

S.U.D.A

Service User Data Analysis GPs in Focus



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Chapter 1

Introduction

S.U.D.A stands for service user data analysis and is a form of reporting developed by Healthwatch Derby. Since it began its work in April 2013, Healthwatch Derby has continuously received a large number of patient feedback about services accessed. This S.U.D.A report concentrates on all the feedback Healthwatch Derby has collated about GP services in the city of Derby. It aims to examine the feedback captured from the start of its operational activities in April 2013, right up to the current feedback collected till the end of December 2014. This report also looks at the findings of two GP surveys conducted in the same period.

The kind of information we collect ranges from detailed patient experience stories, to multiple comments about services accessed. Wherever possible we signpost customers to relevant services, and provide up to date information on policies and resources available.

Access to GP services is the basic right of every individual who is entitled to using NHS services, and it is also a gateway to other specialist services and referral pathways. Patients have continuously highlighted their concerns to us about this important everyday service. Our aim remains to make every voice count, and we will continue to record, analyse and report the feedback we receive.





Chapter 2

Executive Summary

- Numerous engagement, one to one and consultation platforms used to gather patient feedback into a number of different GP surgeries in the city of Derby.
- A total of **1025** one to one feedback reports, and a total **245** survey responses received in the period April 2013 to end of June 2014 by Healthwatch Derby.

- Regular updates given to NHS England, Southern Derbyshire Clinical Commissioning Group, CQC and other local partners about what we have observed.
- Report presented to Service Commissioners with an agreed response timescale, full response published as part of report.

- Key trends emerging reveal negative patient experiences in relation to the appointment booking system. Consultations and continuity of treatment also highlighted.
- Positive patient experiences include many detailed accounts of exceptional care received.
- Healthwatch Derby will continue to monitor and report on all feedback received.



Chapter 3

Methodology

One to One Feedback Collection

Healthwatch Derby received **1025** items of feedback in the period April 2013 to end of December 2014. Feedback was collected in the following ways:

Customer referrals from other organisations

Dedicated outreach at a number of community bases, libraries and service access points

Engagement and networking at events, forums, workshops, partnership meetings, and any other occasion team members had to speak to service users directly in this period.

Healthwatch Derby's social media platforms which include a website, blog, twitter feed, facebook, as well as email and a dedicated telephone hotline

Direct contact from service providers via telephone calls, letters, booked appointments, our drop in booth facility and home visits

Healthwatch Derby also hosted a number of big events open to the public which provided further opportunities to gather feedback these included:

Our official launch week events

Your Royal consultation events into the acute hospital (Two workshops)

Meet Macmillan & Healthwatch Derby (Workshop)

Think Healthy consultation events into the community and mental health hospital (Three workshops)

We continue to host events open to the public enabling patients, staff, carers, family members of service users to speak to us directly and in depth about their experiences, concerns and recommendations.

Our Responsibilities as a Healthwatch

All items of feedback were recorded in our inhouse database. Where necessary if any issues were highlighted which required further action, such as a request for information, advocacy or signposting – Healthwatch Derby team members used their initiative to link up service users to appropriate services, and provided further information as requested.

Our policy is that if we come across any major concerns or safeguarding issues we advise service providers without delay, and let all relevant authorities know about the issue.

Any information we retain is only with the permission of the service user concerned. No personal information or any data is exchanged unless we have the express written consent of the service user. Our guiding principle is to provide local intelligence and an overview of health and social care trends rather than focusing on any individual service issue. We work closely in partnership with service providers (such as NHS Trusts), service commissioners (such as Southern Derbyshire Clinical Commissioning Group), service regulators (such as the Care Quality Commission), and a number of voluntary and community organisations such as Age UK and the Citizens Advice Bureau amongst others.





Chapter 4

Feedback Analysis 2013 to 2014

Whenever staff and volunteers from Healthwatch Derby have spoken to service users, overwhelming numbers of feedback have identified two key service areas. Primary focus for respondents has been key hospital providers, and also GP services in the city. Since the start of our operations in April 2013, to the end of December 2014, we received **5016** items of feedback in total, out of this **1025** items related to GP services in the city.

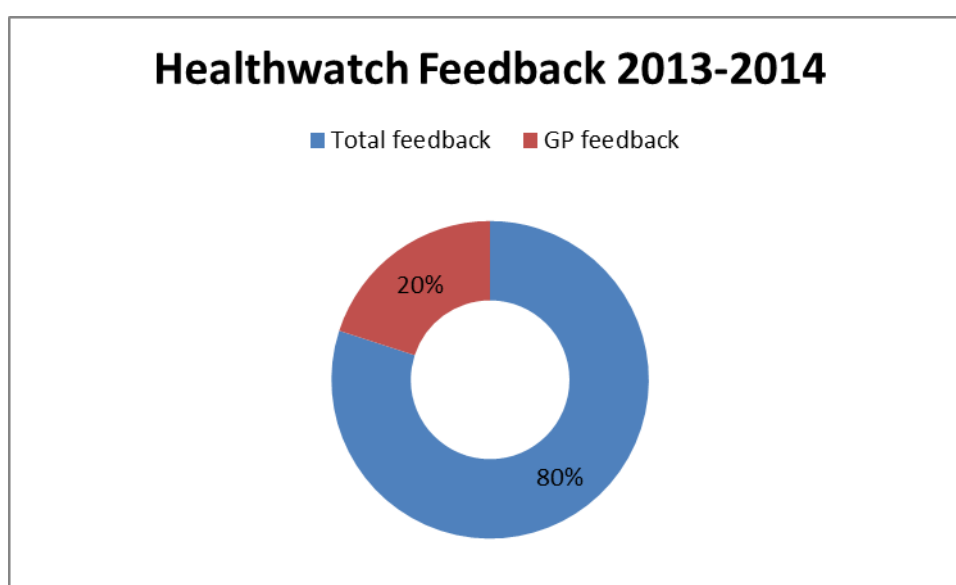


Figure 13.0 Feedback breakdown April 2013 to end of December 2014

Please refer to Chapter 3 for the methodology into how we collected one to one feedback. Unfortunately more than half (55%) of the 1025 items of feedback we have received for GPs has been negative, as illustrated in the next page.

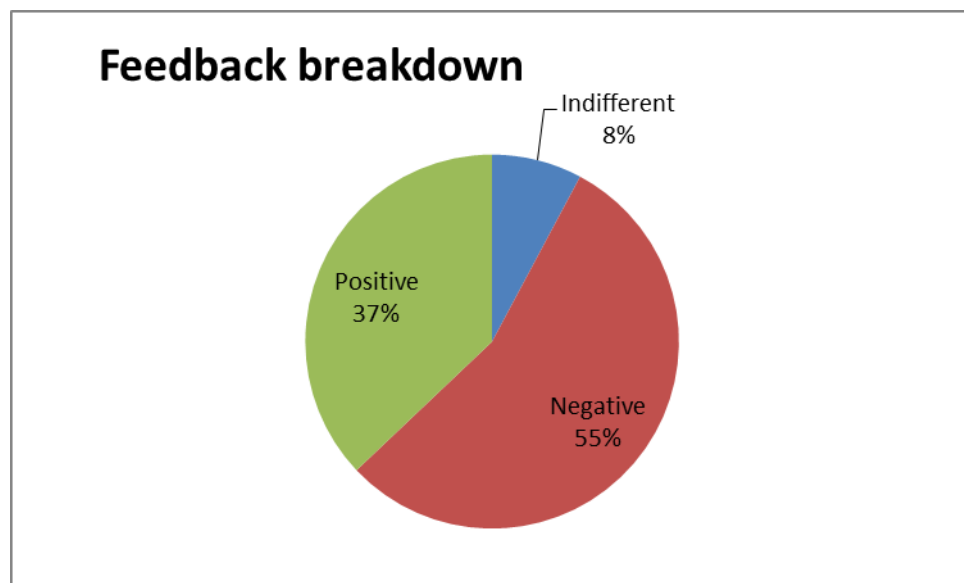


Figure 13.1 Feedback breakdown for GPs April 2013 to end of December 2014

We have regularly updated NHS England and Southern Derbyshire Clinical Commissioning Group with our findings and trend analysis reports. Where we found serious concerns, these were relayed directly to service commissioners in keeping with escalation policies agreed. If we look at the full feedback broken down we can identify the categories for feedback – these are the main areas highlighted by service users.

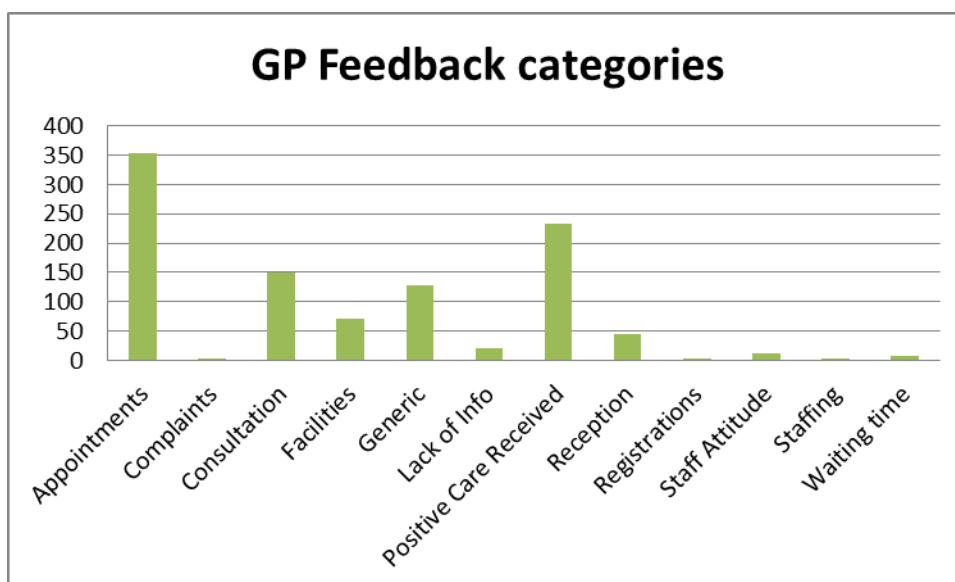


Figure 13.2 GPs Feedback – Thematic Breakdown categories, April 2013 to end of December 2014

We can now clearly identify the areas of significant feedback which helps us identify the themes recurring in this body of feedback analysis. The largest number of any feedback cluster relates to negative patient experience while accessing GP services.

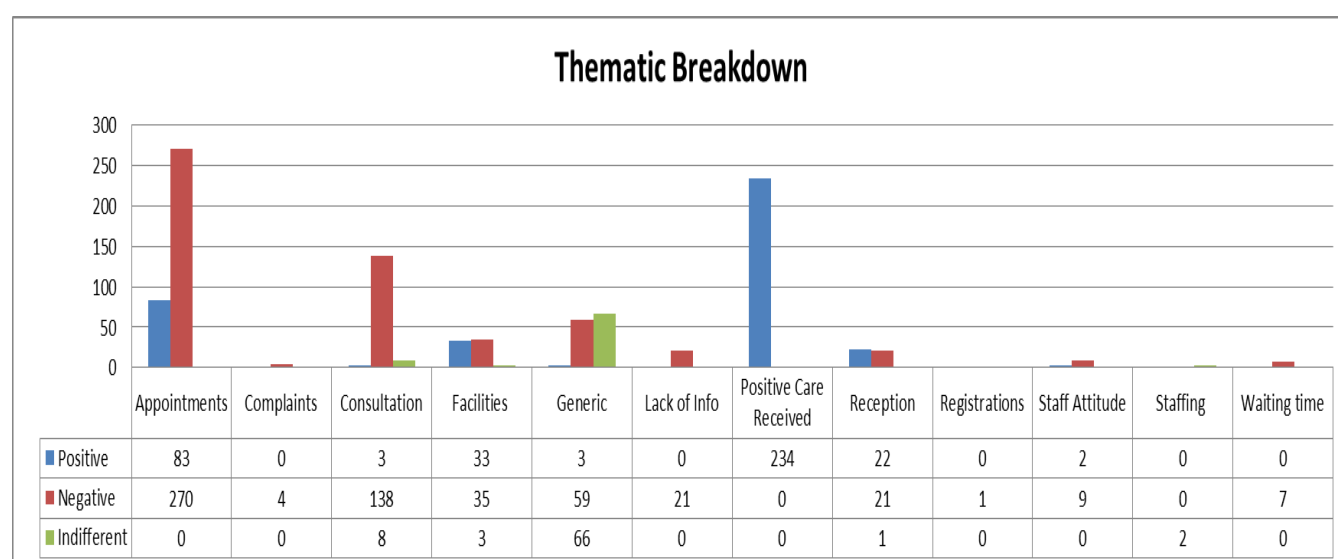


Figure 13.1A GPs Feedback – Themes explored, April 2013 to end of December 2014

In keeping with our commitments to be a responsible and fair Healthwatch, we will not be revealing any named GPs, or identified surgeries publicly in this report. We take data protection seriously, and will not reveal any information that clearly identifies any individual service user or provides their personal details. This report will now look at each feedback category in depth.

Where we have received significant numbers, categories will be divided into sub categories. For each category we will provide examples that illustrate the feedback – please note examples of each category and sub category can be found in Appendix 6.



