



GP Enhanced Access Report

Enhanced Access Healthwatch Wirral

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Healthwatch Wirral
2024

Table of Contents

Executive Summary	1
BACKGROUND	2
Overall Project Objectives	3
METHOD	4
OBSERVATIONS & FINDINGS	4
Meetings with PCN Leads	4
Reception Calls	9
Public Survey	16
Enter & View Visits	37
KEY RECOMMENDATIONS FOR 2024/25	40
CONCLUSION.....	41
APPENDIX I.....	43
APPENDIX II	58

Executive Summary

The primary aim of this evaluation is to seek assurance that patients benefit from plans made by Primary Care Networks to offer Enhanced Access appointments and through a variety of appointment types. Objectives include observing how the Enhanced Access offer can impact on our local wider health and care system and how primary care is addressing health inequalities.

The purpose of this report is to provide the findings of Healthwatch Wirral’s (HWW) evaluation of the Plans designed by Primary Care Networks to fulfil their Direct Enhanced Service (DES) for the provision of GP Enhanced Access through Service Delivery Sites. The Plans should include: -

- Equality Impact Assessments (to address inequalities).
- Evidence of Social Value (to demonstrate impact on the wider health & care system on Wirral).
- A sound Communication Plan (to ensure patients and Practice staff understand the GP Enhanced Access offer and the benefits to the patients and the Practice).

Healthwatch Wirral (HWW) ensured that the team carrying out the evaluation had a robust understanding of the Direct Enhanced Service for GP Enhanced Access, the requirements of the GP Contract and the Primary Care Access Recovery Plans.

Our goal in this report is to provide an overview of the situation during the data collection period, highlighting key findings and trends that have emerged from our engagement with healthcare professionals, front-line staff and the community. These insights reflect the groundwork laid through PCN meetings, the collection of public

feedback via the public survey, and through conversations with reception staff who play a crucial role in managing patient access to healthcare services.

Vital information, such as the types of appointments available and when they could be accessed, did not appear to be clearly articulated in the plans. Furthermore, initial patient engagement efforts within the community revealed discrepancies between some PCN plan submissions and the realities on the ground.

The plans, as they stood, appeared to lack measurable objectives making the evaluation challenging. Social value, while partially included in just one of the plans, appeared misunderstood and therefore lacked demonstration of how the PCNs would protect vulnerable people, address inequalities or how the plans benefited the wider health and care system.

Telephone, monitoring systems, the Enhanced Access offer and the knowledge and confidence of patients and staff appears inconsistent; and communication plans and Equality Impact Assessments needed more evidence.

As part of the GP Contract, a critical aspect contributing to the success of these plans was ensuring that staff were trained to become Care Navigators, capable of making every patient interaction count, whether during regular Access or the Enhanced Access appointments.

It is important to acknowledge that the data presented in this report was collected exclusively during the year 2023. Organisational changes may have occurred in the latter stages of the data collection period. It is planned that HWW will continue the evaluation throughout 2024, using the same model, which will improve the communication of the GP Enhanced Access offer as well as being a 'critical friend' to the PCNs.

The lower contribution to the data of those from the nine protected characteristics, as well as Carers, may mean that in some areas more robust Communication Plans and Equality Impact Assessments may be needed.

There appears little evidence on how the wider health and care system is being impacted by the GP Enhanced Access offer and, therefore, it is planned that the evaluation will continue through 2024/25.

End of Summary.

BACKGROUND

Healthwatch Wirral evaluated Wirral's Primary Care Network (PCN) Plans for providing GP Enhanced Access, which was an NHSE Directed Enhanced Service (DES). If the PCNs chose to 'opt in' to the DES then the plans should have become operational by 1st October 2022. The plans needed approval by Cheshire & Merseyside Integrated Commissioning Board (ICB) – Wirral Place.

The central focus of HWW's evaluation was to ensure that patient engagement remained a cornerstone of these plans, emphasising co-production, engagement strategies and the benefit, impact and outcomes for both patients and staff who would be delivering this enhanced service.

Early in the process, it became evident that effective communication to patients, staff, and other stakeholders in the healthcare system, would be a critical driver for the success of the PCN's plans. Vital information, such

as the types of appointments available and when they could be accessed provided an opportunity to ensure patients knew about the offer of Enhanced Access appointments and was crucial to successful PCN plans.

Initial patient engagement efforts within the community revealed discrepancies between some PCN plan submissions and the realities on the ground.

The plans, as they stood, appeared to lack measurable objectives, making future evaluations challenging. Social Value, while partially included in one of the plans, was also a point of concern. There was a need for tangible evidence demonstrating how these plans were integrated within the CORE20PLUS5 approach and would protect vulnerable individuals and reduce local health inequalities.

A critical aspect contributing to the success of these plans was ensuring that staff were trained to become Care Navigators, capable of making every patient interaction count, whether during Regular Access or the Enhanced Access.

In the following sections, we will present a detailed analysis of the PCN plans, their findings, and the corresponding recommendations for improving the GP Enhanced Access DES in Wirral.

Overall Project Objectives

1. To evaluate/engage/review/feedback on what Primary Care is providing in relation to Enhanced Access.
2. Utilise our Statutory Duties, activities and powers of Enter and View (E&V) to visit formal healthcare settings such as wards, discharge lounges, Enhanced Access Delivery Sites, as well as GP Practices and Care Homes.
3. Conduct calls throughout the 12-month period and record observations and findings.
4. Review the knowledge of GP Practice staff and how they communicate with patients especially in relation to Enhanced Access communication plans.
5. Assess the impact of the implementation of Primary Care Network Communications Plans for Enhanced Access to their registered population.
6. Develop a questionnaire to promote and share using a variety of methods including social media; E-bulletins; HWW's Online Feedback Centre; HWW's BRIDGE Forum and via planned and unplanned outreach and engagement activities.
7. Gather and collate patient insight and experiences within GP Practices.

METHOD

For this evaluation, we engaged with three specific target groups: Primary Care Network Leads, GP Practice staff, and Wirral residents. Our approach involved developing a qualitative questionnaire, subsequently transformed into an online survey. Additionally, we designed specific questionnaires for meetings with PCN Leads and structured sets of questions for telephone interviews with the GP Practice staff responsible for answering calls from patients.

To gain firsthand insights, we conducted Enter & View visits to Service Delivery Sites allowing us to assess their facilities and engage with both patients and staff. A series of phone calls were also made to all GP Practices participating in the GP Enhanced Access services. These calls were directed at receptionists, with the aim of understanding their knowledge of Enhanced Access, and how they communicated the options and benefits of Enhanced Access to patients.

OBSERVATIONS & FINDINGS

In this section, we present the information gathered from various sources, including interviews conducted during PCN meetings, insights derived from the public survey, and the results of our interactions with reception staff at GP Practices via phone calls.

Below, we share the specifics of our observations and findings and share both positive developments and areas where improvements are necessary. These insights are in alignment with the project's objectives and represent the community's voices and experiences. The culmination of our research will guide the recommendations, aimed at supporting and enhancing the delivery of the GP Enhanced Access Service in Wirral.

As we continue our efforts to provide a comprehensive evaluation, we invite stakeholders, healthcare providers, and policymakers to consider the findings presented in this as part of an ongoing dialogue to improve healthcare access and service quality in Wirral.

Meetings with PCN Leads

The meetings with PCNs and Service Development Units (SDU) served as a pivotal exploration of GP EA implementation plans within each PCN and SDU. These were conducted by a Healthwatch Wirral staff member and involved structured questions, with comprehensive details available in Appendix I, Table 1. In the interest of brevity, this report highlights key themes derived from each PCN meeting.

Key Themes Emerging from PCNs Meetings, by PCN:

Wallasey Wellbeing SDU (part of Wallasey PCN)

- **IT Challenges:** IT issues with the Apex system impacted appointment booking for EA services.
- **Integrated Services:** The SDU integrated EA with core Access, providing a wide range of services, including home visits, GP/nurse appointments and specialist healthcare professionals.
- **Accessibility and Inclusion:** The SDU is committed to improving accessibility and reducing inequalities through various measures, including tailored services for neurodiversity and the provision of translation services.
- **Enhanced Discharge Support:** The SDU focuses on enhancing hospital discharge processes, conducting daily record reviews and offering follow-up services for at-risk patients.
- **Communication:** While lacking a network-level Communication Plan, the SDU disseminates information at the GP Practice level over the telephone and on their website.

Healthier West Wirral PCN

- **EA Schedule:** EA appointments are available on alternate Saturdays across each Practice, early mornings and evenings, offering pre-bookable slots using the EMIS system, with an appointment utilisation rate of 90%.
- **Integrated Service Management:** Each Practice independently manages their appointment slots using a triage system, incorporating a mix of GP and Nurse Practitioner appointments during the week and over weekends, ensuring 19 to 21 hours of GP access.
- **Use of Health Professionals:** The PCN effectively utilises the services of various health professionals, including social prescribers and health workers, to enhance the scope of the EA service. Additionally, they provide seven acute appointments per day and home services administered by paramedics that has improved GP capacity within the Practices.
- **Patient Engagement and Communication:** The PCN has regular patient engagement, actively attending Patient Participation Group (PPG) meetings and conducting weekly training sessions with GP Practice call handlers. The PCN has developed guides and action plans for each Practice, and they have a communication plan in place to improve patient communication. No communication plan was evidenced at time of meeting.

- **Changes and Patient Satisfaction:** Recent changes to the EA delivery have included the offer of appointments on Saturdays in six Practices. Changes in the EA have been well received by patients with no complaints recorded, indicating a satisfactory level of service provision and accessibility.
- **Equity and Accessibility:** The PCN has well-connected transport links to all GP Practice sites, ample free parking and disability-friendly access. PCN Lead mentioned that an Equality Impact Assessment (EIA) has been conducted for EA. No EIA was evidenced at the time of the meeting.

Brighter Birkenhead SDU (part of Birkenhead PCN)

- **Integrated EA Access:** EA appointments integrated within core standard Access, covering 2-8 p.m. on weekdays with GPs and Saturdays 9-5 pm with a clinical pharmacist, totalling 79 hours per week. The workforce comprises three salaried GPs, three regular locums, nurse practitioners, healthcare workers, and a health coach.
- **Community Engagement and Social Value:** A Community Health Fair was held, which included Third Sector organisations and NHS staff offering screening, such as BPs and BMI, demonstrating that Social Value is on the radar for this SDU. However, more understanding is required to demonstrate how the SDU is meeting the principle of Social Value.
- **IT Challenges:** IT system issues reported for EA appointment management.
- **Patient Satisfaction and Complaints:** No complaints were recorded and some positive patient feedback was received.
- **Efforts to Reduce Inequalities and Improve Accessibility:** Language Line services are provided, and appointments are accessible with a hearing loop.
- **A&E Attendance Review and Equality Impact Assessment:** Ongoing review of inappropriate A&E attendance. The SDU said they had completed an equality impact assessment although no evidence was provided.

Moreton and Meols PCN

- **Integrated EA Access:** EA integrated within core access hours, operating Monday to Friday evenings and all-day Saturdays across four sites, with one GP and one Nurse Practitioner, with locums employed as needed. Acute home visiting services are also provided. A total of 33.5 EA hours per week is provided.
- **IT Challenges:** Reported challenges with the IT system for EA appointment management could lead to issues with EA appointments and NHS 111 unused slots utilisation and monitoring, as IT systems are not compatible.
- **Service Utilisation:** Increased demand for spirometry and women's health and wellbeing services during evenings and on Saturdays.
- **Communication and Training:** Communications are disseminated during engagement events and training for staff, with handbooks and guides for EA being made available, but no specific communication plan in place for patients.
- **Patient Accessibility and Inequalities:** No defined strategy is mentioned for improving accessibility and reducing health inequalities. Equality Impact Assessment has not been undertaken. All Practices are within a two-mile radius, enhancing accessibility.

Healthier South Wirral PCN

- **Integrated EA Services:** PCN provides alternating GP EA services between Practices, offering appointments from 6:30 pm to 8 pm on weekdays and from 8:30 am to 5 pm on Saturdays, with a rotational team of 15 GPs, healthcare assistants, nurses, paramedics, and social prescribers, providing both face-to-face and phone consultations.
- **Social Value:** Some Social Value evidenced through the organisation of a Health Fair at the Opening Event of a garden area for ex-service people, reflecting the PCN's commitment to community well-being.
- **Appointment Management and Monitoring:** Active monitoring of appointments throughout the day, resulting in a lower rate of patient non-attendance (DNA).
- **IT Management and NHS 111 Integration:** No reported IT issues for EA appointments, with a process in place for appointment management. No unused NHS 111 slots remain, as the IT system doesn't allow for sharing with NHS 111.
- **Communication Strategy:** PCN emphasises regular communication with GP Practices and patients through daily messaging for available appointments, appointment reminders, newsletter dissemination, and active online presence via their website and Facebook page.
- **Accessibility and Health Inequalities:** PCN has sign language notices and hearing loops in consultation rooms, although challenges with language translation were noted.
- **Discharge and Hospital Re-admissions Management:** PCN has implemented medication reviews to address discharge and potential re-admissions to the hospital.

Arno SDU (part of Birkenhead PCN) and North Coast Alliance SDU (part of Wallasey PCN)

- **Incorporated GP EA:** EA services integrated within core operational Access, including weekend clinics at the Miriam Health Centre, with daily monitoring. The presence of a diverse healthcare team, including physiotherapists, paramedics, nurses and social prescribers and comprehensive service provision, such as smear screening clinics, Wirral-wide ear irrigation services, and the Diabetes Project.
- **NHS 111 Integration:** All NHS 111 appointments are efficiently utilised and monitored daily, with no appointments left unused.
- **Communication Strategies:** PCN has internal communication with staff members regarding GP EA services. While direct advertising of GP EA services is not pursued, the PCN uses targeted communication strategies, including engagement with the Patient Participation Group (PPG) for information dissemination.

- **Accessibility and Health Inequalities:** Provision of translation services, hearing loop, and access to health coaches. PCN has accessible and user-friendly GP Practices and liaises with the Learning Disabilities Team and Wirral Change. An Equality Impact Assessment has been completed by the PCN. No evidence of the EIA was provided at the time of the visit.
- **Social Value:** Active involvement of social prescribers in linking patients with community and voluntary sector resources.

Closer examination of GP EA implementation plans across PCNs/SDUs provides valuable insights into the diverse strategies employed by each Network. PCNs/SDUs have shown efforts to integrate EA services within core access hours, offering extended accessibility to patients. Various initiatives, such as Health Fairs, demonstrate a commitment to community well-being and social value.

Despite IT challenges reported in some PCNs/SDUs, active monitoring, good appointment management, and effective utilisation of health professionals showcase the commitment to improving service delivery.

Some PCNs/SDUs have communication strategies, patient engagement plans and measures to address health inequalities. However, it is imperative to address specific challenges, such as IT system issues, language translation services and communication plans, to enhance the overall effectiveness of GP EA services across PCNs/SDUs. Continued collaboration, knowledge sharing and ongoing monitoring will contribute to the sustained improvement of these services.

Reception Calls

The Reception Calls were to complement the survey and the upcoming visits to GP Practices. HWW designed and developed a structured set of questions and prompts for consistency to establish qualitative and quantitative data from the GP Practices.

A comprehensive analysis was conducted through a series of structured phone interviews with reception staff from various GP Practices.

The primary aim was to assess the communication efficacy of the reception staff, focusing on their awareness of the available GP EA and Service Delivery Units.

Additionally, the interviews aimed to determine GP Practice staff familiarity with the appointment booking process within the system and their proactivity in informing patients about the accessibility of these appointments. The data collected from these interviews led to the identification of key topics for each PCN/SDU.

HWW staff and volunteers made calls at various times and days of the week (including weekends) and explained who they were and why they were calling. There was no consistency on how the phones were answered and the responses rarely demonstrated that reception staff considered GP EA appointments

separately to all the appointments available to them on the booking system including core.

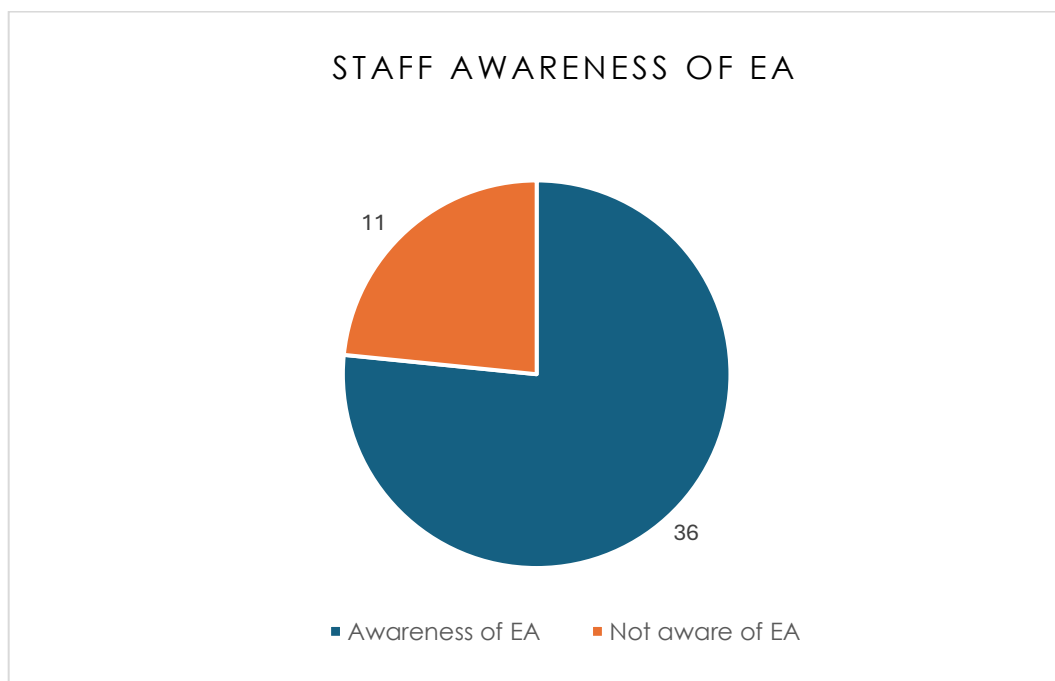
The summarised findings are detailed below:

- Differences in Receptionist Responses: Receptionists exhibited differing levels of familiarity with EA, with some readily providing information, such as St Georges Medical Centre, Heswall Group Practice and Moreton Medical Centre. Others seemed unaware of the service and occasionally redirected enquiries to the Practice Manager. From a total of 47 staff that answered our questions, 36 front-line staff were aware of the service and 11 were not (Figure 1).

Questions were:

- “Are you aware of Enhanced Access appointments being offered to patients?”
- Do you know what Enhanced Access is?”

Figure 1: Number of Practices that showed awareness of GP EA services



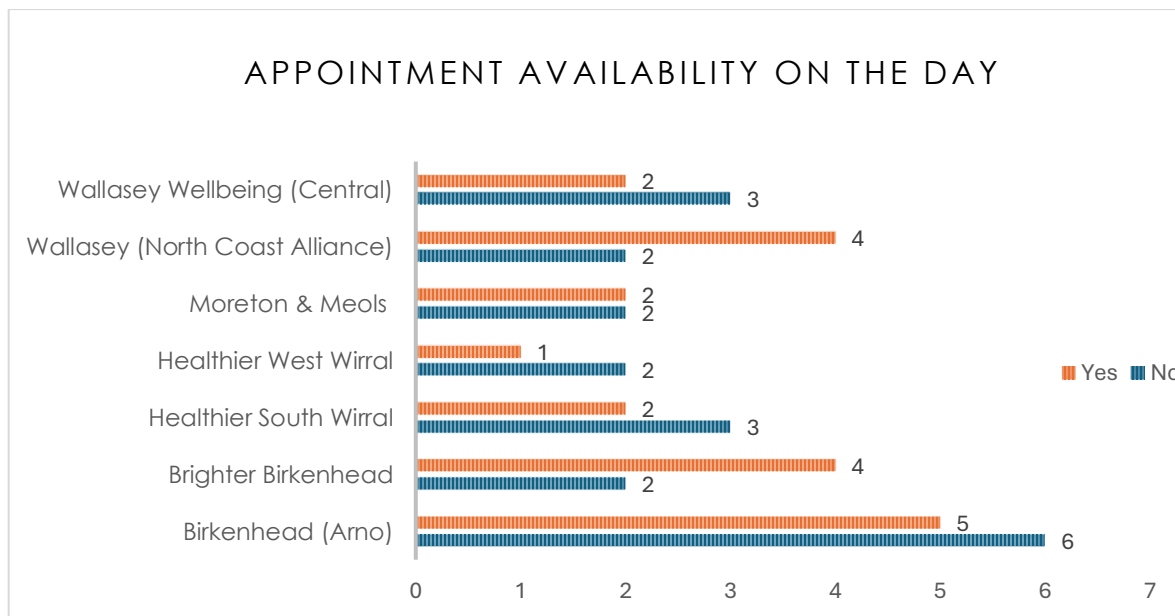
- **Appointment Availability:** Most of the contacted Practices including Hoylake and Meols, Vittoria Medical Centre, Somerville Medical Centre, and Orchard Surgery, had available appointments at the time of the call. Primarily with a GP; although some Practices had already filled all appointments for the day by the time of the research phone call (phone calls were made at various times).

From 40 Practices that responded to the question: -

“Do you have any appointments left for today?”

20 Practices said that they still had appointments and other 20 said they do not have any remaining appointments.

Figure 2: Number of appointment availability on the day of the phone call per PCN/SDU (not just EA)



- **Website Information Discrepancies:** Some Practices display outdated EA information on their websites. Additionally, the lack of a standardised website structure across GP Practices was noted as it can be challenging for patients to navigate information regarding EA.
- **Challenges with the EA Booking System:** Several receptionists reported difficulties navigating the EA appointment booking system. They highlighted the need for further training or potential incompatibility issues with the existing booking systems within some Practices, including Heswall & West Wirral Practice, Church Road, Townfield, and St Hilary's Practice.
- **Geographical Impact on Service Success:** Feedback from receptionists indicated that the geographical location of partnering Practices had an impact on the success of the EA service. Practices located near each other receiving positive feedback. Some Practices, for example Leasowe Medical Centre, said they faced challenges due to patient accessibility issues, potentially creating inequalities for vulnerable groups.

Healthier West Wirral PCN

Limited Phone Communication: Some Practices preferred not to discuss over the phone, directing queries to the Practice Manager or proposing callbacks.

Staff Knowledge: Some Practices had awareness of EA services, providing comprehensive details about available appointments.

Healthier South Wirral PCN

Informed Staff Awareness: Except for Allport Surgery, all Practices showed a good understanding of EA.

Service Disparities: Services varied across the PCN, with differences in evening and weekend appointments. Civic Medical Centre experienced high demand, while *Allport Surgery showed limited awareness. (*merged with Sunlight, 2023).

Moreton and Meols PCN

Staff Awareness: Four out of five Practices were well-informed about EA services, with collaboration among some Practices to extend appointment Access.

One of the Practices was unresponsive despite multiple attempts via phone and email, suggesting there may be some potential communication challenges for patients and external parties trying to contact the Practice. The PCN was updated.

Birkenhead PCN

Informed staff awareness: except for Heatherlands Medical Centre. Most Practices showed evidence of either multidisciplinary working or collaborative working in providing Enhanced Access services.

Service Disparities: Most of the GP Practices had good awareness of Enhanced Access, and many showed evidence of high demand, except for Devaney Medical Centre, Riverside Surgery, Villa Medical Centre, and Holmlands Medical Centre as there were still disparities regarding availability for same-day and weekend appointments within the PCN. Heatherlands Medical Centre showed no awareness of the Service and did not want to engage in the research.

Wallasey PCN

Informed staff awareness: with two exceptions Egremont and Central Park Medical Centres. Although, there was evidence of collaboration and multidisciplinary working in a small number of Practices.

Service disparities: Wide variation in service provision of appointments availability across the Practices within this PCN; some Practices showing high demand for Enhanced Access services and good availability for example St Georges Medical Centre and Earlston and Seabank Practices. In contrast, Central Park and Egremont had no awareness of Enhanced Access. It is, however, for noting that the Practice Manager in Egremont Practice was new to the post and eager to know more.

Calls made to their GP Practice receptions generated valuable insights. The information gathered provides a comprehensive summary of GP Practices, outlining both the positive and negative aspects of the interaction between the HWW researcher and the GP Practice staff, the information gathered is summarised in Appendix 1.

Listening Event WUTH A&E

In March 2023 HWW conducted two listening events at WUTH A&E. We had the support of WUTH Engagement Team. The aim was to ascertain if people were using A&E under their own preference, sent by another health professional or couldn't get a GP appointment.

We engaged with 34 people waiting to be triaged with a variety of issues, most appeared to be 'walking wounded'. The waiting area was very full each visit with some people sitting on the floor, some standing (out of choice as there were a few seats available) and on one visit a person in handcuffs with Police accompaniment. The area was generally quiet apart from various sounds omitted by the people waiting.

We asked only a few questions, as you will see from the charts below. We wanted to keep the engagement brief, mindful of GDPR and if the person was in pain or poorly.

Most people were polite when refusing to speak with us however some were openly rude and dismissive.

We asked:

Did you try to see a GP or Pharmacist before coming to A&E today?

35% said yes and 65% said no.

We asked If I could get you an appointment at your GP Practice today would you prefer to attend there?

32% said yes and 68% said no

Additional Comments

Several people had come to A&E after being advised to attend by another service, including their own GP Practice, Walk-in Centres and NHS 111.

Others discussed difficulties getting a GP appointment as part of their reason for attending A&E:

“Long waits for appointments at GP – too worried to wait in case it’s serious”

“Process of getting a GP appointment is difficult – coming to A&E is “less hassle”

“Don’t have internet access to use eConsult/PATCHS”

“Long waits on the phone when calling GP – takes too long”

“GP only offering phone consultations”

“GP not open at 5am when medical issue first occurred”

Conclusion

After talking face-to-face with patients we were surprised to find a lot of patients had decided their issue warranted an emergency visit to A&E. Most assumed this would be quicker than waiting for an appointment with GP.

Recommendation

More communication with the public is required to inform them about Enhanced Access and other service’s available to them to help reduce strains on the wider system such as A&E.

Public Survey

HWW designed a survey as part of the research approach to engage with people to establish their views on accessing appointments and Enhanced Access including evening and weekend opening hours within Primary Care. The survey was promoted via social media, HWW's bulletin, partner agencies, HWW's email signatures and through HWW's outreach programme. We also asked GPs to promote via their Practice register.

The outreach model was to gather views, opinions and experiences and also to take the opportunity to raise awareness that there were access improvements available via their GP Practice. We also promoted the survey through the HWW's BRIDGE Forum.

The survey also aimed to reduce the burden on the wider system such as A&E and to help people understand that there were other options. HWW also shared information about GP EA with front line staff such as Social Prescribers, Community Connectors and Advocates.

We visited Third Sector providers such as Wirral Multicultural Society, Merseyside Society for Deaf People, Wirral Society for the Blind and Partially Sighted, WIRED, Mencap, Age UK Wirral, Wirral Mind and Carer groups.

