

GP Access in the London Borough of Bromley

GP Access in the London Borough of Bromley





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1. Introduction

What is Healthwatch Bromley?

Healthwatch Bromley is one of 152 local Healthwatch organisations that were established throughout England in 2013, under the provisions of the Health and Social Care Act 2012. The dual role of local Healthwatch is to champion the rights of users of health and social care services and to hold the system to account for how well it engages with the public.

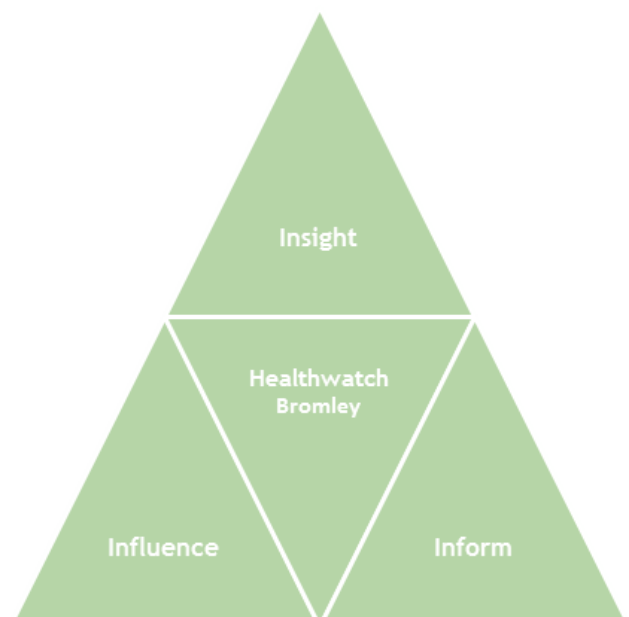
The remit of Healthwatch Bromley as an independent health and social care watchdog is to be the voice of local people and ensure that health and social care services are safe, effective and designed to meet the needs of patients, social care users and carers.

Healthwatch Bromley (HWB) gives children, young people and adults in Bromley a stronger voice to influence and challenge how health and social care services are purchased, provided and reviewed within the borough.

Healthwatch Bromley's core functions are:

1. Gathering the views and experiences of service users, carers, and the wider community,
2. Making people's views known,
3. Involving locals in the commissioning process for health and social care services, and process for their continual scrutiny,
4. Referring providers of concern to Healthwatch England, or the CQC, to investigate,
5. Providing information about which services are available to access and signposting,
6. Collecting views and experiences and communicating them to Healthwatch England,
7. Work with the Health and Wellbeing board in Bromley on the Joint Strategic Needs Assessment and Joint Health and Wellbeing strategy (which will influence the commissioning process).

The following triangle is a useful way of seeing how the different parts of Healthwatch Bromley form together to make the whole.





2. Strategic Drivers - GP Access Project

Healthwatch Bromley's role is ensure the voices and views of the local community are expressed and to ensure their opinions are taken into account when services are commissioned. This piece of research was undertaken to gain an understanding of how patients and service users experience GP services within the borough. For most people visiting their doctor is their most frequently used element of the health care system and acts as a gateway to other health and social care services. It is therefore essential that local practices offer an efficient and accessible service for all.

For GP surgeries to offer high quality services which meets users' demands and expectations, it is vital they listen to their patients' opinions and have a basic understanding of their needs. Having a fuller understanding and appreciation of the people of Bromley would encourage a more efficient and streamlined system and alleviate strains on other front line health services, such as Accident and Emergency.

Following on from several signposting comments and queries regarding GP practices in the borough, Healthwatch Bromley embarked upon a research project specifically focussing on GP Access and the patient experience. This report documents the findings of the research, which took place from November 2014 to March 2015. The report details information regarding booking systems in local GP practices and a snapshot of local people's experiences and concerns. This report hopes to point out areas of success in the current system and suggest areas where improvements are needed.

This report will be shared with the Bromley Health and Wellbeing Board, all participating General Practices, the Voluntary and Community Sector, the Bromley Clinical Commissioning Group (CCG),

the Care Quality Commission (CQC), NHS England and Healthwatch England, and other Health subgroups.



3. Methodology

Healthwatch Bromley Authorised Enter & View Representatives (ARs) gathered information through a standardised questionnaire, observation and via informal conversations with Practice Managers, reception teams and patients.

The questionnaire consisted of a total of 24 questions (see Appendix 3). Respondents were either asked to tick the relevant box or to evaluate their experience on a sliding scale. The general factors being researched were general satisfaction, opening hours and appointment availability, as well as the GP-Patient experience. General details regarding the respondents were also captured including age, gender, ethnicity and disability status.

Each AR was given copies of a standard questionnaire and preliminary questions for the reception team. Each visit to a GP surgery was for an average of two hours. For service users who could not complete the questionnaire at the practice, Freepost envelopes were provided. An online version was made available on the Healthwatch Bromley website. Participation in the study was on a voluntary basis.

Further targeted research was carried out with two separate community groups: Bromley College and Bromley Sparks. The sessions were more interactive sessions, asking service users to identify any particular barriers they faced when accessing health services, with the aim of empowering them as individual service users.

A total of 409 surveys from all 47 surgeries were collected. In the community focus groups a further 60 participants were engaged. These results have not been included in the total number as engagement was conducted in a less structured manner and the feedback was in a different format.

The results from these sessions are analysed in two separate case studies within the report (pages 16-17).





4. Demographics

A diverse and wide sample of the population of the London Borough of Bromley was engaged.

Of the 409 people interviewed, 248 identified as female and 102 as male, with 59 choosing not to provide the information.

