



healthwatch

Healthwatch Bracknell Forest
Healthwatch Windsor, Ascot and
Maidenhead

Survey report on Extended Hours
Weekend Access conducted in April
2018

Background Information

GP Services, particularly access to and ability to make an appointment at a convenient time and in a timely manner, remains the topic local Healthwatch receives the most feedback on from patients and members of the local community.

Following a commissioning meeting with East Berkshire CCG, Healthwatch Bracknell Forest and Healthwatch WAM decided to jointly conduct a short online survey to establish if the public would make use of Sunday routine GP appointments even if it meant them travelling to the centre of Bracknell for them.

The survey was open for 7 days and ended on 5th April 2018.

The question we asked was: -

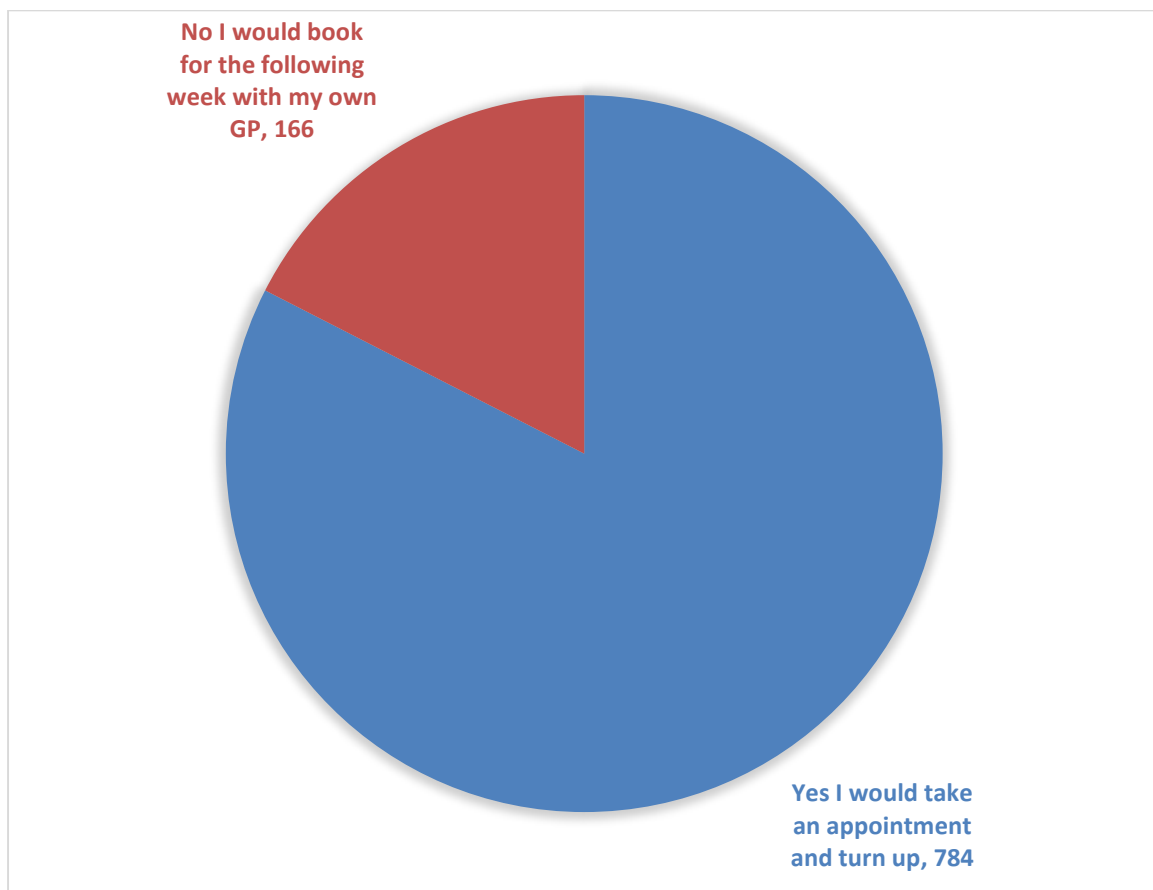
With the changes in your local NHS services part of the national guidance is 7-day access to routine GP appointments. With local and some national statistics that say people would not use their GP for a routine appointment on a Sunday we would like to ask the following question. Please answer honestly as, if a service is set up locally rather than an East Berks service and it is not used, the money could be used to fund something else. So the poll is to ask whether when you try and book a routine appointment with your GP and you are offered a Sunday appointment between 10am and 2pm would you take this even if it wasn't your own GP and you may need to travel into Bracknell/ Windsor/ Maidenhead. (Where was changed dependant on the area covered by the social media page)

