

The impact of Reduced Hours at New Larchwood Surgery



February 2022

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Contents

Introduction	3
Survey Focus	4
Methodology	5
Terms used in presenting the findings	6
Findings	8
Sample profile	8
Section One: Impact of reduced hours at New Larchwood Surgery	9
Service changes due to reduction in opening hours	9
Booking an appointment at New Larchwood Surgery since the change	19
Service Availability at New Larchwood Surgery.....	22
Service satisfaction	30
Impact, good or bad, of reduced opening hours at New Larchwood Surgery.....	33
Overall assessment of New Larchwood surgery	43
Section Two: New Larchwood Surgery - Additional Findings	55
Receiving Medication	55
Preventative Services.....	56
Mental Health.....	59
Section Three: Carden Surgery Findings.....	67
Booking an appointment at Carden Surgery since the change	67
Future bookings at Carden Surgery	69
Recommendations	70
Conclusion	71
Appendix 1: Demographic information	72
Appendix 2: Survey Questions.....	79

Introduction

"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)¹

Healthwatch Brighton and Hove undertook an evaluation of the impact of new opening hours at New Larchwood surgery, Coldean. The purpose was to examine patients' opinion of these changes.

Five years ago (2016/2017) New Larchwood Surgery was taken over by the partners of Carden Surgery and continued to provide the same service. On 1st April 2021, New Larchwood Surgery reduced the opening hours from 7 sessions (a mix of mornings and afternoons) to 2 mornings a week. Patients contacting the surgery were offered appointments at an alternative surgery, Carden Surgery. Patients received text messages from the surgery to convey the news of the change in opening hours. However, most patients received the text one day before the change and some patients had not received the text by the end of April.

Patients complained that a) they were informed late b) Carden Surgery was much further away (2 bus rides and a minimum of 25 minutes travel time) and c) there were general complaints about the reduced access to a local surgery. Coldean Residents' Association coordinated patient concerns to make an official complaint to the surgery. Due to the efforts of the Residents' Association, the situation made local press and a local MP got involved.

Healthwatch Brighton and Hove was contacted by the Clinical Commissioning Group to join a meeting with Carden Surgery and themselves on 6th May. During this meeting, we were advised that discussions about a potential closure of New Larchwood Surgery (resulting in the reduced hours) had been taking place between the Clinical Commissioning Group and the surgery for 6 months prior to this. The reduced opening hours was felt to be a positive alternative to a potential closure. However, none of these discussions were made public either prior to or since the reduction in hours.

Shortly after this meeting, Healthwatch was part of a discussion between the CCG and the surgery and Coldean Residents' Association. At this meeting (28th May), Healthwatch offered to conduct a survey of New Larchwood Surgery patients to find out the impact of the reduced opening hours. It was agreed that towards the end of 2021, another meeting would take place at which the results of the survey could be shared. At the same time, the Clinical Commissioning Group and the surgery would review the opening hours, taking into consideration survey findings and Healthwatch recommendations.

¹ "With major long-term condition" is used for patients who selected "yes, limited a lot" to the question "Are your day-to-day activities limited because of a physical or mental health problem or disability which has lasted, or is expected to last, at least 12 months?"

Survey Focus

Findings

This report covers the findings from **385 patients** who responded to the New Larchwood Surgery patient survey. Findings are presented in three sections:

- Section One - Impact of reduced hours at New Larchwood surgery

The focus of the survey was on the reduction in opening hours at New Larchwood Surgery and patients' opinions of this change and how it impacted upon them. This section covers all survey questions that related to the reduced opening hours, namely service changes, booking and availability, patient satisfaction, impact of the reduced hours on patients, overall assessment of New Larchwood Surgery, and changes in satisfaction following the reduced hours.

- Section Two - New Larchwood Surgery - Additional Findings

At the time of survey creation, Healthwatch liaised with New Larchwood Surgery's Practice Manager (now no longer working for the surgery) to ensure additional areas of interest to the surgery were included in the survey. Therefore, some questions asked were unrelated to the change, for example, knowledge and use of preventative services and mental health services.

- Section Three - Carden Surgery Findings

The questionnaire also asked opinions about Carden Surgery because this surgery is offered as the alternative on the days that New Larchwood Surgery is closed.

We also carried out **comparative analysis** across demographic groups using the equalities questions, to find out if people who identified in any particular demographic group (LGBTQ+, patients with long-term conditions or patients with carer responsibilities etc.) were more or less affected than others. We carried out this analysis on two questions:

- Overall satisfaction with the mental health service at New Larchwood surgery.
- Change in satisfaction rates at New Larchwood surgery since the reduction in opening hours.

