



# Bridlington GP Access Project

**August 2024**

Exploring the access to GP services and evaluating their effectiveness in Bridlington.

**healthwatch**  
East Riding of Yorkshire

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# Disclaimer

All the views, opinions, and statements made in this report are those of the residents who participated in our survey.

The analysis of this report included the experiences of individuals of the Bridlington region in relation to their access to GP services, their registered practices, and the methods used for booking appointments.

Due to this, the perception may not fully reflect the actual quality and availability of GP services in the local area. Although, it is the opinion of the participants whose information Healthwatch East Riding of Yorkshire have collected.

# About Healthwatch

Healthwatch is an independent service for individuals who use health and social care services. One of our priorities is to ensure that people are at the centre of the care they receive. Through applying this, we listen to what people feel works well and what could be improved to promote the services. Once these experiences are gathered, we share these views with those who have the power to make a change happen. We also try to help people of the community by providing them with relevant information about services in their area.

We have the power to project people's voices, so they are heard by the government and those running services. In hand with seeking the public's view, we encourage services to involve people in the decisions that directly affect them.



To summarise, Healthwatch is here to:

- Help people find out about the care in their local area.
- Help to improve the quality of services by feeding back to services and the government of what people want from care.
- Encourage services to involve people in the changes they make to care as it is these people who experience it first-hand.

# Why this subject?

There has been an increase in the number of concerns and difficulties with accessing GP services reported to Healthwatch East Riding of Yorkshire (HWERY), specifically a high rate in the Bridlington area. Due to this rise in negative patient experiences, HWERY found it important to investigate the seriousness of the issues disclosed by patients and the challenges that people face because of these.

Accessing GP appointments was a focus for this project, exploring if there are any significant barriers to doing so. A comparison between current care and previous care was able to be made for participants who completed the Healthwatch East Riding of Yorkshire GP Access Survey 2023.

The aims of this survey consist of gaining a full understanding of the current GP access situation in Bridlington to allocate the most efficient and appropriate recommendations to promote improvement in services.

# Executive Summary

## Aims and Objectives

This report examines and summarises the findings from the Bridlington GP Access Survey 2024, where the survey was promoted through public engagements and the ongoing support of the Bridlington Health Forum.

Bridlington residents' lived experiences with access to their GP services have been captured to understand the health and social care environment from a first-hand point of view. This report covers a range of different methods that patients can use to book their GP appointments, as well as investigating the ease of this process, alongside the overall satisfaction of patient experiences.



An aim of this research is to capture the understanding Bridlington residents have about the different booking methods available and how they can be improved to further the effectiveness of GP services.

# Methodology

The following methods were used to collect the data:

## Public engagements

Healthwatch East Riding of Yorkshire (HWERY) spoke to the residents of Bridlington when attending health and social events in the local area. The option to remain anonymous was given and participants were aware they could fill out the paper or online survey in their own time, with an option to make use of the free post address. Participation from all respondents was voluntary with no incentive for taking part being offered.



## **Online Survey**

An online version of the survey was created to increase the accessibility of participant engagement. A QR code was designed for a direct link to the online survey, which was displayed on the posters that HWERY created. These posters were shared with healthcare services in Bridlington and community centres, including the local leisure centres and libraries. The link for the survey was also shared with the public through HWERY's social media platforms.

## **Paper Version of the Survey**

The paper version of the survey was taken to public engagements, where people were given the option to either fill out or make use of the QR code on the posters. We also distributed the paper version of the survey at local community centres, the libraries, and leisure centres with Freepost envelopes for anyone who completed it.

## **Enter and Views**

Members of the HWERY team and an Enter & View volunteer completed visits in both the Bridlington GP practices. This allowed for more in-depth conversations with patients, as well as gathering the views and experiences from staff.



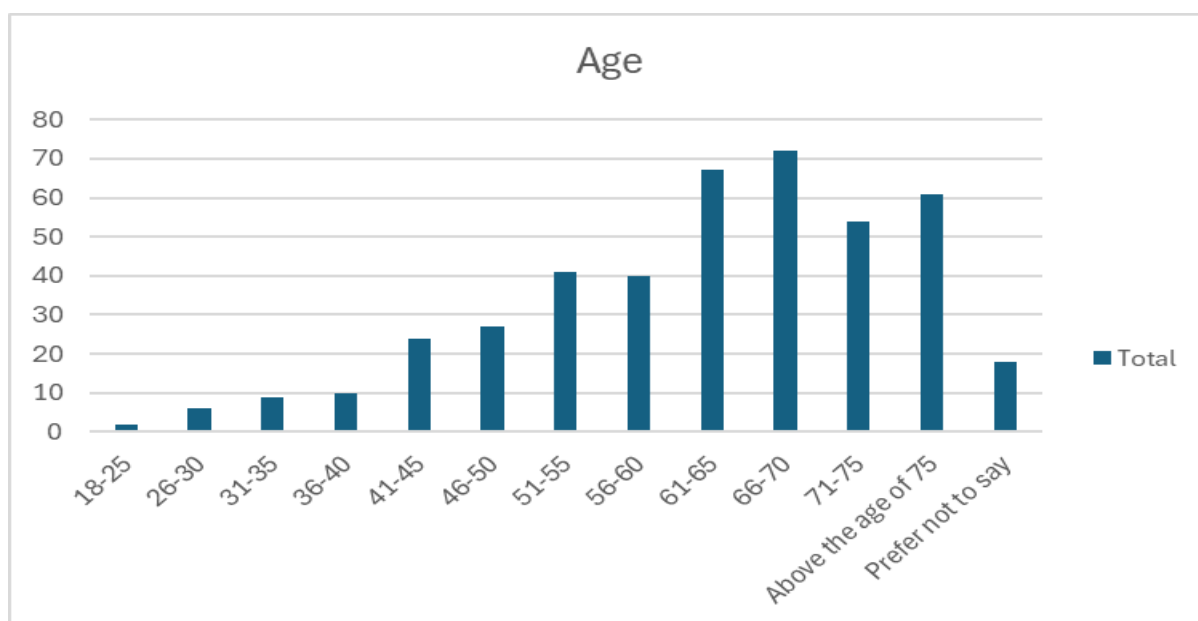
## Highlights of Findings

A total of 481 responses were gathered, including both online and paper responses. The 66–70 age category was seen to contain the highest number of respondents for the online survey. The above the age of 75 age group was the highest responding group for the paper version of the survey. The main concerns that were highlighted across many of the survey responses consisted of **wait times for appointments, a lack of support during the referral period between appointments, difficulties booking appointments over the phone**. Respondents also highlighted that there were more positive experiences when attending the surgery to book appointments face-to-face with the receptionist, rather than over the phone. There was an overall positive review on staff in the survey comments, which will be explored in further detail in this report.



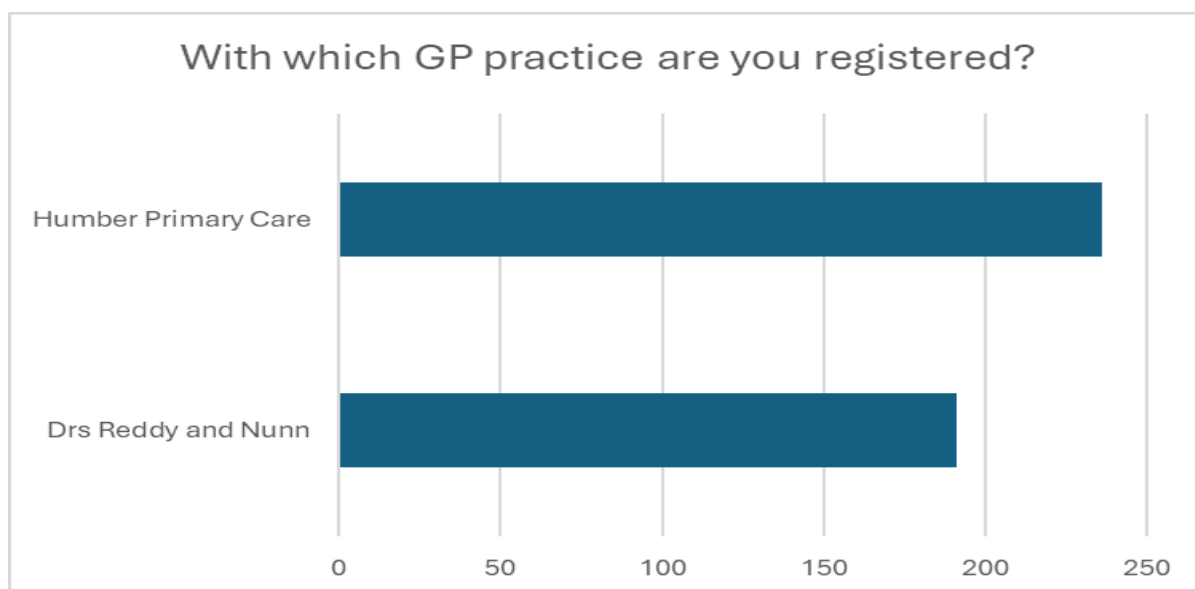
# Data Review

Healthwatch East Riding of Yorkshire made sure that the voices of all age categories in the Bridlington community were heard. The age distribution of survey respondents can be seen on the graph below.



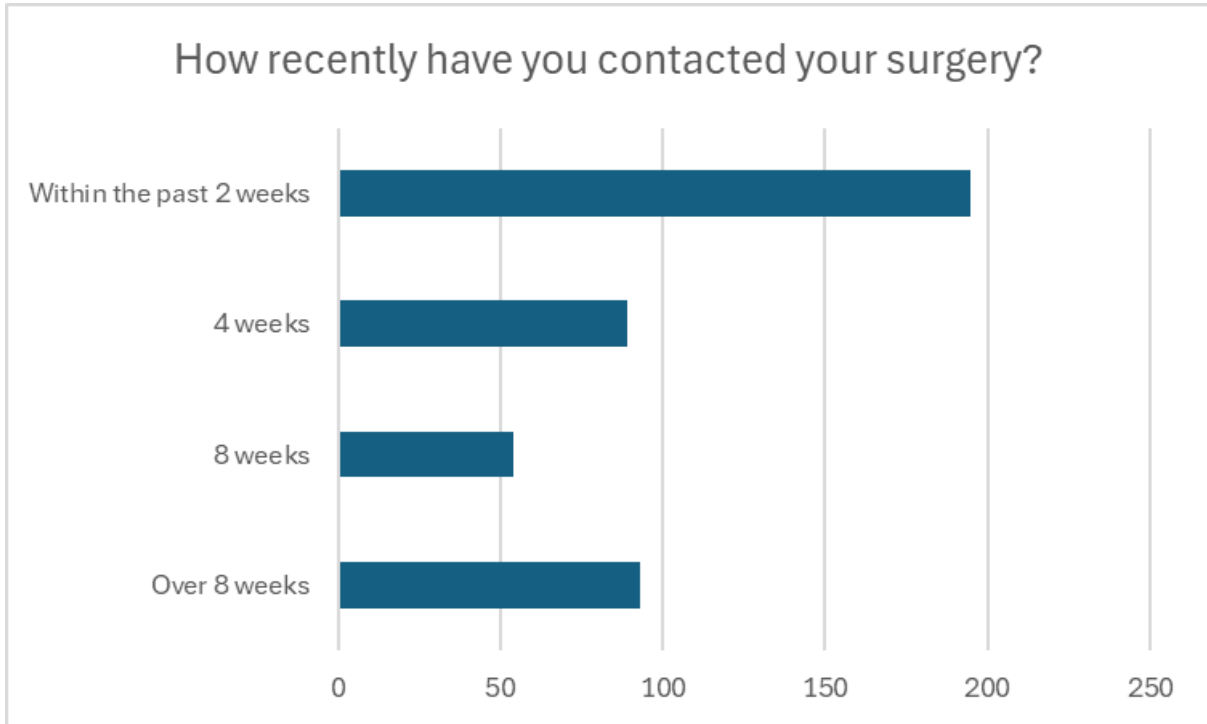
## “With which GP practice are you registered with?”

All 481 participants of the survey were asked which GP practice they were registered with at the time of submitting their response.



The graph above allows for a visual representation of the number of online responses received from the different GP practices in Bridlington.

## “How recently have you contacted your surgery”

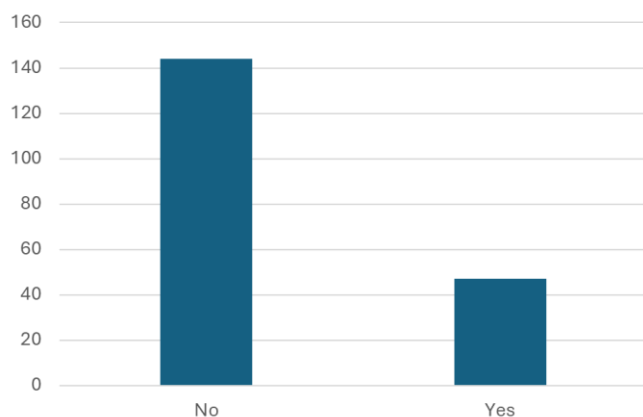


Respondents were asked how recently they had last contacted their GP practice, to which 195 of the online respondents selected the ‘Within the past 2 weeks’ answer. This reflects Healthwatch East Riding of Yorkshire’s received public voice, that GP access is in high demand.

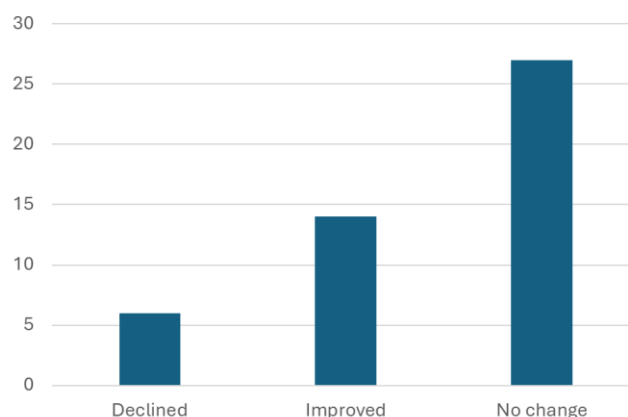
# Drs Reddy & Nunn

The following data is specific to the experiences of  
Drs Reddy & Nunn's GP practice patients.

Did you participate in the GP  
Access Survey of 2023?



How would you compare your  
experience of access to your GP  
service to the previous survey?



To gain a better understanding of the participants who completed this GP Access survey, we asked if they had completed the previous GP survey conducted in 2023. This allowed for the comparative question of improved, declined, or no change in experiences to be asked.

This question further increased the awareness of the ongoing adjustments the surgery has made over the past year in relation to their phone lines and other booking methods. An overview of patients' general experience was provided through the responses to this question.



General themes of the patient conversations can be seen below, highlighting **repeat prescriptions**, **wait times**, and the **interaction with other healthcare professionals**.

### **Repeat prescriptions:**

“Support for those during referral wait times is needed.”

“Regular medication has been removed [from the NHS app]”

“Difficult to request.”

### **Wait times on the telephone:**

“Long wait times on phone.”

“Easier to get an appointment in person rather over the phone.”

### **Signposting/other healthcare professionals:**

“I was told to consult other healthcare professionals”

“[I was] asked to go to Bridlington hospital. Lack of follow up appointments.”

“Communication very poor between departments.”

