



# Western Road Surgery

Patient Survey Report 2012-2013

*With thanks to all our Patients and Patient Group Members  
who took the time to contribute to this Report.*

## Introduction

Patient Involvement has been a key initiative driven by the Department of Health over the last few years to ensure that patients are involved in decisions about the provision and quality of care they access. Western Road Surgery wishes to ensure that patients are involved in decisions about the range and quality of services provided and, over time, commissioned by us with our colleagues across the locality. In undertaking this we aim to encourage our patients to participate in giving us their views by either joining our Patient Participation Group which is a “face to face” group that meets throughout the year or by joining our Patient Reference Group which is a virtual group that is able to have their say about our services by means of internet access, email, post or telephone.

In 2011-2012 the Practice worked with a small number of patients who formed our Patient “face to face” Group (PPG). We meet approximately 4 times a year and during 2011-2012 the PPG worked with the Practice to develop the “virtual” Patient Reference Group (PRG). Both groups supported the implementation of our patient Survey during the same year and agreed a Report and Action plan based on the results of that Survey.

In the main the action plan agreed from last years Survey was completed although the Practice still has to implement some maintenance work during 12-13 which will include one aspect of the action plan, being speed limit notifications for driving on the premises. Additionally it was felt that a system for on-line registrations was not feasible given the amount of information required at registration. A continued and more personal approach for registration processing will ensure that patients had the relevant information for their healthcare needs supplied at the first point of contact with the Surgery. *Please see Appendix A at end of this document which details last year’s actions and achievements.*

The Practice has continued to advertise both the PPG and PRG and is always keen to encourage new membership. Members of our PPG have spent time in our waiting room talking to you, our patients, to involve you in what has been happening and to encourage your support again in the development of the priorities and Patient Survey we undertook at the end of 2012.

We are pleased to say that we have had a few new members join (although overall numbers have decreased where members have moved out of the area or have deceased).

This report will:

- Give details of the makeup of the Patient Reference Group
- Look at how the Practice sought to gain a fair representation of patients across boundaries such as age, sex, ethnicity etc.
- Review the process implemented to ensure that you agreed and understood the priorities in today’s health arena
- Inform how we worked with our Patient Groups to establish and implement our Survey
- Review the results and look at the comments patients made
- Identify how we then consulted with you with regard to the outcomes of the Survey and the suggestions we made in response to the results of the Survey

- Give an action plan that was agreed with our Patient Groups
- Confirm our opening times and accessibility to the primary care service available at Western Road Surgery

As a Practice we wish to thank you all for your continued support and welcome your ideas and feedback on the services we provide and strive to improve for the benefit of everyone concerned.

Thank You

A handwritten signature in black ink, appearing to read 'Julie Jackson', with a long horizontal flourish extending to the right.

JULIE JACKSON

Practice Manager

During 2012 the Practice continued to encourage patients to participate through one of the forums mentioned in the introduction and we are pleased to say that we have had a few new members join (although overall numbers have decreased where members have moved out of the area or have deceased).

This report will:

- Give the profile of both the Patient Reference Group & Practice population
- Look at how the Practice sought to gain a fair representation of patients across boundaries such as age, sex, ethnicity etc.
- Review the process implemented to ensure that you agreed and understood the priorities in today's health arena
- Inform how we worked with our Patient Groups to establish and implement our Survey
- Review the results and look at the comments patients made
- Identify how we then consulted with you with regard to the outcomes of the Survey and the suggestions we made in response to the results of the Survey
- Give an action plan that was agreed with our Patient Groups
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## Patient Reference Group Profile

The Practice has approximately 9,900 patients and the challenge in trying to establish a profile of patients that is reflective of the practice population lies in engaging patients to participate.

Since 2011 the Practice has tried various means to encourage participation from initially sending our letters to a random selection of patients, including those in vulnerable or difficult to reach groups, to advertising within the Practice and on the Website. Members of the Patient Participation Group have also supported our endeavours and spent time at the Surgery campaigning for new members. Last year we were keen to encourage patients with learning disabilities to join our group, or someone to represent them such as their carer, and we are pleased to say that this year we did achieve in attracting one representative carer to support the PRG.

At 1<sup>st</sup> March 2013 our Patient Reference Group (PRG) is made up of 346 members between the ages of 17 and 90 years.

Age Range	17 – 30	20	patients
Age Range	31 – 50	136	patients
Age Range	51 – 70	127	patients
Age Range	71 +	63	patients

**There are 230 female representatives and 116 male representatives.**

Billericay is a predominately white British population which is fairly reflected in Western Road Surgery's demographics.

**Ethnicity of our patient group, where stated, is broken downs as follows:**

234 members are white/white British

5 members are Black, Indian, Chinese, Asian or other mixed ethnicity

107 members have not stated their ethnicity

Not all ethnicity is recorded as members may wish to exercise their right of choice not to provide this personal detail.

### **Patient "Face to Face" Participation Group**

Included in the above figures we have five members who represent the Patient Participation Group and who attend meetings at the Surgery. This group has members within the age groups of 31 – 50 and 51 – 70.

The profile of the patients in the PRG also reflects that at least 38% are those with long term conditions such as respiratory, mental health, depression, diabetes, coronary heart disease and who may be housebound or have/or be a carer. As some groups of patients are harder to engage than others, the Practice advertises through the website, by posters in the Surgery and via correspondence that the PRG is continuing to encourage new members, especially those with long term conditions, to come forward.

It is our intention to continue to work with our patients to engage further contributions to help us improve the standard of services offered and, with the work we are undertaking, we hope to encourage more people from all walks of life to come forward and help us.

## Practice Population Profile

Our Practice population covers 9,906 patients and the profile is depicted as follows:

### Age/Sex Breakdown:

	Male	Female	Total	Representative at PRG
0 – 16	1028	983	2011	0
17 – 30	662	630	1292	1.5%
31 – 50	1430	1533	2963	4.58%
51 – 70	1122	1193	2315	5.48%
71+	569	756	1325	4.75%
Totals	4811	5095	9906	

### Ethnicity

	Recorded at Practice	Representative at PRG
White/White British, Scottish, Irish, Welsh/White Other	6088	3.84%
White and Black Afro Caribbean/African	10	10%
Ethnic Group Census NOS/not stated/not recorded	3788	2.82%
Chinese	3	33.33%
Indian/Bangladeshi or Asian Background	14	21%
Other mixed	3	33.33%

### Hard to Reach Patient Groups

	Recorded at Practice	Representative at PRG
Carers	110	5.45%
Care Homes, Residential/Nursing Homes	18	5.55%
Learning Disabilities	18	5.55%
Patients with Mental Health related condition	49	4.08%
Patients with Long Term Conditions	2329	5.62%

## How we sought YOUR views on what PRIORITIES we needed to review to improve health services

The PPG met with the Practice on 19<sup>th</sup> September 2012 to discuss the 2012-2013 Patient Survey and to review what health priorities were considered to be a concern. As part of this meeting the Practice informed the Group that they were undertaking work around patient attendance at Accident and Emergency Departments in order to ensure that attendance was clinically appropriate and, where not, patients were kept informed of the alternative services that were available to them other than an Accident and Emergency Department.

The discussion highlighted the fact that A&E Departments were an “obvious” target point for some patients when they realised their surgery was closed. Additionally it was clear that even at practice level there was not much information or marketing around the alternative services such as the Out of Hours Service that supports the Practice or other service providers such as Minor Injury Unit, Walk-In Centres, etc.

In view of this it was agreed to ask the wider PRG and patients for their thoughts as to whether or not they would consider the access to Out of Hours services a priority for this year.

Letters and emails were sent to members of the PRG, along with telephone calls to those members who preferred, detailing the proposed Survey but still asking for other ideas should patients not consider the subject matter a priority. Information was put in the waiting room and our PPG members attended the Surgery to inform patients what was happening. A draft and suggested Survey (copy at Appendix B) was composed in order that patients could get a real flavour of what we believed was an important task in order to consider the content of the proposed Survey at the same time.

We received many positive responses to the idea of using Out of Hours Services as a priority for this year's Survey and some of the comments received are noted herein. To detail all of the responses would take up too much time for the reader of the report but the comments below are a flavour of those we received.

I do think its a good idea. There seem to have been many changes and it would be a great way to find out where, if any, confusion lies.

*Survey seems fine to me, and appropriate. All the questions appear to be OK.*

I think that this is an excellent idea for a survey this year as there is nothing worse than having a medical emergency out of hours and not knowing who you can contact for help.

***A comprehensive list of all available Medical Services plus where and how these can be accessed would be very useful including phone numbers and hours of service. This should be accessible for all patients not just on registering with the Practice. Could this also include District Nurses? We ended up earlier this year at A and E when we could have contacted the District Nurse who we were under at the time but we were unaware that this service was available out of normal working hours for emergencies.***

Survey seems a sensible way forward ,agreement as a priority

*yes I agree with the suggestion and I have looked at the questions put forward and they seem fine to me.*



I think the Patient Survey that is attached to your email is a very good idea.

*I think this is a good subject for review. I've looked at the questions and have just one piece of feedback. I'm not clear if the minor injuries unit, which I hadn't heard of before, is in fact the same as the walk-in centre in the car park near the big Sainsburys in Chelmsford, or if it is something different. It may be worth clarifying in the question. My initial response to this question would be to say that I hadn't heard of it but then I thought maybe I had under a different name.*

Just to let you know I feel the Survey questions you have suggested for this year are excellent and agree they be a priority for review. I would answer 'No' to several of the questions, as I feel many others would too.

*as requested my opinions regarding survey..*

*1/yes would consider survey to be a priority & very useful.. i was not aware of out of hrs detail or minor injury unit..*

*2/.at this moment i can think of no other services required.i am generally very happy with the service we get.*

*my wife is very demanding of the surgery & she gets excellent attention from her doctor simon butler..*

**have reviewed the attached survey and I think that the questions are relevant to the out of hours service.**

*Personally I have had little need to access this service but I would support this survey if you believe it will assist patient's in the future.*

When I have needed to access out of hours I have had enough knowledge about the service to know how to go about it, but agree that the more informed you are the easier the process.

*I think that this will reveal a huge gap in most patients' knowledge and think it essential to improve their awareness of what is available out of surgery hours. An excellent questionnaire which should be followed up by availability of the necessary information*

In response to the sample/draft set of questions re services available to patients when the surgery is closed, I'm in full agreement, and feel it would be a great help to the majority of patients to have this information to hand.

*Just to let you know that I am in full agreement with your proposed alternative survey, based on the services available when the surgery is closed.*

With reference to your letter dated 14th November 2012 concerning an alternative Patient Survey, I confirm that in my opinion the idea is excellent and that the information obtained from completion of the form, would assist the Doctors understand exactly what their patients know about out of hours services.

*Although the Western Road Surgery Practice Booklet is very informative, it only contains one sentence concerning "out of hours service" The information given is that any calls made to the surgery will automatically be transferred to the out of hours provider. There is no mention as to where or whom this out of hours provider will be. In my opinion such information would be reassuring, and could be included in the Practice Booklet. Data regarding Minor Injuries Clinic location and services could also be included and therefore avoid unnecessary visits to A&E.*

## The Survey

During December 2012 the Practice emailed and sent copies of the Patient Survey to all the Patient Reference Group. We also contacted some patients by telephone where appropriate. In addition the Survey was posted on line handed out to registered patients during the daytime at the Surgery. This was supported by members of our Patient Participation Group who came in and gave the Surveys out alongside our Receptionists.

