



NHS
Eastbourne, Hailsham
and Seaford
Clinical Commissioning Group

NHS
Hastings and Rother
Clinical Commissioning Group



Improving access to GP services

Extended access survey

What did you tell us?

Spring 2018



Eastbourne Hailsham and Seaford CCG and Hastings and Rother CCG are GP led membership organisations responsible for commissioning (buying) the majority of health services for local people.

We are committed to making sure that everyone has easier access to GP services including appointments on weekday evenings and at weekends, this is called extended access.

In January 2018 we ran a 3 week survey so you could tell us when you would like to be able to book extended access GP appointments, where you'd be willing to travel to these services and your views on alternatives to face to face consultations with your GP.

More than 1200 people took part, this is what you said.

WE ASKED PEOPLE ABOUT APPOINTMENTS OUTSIDE OF 'OFFICE HOURS'

59%

RATED AS THEIR FIRST CHOICE

1830-1930 WEEKDAYS

WITH ONLY

17%

RATING

1930-2030 AS THEIR FIRST



21%

SAID THEY WERE HAPPY WITH APPOINTMENTS CURRENTLY AVAILABLE AT THEIR GP PRACTICE

TOTAL OF

1271

COMPLETED SURVEYS



WE ASKED ABOUT ACCESS TO GP SERVICES AND APPOINTMENTS

21% CURRENTLY BOOK APPOINTMENTS ONLINE



53% WOULD CONSIDER EMAIL AS AN ALTERNATIVE CONSULTATION METHOD

46% WOULD TRAVEL ONE TO THREE MILES TO ACCESS EXTENDED GP SERVICES





21%

**SAID THEY WERE HAPPY
WITH APPOINTMENTS CURRENTLY
AVAILABLE AT THEIR GP PRACTICE**

82%

RATED AS THEIR FIRST CHOICE

**SATURDAY
MORNING**

WITH ONLY

3%

**RATING SUNDAY
AFTERNOON AS
THEIR FIRST**

**WE ASKED PEOPLE
ABOUT WEEKEND
APPOINTMENTS**



WHO DID WE HEAR FROM?

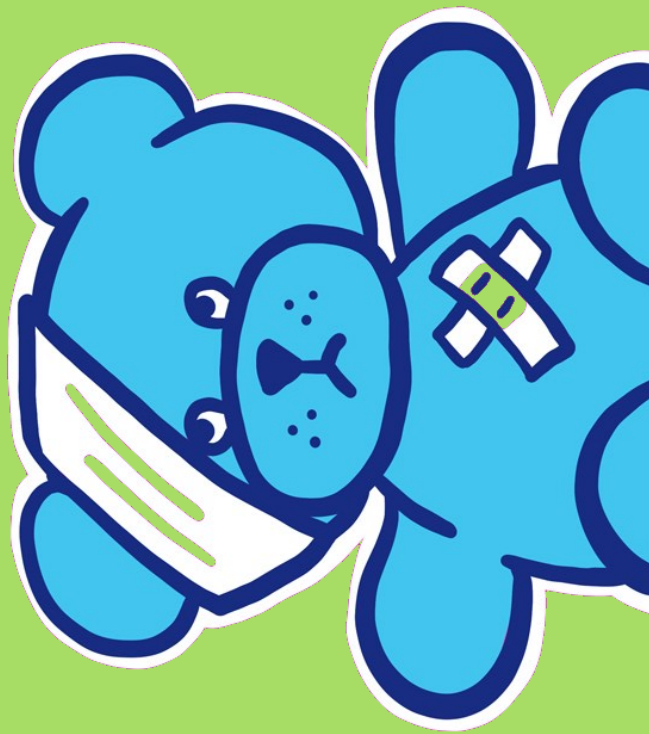
9%

WERE FROM BLACK AND MINORITY ETHNIC COMMUNITIES

21% AGED BETWEEN 45 & 54

12% AGED BETWEEN 35 & 44

19% AGED BETWEEN 65 & 74



20% IDENTIFIED AS HAVING A DISABILITY

19% SAID THEY CARE FOR SOMEONE

51% IN PAID OR UNPAID WORK





Thank you if you were one of the 1200+ people who took the time to fill in our survey either online or at your local GP practice.

What you told us, your views and experiences will help us as we look to commission (buy) extended access GP services locally.

We will continue to involve you as we move forward with our plans for improving access to GP services.

Please do sign up to our East Sussex Better Together newsletter to make sure you receive the latest news and opportunities to get involved.

Sign up at www.eastsussex.gov.uk/esbt



NHS
Eastbourne, Hailsham
and Seaford
Clinical Commissioning Group

NHS
Hastings and Rother
Clinical Commissioning Group

This information can be made available in alternative formats, such as easy read or large print, and may be available in alternative languages, upon request. Please contact hrccg.accessibility@nhs.net or phone 01273 403687.