Recommendations

The report includes Healthwatch recommendations to the Clinical Commissioning Group and to Carden and New Larchwood Surgery as a direct result from the findings of the survey.

Methodology

The evaluation used a combination of quantitative forced choice questions and open-ended comment boxes to assess the impact on patients of the change in opening hours at New Larchwood surgery, as well as the effectiveness of the service in general. The questionnaire can be viewed in **Appendix 2**. The introductory page of the survey included a link to Healthwatch's privacy statement on Healthwatch Brighton and Hove's website.

The survey was open from 8th July and closed on 8th September 2021. Healthwatch collaborated closely with Coldean Residents' Association and the Practice Manager at New Larchwood Surgery, coordinating efforts on promoting the survey:

- Practice Manager at New Larchwood Surgery sent out a text message to each patient with a link to the online survey.
- Practice Manager at New Larchwood Surgery displayed posters and made hard copies of the survey available in New Larchwood and Carden surgeries and in the residential accommodation above New Larchwood Surgery where many patients lived.
- Practice Manager at New Larchwood Surgery provided the Coldean pharmacy with hard copies.
- Coldean Residents' Association sent out a link to the online survey via social media and the Residents' Association mailing list.
- Coldean Residents' Association included an advert in their Coldean Newsletter which was hand-delivered to every resident in Coldean. This had the link to the online survey and telephone numbers to contact for a hard copy. Also, advice that hard copies were available in both the surgery and Coldean Pharmacy.
- Coldean Residents' Association and Practice Manager at New Larchwood Surgery sent out regular reminders to respective mailing lists/patients and Coldean Residents' Association also sent reminders via social media.

The questionnaire contained 26 forced response and open-ended questions, followed by a further 7 equalities questions. Two final questions asked whether people were interested in a follow-up call to discuss their experiences further, and whether they would like to be included on the mailing list for Healthwatch Brighton and Hove.

The hard-copy survey offered patients three places to hand in the completed survey: Carden Surgery, New Larchwood Surgery and Coldean Pharmacy. Hard-copy questionnaires were manually entered into the online portal (SurveyMonkey). No questions were mandatory.

New Larchwood surgery has 2,143 registered patients, of which 385 patients responded to the survey. This provided a response rate of 18% from those sent the

questionnaire.² Based on sample size calculation, this sample size was shown to be statistically significant and broadly representative of the likely views of those people who did not respond to the questionnaire³.

Following the survey invitation for follow-up conversations, semi-structured interviews were carried out. Further insight gained from these interviews, has been included in the narrative of the findings. Quotes used throughout the report also include some directly from these interviews.

Terms used in presenting the findings

Findings are first shown as numbers and/or percentages of patients, for example 50% of patients (192) said “yes” to the question. Charts are often used as a graphic presentation of the findings. These are followed by quotes directly given by the patients to illustrate the findings and provide a reflection of the personal stories behind the numbers. These are grouped according to theme.

Where patients have voluntarily provided demographic information, these are described in the quotes and the following descriptions are used:

“LGBTQ+ patient” is used as a collective term for patients who selected any of the following to describe themselves “Asexual”, “Bisexual”, “Gay”, “Lesbian”, “Pansexual”, “Queer”.

“With minor long-term condition” is used for patients who selected “yes, limited a little” to the question “Are your day-to-day activities limited because of a physical or mental health problem or disability which has lasted, or is expected to last, at least 12 months?”

“With major long-term condition” is used for patients who selected “yes, limited a lot” to the question “Are your day-to-day activities limited because of a physical or mental health problem or disability which has lasted, or is expected to last, at least 12 months?”

“With carer responsibilities” is used for those patients who selected yes to the question “do you consider yourself to be an informal carer?” The Department of Health and Social Care has described an informal/unpaid carer as “someone who provides unpaid help to a friend or family member needing support, perhaps due to illness, older age, disability, a mental health condition or an addiction, as long as

² Carden & New Larchwood *practice* has 7,500 registered patients, of which 2,143 are reserved appointments at New Larchwood *surgery*. The survey questions were constructed to filter respondents to identify and pose most of the questions only to those patients who attended New Larchwood Surgery. The exception to this was a small number of questions that concerned Carden Surgery.

³ Based on a 95% Confidence Interval and 5% Margin of Error. As an example, if 45% chose a particular answer, then one can be confident that 40-50% of the wider sample would respond in the same manner. This applies to a sample size exceeding 326 responses in this instance (based on patient list).

they are not employed to do so”.⁴ The narrative sometimes refers to these patients as “informal carers”.

