

Enhanced Access Survey 2022

1. Introduction

In July 2022 Richmond General Practice Alliance (RGPA) designed a patient survey which was distributed, by text, to all patients aged 18 years and over registered with a Richmond GP.

The purpose of the survey was to obtain views of patients to inform the model of primary care services to be offered from 1 October 2022, as described in the Network Directed Enhanced Service (DES). Specifically, the survey was designed to

- Inform where services may be situated
- Identify whether there was demand for early morning appointments at GP surgeries
- Support the suggested range of services to be offered and suggest other services that could be delivered.
- Give respondents an opportunity to provide general feedback of GP services.

The voluntary survey was distributed to patients via their GP practices and all respondents were anonymous.

2. Background

There are 25 GP practices in Richmond working out of 29 surgeries. 205,000 patients are registered with these practices. Practices collaborate to plan and deliver services together in groups called Primary Care Networks (PCN), in line with the Network DES.¹

In Richmond there are 6 PCNs

Hampton PCN	Hampton Medical Centre Broad Lane Surgery Park Road Surgery
Teddington PCN	Hampton Hill Medical Centre Hampton Wick Surgery Thameside Medical Practice The Green & Fir Road Surgeries
East Twickenham PCN	Crane Park Surgery Cross Deep Surgery Woodlawn Medical Centre and Oaklane York Medical Practice
West Twickenham PCN	Jubilee Surgery Staines Road Surgery Acorn Group Practice Richmond Lock Surgery Twickenham Park Surgery
Richmond PCN	Seymour House Surgery & Lock Road The Vineyard Surgery Paradise Road Surgery

¹ [B1357-network-contract-frequently-asked-questions-2022-23-march-2022.pdf \(england.nhs.uk\)](https://www.england.nhs.uk/wp-content/uploads/2022/03/b1357-network-contract-frequently-asked-questions-2022-23-march-2022.pdf)

	Kew Medical Practice Parkshot Medical Practice*
Sheen, Barnes & Kew PCN	Richmond Medical Group inc Quadrant House Sheen Surgery Essex House Surgery Glebe Road Surgery.

**NB Parkshot Medical Practice is not participating in the PCN but patients registered at the practice will still have access to the enhanced service.*

From 1st October 2022 PCNs are required to deliver enhanced access. These will be additional appointments in the evening from Monday to Friday and on Saturdays. The appointments need to be delivered between 18:30-20:00hrs Monday – Friday and between 09:00-17:00hrs on Saturdays. The appointments need to be routine, they can be face to face, telephone, video or e-consultations and delivered by GPs working with a range of other clinical staff. The requirement is to deliver 60 minutes for every 1000 patients registered with a GP per week.²

In order to plan the future service in Richmond, the PCNs looked to gather information from local people about where and what services should be delivered. A survey was delivered and sent to patients in July 2022. A copy of the survey can be found at appendix A.

3. Responses

At the time of this report

17,367 results had been received. The survey took an average of 3.5 minutes to complete.