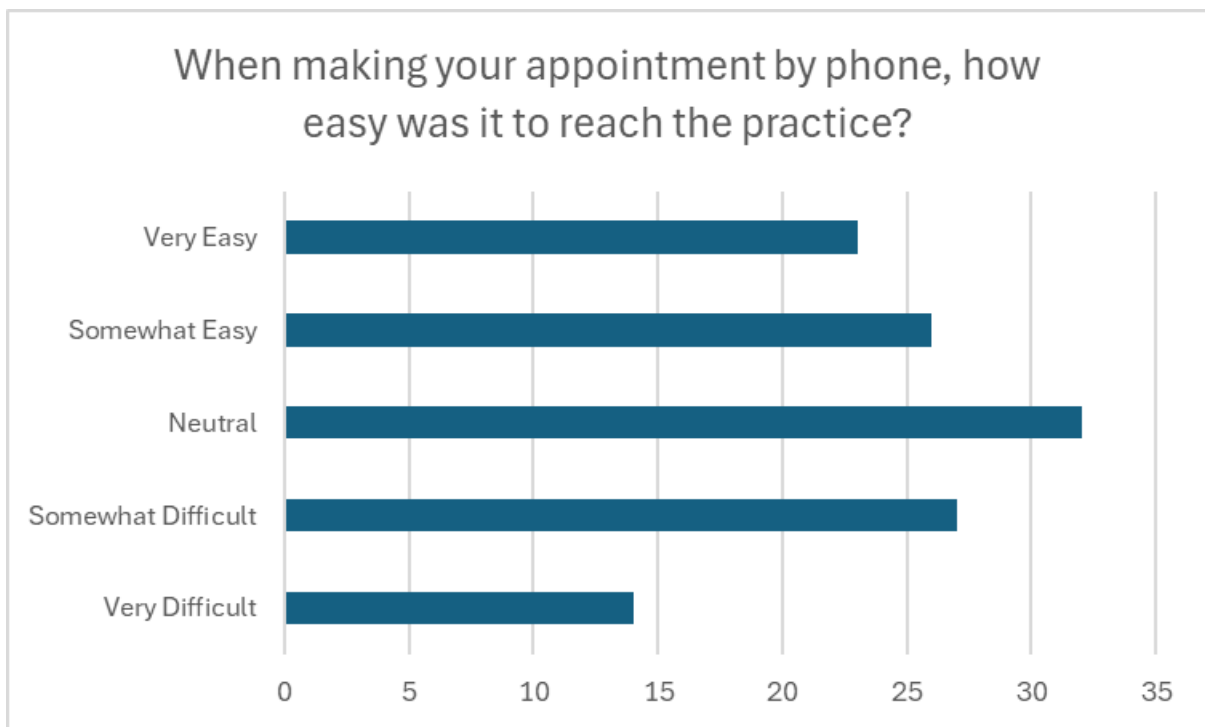
Additional comments provided for this question can be found in the appendices 1.6.



# Appointment booking methods

When investigating the effectiveness of different methods for booking appointments, participants were asked how they booked their most recent GP appointment. These were categorised into the following options: phone, in person, using the NHS app, online, or cannot get an appointment.

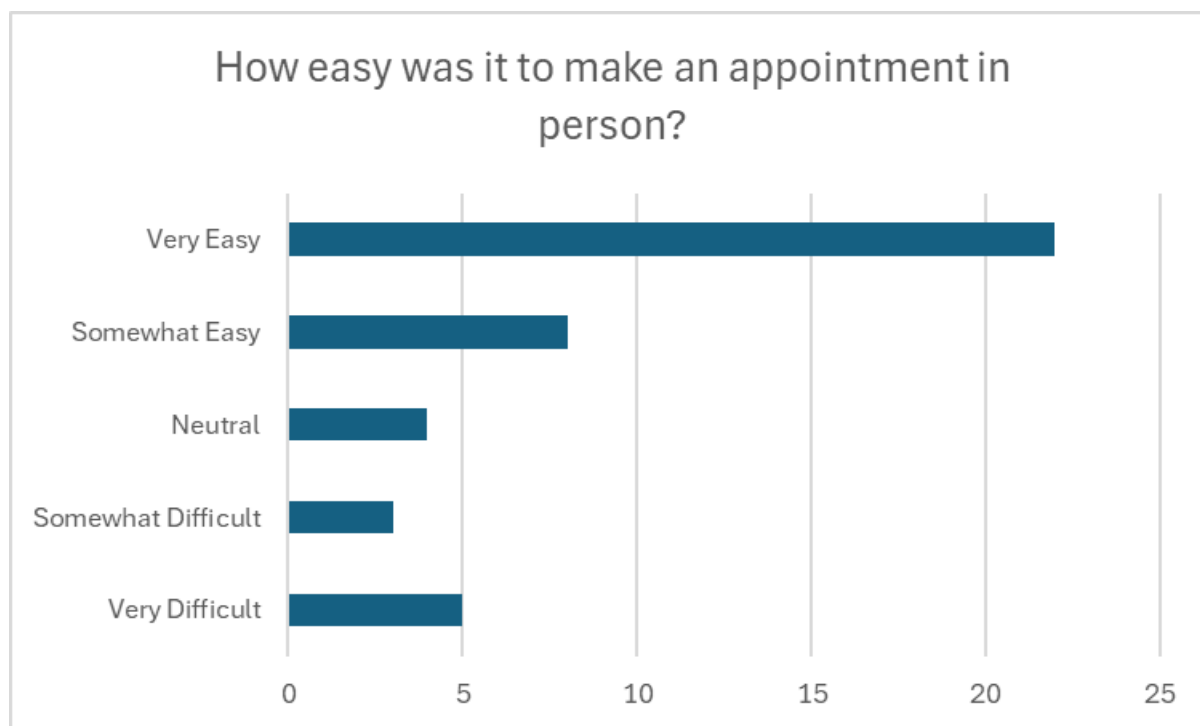
## Telephone booking appointments



The graph above shows the distribution of patient experience when making appointments with the GP practice by telephone. The general overview of responses was 'neutral'.

See appendices 1.7 to view the comments from the patients who booked their most recent appointment by phone.

## In person booking appointments



As seen in the graph above, most people booking appointments in person found this experience 'very easy'. This supports the service user voice, which suggests that it is easier to book an appointment in person, rather than over the phone.

All the comments made by these respondents can be seen in appendices 1.8. The following are a select few provided from survey respondents.





“Lack of privacy in explaining medical issue.”

“The receptionist was lovely, friendly, and so helpful. Next day appointment.

Excellent service!”

“Miscommunication with follow up appointments.”

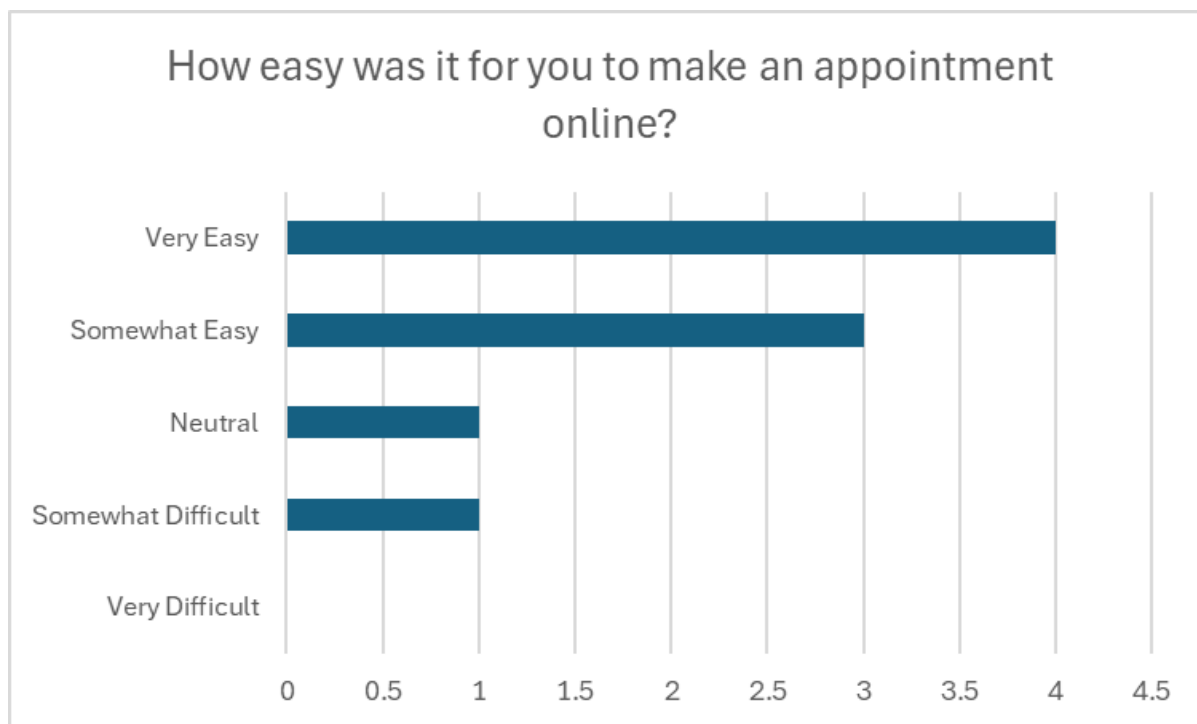


## NHS App appointments

How easy was it to make an appointment through the NHS app?	Comments
Somewhat easy	“For other issues besides a routine blood test, I either phone or go in person”
Very easy	“Easy to access and follow”
Very easy	“Brilliant”

From the respondents of the survey that booked their most recent appointment through the NHS app, there was a general overview of positive experiences. These can be seen in the above table with comments of respondents who wished to elaborate on their answers.

## Online appointments



A total of 4 of the 9 Bridlington residents who booked their most recent GP appointment using the online booking method found this experience 'Very Easy'.

Please see appendices 1.9 for the comments from patients who responded to this question. Below are a select few comments from respondents.



"Was easy to access what I needed to do online."



"Too tricky."

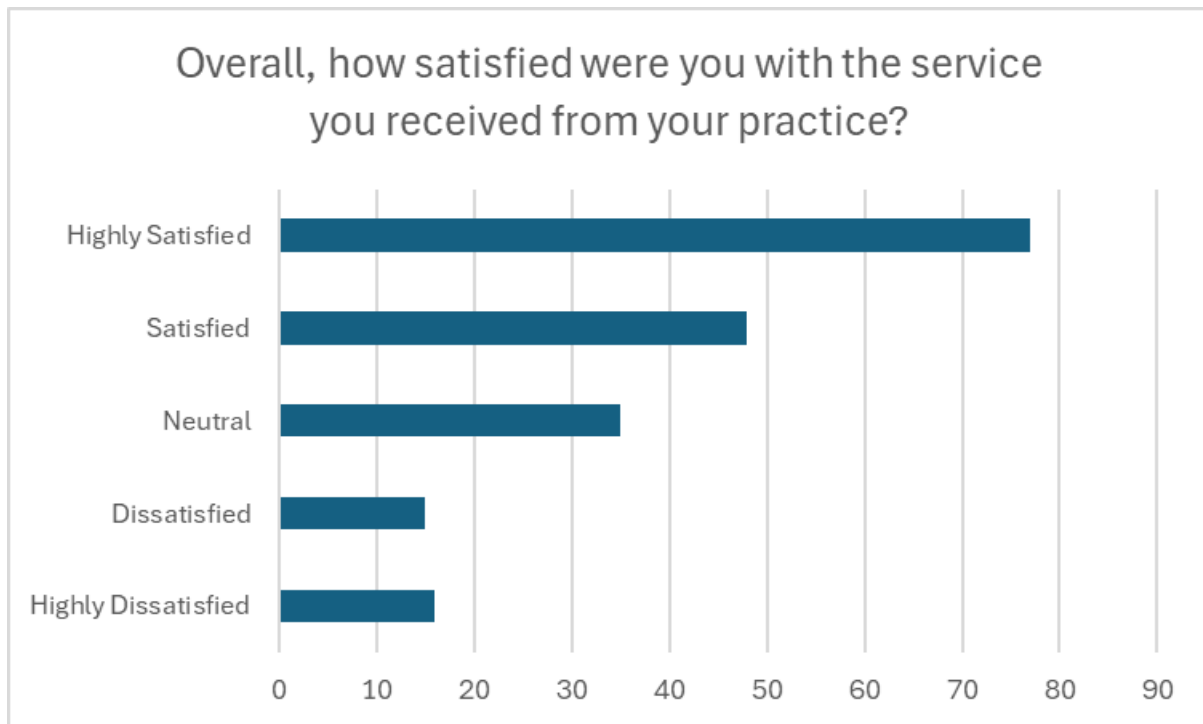
"Easier than I thought."

## When people cannot get an appointment



We asked the patients who couldn't get an appointment the last time they tried to book one, what they would usually do in this situation. 25% of these responses were 'go in person to the practice'. This links in with the feedback of patients finding it 'very easy' to book appointments using this method.

## Overall satisfaction of Drs Reddy & Nunn service



In the graph above, the 'highly satisfied' option was selected by 77 of the Drs Reddy & Nunn patients. 15 responses were allocated to the 'dissatisfied' option. This reflects the general theme received by Bridlington residents that Drs Reddy & Nunn offer a highly satisfactory service.

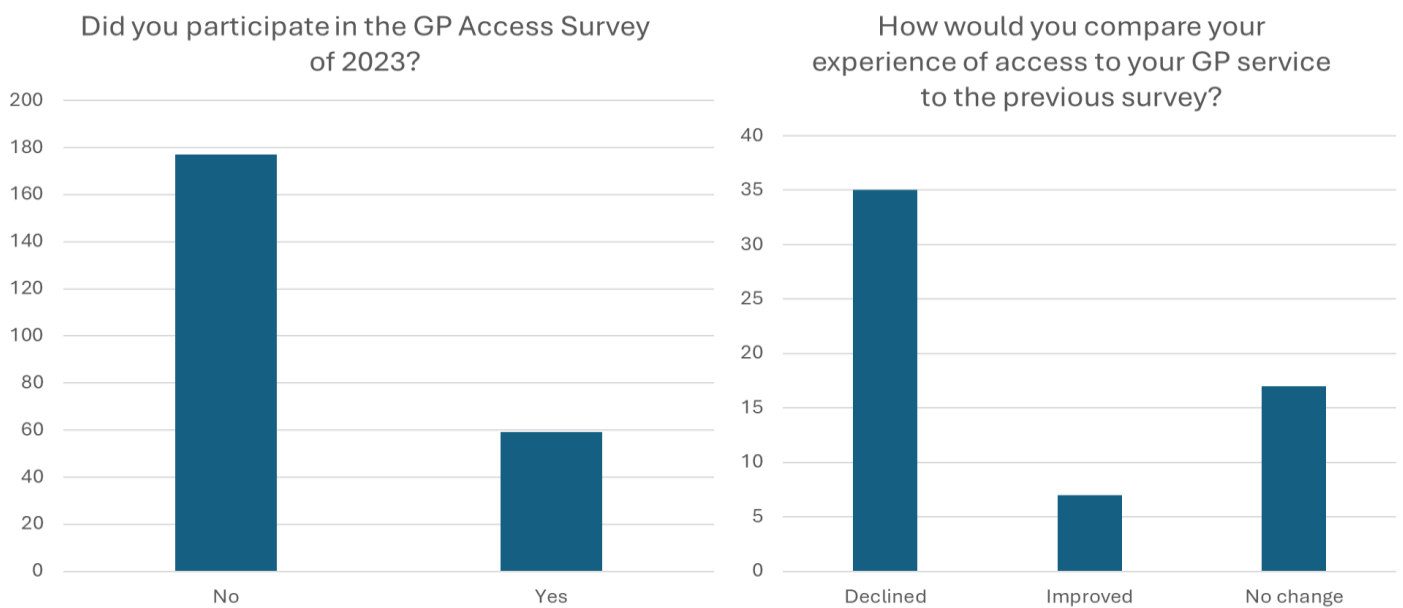


" Following the merge of practices, the care and support I have received from Dr's Reddy and Nunn has been fantastic. The staff are caring, kind and compassionate."



# Humber Primary Care

The data in this section is an analysis of the patient responses who are registered at the Humber Primary Care GP practices in Bridlington.



The graph on the left highlights the returning participants of the GP Access survey 2023. 25% of these respondents had participated in the previous survey of March 2023. The graph shows the large number of new respondents who provided HWERY with more insight into the different health and social care experiences of Bridlington residents.

To the right of this, information can be seen in relation to when returning participants were given the options of 'declined', 'improved' or 'no change' in their experiences since the previous survey.

**59% of participants reported a decline in their experiences, 12% reported improvement, and 29% reported no change.**



General themes of the comments from these patients can be seen below. Appointment availability, wait times, and signposting to other healthcare services are highlighted. Please refer to the appendices 2.0 to see all the comments provided by the returning respondents.

### **Appointment availability and wait times:**

"Getting to speak to a health professional takes longer and longer, 3 weeks or more."

"You still can't get a face-to-face appointment without waiting weeks."

"Used to at least get contacted within a couple of days of putting in an online consultation request, now wait well over a week."

### **Signposting to other services:**

“General response is to tell you to go to urgent treatment centre at Bridlington Hospital.”

“It is frustrating when requesting an appointment to see a GP, you are advised to go to the urgent treatment centre when a 10 min consultation would have been more beneficial, less time wasted, easier access.”

