








# Access to General Practice during Covid-19

Data collected 29 June through 16 July 2021





The CCG is seeking views from patients who have accessed a GP appointment in North Yorkshire during Covid-19 pandemic.

Please complete this short survey. This is in relation to your most recent appointment.



1. How did your appointment take place?				
Answer Choices			Response Percent	Response Total
1	Face to face		48.41%	61
2	Via phone call		51.59%	65
3	Via video chat		0.00%	0
			answered	126
			skipped	1

2. How did you initially make contact with your practice?				
Answer Choices			Response Percent	Response Total
1	By telephone		68.50%	87
2	Via the practice website or GP online services		25.98%	33
3	In person		2.36%	3
4	NHS 111		0.00%	0
5	NHS App		0.79%	1
6	Other (please specify):		2.36%	3
			answered	127
			skipped	0
Other (please specify): (3)				
1	Blood tests			
2	Email			
3	Have regular wound dressing appointments with a nurse and sometimes a doctor.			

### 3. Which healthcare professional was your appointment with?

Answer Choices			Response Percent	Response Total
1	Doctor (GP)		81.10%	103
2	Practice Nurse		11.81%	15
3	Pharmacist		0.00%	0
4	Physicians Associate		0.79%	1
5	Other (please specify):		6.30%	8
			answered	127
			skipped	0
Other (please specify): (8)				
1	Physiotherapist			
2	Nurse practitioner			
3	Physiotherapist			
4	Physio			
5	IT at [practice]			
6	First Contact Physiotherapy			
7				
8	Nurse Practitioner			

### 4. Would you say this appointment was suitable for your clinical needs?

Answer Choices			Response Percent	Response Total
1	Yes		81.89%	104
2	No		18.11%	23
			answered	127
			skipped	0
Please explain your answer (90)				
1	required further appointment with dermatology consultant.			
2	Had to push for a face 2 face appointment for examination after being forced into t/c first - obviously causing delay to being seen = extended suffering. Having had a test, the result was texted to me as negative but I still have the same issues, pain, discomfort, but now have to start again, try for t/c appt which means phoning until I can get fit in.			
3	I wanted to discuss alternatives to current medication and seek referral for ongoing foot problem			
4	Emergency GP assessed situation and arranged for an immediate hospital assessment			
5	Leg weakness and falling I think needs more than a nurse led consult?			

#### 4. Would you say this appointment was suitable for your clinical needs?

6	Did not feel confident that symptoms were fully explored: just a rushed decision to prescription.
7	There was a 5 hour delay which left me having to contact NHS111
8	Yes - my daughter is disabled and aspirates and we needed to ensure it was upper respiratory and her lungs were not infected
9	Received excellent treatment via both [practice] and [hospital] after finding a Breast Lump in March 2020. A prompt referral and diagnosis resulted in a mastectomy performed on April 22nd and at a follow up appointment with the surgeon on May1st I was told that as my cancer was a metaplastic tumour, there was no effective further treatment and I was given a follow up appointment for the following May. I needed to attend the Breast Clinic again and saw a different doctor who gave me conflicting information. I had been given a telephone contact for the Breast Care Nurse assigned to my care, but the Covid notice which greeted me when I rang the number advised me that I should only call if my query was urgent so I hadn't felt able to seek their support. When the surgery offered me a Cancer review in September I was delighted as I had a number of questions and concerns, following a telephone conversation with a doctor I didn't know she arranged a face-to-face appointment with [doctor] who had supported me in the early months.
10	Unfortunately, this appointment was once again with a part time doctor who I have never met. She didn't know me and I didn't know her. To begin when phone calls started the GPs had made an effort to read up patient notes prior to calling this is no longer happening. It might have been more acceptable if it had been a video call. I want consistency in medical care not a GP who works part time and term time only, or a locum who can't sign prescription or a phone call from out of town on the wrong phone number.
11	Rash
12	Didn't need to be seen
13	My current medication was causing problems and I needed to discuss an alternative long term measure
14	The initial appointment was a phone call with the GP but this was followed on the same day by a face to face appointment with the same GP. The problem was a breast lump which clearly could not be checked over the phone!
15	For assessment of headaches, symptoms able to be discussed over the phone, not a new diagnosis
16	I needed to see in person but was told wasn't allowed, I have a shoulder injury that has never physically been looked at
17	They struggled with English.
18	For this appointment it was ok but I am not convinced always using a prescribing nurse instead of a GP is the best.
19	Problem easy to deal with via a phone call
20	Assessed over phone and then seen to be examined
21	Very thorough with assessment and triage over the phone. Was offered a face to face appointment when needed for one specific procedure. Otherwise have has the same level of service, referrals and follow up care via the telephone
22	They assess via basic triage over the telephone and always give you a nurse
23	A lot of the time, a phone call is more than adequate. I'm always conscious that I may be wasting the Dr's time by having a face to face in the past knowing it's such a simple issue. But pre pandemic, reception always insisted it had to be f2f. So it has been a silver lining of the pandemic having more appointments done over the phone
24	Yes. I had spoken to the GP on the phone but they needed to do some observations so I was asked in to see the doctor
25	Checking up on 2 year old after hospital admission. Noticed that they were getting worse again. Had 3 GP appointments in a week

