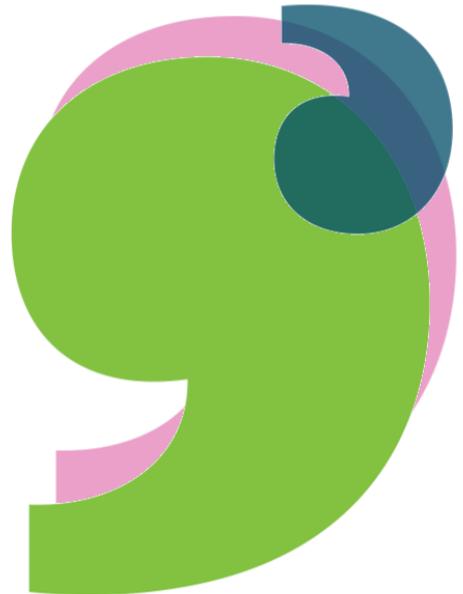




Young Person's Patient Access to GPs Survey Report

March 2017



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1. Introduction

1.1 Healthwatch Gloucestershire

Healthwatch Gloucestershire (HWG) was established in April 2013 as part of the Health and Social Care Act 2012 and is the local independent champion for health and social care in Gloucestershire, giving adults, children and young people a powerful voice in helping to challenge and influence the way health and social care services are planned and delivered locally.

One of the primary functions of Healthwatch is to gather local people's views and experiences of health and social care. These are passed on to those who plan and deliver services in Gloucestershire, to the Care Quality Commission (CQC), and to Healthwatch England, to help them identify national trends.

Local Healthwatch address

Healthwatch Gloucestershire, Community House, 15 College Green, Gloucester GL1 2LZ

1.2 Background to the survey

Healthwatch Gloucestershire has received feedback from young people that they sometimes have difficulty understanding how GP systems work or how to successfully obtain appointments. As part of the work plan activity on this topic area, HWG decided to conduct an additional survey to gather feedback from young people aged 13 to 19 about the services that are on offer and how they feel about them.

The survey was conducted from 1 to 24 February 2017. It was available in both online and paper formats and open to anyone in Gloucestershire.

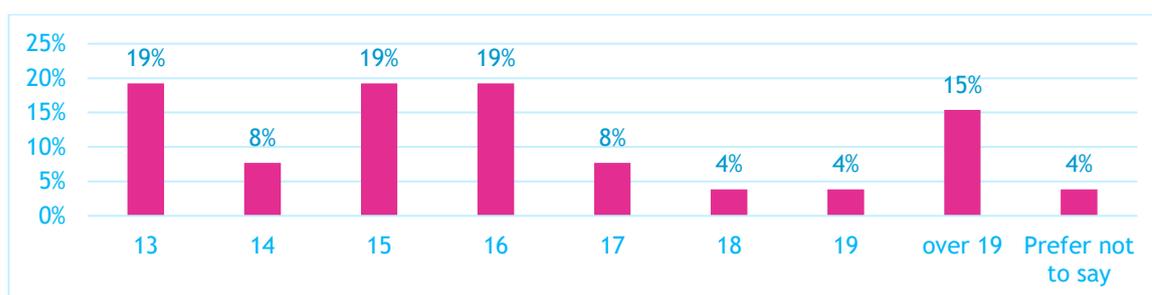
The survey contained questions about patient experience, opinions, preferences and priorities. In total, there were **26 responses**, an analysis of which is provided below. Unless specified otherwise, all percentages are out of 26 and percentages have been rounded to whole numbers.

2. Key Findings

About the respondents

i. Demographics

- Respondents were predominantly female (46% female, 19% male, 12% other; 23% no reply)
- 50% were White English, with 4% each being White Welsh, White Gypsy or Irish Traveller, any other White background, Mixed White and Black African, and Asia/Asian British Indian. 31% of respondents did not answer this question
- There was a reasonable spread of ages between 13 and 19, although 15% of respondents were over 19 and 4% preferred not to give their age.



- 15% of respondents considered themselves to be disabled, although 4% preferred not to say. However, 19% (including the 'Preferred not to say') provided further information on their disabilities. Percentages below are out of 5, although respondents could select more than one category so this will not sum to 100%:
 - 20% Mobility (getting around)
 - 20% Eyesight
 - 40% Learning Difficulty
 - 60% Mental Health
 - 20% Other (given as Gender Identity Disorder)
- 54% of respondents were heterosexual/straight, 15% were bisexual, 4% were other, and 4% preferred not to say. 23% of respondents did not answer this question
- 8% of respondents said they had a caring responsibility, whilst 92% said they did not. None of the respondents with a caring responsibility commented as to whether their GP was aware of this

ii. Location

- The majority of respondents (54%) were registered with GP surgeries in Stroud district. No responses were received from Cheltenham or the Forest of Dean
- 15% of respondents did not know which GP surgery they were registered with
- From postcode information supplied, two respondents who did not know their GP surgery were from the Stroud district, one could be either Cheltenham or Tewkesbury, and one could be either Cheltenham or Cotswold

