

NHS North West London Primary Care Network (PCN) Access Survey (H&F North Primary Care Network)

NW London NHS ICS

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The H&F North Primary Care Network, is seeking your feedback on accessing general practice services, including contact, appointments, and care. We understand the pressures and challenges faced by both GP surgeries and patients, as well as the importance of timely access. We want to gather your views and experiences and work together with you to improve your experience at our surgery.

We kindly ask that you complete the survey linked below in as much detail as possible. Additionally, we will be hosting both face-to-face and virtual meetings on access to further gather patient feedback. Invitations will be sent out after the survey closes in 2 weeks.

How will the results be used?

We are working with NHS North West London. They will collect the survey responses and feedback from the events. All responses will remain anonymous.

All of the views given will then be gathered together and used locally to identify areas for improvement.

Accessibility:

For those who prefer a paper-based option, printed versions of this survey are available at your practice. Please return your completed survey—either online or in person.

We appreciate your involvement and look forward to your contributions. Together, we can make meaningful improvements that benefit our entire community.

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Please select the name of your surgery from the drop-down menu below:

(Choose any one option) (Required)

- Dr Uppal & Partners, Parkview
- Canberra Old Oak Surgery
- The Westway Surgery
- The New Surgery
- Parkview Practice - Dr Hasan
- Shepherds Bush Medical Centre
- Parkview Medical Centre - Dr Kukar & Partners
- The Medical Centre - Dr Kukar
- Hammersmith and Fulham Centre for Health

On contacting your practice

I am satisfied with how easy it is to contact my surgery during opening hours (08:00-18:30, Mon-Fri):

(Choose any one option)

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

Please provide further details about your experience contacting the surgery:

On booking an appointment

I can book a same day / next day appointment for urgent matters/care:

(Choose any one option)

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

NHS North West London Primary Care Network (PCN) Access Survey (H&F North Primary Care Network)

NW London NHS ICS

Please provide further details about why you chose that option:

I can book an appointment in advance; 1-2 weeks for non-urgent matters/care:

(Choose any one option)

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

Please provide further details about why you chose that option:

My on-going care needs

It is important to me to see the same GP or surgery staff member, and I am willing to wait for an appointment to see them: (tick all that apply)

(Choose all that apply)

- On every occasion
- When I need an appointment for ongoing, long term medical problems
- When I have a new medical problem
- It depends on the medical condition I have
- I do not mind which professional I see, as long as they have access to my medical records, and I am seen at a time convenient to me
- Other reason (please explain)

Working together

Some GP surgeries collaborate with their neighbouring GP surgeries to offer a broader range of services and appointments at different

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NW London NHS ICS

locations, or remotely (e.g. by phone). How do you feel about this?

(Choose any one option)

- If I benefit from more appointments and services, this will be a positive move
- I think this is generally positive but I have some concerns
- I think this is a bad idea

Please tell us why you chose that option?

If you have used the online consultation service (e.g., PATCHS, eConsult, or other) offered by your practice, how satisfied were you with it? (If you have not used the online service then go Q13)

(Choose any one option)

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

Please provide further details why you chose that option (*Then go to question 14*)

If you have not used the online consultation service, can you tell us why? (tick all that apply)

(Choose all that apply)

- I was not aware my GP surgery was offering it
- I do not know how to use it but would if training was provided
- I don't have access to digital technology
- I don't want to use an online tool and would prefer to speak to someone instead
- Other (please specify)

I use the NHS app to... (tick as many options as needed) *If you have never used the NHS app go to question 15*

(Choose all that apply)

- Order repeat prescriptions
- See test results
- Make appointments, if available
- Contact my GP surgery online for medical advice
- See hospital appointments and correspondence
- View my medical record
- Other (please specify)

NHS North West London Primary Care Network (PCN) Access Survey (H&F North Primary Care Network)

NW London NHS ICS

If you have not used the NHS App, can you tell us why?

(Choose all that apply)

- I don't know about it
- I don't know how to use it
- I have tried but found it difficult to install or register
- I don't have access to digital technology
- I don't want to use any online methods and would prefer to speak to someone instead whenever possible
- Other (please specify)

Contacting your surgery

I have contacted my surgery in the last year because I have needed to... (please tick all options that apply)

(Choose all that apply)

- Get test results
- Ask the surgery to write me a letter or fill out a form (e.g. for work, education, benefits)
- Check details about a hospital appointment or operation date
- Request an on-the-day appointment
- Make a routine appointment within 1-2 weeks
- Make an appointment for screening and health promotion
- Change my appointment time
- Make an appointment for a blood test or other investigation
- Request repeat medication
- The hospital asked me to contact the GP for a prescription or another matter (e.g. request a blood test or investigation)
- Other (please specify)

Improvement

What changes, if any, would you like to recommend to improve your experience when contacting your GP Surgery?

Which of the following best describes your current situation? (Please tick all that apply)

(Choose all that apply)

- Homeless (rough sleepers)
- Asylum seeker
- Carer
- Unregistered patient
- English is my second language
- I have a long-term medical condition
- I have a mental health illness
- I have 2 or more hospital appointments per year
- I receive regular care from community services
- I have 4 or more appointments with my GP practice per year
- None of the above
- Other (please specify)

What age group do you belong to?

(Choose any one option)

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NHS North West London Primary Care Network (PCN) Access Survey (H&F North Primary Care Network)

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- 16-25
- 26-35
- 36-45
- 46-55
- 56-65
- 66-75
- 76-85
- 86+
- Prefer not to say

What is your ethnic group? Please select one option that best describes your ethnic group or background?

(Choose any one option)

- Asian/ Asian British (Bangladeshi)
- Asian/ Asian British (Chinese)
- Asian/ Asian British (Indian)
- Asian/ Asian British (Sri Lankan/ Tamil)
- Asian/ Asian British (Pakistani)
- Asian/ Asian British (Other)
- Black/ Black British (African)
- Black/ Black British (Caribbean)
- Black/ Black British (Somali)
- Black/ Black British (Other)
- White (British)
- White (Irish)
- White (gypsy or Irish traveller)
- White (other)
- Mixed/ multiple (white and black Caribbean)
- Mixed/ multiple (white and black African)
- Mixed/ multiple (white and Asian)
- Mixed/ multiple (other)
- Prefer not to say
- Other (please specify)

Do you consider yourself to have a disability?

(Choose any one option)

- Yes
- No

How would you describe your gender?

(Choose any one option)

- Female
- Male
- Prefer to self-identify
- Prefer not to say

If so, what type of disability do you have? Tick all that apply.

(Choose all that apply)

- Physical
- Visual
- Hearing
- Mental illness issues
- Learning disability
- Cognitive disability
- Speech
- Prefer not to say
- Other (please specify)

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NW London NHS ICS

Please submit your completed survey and thank you for participating