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Enhanced Access Services Survey

Primary Care Networks are groups of GP Practices working together as a network, in which they are commissioned to deliver Enhanced Services. Enhanced services are provided by practices, over and above the 8am-6.30pm contract. Primary Care Networks have been asked to undertake patient engagement to ensure any new services meet the needs of the local population. It is proposed that any changes to services outside of the core 8am-6.30pm contract will be in place by October 2022.

Your GP Practice or Primary Care Network may already offer Enhanced Services and if this is the case then this survey will be an opportunity to check that the services offered best meet the needs of the local population.

We would be most grateful if you could take the time to complete this short survey.

Which of the following would you find the most useful?

Please feel free to choose more than one option if appropriate

Appointment times outside of core 8am-6.30pm hours

- Morning (7am – 8am)
- Evening (6:30pm – 8pm)
- Saturdays
- Other (please explain below)

text box

Appointment type outside of core 8am-6.30pm hours

- Chronic Disease Management (such as Asthma and Diabetes)
- Minor Illnesses
- Screening (for example smears)
- Immunisations (for example flu)
- General health
- Other (please explain below)

text box

Consultation type outside of core 8am-6.30pm hours

- Telephone call
- Video calls
- Face-to-face

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- Same Day
- Pre-bookable (2 weeks in advance)
- Other (please explain below)

text box

Location

- Only at my local GP Practice
- Any local GP Practice within a 10-mile radius
- A centralised hub in my local area
- Other (please explain below)

text box

Do you experience any barriers to accessing GP Practice core services which are 8am-6.30pm?

Please feel free to choose more than one option if appropriate

Please choose from the following:

- Getting through to the practice on the telephone
- Appointment availability
- Waiting times for an appointment
- No access to online booking
- Unable to attend during core hours (8am-6pm)
- Currently do not experience any of the barriers listed above

Other (please explain below)

text box

Is there anything else you would like to tell us about services outside of core 8am-6.30pm hours?

text box

What GP Practice are you registered at?

Please find your GP Practice from the lists below. Your Practice will be listed with others in your local area.

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Glossop PCN

Howard Street Medical Practice
Manor House Surgery
Lambgates Health Centre
Cottage Lane Surgery
Simmondley Medical Practice
Hadfield Medical Centre

High Peak PCN

Sett Valley Medical Centre
Stewart Medical Centre
Thornbrook Surgery
Buxton Medical Practice
Elmwood Medical Centre
Goyt Valley Medical Practice
Hartington Surgery
Arden House Medical Practice

Derbyshire Dales PCN

Ashbourne Medical Practice
Brailsford & Hulland Medical Practice
Hannage Brook Medical Centre
The Surgery Clifton Road
Baslow Health Centre
Bakewell Medical Centre
Imperial Road Surgery
Darley Dale Medical Centre
Eyam Surgery
Tideswell Surgery
Evelyn Medical Centre
Lime Grove Medical Centre
Ashover Medical Centre

Chesterfield & Dronfield PCN

The Surgery at Wheatbridge
Newbold Surgery
Whittington Moor Surgery
Chesterfield Medical Partnership
The Brimington Surgery
Chatsworth Road Medical Centre
Inspire Health
Calow & Brimington Practice
Royal Primary Care
Dronfield Medical Practice

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Oakhill Medical Practice
Stubley Medical Centre

North East Derbyshire PCN

Barlborough Medical Practice
Killamarsh Medical Practice
The Springs Health Centre
The Valleys Medical Practice

North Hardwick & Bolsover PCN

Shires Healthcare
Welbeck Road Surgery
Emmett Carr Surgery
Craggs Health Care
Castle Street Medical Centre
Friendly Family Surgery
Cresswell & Langwith Surgeries

South Hardwick PCN

Limes Medical Centre
Staffa Health
The Village Surgery
Royal Primary Care – Clay Cross
Clay Cross Medical Centre
Wingerworth Medical Centre
North Wingfield Medical Centre
St Lawrence Road Surgery
Blackwell Medical Centre

Heanor, Alfreton and Ripley PCN

Ivy Grove Surgery
Jessop Medical Practice
Somercotes Medical Centre
Park Surgery
Kelvingrove Medical Centre
Brooklyn Medical Practice
Parkside Surgery
Ripley Medical Centre
Crich Medical Practice

Belper PCN

Arthur Medical Centre
Whitemoor Medical Centre
Appletree Medical Practice
Riversdale Surgery

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Erewash PCN

Moir Medical Centre
The Aitune Medical Practice
Adam House Medical Centre
Golden Brook Medical Practice
College Street Medical Centre
Park View Medical Centre
Gladstone House Surgery
Eden Surgery
Dr Purnell & Partners
Littlewick Medical Centre
Old Station Surgery
Dr Webb & Partners
West Hallam Medical Centre

Swadlincote PCN

Newhall Surgery
Swadlincote Surgery
Heartwood Medical Practice
Woodville Surgery
Gresleydale Healthcare Centre
Overseal Surgery

Derby City North PCN

Horizon Healthcare
Wilson Street Surgery
Friar Gate Surgery
Osmaston Surgery
Macklin Street Surgery
Derwent Medical Centre

Derby City South PCN

Village Surgery
Alvaston Medical Centre
Hollybrook Medical Centre
Willington Surgery
Haven Medical Centre
Melbourne & Chellaston Medical Centre
Wellbrook Medical Centre
Parkfields Surgery

Greater Derby PCN

Vernon Street Medical Centre
Derwent Valley Medical Centre

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Park Lane Surgery
Mickleover Medical Centre
Park Farm Medical Centre
Chapel Street Medical Centre
Mickleover Surgery
Derby Family Medical Centre
Peartree Medical Centre
Brook Medical Centre
St Thomas Road Surgery

Oakdale Park PCN

Park Medical Practice
Oakwood Surgery
Overdale Medical Practice

PCCO PCN

Lister House Chellaston
Lister House Surgery

Thank you for completing this survey.

