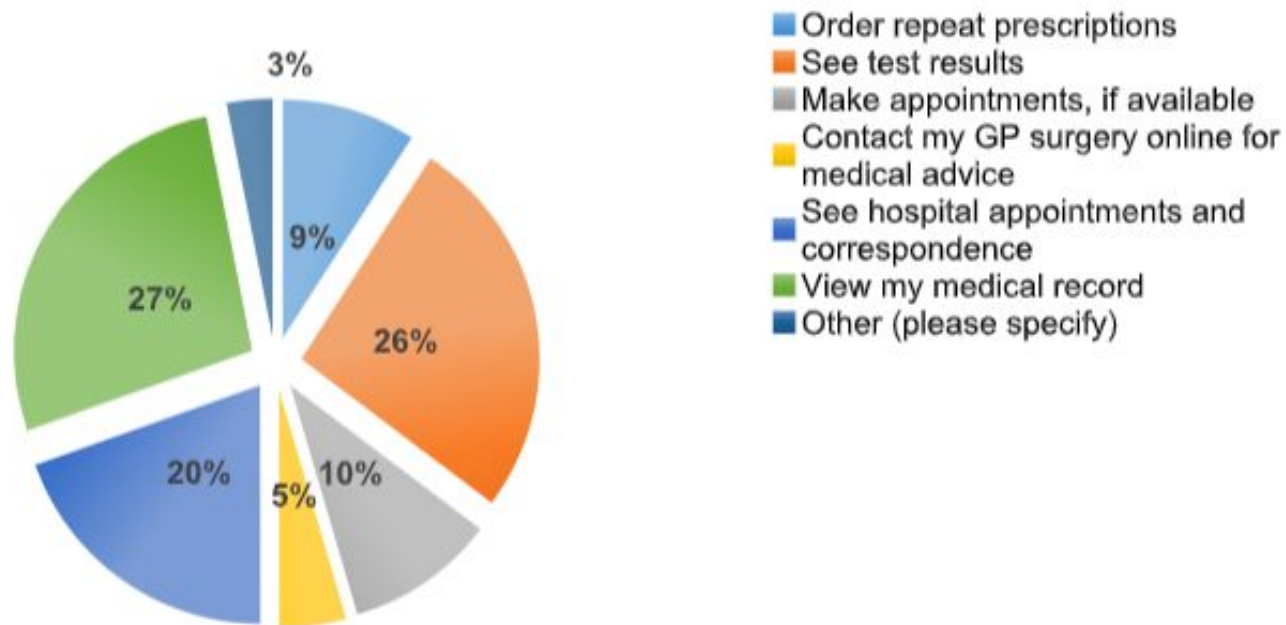
If this is for telephone appointments, I am comfortable with those. They help as I cannot travel so often and far as I am disabled.

I use GP at Hand. This question is irrelevant.

No need to use.

I tried almost two years before but the system is not working.

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



Comments/themes from the above question (other)

I would use for other things if they were visible and up-to-date on the app.

See my Covid immunisation certificates.

Never used it till now. My doctor has moved from Emed to NHS.

I don't use the NHS app. I use the Emed app.

I don't anymore, there's nothing I can use it after eMed forced me to privately buy my repeat prescription, for reasons that were borderline discriminatory (or at least sound like that with the canned message the sent me).