The Practice initiated approximately 850 Surveys and, in total, 521 patients and PRG members completed the Survey. This gives a response rate of 61%. The results were analysed by the Practice, PPG and PRG and are detailed later in this Report.

In summary the results indicate that patients are using the Out of Hours Service and we know from data that we get here our patient attendances at Accident and Emergency Departments are low in comparison to other Practices. We hope this is because, in the main, we offer a good appointment service and many people are informed in using our GP colleagues when the Surgery is closed.

The Survey still highlights however a need to firstly have a pro-active method of informing patients of what services meet what type of need when the Surgery is closed and secondly to raise awareness of this with the Practice and its population together with our external stakeholders such as the Basildon and Brentwood Clinical Commissioning Group.

The Results indicate that there is lack of knowledge about services within South West Essex such as the Minor Injury Unit based at Orsett Hospital or the Walk-In Centres in the surrounding localities. When asked if patients knew of the Minor Injury Unit opening times or what services the Unit provides only 24% said they did.

In order to determine an Action Plan as an outcome of the Survey the Practice again contacted all members of the Patient Reference Group (on 5<sup>th</sup> February 2013) for their thoughts on the results. At the same time it was suggested that the Action Plan for 2013 focuses on a marketing campaign to inform patients of all Out of Hours services, including what they provide, opening times and location.

All members who responded to Practice contact agreed with the proposed Action Plan following review of the results. Some of the comments received are detailed overleaf but, again, we have not included all comments in fairness to the reader.

## Patient Reference Group – response to Survey results and proposed Action Plan:

Very comprehensive analysis of the Questionnaire and very interesting to read comments. Seems as though those who know about "out-of-hours" services have actually used them and those of us who don't know about "out-of-hours" services have never/rarely used them and of course when we DO need to know about them it will be "trial and error".

I think you're absolutely correct in wanting to run a marketing campaign and whatever format it takes it must be in hardcopy/printable form so that the entire population of the practice can have something that can sit near a phone for when emergency strikes. I also think that South Essex must be involved, to ensure any leafletted information is fully correct and up-to-date, BUT the end product must be targeted at the practice population, not a South Essex generic document that will get relegated to a drawer/shelf because it is too extensive.

*I agree with the comments made (in terms of the need for information about what options there are). I saw in the practise there is a practise leaflet, perhaps some of the information is in there? It might be helpful to let people know when it is updated too. The last time I picked up the leaflet was when I moved into the area c20 years ago.*

*Thank you for sending these results for our perusal.*

From the comments already given I agree with the last that, as a new parent the necessity to use these services was heightened. In emergencies I divert straight to A&E because my feeling is that if it can't wait till morning then it must be an emergency. I have used the out of hours GP at Basildon at the advice of NHS direct and I would consider this service disastrous! I love my surgery because if I need an appointment I can get one through the day. It would be nice to be able to rely on that excellent service over night.

I found it very interesting to see the problems that people had suffered with that they needed to seek out of hours care. A lot of these I wouldn't have dreamed calling my GP about even during surgery hours. Strokes, heart problems and broken bones are all instances where I would naturally have diverted to A&E assuming that my GP would not have the necessary equipment to assist me. Patient perception about these services is, therefore, definitely a factor. I would not consider minor injuries at Orsett to be in our area so never think of driving this far to be seen.

The stock road hospital would make an excellent base for an out of hours surgery if the need for this service was high enough.

I hope these comments are helpful.

*Firstly a sincere thank you for being given the initial results of the survey. The existence of the survey itself and the contents bear witness to the excellent service provided by the Western Road practice. This is typified by*

- The easy to use and effective on line appointments procedure,*
- The ability to make an appointment up to two weeks in advance*
- And above all, the assurance that, in an emergency, patients are never turned away because there is not an appointment slot available but will be seen at the end of morning or evening surgery*
- The ability to have a telephone appointment on the day with a doctor on an issue that does not, on the face of it, require a face to face surgery visit and is therefore less time-consuming for doctor, admin staff and patient.*

*The survey in general must be reassuring to the practice, but it highlights the fact that in a perfect world we would have "our own" doctor available at the drop of a hat 24/7. Not possible. The world has moved on and rightly so (I still wince in embarrassment in*

*recollection of the time I had “an emergency” phone consultation at 2.45am with Dr Pam Butcher that in hindsight could have waited until morning).*

*Obviously as a Billericay resident I would agree with the points made in the survey that it would be helpful for a town of this size to have a localised out of hours GP service. There is merit in the suggestion, but conversely I can recall the Sunday night five years ago, when, in intense pain, I was driven to the out of hours unit at Basildon Hospital, saw the duty GP immediately and within minutes was then wheel-chaired across the road and directly to the surgical assessment unit. No need to wait for an ambulance, no waiting at A&E, but direct action. Not bad eh?*

*“Our” surgery has it right.*

I'm glad your out of hours GP service is appreciated.

Perhaps one good reason for people dialling 999, not mentioned in your survey, is that most paramedics do a superb job in terms of care and technical effectiveness.

I certainly think you should go ahead and provide clear informative material and guidance about what is available out of hours. We need all the guidance we can get at the moment to keep us as far from the doors of Basildon hospital as possible, until their problems are sorted.

I do have the highest regard for Western Road Surgery's in-hours service. So perhaps you will allow me to say that the whole approach to out of hours care seems wrong. With a population of 30,000 to serve, the GP practices of the town should be able to cooperate to have an out of hours GP service in the town, a walk in minor unit in the town and an open pharmacy within the town. No doubt you will say that other GP practices will not cooperate? Could you not at least shout loudly and publicly if you agree that such local cooperation should be the way forward? The whole point of GPs being in charge of funds is for them to show proper leadership.

St Andrews would be a good location for out of hours services.

*I do think its a good idea. There seem to have been many changes and it would be a great way to find out where, if any, confusion lies.*

Survey seems fine to me, and appropriate. All the questions appear to be OK.

*I think that this is an excellent idea for a survey this year as there is nothing worse than having a medical emergency out of hours and not knowing who you can contact for help.*

*In the past we have initially contacted N.H.S. Direct. Does this service still exist as it is not on your list. (Question 3)*

A comprehensive list of all available Medical Services plus where and how these can be accessed would be very useful including phone numbers and hours of service. This should be accessible for all patients not just on registering with the Practice. Could this also include District Nurses? We ended up earlier this year at A and E when we could have contacted the District Nurse who we were under at the time but we were unaware that this service was available out of normal working hours for emergencies.

## **ACTION PLAN**

1. The Action Plan for this year will be to implement a marketing campaign that will run throughout the summer. This will detail the new NHS 111 service which is replacing NHS Direct in March of this year, give details of the Minor Injury Unit and what services it provides, will give contact details for walk-in centres, and advice about our Out of Hours Service and details of those pharmacies that are open on a 24 hour basis.
2. We will submit a copy of this Report to the Basildon & Brentwood Clinical Commissioning Group for their information when reviewing the commissioning of services within the Billericay area.

The Practice and Patient Participation Group will develop the marketing campaign and will ensure that this is publicised to the Patient Reference Group, within the Practice, in the Practice Leaflet, on the Practice Website and at the point of Registration.

The Campaign will commence during the Summer with an anticipated start date of 1<sup>st</sup> August 2013.

If you would like any information or have any further comments with regard to helping with the publication of our campaign please write to Julie Jackson, Practice Manager, Western Road Surgery, 41 Western Road, Billericay, Essex. CM12 9DX. Alternatively email Julie at [julie.jackson4@nhs.net](mailto:julie.jackson4@nhs.net)

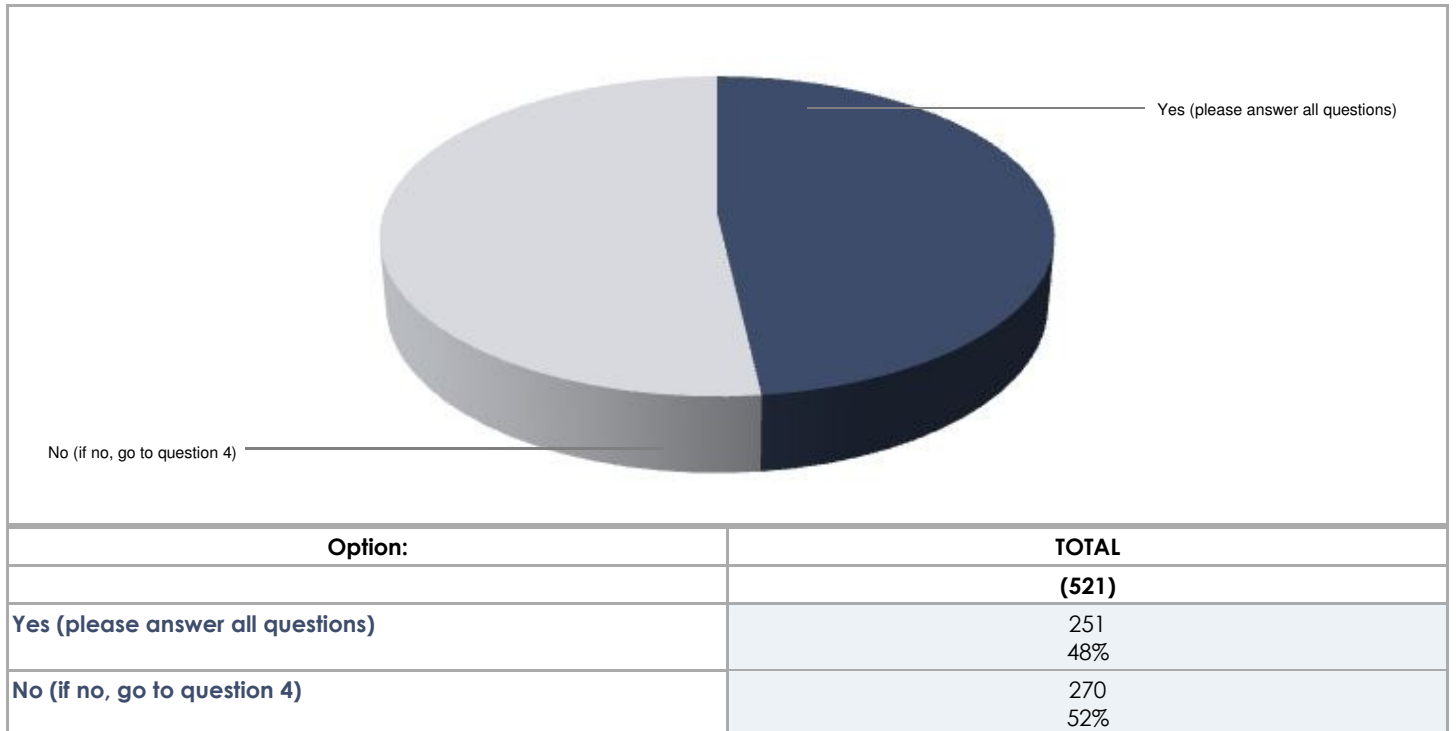
## **THE SURVEY RESULTS**

# Western Road Surgery Patient Survey 2012/13

## We Asked:

### 1. Have you ever had to seek medical help when the surgery has been closed?

Single answer question or grid (answers per option add up to roughly 100%)



