

Hanley Primary Care Access Hub – Public Engagement

Background

Hanley Primary Care Access Hub was previously known as Hanley Health and Wellbeing Centre but changed identity when the North Staffs GP Federation took over service delivery in July 2017.

If assessed as appropriate, patients can see a GP or Advanced Nurse Practitioner from 8am-8pm seven days per week, 365 days a year. Prior to the changes in July, patients were guaranteed access to a Nurse Practitioner appointment, not a GP.

Stoke-on-Trent Clinical Commissioning Group (CCG) would like to review how the service is being used and what patients think about the service since the changes that were made in July 2017.

Engagement Methodology

To gain feedback and views, the CCG developed an on-line survey. This was promoted through CCG newsletters, a press release and social media, as well as being shared with partner organisations and the voluntary sector. A hard copy survey, based at the hub, was also used to gather opinions.

The survey was open between 24 January and 25 February 2018.

Survey Results

A total of **314 people** completed the full survey and the results are set out below.

Question 1

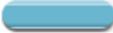
1. (*) Were you:

		Response percent	Response total
A walk in patient		99.37%	314
A registered patient with a pre-booked appointment		0.63%	2

(316 people took part in the survey but 2 people who completed the online survey were not walk-in patients, so did not complete questions after question 1).

Question 2

2. (*) What was the main reason for your attendance?

		Response percent	Response total
Illness		78.34%	246
Illness (long term condition)		2.87%	9
Accident		3.82%	12
Other - Please Specify		14.97%	47

For 'Other' above:-

- 15 people mentioned specific conditions and illnesses
- 14 people mentioned aches/pain
- 6 people - infections, 6 people – rash
- 4 people – inflammation
- 4 people – did not specify or state and the remaining

Question 3

3. (*) Did you try anywhere else before you visited Hanley Primary Care Access Hub?

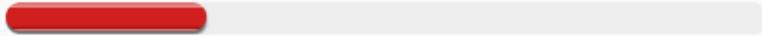
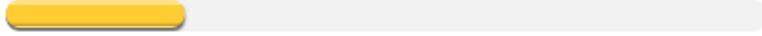
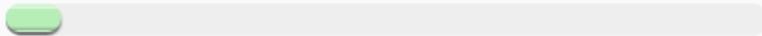
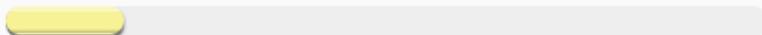
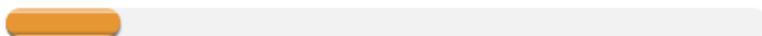
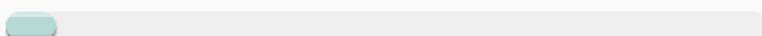
		Response percent	Response total
No		31.53%	99
Yes - 111		13.06%	41
Yes - Pharmacy		13.38%	42
Yes – Own GP		53.82%	169
Yes - Other (please specify)		4.46%	14

For 'Other' above:-

- 8 people mentioned Haywood, Haywood walk-in centre or Lyme Valley/Newcastle walk-in
- 3 people tried their own GP
- 3 others mentioned the opticians, Shelton care and paramedics

Question 4

4. (*) Why did you choose to use the Hanley Primary Care Access Hub? (please tick all that apply)

		Response percent	Response total
Convenience/it was easy		26.43%	83
It was nearby		23.57%	74
I don't have to be registered to use it		7.33%	23
No appointments available at my GP		55.41%	174
Another service told me to come here		15.61%	49
My symptoms didn't improve/I didn't get better		15.29%	48
Other (please specify)		6.69%	21

For 'Other' above:-

7 people mentioned that their GP was closed or it was the weekend

4 people – advised by their GP surgery, 3 people – convenient

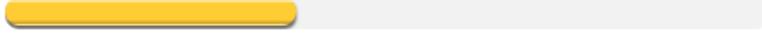
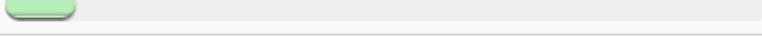
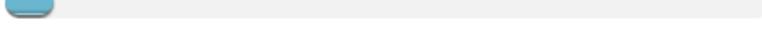
2 people – nearby

6 people mentioned other things such as

- “less waiting time”,
- “They are very helpful all the time”
- “My GP is full and can't get me in for another 9 days”
- “needed medication”