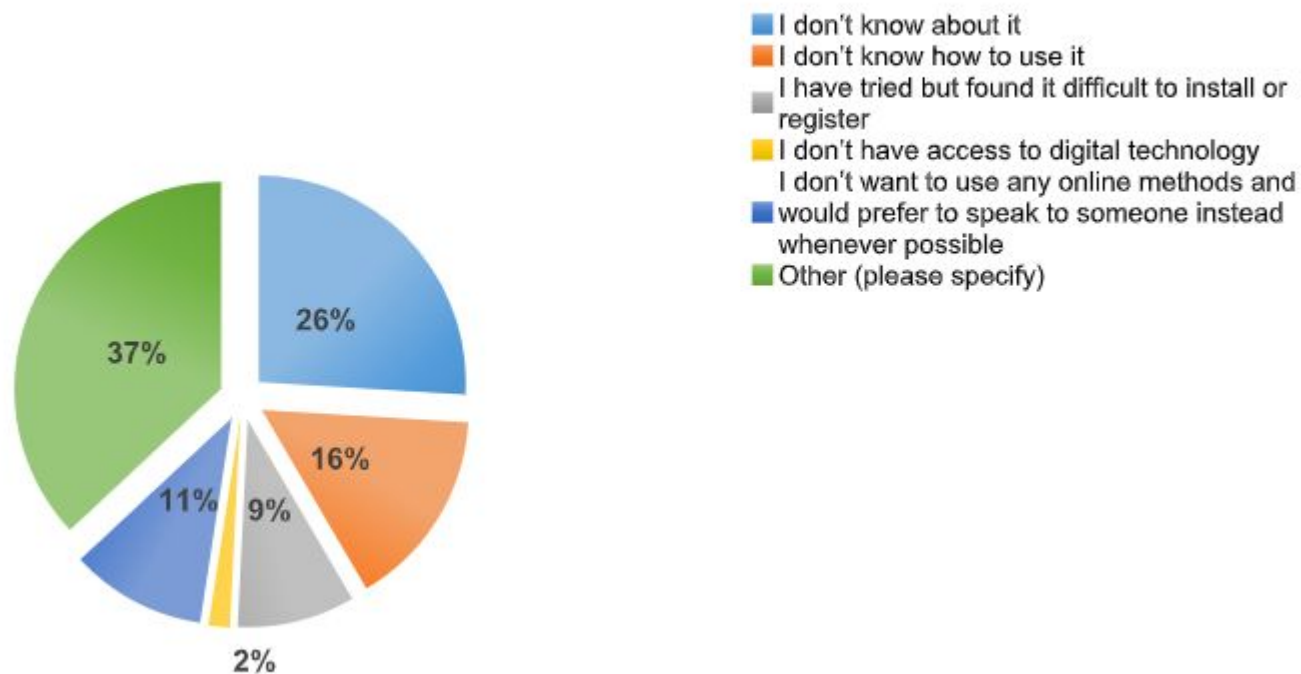
The app is not helpful for anything other than seeing hospital letters when I get notifications about them. Everything else is hard to understand for me personally. I didn't even know you can request prescriptions through it.

Do not use as English is not my first language.

Used only when specifically instructed. It's not a very well designed app in my opinion.

I have not used it apart from looking up Covid vaccinations

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



Comments/themes from the above question (other)

I don't have much need for it. I used the Babylon app for most things.

The information has not been available on the app.

The login is not straightforward (no SSO, multipage signon). Navigation is not great and would benefit from user testing to ensure most relevant options are prioritised on the page with fewer clicks. There is insufficient data sharing between GP and Hospital information, and even more so with private clinics. I do realize that this last point is symptomatic of broader issues with data sharing between the different NHS areas and databases.

I have been using the GP at Hand app instead up until now.

The NHS App does not provide visibility on Dr noted which is an important factor.

Not really sure what it does other than hold records, but other systems do that too (e.g. patient knows best portal)

I use the eMed App (formerly, Babylon App).

