



**healthwatch**  
Surrey C.I.C

**PCN engagement project**  
**Improved Access – June 2022**

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# PCN engagement project - Improved Access

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## About Healthwatch Surrey

Healthwatch Surrey CIC is an independent community interest company that gives the people of Surrey a voice to improve, shape and get the best from health and social care services.

## Background

We were asked by GP Health Partners to conduct a series of engagement events in the Epsom, Banstead and Leatherhead PCN footprints to engage with patients regarding improved access.

The insight gathered will add in-depth experiences to the body of evidence already collated by GP Health Partners. The aim was to have immersive discussions with patients about their experiences, with a direction to uncover more feedback about improved access and what works/doesn't work as well from a patient perspective.

## Methodology

We held 7 x engagement events in total. (4 at community-based settings and 3 at provider locations, providing minimum of 2 events per PCN). We gathered 62 in-depth experiences, and these experiences and a summary of key themes can be found in this report.

The findings were captured in first person, experiences and demographic data and key themes are provided in this report which sits alongside the raw data.



## Activity

The engagement took place during June 2022 at the following places;

Month	Date	Provider name	Provider Type	Time	Town	No of experiences	Place
			Leatherhead PCN				
June	17/06/2022	Ashlea (Gilbert House)	GP	10.30-12.30pm	Ashstead	13	SD
June	14/06/2022	Leatherhead Community Hub	Community	12-2pm	Leatherhead	8	SD
			Banstead PCN				
June	13/06/2022	Tadworth Medical Centre	GP	9.30-11.30am	Tadworth	10	SD
June	17/06/2022	St Mark's Foodbank	Community	1.30-3pm	Tattenham	11	SD
			Epsom PCN				
June	20/06/2022	Ashley Centre Surgery	GP	10-11.30am	Epsom	5	SD
June	20/06/2022	Roots	Church café	11.30-12.30pm	Epsom	4	
June	13/06/2022	The Old Moat	Community	12.30-2.30pm	Horton	11	SD
						<b>62</b>	

## Who we spoke to

Age	18-24	25-49	50-64	65-79	80-89	Total
No. of respondents	2	12	16	25	7	62

Ethnicity	White British	White European	Black African	Chinese	GRT	White Other	Mixed	Asian
No. of respondents	52	2	2	1	1	1	2	1

Gender	Male	Female
No. of respondents	17	45

Long term conditions/carers/disability	Disability	Carer	None
No. of respondents	39	3	20

## Respondents by PCN & practices mentioned

Experiences by PCN	Leatherhead	Banstead	Epsom
No. of respondents	21	21	20

Practices mentioned in the engagement
Ashley Centre
Gilbert House
Linden House
Molebridge
The Old Forge
Tadworth Medical
Tattenham Medical
Heathcote
Nork Clinic
Shadbolt
St Stephens
Derby Medical
Stoneleigh
Cheam GP
Fitznells



## Extended Access/Location

- In general people were happy with the option of extended hours but for the majority their preference was to be seen at their own GP (during both practice and extended hours)

"I think most of us would not wish to travel anywhere other than our local surgery but even more of an issue for me as I don't drive. I'd also want to see a GP from my surgery and not another one elsewhere." **St Stephens/Old Moat** (Epsom PCN)

"I can only come to this practice - I don't have a car and I work in Woking." **Ashlea Gilbert House** (Leatherhead PCN)

"I'd be happy to be seen by any GP practice or doctor out of hours. Happy to travel elsewhere as I drive but would prefer to be seen at my regular surgery." **Tadworth House Medical/St Marks Food Club** (Banstead PCN)

"I would use out of hours appointments but would like them to be here or very local, as I don't have a car, I just use a mobility scooter." **Ashley Centre** (Epsom PCN)

"I want to see the doctor at my own practice as can walk here." **Tadworth Medical** (Banstead PCN)

"I don't drive so can't go anywhere else. I can just about get to Leatherhead hospital (on foot)." **Linden House / Leatherhead Community Hub** (Leatherhead PCN)

- For those that had reservations about appointments being offered at another location some of the reasons they cited included nervousness about travelling to other locations, public transport/fuel costs, and ambiguity about parking at other surgeries (particularly the town centre location practices).

"I would always prefer to come here as I am not good at navigating so would have to know exactly where I am due to be." **Tadworth Medical** (Banstead PCN)

"To be honest going elsewhere is a concern due to fuel cost." **Nork Clinic / St Mark's Food Club** (Banstead PCN)

"Told to go to the hospital for a blood test which is a journey be easier to do it there, fuel costs are worrying me." **Tadworth Medical / St Mark's Food Club** (Banstead PCN)

"Transport is a consideration for me, I get the bus here, so it needs to be accessible." **Ashlea Gilbert House** (Leatherhead PCN)



"I would use other GP locations if I can get there by bus. A&E were quick and thorough and if I'm being honest, I'd go back there if urgent." **Ashley Centre** (Epsom PCN)

"I was sent to a different GP in Epsom [Derby], bit of a faff [especially as have to pay for parking as in centre of town] but made it back to work. I had called up on the Monday and was seen next day eventually." **Tadworth Medical** (Banstead PCN)

"I would never go to another surgery. It is not convenient. I'd use extended hours at my own practice though, anytime as long as I was seen." **St Stephens House / Leatherhead Community Hub** (Epsom PCN)

- Some people with complex health conditions/mental health conditions expressed concern at not seeing their usual GP for continuity of care and that they would have to tell the whole background to a new GP in the 10-minute allocated slots.