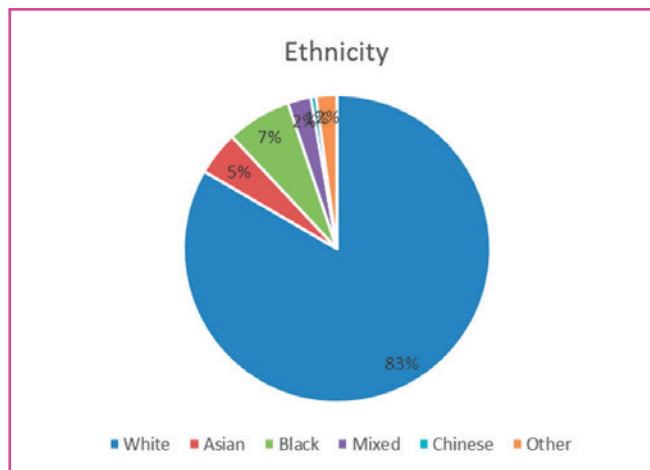
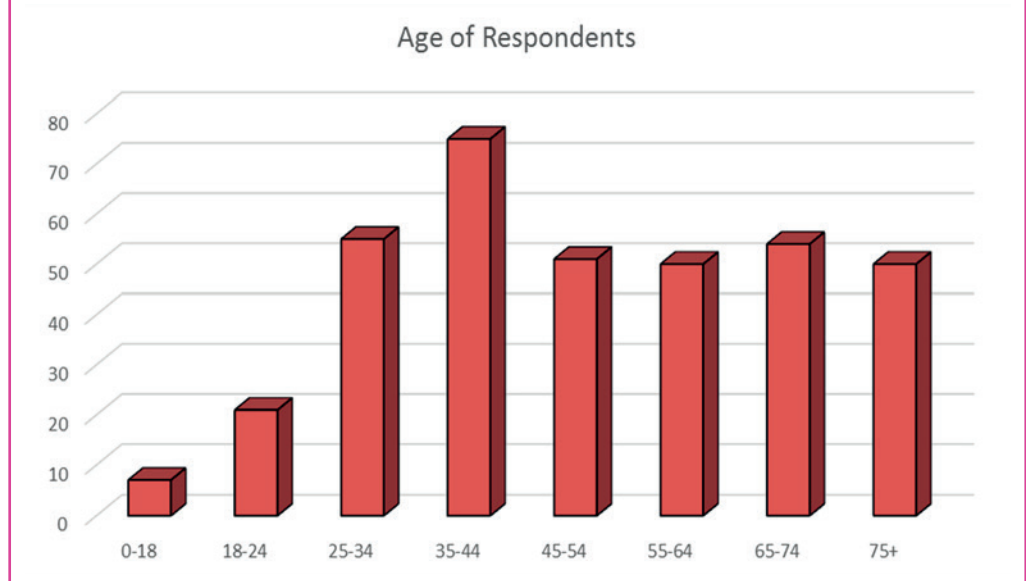
Table 1 below shows the number of respondents and their relative ages. The highest number of respondents were aged between the 35-44 years of age, with an even spread between 45 and 75 years of age.



Of those surveyed only 12 % identified as having a disability.

14% of respondents had caring responsibilities for a member of their household.

Table 1



The majority of respondents (83%) identified as white. 7% were black and 5% were Asian.

5. Summary of Findings

Quantitative data showed that 60% of those surveyed were either 'Very Satisfied' or 'Satisfied' with their GP opening hours. However, qualitative data and individual comments showed a frustration with practice's booking systems, difficulties with obtaining appointments and extended waiting times.

Our findings also suggested that the surgery times and appointment slots were often confused by patients with opening hours. The number of actual appointments available were significantly lower than perceived by the people we surveyed and caused problems when attempting to book appointments.

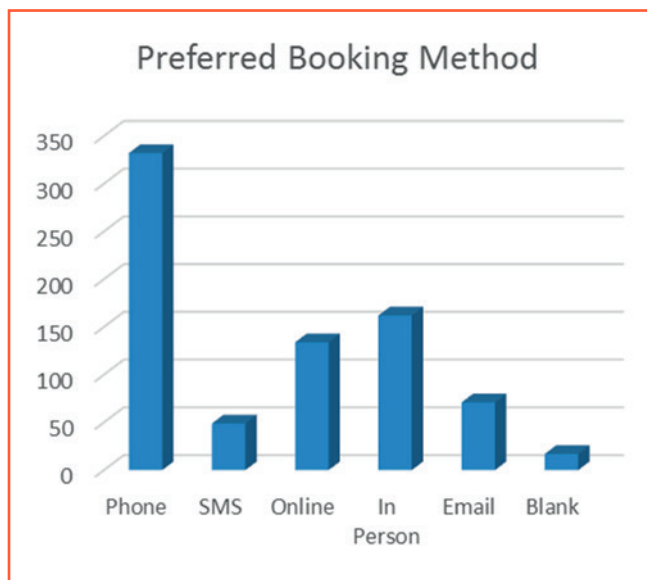
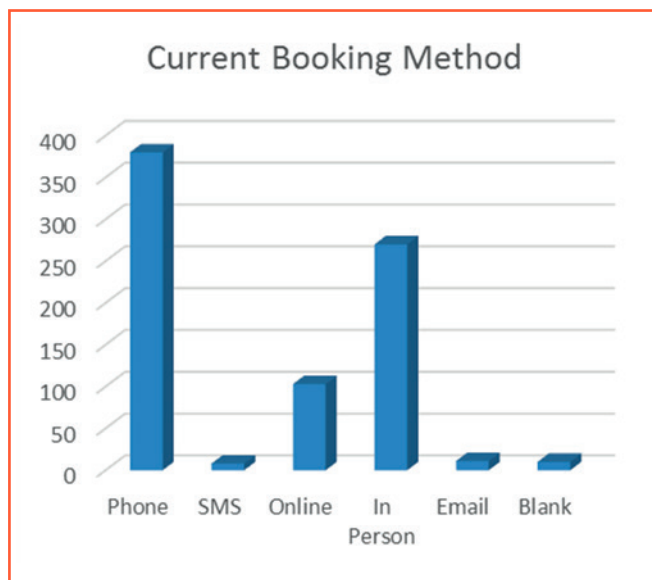
Across the borough additional support needs were rarely catered for, with patients not having clear access to additional services such as translators or signers.