Details of GP feedback																		
Category	Explanation and sub category where numerous feedback received	Examples																
Appointments (353 items)	<p>Access to GP services has been highlighted as the single largest area of feedback.</p> <p>If we subdivide this category further we can see that 259 out of 353 items relate to the problems encountered with the 8am ringing in for GP appointments.</p>	<p>"I call at 8:00am, the lines are constantly engaged. I was unable to get an appointment when I was ill and ended up going to A&E"</p> <p>To get a GP appt you have to start ringing from 8am in the morning to get through, many mental health patients just cannot get up that early in the morning, the medication makes them drowsy and they tend to sleep later into the day, so they have little chance of getting an appt when they need it.</p> <p>"It is assumed that everyone has a landline or mobile contract phone and so you can sit for ages trying to get through to the doctor. I have a pay as you go mobile and sometimes your credit runs out because it takes so long holding and waiting to get through to make a GP appt"</p>																
Appointments (continued)	<p>Other appointment sub categories:</p> <table><tr><td>Booking system</td><td></td></tr><tr><td>positive</td><td>56</td></tr><tr><td>Choices</td><td>1</td></tr><tr><td>Emergency care</td><td>9</td></tr><tr><td>Waiting time</td><td>8</td></tr><tr><td>Generic</td><td>1</td></tr><tr><td>Positive</td><td>17</td></tr><tr><td>Text messaging</td><td>1</td></tr></table>	Booking system		positive	56	Choices	1	Emergency care	9	Waiting time	8	Generic	1	Positive	17	Text messaging	1	<p>"Its easy to book an advance appointment at my GP you can also do it online but difficult to get an appt on that day"</p> <p>"This surgery has a triage system that works"</p> <p>"I am happy with the service at my doctors, I can get an emergency appointment on the same day"</p>
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	translation1	
Consultations (149)	Patient experiences about what it was like at the consultation with a registered GP. In this category we received 52 diagnosis related comments where patients were in disagreement with the diagnosis and treatment on offer. We have only used one example for this category as each feedback is similar with a patient questioning the diagnosis.	"I have been taking pain killers for an un-diagnosed pain, I am now pregnant and the pain persists, my GP has told me to continue taking these pain killers, but thankfully, I have done my homework and I know they should not be taken during pregnancy"
Consultations (contd)	<div>Other issues highlighted within consultations include:</div> <div><div>Referrals1</div><div>Negative Staff Attitude16</div><div>Choices1</div><div>Confidentiality1</div><div>Poor consultation time11</div><div>Poor continuity of treatment41</div><div>Emergency care1</div><div>Generic2</div><div>One appt one diagnosis17</div><div>Positive Initiatives1</div><div>Support services5</div></div>	<div>"When you do get to see the GP you can only discuss 1 health issue per visit this is ridiculous This will in turn save NHS money but how can that happen if people cannot even get a GP appointment"</div> <div>"I do feel the new GPs in the practice want you in and out of your appointment quite quickly"</div> <div>"Its' unfair that I'm unable to speak properly with my doctor without fear of my parents being told. Because I'm 15 they have to give permission but they don't know I'm gay"</div> <div>"I see a different GP each time I go to the surgery, I wish I could just see one doctor who would know me and know my medical history"</div> <div>"Dr (name retracted) used to be my GP, but he has retired now, he never used to listen</div>

		to anything I had to say"																																																
Facilities (71)	<p>This category relates to the different facilities that a service user can or cannot access at their local GP. The highest number of facility related feedback is about home visits (9). A breakdown into sub categories:</p> <table><tr><td>Car park</td><td>3</td></tr><tr><td>Children related</td><td>1</td></tr><tr><td>Counselling</td><td>1</td></tr><tr><td>Dental services</td><td>2</td></tr><tr><td>Diabetic clinic</td><td>1</td></tr><tr><td>Emergency care</td><td>1</td></tr><tr><td>Flu jab</td><td>7</td></tr><tr><td>Generic</td><td>8</td></tr><tr><td>Home visit</td><td>9</td></tr><tr><td>MOT</td><td>1</td></tr><tr><td>Online appts</td><td>2</td></tr><tr><td>Opening hours</td><td>6</td></tr><tr><td>Podiatry</td><td>1</td></tr><tr><td>PPG</td><td>1</td></tr><tr><td>Prescriptions</td><td>8</td></tr><tr><td>Reception</td><td>1</td></tr><tr><td>Registrations</td><td>1</td></tr><tr><td>Screening</td><td>1</td></tr><tr><td>Smear test</td><td>1</td></tr><tr><td>Support services</td><td>1</td></tr><tr><td>Text messaging</td><td>1</td></tr><tr><td>Translation</td><td>7</td></tr><tr><td>Triage</td><td>5</td></tr><tr><td>Well woman</td><td>1</td></tr></table>	Car park	3	Children related	1	Counselling	1	Dental services	2	Diabetic clinic	1	Emergency care	1	Flu jab	7	Generic	8	Home visit	9	MOT	1	Online appts	2	Opening hours	6	Podiatry	1	PPG	1	Prescriptions	8	Reception	1	Registrations	1	Screening	1	Smear test	1	Support services	1	Text messaging	1	Translation	7	Triage	5	Well woman	1	<p>"I am encouraged to bring an English speaking friend with me to my appointments to help with interpreting, but it is not always possible when your friends are working"</p> <p>"As a carer I called up for my husband and I was able to speak to a Nurse who was qualified and part of the triage service"</p> <p>"I have a good doctor, they will visit you at home if you need it"</p> <p>"Having both the dentist and doctor in the same building is great and better for local community services"</p> <p>"They were very good with my flu jab"</p> <p>"Most GPs used to have their own clinic eg Well Women but you do not hear about these clinics any more. it is a shame as I do think women for example feel more comfortable about going to a Well Woman clinic"</p>
Car park	3																																																	
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Generic (128)	<p>These are general observations not specific to an individual patient experience, but a useful means of gauging general feedback about an essential service. A breakdown of generic feedback reveals</p>	<p>"The NHS should be inputting more into training people here"</p> <p>"I would like my surgery to be open on the weekends"</p> <p>"These days its for easier to self diagnose</p>																																																

	<p>generic experience related feedback (59) is the largest sub category:</p> <table><tr><td>Booking system</td><td>1</td></tr><tr><td>Choices</td><td>2</td></tr><tr><td>complaints</td><td>1</td></tr><tr><td>Continuity of treatment</td><td>3</td></tr><tr><td>counselling</td><td>1</td></tr><tr><td>Diagnosis related</td><td>2</td></tr><tr><td>funding</td><td>7</td></tr><tr><td>Generic experience related</td><td>59</td></tr><tr><td>Opening hours</td><td>2</td></tr><tr><td>Registrations</td><td>4</td></tr><tr><td>Staff attitude</td><td>6</td></tr><tr><td>Staffing</td><td>38</td></tr><tr><td>Waiting time</td><td>1</td></tr><tr><td>Walk in Centre</td><td>1</td></tr></table>	Booking system	1	Choices	2	complaints	1	Continuity of treatment	3	counselling	1	Diagnosis related	2	funding	7	Generic experience related	59	Opening hours	2	Registrations	4	Staff attitude	6	Staffing	38	Waiting time	1	Walk in Centre	1	<p>your own medical condition and then go to the GP to confirm it"</p> <p>"Health tourism needs to be tackled in this country"</p> <p>"The shortage of staff is impacting the level of care patients are receiving"</p> <p>"The district nurse's at (name retracted) was good but the management and doctors were funny with me"</p>
Booking system	1																													
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<p>Lack of Information (21)</p>	<p>Feedback which indicated gaps in communication and lack of adequate information given by the GP</p>	<p>"I have (condition retracted) I have spoken to 2/3 doctors and was told its nothing to worry about, it will go away. No explanation given as to how this has happened or what caused it. 2 years on it is still there"</p> <p>A few weeks ago I had a blood test at (name retracted) and was told that the doctor would call me with the results. The doctor did call but whilst I was unavailable. I've not heard anything since that phone call and every time I call the surgery I'm promised that a doctor will call me back. I'm assuming by now that its nothing to worry about or they would have made the effort but its frustrating to not have that final all clear"</p>																												

<p>Positive Care Received (234)</p>	<p>This category contains the majority of positive feedback received. A breakdown shows us two main sub categories. 47 comments are about positive initiatives that the GP has shown, and the remaining 187 are generic positive comments about GP related patient experiences.</p> <p>In the next column we have illustrated three examples – the first two are positive initiatives and the third example is a generic positive.</p>	<p>"The Doctor checked me and I was diagnosed as having a stroke. The Doctor booked me a taxi which straight away took me to the Royal Derby Hospital"</p> <p>"The service at (name retracted) surgery has been exceptional. Level of One to one service both from the doctors/nurses and receptionist was excellent. Helped to build self-confidence and were very accommodating throughout all my difficulties and issues. Allocated a doctor who provided a one to one service, rather than seeing a different doctor each time. Liked the surgery as they did a lot of reviews. Brilliant service all round. Doctors (names retracted) helped me on the road to recovery and picked me up and put me back on the path of my life. They really do care"</p> <p>"I have been with this surgery for 35 years now and have had no problems"</p>
<p>Reception (44)</p>	<p>Feedback about patient experiences at GP surgery reception.</p>	<p>"The receptionists are really rude and I have argued with them fore but not complained. It is not worth it"</p> <p>Comment summarised for data protection - A patient accessed his GP surgery after a long while, therefore was not aware of the new self check system which had been set up. The patient had an unpleasant experience as he felt the receptionist spoke quite angrily towards him for not knowing. The patient felt he coulnt not mention it to his GP</p>

Miscellaneous (25)	For ease of reporting some categories which have received small numbers of feedback have been put together as miscellaneous feedback, they are:	"GP Practises generally have no clear pathway to make complaints and everyone needs to know how to raise a concern and a complaint. They are two different procedures"
	Registrations 1	"I takes 3 days to get a repeat prescription and I have to go to the surgery again"
	Staff Attitude 11	
	Staffing 2	
	Waiting time 7	Comment summarised for data protection -
	Complaints 4	A lady suffering from mental health problems was spoken to rudely by her GP.

Engagement & Barriers

Our experience to date shows there are some barriers to working effectively with PPGs. Our team members have met with GP practice managers, and also done awareness raising presentations and have made various efforts to engage with GPs. However there have been issues with follow up which could be down to lack of resource available for PPGs and practices to progress.

In 2014, we invited GPs to provide us with information about the number of patients who did not attend booked appointments to feed into this report. Although we wrote to every surgery in the city, we only received four responses. We wrote to them a second time requesting a response but did not hear back. We will continue to engage with GP surgeries, and our team members will link in and feed into PPGs where possible.

Healthwatch Derby team members have given some feedback about engagement and barriers when working with GP services in the city in the following page.

"I joined my local PPG on two occasions. The main issue was inability to recruit new members to the group specifically younger people and BME. Unfortunately I received a call from the Chair to say they had resigned and one or two other members had also resigned. So far as I know it has not regrouped.

I made efforts to liaise with the practice manager at another surgery to organise a session at the local Library to explain why they cannot offer early appointments and to give 'their side of the story'. Numerous emails sent but received no response. I had previously met the practise manager and they seemed very enthusiastic about partnership work, but did not see this followed up.

So far that is my experience. I have also noted that at my surgery the poster from Healthwatch Derby has not been placed in a prominent position as requested. We sent out a poster to every surgery in Derby – what has happened in other surgeries I do not know."

Healthwatch Team Member

"I have contacted my surgery, using their online contact form to request details about their PPG, and also to ask if I could join as a member of Healthwatch. I received no acknowledgement and no reply, this was in summer 2014. Finally I spoke to my GP again in January 2015 who very kindly linked me in with the PPG, and they have now made contact"

Healthwatch Derby has a presence at a number of NHS forums and work groups, and we have consistently shared our local intelligence reports with service commissioners. We have also heard about service concerns relating to GPs from these platforms. We are aware for instance that the East Midlands as a region finds it difficult to recruit new GPs (Quality Surveillance Group), and are also aware of the weekly 'huddle' meetings held by NHS England which looks at any particular issues coming up at specific or numerous GPs.

We have established procedures to feed in concerns and feedback using the Shared Learning Review Group (Southern Derbyshire CCG), and our regional Healthwatch Intelligence Group (with NHS England) platforms. We will continue to report on what we have observed, and what members of the public have said to us in large numbers. We are currently looking at developing some engagement models where we speak to patients at GP surgery receptions. This will give us richer independent data directly from patients, and is in keeping with our Enter & View observational assessment role.





Chapter 5

Surveys

Primary GP Survey

Key findings from the Derby LINKs Healthwatch Derby Consultation in 2012 showed that people thought Healthwatch Derby should focus on GP surgeries, the hospital, mental health services and care for the elderly in their first year of operation. Throughout 2013, and 2014, we have repeatedly received feedback about GPs in large numbers. As a result, Healthwatch Derby designed two on-going GP surveys to understand people's experiences, with an attempt to:

- to explore patients experiences of making and attending appointments;
- to explore patients satisfaction of information and communication;
- to explore patients experiences of making complaints and understand the barriers around making complaints;
- to explore patients satisfaction in terms of the friends and family test.
- To explore difficulties encountered in the specialist referral process for patients with mental health problems.

The surveys were distributed via:

- Healthwatch Derby's membership list;
- Healthwatch Derby's local networks;
- various community engagement events throughout the city;
- various social media platforms, including Facebook and Twitter.

For ease of reference each survey will be divided into main sections, and key findings for each will be clearly labelled to identify which survey they pertain to.

The Primary GP survey received 205 responses.

The Accessing GPs survey (specialist mental health) received 40 responses

Findings have been listed individually for each survey to avoid any confusion. The specialist mental health 'accessing GP survey' was sent out to service user group members for the Mental Health Action Group.

Key Findings

Primary GP Survey - Appointment and Service

Anecdotally, making an appointment at the GP surgery is complicated and impractical. Our primary survey shows that the respondents had mixed views about making appointments.

1. How easy was it to get an appointment?		
Answer Options	Response Percent	Response Count
Very easy	24.6%	49
Fairly easy	37.2%	74
Not very easy	22.1%	44
Not at all easy	16.1%	32
<i>answered question</i>		199
<i>skipped question</i>		6

Comments included:

- You can book online appointments either in advance or on the day - this for me has proved very helpful and easy as I work full time and trying to get through to the surgery 1st thing in a morning can prove to be difficult! It's very good if you want to see a particular Doctor. This system in other surgeries would please many!;
- The appointment system is fairly new and works reasonably well but more telephone receptionists would be beneficial especially first thing in a morning when the phone is usually continually engaged making it difficult to get through in time to make an appointment for the same day. Generally, though, I'm very happy with the surgery;
- Trying to get an appointment. They ask you to ring at 8 am! The phones are constantly engaged; also it is not convenient to ring then as on way to work. Have to wait 2-3 weeks for appointment if I book in advance;
- My last appointment I had to leave work early to make the appointment on time but I had to wait so long that I could of left work on time! I also find it hard to get an emergency appointment. The last appointment I had wasn't an emergency so managed to fit it in around me. On a plus point I do like the fact they do early morning and evening appointments.