Base: 521 out of 527 people answered this question

### 2. If you answered yes to question 1 can you please tell us what you needed to be seen for:

Large free-text box

Option:	TOTAL
	<b>(242)</b>
<b>Comments:</b>	<p>In two instances a fall. Attended A &amp; E Two instances bad cuts attended minor injuries</p> <p>Severe pain in leg that was constant and that occurred during the night</p> <p>pleurisy</p> <p>I was having severe breathing problems.</p> <p>When my daughter broke her arm. When my son was hit by a football and had double vision (I rang the surgery and was advised to go to accident and emergency). This was over 20 years ago.</p>

Option:	TOTAL
	<b>(242)</b>
	<p>Injured foot</p> <p>kidney stones</p> <p>On first occasion I had uncontrollable shaking. ON the second I couldn't get my breath.</p> <p>My husband had gall stones</p> <p>Various</p> <p>Couldn't breath</p> <p>Throat infection</p> <p>Acute pain in my chest and back</p> <p>problem with tonsils</p> <p>UTI</p> <p>Fell down the stairs</p> <p>Fell down the stairs</p> <p>Fell down the stairs</p> <p>Severe itching allover and dizziness . I rang NHS help line who said to stop taking some medication I had been perscribed and see GP asap Another occassion when I had severe pain in right side of chest which I suspected was pneumonia this was confirmed at A &amp; E</p> <p>wife had a problem with her eye</p> <p>my daughter has had dehydration and had to go to the out of hours surgery at the hospital and was then admitted</p> <p>Needed information about next steps when reacting badly to given medication so contacted for advice.</p> <p>NOSE BLEED</p> <p>Sick Child</p> <p>child bumped head</p> <p>.INTERNAL BLEED.</p> <p>Treatment of mouth ulcer, needed antibiotic &amp; painkiller to subdue serious dental pain.</p> <p>sons cut knee</p> <p>baby choking</p> <p>severe headache</p> <p>flu</p> <p>Collapse with severe stomache pains</p>



Option:	TOTAL
	<b>(242)</b>
	<p>lack of breath</p> <p>Severe choking. Could not catch breath. Called NHS Direct (not on your list) and they called the paramedic/ambulance. They then referred us to the Out of Hours service (not A&amp;E) at Basildon Hospital</p> <p>Bike accident</p> <p>Night after discharge from hospital after gynae rectocele operation. Extreme pain as completely bunged up as pre op. emema had not worked. Operation had continued even though staff on ward and consultant had been informed! As I was terrified I would split the stitches, I rang out of service doctor during the early hours of the morning. He wasn't particularly interested even though I was screaming with pain and just suggested returning to the hospital. Phoned and then attended Walk-in Gynae emergency first thing in the morning when they opened who thankfully managed to rectify the problem without the necessity of returning to theatre. They were excellent.</p> <p>My daughter had a pulled elbow.</p> <p>Head Trauma, Knife Cuts, Broken Collar Bone.</p> <p>Wife had severe head pain Phoned N H S direct on a Sunday could ont get thourgh to them so Phoned 999 taken to a&amp;e Brain heamorage</p> <p>Our son had temperature and spots</p> <p>sudden worsening of my wife's breathing on a saturday morning she rang the out of hours service was given an appointment for about 45 minutes after the time of her call and was given excellent service this was about 6months ago.</p> <p>Several occasions for children with high temperatures, infected eczema, allergic reaction Once for myself - I had had conjunctivitis and after a couple of days of using prescribed eye drops I could not see properly from one eye</p> <p>A Urinary tract infection</p> <p>Mastitis - called NHS direct Child's burn - Minor Injuries Unit Child's acute abdomen pains - GP our of hours</p> <p>My son had a sickness bug that was still going on 7 days later</p> <p>baby unwell</p> <p>eye problem</p> <p>Daughter was poorly (tonsillitus) and could not wait until Monday to see a doctor</p> <p>Heart related proplem</p> <p>leg pain, worried because i have had 2 dvt's</p> <p>Itao</p>

Option:	TOTAL
	(242)
	<p>took my other half to basildon hospital a and e with kidney stones</p> <p>Have treatment to an injury to my foot.</p> <p>Bladder infection.</p> <p>Called 999 when was unable to walk</p> <p>I HAD A FALL DUE TO LACK OF BALANCE. I SERIOUSLY STRAINED MY ARTHRITIC KNEE AND WAS UNABLE TO GET UP. AS IY WAS OUT OF NORMAL SURGERY HOURS, MY DAUGHTER PHONED THE SURGERY AND WAS GIVEN AN EMERGGENCY NUMBER. THE EMERGENCY DOCTOR CAME AND SOLVED THE PROBLEM</p> <p>Stroke</p> <p>My child was not feeling well.</p> <p>2009 pulmonary embolism</p> <p>Collapse at Home</p> <p>My husband collapsed over dinner one evening. I thought he had had a heart attack and phoned 999 for an ambulance. Paramedics came out and did an ECT on his heart and it was OK. He had just passed out/collapsed. He did not need to go to the hospital.</p> <p>A severe reaction to a vaccination and an accident with a hedge trimmer</p> <p>severe constipation after foreign holiday</p> <p>Chest pain</p> <p>Removing fishing hook from finger Water infection</p> <p>chest infection over xmas period</p> <p>extreme pain in hip after night of dancing</p> <p>extreme pain in hip after night of dancing</p> <p>unable to breath</p> <p>problem with my eye went to basildon a&amp;e</p> <p>panic attacks</p> <p>contact with the COPD team</p> <p>my back went into spasam after a riding accident</p> <p>earache (child)</p> <p>various childrens ailments</p> <p>food poisoning</p> <p>raised temperature &amp; sore throat for children</p>

Option:	TOTAL
	(242)
	<p>broken wrist</p> <p>DIY injury to knee requiring stitches</p> <p>chest infection</p> <p>test</p> <p>throat infection/ a&amp;e suspect kidney stones minor injuries - toe injury</p> <p>10 years ago, needed to call emergency help for my in-law who was staying with us. This was on a Sunday morning. Phoned N.H.S.help line. Also about 13 years ago needed to call 999 at about 2 a.m. due to chest pains. Ambulance took me to Hospital.</p> <p>i went blind in one eye</p> <p>an infected finger</p> <p>daughter had kidney infection</p> <p>suspected heart attack</p> <p>total disorientation caused by infections to toe and bladder</p> <p>my daughter was staying with us and was ill</p> <p>children being unwell</p> <p>urine infection</p> <p>to help an elderly neighbour who had a fall and for my son who cut his head open and another time when he swallowed a marble</p> <p>severe respiratory difficulties(chest infection) phoned nhs direct would not use again(no reason given)</p> <p>a&amp;e heart attack walk in surgery grays breathing difficulties</p> <p>my daughter was ill</p> <p>suffering with an ulcer on my cornea and was in a lot of pain on a sunday evening</p> <p>my daughter had tonsillitis</p> <p>eye condition, sprained ankle</p> <p>arrival of what was bells palsey</p> <p>acute abdominal pain (previous history of crohns disease)</p> <p>my child needed to see doctor, great service ,they called me back and an appointment was made</p> <p>severe sickness for long period</p> <p>vomiting</p>

Option:	TOTAL
	(242)
	<p>sliced my finger on glass</p> <p>My 7year old daughter was the patient and she had signs of blood in her urine on a friday night, this needed to be checked out first thing Saturday morning.</p> <p>Infected bite</p> <p>Child with shingles</p> <p>my children when they were babies.</p> <p>urine infection</p> <p>food poisoning</p> <p>A locked knee. I could not walk or sit as it would not bend at all</p> <p>one for serious nose bleed.Two for breathing difficulties (which I was kept in hospital)</p> <p>my eye-very bad pain</p> <p>Asthma-Basildon out of hours</p> <p>Husband had low heartbeat &amp; pneumonia.Husband had another low heartbeat &amp; had to have another pacemaker put in</p> <p>had to call 999 when my mother aged 85 had a fall &amp; couldnt get up.She also suffers from Dementia and broke her hip in December 2011</p> <p>Swollen knee</p> <p>sick child</p> <p>my son after he had an operation he got an infection</p> <p>wife had bad eye infections could not see out of one eye</p> <p>Gastro problem</p> <p>blood pressure tablets &amp; leg injury</p> <p>children ill</p> <p>foster baby in my care had a fit due to high temp</p> <p>chronic respiratory problem</p> <p>for my husband.Prostatitis &amp; bladder infection</p> <p>My daughter had bad chicken pox and we went to A&amp;E as it had spread to her throat etc. I fell and cut my leg open badly on glass early one morning around 8.00. One Christmas we went to Brentwood to the only surgery open when my daughter was a baby.</p> <p>Son had pneumonia &amp; extreme sickness.Me with infection on</p>

Option:	TOTAL
	(242)
	<p>leg</p> <p>for my daughter when she was a baby as she needed antibiotics</p> <p>for my daughter when she was a baby as she needed antibiotics</p> <p>severe gastric bug</p> <p>Return of serious flu symptoms inc very high temp but with added bad/congested chest resulting in difficulty to breathe which with my asthma was not good</p> <p>I had an infected skin condition between Christmas and new year 2011.</p> <p>Whooping cough</p> <p>water infection</p> <p>medical help for a relative</p> <p>Child had very high temp and I had pains in stomach</p> <p>Collapsed and fainted at home for a minute or so.</p> <p>Son could not walk on his leg following sporting injury last month ( this is a fairly regular occurrence).</p> <p>Choking - Contacted NHS Direct who called 999 Paramedic - Option not in 3a</p> <p>Urinary Infection - passing blood in urine</p> <p>Fish bone in throat.</p> <p>Something stuck in eye.</p> <p>broken foot</p> <p>not sure</p> <p>out of hours medica treatment to basildon hospital</p> <p>injuries and pancreatitis</p> <p>infected eye , infected insect bite</p> <p>bad back</p> <p>stroke</p> <p>ear condition</p> <p>slipped disc</p> <p>ear infection</p> <p>urinary track infection</p> <p>accidental medication overdose</p>

Option:	TOTAL
	(242)
	<p>serious urinary tract infection</p> <p>relief of severe pain. spoke to my named gp on phone who was actually working that night with out of hours service- not seen by named Dr when I arrived at Bas Mat unit - ignored - saw a very professional caring gp from different practice</p> <p>daughter when she was young</p> <p>chest pain</p> <p>my son william had a chest infection earache</p> <p>childrens injuries</p> <p>swollen foot gout</p> <p>injury to eye sickness</p> <p>sickness &amp; diarrhoea</p> <p>urine infection</p> <p>son for rash</p> <p>daughter was unwell with high temp</p> <p>asthma / worries when pregnant</p> <p>my daughter needed to be seen regarding stitches on her chin</p> <p>my babys breathing and high temp child not eating being sick and dry nappies last pregnancy was very ill</p> <p>has flu - dehydration and kept being sick i phoned nhs phone line for advice and used website</p> <p>daughters overdose attempted suicide sons severe asthma at night various others over last decade painful whitlow on my own finger</p> <p>fractured foot</p> <p>sick children needed treatment sick wife pregnant needed treatment</p> <p>ear infection for my 9 year old daughter in the night. i telephoned nhs direct</p> <p>regarding personal problem</p> <p>my child was sick with a very high temperature and bright red body stomach pains seen by the surgery then a7e child high temp &amp; sickness lathargic seen a&amp;e</p> <p>my daughter needed to be seen for a water infection</p> <p>earache</p> <p>for my children to be seen for infections/high temp</p>