"I do prefer to see the GP that knows me and my journey otherwise you quickly use your 10 mins up going over your history. I trust my GP." **St Stephens / Leatherhead Community Hub** (Epsom PCN)

"I was sent to the hub at Leatherhead to see someone but if you have mental health issues, you do not want to speak to a stranger. It really does not help." **Linden House / Leatherhead Community Hub** (Epsom PCN)

"Wouldn't trust another doctor or surgery - 'they can get lost' if they try and suggest I do!" **Tattenham Health Centre / St Mark's Food Club** (Banstead PCN)

- On the whole the preference amongst the people we spoke to was to have more appointments at their own practice location, even if that meant seeing a different GP at their usual location (during practice hours or extended hours.)

"If I was in agony I'd be happy to come to surgery at weekend or evening time. I don't drive so going elsewhere would be difficult. I have to wait and ask my brother to help me." **Tattenham Health Centre / St Mark's Food Club** (Banstead PCN)

"I would come here after work in the evenings or weekend if it suited. I would prefer to see my doctor or any doctor but here in Ashley I wouldn't be prepared to travel." **Ashley Centre** (Epsom PCN)

"I'm local here so I'm not keen on going to other surgeries - too far to travel." **Ashlea Gilbert House** (Leatherhead PCN)

- A couple of people we spoke to expressed concern about evening/night time appointments, as a single older person attending the practice at night alone they felt this would make them feel vulnerable.



"I wouldn't go at night in winter as dangerous. I'd like more appointments in the day. I wouldn't go elsewhere, I want to be seen at my surgery. I will not drive." **Derby Medical / Roots Café** (Epsom PCN)

I would travel to Linden House but I may have to wait and get a lift as can only drive in good daylight conditions due to Macular degenerative eye condition. I can walk to Gilbert house so this is preferable." **Ashlea Gilbert House** (Leatherhead PCN)

- Some people expressed concern about the staffing of the extra hours and the additional strain that may put on practice staff having to work the extended hours. They were protective of their own GP surgery staff and resource.

"I'm not sure how the surgery would be able to cope with additional hours and I wonder where they will get the extra people." **Tadworth Medical** (Banstead PCN)

"Who is going to work these extended hours? How on earth will they staff it?" **Linden House / Leatherhead Community Hub** (Leatherhead PCN)

## Face-to-face/remote consultations

- Overall, the preference was to have face-to-face appointments over remote consultations (with the preference to be seen at their own practice).

"Face to face is a must, it is so important to me." **Tattenham Health Centre / St Mark's Food Club** (Banstead PCN)

"LIVI for me was fine. They called me back after 5 or 10 mins, but it really isn't as good as seeing your own GP face to face." **St Stephens / The Old Moat** (Epsom PCN)

"Previously I have had telephone consultations, but they are not good for us oldies. We like reassurance of seeing the GP face to face. I would see the nurse if it was appropriate." **Ashley Centre** (Epsom PCN)

"My preference will always be face to face because I am deaf." **Derby Medical / Roots Café** (Epsom PCN)

"I would accept a face to face here at any time, even midnight! Would travel anywhere as long as it was face to face." **Tadworth Medical** (Banstead PCN)

"I don't have transport and I don't like phone appointments. I don't have a smart phone so I can't do all those clever things people can do. I'm old school." **Ashlea Gilbert House** (Banstead PCN)



- Remote consultations were seen as acceptable for conditions that didn't need to be seen face-to-face. The flexibility of either remote or face-to-face was appealing to some depending on what the appointment was for.

"I would like a face-to-face appointment when I need to see a doctor but if appropriate to have a phone call, then so be it." **Molebridge / The Old Moat** (Epsom PCN)

"Phone calls are great for queries but would always like the option for face to face. It has to be flexible approach." **Ashlea Gilbert House** (Leatherhead PCN)

"I'd use telephone appointments or face-to-face but it needs to be appropriate to what is wrong with you". **Tadworth Medical** (Banstead PCN)

"I'd like to see my GP for "important things. Video does work ok when I use my I-Pad and GP can call my home number for a telephone consultation but is not my preferred option." I will not buy a SMART phone so it will be a no to LIVI, I don't want to." **Shadbolt / The Old Moat** (Epsom PCN)

- When asked about LIVI the overriding response was not favourable. The main issues with LIVI cited were; the fact it's not your GP/continuity of care, LIVI often refers back to GP anyway so an extra step in the process, and LIVI is not accessible for those without a smart phone.