Patient Participation Groups were unknown to Bromley residents. Only 13% of respondents confirmed that their surgery offered Patient Participation Groups as a means of engagement, despite 81% of GP surgeries offering such a group.



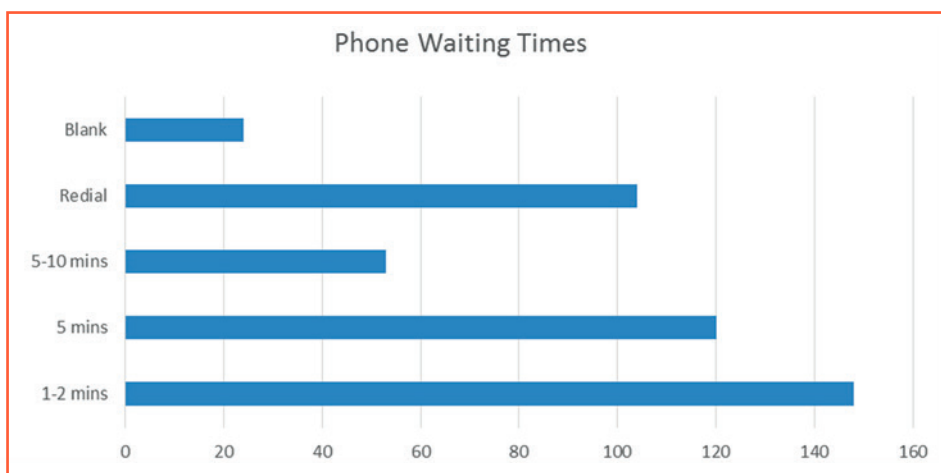
Booking and Appointments

Generally people seem happy with the ways they can book appointments, both the most common and the most favoured method being by telephone. However, looking at the statistics for booking by SMS (text) and booking by email, more people want to use these methods than currently do. While 270 reported booking appointments in person, only 162 gave this as their preferred method. This suggests many people want to use newer technologies to book appointments but are either unable to, or are unaware of the facility.



It is interesting to note that in order to increase choice and streamline the system, the General Medical Services contract (2014/15) requires all GP Practices in England to offer online appointment booking, repeat prescriptions, and access to summary information in their patient record. This should be in effect by April 2015.

Phone bookings remained popular, perhaps due to the relatively short waiting times recorded by participants, as shown to the right.



Several respondents commented on the difficulties and stress involved in securing an appointment, particularly when they are feeling unwell or ill. Problems with accessing appointments when it was non emergency were also raised.

“ Trying to get an appointment for the same day is very hard, which can be stressful, as then they ask if it is an emergency as they only have those appointments left. ”

The ease of accessing particular services via phone are displayed in the chart below, with one being ‘Very Easy’ and five being ‘Very Difficult’. The results show a fairly even spread across all categories, with obtaining a test result the easiest. Significantly, people found getting a consultation with a doctor or nurse on the phone far more difficult than getting through to a receptionist or obtaining test results.

Ease of...

Getting through on the phone

One (Very Easy)	Two	Three	Four	Five (Very Difficult)
19%	19%	28%	19%	15%

Speaking to a doctor on the phone

One	Two	Three	Four	Five
15%	20%	29%	12%	24%

Speaking to a nurse on the phone

One	Two	Three	Four	Five
18%	21%	24%	16%	21%

Obtaining test results by phone

One	Two	Three	Four	Five
29%	22%	15%	22%	12%

“ Getting through on phone is really hard. I usually travel to surgery to book an appointment. ”

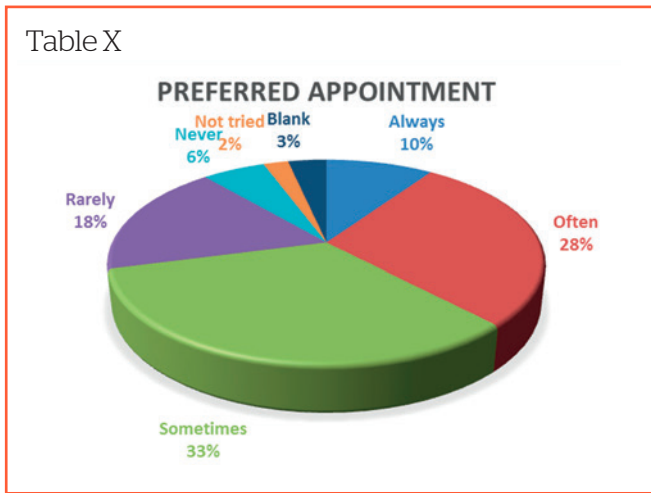
“ Trying to get appointments proves very difficult and is very frustrating. ”



When asked, of those surveyed only 10% of people were able to book their preferred appointment time all the time and 33% only sometimes (table x).

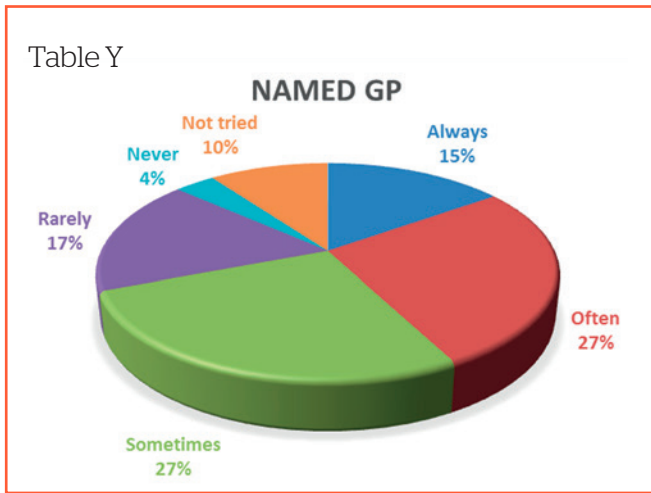
Furthermore, only 15% were able to book a named GP (table y).

Table X



Booking follow up appointments proved fairly easy with 86% stating it was 'Easy' to do so.

