

Engagement with patients on the NHS Neighbourhood GP Hub Service and GP Practice Extended Hours

Dear Patient,

Please could you spare a few minutes to fill our questionnaire. We need your help to look at our Sutton NHS Hub Service and get your views on what works and what you feel can be improved.

"The NHS belongs to the people. It is there to improve our health and wellbeing, supporting us to keep mentally and physically well, to get better when we are ill, and when we cannot fully recover, to stay as well as we can to the end of our lives."

Why we need your help?

The Sutton Primary Care Networks (PCNs) are four small clusters of GP Practices that cooperate in caring for you your family and your friends. We provide health and wellbeing services just like your GPs at your GP Surgery after they close in the evenings and at weekends. This includes all bank holidays including Christmas. We are working to bring all these appointments together as a better new service, so that its one service for you. This does not mean anything changes for you at your GP Surgery but importantly that we can offer you more appointments with the GP or Nurse and now also a team of other people.

Who will be in the new team?

This new team is people is made up of; **Pharmacists** for Medicine Reviews; **Dietitians** for Diet Advice; **Social Prescribers** who help with your social needs (this could be you are lonely and want to meet others and they can refer or organise this for you with established groups like the gardening club or you may have debt issues and they can organise debt advice via a service for you); **Health Coaches** to support getting you more active and feeling better about yourself, **Paramedics** (now working for us not the Ambulance Service) who will come and visit you (if you are unable to attend face to face) and assess you, discuss your care treatment with your GP or another GP in the Practice, or if needed call an ambulance to get you off to Hospital if you are an emergency; **Physiotherapists** to support you getting more mobile or recovering from injury.

Where can I get this service?

We run our services at 4 sites across Sutton which we call 'Hubs'. They are in **Cheam and South Sutton, Carshalton, Wallington, and Central Sutton**. This is a new development so that we have a hub within an area close to where you live. We have hubs in 4 GP Surgeries after they close during the week and at weekends.

Current Service / National Requirements	Proposed New Service
Appointments	
<p>Appointments with a GP and a Nurse either in the GP Surgery normally outside of usual hours of 8am to 6pm and Hub Appointments in the evenings and weekends.</p>	<p>As per the current service but with additional appointments with Pharmacists, Dietitian, Visits from Paramedics, Physiotherapists, Health Coaches and Social Prescribers.</p> <p>New types of clinics and appointments are being reviewed for dedicated Women's and Children services and others. We are keen to see what you think about these and if you think that they would be a good addition to the service. The questions later will help you give us your views. This means you have more support for both Health and new services for Social care as well.</p>
Opening hours	
<p>6.30pm-8pm Monday-Friday, and 8am-8pm Saturday, Sunday and bank holidays</p>	<p>4pm to 8pm Mondays to Fridays (x4 hub sites) 8am to 8pm Saturdays and bank holidays (x4 hub sites) 9 to 5pm Sundays (x2 hub sites)</p> <p>GP Practices provide care for you after 6pm and before 8am as they do now. This means Sutton patients get a greater number of service hours and appointments at times when you prefer to come in to see us. This supports better same day direct access to appointments for instances when GP practices do not have capacity on a weekday, and you can come to a Hub as long as there are available appointments.</p>
Access and locations	
<ol style="list-style-type: none"> GP Surgery Locations (before 8am and after 6pm) – Across multiple practice sites Hubs (in Surgeries after 6pm on weekdays and at weekends) – 2 mains Hubs currently 	<p>We propose to fully run 4 Hubs at locations closer to where you live:</p> <ol style="list-style-type: none"> Robinhood Lane Surgery, Robin Hood Ln, Sutton SM1 2RJ Wrythe Green Surgery, Wrythe Lane, Carshalton, SM5 2RE Roundshaw Health Centre, 6 Mollison Square, Wallington SM6 9DF James O'Riordan Medical Centre, Stonecot Hill, Sutton SM3 9HE <p>Patients in our new set up get services even closer to their home for some and the option of more appointments at new sites if available.</p>
How to book	
<ol style="list-style-type: none"> Book Via GP Direct Telephone booking Booked in via 111 	<ol style="list-style-type: none"> Book via GP Direct telephone booking (weekend only) Booked in via 111 and in addition via Urgent Care & A&E if you are better cared for by a GP, Nurse or other clinician in a Hub. Bookable online via your mobile, tablet or computer Book via our Hub team via one number weekdays
Types of appointments	
<p>GP appointments; nurse appointment; childhood immunisations; cervical smears; wound care; flu vaccination</p>	<p>GP appointments; Nurse appointments; Childhood Immunisations; Cervical Smears; Wound Care; Flu Vaccination; Paramedic Home Visiting for Housebound / Vulnerable Patients; NHS Health Checks; Specialist Paediatric clinic; Women's / Menopause Clinic; Pharmacist Clinic, Health and Wellbeing Clinics, Dietitian Clinic and phlebotomy (Blood Tests) clinics.</p>

We want your opinions on what works and what you think could work for you, your family, and friends. It is important we design a service with you so that get more right for when you need us to care for you. More detailed information will be available once we have received your opinions and completed the plan as a result. You can get this information via our website suttonpcns.co.uk on this plan once published and now it tells you more of what we do and the services we provide.

The Questions we need some help from you to answer

What areas work well for you now? What could we do better for you from October 2022?

Insert your answer here:

Your feedback on our service proposal is vital so we meet your needs as much as we can

Please tell us how much you agree/disagree with the following statements and where appropriate which services you would most value.

- 1. I believe the additional new appointments (More GP time than currently provided, more Nurse time and new time with Pharmacists, Physiotherapists, Dietitians etc) that will available in the new service will provide more of the care I need?**

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree

- 2. Would transport be an obstacle for you getting to an appointment at our proposed locations? (Please note patients can access any of our four hubs)**

Yes, I would not be able to get there in the evening or at a weekend
Yes, I would not be able to get there in the evening
Yes, I would not be able to get there at the weekend
No, I could get to an appointment at any time
Don't know/Not sure

- 3. What services would you like to be able to access during the morning/evening/weekend appointment? Select all that apply.**

GP
General Practice Nurse
Health Care Assistant
Social Prescriber
Physicians Associate
Health Coach
Pharmacist
Physiotherapist
Don't know/Not sure
Other (please specify)

4. Which of the following would be the most convenient for you to be able to access this service?

- Self-book via telephone
- Booked by your GP Practice
- Via an App
- Via a website
- Via another health care professional
- Other

5. Do you think the proposed opening hours of this service meet your needs?

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

6. When would you prefer for us to place extra appointments? (Please tick one box).

- I would prefer extra appointments on Sundays
- I would prefer extra appointments on weekday evenings

Section 2: About Me

7. Please tell us your age

- 0-15 16-29 30-44 45-64 65-84 85+ Prefer not to say

8. How would you best describe your ethnic group?

9. Please tell us your gender

- Male Female Prefer not to say Other

10. Which of the following options best describes how you think of yourself?

- Heterosexual or Straight Gay or Lesbian Bisexual Other not listed Prefer not to say

11. Finally, is there anything else which you think is important for us to consider in terms of improving access to general practice?