

The Avenue Surgery

Extended Hours Service Patient Survey 2018 19 Report

The new Extended Hours service provided by HERE offers patients at The Avenue Surgery the opportunity to book a routine appointment with a GP or Nurse during weekday evenings and Saturday and Sunday mornings at a designated surgery in our area. Our designated surgery is Park Crescent Health Centre, 1 Lewes Road, Brighton BN2 3HP.

Appointments are booked through our Reception Team here at The Avenue Surgery up to 4 days in advance although it should be noted that availability is limited.

Pre-bookable routine appointments provided by the Extended Hours Service at HERE are available at Park Crescent Health Centre:

Monday – Friday: 6:30pm – 8:30pm

Saturday only: 8:00am – 2pm

Sunday only: 10:00am – 1pm

In consultation with our Patient Participation Group (PPG) we developed a patient survey to see if patients were aware of this new service and to seek their views on the service if they have used it.

Paper copies were made available at Reception over a 6 week period in January and February 2019 as well as online via The Avenue Surgery's website.

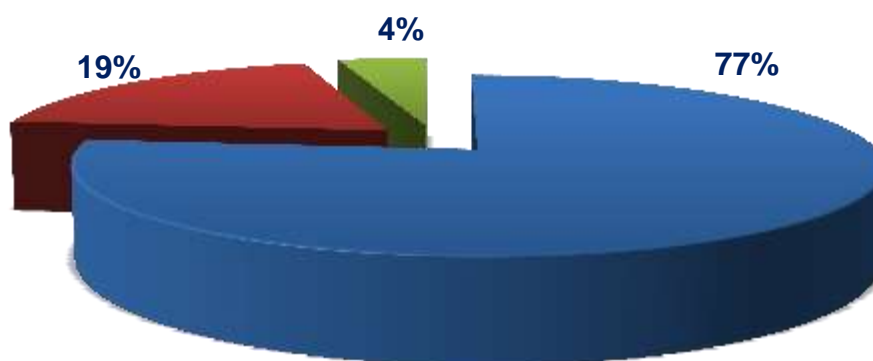
Surveys were also completed by patients who do not have English as their first language and were accompanied by an interpreter. This was offered as part of a joint project with the Sussex Interpreting Services.

The survey was promoted with posters in the waiting room, on our website and on the patient information TV screen.

A total of 69 surveys were completed during the 6 week period.

Unsurprisingly 77% of respondents were unaware of this new, recently introduced service although 19% were aware but had not used the service. Four per cent of patients advised that they have already used the service.

THE AVENUE SURGERY: 2018/19 PATIENT SURVEY EXTENDED HOURS SERVICE: Awareness of Service



■ I was not aware

■ I was aware of this service but have not used it

■ I have used this service

All 3 patients who advised they had used the service had found it very helpful and all 3 patients used the service on a weekday evening.

The demographic spread of patients completing the survey was fairly representative of The Avenue Surgery patients although as usual more women than men completed the survey (51% of our patients are women).

The age range was fairly representative with the majority of respondents (over 75%) coming from the 25-64 age group. Equally the ethnic spread was fairly representative with 85.51% of respondents stating that their ethnicity as White and 8.7% as other ethnicities.

Over 46% of respondents advised that their day to day activities were limited by health.

GENDER	
Men	37.65%
Women	56.47%
Prefer not to say	0.00%
Blank	5.88%
AGE	
0-15	0.00%
16-24	5.88%
25-34	17.65%
35-44	13.24%
45-54	23.53%
55-64	20.59%
65-74	7.35%
75-84	4.41%
85+	1.47%
Blank	5.88%
ETHNICITY	
White	85.51%
Mixed/multiple ethnic groups	1.45%
Asian/Asian British	0.00%
Black/African/Caribbean/Black British	4.35%
Other ethnic group	2.90%
Blank	5.80%
DAY TO DAY ACTIVITIES LIMITED	
Yes limited a lot	18.84%
Yes limited a little	27.54%
No	40.58%
Prefer not to say	4.35%
Blank	8.70%

All comments were positive but demonstrated that more needs to be done to ensure that patients fully understand how this new service works (see Appendix 1).

Conclusion

This is a new service and this year's survey was intended to assess the service as well as raise awareness of this extended hours access to GP and Practice Nurse pre-bookable appointments. Currently the availability of appointments is limited.

There was anecdotally some confusion between The Avenue Surgery's own extended hours service (offering GP appointments 2 evenings a week and on alternate Saturday mornings) and the new extended hours service offered by HERE at the Park Crescent Health Centre.

It is important that patients understand that this service has been set up to meet the increased demands for GP and Practice Nurse appointments and by offering evening and weekend pre-bookable appointments this will help patients who find it difficult to attend The Avenue Surgery during the working day.

An interpreter can be booked for routine Extended Hours Service appointments for patients for whom English is not their first language. This must be clearly explained to patients.

The Avenue Surgery will continue to promote the use of this invaluable service and to ensure that our patients are given the opportunity to book available appointments.

Comments

I am retired so may not need this service except in emergencies, but I'm sure it will be very helpful for working patients who's time is limited
Very good for people who work all week
Very nice surgery, Receptionists are helpful and the doctors are very nice too
Never used this service
Very good service
How do you contact this service. Is it normal phone number?
Seems a good idea
Never used extended hours. Would be great if you could see your own doctor.
Good idea
Great idea
Think may be it's a good idea
I would find it very useful as I work full time
It should be helpful but I was not aware that it's active and still find it difficult to book an appointment
Good idea
I can't used the extended service because I need an interpreter booked with at least 2 days notice