1) Which is your GP surgery

Table 1 Responses by PCN

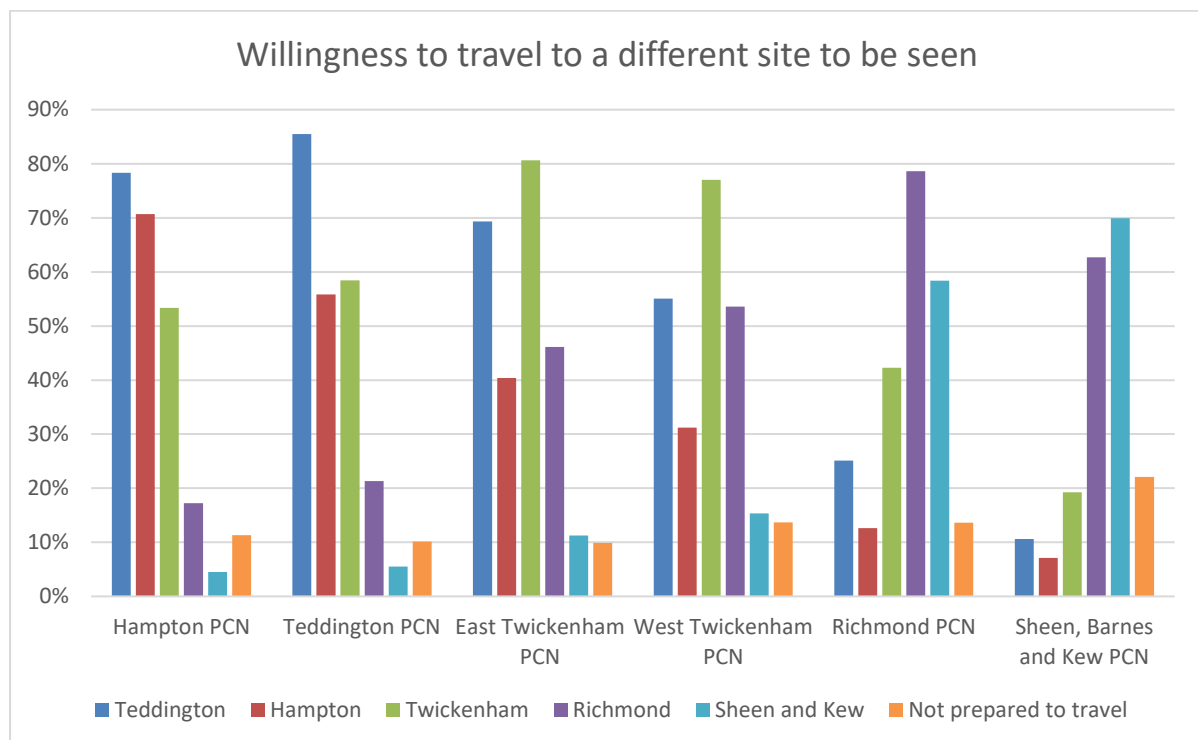
PCN	Number responses	Percentage
Hampton	3362	19%
Teddington	1631	9%
East Twickenham	2432	14%
West Twickenham	3052	18%
Richmond	2689	15%
Sheen, Barnes and Kew	4201	24%
Grand Total	17367	100%

2) Would you be willing to travel to a surgery that is not your surgery for an appointment, outside of normal working hours, in any of the areas listed below? Tick as many that apply.

This question allowed people to choose a number of options. The answers have been split by PCN to show the distance people are prepared to travel to from the local PCN area.

² [NHS England » Enhanced Access to General Practice services through the network contract DES – Frequently asked questions](#)

Chart 1 Percentage of people in each PCN prepared to travel to an alternative site in specific areas.



The chart shows that patients are prepared to travel within their own area and a neighbouring area but less likely to travel the length of Richmond borough. The river Thames does appear to create a barrier, with people in Richmond and Sheen and Barnes less in favour of travelling to Twickenham and further.

This response does support having sites situated in Teddington Hampton area, in Twickenham and a further site in Richmond Sheen and Barnes. The options would make additional appointments acceptable as well as accessible.

3) If you answered no to the previous question, please can you tell us why you would not travel to another surgery for an appointment outside of normal working hours Monday to Friday?

Whilst 3023 people (17% of all responses) provided an answer to this question, some answers qualified the response to question 2. i.e. "I am prepared to travel but only to Teddington." This accounted for 511 (17%) of responses to this question.

1270 (42%) of answers to this question were definitive NOs . Patients stated that they needed to see a doctor who knew them and their medical history or believed that all services should be available from their local practice. People also stated it was too inconvenient for them to travel.

16 people stated that they were housebound and 7 lived outside of the borough boundary and wanted services close to where they lived.

Other themes were captured as causing difficulties accessing another sites. These included

- Access to public transport and difficulty paying to travel 503 (17%),
- Access to parking. 56 (1.9%)

- Disability or carers of disabled people 323 (11%)
- Age – too old to travel any distance 170 (6%)
- Access to child care 60 (2%)
- Work as an issue. 69 (2.3%)

As the service is designed to offer routine appointments, patients will have the choice to book appointments at their home practice rather than at a different site. It will be essential that the offer does take this into account and that the service is monitored to ensure that similar services are accessible at their home practices during working hours.

