



The Impact of Reduced Hours
at New Larchwood Surgery,
Coldean

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Introduction

- 1st April New Larchwood Surgery reduces opening hours to 2 mornings

Patients offered Carden Surgery.

Patients complain: informed late; Carden further away (25 mins travel); lack of local provision.

- HW involvement

Invited to CCG & surgery meeting with Residents Association; suggest patient survey to gauge opinions.

- Patient Survey

385 patients respond – broadly representative of all patients at New Larchwood.

Context

- New Larchwood patients are being offered a surgery, Carden, that is likely to already be in high demand.
- Patient Profile: Informal carers; with disability.
Also female, white, heterosexual.

"My mother is now totally dependent on us - she can't walk far - she can't use the bus. The changes are not at all helpful for the elderly."

(Patient's daughter, patient has major long-term condition)

Patient experience has become worse

- Harder to book an appointment (56%);
- Longer time between booking & appointment (54%);
- Less choice to see preferred doctor (50%).
- Less than 15% of people found an improved service across six aspects of the new service.

“I can rarely get an appointment due to the poor opening hours at New Larchwood Surgery.”
(Male LGBTQ+ patient with minor long-term conditions)

Patient experience has become worse

- 59% of patients booking an appointment since the change, found it difficult to do so.
- Some patients either found it so hard they gave up or were not offered anything suitable, meaning they did not receive an appointment.

**“Wasn’t able to get an emergency appointment
at either surgery.”
(Patient)**

Patient experience has become worse

- 80% of people felt they had a good experience at New Larchwood surgery. However:
- Good experiences decreased and Poor experiences increased after the opening hours changed.

“We have sorely missed being able to access the local GP practice in Coldean. It is now less convenient and less personal receiving a service in Carden surgery.”
(Female patient)

Patient experience has become worse

- 24 people mentioned the need for the nurse practitioner to be reinstated at the surgery.
- Comments indicated this had negatively affected the service.

“PLEASE replace the nurse practitioner – her absence is felt to our community’s detriment!”
(LGBTQ+ patient with major long-term condition and carer responsibilities)

Dissatisfaction with hours

- 59% of people were dissatisfied with the reduction in opening hours.
- 49% of patients said they were less satisfied with their experience *since the reduced hours*; only 5% said they were more satisfied.
- 81% stated they wanted to see New Larchwood surgery open for longer.

“I am extremely distressed by the new hours.”
(Female patient with major long-term condition)

Impact on patients

- 75% of people provided negative examples.
- People found booking an appointment and/or travelling to Carden surgery difficult.

“Waiting longer to see or speak to a Doctor.”
(Female patient with major long-term condition)

“I am housebound and can’t travel.”
(Male patient with major long-term condition)

Impact on patients

- People experienced negative impact on their mental health.
- 16 people avoided making an appointment.

“Vulnerable family members have not sought the care they need due to the ‘hassle’ now involved.”
(Male patient)

“The reduced hours have greatly impacted my mental health.”
(Female patient with major long-term condition)

Impact is worse for:

- Patients with long-term conditions.
- Informal carers.
- Also, LGBTQ+ patients and women.

**“I can now no longer access New Larchwood surgery at all – it’s like it’s been closed.”
(Female patient, working Mum and with carer responsibilities)**

Recommendations

1. Revert to the original opening hours at New Larchwood surgery, opening every day, with a mixture of mornings and afternoons.
2. Reinstate the nurse practitioner at New Larchwood surgery on at least three days a week, with a mixture of mornings and afternoons.
3. Provide the option of online booking for New Larchwood surgery.

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