We collected 891 responses. The results show the following findings:

Demographics

The demographic data from the GP Survey provides a comprehensive overview of the respondents. Most participants fall within the age groups of 35-44 years (17.27%), 45-54 years (22.56%), and 55-64 years (27.38%). The gender distribution reveals a predominant female representation at 80.96%, while 17.27% identify as male. In terms of sexual orientation, 87.68% identify as heterosexual, with smaller percentages for other categories. Christianity is the most widely reported religion, constituting 53.74% of respondents, followed by those with no religion at 34.88%. White British is the predominant racial or ethnic category at 88.65%, and the majority report no illness or disability (41.51%). Notably, 22.73% of respondents identify as carers. The data underscores the diverse demographic landscape of our survey respondents (Table 1, pages 20 & 21).

The lower contribution to the data of those people who have one of the nine protected characteristics, plus Carers, may mean that, in some areas, more robust Communication Plans and Equality Impact Assessments may be needed.

Table 1: Demographics of the people who responded to our GP Survey

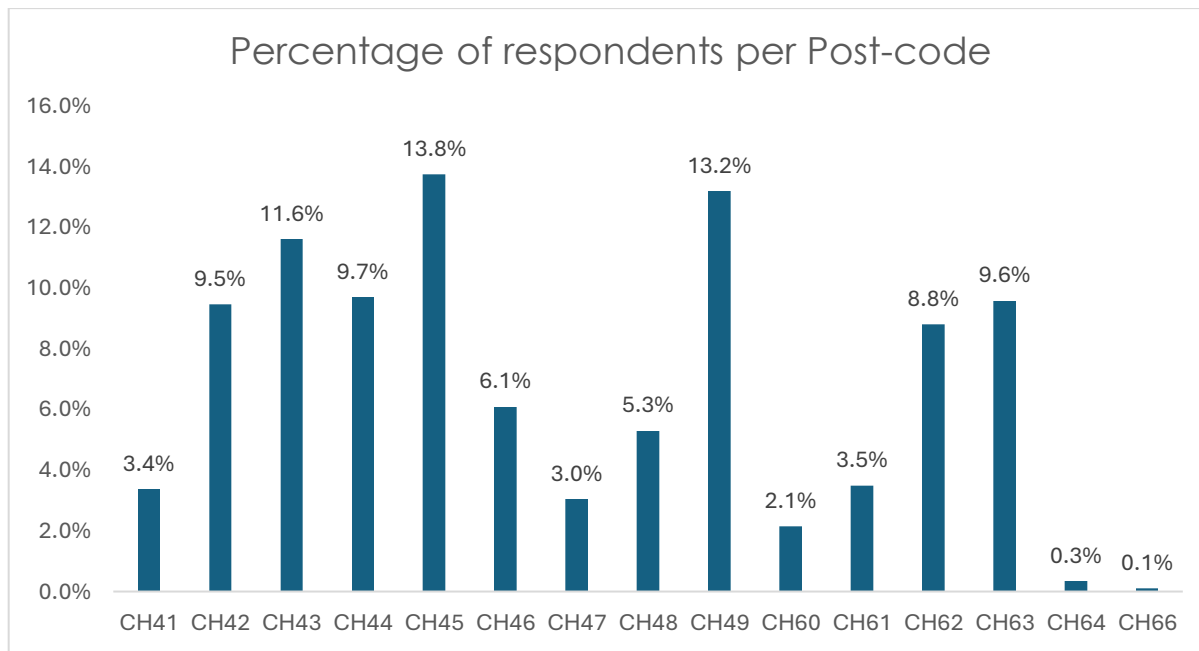
Demographics	Percentage
Age Group	
Under 18	0.47%
18-24	2.47%
25-34	7.87%
35-44	17.27%

45-54	22.56%
55-64	27.38%
65+	21.97%
Sex	
Male	17.27%
Female	80.96%
Prefer not to say	1.18%
Prefer to self-describe	0.0%
Prefer to self-describe	0.59%
Sexual Orientation	
Heterosexual/straight	87.68%
Bisexual	2.37%
Gay man	1.42%
Gay woman/lesbian	0.95%
Prefer not to say	6.99%
Prefer to self-describe	0.59%
Religion	
Buddhist	0.47%
Christian	53.74%
Hindu	0.24%
Jewish	0.0%
Muslim	0.83%
Sikh	0.0%
No religion	34.88%
Prefer not to say	7.59%
Other	2.25%
Race or Ethnicity	
Asian Indian	0.24%
White British	88.65%
White Irish	1.54%
White Gypsy or Irish Traveller	0.0%
Any other White background	1.77%
Mixed White and Black Caribbean	0.47%
Mixed White and Black African	0.0%
Mixed White and Asian	0.47%
Any other Mixed/Multiple ethnic background	0.24%
Asian Pakistani	0.0%
Asian Bangladeshi	0.35%
Asian Chinese	0.47%
Asian British	0.35%
Any other Asian background	0.71%

Black African	0.12%
Black British	0.12%
Black Caribbean	0.0%
Any other Black/African/Caribbean background	0.0%
Arab	0.0%
Any other ethnic group	0.35%
Prefer not to say	4.14%
Illness or Disability	
Long-standing illness	33.13%
Learning disability or difficulty	5.5%
Mental health condition	14.71%
Physical disability	12.32%
Sensory disability	3.95%
None	41.51%
Prefer not to say	6.1%
Other	7.18%
Carer	
Carer	22.73%
Not a Carer	73.85%
Prefer not to say	3.42%

The majority of survey respondents reside in the CH45, CH49, and CH43 postal code areas, as depicted in the graph below (Figure 3 below). This geographic concentration indicates regional engagement and provides a perspective on the responses received. Analysing this distribution can offer insights into the healthcare preferences and experiences of residents in these postal code zones, aiding in the targeted improvement of healthcare services in these areas.

Figure 3: Distribution of respondents' post-code area



Survey Questions

Table 2 (page 22) presents the distribution of survey respondents according to their respective GP Practices. This breakdown highlights the engagement across various GP Practices, providing valuable insights into the perspectives of patients from different providers. The number of participants from each Practice is outlined below, some of the surveys were conducted face to face with patients:

Table 2: Distribution of GP Practices

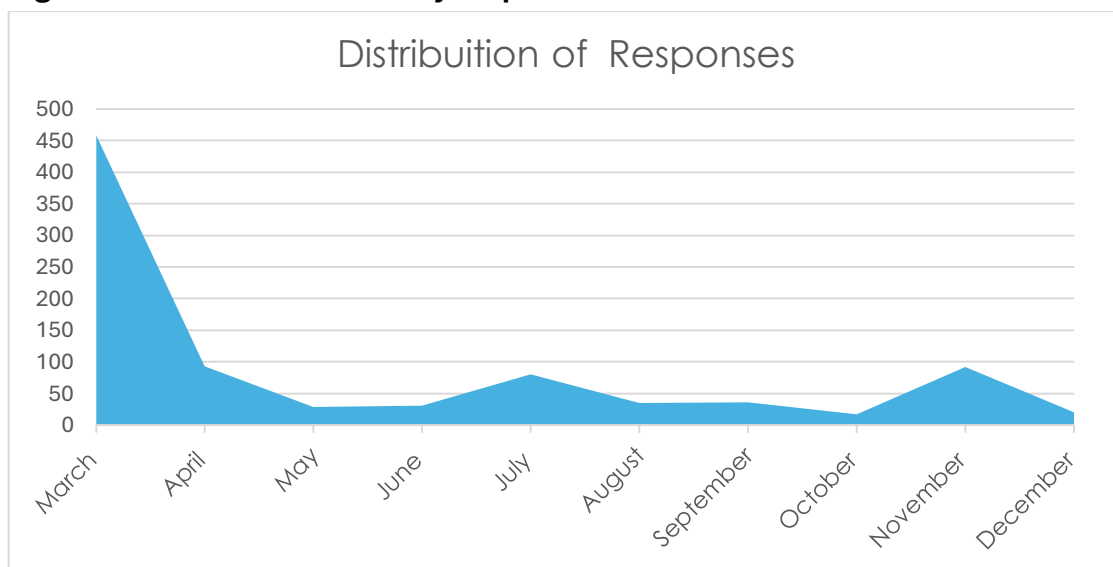
GP Practices	Number of respondents
Allport Medical Centre	11
Blackheath Medical Centre	16
Cavendish Medical Centre	15
Central Park Medical Centre	31
Church Road Surgery	6
Civic Medical Centre	25
Commonfield Road Surgery	14
Devaney Medical Centre	27
Earlston And Seabank Medical Centre	27
Eastham Group Practice	24
Egremont Medical Centre	4
Estuary Medical Practice	2
Field Road Health Centre	1
Gladstone Medical Centre	7
Greasby Group Practice	59
Grove Road Surgery	10
Hamilton Medical Centre	9
Heatherlands Medical Centre	10
Heswall & Pensby Group Practice	20
Holmlands Drive Medical Centre	7
Hoylake & Meols Medical Centre	15
Hoylake Road Medical Centre	18
Kings Lane Surgery	12
Leasowe Medical Practice	4
Liscard Group Practice	21
Manor Health Centre	18
Marine Lake Medical	49
Miriam Medical Centre	14
Moreton Cross Group Practice	17
Moreton Health Clinic	5
Moreton Medical Centre	14
Orchard Surgery	8
Parkfield Medical Centre	4
Paxton Medical Practice	26
Prenton Medical Centre	14
Riverside Surgery	14
Somerville Medical Centre	16
Spital Surgery	29
St Catherine's Surgery	44
St Georges Medical Centre	35
St Hilary Group Practice	31
Sunlight Group Practice	23
GP Practices	Number of respondents
Teehey Lane Medical Centre	4
Townfield Health Centre	10
Upton Group Practice	22

Villa Medical Centre	15
Village Medical Centre	19
Vittoria Medical Centre	7
West Wirral Group Practice	26
Whetstone Medical Centre	21

The graph below (Figure 4) illustrates the distribution of survey responses from March to December 2023. The majority of responses (n=458), were collected in March, coinciding with the initial release of the survey to the public. Subsequently, there was a decline in responses in the following months until the survey's closure in December.

This distribution pattern suggests a peak in engagement at the start of the survey, followed by varying response rates in subsequent months. The skewed distribution of responses limits our ability to discern trends or draw conclusions regarding the potential impact of improved communication by PCNs or public awareness over time.

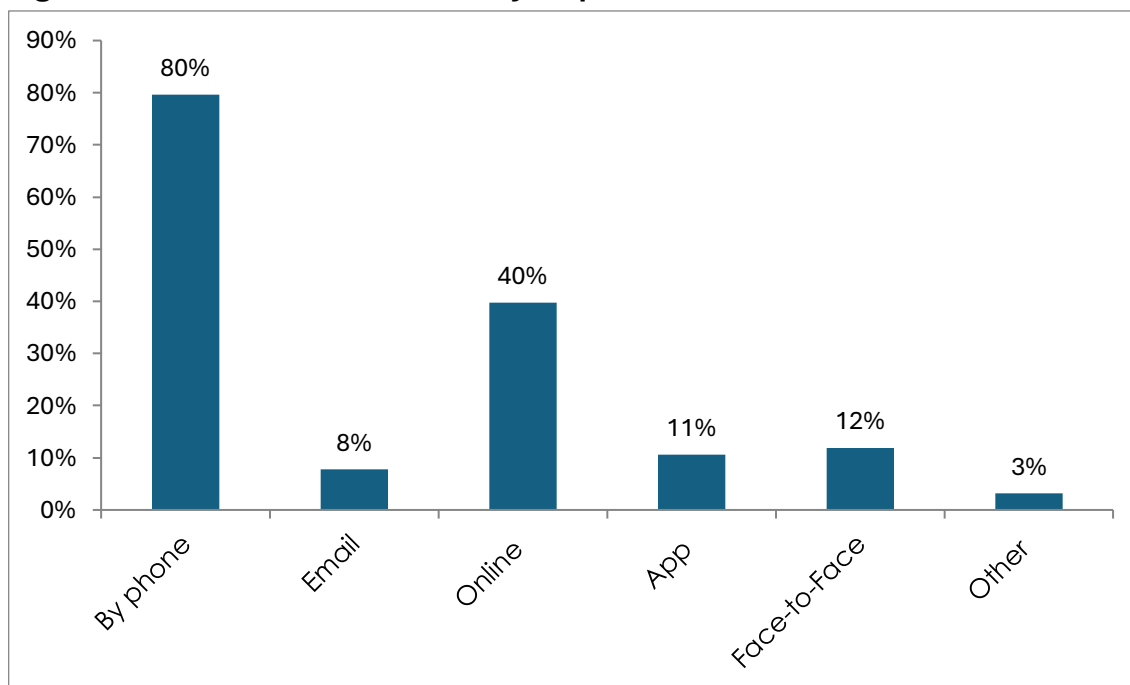
Figure 4: Distribution of survey responses over months



Regarding patients' preferred modes of contacting their GP Practices, our survey revealed that 80% of respondents typically use phone calls, while 40% use online services (Figure 5 below). Notably, when compared to the ONS GP survey of 2023, which indicates that 32.9% used online services for repeat prescriptions, 23.4% for appointment bookings, 17.1% to access medical records, and 11.1% for online forms, it is apparent that Wirral GP Practices exhibit a higher utilisation of online services.

The Wirral data shows a more prevalent use of online methods, with a combined 40% engaging in online communication, suggesting a higher acceptance and adoption of digital channels for contacting GP Practices in the region. This inclination towards online communication may indicate a potential opportunity for further enhancement and promotion of digital services within Wirral GP Practices.

Figure 5: Distribution of how usually respondents contact their GP Practice



When patients were asked about recent contacts with their GP Practice to book appointments, 51.02% had contacted their GP within the last month, 29.07% within 1 to 3 months, 10.52% within 4 to 6 months, and 9.39% had not contacted their GP for an appointment for 6 months or longer. This data underscores a significant portion of the population actively engaging with their GP Practices, with a majority seeking appointments in a relatively short timeframe.

Further analysis of those who contacted their GP Practice by phone, the majority (27%) said that they have waited 20 minutes or more to speak with someone, however, the other 26% mentioned waiting around 5 minutes (Figure 6, page 28).

Also, the majority of patients (72%) mentioned that they tried to call between 1 to 5 times before their call was answered (Figure 7, page 28). Comparatively, according to the National GP Survey, respondents shared their experiences regarding the ease of reaching someone at their GP Practice. The majority (49.8%) found it fairly easy, with 13.1% noting it was very easy. On the other hand, 36.7% reported that it was not very easy, and 24.2% found it not at all easy. This data illustrates the diverse perceptions of accessibility to GP Practices among the surveyed population.

Figure 6: Waiting times on the phone to speak with GP Practice

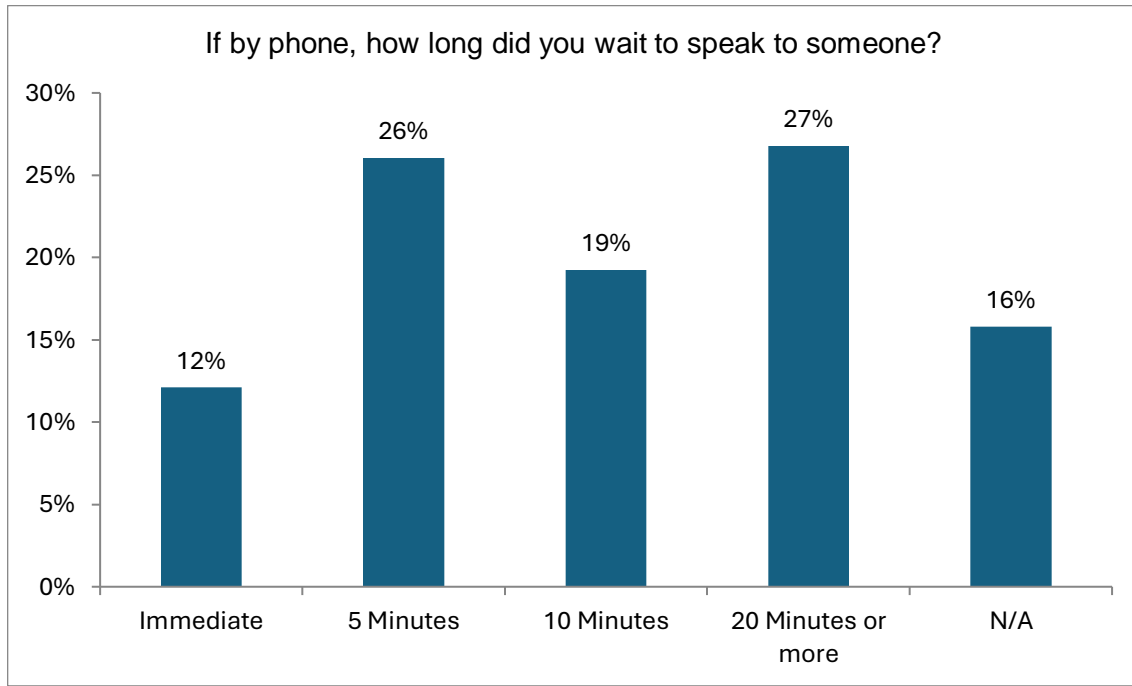
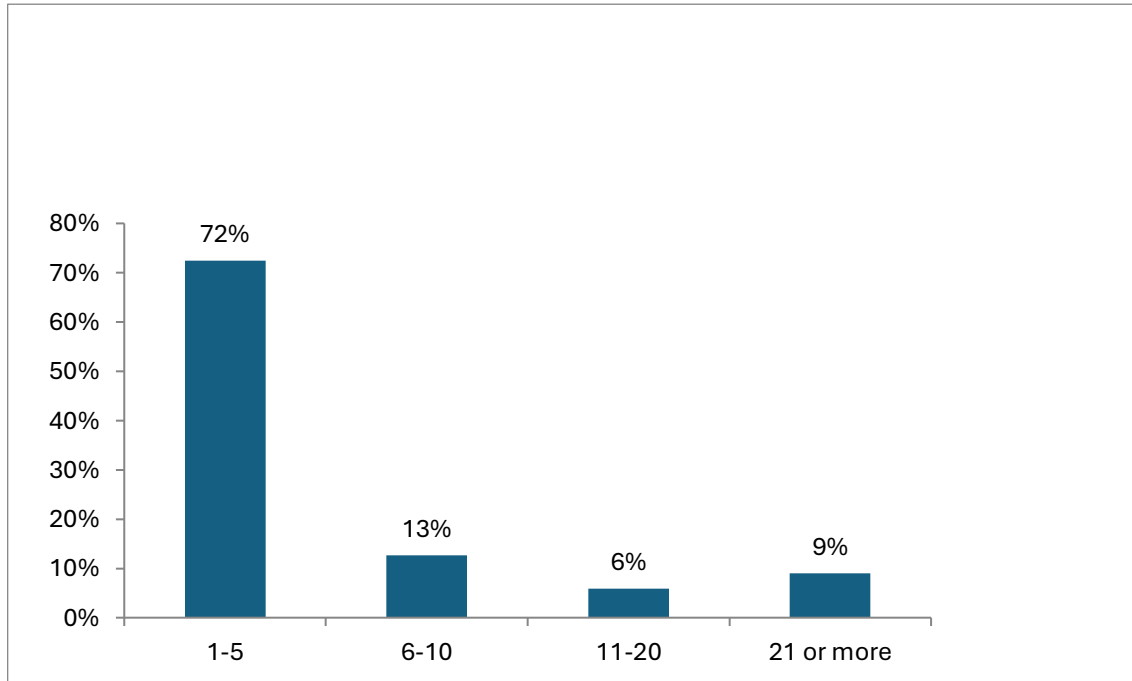


Figure 7: Distribution of how many times patients have called before answering



When respondents were asked, "When you contacted your GP Practice, were you offered an appointment within what you felt was a reasonable timeframe?", 61% responded affirmatively, indicating that they perceived the appointment offered as being within a reasonable timeframe.

In contrast, 37% expressed that they were not satisfied with the appointment timeframe, highlighting a notable portion of the public who did not find the offered appointments meeting their expectations in terms of timeliness (Figure 8 below).

Figure 8: Distribution of whether patients thought timeframe was reasonable

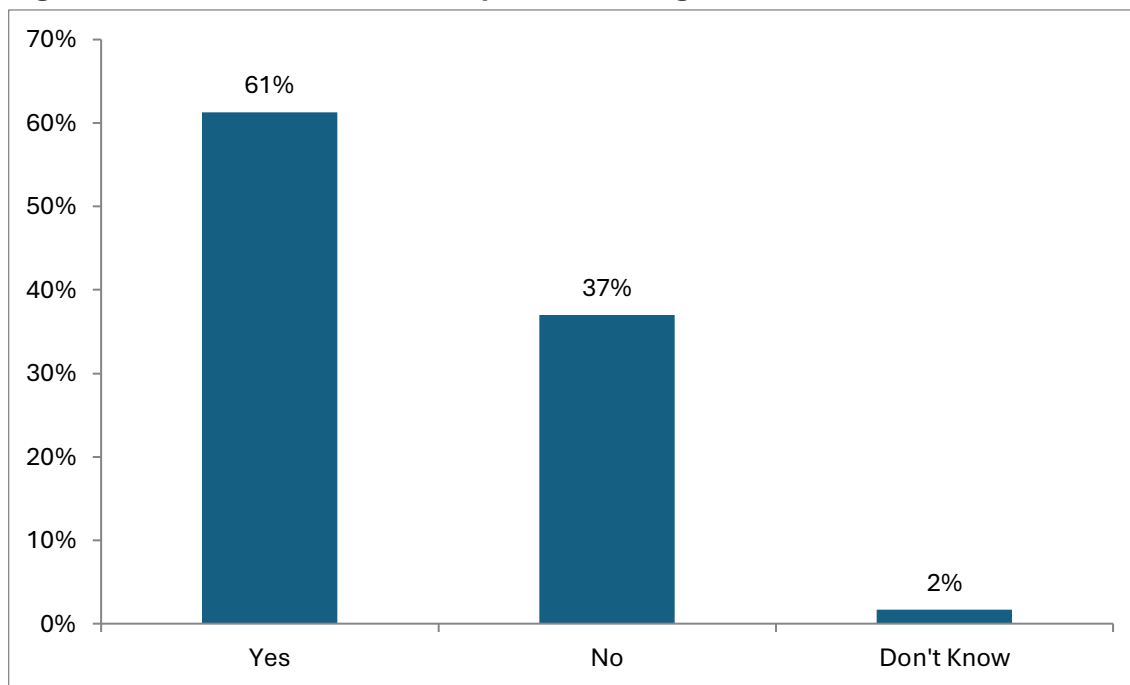
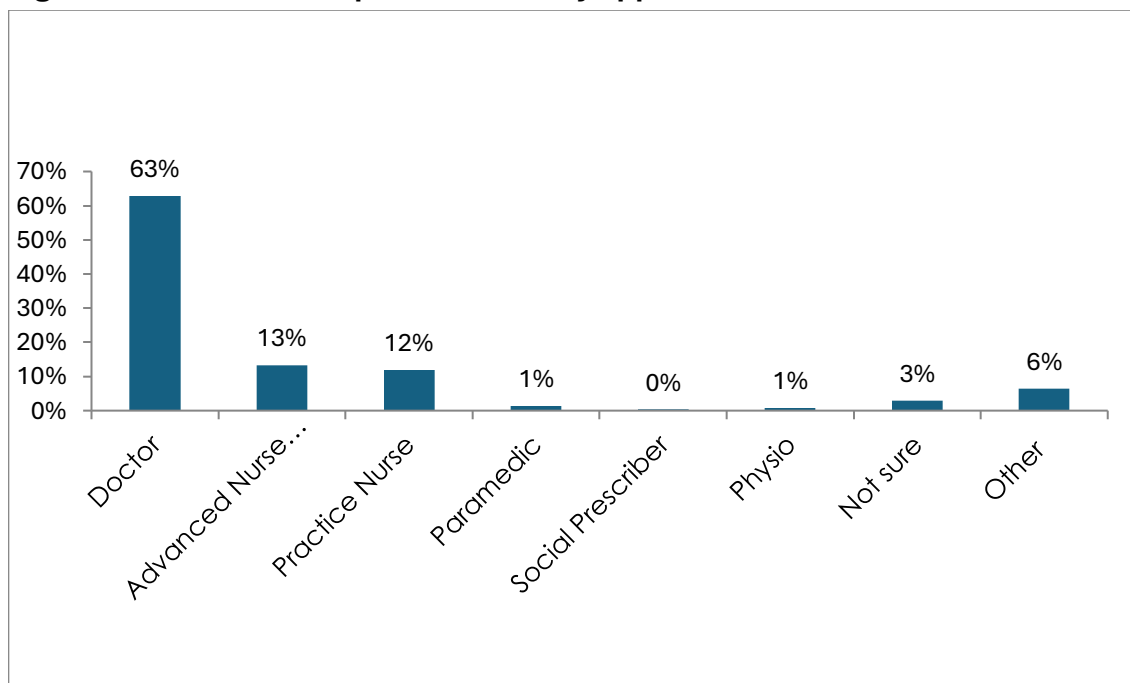


Figure 9 (below) shows the responses when participants were asked about the professional providing the appointment, the majority were offered an appointment with a Doctor (63%) followed by an Advanced Nurse Practitioner (13%) and a Practice Nurse (12%).

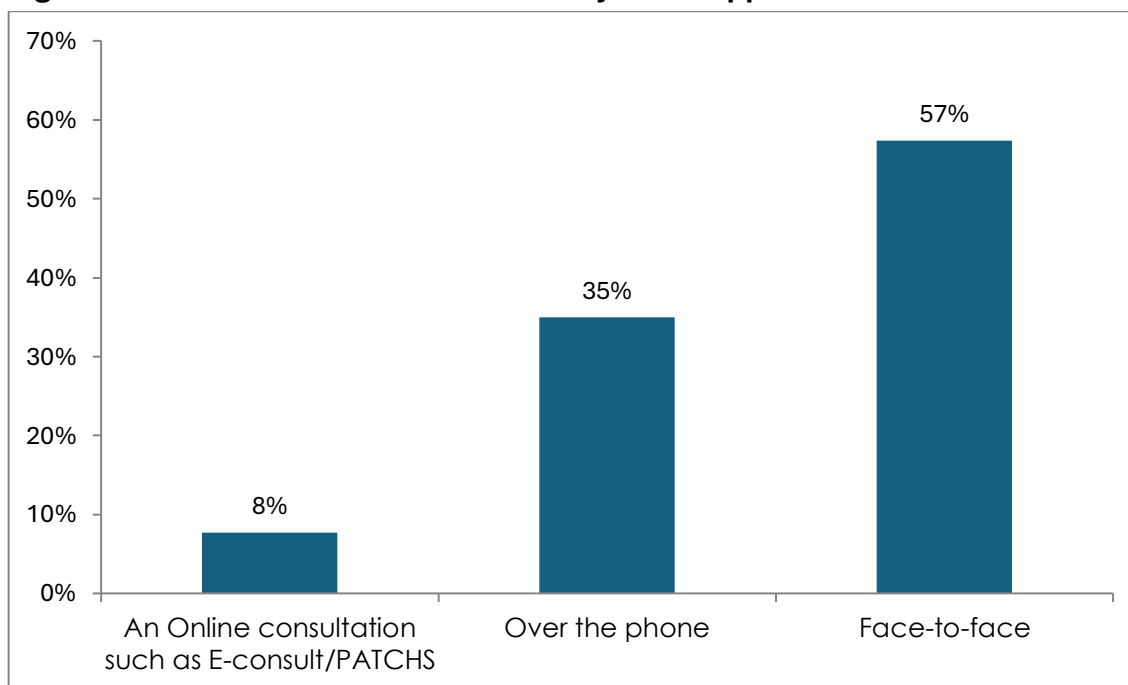
Figure 9: Distribution of professionals by appointment



In response to the question about the mode of appointment delivery, 57% of patients reported being offered face-to-face appointments, 35% over the phone, and 8% online (via PATCHS or E-Consult). Among them, 57% reported being offered face-to-face appointments, 35% had appointments over the phone, and 8% utilised online options such as PATCHS or E-Consult (Figure 10). In comparison, the National GP Survey indicated that 70.4% of respondents had in-person appointments, while 29.6% had remote appointments.