Sites chosen for the service must be accessible by public transport. There needs to be sufficient parking available for patients who drive and clear instructions about which buses and trains service the final sites.

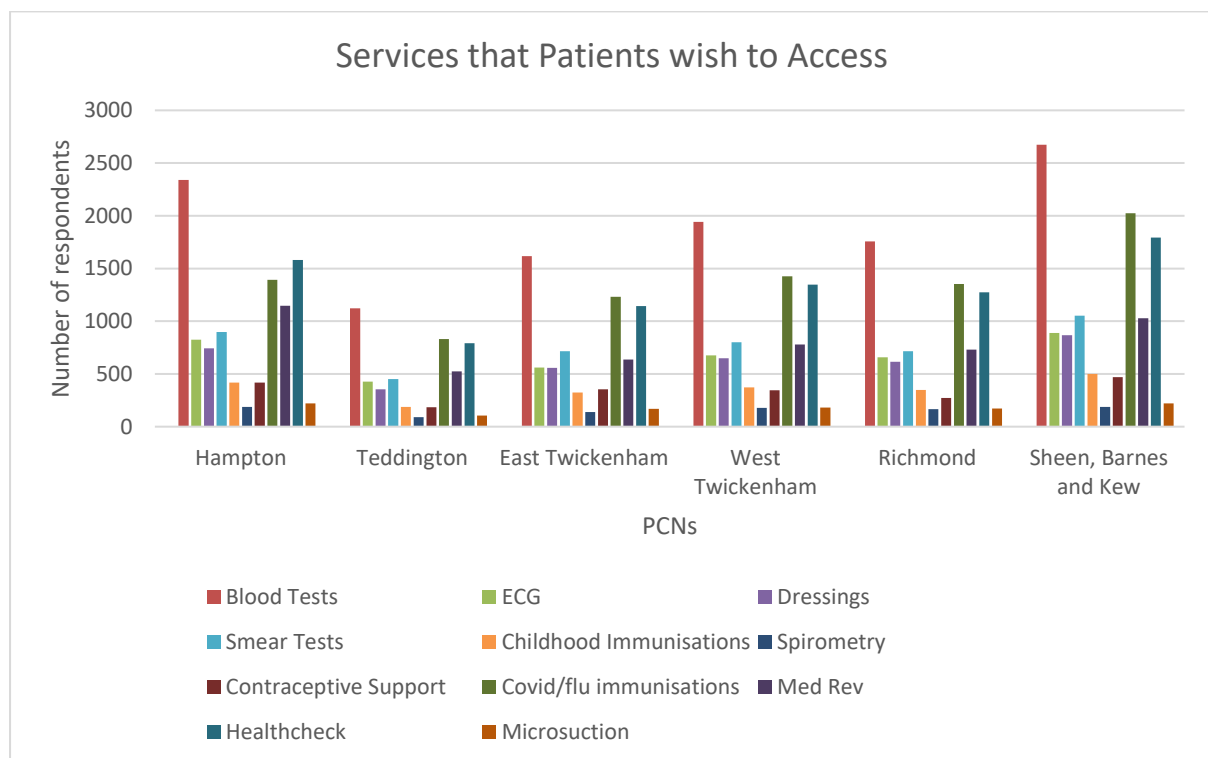
All practice staff will need to be well informed of the service and provide clear instructions to patients booking appointments at alternative sites.

There were references to people wishing to have continuity of care ensured with access to their medical records. In support of continuity of care, all alternative sites must have read and write access into medical records.

4) Are there any specific routine services you would like to be offered in weekday evenings or on Saturdays?

Respondents indicated their preference for the range of services to be offered.