#### 4. Would you say this appointment was suitable for your clinical needs?

26	It was ok would have preferred a face to face appointment.
27	Tests had proven negative so a next steps conversation was needed.
28	I was unable to walk, the doctor saw me very quickly.
29	I had a telephone triage first with the GP. She decided she needed to see me and gave me an appointment to go in a couple of hours later.
30	Comprehensive advice given over the phone which was convenient and timely and saved an unnecessary trip to the surgery.
31	Needed medication review
32	It was a problem which could not have been finalised at the surgery. I was given an appointment to see a consultant within 2 weeks. Excellent service
33	Pain in abdomen and stomach
34	It has been impossible to see let alone speak to a GP for well over a year and I think it's a disgrace. Not everyone is comfortable using an e consult. E consult is unavailable out of work hours. The phone is never answered at the surgery. Our local pharmacy has been far more helpful and available.
35	I needed to see a GP f2f following a recommendation from the nurse in extended access. I called my GP explained and was given a f2f appt no problem.
36	I initially spoke to the receptionist and explained that my chiropractor had diagnosed a problem with pain to the acromium of my shoulder and recommended a doctor second her diagnosis. The doctor rang me and arranged for me to go to the surgery that afternoon and he examined my shoulder and confirmed that it was the acromium causing pain and injected it with cortisone.
37	Very thorough and safe
38	Issue identified & medication given to solve it. Talk over phone & sent a photo.
39	Uncontrolled asthmas
40	I live in a busy household and there's no such thing as privacy. I found I couldn't say what I wanted to say because of this
41	Required to be face to face following telephone consultation
42	Far better to be able to show where the pain was.
43	After a long period of bowel pain it was agreed a Dr needed to assess me. Consequently I was referred for a colonoscopy
44	I needed to have my symptoms looked into and explained to me
45	I had a rash on my hand that was treated with cream
46	I had an online consultation. Twice. We corresponded by automated email and I uploaded photos. Therefore your first question needs to be amended. Two different issues and both were resolved easily and a prescription issued for me to collect. Very prompt with response in a few hours.
47	I required to be examined, to determine if I required X-rays , so needed face to face appointment with GP to do this.
48	During COVID I have had my blood pressure tablets increased and type changed, but have still not seen a GP it has all been via the phone . I still not 100% these changes will affect me long term.
49	After making contact via an on-line contact form and a telephone discussion, the GP wanted me to attend the surgery for a physical examination
50	Needed examination. Didn't want to go to a+e as its overworked
51	Needed antibiotics for infection






#### 4. Would you say this appointment was suitable for your clinical needs?

52	I sent photos of the problem the doctor saw them called me and we talked the problem through
53	This particular lady went out of her way to help me with my online. I was struggling with depression and stayed on the phone with me for 40 minutes and just listened to me whilst sorting out my prescription, covid jab and an appointment to see a doctor, that night she stopped me from doing stupid Her name was [redacted] and I hope she reads this and knows that she truly helped a patient that day.
54	I want to SEE a doctor!
55	I had been discharged from hospital but still in pain who sent me back into hospital where I then had to have an operation.
56	The doctor called me back and assessed whether my son needed to be seen and then provided us with a timely appointment
57	After contacting the GP via e-consult requesting an xray for a painful hip I was offered the opportunity to see the physio as there was nothing significant on the xray
58	Quick, efficient.
59	Covid and the mishandling of it by the government had resulted in severe anxiety and concern for my heart condition. After an ECG I was reassured that my heart was fine and a prescription to help with anxiety has been successful
60	I needed the doctor to see my problem so he could do the best treatment
61	Blood pressure review. Based on personal readings.
62	Being in my 70s I had a chest infection. I had taken a Covid test that was negative. Doctor telephoned me to assess the need to do face to face.
63	it was fine. it was only for contraception so didn't need to be face to face.
64	I have copd and needed to see a Dr for a chest infection
65	Given an urgent appointment for chest pain
66	I had to have phone call appointment first as that is how they are doing it but all that consisted of was GP listening then saying do need to see face to face. I would have thought that was obvious given why I needed the appt. would have saved time for me and them if just given me a face to face.
67	Any contact I have had with the surgery over last 18 months has been with a paramedic who does all the triaging
68	Needed assessment and treatment then further referral
69	Had clinical assessment skills and ability to prescribe antibiotics
70	Needed physical examination
71	It was a follow up from a reduction in medication
72	I'm having trouble with medication and a nurse suggested that this could be causing a swollen leg. Asked to see GP but given telephone appointment having submitted week BP readings. GP, a new one not long before lockdown, recommended additional medication for blood pressure despite the readings being normal for me. I feel not listened to, doesn't consider that I've been on BP tablet for 40 years and know about BP and what my norm is. It doesn't help not being able to discuss symptoms properly in person. Added to this is fact he is very sarcastic if I try to discuss. I'm considering asking to see female GP instead of him
73	A repeat Renal function test as I am on lifelong medication which requires regular blood monitoring
74	On the initial call I accepted the advice given, but the problem continued and I had to call again and I felt input from GP would have been more appropriate but I was still not offered a GP

