

GP out-of-hours in south Buckinghamshire

NHS Buckinghamshire Clinical Commissioning Group

Prepared by: Claire Gourlay
cgourlay@buckscc.gov.uk

Communications and Engagement

1. Communications and engagement objectives

- To find out the needs of local residents to help us shape the GP out-of-hours service in south Buckinghamshire
- To involve patients, public and staff to commission a GP out-of-hours service that is local, convenient and of a high standard
- Regularly inform patients and the public of any updates throughout the planning and procurement process

2. Key messages (for staff, patients and the public)

- We are working with you (patients, public and staff) to commission a GP out-of-hours service that meets your needs
- Reassure patients that the new GP out-of-hours service will be run by local GPs and healthcare professionals
- We will involve you throughout this process so we understand what is important to you
- No changes will be made until after a full and thorough planning process has taken place

3. Involving and informing

This how we communicated to all stakeholders associated with the GP out-of-hours service in south Buckinghamshire.

Stakeholders	How	When	By whom
Practice Staff			
Regular updates provided to practice staff	Team meetings	Fortnightly	
	Face-to-face briefings	As required	
	Locality meetings	Monthly	
Patients			
Find out views of patients registered at the practices in south Buckinghamshire	Survey uploaded to LTHB and CCG website and promoted to those registered with the practices via GP screens and MJOG/text messaging	26 Nov '18 onwards	CCG (Comms)
	Survey promoted directly to residents in the area through targeted social media	26 Nov '18 onwards	CCG comms

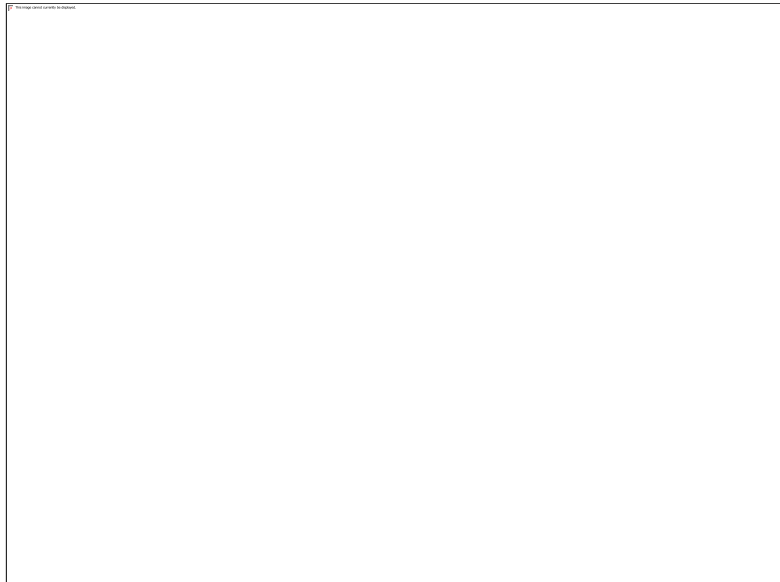
	<p>Promote survey through all partner comms channels:</p> <ul style="list-style-type: none"> • Social media - this includes community, practice social media, local authority social media • GP screens at practices • Media – press release issued to media and community newsletters including parish councils, Bucks County Council newsletters and ICS newsletter 	Ongoing	CCG comms Bucks County Council, South Bucks District Council, social media connected with local media
	<ul style="list-style-type: none"> • Practice and CCG websites/social media pages 		CCG (comms) and GP practices in south Bucks
Patient Representation in south Buckinghamshire			
Briefings	<ul style="list-style-type: none"> • Regular meetings and briefings to keep PPG and patients representatives involved and informed 		CCG and FedBucks
Involved in promotion	<ul style="list-style-type: none"> • PPG to help promote survey to their contacts 		PPG/patient reps/FedBucks

4. Results

116 members of the public took part in the consultation. 90 female, 24 male and 1 'prefer not to say' completed the questionnaire and 1 person did not fill this question in.

There was a mixture in age of the respondents from aged 21 and under to over 80 years old. The majority were aged between 45 and 64.

It should be noted that effort was made to reach diverse groups of people by promoting the survey online and through targeting social media posts to community groups. It should be noted that despite wide promotion and the survey reaching many people, the numbers of those who took part is comparatively low. For example, see diagram below.



