

## Shaping General Practice (GP) Services for the next 5 years

### Survey

Your local NHS is working hard to plan GP services to make sure they meet the needs of patients now and in the future. We need your help to really understand what would work well for patients and carers. We would like you to give your views on:

- Your current experience of access to GP services between 8 am and 6 pm Monday to Friday
- How you would use services if opening hours were extended
- How patients can be encouraged to take greater control of their health
- What mental health services you would like to see delivered in primary care
- How you would like to be communicated with
- Your awareness of the availability and roles of other healthcare professionals in your practice

This survey is available to complete online at:

[www.mansfieldandashfieldccg.nhs.uk](http://www.mansfieldandashfieldccg.nhs.uk)

[www.newarkandsherwoodccg.nhs.uk](http://www.newarkandsherwoodccg.nhs.uk)

Please return this form either by email to [julie.andrews@mansfieldandashfieldccg.nhs.uk](mailto:julie.andrews@mansfieldandashfieldccg.nhs.uk) or by post to:

**Freepost RTGE-CRAT-BABH**  
**NHS Mansfield & Ashfield CCG**  
**Hawthorn House**  
**Mansfield**  
**NG21 0HJ**

The closing date for responses is **Friday 28 July 2017**.

Thank you for taking the time to complete this survey.



**Current Experience of Access to GP Services**

**Q1** How easy is it to get an appointment at a convenient time at your GP surgery between 8 am and 6 pm?

- Extremely easy
- Fairly Easy
- Not very easy at all
- I can never get through
- Don't know

**Q2** How easy is it to get an appointment at a convenient time with a named GP at your surgery?

- Extremely easy
- Fairly Easy
- Not very easy at all
- I can never get through
- Don't know

**Q3** How easy it is to get a pre-bookable appointment with your GP?

- Extremely easy
- Fairly Easy
- Not very easy at all
- I can never get through
- Don't know

**Q4** If you have a non-urgent or routine healthcare would you find it acceptable to have a consultation in your GP practice with one of the following members of the team (please select as many as apply):

- Advanced Nurse Practitioner
- Healthcare Assistant
- Clinical Pharmacist
- Mental Health professional
- Occupational therapist
- Physiotherapist
- Receptionist who is trained to signpost you to appropriate health services
- None of the above

**Q5** Have you received any information that has helped you to understand when it is appropriate to see other members of the team at your GP practice?

- Yes
- No
- Don't know

**Q6** What are your preferred methods of communication with your practice?

- Email
- Text
- Website
- Telephone
- Letter

**Informing plans for delivery of extended GP access**

**Q7** Would you find it acceptable to consult with your GP practice about your non-urgent and routine healthcare needs in any of the following ways (please select as many as apply)?

- Telephone consultation
- E-consultation (completing a secure online form)
- Using Skype (or similar video service) to talk to a GP in your practice
- Using Skype (or similar video service) to talk to a nurse or other appropriate health professional in your practice
- None of the above

**Q8** Which of the following sessions would you use if they were provided by a GP from *outside* your usual practice team at a *different* GP practice for *urgent* healthcare? Note that this would not affect your usual GP's availability (please select as many as apply).

- Weekday, late evening sessions (6 30 pm to 8 pm)
- Saturday morning sessions
- Saturday afternoon sessions
- Sunday morning sessions
- Sunday afternoon sessions
- Bank Holidays
- None of the above

**Q9** Which of the following sessions would you use if they were provided by a GP from *outside* your usual practice team at a *different* GP practice for *non-urgent or routine* healthcare? Note that this would not affect your usual GP's availability (please select as many as apply).

- Weekday, late evening sessions (6 30 pm to 8 pm)
- Saturday morning sessions
- Saturday afternoon sessions
- Sunday morning sessions
- Sunday afternoon sessions
- Bank Holidays
- None of the above

**Q10** Would you visit a different GP practice (other than your usual practice) for any of the following purposes (please select as many as apply)?

- To see a doctor urgently (more quickly than was possible at your own practice)
- To see a doctor for a routine or non-urgent matter at a time more suitable to you
- To see a doctor from another practice who has particular expertise in your current condition
- None of the above

**Q11** If you needed routine or urgent healthcare at the weekend, would you usually be able to travel to a central location, for example (another practice within Newark & Sherwood and Mansfield & Ashfield), if this was made available?