#### 4. Would you say this appointment was suitable for your clinical needs?

75	Had thyroid removed back in 2016 had nothing but problems since, I have to chase it up all the time.
76	Yes DR. Had arranged a ECG for me at the surgery
77	Lump had to be checked to confirm action plan.
78	Spoke to GP over the phone first then they arranged a face to face appointment
79	I'm struggling with severe breathing difficulties due to newly suspected asthma yet no one will see me in person to assess my needs and prescribe adequate medication or advice. This was the 3rd or 4th contact with the GPs after trying the e consult and previous telephone consults.
80	I asked for a blood test
81	I asked to speak to a GP re mental health concerns and medication review. This GP has supported me since an operation last year and said I could speak to them at anytime. Receptionist wouldn't listen to this.
82	I still don't have my 2 year out of date contraception exchanged and no annoying of phone calls will deliver that!!
83	For a condition that was complex and had potential to be cancer then face to face should be done but despite claims made by practice they don't offer face to face unless you demand it.
84	Related to blood pressure
85	I had enough understanding of the problem to have a phone consultation ie. the diagnosis wasn't uncertain, and I had some knowledge
86	My GP has an excellent knowledge of my condition and is brilliant for advice and sorting out issues.
87	As previously stated I have had regular appointments either with a doctor or a nurse for wound care every other day. At the beginning I saw doctors who assessed the damage and started the treatment and a doctor checks it from time to time. I had a doppler fitted last time and this was done by a practice nurse. All this has been completely suitable for my needs.
88	The GP needed to palpate an area of my back to ascertain what treatment was required
89	We had a telephone appt followed by a nurse appt, followed then by another go telephone appt
90	I was concerned about an unusual lesion on my skin. I suffer from a skin condition and am aware (not obsessed) with my skin. I felt it required a referral to a Specialist under the 2 week cancer wait. This was organised following my visit.





#### 5. How would you rate your appointment and how it took place?

Answer Choices		Response Percent	Response Total
1	Very good		62.20% 79
2	Good		16.54% 21
3	Average		12.60% 16
4	Bad		5.51% 7
5	Very bad		3.15% 4
		answered	127

## 5. How would you rate your appointment and how it took place?

skipped	0
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## 6. How would you rate the convenience of your appointment?

Answer Choices			Response Percent	Response Total
1	Very convenient		61.90%	78
2	Convenient		24.60%	31
3	Inconvenient		10.32%	13
4	Very inconvenient		3.17%	4
			answered	126
			skipped	1

## 7. What were the positives of having the appointment the way you did?

1	the surgery is very well organised and well within covid requirements
2	I needed a physical exam.
3	Had a telephone call with Doctor to be assessed before going to see him.
4	I knew what I wanted so a conversation was all that was required
5	It was immediate
6	Quick, BUT no examination took place to assess my motor or sensory deficit. Left the practice wide open to litigation had my condition not resolved?
7	None
8	Can't think of any
9	This is the usual way we have appointments. Nothing has changed. At the height of Covid we had telephone appts only but GP came to house if needed.
10	Face to face needed for physical assessment, followed by clear instructions, followed by list of exercises through post
11	1)My husband was allowed to accompany me to the appointment for the first time on my cancer journey; this was very important to both of us. 2) She listened to my concerns and subsequently contacted my surgeon who telephoned me and answered all my queries relating to my treatment and diagnosis. 3) She arranged for me to see a local Breast Care Nurse.
12	It was with a surgery registered GP No other positive
13	Sorted in one appt
14	Worked well as I work full time.
15	I was already in the surgery for a blood appointment and I was transferred over to the doctor and only had to wait a few minutes to see him. Therefore I didn't need to come back another day. I got my new medication straight away.

## 7. What were the positives of having the appointment the way you did?

16	It meant my hospital referral was done immediately.
17	I didn't have to take any time off work
18	- no traveling - I could work right upto and just after the appointment
19	I didn't have to go to the surgery
20	Convenient and quick
21	Very quick and streamlined
22	Doctor very efficient
23	For very minor ailments a telephone or text based consult is appropriate but there is no option to make a face to face appointment or speak with a GP anymore
24	It didn't waste the Dr's time, and it meant the appointment time was flexible.
25	Needed to be face to face for observations.
26	No waiting time in the surgery. Fantastic care, advice and followup
27	None although it went well a face to face would have been better
28	Face-to-face consultation and appropriate examination.
29	It was a fast, professional service in a covid safe environment.
30	I think the telephone triaging makes a big difference as it ensures that face to face appointments are used by people who really need them. I've been able to get the advice/medication I needed by telephone. But also had the confidence to know that my GP would call me in if necessary.
31	Able to be examined and clear diagnosis
32	No need to take time off work, straight forward.
33	None
34	I did not have to go through a physical examination at the surgery knowing that I had to go through it again at the hospital.
35	No need to travel to surgery. Was able upload pictures to send to doctor
36	None
37	I was eventually able to speak to a doctor.
38	Extremely efficient
39	Face to face, able to actually discuss personal issues. Felt more relaxed
40	Positives were that the pain lessened with the injection and I could sleep with disturbance
41	No waiting
42	Appointment available very quickly
43	Less travel, no time out from work, quick and easy
44	Speed Convenient Didn't waste necessary Time in a waiting room
45	It was far quicker than going to a normal apt
46	None for me.
47	Prompt & responsive
48	eConsult very efficient for both parties I think