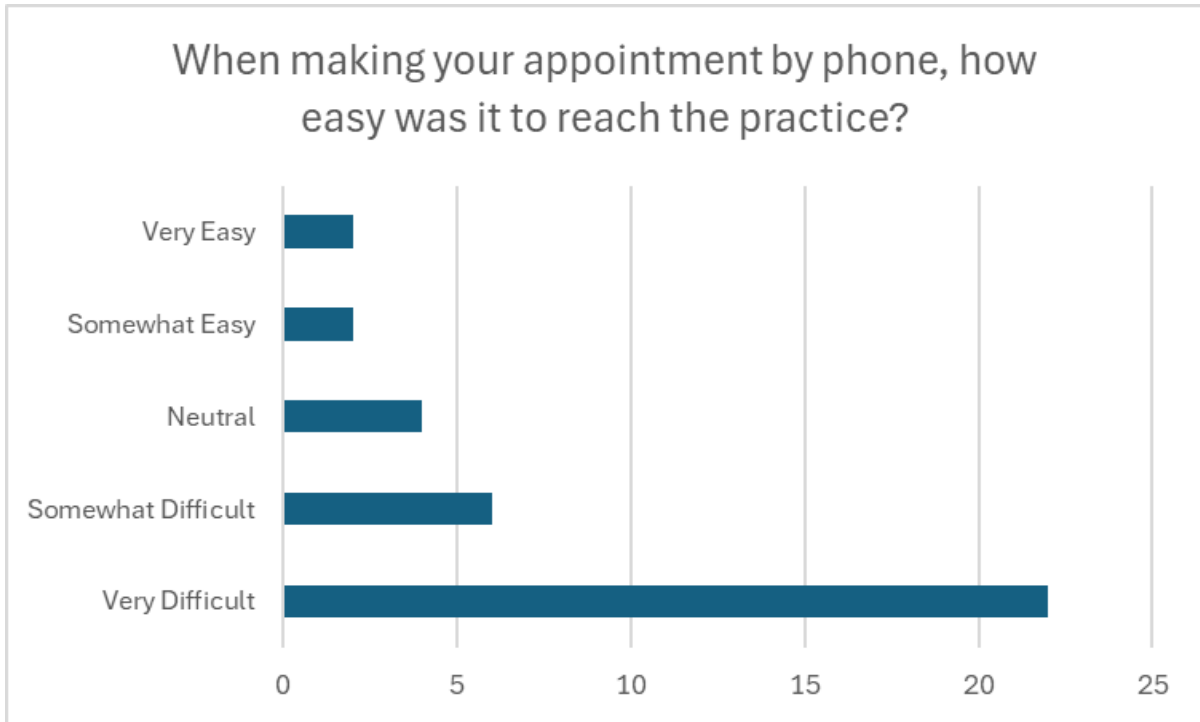
### **Comments relating to contact methods:**

“The service is running more smoothly, it is possible to use the App to ask questions, but we still go down to the surgery if the problem may require antibiotics.”



# Appointment booking methods

## Telephone booking appointments



Respondents who booked their most recent GP appointment using the telephone service were asked about their experience. A value of 22 responses were allocated to the 'very difficult' option. This amounted to 61%, with a further 17% allocated to the 'somewhat difficult' option.

Please refer to the appendices 2.1 to see the comments provided by the respondents who booked their most recent GP appointment by phone.

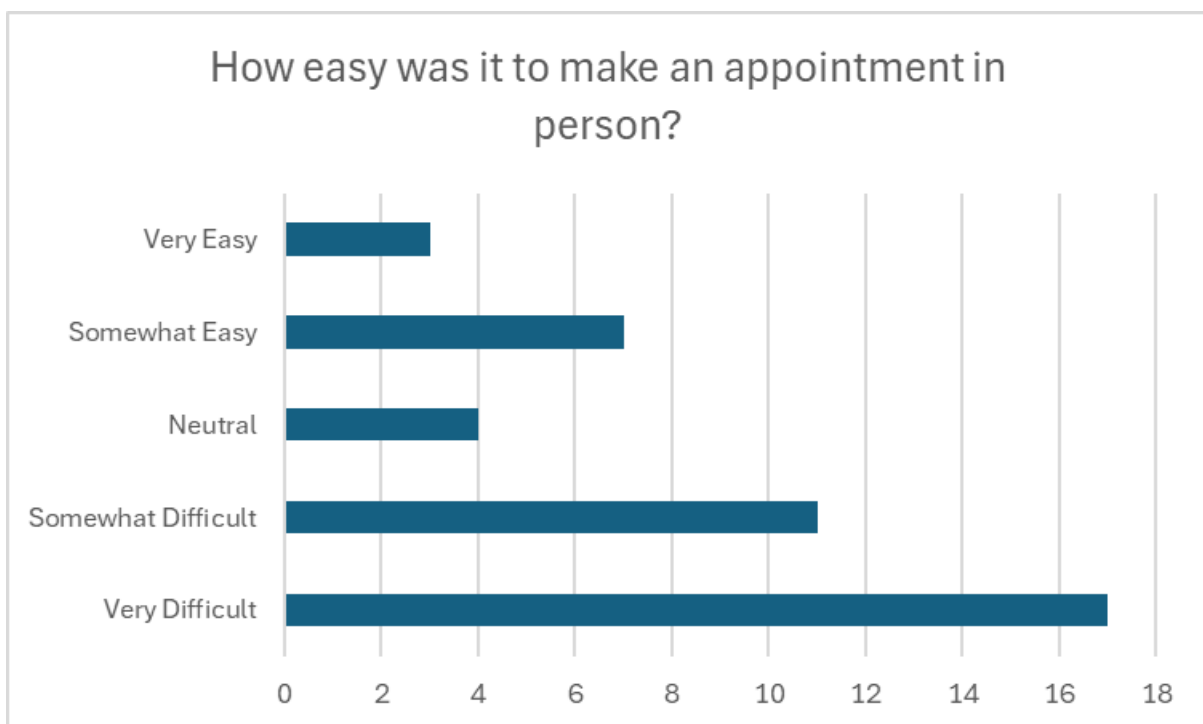




“I got through but got told you can no longer book an appointment over the phone you have to request an appointment online.”



## In person booking appointments



It was discovered that 40% of people who booked their most recent GP appointment in person, found that this was a **‘Very Difficult’** experience. 26% found this experience to be **‘Somewhat Difficult’**, 10% with a **‘Neutral’** experience, 7% finding this method **‘Very Easy’**, and a further 17% of people reporting a **‘Somewhat Easy’** experience.

Please refer to the appendices 2.2 to see the comments provided by these respondents, who booked their most recent GP appointment in person at the practice.

“No issue booking in or getting to see a GP.”

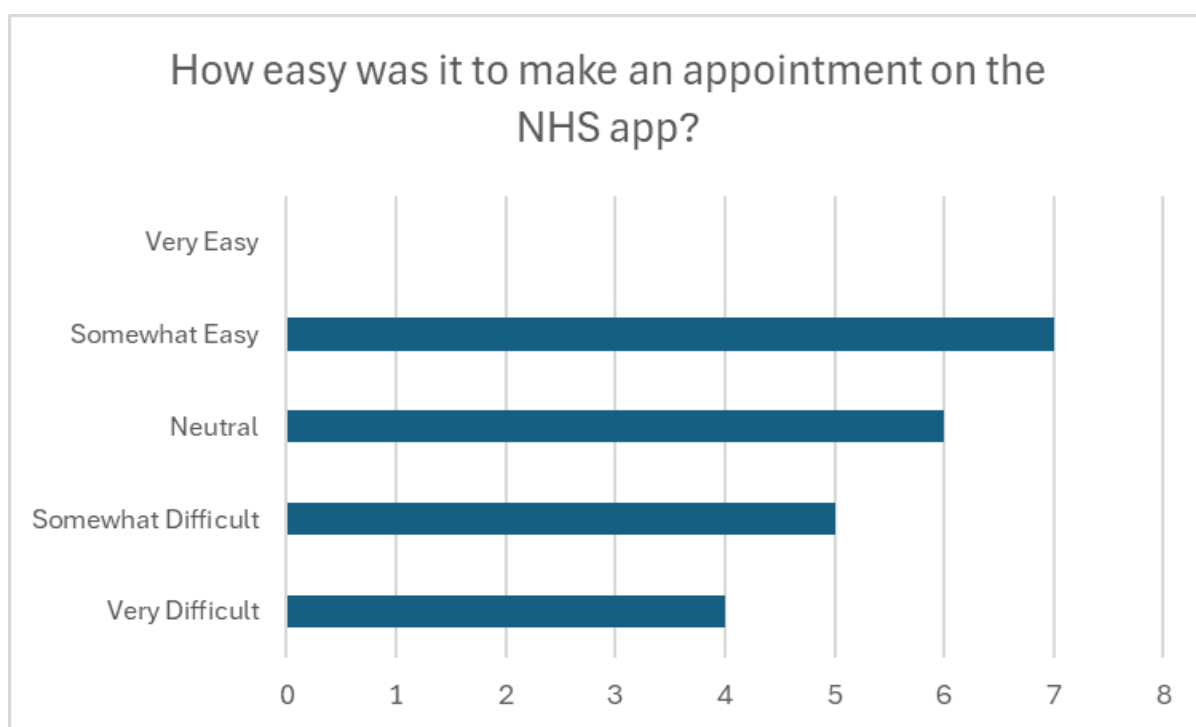


“The receptionists are very helpful, but there is no telling how long you will wait for your appointment.”



“Nowhere to park. Queue for approximately 40 minutes.”

## NHS App appointments



Most experiences were rated at 'Somewhat Easy' and 'Neutral' for patients booking their most recent appointment through the NHS app, with a total of 32%. 27% of the participants found the NHS app 'Neutral', implying that they didn't find it easy or difficult to use. 23% of participants reported a 'somewhat difficult' experience, and 18% chose the 'very difficult' choice to describe their experience.

Please refer to the appendices 2.3 to see the comments provided by these respondents, who booked their most recent GP appointment using the NHS app.



"Took a long time - 7 days for any response from the app."

"App was easy to use but I didn't get a response."

"Only accessible during office hours."



## Online booking appointments

Below is a graph that displays the responses gathered from patients who booked their most recent GP appointment online. Many respondents highlighted that this was 'very difficult'.



The comments that were provided alongside these responses can be seen in the appendices 2.4.

"The length of time taken to respond to requests is far too long."



"The online system is problematic... at least 5 working days until you get any response which may not even be an appointment."



"Using online is OK for me but not suitable for everyone."

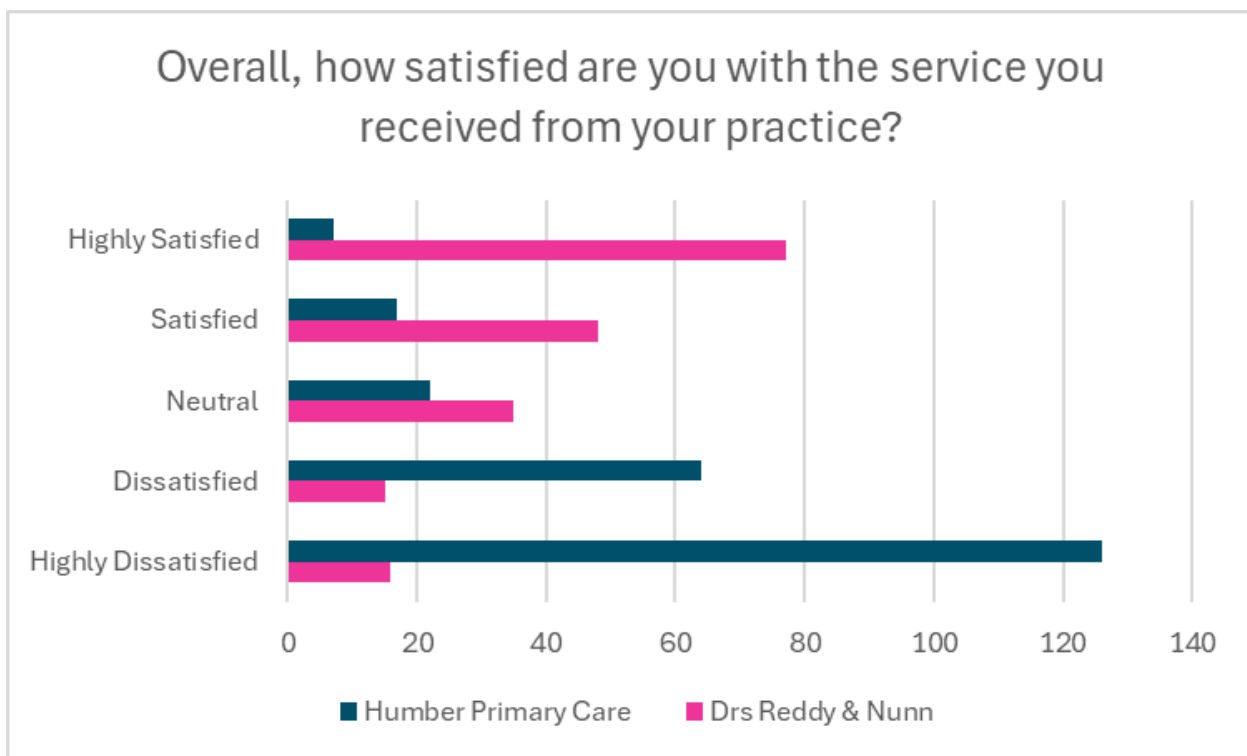
## When people cannot get an appointment



When patients were asked what they would do if they couldn't get a GP appointment, the majority responded with the 'other' option. The primary theme for those who selected this option chose to not follow up with another means of booking an appointment.

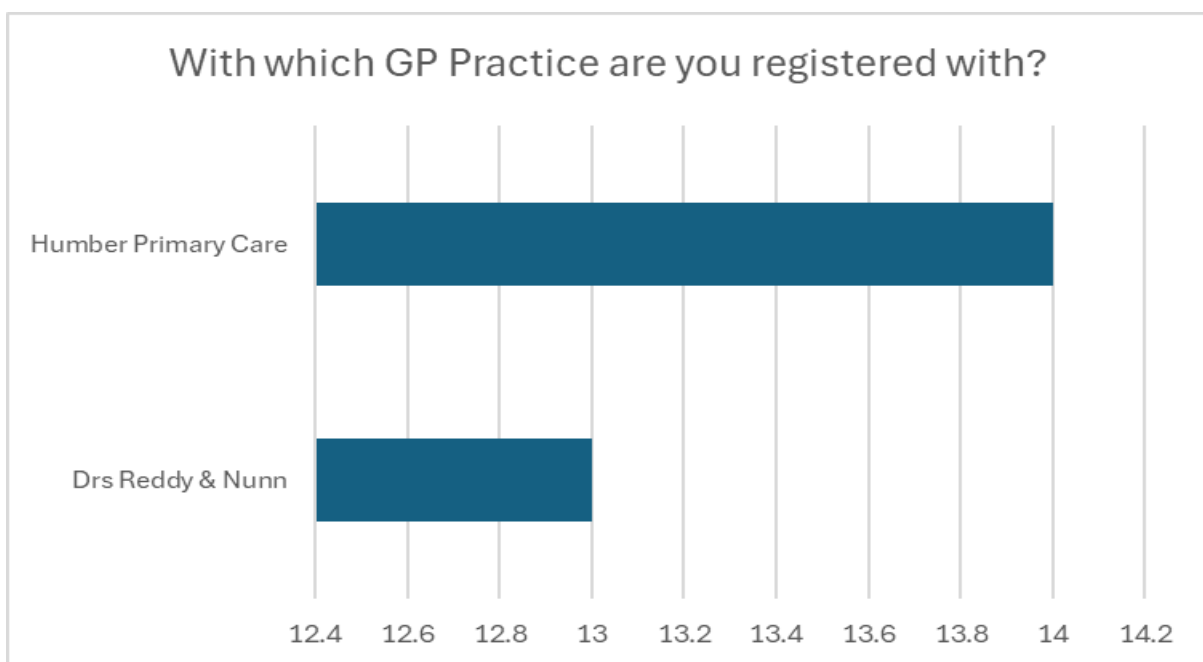
## Overall satisfaction of both GP practices

Participants were given the opportunity to rate their overall satisfaction of their GP service, which can be seen in the graph below.