"I tried LIVI once, it didn't work for me though. I went through all the information with the doctor and they never reported any of it back [to Ashlea]. So I had to start the whole process again." **Ashlea Gilbert House** (Leatherhead PCN)

"I haven't used LIVI - I'm not against video calls but would prefer them to be with my own practice." **Linden House /Leatherhead Community Hub** (Leatherhead PCN)

"I've heard of LIVI but don't know what it is! I wouldn't use it anyway as I don't have a smart phone." **Tadworth Medical** (Banstead PCN)

"Not for me". "LIVI is useless, they end up referring you back to the doctor anyway." **Tadworth Medical** (Banstead PCN)

"LIVI is not viable, there is not continuation of care. I've tried it, I was meant to get a call back and never did." **Tadworth Medical** (Banstead PCN)

- One person we spoke to felt the fact the calls could be scheduled and so they could fit in her working day (rather than waiting long periods for a GP call).



"LIVI is good for me as I can stay at work, knowing there will be a specific time they will call. [At the surgery] I book via website. Telephone consultations work very well for me but you don't know when someone will call you back. Staff here are good, very efficient." **Ashlea Gilbert House** (Leatherhead PCN).

## Access / Digital/Website

- Some people we spoke to felt that the move to digital was a barrier to access.

"It is impossible to not have to contact the surgery. They don't want you to, it's hard to even locate their phone number. And therefore, you are pushed to use their online portal and I don't like using the computer. I have a SMART phone but I rely on my husband to help which takes time out of his day." **Molebridge / The Old Moat** (Epsom PCN)

"It's so difficult getting an appointment. Online is really so difficult. I feel like I am an inconvenience. I am assertive in a polite way but so many people don't have a voice. Think the practice is losing its personal touch." **Fitznells / The Old Moat** (Epsom PCN)

"I have been to the GP recently and was seen face-to-face. I can never get an appointment if I go online, none are ever showing so I call up and usually get seen a few days later." **Fitznells / The Old Moat** (Epsom PCN)

"I can't do online or text. I can only answer a call and make one." **Linden House / Leatherhead Community Hub** (Leatherhead PCN)

"I can't get an appointment, everything goes online. I choose not to be using digital for addiction reasons so it's not ok making everything online. I have to physically go in to get an appointment." **Linden House / Leatherhead Community Hub** (Leatherhead PCN)

"I call up and it takes ages to get through. I don't use digital even though I have a SMART phone, it is too complicated! I ring and it could be 20 mins in a queue. We are told what position we are in at least. But as I can't do online, every-time I call I ask for an appointment, they say they have to go and ask permission to access my digital records and they make me hold. They eventually come back and say that they have added me to the telephone list. This happens every single time!" **Tattenham Health Centre / St Mark's Food Club** (Banstead PCN)

"I can't do online and no one can help me - I have no children." **Ashley Centre** (Epsom PCN)

"It's hopeless. So hard to get an appointment. Can't get one on the same day. I usually ring them as don't do online." **Tattenham Health Centre / St Mark's Food Club** (Banstead PCN)





- Some felt that their practices websites were not user-friendly or intuitive.

"I go online to book appointments – I was looking to get one on the day but didn't seem to be possible. Its really hard to navigate the website. Once you get to the actual form its easy, but they've made it so it pushes you towards self-help first giving you information about Ill and everything else." **Ashlea Gilbert House** (Leatherhead PCN)

"The website is not intuitive at all." **Tadworth Medical** (Banstead PCN)

"You need to have a bit of knowledge to use the website though. I will not use a SMART phone" **Derby Medical / Roots Café** (Epsom PCN)

"For repeat prescriptions, I send an email through the website. Sometimes I also write I am not feeling well and I usually get a telephone call. Website is tricky, eventually I get there in the end, but it wants you to register for this and that and I don't want to." **Derby Medical / Roots Café** (Epsom PCN)

## Communication Preferences

- The majority of people we spoke to had received the text message from their practice regarding extended hours.

"I don't mind getting a text from the surgery. In fact, I got one about extended hours and services so texts work well. Prefer to be contacted that way." **Molebridge / The Old Moat** (Epsom PCN)

"I got a text last week about extended hours and a Saturday!" **Linden House / Leatherhead Community Hub** (Leatherhead PCN)

"I got a text message from the surgery last week about extended access." **Tadworth Medical** (Banstead PCN)

- Of the people we spoke to, people were happy to be contacted by text or email.

"I would prefer a letter or text if they are going to write to me which is what they do now." **Tadworth Medical** (Banstead PCN)

"Surgery confirm appointments by text which works for me." **Linden House / Leatherhead Community Hub** (Leatherhead PCN)

"Practice sends me an SMS which is a good way to communicate, and they send an appointment via a text with a time which is ok as not working." **Derby Medical / Roots Cafe** (Epsom PCN)



## **Raw data**

The quotes in this summary report have been extracted to illustrate the key discussion points for this project. As we had in-depth conversations with the people we engaged with they told us about other aspects such as staff attitude, appointment booking etc. The full experiences can be found in the raw data spreadsheet.

## **Thanks**

Healthwatch Surrey would like to thank everyone who shared their experiences with us and the community providers that welcomed us for our events.





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