## 7. What were the positives of having the appointment the way you did?

49	Cannot think of any.
50	They ran to time when the surgery was closed to the public. Now they are always late.
51	The fast reaction and assessment made
52	You can have an examination if needed
53	It meant I didn't need to take time off work. I also suffer from white coat syndrome so going for a GP appointment in person heightens my anxiety and I struggle not having a panic attack.
54	Quick
55	I didn't even have to leave the house. The response was very prompt.
56	GP was able to access my painful joints and send for appropriate X-rays as well as see / hear how I wasn't coping with the pain, my body language was plain to see
57	Quick and got an appointment without a three week wait
58	The filters worked. I did need to attend the surgery, but if I had only needed advice then a phone call would have sufficed
59	Most recent was a follow up so convenient to have on the phone.
60	Excellent service from receptionist which led to a doctor callback
61	I never left home the doctor prescribed me medication and made me an appointment with a specialist. The medication the doctor gave me has helped a lot and I see the specialist at the clinic tomorrow
62	I was able to talk to a normal human being her heard me and stopped me from hurting myself, by talking to her I felt less lonely and also was able to speak to a GP the next day and get the help I needed
63	There wasn't any
64	My Doctors know me so knew I needed help.
65	spoke to GP on the phone about my problem and asked me to go down to see him one hour later and problem sorted.
66	Got diagnosed. Showed GP symptoms - discussed problems. Referred on to specialist and further tests.
67	We received an appointment straight away
68	I didn't have to travel to the practice and just needed a conversation with the Dr a face to face wasn't required
69	I didn't need to remove my child from school or take lots of time of work just a quick 5 minute chat.
70	Once the initial e-consult was complete it was a very smooth process
71	Quick, efficient.
72	Ability to have an ECG
73	I spoke to the doctor to see if I needed a face to face, I did so it was arranged. I think this way of working is great and should continue
74	no
75	Not having to take time out of work to go. Easy access. Very convenient. So much better than having to ring up at 8am on a morning and a lottery for slots.
76	I was seen the same day and commenced treatment straightaway.
77	Once I managed to get past the receptionist, via complaining to the practice manager I got an appointment with a GP who said that I should have been able to make the appointment more easily and I had done the right thing to insist. My condition was treated successfully.

## 7. What were the positives of having the appointment the way you did?

78	meant I didn't have to travel, was quicker.
79	Diagnosis was quick and medication prescribed
80	advised to go to A&E, not fobbed off
81	For the patient none. For GP I suppose by insisting on phone first they can keep pushing face to face forward, and they can work to own schedule rather than patient by not specifying time call appt will occur.
82	The paramedic is very good, convenient for most things over the phone
83	Didn't have to take time off work, was able to discuss over phone but knew my GP would see me if needed.
84	I was able to get to the appointment via public transport/bus as I do not Drive.
85	Quick, accurate and referred on after treatment
86	Prompt response and antibiotics commenced within 90 minutes of telephone appointment. Prescription been sent remotely to my local pharmacy of my choosing.
87	Needed face to face appointment as physical examination was required
88	My daughter was examined properly
89	I emailed a photo of a mark/mole on my leg they couldn't see it very well and needed to check before referring me to Hospital.
90	No waiting in the waiting room Quick and efficient
91	No positives regarding this matter and the fact I have a long term condition being under two consultants and a specialist nurse at the hospital yet given no chance to say why I requested appointment. Also I shouldn't have to tell a receptionist why I need an appointment in order to get one.
92	Because pandemic or no pandemic my well being is vital So the surgery had to comply and that's good (patient choice as important as surgery policy )
93	I needed them to examine me, so it had to be in person. I phoned that day and was seen that afternoon.
94	Sorted quicker than pre pandemic
95	I think having an initial assessment over the phone to get the facts around the issue was good and I'm sure doing the triage by phone must cut out a lot of unnecessary face to face appointment
96	Able to pick my daughter up from school
97	It saved me time waiting for a hospital appointment for ECG
98	None I needed to be physically seen. I ended up in hospital in York
99	Also had my flu jab at the same appointment
100	Fully trained GP assessment using certified equipment to fully establish condition.
101	Able to triage over the phone and then made an appointment for face to face
102	None
103	Was same as normal
104	I didn't need to see anyone, just speak on the phone
105	I assume the GP's can speak to more patients.
106	If I did not require a face to face intervention it would be fine. But I do, so it is ridiculous!
107	Doctor listened well to start with

## 7. What were the positives of having the appointment the way you did?

108	Needed blood test and blood pressure reading - not possible by phone!
109	It was quick
110	Being able to do so with going to a surgery waiting room. Same day phone call.
111	I know that by having this appointment it is helping my recovery.
112	Able to discuss concerns face to face, immediate feedback
113	I saw the person I needed to.
114	Initially it was easier to discuss my child without them present
115	Visual assessment with high resolution image completed. Empathetic, knowledgeable GP.

## 8. What were the Drawbacks of having the appointment in the way you did?

1	None
2	Feeling really ill, had the test and expected t/c results, but only got a text so have to start again. Getting appointments is a nightmare.
3	Waited over 2 weeks for the initial telephone appointment.
4	Long wait before being offered an appointment. If I had a medical problem that needed describing or showing it would not have been less than satisfactory for both healthcare professional and myself.
5	None
6	I needed a full neuro muscular assessment, which would entail power and sensory dermatome check.
7	No facial feedback: varying quality of telephone speech.
8	No consideration for a long term recurring problem
9	None
10	None
11	None that I can think of.
12	Lack of preparation. No visual assistance for the GP. No visual assistance in building a relationship and confidence.
13	None
14	None
15	None.
16	None.
17	Not knowing when the GP was going to phone did hinder what I could do at my own workplace (also a GP surgery)
18	I fail to see how a physiotherapy appointment via the telephone will benefit anyone
19	- language barrier - tricky as hearing impaired also
20	You can't have a conversation and explain everything like you would do at a face to face appointment