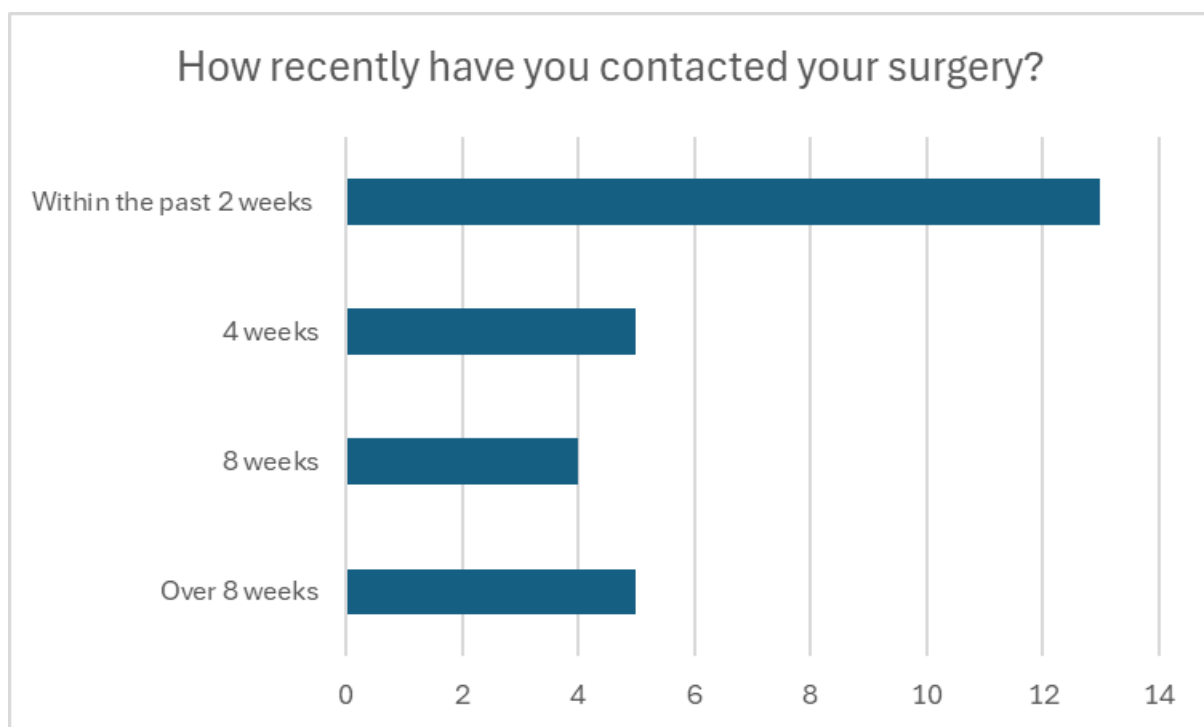


# Paper Responses

A paper version of the survey was created to increase the participant engagement and allow for those who couldn't access the online survey to voice their experiences in this alternative way. There was a total of 27 responses using this method.



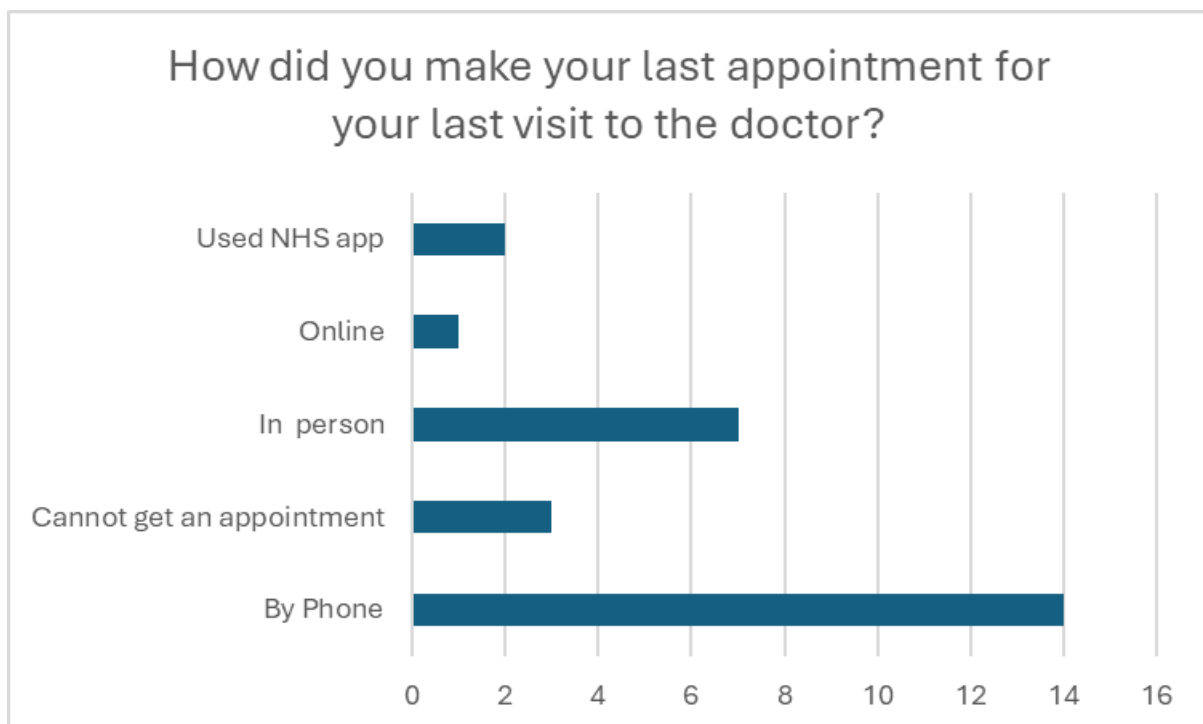
Participants were asked about their most recent contact with their GP practice, which strengthened the understanding of the demand for GP services in this area. The responses to this question are summarised in the graph below.





# Appointment booking methods

Participants were asked how they booked their most recent appointment at their GP practice, to which most respondents chose the 'by phone' option. Below is the graph that highlights the different methods people chose.



## Telephone booking appointments

In the graph below, the distribution of patient experience can be seen when asked about the ease of booking a GP appointment by phone.



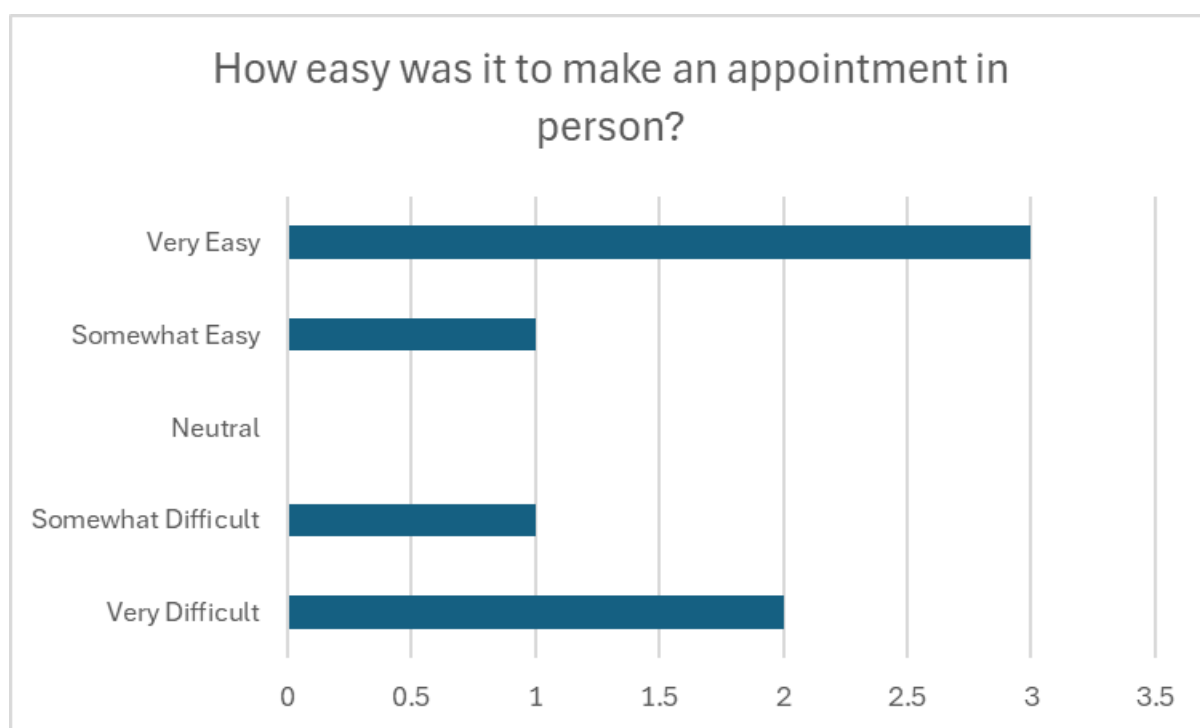
“Phone took many dials to get into queue but moved quickly.”

“I got to see a GP, who did the necessary tests and saw me for the results within 2 weeks.”



## In person booking appointments

When respondents who booked their most recent GP appointment in person were asked about their experience of this process, the majority replied 'Very Easy'. This was a similar response to those who completed the survey online, further emphasising the ease of booking in person rather than digitally.



## NHS App appointments

There were two respondents to the paper version of the survey, who said they found booking their appointments on the NHS app 'Very Difficult'. Both respondents were from the Humber Primary Care practice. The comments provided can be seen below.

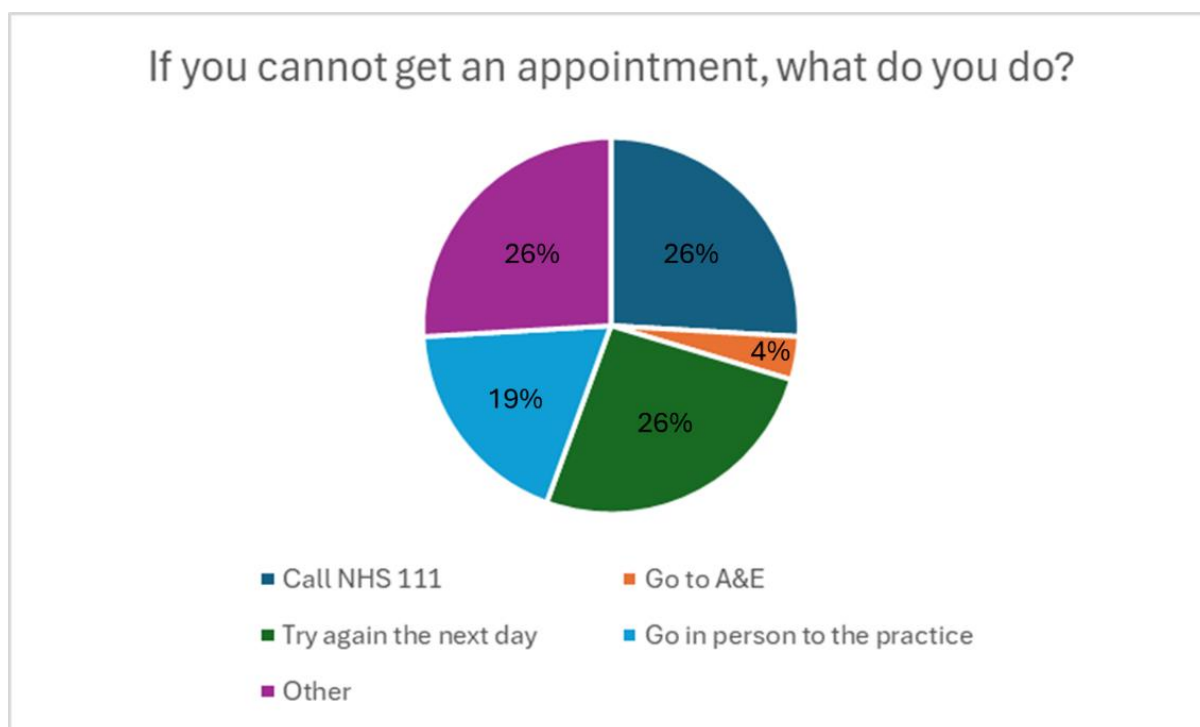
How easy was it to make an appointment through the NHS app?	Comments
Very difficult	"Took 3x to get an appointment"
Very difficult	N/A

## Online appointments

There was one respondent from the paper responses of the survey who booked their most recent appointment at the GP practice through the online system. Their comment can be seen below, where it can be suggested that there was a long wait to hear back despite having a 'Somewhat Easy' experience.

How easy was it to make an appointment online?	Comments
Somewhat easy	Response took a long time.

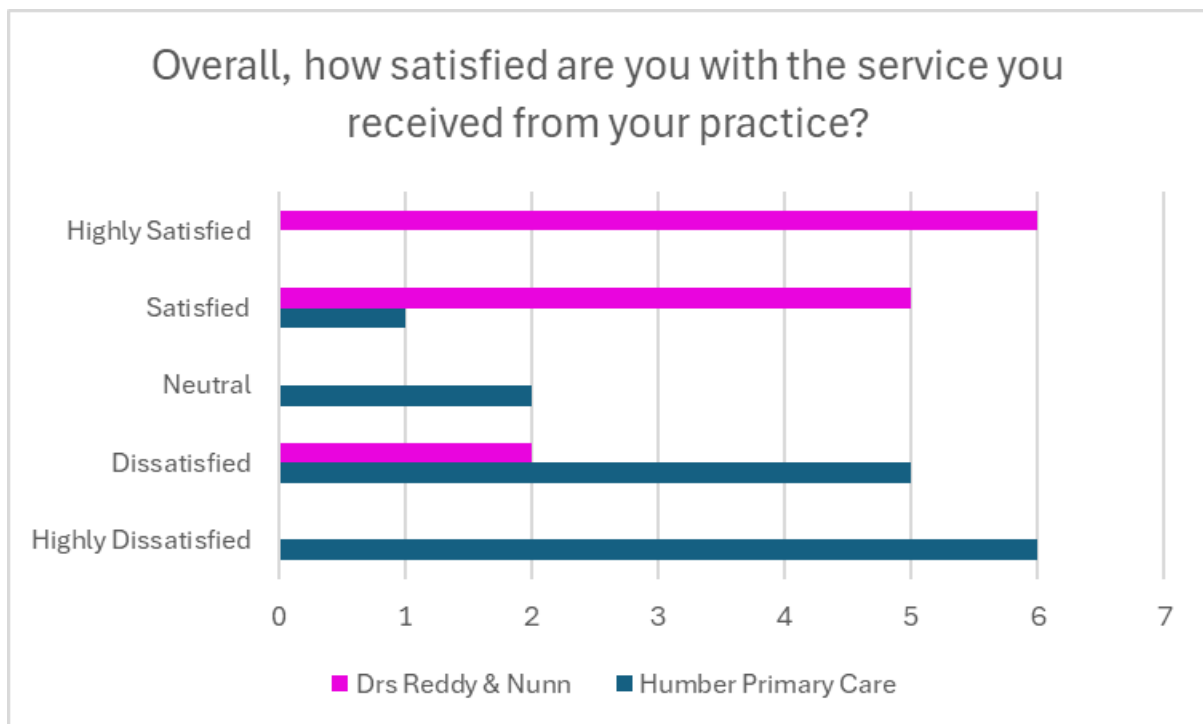
## When people cannot get an appointment



The graph above highlights the distribution of different routes patients said they would take if they couldn't get an appointment. 26% of respondents said they would 'Try again the next day', 'Call NHS 111', or chose the 'Other'. When patients were asked to specify their choice of the 'Other' option, respondents said they would either attend the practice in person or go to the urgent treatment centre (UTC).

## Overall satisfaction of both GP practices

Participants were given the opportunity to rate their overall satisfaction of their GP service, which can be seen in the graph below.



From the 27 respondents of the paper version of the survey, it has been found that most Drs Reddy & Nunn patients are 'highly satisfied' with their service. 6 of the 14 respondents registered at the Humber Primary Care GP practice said that they were 'highly dissatisfied' with their service.

# Enter & Views



HWERY conducted a total of two enter and view visits. These took place at each of the GP practices in Bridlington to hear the first-hand experiences of patients, staff, and managers. The visits allowed for the HWERY team to gather a thorough understanding of how the GP practices are delivering their health and care services. This further assisted HWERY in making their recommendations to the practices to promote a better experience for all who attend the practices.

## Drs Reddy & Nunn

The Enter & View visit for Drs Reddy & Nunn was carried out at The Medical Centre, Station Avenue site. Members of the HWERY team gathered their information here on 5<sup>th</sup> June 2024, where observations of the practice and interactions with staff and patients were made.