Chart 2 Shows the services that respondents would like to access from the Enhanced Service



Other services suggested included

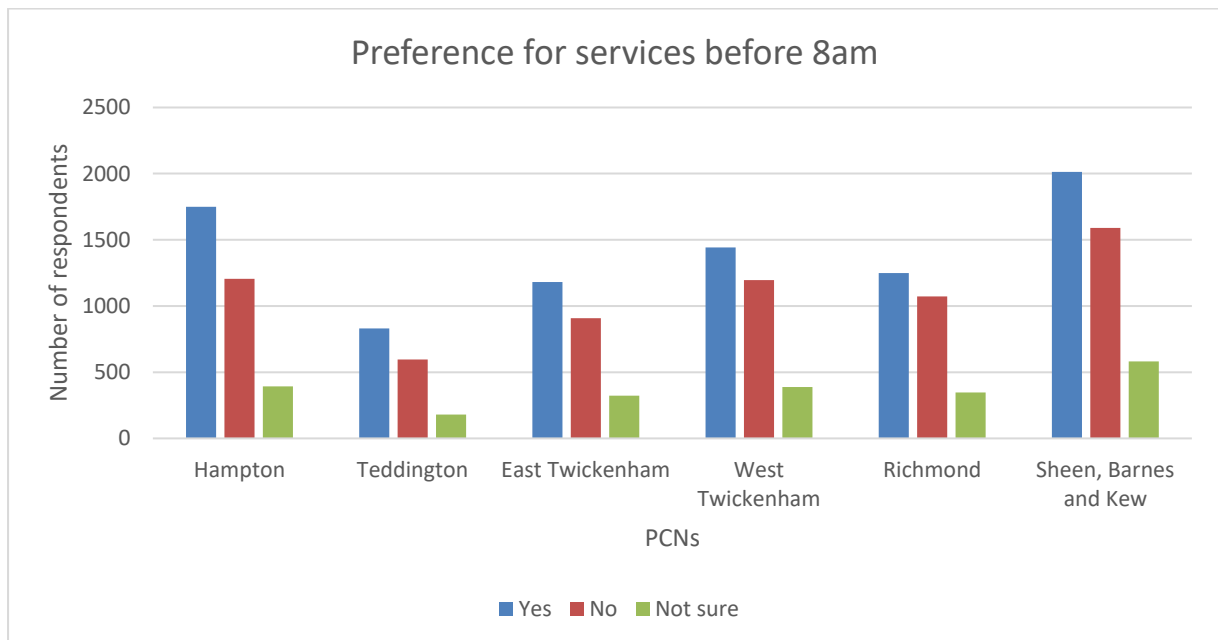
- Asthma Checks

- Blood Pressure Checks
- Diabetes Checks
- Sexual Health Screening
- Travel Vaccines
- Ultra sound scans
- Minor Surgery
- Physiotherapy
- Podiatry
- Access to test results
- B12 Injections
- Cancer Screening
- Mental Health Services
- Urgent Appointments.

The range of services will be developed overtime and take into account the skills and experience of the staff employed to deliver care..

5) Would you find it helpful to be seen before 8am in the morning on some days of the working week?

Some practices had been offering early morning services for their patients which are not included as part of the Enhanced Access requirement. This question was asked to determine whether people were still wishing to access early morning services.



The results would suggest that this is a time that would be popular with some patients. Plans are in place to offer some early morning services in Hampton and Teddington PCNs. This will need to be reviewed for Sheen and Barnes too.

PCN	Percentage that wish for early morning services
Hampton	52%
Teddington	52%
East Twickenham	49%

West Twickenham	48%
Richmond	47%
Sheen, Barnes and Kew	48%

6) Is there anything you would like to tell us about accessing GP services out of hours?

There were a vast number of comments in response to this question. A large number related to people finding access to services difficult at this present time. These are being collated and will be sent back to practices and PCNs to discuss with their patient groups.

There were many suggestions about the type of consultations that people would wish to access. These included telephone consultations, video consultations and electronic email consultations. as well as traditional face to face appointments. It is the intention that patients will have choice once the service is established.

People wished to be able to book appointments directly. We are looking at how this is introduced, with a view that this functionality will be available in the future.

People also expressed the need for access to urgent appointments rather than advanced booking. It is intended that there is a mixture of advanced bookable but some released capacity to enable same day appointments to be made available.