## 8. What were the Drawbacks of having the appointment in the way you did?

21	None
22	nothing
23	None.
24	Far too long waiting time to get an appointment I was really disappointed
25	None for me
26	None. I think there are times when face to face is better and when by phone is better. I would prefer to speak to the GP on the phone when it's just information but obviously it's good to be examined when a diagnosis is needed.
27	None
28	It's just too much not to be able to speak face to face with your doctor
29	None
30	None / risk of covid.
31	None
32	Nil
33	Wasn't sure when to expect callback throughout the day and luckily was available when the phone rang
34	Didn't get any warning of appointment, so rung up whilst in supermarket queue.
35	No negatives. All positives.
36	None
37	Had to wait a week to see GP for physical exam who then referred me to hospital
38	I needed an examination.
39	none
40	None
41	No Drawbacks
42	Having to explain yourself several times over the phone
43	I would rather talk in person.
44	None
45	Nothing
46	None
47	Lack of privacy.
48	It took almost three weeks to obtain an appointment with my preferred GP, and it then took place by phone!
49	Trying to get through on the telephone when ever you phoned you were number 10 in the queue and kept waiting for 5 - 10 mins to speak to someone now it's the same again that doors are open
50	-
51	None
52	They couldn't physically examine the area
53	None
54	None

## 8. What were the Drawbacks of having the appointment in the way you did?

55	No Draw backs , very grateful
56	Done on description and audio triage rather than physical assessment
57	None
58	I was at work had to arrange cover by GP was finishing at 1pm.
59	Nothing.
60	None
61	none
62	None
63	I don't want to talk to a Dr on the phone I want to see one!
64	Felt guilty having to use their time.
65	None
66	None
67	None
68	Na
69	Wasn't any but could be if didn't have access to the Internet as I sent photos via a secure link. But they would offer me a face to face appointment if I didn't.
70	None for me personally
71	None. I was able to send a photo (dermatological prob)
72	Delay - 45 mins late added to anxiety.
73	None
74	no
75	The only major Drawback is the telephone system and getting through in the first place. It isn't designed for the volume of calls now nor do practices have sufficient staff to staff a call centre arrangement so calls take a very long time to be answered.
76	There were none.
77	Having to insist that the receptionist was not qualified to make a diagnosis over the phone which prevented me from seeing the GP.
78	none
79	None
80	two hour delay from call to receptionist and for GP to ring back.
81	Having to essentially have two appts due to them insisting on phone one first. Took longer to get help as had to wait for phone appt then wait again after that for a face to face. Really annoying they just say Dr will call sometime in the morning!! That does not help those of us that work! Surely narrow it down to an hour slot?!
82	It's a battle to get the phone answered in our surgery and difficult to get any appointment with a Dr. However the paramedic is excellent and has sorted our health issues well.
83	No.
84	None.
85	Nothing
86	None
87	None

## 8. What were the Drawbacks of having the appointment in the way you did?

88	Found it difficult to book online Was sent to hospital ap when just needed to see GP
89	Not ale to book appointments easily
90	No Drawbacks
91	No
92	It's nice to see the face and expression of the GP but not essential in this case
93	Having to tell receptionist why I need to see GP. Only being given telephone appointment. GP wasn't listening to me and seemed to want to get through appointment quickly. Had made up his mind what was wrong and gave me no chance to explain that I had wanted appointment to discuss changing to different type of BP medication as suggested by specialist nurse.
94	Can't think of any
95	None - though it would have been harder if I was at work at the time.
96	Nothing
97	I felt it would have been more appropriate to have been seen and examined for my particular issue, not having a physical examination must lead to missing diagnosis
98	Had to discuss all private/personal information in the street.
99	None
100	If i had been seen earlier i felt it could have been dealt with before i got really poorly. I felt I was being a nuisance when i told the Dr I thought i was septic.
101	None
102	Having to go during working hours (even though poorly, still working)
103	Took time out of busy working day waiting for a call back
104	My symptoms continuing to worsen and resulting in my employer taking me to A&E 3 days later. Nebuliser, steroids and chest xray administered by the amazing staff who are stretched to the max as their patients can't get seen by a GP so symptoms exasperate. The hospital doctors cannot believe I had not been seen in person even though a doctor from occupational health told me to insist in being seen in person that day which I did.
105	None
106	I would prefer face to face. Don't think you can properly express your feelings on the phone, particularly when it comes to mental health. Also, you will get a phone call 'that day'. Working full time in a school this isn't ideal as I can't always have my phone with me.
107	See above
108	Once they decided to do urgent referral to hospital doctor stopped listening to me so didn't know half the symptoms I had so how do they know what they decided was right?
109	It wouldn't have worked if the diagnosis was uncertain
110	None
111	None
112	None, other than 5 minutes Drive from home.
113	I had to fill in a repetitive form to get to see the GP when I knew that was required for my particular issue in the first place. I still have pain several weeks later but feel 'fobbed off' by the GP himself so will not be seeking further advice until the condition worsens - I realise this may impact the CCG in the long run but can't afford to waste my time. I think an x-ray is needed but who am I?!