Table Y

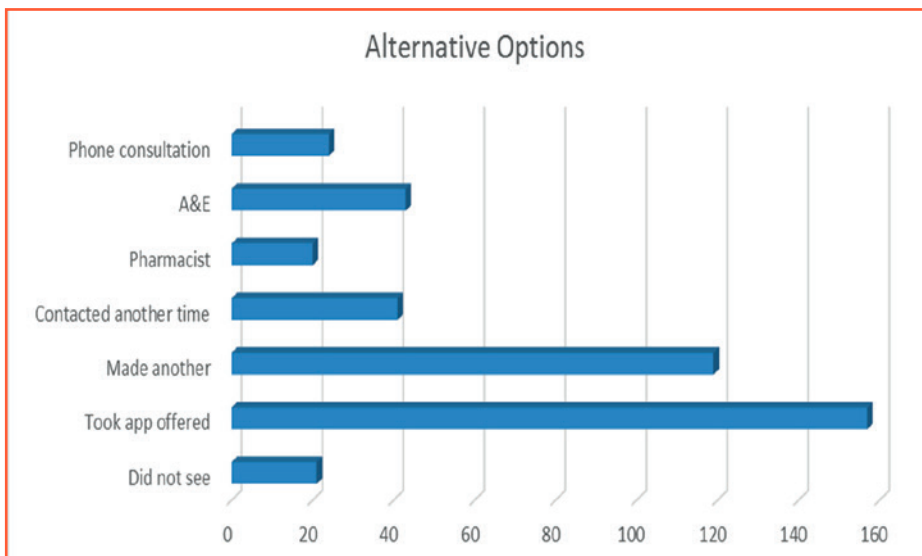


The difference between opening times and the first and last bookable appointments emerged as an area of confusion. For example, many surgeries had an opening time of 8.30am but the first bookable appointment was not until 9.20am or later, with the last appointment of the morning finishing around 11.00am.

Similarly, over half the surgeries did not resume appointments until mid-afternoon although they were open. Across the borough, there seemed to be a large variability in surgery times, especially with regards to commuter clinics and Saturday mornings, and notably, from doctor-to-doctor.

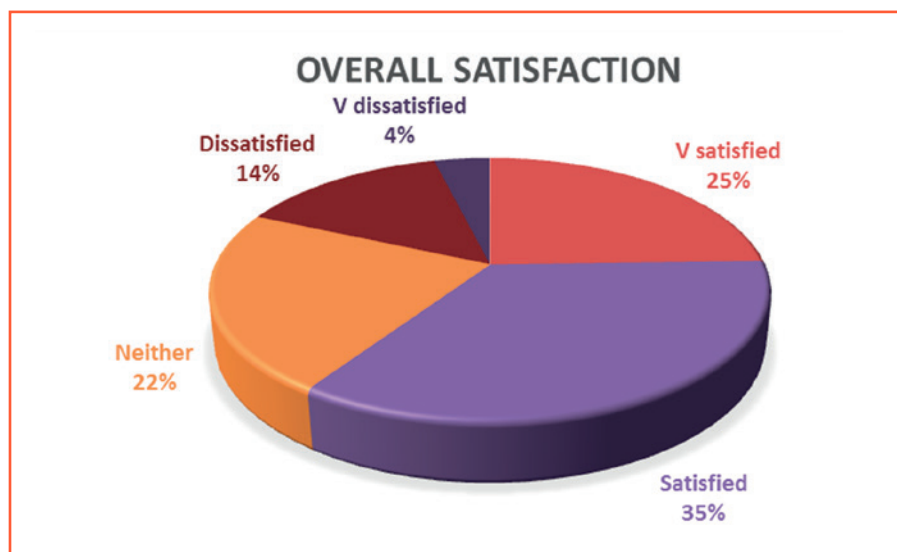


31% of respondents reported appointments having been cancelled or rescheduled. In the event of this, or being unable to book a suitable appointment, only 17% reported being signposted to other available services. The alternative routes taken by patients, included (in order of popularity): taking an appointment offered by reception staff; making a new appointment; going to the nearest A&E; leaving the problem and contacting the surgery at another time; consultation over the phone; leaving the problem altogether; going to the nearest pharmacy. Notably, 14% did not seek further treatment or consultation and only 5% were offered a phone consultation.



Compared to national averages, as researched by NHS England (IPSOS MORI), of those patients who were unable to secure an appropriate appointment, 38% took the appointment that was offered, 11% did not see or speak to anyone and 5% were given a telephone consultation.

Despite anecdotal comments, overall satisfaction levels appeared to be good with regards to the booking and appointment systems offered within the borough, with 60% reporting they were either 'Very Satisfied' or 'Satisfied.' Although, less than the national average, when compared to the latest GP Patient Survey results (published in January 2015) which showed 73.8% of respondents rated their overall experience of making an appointment as 'Good.'





Accessibility

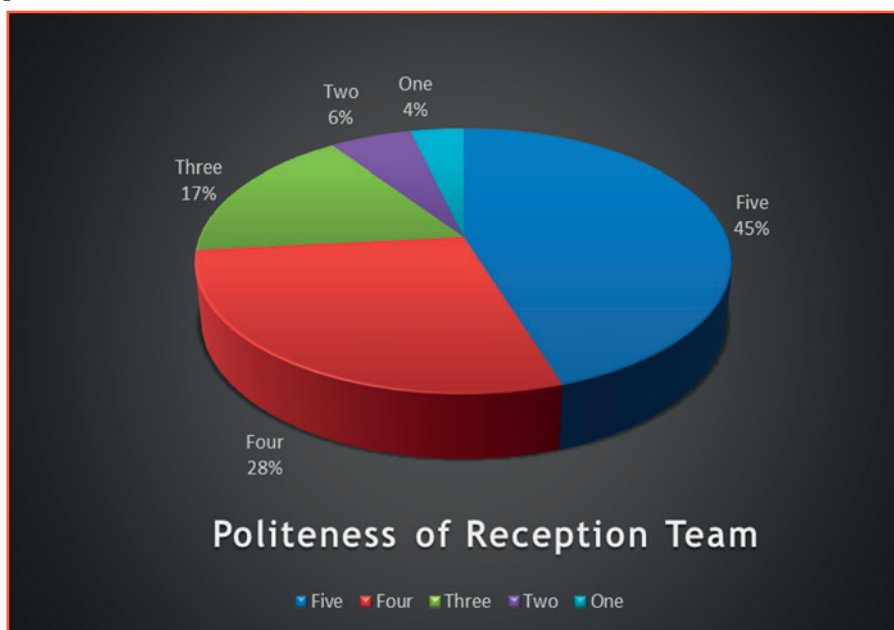
When asked if any additional assistance was needed in accessing GP services, only 3% respondents stated they required assistance, with 5 respondents ticking translation services and 4 British Sign Language. Of those who suggested such services might be useful, less than half reported receiving them. Also noteworthy, is the fact the 384 respondents refrained from answering the question, perhaps suggesting unfamiliarity with having services tailored to their specific or individual needs. This was reflected in the question “Has your GP ever inquired as to whether you have any additional requirements?” with 97% respondents answering ‘no’ or refraining from answering, leaving a mere 3% claiming that their GP had asked if they required additional support.

