

## GP Extended Access Feedback - Reach

### Introduction

At the Reach Parliament meeting on Monday 5<sup>th</sup> February, 17 adults (9 men, 8 women) with learning disabilities (all resident in Stoke-on-Trent) looked at the 6 questions from the GP opening hours survey.

To facilitate group discussions and sharing and exploring of ideas, they were arranged in 4 small groups. These groups looked at each of the questions and discussed them together. The questions were slightly re-worded for accessibility but remained in the same order.

Everyone who came to the meeting was involved in the discussion, but not everyone ticked a box or answered every question.

Everyone's feedback and additional comments, thoughts and ideas are below. This data will also be used to produce an accessible report using words and pictures. This will then be shared with the people at the meeting and other Reach members.

#### **Question 1 – If you could book doctor's appointments outside normal opening hours (Monday to Friday) which times would be best for you?**

7 x people ticked the box for 7am to 9am. One person said "Prefer early as got the rest of the day to do other things."

5 x people ticked 3pm to 5pm.

4 x people ticked 6:30pm to 8:30pm.

1 x person ticked None of these times and said "would just like have appointment same day I phone up."

#### **Question 2 – If you could book appointments (with a doctor or a nurse) at the weekend, which times would be best for you?**

6 x people ticked Saturday morning.

3 x people ticked Saturday afternoon.

1 x person ticked Sunday morning.

1 x person ticked Sunday afternoon.

1 x person ticked Sunday evening.

Additional comments on this question were:

- "Not Sundays – Church."
- "Any time of the day."
- "Would like home visits for elderly and people with dementia or Alzheimer's."
- "Any day of the weekend."
- "Would like an appointment when I need one."
- "I only want to go to my own doctor."

**Question 3 – How far would you travel for appointments outside normal opening hours, if you had to go to a different doctor?**

1 x person ticked less than 3 miles.

2 x people ticked 3 to 5 miles.

2 x people ticked 5 to 10 miles but one of those said “only for hospital.”

7 x people ticked only want to go to my own doctor.

Everyone discussed this issue and felt that generally, people don't want to travel too far.

**Question 4 – How far would you travel for an urgent same day appointment outside normal opening hours, if you had to go to a different doctor?**

5 x people who worked together in one group all ticked less than 3 miles.

They said the following:

- “Don't want travel too far.”
- “Can get lifts with my brother, but not too far as he has his own health problems.”
- “Dad can take me in the car but not too far.”
- “Would prefer go to my own doctor but would travel to hospital if needed. Depends how I'd feel on the day.”

2 x people ticked 3 to 5 miles. One of those people said “yes, but only if you get an appointment same day.”

2 x people ticked 5 to 10 miles. One of those said “more than 5 miles in an emergency.”

2 x people ticked more than 10 miles.

6 x people ticked I only want to go to my own doctor. One added “I only want to go to my own doctor as he knows me.”

**Question 5 – Would you be interested in using the internet (like Skype video chat) to speak to a doctor instead of having to travel to the surgery?**

Group 1:

2 x people ticked Yes, very interested. One of them added “depends why you want to see the doctor and what's wrong with you.”

2 x people ticked Yes, I might be interested. One added “if it was done on my brother's phone using Face Time.”

4 x people in one group said No, definitely not interested. Together, they discussed this and all agreed that as they don't have computers and preferred the telephone as they find it more accessible. One person wrote “the telephone is better than a computer unless you can work computers and log-in online if you're a computer expert.”

Another 4 x people also ticked No, definitely not interested. One of them added “not everyone has access to computers and some people don't know how to use computers and Skype.”

**Question 6 – Any other thoughts and ideas on GP opening hours?**

All other comments collected:

- “I struggle with my wheelchair in the doctor's surgery. I want more space.”

- “I think that all disability finances ought to come under the National Health Service rather than the Directorate for Work and Pensions. Jeremy Hunt should take that on seeing as the finance are to do with disability health problems.”
- “Would like to talk to GP instead of the receptionist.”
- “Anytime of the day is when GPs and nurses need to work.”
- “Need be able talk to GPs and nurses and not receptionists first as their job is to book appointments in.”
- “Be open 24 hours a day or at the end of a phone.”
- “Have home visits when people with cancer need see the GP.”
- “I don’t like nurse and doctor. I’m not happy.”
- “They are double booking appointments.”
- “You end up waiting such a long time. I rather see the nurse than the doctor.”
- “Need open on time.”
- “Can’t get through after 8:30am.”
- “Should ask less questions on the phone.”
- “Open early.”
- “They never answer the phone.”
- “GP. Don’t go without my support staff.”