## 8. What were the Drawbacks of having the appointment in the way you did?

114	It meant I ended up having 3 appts instead of 1
115	Afraid of leaving the house and catching Covid.

## 9. What could have made your experience better?

1	Having consult with results and being able to explore other routes in timely manner instead of being 'dumped'.
2	Video calling might have made it more personal
3	Nothing
4	At the very least an examination rather than a (script written for a NSAID while locked to a desk seat) plus a written documentation of CNS and motor power assessment.
5	Face to face.
6	More immediate response
7	Nothing
8	Nothing
9	Perhaps if I'd been offered a face-to -face appointment initially, but I understand why that didn't happen.
10	Face to Face first and foremost Then video call GP ago have read notes
11	None
12	Nothing.
13	Not having to have the phone call first would have saved the GP time as it was obvious that I needed to be seen in person.
14	Being given a more specific time slot than a whole day, I don't know if I will have to take a work phone call or might be Driving
15	Seeing a practitioner face to face
16	- English speaking doctor - video call
17	Not feeling like you are bothering the GPS at the moment.
18	Nothing.the doctor was still very efficient and caring and the only difference was it wasn't always face to face, instead over the telephone
19	More options or being asked what you would prefer telephone or face to face and with whom you would like to speak. More appointments available as it's far too long to wait weeks to have an appointment with a GP
20	Nothing
21	Nothing.
22	Nothing
23	Going to the surgery
24	All was well
25	Nothing.

## 9. What could have made your experience better?

26	None
27	It was a great service
28	Nothing really positive experience that met my needs
29	Getting a set time and getting the correct person, as it has wasted time and another person could have had the appointment and still need appointment with GP.
30	Nothing I was treated in a professional manner
31	Nothing for this appt but don't think phone appts should become the norm going forward
32	Face to face meeting initially
33	Get doctors out of hiding and back in the surgeries!
34	Nothing - cannot rate all primary care devices highly enough during the pandemic and previously
35	Overall feel need to go back to more face to face
36	The experience could not have been better
37	More GP's available for phone consultations
38	An exact time of phone call rather than a 3 hour window
39	Faster to get through to speak to a receptionist. The answer phone messages are too long and no way to skip them.  Taking too long to get a telephone apt.
40	Nothing my Dr surgery is fabulous
41	Face to face with the Dr
42	Arriving at the surgery, queuing outside, feeling not welcome & that by being at the surgery was an inconvenience. Having discussions with the receptionist either via the intercom or front door is not confidential
43	Being able to book a face-to-face appointment with chosen GP via previous excellent online system.
44	Nothing
45	Nothing
46	Nil
47	Nothing
48	Nothing
49	Nothing
50	Having full time GPs seeing face to face, I have been in a+e this week and the sheer volume of people coming in saying my GP sent me is a cop out. The poor hospital in Harrogate is the last a+e left in the region and it is overworked.
51	Nothing
52	Nothing it was perfect
53	None
54	Seeing the Dr.
55	Nothing



## 9. What could have made your experience better?

56	Having to ring on arrival and wait in the car park isn't ideal with a sick child, especially as we live 2 minutes away on foot so waiting out in the rain etc. If this way is to continue maybe they could consider a covered external waiting area
57	Nothing it was fantastic service
58	Nothing on this occasion
59	Nothing
60	Seen more promptly
61	Nothing, it suited me perfectly
62	no
63	See above. Apart from that, happy with the service.
64	Nothing. Appointment was as I would have received by my Practice without the pandemic except of course the additional PPE
65	Better customer relationship training for receptionists and making it easier to see the doctor without needing to get so upset that I had to make a complaint to the practice manager.
66	nothing
67	Nothing
68	If GP had been able to prioritise my call. He seemed to think it was my fault that there was a delay of 2 hours so I could not see the GP service at A&E because it was after 5pm so had to go to main Emergency dept. (I might have gone straight to A&E without contacting GP but as this was Feb 2021 I did not want to be a burden and was scared of going to hospital).
69	Given I explained to the receptionist what was wrong and part of long term issue, she should have realised this would need to be face to face so why insist on phone first! Just allow patients to see doctors when they need them.
70	Not having to wait ages for the phone to be answered and then battling to get a appointment or s ring back.
71	Nothing, I am very fortunate that my surgery (Stockwell road) are amazing.
72	Nothing
73	None
74	Nothing, couldn't see my named GP as she wasn't in clinic
75	See the GP
76	Instead of first having to wait for a telephone appointment with the Dr it would have wasted less time just making appointment with the Dr as I explained the hospital had already told me to watch the mole and if it changed to let them know. Common sense should be used a bit more.
78	Nothing
79	Being able to see the GP so I could tell him the reason rather than have him tell me without any discussion to up my medication.
80	Again , can't think of any
81	Nothing.
82	Nothing
83	On 2nd occasion of calling with ongoing problem I would have felt more re assured if I had been offered a face to face with the GP
84	Given an appointment slot rather than call back at anytime.
85	Nothing

## 9. What could have made your experience better?

86	I feel I should of been seen face to face earlier
87	None
88	Given a time for phone call, to be able to plan work around appointment
89	I should have been seen in person. This was a serious case not an ear ache.
90	A decent doctor
91	It could have all been sorted online but I got a call back instead
92	Change the coil!!!
93	Taking 4 weeks to get a appointment when it was then a urgent referral is pathetic and if it turned out to be cancer that delay in getting appointment could be fatal ( not cancer thankfully
94	Nothing
95	Seeing a GP rather than a nurse practitioner
96	A less repetitive online form. An x-ray.
97	Offer face to face straight away
98	Nothing. It was efficient, evidence based with a 'warm' and knowledgeable practitioner. The environment felt safe with Covid measures and was not crowded.

