



Report on what people value about their GP consultation time

Healthwatch Bracknell Forest (HWBF) was approached by a representative of Bracknell and Ascot Clinical Commissioning Group (BACCG), who was planning a training session for local GPs to become more patient centred, motivational and supportive. They wanted to know what patients value about their consultation time with their GPs. Initially we were asked for feedback from the Patient Assembly (which HWBF facilitates) but we suggested that we promote this opportunity to a wider audience.

An online survey was posted on the HWBF website on the 16th April 2015 for 3 weeks and was promoted through the social media accounts of the organisation and through our email distribution list.

We asked:

What do you value from the time spent with your GP in the consultation room?

and

What would you like to change about your GPs behaviour in the consultation room?

We also asked for some data for equalities monitoring but this was not mandatory and, if the member of the public wished to be added to our email mailing list they could provide a contact email address.

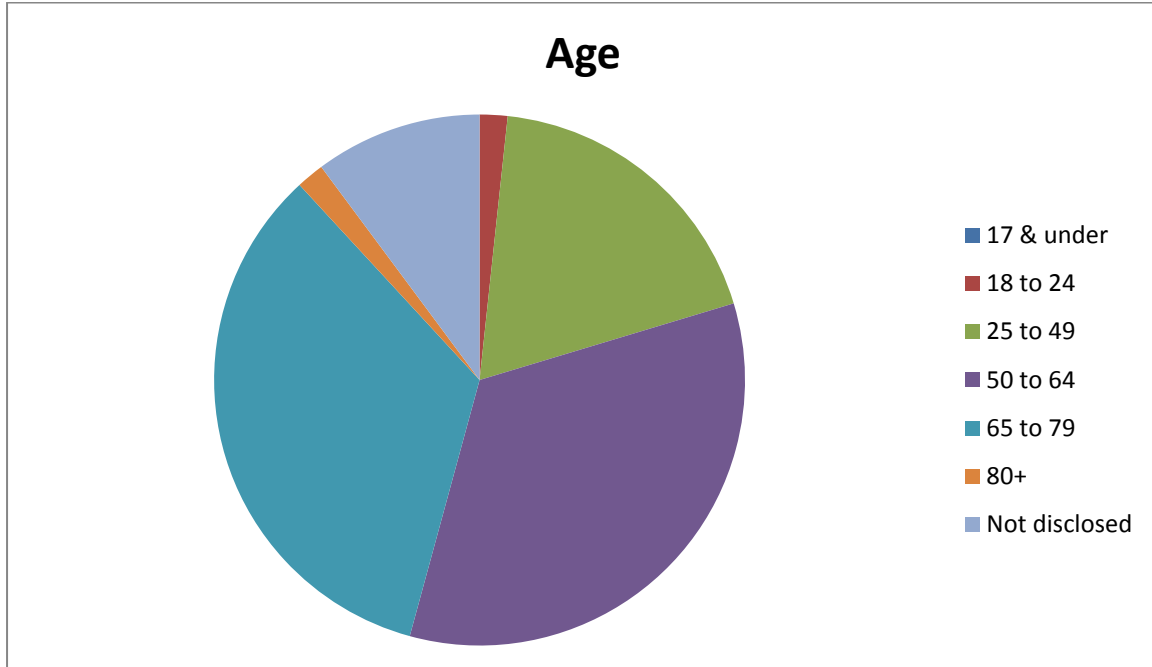
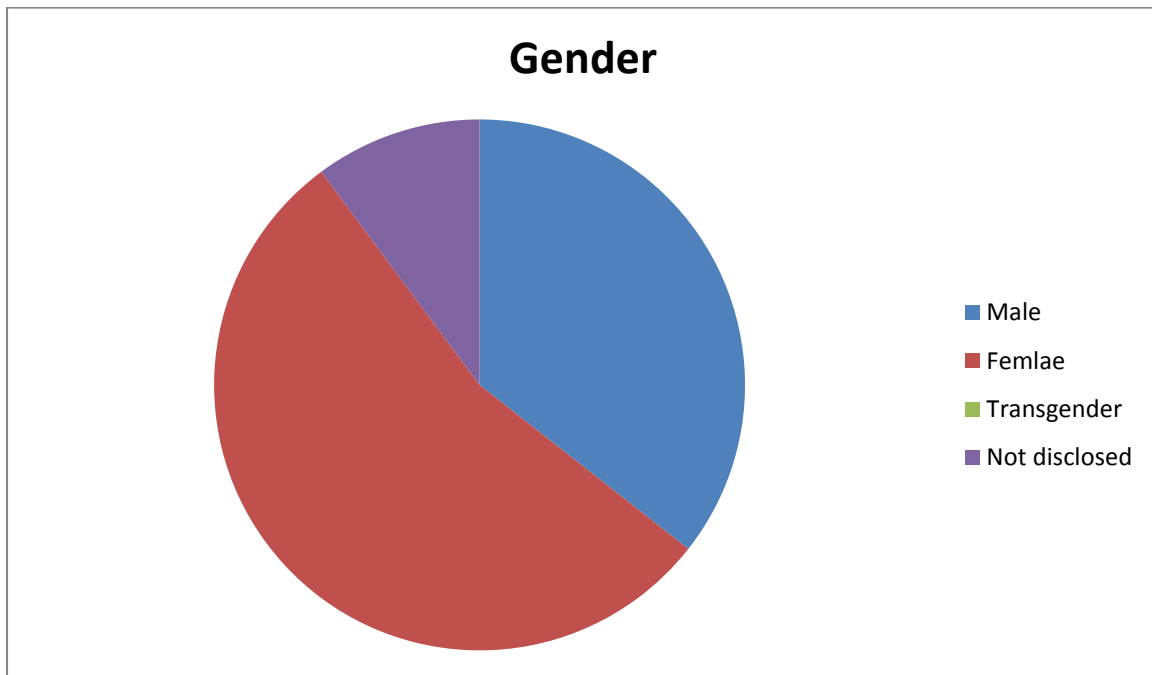
Methodology