With regards to transport, the majority of respondents either walked or drove to their local GP, 41% and 46% respectively, with the remaining number travelling by public transport.

An initial welcoming and friendly environment is vital in ensuring patients have a pleasant and comfortable experience. With regards to this, respondents were asked to rate the friendliness and welcoming nature of the Reception Team. Respondents were overwhelmingly positive, with 45% giving them them the highest possible score.

Get an automatic door. The front door is so heavy and it's difficult to get in and out with pushchair. An Automatic Check in Service would also be an advantage.

Pickhurst Surgery

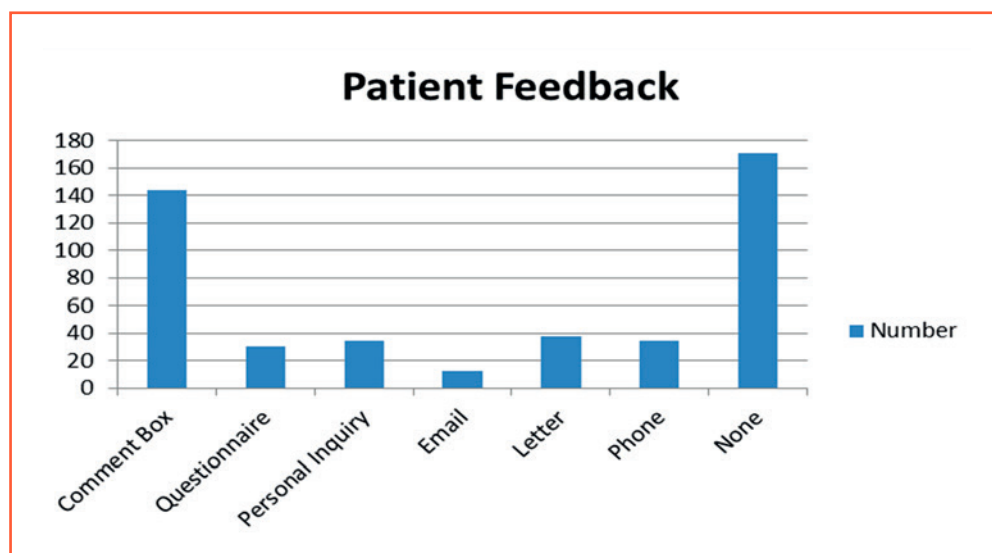


(One being the lowest and Five the highest)

Great Surgery, very helpful and welcoming

Green Street, Green Medical Centre

Patient Feedback and Engagement



Patients were asked “How is it possible to leave feedback of your appointment or experience at your local GP?” From the graph above, we can see how few people were aware of any variety in feedback opportunities, results which suggest either that surgeries are either not providing a range of ways to leave feedback or not sufficiently publicising these ways. The large number of blank answers suggest that participants had never been asked their opinion regarding services.

Despite 81% of the 47 surgeries offering a Patient Participation Group only 13% ticked that their surgery offered a PPG. Suggesting a limited awareness of such services and patient involvement in the running of them. Furthermore, only 19% expressed an interest in joining such groups. Indicating that there is an active need to encourage patient participation and promote already existing mechanisms through which to do so.

6. Overview

The qualitative data gathered suggests an appreciation of doctor’s and receptionists services but a frustration with the mechanisms by which to access them. With the number of appointments available per week varying significantly (ranging from 180 to 736), patients were often left struggling to secure an appointment.

One key concern was the misunderstanding by patients of opening hours and surgery times.



People's stories ...

Pleased with my surgery, I have not experienced any problems.

Would like to have more appointments available after up to 7pm.

The surgery could do with more doctors in the evening. Callers who queue in person get preferred appointments so even when you call first thing you can get a 10:00 slot.

Would be helpful to have surgery open on a Saturday instead of having to wait until Monday if you are feeling ill on Friday.

It would be good to have a Saturday morning surgery

good
doctor
service
caring
Helpful
Staff
Satisfied
friendly
surgery
happy
compassionate
Great
attentive

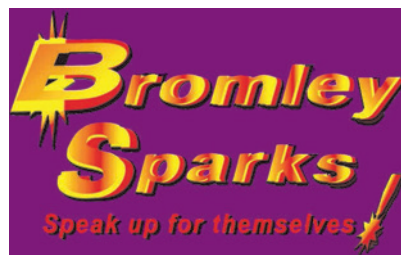
Not enough doctors therefore you have to wait for doctor's appointment about 2 weeks in advance.

Would really appreciate routine appointments being available at weekends and earlier and later times, as it is very difficult to make appointments.

Once the hurdle of getting an appointment has been got over, the care, consideration and kindness of the doctor or nurse seen has been exemplary.