## 10. Do you have any further comments?

1	our surgery is very well run and efficient.
2	It is a terribly unkind system to be told you're 13th in the queue, after 25 mins waiting, then being told no more appointments that day - try again tomorrow. I had to ring 111, they sent ambulance, paramedic rang GP and I got seen straightaway (for a very serious flare up). I was told by GP that I had to insist I needed appt.
3	I am increasingly concerned about the process of even getting a routine appointment. We are told that online requests are treated the same as telephone requests. Not so in my experience. There is a severe lack of communication after the initial acknowledgment of an online request and I have now been waiting over 2 weeks for a regular blood test appointment.
4	GP saved my husband's life
5	Sailing very close to the wind IMHO.
6	No matter how you try to sell digital consultations you are just putting another nail into the coffin on continuity/ trust relationship building and increasing misdiagnosis possibilities.
7	No
8	I always hope there will be an opportunity for face to face consultations with Doctors, so much of their work is visual to start with, then the story, then examination
9	No thank you
10	I think I have made my feeling clear. These feelings have been repeated to me many times recently by users of my GP a surgery
11	GPS are struggling at the moment & need all the support they can get. Giving them the whole population to vaccinate twice hasn't helped!
12	I've always found the nurses and doctors at my surgery very accommodating.
13	I think it's time GP's got back to more face to face appointments.

## 10. Do you have any further comments?

- |    |  |
|----|--|
| 14 | Prior to this I have a failed encounter where the GP tried to phone me as I was Driving. By the time I stopped I missed the call. They did not leave a voicemail or send a text and I tried to phone reception but I was on hold 10mins then got cut off.  |
| 15 | Getting an appointment is like a miracle, it hardly ever happens.<br><br>You should be able to book appointments via NHS app but GPs choose not to be part of it and prefer to you to wait on hold for hours and need to log requests on their Dreadful website.<br><br>It would be good if you had an assigned doctor instead of seeing someone else every time.  |
| 16 | GPS should now see patients instead of hiding behind Covid. It a complete lie that they are working normally, I see the consequences daily.  |
| 17 | The Doctors at [practice] are fantastic. They have worked extremely hard during the pandemic and having dealt with them on a professional basis as well as a patient I can honestly say they could not have been more forth coming and supportive through a very difficult time in both a professional and personal level. I have experienced first hand the care given to the patients on home visits, as well as the care given to myself both face to face when necessary, but also the excellent care via the telephone. |
| 18 | I like the new system for very minor ailments  |
| 19 | I think it would be great if patients could have the option of face to face or phone appointment. I appreciate in some situations it could lead to double appointments, but hopefully that would be rare. Saving the Dr's time means more time for everyone  |
| 20 | [Practice] has been great during the pandemic. They respond quickly to the e consult and offer face to face appointments when needed.  |
| 21 | When can we expect to get face to face appointments  |
| 22 | I have medical POA over my 96 year old mother and have had very recent contact with a GP surgery in Leeds. The contrast between the two could not be more stark - consistently appalling in Leeds and good in [practice].  |
| 23 | Very good, efficient and effective service thank you!  |
| 24 | None   |
| 25 | Practices have done a sterling job to continue to operate face-to-face and via alternative routes during the pandemic whilst also supporting vaccine centres.  |
| 26 | The doctor took my symptoms on board and made a decision on what I had told him.   |
| 27 | The surgery was like a ghost town. Ridiculous  |
| 28 | When I first moved to [place] 6 years ago you could see a doctor in a couple of days and usually one you had met before. Now your lucky if you can speak to one on the phone within a month. Its a disgrace!   |
| 29 | Primary care has been on the receiving end of a lot of negative press most recently. My GP's never shut they were always accessible and efficient.<br>Can not fault them - they have been amazing  |
| 30 | We are very lucky in [place] to have such a first class team of doctors, nurses and associated members of staff  |
| 31 | I'd like to see telephone appointments continue but I do think the surgery doors should be open now.   |
| 32 | [Practice] is a wonderful surgery  |
| 33 | The telephone triage service is very good however unless you phone first thing & queue there is no possibility of seeing a / speaking to a Dr that day.  |
| 34 | The current situation is a farce. GPs are claiming overwork, but they are doing only a part of what they are paid to provide. This can't go on. Patients are already taking themselves to AandE to get treatment. If my eyes and teeth can be treated in person, why not my body?  |