Option:	TOTAL
	<b>(242)</b>
	<p>cuts - work accident</p> <p>broken arm daughter swallowed 1 coin - son double vision - hit by football</p> <p>children being ill high temperature,sick. couldnt get temp down</p> <p>severe bronchitis</p> <p>wife taken ill suddenly</p> <p>in the end it was discovered i had gallstones</p> <p>childrens various illnesses</p> <p>called ambulance chest pains</p> <p>violent v &amp; d</p> <p>diabetes related issues</p> <p>diabetes related issues</p> <p>consistant body tremors fast heartbeat severe chest pains</p> <p>Heavy and unusual bleeding during a period (turned out to be due to IUD)</p> <p>delirium following an operation. Acute ankle swelling &amp; discolouration (purple)</p> <p>A wound that wouldn't stop bleeding</p> <p>Not sure over how long a period you are asking this question. Going back to my sporting days various cut that needed stitching and on 1 occasion a broken arm since then with the children once again for fairly minor cuts and abrasions. More recently with my wife for, one of her more sever bouts of endromiosis and she also had a sever bout of food poisoning.</p> <p>Chest infection, Boxing Day 2010</p> <p>child unwell/sickness ,temperature</p> <p>advice &amp; dressing of surgery wound</p> <p>Parent needed assistance - strange behaviour</p> <p>acute abdominal pain</p> <p>daughter was continually being sick through the night and not keeping any food or liquid down</p> <p>my wife collapsed and went into a coma (menigitis) nine days</p> <p>serious pains in chest</p> <p>very bad back pain</p>

Option:	TOTAL
	(242)
	<p>heart problems</p> <p>my son had concussion my son had severe vomiting &amp; diarrhoea</p> <p>heart palpitations</p> <p>cut on top of hand</p> <p>extreme back pain</p> <p>a rash which appeared on my foot on christmas eve. it was diagnosed as hook worms which id caught on holiday in thailand.</p> <p>injured foot</p> <p>after a tooth extraction i was unable to stop the bleeding (i am a warfarin patient) I went to a&amp;e after about 24hours where i was given vitamin k by mouth</p> <p>FELL ON EVENING WALK &amp; GLASSES CUT ABOVE LEFT EYE.SOUGHT HELP FROM NEARBY ACQUAINTANCE WHO DROVE ME TO A&amp;E BASILDON</p> <p>several times different things</p> <p>chest pains</p> <p>chest pain</p> <p>chest pain &amp; left arm pains</p> <p>CHILDS BREATHING</p> <p>WATER INFECTION</p> <p>PUNCTURE WOUND TO FINGER</p> <p>SEVERE ABDOMINAL PAIN</p> <p>STOMACH PAIN</p> <p>ONCE TO AN EMERGENCY UNIT IN GRAYS-COLIC IN EARLY HOURS.A&amp;E BASILDON FOLLOWING FALL</p> <p>SEVERE COUGHING, PAIN ETC. BEING BURNT</p> <p>ASKED A PHARMACIST ABOUT CHEST INFECTION</p> <p>NEEDED ADVICE FOR BROTHER</p> <p>ASTHMA</p> <p>6 WEEK OLD BABY WITH A COLD</p> <p>EURYSYPALUS &amp; GALL STONES</p> <p>EMERGENCY A&amp;E IN 2006 &amp; 2010</p> <p>AN ONGOING KNEE PROBLEM HAVING VISITED THE SURGERY MORE THAN 3 TIMES BEING PRESCRIBED MORE &amp; MORE</p>

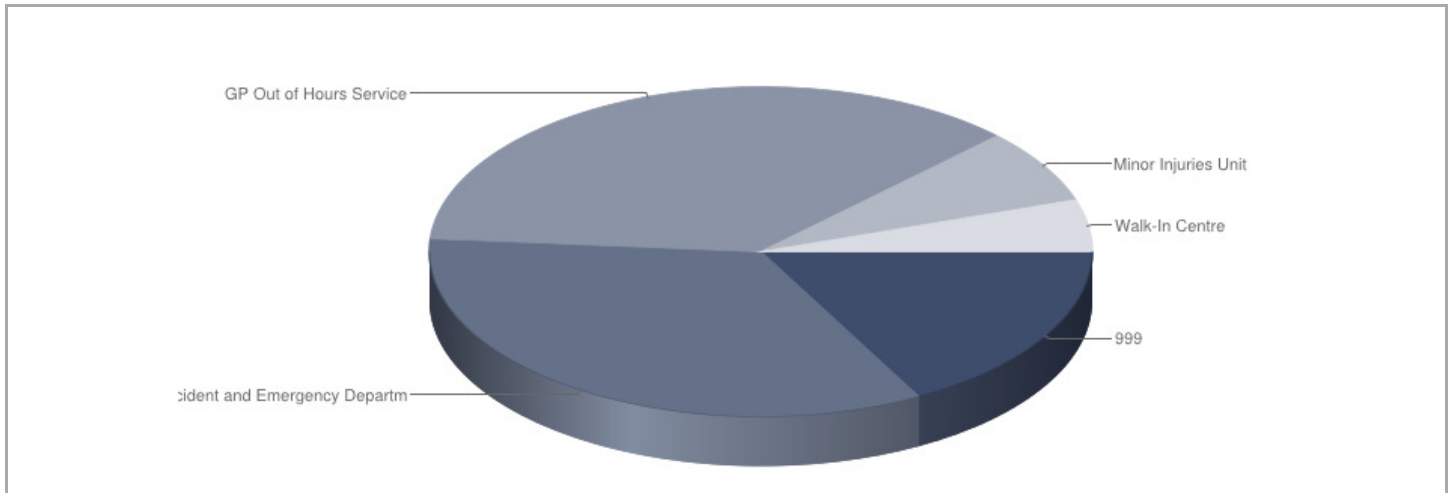


Option:	TOTAL
	<b>(242)</b>
	<p>MEDICATION EACH TIME WAS IN EXCRUCIATING PAIN, WENT TO A&amp;E AS A "PLEA FOR HELP"</p> <p>FAECAL IMPACTION</p> <p>ALERGIC REACTION ON HANDS &amp; ARMS</p> <p>DAMAGED KNEE</p> <p>MY DAUGHTER PHONED NHS DIRECT -THEY HELPED</p> <p>MY SON NEEDED MEDICAL ATTENTION FOR SEVERE ALLERGY,BREATHING PROBLEMS</p> <p>SUSPECTED HEART ATTACK AT HOME LATE EVENING</p> <p>INJURED ELBOW</p> <p>RIGHT LEG WEAKNESS UNSTEADY ON FEET. HEADACHE VERTIGO LIGHTHEADEDNESS &amp; NAUSEA PALAESTHESIA (??) IN BOTH HANDS &amp; LEGS</p> <p>CHILDREN-BAD VIRUS-BROKEN LEG-STOMACH UPSET</p> <p>high temps, not able to breath, pains in stomachs and backs.</p>

Base: 242 out of 527 people answered this question

**3a. On this/these occasions - whom did you contact or attend?**

*Multiple answer question or grid (answers per row option may add up to more than 100%)*



Option:	TOTAL
	<b>(246)</b>
999	47 19%
Accident and Emergency Department	94 38%
GP Out of Hours Service	135 55%
Minor Injuries Unit	20 8%
Walk-In Centre	14 6%

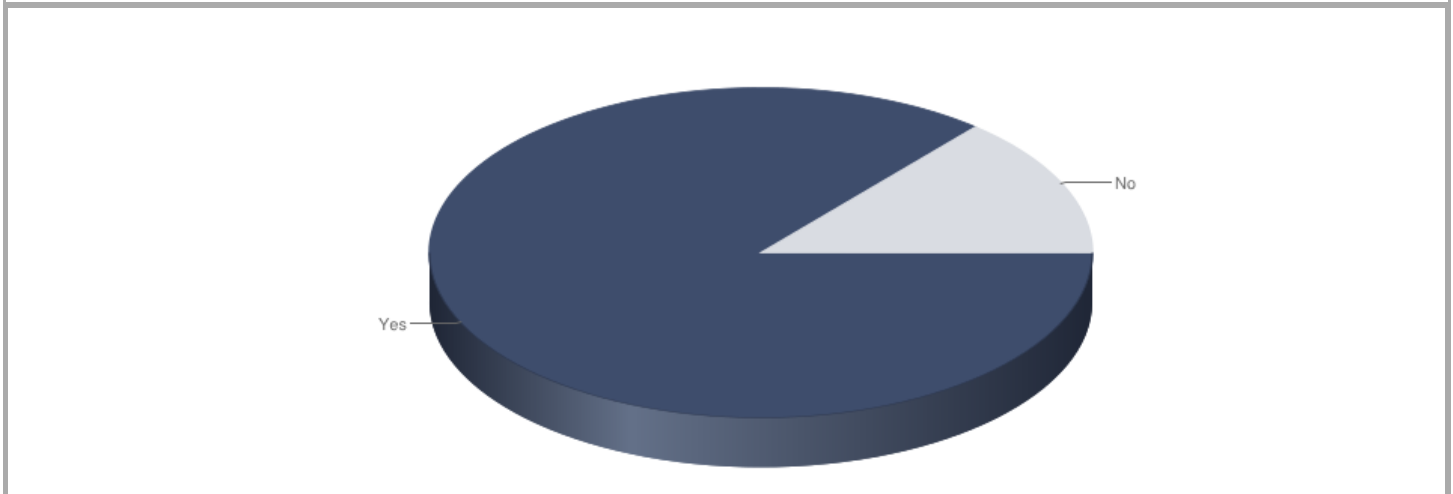
Base: 246 out of 527 people answered this question

**3b. Select the option(s) below which apply**

*Single answer question or grid (answers per option add up to roughly 100%)*

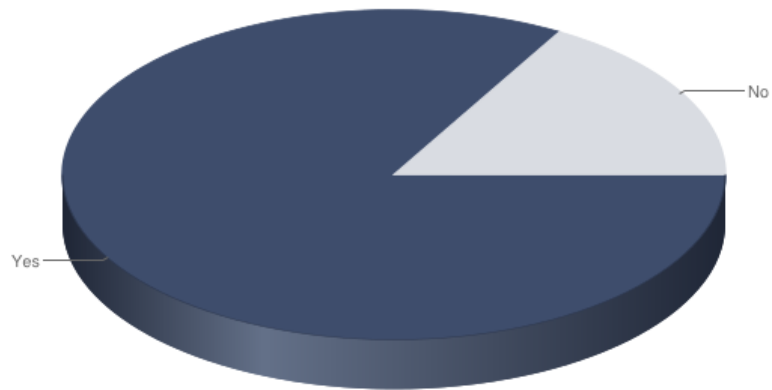
Option:	TOTAL
	<b>(166)</b>

**If you attended the GP Out of Hours Service would you use the service again?**



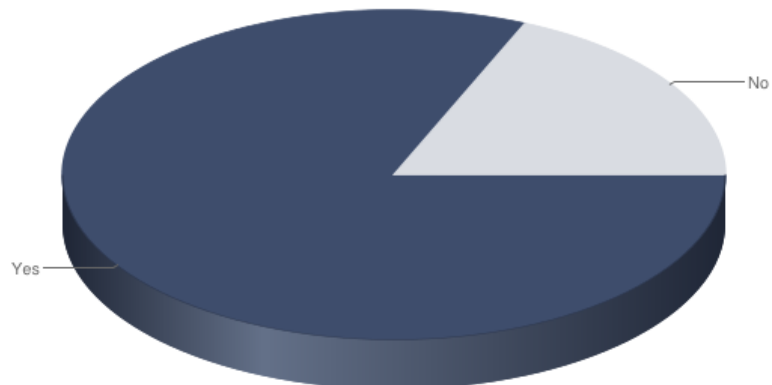
Option:	TOTAL
	(166)
Yes	131 79%
No	16 10%

If you attended the Minor Injury Unit would you use the service again?