Where a patient has not provided any demographic information, they are described as “patient”.

⁴ For further information, see <https://commonslibrary.parliament.uk/research-briefings/cbp-7756/>

Findings

Sample profile

New Larchwood surgery is based in Coldean (amongst the 40% most deprived neighbourhoods). While not the most deprived area, it is next to Moulsecomb, amongst the 10% most deprived neighbourhoods in the country.⁵

In addition, Carden surgery, where Coldean residents are being asked to attend as an alternative to New Larchwood surgery, is amongst the 30% most deprived neighbourhoods in the country.

With a relatively higher level of deprivation, there is likely to be a greater need for health services in the area. Coldean residents are being offered a surgery, Carden, that is likely to already be in high demand.

Of the 385 patients, just over half of the responses were female (54%). Male patients represented 41% of the sample. 89% described themselves as 'White: British/English/Northern Irish/Scottish/Welsh/Other white background' and 44% identified as Christian with 37% having no religion. 83% of respondents considered themselves heterosexual.

44% described themselves as being limited in day-to-day activities by a disability and 18% considered themselves to be an informal carer.⁶

Healthwatch Brighton and Hove regularly evaluates its projects and reviews of health and care services to assess how effectively we have engaged with the general population of the city and its diverse communities. For further information on this, please see our recent Equality Impact Assessment 2021.⁷

⁵ New Larchwood surgery is based in Coldean, which, on the Index of Multiple Deprivation, is ranked 11,256 out of 32,844 neighbourhoods in England (a higher ranking means greater deprivation). Moulsecomb neighbourhood is ranked 2,136 (amongst the 10% most deprived neighbourhoods in the country). Carden surgery is based in Carden Hill ranked 8,081 and is amongst the 30% most deprived neighbourhoods. For further information, please see: Indices of Deprivation <http://dclgapps.communities.gov.uk/imd/idmap.html>

⁶ For further demographic information, please see Appendix 1 of this report.

⁷ See <https://www.healthwatchbrightonandhove.co.uk/report/2021-04-26/equality-impact-assessment-2021>

Section One: Impact of reduced hours at New Larchwood Surgery

Service changes due to reduction in opening hours

Our first question asked about whether there had been any difference in the service provided by New Larchwood surgery since the reduction in opening hours. Patients were asked to respond to this question for six different areas of service, namely:

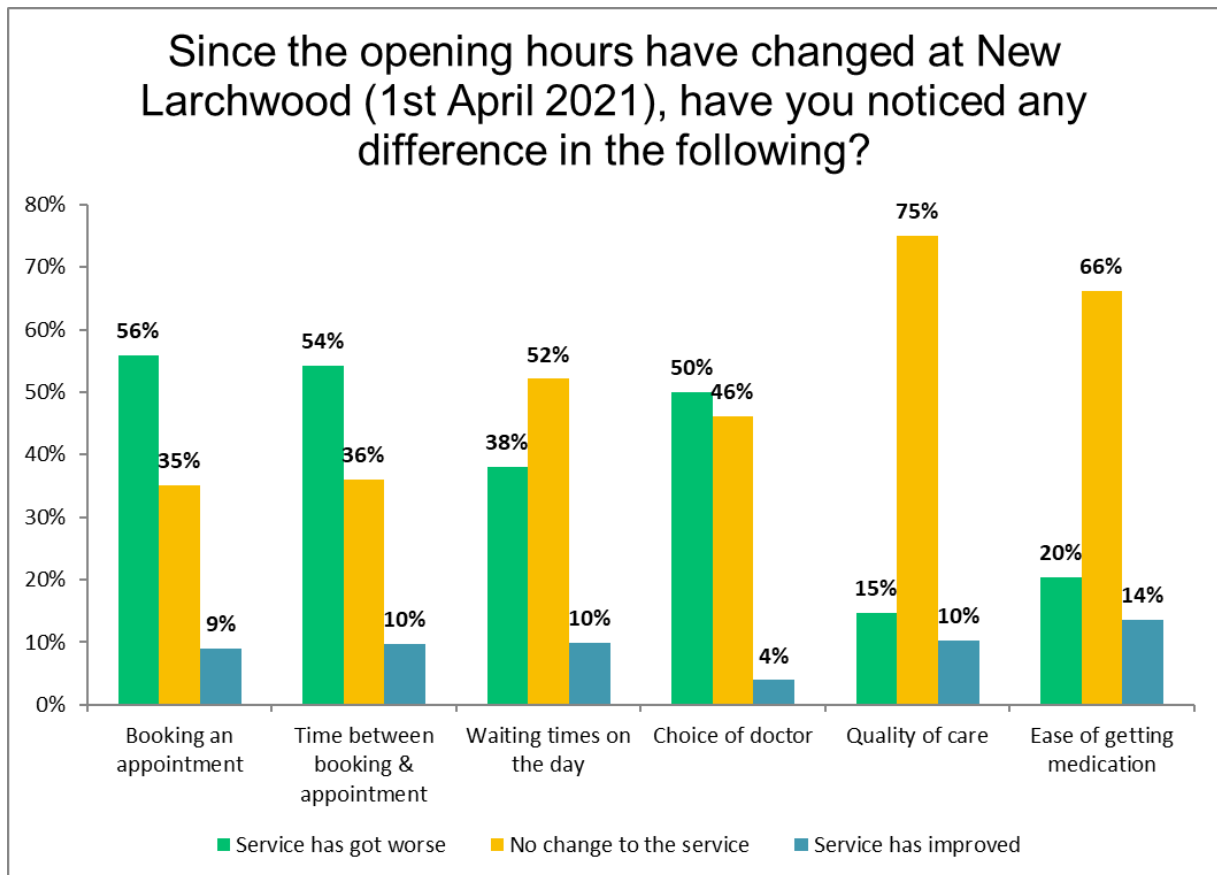
- Ease of booking an appointment.
- Length of time between booking an appointment and seeing the doctor/nurse.
- Waiting times on the day of the appointment.
- Seeing the doctor of your choice.
- Quality of care from doctor or nurse in an appointment.
- Ease of getting prescribed medication.