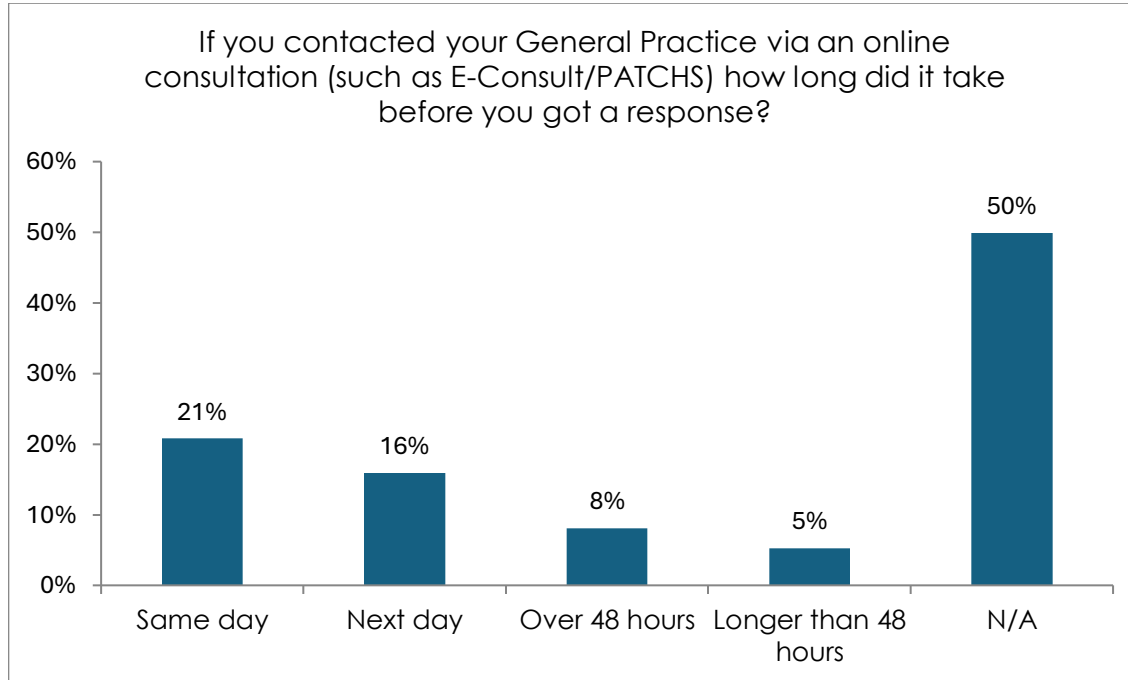
Additionally, 28.4% spoke to someone on the phone, 66.7% saw someone at their GP Practice, and smaller percentages chose other options such as appointments at different general Practice locations (3.2%), video calls (0.6%), home visits (0.6%), and online/text messaging (0.6%). This data underscores the diverse mode of appointment delivery between the local Wirral context and the national perspective. (Figure 10, below).

Figure 10: Distribution of mode of delivery of the appointments



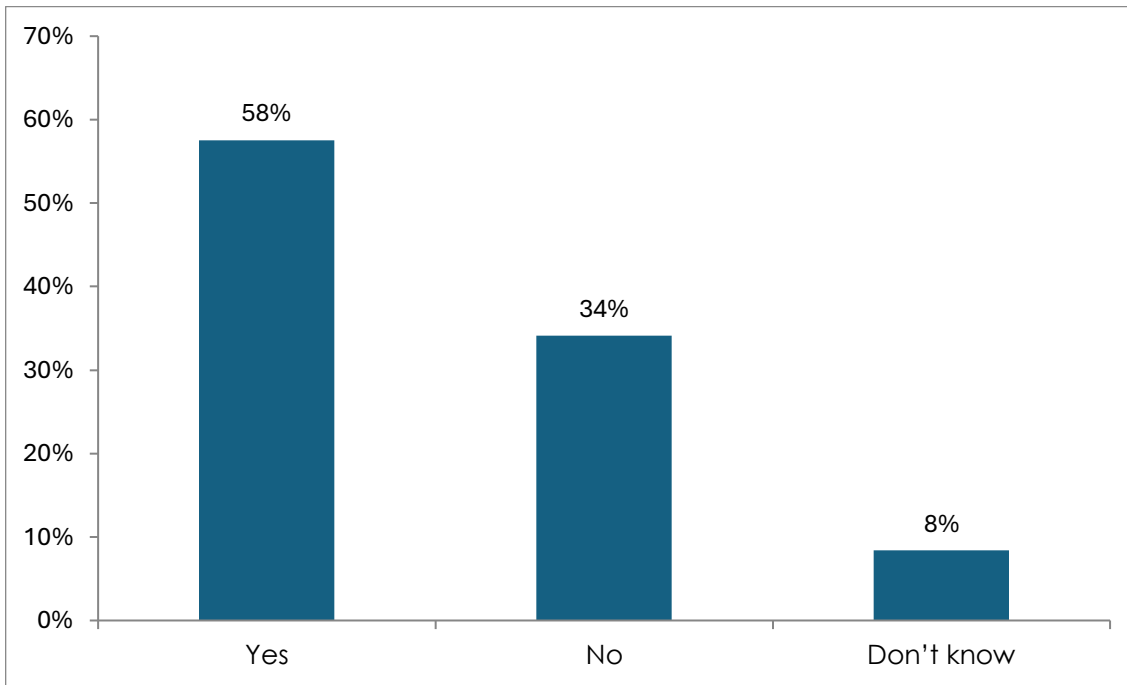
When respondents were queried about the waiting time for a response following an E-consult or PATCHS submission, the findings revealed a diverse pattern. Approximately 21% reported receiving a response on the same day, while 16% mentioned the next day. For 8%, the wait extended beyond 48 hours and 5% experienced a response time longer than 48 hours. (Figure 11 below).

Figure 11: Distribution of timeframes following online consultation



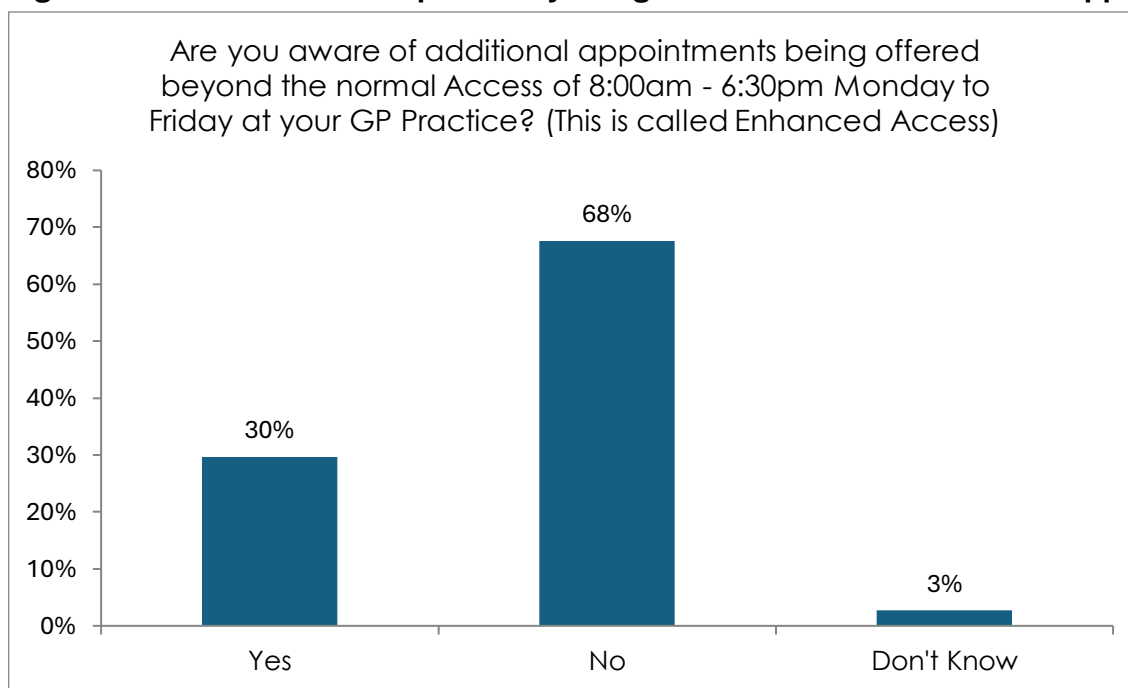
According to the feedback received, 58% of respondents expressed satisfaction with the response they received. In opposition, 34% indicated dissatisfaction, while 8% reported being unsure or having no clear opinion about their level of satisfaction (Fig 12, below).

Figure 12: Distribution of satisfaction with the response received



Concerning the availability of appointments outside normal Access (8 am to 5 pm), survey respondents shared that 30% confirmed being offered such appointments, while a majority of 68% indicated that they were not, and 3% reported being uncertain or unaware (see Figure 13). In contrast, the GP National Survey 2023 showed that 33.3% of the public indicated being provided with a choice of different appointment times. This information highlights variations in the availability of appointments outside standard Access between the local survey and the national data.

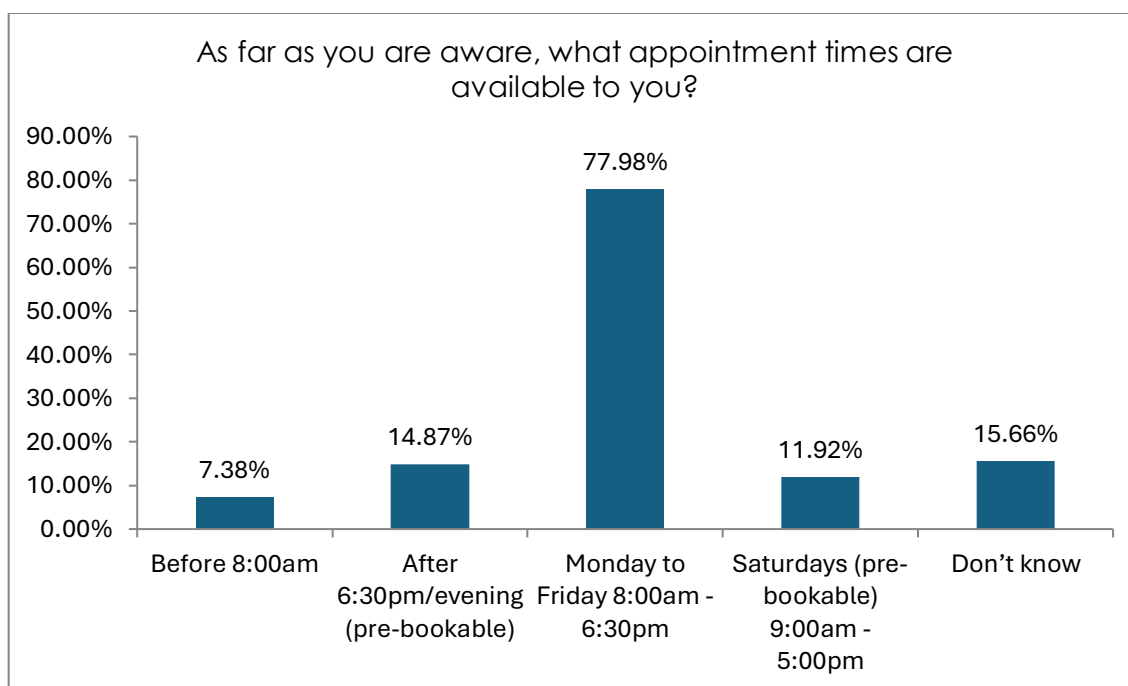
Figure 13: Distribution of responses by being offered an Extended Access appointment



The responses regarding patients' awareness of available appointment times shed light on their perception of scheduling options within GP Practices. 77.98% of respondents indicated knowledge of appointments offered during the standard Monday-to-Friday 8:00 am to 6:30 pm time frame. Meanwhile, 14.87% recognised the availability of evening appointments (pre-bookable) after 6:30 pm.

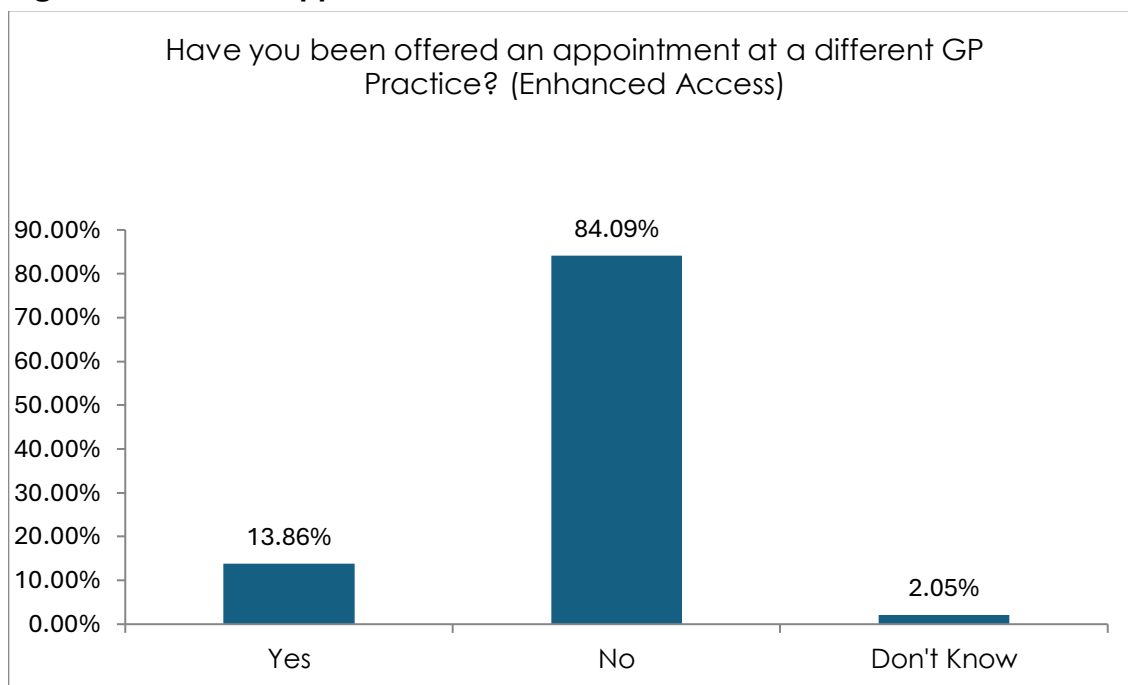
However, a significant proportion (15.66%) expressed uncertainty about the available appointment times, suggesting a potential gap in communication between GP Practices and patients. To enhance patient experience and accessibility, GP Practices might consider supporting clear communication about appointment slots, including options outside standard working access (see Figure 14 below).

Figure 14: Appointment times available to patients



The inquiry about being offered appointments at different GP Practices revealed that a substantial majority of respondents (84.09%) reported **not** being provided with such alternative options. Only 13.86% affirmed having received offers for appointments at different GP Practices, emphasising a notable disparity in the awareness and utilisation of Enhanced Access services across the population (see Figure 15 below).

Figure 15: Offer of Appointments at different GP Practices



Conclusion of Quantitative Survey

In evaluating patients' preferences and experiences with Wirral GP services, several key insights emerged.

The data collected indicates a notable shift towards the adoption of digital channels, with 40% engaging in online communication, surpassing national averages. A significant portion of the population actively contacts their GP, with 51.02% seeking appointments within the last month.

However, challenges in phone accessibility are evident, as 27% reported waiting 20 minutes or more. Face-to-face appointments remain predominant (57%), and 58% express satisfaction with the responses received. The availability of appointments outside standard Access presents a gap, as only 30% report being offered such options. Patient awareness of appointment times and alternative GP Practices, with 15.66% uncertain about available slots highlights a need to improve communication. These findings highlight the landscape of GP services, urging a comprehensive approach to enhance accessibility, communication, and patient satisfaction.

Qualitative Analysis of Responses Provided by the Public

The GP EA survey provided space for the public to add their comments, on the GP services. Below, we outline both positive and less positive themes collected from their comments, accompanied by illustrative quotes (the full report on the quotes from patients can be seen in Appendix II:

Positive Experiences:

1. Efficient Service:

- "No issues with accessing GP - Staff are always helpful and provide an excellent service."
- "Brilliant surgery with a choice of ways to get in touch. If I do need to be seen, they always arrange it at my convenience. Best surgery on Wirral, by a long way."
- "First point of contact helpful, patient, and doctor wonderful."
- "The surgery staff are friendly and efficient. The doctors are generally on time."
- "Very happy to have a great GP but realise it's not the same for everyone."

2. Positive Appointments:

- "The Nurse Practitioner was very thorough with my examination and quickly referred me for further investigation. Excellent service received."
- "I am very happy with our GP Practice. Always get a quick appointment and find them very thorough."
- "Really happy with my doctors. It can take a while on occasion, but they triage really well. Every time it's been something that ended up being serious, they've seen me or the baby quickly."

3. Ease of Access to Appointments:

- "Never have a problem getting a doctor appointment."
- "Always find my GP Practice will offer an appointment as soon as possible, which fits around my own commitments."
- "I have found Commonfield Road to be helpful and have had no problems with appointments with on the phone or in person since I moved last year."
- "I have asthma and I was having difficulty with my breathing, I was able to get a face-to-face appointment the same day."

4. Positive Experiences with Online Services:

- "Using patient access is ideal for me as I have a hearing deficit & I also have carer needs that I have to consider."
-

5. Efficient Use of Resources:

- "They try to slot me in either at Earlston or Miriam Centre - usually very helpful."

Negative Experiences:

1. **Appointment Accessibility Issues:**

- "The time that it takes for the receptionists to answer the phone is very unsatisfactory. I totally understand they are busy and under a lot of stress. However, 99% of the time I am on hold for almost an hour, and then the phone line goes dead, and I have to start all over again."
- "Getting through to the GP reception is too difficult. Too many people are referred to A&E by the receptionist."
- "It is a nightmare trying to get through at 8 am, to be constantly engaged until 8:40 by which point all the appointments have gone!"
- "Doctors ask to see me within a certain timeframe but you can't due to difficulties getting a timely appointment. same with blood tests. so care is delayed due to delays in getting app. When advised that I work, still only have 8.30-6.00 appointments offered."
- "Cannot get through on the phone for over a week, so still no appointment. The only thing I can do is go to the surgery and try to book one face-to-face with the receptionist."

2. **Challenges with Telephone Consultations:**

- "You can never get an emergency appointment, and then if you do manage to get something it's in 3 weeks' time. The other thing is why do GP Practices think telephone consultations are good working Practice?"

3. **Inconsistencies in Service Quality:**

- "Experiences have been very inconsistent; only been able to navigate as have some knowledge and confidence in what I can ask for."

4. **Challenges with Receptionists:**

- "Getting past the receptionist is the first struggle! I understand they have a job to do; they just need to remember they are not GPs or nurses and should be more helpful, instead of being rude."
- Receptionist interactions make me feel like I cannot call the surgery regarding my mental health because of the many bad experiences with the way I have been spoken to."

5. **Communication Issues:**

- "It would be nice if the GP Practices effectively communicated with the Hospital for referrals."

6. **Issues with online services:**

- "Having to wait nearly a month for a telephone appointment after filling out an eConsult is ridiculous, especially when all they did is ask the same questions, I had already answered on the e-consult."
- "The Patient Access online form is so bad - no records to show, no prescription records can't message, and yet I had to jump through password hoops and words to get there "
- "I have completed E-consult, said I needed a face-to-face appointment, yet I couldn't get one. You tell me what you are supposed to do then."

The qualitative responses from the public in the GP Enhanced Access survey reflect a diverse range of experiences with GP Practices. Positive feedback emphasises ease of access to appointments and satisfaction with online tools. However, challenges include struggles with appointment booking, concerns about receptionists' behaviour, communication issues, and dissatisfaction with online services. The insights provide valuable perspectives on the strengths and areas for improvement in the delivery of primary healthcare services.

Enter & View Visits

We conducted a comprehensive series of E&V visits to assess the delivery of the GP EA services. These visits aimed to evaluate both patient and staff experiences with the service, while also examining the accessibility of the Practices to mitigate health inequalities.

These visits are not designed to be an inspection, audit, or investigation, rather an opportunity for Healthwatch Wirral to get a better understanding of the service by seeing it in action and talking to staff and service users. The visits are a snapshot view of the service and what we observed at the time of the visit.

Utilising our Statutory Functions and duties, Healthwatch Wirral Authorised Representatives visited the delivery site (Service Delivery Unit) for the GP Enhanced Access. Each PCN/SDU provided options for their Practices.

Arno North Coast Alliance SDU - Miriam Medical Centre Evaluation

Site Overview:

Miriam Medical Centre, the designated delivery site for the GP EA service, is housed in a modern facility with an accessible car park. Conveniently located on a main road, it provides a pleasant environment with ample parking.

Key Recommendations from the Enter and Visit:

- Organise an event to showcase available services to patients.
- Consider more robust Care Navigator Training to enhance communication and improve patient education, potentially reducing visits to A&E and improving self-care.

Summary:

Miriam Medical Centre demonstrates efficiency and patient focus with seven-day appointments, a modern environment, and approachable staff. Opportunities for improvement include explicit demonstration of Social Value and implementing the provided recommendations to further enhance patient experience and accessibility.

Brighter Birkenhead SDU- St Catherine's Surgery Evaluation

Site Overview: St Catherine's Surgery, the primary delivery site for the GP EA service, operates from a modern building within the central Birkenhead community. It is surrounded by a pleasant environment and offers ample parking.

Key Recommendations:

Annual Health Fair: Consider organising an annual event to promote health and showcase available services.

Summary: St Catherine's Surgery, a pivotal site for Brighter Birkenhead SDU has efficient operations and a patient-centred approach. With Enhanced Access and comprehensive monitoring systems, the Practice aims to prioritise patient experience. Noteworthy aspects include a clean and modern environment, friendly staff, investment in IT systems, and ongoing service development. A better understanding of, and a commitment to, social value, staff training, and community engagement further enhances the overall patient care experience.

Healthier South Wirral PCN - The Sunlight Group Practice

Site Overview:

Sunlight Group Practice is a modern, accessible GP training facility.

Key Recommendations:

- Health Fair/Event: Organise a local event to showcase services.
- Consider more robust Care Navigator Training to enhance communication and improve patient education, potentially reducing visits to A&E and improving self-care.
- Make communication more accessible.

Summary:

Appears efficient and patient-focused, Sunlight Group Practices prioritise accessibility which operates six-days-a-week. The site offers a clean, modern environment, friendly staff, and ongoing service development. Notably, the Practice emphasises communication, staff training, and actively demonstrates commitment to social value.

Healthier West Wirral PCN- The Warrens

Site Overview:

The Warrens Medical Centre, a modern facility with ample parking, serves as a GP EA service delivery site.

Key Recommendations:

- Could collaborate with other PCNs by sharing system guides for Practices.
- Improve Awareness: Provide more information to promote the GP EA service to patients and staff.
- Consider local training care-navigation focusing on Social Value and local signposting.

Summary:

Appears to be a well-organised PCN, The Warrens Medical Centre utilises systems for efficient patient appointment distribution. While demonstrating pride in service provision and ongoing improvements, the staff acknowledged the need to enhance Social Value efforts, especially in promoting accessibility. Future considerations include participation in local Navigation Training for optimal service utilisation.

Moreton & Meols PCN- Moreton Group Practice (Chadwick Street)**Site Overview:**

The GP Practice spaces two modern buildings, with the Chadwick Street site featuring a small rear car park and disabled-access spaces to the front.

Key Recommendations:

- Implement a robust system to inform patients about the specific Practice for evening or Saturday appointments.
- Improve Accessibility: Consider measures for better accessibility, particularly for patients with sensory impairments.

Summary:

During the visit, the PCN showcased strong organisation, addressing geographical challenges effectively. The Chadwick Street site appeared to have efficient staffing, minimal patient waiting times and improved telephone system management. Social Value initiatives included health coaches facilitating activities like walking groups and weight management sessions, reflecting the PCN's commitment to holistic patient well-being and community engagement. The PCN showed awareness of the importance of EA in improving services and impacting the broader healthcare system.

Wallasey Wellbeing SDU - Liscard Group Practice**Site Overview:**

Located in Victoria Medical Centre, Liscard Group Practice operates from a modern, central building with accessible parking and public transport nearby.

Key Recommendations:

- Patient Information Events: Host Health Fairs or Information events for better patient awareness of the GP EA service.
- Care Navigation Training: Provide additional local Care Navigation training to staff, emphasising Social Value, local service provision and conflict management.

Summary:

The SDU functions effectively but needs to improve patient awareness of services. Collaboration with other SDUs could address system challenges. Social Value initiatives, like the Acute Home Visiting Service, need

enhancement. Future Care Navigation Training and promoting local services were discussed. However, data evidence on GP EA to the Board and details on Receptionist Training or Extended Access were lacking.

Conclusion of the Enter & View Visits:

The observations from the Enter & View visits appeared to reveal mostly efficient operations, patient-centred approaches, and dedicated staff at designated delivery sites.

Recommendations focus on enhancing patient awareness and implementing training programs for Social Value and communication. While acknowledging commendable aspects, there is room for improvement, emphasising the importance of continuous development in GP EA service delivery across PCNs.

KEY RECOMMENDATIONS FOR 2024/25

Following a thorough analysis of the findings of this Report, HWW presents the recommendations listed below. The <https://healthwatchwirral.sharepoint.com/Shared Documents/Reports/GP EA REPORT 2024/FULL final report GP Enhanced Access Report April 2024 .docx> <https://healthwatchwirral.sharepoint.com/Shared Documents/Reports/GP EA REPORT 2024/FULL final report GP Enhanced Access Report April 2024 .docx> suggestions are designed to guide GP Practices and PCNs/SDUs in planning improvements to enhance patient services with clear guidelines.