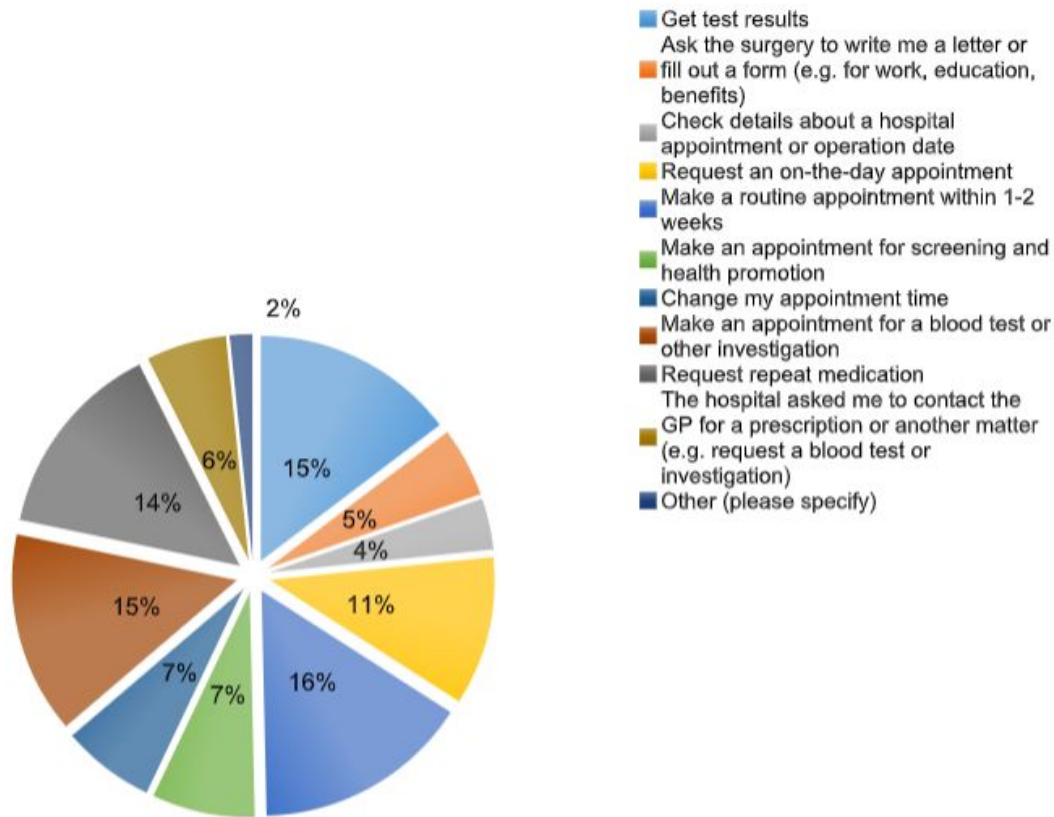
I have used the app but it is not user friendly.

I've previously used Babylon, and now eMed. The NHS app hasn't (as far as I know) supported the features that I've used. If the NHS app reaches feature parity, I'd be delighted to use it.

Other than for COVID vaccine records, I don't see the benefit of installing the app.

I have it installed but it's nothing useful. Even for my test results I can't download them from there to send to my clinic. What's the point?

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



Comments/themes from the above question (other):

To lodge complaints about degrading service standards.

I You are typically not able to make same day GP appointments as the timetable is set, new appointments are not put up for example at 8am like local GP clinics. Maybe a combination of both would be helpful for urgent appointments.

To try and organise registering our child to both our accounts. This didn't go very well.

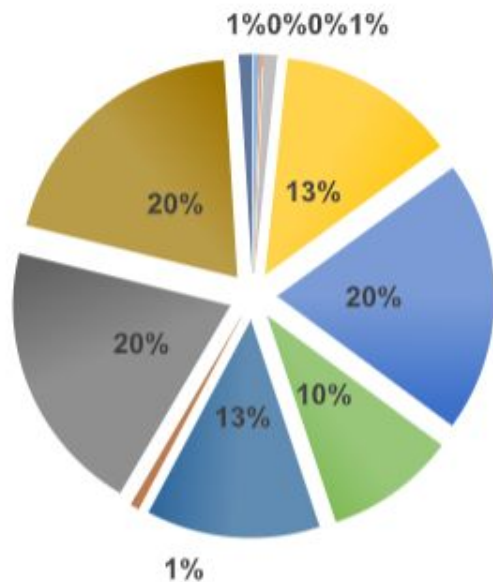
An appointment was marked as DNA about 5 hours before the appointment time so needed to get the appointment rebooked.

Appointment notes never showed up in the app.

Get tests required by right to choose psychiatrist service the surgery referred me to.

For medical history and to approve a shared care agreement, which was denied.

