

Improving Access to GP Services in East Lancashire

We are consulting on a proposed new model for Primary Care developed by our GPs to improve access to GP services in East Lancashire. After initial feedback from our patients, our vision is for same day access, 8am-8pm 7 days a week to a GP wherever you are in East Lancashire. This consultation is about the principles of delivering extended GP access for you. We would like to hear what you think.

The proposed new model of Primary Care would not change patient access to:

- Routine GP opening hours (8am to 6.30pm)
- GP out of hours across East Lancashire (6.30pm to 8am)
- Minor Injuries Units at Rossendale and Accrington
- The Urgent Care Centre in Burnley

Please spare 10 minutes to complete this survey. Your response will be completely anonymous and your feedback will be considered by our GPs as they finalise the new model. The consultation closes on **8 July 2016**.

If you have any questions or queries you can:

- Find out more at www.eastlancscg.nhs.uk/improving-gp-access
- Email communications.eastlancscg@nhs.net
- Write to Communications, Walshaw House, Regent Street, Nelson, Lancashire, BB9 8AS
- Call 01282 644627 (Monday to Friday 9am to 5pm, out-of-hours voicemail)

Improving access to ROUTINE GP services in East Lancashire 8am-8pm

PROPOSED



A range of principles which we developed with our patients have informed our proposed Primary Care model.

Q1	To what extent do you agree or disagree with the following principles for Primary Care in East Lancashire? PLEASE TICK ONE BOX FOR EACH ROW					
		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
	Providing GP services which are available to patients when they need them, 8am to 8pm 7 days a week	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Providing GP services which are local to patients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Providing the same access to GP services wherever patients live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Simplifying appointments and access to GPs for our patients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Providing consistent information to help you get the right care and support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Ensuring full medical records are available wherever a patient accesses health services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Providing access to paediatric (children's care) nurses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Ensuring you are able to call your GP to access all GP services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Currently we fund a Health Access Walk-in Centre based at Accrington Victoria Community Hospital which aims to serve the whole of East Lancashire.

An alternative to the Health Access Centre (based in Accrington) is being considered. This alternative is to introduce Health Hubs in Hyndburn, Burnley, Pendle and Rossendale, with access to a hub for Ribblesdale patients, rather than us providing one centre for the whole of East Lancashire.

Each of these hubs would be contactable by phone and offer access to GP services by appointment from late afternoon to 8pm Monday to Friday. In addition, the hubs in Burnley and Hyndburn would offer 8am to 8pm appointments on Saturdays and Sundays for all East Lancashire residents. For Ribblesdale patients, this would be available on Saturday mornings.

The minor injuries unit and GP out-of-hours service which are both based at Accrington Victoria Community Hospital would not be affected.

Q2	To what extent do you agree or disagree with the proposed Health Hubs model as an alternative to the current Health Access Centre arrangement in Accrington? PLEASE TICK ONE BOX ONLY					
		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
	<input type="checkbox"/> Strongly agree					
	<input type="checkbox"/> Agree					
	<input type="checkbox"/> Neither agree nor disagree					
	<input type="checkbox"/> Disagree					
	<input type="checkbox"/> Strongly disagree					

Q3 Do you have any comments to make about this proposal, including any impact it would have on you or anything we would need to consider in terms of the locations of the Health Hubs?

Final Thoughts on the Proposed Model

We would like to get your final thoughts now that you have considered the principles behind the model and the services we propose to maintain, add and change.

Q4 Overall, to what extent do you agree or disagree with the proposed new model of Primary Care in East Lancashire? PLEASE TICK ONE BOX ONLY

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

Q5 Please tell us if you have any other comments or suggestions to make about this proposed model, including why you agree or disagree with it.

About You

This information will help us to ensure the consultation has been completed fairly. Your answers to the following questions will help us find out the views from a wide range of people and understand any differences in the answers of particular groups. Your answers will be confidential, anonymous and used for this consultation only.

Q6 What is your home postcode?

Q7 Which GP practice are you registered at?

Q8 Which of the following age categories do you fall into? PLEASE TICK ONE BOX ONLY

- | | | | | |
|--------------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|--|
| <input type="checkbox"/> 15 or under | <input type="checkbox"/> 25 to 34 | <input type="checkbox"/> 45 to 54 | <input type="checkbox"/> 65 to 74 | <input type="checkbox"/> 85+ |
| <input type="checkbox"/> 16 to 24 | <input type="checkbox"/> 35 to 44 | <input type="checkbox"/> 55 to 64 | <input type="checkbox"/> 75 to 84 | <input type="checkbox"/> Prefer not to say |

Q9 How do you describe your gender? PLEASE TICK ONE BOX ONLY

- | | | | |
|-------------------------------|---------------------------------|--------------------------------|--|
| <input type="checkbox"/> Male | <input type="checkbox"/> Female | <input type="checkbox"/> Other | <input type="checkbox"/> Prefer not to say |
|-------------------------------|---------------------------------|--------------------------------|--|

Q10 Is this the same gender you were assigned at birth? PLEASE TICK ONE BOX ONLY

- | | | |
|------------------------------|-----------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Prefer not to say |
|------------------------------|-----------------------------|--|

Q11 Which of the following options best describes how you think of yourself? PLEASE TICK ONE BOX ONLY

- | | | |
|---|-----------------------------------|--|
| <input type="checkbox"/> Heterosexual/ straight | <input type="checkbox"/> Bisexual | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Gay/ lesbian | <input type="checkbox"/> Other | |

Q12 What is your ethnic group? PLEASE TICK ONE BOX ONLY

- | | | |
|--|---|---|
| <input type="checkbox"/> White | <input type="checkbox"/> Asian/ Asian British | <input type="checkbox"/> Any other ethnic group |
| <input type="checkbox"/> Mixed/ Multiple Ethnic Groups | <input type="checkbox"/> Black/ African/ Caribbean/ Black British | |

Q13 What is your religion? PLEASE TICK ONE BOX ONLY

- | | | |
|--|---------------------------------|---|
| <input type="checkbox"/> No religion/ belief | <input type="checkbox"/> Hindu | <input type="checkbox"/> Sikh |
| <input type="checkbox"/> Christian | <input type="checkbox"/> Jewish | <input type="checkbox"/> Any other religion |
| <input type="checkbox"/> Buddhist | <input type="checkbox"/> Muslim | <input type="checkbox"/> Prefer not to say |

Q14 Are your day-to-day activities limited by a health problem or disability which has lasted, or is expected to last, over 12 months? PLEASE TICK ONE BOX ONLY

- | | | |
|--|---|-----------------------------|
| <input type="checkbox"/> Yes, limited a little | <input type="checkbox"/> Yes, limited a lot | <input type="checkbox"/> No |
|--|---|-----------------------------|

Thank you for your response to this consultation. Please return to us using a freepost envelope provided or address to 'Communications, Walshaw House, Regent Street, Nelson, Lancashire, BB9 8AS'.

If you would like further opportunities to have your say and provide feedback on services provided by the NHS East Lancashire Clinical Commissioning Group (CCG) then you can sign up to be a 'Patient Partner'. To join please go to - tinyurl.com/eastlancscg-membership-form