A full list of all comments (200 pages) can be made available on request.

Demographic Information

7) Age breakdown of respondents by PCN

Age	Hampton	Teddington	East Twickenham	West Twickenham	Richmond	Sheen, Barnes and Kew	Total
18-24	46	16	40	33	22	37	194
25-34	156	69	179	105	157	198	864
35-44	328	158	322	363	275	440	1886
45-54	573	323	463	596	435	747	3137
55-64	877	413	485	763	688	939	4165
65-74	848	379	573	731	638	1033	4202
75-85	404	203	283	368	364	615	2237
85 +	67	38	40	40	54	95	334
(blank)	63	32	47	53	56	97	348

8) What is your ethnic group?

Split by PCN

	Hampton	Teddington	East Twickenham	West Twickenham	Richmond	Sheen, Barnes and Kew	Total
Asian or Asian British (Bangladeshi, Chinese, Indian, Pakistani, Other)	131	56	133	171	127	165	783
Black or Black British (African, Carribbean, Other)	36	18	29	22	27	40	172
Mixed (White and Black Carribbean, White and Black African, White and Asian)	54	34	53	66	50	74	331
White (Welsh, English, Scottish, Northern Irish, British Irish, Gypsy or irish traveller, Other)	2843	1357	1974	2423	2125	3416	14138
Other	125	72	126	175	187	238	923
Prefer not to say	97	59	74	132	109	162	633
(blank)	76	35	43	63	64	106	387

9) How would you describe yourself?
Split by PCN

	Hampton	Teddington	East Twickenham	West Twickenham	Richmond	Sheen, Barnes and Kew	Total
Female	2016	1003	1494	1833	1558	2565	10469
Male	1254	576	871	1128	1035	1496	6360
Prefer to self-Identify	8	4	3	6	6	5	32
Prefer not to say	30	25	27	33	41	52	208
(blank)	54	23	37	52	49	83	298

10) Which of the following options best describes your sexual orientation

Split by PCN

	Hampton	Teddington	East Twickenham	West Twickenham	Richmond	Sheen, Barnes and Kew	Total
Bisexual	33	21	38	35	34	38	199
Gay	40	30	43	57	65	56	291
Heterosexual / straight	2991	1425	2134	2660	2324	3712	15246
Lesbian	25	11	10	10	11	14	81
Prefer to self-identify	16	8	15	15	19	25	98
Prefer not to say	181	106	138	200	167	242	1034
(blank)	76	30	54	75	69	114	418

11) What is your religion?

	Hampton	Teddington	East Twickenham	West Twickenham	Richmond	Sheen, Barnes and Kew	Total
Buddhist	26	11	17	22	22	31	129
Christian	1645	808	1201	1462	1240	2144	8500
Hindu	39	17	29	54	27	44	210
Jewish	25	9	8	19	47	95	203
Muslim	38	25	61	59	58	72	313
Sikh	11	4	15	25	8	3	66
No religion	1228	580	862	1056	931	1318	5975
Other (please specify)	64	44	45	86	71	89	399
Prefer not to say blank)	218	102	147	207	221	297	1192
	68	31	47	62	64	108	380

12) Do you have a disability as defined by the Equalities Act 2010?

	Hampton	Teddington	East Twickenham	West Twickenham	Richmond	Sheen, Barnes and Kew	Total
Disabled							
Yes	256	143	216	225	243	290	1373
No	2966	1410	2219	2695	2306	3699	15295
Prefer not to say	90	49	71	91	96	130	527

13) Do you

	Hampton	Teddington	East Twickenham	West Twickenham	Richmond	Sheen, Barnes and Kew	Total
Carer							
Yes	321	154	264	328	251	417	1735
No	2934	1418	2084	2613	2314	3629	14992
Prefer not to say	54	33	47	60	61	85	340

Survey

Purpose of the Survey

Richmond General Practice Alliance is working with local Richmond GP surgeries to plan additional services to be available in October 2022. We are looking at how we can best deliver GP services outside practices' core hours to meet the local needs. These additional appointments will not affect the appointments that are offered at your local surgery Monday - Friday during the usual opening hours 08:00-18:30. You will also still be able to access the NHS 111 service that is available out of hours, seven days a week.