Question 5

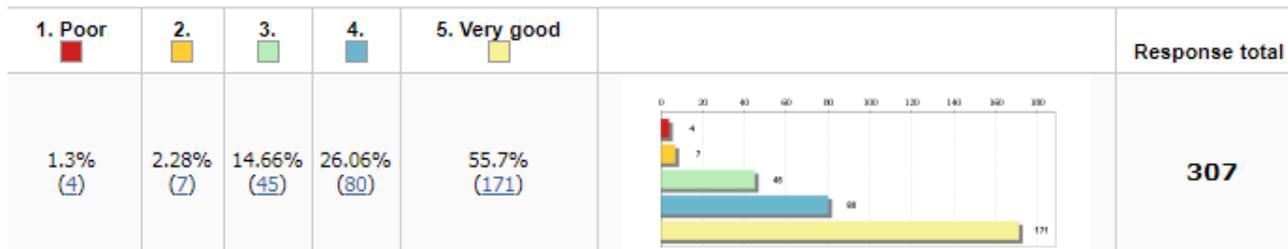
5. (*) How often have you used the Hanley Primary Care Access Hub since July 2017?

		Response percent	Response total
Never before		46.15%	144
Once or twice		38.14%	119
3-5 times		9.3%	29
More than 5 times		6.41%	20

Question 6

Over 80% of respondents rated the experience as either good or very good. Less than 4% rated it as poor or quite poor.

6. (*) Overall, how would you rate your experience of the Hanley Primary Care Access Hub?



Questions 7 to 10 gave the public the opportunity to answer in their own words. The main themes which emerged are set out below.

Question 7: What is good about the Hanley Health and Wellbeing Walk-in Centre?

Ease of access and availability of appointments: 117 people / 52.9%* (*of those who answered) appreciated this with comments such as :

“Easy access as it is in the middle of the city centre”

“Easily available if unable to see own GP”

“Being able to have my son checked over when there is no appointments at his regular gp”

Excellent staff: 84 people / 38.0%* (*of those who answered) commented positively on the staff with remarks such as:

“Friendly caring, empathetic reception (same with triage-a good listener)”

“Friendly reception, lovely nurses and doctor”

“It's caring and friendly”

“Everybody is helpful and polite”

Convenience: 39 people / 17.6%* mentioned the convenience of the hub:

“The fact I can just come in and wait”

“Local to areas/university”

“Convenient and not far from where I live”

Good/efficient service: 33 people / 14.9%* mentioned that the hub offers a good or efficient service:

“Excellent service”

“Medical care and advice is consistent”

11 people (5%*) mentioned the pleasant environment and there were 19 other comments, which included 3 people reflecting that it was good ease pressure on other services, then other comments, such as:-

“Tell you how long wait and every time I or my children come in we don't go over out time”

“Reassuring when you have ill children”

“Getting to see a doctor rather than a nurse led service”

Question 8: What is not so good or could be done better?

Long waits: Most comments – 51 people / 53.7%* (*of those commenting) were about long waiting times, although some people did appreciate the reason for this.

“Waiting times are ridiculous”

“waiting is always long but that is to be expected with it being a walk in”

“There was a wait but this was due to me having to be seen by the GP which was an understandable wait and I really needed to see the GP.”

Staffing: There were 11 comments / 11.0%* about staffing, with people mostly expressing the need for more staff:

“needs more gp considering own gp's are sending patient to here”

“more doctors to see patients”

Environment: there were 9 comments / 9.5%* about the environment ranging from :

“Due to the long waiting times, the TV being on would help due to some disruptive/ inconsiderate patients in the waiting room.”

“Toilets are a little smelly.”

6 people mentioned parking and there were 17 other comments, which included 2 people referring to opening hours, then other comments. A flavour of these (some of which are also coded in some of the above, due to multiple themes) include:

“Opens at 8am. Noone went through to see someone for at least 10 minutes. 111 advised me I could see a GP I saw a nurse despite me telling the receptionist what 111 had advised with the symptoms I had.”

"...on our visit only appears to be two Doctors and one advanced Nurse on considering the population of Stoke-on-Trent. The closing of community beds and health need in the area and not enough medics on duty."

"When seeing the triage nurse I felt like she was being extremely nasty and she brought me to tears"

"Referrals to hospital if needed, bloods done here, scans etc."

"some times need to be seen by two different doctors"

Question 9: Are there any ways in which you think the service could be improved?