Yes	25 15%
No	5 3%

If you attended the Walk-In Centre would you use the service again?



Yes	22 13%
No	5 3%

Base: 166 out of 527 people answered this question

**If you answered NO to either of the above please state why:**

*Large free-text box*

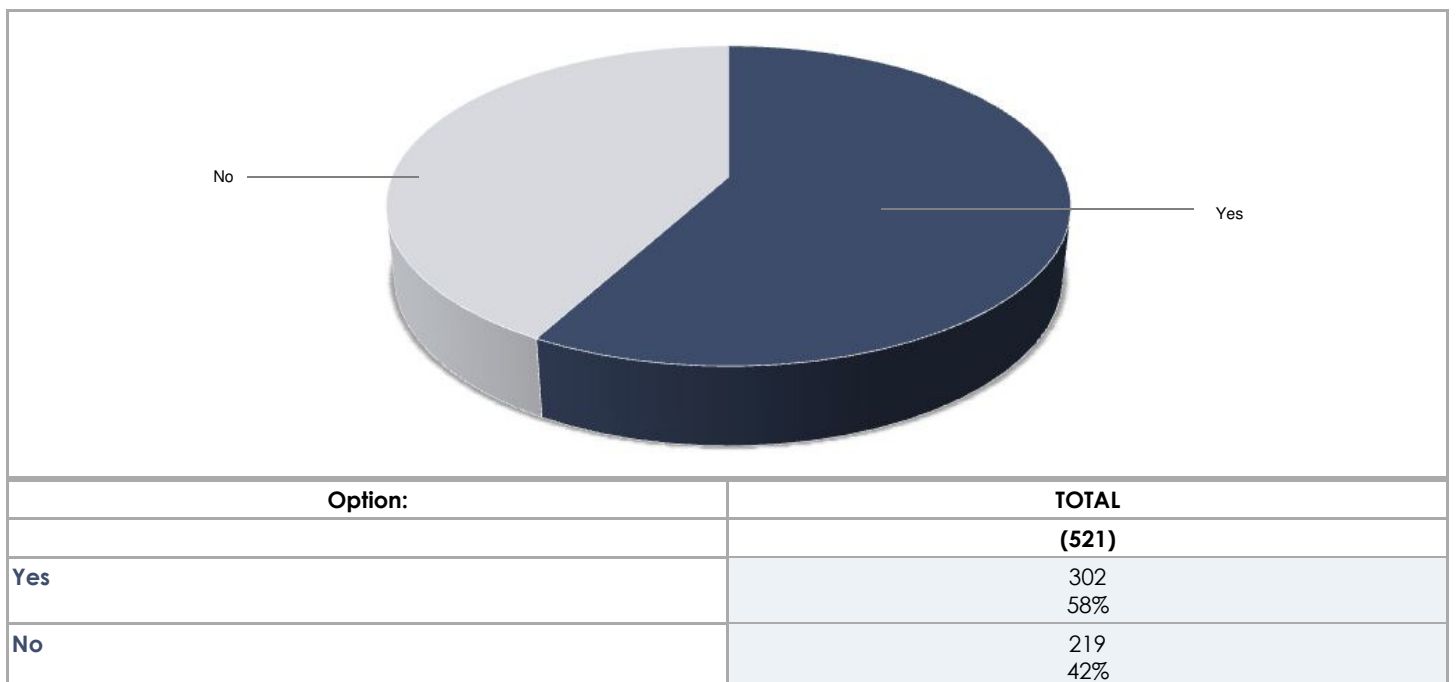
Option:	TOTAL
	<b>(25)</b>
<p><b>Comments:</b></p>	<p>I needed help in the small hours of the morning when the above were closed to my knowledge</p> <p>Because the emergency was life threatening and 999 was the appropriate action to be taken</p> <p>Misread question have not used any of these services</p> <p>I did'nt use these services see above</p> <p>N/A</p> <p>Am unhappy that out of hours GP does not have access to my record. Their qualifications could also be questionable.</p> <p>The out of hours g.p. advised calpol. I knew the elbow needed to be manipulated by a doctor so then went to accident and emergency.</p> <p>We saw a foreign doctor who we couldn't understand - this was approx 5 years ago though</p> <p>I feel like that the out of hours dr was there just to tick boxes and wasn't very helpful</p> <p>Because of Heart proplems had to ring 999</p> <p>What is the point of ringing for a doctor if someone has passed out and is unconscious? The ambulance with paramedics is the best choice.</p> <p>no answer</p> <p>"No" to 999 -I would only allow myself to be taken to Basildon Hospital in an ambulance if completely unavoidable. I agreed as my family were worried</p> <p>Dont know where to go</p> <p>I WAS ONLY PRESCRIBED SKIN CREAM AND TOLD IT WOULD CLEAR IN 2 TO 3 DAYS. I WENT TO SEE DOCTOR AFIFI THE FIRST DAY AFTER NEW YEAR AND WAS PRESCRIBED AND WAS ADVISED THIS SHOULD HAVE BEEN GIVEN SOONER. ON A PREVIOUS EMERGENCY BACK IN 1994 WHEN I HAD AN ASHMA ATTACK THE OUT OF HOURS CARE WAS CARRIED OUT BY THE PRACTICE. MY WIFE PHONED THE OUT OF HOURS PRACTICE NUMBER AND DOCTOR POLLARD ATTENDED ME WITHIN HALF AN HOUR AND I WAS IN HOSPITAL WITHIN THE HOUR. THIS LEVEL OF SERVICE IS NOT AVAILABLE ANY LONGER.</p> <p>Although not always out of surgery hours I would not think of going to the doctors first as sporting/childhood injuries like these almost always require an Xray and immediate care. Is this the right course of action?</p> <p>because the locum attending was very unhelpful - assumed</p>

Option:	TOTAL
	(25)
	that because i had dinner guests that i had drunk too much.
	prefer hospital to out of hours gp
	prefer hospital to out of hours gp
	I wasn't aware that these services were available or where to go;
	dr took 4 hours to arrive then called ambulance which took 15 mins would rather have called ambulance in first place
	too slow hard to find
	used NHS DIRECT -NO HELP, MADE MATTERS WORSE & ENDED UP IN A&E
	THE CALL BACK TIME WAS TOO SLOW
	A&E BROOMFIELD AWFUL-LEFT UNATTENDED FOR HOURS, DIRTY ROOM-LINEN DIRTY-AWFUL EXPERIENCE. ALSO USED NHS DIRECT & WOULD USE AGAIN

Base: 25 out of 527 people answered this question

**4. Do you know that you can speak to a GP or have an appointment at the Out of Hours GP Service when the surgery is closed, if medically necessary?**

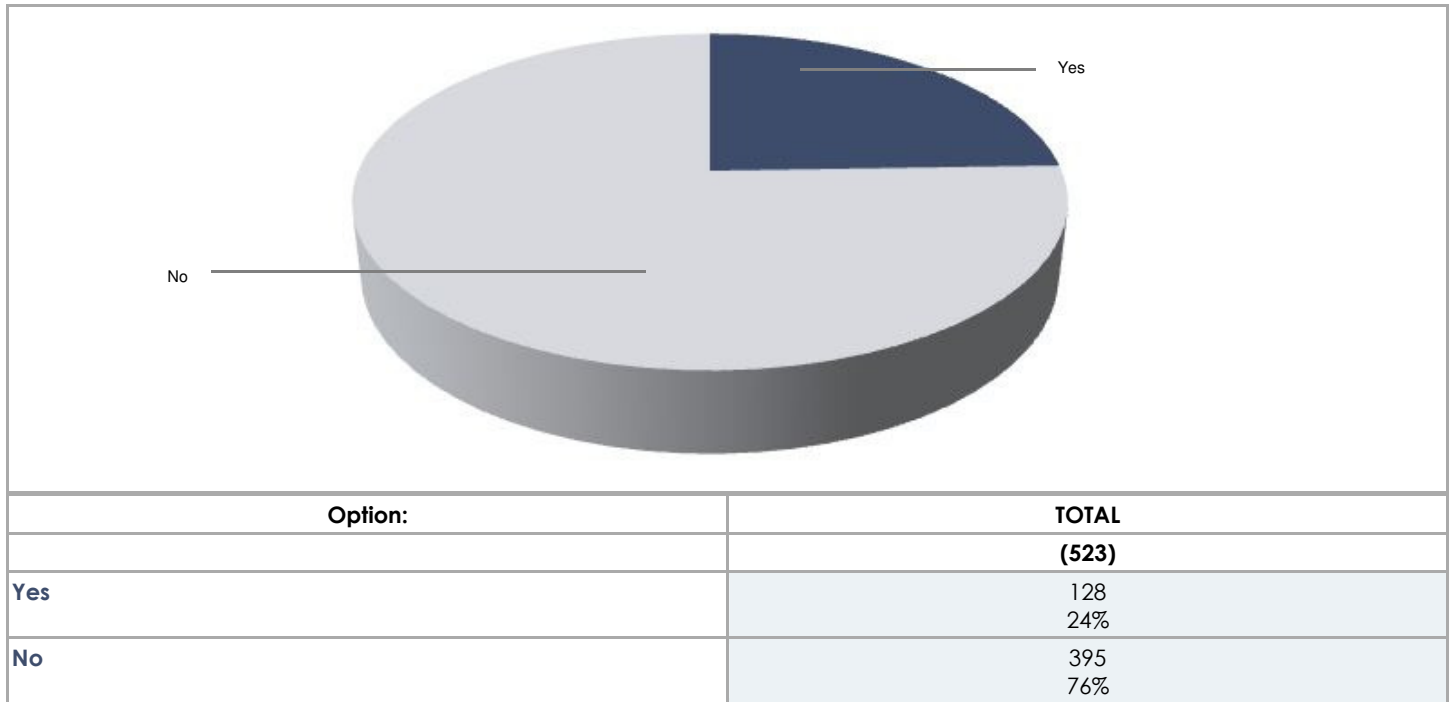
*Single answer question or grid (answers per option add up to roughly 100%)*