The comprehensive review of GP EA services across diverse PCNs/SDUs and GP Practices aims to support efficiency, accessibility and the overall benefit to good patient experience within the GP EA framework. By offering insights that align with the needs and expectations of healthcare providers and patients, these recommendations aim to contribute to the ongoing enhancement of GP EA services.

1. Establish standardised protocols for addressing patient non-attendance (DNA) rates, employing proactive measures to minimise missed appointments and optimise service delivery.
2. Explore options to resolve IT issues by implementing a standardized IT system across all PCNs/SDUs to ensure seamless management of EA appointments and mitigate any reported issues.
3. Develop communication plans outlining clear strategies for patient engagement and information dissemination across all PCNs, with regular updates and transparency.
4. Develop Social Value Plans for integration within the community and voluntary sector. Actively demonstrate social value by organising regular Health Fairs or Information events to showcase available services. Engage with the local community to improve awareness of GP EA services, ensuring that patients understand the range of services offered.
5. Conduct regular reviews of appointment utilisation and patient feedback to ensure that services are meeting the evolving needs of the community effectively, such as reviewing patients for suitability of EA

service and accessibility to different sites.

6. Ensure efficient utilisation of NHS 111 appointments and establish monitoring mechanisms to prevent unused slots. Effective integration with NHS 111 can contribute to better overall service coordination.
7. Prioritise Equality and Impact assessments at PCN levels, ensuring that services are inclusive and tailored to meet the diverse needs of all patient demographics.
8. Proactively demonstrate commitment to addressing health inequalities and access. (Robust comms plans).
9. Enhance initiatives aimed at reducing health inequalities such as providing basic sign language training for staff and signage for deaf patients, expanding language translation services and ensuring the availability of hearing loops in all consultation rooms.
10. Regularly assess the impact of Enhanced Access services on hospital discharge processes and A&E attendances, with proactive follow-up care and the integration of comprehensive discharge planning to minimise re-admissions.
11. Facilitate continuous staff training and development initiatives, particularly through good Care Navigation and patient communication, to ensure that all staff members are equipped with the confidence and the necessary skills and resources to provide high-quality care and support. Staff should be able to effectively communicate, manage conflict and signpost locally. Confident and knowledgeable staff, who feel supported, can significantly contribute to patient satisfaction and positive healthcare experiences.
12. Foster collaboration among PCNs to share best Practices and successful strategies, facilitating continuous learning and improvement in the delivery of Enhanced Access services.

By implementing these recommendations, the PCNs can further enhance their delivery of Enhanced Access services and contribute to the continued improvement of healthcare provision across Wirral.

CONCLUSION

The comprehensive evaluation of GP EA services across multiple PCNs/SDUs and GP Practices has unveiled key insights that require consideration for future improvements. The findings indicate that whilst there are efforts to enhance patient access and experience, there are areas for improvement.

Good Care Navigation abilities for NHS staff emerges as effective knowledge in care navigation can significantly enhance staff skills, improve communication, and empower patients to navigate the healthcare system more efficiently. The importance of local and targeted training, as highlighted in the PCN evaluations, is critical to encouraging Social Value, addressing inequalities, and ensuring a patient-centred approach.

In the broader context, aligning the recommendations with the Primary Care Access Recovery Plan is imperative. The recommendations resonate with its key areas: empowering patients, implementing modern access Practices, building capacity, and reducing bureaucracy.

These recommendations support the plan's overarching goals, including empowering patients through diverse appointment options, modernising access with a blend of modalities, building capacity through extended service access and reducing bureaucracy by streamlining communication. These recommendations reflect the vision of a patient-centred, accessible, and efficient GP system outlined in the NHS GP recovery plan, contributing to ongoing progress and resilience in Wirral's GP services.

Moreover, seamlessly aligning with the Core20plus5 approach demonstrates that there is a shared commitment to the overarching objective of mitigating healthcare inequalities, both at the national and organisations levels.

In conclusion, the insights derived from this report serve as a guide for ongoing improvement of GP EA services. The recommendations listed above offer a roadmap for GP Practices and PCNs to enhance services. By integrating the recommendations, Primary Care can increase inclusivity, efficiency, and patient-centred care.

APPENDIX I

Wallasey PCN

Blackheath Surgery

Summary

At the time of calling the receptionist had a same-day and pre-bookable appointments available at the Practice. Miriam Medical Centre is the Enhanced Access site but no on-the-day or pre-bookable appointments were available.

Positives

Negatives

- Same-day appointments with GP
- Evidence of collaborative working
- Pre-bookable appointments available
- Awareness of Enhanced Access

No objective evidence of the current use of Enhanced Access through Miriam Medical Centre

Egremont Medical Centre

Summary

The Practice Manager informed the researcher that they were quite new to post and had no awareness of Enhanced Access but wanted to know more about the service

Positives

Negatives

- Practice Manager eager to access the service

Practice Manager had no awareness of Enhanced Access service (Manager was new to post)

Leasowe Medical Practice

Summary

At the time of calling no same day appointments but do offer prebook able appointments. Miriam Medical Centre is the Enhanced Access site. The receptionist reported that Enhanced Access appointments were mainly available in the day not evening or weekends and the service was not well received by patients due to transport issues to the site or wanting to see their own GP.

Positives

Negatives

- Prebook able appointment availability
- Awareness of Enhanced Access site
- Awareness of patient barriers to accessing Enhanced Access service

- No evening or weekend accessing weekend appointments.
- Appointments released daily in the morning may disadvantage those who work and carers who perhaps do not have an opportunity to call

- Service not well received by patients

Earlston and Seabank Medical Centre

Summary

Miriam Medical Centre their Enhanced Access site had appointments with a GP and two nurse appointments on the same day as well as pre-bookable appointments. The receptionist thought the service had an indifferent response from patients.

Positives

- Awareness of Enhanced Access
- Multidisciplinary working
- Collaborative working
- Pre-bookable appointments
- Good availability of Enhanced Access appointments

Negatives

- Patients were indifferent to the service

Grove Road Surgery

Summary

The receptionist did not want to engage on the phone call referring the researcher to the Practice Manager

Positives

- Practice shows good awareness of confidentiality, exercising vigilance when answering the phone.

Negatives

- Did not engage with health watch to take part in research

St Hilary's Practice

Summary

The receptionist informed the researcher that they had appointments available at their Practice that day. Their Enhanced Access service appointments were run through Miriam Medical Centre and were released in the morning explaining they had probably all gone it was unclear from the phone call if the receptionist checked the system for clarification. The receptionist thought the Enhanced Access service was well received by patients.

Positives

- Same-day appointments available at the Practice
- Awareness of Enhanced Access service
- Well received by patients
- Evidence of collaborative working

Negatives

- Difficulties with accessing the computer system to check for Enhanced Access appointments.

Manor Health Centre

Summary

The receptionist had evening appointments on Thursdays the next appointment was 2-3 weeks away. The receptionist had an awareness of Enhanced Access. The receptionist thought the Enhanced Access service was indifferently received by patients.

Positives	Negatives
<ul style="list-style-type: none">• Awareness of Enhanced Access service• Pre-bookable appointments available	<ul style="list-style-type: none">• Patients were indifferent about the service.

Central Park Medical Centre

Summary
The receptionist had no same-day appointments or awareness of Enhanced Access services. The receptionist explained that they would refer to the walk-in centre NHS 111. All patients are triaged in the Practice.

Negatives
<ul style="list-style-type: none">• No awareness of Enhanced Access• No same-day appointments at time of the call

St Georges Medical Centre

Summary
The receptionist had full awareness of Enhanced Access service through Miriam Medical Centre. The receptionist was able to offer a same-day appointment at the Enhanced Access site and informed the researcher that they use this service daily, especially for acute patients. The receptionist thought the Enhanced Access service was well received by patients.

Positives	Negatives
<ul style="list-style-type: none">• Awareness of Enhanced Access• Objective evidence of daily use of Enhanced Access services• Well-received response from patients	

Liscard Medical Centre

Summary

- The receptionist had no available appointments on the same day and explained that evening appointments were popular and the next available was two weeks' time. The receptionist thought the Enhanced Access service was well received by patients.

Positives	Negatives
<ul style="list-style-type: none">• Awareness of Enhanced Access• Offer pre-bookable appointments.• Enhanced Access well received by patients	<ul style="list-style-type: none">• No same-day appointments available at the time of call

The Village Medical Centre

Summary

The receptionist had the same day at the Practice and had filled the Enhanced Access appointments for that evening. The receptionist explained they use Miriam Medical Centre the Enhanced Access site predominantly for weekend appointments, evening appointments are covered by the Practice until all appointments are taken.

Positives

- Awareness of Enhanced Access
- Pre-bookable Enhanced Access appointments are evident and utilised.
- Evidence of weekend appointments
- Evidence of multidisciplinary work as nurses offer Enhanced Access to clinics.
- Service well received by patients

Negatives

- No same-day appointments available at the time of call

Somerville Medical Centre

Summary

- The receptionist informed the researcher that all appointments had gone for that day and the next day at the Practice. The next pre-bookable appointment was in 7 days at the time of the phone call. The receptionist thought that the patient's view on Enhanced Access was indifferent.

Positives

- Awareness of Enhanced Access
- Offer pre-bookable appointments.

Negatives

- No same-day appointments available at the time of call
- Appointments released daily in the morning may disadvantage those who work and carers who perhaps do not have an opportunity to call

Birkenhead PCN

Gladstone Medical Centre

Summary

The receptionist had no same-day appointments or pre-bookable appointments available at the time of the call and explained they offer patients telephone appointments or send patients to the walk-in centre. The receptionist was aware their enhanced booking site was Miriam Medical Centre and explained the patient's views of Enhanced Access were different as a 50:50 split between positive and negative.

Positives

- Awareness of Enhanced Access

Negatives

- No objective evidence of Enhanced Access being offered to patients as no availability at the time of the call
- Patients received Enhanced Access indifferently

Holmlands Medical Centre

Summary

The receptionist had a same-day appointment available with a paramedic but no pre-bookable appointments were available as the receptionist informed the researcher they are released daily. Any weekend appointments are directed to the enhanced booking site at Miriam Medical Centre. The receptionist thought the Enhanced Access service was well received by patients.

Positives	Negatives
<ul style="list-style-type: none"> • Awareness of Enhanced Access • Same-day appointments available • Weekend Availability • Evidence of multi-disciplinary working as paramedics are involved in taking Enhanced Access appointments. • Enhanced Access well received by patients 	<ul style="list-style-type: none"> • Pre-bookable Appointments released daily in the morning may disadvantage those who work and carers who perhaps do not have an opportunity to call

Prenton and Woodchurch Medical Centre

Summary

The receptionist had same-day appointments available and a range of appointments with GPs paramedics and nurses throughout the week. However, the receptionist could not offer the researcher pre-bookable appointments and no late nights or weekends. The receptionist was aware of Enhanced Access. No data was collected with regard to how well received the Enhanced Access service has been for patients.

Positives	Negatives
<ul style="list-style-type: none"> • Awareness of Enhanced Access and • Evidence of multi-disciplinary working, as paramedics and nurses are all involved in taking Enhanced Access appointments. • Enhanced Access well received by patients 	<ul style="list-style-type: none"> • No objective evidence of Enhanced Access being offered to patients as no availability at the time of the call

Miriam Medical Centre

Summary

The receptionist had no same-day appointments available as they had all gone after being offered out early morning. The Practice could offer pre-bookable appointments for the weekend only. As the Practice is the host site the receptionist explained they try to keep appointments free for them, but this service is also still available to their patients. The receptionist thought the Enhanced Access service was well received by patients.

Positives

- Awareness of Enhanced Access
- Weekend pre-bookable appointments available.
- Enhanced Access well received

Negatives

- Appointments released daily in the morning may disadvantage those who work and carers who perhaps do not have an opportunity to call

Vittoria Medical Centre (G)

Summary

The receptionist had no same-day appointments available. The pre-bookable appointments were available at the end of the month. The date the researcher made the call was 31st August. The receptionist stated they were aware of Enhanced Access. The receptionist thought the Enhanced Access service was indifferently received by patients.

Positives

Negatives

- No objective evidence of Enhanced Access being offered to patients as no availability at the time of the call.
- Patients were indifferent to the service

Vittoria Medical Centre (K)

Summary

The receptionist had no same-day appointments available as they had all gone at the time of the call but could offer the researcher a next-day appointment. The researcher was advised that the pre-bookable appointments for Enhanced Access were through Miriam Medical Centre and they would be available tomorrow. The receptionist thought the Enhanced Access service was well received by patients.

Positives

- Awareness of Enhanced Access
- Next-day appointments available
- Enhanced Access well received by patients

Negatives

- Appointments released daily in the morning may disadvantage those who work and carers who perhaps do not have an opportunity to call

Townfield Medical Centre

Summary

The receptionist did have appointments with a GP on the same day at the time of the phone call (21/08/2023) the researcher was informed that appointments were only available until 16.00 as they were in the process of merging with another Practice. The receptionist informed the researcher they had forgotten about Enhanced Access as only recently been introduced to it. The receptionist thought the Enhanced Access service was well received by patients.

Positives	Recommendations
<ul style="list-style-type: none"> Awareness of Enhanced Access The GP Practice had appointments for that day. Enhanced Access well received by patients 	<ul style="list-style-type: none"> Little objective evidence was available that Enhanced Access was available.

Heatherlands Medical Centre

Summary

The receptionist did not wish to engage in conversation with the researcher. When the researcher prompted them regarding Enhanced Access appointments the receptionist did not appear to have any knowledge of the Service

Positives	Negatives
	<ul style="list-style-type: none"> This Practice would not engage with Healthwatch

Church Road Medical Centre

Summary

The receptionist told the researcher they had two urgent appointments with a GP on the same day. The receptionist was aware of the Enhanced Access service available at Miriam Medical Centre. However, informed the researcher this service was not accessed routinely due to difficulties with the system so patients were advised to log a request on patches, go to a walk-in centre or provision made by a GP to fit them in. No data was collected with regard to how well received the Enhanced Access service has been for patients.

Positives	Negatives
<ul style="list-style-type: none"> Awareness of Enhanced Access Evidence of collaborative working Same-day appointments available. 	<ul style="list-style-type: none"> Difficulties with accessing the computer system of the reception staff. No objective evidence that Enhanced Access was being utilised in the Practice

Kings Lane Medical Centre

Summary

The receptionist did not have a same-day appointment available. The receptionist was able to book a pre-bookable appointment with a paramedic at Miriam Medical Centre although seemed unfamiliar with the Enhanced Access terminology. The receptionist informed the researcher that although there were no same-day appointments left the Practice operates a triage system and would endeavour to see emergency cases, those with mental health

difficulties veterans and those under 5s. The receptionist thought the Enhanced Access service was well received by patients.

Positives	Negatives
<ul style="list-style-type: none">• Awareness of Enhanced Access• Pre-bookable appointments available• evidence of multidisciplinary work as paramedics offer Enhanced Access appointments.• Well received by patients	<ul style="list-style-type: none">• No awareness of the terminology Enhanced Access

Teehey Lane Medical Centre

Summary

The receptionist informed the researcher that appointments are released daily with paramedics, GPs nurse practitioners but there were no more available on the day the researcher called and no pre-bookable appointments. The receptionist was not able to offer evenings or weekends. The receptionist thought the Enhanced Access service was well received by patients.

Positives	Negatives
<ul style="list-style-type: none">• Awareness of Enhanced Access• Evidence of multidisciplinary teamwork• Enhanced Access well received by patients	<ul style="list-style-type: none">• No objective evidence of Enhanced Access being offered to patients as no availability for appointments at the time of call.

Devaney Medical Centre

Summary

The receptionist had a same-day appointment available with a GP. The receptionist informed the researcher of the next pre-bookable appointment available just over one week after the phone call at Villa Medical Centre. Although the Practice offered weekends to patients, they did not have any availability for weekends at the time of the call. The receptionist thought the Enhanced Access service was well received by patients.

Positives	Negatives
<ul style="list-style-type: none">• Awareness of Enhanced Access service• Pre-bookable appointments were available• Evidence of Collaborative Working• Weekend availability• Well received by patients	

Hamilton Medical Centre

Summary

The receptionist was not able to offer any same-day appointments but did have a pre-bookable appointment 12 days away from the time of call. When prompted about evenings and weekends the receptionist informed the

researcher that the surgery offers evening appointments on Mondays and Tuesdays the receptionist was aware of Enhanced Access and thought it was indifferently received by patients.

Positives	Negatives
<ul style="list-style-type: none">• Awareness of Enhanced Access• Pre-bookable appointments available including weekends	<ul style="list-style-type: none">• Patients were indifferent to the service

Whetstone Lane Medical Centre

Summary

The receptionist could not offer any same-day appointments and advised the researcher that pre-bookable appointments were not available with GPs or Nurse Practitioners only Phlebotomists and physio. The receptionist informed the researcher that emergency appointments would be referred to the extended access site at St Catherine's. The receptionist thought the Enhanced Access service was well received by patients.

Positives	Negatives
<ul style="list-style-type: none">• Awareness of Enhanced Access• Well received by patients• Evidence of collaborative Working• Evidence of limited pre-bookable appointments	

Riverside Surgery

Summary

The receptionist could offer two appointments on the same day as part of the ANP and work in collaboration with St Catherine Health Centre.

Positives	Negatives
<ul style="list-style-type: none">• Awareness of the Enhanced Access.• The surgery had both access to appointments on the day and pre-bookable appointments available.• Evidence of collaborative working	

The Villa Medical Centre

Summary

This Practice offers appointments with a range of health care professionals such as Physios Pharmacists GPs and Nurses. They use St Catherine Health Centre for Enhanced Access and have availability on evenings and weekends.

Positives	Negatives
<ul style="list-style-type: none">• Awareness of Enhanced Access• Evidence of multi-disciplinary working	

- Evidence of collaborative working
- Weekend availability
- Well received by patients
- Same-day appointments

Paxton – Fender Medical Centre

Summary

The receptionist could offer same-day appointments with a GP and a pre-bookable appointment at St Catherine's Health Centre (Enhanced Access site) service well received by patients.

Positives	Negatives
<ul style="list-style-type: none"> • Awareness of Enhanced Access • Evidence of collaborative working • Same-day appointments • Well Received by patients 	<ul style="list-style-type: none"> • No evidence of weekend availability at the time of call

Paxton – Claughton Medical Centre

Negatives
<ul style="list-style-type: none"> • No answer at this Practice may no longer exist

Cavendish Medical Centre

Summary

The Practice works in partnership with Miriam Medical Centre, at the time of call there was availability.

Positives	Negatives
<ul style="list-style-type: none"> • Awareness of Enhanced Access • Evidence of collaborative Working • Same-day appointments 	<ul style="list-style-type: none"> • Unable to establish evening or weekend availability.

Healthier South Wirral PCN

Allport Surgery

Summary

The receptionist did not have any appointments that day or pre-bookable appointments evenings or weekends available, and would refer patients to Walk-In Centre

Positives	Negatives
	<ul style="list-style-type: none"> • No same-day appointments at time of the call • No pre-bookable appointments at the time of call • Limited knowledge of Enhanced Access

Eastham Group Practice

Summary

On hold for 14 minutes receptionist would not participate in the research and referred me to call back to speak to the Practice Manager.

Positives	Negatives

- Practice shows good awareness of confidentiality, and exercising vigilance when answering the phone.

- Limited knowledge of Healthwatch
- Evidence of poor communication within Practice

The Orchard Surgery

Summary

Patients are asked to follow a triage system at this Practice patches open at 7am and 08.30 am on the telephones

Positives

- Awareness of Enhanced Access
- Evidence of limited weekend availability
- Well received by patients

Negatives

- Operating a triage system in the morning may disadvantage those who work and carers who perhaps do not have an opportunity to call.
- No evening availability at the Practice

Civic Medical Centre

Summary

The receptionist could offer same-day appointments no pre-bookable appointments available would triage and signpost patients to walk in

Positives

- Same-day urgent appointments available
- Well received by patients

Negatives

- Releasing appointments daily in the morning may disadvantage those who work and carers who perhaps do not have an opportunity to call.
- No pre-bookable appointments
- No objective evidence of Enhanced Access being offered to patients as no availability at the time of call

Sunlight Group Practice

Summary

The surgery operates a triage system and have urgent appointments and prebook able appointments available they have weekend availability for appointments but no evenings beyond 6.30pm

Positives

- Awareness of Enhanced Access
- Same day urgent appointments
- Weekend availability

Negatives

- Operating a triage system in the morning may disadvantage those who work and carers who perhaps do not have an opportunity to call.
- No evening appointments after 6.30pm

Healthier West Wirral PCN

Greasby Health Centre

Summary

The receptionist did not want to engage in research referring the researcher to the Practice manager who was not available

Positives	Negatives
<ul style="list-style-type: none">Practice shows good awareness of confidentiality, and exercising vigilance when answering the phone.	<ul style="list-style-type: none">Limited knowledge of HealthwatchEvidence of poor communication within Practice

Commonfield Road Medical Centre

Summary

The researcher was referred to an admin team worker

Positives	Negatives
<ul style="list-style-type: none">Awareness of Enhanced Access	<ul style="list-style-type: none">Being asked to ring another number to book Enhanced Access may add an unnecessary step to the process

Marine Lake Medical Centre

Summary

The receptionist did not want to engage in research referring the researcher to the Practice manager via email

Positives	Negatives
<ul style="list-style-type: none">Practice shows good awareness of confidentiality, and exercising vigilance when answering the phone.	<ul style="list-style-type: none">Limited knowledge of HealthwatchEvidence of poor communication within Practice

West Wirral Group Practice

Summary

The receptionist was new but very helpful. Practice offered weekends and worked in partnership with the PCN to offer evenings. Well-received by patients

Positives	Negatives
<ul style="list-style-type: none">Awareness of Enhanced AccessEvidence of collaborative WorkingWeekend AvailabilityEvening Availability	<ul style="list-style-type: none">No same-day appointments available

Upton Group Practice

Summary

Receptionist had no same-day appointments as full to capacity but offered one evening and one weekend appointment

Positives	Negatives
<ul style="list-style-type: none">Awareness of Enhanced AccessWeekend AvailabilityEvening Availability	<ul style="list-style-type: none">No same-day appointments available

Heswall and Pensby Group Practice

Summary

The receptionist had same-day appointments. The Practice offers a triage system and works with 6 Practices across the PCN to offer weekends

Positives	Negatives
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- Awareness of Enhanced Access
- Evidence of collaborative working
- Weekend availability.
- Same-day appointments
- Issues with accessing the computer system to check for Enhanced Access appointments particularly the time it takes

Moreton & Meols PCN

Moreton Cross Group Practice

Summary

The Practice offers a rota system for Enhanced Access appointments for evenings and weekends. No same-day appointments available at the time of calling, well-received by patients

Positives

- Awareness of Enhanced Access
- Weekend availability.
- Evidence of collaborative working
- Well received by patients

Negatives

- No same-day appointments available

Moreton Medical Centre

Summary

The telephone system directs you to use the automated booking service and then asks you to press 2 to speak to a receptionist or 3 for any other enquires. When pressing 2 the system cut caller off, who then pressed 3 and cut off again

Positives

Negatives

- Practice was uncontactable sent an email to the Practice email but no response

Moreton Group Practice

Summary

The receptionist had urgent appointments available, and multiple evening and weekend appointments with GPs and advanced nurse practitioners. Well received by patients

Positives

- Awareness of Enhanced Access
- Evening Availability
- Weekend Availability
- Evidence of Collaborative working
- Evidence of multi-disciplinary working
- Well received by patients
- Urgent same-day appointments

Negatives

Hoylake Road Medical Centre

Summary

This Practice had various Enhanced Access appointments across the week, face to face-to-face, telephone appointments with GPs and ANPs next available tomorrow with ANP. The surgery has a rota system for Saturday appointments

Positives

- Awareness of Enhanced Access
- Various pre-bookable appointments
- Evidence of Multidisciplinary working
- Weekend appointment availability

Negatives

- No same-day appointments at the time of the call

Hoylake and Meols Medical Centre

Summary

The Practice did not have any same-day appointments available there were pre-bookable appointments available in the evening

Positives

- Awareness of Enhanced Access
- Evidence of evening appointments
- Evidence of pre-bookable appointments

Negatives

- No same-day appointments at the time of call

APPENDIX II

GP Enhanced Access Patient Survey

Question: Is there anything else you would like to tell us?