61 surveys were completed by members of the public. The online survey tool automatically transferred the free text responses and any equalities data provided into an excel spreadsheet. 2 surveys were discarded at this point as no text responses had been provided leaving 59 surveys.

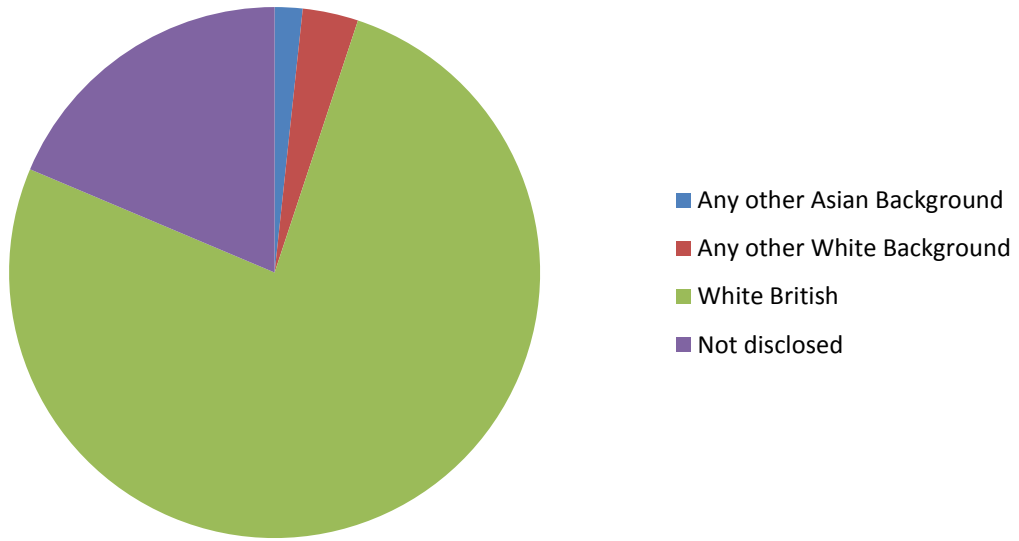
The text comments were coded into categories – these were informed by the themes that developed as the comments were coded.