Reception is a key feature of accessing services at the surgery, our primary survey responses about reception experiences are as follows:

2. Did the reception staff make you feel welcome and at ease?		
Answer Options	Response Percent	Response Count
Yes	76.3%	151
No	23.7%	47
<i>answered question</i>		198
<i>skipped question</i>		7

Comments received, included:

- The receptionists are cheerful and help whenever they can;
- Reception staff can be very short with patients;
- I always find the doctors, nurses and reception staff very welcoming and helpful;
- Bad attitude of reception staff - it's like going into battle trying to get an appointment and very stressful;

We also saw largely positive results for how helpful medical practitioners were, and the primary survey result showed:

3. Was the medical practitioner you saw helpful?		
Answer Options	Response Percent	Response Count
Very helpful	56.8%	113
Fairly helpful	32.2%	64
Not very helpful	6.0%	12
Not at all helpful	5.0%	10
<i>answered question</i>		199
<i>skipped question</i>		6

Comments included:

- My GP surgery are supportive and always try to help as much as possible, if there is a way around a difficulty or situation you are experiencing they do their best;

- Most of the doctors are extremely helpful and listen to symptoms you have without making any judgements;
- I feel, sometimes, GPs do not listen & Practice Nurses are, at times, somewhat dismissive;
- I was not taken seriously, not even offered a tissue when I was in floods of tears and was shuffled out the back door.

Primary GP Survey - Information and Communication

Information and communication was considered to be effective by those who responded to the survey. Majority of the respondents felt that they were given all the information they needed at their GP appointment.

4. Did they give you all the information you needed?		
Answer Options	Response Percent	Response Count
Yes	85.2%	167
No	14.8%	29
<i>answered question</i>		196
<i>skipped question</i>		9

Again a majority of respondents, felt they were able to ask questions at their GP appointment.

5. Were you able to ask questions?		
Answer Options	Response Percent	Response Count
Yes	94.4%	185
No	5.6%	11
<i>answered question</i>		196
<i>skipped question</i>		9

Majority of respondents felt that their medication/treatment and next steps were explained in a way they could understand.

6. Did they explain the treatment and/or medication and what happens next?		
Answer Options	Response Percent	Response Count
Yes	83.2%	164
No	16.8%	33



<i>answered question</i>	197
<i>skipped question</i>	8

Comments on the theme of information included:

- I find the help I get very good as I have arthritis, I go to see doctor often and I find they always listen and will always involve me in whatever they think the treatment should be;
- They have answered all my questions giving me all the information I need to make the correct choices that would benefit me and my well-being;
- The internet site is not good, the information given is incorrect, confusing and incomplete;
- My diabetes nurse gave me incorrect information which was picked up by the diabetes team in the Royal Derby Hospital at my next visit.

Primary GP Survey - Concerns and Complaints

One of the key aims of Healthwatch Derby is to track patient complaints in relation to health and social care services and to support people in making a complaint.

7. Have you ever had a concern about your GP surgery and made a complaint?		
Answer Options	Response Percent	Response Count
Yes	12.4%	24
No	87.6%	169
<i>answered question</i>		193
<i>skipped question</i>		12

Out of the 205 respondents only 12%, 24 respondents, had had a concern about their GP surgery and made a complaint,

8. If so, were you happy with the way your GP surgery dealt with your complaint?		
Answer Options	Response Percent	Response Count
Yes	45.9%	17
No	54.1%	20
<i>answered question</i>		37
<i>skipped question</i>		168

Complaint handling was identified as a negative by respondents with the majority feeling their complaint was not dealt with satisfactorily.

The survey asked respondents if they were not happy with the way the GP surgery dealt with their complaint, why not? Comments included:

- 🗨 Don't know who to complain to or how to.
- 🗨 They made me feel like I was the problem
- 🗨 Fobbed off with excuses and denials
- 🗨 I never received a response

10. Have you ever wanted to make a complaint about your GP surgery but haven't?		
Answer Options	Response Percent	Response Count
Yes	28.4%	52
No	71.6%	131
<i>answered question</i>		183
<i>skipped question</i>		22

28%, 52 respondents, indicated that they wanted to make a complaint about their GP surgery but hadn't.

The survey asked respondents if they wanted to make a complaint about their GP surgery but hadn't, why not? Comments included:

- 🗨 I felt I might be victimised, singled out
- 🗨 Don't want to be labelled as a trouble maker
- 🗨 Previous experience with PALS regarding trans* issues frustratingly pointless (comment copied verbatim from survey in the manner it was inputted)
- 🗨 Because it may influence the treatment I receive in the future

Question 11 and 12 asked for patient experiences about making complaints, and anything respondents wanted to share about their GPs surgery.

Primary GP Survey - The Friends & Family Test

The NHS uses the Friends & Family Test to see if patients are satisfied with a particular service to the extent they would be likely to recommend the same to their friends and family. This is a good indicator of how much a service user actually values the service. Similar tests are also used for hospitals.

Our survey took note of this indicator, and asked if patients were likely to recommend their surgery. Results are listed in the following page.

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

Text of the actual survey and all demographic data for our primary GPs survey can found in the following appendices:

Appendix 2
GP Survey I Primary Survey
Demographic Data

Specialist GP Survey

Access to GPs for service users with mental health conditions

Our second survey was a study of patient experiences for service users who had mental health needs, and wanted to share their GP experiences. This survey followed a similar question format, but also asked for more specific questions related to mental health needs.

Specialist GP Survey - Appointment and Service

It is interesting to note that that a large number of respondents felt making an appointment was not very difficult, although some did report difficulties.

1. How easy was it to get an appointment?

Answer Choices	Responses	
Very easy	25.00%	10
Fairly easy	37.50%	15
Not very easy	22.50%	9
Not at all easy	15.00%	6
Total		40

Answered: 40 Skipped: 0

2. Did the reception staff make you feel welcome and at ease?

Answer Choices	Responses	
Yes	71.05%	27
No	28.95%	11
Total		38

Answered: 38 Skipped: 2

A majority of responses have advised us that they actually felt reception services at GP surgeries were a positive experience, and that getting an appointment was not the main issue of concern to them – these are responses from patients who require specialist referrals, and have a mental health condition.

The specialist survey looked at both the pathway to GP surgeries for individuals with

complex needs, as well as the kind of services that are on offer at GP practises which may accommodate these specialist needs.

3. If you visited your GP because of your mental health condition, did they have the expertise and knowledge to deal with your mental health condition?

Answer Choices	Responses	
Very helpful	35.29%	12
Fairly helpful	47.06%	16
Not very helpful	17.65%	6
Not at all helpful	0.00%	0
Total		34

Answered: 34 Skipped: 6

Complex conditions may require further support, and knowledge of local resources. Our survey indicated that a majority of GPs were able to provide this expertise and knowledge benefiting the patient. However we did get some mixed responses as additional comments:

- Reluctant to help I think due to lack of expertise/knowledge.
- On one visit, a particular Dr on my explaining I was there because I was in a very bad way and needed help said 'well what do you want me to do?' - Not nicely!!
- It has taken quite a while to get the Drs to realise that I don't need medication I need strategies for change.
- My support and advice was all tablet based as the solution. Didn't feel that my feelings or ability to cope was explored. Made my mental health solely biological.
- The Doctors don't seem knowledgeable or interested in mental health advice or anxiety - not being able to sleep, advice on tablets. Dr refused to answer my questions about sleeping tablets. I wanted information so I could make an informed choice. He told me I didn't need them before he asked me any questions.

4. Did the GP refer you to an appropriate mental health practitioner or organisation for assessment or therapy?

Answer Choices	Responses
Yes	53.33% 16
No	46.67% 14
Total	30

Answered: 30 Skipped: 10

Majority of patients were given an appropriate referral to follow on specialist support, or organisations for assessment or therapy. Although our survey notes, that there are a number of respondents who registered their dissatisfaction at not getting an appropriate referral.

Lack of adequate specialist support services is something we have picked up as part of our ongoing consultation into the community mental health Trust – The Think Healthy consultation workshop attendees advised us on the need for more support services.

Specialist GP Survey - Information and Communication

5. Did they give you all the information you needed including local support groups/organisations?

Answer Choices	Responses
Yes	45.45% 15
No	54.55% 18
Total	33

Answered: 33 Skipped: 7

Information is a key area highlighted with negative patient experiences, a majority of respondents felt they did not receive adequate details of local support groups, or organisations related to their condition. This is particularly important as patients are expected to make the most of what is on offer.

Comments included:

- 🗨️ I have had an initial assessment and referral to psychologist for diagnosis but the waiting list is 2 years long. What do I do in the meantime?
- 🗨️ GPs need more understanding of mental health issues.
- 🗨️ The early intervention service has helped me a lot, and have been overwhelmed with the help.
- 🗨️ I have to do this myself, I know more about the available services than my GP did.
- 🗨️ Derby is desperately short of support for severe and enduring mental health illness.
- 🗨️ The Doctors don't seem knowledgeable of mental health support groups eg. Rethink/Mind wasn't available.
- 🗨️ The Dr I do not usually see gave me an information pack and form to fill out myself and wasn't sure I needed medication despite knowing my history and preference.
- 🗨️

6. Were you able to ask questions?

Answer Choices	Responses	
Yes	82.86%	29
No	17.14%	6
Total		35

Answered: 35 Skipped: 5

Response rates showed that majority of patients felt comfortable in asking questions during their consultations.

7. Did they explain the treatment and/or medication and what happens next?

Answer Choices	Responses
Yes	70.97% 22
No	29.03% 9
Total	31

Answered: 31 Skipped: 9

We must make note that although there are positive indicators in the response rates for diagnostic explanations and medical explanations – we have still received a large number of actual comments about patient experiences which reveal a sense of disappointment with the service received.

This indicates that patients are more likely to reveal further details about their experiences while providing feedback rather than a survey grading system based on perceived performance or lack of performance. Survey responses have been mostly positive whereas one to one feedback reveals more negative experiences. This can be explained by the fact that those service users who actively seek out Healthwatch tend to have issues to discuss whereas the surveys are distributed to a wider audience.

8. If you visited your GP for a non - mental health medical problem, did you feel you were listened to?

Answer Choices	Responses
Yes	90.32% 28
No	9.68% 3
Total	31

Answered: 31 Skipped: 9

A significant number of positive responses were received indicating that patients felt listened to for non mental health problems. Comments included

-  Very attentive
-  Physical ailments have always been dealt with well.

Specialist GP Survey - Concerns and Complaints

One of the key aims of Healthwatch Derby is to track patient complaints in relation to health and social care services and to support people in making a complaint.

9. Have you ever had a concern about your GP surgery and made a complaint?

Answer Choices	Responses	
Yes	20.00%	8
No	80.00%	32
Total		40

Answered: 40 Skipped: 0

It is interesting to note that the majority of our respondents have not made a complaint, although survey responses do reveal some areas of dissatisfaction. This is in keeping with what we have observed overall about health and social care complaint pathways – patients, carers, families, and on occasion staff have confirmed that they do not feel complaints are the best way to bring problems to a satisfactory resolution.

10. If so, were you happy with the way your GP surgery dealt with your complaint?

Answer Choices	Responses	
Yes	41.67%	5
No	58.33%	7
Total		12

Answered: 12 Skipped: 28

Out of those who did complain, the majority felt unhappy with the way their complaints had been dealt with. Further details of why they were unhappy can be seen in some of the comments received in response to Question 11 below.

11. If you weren't happy with the way your GP surgery dealt with your complaint, why not?

Comments included:

- There was no follow up
- I felt intimidated

- The receptionist's behaviour did not improve
- The GP made excuses, the manager tried too hard to keep me quiet, and I got no support in pursuing the matter despite my son nearly dying

12. Have you ever wanted to make a complaint about your GP surgery but haven't?

Answer Choices	Responses	
Yes	38.89%	14
No	61.11%	22
Total		36

Answered: 36 Skipped: 4

38%, 14 respondents felt that although they had cause to complain, but did not follow this through. This hints at unreported negative patient experiences, this survey has already highlighted. The next question asks for details of why complaints were not lodged, and some of the comments are very revealing of the barriers that lie ahead in the complaints process.

13. If you have wanted to make a complaint about your GP surgery but haven't, why not?

It is particularly important we give heed to the reasons why negative patient experiences remain unreported, and unactioned. Comments included:

- I feel that they would ask me to leave the practice
- No point, they don't listen to me
- I had concerns with my old GP, he did not listen to me, he patronized me and essentially 'told me off' for not taking my meds so I just changed GPs.
- My husband and I took our child to our GP for diagnosis (possible behaviour related disorder). We were not believed and were just sent away. This delay resulted in my child self harming and after a meeting with CAMHS we finally began the diagnosis process. (Sensitive patient details removed to protect patient confidentiality for this illustration)
- Worries related to my depression and anxiety.

14. Have you got any particular issue or comment (good or bad) about your GP surgery that you would like to tell us about?

Respondents were given the option of providing further details about their overall patient experiences at their GP's surgery. Comments included:

- The one time I actually went to the surgery in a really bad way I felt let down and ended up in the care of the crisis team. I have never received help when I needed it and have always ended up at my worst point.
- Never being able to see a consistent GP has led to confusion and mess ups with repeat prescriptions. We don't seem to have 'Your GP' as you put it anymore!
- I have been sent away being told by a GP that I probably know more than them and I should look on the Internet for more information, this matter was about my son's mental health which I was very worried about.
- Appointments are getting harder to make. Some GPs are better at mental health issues, some are useless and do not seem to have even a basic knowledge.
- Physical problems are dealt with well and efficiently, mental health issues - I think the Docs need to listen more and have training in mental health dealing with patients having mental health issues.
- Last 3 appointments over a two year span waited 45 mins to 1 hour after appointment time.
- Generally fantastic surgery but recent changes of practice manager and new reception staff - slightly chaotic system and offhand receptionists - sometimes.
- Really good, they have a trendy clinic, as I have accessed it it is a huge weight off my mind.
- Been with my GP since 1999, they have been very helpful in most things, not sure about nurses, have had problems with them from time to time.

- Physical problems are dealt with well and efficiently, mental health issues - I think the Docs need to listen more and have training in mental health dealing with patients having mental health issues.

Specialist GP Survey - The Friends & Family Test

The NHS uses the Friends & Family Test to see if patients are satisfied with a particular service to the extent they would be likely to recommend the same to their friends and family. This is a good indicator of how much a service user actually values the service. Similar tests are also used for hospitals. Our survey took note of this indicator, and asked if patients were likely to recommend their surgery.