Answered: 510 Skipped: 381

#	RESPONSES	DATE
1	I don't think we get looked after very well anymore it's very difficult to get an appointment and that's if they answer the phone to your call .	12/13/2023 9:06 AM
2	Receptionist triaging patients and deciding if they need an appointment/what action needed is unacceptable.	12/13/2023 6:17 AM
3	When trying to get an appointment by phone ringing at 0800 only to be told there are no appointments left ??????	12/12/2023 11:11 PM
4	Tried to contact doctors via PATCHS but apart from 1 time only it has not been available to access	12/12/2023 9:33 PM
5	Phone line constantly hang up before ever being answered, had to go to the walk-in centre numerous times because can't get appointment and they don't answer the phone	12/12/2023 9:08 PM
6	Always difficult to obtain prescriptions. Then it's wrong or items missing. Rude receptionists. Problems always passed to someone else. Problems never fixed. No patient choice regarding medication.	12/12/2023 8:19 PM
7	No	12/12/2023 8:07 PM
8	You can never get a GP appointment yet if you go into the surgery it is generally empty or only a few people there	12/12/2023 6:06 PM
9	I find the staff across the board polite and helpful.	12/12/2023 5:33 PM
10	I don't agree that I have to tell the receptionist my symptoms and reason for needing to see a doctor so they can decide whether I can have an appointment or not. It was very embarrassing and has put me off ringing about my current health problem. I know quite a few people who are suffering health problems rather than telling a receptionist their problems.	12/12/2023 5:23 PM
11	My GP Practice is friendly and efficient, only once have I had a problem trying to book an appointment.	12/12/2023 5:19 PM
12	Really can't complain about my surgery, never had a problem getting through on the phones and they always offer an appointment post telephone triage if I feel like I need one, not sure the total triage model for eConsult works as the patient gets an email to say it's completed (by the triaging GP) before the reception team have had a chance to contact the patient to book an appointment etc.	11/24/2023 11:09 AM
13	Just felt I had to wait to lo long for appointment	11/23/2023 6:17 PM
14	the las 2 times I have called GP for an appointment I have been unable to book an appointment, the receptionist advised there were no pre-bookable appointments available and the appoints for that day had already been booked and filled by 08:30 and I was to call each day until I was successful.	11/23/2023 6:58 AM
15	I often am told that no appointments are available and to call back after 8:00am the following day to see if they can fit me in.	11/22/2023 4:51 PM
16	The family has used some of the above and COVID pre booked at Miriam health centre all happy with what we have needed so far as a family different ages times etc to suit very efficient phone consultations and always accommodated if urgent or important we are extremely satisfied with our care here	11/22/2023 4:09 PM
17	Constantly told to attend walk in	11/21/2023 6:12 PM
18	Access to see a GP is poor, I was told I had an appointment to see a GP and ended up seeing a nurse. That appointment was awful.	11/21/2023 7:13 AM

Yes if you can't get app Yes when they can't offer you an appointment and they say go to the well centre and you say how do you get there if you don't drive ,the reception tells you to get a taxi ,when you can't afford taxis

20	Following a successful face to face with a doctor the prescribed minor surgery appointment is taking a long time to come through.	11/17/2023 3:54 PM
21	I would like to be able to make a pre bookable appointment over the phone or on line. We used to have this service but no longer available.	11/17/2023 8:16 AM
22	PATCHS should be available 24/7 and not limited to a certain number of 'slots' per day.	11/15/2023 4:31 PM
23	It took me a total of 11 weeks to get a face-to-face appointment with a doctor which is totally unacceptable	11/15/2023 12:55 PM
24	Never had a problem. Always use common sense, self-help, chemist first. Only contact surgery if tried other things first. Limited appointments everywhere in NHS something we all have to accept. Staff under enormous pressure, we all need to take ownership of our health and not expect our precious NHS to be abused.	11/15/2023 9:43 AM
25	As I am retired I would not want an out of hours appointment, I would leave these for the people who are working. I am very pleased with the service I receive from my Practice.	11/15/2023 8:20 AM
26	Manor health GP have always been reliable with appointments. Can't fault them.	11/14/2023 10:19 PM
27	I really get frustrated when the doctor googles my symptoms while I am in the surgery having a face to face.	11/14/2023 9:37 PM
28	I used e consult at Greasby group Practice for a medical condition I need to see a female doctor fairly urgently. I was then txt to say I could have an appointment in 46 days' time. This is unacceptable. I emailed the Practice manager regarding this and he didn't have the courtesy to reply. I went in to the surgery - again to speak to the Practice manager and was told he was too busy to speak to me but he would contact me. He never did. The Drs at the surgery are very good but I am going to leave. How can the surgery ever improve if it's run by a manager such as this. They have locally just built a huge housing estate in Upton/Greasby border - and yet no additional services have been out in place - i.e. Drs. So it just becomes even more difficult to get an appointment.	11/14/2023 9:09 PM
29	This is NOT an appropriate questionnaire! It bears no resemblance to addressing or solving the problems that are being experienced by patients.	11/14/2023 6:58 PM
30	Got appointment but follow up after tests was shocking. So much I and my family are moving surgery's. This is after a string of failings forms this Practice.	11/14/2023 4:47 PM
31	Extremely difficult to get a face-to-face appointment at this Practice. Have considered moving to a new Practice	11/14/2023 3:57 PM
32	Still waiting for physio since July - asked twice but get told to leave it a few more weeks and phone them and same thing happens	11/14/2023 2:13 PM
33	Trying to get in touch on the phone is a nightmare. Your waiting for absolutely ages up to 45 min then you get cut off. When arriving for an appointment there can be approximately 4 people waiting to be seen by different professionals and your told there are no appointments. You can be early for your appointment, says running on time then you get called 10-15 mins late. There is normally 3 GPs and two nurses, yet 3 people in the waiting room. The service really needs looking at since COVID it's as though the GPs have not fully opened for patients Access. I hope this survey improves the situation.	11/14/2023 12:41 PM
34	had no need to use enhanced access as offered an appointment	11/13/2023 2:20 PM
35	I like the way the GP gets back to you once submitting a PATCHS request as I know another GP where reception answer the PATCHS (St Cath's)	11/13/2023 11:13 AM
36	I emailed a complaint to my GP surgery following the appointment and it still has not been acknowledged or responded to 3 months later. I have never previously complained. For patients whose symptoms do not fit the box of diagnosis GPs do not want to know and offer no follow through care. Totally disgusted at healthcare provision currently it's never been worse	11/13/2023 8:11 AM
37	EConsult is slow but does give info to doctors	11/12/2023 8:54 PM
38	Manor Health centre is an excellent Practice very rare not to get a face-to-face appointment	11/12/2023 6:58 PM

39	I always get good care and attention from my surgery however I think it is important to see the same doctor but in order to do this there is always a long wait for an appointment. In this day and age of computers and instant media I find it unbelievable that different health departments cannot access each other's information. i.e.: My physio at Clatterbridge could not access my Arrowe Park X-rays. The same with optician/doctor and Arrowe Park / St Catherine's	11/12/2023 6:36 PM
40	Dislike the PATCHS system & the opening times!	11/12/2023 5:41 PM
41	GPs are run off their feet but sometimes you need face to face and it usually is urgent, this rarely happens since Covid	11/12/2023 2:21 PM
42	I have had to resort to A&E attendance due to lack of availability and adequate response	11/12/2023 9:29 AM
43	I do my very best not to visit a doctor as my recent experiences have given me little faith in being taken seriously. e.g. I now have the impression that they are treating a stereotype and not an individual. I am concerned that if I need to visit a doctor for what might be an important issue, I will not get the attention that an individual should get. I regard this as a consequence of there being not enough time allotted for each appointment. A telephone consultation that I had last year left me with more questions than answers regarding the reason for my interaction with a doctor. The telephone consultation was rushed and did not cover all of the issues that I wanted information about.	11/11/2023 6:27 PM
44	Our surgery does not offer E consult and you can only contact them via phone. It takes ages for anyone to answer and by the time you get through you get told no appointments are available so go to the walk in.	11/10/2023 7:30 PM
45	Always excellent. Easy to get face to face and phone appointments	11/10/2023 6:39 PM
46	I would like to say how impressed, comfortable and confident with Civic Centre Medical Centre. Their service is brilliant, second to none.	11/10/2023 6:33 PM
47	I am highly satisfied with the excellent care at the villa medical Practice from the GPs and Practice staff for me and my family. Any health concerns have always been dealt with swiftly and especially with the children I have always had the peace of mind their health concerns are assessed and treated. Thank you Villa:)	11/10/2023 6:07 PM
48	Health Care at Marine Lake and ESTUARY Medical Centre has fallen very far away from satisfactory and acceptable. We have lost confidence in our medical care and some of the doctor's patient bedside manners are absolutely appallingly, as well as them not seeming to know the procedures or medical processes for common pathways and diagnosis. They do not seem to know how to signpost either and barely make use of their social prescribers who do a great job. The reception staff try their best, however a few need training in how to show kindness and be discreet at the counter instead of demeaning and shaming people in front of a full waiting room for asking about medical updates, test results, etc. A few doctors could be reminded of this too. Sadly, it isn't hopefully you will be treated respectfully or get the right and needed care depending on the day and who you speak too. This leave patients with the anxiety of having to hope they are lucky that day depending on the situation and who they speak to or get to see(if they are able to get seen at all). The surgery needs to follow up on referral requests from consultants. They also need to tighten up their prescription issuing as there is always a problem anytime new meds are added and monthly issues with repeat medications doses and issues despite no change and the same dose and meds monthly for years. Every month are issues with normal ongoing repeats the chemist or we catch... which doesn't give much confidence.	11/10/2023 2:09 PM
49	Fabulous GP Practice- I am an unpaid carer for my 93-year-old mum at home and home visits given on the same day by GP. Bloods taken too at home. They are fantastic.	11/10/2023 1:14 PM
50	Civic medical centre is great, although I think I get preferential treatment due to recent treatment for breast cancer	11/10/2023 12:59 PM
51	Yes I want to see a doctor when I'm unwell not have to fill in PATCHS	11/10/2023 12:15 PM
52	Excellent service from this Practice for over 20 years	11/10/2023 11:52 AM
53	It is virtually impossible to see a GP. This had serious consequences when I attended with a lump in my breast and nurse practiser didn't refer me to breast clinic	11/10/2023 10:51 AM

54	Since my Practice has been run by the Paxton Group access to appointments has improved although it is a lottery in getting a same day appointment.	11/10/2023 8:12 AM
55	My surgery is great. Really responsive. Appointments are timely and if you have a phone consultation initially they are always very quick to call you back.	11/9/2023 9:33 PM
56	I think West Wirral Practice have excellent accessibility and have never had a problem with timely appointments	11/9/2023 8:55 PM
57	My GP is excellent Can always be seen same day PATCHS works well Online prescription ordering very efficient	11/9/2023 5:47 PM
58	They don't pick up their phone and when they do they can't give you an appointment for 5-6 weeks or even more sometimes..	11/9/2023 4:31 PM
59	I've never had any issues with Whetstone, I've always found the reception staff to be helpful and friendly regardless of the amount of calls in their queue, and regardless of if they've encountered a difficult caller previous to me (I've never known if this is the case but know this can happen). I've always been able to book a phone appointment on the day of my call (I prefer phone appointments over any other type of appointment), and have always been given reasonable timeframes. I've also always found the phone appointments themselves to be helpful and have never felt rushed. As someone with diagnosed generalised anxiety disorder, and suspected autism, I always feel comfortable making appointments and have never experienced discomfort as a result of the Practice or its employees. 10/10 big thumbs up!!!	11/9/2023 4:26 PM
60	It is impossible to get an appointment at the GP Practice. You are told to go the walk-in centre or 111.	11/9/2023 4:26 PM
61	complete lack of continuity of care - chronic illness is not considered and when emailing the Practice mgmt team (twice!) to explain how they are failing chronic illness patients they did not respond.	11/9/2023 4:04 PM
62	Sometimes trainee receptionist don't understand your needs to see Dr straight away I saw a Dr then took 2 months to get phone consultation with female Dr	11/9/2023 3:49 PM
63	Moreton cross are excellent always prompt response even for non-urgent	11/9/2023 3:15 PM
64	I feel that having to tell a none medical person what your illness is to get an appointment is wrong I have people who know me who work at my Practice & I don't think it is very personal. A receptionist is not medically trained so how can they assess you to say who you can see? I wouldn't ask for a doctor if I didn't think I needed to see one.	11/9/2023 2:30 PM
65	I love my GP surgery. I hear about so many surgeries not being able to offer appointments. I've never had a problem with Riverside. I have never not been able to get an appointment on the day, they don't make me do those stupid e consult things. I just ring up and get an appointment-simple! Whatever other surgeries are doing wrong in regard to appointments, they want to take a leaf out of Riversides book. Brilliant surgery.	11/9/2023 2:18 PM
66	I've had mental health issues regarding mental health since a child surrounding mainly depression and anxiety which profoundly affects my life. A diagnosis to why this is happening has never been offered I was put on steroids which caused me countless problems including memory loss and irrational (for me) behaviour. They treated this with a change to mirtazapine . A medication that was causing me anger outbursts . This was during the first lockdown . My medication has only just been changed. Drug and alcohol issues have plagued me most of my life but am currently drug free except mild (less than a gram a day) which I picked up due to lack of sleep , depression and anxiety during lockdown.	11/9/2023 1:30 PM
67	Since town field medical centre merged the service has improved significantly. You are now given a choice of appointments at different venues which is a lot better than having to wait for an appointment at town field. Thanks	11/9/2023 1:23 PM

68 GP has changed to online appointment booking now. The new system may be better but is a big change for people who are neurodiverse. I have ADHD and anxiety and so I get stressed when processes change. Ringing up the surgery and being told I have to book online put me off booking an appointment, not because I wasn't unwell, but because it was too stressful to do a new thing in the moment. I really have to gear myself up to make phone calls and book appointments, it's not something my brain can do easily and I can feel rejected (rejection sensitivity) when met with unanticipated conversations, change or challenges.

11/9/2023 1:14 PM

Enhanced GP Access Survey

69	I haven't had an appointment with a GP for quite some time so I can't comment. I find the nurses who give me my b12 brilliant though.	11/9/2023 1:13 PM
70	I don't feel that the issues are the Practices fault and they do their best	11/9/2023 1:09 PM
71	Receptionists ask for a brief summary of issue even though I have been repeatedly told to only speak to a doctor and not a judge practitioner but receptionists insist that they have to know in order to triage. No, they do not. They are not medically trained.	11/9/2023 12:46 PM
72	No	11/8/2023 1:38 PM
73	I have been delighted with our surgery; we can usually have an appointment on the day which is amazingly helpful. They take the time to listen even when busy - our situations can be complicated and this extra care helps to avoid further problems, as does being able to request a regular GP when needed. They understand our family and our conditions very well and make special arrangements for us when we need them - e.g.; choosing a phone call over face to face where appropriate when it is difficult to attend in person. They have also made special arrangements for us to combine appointments for different family members and multiple reasons (for instance with the nurse practitioners) to minimise the number of visits needed - this is vital for us as attending in person can often be so difficult as to make it impossible. They are also very responsive to emails - I can't access apps on my phone and don't like them as they are time consuming and not nuanced enough. Please make sure the surgery know what a brilliant job they are doing. Extended hours could be very useful for us - we haven't been specifically told about this.	10/31/2023 6:24 PM
74	When ringing at 8-30am I've got cut off 3times when not well it can take almost an hour to get an answer then all appts gone.	10/23/2023 8:49 PM
75	Nothing to add Tried to answer the "Complete The Questionnaire" but told it was closed and to contact Practice to obtain another questionnaire	10/23/2023 2:46 PM
76	The whole episode has been totally unsatisfactory and after wasting more than 3 months trying to get help I have had to pay to see a specialist. He quickly organised an x-ray and confirmed that I need a hip replacement. I have lost any faith in my GP Practice and the NHS and feel very bitter that I did not receive the help I needed and have had to organise and pay for it myself because of the severity of the pain and the loss of my mobility.	10/17/2023 6:38 PM
77	As someone who works In Liverpool, which is a 40-minute commute from my Drs, being offered an appointment in the middle of the day is totally unfair, I cannot get to this appointment and return to work. I've asked for pre-bookable appointments but they can't give me an advanced appointment. Also they advise a DR will call me sometime that day. Due to the nature of my job role (working on a crisis team) it's not always possible to be on standby all day waiting for a call, thus, if the Dr calls me when at work and I miss the call, they won't call me back. Thus my health has suffered because of this.	10/17/2023 9:08 AM
78	E consult has improved a lot and doesn't ask so many unnecessary questions. It's quick and easy to use now. I miss having the option to pre book appointments to see the GP. As I have chronic illness this helped me build a rapport with the GP. I just see or speak to whoever is allocated by the Practice now.	10/10/2023 4:21 PM
79	New PATCHS on-line e consult form is restrictive in that only 20 minutes online time is allocated for completion only one issue / symptom can be raised (no good if Co morbidities are interlinked} submission time starts 9am for very short .window .	10/10/2023 2:33 PM
80	Enhanced appointments are available at walk in centres (listed on Practice web site & in house) and via own Practice at the Miriam Medical Centre.	10/8/2023 11:48 AM
81	The pharmacist for the centre stops my medication without notice I am suffering with pneumonia at the moment and with the pregabalin and voltrol I am prescribed being abruptly with help I am suffering heart palpitations s restless legs anxiety and pain in my back knees and joints my eyes are bleary and I am dizzy. This has happened more than ones I am very sick of this unprofessional medication withholding it is I am sure a breach of the duty of care do no harm . I am in a mess	10/3/2023 9:38 PM
82	I rang for a GP appt .but it's another a GP who rings . Also its all-Christian names given out . It could be anyone ringing for all I know. They do give appts when I ring for my foster child	10/3/2023 12:55 PM

Enhanced GP Access Survey

83 I have taken this survey so I can tell you that my daughter is profoundly deaf and is at the same surgery they don't do anything for deaf people she is 59 years old and when she has a

9/30/2023 8:01 PM

Enhanced GP Access Survey

phone consultation they call me and expect me to know why she is having the consultation

.She lip reads and when she has had a rare face to face they have worn a mask and then she doesn't know what they said

84	No confidence in telephone consultations. One GP was so busy typing felt they weren't listening to me said bye and good luck then ended the call Didn't deal with my issue	9/20/2023 9:32 PM
85	The e consult form is very lengthy and repetitive for simple requests	9/15/2023 5:43 PM
86	I have put off contacting the doctor due to the difficulty in getting a timely appointment. I was also very frustrated at being told by the doctor's receptionist that I should use the app to make an appointment as whenever I try there are no appointments available.	9/15/2023 11:16 AM
87	I had a bad chest inf, phoned Dr to be told I would have to go to walk in centre. I did not go as I did not want to go sit with a lot of poorly patients coughing all over them, so I cancelled my shifts at a busy ed department and stayed at home. all I wanted was some antibiotics. two weeks later I am still recovering from the chest infection.	9/11/2023 2:34 PM
88	I've always found my GP Practice easily contactable and have never waited too long for an appointment.	9/7/2023 9:23 AM
89	I had an appointment for a travel vaccine. This was cancelled the night before as the vaccine had not arrived in time. Not happy about this, don't understand how that happened when the apt was booked 3 weeks prior. I was then told I could only come in 4 weeks later, because it has to be done by 1 person who only works 2 mornings a week and who was on holiday. I don't understand why no one else can give me the vaccine, not good service.	9/6/2023 3:04 PM
90	Telephone consultations are not accurate. They are usually a misdiagnosis and cause more pain and suffering for the patient. Video consultations are the same. A face-to-face consultation with a doctor is best.	9/6/2023 2:21 PM
91	On one occasion I had to ring 27 times before I got through to my GP. It is getting more and more difficult to get an appointment.	9/6/2023 10:18 AM
92	Sometimes it is difficult to get through to the Doctors by phone.	9/6/2023 9:27 AM
93	HAVING ONLY JUST BEEN INTRODUCED TO PATCHS I FIND THIS SYSTEM HAS IMPROVED THINGS A BIT	9/6/2023 8:59 AM
94	I can rarely get an appointment if I ring for one, therefore I now only do e-consult, as at least my issue will be considered and I may get a call regarding it.	9/5/2023 9:45 AM
95	although I can always get an appointment, if it is a phone call I have no choice in the time, if it is face to face I am unable to make it in advance with I doctor I choose. As I work this can be difficult as it can also be ringing at 830 am for an appointment	9/5/2023 9:35 AM
96	Always had great service from Moreton Medical Centre. Noted times are increasing to be seen but know if it was urgent I'd be accommodated.	9/5/2023 9:33 AM
97	Why can I nit call GP surgery and book an appointment for another day. You can only call on the day of appointment. If you could book up to 10 days in advance there would be less hanging on to the phone for 20+ minutes	9/5/2023 9:14 AM
98	It is difficult to phone for an appointment as I'm in work before 8am. The surgery is closed at lunch time. In the end I had to go into the surgery on my day off, and explain it was Urgent. I was told there was nothing for that week. I had to go into detail about my problem. Then suddenly, I got a cancellation for later that day!	9/5/2023 8:17 AM
99	I really like St Georges medical centre. The doctors and nurses are all so friendly and helpful. I work in healthcare and I can honestly say I am so thankful to have them as my Practice. I have never struggled to get an appointment I have actually needed for my two children my husband or myself. I trust the GPs in this Practice.	9/4/2023 7:56 PM
100	GP's need to get away from the mad rush at 8am when you cannot get through by phone. And face to face appointments need to offered as a matter of course.	9/4/2023 6:08 PM
101	Main difficulty is illness over the weekend.	9/4/2023 5:13 PM

Enhanced GP Access Survey

102 For elderly patients such as my parents, they find it impossible to book appointments. It needs to be more accessible for them. Plus not everyone is computer literate or has access to a

9/4/2023 4:55 PM

Enhanced GP Access Survey

computer.

103	I have various long-term conditions, which make using the e consult difficult yet have been told time and again I must use e-consult and not phone	9/4/2023 4:42 PM
104	PATCHS/e-Consult are full and won't accept new requests by 9:30am most morning and cant' get through on the telephone	9/4/2023 4:36 PM
105	When you are able to see a doctor at St Catherine's Surgery it tends to do what it says on the tin and is an effective service. However, they revert quite frequently to the local walk in (Myriam Centre) and refuse to provide an appointment for certain ailments which is really frustrating.	9/4/2023 3:37 PM
106	St Hilary GP has always been forward-thinking, progressive Practice and always strives to help Patients. Most of the time, it's possible to get a face-to-face appointment, for non-urgent cases, within 2 weeks.	8/30/2023 2:01 PM
107	I am not sure patients are provided with the most up to date appointment options	8/30/2023 9:23 AM
108	Sometimes E-consult is not appropriate for my needs	8/25/2023 4:11 PM
109	Online prescription code was only available once . NHS booking appointment app was helpful but only once, wouldn't give me access again.	8/21/2023 11:29 AM
110	Was using the GP app before surgeries merged. Was advised to delete and reinstall after merger. Have struggled to do this. Tend to use Practice after referrals from hospital, bloods, stools etc. Have used the Miriam as a drop in when I had shingles. Was impressed by that service	8/17/2023 2:36 PM
111	I am very happy with the Practice.	8/16/2023 7:32 PM
112	I was offered an appointment in 5 weeks.	8/16/2023 4:38 PM
113	I will go to a different Practice if offered but it's very rare that it's offered . My main annoying thing is that they give me a timeframe of 10 hours for Dr to ring . I have health needs and so do my kids so I can't be available for a private chat for 10 hours so by the time I do get a call from Dr I'm either driving ,on the loo ,in shower or in a public place so I can't talk about my issues	8/16/2023 1:04 PM
114	I don't even bother calling the doctors half the time I need them. What's the point?	8/16/2023 12:55 PM
115	My GP Practice used to use E Consult. I found this really easy to use and it was practical around my lifestyle as a working mum - if I had a health issue for myself that I was worried about I could log it on eConsult and knew I would hear back from the GP if they thought it was something that needed a phone or face to face appointment. They have recently changed to PATCHS. Every time (three times so far) I've tried to use it, it has been fully booked out and not accepting any more queries for at least 2 days. This is really not practical for me as a working mum I have limited time to focus on my own health as it is, so my issues usually drop off if there are barriers to accessing care. I find it really unhelpful that the PATCHS system doesn't even allow you to log your query into a queue - I'm not always after an immediate response, just when the GP get to it would be fine, but with PATCHS I am finding it difficult to even log my query at all.	8/14/2023 10:32 AM
116	I ordered the prescription on line more than 48 hours but the surgery could not find it. I was so stress out as I had run out my Blood pressure tablets	8/9/2023 8:44 PM
117	Sometimes e consult options do not apply to your circumstances so you have to select options that don't apply to make sure you can get a call back I would like to be able to book a pre bookable appointment I would like to book an appointment online using the patient access app but quite often there are no available appts	8/9/2023 10:17 AM
118	I have requested on a number of occasions to have access to all my records, but to date, I am not able to see my medical history or test results	8/7/2023 3:32 PM
119	On my e-consult(31.05.23) I stated that my current problem (skin lesion) was the 6th to appear in the last 9months. The 1st 4 were removed at Countess of Chester, referred by Clatterbridge, as plastic surgery was required. As number 6 was identical in appearance and position (close to my shin) I asked for a face-to-face appt. with the Doctor in the Practice who had dermatology	experience (I had consulted him in the

Enhanced GP Access Survey

past) so that an initial appointment to dermatology at Clatterbridge would be unnecessary and I could be referred directly to Countess

8/3/2023 7:36 PM

Enhanced GP Access Survey

of Chester -thereby not taking up an appointment at Clatterbridge and also speeding up the removal of the lesion. (The surgeon did query when I had first noticed it - remarking on the size.) When I followed up my e-consult by phoning the Practice (on Thursday,1.6.23) I was advised that I had an appointment three weeks hence with a doctor whose name I did not recognise- possibly a locum. I asked the receptionist if she had a copy of my e-consult (which she had) and I explained that I was unhappy about the delay and the fact my request for a specific doctor had been 'ignored'. She was very helpful and said she would take my e-consult back to Triage. The next day, Friday 2.6.23. I received an appointment to see another doctor, one of the Partners, who said he could not refer me directly to Chester - I had to go to dermatology at Clatterbridge for referral. I received my referral letter, (dated 6 June) on Saturday, 10.6.23. I rang Clatterbridge on Monday 12.6.23 and was advised I already had an appointment booked for June 20th. We had booked a week's holiday from the 18th so the appointment was cancelled. On our return an appt. for July 13 (sent on the 13th.June) was waiting ! and another, dated 19.6.23 , for June 28th. at which I was referred to Countess of Chester. On July 3rd. I received a PHONECALL with an appt. on July 6th. I had my plastic surgery procedure on Aug.2nd. I have to question the efficacy of the Triage system and cannot understand why Clatterbridge appointments unit don't telephone the patient when, or before, they issue an appointment as seems to be the procedure at Countess of Chester. Is there a reason why Marine Lake cannot refer directly to Countess of Chester? This has been a long saga !! However, my wife's illness which 'started' in June 2022 is longer and led to my joining the Patient Participation Group at Marine Lake Practice.

120	I understand the difficulties in trying to always get a face-to-face consultation with GP. I am okay about other Professionals having an intervention. it's the follow time or the 'waiting time' that may cause a problem down the line	8/2/2023 4:44 PM
121	The move to online services has been great for me personally. But I am very upset on behalf of older people. I know several elderly people who were told to use PATCHS without having access to the internet. They have asked relatives to handle communication with the GP for them which means that they are no longer entitled to confidentiality. These patients are unaware that there are other ways of getting access to the GP and feel they have no choice but to surrender their autonomy to a relative. The instruction to register with PATCHS was sent via text message and it assumed that people with a mobile also have internet. But many older people have non-smartphone mobiles. The surgery I am referring to is The Warrens, which was not featured in you drop down list of surgeries.	8/2/2023 10:54 AM
122	I completed a PATCHS assessment on 19/7/23 I have menopausal symptoms and I was sent an appointment via text message for 30/8/2023. I don't feel being given a telephone consult in 6 weeks' time is acceptable. I phoned the surgery and complained and the surgery gave me a phone consultation appointment a month after the date of the PATCHS assessment, 16/8/2023. I don't feel a phone consult either 4 or 6 weeks after completing a PATCHS assessment is acceptable	8/2/2023 1:07 AM
123	I tried to book via eConsult, no response after 48 hours. Then had to try and get through on the phone only to be told they will chase up the eConsult.	8/1/2023 1:39 PM
124	if and when I need to contact the GP, I would like it to be easy, and NOT go through question after question, for the receptionist to decide whether I need an appointment or not	8/1/2023 9:36 AM
125	I FIND MY SURGERY VERY ACCOMMODATING AND THEY ALWAYS GET ME EITHER A FACE-TO-FACE APP'T OR A TELEPHONE CONSULTATION.	7/31/2023 10:51 AM
126	I've had 2 good recent experiences but the one I describe above was a bad experience when I had a lump, pain and fever and was offered an appointment 2 weeks later by the doctor. Luckily when I called to complain the receptionist was very helpful and gave me an appointment at another Practice 2 days later on a Saturday where I was diagnosed with a breast infection and given antibiotics. Since then I have had 2 lots of 2 week wait cancer investigations and they have been brilliant. It's also great to see they have final year students training who appear to be well supported there.	7/29/2023 11:18 AM
127	I really wish they would prioritise the PPG meetings	7/28/2023 4:02 PM
128	It can be frustrating if you are in your GP when, for example, picking up a prescription and you try and make an appointment to see a GP or ANP and get told you have to complete an e- consult or PATCHS request. Whilst I am okay doing this, I am aware that there are many people who do not have access to the internet, so would not be able to do this and can	7/28/2023 3:52 PM

Enhanced GP Access Survey

sometimes be on hold when trying to make an appointment by phone. Therefore, the option to book an appointment in person should still be offered where possible.