### Patients:



“Was waiting 40 minutes and got down to 3 in the queue and then her phone ran out of charge – tried again this morning and only waited 2 minutes before someone answering.”



“Easier to attend the surgery to ask for an appointment rather than call.”

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## **Observations and notes made when engaging with staff during the visit:**

Drs Reddy & Nunn staff said that they are currently looking into the safety of the practice after incidents of abuse and threatening behaviour, racial abuse, and forced entry. The doors are not lockable. There are 'panic alarms' on each computer and under each desk. However, it became apparent that some staff members were not aware of the locations.

### **Practice Manager:**

The practice manager mentioned that they are currently in the process of recruiting more staff.

There are around 98 members of staff, with some working at the hospital in the referral team. The Bridlington PCN are based in the crown building.

If there is ever a lack of rooms, which was described as "often", they make use of the space at Bridlington hospital.

For a complete record of the responses of patients, staff, and practice managers who answered our questionnaires during our visit, please refer to appendices 1.0, 1.1, and 1.2.





## Humber Primary Care

The HWERY team were accompanied by a HWERY volunteer for the Humber Primary Care Enter & View visit, which took place on 26<sup>th</sup> June 2024. This was held at the Manor House Surgery site, where HWERY engaged with staff and patients to discuss the care given and received at the practice.

The following section highlights some of the comments made by patients, general staff, and the practice manager of this GP practice.



### **Patients:**

One patient said they were “Not happy” as they were advised by the receptionist to go to a pharmacy, who told the patient to go back to the GP.

Another patient said they had problems when being triaged. They said they couldn’t book over the phone on this occasion so came down to the surgery to make it in person.

### **General Staff:**

“Settings on my account do not bring up the patient’s record, which I feel would make certain parts of it easier. There is not enough time between calls to document things.”

“I feel the NHS is under immense pressure and we are still doing our best within our ability each and every day for patients and their care.”





### **Practice Manager:**

“Call back option on the phone so don’t have to sit and wait on hold if the patient doesn’t wish to.”

“A new telephone system has been in place since 11<sup>th</sup> June 2024, where there is a maximum queue number of 50 callers. This has never been reached, but if it did, there is a message saying, “There is a high demand of calls and call back later.””

All the responses to the questionnaires provided by patients, general staff, and practice managers can be seen in the appendices 1.3, 1.4, and 1.5.



# Conclusions

Information gathered from the responses of patients, data collected through public engagement, and the Enter and Views have provided an overview of Bridlington residents' experiences with accessing their GP services.

Common themes that have been highlighted through the voice of the Bridlington population are:

- Telephone systems and difficulty booking appointments this way.
- Long wait times.
- Positive experiences with staff.
- Communication issues relating to referrals and online appointment request forms.
- Privacy in disclosing personal information with care navigators.

The information discussed in this report allows for potential areas of improvement to be acknowledged with the hope that healthcare services will recognise these challenges as an opportunity to increase patient satisfaction. Addressing the concerns raised and working towards implementing positive change through developing strategies would be most beneficial to this coastal town.

The passion and willingness of Bridlington residents in their journey to gain positive change in their healthcare experiences can be reflected in their engagement with this survey. They have provided HWERY with valuable information that highlights their experiences and concerns in both Bridlington GP practices.

This report aims to focus on the opportunities this information will provide to healthcare services with a goal of improving access to care and promote improved health outcomes for the Bridlington community.

# Our Recommendations

## **Recommendation 1: Humber Primary Care and DRs Reddy and Nunn**

### **Methods of Booking GP Appointments**

Consider patients preferences of how they choose to book their GP appointments and allow them a range of choices in doing this rather than restricting them to for example, using the NHS app.

## **Recommendation 2: Humber Primary Care and DRs Reddy and Nunn**

### **Signposting to Other Healthcare Services**

The signposting procedure should be reviewed to prevent patients being directed to the wrong place with their health needs.

## **Recommendation 3: Humber Primary Care**

### **The Online Consultation Request Form**

The online consultation request form should be investigated. Setting a target response time that patients should hear back from the practice and making patients aware of this could help with reducing calls/contact with the surgery to chase us requests.

## **Recommendation 4: Humber Primary Care and DRs Reddy and Nunn**

### **Patient booking systems**

The patient booking policies and procedures should be reviewed, following the volume of 'very difficult' responses to the booking methods.

### **Recommendation 5: Humber Primary Care**

#### **The Use and Signposting to the NHS App**

Ensure that patients know how the NHS app operates when signposting them there to prevent confusion or any further delay in their wait to gain a GP appointment. Assistance in setting up their account and using the app should be offered to help support patients.

### **Recommendation 6: Humber Primary Care and DRs Reddy and Nunn**

#### **Support during patient journey**

Investigate why patients are not getting the support they need during long wait times from initial appointment requests to being seen by a medical professional.

### **Recommendation 7: Humber Primary Care and DRs Reddy and Nunn**

#### **Privacy in Disclosing Healthcare Needs at Reception**

Ensure that all patients are aware that they can disclose their healthcare needs to the care navigators in a more private area. A sign or notice of this displayed could be useful for patients attending the surgery. Providing patients with an explanation of the importance of disclosing healthcare needs to a care navigator, as this can help to reduce wait times for patients.

# Next Steps

## What will happen next with this report?

The report will be submitted to local commissioners and providers under the Healthwatch power to make reports and recommendations. Services have 20 days from receipt to respond.

Healthwatch East Riding of Yorkshire will monitor responses to our recommendations. Members of the public and stakeholders will remain informed of progress and actions to deliver improved services.

# Acknowledgements

Healthwatch East Riding of Yorkshire would like to thank the following organisations for their contributions and involvements with this project:

- All patients, carers, and staff who gave their time to speak with us about their experiences and complete our surveys.
- Humber Primary Care Bridlington Practice
- Drs Reddy & Nunn Bridlington Practice
- Healthwatch East Riding of Yorkshire Volunteers
- Bridlington Health Forum

We recognise and appreciate the willingness of all who shared their experiences and insights. The dedication and passion of improving the quality of primary care services in Bridlington does not go unnoticed and has contributed to the success of this project. Thank you to all these organisations, who we look forward to working with in the future to continue promoting positive change to healthcare in the local community.

# Report Responses

**The following are responses provided from Humber Teaching NHS Foundation Trust to the Healthwatch East Riding of Yorkshire's recommendations.**

## **1. Methods of Booking GP Appointments**

Patients can make an appointment face to face, telephone, online via our website, and using the NHS app.

If patients contact NHS 111 and deem their request to see a GP, they have available slots to book an appointment directly with the practice.

## **2. Signposting to Other Healthcare Services**

East riding GP practices use a care navigation template which has been developed by the ICB to signpost patients to the most appropriate service.

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[Bridlington GP Access Project: A Healthwatch East Riding of Yorkshire Report.](#)



### **3. The Online Consultation Request Form**

Patients are notified when submitting the online consultation that they will be responded to within 3 working days, response time is currently within 1 working day. The site says if you need more urgent help please call the GP practice.

### **4. Patient booking systems**

The practice offers appointment via NHS 111, NHS app, telephone, online consultations and face to face. The practice uses a clinical triage system to prioritise the clinical need for an appointment. The practice also follows care navigation process to ensure patients are seen with the appropriate clinical for their condition.

### **5. The Use and Signposting to the NHS App**

Bridlington PCN have delivered and continue to deliver training for the NHS App to support patients of Bridlington with the operation of the NHS App including assistance in setting up their account and navigations.

The practice continues to support patients with the NHS app.

### **6. Support during patient journey**

Humber Primary Care will investigate all individual patient's when concerns are raised.

### **7. Privacy in Disclosing Healthcare Needs at Reception**

Posters are displayed at both sites explaining private areas are available.

At time of publication, we have not received a response from the Drs Reddy & Nunn practice. If a response is received at a later date, this will be added to the report.

# Appendices

## 1.0 Drs Reddy & Nunn Enter & View Patient Questionnaire Responses

Question No.	Question	Response
1.	How did you make your appointment today? E.g., by phone, in person etc.	<p>Patient 1: Phone</p> <p>Patient 2: Phone</p> <p>Patient 3: Phone</p> <p>Patient 4: At the hospital- consultant</p>
2.	When did you originally contact the surgery for this appointment?	<p>Patient 1: 30 minutes ago</p> <p>Patient 2: yesterday – was waiting 40 minutes and got down to 3 in the queue and then her phone ran out of charge – tried again this morning and only waited 2 minutes before someone answered.</p> <p>Patient 3: 1pm the previous day</p> <p>Patient 4: Same day</p>
3.	How easy was it to make your appointment?	<p>Patients 1 &amp; 2: yes, it was fine staff were very helpful</p>

		<p>Patient 3: "pretty easy, they gave me an appointment just fine"</p> <p>Patient 4: Easier to attend the surgery to ask for an appointment rather than call. Have tried several times but always high in the queue.</p>
<b>4.</b>	<p>What do you do if you can't get an appointment? E.g., try again the next day, go in person, go to A&amp;E etc.</p>	<p>Patient 2: try again the next day</p> <p>Patient 3: Phone the next day or attend the Urgent Treatment Centre</p> <p>Patient 4: Keep trying. "Can't book a GP appointment online"</p>
<b>5.</b>	<p>Do you have any improvements that you would make to the practice?</p>	<p>Both patients 1 &amp; 2 were called for appointments.</p> <p>Patient 3: "No- it has got better over the years"</p> <p>Patient 4: More receptionists and doctors. Had a rude experience with a receptionist (Refer to Extra Comments). "Staff at the hospital are friendly and polite"</p>
<b>6.</b>	<p>Overall, how satisfied are you with your GP surgery?</p>	<p>Both patients 1 &amp; 2 were called for appointments.</p> <p>Patient 3: "Satisfied- always get an appointment when needed to"</p> <p>Patient 4: "Really good today, not the same on other occasions"</p>

## 1.1 Drs Reddy & Nunn Enter & View Staff Questionnaire Responses

Question No.	Question	Response
1.	How are patient appointments managed? E.g., are some a higher priority	Appointments are sent out in the order of the month of birth – have finished sending out all April and May patients and are currently sending appointments out for June. They are currently booking up appointments till July.
2.	In your opinion, do patients struggle accessing appointments? If yes, why do you think this could be?	No Patients now have online access If the phone gets too busy (20 people waiting) the phone, then goes to other staff members phone and are asked to answer and assist the patient. – Dr Nunn: advise patients to stay on the phone. Appointment that is next available is always offered.
3a.	Is there a time limit on how long appointments should last?	Depends on how many conditions are being looked at – 15 minutes Can sometimes be 20 minutes to an hour depending on the condition.

<b>3b.</b>	In your opinion, do you feel as though you get to spend enough time with patients?	Dr Nunn – yes, she caters her time appropriately  She finds the phone appointments can be useful/helpful as it can cater to certain patients
<b>4a.</b>	What is the current referral wait times within the practice? E.g., how long does it take from the initial appointment to the referral being sent off?	2 weeks wait. If urgent 48 hours. Doctors send them off the secretaries and then they finish some final details and send them off to hospital.
<b>4b.</b>	In your opinion, what would make the referral process easier?	More secretaries – only have 3 and they are based at the hospital. (1 is part time). There is currently no advertisement for more secretaries
<b>5.</b>	Are there currently any delays in carrying out certain procedures? E.g., blood tests.	No They are currently short on appointments for bloods as they currently have 26,000 patients
<b>6.</b>	Is the friends and family test regularly promoted throughout the practice and within appointments?	On their website. In patient rooms and waiting area. Clinicians can inform patients of this.

<p><b>7.</b></p>	<p>Has there been any serious/safety incidents within the practice recently? If yes, how many?</p>	<p>Not recently. However, Dr Nunn does around 3-8 safeguarding referrals a day but cannot share these as these specifically relate to patients and can be things such as not taking their medication or taking too much of their medication etc.</p> <p>Currently looking into the safety of the practice after incidents of abuse and threatening behaviour, racial abuse, and forced entry. The doors are not lockable. There are 'panic alarms' on each computer and under each desk. However, when Dr Nunn went to show us these, she couldn't locate it as she wasn't in her usual room.</p>
<p><b>8.</b></p>	<p>Are staff encouraged to recommend training and is the training implemented in a timely manner?</p>	<p>Yes Someone in admin requested medical terminology training and they currently have that scheduled for her</p>
<p><b>9.</b></p>	<p>Do you feel as though you had an adequate induction when you first started?</p>	<p>Yes – admin staff has been working there for 13 years</p>

<b>10.</b>	Do you feel confident in raising any concerns to a manager? Are these concerns acted upon?	Yes
<b>11.</b>	Do you receive regular supervision? If yes, how often?	No- "left to our own devices" Regular training every six months, often half day ones.
<b>12.</b>	Do you feel well supported in your role?	Yes
<b>13.</b>	Do you enjoy working within the GP practice?	Yes

### Extra Comments:

They are currently looking at safety within the practice – looking at locked doors

## 1.2 Drs Reddy & Nunn Enter & View Manager

### Questionnaire Responses

<b>Question No.</b>	<b>Question</b>	<b>Response</b>
<b>1.</b>	How many members of staff do you have working on a day-to-day basis?	They have part time staff Have some PCN's as some staff members Depends on the rota

<b>2a.</b>	How many staff overall do you have working at the practice?	98 They have some staff working at the hospital in the referral team. PCN's are based in the crown building  If there is ever a lack of rooms (often), they make use of the hospital.
<b>2b.</b>	Do you feel the number of staff working within the practice is an adequate amount?	They are currently in the process of recruiting more staff They currently have 2 interviews dated – one for admin and one for nursing
<b>3.</b>	How do you organise what staff member works on what day?	They have a staff rota 2 admin staff deal with rotas Try to get as many staff to answer the phones as possible.
<b>4.</b>	How are staff absences managed?	Ring to HR and if HR are not in then ring the manager. The staff member will ring in the morning and then HR will ring the staff member in the afternoon to check if the staff member is okay. When the staff member is back at work, they will have a back to work meeting to check everything is okay with the staff member.
<b>5a.</b>	Do all the staff understand the safeguarding procedures and the actions they must take?	They have compulsory safeguarding training They have online guidance around the safeguarding policies Nicole Nunn is the safeguarding lead.



<b>5b.</b>	Is there clear guidance in place to direct staff when there is a safeguarding concern?	Yes – they have folders with some safeguarding numbers, not known where.
<b>6.</b>	Has there been any serious/safety incidents within the practice recently?	Yes – a lady tried to self-harm in the waiting room
<b>7a.</b>	Have there been any lessons learnt from the incidents?	No lessons learnt There is a panic button at the reception desk and there is a panic button in all the patient rooms in case a staff member is in danger or needs assistance, which all staff are aware of.  Admin staff upstairs are only notified if necessary.
<b>7b.</b>	Are all members of staff made aware of these incidents?	It is documented on the patient records and is displayed first thing when a staff member brings up the patients' records.
<b>8a.</b>	Is the friends and family test promoted throughout the practice and within appointments?	They send a link to patients
<b>8b.</b>	How are patients able to access the friends and family test?	Online Patients also receive a text message with a link. QRX platform.

<b>8c.</b>	On average how many responses do you receive a month?	Not sure
<b>8d.</b>	What do you do with these responses? E.g., do you take them into action and learn from them? Are they displayed in the waiting room?	The manager raises the responses in the PTL meetings – the next meeting is 21 <sup>st</sup> June
<b>9a.</b>	Is there a time recommendation/limit to how long appointments should last?	10–15 minutes Depend on what the patient requires If it's a trainee 15 minutes – 10 minutes for appointment and 5 to catch up with their supervisor. Nurse appointments may vary – 10–30 minutes dependant on the patient requirements.
<b>9b.</b>	Are these times regularly stuck to? Or do appointments tend to be longer/shorter?	Usually on time
<b>10.</b>	Are there currently any delays in certain procedures? E.g., for blood tests.	Couple weeks wait. Usually on time  They have Saturday access to get procedures done – on a Saturday they have 5 clinicians and 1 admin staff working.