15. How likely are you to recommend this surgery to friends and family if they needed similar care or treatment?

Answer Choices	Responses	
Extremely likely	41.03%	16
Likely	10.26%	4
Neither likely nor unlikely	25.64%	10
Unlikely	15.38%	6
Extremely unlikely	5.13%	2
Don't know	2.56%	1
Total		39

Answered: 39 Skipped: 1

Text of the actual survey and all demographic data for our specialist GPs survey can found in the following appendices:

Appendix 4
GP Survey II Specialist Survey
Demographic Data

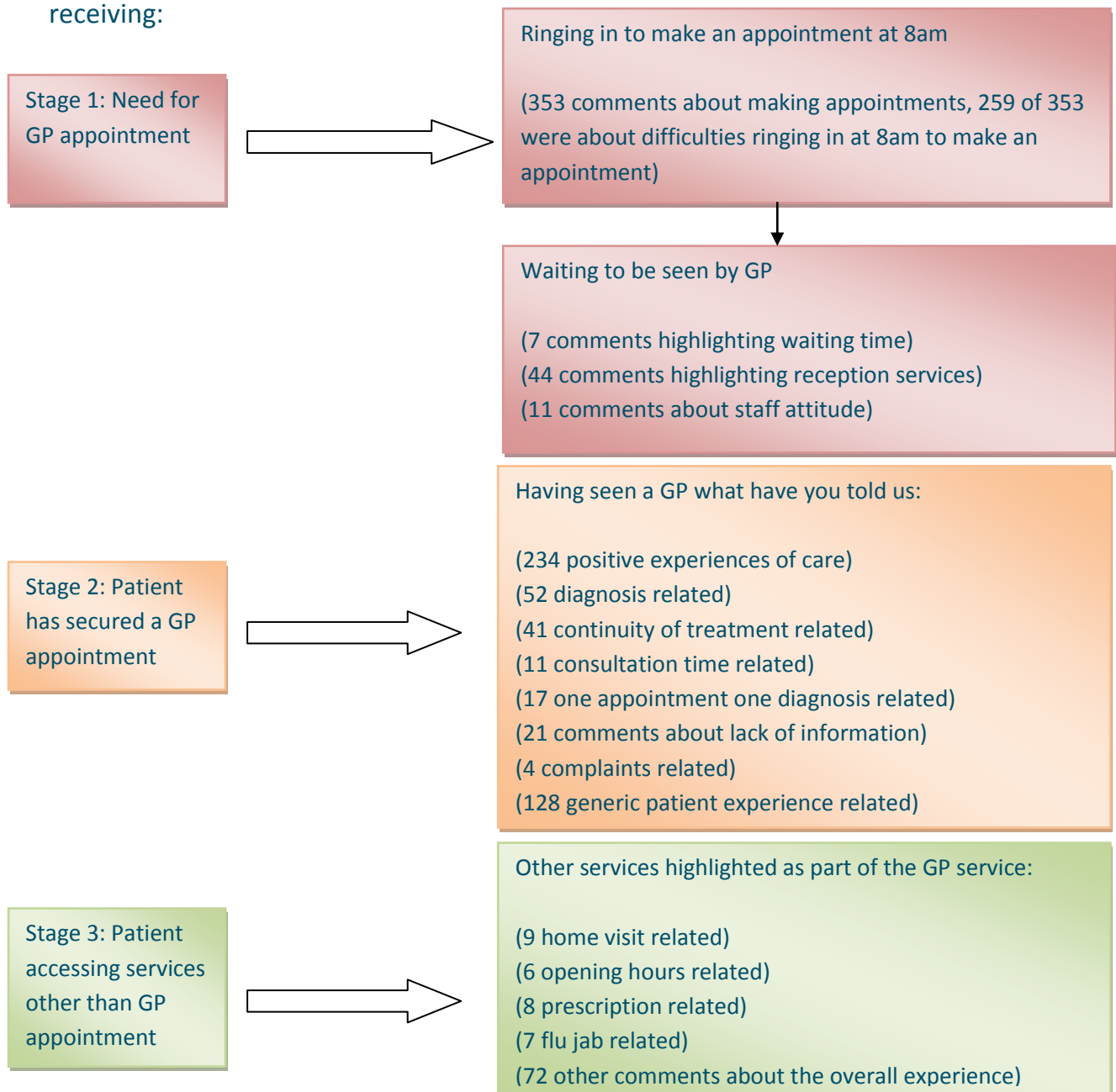


Chapter 6

Key Findings, Recommendations & Response

Patient Experience Pathway

We have designed a simple diagram to illustrate the kind of GP feedback we are receiving:



Please note the above diagram is a summarised illustration and does not include every category or sub category of feedback. It is meant to give a broad understanding of the patient experience pathway. Stage one sees a concentration of negative patient experiences linked to the most feedback category – difficulty in

accessing a GP appointment. The report has looked at a significant number of feedback (1025) and survey responses (245). We also have to bear in mind that receiving feedback is an ongoing daily process, and the team at Healthwatch Derby continue to receive GP related feedback as this report is being written. This report looks at the data we collated from April 2013 to end of December 2014, however key feedback relating to GP services continues to come through. Although the following comment is not included in the data analysis, it gives an understanding of the kind of data we are continuing to receive:

A patient is undergoing treatment for cancer. They rang repeatedly to get a GP appointment because they developed complications but kept being told no appointments were available. We are aware that a complaint has been lodged by the patient. .

Patient experience summarised for data protection, comment received January 2015

As part of our engagement with service users we have undertaken comprehensive consultations, and also hosted lively interactive workshops where patients have spoken to us face to face about the problems they have encountered accessing health services.



(Healthwatch Derby's Think Healthy workshop 2014 – patients with mental health issues spoke of what it was like accessing services at the community and mental health Trust, as well as problems encountered while trying to access GP appointments)

To complete our analysis we have also looked at the key learning points gathered from both our GP surveys. Based on all the data we have studied so far these are our key findings and recommendations:

Key Findings	Recommendations
Appointment booking times are identified as a negative for many. (Outreach data)	A review of appointment making facilities with more flexibility for patients such as online bookings or advance bookings. Learn from GP practises that show evidence of good practice. Awareness of long waiting times and a text service to forewarn patients.
Improved patient care needed at consultations especially for patients with complex needs. (Outreach and survey data)	A review of consultations especially with regards to continuity of treatment. Patients to be given adequate time at consultations to fully explore their condition with a view to understanding complex needs.
Better information and useful contacts needed to support and manage self care. (Outreach and survey data)	Appropriate condition specific information to be easily available, with full up to date details of local resources. Learn from GP practises that show evidence of good practice.
Patients with mental health needs not always receiving appropriate referrals or support. (Survey data)	A need for better referrals for patients with mental health needs, and proactive initiatives such as liaison with support organisation and specialist services. Better understanding of mental health and complex needs.
More work needed to make the concerns and complaints process less daunting, and more positive as part of patient experience. (Survey data)	All surgery staff to be trained on the need to ensure positive patient experiences. Complaints processes need to be simplified with a designated staff member patients can talk to if they choose to informally raise concerns and seek a resolution. A culture change is needed to value patient feedback as a tool to improve services rather than ignoring or disregarding negatives reported.

Our Ref: JR/ Healthwatch Derby

Date: 08 May 2015

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Derby
DE1 2FS

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North Midlands
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Dear Samragi

Healthwatch Derby Report: Service User Data Analysis GPs In Focus

Please find enclosed a combined response by Southern Derbyshire Clinical Commissioning Group and NHS England North Midlands to the draft GP report you shared with us in early March 2015.

On 1st April 2015 Southern Derbyshire Clinical Commissioning Group (CCG) took on fully delegated responsibility for commissioning GP services, supported by the existing NHS England commissioning team.

Before responding to the report findings and recommendations we have noted the list of NHS Choices ratings referenced in the report is from August 2014 and therefore this data is now out of date; a suggestion would be to provide a link to the NHS Choices website thereby enabling the report readers to access the latest up to date information about individual providers, particularly as the Healthwatch report itself does not name specific practices.

Southern Derbyshire Clinical Commissioning Group (CCG) and NHS England North Midlands welcome the information contained in the report; noting many of the positive comments about General Practice services in Derby City and would like to work more closely with Healthwatch Derby to understand more of the detail behind some of the negative findings. There are 30 practices across the City with quite wide variation in provision and patient experience and we believe there are some issues which may be isolated to particular practices or neighbourhood areas. These require a different response to the issues that are more universal across the whole of the patch and in fact across the country.

Despite the fact that the vast majority of health service contacts are within primary care we note only 20% of Healthwatch feedback relates to general practice (table page 6), this is taken to indicate a positive reflection of most people's experience. This is not to suggest complacency though on behalf of the commissioning organisations or the practices themselves.

Nationally data published in January 2015 reported nearly three in four responders (74%) to the General Practice survey reported a good experience for the measure which captures overall experience of making an appointment and this also reflected the local position.¹

The report highlights the issues about accessing General Practices and this is something both commissioners and providers are constantly aiming to improve. Nationally general practice in England is facing a number of additional demands including an increasing population² together with an increase in the number of patients who experience complex and multiple health needs.

NHS England has acknowledged the need to invest in primary care and announced in January 2015 a £250m investment in GP premises every year for the next four years thereby enabling the delivery of the promise of a new deal of primary care, as highlighted in the planning document for 2015/16 'NHS Five Year Forward View'. General Practices have been invited to submit bids to improve their premises and the new investment funding which, alongside the incremental premises programme, will accelerate investment with the purpose of increasing infrastructure and improving better use of technology. In the short term the new funding will be used to address immediate capacity and access issues, as well as lay the foundation for more integrated care to be delivered in community settings.³

Southern Derbyshire CCG are working with general practices at a local level to improve access to services and many practices manage to offer excellent access to quality services whilst facing the same challenges as their colleagues. One of the opportunities that the CCG has as a member practice organisation across the 56 practices of Southern Derbyshire (including the City) is to share good practice and support practices to innovate and adapt new ways of working that will offer them more resilience against the increasing pressures and preserve quality services for patients. We need patients and the public to help in that too, by doing all they can to stay well and to address their own minor health needs and to seek support from the most appropriate place whenever possible (using pharmacies, on line resources for example).

The Southern Derbyshire CCG response to the specific key findings and recommendations (page 35) are as follows:

- **Appointment bookings** – in 2014 a 'Prime Ministers Challenge Fund' invited bids for opportunities to look at different ways of accessing and delivering GP services. One area the CCG focused on as part of that was increasing on-line registration and bookings. Many practices across the CCG do already have good systems and manage demand in ways that get high patient satisfaction (there is a national GP survey each year with approximately 8,000 respondents from across our CCG and we score above national averages for many positive indicators). We will more actively share good practice and support those practices that are most challenged.
- **Patients with complex needs** – ensuring high quality care and improved outcomes for people with the most complex needs is one of the CCGs highest priorities. GPs are critical

¹ National GP Survey January 2015; <https://gp-patient.co.uk/>

² Office for National Statistics.

<http://www.ons.gov.uk/ons/rel/pop-estimate/population-estimates-for-uk-england-and-wales-scotland-and-northern-ireland/2013/sty-populaiton-changes.html>

³ NHS England; 16th January 2015. www.nhs.uk/2015/01/15/gp-investment/

to this but are only a part. We see them at the centre of a range of services co-ordinated in the community to proactively care for this group of patients to prevent deterioration and risk hospital admission. We have put in place Community Support Teams with nurses and care co-ordinators supporting every practice and are exploring ways to expand these teams by better linking community based staff together with expert input from hospital specialists without always the need for patients to travel to hospital.

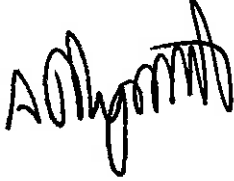
- **Support for self-care** – again this is an important part of the CCGs overall strategy. Another part of the Prime Ministers Challenge Fund, mentioned above is supporting practices with their websites to ensure they provide access to relevant resources for people. We ran a 'Choosing Well' campaign in 2014 to help people better understand possible ways to find information and access care. We recognise that not everyone has access to on line advice directly (although many will through family and friends) but believe that if some people find advice without contacting their GP, or receive care directly from the right place first time, this frees up appointments for others in need. We are exploring Health Coaching as a way of enabling people to better feel able to manage their condition and are working with 'Patients in Control' to support our ambition to improve outcomes and experiences for patients and their carers through prevention and 'co-design'.
- **Mental health needs** - GPs have told us that it is not always easy to refer on and access appropriate services for patients with mental health needs, which echoes the report findings. We have been working closely with the main provider of mental health services locally and are aware that they are planning to co-ordinate services differently with provision more closely linked to neighbourhood needs. We very much hope that this will improve access to services and advice for practices to enable them to better support their patients.

Nationally NHS England recognised the need for easier access for patients when wanting to provide feedback about their experience of using healthcare services, including making formal complaints, and as a result has established the national customer contact centre as a single point of contact available to all members of the public. The NHS England complaints team with responsibility for investigating complaints relating to Derby City residents also provides a local point of contact for patients to discuss their concerns and team members routinely connect with general practice managers to offer guidance and support to facilitate better engagement with patients. Understanding the complaints process can be complex, particularly when more than one organisation is involved, the CCG's and NHS England are increasingly working collaboratively to ensure patient feedback is used to facilitate service improvements across primary and secondary care with the expectation that co-commissioning will further enable this process.

In addition Southern Derbyshire CCG has also included a requirement that practices share the number of complaints and show evidence of trends and learning from complaints within a local commissioning agreement. As part of this agreement the CCG are also establishing Quality Forums between practices to share good practice and learn from each other about how they are managing the difficult challenges that they face.

I would like to thank you once again for sharing your draft report. I hope this response is informative and we would be happy to answer any further queries.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Jonathan Rycroft', with a stylized, cursive script.