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



- Homeless (rough sleepers)
- Asylum seeker
- Carer
- English is my second language
- I have a long-term medical condition
- I have a mental health illness
- I have 2 or more hospital appointments per year
- I receive regular care from community services
- I have 4 or more appointments with my GP practice per year
- None of the above
- Other (please specify)

Comments/themes from the above question (other):

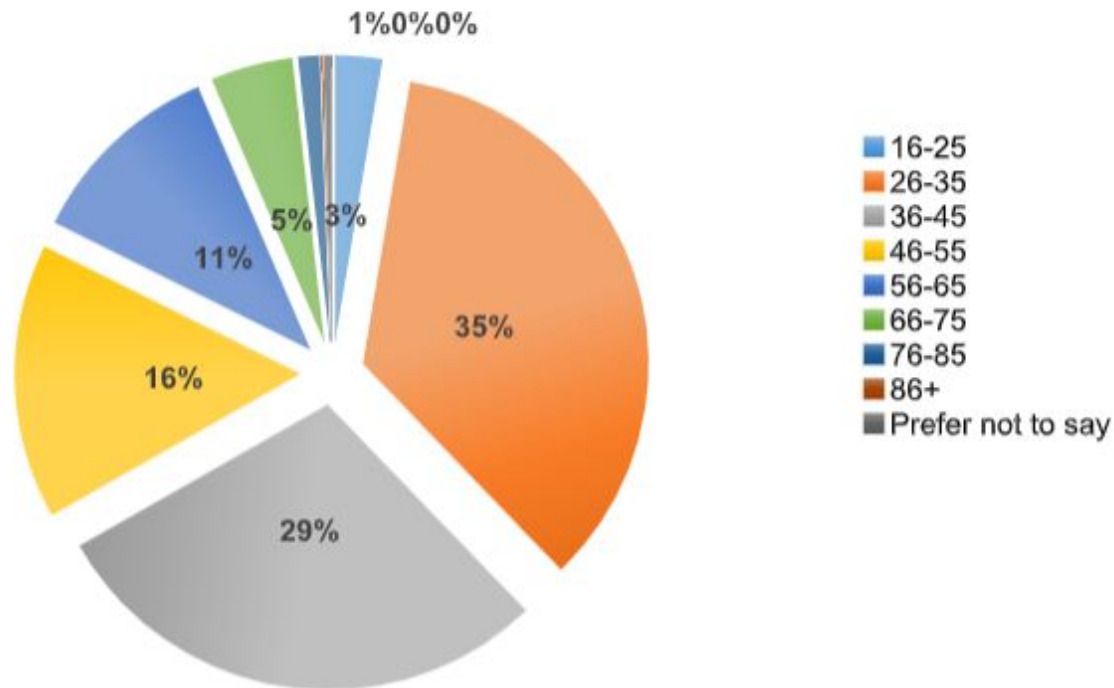
I have undiagnosed issues that need to be seen to.

I would like to have been able to see my GP on more occasions this year but I've been unable to get an appointment and have had to resort to a private GP instead.