129	My son has to phone to get an appointment and translate for me as I use BSL	7/27/2023 12:32 PM
130	I am very lucky to have such a good GP Practice. They usually sort my issues on the day and contact me to let me know.	7/26/2023 8:34 PM
131	Communication is restricted e.g. you can't make an appointment with the receptionist.	7/25/2023 11:23 PM
132	Grove Road surgery are excellent. Having come from Prenton and had the experience of an appalling G.P, this surgery is a breath of fresh air. Nothing is too much trouble, everyone including the receptionists are lovely and they always have time for you.	7/24/2023 12:17 PM
133	It is extremely difficult to see a doctor at my Practice calls need to be made at 7:59 am and you either get disconnected or you are 20 minutes or more waiting. Once you get the phone answered sometimes you don't get a slot because they usually just have one doctor on site. Even for a baby you can be rejected to be seen on the day	7/21/2023 10:20 PM
134	Very difficult getting Dr appointment, feel you have to justify everything, difficult getting advice for my children, Feel like family don't bother getting advice from surgery because it is too difficult you can feel like an inconvenience and you are made to feel like your problem is not important	7/20/2023 10:04 AM
135	Clinicians are fine, administrative staff utterly useless and incompetent.	7/18/2023 9:26 PM
136	My Practice has been in a dreadful state since it was taken over by Dr Alam and associates. I am optimistic that now he has lost the contract, the new providers will improve services.	7/18/2023 8:03 PM
137	I'm also a carer for my mother who has mixed dementia and having to constantly inform the healthcare staff that my mother has dementia and all the other health conditions-MECC does not exist - appts on different days at different times/tel consultations with a time frame 8:00am to 6:30pm means I have to be at home with mum all day waiting for tel consultation, far from ideal.	7/18/2023 10:04 AM
138	Very pleased with the service from Spital surgery	7/17/2023 8:52 PM
139	In my place of work, I receive many phone calls from families needing urgent help for palliative patients, they are often waiting for long periods out of hours for GPOOH or DNAs to visit for symptom control or a call back. Obviously very distressing for all involved	7/17/2023 7:04 PM
140	Very difficult to see a Doctor	7/17/2023 12:43 PM
141	Spital surgery is an excellent Surgery where the staff are very caring and I can always get a satisfactory outcome. Happily I don't need to trouble them often.0787880	7/17/2023 12:02 PM
142	as soon as you phone the GP Practice at 8am you are told you are 37th in the queue. Waited for 45 mins eventually got through	7/17/2023 11:57 AM
143	I rarely see GP these days, usually physicians associate, sister	7/17/2023 11:30 AM
144	wait times to see a preferred GP are unacceptable. consistent care is very important to anyone with a chronic illness.	7/17/2023 10:20 AM
145	I got my appointment within a few hours which resulted in a referral to hospital. So happy with result..	7/16/2023 9:42 PM
146	Brilliant Practice.	7/16/2023 7:24 PM
147	Very lucky to be a patient at Spital Surgery	7/16/2023 5:41 PM
148	I am entirely happy with the service and access I receive from Spital Surgery, and believe it must be one of the best in the Wirral in terms of patient care and personal attention. I lost my husband to prostate cancer last year, and although he was largely well throughout the treatment he received after first being diagnosed at the start of the pandemic, I couldn't be more grateful for the immediate attention he received, when necessary, from every member of staff at Spital Surgery. It was a difficult time which they made more bearable with their kindness, and particularly by Dr. Minns, a wonderful doctor we were blessed to have at such a difficult time.	7/16/2023 5:18 PM
149	Our service is good at Spital	7/16/2023 4:50 PM

Enhanced GP Access Survey

150	Getting a phlebotomy appointment is difficult appointments are only released every so often so one has to ring back several times & not always available at own GP surgery which then is a problem as most people especially the elderly choose a GP close to where they live for convenience & to avoid travelling and to limit carbon footprint!	7/16/2023 4:34 PM
151	My Practice is very efficient and I always get an appointment in a reasonable time period. I have no complaints, only praise.	7/16/2023 3:52 PM
152	I'm thinking of going to another Practice as I'm not having my medical issues sorted	7/15/2023 8:43 PM
153	Time it takes to listen to messages before the phone actually rings is annoying and most is not needed.	7/15/2023 8:40 PM
154	Just upset that GPs are not seeing patients	7/14/2023 10:13 PM
155	Practice informed us they were no longer doing jabs like tetanus, while I can understand if they are for holidays it's not as urgent as a health issue, we did contact them very far in advance and telling people to go over to the LSTM will just mean some people won't get jabs and then contract something on holiday which will cost the NHS more in the long run, false economy basically. I was under the impression this was part of the GP contract, so they shouldn't be able to just tell people to go and pay for something that the NHS already pays them to do	7/14/2023 2:38 PM
156	Very difficult to get an appointment with the Doctor , blood test is 2 weeks	7/14/2023 2:00 PM
157	Fantastic service at Moreton health clinic. Can't fault them	7/14/2023 1:35 PM
158	It has been extremely frustrating over the last 6 months when I've tried to discuss my personal health with my GP. Between May-April I spoke to 5 different GPs who had all refused to see me on the basis that my health issue was "a women's problem" and someone a pharmacy could deal with. When I finally got an appointment, it was not booked in advance but asked if I could come into the Practice within the same hour they called me. Since then, I have found it difficult and frustrating, and stressful, to spoke to a GP about my scan and blood test results. Most common I have a receptionist giving me my results and deciding whether I need to speak to a doctor or not. But as it's my health, it's my right to speak to a doctor if I have concerns that shouldn't be decided by a receptionist in a Practice. It has made me very close to switching my GP Practice due to the lack of care.	7/14/2023 12:48 PM
159	when you call the Drs you are not offered an enhanced appointment , straight away you are told to go to a walk in , I have called recently and was told to go to a walk in , they do not take into account families with vulnerable children either , it is not easy just to go to sit in a walk-in centre , wasn't even allowed to book a n appointment for a later date ,	7/14/2023 12:48 PM
160	You should be able to get an appointment with a doctor. The receptionist follow a flow chart and it is how the patient answers questions. The receptionist are not medics and certainly the receptionist in the morning need Customer Care courses and they are so aggressive. I feel so sorry for the vulnerable and elderly. I feel they are pushing the majority of calls on to Associate Physicians etc. I have a friend who is a medic and they have informed me that Physicians etc they only have 2 years training and are prescribing drugs etc. They are not doctors end of day. My friend is a doctor himself and he had to have an appointment and the Associate Nurse never even examined him or asked him the questions they should have. He kindly reminded her. I agree have the Associate Nurses for minor ailments. For people with Chronic illnesses and Mental Health Problems they should be able to see a doctor, which is not happening, Unfortunately there is going to be a lot of people missed and will die or be very ill as a result of this new system. I would also like to see GP's back doing late nights and weekends, which would take the pressure off the hospital Walk in Centres for A and E.	7/14/2023 12:40 PM
161	The surgery is great efficient , helpful and friendly Can always see a GP , usually who you want too Cannot speak highly enough of them 5* service	7/14/2023 11:10 AM
162	Holmlands offer a fantastic service and several of my friends have now switched to them because they were unhappy with their Practice.	7/14/2023 10:36 AM
163	need more face to face	7/14/2023 10:34 AM
164	Enhanced access appointments have not been advertised on line. This is unhelpful. I have a GP that reads my medical records + is very caring.	7/8/2023 8:03 AM

Enhanced GP Access Survey

165

I had to wait 3 weeks for a non-urgent appointment with the GP but this seemed reasonable to me in the circumstances. If I had felt my need was more urgent then I think my feeling about it

7/4/2023 4:44 PM

Enhanced GP Access Survey

would have been different. But from what I hear about other people's stories trying to see a GP, I feel this Practice is probably quite good.

166	My 82-year-old mother is disabled frail. She has a complex mix of problems and her surgery have consistently refused to make home visits. She is unable to leave her home and the surgery refuses to provide her with any care beyond issuing repeat prescriptions for pre-existing conditions.	6/29/2023 11:56 AM
167	My GP's are excellent at offering same day telephone GP consultations but dire at face to face and pre-bookable GP appts. The phone wait for Miriam is always long and I often use Earlston and Seabank instead - better service there in terms of wait times on phone. Did manage to get a same day face to face with a locum recently at Miriam, I was first appt of day, she'd read no notes and was totally dismissive, may as well have not bothered	6/20/2023 8:50 PM
168	I found it easy to get appointment for me but trying for my son was difficult they email me a link to upload pictures of the problem instead of face to face	6/13/2023 11:38 AM
169	I prefer to see my named GP due to established relationship.	6/7/2023 12:50 PM
170	It is difficult to arrange an appointment due to a BSL interpreter is needed. I cannot call the GP Practice at 8am or use the phone.	6/7/2023 12:46 PM
171	It is a good GP Practice but there is a long wait on the phone	6/7/2023 12:37 PM
172	I changed GP Practice as I was not happy with St. George Medical Centre.	6/7/2023 12:35 PM
173	I need support to contact my GP Practice due to memory capacity and hearing difficulties.	6/7/2023 12:30 PM
174	I always want face-to-face appointments. I need my mum's help to contact my GP Practice The nurse was really kind to me.	6/7/2023 12:27 PM
175	I like my GP.	6/7/2023 12:23 PM
176	I don't always see my Named GP	6/7/2023 12:20 PM
177	Setting up eConsult on my phone was difficult. PATCHS is also difficult to use. Uses GP OOH service when I can't get an appointment.	6/7/2023 12:17 PM
178	Respondents' parent books their appointments for them.	6/7/2023 12:12 PM
179	I sometimes found it difficult to remember what happened during the appointment.	6/7/2023 12:09 PM
180	Appointments need to be longer	6/7/2023 11:55 AM
181	It would be easier to contact patient's via facetime for people who have hearing problems	6/7/2023 11:48 AM
182	I have a good doctor	6/7/2023 11:42 AM
183	Always very helpful, the Nurse Practitioner has been brilliant and really helped support me and checked up on me when had pleurisy and a suspected blood clot.	6/7/2023 10:40 AM
184	Sort the telephone system out a s a p , it is so frustrating and stressful , and get rid of the incompetent and rude receptionist especially at Greasby group Practice who causes so many upsets !!	5/26/2023 8:00 PM
185	I would like to praise ALL the staff at The Villa Medical Centre. Yes I've had to wait on the phone but their help is so worthwhile. If they don't know the answer they will go away and phone me back with an accurate answer. I have had phone consultations, face time and face to face appointments with various staff members and all have felt highly satisfied. Prescription or other online requests are so easy to do and are dealt with so quickly. Myself, my children and all my family at this Practice have found them a blessing, THANK YOU!	5/18/2023 9:01 PM
186	Yes when I was trying to get my appointment the receptionist kept putting me on hold to ask question about my condition to get appointment. I think it will be terrible if receptionist have to know more information especially people's disabilities and needs extra support	5/15/2023 3:59 PM
187	you can never ever get an appointment face to face with a doctor. I suffer with anxiety and depression and need to see a doctor in person but this has not been possible at all . it is a disgrace and should be stopped , they are the only profession not to be working back to normal and get paid vast amounts of money for the pleasure of not seeing their patients .	5/14/2023 8:38 PM
188	I see the nurse regularly and get brilliant treatment but there don't seem to be many GP	5/12/2023 10:30 AM

Enhanced GP Access Survey

appointments available

189	No ⁸⁵	5/12/2023 1:38 AM
190	The second Practice receptionist that I spoke to took my distress and suicide threat seriously and ensured that I spoke to a GP who arranged for me to be seen at Arrowe Park Hospital by the crisis team. I'm very grateful.	5/10/2023 5:14 PM
191	No	5/10/2023 9:31 AM
192	A really good Practice with a wide range of services offered within the Practice	5/9/2023 10:46 AM
193	Nightmare G.P's operating in bubble like covid restrictions still in place. Hardly anyone in surgeries. Don't know what they do all day. Withdraw patient access & e consult options as well. When rest of nhs I work in operating as pre covid. This means unnecessary strain on A&E and rest of NHS & people not being diagnosed early endangering Patient safety. It's a disgrace and a mess	5/4/2023 7:48 PM
194	My GP offers same day appointments you have to ring at 8am. If I have a fast heart rate I can go to the surgery and my GP will assess me there and then.	5/3/2023 3:49 AM
195	St Cath's does not support on-line appt booking through any app, that I know of	5/2/2023 7:50 AM
196	Since COVID it's very difficult to get an appointment. have to ring up every day only to be told no appointments. end up going to a and e for help.	4/30/2023 3:20 PM
197	My appointment is scheduled for four weeks' time.	4/27/2023 6:52 PM
198	My doctors have always been brilliant	4/27/2023 5:33 PM
199	E consult worked well I can't get on PATCHS nor can my parents who are elderly made to feel bad at surgery by not being able too by rude staff	4/27/2023 4:45 PM
200	Severe lack of communication from Allport surgery. No notification to myself or husband re new " PATCHS service" No notification (web not updated)telling us pre bookable for non-emergency had been Stopped. Nightmare & stressful trying to get through early morning. E-consult was always turned off early. Basically not allowed to call in for a " non-urgent appointment" A very disinterested & non empathetic Practice manager Victoria Ward. Thinking of moving to another Practice. The actual doctors when you see/ speak to them are efficient.	4/27/2023 4:26 PM
201	I've had a heart bypass and when I'm unwell I should be seeing a doctor face to face and not over the phone. I've bought my own blood pressure monitor as not seeing a doctor id never know if it's good or bad.	4/27/2023 12:40 PM
202	I suffer with reoccurring ear infections. I constantly have issues seeing my GP. I am always told to visit Miriam Walk which to be fair has always been amazing. However they cannot do a referral to ENT. In January I got an ear infection. I called 101 and they got me an appointment with my GP. he told me my ears were clear. The pain continued, then subsided but a week later I had more pain. I tried to get a GP appointment via e-consult (as I work full time) I was told "no go to a walk in" which I did. I was given a prescription of antibiotics and told to see my own GP if things didn't improve. Which they didn't. After a week of completing the antibiotics I was still in a lot of pain. I completed another e-consult explaining I could do with seeing the GP with a view of needing more antibiotics. I was emailed back offering me an appointment in 6 weeks. I ended up going back to Miriam and I was told that my ear drum had in fact perforated. But thankfully there was no infection. I am a fit healthy young woman, I exercise 6 days a week, I don't drink or smoke and really my ears are my only issue. I never go to the doctors (not that this should make a difference) but they clearly didn't even take the time to read the e-consult or look at my 10-year history of ear problems, and reduction in hearing which I was told by audiology is due to the infections not being treated appropriately and timely. This GP surgery use to be friendly, warm and full of kindness. It saddens me that the place I have visited since childhood can't even be arsed to read an email. I appreciate they are busy and have over a thousand patients, but their processes do not work.	4/27/2023 10:52 AM
203	It takes far too long to get through to anybody on the telephone, it is not uncommon to wait in excess of 45 minutes on hold. It is also quite common to get close to the top of the queue and then be disconnected. If you attend the surgery to make an appointment, the configuration of the reception desk and the waiting room is very poor. The receptionist will use the pathway to care to navigate to an appropriate clinical response, which involves asking several questions.	4/26/2023 2:44 PM

Enhanced GP Access Survey

The questions and the responses, no matter how personal, can be overheard by most people in the waiting room.

204	Getting an appointment when not an emergency but not walk in worthy is ridiculous. Had to complain last time in order to ask a doctor to treat my post-partum bloods.	4/26/2023 1:43 PM
205	Incredibly difficult to get a GP appointment, my daughter is suffering regular unconscious collapses and the earliest she could be seen after several failed attempts was in 5 weeks! Even APH said it is not good enough.	4/26/2023 11:03 AM
206	My GP are fabulous in my opinion and I never have any issues	4/25/2023 7:08 PM
207	This is about Woodchurch Practice, part of Prenton group. They will not allow forward booking of appointments, they say they don't do them and to call before 8.30 next day. When pushed about this the excuse is the GP doesn't put her calendar up more than a week ahead so appointments always go. I have tried for many months to get an appointment to fit in with work as I don't get paid when I'm off. It's unacceptable!	4/25/2023 4:36 PM
208	I'd be far happier waiting on hold for 10 minutes or more, than having to ring once a minute, only to receive an 'engaged tone'.	4/25/2023 4:35 PM
209	Have previously contacted GP via phone to book an appointment and was directed to do this online (they wouldn't take over phone). Recently, haven't been able to book online but when I eventually phoned got a reasonable time frame for a phone appointment with the doc and a physio appointment within a good timeframe (both less than two weeks)	4/24/2023 11:49 PM
210	The e-consult takes like 30mins to complete which is discouraging. Online appointment booking is good but it should be made to be more user friendly and reduce time taken to complete the form	4/24/2023 5:25 PM
211	I never received any results.....	4/24/2023 4:37 PM
212	I have had over the phone consultations in the past but the nature of this problem required a face to face	4/24/2023 3:18 PM
213	I feel that continuity is very important especially for elderly patients or patients with deteriorating conditions and sadly this is lacking in current GP provision and makes the service depersonalising	4/23/2023 1:45 PM
214	I am registered with a GP Practice, which I have been with for a number of years. It feels like it's impossible to book an appointment with my own GP and to get anything sorted.	4/21/2023 1:52 PM
215	I tried to make an appointment with my GP to discuss my BP and was told to wait till next week commencing 24-04-2023 to get pre-bookable for my GP as the Rotas are not ready yet as I was told	4/21/2023 11:41 AM
216	Whilst I did get a call from the doctors the same day, The form online is far too long, it asks you for the same information several times and takes while to complete. I had to complete this before coming into work and it took far too long	4/20/2023 12:19 PM
217	Appointments being cancelled because of staff illness	4/20/2023 11:22 AM
218	I've always been lucky to get an appointment with a Dr..especially with the one I always like to speak to and see. Even during the Pandemic I never had any problems either. If I can't get a pre bookable appointment then I'm asked to call the next day for one, most times I've been lucky enough to get one and if I've needed to see a Dr once I've spoken to her then I've been fitted in either that day or the following morning. Depending on the situation.	4/19/2023 7:48 PM
219	it is almost impossible to get an appointment with a GP in my Practice.. I have ongoing serious health conditions and yet the receptionist is deciding whether I need to see a GP.. this has affected my mental health as I'm sure that this isn't for the receptionist to decide.. we seriously need a shake up on the Wirral regarding appointments and face to face appointments.. Since the covid epidemic our doctors surgery is empty with very few people in the waiting areas.. I am sure this is having a detrimental effect on all patients particularly patients that need ongoing help/appointments.. it's not good and actually frightening..	4/19/2023 7:30 PM
220	I am immune suppressed and still shielding, unfortunately I could not have the vaccines due to medical reasons this leaves me extremely vulnerable. However, I can no longer wait in the car to	be called in and no one is wearing a

Enhanced GP Access Survey

mask anymore and there was no ventilation, window open or HEPA filters running. This puts me at risk of severe illness or death if I catch covid. No

4/19/2023 6:52 PM

Enhanced GP Access Survey

one cares, there are currently @ 500 deaths per week in UK yet this is happening. I cannot access safe health care.

221	My Practice is wonderful. Professional, friendly	4/19/2023 5:44 PM
222	My last appointment the doctor I saw was very good	4/19/2023 4:06 PM
223	I have no problems with seeing my GP and have received an excellent service	4/19/2023 3:12 PM
224	Told by optician to get lump under my Eye seen by Doctor. Also told have liver problem and extended gallbladder problem. Letter saying ring if not had appointment by January. Still not able to get it sorted with nhs industry strikes.	4/19/2023 2:25 PM
225	not quite sure what's changed but the queue is endless on the phone you end up hanging up, I'm lucky I live next door to it and can access by email, how about our vulnerable ones who aren't computer savvy or mobile? it's a mess	4/19/2023 1:38 PM
226	Couple of things 1. I was on hold for 20 minutes when I called at 8, and when it got to 20 past all phone call appointments had been booked up. So even though I called when they said, its luck of the draw If you get an appointment. 2.I once had an allergic reaction, sent in a photo, they missed the allergic reaction and when I went to the walk in they said I had had an allergic reaction to my meds. - If they had seen me face to face, they should have noticed the allergic reaction in my face (Angioedema) they did phone up to apologise. 3. When they offer you a call they don't give you a time, so they can phone at any point in the day - if you work, it can be really difficult to take the call as you could be in a meeting or have a strict boss, if you miss the call- you have to call back up the following day. There have been instances when I have waited until 4pm, phoned up and they had somehow missed me off the list. 4. I have a few recurring health issues and you never get to see the same doctor, so when you see a different one each time, you're going over all the same things or trying medication that's already been ruled out. 5. Receptionists have a sign up about not being verbally abused. But they can be very frosty when you're not well asking for help.	4/19/2023 1:11 PM
227	The wait to see or speak to a GP is too long. Last year I had to wait 6 weeks to speak to a GP urgently about new onset depression, this was way too long even though it was noted as an urgent request. I am not someone who sees a GP regularly.	4/19/2023 11:37 AM
228	Excellent service at Liscard, great GPs and excellent Practice Nurse (I believe she is new). Everyone is so helpful too, both reception and the clinical staff.	4/19/2023 9:15 AM
229	I have no issues with access.	4/19/2023 8:27 AM
230	no	4/18/2023 3:31 PM
231	The GP's in our Practice are fine, but the process for getting an appointment is appalling. I have decided to register with a different Practice	4/13/2023 5:34 PM
232	The reception staff seem to treat the patients as a nuisance at this Practice - they are neither helpful nor knowledgeable	4/13/2023 1:38 PM
233	No	4/12/2023 9:01 AM
234	PATCHS service is impossible to use. Website impossible to navigate. No one answers the phones or responds to emails.	4/11/2023 2:29 PM
235	Civic absolutely nailed the Patch's triage system. Used twice in the last month, both have resulted in a tel con followed by face-to-face appointment within 24 hours of submission. Only down side is it's only available between 8-10 am so had to take time out of work to complete patch's would be much more beneficial if open in evenings too or dare I say 24 hours a day like some other surgeries	4/9/2023 10:11 AM
236	You receive a phone call saying the doctor will phone you in a week or more later . Why doesn't the doctor just talk then .	4/6/2023 7:24 PM
237	As I'm retired, I am quite happy with daytime appointment	4/6/2023 9:34 AM
238	I have tried to get a GP appt twice each time I saw nurse practitioner. I had to go back as I didn't get right treatment. 2nd time the nurse P. Failed to tell doctor and so my BP remained very high until the doctor was informed at my request.	4/5/2023 8:30 PM
239	When you ask for a Dr you don't get to see one	4/5/2023 6:52 PM

Enhanced GP Access Survey

240	I don't rate the ANP, very condescending	4/5/2023 3:47 PM
241	I not seen my doctor for 4 years can't get to see him as online get him first	4/5/2023 3:12 PM
242	I booked for a "well woman" check-up. I had one with a Dr about 5 years ago which was thorough, all aspects of my health covered. When I got to the surgery I was seen by a Practice nurse who thought I had been designated a telephone consultation, I did ask how I could have a well woman review over the phone? I wasn't examined just told everything appeared normal (I'd had a blood test about a month before) the only problem was a raised cholesterol level , 5.9, the nurse offered me statins, which I refused. The whole appointment was a waste of time! I have other health issues but am reluctant to go back as I feel fobbed off.	4/5/2023 1:29 PM
243	only able to book appointments via eConsult even if phoning surgery.	4/5/2023 1:02 PM
244	I can't access PATCHS. EConsult was ok.	4/5/2023 12:45 PM
245	Always been satisfied with the service provided by Greasby Group Practice	4/5/2023 11:45 AM
246	Since COVID I have not been able to see any doctor, I have no confidence that I would be seen if I really needed to see one. Trying to get through on the phone is very difficult as you wait in the queue get to number one then the line clears. Blood test results are passed by the receptionist so any query you have you have to push for a callback from a nurse. I should be getting a blood test every year due to my thyroid problem but trying to book one is difficult as you have to try and justify on the E consult why you need one. I just about manage with filling in the eConsult but I feel sorry for anyone who is not computer literate as they would give up. I'm sorry this is a negative review, but the service is quite poor.	4/5/2023 10:04 AM
247	Yes GP service should offer a text reminder service which they did before Covid it should be reinstated	4/1/2023 6:09 PM
248	I am very pleased with the Practice.	3/31/2023 3:11 PM
249	When phoning for appointment you have to tell the receptionist your symptoms in order to be triaged. This is not confidential. I want to discuss my symptoms with a qualified professional not a receptionist.	3/31/2023 2:50 PM
250	If I had wanted an appointment with an actual doctor, (because of my illness/complaint), it is always the case on first call that there is no available doctor. I would then have to phone up the next day to then try again for an appointment, which is never guaranteed, and often results in me giving up, leaving the problem to become worse. I will not give up though if it is for my son.	3/31/2023 12:28 PM
251	I was told that due to my enquiry about my prescription, I needed an appointment with a GP, but there were no pre-bookable appointments available. I got call the next day asking me to collect a prescription instead, but I wanted to see a GP.	3/30/2023 6:10 PM
252	Other venues have restricted parking not ideal if you have mobility issues	3/30/2023 4:34 PM
253	I am only able to access late opening appointments on one evening of the week	3/30/2023 12:31 PM
254	to speak to anybody you have to stay on the line for at least 50 min or more. Writing an e consult sometimes it is impossible as the system sends you to hospital even though it isn't urgent or there is no option for the problem you have and if you choose something similar the things you have to tick do not make any sense but you still tick it to get through and have an app.	3/30/2023 10:31 AM
255	My Practice do not offer on line access such as patch's	3/29/2023 10:31 PM
256	I got a feeling that the Practice is still recovering from post-covid shock, and getting back to its normal functioning quite slowly, but steadily	3/29/2023 11:04 AM
257	N/A	3/29/2023 10:14 AM
258	It has proved to be quicker to go to the surgery in person than wait on the phone for an answer in recent times	3/29/2023 10:04 AM
259	It's very difficult to make a same day face to face appointment.	3/29/2023 9:57 AM
260	Many thanks	3/29/2023 9:31 AM
261	I am happy about the service from St. Catherine surgery	3/29/2023 9:31 AM

