

## HARNESS ACCESS PROJECT 2013 | THE STONEBRIDGE PRACTICE

### DATA SUMMARY | PATIENT INPUT

Data sources: Patient questionnaire carried out in Harness co-op practices June 2013 (PQ)  
GPPS data (information dated June 12 – Mar 13) (PS)

### Making Appointments

PQ Q1 44% of patients book their appointments by phone  
PS Q3 49% felt it was easy to get through to someone at your GP surgery on the phone

### Preferred GP

PQ Q3 63% of patients surveyed have a preferred GP at the surgery  
PQ Q4 54% feel it is difficult / very difficult to see their preferred GP  
PQ Q5 64% feel they only get to see their preferred GP some of the time / never or almost never  
PS Q9 60% feel they see or speak to their preferred GP only some of the time / never or almost never  
PQ Q7 22% may book two appointments if their preferred GP is not available within two days  
PQ Q11 95% feel the GP is very good / good at giving them time during their consultation  
PS Q21a 79% felt that the last time they saw or spoke to a GP, the GP was good at giving enough time  
*(PQ Q11 & PS Q21a direct comparator)*

## Opening Hours / Availability

- PQ Q2 34% of patients feel they can see their GP within two days
- PQ Q9 88% of patients questioned are satisfied / fairly satisfied with their surgery opening hours
- PQ Q19 When attending a walk-in / urgent care / A&E centre; 22% say it is because they prefer the walk in centre
- PQ Q20 34% visited their GP after being seen at another centre for the same problem within two days
- PS Q12 28% said the last time they wanted to see or speak to a GP or nurse they were not able to get an appointment
- PS Q14 21% got to speak to a clinical person within a day of initially contacting the surgery

## Reception

- PS Q4 87% found the receptionists helpful at your GP surgery
- PS Q5 50% felt that other patients can overhear what you say to the receptionist and are unhappy about it

## Patient Questionnaire, key commentary on access;

- Online appointments not always available
- Difficulty in seeing preferred GP
- Difficult to get appointment by phone / busy phone
- Emergency appointments for children / emergency

## Initial response;

- High quantity of in-person / walk-in appointment booking
- Across Harness Care – lowest % of patients being able to see GP within two days (34%; highest 76%)