Jonathan Rycroft
Head of Primary Care, North Midlands

cc: Kate Brown



Chapter 7

What Happens Next

Healthwatch Derby will continue to fulfill its obligation to provide meaningful local intelligence and timely insight into health and social care services. Our feedback, such as this S.U.D.A report will be sent to Healthwatch England. Local Healthwatches such as Derby feedback to Healthwatch England as a national hub. Through our parent body, patient voices finally reach Parliament. On a local level, we regularly share intelligence with the following:

The local authority (Derby City Council)
Clinical Commissioning Groups (Southern Derbyshire, Hardwick, Erewash)
NHS England
Care Quality Commission
General public via Healthwatch Derby's social media platforms
Quality Surveillance Group
Health & Wellbeing Board
Public Health
Health and social care providers
Community and voluntary sector partners
Healthwatch Derby membership via newsletter
NHS Trusts (Derby Hospitals NHS Trust, Derbyshire Healthcare Foundation NHS Trust, East Midlands Ambulance Service NHS Trust)
Advocacy Services



Chapter 8

Appendices

List of Appendices	
Appendix 1	GP Survey
Appendix 2	GP Survey Demographic Data
Appendix 3	GPs Survey II – For patients with mental health conditions trying to access GP services
Appendix 4	GPs Survey II Demographic Data
Appendix 5	List of GPs in Derby City
Appendix 6	Full Illustration of GP Feedback Data – Healthwatch Derby Outreach

Appendix 1 GPs Survey

Healthwatch Derby used the following GPs survey online, and also used hardcopies of this survey to understand patient feedback into accessing GP services.

GP Survey

Healthwatch Derby is the independent consumer champion, a Watchdog, for the people of Derby around Health and Social Care Services.

Healthwatch Derby is carrying out a survey to find out about your experiences of your GP (family doctor) in the city. The information you provide will help us to identify ways the NHS England can improve the service for you and others. Please take a few moments to answer the following questions, and post it to us at **FREEPOST RTEZ-UHGE-EUST, HEALTHWATCH Derby, The Council House, Corporation Street, Derby, DE1 2FS** by Friday 29 November to ensure your views are taken into account. If you have any queries please contact Jessica Davies on 01332 643987 or jessica.davies@healthwatchderby.co.uk.

Your answers will be kept completely confidential.

Name and location of surgery:

Thinking about your last visit to your GP surgery

1. How easy was it to get an appointment?

Very easy ☐ Fairly easy ☐ Not very easy ☐ Not at all easy ☐

2. Did the reception staff make you feel welcome and at ease?

Yes ☐ No ☐

3. Was the medical practitioner you saw helpful?

Very helpful ☐ Fairly helpful ☐ Not very helpful ☐ Not at all helpful ☐

4. Did they give you all the information you needed?

Yes ☐ No ☐

5. Were you able to ask questions?

Yes ☐ No ☐

6. Did they explain your treatment and/or medication and what happens next?

Yes ☐ No ☐

Thinking about visiting your GP surgery in general

7. Have you ever had a concern about your GP surgery and made a complaint?

Yes ☐ No ☐

8. If so, were you happy with the way your GP surgery dealt with your complaint?

Yes ☐ No ☐

9. If you weren't happy with the way your GP surgery dealt with your complaint, why not?

.....

.....

.....

10. Have you ever wanted to make a complaint about your GP surgery but haven't?

Yes ☐ No ☐

11. If you have wanted to make a complaint about your GP surgery but haven't, why not?

.....

.....

.....

12. Have you got any particular issue or comment (good or bad) about your GP surgery that you would like to tell us about?

.....

.....

.....

13. How likely are you to recommend this surgery to friends or family if they needed similar care or treatment?

Extremely likely	<input type="checkbox"/>	Likely	<input type="checkbox"/>	Neither likely nor	
unlikely	<input type="checkbox"/>				
Unlikely	<input type="checkbox"/>	Extremely unlikely	<input type="checkbox"/>	Don't know	<input type="checkbox"/>

Equalities Monitoring Form

Thank you for taking the time to complete one of our 'Your Voice Counts' forms. To ensure we are meeting the needs of our diverse and vibrant community, we are asking you some further detailed questions to help us to shape Health and Social Care Services in the city. Please note, these categories are taken from the Equality and Human Rights Commission, Gender Identity Research and Education Society and the Office for National Statistics and will be reviewed every six months.

* Age	<input type="checkbox"/> Under 18 <input type="checkbox"/> 18-24 <input type="checkbox"/> 25-49 <input type="checkbox"/> Over 50 <input type="checkbox"/> I do not wish to disclose this
* Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> In another way (Please state) <input type="checkbox"/> I do not wish to disclose this
* GenderNonconformity	Does your gender identity match the sex you were registered with at birth? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I do not wish to disclose this

* I would describe my ethnic origin as:		
Asian or Asian British <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Chinese <input type="checkbox"/> Any other Asianbackground Black or Black British <input type="checkbox"/> African <input type="checkbox"/> Caribbean <input type="checkbox"/> Any other Blackbackground	Mixed <input type="checkbox"/> White & Asian <input type="checkbox"/> White & Black African <input type="checkbox"/> White & Black Caribbean <input type="checkbox"/> Any other mixedbackground White <input type="checkbox"/> British <input type="checkbox"/> Irish <input type="checkbox"/> Gypsy or Irish Traveller <input type="checkbox"/> Any other Whitebackground	Other Ethnic Group <input type="checkbox"/> Arab <input type="checkbox"/> Any other ethnic group <input type="checkbox"/> I do not wish to disclose this

* Please select the option which best describes your sexuality	
<input type="checkbox"/> Lesbian/Gay woman <input type="checkbox"/> Gay man <input type="checkbox"/> Bisexual	<input type="checkbox"/> Heterosexual/Straight <input type="checkbox"/> I do not wish to disclose this

* Please indicate your religion or belief		
<input type="checkbox"/> Christian	<input type="checkbox"/> Hindi	<input type="checkbox"/> No Religion

<input type="checkbox"/> Buddhist <input type="checkbox"/> Jewish	<input type="checkbox"/> Muslim <input type="checkbox"/> Sikh	<input type="checkbox"/> Any other religion <input type="checkbox"/> I do not wish to disclose this
--	--	--

* Do you consider yourself to have a disability?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> I do not wish to disclose this
--	---	---

Thank You

Thank you for taking the time to complete this survey.

We will publish the findings on our website and in future editions of our newsletter.

If you currently do not receive our newsletter and would like to, please tick here ☐ and leave your contact details below:

Name:

Telephone Number:

Email Address:

or

Address:.....

.....

Alternatively email Rebecca Johnson on rebecca.johnson@healthwatchderby.co.uk or contact her on 01332 643987.

The findings of this survey will be shared with both local and national stakeholders to inform service development.

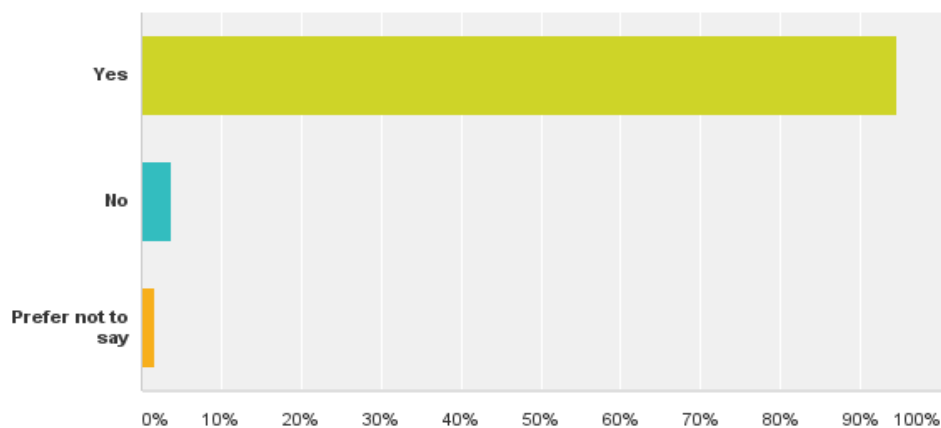
Data Protection Act 1998.

This information is collected, processed and stored to adhere with the UK Data Protection Act 1998. We will store all Healthwatch Derby information and will never, without your consent pass on any of your personal details to any other parties.

Appendix 2
GP Survey I
Demographic Data

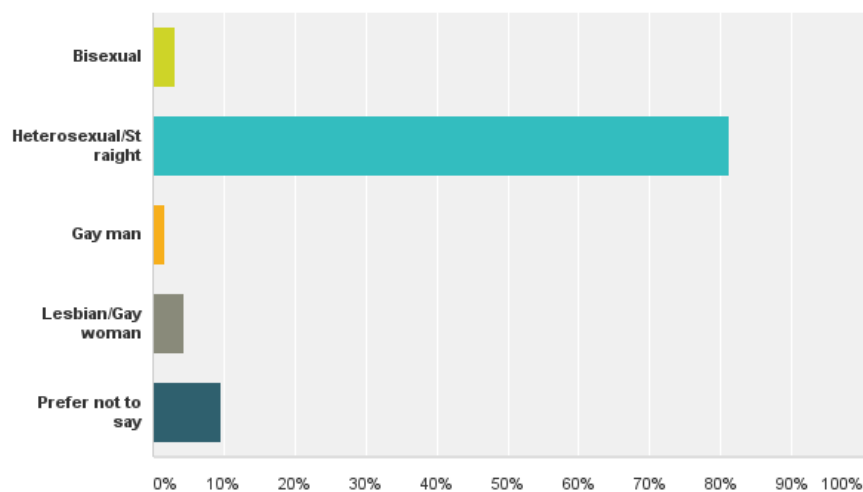
Q16 1.b. Gender nonconformity: Does your gender identity match the sex you were registered with at birth?

Answered: 182 Skipped: 23



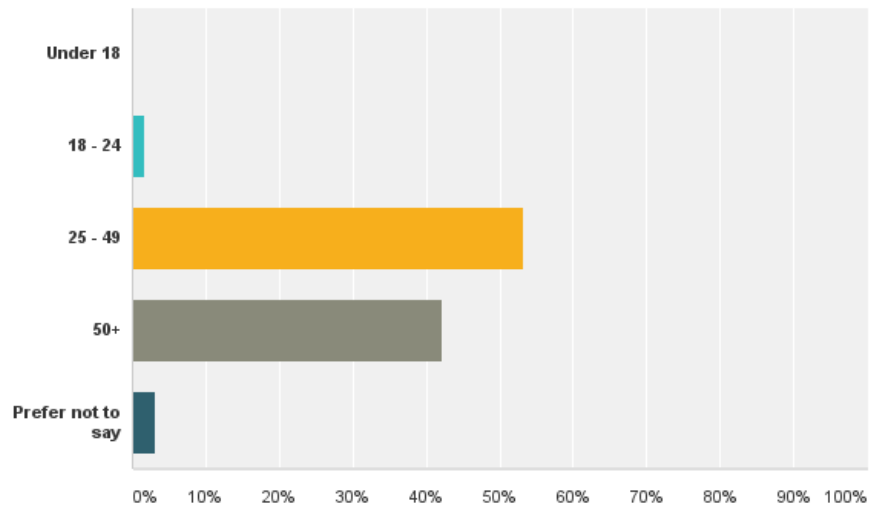
Q17 2. Sexual Orientation: What is your sexual orientation?

Answered: 186 Skipped: 19



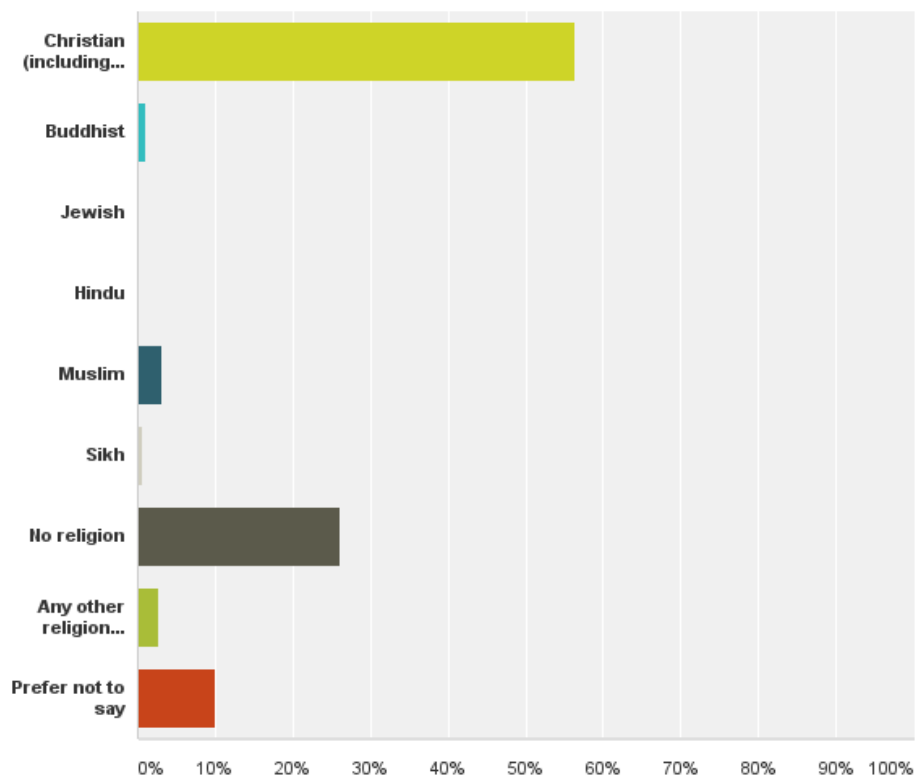
Q18 3.Age: What is your age range?