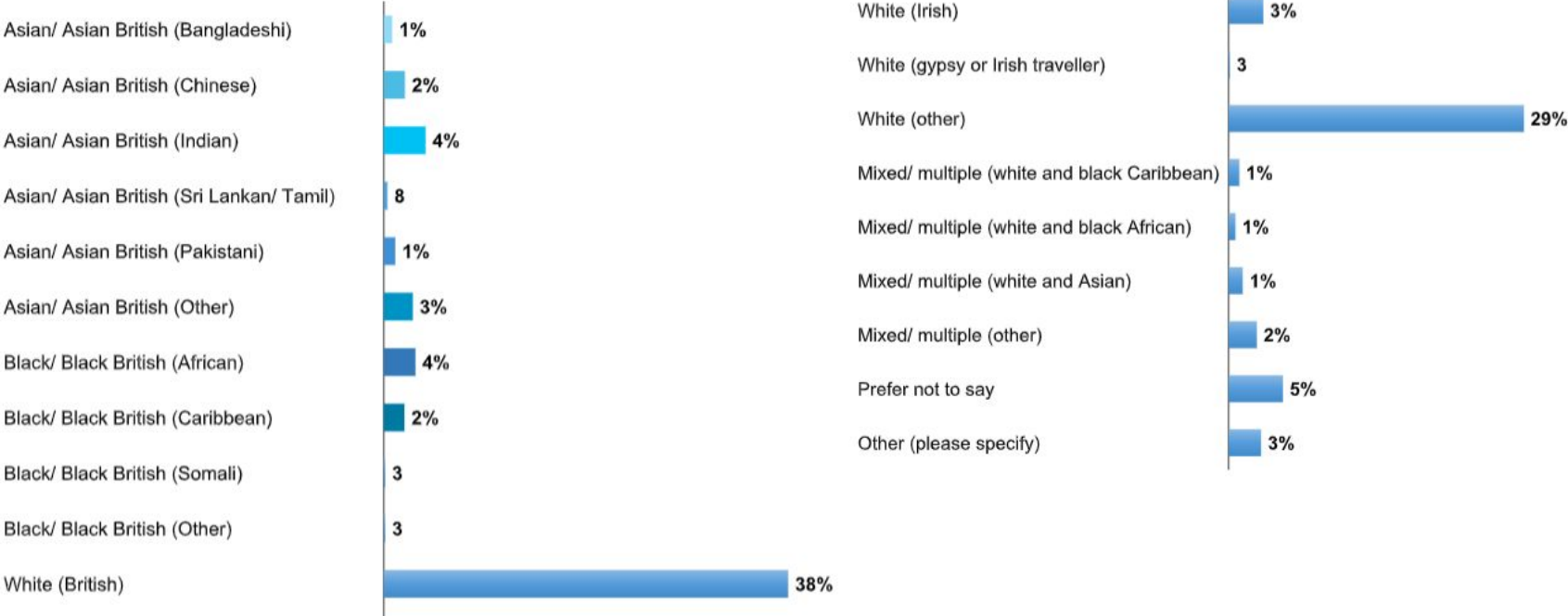
I have limited ability to work and would like to improve my health to be able to support myself and have quality of life, but it is impossible at the moment without a proper care plan, care team and with such limited access to appointments.

3. A word about demographics

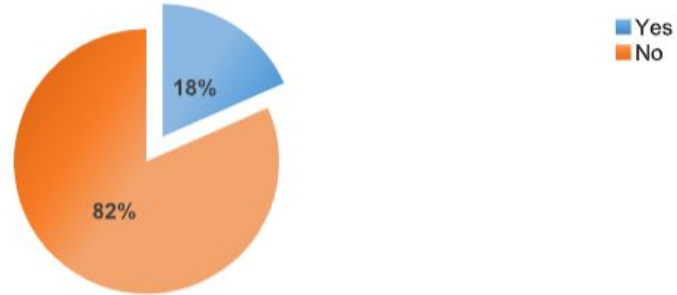
What age group do you belong to?



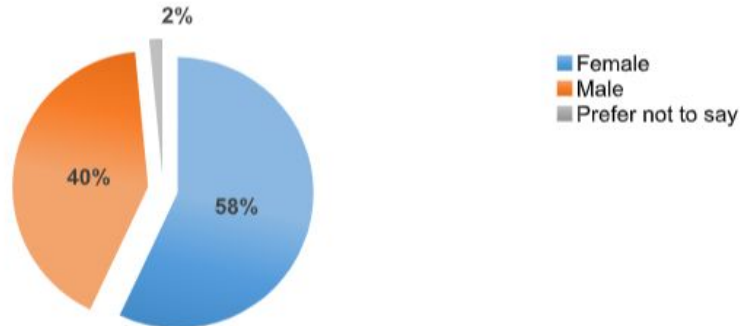
What is your ethnic group? Please select one option that best describes your ethnic group or background.



Do you consider yourself to have a disability?



How would you describe your gender?



