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

Dr Hendow
James Alexander Family Practice
Northpoint Medical Practice
Princes Medical Practice

Symphonie PCN

The Avenues
Clifton house Surgery
Hastings Medical Centre
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

	ire you regisi	tered with? Please tick	one box	
The Avenues Medical Cent	re 🗌	Clifton House Surgery		Hastings Medical Centre
Dr Hendows Practice	James /	Alexander Family Pract	ice 🛚	Newland Health Centre $\ \square$
Northpoint	e Oaks Medi	cal Centre	Princes	Medical Centre
Sydenham House Group Pr	ractice 🛚	Wilberforce Surgery		Wolseley Medical Centre
Q02 – How often, on avera	age, do you v	visit your GP practice fo	or any rea	son? Please tick one box
More than once a wee	k 🗌	Once a week		Less often than once a year
More than once a mon	th 📗	Once a month		Never / rarely
A few times a year		Once a year		
Extended Access Service				
Q03 – Have you heard of e	extended acc	ess/Access+/extended	hours? P	lease tick one box
Yes No		Not sure		
Q04 – Have you been offe the past? Please tick one b		ntment within extende	ed access,	/Access+/extended hours in
Yes No		Not sure		
	nded an appo		ded acces	s/Access+/extended hours
Q05 – Have you ever atter	nded an appo		ded acces	s/Access+/extended hours
Q05 – Have you ever atter in the past? Please tick one	nded an appo	pintment within extend	ded acces	s/Access+/extended hours
Q05 – Have you ever atter in the past? Please tick one	an appointm	Not sure nent to see either a GP are team after 6.30pm	/Practice on week	Nurse/Health Care Assistant
Q05 – Have you ever atter in the past? Please tick one Yes No.	an appointment primary catter the appoint	Not sure nent to see either a GP are team after 6.30pm	/Practice on week	Nurse/Health Care Assistant
Q05 – Have you ever atter in the past? Please tick one Yes No. Q06 – If you were offered or any other member of the Sunday, would you accept	an appointment primary can the appoint	Not sure nent to see either a GP, are team after 6.30pm ment? Please tick one in the sure	/Practice on week obox	Nurse/Health Care Assistant

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
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Tue	!S															
We	d															
Thu	ırs															
Fri																
Sat																
Sun	l															
I ha	ve n	o pre	feren	ce an	d I am l	happy 1	to attei	nd an	y time	, plea	se ticl	k here				
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you	con	sider	and v	which	would	you p	refer?	Pleas	e tick (at leas	st one	box ii	n eacl	row		
						Curre			<i>N</i> ould onside		Pr	efer		Wo	ould n	ot use
Tele	epho	ne					=	1		=1						
Aut	oma	ted b	ookin	g line												
Onl	ine															
Ema	ail															
In P	erso	n														
_			o you	ı norn	nally tr	avel to	your 0	SP Pra	actice	? Plea	se tic	k all tl	hat ap	ply		
Ц	Walk	(l	\	/lobilit	y Sco	oter					
	Cycle	9						\	/lotord	ycle						
	Drive	e aloi	ne				ĺ		rive w	ith ot	hers					
	Pass	enge	r in a	car				T	axi							
	Bus						[T	rain							
	Park	and	Ride] c	ther							

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 t service.	the space below to m	nake any further co	mments about th	e extended acc	ess

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

5 To which gender identity do you most identify?
Female
Male
Transgender Female
Transgender Male
Gender variant/non-conforming
Not listed
Prefer not to say
6 Is there anything else about yourself that you think may have an impact on your healthcare eds?