7. Case Studies

Bromley Sparks



Healthwatch Bromley held a focus group with service users of Bromley Sparks, asking questions around their access to GP services in the borough. Whilst patients thought their doctors were friendly and kind, informal conversations demonstrated a lack of provision to meet their specific needs. Carers in particular, commented on the use of Personal Health Profiles (PHPs), more commonly known as black books. These were not being properly utilised by doctors and medical professionals. The need for service users to have accurate and consistent records when visiting their GP is crucial and often the use of these 'black books' was not made a priority.

In their own words ...

"No letter about the new GP name"

"The surgery keeps you waiting for a long time"

"Really nice"

"Doctors are very nice and friendly"

"Very good"

"Receptionists are rude. I had to wait 2 hours to see the doctor"

"Very friendly"

"My doctor is very good to me and has had training with people with learning disability"



Bromley College of Further and Higher Education

Healthwatch Bromley facilitated two Health and Social care classes at Bromley College, asking students about their experiences at local GP practices and their opinions regarding their treatment and overall satisfaction levels.

“They’re really comforting, when you tell them your personal issues. They would really listen and make the situation better.”

“Too much jargon”

“My doctor is a very good listener and gives me great advice on my health and referred me to the weight managing programme.”

“You should be addressed directly, not via the parents”

Bromley OF FURTHER & HIGHER EDUCATION COLLEGE

“Judgmental when it comes to sexual health”

“Doctor was stereotyping, judgemental and very rude”



“Long visiting times, they will give you an appointed time and you come and have to wait an additional 30 minutes.”

“Always running behind time”

“Referrals take a long time”



8. Conclusions and Recommendations

- Evidence presented in this report confirms that residents of the London Borough of Bromley have some difficulty in accessing GP Services in an efficient and satisfactory manner. Yet some respondents expressed satisfaction and support for their GP Practices, understanding that they are operating in increasingly challenging environments.
- 60% of respondents were either “Very Satisfied” or “Satisfied” with their GP practice overall and many expressed an appreciation of the care and professional attitude of the individual doctors once they were seen.
- The evidence in this report suggests that service users are sometimes left frustrated and disappointed due to a lack of appointments and misunderstanding of appointment availability and frequency. Healthwatch Bromley would recommend a clearer definition between Opening Hours and Surgery Hours, so patients are aware of exactly when it is possible to book an appointment. This is especially important for people trying to secure appointments prior to either school or work. Furthermore, particular importance needs to be placed on ensuring the correct number of appointments are made available to the public during the GP opening hours.
- Unnecessary pressure on Minor Injury Clinics and inappropriate use of ‘emergency appointments’ at local practices is a cause for concern and every effort needs to be made to ensure these facilities are used appropriately and not as a second option for people unable to secure a routine GP appointment.
- If GPs are acting as gatekeepers to a wider variety of health and social care services, there is a concern that lack of GP availability will have a negative effect on the health and well being of the residents of Bromley. If ongoing, this may also cause unnecessary strain on the NHS and local council services in the future.
- A variety of booking methods are needed to cater for all patients. For example SMS and online booking would be helpful for hard of hearing groups or Deaf people. With regards to patients with learning disabilities it would be beneficial if there was some form of consistency with patient’s Personal Health Profiles and logging of patient medical records.
- Across the borough additional support needs were rarely catered for, with patients not having clear access to additional services such as translators or signers. Healthwatch Bromley thinks it would be beneficial for all, if reception teams or doctors could enquire as to whether any additional support is needed at the point of booking or for patients to be actively made aware of the facilities and support available to them.



9. Acknowledgements

Healthwatch Bromley would like to thank the GP surgeries of the London Borough of Bromley for their cooperation and assistance during these Enter & View visits. Healthwatch Bromley would also like to express gratitude to all our Authorised Representatives for the work they put in to helping us engage the people of Bromley and to improve local services.

Authorised Enter & View Representatives

- Isaac Lee
- Toni Rushton
- Stephanie Wood
- Gerda Loosemore-Reppen
- Peter Moore
- Sue Fielder
- Nicola Haughey
- Manijeh Wishart
- Leslie Marks
- Anne Taylor
- Folake Segun



Appendix 1: Letter of Introduction

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November 2014

Healthwatch Bromley Enter and View Visit

Dear Practice Manager

Healthwatch Bromley is the consumer champion for Health and Social Care in England. Our role is to explore the patient and public experience of health and social care services in order to influence and improve the design and delivery of services. We use our Enter and View Programme to listen to and observe how people experience health and social care services.

Further to the information shared with you by Folake Segun, Director of Healthwatch Bromley at the Practice Managers Forum on 1 October 2014, over the coming weeks, Authorised Enter and View representatives from Healthwatch Bromley will be visiting every GP surgery in the borough to carry out a survey exploring the patient experience. All our volunteers have been provided with the appropriate training and DBS checked to become authorised Enter and View representatives. The process will also involve Healthwatch Bromley Authorised Enter and View Representatives observing your service at the point of delivery. The representatives will not cause unnecessary disruption to you, your staff or your patients. The representatives present will display name badges and will make themselves known to you upon arrival. They will spend no longer than two hours at the surgery and will make every effort not to disturb the everyday running of the surgery.

For your information, I have attached a leaflet further outlining Healthwatch Bromley's role. I thank you in advance for your cooperation. If you have any queries in the meantime, please do not hesitate to contact me.

Yours sincerely

Stephanie Wood
 Community Engagement Officer, Healthwatch Bromley

Community Links Bromley has been commissioned by Bromley Council to deliver Healthwatch Bromley. Charity No: 1045255 Company No. 3020127



Appendix 2: Questions for Reception Team



Points of Discussion for the Reception Team

Number of appointments per week

Opening hours

First and last bookable appointments

Commuter clinics and out of hours services



Appendix 3: GP Access Survey

GP Practice: _____

Date: _____

Time: _____

Enter & View Representative: _____

In which ways is it possible to book appointments at your surgery?

Telephone	<input type="text"/>
SMS (text message)	<input type="text"/>
Online	<input type="text"/>
In person	<input type="text"/>
Email	<input type="text"/>

How satisfied are you with the opening hours at your surgery?