- Yes
- No
- Don't know

Comments:

**Q12** How far would you be willing to travel to access routine or urgent healthcare services?

- 0-3 miles
- 4 – 7 miles
- 8 – 10 miles
- 10 miles+

Comments:

### Maintaining a healthy lifestyle

Maintaining a healthy lifestyle through regular physical activity, eating healthily and not smoking will help prevent ill health. If you do need to have planned surgery you will also be in better health to proceed with that surgery in a timely way and benefit from a shorter hospital stay. The pathway for a person in good health and a person in poor health will differ as follows:

- Good health – pathway for patient who is a non-smoker, fit and well – immediate access to planned surgery
- Poor health – a patient who is a smoker, overweight and has badly managed diabetes would be unsuitable for planned surgery and surgery would be delayed to address issues prior to surgery

**Q13** If required, do you feel supported in maintaining a healthy lifestyle by your GP through (please select as many options as apply):

- Signposting to other services
- Information on self care
- Information on support groups
- Online resources
- Not required

**Q14** Do you agree that patients should be in the best possible health before undergoing planned surgery?

- Yes
- No
- Don't know

Comments:

**Q15** Would it be acceptable to you, if you were advised to do so, to delay your surgery until such a time that you are in the best possible health?

- Yes
- No
- Don't know

**Q16** At what stage of the journey should patients be asked to take steps to address issues impacting on their ability to have surgery, eg stop smoking, lose weight, ensure diabetes is well managed?

- Consultation with GP
- First out-patient appointment with Consultant
- Pre-operative assessment
- Don't know

**Q17** If you need to improve your fitness prior to surgery who should support this:

- GP
- Pre-operative assessment team
- Other (please specify)

**Q18** Do you believe that a greater awareness of the possible risks and complications of surgery would motivate patients to address issues that impact on their health and wellbeing?

- Yes
- No
- Don't know

**Q19** How could you be more involved in identifying and considering other options to surgery and be an active partner in the decision making process?

### Mental Health

**Q20** What mental health services would you like to see delivered in primary care:

- Short brief interventions to deal with stressful situations
- Group cognitive behavioural therapy (talking therapy that can help you manage your problems by changing the way you think and behave)
- Other (please specify)

**New roles in General Practice**

**New roles in General Practice**

A number of different health care professionals are working in general practice including:

- Advanced Nurse Practitioners
- Healthcare Assistant
- Clinical Pharmacist
- Mental Health professional
- Occupational therapist
- Physiotherapist
- Receptionist training to identify appropriate health services

**Q21** How can we make sure patients have a greater awareness of the roles undertaken by different healthcare professionals and the types of health issues they are best placed to deal with?

**Equality & Diversity**

We are committed to providing equal access to healthcare services to all members of the community. To achieve this, gathering the following information is essential and will help us ensure that we deliver the most effective and appropriate healthcare.

**Responding to these questions is entirely voluntary and any information provided will remain anonymous.**

**What are the first four digits of your postcode:**

**What is your age?**

- Under 18       19 – 25       26 – 35       36 - 45  
 46 – 55       56 – 65       66 or over  
 Prefer not to state

**What is your gender?**

- Male       Female       Prefer not to state

**Do you/have you ever identified yourself as trans or transgender?**

- Yes       No       Prefer not to state

**What is your status?**

- Single       Married/Civil partnership       With partner       Widower  
 Separated       Divorced/Dissolved       Prefer not to state

**Are you pregnant or have you had a baby in the last six months?**

- Yes       No       Prefer not to state

**Which of the following best describes how you think of yourself?**

- Heterosexual (attracted to the opposite sex)       Bisexual (attracted to both sexes)  
 Lesbian/Gay (attracted to the same sex)       Other  
 Prefer not to state

**Do you consider that you have a disability?**

- Yes       No       I don't know       Prefer not to state

**If yes, how would you describe your disability?**

- Sensory       Learning       Mental health       Physical  
 Other       Prefer not to state

**Do you have a religion or belief?**

- Buddhism       Christianity       Hinduism       Islam  
 Judaism       Sikhism       No religion  
 Other       Prefer not to state

**Please tell us your ethnic group:**

- African       Arab       Bangladeshi       Caribbean       Chinese  
 Gypsy/Traveller       Indian       Irish       Pakistani  
 Polish       Russian       White British       Other  
 Prefer not to state

**How satisfied are you with how this engagement is being run?**

- Very satisfied       Satisfied       Neither satisfied or dissatisfied  
 Very Dissatisfied       Prefer not to state

## Thank you for taking part in this survey.

Please contact the Patient Experience Team on 0800 028 3693 if you require:

- any further information
  - support to complete this survey
  - copies of the information and survey in different languages and formats
- [www.mansfieldandashfieldccg.nhs.uk](http://www.mansfieldandashfieldccg.nhs.uk)  
[www.newarkandsherwood.nhs.uk](http://www.newarkandsherwood.nhs.uk)