

Improved Access – PCN project

Background

We were commissioned 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 federation wanted to add in-depth patient experiences to the body of evidence already collated via the GP practices.

Our engagement

We held 7 x 2-hour engagement events across the 3 PCN footprints. The events were held in key community settings to reach a diverse audience including those who may not regularly use the GP surgeries. 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. Whilst discussion prompts were used to uncover more about the feelings towards improved access, the immersive listening techniques allowed us to capture insight of the whole patient perspective.

Our findings

We gathered 62 in depth experiences during the activity and this insight, along with the full demographic data, were provided in a summary report of the engagement activity. We highlighted the key themes relating to extended access/location, face-to-face vs remote consultations, access/digital/website and communication preferences. We also shared the raw data containing the full 62 experiences gathered.

The findings from the engagement activity were presented to GP Health Partners to add to the body of work they had previously conducted through surveys. The patient insight will be used to inform the development of the improved access services going forward.

The full report can be found on our [website](#).



"We recently commissioned Healthwatch to undertake a patient engagement project to learn the views of some of our local patients regarding access to primary care services to help shape service provision for a new contract beginning in October 2022. From the outset, Healthwatch took time to understand our requirements and prepare a comprehensive plan, communicating with updates throughout the process. Healthwatch's extensive experience in undertaking this level of engagement and the detailed responses documented in the final report, have really added weight to our overall evaluation. We definitely intend to re-engage with Healthwatch at a later date with a follow up patient survey and would have no hesitation in recommending them to anyone looking to secure impartial, comprehensive views of local people accessing healthcare services." – Katherine Rush, Operations Manager, GP Health Partners