Base: 521 out of 527 people answered this question

**5. Do you know where the Minor Injury Unit is and what times it is open?**

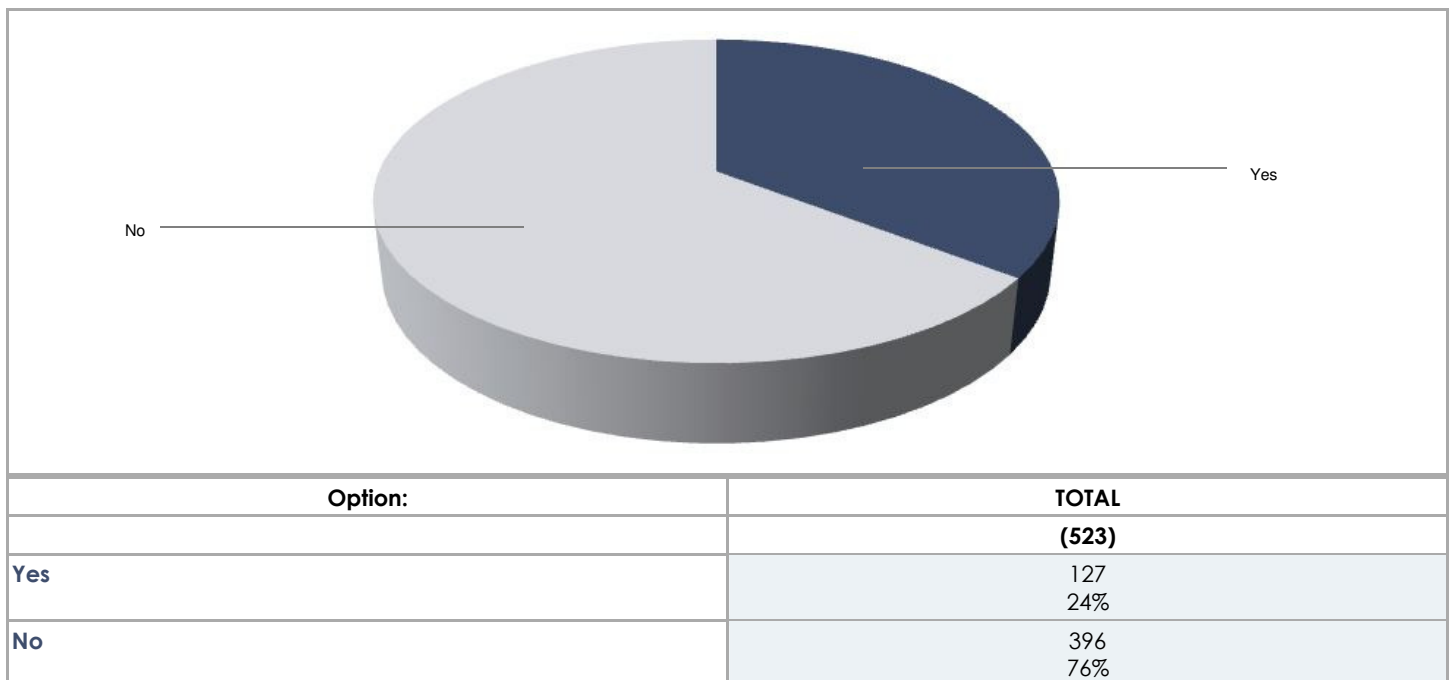
Single answer question or grid (answers per option add up to roughly 100%)



Base: 523 out of 527 people answered this question

**6. Do you know what services the Minor Injury Unit provides?**

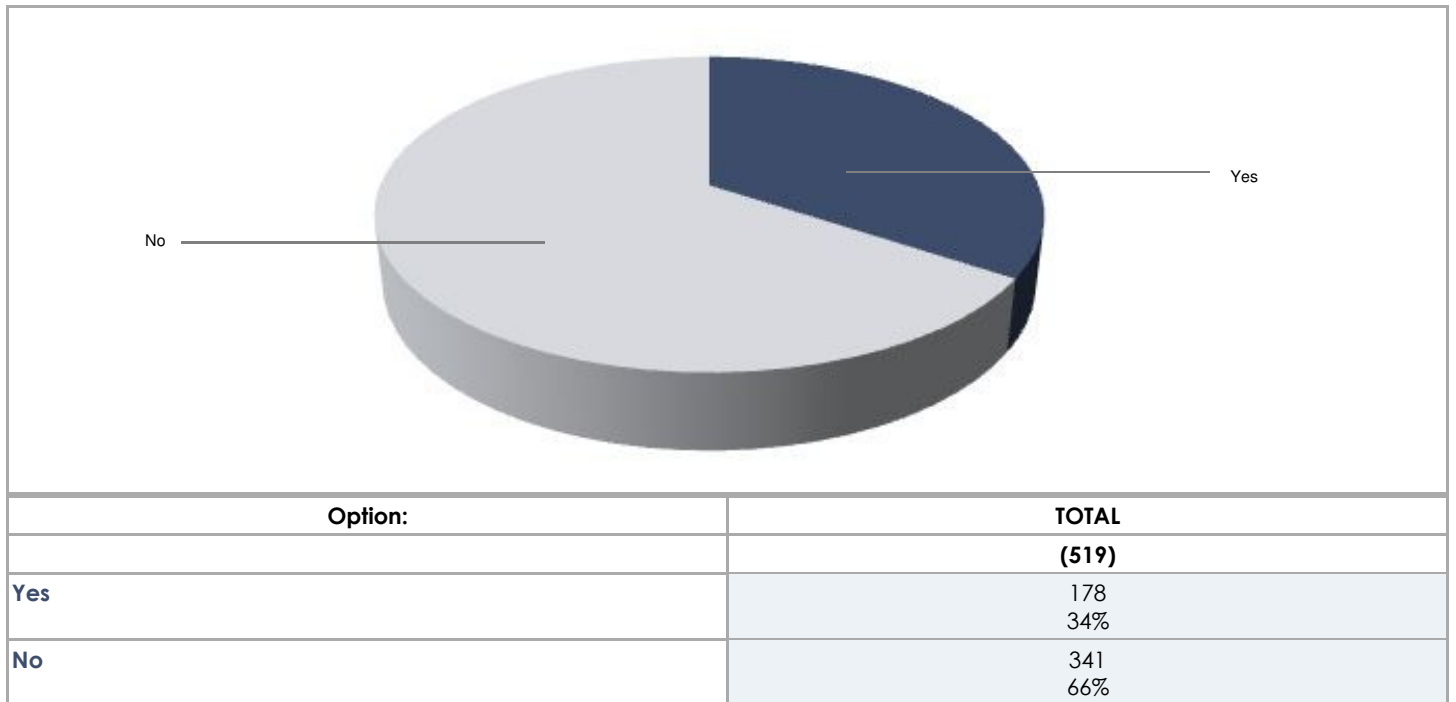
Single answer question or grid (answers per option add up to roughly 100%)



Base: 523 out of 527 people answered this question

**7. Are you aware of the services available to you should you need medical help when the surgery is closed?**

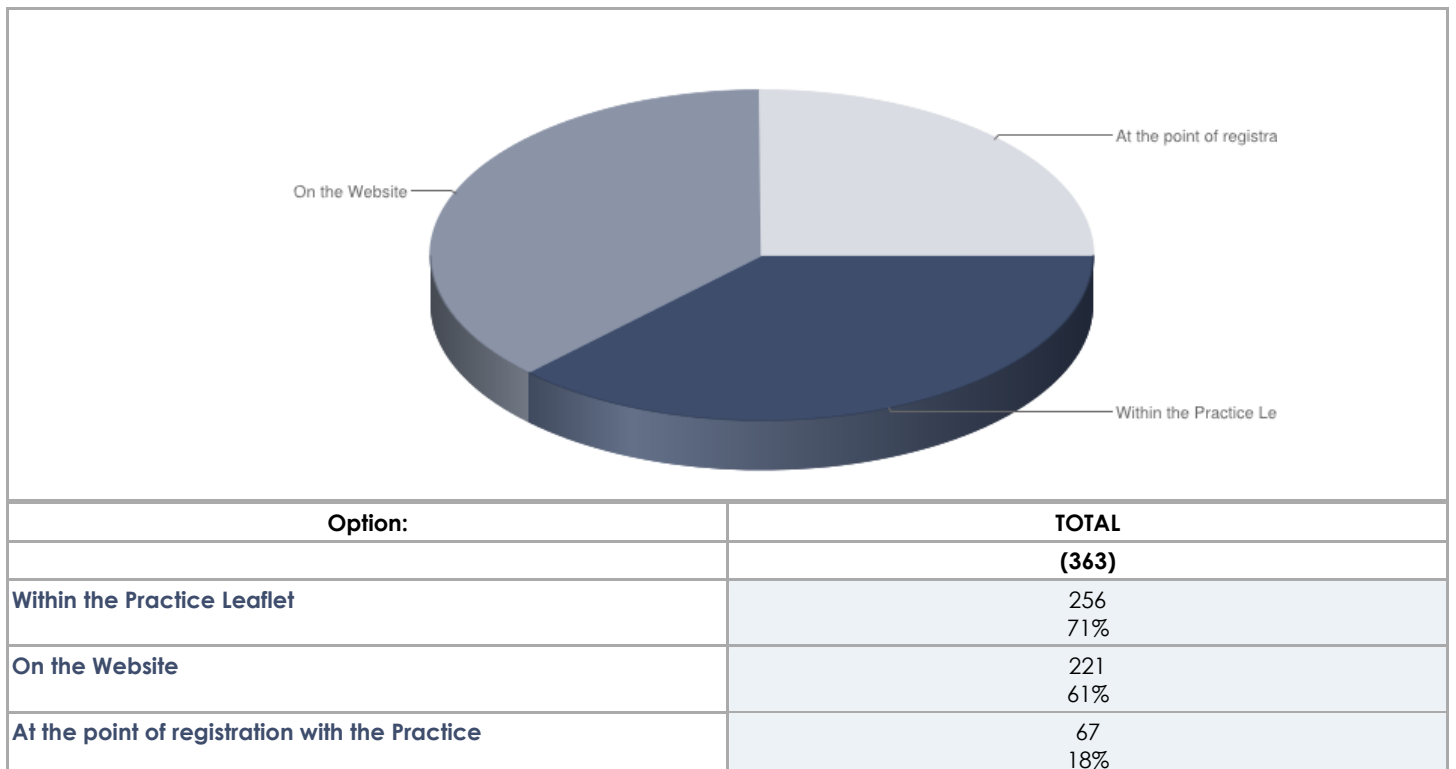
*Single answer question or grid (answers per option add up to roughly 100%)*



Base: 519 out of 527 people answered this question

**8. If you answered no to question 7 would you like further information about such services to be made available to you? (tick any that are appropriate)**

*Multiple answer question or grid (answers per row option may add up to more than 100%)*



Base: 363 out of 527 people answered this question

**9. Are there any other any other medical services for which you may require information on how to access at Night or over the Weekend? (please list)**

Large free-text box

Option:	TOTAL
	(50)
<b>Comments:</b>	No
	Pharmacies that are open at night or over the weekend.
	I think it would be helpful to have info re weekend access to services and to know what is available to avoid attending A and E.
	Community nursing
	no
	I didn't know about the minor injuries unit, most probably because I have never needed to use it. Unless it was a serious emergency, I would call the out of hours surgery for advice if the docotrs was closed.
	just general concerns with childrens illness overnight.Never yet needed but assume I would have to go to casualty at Basildon
	No
	Pharmacy out of hours services.
	no
	HHS directp
	No
	NO
	No
	No
	Confused as to the extent of the service provided and availability of NHS Direct
	Up to a few months ago I was unaware of the minor injuries unit and so used accident and emergency Basildon Hospital. I do have now a leaflet giving details and so have answered as above.
	Surely out of hours services etc can be provided for the large population of Billericay within Billericay.It's ridiculous to have to drive to Basildon. We hsrve made this point verbally repeatedly over the years.A further difficulty is that prescribed medicine is difficult to source. Last time we had to drive to Vange for a pharmacist.
	no
	no