Staffing: 25 people felt that staffing levels could be improved:

"As always- more staff ease the pressure/workload on everybody"

"Due to the number of patients waiting to be seen I think having additional doctors being available at peak times would shorten the wait time"

Waiting time: 16 people felt the service could be improved by shorter waiting times:

"Only waiting time - everything else cool"

"Reduce waiting time"

Question 10: Is there anything else you'd like to share?

There was only one negative comment (which was about the music being too loud);
13 people commented with positive feedback. Examples include:

"Having used the service on a Saturday evening I was very pleased with my visit. The GP did worry me though when I still had to go to A&E as I was trying everything not to go there!"

"I attended with my daughter on a Sunday evening, she was seen by a Nurse and a GP all within 20 minutes. I would highly recommend patients attending the Hanley Primary Care Access Hub."

"My daughter became ill and I struggled to get into my own GP and was advised to come here. The team were great, very grateful for everything."

"I think this is a really good service which ensures patients can be seen by a doctor."

Question 11: Are you registered with a GP practice?

The analysis of GP practices can be found as Appendix 1 of this document.

Demographic information

Participants' responses to questions about ethnicity, background, age etc can be found in Appendix 2 of this document.

9 March 2018

Appendix 1

Please specify which GP Practice you are registered with:

Furlong Medical Centre	22	Belgrave Medical Centre	3
Moorcroft Medical Centre	17	Cambridge House Surgery	3
Harley Street Medical Centre (& Staffs Uni)	15	Middleport Medical Centre	3
Brook Meldical Centre	13	Werrington Village Surgery	3
Millrise Medical Practice	13	Brinsley Avenue Practice	2
Tunstall Primary Care Centre (& Packmoor)	11	Dr Borse & Partners (Meir Primary Care Centre)	2
Birches Head Medical Centre (& Hulton House)	11	Cr Chadalavada & Partners (Abbey Surgery)	2
Five Towns GP Surgery	9	Apsley House (Cobridge Health Centre)	2
Hanley Health Centre	8	Longton Health Centre (Dr Patel)	2
Glebedale Medical Practice	8	Hartshill Medical Centre	2
Haymarket Health Centre	8	Kidsgrove Medical Centre (Dr Harbidge)	2
Willow Bank Surgery	7	Biddulph Doctors	2
Longton Hall Surgery	6	Miller Street Surgery	2
Moss Green Surgery	6	Alton Surgery	1
Cobridge Surgery	6	Audley Health Centre	1
Norfolk Street Surgery	6	Heathcote Street (Chesterton Surgery)	1
Potteries Medical Centre	5	Dr Mir's Surgery (Blurton Health Centre)	1
Adderley Green Surgery	5	Kingsbridge Medical Practice	1
Foden Street Surgery	5	Midway Medical Centre	1
Baddeley Green Surgery	5	Milehouse Medical Practice	1
Meir Park Surgery (& Weston Coyney)	5	R J Mitchell Medical Centre	1
Lucie Wedgwood Health Centre	4	Snowhill Medical Centre	1
Trent Vale Medical Practice	4	Talke Clinic	1
Mayfield Surgery	4	Tean Surgery	1
Merton Street Surgery	3	Trenthams Mews Medical Centre	1
Goldenhill Medical Centre	3	Trinity Medical Centre	1
Drs Shah & Talpur (Hanford Health Centre)	3	Wolstanton Medical Centre	1
Dunrobin Street Medical Centre	3	Other (please specify)	36
Orchard Surgery (& Endon)	3	Not resgistered	10

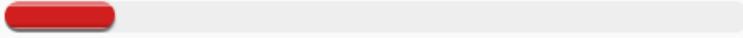
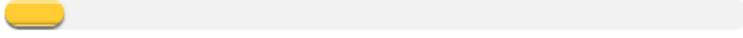
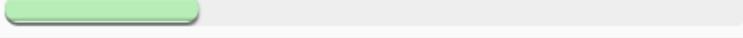
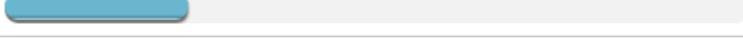
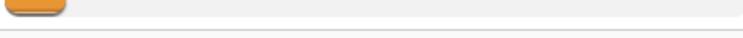
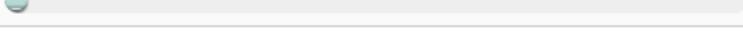
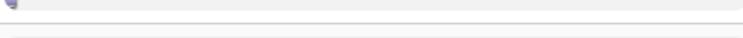
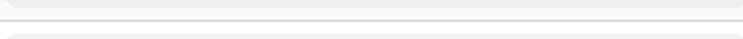
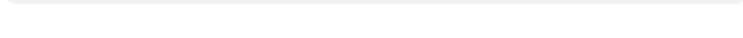
Appendix 2