The results indicate an overwhelming yes to routine Sunday appointments particularly for people who work out of the area. Some comments whilst made on the relevant social media post, have been excluded as they related to access to their own GP rather than the specific questions asked.

The results will be shared with East Berkshire CCG Commissioning Team to inform their decision moving forward.

Results

The survey had 950 Responses



Below is a summary of what social media sites numbers of votes and any pertinent comments from the different social media pages.

AREA	Yes I would take an appointment and turn up	No I would book for the following week with my own GP	Comments from area
We Love Bracknell	117	24	
We Love Bracknell Forest	75	15	yes I would due to the fact that I cannot get an appointment in the week at all even in the evenings
we love to rant Bracknell	16	3	
We love Sandhurst	121	29	My husband phoned for a routine appointment last week and was told there wasn't one until June! So yes if a Sunday was available we would take it! I would like to just be able to get an appointment that isn't 3 weeks after I call to be honest
We also Love Sandhurst	25	1	
Ascot People	113	37	I think it is a brilliant idea and would be a service that would really help the community. Would definitely use on Sunday if available I work full time so getting to the GP during the week means taking

			<p>time off work ... so yes would definitely go to Windsor on a Sunday.</p> <p>I wouldn't use it I would wait to c GP in the week! Why should they have to work Sundays to see routine patients!!</p> <p>Weekend appointments would be really useful. Working in London makes it very difficult to see the GP during the week without missing several hours of work because of the commute. Saturday yes but not Sunday.</p>
We love Crowthorne Village	84	26	<p>Not sure how this would work, I recently booked a regular appointment at Heath Hill surgery for my son and the first available was 11th April, so yes I would take an appointment 2 WEEKS earlier on a Sunday or any other day !</p> <p>The only good thing about Heath Hill surgery is Dr J who is fantastic if</p>

			you can ever get an appointment
we love Bracknell (new)	35	5	<p>When working full time I would happily have taken a Sunday Appointment though would probably have preferred an afternoon early evening slot if that was at all possible !</p> <p>To be clear this is MY personal opinion and no reflection on any of the roles I currently hold - I am after all a patient too !</p> <p>I hope it might encourage others to give their honest views!</p> <p>For me it would depend on whether I was poorly(own doctor) or just a check up on diabetes etc (anyone will do) and going into town for me would depend on the weather, so may be a bit awkward.</p> <p>It's a good idea all round. Changes are needed we all know that so good luck with this initiative</p>

Windsor People UK	103	9	Should Sunday appointments be reserved only for those who are working
			100 % agree anyone is allowed those late night appointments and I can put money on every time I have been half the people there 100% did not work !!! people who work and commute into London leave at 7am and get back at 7pm and Saturday appointments at my doctors is only available 9am-12pm and it's only one doctor
Enjoy Maidenhead	1	0	
Binfield Gossip Girls	41	10	
Ascot Gossip Group	14	1	
Bracknell Ladies	37	6	
Sandhurst and Yatley Gossip Group	2	0	
Totals	784	166	950

Contact us



Office address:

The Space, 20-21 Market Street, Bracknell, Berkshire,
RG12 1JG



Phone number:

Healthwatch Bracknell Forest 01344 266911

Healthwatch WAM 01753 851725



Email:

enquiries@healthwatchbracknellforest.co.uk

info@healthwatchwam.co.uk



Website:

www.healthwatchbracknellforest.co.uk

www.healthwatchwam.co.uk