Qualitative Insights

Ease of contact

Theme	Insight
Accessibility issues	Many patients struggled to contact their surgeries, particularly during peak hours. Call disconnections and perpetually engaged lines were common complaints. Patients with urgent needs reported anxiety and frustration. Those with strict work or caregiving responsibilities found it impractical to call repeatedly, leading to feelings of helplessness.
Positive experiences	A minority praised surgeries with efficient phone systems, short wait times, and clear navigation options. These patients reported reduced stress and felt prioritised. However, these positive experiences were often described as exceptions rather than the norm.
Staff interactions	Patients highlighted staff members' empathy, politeness, and professionalism once contact was established. However, these interactions were overshadowed by the effort required to reach someone, making the overall process feel inefficient and poorly managed.

Contacting the surgery

Theme	Insight
Waiting times	Extended hold times during peak hours, often exceeding 20 minutes, were a recurring issue. Many patients reported being disconnected or asked to call back, exacerbating frustration and anxiety.
Reception delays	Patients reported long queues at reception desks during busy periods, with understaffing cited as the root cause. They felt that a lack of urgency and organisation at reception desks undermined trust in the service.
System improvements	A strong demand emerged for callback systems to eliminate the need for prolonged waits. Simpler, more intuitive automated phone menus were suggested to streamline navigation and reduce errors, such as being disconnected mid-call.

Urgent appointment accessibility

Theme	Insight
Same-day access	Securing same-day or next-day appointments was nearly impossible, even when patients called as surgeries opened. This caused significant distress for those with urgent or worsening conditions, who felt their health needs were not prioritised.
Staff efforts	Many patients recognised staff efforts to accommodate appointment requests, but the lack of available slots often left both staff and patients frustrated. This highlighted systemic issues rather than individual staff shortcomings.
Improvement needs	Patients strongly recommended increasing the number of urgent appointment slots, particularly in the mornings. They also suggested revising appointment scheduling systems to better balance routine and urgent needs, creating a fairer distribution of access.

Advance appointment booking

Theme	Insight
Convenience	Advance booking was valued for enabling patients to plan around work and caregiving responsibilities. However, the difficulty in securing preferred times for follow-ups or chronic care was a major frustration. Cancelling or rescheduling appointments was also noted as unnecessarily complicated.
Online booking	The online booking system was criticised for its outdated design and lack of real-time availability updates, leading to inefficiency and confusion. Patients expressed frustration at being unable to secure appointments despite seeing incorrect availability information.
Continuity of care	Patients managing chronic conditions often struggled to book appointments with their preferred clinicians, disrupting continuity of care. This was seen as a significant drawback, as patients felt that trust and familiarity with specific clinicians were critical for effective treatment.

Online consultation services

Theme	Insight
Awareness	Many patients were unaware of the availability of online consultation services, while others found the instructions unclear or poorly communicated. Suggestions included using emails, SMS, or website updates to raise awareness and guide patients effectively.
Technical issues	Frequent system crashes, slow response times, and poor navigation were major barriers, particularly for older patients or those unfamiliar with technology. A reliable, user-friendly system catering to diverse age groups and technical abilities was widely requested.
Preference for in-person	While online consultations were appreciated for their convenience, many patients preferred in-person appointments for complex or sensitive issues. Physical examinations and non-verbal cues were deemed essential for accurate diagnosis and care.

Suggested Improvements

Theme	Insight
Call-back system	Patients repeatedly recommended implementing a callback system to minimise hold times and improve overall satisfaction, particularly during peak periods. This was seen as a simple yet impactful change.
Staffing levels	Increasing staffing during peak times was seen as critical for reducing waiting times and improving service quality. Patients expressed concern about the strain on current staff and its impact on care delivery.
Online systems	A modernised online platform with real-time availability, seamless navigation, and integration of urgent and routine bookings was a recurring suggestion. This was viewed as essential for reducing phone system dependency and future-proofing services.

Group Discussion

- With regards to accessing your GP – what matters most to you ?
- In your own experience – are there any survey findings that you don't agree with ?
- What are some of the good things about accessing your GP that you don't want to change ?
- Is there anything around GP access that you wish would have been asked in the survey ?
- Given the design and online nature of the survey – do you feel that all groups of patients have been heard ?

Thank you