**Questionnaire**

**Extended Access Service**

Marmot Primary Care Network (PCN) currently delivers an “extended access” service which provides evening and weekend appointments for patients who are registered with practices that belong to Marmot PCN and also patients who are registered with practices that belong to Symphonie PCN.

|  |  |
| --- | --- |
| **Marmot PCN** | **Symphonie PCN** |
| Dr Hendow | The Avenues |
| James Alexander Family Practice | Clifton house Surgery |
| Northpoint Medical Practice | Hastings Medical Centre |
| Princes Medical Practice | Newland Health Centre |
|  | The Oaks Medical Centre |
|  | Sydenham House Group Practice |
|  | Wilberforce Surgery |
|  | Wolseley Medical Centre |

The service currently delivers appointments after 6.30pm Monday to Friday and between 8am to 2pm on Saturdays and Sundays.

Appointments are available at Bransholme Health Centre (7 days a week) and Elliott Chappell Health Centre (Wednesday and Saturdays) and are currently booked via your own GP practice.

To ensure that we are meeting the needs of our patients and providing access to appointments that are convenient and accessible, we would like to gather your views in relation to our current service and how we might deliver the service in the future.

**Completing the Questionnaire**

Taking part in this questionnaire is voluntary and anonymous. For each question please tick the box that is closest to your views or closest to your experience. Don’t worry if you make a mistake; just cross the mistake out and put a tick in the right box. Please do not write your name or address anywhere on this questionnaire sheet.

If you have any questions about this questionnaire, or would like it in another language or format, please contact Karen Andrew on 01482 344236.

\*Primary Care Networks are groups of GP practices working together to deliver services to patients.

**Your GP Practice**

**Q01 – Which GP practice are you registered with?** *Please tick one box*

The Avenues Medical Centre Clifton House Surgery Hastings Medical Centre

Dr Hendows Practice James Alexander Family Practice Newland Health Centre

Northpoint The Oaks Medical Centre Princes Medical Centre

Sydenham House Group Practice Wilberforce Surgery Wolseley Medical Centre

**Q02 – How often, on average, do you visit your GP practice for any reason?** *Please tick one box*

More than once a week Once a week Less often than once a year

More than once a month Once a month Never / rarely

A few times a year Once a year

**Extended Access Service**

**Q03 – Have you heard of extended access/Access+/extended hours?** *Please tick one box*

Yes No Not sure

**Q04 – Have you been offered an appointment within extended access/Access+/extended hours in the past?** *Please tick one box*

Yes No Not sure

**Q05 – Have you ever attended an appointment within extended access/Access+/extended hours in the past?** *Please tick one box*

Yes No Not sure

**Q06 – If you were offered an appointment to see either a GP/Practice Nurse/Health Care Assistant or any other member of the primary care team after 6.30pm on weekdays or on a Saturday or Sunday, would you accept the appointment?** *Please tick one box*

Yes No Not sure

If you ticked “**No”** or “**Not sure”** please provide your reasons why:

**Q07 – Please tick the hours of the day that are convenient for you to attend appointments at either your GP practice or within the extended access service.**

 7am 8am 9am 10am 11am 12pm 1pm 2pm 3pm 4pm 5pm 6pm 7pm 8pm 9pm

Mon

Tues

Wed

Thurs

Fri

Sat

Sun

I have no preference and I am happy to attend any time, please tick here

**Q08 – Which of the following ways to book an appointment do you currently use, which would you consider and which would you prefer?** *Please tick at least one box in each row*

 Currently Would Prefer Would not use

 Use consider

Telephone

Automated booking line

Online

Email

In Person

**Q09 – How do you normally travel to your GP Practice? Please tick all that apply**

Walk Mobility Scooter

Cycle Motorcycle

Drive alone Drive with others

Passenger in a car Taxi

Bus Train

Park and Ride Other

**Q010 – If it meant you could be seen more quickly, would you consider travelling to an alternative practice premises, assuming that your medical history would be available?** *Please tick one from each column*

**I would travel for:** **I would travel:**

Up to 15 minutes Up to 1 mile

Up to 30 minutes Up to 3 miles

Up to 45 minutes Up to 6 miles

Up to 60 minutes Up to 10 miles

More than 60 minutes More than 10 miles

**Q011 – Marmot PCN extended access service currently provides appointments at Bransholme Health Centre and Elliott Chappell Health Centre, which site would you prefer to be seen at?** *Please tick the appropriate box*

Bransholme Health Centre Elliott Chappell

Do not have a preference

**Q012 – Marmot extended access service currently provides the following services:**

* Routine clinical issues (seen by a GP or a clinical practitioner)
* Chronic Disease Reviews
* Wound care
* ECGs
* Contraceptive advice
* Weight advice
* Memory screening
* Travel vaccinations
* Lifestyle Advice
* Physiotherapy and management of musculoskeletal issues
* Medication reviews
* Pain relief reviews and management
* Cervical Smears
* Pill Checks
* Smoking advice

**In addition to the above services, is there any other service that you would like to be seen offered within Extended Access:**

**Q013 – Please use the space below to make any further comments about the extended access service.**

**About you**

We know that people from different age groups, gender groups, ethnic groups, religion and impairment groups access healthcare in different ways, they have different health needs and sometimes have differing experience of care.

By telling us a little about you, we can make sure that everyone has the opportunity to receive care in a way that is most appropriate to them.

If you don’t want to answer any of the questions, please leave blank or tick prefer not to say. Your responses to this section will be completely anonymous.

**Q01 What is your postcode**?

**Q02 What is your year of birth**?

**Q03 Which of the following best describes your ethnic background?**

White (English/Welsh/Scottish/Northern Irish / British)

White other (please specify in the space below)

Asian / Asian British

Black / Black British

Mixed / Multiple Ethnic Group

Prefer not to say

Other

**Q04 What is your religion, belief or faith?**

No religion

Buddhism

Christianity

Hinduism

Islam

Judaism

Sikhism

Prefer not to say

Other

**Q05 To which gender identity do you most identify?**

Female

Male

Transgender Female

Transgender Male

Gender variant/non-conforming

Not listed

Prefer not to say

**Q06 Is there anything else about yourself that you think may have an impact on your healthcare needs?**