Demographics

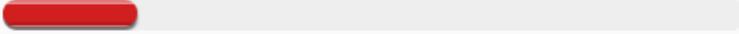
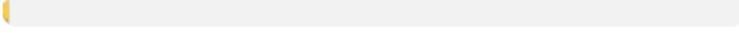
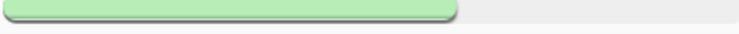
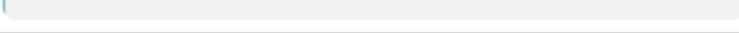
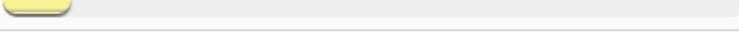
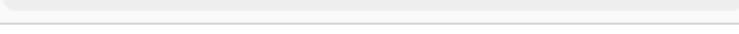
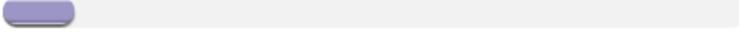
What is your ethnic group/background?

	Response %	Response Total
English, Welsh, Scottish, Northern Irish, British	80.0%	227
Pakistani	6.0%	17
Other European	2.8%	8
White and Black Caribbean	2.1%	6
Any other ethnic or nationality background not listed	2.1%	6
Polish	1.8%	5
African	1.8%	5
Prefer not to say	1.4%	4
Black British	0.4%	1
White Irish	0.4%	1
Bangladeshi	0.4%	1
White and Black African	0.4%	1
Indian	0.4%	1
Caribbean	0.4%	1

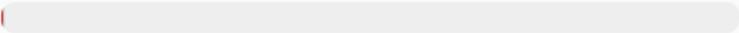
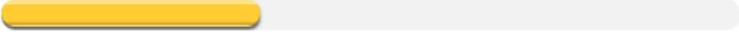
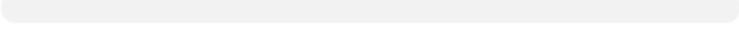
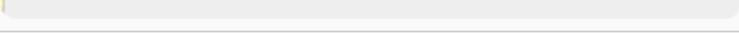
What is your age category?

		Response percent	Response total
under 16		15.04%	43
16-19		8.04%	23
20-29		26.22%	75
30-39		24.83%	71
40-49		11.89%	34
50-59		8.39%	24
60-69		3.15%	9
70-79		1.75%	5
80 and over		0%	0
Prefer not to say		0.7%	2

What is your religion or belief

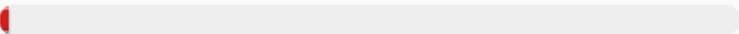
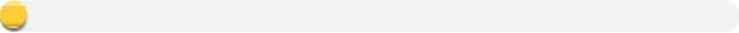
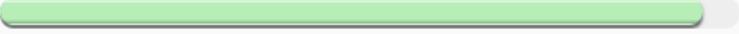
		Response percent	Response total
Prefer not to say		18.3%	43
Buddhism		0.85%	2
Christianity		61.28%	144
Hinduism		0.43%	1
Islam		9.36%	22
Judaism		0%	0
Sikhism		0%	0
Other religion (please specify)		9.79%	23

What is your gender?

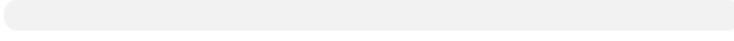
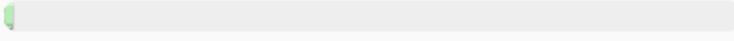
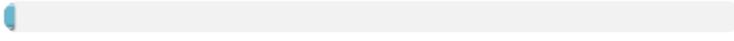
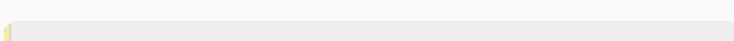
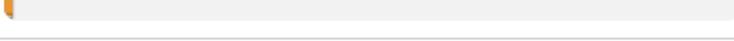
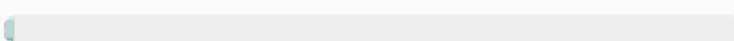
		Response percent	Response total
Prefer not to say		0.36%	1
Male		35.25%	98
Female		64.03%	178
Intersex		0%	0
Other		0.36%	1

What is your gender identity? Gender Reassignment:

Have you gone through any part of a process or do you intend to (including thoughts and actions) to bring your physical sex appearance and/or your gender role more in line with your gender identity? (This could include changing your name, your appearance and the way you dress, taking hormones or having gender confirming surgery)?