Very satisfied	<input type="text"/>
Satisfied	<input type="text"/>
Neither satisfied or dissatisfied	<input type="text"/>
Dissatisfied	<input type="text"/>
Very dissatisfied	<input type="text"/>

How would you prefer to be able to book an appointment with your GP surgery?

Telephone	<input type="text"/>
SMS (text message)	<input type="text"/>
Online	<input type="text"/>
In person	<input type="text"/>
Email	<input type="text"/>

How often are you able to book an appointment on your preferred day and time?

Always	<input type="text"/>
Often	<input type="text"/>
Sometimes	<input type="text"/>
Rarely	<input type="text"/>
Never	<input type="text"/>
Not tried	<input type="text"/>

If booking by phone, on average how long is your waiting time?

1-2 minutes	<input type="text"/>
5 minutes	<input type="text"/>
5-10 minutes	<input type="text"/>
Have to redial due to high demand	<input type="text"/>

How often are you able to book an appointment with a named GP?

Always	<input type="text"/>
Often	<input type="text"/>
Sometimes	<input type="text"/>
Rarely	<input type="text"/>
Never	<input type="text"/>
Not tried	<input type="text"/>



Do you require assistance to access your GP?

Translation services	<input type="text"/>
British Sign Language	<input type="text"/>
Other	<input type="text"/>
If yes, do you receive the services you require?	<input type="text"/>

Has your GP ever inquired as to whether you have any additional requirements e.g. a translator or interpreter?

Yes	<input type="text"/>
No	<input type="text"/>

How easy is it to book follow up appointments for particular services? (e.g. counselling, blood tests, elderly, talking therapies etc.)

Very easy	<input type="text"/>
Relatively easy	<input type="text"/>
Difficult	<input type="text"/>
Very difficult	<input type="text"/>

If unable to secure a suitable appointment with your GP, what was your next choice of action?

Did not see or speak to anyone	<input type="text"/>
Took the appointment that was offered	<input type="text"/>
Made an appointment for another day	<input type="text"/>
Decided to contact the surgery another time	<input type="text"/>
Saw a pharmacist	<input type="text"/>
Went to A&E/a walk in centre	<input type="text"/>
Had a consultation over the phone	<input type="text"/>

If you were unable to book an appointment to suit you, were you signposted to other available services, such as commuter clinics?

Yes	<input type="text"/>
No	<input type="text"/>

How satisfied would you say you were with process of booking appointments and doctor accessibility?

Very satisfied	<input type="text"/>
Satisfied	<input type="text"/>
Neither satisfied or dissatisfied	<input type="text"/>
Dissatisfied	<input type="text"/>
Very dissatisfied	<input type="text"/>

Have any appointments you have booked been cancelled or rescheduled? If so, were you offered an alternative appointment within a reasonable time frame?

Yes	<input type="text"/>
No	<input type="text"/>

On a scale of one to five (one being the lowest and five the highest) how polite and welcoming did you find the reception team?

One	<input type="text"/>
Two	<input type="text"/>
Three	<input type="text"/>
Four	<input type="text"/>
Five	<input type="text"/>



In the past year how easy have you found the following on a scale on one to five? One being very easy and five being very difficult)

- Getting through on the phone
- Speaking to a doctor on the phone
- Speaking to a nurse on the phone
- Obtaining a test result by phone

How do you travel to your GP surgery?

- Walk
- Public Transport
- Car
- Other

How is it possible to leave feedback of your appointment or experience at your local GP?

- Comment box
- Questionnaire
- Personal inquiry
- Emailed
- Postal letter
- Phone enquiry

Does your GP offer regular Patient Participation Groups?

- Yes
- No

If no, would you be interested in this?

- Yes
- No

Are you male, female, transgender, prefer not to say?

How old are you?

- 0-18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75+
- Prefer not to say

Do you have caring responsibilities for anyone in your household with a longstanding health condition or disability?

- Yes
- No

How would you describe your ethnicity?

- White
- Asian
- Black
- Mixed
- Chinese
- Other ethnic group

Do you consider yourself to have a disability?

- Yes
- No

Any additional comments



Appendix 4: GP Practices in the London Borough of Bromley

- Bromley Common Practice
- Chelsfield Surgery
- Chislehurst Medical Practice
- Dysart House Surgery
- Forge Close Surgery
- Green St Green Medical Centre
- The Surgery Highland Road
- The Surgery Tubbenden Lane
- Links Medical Practice, Downham Surgery
- Links Medical Practice, Mottingham Surgery
- London Lane Clinic
- South View Partnership
- Summercroft Surgery
- Trinity Medical Centre
- Ballater Surgery
- Bank House Surgery
- Broomwood Road Surgery
- Charterhouse Surgery
- Crescent Surgery
- Cross Hall Surgery
- Derry Downs Surgery
- Family Surgery
- Gillmans Road Surgery
- Knoll Medical Practice
- Norheads Lane Surgery
- Poverest Medical Centre
- Stock Hill Medical Centre
- The Surgery - Dr M J Begum
- Tudor Way Practice
- Bromley Part Surgery
- Whitehouse Surgery
- Addington Road Surgery
- Anerley Surgery
- Cator Medical Centre
- Elm House Surgery
- Cornerways Surgery
- Eden Park Surgery
- Manor Road Surgery
- Oakfield Surgery
- Park Group Practice
- Pickhurst Surgery
- Robin Hood Partnership
- Southborough Lane Surgery
- St James Practice
- Station Road Surgery
- Sundridge Medical Practice
- The Woodlands Practice
- Wickham Park Surgery

Appendix 5: Comments regarding GP Practices in the London Borough of Bromley

“Staff very friendly, always helpful, doctors actually listen”

“There are always too many people in the surgery and I always seem to be waiting ages to be seen. There needs to be more doctors and nurses there.

If I have had a quite serious problem I always end up at the minor injury clinic as I can't get an appointment at the surgery. It is getting worse as there are more patients therefore more long waiting.”

“Earlier surgery appointments in morning”

“Getting through on Phone is really hard. I usually travel to surgery to book an appointment.”

