

## **Feedback on GP extended hours services 2018**

Across England the NHS is looking to improve how patients can access their GP surgery including the use of technology, increasing the number of appointments available and making sure that those appointments are at more convenient times.

In North West London all patients now have access to GP appointments at the evening and weekends. Generally these extended hours appointments will be available from 6pm to 9pm Monday to Friday and 8am to 8pm over the weekend.

Your local NHS wants to hear your views on these extra appointments and listen to how we can make more improvements.

Please help us by completing this survey.

All responses will be anonymous unless you choose to provide your details at the end.

1. Before this survey, did you know that GP appointments are now available in the evenings and at weekends across NW London?

- ☐ Yes (*go to question 2*)
- ☐ No (*go to question 11*)

**If you are aware of the extended hours appointments:**

2. How did you hear about these additional appointments? (*Tick all that apply*)

- ☐ Through my GP practice
- ☐ NHS 111
- ☐ Poster/ leaflet/ advert
- ☐ Online
- ☐ Local paper
- ☐ Other (*please specify*)

Please specify:

3. Have you used these additional appointments?

- ☐ Yes (*go to question 4*)
- ☐ No (*go to question 10*)

**If you have used an extended hours appointment:**

4. When did you have an appointment?

- ☐ During the week (6.00pm-- 9pm)
- ☐ At the weekend (8am-8pm)

5. Were you happy with the appointment time you were offered?

- ☐ Yes
- ☐ No

If you answered 'No' please tell us why?

Comments:

6. Who did you see?

- ☐ A GP
- ☐ A nurse
- ☐ Other (*please specify*)

Please specify:

7. How would you rate the quality of the care you received?

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Poor
- ☐ Very poor

8. Would you recommend booking an extended hours appointment to others?

- ☐ Yes
- ☐ No

9. Please tell us anything else would you like to share about your experience (after go to question 11)

Comment:

10. Can you tell us why you have not used the extended access appointments?

- ☐ I haven't needed to
- ☐ Appointments weren't available
- ☐ It wasn't offered to me when I made my appointment
- ☐ I have used other services (*please specify*)
- ☐ Other (*please specify*)

Please specify:

### General views and feedback:

11. How useful do you feel extended hours appointments are?

	Useful	Not useful	Don't know
After 6pm Monday to Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weekend mornings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weekend afternoons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bank holidays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**12.** What types of appointment would you like to have during the evenings and weekends? (*You can choose more than one option*)

- ☐ A face to face appointment
- ☐ A telephone appointment
- ☐ An online/smartphone video appointment using apps such as 'Skype'
- ☐ Other (*please comment below*)

Comment:

**13.** Sometimes, the extended hours appointments will not be at your normal practice, but at a nearby practice or health centre. How far would you be willing to travel to an appointment in the evening or weekend?

- ☐ Under 1 mile
- ☐ 1-2 miles
- ☐ 3-5 miles
- ☐ 6-9 miles
- ☐ Other (*please specify*)

Please specify:

**14.** Is there anything else, you would like to tell us regarding extended hours for GP practices in your area?

Comment:

## About you

Finally, we would like to ask you a few questions about you to ensure we gather views from across all communities in North West London. These questions are optional and you can tick the 'Prefer not to say' option if you do not want to disclose this information. The details you provide are strictly confidential and will only be used for research purposes limited to the scope of this particular study.

### 15. What is your gender?

- ☐ Male
- ☐ Female
- ☐ Transgender
- ☐ Other
- ☐ Prefer not to say

### 16. How old are you?

- |                                   |  |
|-----------------------------------|--|
| <input type="checkbox"/> Under 24 | <input type="checkbox"/> 70-74             |
| <input type="checkbox"/> 25-34    | <input type="checkbox"/> 75-79             |
| <input type="checkbox"/> 35-44    | <input type="checkbox"/> 80-84             |
| <input type="checkbox"/> 45-54    | <input type="checkbox"/> 85-89             |
| <input type="checkbox"/> 55-59    | <input type="checkbox"/> 90-94             |
| <input type="checkbox"/> 60-64    | <input type="checkbox"/> 95 or older       |
| <input type="checkbox"/> 65-69    | <input type="checkbox"/> Prefer not to say |

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

- |   |  |
|---|--|
| <input type="checkbox"/> Asian/ Asian British (Bangladeshi)       | <input type="checkbox"/> White (Polish)                              |
| <input type="checkbox"/> Asian/ Asian British (Chinese)           | <input type="checkbox"/> White (gypsy or Irish traveller)            |
| <input type="checkbox"/> Asian/ Asian British (Indian)            | <input type="checkbox"/> White (other)                               |
| <input type="checkbox"/> Asian/ Asian British (Sri Lankan/ Tamil) | <input type="checkbox"/> Mixed/ multiple (white and black Caribbean) |
| <input type="checkbox"/> Asian/ Asian British (Pakistani)         | <input type="checkbox"/> Mixed/ multiple (white and black African)   |
| <input type="checkbox"/> Asian/ Asian British (Other)             | <input type="checkbox"/> Mixed/ multiple (white and Asian)           |
| <input type="checkbox"/> Black/ Black British (African)           | <input type="checkbox"/> Mixed/ multiple (other)                     |
| <input type="checkbox"/> Black/ Black British (Caribbean)         |  |
| <input type="checkbox"/> Black/ Black British (Somali)            | <input type="checkbox"/> Other                                       |
| <input type="checkbox"/> Black/ Black British (Other)             | <input type="checkbox"/> Prefer not to say                           |
| <input type="checkbox"/> White (British)                          |  |
| <input type="checkbox"/> White (Irish)                            |  |

### 18. What are the first three digits of your postcode? (e.g. NW1)

**This information will be used anonymously to ensure we have heard from people across North West London.**

**If you would like to know the results of this survey, please leave your contact details below. The information you submit will be treated in the strictest confidence and not used for any other purposes.**

Email or Postal address:

**Thank you for completing this survey**

**Please return to:**

**FREEPOST**

**HEALTHIER NORTH WEST LONDON**

**Contact: 0800 1777 990 or email: [nwlccgs.healthiernwl@nhs.net](mailto:nwlccgs.healthiernwl@nhs.net)**