The responses can be broken down as follows:

- White - 106
- Mixed - 1
- Asian or Asian British - 5
- Black or Black British - 0
- Other - 1
- Prefer not to say - 3

The numbers of where participants who took part in the survey are registered are shown below:

- Burnham Health Centre - 41
- Denham Medical Centre - 1
- Southmead Surgery, Farnham Common - 17
- The Allan Practice, Chalfont St Peter - 12
- The Hall Practice, Chalfont St Peter - 8
- The Ivers Practice, Iver Heath - 14
- Threeways Surgery, Stoke Poges – 10

5. Summary results graphs

Question 1: Please select where you would like the out-of-hours appointment to be held:

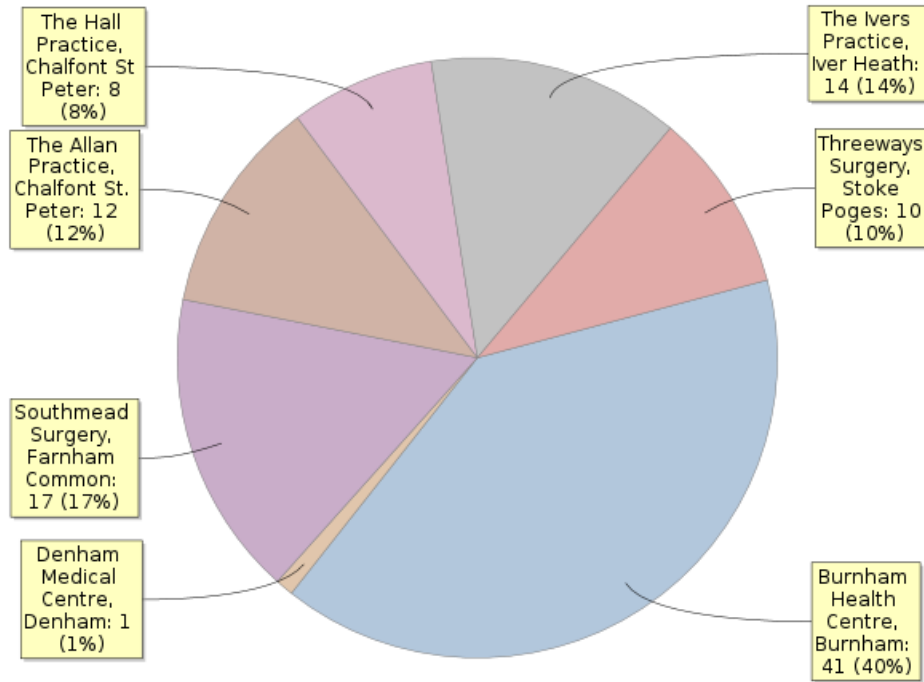
Option 1: Threeways Practice, Stoke Poges

Option 2: Wexham Park Hospital, Slough

Option 3: No preference

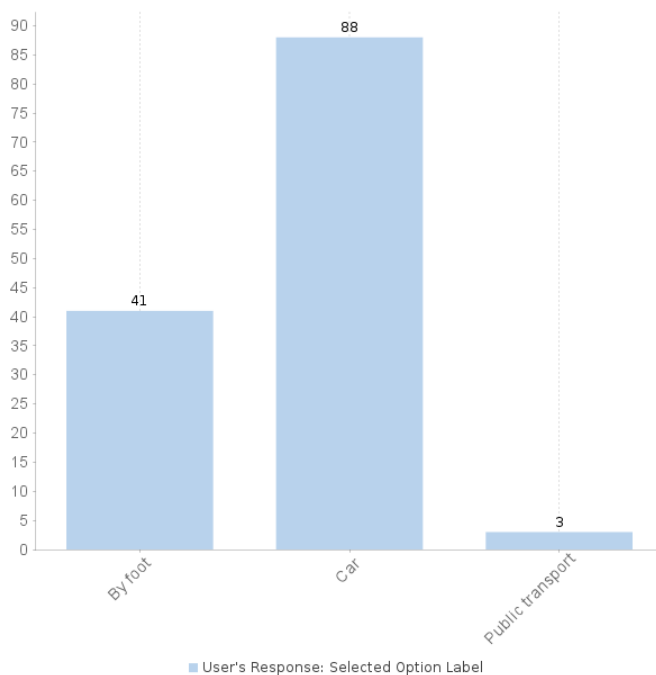
- 58 respondents selected Option 1 as their most preferred option
- 34 respondents selected Option 2 as their most preferred option
- 22 respondents selected Option 3 as their most preferred option

Question 2: Which practice are you registered with?



- Burnham Health Centre, Burnham
- Denham Medical Centre, Denham
- Southmead Surgery, Farnham Common
- The Allan Practice, Chalfont St. Peter
- The Hall Practice, Chalfont St Peter
- The Ivers Practice, Iver Heath
- Threeways Surgery, Stoke Poges

Question 3: How do you typically travel to the surgery?



