

Local Intelligence Brief

To: Overview & Scrutiny, Derby City Council

From: Healthwatch Derby

Re: GP Services – Derby City

We have been requested to provide information about GP services within Derby City. HWD is currently working on a comprehensive GP report; however we are able to provide some summary data. We strongly recommend our full GP report is taken into account (February 2015) for an in depth analysis.

A short summary of GP related feedback:

- We have received **1048** items of feedback related to GP services. This feedback covers the majority of GP services within Derby City.

The number one concern highlighted to us is access to GPs (approximately 350 people(30%)) via the 8am appointment booking service. Other concerns include brief consultation time, only one condition per consultation, lack of adequate services and resources within surgeries.

Examples of concerns:

"My biggest problem is the GP. You try to ring at 8 am to get an appointment and cannot get through. It is ridiculous. A friend of mine actually went to her surgery at 8 am to make an appointment. She was stood in the Reception and was told she could not book it in person she had to ring in. Something need to be done about these ridiculous rules"

"My elderly sick father-in-law once waited 9 days to get an appointment. It is just so wrong that vulnerable patients can wait so long to be seen"

"The 8:00am system is not good as it does not work. I contacted the surgery 3 weeks ago as I wanted an appointment to see the Doctor so I could get my blood results. I called up at 8:00 and was told that all the appointments had gone. I was told to call up the following day the same time. Again there were no appointments left and was told to call up yet again."

"One time I was unable to get an appointment when I was ill and ended up going to A&E"

"It will probably take 3 days of trying to call before you actually get through to my Surgery"

"It is difficult for people to get an appointment with my GP and for this reason some people use A+E"

“Cannot get advanced appointment. You have to phone between 8 am to 8.30 am and the lines are always busy.

“When you do get through, there are no appointments left.”

“ I broke my wrist but did not know at the time. Went to the GP for help. Asked if a nurse or doctor could look at my wrist for a few minutes. I was told no-one was available. So went to A/E to find out my wrist was broken. told by the hospital to see my GP within 8 to 10 days for follow up. Could not book an appointment for 3 weeks.”

- Many people have told us that they are going to A&E when they cannot see a GP.
- Once service users were able to get through and get an appointment, their experience with the GP was mostly positive, with patient experiences highlighting a good quality of care.
- In addition to receiving feedback on a one to one basis through our diverse outreach activities, HWD has also conducted two surveys looking at GP services. Our primary GP survey had **205** responses, and our second GP survey looking at the experiences of patients with mental health problems accessing GPs had **40** responses.
- Concerns highlighted by our surveys included access to appointments and complaints handling policies of GP practises, with the majority (54.1%) of respondents saying they were unsatisfied with the way their complaint was handled by their surgery. In addition majority (71.6%) said they did not raise a complaint although they wanted to. Majority of respondents (54.55%) felt that their GPs were not able to provide adequate information about local support and organisations for service users with mental health issues.

"The Doctors don't seem knowledgeable of mental health support groups eg. Rethink/Mind wasn't available"

“Last 3 appointments over a two year span waited 45 mins to 1 hour after appointment time”

Our surveys also revealed that only 61.6% of respondents were likely to recommend their surgery using the NHS Friends & Family Test Indicator:

13. How likely are you to recommend this surgery to friends and family if they needed similar care or treatment?		
Answer Options	Response Percent	Response Count
Extremely likely	33.7%	64
Likely	27.9%	53
Neither likely nor unlikely	22.1%	42
Unlikely	7.4%	14
Extremely unlikely	8.4%	16
Don't know	0.5%	1
<i>answered question</i>		190
<i>skipped question</i>		15

Please note that the information on access was not the only focus of the surveys. Therefore the figures about access concerns could be higher. We are currently in the process of analysing all the feedback data (1048 items) and triangulating these with our survey data, as well as looking at NHS data and indicators, CQC ratings. We will continue to monitor GP services as an essential part of our city's immediate healthcare experiences. We hope to publish our GPs report in early February 2015.