About GPs and Surgeries

i. Positive

- Respondents were asked to list the top three things that are good about their GP and surgery. 56 comments were made in total
- 19% of respondents did not reply to this question; 65% of respondents listed three answers and an additional 4% gave two answers. 12% only supplied one answer. These figures include 11 'Don't know/no answer' responses
- The comments were divided by theme and the top three themes for good things about their GP and surgery were:
 - Staff-related - 17 comments
 - Availability and waiting times - 10 comments
 - Good service/flexibility - 5 comments

ii. Improvements

- Respondents were asked to list the top three things they would like to see improved and why. 48 comments were made in total
- 19% of respondents did not reply to this question; 46% of respondents listed three answers and an additional 12% gave two answers. 23% only supplied one answer. These figures include 13 'Don't know/no answer' responses
- The comments were divided by theme and the top three suggested improvements identified were:
 - Appointments - availability/punctuality - 12 comments
 - Staff-related - 5 comments
 - Other - 4 comments (inc waiting rooms, product packaging)
- It should also be noted that 3 comments were made highlighting the need for improvements in the area of mental health, whilst 2 comments were related to LGBT issues
- Full comments for these two questions can be found in the appendix.

Information

- 27% of respondents said they understood their rights as a patient about what they can and cannot ask for or do; 12% did not feel they understood their rights, while 42% were unsure
 - 12 comments were made with suggestions as to what could be done to improve this. Some comments included more than one suggestion and so have been divided between themes:
 - More information (leaflets/posters) 9 comments
 - More information in education 4 comments
 - GP to tell patient 2 comments
 - Disclaimer before patient is seen 1 comment
 - General 1 comment
 - Suggestions from young people:
 - "Maybe have some leaflets that tell you what your rights as a patient are as it is never very clear what they are. If there are existing leaflets then possibly make them more obvious. Also your doctor should possibly tell you them or perhaps ask at the start of the appointment if you understand what they are"

- “Talking with GPs about my rights, talking in schools, information being more readily available”
- “It’s very intimidating to complain or ask for something - receptionists can be very off-putting and defend the GPs zealously”
- 42% would like more information on what they could expect from their GP, surgery and pharmacist and the range of services provided; 38% would not like more information, and 19% did not respond
- Four comments gave input as to how the respondents would like to receive information. In alphabetical order these were:
 - “By text (not one to one)”
 - “Emails, leaflets, or notice boards in surgery”
 - “Leaflets and being told”
 - “Via email”

Other

- Respondents were invited to comment on any other health or care issues important to them.
- One respondent referred to the importance of healthcare professionals finding the right balance in the way in which they deal with young people:
 - “I think young people should be seen differently than adults but not as babies and to be told clearer when talking to their GP”
- Another respondent raised awareness of transgender issues as a consideration:
 - “As mentioned before - Gender Identity Disorder, Male-To-Female. Also don’t yet have a GP”

Conclusions

- Although the respective number of comments suggests respondents view their experiences positively overall, Staff and Appointments are the two areas with both the most positive comments and the most suggestions for improvement
- Mental health support and LGBT issues were the only specific healthcare areas identified by respondents as requiring improvement; all other comments were more general about GPs and surgeries
- Improvements to provision of information were suggested by the response to the survey
 - Over half of respondents (54%) were either unsure of their rights as a patient or did not understand them;
 - 42% would like more information about the range of services provided by their GP, surgery and pharmacist, although 38% would not like further information
- In conclusion, although the overall number of respondents was low the survey does reflect the feedback received by HWG from young people as to their understanding of the GP surgery system and to their successfully obtaining appointments. It also highlights specific health areas raised by young people as requiring improvement in their experience. It is hoped that these issues will be taken into consideration in future planning processes in the county.

3. Appendix

Q8 What are the top 3 things that are good about your GP and the surgery?

Responses are given in blue in order as per the survey results. The themes into which the comments are allocated is indicated in pink.