## 1.3 Humber Primary Care Enter & View Patient Questionnaire Responses

Question No.	Question	Response
7.	How did you make your appointment today? E.g., by phone, in person etc.	<p>Patient 1: Triaged on phone appointment- long process</p> <p>Patient 2: Niece made the appointment</p> <p>Patient 3: Quicker to attend the GP in person to make an appointment rather than call. "Waiting hours on 111"</p>
8.	When did you originally contact the surgery for this appointment?	<p>Patient 1: from 2 weeks ago</p> <p>Patient 2: Problems when being triaged, couldn't book over the phone on this occasion so came down to the surgery to make it in person.</p>
9.	How easy was it to make your appointment?	<p>Patient 1: long process</p> <p>Patient 2: "Not easy"</p>
10.	What do you do if you can't get an appointment? E.g., try again the next day, go in person, go to A&E etc.	<p>Patient 3: UTC at the hospital</p>

<b>11.</b>	Do you have any improvements that you would make to the practice?	Patient 3: "The telephone system"
<b>12.</b>	Overall, how satisfied are you with your GP surgery?	Patient 3: "Not happy"- Was advised by the receptionist to go to a pharmacy, who told the patient to go back to the GP.

### Extra Comments:

- 6 patients waiting in the queue.
- Check in screen to the right of the reception desk wasn't working, but the one on the left was.
- "Only ever one receptionist at the desk"

Patient 3:

Spoke to dermatologist, who mentioned the possibility of cancer. Had symptoms of reaction to medication. There was no response for 2/3 weeks to the online consultation request. Patient stopped the prescribed cream to have their cataract operation. Nurse prescribed anti-bacterial, and then anti-fungal cream, which were both wrong. After four attempts of different medication, the doctor prescribed one that worked. Making an in-person appointment request was quicker.

-This same patient was waiting for an hour after the visit finished to speak to a receptionist and book an appointment. When the patient was seen by the receptionist, they were told that they would be triaged within 5 days

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and were not given an appointment. There was also a lack of confidentiality with the private questions that the patient had to ask, with no offer of going somewhere private to discuss the matter.

-A suggestion for this would be to put up a notice that states to patients that they can request a private/quiet room to discuss their private matters if they wish to do so.

## 1.4 Humber Primary Care Enter & View Staff Questionnaire Responses

Question No.	Question	Response
1a.	How are you finding the new phone system? Is it making things easier?	"Settings on my account do not bring up the patient's record, which I feel would make certain parts of it easier. There is not enough time between calls to document things."

<b>1b.</b>	How long have you had this new system?	"2 weeks."
<b>1c.</b>	Are people who ring for an appointment asked to go online?	"Yes. As this is part of the triage system used to gain appointments."
<b>2a</b>	How are urgent appointments allocated?	"By relaying the situation to the duty doctor."
<b>2b.</b>	If all the urgent appts have gone, what do you do if someone needs an urgent appointment?	"Use carenav to see which other services are available and suitable."
<b>2c.</b>	In your opinion do you think some patients struggle to access appointments? Why do you think this is?	"Yes, as they struggle to use the online service."
<b>3.</b>	What happens if someone requests a double appointment?	"If it is available, it is allocated. If on the Acrux, a note can be added to the journal that the patient has made this request."

<b>4a.</b>	What are current referral wait times? How long does it take from initial appointment to referral being sent?	"Unsure."
<b>4b.</b>	In your opinion what would make the referral process easier?	"Correct information provided, and relevant criteria and investigations met. Summary care records (SCR) consent given."
<b>5..</b>	Are there delays with blood tests etc?	"Only if there are no appointments and no pathology request in place."
<b>6a.</b>	Is the family and friends test promoted throughout the practice?	"Yes. Leaflets are available to hand out at the reception desks and we are able to complete on the patient's behalf over the phone if the patient consents."
<b>6b.</b>	Roughly how many responses are received?	"Unsure."
<b>6c.</b>	What happens with these?	"Unsure."
<b>7a.</b>	Have there been any serious safety incidents recently? Have lessons been learned?	"Unsure."

<b>7b.</b>	Do you feel confident knowing what actions to take in a safeguarding risk?	"Report to our safeguarding lead."
<b>8a.</b>	Do you feel you receive enough training?	"No, but I have raised this concern and understand it will commence when new starters are trained up fully."
<b>8b.</b>	Did your telephone training did this include empathy training?	"I can't remember."
<b>9a.</b>	Do you feel confident raising concerns to your manager? Are these concerns acted upon?	"Yes, I'm assured they are always available when needed." "Yes."
<b>9b.</b>	Do you find management approachable and helpful?	"Yes, all of them always."
<b>10.</b>	Do you feel there are enough staff to work effectively with patients?	"From an admin point of view, I feel there will be once everyone is fully trained. From a clinical, I feel there will always be a need that exceeds capability."
<b>11.</b>	Do you receive regular supervision? How frequent is this?	"Yes, our managers are around most of the time." "Yes. I am very aware if I need any help it is easily available for me to access."



	Do you feel supported in your role?	
12.	What happens if patients need to order a repeat prescription but are not able to do this online and cannot easily get to the surgery?	“There is a prescription line they can call daily between 9 and 11am. They can also be set up for repeat dispensing (a batch of predated prescriptions send directly to pharmacy).”
13.	If there was one thing you could change about the practice what would it be?	“A better mix of knowledge for admin teams in each site.”

### Extra Comments:

“I feel the NHS is under immense pressure and we are still doing our best within our ability each and every day for patients and their care.”

## 1.5 Humber Primary Care Enter & View Manager Questionnaire Responses

Question No.	Question	Response
1.	How many members of staff do you have working on a day-to-day basis?	<ul style="list-style-type: none"> <li>-54 staff (full time and part time) based on a rota.</li> <li>-2 receptionists at both sites</li> <li>-Team leader monitors telephone performance</li> <li>-Admin can also answer calls</li> <li>-Additional Roles Reimbursement Scheme (ARRS)= social prescribers including dietitians, MSK staff, GP assistants and many more on top of the 54 employed staff.</li> </ul>
2a.	How many staff overall do you have working at the practice?	<ul style="list-style-type: none"> <li>-Depends on the day</li> <li>-Staff work across both sites</li> </ul>
2b.	Do you feel the amount of staff working within the practice is adequate?	<ul style="list-style-type: none"> <li>-“Depends on the time of year or what is in the news”</li> <li>- Can depend on the hospitals during e.g. winter with increase in flu.</li> </ul>
4a.	In your opinion, how do staff respond to training?	<ul style="list-style-type: none"> <li>-There are mandatory training courses: safeguarding, GDPR etc. depending on the role of the staff, some may have different ones allocated to them.</li> <li>- There is Protected Time for Learning (PTL), where the surgery closes during this time.</li> <li>- Staff can request extra clinical or non-clinical training.</li> </ul>

<b>4b.</b>	Are there any issues with regards to the practice being closed for training?	<ul style="list-style-type: none"> <li>-Negative from patients</li> <li>-Make use of NHS 111 is promoted during this time.</li> <li>-Staff sorted accordingly (out of hours GP)</li> </ul>
<b>4c.</b>	Are there any procedures in place for when the practice re-opens? E.g. if there is a backlog of patients and if so how are these being managed?	<ul style="list-style-type: none"> <li>-Patients are notified in advance of the GP surgery closures during PTL through the newsletter.</li> <li>-NHS 111 are also aware of these closures and not to assign appointments during these hours as they have access to the availability for appointments on their system.</li> </ul>
<b>5.</b>	How do staff make decisions about the allocation of urgent appointments?	<ul style="list-style-type: none"> <li>-The term 'urgent' has a clinical definition which staff are aware of and know which issues fit into this category.</li> <li>-All staff are trained in triage.</li> </ul>
<b>6.</b>	Do all the staff understand the safeguarding procedures and the actions they must take?	<ul style="list-style-type: none"> <li>-Safeguarding lead= Humber have a team that people can go to or people can speak to their GP.</li> <li>-Datex system= flagging tool that goes to the safety team, where any concerns or issues are discussed every morning and shared in the practice meetings.</li> <li>-Referred directly to the East Riding Council safe guarding team.</li> </ul>
<b>7.</b>	How is the new phone system working? How are patients and staff responding to it?	<ul style="list-style-type: none"> <li>- Call back option on the phone so don't have to sit and wait on hold if the patient doesn't wish to.</li> <li>-A new telephone system has been in place since 11<sup>th</sup> June 2024, where there is a maximum queue number of 50 callers.</li> </ul>

		This has never been reached, but if it did, there is a message saying "There is a high demand of calls and call back later".
<b>8a.</b>	Is the friends and family test promoted throughout the practice and within appointments?	<ul style="list-style-type: none"> <li>-Displayed in the reception area with leaflets.</li> <li>-GPs tell patients of this too.</li> </ul>
<b>8b.</b>	How are patients able to access the friends and family test?	<ul style="list-style-type: none"> <li>-260 responses in April 2024, with 90.8% satisfied.</li> <li>-People have the option to fill out a paper version of the form.</li> <li>-There is also access to this online.</li> <li>-Staff either at reception or on the phone can also fill out these forms for patients.</li> <li>-Patient and carer experience team find trends in what people feedback, which helps to form the 'you said, we did' responses.</li> </ul>
<b>8c.</b>	On average how many responses do you receive a month?	-260 responses in April 2024, with 90.8% satisfied.
<b>8d.</b>	What do you do with these responses? Eg do you do a "you said, we did" and display them in the waiting room?	They are displayed online and in the practice. There are 'you said, we did' for staff displayed in the staff room.

<b>9.</b>	Is it possible for patients to request a double appointment?	<ul style="list-style-type: none"> <li>- "Absolutely"</li> <li>-Appointments are usually 15 minutes with a GP unless there are comorbid issues.</li> <li>-Appointments with nurses= time can vary depending on what the appointment is regarding</li> </ul>
<b>10a.</b>	Are there currently any delays in certain procedures? E.g., for blood tests.	<ul style="list-style-type: none"> <li>-NHS are currently having issues getting hold of certain medication on a national scale.</li> <li>-Admin team deal with referrals, there is a backlog at the hospital.</li> </ul>
<b>10b.</b>	If yes, how long are the delays and for what procedures?	<ul style="list-style-type: none"> <li>-Referrals can take a few days depending on the urgency of the issue.</li> </ul>

### Extra Comments:

- There is currently a job advertisement for volunteers. The role consists of:
  - helping at the self-service check-in
  - helping patients with the NHS App
  - meeting quarterly to discuss what's working
- Extended access to GP through the PCN
  - weekends, mornings, evenings
  - care navigators can look around the East Riding network to see who is available and where for the alternative appointment.
- PCN drop-in centre at the homeless shelter to make sure homeless are supported and help them register with a GP.
- LD Hub at station avenue site
- Invited in for a review in a quiet room
- Health promotion campaign

-meeting, East Riding partnership (health promotion days= smoking awareness, eating healthier etc.)

- Social prescribing (mental health, dietitian etc.)
  - Mental health support available for young people and children too.
- 54% using the NHS app compared with 20% 1 year prior.
- Car park's register screen near the entrance not working when we left the visit. The screen to the left of the reception was working.

## 1.6 Comments from Drs Reddy & Nunn participant who completed the GP Access Survey 2023:

<b>Experience compared to previous survey</b>	<b>Comments:</b>
No change	Face to face appointments, telephone consultations all within 24/48 hours of requesting an appointment.
No change	Always been good and still get a good response to requests.
Declined	Get an appointment usually on the day we ring. Repeat prescriptions are difficult to request.
Improved	Dr Reddy and Nunn do a brilliant job.
No change	I was told to consult other healthcare professionals.
No change	Never get to see a doctor. Ask you to go to Scarborough hospital.
No change	Long wait times on the phone.
Declined	I could not get past the receptionist.
Improved	My needs are always met.
Improved	Easier access to a GP if you call in person at the reception.

Declined	Long waits. The NHS app - my regular medication has been removed meaning I can no longer order online.
No change	Trouble with access due to transport.
No change	Easier to get appointment in person rather over the phone.
No change	Would be better if you had the same doctor every appointment.
Improved	Excellent service.
Declined	Long waits on the phone.
Improved	Exceptional improvements made to improve access to medical staff and where appropriate a GP.
No change	Always a good service.
Declined	Never see a doctor. Asked to go to Bridlington hospital. Lack of follow up appointments.
No change	Support for those during referral wait times is needed.
No change	Service is good.
No change	Following the merge of practices, the care and support I have received from Dr's Reddy and Nunn has been fantastic. The staff are caring kind and compassionate.
No change	Communication very poor between departments.
Improved	Delighted with the professional care they continue to provide.

## 1.7 Comments from Drs Reddy & Nunn patients who booked their most recent appointment by phone:

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receptionists can be quite rude if they haven't any appointments available.
Long waiting times at all hours of the day 20 minutes plus on hold.
Had to take days off work, long queue as usual, had a physical appointment for a conversation that could have been over the phone.
Being number 22 in the cue is shocking
I was on the phone for such a long time. I've rang before and been cut off. When I ring, I'm always about 19th in the queue.
There is usually a bit of a wait, but I've always got through to speak to a receptionist
The waiting queue on the phone can sometimes take a long time, but they are always polite and helpful.
Got appointment the same day via phone.
When you eventually get through the make an appointment the staff usually direct you to the incorrect person.
First attempt I could not get in the queue. Left it for an hour and called again. Second time I waited 20 mins (starting at 16 in queue) I was then able to be offered a same day appointment, which I took.
Got through but waited about 10 to 15 mins. Quite helpful but cannot make an appointment in advance
Wasn't a problem.
Can not get through.
I got through to my surgery, but I was caller no. 19 in the queue so I hung up and rang later in the afternoon and I got straight through. It was just to make an appointment for my shingles jab for the following week.
The phone number works fine and the assistants, mostly are helpful, have had the odd occasion where they have been quite rude by patronising me. However, it's simply the time it takes to get through. It works well having the option to get the same day it's just getting through.



Sometimes you can be waiting up to 40 minutes and when you work it's not ideal.
I was in a queue but not for very long before the phone was answered.
I got through quickly and didn't have to wait long in the queue.
It was straightforward.
Slightly long wait on the phone.
A short wait in the phone queue.
Both appointments number 13 in the queue waited 10/15 minutes.
waiting time has been over half an hour.
Have to queue a long time sometimes.
No issues getting through on the phone and the staff are always very helpful.
I did but caller 20 at 3 minutes past 8am.
I was on hold for almost an hour.
Got through quite quickly and seen in the same day. Bloods done, referred for a heart scan when results came, referred to see cardiologist which I see on Monday. Excellent service.
I managed to get through to a receptionist within a reasonable amount of time.
Easy process. Appointment given for the next day.
Restricted hours means that it is almost impossible to through by phone.
When I phoned, I was 11th in queue but it soon went down.
Sometimes there is quite a wait but receptionists are always helpful.
Takes about 20 minutes to make an appointment by phone. It seems impossible to get an appointment with a fully qualified doctor. I have no issues with seeing "someone else" but recently I had already had 3 appointments for the same issue and so asked to see a doctor. I was told my next appointment was with a doctor but found out later that he was not quite qualified " but we call him doctor" .... the words of the

receptionist when I rang about test results. I think this is extremely misleading.
I got through after 25 minutes.
I had a short wait before the phone was answered but given an appropriate appointment.
Now providing number in queue and answering from about no16 in ten minutes or so...pretty good.
Always get through but often 15-20th in queue.
Never had a single problem since transferring from Field house surgery. I can only rate you as an excellent service.
There was a queue, but system advised where I was and gave regular updates. Time waiting could have been better, but the wait was not excessive.
Absolutely no problems at all.
No difficulties encountered.
Very difficult to make an appointment. Have been told multiple times will get a phone call back but not heard anything in over three weeks.
I used the phone because I couldn't make an appointment via the NHS app, which I would have preferred to do as waiting for phone to be answered takes up time.
Took about 45 minutes to get through after joining the queue, by then my phone was low in battery.
Receptionist was helpful, asked about my needs and made appointment.
Yes, I got through... sometimes a bit of a wait but not long usually.
I managed to get through, started 11th in queue.
Very easy, but you do have to hold for a while at certain times. Don't be daunted by the number in the queue as this goes down very quickly due to the number of staff answering the phone at busy times.
Got through. Was in a queue so went on speakerphone and got on with work until it was my turn.