Enhanced GP Access Survey

262	Always great a fast and appropriate response and all staff are very polite and helpful	3/28/2023 7:00 PM
263	I STRUGGLED FOR TWO DAYS TO GET AN APPOINTMENT ENDED UP WITH THE NURSE. ANY ELDERLY PEOPLE OR PEOPLE WITH DIFFICULTIES WOULD NEVER GET THROUGH.	3/28/2023 3:44 PM
264	Was not aware of enhanced access either from any visible information in the surgery or communicated via surgery response when booking appointment. These would very much help when making appointments for my disabled child.	3/28/2023 2:08 PM
265	I have waited up to half an hour for a call to be answered before which obviously is very frustrating - but I wouldn't consider this to be the norm. I understand the surgeries are really busy sometimes and it cannot be helped the way things are right now. My GP Practice staff are really helpful and I feel like they always try to accommodate mine and my son's needs wherever possible. I rate my GP Practice highly due to this and appreciate their efforts.	3/28/2023 1:29 PM
266	Due to the problems seeing the GP I avoid making appointments	3/28/2023 12:54 PM
267	Trying to get past the receptionist who is not medically trained can be impossible. My father-in-law recently needed end of life care and need a GP home visit. The receptionist was adamant that we should call 999!	3/28/2023 12:17 PM
268	Part time female GP's are destroying primary healthcare. We need many more male GP's just to ensure a basic service. Receptionists lack interpersonal skills, care little for patient confidentiality and should never conduct triage (this should be done by a nurse).	3/28/2023 11:28 AM
269	Since lockdown I feel I am anonymous and the GPS just don't care enough.	3/28/2023 10:55 AM
270	This situation of not being able to get an appointment to see a doctor is becoming dire. I don't understand what changed to make it so bad, it only seems to have deteriorated since the covid pandemic. If people can't get an appointment to see a doctor they are going to the A&E department in the hospital, which is why the waiting times are so long. It is very frustrating for people who have worked all their lives and paid into the National Insurance scheme - I would like my money back and I will seek private health care.	3/28/2023 10:39 AM
271	There have been occasions where I thought I would try to use the online request service, but the questions never relate to my particular needs. I do not like to use this service, it does not work for me. It is easier and better for me to ring to make an appointment. I would also like to add that on one occasion I rang to make an appointment for a particular service. I was given an apt with one of the GP's when I actually wanted to see the nurse. I had to go through the GP who referred me to the nurse, an appointment 3 weeks away! To me this was a waste of GP resources and my time. I would say though that my Practice is very good.	3/28/2023 10:17 AM
272	I am really impressed by my GP surgery. Most offer appointments within 2 weeks but I can normally get to speak to a doctor the same day. Receptionists are always helpful and polite.	3/28/2023 9:34 AM
273	WORKING FULL TIME I WOULD APPRECIATE OUT OF HOUR APPOINTMENTS	3/28/2023 8:14 AM
274	I think Greasby Group Practice are very good and available when needed	3/28/2023 7:51 AM
275	Do not like the norm now of telephone consultation. . As a health care professional I feel it is important to have face to face consultation initially then telephone consultation	3/27/2023 10:38 PM
276	I really only required a continuation of a prescription but was informed to wait a month without the prescription and if no improvement to phone the surgery.	3/27/2023 9:35 PM
277	When I state I'd need to see a doctor I should NOT be given an appointment with a nurse and it should NOT be in a weeks' time when I've asked for an appointment that day . The receptionist should not be allowed to ask in-depth questions relating to your medical problem, I find this unacceptable	3/27/2023 6:12 PM
278	Have tried for several days to complete and E-consult for a non-urgent physio referral for a chronic condition but the e-consult has cut off by 10am each day due to maximum number of referrals reached. It is very difficult to know what to do to best manage a non-urgent chronic condition.	3/27/2023 5:00 PM
279	I have been fortunate that during the past year when needed to see GP on a few occasions I was able to get appointments timely and had a great service, was listened to by receptionists doctors and nurse all very helpful and received timely onward referrals.	3/27/2023 4:59 PM

Enhanced GP Access Survey

280	Improve e-consult as very long with unnecessary questions	3/27/2023 4:31 PM
281	GP Surgery is getting worse instead of better Since COVID it appears to be an excuse not to see anyone	3/27/2023 4:03 PM
282	Extremely difficult to get an appointment with a GP. Appointments often seem to get cancelled	3/27/2023 3:50 PM
283	I wanted my appt with a specific person so had to wait a few weeks, but I'm quite happy with that.	3/27/2023 3:49 PM
284	Just hard to get an appt and you can ring at 8am and get through and no appts available so they won't book for following day you have to ring back at 8am next day which is hard when you work and can't make calls or go online.	3/27/2023 11:54 AM
285	The reception staff are brilliant, I think the issue is that the doctor is waiting for hospital results but doesn't offer any support to help get them. I have been waiting for a call back since September 2022. The reception staff can't help in this instance and do all they can, they call back to tell me that the doctor won't.	3/27/2023 10:09 AM
286	Woodchurch Med Centre Have been trying for an appointment for my 14yr old daughter for days, phone from 8am every morning always gone by time get through, pre bookable appointments not available for at least 5 weeks considering changing surgeries, Haven't been able to get an appointment here at all on last 3 occasions I've tried in last 3 months	3/27/2023 9:59 AM
287	I think since COVID it is virtually impossible to get an appointment let alone see a GP. Everybody else has had to get back to normal so why is it not that way with GP's, god help you if you get sick or need a prescription. I have lost all faith in the GP service it makes me feel very cross.	3/27/2023 9:02 AM
288	Pre bookable appointments are not available at my GP Practice. On ringing the surgery I am told there are no appointments available, ring tomorrow.	3/27/2023 8:06 AM
289	Our surgery has changed to PATCHS and it would have been nice to have been informed of this change. Also never able to print a sick note off, always have to visit the surgery when poorly.	3/26/2023 9:41 PM
290	I'm very happy with the surgery appointments & the services they offer	3/26/2023 7:35 PM
291	As per the questions I completed the survey regarding my most recent experience making an appointment which was for a medication review. However, the appointment I made before the most recent went very smoothly. I completed e consult. Was called back in 24-48 hours and offered a face-to-face appointment with a GP on a Saturday (48 hours)	3/26/2023 2:20 PM
292	My Practice is linked with another, there are 2 Drs between these Practices and have never seen a GP f2f since registered at this Practice, you cannot order prescriptions online and you cannot do an online assessment. The only person available to see f2f is a nurse practitioner who is fantastic.	3/26/2023 9:42 AM
293	I have changed GP locally in the last 6 months and am still struggling with the lack of choice about who I see/speak to or when.	3/26/2023 8:51 AM
294	Waiting time and too many follow ups required fir Dr to approve x-ray which was put on hold until nurse appointment and was disappointing when nurse told x-ray should've happened first	3/25/2023 10:59 AM
295	Access to GP or nurse, according to need, is not an issue for me. The Practice gives me the support I need, even when I don't think I need it.	3/25/2023 9:13 AM
296	Overall I am generally happy with the GPs services. If needed when I call I can usually get a telephone consult for same day or given an alternative. For something I don't need a same day appointment for I will do an online consult, I get a reply same day with a date that has been allocated to me, however this is usually 2-3 weeks later which is a little longer than I would like.	3/25/2023 8:26 AM
297	I am registered with Woodchurch medical which is part of Prenton medical. The surgery only has 1 Dr & getting an appointment even a telephone consultation can be for 3-4 weeks later! Having & getting appointments with nurses is far quicker & more choice!	3/24/2023 4:45 PM
298	I am very satisfied.	3/24/2023 3:14 PM
299	I find that a lot of elderly patients cannot use the online facility or do not have access to do this and therefore have to use the phone to contact the surgery.	3/24/2023 12:13 PM

Enhanced GP Access Survey

300	Unhappy with using E-consult. HAD ISSUES WITH PROCESS.	3/24/2023 11:45 AM
301	The wait time for the condition I have did not take into consideration the effects of it on my mental health. I understand it isn't life threatening as I would go to A & E if it was. However, it is massively affecting my quality of life. The appointment given will be in 5 weeks. I don't think this is ok.	3/24/2023 11:12 AM
302	The surgery website needs updating. I have tried to access my GP surgery online and it's difficult to do. I should be fully aware of the services on offer at the surgery but we have no idea what they are because we can't see it on the website.	3/24/2023 10:33 AM
303	I THINK THOSE OF US THAT WORK SHOULD BE ALLOWED TO BOOK IN ADVANCE, IM IN WORK AND CANT PHONE EVERYDAY AT 8 AM	3/24/2023 8:52 AM
304	Not all issues can be managed via online/apps The phone line is impossible and ultimately I had to abandon and attend in person to speak to someone. Even then the service provided by the receptionist was rude and unhelpful and the matter was only resolved via a complaint to the Practice manager It's simply too difficult to get in touch with anyone and the phone service is woeful	3/24/2023 8:37 AM
305	E-consult is pointless, irrelevant questions which would NOT be asked by a real person either on the phone or face to face with a proper doctor. Unless you give the 'correct' answers to E-consult you are told at the end of a 20/30-minute session to go to a hospital (ridiculous) or a chemist (equally ridiculous). With respect, what was a good Practice with caring GPs is no longer!	3/24/2023 7:16 AM
306	do not understand how a GP can now (didn't pre- covid) diagnose over the phone? They must miss so many treatable conditions. I personally think this is the worst kind of Practice. Do they do this kind of Practice at hospitals, just phone you up and diagnose over the phone. GPs step back up now, you hid all throughout the pandemic!!	3/24/2023 6:29 AM
307	No	3/23/2023 9:43 PM
308	The current system has been very complicated and frustrating. I am going through the menopause and would appreciate an appointment with the ONE doctor who demonstrated they have expert knowledge of the menopause to advise me. It has also been difficult to get pre bookable appointments around my work. I work full time in the NHS and it is very difficult to 'phone on the day at 8am in the hope of a same day appointment that day that takes ME away from my NHS job!' We need to go back to a system where you can phone for an emergency same day appointment but also a pre-bookable not-same day appointment for follow ups.	3/23/2023 7:25 PM
309	It would be nice to get a face-to-face appt with a Doctor, keep getting fobbed off. Phoned up on a Monday all day trying to get through , ended up calling in at the surgery to make an appt. and then it was with a paramedic! Also phoned up with a urine infection to be told by the receptionist to go to the pharmacy , went to the pharmacy and got told by them they cannot supply antibiotics to me, was sent by them to the walk-in centre who gave me 7 days' supply as infection was bad.	3/23/2023 5:10 PM
310	Original contact with GP wasn't explicitly to book an appointment, but was glad to be offered one in a few weeks' time.	3/23/2023 4:00 PM
311	The only problem occasionally I have problem with is a repeat prescription but this is usually rectified very quickly. I had to get an appointment for my daughter and was offered one the next day at 7am this is fantastic service . Well done the Warrens.	3/23/2023 3:59 PM
312	My GP app has glitches and not all GP Practices subscribe so we can see our notes over the app, meaning we need to contact the GP more. This seems counterproductive.	3/23/2023 3:51 PM
313	The service is terrible. Covid cannot be blamed now! Help and advice should be back to what it was before Covid. Have to wait WEEKS just for a blood test or even a nurse appointment. We should be able to see a GP the same day of call or at least the next day. Phone consults are useless. Your general health indicators, pallor, stance, blood pressure etc. cannot be seen over the phone! Need serious attention.	3/23/2023 3:51 PM
314	While I appreciate that times have changed and people are busy. I feel as if am being assessed by the receptionist and then they make the decide if I need an appointment or not.	3/23/2023 3:44 PM
315	Easier online booking system - particularly for ongoing / chronic illnesses where a triage service isn't necessarily required	3/23/2023 3:44 PM

Enhanced GP Access Survey

316	by the time I got through to reception on the phone after numerous attempts the appointments for the day were gone and the next bookable appointment was 4 weeks, really poor system, needs changing .	3/23/2023 3:37 PM
317	when I rang for an appt I was asked to phone back 10 days later as the appointments weren't loaded on the system for the receptionist to book. As I was going on holiday my appointment was further delayed.	3/23/2023 3:35 PM
318	Would like to be able to book via online or app for non-urgent appointments	3/23/2023 3:32 PM
319	I tried to make an appointment for ear syringing but this is no longer available at my Practice. I feel this will lead to people trying to clear their own ears which can be very dangerous and more costly to the NHS in the long run	3/23/2023 3:29 PM
320	It is very difficult to get a Dr app face to face . You have to go through the eConsult & often get to speak to a nurse practitioner, not a Dr . Also had problems trying to get repeat medication for current illness (not prescription on repeat for long standing illness) . Sometimes when you're in a lot of pain you cannot be bothered filling in an e consul , you just want to ring up & see a rd.	3/23/2023 3:27 PM
321	I couldn't get an appointment with my doctor , so I went to the walk-in centre , I waited 3 hours to be seen , only to be told that I would need to see a doctor to refer me. So I wasn't very happy	3/23/2023 3:22 PM
322	It is always near impossible to see a doctor face to face at the surgery , it's always an advanced nurse practitioner or below.	3/23/2023 3:22 PM
323	GP to liaise with District Nurses team and you as the patient not having to arrange appointment with DN team	3/23/2023 3:21 PM
324	No	3/23/2023 3:09 PM
325	You can only call Whetstone Lane Medical Centre on the day that the appointment is needed. If you are lucky enough to get through to the call queue (usually capped at approx. 23 people) before 8.20am you can usually get an appointment. Anything after this time then you have to call back the next day and go through the same process again. The last time I called this is what happened. I tried 2 days in a row and didn't get an appointment. I gave up. I still need to see someone but can't face going through that process again. I have never been offered an appointment at another surgery or outside of the usual opening hours at Whetstone Medical Centre.	3/23/2023 2:49 PM
326	I think the Practice has forgotten some people can't use the Internet.	3/23/2023 2:17 PM
327	Civic medical Practice is excellent and all my family use it 3 generations	3/23/2023 12:55 PM
328	Most recent appointment was to co-ordinate the issue of my medications (prescriptions) . The advanced hours service is advertised on the web site and by print in the surgery (i.e. take away information).	3/23/2023 12:36 PM
329	07980140088	3/23/2023 11:41 AM
330	E-consult is not a good way to explain health problems - you get asked questions which lead down a false path. If used more than once, no need for the smoking, drinking, etc questions when logged in via the NHS app. No way for follow on contact with Practice, have to go through a whole e-consult again for a repeat appointment!	3/23/2023 7:57 AM
331	This was for a nurse appointment , I had previously tried to get a GP appointment told to ring at 8 am and on redial , called 167tomes before giving up .the time before that I had to wait about two weeks for a call back from a GP.	3/23/2023 7:12 AM
332	I am extremely happy with my GP Practice I am able to get appointments when I ring at 8 am my doctor is understanding as I suffer with health anxiety	3/22/2023 10:20 PM
333	It is really frustrating trying to arrange an appointment when you work during the week	3/22/2023 10:19 PM
334	I would never consider a group consultation, my problem is personal. Required an EpiPen, had paperwork proving this. Was refused as they have none - crazy and dangerous.	3/22/2023 7:53 PM

Enhanced GP Access Survey

335

When I ring up I do not like that the receptionist triage you to say who you can see when you ask to see a GP, I was told that I could have an appointment with the Practice nurse despite asking to see a GP, she reluctantly gave me an evening appointment which resulted in a fast

3/22/2023 7:37 PM

Enhanced GP Access Survey

track appointment to the hospital, so if I ask for a GP I want to see a GP & I don't feel comfortable telling a receptionist what my problems are ...

336	I have COPD , I had chest infection late January, was really ill with it, couldn't get any help or prescription now have another chest infection but not as bad as the first one, still trying to get some help. feel so neglected,	3/22/2023 7:24 PM
337	Would prefer a face-to-face appointment with a Dr seven days per week including late evenings...	3/22/2023 6:54 PM
338	The GP Practice is currently a shambles.	3/22/2023 5:27 PM
339	We have 3 adults with disabilities we don't overwhelm the system but when we phone and don't get through until all the appointments have gone it gets very frustrating and we have to try the walk-in centre	3/22/2023 5:10 PM
340	Wait of 1 week for a telephone consultation. Hardly any liaison with reception staff and medical staff. Conflicting advice. No specialist information available	3/22/2023 2:56 PM
341	I have found it easier and quicker to call in to the surgery to make an appointment because I need to see a specific GP for a procedure every 3 months. There is not another Dr in the Practice that can do this.	3/22/2023 2:54 PM
342	E-consult is awful - filling it out is hugely off putting and I no longer bother	3/22/2023 2:38 PM
343	I need to see a Doctor but can only see an ANP or Physician's assistant who cannot answer my questions that my backache may be linked to my MGUS and prescribes more painkillers without a proper examination or diagnosis	3/22/2023 1:52 PM
344	I waited over 2 weeks for phone consultation with GP of choice. I had been offered an earlier telephone consultation from a doctor I didn't know and needed continuity of care. I understand that yesterday, Tuesday 21.3.23, there was no access to GPs as they were having staff training from 2.30 - 6.30 pm. This is unacceptable.	3/22/2023 1:51 PM
345	Leasowe medical Practice is an awful service you cannot get to see a doctor the reception staff are unhelpful with prescription requests leading to longer wait times for medication and can be extremely when challenged for a solution. This surgery serves an area of high deprivation where residents cannot afford to travel to different surgeries or hospitals as is always offered rather than at the actual surgery. Many of my friends families and neighbours including myself now just don't bother even trying to get an appointment because it is pointless. This last time sadly ended in hospital admission for me as I was unsuccessful getting an appointment for two weeks. The Practice manager has told me himself that this is because GP's don't want to work in the more deprived areas!!!!	3/22/2023 1:20 PM
346	More than 1 receptionist would be idea as they are dealing with patients face to face too	3/22/2023 1:11 PM
347	Always difficult to get an appointment and seek advice from a medical professional	3/22/2023 1:09 PM
348	It would help if online appointment booking was reinstated. This was switched off during covid and has not been brought back.	3/22/2023 12:56 PM
349	Blackheath are brilliant- GPs and nurse always have time. Don't feel rushed. Never a long time to wait for an appointment. No complaints at all. Best GP experience I've had.	3/22/2023 12:55 PM
350	Enhanced hours outside Monday to Friday are critical for people who work. I also have patients Monday to Friday and it can be very problematic to make a GP appointment outside my working hours.	3/22/2023 12:50 PM
351	1 month wait for non-urgent appointment which was phone consultation needed cancer referral again	3/22/2023 12:39 PM
352	GP Practice did not disclose any information about enhanced access, I only know about it because I worked at a GP surgery	3/22/2023 12:30 PM
353	No	3/22/2023 10:27 AM
354	The booking system seems straightforward if using the online consultation. However, for patients who cannot or do not wish to use online consultation, the process is very frustrating.	3/22/2023 9:30 AM

Enhanced GP Access Survey

355 Contacting GPs is so frustrating. That's putting it kindly! Being treated with respect and as a competent individual by receptionists is lacking. So trust in the GP system has gone. There

3/22/2023 8:58 AM

Enhanced GP Access Survey

seems a proliferation of online systems NHS app; PATCHS; EMIS etc. all that have the same functionality and yet the majority of functions are deliberately not accessible or usable by patients. Why can't I see a summary of my health record? Why can't I see for myself specimen results? Why can't I at least register for an appointment on line using one system. I feel that as an intellectual patient I'm not trusted to manage my own health with access to a system that allows for this. I can only use NHS app for repeat prescriptions. It's time that the NHS moved into the 21st century with technology that enables patients to be more involved in managing their health.

356	It's been incredibly difficult to get a doctors appointment I am very unwell and the delay in getting care has made things worse. I call up for an appointment and I'm usually offered a telephone appointment two weeks after I call, it's a nightmare as a shift worker having to wait all day for the call. I often miss it the first time and when I call back I'm told I need to re-book as I've missed they never try again and if I have stated I am working from 2pm can you call before they never do. Having to rebook again means I'm delayed by weeks sometimes I means I have to attend A&E because my symptoms are so severe but it's my GP that I get referred back to so I'm stuck. I've have emailed my Practice manager twice to ask for face to face pre-bookings as a I keep missing calls and find it so difficult due to my work and illness. even after seeing the doctor face to face and them ordering tests and scans the follow up again is always by phone which I miss and I'm having to chase and rebook waiting weeks again and usually having to attend A&E in the meantime. I never get to see the same GP so after almost a year my new GP is starting all investigations again from the start There is none-consult available which is a nightmare as you can't request even prescriptions Also they won't give you your blood results you have to wait for a doctor which is wrong I should be given my blood results when I request it's my health and my body	3/22/2023 5:22 AM
357	Very difficult to access GP appointments, I have booked a pre-bookable appt which was in 5 weeks' time, which is a ridiculous amount of time really, and this was a call, not even F2F.	3/22/2023 12:45 AM
358	I don't access my GPs very often but have been satisfied with their response although you can't ask for a future appointment it has to be on the day.	3/21/2023 5:40 PM
359	I can't recommend my surgery enough. I've always been offered f2f appts and the staff are extremely friendly and helpful.	3/21/2023 5:38 PM
360	It should be easier to phone and make an appointment - I do wonder how older people or those not computer savvy cope. Even the telephone answer messages are so long winded and make everything sound complicated. The e-consult form is also so long - I understand the need, but it does put people off and they could then just go to A&E which is probably not the most appropriate place for them to be seen.	3/21/2023 5:35 PM
361	I am extremely with the speed of appointments I get with both doctors and nurses at the practise. Well done to them	3/21/2023 3:08 PM
362	I have found the service at my GP Practice excellent. I have been a few times this year for either myself or my baby and the care from the GPs has been excellent. The reception staff are always very helpful and polite. I couldn't praise my Practice enough. Thank you.	3/21/2023 2:47 PM
363	I feel very satisfied with the care provided from my Practice. Even through covid, I have received face to face appointments when needed following online consultation/ telephone discussion with the GP.	3/21/2023 12:17 PM
364	I like the idea of enhanced access but it's not clear what's available or how to access the appointments. I've only been offered an out of office hours appointment once, and didn't realise anywhere was offering earlier slots than 8am which would help for getting to work. In general, all Practices seem to have different ways of allocating their appointments to patients which is confusing and frustrating.	3/21/2023 12:04 PM
365	Patch's reviewed by a receptionist is dangerous! I have co morbidities and had an infection she emailed to say ring tomorrow! It was urgent!	3/21/2023 11:19 AM
366	I have seen the enhanced access in other surgeries and this has worked very well. Trying to phone at 8am to get an appt is very stressful .	3/21/2023 9:37 AM
367	My elderly parent who is 87 struggled to get an appointment for nearly 2 months. Her consultant from Arrowe Park Hospital sent a letter in Jan 23 stating she needed to start new medication for her heart failure & every time I rang to get an appointment they were all gone & the usual response is try again etc. I explained several times to receptionist still no help. I'm	3/21/2023 8:52 AM

Enhanced GP Access Survey

disgusted in the way this has been handled no help no explanation. I finally got an appointment last week to be told I had to make another one to discuss new meds. This service isn't good enough at all the surgery should think about elderly patients more & make exceptions. The only helpful person was Sian the nurse.

368	The Warrens phone line is often "unavailable". When my neighbour needed a Dr urgently I drove to the surgery to speak to reception to get a Dr to ring her/ home visit. Our next step would have been A&E (inappropriately). Also, wait times for face-to-face appointments are very long (e.g. 2 weeks even if you are feeling desperate)	3/21/2023 8:20 AM
369	Doctors don't even get back to you with results, you call for them and they just say doctor will call you. A month later- nothing	3/20/2023 10:26 PM
370	Contact with doctor very difficult. Can only eConsult and if you say you feel unwell or have headache then they say to go straight to a and e! No wonder the system is broken. Used to be so good and compassionate	3/20/2023 4:04 PM
371	It is impossible to get a pre booked appt within a reasonable set time with a doctor over the phone (4-6 weeks). You are told to call at 8am to book a same day Dr's appt (people who are travelling to work at this time don't have this luxury). When you call at 8am it takes 20 mins or longer to get through to a receptionist and by the time you do get through all the appts have gone. I have had to resort to waiting in a line outside the Practice at 8am to book an appt. This is ridiculous when you are ill. If you are lucky enough to get an appt after you have waited outside for 15 mins or so you are then told a Dr will call you AM or PM-no set time. Not having a set appt time is very inconvenient for people who have to work full time and don't have flexibility in their work. How do elderly/housebound/isolated/people without internet access make an appt? It really scares me.	3/20/2023 11:52 AM
372	Not enough appointments available took 4 days to be able to get appointment that was at doctors request!	3/20/2023 11:31 AM
373	When asking for appointments none seem to be available for at least two weeks? Whether that be face to face or phone appointment. This Practice is not providing adequate care to patients who are asking to see a doctor when they feel unwell. Patients are told by reception there are no appointments available you must ring at 8.00 am for that day, you're lucky to get through never mind an appointment!!! Then told if you feel that bad ring 111 or go to A&E or walk in centre, that's not professional care from a GP Practice in my opinion. This Practice has got all new GPS In since covid if this is how they think a Practice should be run then they will be getting rid of more patients than covid did if they're allowed to carry on this way.	3/20/2023 9:55 AM
374	They rang me and said they had a cancellation the same day as I'd messaged them so was surprised to get an appointment so quickly.	3/20/2023 9:08 AM
375	It would be useful to be seen by an experienced health Care Professional when I am poorly and not wait for days in agony. If we are to prevent A&E admissions best option would be access to GP service for initial assessment by an experienced medic.	3/20/2023 7:48 AM
376	My GP Practice is very restrictive with appointments. Rang 111 to get an emergency appointment which was booked with my own GP. Receptionists then denied me that appointment. I ended up in A&E for 12 hours for something which could have been dealt with at the GP Practice.	3/20/2023 12:40 AM
377	Pre-bookable appointments are none existent. All same day appointments are taken by 0845 meaning the only option is to find another service that can help e.g. out of hours - this is awful and not the purpose of this service but often the only way to see a medical professional. No priority for children under 3 to get seen, phone calls are first point of call. Come on GPS get back to seeing people and bring out in the community.	3/19/2023 9:13 PM
378	It seems to be impossible to actually see a doctor	3/19/2023 7:42 PM
379	I believe that it is the receptionist role to keep as many people as possible away from the surgery and also away from the GPs. I haven't spoken to a GP in over a year...it's always a nurse.	3/19/2023 10:00 AM
380	I asked for my appointment with GP to cover two issues. I was told I would need two appointments to cover each issue. I would have thought it would take time less time to cover two issues in one appointment than have two sessions. As it stands now one issue has been partially dealt with but it now has been added to my face to face with GP with the second issue ?	3/19/2023 9:51 AM

Enhanced GP Access Survey

381	Filling in online appt request forms such as PATCHS or e-consult is just not possible for people like my Dad and receptionists previously have been difficult when trying to explain this. Speaking to someone is much easier but The Warrens has just moved back to the online system.	3/19/2023 9:00 AM
382	I have required weekend review due to illness and my only way of dealing with sudden onset at a weekend is contacting 111, if this service was not available who knows what happens who need GP advice .I would prefer contact with my own GP Practice,	3/19/2023 8:59 AM
383	Access to GP appointments is beyond awful on my surgery. The poor walk-in centre in Birkenhead is picking up all the slack from my surgery as this is where we get directed to for on the day appointments. If I'm ill I just go straight there and wait to be seen which is very annoying when the GP surgery should be offering on the day appointments to sick patients.	3/19/2023 8:15 AM
384	Receptionist went out of her way to find me a suitable appointment. I was very grateful.	3/18/2023 4:17 PM
385	It is awful when calling for an appointment. Take a long time to answer the phone, when they do there is no late appointments available (due to working it's needed) and the receptionists can be extremely rude.	3/18/2023 12:40 PM
386	NOT SATISFIED WITH MY GP PRACTICE STAF THAT ANSWER THE PHONES RUDE AND CHALLENGING IN NO THEY HAVE A JOB TODO BUT BE KIND AND CARING GOES ALONG WAY AS I WORK FOR THE NHS MYSELF I NO THAT BEING KIND AND HELPFUL HELPS MOST PATIENTS .	3/18/2023 11:55 AM
387	It's extremely stressful process now getting any type of appointment at the doctors as you can't get through on the phone .	3/18/2023 10:59 AM
388	As someone who works it is infuriating to be told that I have to ring at 8am when I am travelling to work. I am happy to use eConsult but it is hardly ever working and phone consultations are the default which can be difficult again when you are in work and you are expected to have your phone on you for the call which isn't allowed. Been with the Practice for 18 years a d never had this issue with appointments until past 3 years. I work in a hospital and worked throughout the pandemic!	3/18/2023 9:51 AM
389	Video or phone appointments now seem to be the norm. And long waits are being encountered before the phone is answered. A face-to-face visit is imperative as the doctor can't tell what is wrong simply by listening to symptoms described by a patient. A physical examination is necessary. It is disgraceful that this is not happening.	3/18/2023 9:31 AM
390	I have stage 4 lung cancer. I should be able to see a Dr without jumping through hoops. I can't. I use the sick-note bit of eConsult to get appointments otherwise I have to go through the eConsult triage questions every time. The Dr has told me I'm 'gaming' the system. My view is that the system shouldn't need gaming.	3/18/2023 9:19 AM
391	My Practice used to make eConsult only available during Practice hours. This was frustrating and seemed like a missed opportunity to make booking an appointment a user-friendly experience. It has now changed to something else completely I'll now need to get my head around!	3/18/2023 6:58 AM
392	I am extremely satisfied with the speed and efficiency of speaking on the phone or e consult and am able to receive a prompt face to face if needed or a telephone consultation if appropriate	3/18/2023 3:15 AM
393	In last 6 months have contacted surgery by 'phone and given appt same or following day with Senior Nurse Practitioner who was able to prescribe. I was happy to get medical help very quickly though not a dire emergency	3/17/2023 6:43 PM
394	Don't like idea of being triage & having all your details discussed with receptionist.	3/17/2023 6:27 PM
395	Being disabled is hard enough without having to try and try to get a face-to-face appointment and hanging on the phone for an hour to be told no appointments	3/17/2023 6:12 PM
396	Phone engaged all day last Tuesday. Got through Wednesday morning 0820 and given an emergency telephone consultation with GP. So desperate for help tried 111 who told me to ring 999 very poor Practice response, but GP sorted the problem.	3/17/2023 5:42 PM

Enhanced GP Access Survey

397 I am not a regular visitor to the doctors and am put off contacting the surgery due to how you are spoken to by the receptionists, I feel it is intrusive the questions that are asked. An

3/17/2023 4:55 PM

Enhanced GP Access Survey

unqualified person makes a decision on the information you are willing to give and this can be detrimental to the treatment you receive and the time waiting to be spoken to by a doctor or a health professional.