Answered: 190 Skipped: 15



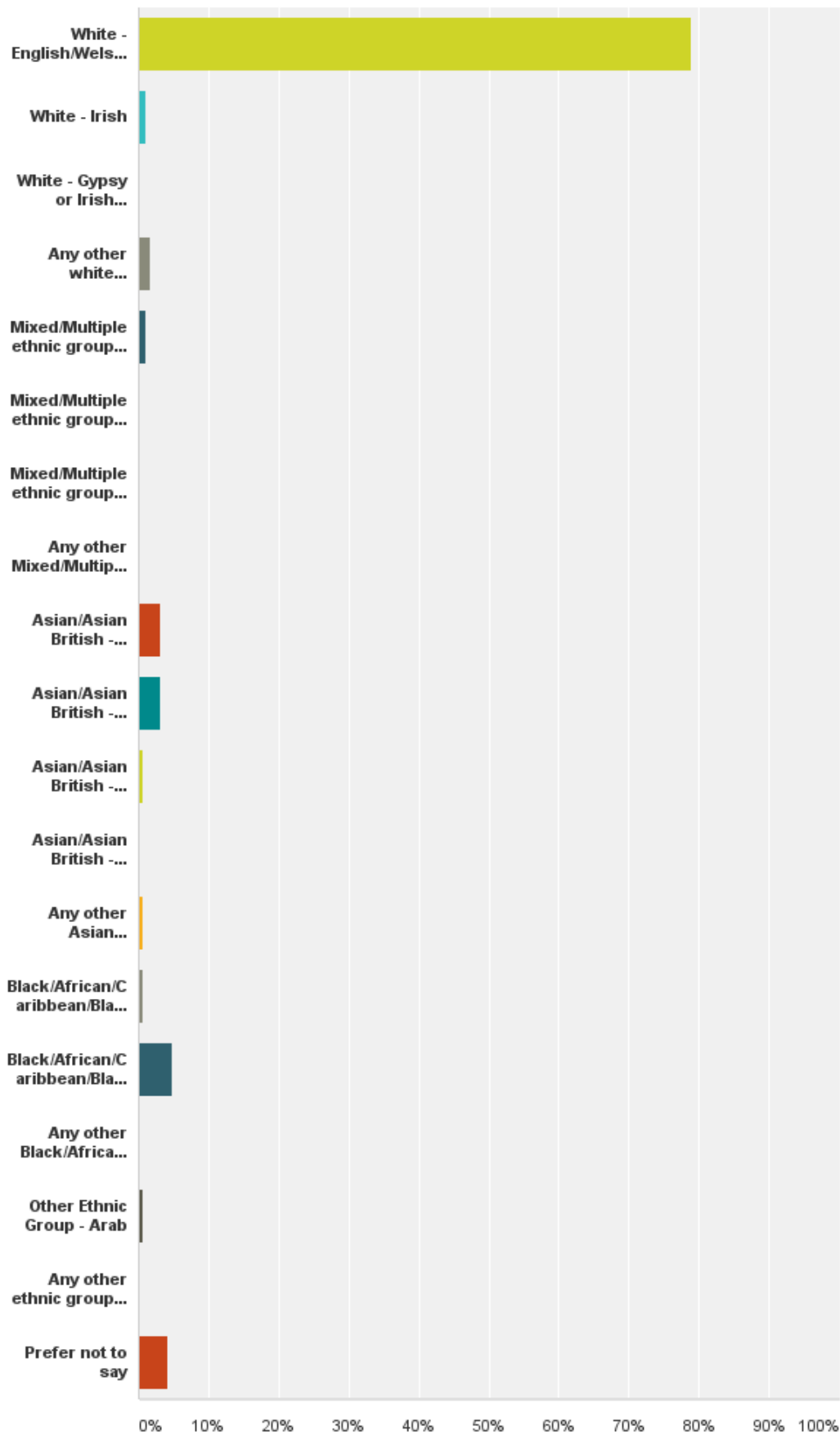
Q20 5.Religion: What is your religion or belief?

Answered: 188 Skipped: 17



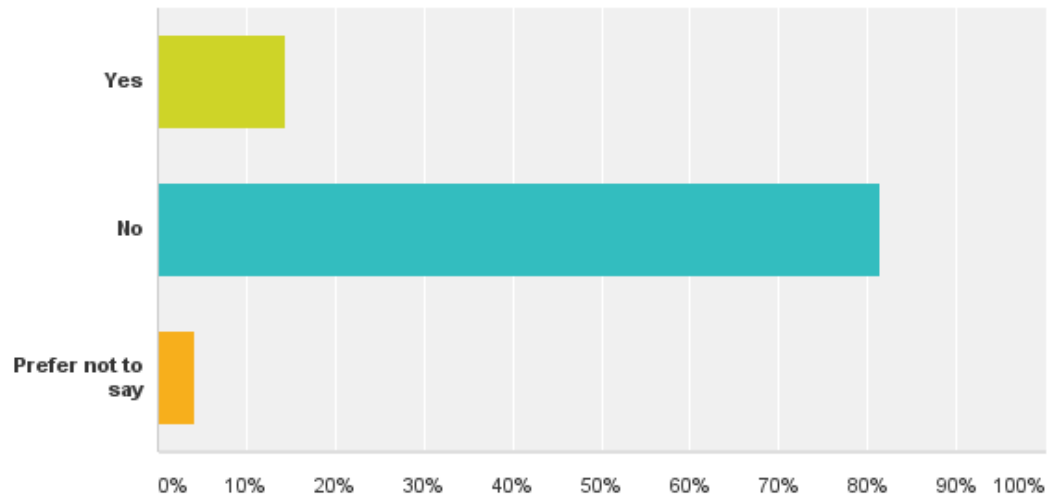
Q19 4.Ethnicity: What is your ethnic origin?

Answered: 189 Skipped: 16



Q21 6.Do you consider yourself to have a learning or physical difficulty or disability

Answered: 188 Skipped: 17



Appendix 3

GPs Survey II – Accessing Mental Health Services

Healthwatch Derby used the following GPs survey online, and also used hardcopies of this survey to understand patient feedback, particularly where patients may have a mental health condition, and require GP services

GP Survey II

Healthwatch Derby is the independent consumer champion, a Watchdog, for the people of Derby around Health and Social Care Services.

Healthwatch Derby is carrying out a survey to find out about your experiences of your GP (family doctor) in the city. The information you provide will help us to identify ways the NHS England can improve the service for you and others. Please take a few moments to answer the following questions, and post it to us at **FREEPOST RTEZ-UHGE-EUST, HEALTHWATCH Derby, The Council House, Corporation Street, Derby, DE1 2FS** by Friday 27 June to ensure your views are taken into account. If you have any queries please contact Jessica Davies on 01332 643987 or jessica.davies@healthwatchderby.co.uk.

Your answers will be kept completely confidential.

Name and location of surgery:

Thinking about your last visit to your GP surgery

14. How easy was it to get an appointment?

Very easy ☐ Fairly easy ☐ Not very easy ☐ Not at all easy ☐

15. Did the reception staff make you feel welcome and at ease?

Yes ☐ No ☐

16. If you visited your GP because of your mental health condition, did they have the expertise and knowledge to deal with your mental health condition?

Very helpful ☐ Fairly helpful ☐ Not very helpful ☐ Not at all helpful ☐

Please give examples

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

.....
.....
17. Did your GP refer you to an appropriate mental health practitioner or organisation for assessment or therapy?

Yes ☐ No ☐

18. Did they give you all the information you needed including local support groups/organisations?

Yes ☐ No ☐

Additional Comments

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

19. Were you able to ask questions?

Yes ☐ No ☐

20. Did they explain your treatment and/or medication and what happens next?

Yes ☐ No ☐

8. If you visited your GP for a non-mental health medical problem, did you feel you were listened to?

Yes ☐ No ☐

Additional Comments

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

Thinking about visiting your GP surgery in general

9 Have you ever had a concern about your GP surgery and made a complaint?

Yes ☐ No ☐

10. If so, were you happy with the way your GP surgery dealt with your complaint?

Yes ☐ No ☐

11. If you weren't happy with the way your GP surgery dealt with your complaint, why not?

Additional Comments

.....

.....

.....

12. Have you ever wanted to make a complaint about your GP surgery but haven't?

Yes ☐ No ☐

13. If you have wanted to make a complaint about your GP surgery but haven't, why not?

Additional Comments

.....

.....

.....

14. Have you got any particular issue or comment (good or bad) about your GP surgery that you would like to tell us about?

Additional Comments

.....

.....

.....

15. How likely are you to recommend this surgery to friends or family if they needed similar care or treatment?

Extremely likely ☐ Likely ☐ Neither likely nor unlikely ☐
Unlikely ☐ Extremely unlikely ☐ Don't know ☐

Equalities Monitoring Form

Thank you for taking the time to complete survey. To ensure we are meeting the needs of our diverse and vibrant community, we are asking you some further detailed questions to help us to shape Health and Social Care Services in the city. Please note, these categories are taken from the Equality and Human Rights Commission, Gender Identity Research and Education Society and the Office for National Statistics and will be reviewed every six months.

* Age	<input type="checkbox"/> Under 18 <input type="checkbox"/> 18-24 <input type="checkbox"/> 25-49 <input type="checkbox"/> Over 50 <input type="checkbox"/> I do not wish to disclose this
* Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> In another way (Please state) <input type="checkbox"/> I do not wish to disclose this
* GenderNonconformity	Does your gender identity match the sex you were registered with at birth? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I do not wish to disclose this

* I would describe my ethnic origin as:		
Asian or Asian British <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Chinese <input type="checkbox"/> Any other Asianbackground Black or Black British <input type="checkbox"/> African <input type="checkbox"/> Caribbean <input type="checkbox"/> Any other Blackbackground	Mixed <input type="checkbox"/> White & Asian <input type="checkbox"/> White & Black African <input type="checkbox"/> White & Black Caribbean <input type="checkbox"/> Any other mixedbackground White <input type="checkbox"/> British <input type="checkbox"/> Irish <input type="checkbox"/> Gypsy or Irish Traveller <input type="checkbox"/> Any other Whitebackground	Other Ethnic Group <input type="checkbox"/> Arab <input type="checkbox"/> Any other ethnic group <input type="checkbox"/> I do not wish to disclose this

* Please select the option which best describes your sexuality	
<input type="checkbox"/> Lesbian/Gay woman <input type="checkbox"/> Gay man <input type="checkbox"/> Bisexual	<input type="checkbox"/> Heterosexual/Straight <input type="checkbox"/> I do not wish to disclose this

* Please indicate your religion or belief		
<input type="checkbox"/> Christian <input type="checkbox"/> Buddhist <input type="checkbox"/> Jewish	<input type="checkbox"/> Hindi <input type="checkbox"/> Muslim <input type="checkbox"/> Sikh	<input type="checkbox"/> No Religion <input type="checkbox"/> Any other religion <input type="checkbox"/> I do not wish to disclose this

* Do you consider yourself to have a disability, long term illness or mental illness?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> I do not wish to disclose this
---	---	---

Thank You

Thank you for taking the time to complete this survey.

We will publish the findings on our website and in future editions of our newsletter.

If you currently do not receive our newsletter and would like to, please tick here ☐ and leave your contact details below:

Name:

Telephone Number:

Email Address:

or

Address:.....

.....

Alternatively email Rebecca Johnson on rebecca.johnson@healthwatchderby.co.uk or contact her on 01332 643987.

The findings of this survey will be shared with both local and national stakeholders to inform service development.

Data Protection Act 1998.

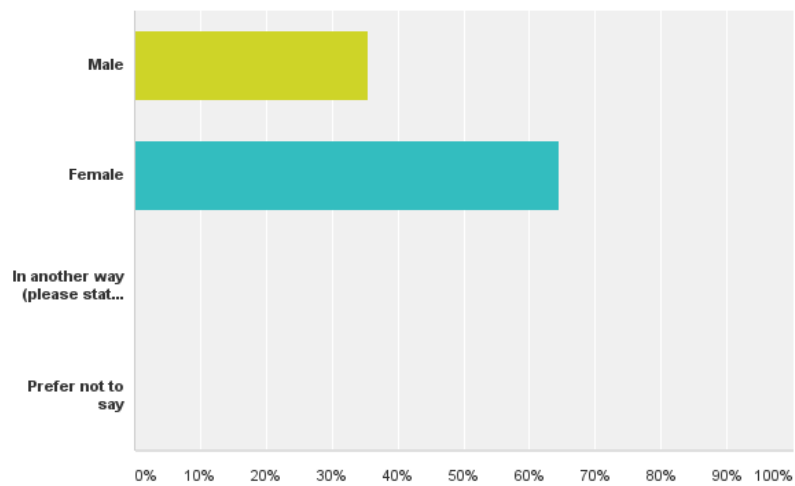
This information is collected, processed and stored to adhere with the UK Data Protection Act 1998. We will store all Healthwatch Derby information and will never, without your consent pass on any of your personal details to any other parties.

Appendix 4

GPs Survey II – Accessing Mental Health Services Demographic Data

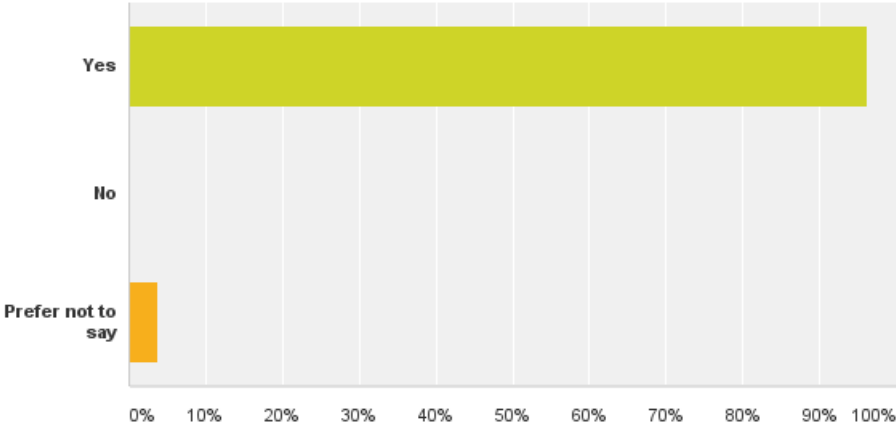
Q17 1.a. Gender identity: Which of the following describes how you think of yourself?

Answered: 31 Skipped: 9



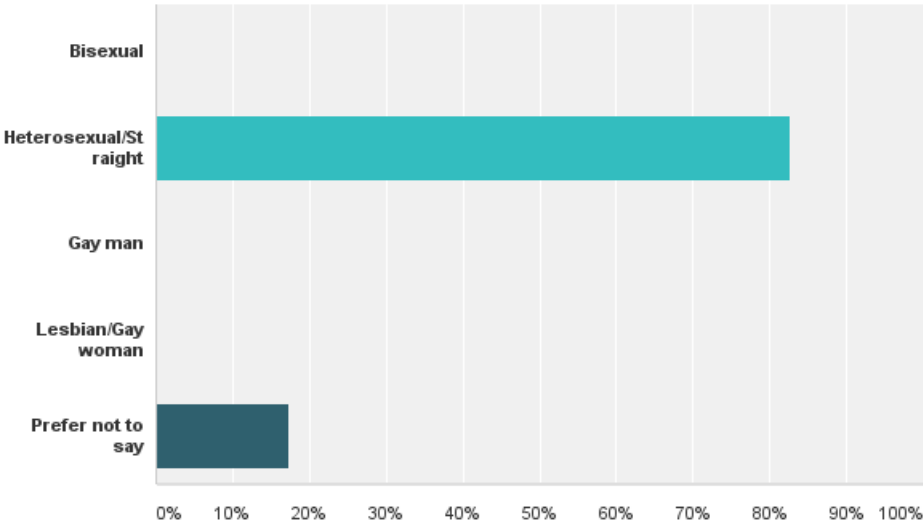
Q18 1.b. Gender nonconformity: Does your gender identity match the sex you were registered with at birth?

