

East Elmbridge PCN engagement project – Enhanced Access



Lower Green Community Hub



The Vine Medical Centre

Background

We were commissioned by East Elmbridge PCN to conduct a series of events in the East Elmbridge PCN footprint to better understand their thoughts and feedback regarding the enhanced access for their GP surgeries.

Our engagement

We held 3 x engagement events in total. (1 at GP provider and 2 at community-based settings). We gathered 32 in-depth experiences, and these experiences and a summary of key themes were then reported back to the PCN.

The findings

Extended Access/Location

The majority of people wanted to be seen at their own surgery, and they were happy to attend evenings or weekends at their own surgeries. Some expressed concerns about accessing their surgery out of hours in the evening or travelling elsewhere due to mobility issues. Lack of access to car or the cost of a taxi or bus to travel elsewhere would be a problem for some.

Access/Digital

Getting access to their surgery by telephone wasn't easy for all surgeries. Recorded phone information was a source of frustration at one surgery. People wished appointments could be made in the future – for long term issues. Some people without urgent need but not wishing to wait 4 weeks for routine appointments, were

exaggerating symptoms to be seen earlier. Not everyone is digitally connected or wants to be.

Face-to-face/remote consultations

Overall, the preference was to have face-to-face appointments over remote consultations. Some had sensory impairments, making remote consultations not suitable or found it stressful. People generally accepted that remote consultations are ok for some things but not everything.

The full report can be found here: <https://www.healthwatchesurrey.co.uk/east-elbridge-pcn-engagement-project-enhanced-access/>

The findings from the engagement activity were presented to East Elmbridge PCN to add to the body of work they had previously conducted. The patient insight will be used to inform the development of the enhanced access services going forward.



West Molesey Community Centre