Question 4: Roughly how long does it usually take you to get to the surgery?

Less than 10 minutes	90
More than 10 minutes but less than 30 minutes	24
More than 30 minutes but less than one hour	2
Longer than an hour	0

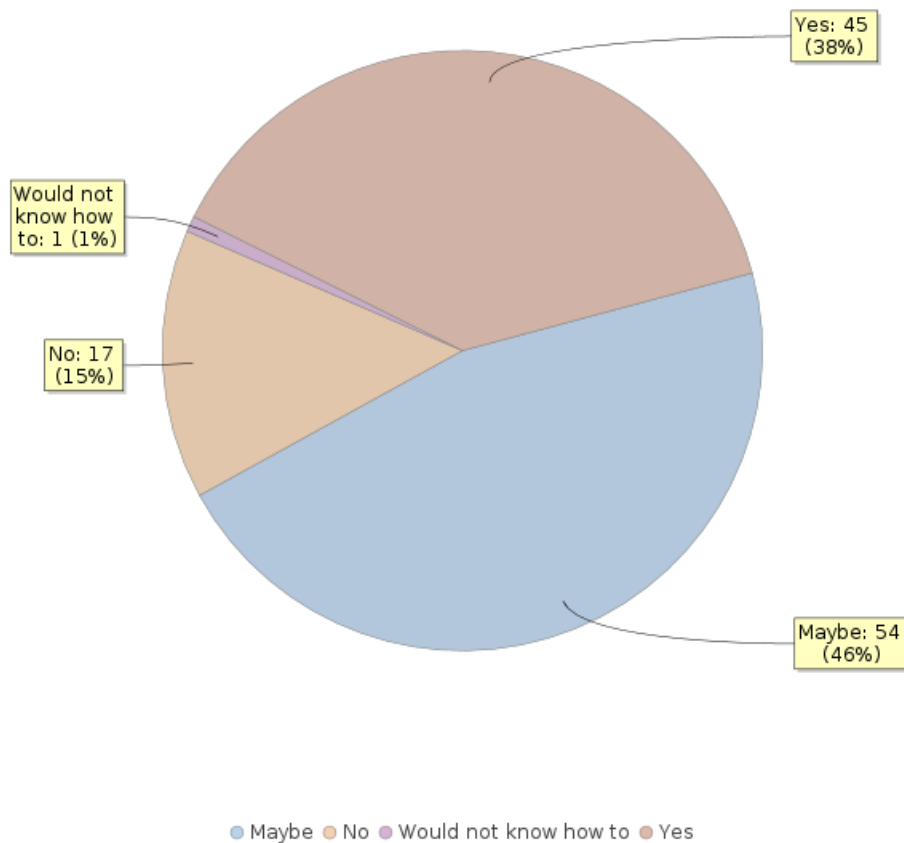
Question 5: What is the maximum distance you would feel happy to travel to see a doctor or nurse out-of-hours?

0-3 miles	29
4-6 miles	60
7-10 miles	23
11-14 miles	3
15+ miles	0

Question 6: What is important to you when you visit a doctor, out-of-hours?

Distance to travel	55
Easy access	57
Opening hours	76
Safe local parking	55
Other	7

Question 7: If you could access online consultations with a doctor or nurse would you choose to seek medical advice this way?



Question 8: Do you have any further comments about the proposed service?

Question 8 is an open question that 56 people answered. The results from the responses have been summarised into themes, see below.

- Easily accessible
- Car parking nearby and on level ground
- Close access to amenities/prescriptions for antibiotics etc need to be part of the service
- Journey to Wycombe/Amersham is too far for patients from Farnham
- Burnham Health Centre is used by many patients in the area and the transport links are to Slough and Maidenhead rather than Stoke Poges and Wexham. Stoke Poges/Wexham too far to travel
- Moving late out-of-hours to Amersham and Wycombe is too far to travel
- All too far for residents who live in Seer Green
- Prefer Facetime than an online conversation

Question 9: Are you

Male	24
Female	90
Other	0
Prefer not to say	1

Question 10: What is your age?

21 or under	1
22 to 34	2
35 to 44	20
45 to 54	27
55 to 64	26
65 to 70	18
71 to 79	16
80 or over	4

Question 11: To which of these ethnic groups do you consider you belong?

White	106
Mixed	1
Asian or Asian British	5
Black or Black British	0
Other	1
Prefer not to say	3