## 10. Do you have any further comments?

35	Need more people answering the phone especially On a Monday morning but at other times too.
36	No, and follow up and results came quickly through
37	I do not object to a telephone or video appointment as I am ok with Technology but older people sometimes struggle, however if you feel you need to be examined you need face to face interaction
38	Excellent
39	Your survey question 1 needs a further option to include online consultations
40	The surgery was professional and efficient in coping throughout the pandemic.
41	As hospital doctors / Ambulance crews have been seeing patients ,s face to face why can GP.s not do so
42	After the physical examination I needed an ultrasound, I was sent an appointment, went, was given some feedback at the time, and this was followed by a telephone appointment from my GP - whatever could be communicated appropriately over the phone was done - so this system works
43	As above. Give Friarage its a+e back. Share the load
44	[Practice] have been absolutely amazing. My children and I have had 1st class service from them. Always seen face to face when appropriate and quick response to online requests.
45	[Practice] have an excellent team who work well together
46	Praise to this girl, she didn't have to stay on the phone but I think she recognised I was upset and barley functioning and helped me
47	Fed up of receptionist asking me why I want to see a Dr, there not the Dr therefore wont tell them. They also have access to our personal details which shouldn't be allowed. Time Dr got back into the surgery properly and saw their patients!!
51	Whilst this was an acceptable solution for me in this case, the initial e-consult rather than seeing the go face to face was very long winded and certainly not appropriate for a percentage of the population.
52	No
53	None save a big thank you to the NHS for all you do.
54	Received a great service
55	no
56	Well done to all NHS workers be it Admin, Ancillary or Medical Staff.
57	Get the doctors to open up as normal. They seem to be more interested in protecting themselves than looking after their patients.
58	if I had had a different situation I might have needed to see someone but for contraception it was fine over the phone
59	I have absolutely no complaints. Throughout the entire lockdowns and self isolation I was always able to have a face to face discussion with a Dr.
60	I think the telephone appointment service is excellent and I hope it will continue indefinitely. I used it last year and avoided going to the surgery. It would be good to have a similar service all hours even if this means the 'hospital' GPs picks up the work. If the teams all have access to clinical records there is no problem. I have never met 'my GP' - I always get the registrar / trainee -who is not there long, so access to notes might make no difference. I keep all copies of my NHS letters; so as long as I can talk I can tell them what they need to know. All patients should have the opportunity to keep a copy of their records at home. I have recently signed up to Pharmacy2U which is excellent. I also emailed the practice about something with a good response. Previously the Systm 1 system did not seem to work because of password issues - and the staff did not seem to know how to fix them. The service is improving but things could be better if the day-to-day organisation was slicker. The hospital could also do with sharpening up on organising; everyone is very good and

## 10. Do you have any further comments?

	caring but they are let down by poor systems and have to work twice as hard to doing 'work arounds'.
61	I understand why a&e so busy as so hard to see a GP and when worrying symptoms occur and you are told it's a long wait just for a phone call, it causes worry and I see why some would bypass this and go to somewhere a Dr will be obliged to actually see them. - I needed an injection in my hip last summer, one GP normally does for me and as it would take longer than 15mins for the appt he wouldn't do it and said I had to wait!!! Yet the pubs reopened so I could, if I had wished to, gone to a pub but couldn't get medical treatment from my GP. I had to wait another two months in pain before he would do it.
62	I have concerns that with this system some health issues are going to get missed. It's really difficult to see a Dr and trying to get any appointment is a battle.
63	Whilst the service from my GP surgery has been amazing over the pandemic, as a district nurse dealing with all practices across the area sadly this has not been mirrored by all surgeries. Some have been amazing but others need to reflect and learn from their response to their patients and other healthcare professionals over the pandemic.
64	Appointments available if required people should not be put off
65	Much more timely and effective compared to pre pandemic
66	My GP practice has coped exceeding well during difficult times
67	No
68	I changed GP practice in 2019 having moved house and town. At first found practice good regularly seeing a Registrar and being called in for regular blood tests re two conditions I have. Since she moved on the doctor I have seen before lockdown was sarcastic, didn't seem that concerned about finding about my condition and how it affects me. I get the impression he prefers telephone appointments because he doesn't like discussion.
69	An excellent rural practice
70	I have the upmost respect for nurses as I am one myself but recognise there are situations that a GP is required rather than a nurse. Throughout the pandemic nurses have been expected to do more of a GP work
71	Overall during the pandemic the GPs did the best they could however, alot of problems have risen via this...doctors have prescribed meds that they shouldn't of and patients haven't been informed properly due to pathology results not being attached to their file.
72	I WAS TREATED QUICKLY AND VERY WELL I CAN ONLY PRAISE MY DOCTORS PRACTICE AND STAFF ESPECIALLY THE NURSE WHO DID MY ECG SHE WAS VERY KIND AND CARING AND MADE ME FEEL AT EASE
73	Was a bad experience overall.
74	[Practice] have always been thorough, professional and understanding. I would like to thank the whole team for an exceptional service that they provide. From the children's immunisations to talking through my mental health issues, to gaining support from other services and general ill health they have been there for our whole family. Thank you
75	I completely understand that you're trying to do the best for your staff and patients but this is ridiculous. Health care professionals are telling people they need to be seen in person, that day, and the GPs are refusing. The money that my A&E visit cost compared to a GPs appointment is a huge waste of NHS resources. Not to mention the pain and difficulty I was in.
76	Either Covid policy is not filtering down to practices swiftly enough or practices are lacking the ability to interpret and manage clinical risk.
77	Taking 4 weeks plus just to get a appointment after first trying for something that can be cancer is Dreadful and only got appointment by been persistent otherwise I still be waiting a month later.
78	Good surgeries like mine seem to have made the last year and more work in any way they can - huge thanks for that. Where it hasn't been good I suspect things weren't great before covid.
79	Throughout the pandemic I've been satisfied with the way my Surgery has treated me. I've had a few telephone appointments with a doctor regarding different problems and have seen face to face

## 10. Do you have any further comments?

two different doctors recently when it was considered appropriate. I have no complaints. I have been treated very well throughout, considering all the restrictions.

80 Routine Diabetic care continued uninterrupted through Pandemic.  
Breast and Colon Screening undertaken in Stage 3 of Covid Measures.