Look out for further information about enhanced services at your GP Practice.

We would be most grateful if you could now complete a short demographic survey. The information that you provide below will support us in understanding who has completed the survey, if any groups are missing or if there are any issues experienced or any ideas for improvements by a particular group or community.

About you

Our Commitment to Data Privacy and Confidentiality Issues

We are committed to protecting your privacy and will only process data in accordance with the Data Protection Legislation. This includes the General Data Protection Regulation (EU) 2016/679 (GDPR), the Data Protection Act (DPA) 2018, the Law Enforcement Directive (Directive (EU) 2016/680) (LED) and any applicable national Laws implementing them as amended from time to time.

In addition, consideration will also be given to all applicable Law concerning privacy, confidentiality, the processing and sharing of personal data including the Human Rights Act 1998, the Health and Social Care Act 2012 as amended by the Health and Social Care (Safety and Quality) Act 2015, the common law duty of confidentiality and the Privacy and Electronic Communications (EC Directive) Regulations.

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Employment Status

- Employed Full-Time
- Employed Part-Time
- Self-employed
- Not employed but looking for work
- Not employed and not looking for work
- Homemaker
- Retired
- Carer
- Prefer Not to Answer
- Other (please explain below)

text box

Preferred method of travel

- Car
- Bus
- Taxi
- Cycle
- On-foot
- Prefer Not to Answer
- Other (please explain below)

text box

Age

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 or Above
- Prefer Not to Answer

Gender/Sex

- Male
- Female
- Transgender Male

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Transgender Female

Non-binary

Prefer Not to Answer

Other (please describe below)

text box

Are your day-to-day activities limited because of a health condition or illness which has lasted, or is expected to last, at least 12 months?

(Please select all that apply)

Vision (such as due to blindness or partial sight)

Hearing (such as due to deafness or partial hearing)

Mobility (such as difficulty walking short distances, climbing stairs)

Dexterity (such as lifting and carrying objects, using a keyboard)

Ability to concentrate, learn or understand (Learning Disability/Difficulty)

Memory

Mental ill-health

Stamina or breathing difficulty or fatigue

Social or behavioural issues (for example, due to neuro diverse conditions such as Autism, Attention Deficit Disorder or Aspergers' Syndrome)

No

I'd prefer not to say

Any other condition or illness, please describe:

text box

Do you look after, or give any help or support to family members, friends, neighbours, or others because of either:

Long-term physical or mental-ill-health/disability

Problems related to old age

No

I'd prefer not to say

Other, please describe:

text box

Ethnic Group

White

English/Welsh/Scottish/Northern Irish/British

Irish

Gypsy or Irish Traveller

Any other White background, please describe:

text box

Mixed/multiple ethnic groups

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White and Black Caribbean

White and Black African

White and Asian

Any other mixed/multiple ethnic background, please describe:

text box

Asian/Asian British

Indian

Pakistani

Bangladeshi

Any other Asian background, please describe:

text box

Black/African/Caribbean/Black British

African

Caribbean

Any other Black/African/Caribbean background, please describe:

text box

Chinese

Chinese

Other ethnic group

Arab

Any other ethnic group, please describe:

text box

I'd prefer not to say

Please choose your preferred language option for communicating and interpreting information

English

Arabic

Bengali

BSL (British Sign Language)

Chinese

Farsi

Gujarati

Hindi

Pashtu

Polish

Portuguese

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Punjabi

Slovak

Somali

Turkish

Urdu

Any other preferred language, please describe:

text box

Draft Email to PCN leads *suggest sending from ddccg.engagement@nhs.net as this will allow for any responses to be logged and dealt with ASAP and shared across the team*

To all PCN Directors

As part of the Enhanced Access DES there is a need to engage with your local population. We would like to offer to support you with this piece of work.

We have produced an online survey that can be used by all PCNs with a set of essential and relevant questions which will not only allow you to meet the requirements of the DES but also meet legal duties around patient and public involvement (S14z2 of the Health and Social Care Act 2012) and the need to have Due Regard to protected characteristics (Equality Act (2010)). This will also be important evidence that your patient population were engaged in any changes if you receive any legal challenges. It is proposed that the questionnaire is launched as soon as possible once agreed at PCN Directors meeting on 7th June and it will run until Friday 22nd July. On Monday 25th July each PCN Director will receive the survey feedback for their PCN which can then be included in the DES plans.

In addition we will be happy to run, with support from PCN Directors, at least two virtual discussion sessions which your patients can attend.

It is recommend that you have a discussion with your PPG and strongly consider a text to all your patient population about how they can feedback on extended access for your Practice.

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There will be some communication materials such as posters available as resources from NHSEI which we will ensure are made available to you.

We are recommending that the online survey (open until Friday 22nd July 2022), discussion sessions and you having a discussion with your PPG are a minimum. If you would like to do anything in addition then of course you are welcome to and please do get in touch to discuss and we can share any good practice.

Kind regards
Katy Hyde
Involvement Manager

DRAFT