Yes, but was placed in a queue no.14.
Although I was ninth in the queue, I didn't have to wait long for the connection.
Was 32nd caller but went down quickly.
Got to speak with someone this time but not easy most of time.
Called in person, waited at reception to then be told I had to call to make an appointment to review prescription, when called first time I was no. 25 in the queue so hung up, called the following day was only no. 5 so waited 15mins to book appointment.
Always helpful staff.
The practice seems to be able to respond efficiently. Sometimes you have a wait, but you can get through.
I never want to use an app! Phone call is always needed.
Yes, had to wait for 10,15 minutes to get through.
I managed to get through, I was approx. number 14 but the waiting time wasn't too bad.
Long queues but no different to other surgeries I have used.
50 minutes to answer call.
Waiting in the queue a long time.
Sometimes takes a while to get through depending on the day and time.
Got through eventually but took ages.
There is always a queue, but if goes down quickly.
No problems.
It's difficult to get through, would be easier to be able to ring at all times of the day to book appointments. I sent an online request for a blood test advised by the pharmacist, and I am still waiting for a response, it's been over a week.
Wait 15 mins or more.
One of the receptionists is very unhelpful.
Call answered very quickly, and same day appointment arranged.

Long queue but got through and a same day appointment.
Very easy, was number 18 in the queue and answered in less than 15 mins.
You must wait a while for your turn, but Practice 3 is amazing.
Sometimes there is a long queue on this occasion it was answered quickly.
Was 12th in queue but that soon went down, received a same day appointment.
I did much to my surprise.
The only problem is that the line is engage and one must try several times.
Although lines can be very busy at times, they are managed very well. I seldom have to wait for over 15 minutes to be answered.
Twenty minutes waiting for someone to answer the phone.
Takes a long while to answer. I've never been able to book an online appointment.
On hold for quite some time.
I accept that the drs is v busy & expect to wait 20 mins or so before I can get through. I've not had to wait that long when I'm ill and need to ring at 8am. The staff are always polite and helpful.
Phone lines can get very long wait times due to build up of call.
Long queue on phone.
Not enough receptionists to answer the phone. (No. 57 in the queue!).
Had no problems.
I got through and had a bout a 15- 20 min wait.
Had a lengthy wait but we won't fill in forms online.
Quite a wait in the phone queue at most times, but very friendly, efficient and helpful receptionists.
Got through but had to wait in a queue. Got appointment same day.
17th in que so waited about 30 minutes.

Very long wait times on the phone.
Got through after a short wait.
Always get through and they do their best.
Takes far too long, I was caller number 40...
The staff were polite and helpful.
Regularly 20-minute wait, you are number 18 in the queue.
It was fine the last time I was seen.
Much improved phone answering. Appointment with regular GP much more accessible.

## 1.8 Comments from Drs Reddy & Nunn patients who booked their most recent GP appointment in person:

Most of the reception team are very happy to help.
Elderly people can struggle with mobility.
I was very satisfied, the receptionist was very pleasant, same day appointment.
Same day appointment. The building is very tired. Waiting area seats often full and very uncomfortable. The music is loud and not great when you feel unwell.
Good.
No problems.
Lack of privacy in explaining my medical issue, wrote it down on paper instead.
Spot on.
Receptionist was very helpful
A lovely receptionist- was very friendly and helpful.
I am mobile & don't mind calling at the surgery

I had to go personally to my go practice as I couldn't get through on the phone. The receptionists ask too many questions and can be very arrogant at times.
Polite, efficient, and friendly.
A long queue, 15 min wait. Lack of privacy in explaining medical issue. Parking is a pain.
A long queue waited over 10 minutes.
Receptionists always pleasant and helpful.
Receptionist fine.
Always lots of staff.
staff are understanding and usually are very helpful.
Receptionist was rude.
Same day appointment.
No problems at all.
The receptionist was lovely, friendly, and so helpful. Next day appointment. Excellent service!
Miscommunication with follow up appointments.
Excellent service. Given appointment within 20 mins.
I felt I could explain better as hearing issues with the phone.
Very good.
Offered same day appointment.
Very easy.
Offered same day appointment.
Get an instant response.
Lack of privacy in explaining medical issue to receptionist.
Improved from previous surgery.
Went into the surgery as wait was too long over the phone.
Receptionist and gp respond in a very quick manner.
receptionist, nurses, and Doctors excellent.
Polite and pleasant.

receptionist was helpful.

## 1.9 Comments from Drs Reddy & Nunn who booked their most recent GP appointment online:

Was easy to access what I needed to do online.
Very easy, no issues.
Easy to do for routine tests.
Easy and convenient. Simple to navigate and easy to understand.
Too tricky.
Easier than I thought.
Entered symptoms Monday, reply text Tuesday, appointment Wednesday.

## 2.0 Comments from Humber Primary Care patients who completed the GP Access Survey 2023:

<b>Experience compared to previous survey</b>	<b>Comments</b>
Declined	Since Humber Primary Care took over, everything has been such a challenge. Last week I submitted a consultation request. I was given the option for contact by phone or text. I chose telephone call to ensure the appointment that was arranged for me was suitable and be able to change it easily if it wasn't. Yesterday I missed a call from the doctors at 16:44 so I checked my health record as I

	<p>assumed it was to arrange an appointment for me. Nope, it was the clinician calling for a telephone appointment which had been arranged for me at 12:50 that day. I've spoken to the practice this morning to be told that, because I chose telephone, that's how I was contacted. I pointed out I hadn't been given any update on when my appointment would be and was told it was because I had chosen telephone. I asked what would have happened if I'd chosen text, would I be conversing with a clinician over text now? To be told, 'you chose telephone'. I did receive a text the day I submitted my consultation request which merely said they'd be in touch when somebody appropriate was available. A text, not a phone call, and was I supposed to just guess when somebody appropriate would be available. The rather abrupt lady on the phone this morning said she would reopen my request which I'm assuming means that because I missed the call, I had no idea when I was getting, my request had been cancelled. I told the lady it was ridiculous and other practices didn't operate this way to which she said they did. That's an absolute fabrication as my</p>
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	daughter is with the Driffield practice and has received nothing but amazing help from them. The lady said, 'well [name], it's like supermarkets, if you're not happy you're free to go somewhere else'. When you're suffering with your mental health, you shouldn't have to work this hard to get some help.
No change	Still cannot see a Dr or get an appointment with an appropriate clinician. Online requests for appointments, responses not received until 2 weeks, then response that someone will contact you in a week. If you miss the phone call (which is a withheld number, so I do not answer if a scam call) it's back to square one.
No change	Even if you try and get an appointment through the online consultation, you often have to follow up by going into the surgery to see why no one has contacted you.
Declined	Getting to speak to a health professional takes longer and longer 3 weeks or more.
Declined	Impossible to contact, always have to go down in person, just a nightmare really.
No change	It takes too long to get any response at all from the surgery. I requested a consultation to speak about starting HRT. I wasn't

	<p>contacted for a week, and then it was a telephone appointment so they wouldn't have even been able to check my blood pressure or weight etc, to be able to safely prescribe something for me. A doctor at one of the surgeries recently prescribed medication for my wife which was incorrect. Too small a dose to be effective prior to the surgery she was due to have, and a lethal dose if she had taken it twice a day as she had been doing her previously prescribed medication of a different type. It doesn't fill you with confidence. We will be reporting this doctor as soon as my wife is well enough.</p>
Improved	<p>In the past year I have managed to be seen by someone in relation to a couple of different health issues.</p>
Declined	<p>I had a bone density scan in November and a GP has still not looked at it!</p>
Declined	<p>I feel telephone appointments delay getting the right treatment. It took over a year for my partner to get an appointment to see a dermatologist. He had been treated twice before by clinicians who diagnosed a fungal infection. Treatment ended up being a small operation at York. I very much dislike the term "clinician ". I want to know what level of medical</p>

	<p>expertise the person treating me has. I believe the term is used to hide how few doctors there are, and how heavily the practice relies on Aps (assistant practitioners).</p>
Declined	<p>It is now just part of the normal day for response of 'wait 4 weeks' "no appointments".</p>
Declined	<p>Takes longer once you submit an online appointment request to receive an appropriate appointment if any.</p>
Declined	<p>Asked for help twice in the past few months, been turned down after suffering broken limbs via Osteoporosis. My mobility and ability to get out or socialise has been badly impaired, no one has contacted me after my Occupational Therapist asked for me to be given a motorised wheelchair. My call was received by the surgery on 1st April, 2 weeks later no one has rung me or filled the form in as I asked on 10th April. I feel abandoned by the local health service. The local services are at rock bottom and seem to be not interested in people's health or wellbeing, let alone mental health.</p>
Improved	<p>Cannot get through to receptionist, waiting months for an appointment when told its urgent. No faith no trust in HPC.</p>

Declined	Used to at least get contacted within a couple of days of putting in an online consultation request, now wait well over a week.
Declined	You still can't get a face-to-face appointment without waiting weeks. General response is to tell you to go to UTC at Bridlington Hospital- often waiting 5 hours to be seen. Even the staff at the UTC are frustrated at HPC sending patients there.
Declined	No appointments available. Vital medical records not being updated so that paramedics can access them. Online consultations being ignored. No referrals for MRI, CT scans being offered. I honestly fear for what's left of my life. After 2 tries to get an answer to my current medical condition this week I've had to go to the walk-in at the hospital this afternoon. When I do get an answer to an on-line request, they take my word for it and issue a prescription.
No change	Still no access to a doctor's appointment. Long call waiting times when trying to get through. When you do get through you are told to go to urgent treatment centre.
Declined	Never any appointments.
Declined	You cannot get an appointment with HPC they seem to send you up

	to the walk-in centre rather than see you themselves. Medication can take 3 weeks to order. You can also wait 3/4 weeks for any acknowledgement when doing a request through the app or online.
Declined	Manor house surgery had tried to use online services before HPC took over, I could never get that to work.
Improved	Though difficulties still occur, more professionals and care navigators have started to ease the concerns.
Declined	Impossible to get through on telephone. Start at 19 in queue (if you are lucky) and get cut off after 1.5 hours having reached number 9 in queue.
No change	The service provided remains appalling. If they do an online request it takes days/weeks to respond, and they are more than likely to be told to go to UTC when the issue is one for a GP. I went to the surgery with an elderly neighbour (no smart phone so couldn't do an online request himself) He was having dizzy spells and falling over. He almost fell at the desk. The receptionist said he would have to do an online request; she did one and said someone would phone/text in a week. A week later he received a txt that someone would phone in another week, when they did an

	<p>appointment was made, week 3. Transpired he had a perforated ear drum.</p> <p>I consider I do not have a GP or service. I recently had an issue myself, as a lump I was seen in a timely way (not cancerous) however lump, and discomfort remain. I have not received any feedback, or another appointment. Another friend had a severe pain at the back of his head and was told to go to a pharmacy.</p> <p>Patients should be able to make appointments not be sent to other services,</p>
Declined	<p>GP refusing to follow British menopause society guidelines - referred to menopause clinic rather than prescribing. Menopause clinic declined referral as GP should be able to sort. Now no response to repeated requests for follow up.</p>
Declined	<p>Virtually impossible to see a Dr and very long wait for appointments. Have to go online to book an appointment</p>
No change	<p>Still can't get same day appointments, forever waiting on the phone, no reminders about tests you need frequently, rude receptionists. Causing your own test results and when you do go into the surgery to sort something</p>

	out as you can't get through on the phone the queue is horrendous
Declined	Still impossible to get through another phone. Need to turn up at the surgery, and fill in an online form. Still no appointments with GP available.
No change	3 weeks wait for an appointment with doctor in person. Then 16 days wait for telephone appointment to discuss abnormal blood test results.
Declined	Surveys don't do anything except keep someone in a job counting survey results.
Declined	Can't make appointments over the phone the practice doesn't allow it anymore, the NHS app only have 3 choices of appointments none of which are to see a GP they are b12 injections, blood test but only if requested by the Dr, and zoladex. You have to submit a request online and of the 3 I have done only 1 was ever answered.
No change	Terrible trying to navigate the system to talk to someone, dreadful when you want something not on the navigation system., I have seen a doctor twice since lockdown and only cos I needed an internal.
No change	It is frustrating to when requesting an appointment to see a GP you are advised to go to the U.T.C when

	<p>a 10 min consultation would have been more beneficial, less time wasted, easier access.</p> <p>Also waiting for a reply to online appointment requests are not dealt with in the time scale stated</p>
Declined	<p>Communication totally cut and requests for patients to use online technology, which maybe ok for those that have that ability with know-how and devices, but what about patients that are not capable of using that route?</p>
No change	<p>No access to doctors.</p>
No change	<p>Phone waiting times may have slightly improved, but options when you get through are very limited. If you haven't already filled out an online consultation form, they won't give you an appointment!</p>
Declined	<p>Waiting time on the phone, abominable. Cannot get to see a DOCTOR face to face.</p>
Declined	<p>Impossible getting through by telephone without a huge wait and even then, it's rare you are assisted. This business is now not fit for purpose. The poor reception staff are unable to fulfil patients' needs through no fault of their own. It seems 'training days' result in a narrative whereby the patient is made to feel as though it's their fault things such as regular blood tests/smears are being missed.</p>



	<p>Something needs to be done or just close the place down to enable us to register elsewhere to others who do care.</p>
Improved	<p>The service is running more smoothly, it is possible to use the App to ask questions, but we still go down to the surgery if the problem may require antibiotics, (for urinary infections).</p> <p>In the past, problems were caused by the computer systems were not in sync with each other which made life difficult for everyone. The staff are always friendly and professional.</p>
Declined	<p>If anything, it is now even more difficult to get access to the GP.</p>
Declined	<p>For senior citizens who do not have access to the NHS app then anything required of Humber Primary care is closed to them.</p>
Declined	<p>You can't get in on a daily basis to see a doctor the triage system is a joke they never get back to you , phone system is also a joke you can never get through , test results you find yourself chasing yourself no reminders anymore about routine bloods constant silly text messages of which have no relevance to anything and are a waste of time service is diabolical.</p>

## 2.1 Comments from Humber Primary Care patients who booked their most recent appointment by phone:

Occasionally wait on hold for 5 minutes.
Brilliant helpful staff.
Took over 45 minutes.
Rather abrupt call handler.
Brilliant GP.
Cut off after 30 mins.
Very poor service, never get to see a doctor when needed. I used to give bloods every six months but never seems to happen anymore?
I saw a doctor who gave me some meds and asked me to make an appointment in 4 weeks. Went to reception who told me I couldn't do that. I waited over 6 weeks before seeing a different doctor. What a shambolic way to run a practice.
Ring at 08:01 and the line is engaged. Average wait is 1 hour to be told you have to book online. Which you can't. When I eventually did get an appointment, I was no longer poorly but couldn't get through to anyone to cancel it. Massive contrast between Humber primary care and Dr Reddy and Nunn. Everyone wants to transfer. Everyone to Reddy & Nunn. Also, the staff on the phones are rude unhelpful and immediately dismissive. I'm 41 and think this goodness knows more elderly people think when being spoke to like dirt.
Wait times on the phone are ridiculous, I called at 8am didn't get through till 8.30am and there were no appointments left.
I have had a text message asking me to make an appointment via a link for a long-term health problem. No telephone calls.
yes, no problem no 4 in queue.
On average a 30-minute wait, not good enough.
Have to wait a long time to get to your turn...
Eventually got through to be told I would get a call yes 2 weeks later.
Took nearly an hour to get through to speak to a receptionist

You can never get an appointment. I had acute bronchitis and went to the walk-in centre twice. No one from my doctors even listened to my chest. Spoke 3 times to a receptionist. In the 3rd time a doctor rang me
Eventually got through after many phone calls.
I needed 2 appointments following surgery. The lady was very helpful but there was a lot of umming and aring and I was initially told there wasn't an appropriate appointment available. I had to be quite insistent but did eventually get the appointments needed
Nobody answers or you get cut off.
Depends on what time you ring and what you want when telephoning.
You are on hold for a long time.
Very difficult to get through to even see a doctor for my daughter, and if we do manage to get an appointment the staff are very unhelpful. This applies to the prescription service also.
I do not have the time to wait nearly an hour to finally get through only to be told no appointments available.
Yes, I got through but got told you can no longer book an appointment over the phone you have to request an appointment online.
I was advised to go online but I am registered sight impaired and can't use the app
When got through to the Gp never any appointments left.
Called on Tuesday. On hold for almost 30 minutes, only to be told just there were no same day appointments, and that someone would get back to me within 5 working days. Received a text message on Wednesday, telling me to go to the UTC. Went and was told that my symptoms should clear within the next two weeks. Happy to report that I am not dead yet.
Impossible to get an appointment over the phone now. If you do get through (after an hour!) you are told to go to the UTC.
Very difficult to get through to talk to someone. Shouldn't be told to go to UTC for routine queries.
I have twice had to wait over an hour to speak to someone. I have given up trying to get an appointment with the surgery now.
Took 2 occasions of going in to get an appointment was just to get more medicine I had been given by a specialist.
Nightmare. When I finally got through told to ring 111.
I got through, however, not many options to see anyone when speaking to the care navigator.