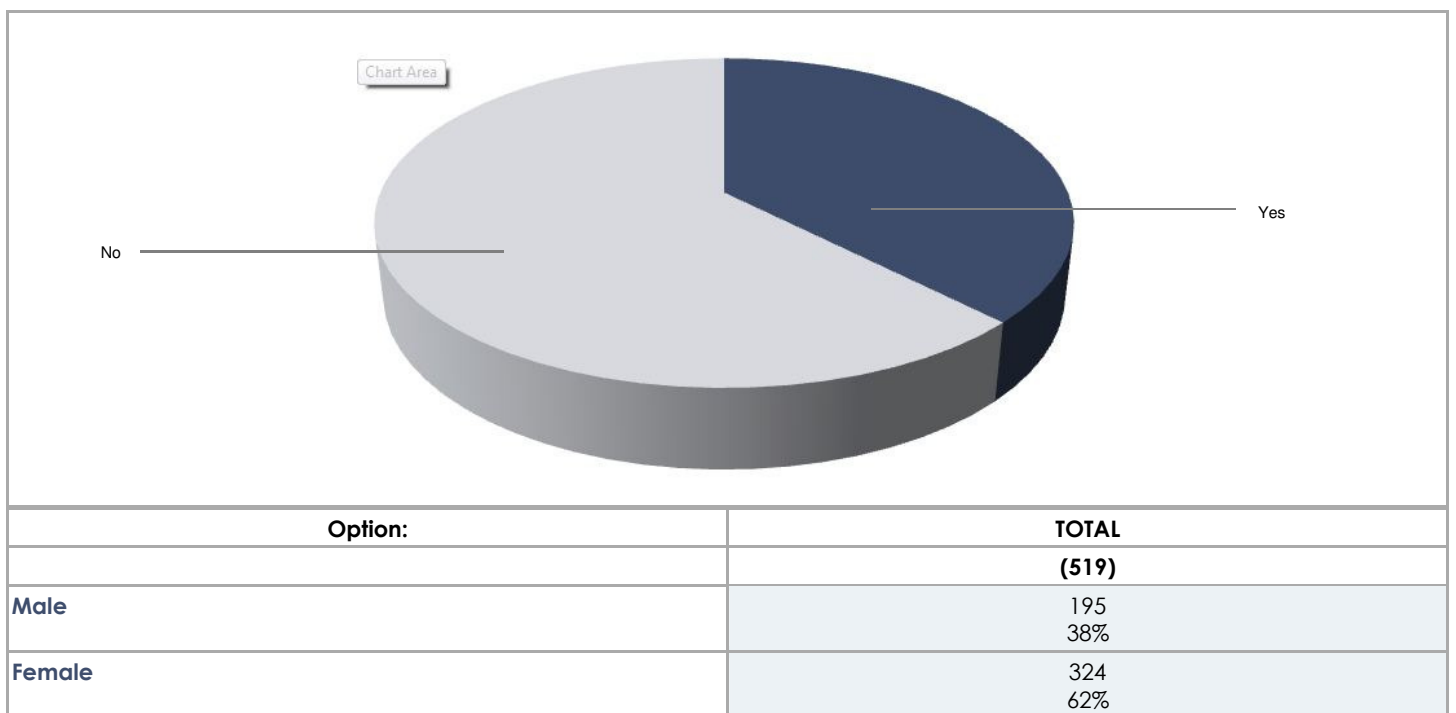
Option:	TOTAL
	(50)
	<p>no</p> <p>no</p> <p>The nearest one that i know of is Harold Wood, is there a nearer one?</p> <p>no</p> <p>how and whenyou could get a gp to visit you at home</p> <p>any local services for out of hours</p> <p>a list of all medical services &amp; what they provide then if in an emergency or need access one can consult the list</p> <p>no</p> <p>pharmacist - whenI visited the out-of-hours GP and was given a prescription, they were unable to tell me where I could get it filled at 11pm.</p> <p>No</p> <p>Mental Health emergencies</p> <p>No. I would only request help if I really thought the problem would not wait until the surgery opened</p> <p>Emergency care related to Dementia issues. What support is available for full time carers</p> <p>Prescription medication if liable to run out, especially if chemist didnt have in stock &amp; patient cant wait until beginning of week</p> <p>just local night or out of hours services as we are new to the area</p> <p>Have also rang NHS helpline during the night &amp; would use again. A separate leaflet in large print about services</p> <p>no</p> <p>Mouth/teeth related problems - are you supposed to contact your dentist out of hours rather than surgery?</p> <p>No</p> <p>no</p> <p>child illness/ husband diabetic</p> <p>emergency number for basildon</p> <p>elderley relative advice</p> <p>elderley relative advice</p> <p>advice on chemotherapy treatment i am undergoing. diabetic backup(advice &amp; medication)</p>

Option:	TOTAL
	(50)
	night access
	information about what to do at night would be useful
	no
	AGE RELATED MISHAPS-FALLING ETC
	NIGHT/WEEKEND

Base: 50 out of 527 people answered this question

### 10. Are you?

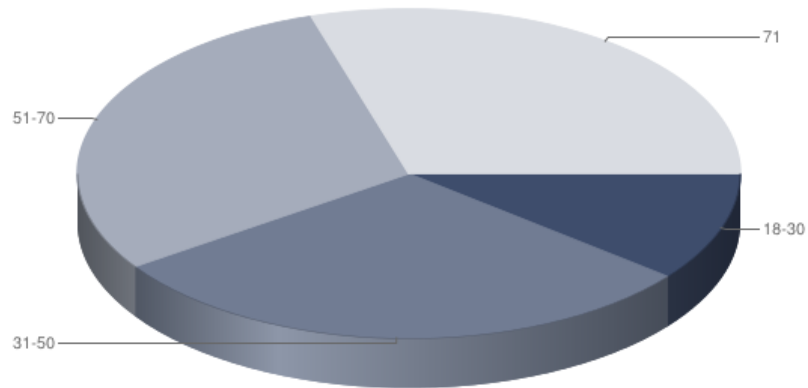
Single answer question or grid (answers per option add up to roughly 100%)



Base: 519 out of 527 people answered this question

### 11. What age range do you fall into?

Single answer question or grid (answers per option add up to roughly 100%)

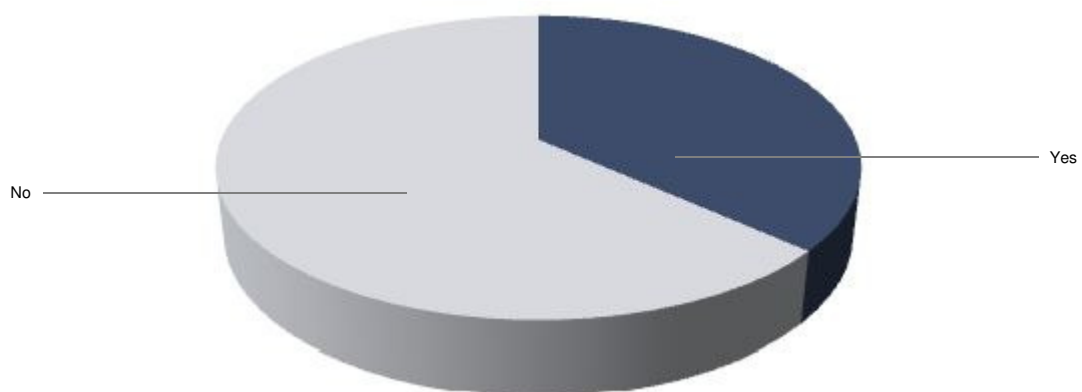


Option:	TOTAL
	<b>(522)</b>
18-30	36 7%
31-50	176 34%
51-70	192 37%
71	118 23%

Base: 522 out of 527 people answered this question

### 12. Do you have a long term illness or condition (eg heart disease, respiratory disease, diabetes or significant other)?

Single answer question or grid (answers per option add up to roughly 100%)

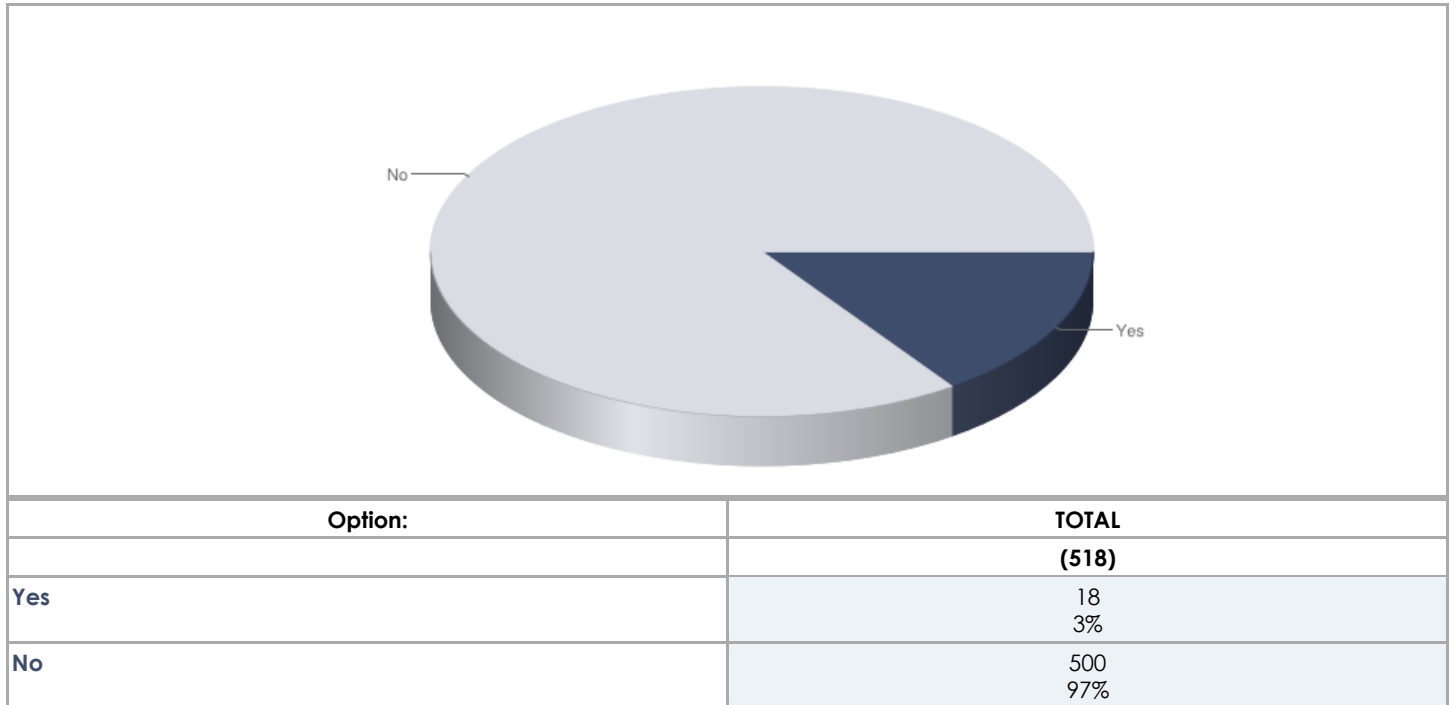


Option:	TOTAL
	<b>(519)</b>
Yes	190 37%
No	329 63%

Base: 519 out of 527 people answered this question

**13. Do you rely on someone else to care for you i.e. you have a carer/or have social service support for your everyday living?**