These appointments will be a mix of face-to-face and telephone appointments with a range of healthcare professionals. These appointments will be available to book through your own surgery. The surgeries are working together in groups called Primary Care Networks (PCN) and the intention is that the surgeries in each PCN will collaborate to offer additional services.

Privacy statement

All responses to this survey will be private and confidential. The information you provide will be managed in line with the Data Protection Act 2018 and GDPR rules. We will not share personal information with any third parties.

To find out more about how we keep your data secure, contact swlccg.richmondgpalliance@nhs.net. You can view our privacy statement at <https://richmondgpalliance.co.uk/privacy-policy/>

Thank you for your feedback. Please answer before 29 July 2022

1) Which is your GP Surgery?

Options provided

Hampton Medical Centre, Hampton PCN
 Broad Lane Surgery, Hampton PCN
 Park Road Surgery, Hampton PCN
 Hampton Hill Medical Centre, Teddington PCN
 Hampton Wick Surgery, Teddington PCN
 Thameside Medical Practice, Teddington PCN
 The Green & Fir Road Surgeries, Teddington PCN
 Crane Park Surgery, East Twickenham PCN
 Cross Deep Surgery, East Twickenham PCN
 Woodlawn Medical Centre and Oaklane, East Twickenham PCN
 York Medical Practice, East Twickenham PCN
 Jubilee Surgery, West Twickenham PCN
 Staines Road Surgery, West Twickenham PCN
 Acorn Group Practice, West Twickenham PCN
 Richmond Lock Surgery, West Twickenham PCN
 Twickenham Park Surgery, West Twickenham PCN
 Seymour House Surgery & Lock Road, Richmond PCN
 The Vineyard Surgery, Richmond PCN
 Paradise Road Surgery, Richmond PCN
 Kew Medical Practice, Richmond PCN
 Parkshot Medical Practice, Richmond PCN
 Richmond Medical Group inc Quadrant House, Sheen, Barnes and Kew PCN
 Sheen Surgery, Sheen, Barnes and Kew PCN
 Essex House Surgery, Sheen, Barnes and Kew PCN
 Glebe Road Surgery, Sheen, Barnes and Kew PCN

- 2) Would you be willing to travel to a surgery that is not your surgery for an appointment, outside of normal working hours, in any of the areas listed below? Tick as many that apply.
- Teddington
 - Hampton
 - Twickenham
 - Richmond
 - Sheen and Kew
 - No I would not be prepared travel to another surgery.
- 3) If you answered no to the previous question, please can you tell us why you would not travel to another surgery for an appointment outside of normal working hours Monday to Friday?
Free Text
- 4) Are there any specific routine services you would like to be offered in weekday evenings or on Saturdays? (tick any that you would wish to see)
- Blood Tests
 - ECG
 - Dressings
 - Smear tests
 - Childhood Immunisations
 - Spirometry
 - Contraceptive Support
 - Covid/flu immunisations
 - Medicine reviews
 - Health Checks
 - Other please specify
- 5) Would you find it helpful to be seen before 8am in the morning on some days of the working week?
Yes , No, Don't Know
- 6) Is there anything you would like to tell us about accessing GP services out of hours?
Free Text
- 7) Equality and Diversity Monitoring.
Please note that questions 7-13 are optional. You do not have to answer them. However, the answers you provide will help us understand the different experiences people have which is used to help achieve better patient outcomes, better experiences, and better use of resources in primary care. The answers will also tell us whether we are hearing from a range of different people
What age group do you belong to?
- 8) What is your ethnic group?
- 9) How would you describe yourself?(Male, Femal...)
- 10) Which of the following options best describes your sexual orientation?
- 11) What is your religion?
- 12) Do you have a disability as defined by the Equalities Act 2010? Tick one box only. The Equality Act 2010 defines a person with a disability as someone who has a physical or mental

impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day to day activities

13) .Are you are carer? (For a friend/family member)