We cannot make appointments by phone, it has to be done online and then can wait for over a week to be contacted,

Quite a long wait for the phone to be answered, and we are unable to book an appointment you just have to highlight as best you can if it is what you feel to be an urgent appointment request.

## 2.2 Comments from Humber Primary Care patients who booked their most recent appointment in person:

Easy to make appointment with nurse and friendly staff.

No issue booking in or getting to see a GP. Filled in the online consultation without any problems.

All reception staff are amazing.

Done in person as its quicker to travel to the surgery than waiting on the phone to that music and message repeating constantly.

Very helpful, patient, lots better and more friendly and more personal than using the internet.

Receptionist put online request in, got automated message then eventually got appt by phone approx. 4 weeks from request.
I had an appointment which the doctors cancelled telling me to re book. Making the appointment is easy but the wait time from the request originally in March is now for June.
Not this time but at previous request for an urgent visit, I was told that I was added to the triage list, and they would be in touch, it took 10 days and then I was given the wrong medication and finished up in York Hospital.
Easier to go down then waiting on the telephone which you are either waiting well over half hour. Or cut off because to many patients are waiting.
Receptionist OK to a point.
The receptionist was informative in that she couldn't make an appointment for me there and then but would submit a request form, access to the building was fine.
I only went to the surgery to book an appointment because I was unable to through the app and couldn't bare to wait on hold on the phone for an hour.
Providence place have given me incorrect information in the past resulting in me visiting the reception 3 times in 24hrs when simply trying to get an appointment. Medical centre is awkward for parking with young children the receptionists are slightly more competent and sometimes will make a same day appointment for a child. The patient should not be put through these ordeals in trying to get a drs appointment if you have a sick young child, it can be very worrying and the hassle of dealing with the systems in place trying to see a dr makes it worse. Humber primary care is not working and not fit for purpose.
You can't make an appointment; you have to wait for HPC to contact you.
Receptionists vary as they come and go at a fantastic rate. It's a fight to get them to book you a face to face with a GP and advise you to go online. My last try at online booking ended in me never getting a response. The receptionists are quite friendly and seem to try to be helpful, but their hands are tied, and arguments ensue.
There are always long queues and didn't get a satisfactory ending to my problem.
Impossible to get thru to doctors let alone make an appointment to see a doctor.
Easy and straightforward. Non urgent appointment booked for 2 weeks' time.
When I've been in person, I've been told to fill in online consultation form, it's frustrating filling in the form answering what, how, why, when feeling ill last thing feel like doing is writing an essay.

The receptionists are very helpful, but there is no telling how long you will wait for your appointment.
I find it difficult to make appointments, phone calls seem to be offered but not Face to face with a GP. Nurse appointments are available for blood tests. The receptionists have been very kind and are doing their best.
Nowhere to park. Queue for approximately 40 minutes. Receptionist was nice today which made a change, I told the lady she was lovely and said thank you... some receptionists are just plain rude.
Doing an online consultation request supposed to reply in 5 days but nothing so another request I got a message to say someone would call me later that day no one called.
They always seem to just refer you to the app. After explaining that it wasn't letting me book a smear, they booked one in for me.
Never any same day appointments even if you go in first thing, can't even get one on the day if you ring as you have to be triaged and then maybe have to wait days or even weeks to be seen.
Staff pleasant. No appointment available even though request marked as urgent. Not even a telephone appt that day.
Lack GPs.
No just never any.
It's the system, very difficult, not the receptionist fault.
Told to fill in online form.
I do not like giving personal information to someone who was previously a non-medical trained receptionist. I am not referring to a particular person, but it put my back up when all patients were told that they had only been given a new job title. I eventually had to give personal information to obtain an appointment and got to see a doctor, who I had never spoken to, met, or knew. I was not allowed to see my own doctor of 20 years.
Support your reception staff! Very unfair making them front in line to patients.
Receptionist is perfectly fine. She can't do anything about the shortage of GPs. The shortage is the only problem, and it seems to be getting worse and more people are moving into the town. They don't seem to have this problem in Beverley
The young lady on reception was very helpful, I don't know what strings she pulled to get me an appointment with a doctor, but it was well appreciated. My only other need on a yearly basis is a blood test prior to having a CT scan of which I am on number 3 this year (of 5) for post cancer. Then an appointment for a check on my medication, bloods, water etc. (of which I never received last

year's results). I was told not to use the surgery for the CT scan blood test but to make an appointment at the hospital. At present these are my only needs and hope & pray I do not need HPC at all even though they receive payment for me.

The receptionist was very nice, but not helpful.

The surgery was not consistent for my husband when he was in care (aged 54) and nurse requests for a GP were not always granted and I had to visit the surgery to back up the request. Awareness needs to be made that when someone has a rare neurological disease (posterior cortical atrophy), Alzheimer's symptoms are not always consistent depending on type and age. My husband has since passed away, but the journey wasn't always made easy, even down to just in case meds prescription being messed up and a manager from the home had to go to the surgery to sort as they were needed.

I had a blood pressure review at Station Avenue. I was sent to the old Manor House. The nurse I saw there asked why I was there, then he said I needed an ECG, but he couldn't do one as they didn't have the machine there. In my opinion, a wasted appointment on both sides. I then had to take more time out of work to have an ECG appointment. I was also referred for a cyst to be removed from my head a year ago, the GP said they used to be able to things like that, but now it is classed as plastic surgery. NHS app says I should've been seen to in October 2023. Guess what - nothing!

Receptionists doing their best in an impossible situation, but the business is failing fast. People should not have to wait over a month for routine smear, med reviews shouldn't be in 2 parts a month apart. I shouldn't be made to feel guilty for not having regular blood tests when it's impossible to organise without going down there.

Receptionist just asked me to do a urine sample there and then so it could be tested the same day as it was before 11 am.

Asked for some privacy. As was making an appointment for a smear test. I was told I could write what I wanted on a piece of paper.

Access into building is easy. The receptionist I saw was lovely and did her best to get me an appointment.

New system for ltc review being implemented but no communication about changes with patients. And no tie in with things like medication reviews.

Receptionist was great. Didn't hear anything for 2 weeks ago, then couldn't access messaging system online, so had to go to surgery with a letter! Then took a week or so more to get an appointment after in total closer to 3 weeks.

## 2.3 Comments from Humber Primary Care patients who booked their most recent appointment through the NHS app:

Easy to use the App, but inadequate if any response received from HPC
For me, informing HPC of my problem online wasn't too bad. Had to wait a while for an appointment though, had my ailment been urgent I would like to think I would have got an earlier appointment? But... this is the problem with HPC.
The app is good but my drs never get back to you
Took a long time - 7 days for any response from the app
The app is easy enough to use but getting a physical appt isn't as easy
More efficient than calling but needs more access to booking options
N/A
Indecent length of time to appointment
I entered a cardiac health issue so was deemed important hence was seen quickly but this is not typical of my experience
Not all people have phones
The app was very accessible, it's the time HPC takes to get back in touch if they ever do which quite often they never do.
N/A
OK to use
App was easy to use but I didn't get a response.
I find it an easy procedure to ask for an appointment via the website but have had hit and miss experiences regarding actually getting an appointment and last time I did it got a nurse calling when I requested a doctor for a review.
No, surgery called me back only to say they had no appointments available for 2 weeks. My situation was urgent, and I needed antibiotics.
Had attended the surgery but advised could only make an appointment through the app - a bit frustrating
Unable to make an appointment unless is is for bloods
You can't you have to go through a triage system that can take 3 days if ever. Just keep getting moved to chemist or minor injuries for your problem to be told you need a doctor, what do you do go round in circles
Impersonal



I requested an appointment on the App but awaited response. The process is not simple. THERE ARE NOT APPOINTMENT SLOTS.

Only accessible during office hours

## 2.4 Comments from Humber Primary Care patients who booked their most recent GP appointment online:

Very easy

Took a while to get used to: the text box titles provided are not always appropriate for what you want to say, but once you understand you can write what you need to regardless it's ok. Perhaps a more flexible format would aid people in describing their problem.

I find the response time to answer acceptable, quicker when needed.

You cannot make GP appointments online! You can book asthma reviews if due or fill in the triage form

The old system seemed much simpler and more efficient

As above, doesn't seem to work, lack of communication.

never any apps available

I was contacted online to make appointment for long term medication review

Whichever way you contact the Doctors, you are put on a triage list, and contacted later.

First attempt I was told to go to UTC, did so. Needed further course of antibiotics so completely online consultation. Five days later received text to say a script had been sent to chemist. No chance of appointment with GP.

Long wait to get seen - 11 weeks

it takes a week for the form then after another 2 weeks you get a telephone appointment with a clinician not a doctor which is any time of day. If you try to change it they just say there's nothing else

It's frustrating not knowing when you'll be contacted to arrange an appointment especially if you have something like a throat infection and are in pain. All they seem to want to do is push people towards the A&E departments which are already beyond capacity. There's no care in it.

I had visited the pharmacy and been told that I needed an antibiotic cream for some sores near my mouth. She couldn't prescribe. Told to ask at Practice 2 reception. Receptionist, when I explained, launched into a script about online form. Had to twice try to interrupt her to say I knew how to do one. Went home completed a form. Text back asking for photo.

This was sent. Two weeks later a text with an app. with clinician on 19th March (four weeks after request). Once she identified me, she asked what the matter was. Had she not read the online form? Once she found it asked which cream the pharmacist had said. I replied that I presumed she had thought that was the doctor's decision. Issued a prescription.

Noted on NHS notes Patient quite rude. A friend was with me during the call, and she didn't think I was rude. I think that the staff are so over worked that they are very impersonal with answering any queries.

You have to list why you need to see a GP and symptoms.

Having recently requested a f2f with a GP regarding ongoing issues I was sent a text message 24 days later with a self-referral form to fill in for a msk, even though I had stated I had seen the msk over the last 3 years and injections had not worked last time I needed to ask a GP what the cause of the pains were not mask it with pain killers

The time it takes for someone to come back & txt or phone you

The online system makes the whole process so much more difficult. Instead of seeing my doctor (1 appointment), I had to submit a consultation online, then I had a telephone consultation, then I saw a HCA at the surgery and then finally was referred to a doctor. How is this a streamlined process!!

The length of time taken to respond to requests is far too long

the only way you can make an appointment with Humber primary care is through their ridiculous online system. I put in a request for an appointment and got a text saying I would get an appointment when an

appropriate clinician was available. After two weeks I called in the surgery after trying several times on the one at least thirty minutes each time before being cut off. The receptionist said I needed a face-to-face appointment so they would be in touch. A week later I got a call to ask if I would accept a telephone appointment on the following Sunday. I didn't want to wait any longer so said yes. The appointment was 26 days after I had made the request. The doctor I spoke to was difficult to understand on the phone. I have also been waiting 2 months for an appointment for a vaccination I went in to make the appointment on the 19th of February and have got a appointment next Tuesday the 16th of April.

Put in a request, you eventually hear back with a day for a telephone consultation (if you're not advised inappropriately to go to UTC) no idea of time of appointment. I work shifts for the NHS and can't be available all day if it's a workday. Missed my call, so had to start the process again.

It took over 3 weeks to see a Doctor, this was not at my surgery, I was sent to Dr Reddy and Nunns.

Had to go in and ask if i was getting the appointment

Accessing the online form requesting an appointment is straightforward enough (if you're computer literate), however the questions asked on the form can be confusing, require repeating information and are not always appropriate. Once the hurdle of completing the form has been tackled, it's a waiting game for the surgery to get back to you..... up to 11 days in the past, then, if you're lucky, an appointment may be scheduled for 2 to 3 weeks in the future, that's if it's not cancelled.

Difficult and not clear. Online consultation does not say whether your application has gone through. Also, no time scales to say when you should here by.

I ended up phoning once and calling in once as no response to online consultation

Using online is OK for me but not suitable for everyone, I have witnessed patients having to explain to care navigators their personal issues so the care navigators can fill in the form, but everyone in the waiting room can hear, this is not acceptable

We can't ring or go to counter anymore and can takes weeks to get a reply

Why make something so simple so difficult. How the elderly in the town manages I do not know. I think people are just suffering as it is so difficult to get to see a GP in the town, people will die unnecessarily. I eventually got an f2f appointment after an online request and 2 telephone calls to be told I had to go private as the problem I had was no longer treated by the NHS. How much must this stupid system be costing the NHS!

I put in an online consultation request as the receptionist said there were no appointments. This was supposed to be responded to within 5 days. I have been waiting 3 and a half weeks now - and not a word from them. I put in another a week ago - still nothing! The online request is for pain management/medication side effects review.

I also have to do the online request for my 90-year-old mum - she is still waiting for a response from nearly 2 weeks ago - she is suffering dizzy spells!

The online system is problematic. Firstly, it is at least 5 working days until you get any response which may not even be an appointment. Secondly the form asks when you are available and then they offer an appointment for a time you have specifically said you are unavailable and end up having to wait about 4 weeks from first contact to have an appointment. My daughter who was under the age of 1 at the time was left for 10 days before our online form was dealt with.

I had to put in 3 times to see a doctor after being first told to call 111 the to go to a and e which where both impropriety for what I had requested

I have made two appointments, one on the 11th of March and 16th. I am still waiting for a doctor's appointment. I have gone into the surgery twice to be told "I'm on the list."

Blood tests completed in December. These showed some abnormal results. I then got a text from the surgery telling me the GP has requested I need to book an appt to discuss these results. Advised I needed to do this online even though the GP had requested this appt. It then had to go to triage, and this took a week to triage, and I finally got to see the GP four weeks later.

Couldn't do it using the details the receptionist gave me, eventually did it use an alternative app
When you send the request for an appointment, sometimes you do not get a reply within the stated time. Then you go through the process of either phone call or an appointment offered if you are lucky. But then it maybe at an inconvenient time to attend.
I cannot get an appointment to see a doctor face to face. Usually, I get a txt message to say that a clinician will ring me. Days ahead.
I like the online option, but this is not a practice solution for everyone such the elderly or cognitively impaired
Cannot see how this helps. What is wrong with being able to phone up or call into the surgery to make an appointment?
Making an appointment online, indeed any interaction online, is extremely indiscriminatory towards older and vulnerable people who often don't possess either a computer or smart phone.

## 2.5 Paper respondents' comments from patients who booked their most recent appointment by phone:

Practice:	Comments:
Drs Reddy & Nunn	Phone answered quickly with same day appointment.
Drs Reddy & Nunn	It took some time to get on for an appointment at doctors.
Drs Reddy & Nunn	The length of times to appointment. Can be waiting two months for appointments.
Humber Primary Care	It is very difficult to see a doctor, I don't think they have many doctors in this practice.

Drs Reddy & Nunn	MSK man David Wilson- superb and a pleasure to meet
Humber Primary Care	Once I got the appointment, I got to see a GP, who did the necessary tests and saw me for the results within 2 weeks.
Humber Primary Care	Online was 16 weeks wait. Having to be triaged for up to 7 days when ill is not good.
Drs Reddy & Nunn	Phone took many dials to get into queue but moved quickly.
Humber Primary Care	Face-to-face appointments seem impossible now. Telephone or online consultations sometimes work ok, but not ideal.

## 2.6 Paper respondents' comments from patients who booked their most recent appointment in person:

Practice:	Comments:
Humber Primary Care	GP didn't have time to look at patient notes.
Drs Reddy & Nunn	Staff were lovely.
Drs Reddy & Nunn	Language barrier, would be better with an interpreter.
Drs Reddy & Nunn	I find it easier to go in person to make any appointment.
Humber Primary Care	It was for my nana, aged 91, who couldn't get through on the phone.
Humber Primary Care	When finally got one, phone appointment about a throat/chest problem- face-to-face would have been more appropriate.

Humber Primary Care	Appointments are not sent by text- which is fine but had to wait a while.
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## 2.7 Paper respondents' comments from patients who couldn't get an appointment when they last requested one:

Practice:	Comments:
Humber Primary Care	Long lists by phone.
Drs Reddy & Nunn	Very difficult to get appointment
Humber Primary Care	Last time I needed an appointment was during Christmas period- had to call 111. Sent back to Scarborough as no service in Bridlington. Taxi fares of £90 to get there and back.



# healthwatch

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