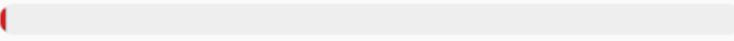
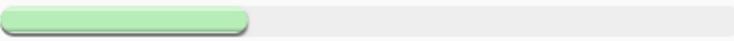
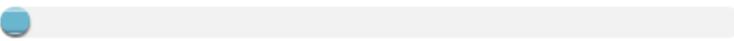
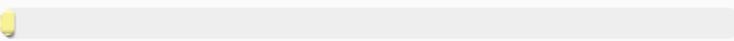
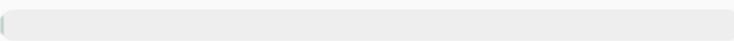
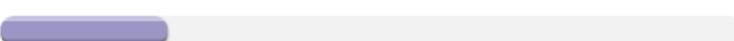
		Response percent	Response total
Prefer not to say		1.35%	3
Yes		3.59%	8
No		95.07%	212

What is your sexual orientation?

		Response percent	Response total
Hetrosexual or straight		93.44%	228
Gay		0%	0
Lesbian		1.23%	3
Bisexual		1.64%	4
Other sexual orientation not listed		0.82%	2
I do not know/I am not sure		1.23%	3
Not stated (I prefer not to say)		1.23%	3
Not known (not recorded)		0.41%	1

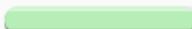
Marriage & Civil Partnership

What is your relationship status?

		Response percent	Response total
Prefer not to say		0.77%	2
Married		33.46%	87
Single		33.46%	87
Divorced		4.23%	11
Separated		1.92%	5
Widowed		1.54%	4
Civil Partnership		0.39%	1
Lives with Partner		22.69%	59
Other (please specify)		1.54%	4

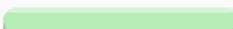
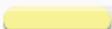
Pregnancy and Maternity

(The Equality Act 2010 protects women who are pregnant or have given birth within a 26 week period). Please tick as appropriate or leave blank:

		Response percent	Response total
I am currently pregnant		42.11%	<u>8</u>
I have recently given birth (within the last 26 week period)		31.58%	<u>6</u>
Prefer not to say		26.32%	<u>5</u>

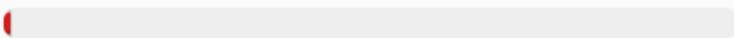
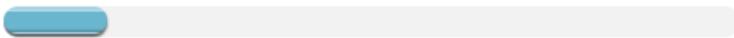
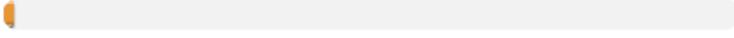
Do you consider yourself to have a disability?

(The Equality Act 2010 states a person has a disability if they have a physical or mental impairment which has a long term (12 month period or longer) or substantial adverse effects on their ability to carry out day to day activities).

		Response percent	Response total
Physical impairment (please specify below)		29.27%	<u>12</u>
Sensory impairment (please specify below)		12.2%	<u>5</u>
Mental health need		31.71%	<u>13</u>
Long term illness (please specify below)		31.71%	<u>13</u>
Other (please specify)		14.63%	<u>6</u>

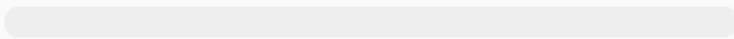
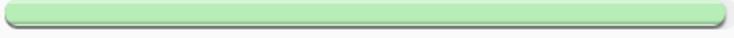
Caring Responsibility

Do you care for someone? (tick as many boxes as appropriate)

		Response percent	Response total
Prefer not to say		1.01%	<u>2</u>
Yes		0.51%	<u>1</u>
No		83.33%	<u>165</u>
Care for young person/s aged younger than 24 years of age		14.14%	<u>28</u>
Care for adult/s aged 25 to 49 years of age		1.01%	<u>2</u>
Care for older person/s aged over 50 years of age		1.52%	<u>3</u>

Military Veterans

Are you a military veteran?

		Response percent	Response total
Prefer not to say		0%	<u>0</u>
Yes		1.52%	<u>3</u>
No		98.48%	<u>194</u>