Answered: 26 Skipped: 14



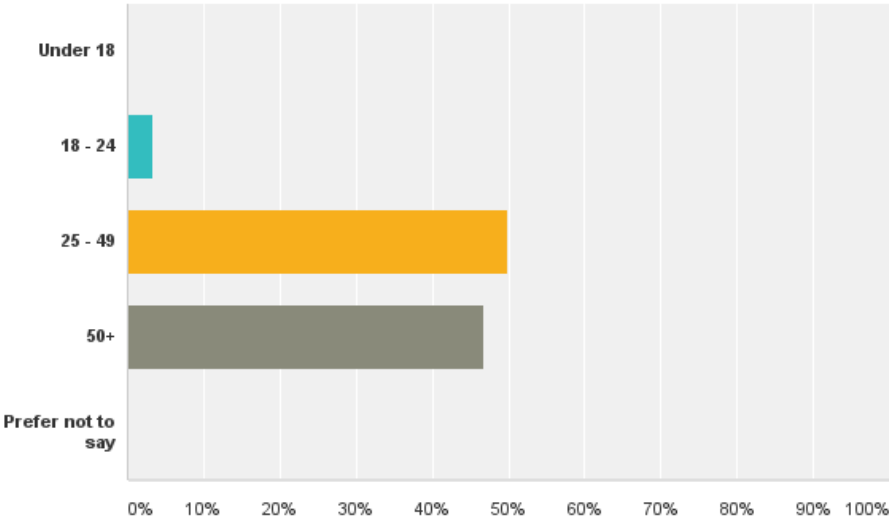
Q19 2. Sexual Orientation: What is your sexual orientation?

Answered: 29 Skipped: 11



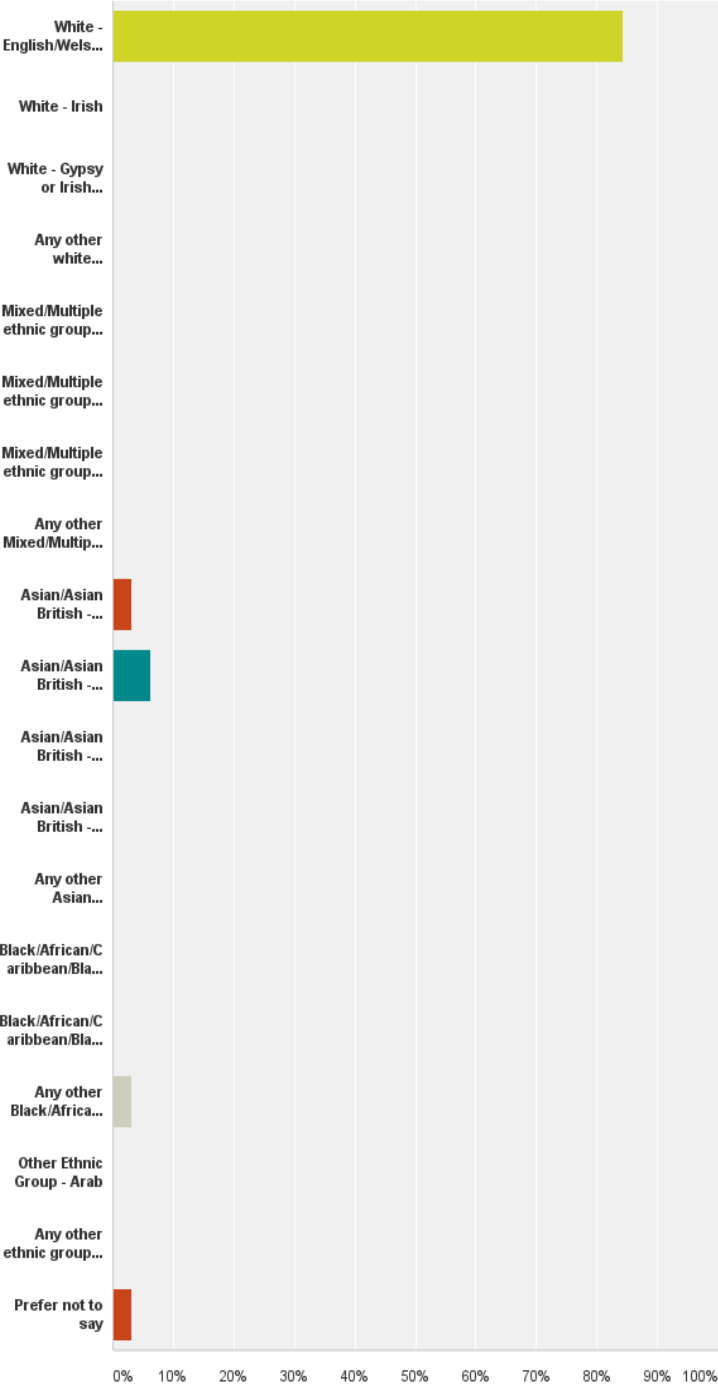
Q20 3.Age: What is your age range?

Answered: 30 Skipped: 10



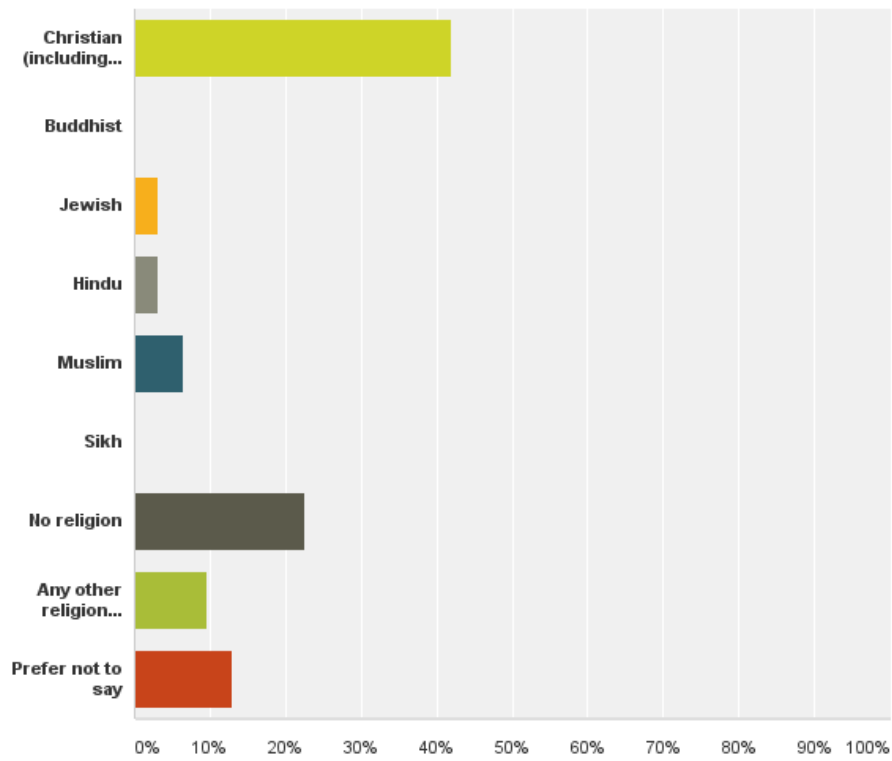
Q21 4.Ethnicity: What is your ethnic origin?

Answered: 32 Skipped: 8



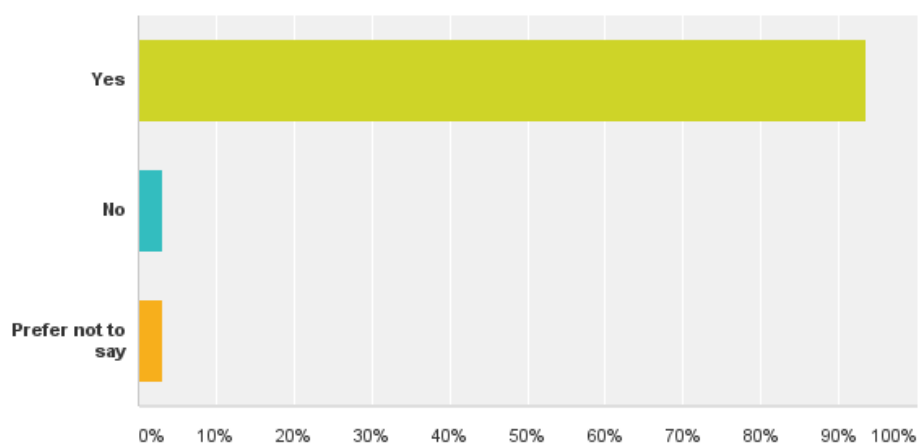
Q22 5.Religion: What is your religion or belief?

Answered: 31 Skipped: 9



Q23 6.Do you consider yourself to have a learning or physical difficulty or disability

Answered: 31 Skipped: 9



Appendix 5

List of GPs in Derby City

The NHS Choices website lists the following **41** GP surgeries in the city of Derby, and provides further information about registered patients, and recommendations etc. Please note this report does not include feedback from out of hours services, emergency or open access centres. This report seeks to focus on local GP services in the city. All data in the following table has been taken from the NHS Choices website during the research phase of the report, Healthwatch Derby is not responsible for the accuracy of the data published by the NHS Choices website. For up to date NHS Choices information please visit www.nhs.uk

Name	Registered patients	Would recommend the surgery
Wilson Street Surgery	14273 patients	88.8% - Among the best
Macklin Street Surgery	10877 patients	72.0% - In the middle range
5 Burton Road GP	13253 patients	75.0% - In the middle range
3 Burton Road GP	8084 patients	93.0% - Among the best
Friar Gate Surgery	5071 patients	75.9% - In the middle range
Derwent Medical Centre	3797 patients	82.7% - In the middle range
The Vernon Street Medical Centre	9927 patients	87.2% - Among the best
Vernon Street Surgery	11272 patients	90.1% - Among the best
The Osmaston Surgery	15627 patients	79.4% - In the middle range
Derwent Valley Medical Practice (Main Site)	11259 patients	64.7% - Among the worst
I Hastings Street GP	6074 patients	60.2% - Among the worst
Brook Medical Centre	3895 patients	81.9% - In the middle range
Peartree Medical Centre	4229 patients	62.8% - Among the worst
63-65 Clarence Rd GP	3820 patients	69.9% - Among the worst
6 Mayfield Rd GP	12606 patients	92.0% - Among the best
Lister House Surgery	21522 patients	76.9% - In the middle range
Park Medical Practice University of Derby	24707 patients	92.6% - Among the best
The Lanes Medical Centre	9927 patients	87.2% - Among the best
Park Medical Practice Chaddesden	24707 patients	92.6% - Among the best
Village Surgery	10777 patients	73.3% - In the middle range
Park Farm Drive GP	10877 patients	72.0% - In the middle range
Park Farm Medical Centre	11272 patients	90.1% - Among the best
Taddington Rd Surgery	14273 patients	88.8% - Among the best
The Haven Medical Centre	11001 patients	61.0% - Among the worst
31 Humbleton Drive GP	8084 patients	93.0% - Among the best
5 Tufnell Gardens GP	13253 patients	75.0% - In the middle range
Oakwood Medical Centre	21522 patients	76.9% - In the middle range
Meadowfields Practice - Allenton	10344 patients	76.4% - In the middle range
1217 London Rd GP	6792 patients	61.6% - Among the worst
Oakwood Surgery	3904 patients	88.9% - Among the best
Park Lane Surgery	5959 patients	98.2% - Among the best
Alvaston Medical Centre	10520 patients	77.2% - In the middle range

Mickleover Surgery	5473 patients	88.2% - Among the best
Chapel St Medical Centre	12606 patients	92.0% - Among the best
Derwent Valley Medical Practice (Branch Site)	11259 patients	64.7% - Among the worst
Haven Medical Centre	11001 patients	61.0% - Among the worst
Hollybrook Medical Centre - Hollybrook	16778 patients	86.9% - In the middle range
Hollybrook Medical Centre - Sinfen	16778 patients	86.9% - In the middle range
Vicarage Rd GP	12063 patients	89.8% - Among the best
Meadowfields Practice - Chellaston	10344 patients	76.4% - In the middle range
Chellaston Medical Centre	14631 patients	82.0% - In the middle range

Healthwatch Derby has received data for all of the above GP surgeries through its one to one feedback collection, as well as surveys. The majority of GP surgeries are actually named as part of the feedback, with a few where patients have requested not to submit names on official record.



Appendix 6

Full Illustration of GP Feedback Data – Healthwatch Derby Outreach

Each category and sub category have at least one illustrated example highlighting what we have heard.