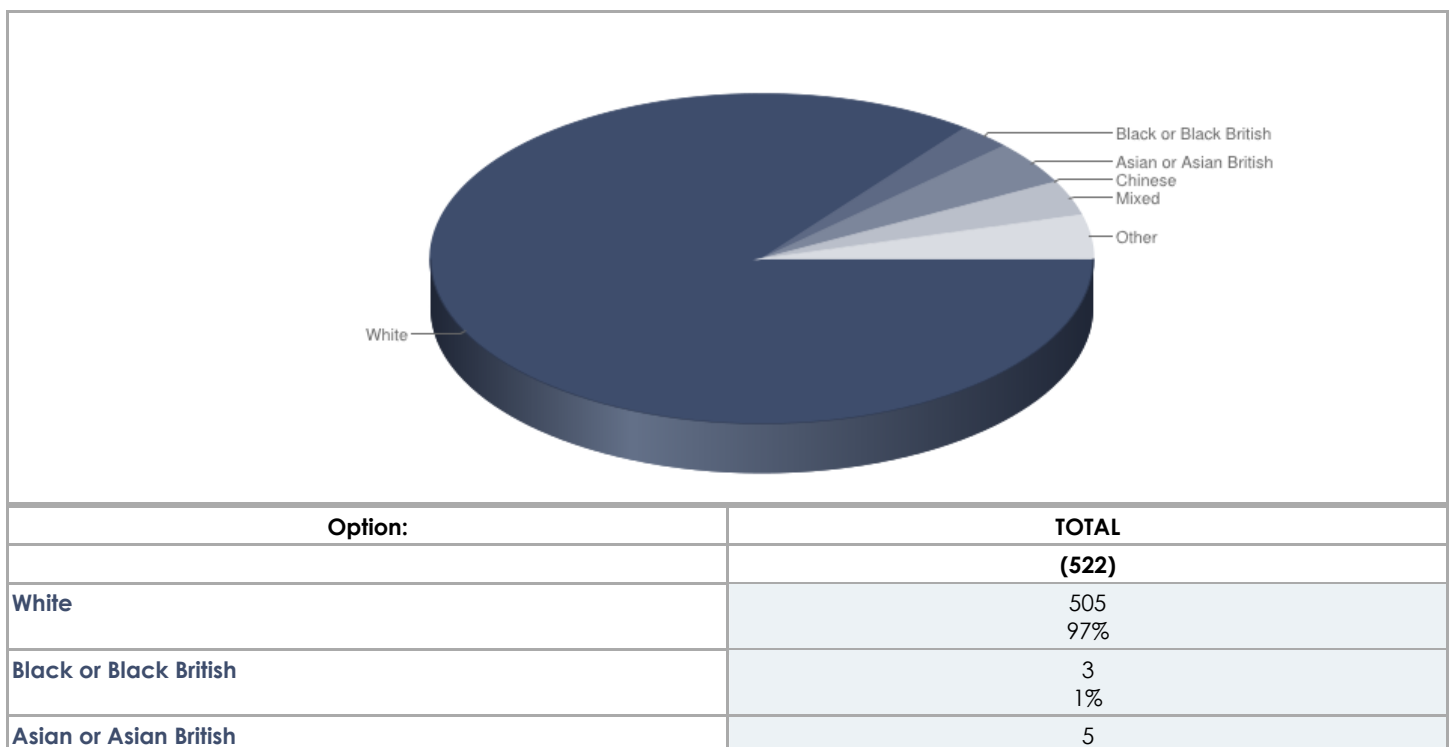
Single answer question or grid (answers per option add up to roughly 100%)



Base: 518 out of 527 people answered this question

**14. What is your ethnic group?**

Single answer question or grid (answers per option add up to roughly 100%)



Option:	TOTAL
	(522)
	1%
Chinese	0
Mixed	4 1%
Other	5 1%

Base: 522 out of 527 people answered this question

**If Other, please specify:**

*Large free-text box*

Option:	TOTAL
	(6)
Comments:	English
	English
	Dutch
	english
	English
	HUMAN

Base: 6 out of 527 people answered this question

**Thank you for taking the time to help us with this. The results will be published online and in the Surgery by 31st March 2013. If you are not a member of our patient reference group and would like to join in please leave your name and email address in the box below. Alternatively, you can give your details to one of the receptionists next time you contact the Surgery.**

*Small free-text box*

Option:	TOTAL
	(6)
Comments:	Personal details withheld.

Base: 6 out of 527 people answered this question

## ACCESSING THE SURGERY

The Surgery is open as follows:

### **Monday – Friday 8.00 am – 6.00 pm**

**(The Practice doors/telephones are only open from 8 am – 8.30 am and 6.00 pm to 6.30 pm whilst there is a Contract, provided by the Primary Care Trust, that gives the Surgery some funding to have a receptionist available during these times. If and when this Contract ends, the Practice doors will be closed during these times but calls will still be answered by a Receptionist at our Out of Hours service)**

A receptionist is contactable both via the telephone and face to face from 8 am in the morning until 6.30 pm in the evening. During these times appointments are available from 8.30 am to 11.30 am and 2.30 pm to 5.50 pm. Appointments are available with GP's , Nurses and other healthcare professionals to book up to two weeks in advance. GP appointments are also available to book on the same day (capacity allowing). Telephone consultations are available with either a GP or Nurse. If patients have an urgent need to see a GP and are informed that all appointments have been booked, they will be offered an emergency appointment that morning or afternoon depending on the time of the call.

### **Saturdays (Extended Hours Service)**

#### **8.00 am – 10.30 am**

Appointments are available with the GP and Nurse on Saturdays and these are pre-booked appointments. This is a routine service and the clinics are booked in advance. However, a receptionist service is available during this time for advice, guidance and information in all usual practice services. ***This Saturday service is made available by Contract from the Primary Care Trust (PCT). The Saturday service is dependent on the Practice being offered a reasonable Contract by the PCT on an annual basis (Basildon and Brentwood Commissioning Group/NHS Commissioning Board from 1<sup>st</sup> April 2013)***

**Telephone Access:** Patients can access a receptionist during any of our opening times as stated above. We have an automated telephone system which gives you the choice of speaking to the receptionist, ordering a prescription, obtaining test results etc. However, the prescription line is not available on Saturdays. Telephone appointments are available with both a GP and Practice Nurse throughout the week but not on Saturdays.

**On-line Access:** The practice has a system for on-line access by patients to appointments and prescriptions. On-line access is available 24 hours a day, 7 days a week. Please note that photographic identification is required at the point of contact with a Receptionist to create a password and login account for the on-line service. Once the account is created you will be able to access on-line services within one hour.

**APPENDIX A****ACTION PLAN and ACHIEVEMENTS FROM 2011-2012 SURVEY**

<b>ACTION</b>	<b>BY WHOM</b>	<b>BY WHEN</b>
To advertise the different types of appointments, including telephone consultation, more prominently	Practice Manager	June 2012  Completed
To change the prescription telephone line to a start time of 9.30 in order to free up the first hour for receiving calls for appointments	Practice Manager	June 2012  Completed
To advertise more tailored information relating to certain health requirements i.e. pregnancy, on the Practice website	Practice Manager	June 2012  Completed
To liaise with the On-line service in order to adapt registrations for the on-line system	Practice Manager	June 2012  Considered not achievable as Registrations require a more formal approach to application at point of registration
Trial On-line appointments for the Nurses and for Flu appointments	Practice Manager	September 2012  Completed
To advertise and give more information about using the On-line service	Practice Manager	June 2012  Completed
To consider and investigate putting speed restrictions around the premises	Practice Manager	June 2012  Re-scheduled for Summer 2013
To publicise the specification for use of the Out of Hours service	Practice Manager	June 2012  Re-scheduled as part of 12/13 Survey outcomes
To continue to invest and develop staff at the Surgery	Practice Manager	June 2012  Completed
To implement email contact during the flu campaign	Practice Manager	September 2012  Completed

**Appendix B**

**WESTERN ROAD SURGERY**

**PATIENT SURVEY**

**2012/2013**



**HELP US TO HELP YOU....**

**Last year you helped us make our Patient Survey a success and the results and actions undertaken from this can be found at [www.westernroadsurgery.co.uk](http://www.westernroadsurgery.co.uk). This year we need your help again.**

Over the last few months Western Road Surgery, along with many other Practices across South West Essex, have been looking at the reasons for patients attending Accident and Emergency Departments and some of the findings have led us to question whether or not our Patients have enough information to support them in making a decision as to where to seek treatment should they need medical assistance or advice when the Surgery is closed.

On 19<sup>th</sup> September 2012 the Practice met with our Patient Participation Group (PPG) to discuss the concerns around the impact on the provision of urgent care and we agreed that the first step would be to ask you, our patients', about what you would do and where you would go if the Surgery was closed.

Emergency care is the advice or treatment you will be given if you have a medical emergency or experience a critical or unexpected health problem and need help immediately. This care would be provided by you contacting 999 or attending an Accident and Emergency Department.

However, if the matter is not an emergency i.e life threatening, you can contact other services before going to an Accident and Emergency Department to seek assurance, treatment, advice or referral to the service best suited to meet your medical condition.

If we could take a few minutes of your time to ask you to complete the following questionnaire, your input will help us look at what we need to do to support you when the surgery has closed for the day.

***Thank you for taking the time to help us with this. The results will be published on-line and in the Surgery by 31<sup>st</sup> March 2013. In the meantime, if you are not a member of our patient reference group and would like to join in please leave your name and email address here:***

.....



**Question 1**

Have you ever had to seek medical help when the surgery has been closed?Yes

(please answer all questions)                      No     (if no, go to question 4)

**Question 2**

If you answered yes to question 1 can you please tell us what you needed to be seen for:

.....  
.....  
.....

**Question 3**

On this/these occasion/s did you contact or attend

999

Accident and Emergency Department

GP Out of Hours Service

*Would you use again*                      Yes     No

A Minor Injuries Unit

*Would you use again*                      Yes     No

A Walk in Centre

*Would you use again*                      Yes     No

If you answered NO to any of the above please state why

.....  
.....

**Question 4**

Do you know that you can speak to a GP or have an appointment at the Out of Hours GP Service when the surgery is closed, if medically necessary?

Yes

No

**Question 5**

Do you know where the Minor Injury Unit is and what times it is open

Yes

No

**Question 6**

Do you know what services the Minor Injury Unit provides?

Yes

No

**Question 7**

Are you aware of the services available to you should you need medical help when the surgery is closed?

Yes

No

**Question 8**

If you answered no to question 7 would you like further information about such services to be made available to you? (tick any that are appropriate)

Within the Practice Leaflet

On the Website

At the point of registration with the Practice

**Question 9**

Are there any other any other medical services for which you may require information on how to access at Night or over the Weekend? (please list)

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.....

**ABOUT YOU**

Are you? Male  Female

**What age range do you fall into?**

18-30  31-50

51-70  71+

**Do you have a long term illness or condition (eg heart disease, respiratory disease, diabetes or significant other?)**

Yes  No

**Do you rely on someone else to care for you i.e. you have a carer/or have social service support for your everyday living?**

Yes  No

**What is your ethnic group?**

White  Black or Black British

Asian or Asian British  Mixed

Chinese  Other (please state) .....