398	I hardly ever need an appointment but when I do I find the Practice is always very accessible for me.	3/17/2023 4:31 PM
399	My husband has home visits. I haven't had a problem arranging one.	3/17/2023 4:27 PM
400	I am still waiting for any reply as 2 reviews have been cancelled until April.	3/17/2023 4:17 PM
401	Always had good service from my Practice	3/17/2023 4:03 PM
402	it is BRILLIANT! I had a chest infection and needed an antibiotic. I filled in the eConsult at 7am, was called and triaged by 9am, offered an appt that day which I could not do due to work (a Friday) so was offered an enhanced access appt on a Saturday morning at Sunlight - within my PCN but not my usual Practice so it wasn't too far away, seen by 10am, had a prescription by 10:30am. Absolutely first-rate system, You are all brilliant !	3/17/2023 3:59 PM
403	Was only offered one day at one time. They said there were no other times at all. I don't mean available times, but that 11.20 was the only time anyone could book a pre bookable appointment??	3/17/2023 3:42 PM
404	It's so confusing how to get an appointment now. EConsult was all the rage then that seems to be only open certain days/times. I'm totally confused about appointments and I know my spouse wants to move GP Practice as the Warrens is so hard to get an appointment. The Practice needs to understand how confusing and difficult it is. I appreciate not everyone needs to see a doctor but I don't know what the other options are. The Practice issued an email/text in December 2022 saying keep away for the next 2 weeks basically do not contact us. I thought that was disgusting to be honest. We often get texts saying keep away. I appreciate things are difficult all round, however, communication and pathways need to be made clearer then.	3/17/2023 3:13 PM
405	I have been extremely happy with access and service at my GP Practice.	3/17/2023 2:41 PM
406	Took 2 weeks to get an appointment with a specific doctor and over 10 days for a blood test	3/17/2023 1:45 PM
407	It would be helpful if we get a chance to meet doctor .Would like to get health checks	3/17/2023 1:31 PM
408	I would like to be able to ring the GP at any time and book an appointment, not just 8am for an appointment that day	3/17/2023 11:13 AM
409	Hoylake Medical centre provides excellent care for its patients. They provide a prompt supportive service.	3/17/2023 10:18 AM
410	waiting times on phone are often very long. Majority of time the wait for an appointment is in excess of 3 weeks (including phlebotomy on occasion) and difficult to always get same doctor even though advised to do so. the Practice app is not user friendly nor fit for purpose yet the reception staff continue to advise all persons to use it rather than phone - appointments never available on app. e-consult is usually pointless as the questions don't really apply on most occasions & end up having to make a phone call anyway extremely difficult to get face to face appointment as Practices preferred option is phone call - this is not always suitable or practical. I very rarely contact the doctors but when I do the experience is more often negative than positive	3/17/2023 10:10 AM
411	If you start ringing the Practice at 8am it is usually engaged. I showed my G.P. my phone to prove to them how many times I tried to get through(72 times) Eventually got through and was told all the appointments had gone. No pre-bookable appointments until 10 days after. I had to try the whole process again the following morning. that time I got through after 20 times and managed to get an urgent telephone consultation with a doctor that afternoon.	3/17/2023 9:43 AM
412	Over the last 2yrs I have found the GP Service has really declined. No one seems to know what they are doing, no one communicates with each other and they certainly do not read records containing important information about their patients e.g. patient vulnerable/nonverbal or patient is full time carer or patient is responsible for talking for their disabled non-verbal child etc or vulnerable patient cannot attend for bloods - needs home visit - I have come up against all these walls and they are not only frustrating and totally unnecessary but it's actually upsetting and stressful to have to explain your situation every time you need help and support from your GP Practice.	3/17/2023 9:39 AM

Enhanced GP Access Survey

413	Extremely difficult to get an appt via the phone. Get quicker contact from the Practice via the online eConsult or PATCHS system. Although, this means we can't always pick who we want to have an appt with	3/17/2023 9:25 AM
414	The triage system is not confidential. Why should we have to tell a receptionist our symptoms. We should be able to make an appointment easily to see a Dr	3/17/2023 9:22 AM
415	I couldn't get through to the GP so had to call 111 who got the GP appointment for me.	3/17/2023 8:35 AM
416	I felt rushed at my appointment and did not feel listened too, as a result I have not been back to the GP with my ongoing issue.	3/17/2023 8:30 AM
417	MY PRACTICE HAS A COMPLICATED ONLINE SYSTEM THAT MAKES IT HARD TO FIND AN E-CONSULT. WHEN I DID IT WOULD NOT RECOGNISE MY DETAILS	3/17/2023 8:24 AM
418	No	3/16/2023 11:06 PM
419	You have to start calling my doctors constantly before 8am because if you are not one of the lucky people who get through first, you will not get the chance to be put on the list for the Doctor to call back that day. If the list is full, you are told to call back the next day and try again. You cannot just make an appointment, you have to call on the day, the receptionist asks you questions about what is wrong with you, which can be very embarrassing, and if they decide what you have is serious enough, you are put on a list (if there is space left) for the doctor to call you back sometime that day. After talking to you over the phone, the doctor will then decide if they want you to come in to the surgery that day or not. I have not been able to see my doctor for ages as whenever I call, I keep getting told to go to the walk in, which generally takes over 3 hours or go see the Pharmacist for advice !! The walk ins are run by nurses and the Pharmacists are Pharmacists, they are not GPs. It has put me off seeking medical help as I now expect my medical issues to be dismissed by my Doctor, who is supposedly able to diagnose what is wrong with you over the phone !! I feel like GPs do not want to see you face to face anymore and try to avoid it as much as possible. That they want to work from home, doing a job which needs to be done in person. I feel the COVID pandemic gave GPs a massive cop out and now they do not want to go back to how it was, with appointments and seeing people.	3/16/2023 10:17 PM
420	It can take 20+ minutes to get through to speak to someone to be told no appointments left even when calling at 8:00 am or you can have an appointments 3 weeks from that day if you're lucky, unfortunately I cannot plan to be ill or need medical attention that far ahead.	3/16/2023 10:02 PM
421	Their receptionists require training on how to be polite to patients when I'm distress and also need educating on where to direct patients if GP appointments are not available.	3/16/2023 9:45 PM
422	Have been with Practice 30+ years and always been happy or very happy with appointments procedure. Provided I have been happy to see any doctor and, more recently, have a phone consultation (and I have) I have never had to wait more than two days for an initial appointment. I don't know how typical my experience is or how typical a patient I am, I don't need an appointment very often but when I have I have always found them to be excellent.	3/16/2023 9:15 PM
423	Extremely difficult to get a face-to-face appointment	3/16/2023 8:55 PM
424	Would love some regular communication via the GP Practice about wider health advice.	3/16/2023 8:54 PM
425	You should be able to ring through and book an app any time of the day e consult can only be done between 7-9am that's ridiculous	3/16/2023 7:59 PM
426	No	3/16/2023 7:45 PM
427	The staff at Liscard Group Practice are outstanding (bar one surly receptionist) and their care of myself and my family has been great. It is difficult to obtain an appointment if you do not call at 8 in the morning which is understandable but frustrating, you cannot book an appointment for the next day. They have an SMS reminder for vaccination appointments etc that is fab.	3/16/2023 7:33 PM
428	Call waiting time is shocking, impossible to make an appointment over the phone when internet access is not possible	3/16/2023 7:28 PM
429	I feel that having to give personal medical information to an unqualified receptionist causes me to have panic feelings and is a considerable disincentive to contacting the surgery.	3/16/2023 7:18 PM

Enhanced GP Access Survey

430	I waited 6 weeks to get phone consultation with my GP, I am thinking of changing to a new Practice.	3/16/2023 7:17 PM
431	The last time I rang my Practice to ask if I could speak to a GP I was told they had no appts and that was that !! Didn't get an appt and couldn't speak with a GP. Just dismissed. Disgrace.	3/16/2023 7:11 PM
432	Having to call the GP practise over 100 times from 8am only to get through eventually, be in the queue for 25 minutes and then they hang up the call!! So frustrating and a waste of time. This was requesting an appt for my baby, too!	3/16/2023 7:11 PM
433	When making an appointment, all details to be shared with patient for what is needed prior to appointment. For example, order a prescription before seeing the nurse to prevent a wasted appointment and delayed medication	3/16/2023 6:24 PM
434	I think face to face with a doctor is important for possibly detecting serious illnesses & for providing more comprehensive communication & reassurance. I am very pleased this is now more available.	3/16/2023 6:24 PM
435	It would be nice if the GP Practices effectively communicated with the Hospital for referrals	3/16/2023 6:17 PM
436	Never have a problem getting Doctor appointment	3/16/2023 6:08 PM
437	Near impossible to get an appointment; online services are poor and not signposted appropriately. Told when you ring up to book an e-consult via the website (opening at 8am weekdays), yet no appointments come up. Feel like going round in circles before giving up and leaves conditions to worsen.	3/16/2023 5:55 PM
438	GP access is very poor. You have to ring twice a day, before surgery starts to try to get an appointment. Older patients or cognitively impaired patients have no chance of getting the appointment they need	3/16/2023 5:48 PM
439	Everyone phoning up at 8am to desperately get an appointment doesn't work.	3/16/2023 5:36 PM
440	GPS should be offering gave to face appointments and not phone calls if people prefer one.	3/16/2023 5:33 PM
441	I never knew about the enhanced access, when working full time Monday - Friday. Maybe this should be known to us or advertised better.	3/16/2023 5:30 PM
442	The last time I saw a doctor, they told me to have a follow up appointment to see how getting on with new medication. Given a prescription and allocated a face-to-face appointment with a nurse nearly 2 weeks later.	3/16/2023 5:25 PM
443	It is extremely difficult to get an appointment. I have had to use 111 most times I've required a GP appointment. I find this ridiculous. As I expect a large proportion of the population	3/16/2023 5:17 PM
444	I had an appointment for a blood test, then got told I needed a different blood test. I phoned to make the 2 appointments in to 1. My original appointment was cancelled which was for several weeks in advance, and was given an earlier appointment. when I arrived at the surgery my original appointment had been cancelled but the one . was offered was not put in the diary. I was furious, I had taken time out of work and when using public transport it is not easy. I was told it would be looked into, and I would be contacted. well that never happened, I had to phone and no answers as to why this had happened. I was then given another appointment. as blood tests only take a few minutes I was not happy that as I was there I was not slotted in. Because most appointments I attend are always running late.	3/16/2023 5:10 PM
445	I have been disgusted on how GP Practices have gone. You can never get an emergency appointment and then if you do manage to get something its in 3 weeks' time. The other thing is why do GP Practices think telephone consultations are good working Practice? How can you tell if a person is ill if you don't see them? Practices need to improve many people are complaining how bad things have gone.	3/16/2023 4:22 PM
446	Very happy to have a great GP but realise it's not the same for everyone	3/16/2023 4:12 PM
447	When I complete E referral form it always tells me to contact 111 because of medication I take I know I don't need urgent/immediate care at the time so going through this route is always a waste of my time I am aware when I need urgent & non urgent care this E consult doesn't fit all !	3/16/2023 4:03 PM
448	No	3/16/2023 3:58 PM

Enhanced GP Access Survey

449	getting past the receptionist is the first struggle ! I understand they have a job to do they just need to remember they are not GPs or nurses and should more helpful, instead being rude	3/16/2023 3:52 PM
450	E-consult said I needed face to face appointment yet I couldn't get one. You tell me what you are supposed to do then.	3/16/2023 3:51 PM
451	From the website I was unclear on how you now made an appointment with the GP, and had to phone to ask. I work within health care and feel I am quite bright! I was advised it was by phone at 8am or use e-consult between 6.30 and 8pm for review by GP and possible follow-up next day. The use of e consult whilst a bit long winded and repetitive is much easier in non-emergency situation and I feel it would be of benefit to have this facility running all day, allowing GPs to triage where possible (although recognizing there are people for who this way of communication is off putting and ineffective). On this occasion we had initially used e consult but it said we needed urgent medical attention (which we didn't feel we did- the appointment was for my son) and wouldn't proceed with the process. This was explained to the receptionist that evening who advised to call at 8am and explain this and then it would be put for urgent review that morning. Within 15 mins of my morning call we were offered an appointment at 11.30am that day with a Dr- I feel this was a really positive response.	3/16/2023 3:03 PM
452	Why can't you pre book appointments as a full-time carer with my own health needs I find it hard to make an appointment on the day I need as have to ring up 1st thing in morning I usually wait on phone until my husband needs help to get up etc by time I have finished there are never any appointments left its frustrating and sometimes leaves me in low mood because of this	3/16/2023 2:29 PM
453	First point of contact helpful, patient and doctor wonderful.	3/16/2023 2:29 PM
454	It is a nightmare trying to get through at 8am, to be constantly engaged until 8.40 by which point all if the appointments have gone!	3/16/2023 1:43 PM
455	Really happy with my doctors. It can take a while on occasion, but the triage really well. Every time it's been something that ended up being serious they've seen me or the baby quickly.	3/16/2023 1:20 PM
456	It would be good to have enhanced access appointments for the nurse as well for things like bloods, blood pressure etc. As if you work during the day it's difficult to be able to get the time off for these things.	3/16/2023 1:05 PM
457	they try to slot me in either at Earlston or Miriam centre - usually very helpful.	3/16/2023 12:56 PM
458	More GPs are needed in medical Practice's and increasing the length of time of the appointment, GPs only get 10 minutes with each patient and this is not enough time if its complex a lot of patients cannot get time off to attend appointments and times need extending to include working people, especially those on different shift patterns.....Waiting times trying to book an appointment are awful and when you through, all the appointments are taken, the way we contact GP Practice's needs upgrading with more receptionists and maybe some people person training, as some receptionists are either very rude or just can't be bothered to do their job.	3/16/2023 12:37 PM
459	The Nurse Practitioner was very thorough with my examination and quickly referred me for further investigation. Excellent service received.	3/16/2023 11:50 AM
460	I always find my GP Practice will offer an appointment as soon as possible, which fits around my own commitments.	3/16/2023 11:47 AM
461	The surgery are quick dealing with some issues however my concerns with my daughter I have to wait 3 weeks for a phone call from GP.	3/16/2023 11:46 AM
462	Make appointments more accessible, even calling at 8am you cannot get through, pre bookable appointments you have to wait 3 or 4 weeks, as I work I cannot get appointments after 4pm easily!	3/16/2023 11:40 AM
463	doctors ask to see me within a certain timeframe but you can't due to difficulties getting a timely appt. same with blood tests. so care is delayed due to delays in getting appts. When advised that I work, still only have 8.30-6.00 appts offered	3/16/2023 11:25 AM
464	it was a physio appt at Somerville Practice and not easily accessible for me. (don't drive)	3/16/2023 10:59 AM

Enhanced GP Access Survey

465 The time that it takes for the receptionists to answer the phone is very unsatisfactory, I totally

3/16/2023 10:40 AM

Enhanced GP Access Survey

understand they are busy, and under a lot of stress. However 99% of the time I am on hold for almost an hour, and then the phone line goes dead, and I have to start all over again. This has happened multiple times in an attempt to contact this particular surgery. I have then had to drive myself to the surgery, and speak to them face to face over the counter, as it is the only way to be able to get any form of contact with them. Also multiple times I have placed a prescription in their prescription bin, and the prescription has never made it to the pharmacy, so I am then having to run round to try, and get the medication on an emergency prescription.

466	Good use of resources. Went to St Cath's	3/16/2023 10:33 AM
467	I was previously with Upton Group Practice who were dreadful (even before Covid). The receptionists were rude and unhelpful, and it was almost impossible to get any sort of appointment. I have found Commonfield Road to be helpful and have had no problems with appointments with on the phone or in person since I moved last year.	3/16/2023 10:21 AM
468	I have completed 'not aware of enhanced appts' - as I only found out through attending PPG meeting. The receptionists are now called Customer care navigators so details of problems must be related to them to decide appt availability. Not sure if this is appropriate as it seems to be a backward step to the old days!	3/16/2023 10:02 AM
469	It is frustrating having to start calling at 8am and then you usually don't get thru until at 8:20-8:30am.	3/16/2023 9:54 AM
470	Can not get through on the phone for over a week so still no appointment. Only thing I can do is go to the surgery and try and book one face to face with receptionist	3/16/2023 9:52 AM
471	I tried to use PATCHS couldn't, went into the surgery to be told I had to ring , so went back to my car and rang. It took two people to sort out an appointment. First I was told it would be 3 weeks , and when I refused that one they came back with 3 days. Very upsetting and frustrating. If I was an elderly person I don't think I could have done it.	3/16/2023 9:51 AM
472	No	3/16/2023 9:34 AM
473	When I am unwell I don't want to see a nurse or a university student I want to see my actual doctor. It's absolutely ridiculous these days, by the time you get an appointment your either better or you're dead.	3/16/2023 9:21 AM
474	Our Doctor's surgery works very hard. Only down side is you have to ring at 8am to get an appointment. Sometimes they answer the call at 8.10am and tell you there are no appointments.	3/16/2023 9:00 AM
475	completed E- consult and it suggested to contact the doctor regarding potentially cracked rib from excessive and hard coughing	3/16/2023 8:50 AM
476	No issues with accessing GP - Staff are always helpful and provide an excellent service	3/16/2023 8:45 AM
477	Are there any doctors actually working at Practices anymore? The only appointments we get are with nurses. I do not agree with having to fill in an on-line form to try and get appointments	3/16/2023 7:13 AM
478	I only contact the GP when I need to. The eConsult normally says to ring, it then takes ages to speak to someone then there are no appointments available that day or soon. I now just go to a walk-in centre instead as it's easier and quicker to get seen.	3/16/2023 12:08 AM
479	Having to wait nearly a month for a telephone appointment after filling out an eConsult is ridiculous, especially when all they did is ask the same questions I had already answered on the e consult	3/15/2023 11:41 PM
480	Never had a problem being able to access my GP for me and my family. Excellent care and service provided.	3/15/2023 11:03 PM
481	Never had an issue getting access to GP. Generally use E consult but then get an appt if the doctor feels necessary- and usually in a time appropriate manner	3/15/2023 9:29 PM
482	Using patient access is ideal for me as I have hearing deficit & I also have carer needs that I have to consider.	3/15/2023 8:57 PM
483	The orchard surgery Bromborough is dreadful	3/15/2023 8:30 PM
484	I may be out of date in my thinking but I would just like to be to contact the surgery and see a doctor face to face.	3/15/2023 8:28 PM

Enhanced GP Access Survey

485	Receptionist are often not up to par. It makes me feel like I cannot call the surgery regarding my suicidal thought and mental health because of the many bad experiences with the way I have been spoken to (not all of them) but it's pot luck who picks up the phone. If they do. I tried several times over several days calling the surgery after my GP missed my weekly check-in call. No one picked up. I then put 141 Infront of the GP number to hide my phone number from the incoming call. Someone picked up straight away. Not fair and made me feel like I'm just not worth helping. And I find it intimidating to call up. I often ask a relative to on my behalf	3/15/2023 8:24 PM
486	It's almost impossible to get a face-to-face appointment. But when the Dr rings it's ok if they prescribe something. I only call the Drs when I'm really ill.	3/15/2023 8:04 PM
487	Our eConsult always seems to be 'offline' would save time if it worked properly. But think staff are just so stretched!	3/15/2023 8:00 PM
488	Brilliant surgery with choice of ways to get in touch. Sometimes I do not want/need to visit surgery as I work full time. To be able to talk to the GP on the phone and free up a face-to-face appointment for those who need them is superb care. If I do need to be seen, they always arrange it at my convenience. Best surgery on Wirral, by a long way. I would recommend it to anyone in CH47 or CH48 who is fed up with their present GP surgery. Stop putting up with poor care, Blackheath will help you transfer seamlessly, they moved me over in one day, prescriptions uninterrupted. True Healthcare.	3/15/2023 6:17 PM
489	On one occasion was told I would receive a follow up call but never did.	3/15/2023 6:07 PM
490	Although my last attempt to get an eConsult was successful, the one prior to this was not. My daughter needed an appt. I tried to use eConsult. It was not available at Devaney until 8am. I had to take my children to school at 8. By the time I could pull up my car at 8.20am there was no longer any eConsult available and I had to wait until the following day.	3/15/2023 5:55 PM
491	After moving from Central Park Medical centre, which was an absolutely disgrace and failure of medical care, I have nothing but praise for Moreton Medical Centre. Reception staff go above and beyond, helpful, caring and understanding of needs. I could not praise them enough, they are an example of what patient care is about.	3/15/2023 5:49 PM
492	I have to constantly demand what we need for Mum who is end of life care. The process of speaking to a Dr is not easy and we don't always get offered timely support unless we demand and become 'stropky'. We are consistently told that nurses / palliative care do that, however, those teams tell us it is the GP. It therefore requires escalation and threats of formal complaint to get communication flowing and what we need, which really should not have to be the case.	3/15/2023 5:45 PM
493	Over the last 3 years I have used eConsult a few times and been very happy with the service offered at Marine Lake. I have always had a response before 12.00. Despite Covid I have found the staff to be excellent in terms of customer care .	3/15/2023 5:37 PM
494	I am very happy with our GP Practice. Always get a quick appointment and find them very thorough	3/15/2023 5:27 PM
495	Cannot get an appointment, even when I have called up at 8am, I work night shifts and struggle to get any appointments so often give up.	3/15/2023 4:29 PM
496	Getting through to the GP reception is too difficult Too many people are referred to A&E by receptionist. I have been referred to A&E by GP receptionist for cold like symptoms	3/15/2023 4:21 PM
497	I'm aware how much pressure the health care service is understand wait times etc...But it doesn't make it any easier when you're going through a difficult time & trying to access support for yourself or a child and don't feel you can get the correct support without having to call numerous of times to try to get an appointment.	3/15/2023 3:55 PM
498	Was offered face to face appointment but chose tel.call.	3/15/2023 3:19 PM
499	There is no option to make pre-bookable appointments at our surgery which is ridiculous, waiting times for blood tests is 2 months, prescription requests can only be done through a new system starting in June or by calling into the surgery	3/15/2023 3:09 PM
500	Just really difficult getting through on the telephone, you have to constantly recall.	3/15/2023 3:02 PM
501	Service at GP is appalling and all callers are directed to complete online consultation Totally dissatisfied with GP	3/15/2023 2:59 PM

Enhanced GP Access Survey

502	My son is under Alder Hey but our GP constantly says they are unaware of bloods and stool samples requested he has a flare up. I'm unable to get appointment when he's ill, then to get told I can't request bloods it's got to come from Dr. One GP in our Practice says what exactly do you want the outcome of this appointment to be! It's infuriating.	3/15/2023 8:28 AM
503	I have asthma and in October I was having difficulty with my breathing, I was able to get a face-to-face appointment the same day	3/14/2023 10:12 PM
504	no	3/14/2023 7:20 PM
505	The Patient Access on line form is so bad - no records to show, no prescription records can't message and yet I had to jump through password hoops and words to get there - what is going on? If the Doctors are using PATCHS then shouldn't my records be transferred?	3/14/2023 4:45 PM
506	referred to Miriam respiratory hub where I received excellent treatment	3/14/2023 3:53 PM
507	I have never had an issue getting an appointment	3/14/2023 3:34 PM
508	My Practice looks like its closed. I am aware that a friend receives msgs from her Practice, but Manor never keep patients informed.	3/14/2023 1:15 PM
509	experiences have been very inconsistent- only been able to navigate as have some knowledge and confidence in what I can ask for	3/14/2023 12:20 PM
510	Today, when my GP Practice PA rang me to say that a doctor would contact me to discuss the results of my recent X-ray (following referral to a Physio via my GP Practice), and that the first phone appointment was more than 2-weeks from today, after asking about EA, I was told that their Enhanced Access appointments are only usually with a Paramedic. That only sometimes are their EA appointments with a Doctor if they are available, which is not very often.	3/14/2023 11:59 AM