Results

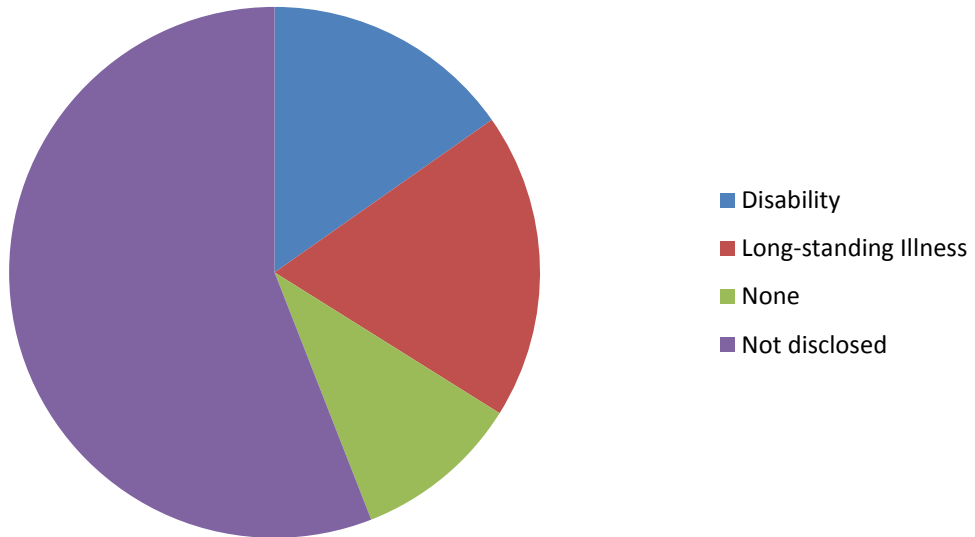
People who filled in the survey



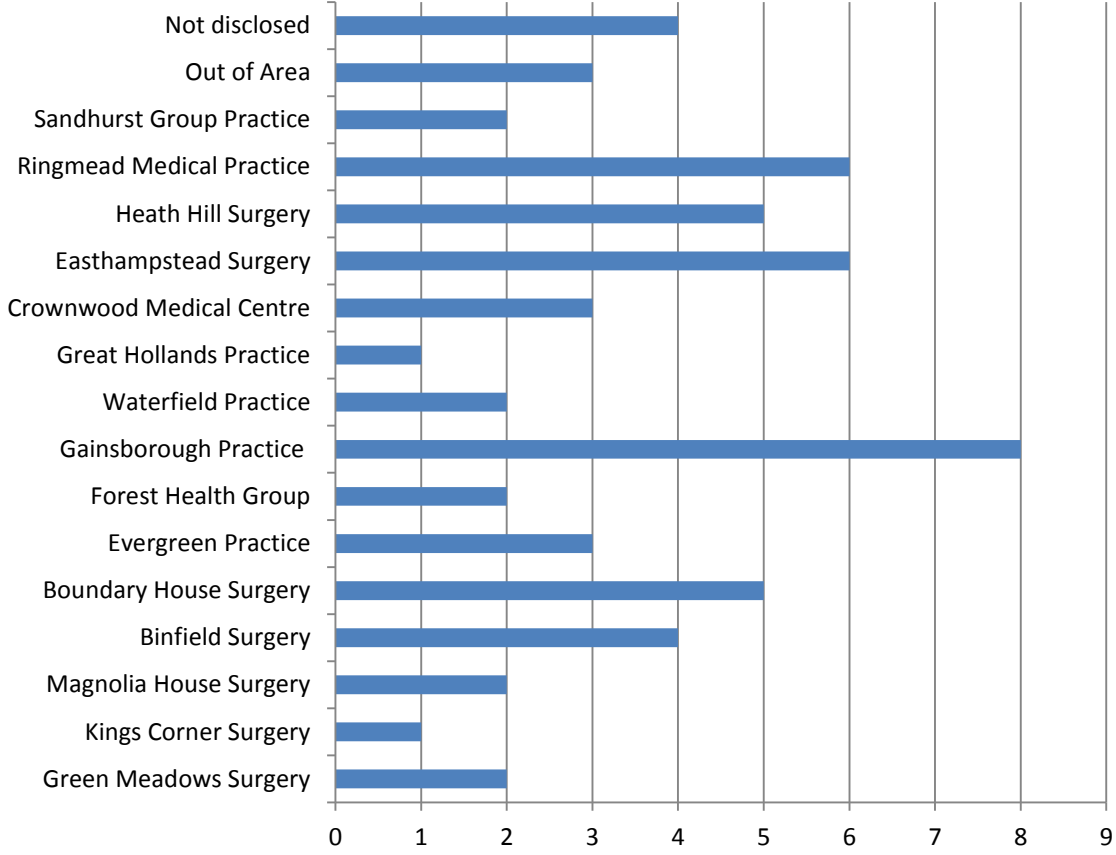
Ethnic Origin



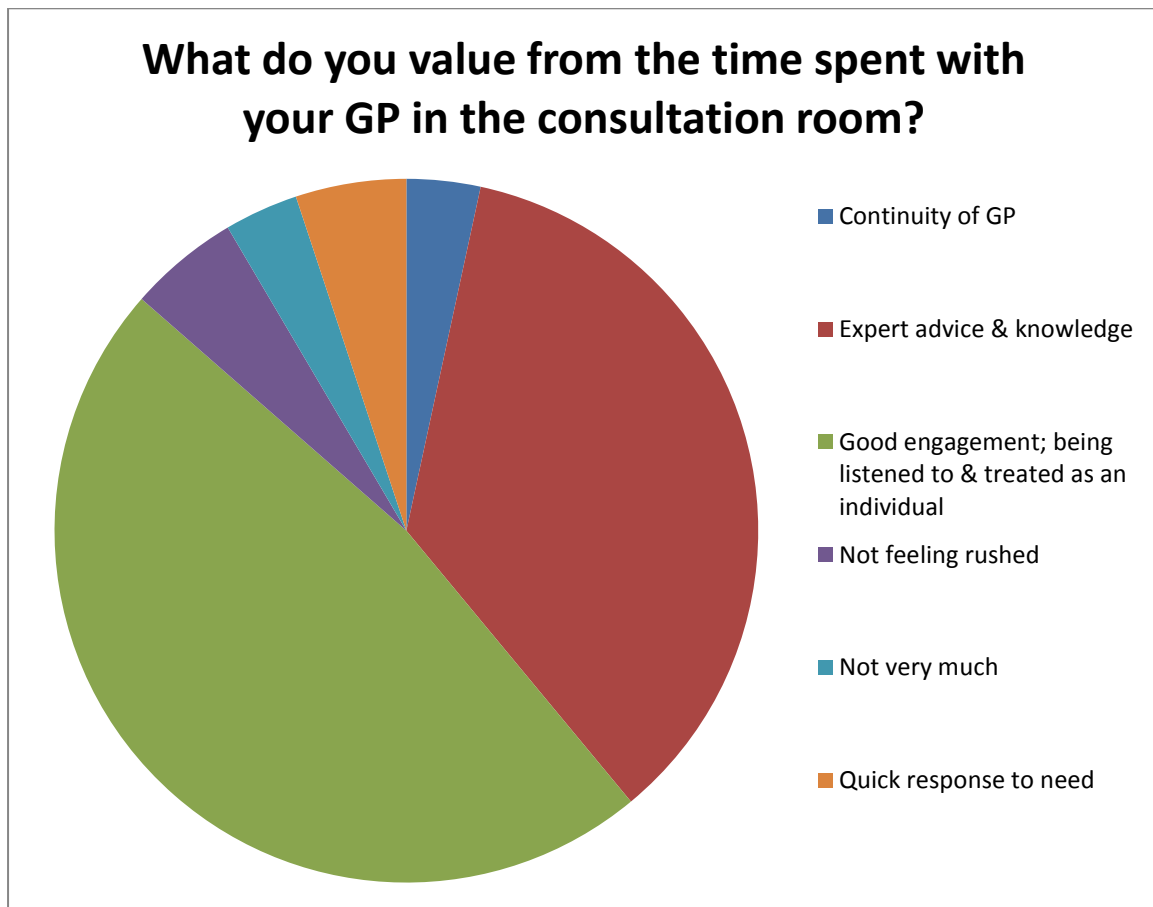
Disability

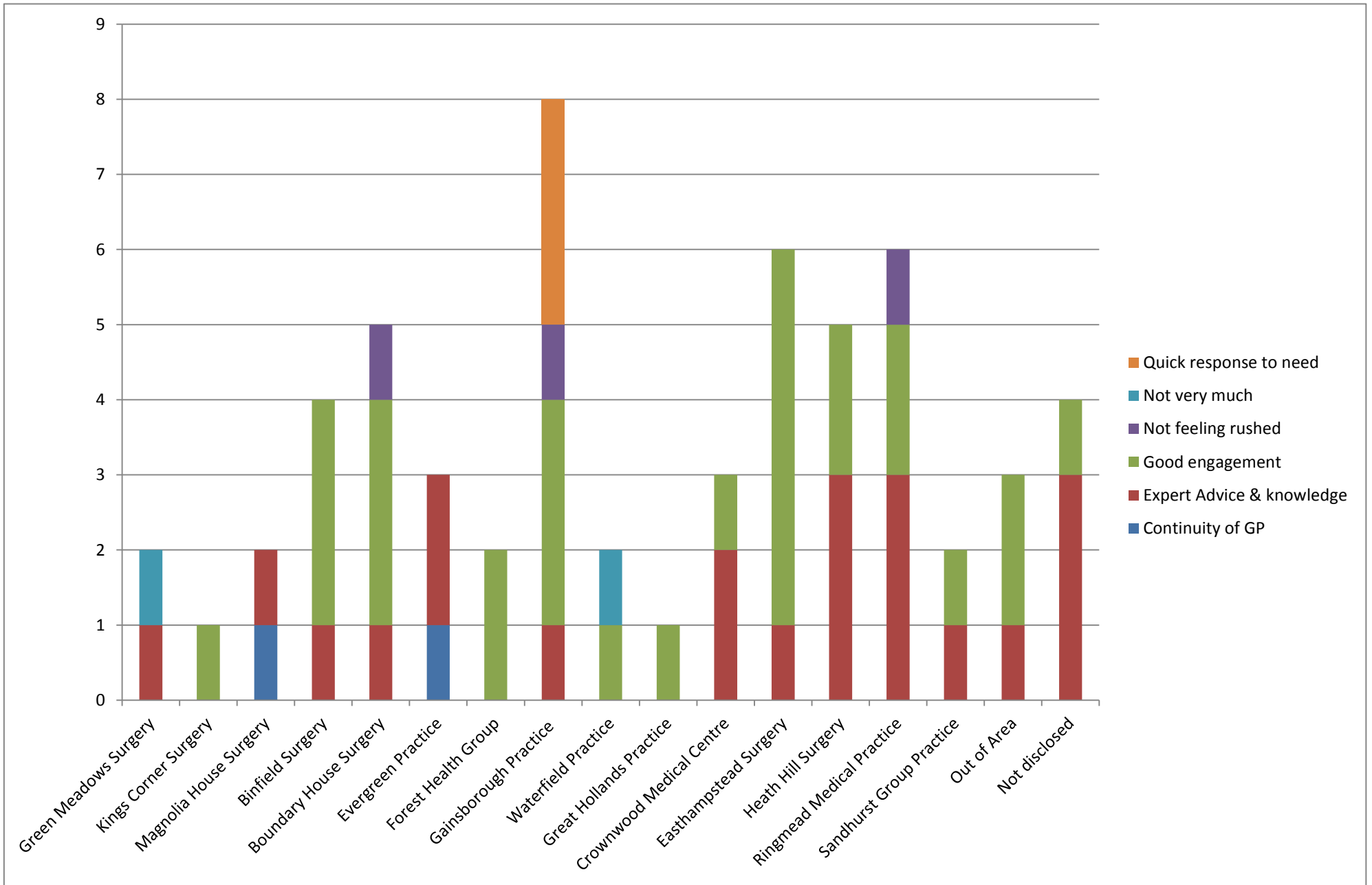


GP Surgery

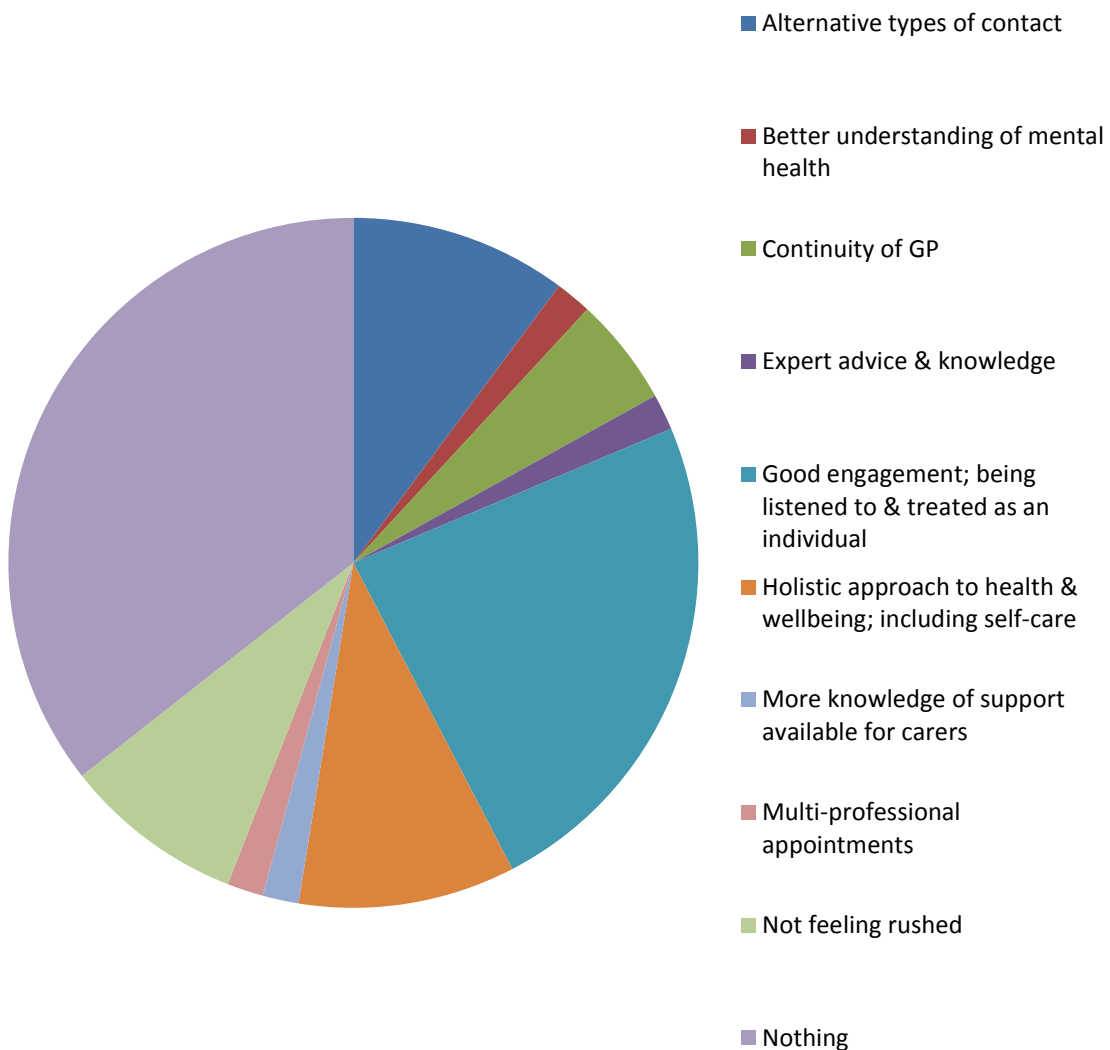


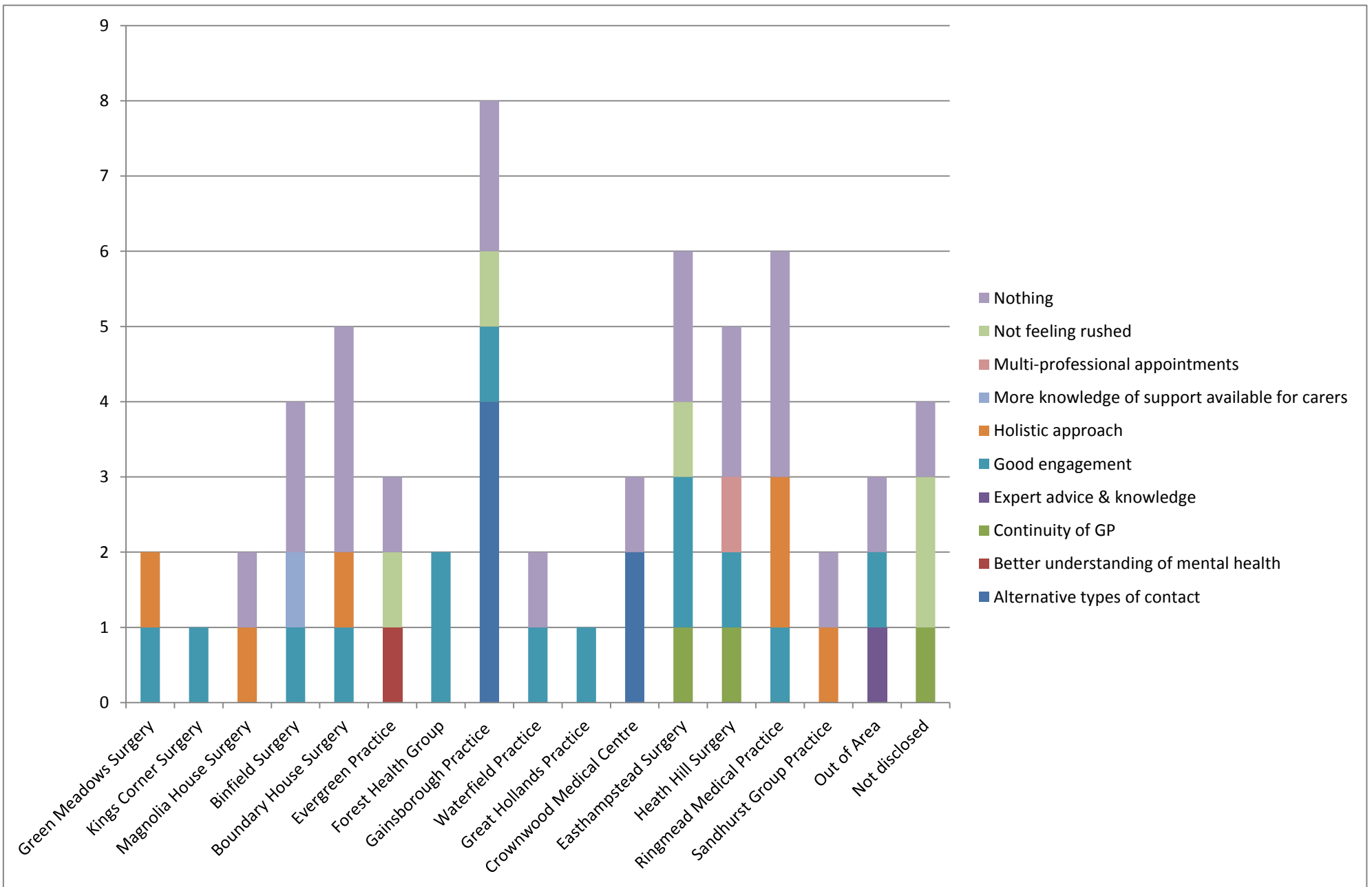
What people said





What would you like to change about your GPs behaviour in the consultation room?





Additional comments

What do you value from the time spent with your GP in the consultation room?

Although patients valued their GP's expert medical knowledge highly (21 responses) more important (28 responses) was how they felt their GP engaged with them as an individual; that they felt listened to, their concerns acknowledged and information given in a non-patronising clear way.

Patients are aware of the demands their GPs are under and value consultation time that does not feel rushed and is uninterrupted by telephone calls and other practice staff.

Patients from the Gainsborough practice noted that they felt that they not only were able to access the doctor promptly but that the consultation was an efficient use of both doctor and patient time.

What would you like to change about your GPs behaviour in the consultation room?

Although over a third of patients did not want to change anything about their GP's behaviour 14 responses were about improving engagement between doctor and patient; better listening skills and, interestingly, 5 responses specifically mentioned that the computers GPs now use were a barrier to good engagement. For example:- "Less focus on filling in the computer screen and more focus on my requirements" and "Go back to looking /listening and hearing as they used to the computer isolates the relationship".

Some patients would like to be able to access the GP and or another health professional at the practice in alternative ways (telephone call, skype) particularly for follow-up appointments or where they have a long-term condition as they feel it would be a more time efficient method for both patient and GP.

May 2015