“Would like to have more appointments available after up to 7pm.”

“Would really appreciate routine appointments being available at Weekends and earlier AM/Later times, as very difficult to make appointments.”

“Very difficult to get through on phone but when you do, staff are friendly and supportive.”

“Once the hurdle of getting an appointment has been got over, the care, consideration and kindness of the doctor or nurse seen has been exemplary.”

“Dr Mackenzie and Dr Parker have been our Family GP's for a number of years and we cannot fault them or any of the practice staff. Having worked in a busy practice myself, I know how challenging the role can be and have nothing but praise for all concerned.”

“Never seen on time, usually have to wait at least 20 minutes, often longer.”

“Excellent GP practice. I have been going to them for years. And I have been very grateful for their support.”

“Would be helpful to have surgery open on a Saturday instead of having to wait until Monday if feeling ill on Friday.”

“I would like Saturday surgery.”

“The music in the waiting area is terrible!”

“I am a new patient, at my last surgery (Parkside, South Croydon) if were ill you could ring up in the morning and be seen very early in the morning for an emergency appointment - As you never know when you are going to be ill. The appointments here are pre made. These ones should be later and more emergency ones kept for the morning as waiting until 10:30 is hard when I work in London and half the day has gone. I know that a telephone triage is available which is good but sometimes not the same as seeing a doctor.”

“Overall I do not have a problem with the way my GP operates they are always helpful.”

“In general very good. Doctor is attentive, listens and compassionate. Once had to wait over 1.5 hours sometimes receptionist makes comment if you're just 1 or 2 minutes late.”

“Today is my first appointment so I don't know much about appointment availability or the place in general.”

“Very busy surgery, maybe not enough doctors get appointments for emergencies - Very difficult used to ring in afternoon and have to “lie” to make to more urgent or serious in order to be seen.”



“Get an automatic door. The front door is so heavy and it’s difficult to get in and out with pushchair. An Automatic Check in Service would also be an advantage.”

“Very good service.”

“Helpful and caring.”

“Rarely visit doctor for appointments so not aware of all services”

“A lovely practice”

“Cannot get repeat prescription over the phone”

“Trying to get an appointment for the same day is very hard, which can be stressful, as then they ask if it is an emergency as they only have those appointments left. If it was an emergency I would go straight to the hospital, not be on the phone trying to get an appointment.”

“Had to wait four weeks for an appointment”

Waiting times - “varies sometimes, connected today quick”

“Told to ‘google it!’ if you can’t get an appointment”

Phoning up in the morning can be difficult, lines are busy.

“Sometimes you have to wait in the waiting room for a long time to see a GP”

“Great surgery, very helpful and welcoming”

“Green St Green are a great GP surgery especially with babies and young children”

“Open on a Saturday!”

Phones - “very long wait on occasion” “never get an appointment on the day” “wait a week” for an appointment

“That with so many doctors in the practice/surgery longer days could be arranged, and as it is difficult to get a last minute appointment why not have one doctor each day operating a walk in service?”

“It would be good to have a Saturday morning surgery”

“Always polite, nice and kind”

“Lack of buggy access is a problem with two small children and waiting area in Petts Wood is inadequate without buggy”

“Bring back the Wellbeing Nurse Service”

“There are often long waiting times at the surgery even though timed appointments have been booked.”

“The appointment system is incomprehensible and it would be good to have a doctor you know. You appear to be a computer record.”

“You need to book appointments at least 1 week plus in advance.”

“Not enough doctors therefore you have to wait for doctor’s appointment about 2 weeks in advance.”

“For a particular doctor, you may have to wait 2/3 weeks.”

“I have always been really happy following appointments with doctors. They take time and have always been thorough, have been understanding willing to offer advice if really concerned. I have experiences of practices where this has not been the case.”



“I find the doctors surgery helpful that I use.”

“Was unable to get an appointment and was offered one in 2/52 - that is the earliest.”

“If I call on the day at 8.00 am, I am at work and often unable to do this.”

“Often use UCC re children as this is a quicker way to see a doctor, but this is not the correct way to use the service.”

“When I called at 8.00 am one day I was 18th in the queue. I got through to the receptionist at 8.07 am but the only appointment left was 2.40 pm.”

“I think the service is good but I have never needed an urgent appointment so I don't know whether that would be easy. I usually book an appointment 3-4 days in advance.”

“This Doctor's surgery has always been very helpful with my two small children.”

“Don't use the doctors very often, but find that appointment availability always scarce on the day you want.”

“Survey completed by husband of disabled wife and full time career both aged 88, now finding caring very difficult, also to visit the surgery quite an ordeal as home visits from doctor is also very difficult to arrange.”

“Been with them for years and always been satisfied and happy with them”

“Doctors and nursing to learn people with a learning disability and difficulty.”

“I am satisfied with our GP Surgery service.”

“Something don't get seen the time you book could be 20 minutes later.”

“For people that work full time, no out time working hours service.”

“Difficult to have an emergency appointment. Always having to wait on your appointment time but if late you don't get to seen.”

“I've always found doctors at this practice to be very polite, through and responsive. They have always tried their best to accommodate my requests. I saw Dr Walker today and she was particularly good at making me feel at ease for a slightly invasive procedure. Overall my experience here have always been positive and I have a very good impression of all the staff and services offered.

“Please you need to ask about if we satisfied with our GP because many times we are not satisfied so we have to go to a private Doctor or to hospital.”

“Pleased with my surgery, I have not experienced any problems.”

“Trying to get appointments proves very difficult and is very frustrating.”

“Recently the surgery has been restructured and there are teething problems as a result. In the past, the service has been excellent and, hopefully, will be again.”

“The surgery could do with more doctors in the evening. Callers who queue in person get preferred appointments so even when you call first thing you can get a 10am slot.”

“Find it difficult to get an answer on the phone, up to 20 minutes to get answered. Object to being asked by a receptionist why I wanted to see a doctor.”




GP Access in the London Borough of Bromley

healthwatch
Bromley

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