1.	2.	3.
It's nearby Location	Appointment always available in 24 hours Availability and waiting times	Relatively on time with appointments Efficiency/time-keeping
Easy to talk to Staff-related	Close to home Location	Not long waiting time Availability and waiting times
Seating area Other	Receptionists Staff-related	Doctors are polite Staff-related
Good waiting times Availability and waiting times	Practical advice Staff-related	Quick appointments when necessary but happy to answer questions Efficiency/time-keeping
Informative Staff-related	Good service Good service/flexibility	Fast pharmacy communication Pharmacy connection
You don't have to wait long Availability and waiting times	The service is good Good service/flexibility	The Doctors and Nurses are really friendly Staff-related
Friendly doctors Staff-related	Short waiting time Availability and waiting times	
Dr [redacted] is a very good doctor Staff-related	Staff are usually happy Staff-related	Diagnosis is efficient Efficiency/time-keeping
Quick once in the surgery Availability and waiting times		
They listen Staff-related	They know something about my problems Staff-related	They are easy to make appointments with Availability and waiting times
Don't know Don't know/no answer	Don't know Don't know/no answer	Don't know Don't know/no answer
I don't know Don't know/no answer		
No answer Don't know/no answer		
Fast Availability and waiting times	Reliable Good service/flexibility	Caring Staff-related
They're knowledgeable on different mental health issues Staff-related	They're friendly Staff-related	They're efficient Efficiency/time-keeping
The availability of doctor's appointments Availability and waiting times	The flexibility of who I can see for appointments (e.g. wanting to see a female doctor) Good service/flexibility	The availability of second opinions Other

- Don't know/no answer	- Don't know/no answer	- Don't know/no answer
Quick bookings, seen soon <i>Availability and waiting times</i>	Nice GPs <i>Staff-related</i>	Helpful <i>Staff-related</i>
xx Don't know/no answer	xx Don't know/no answer	xx Don't know/no answer
Great GPs, nurses and staff <i>Staff-related</i>	Can get appointments late on some days so it can be after school <i>Good service/flexibility</i>	Offer work experience <i>Other</i>
Location <i>Location</i>	Pleasant waiting room <i>Other</i>	Dispensary on site <i>Pharmacy connection</i>

Q9 What are the 3 things you would like to see improved and why?

Responses are given in blue in order as per the survey results. The themes into which the comments are allocated is indicated in pink.

1.	2.	3.
None <i>None/nothing</i>	None <i>None/nothing</i>	None <i>None/nothing</i>
Ability to make appointments <i>Appointments - availability/punctuality</i>		
Waiting times as they have been far too long before <i>Appointments - availability/punctuality</i>	Being able to see my doctor more. Whenever I go in I always see different doctors <i>Own doctor</i>	
Waiting rooms (everywhere) as they are very dull and seem very enclosed <i>Other</i>	Packaging of products (less packaging and more inconspicuous) <i>Other</i>	
Waiting lists, because it takes a while to get a booking <i>Appointments - availability/punctuality</i>	Mental problems, because it only offers a lot of physical care <i>Mental health</i>	Atmosphere, it feels very tight <i>Other</i>
The attitudes of the receptionists because they can be unfriendly <i>Staff-related</i>	For the receptionists to stop trying to diagnose the problem you have when you ring to book an appointment because it is unprofessional <i>Staff-related</i>	Once my Mum ordered a prescription for me, we were told that it was in the pharmacy however it never arrived, therefore it would be good if they were more reliable <i>Reliability</i>
More awareness on how a GP surgery can help - so I can understand my rights as a patient. <i>Information on services</i>		
More available appointments <i>Appointments - availability/punctuality</i>	Other doctors apart from Dr [redacted] are a bit curt <i>Staff-related</i>	More doctors/less waiting time <i>Appointments - availability/punctuality</i>
Long waiting list <i>Appointments - availability/punctuality</i>		
For all the doctors to teach patients equally <i>Staff-related</i>	For all doctors to do what is needed to be done <i>Staff-related</i>	For everyone to listen to young people <i>Other</i>
Don't know <i>Don't know/no answer</i>	Don't know <i>Don't know/no answer</i>	Don't know <i>Don't know/no answer</i>

I don't know Don't know/no answer		
No answer Don't know/no answer		
No answer Don't know/no answer		
Their knowledge on trans issues and healthcare for transgender and gender non-confirming people LGBT issues	Could improve their attitude towards LGBT sexual health LGBT issues	-
Waiting times Appointments - availability/punctuality	Mental health being seen a regular thing to check on Mental health	More information being given at appointments Information on services
Actually having a GP Own doctor	- Don't know/no answer	- Don't know/no answer
Easier booking appointments - online? Appointments - availability/punctuality	Mental health awareness and what to do Mental health	Eeh Don't know/no answer
mm Don't know/no answer	mm Don't know/no answer	mm Don't know/no answer
Maybe release more appointments at 12 Appointments - availability/punctuality	Have more appointments you can book for the same day (is that emergency) Appointments - availability/punctuality	
Appointment availability - difficult to get an appointment without having to wait several weeks Appointments - availability/punctuality	Waiting times - punctuality - normally kept between ten and thirty minutes for a times appointment Appointments - availability/punctuality	Even when you put the reason for an appointment on the emis access page, the doctor has no idea and therefore doesn't have associated equipment to hand (i.e. injections) Reliability