Details of GP feedback		
Category	Explanation and sub category where numerous feedback received	Examples
Appointments (353 items)	<p>Access to GP services has been highlighted as the single largest area of feedback.</p> <p>If we subdivide this category further we can see that 259 out of 353 items relate to the problems encountered with the 8am ringing in for GP appointments.</p>	<p>"I call at 8:00am, the lines are constantly engaged. I was unable to get an appointment when I was ill and ended up going to A&E"</p> <p>To get a GP appt you have to start ringing from 8am in the morning to get through, many mental health patients just cannot get up that early in the morning, the medication makes them drowsy and they tend to sleep later into the day, so they have little chance of getting an appt when they need it.</p> <p>"It is assumed that everyone has a landline or mobile contract phone and so you can sit for ages trying to get through to the doctor. I have a pay as you go mobile and sometimes your credit runs out because it takes so long holding and waiting to get through to make a GP appt"</p>
Appointments (continued)	<p>Other appointment sub categories:</p> <p>Booking system positive 56</p>	<p>"Its easy to book an advance appointment at my GP you can also do it online but difficult to get an appt on that day" (Booking System)</p>

	Choices	1	"Again if I have an office job 9 to 5 and finish in the evening it can be difficult to get to the surgery on time. Suggestion, there should be evening surgeries in the city centre with a group of GPs available for people who work and travel back from work" (Choices)
	Emergency care	9	"I am happy with the service at my doctors, I can get an emergency appointment on the same day" (Emergency care)
	Waiting time	8	"One thing I don't like is if patients are late for their appointment by 10 mins then they are not seen and have to book another one. When it's the other way round then the patients have to wait until they are seen and be waiting for long periods of time" (Waiting time)
	Generic	1	"The appointment system is not too bad. It can't be perfect as they can only see so many patients in a day" (Generic)
	Positive	17	"I am happy with my GP, no problems getting an appointment" (Positive)
	Text messaging	1	"No one bothers to telephone the patient to remind them about appointments. There is a text messaging service at Royal Derby Hospital. Cannot this be used to remind people to attend GP surgeries?" (Text messaging)
	translation	1	Comment summarised for data protection – Patient has language problems accessing GP (Translations)

Consultations (149)	<p>Patient experiences about what it was like at the consultation with a registered GP. In this category we received 52 diagnosis related comments where patients were in disagreement with the diagnosis and treatment on offer. We have only used one example for this category as each feedback is similar with a patient questioning the diagnosis.</p>	<p>"I have been taking pain killers for an un-diagnosed pain, I am now pregnant and the pain persists, my GP has told me to continue taking these pain killers, but thankfully, I have done my homework and I know they should not be taken during pregnancy"</p>																						
Consultations (contd)	<p>Other issues highlighted within consultations include:</p> <table><tr><td>Referrals</td><td>1</td></tr><tr><td>Negative Staff Attitude</td><td>16</td></tr><tr><td>Choices</td><td>1</td></tr><tr><td>Confidentiality</td><td>1</td></tr><tr><td>Poor consultation time</td><td>11</td></tr><tr><td>Poor continuity of treatment</td><td>41</td></tr><tr><td>Emergency care</td><td>1</td></tr><tr><td>Generic</td><td>2</td></tr><tr><td>One appt one diagnosis</td><td>17</td></tr><tr><td>Positive Initiatives</td><td>1</td></tr><tr><td>Support services</td><td>5</td></tr></table>	Referrals	1	Negative Staff Attitude	16	Choices	1	Confidentiality	1	Poor consultation time	11	Poor continuity of treatment	41	Emergency care	1	Generic	2	One appt one diagnosis	17	Positive Initiatives	1	Support services	5	<p>"I went to my GP asking for help and support as I have learning difficulties. I was told that my condition is not severe enough to make a referral and felt that a door was shut in my face" (Referrals)</p> <p>"Dr (name retracted) used to be my GP, but he has retired now, he never used to listen to anything I had to say" (Negative staff attitude)</p> <p>Comment summarised for data protection – Patient mentions previous GPs have retired and this has left patient with a GP who has a strong accent which they struggle to understand. (Choices)</p> <p>"Its' unfair that I'm unable to speak properly with my doctor without fear of my parents being told. Because I'm 15 they have to give permission but they don't know I'm gay"</p>
Referrals	1																							
Negative Staff Attitude	16																							
Choices	1																							
Confidentiality	1																							
Poor consultation time	11																							
Poor continuity of treatment	41																							
Emergency care	1																							
Generic	2																							
One appt one diagnosis	17																							
Positive Initiatives	1																							
Support services	5																							

		<p>(Confidentiality)</p> <p>"I do feel the new GPs in the practice want you in and out of your appointment quite quickly" (Poor consultation time)</p> <p>"I see a different GP each time I go to the surgery, I wish I could just see one doctor who would know me and know my medical history" (Poor continuity of treatment)</p> <p>"If all the Doctors and Nurses are busy in an emergency then you are asked to contact the 111 service" (Emergency care)</p> <p>Comment summarised for data protection – Patient spoke to us about their condition and what the outcome of the consultation was in terms of treatment. (Generic)</p> <p>"When you do get to see the GP you can only discuss 1 health issue per visit this is ridiculous This will in turn save NHS money but how can that happen if people cannot even get a GP appointment" (One appointment one diagnosis)</p> <p>"My doctor is very good and gives me enough time to talk through options" (Positive Initiatives)</p> <p>"Communication within the health service is so important, there are voluntary services out there that can help patients in different ways, but most GPs don't seem to be aware of what is out there and therefore not referring people to services" (Support</p>
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		services)																																																
Facilities (71)	<p>This category relates to the different facilities that a service user can or cannot access at their local GP. The highest number of facility related feedback is about home visits (9). A breakdown into sub categories:</p> <table><tr><td>Car park</td><td>3</td></tr><tr><td>Children related</td><td>1</td></tr><tr><td>Counselling</td><td>1</td></tr><tr><td>Dental services</td><td>2</td></tr><tr><td>Diabetic clinic</td><td>1</td></tr><tr><td>Emergency care</td><td>1</td></tr><tr><td>Flu jab</td><td>7</td></tr><tr><td>Generic</td><td>8</td></tr><tr><td>Home visit</td><td>9</td></tr><tr><td>MOT</td><td>1</td></tr><tr><td>Online appts</td><td>2</td></tr><tr><td>Opening hours</td><td>6</td></tr><tr><td>Podiatry</td><td>1</td></tr><tr><td>PPG</td><td>1</td></tr><tr><td>Prescriptions</td><td>8</td></tr><tr><td>Reception</td><td>1</td></tr><tr><td>Registrations</td><td>1</td></tr><tr><td>Screening</td><td>1</td></tr><tr><td>Smear test</td><td>1</td></tr><tr><td>Support services</td><td>1</td></tr><tr><td>Text messaging</td><td>1</td></tr><tr><td>Translation</td><td>7</td></tr><tr><td>Triage</td><td>5</td></tr><tr><td>Well woman</td><td>1</td></tr></table>	Car park	3	Children related	1	Counselling	1	Dental services	2	Diabetic clinic	1	Emergency care	1	Flu jab	7	Generic	8	Home visit	9	MOT	1	Online appts	2	Opening hours	6	Podiatry	1	PPG	1	Prescriptions	8	Reception	1	Registrations	1	Screening	1	Smear test	1	Support services	1	Text messaging	1	Translation	7	Triage	5	Well woman	1	<p>"The car park is too small and I end up parking in a side street nearby. I am 80 and it would take two buses if I came to the surgery on the bus and at my age this is too much" (Car park)</p> <p>Comment summarised for data protection – Patient has advised us that staff in her surgery do not have appropriate facilities to administer injections to children. (Children)</p> <p>"I was not happy that I was not offered counselling by my GP and only had the option of taking medication" (Counselling)</p> <p>"Having both the dentist and doctor in the same building is great and better for local community services" (Dental services)</p> <p>"The Diabetic clinic is very good" (Diabetic clinic)</p> <p>"If you have an emergency they allow you to come and wait at the surgery for a time slot" (Emergency care)</p> <p>"They were very good with my flu jab" (Flu jab)</p> <p>"There are too many patients and not enough Doctors" (Generic)</p> <p>"I have a good doctor, they will visit you at home if you need it" (Home visit)</p>
Car park	3																																																	
Children related	1																																																	
Counselling	1																																																	
Dental services	2																																																	
Diabetic clinic	1																																																	
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Text messaging	1																																																	
Translation	7																																																	
Triage	5																																																	
Well woman	1																																																	

		<p>"In 2002 I had what I would call an "MOT" a full body check, they found a few things and got them sorted, the nurses did a marvellous job" (MOT)</p> <p>"I like the fact that you can book your appointments on line" (Online appointments)</p> <p>"It was better when we could get a Doctor at night, as now you have to go to the walk in centre" (Opening hours)</p> <p>"I have an ingrown toenail but (surgery name redacted) say that I will have to pay privately to have it removed" (Podiatry)</p> <p>"I attend (surgery name redacted) there is no PPG" (PPG)</p> <p>"I take quite a lot of medication and get them all the time on repeat prescriptions. Recently they changed the system to electronic repeat prescriptions and it all got messed up, so currently some are automatically electronic and some you have to manually drop in your repeat prescription" (Prescriptions)</p> <p>"My GP surgery has a computerised system which I use so I don't need to talk to the receptionist" (Reception)</p> <p>Comment summarised for data protection – Patient with complex health issues had to go into a nursing home, upon returning home their surgery refused to take them back as</p>
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		<p>not in catchment area, although they were previously registered there. (Registrations)</p> <p>Surgery names redacted offer general screening and memory checks for dementia. This is good and people should take advantage if they are made aware of the services. (Screening tests)</p> <p>"I believe smear tests should be done at 20 not 25, this could be preventative, treatment to pick up early diagnosis of illness" (Smear test)</p> <p>"I cannot see the point in going to the GP, they don't seem to know much and they google information just like I would do" (Support services)</p> <p>"The appointment system is very much improved. You get text message reminders for appointments and get a GP appointment quite easily" (Text messaging)</p> <p>"I am encouraged to bring an English speaking friend with me to my appointments to help with interpreting, but it is not always possible when your friends are working" (Translation)</p> <p>"As a carer I called up for my husband and I was able to speak to a Nurse who was qualified and part of the triage service" (Triage)</p> <p>"Most GPs used to have their own clinic eg Well Women but you do not hear about</p>
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		these clinics any more. it is a shame as I do think women for example feel more comfortable about going to a Well Woman clinic" (Well woman)
Generic (128)	These are general observations not specific to an individual patient experience, but a useful means of guaging general feedback about an essential service. A breakdown of generic feedback reveals generic experience related feedback (59) is the largest sub category:	"I do not want to listen to the music on the end of the phone. I usually go to the surgery to get an appointment. If no appointments left I am told to come the next day and I do" (Booking System)
		"I would like my surgery to be open on the weekends" (Choices)
		"The NHS should be inputting more into training people here" (Funding)
		Details withheld at service user's request. Healthwatch Derby provided details about complaints and Ombudsman. (Complaints)
		"When I was pregnant I saw too many different doctors, it would be better to just see one doctor throughout the pregnancy"(Continuity of Treatment)
		"These days its for easier to self diagnose your own medical condition and then go to the GP to confirm it" (Generic experience related)
		"Health tourism needs to be tackled in this country" (Generic experience related)
		"Doctors should increase surgery hours and should be available during the evenings" (Opening Hours)
	Booking system	1
	Choices	2
	complaints	1
	Continuity of treatment	3
	counselling	1
	Diagnosis related	2
	funding	7
Generic experience related	59	
Opening hours	2	
Registrations	4	
Staff attitude	6	
Staffing	38	
Waiting time	1	
Walk in Centre	1	

		<p>2In (Derby ward name withheld) they are building new houses and therefore need a larger clinic” (Registrations)</p> <p>"The district nurse's at (name retracted) was good but the management and doctors were funny with me" (Staff Attitude)</p> <p>"The shortage of staff is impacting the level of care patients are receiving" (Staffing)</p> <p>“I don’t very often go to the GP, only when absolutely necessary, a lot of people complain about the waiting time for an appt, but if I am going for just a routine complaint, I don’t mind waiting for a couple of weeks to be seen” (Waiting Time)</p> <p>"I no longer bother with GPs I just use the walk in centres you can get an appt when you want one treatment/diagnosis slow at GP. Treatment moves more quickly at the walk in centre" (Walk in Centre)</p>
Lack of Information (21)	Feedback which indicated gaps in communication and lack of adequate information given by the GP	<p>"I have (condition retracted) I have spoken to 2/3 doctors and was told its nothing to worry about, it will go away. No explanation given as to how this has happened or what caused it. 2 years on it is still there"</p> <p>A few weeks ago I had a blood test at (name retracted) and was told that the doctor would call me with the results. The doctor did call but whilst I was unavailable. I've not heard anything since that phone call and every time I call the surgery I'm promised</p>

		that a doctor will call me back. I'm assuming by now that its nothing to worry about or they would have made the effort but its frustrating to not have that final all clear"
Positive Care Received (234)	<p>This category contains the majority of positive feedback received. A breakdown shows us two main sub categories. 47 comments are about positive initiatives that the GP has shown, and the remaining 187 are generic positive comments about GP related patient experiences.</p> <p>In the next column we have illustrated three examples – the first two are positive initiatives and the third example is a generic positive.</p>	<p>"The Doctor checked me and I was diagnosed as having a stroke. The Doctor booked me a taxi which straight away took me to the Royal Derby Hospital"</p> <p>"The service at (name retracted) surgery has been exceptional. Level of One to one service both from the doctors/nurses and receptionist was excellent. Helped to build self-confidence and were very accommodating throughout all my difficulties and issues. Allocated a doctor who provided a one to one service, rather than seeing a different doctor each time. Liked the surgery as they did a lot of reviews. Brilliant service all round. Doctors (names retracted) helped me on the road to recovery and picked me up and put me back on the path of my life. They really do care"</p> <p>"I have been with this surgery for 35 years now and have had no problems"</p>
Reception (44)	Feedback about patient experiences at GP surgery reception.	<p>"The receptionists are really rude and I have argued with them fore but not complained. It is not worth it"</p> <p>Comment summarised for data protection - A patient accessed his GP surgery after a long while, therefore was not aware of the new self check system which had been set up. The patient had an unpleasant experience as he felt the receptionist spoke</p>

		<p>quite angrily towards him for not knowing. The patient felt he could not mention it to his GP.</p> <p>“The Receptionists are friendly at the surgery”</p>										
Miscellaneous (25)	<p>For ease of reporting some categories which have received small numbers of feedback have been put together as miscellaneous feedback, they are:</p> <table><tr><td>Registrations</td><td>1</td></tr><tr><td>Staff Attitude</td><td>11</td></tr><tr><td>Staffing</td><td>2</td></tr><tr><td>Waiting time</td><td>7</td></tr><tr><td>Complaints</td><td>4</td></tr></table>	Registrations	1	Staff Attitude	11	Staffing	2	Waiting time	7	Complaints	4	<p>“There is also another surgery in Mickleover and it is not taking any more patients as it is full” (Registrations)</p> <p>Comment summarised for data protection - A lady suffering from mental health problems was spoken to rudely by her GP. (Staff Attitude)</p> <p>Patient details withheld, comment about shortage of staffing leading to poor service in surgery. (Staffing)</p> <p>"I takes 3 days to get a repeat prescription and I have to go to the surgery again" (Waiting Time)</p> <p>"GP Practises generally have no clear pathway to make complaints and everyone needs to know how to raise a concern and a complaint. They are two different procedures" (Complaints)</p>
Registrations	1											
Staff Attitude	11											
Staffing	2											
Waiting time	7											
Complaints	4											

Contact Us!



If you would like to share your experience accessing health and social care services in Derby, we would like to hear from you, contact us via:

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SUDA 13 any enquiries please contact Healthwatch Derby Quality Assurance & Compliance Officer Samragi Madden on any of the contacts above.