For each of the six service areas, patients were asked whether the service had “improved”, “got worse” or there was “no change”. The following chart presents combined findings for all six areas of service.

Half or more than half of the patients felt these services had become worse: Booking an appointment (56%); Time between booking & appointment (54%); and Choice of doctor (50%).

More than half of the patients found there was no change to the following services: Waiting times on the day (52%); Quality of care (75%); and Getting medication (66%).

Less than 15% found that the service had improved across all aspects: The highest percentage was 14% felt that the Ease of getting medication had improved and the lowest was for Choice of doctor where only 4% of patients felt the service had improved.



Booking an appointment

From the patients who had *booked an appointment* at New Larchwood Surgery *since* the reduction in hours (222), we found:

- 56% of patients (124) felt the ease of booking an appointment had become worse.
- 35% of patients felt there was no difference to this service and 9% of patients felt booking an appointment had improved.

The quotes below show a mixture of opinions, where some patients found it more difficult to book an appointment and others found it either the same or easy.

Booking is more difficult

“I can rarely get an appointment due to the poor opening hours at New Larchwood Surgery ... hours should be increased especially now that a huge housing development with hundreds of new apartments is being built.” (Male LGBTQ+ patient with minor long-term condition)

“I live two minutes’ walk away from New Larchwood surgery & it’s either not open or I’m transferred to Carden surgery - it’s a joke!” (Patient)

“I found it much more difficult to get to Carden surgery in time for my appointments as I don’t drive. I am unhappy that there are so many vulnerable

people who struggle more than me to access appointments. It seems callous to cut Coldean's local services. This community feels itself isolated and pressured by the new housing development under construction by Varley Halls." (Female patient)

"I am a single mum of two and do not drive. Moving here, the idea of a doctor's two seconds from my door was amazing and so useful. Now having most appointments in Carden surgery, it has changed massively. I now have to be cautious when booking as I have one child in school also and the buses are not always accurate when leaving to pick her up. I was extremely ill not long ago and because of Covid I didn't feel comfortable getting on a bus in that state." (Female patient and single Mum of two)

"The surgery isn't open enough so it's hard to get an appointment. I don't have a car so I can't get to Carden surgery easily. I don't think Coldean residents should have to travel in order to visit a doctor anyway, we aren't living in the middle of the countryside or anything! I've had to attend Carden surgery twice this week due to lack of appointments and lack of a nurse at New Larchwood surgery. Please return hours to every day as soon as possible." (Female patient)

"My GP does not offer appointments at New Larchwood surgery - would gladly use the service if it was available!" (Patient)

"I am never getting an appointment at New Larchwood surgery, I always have to travel to Carden surgery which is inconvenient & time consuming." (Patient)

"I travel to Carden surgery anyway as the previous opening hours and lack of GP slots was so poor at New Larchwood surgery for a working patient, so the reduced hours will only have made it worse. ... We have to spend money on a bus or petrol to get seen." (Female patient with major long-term condition)

"I had recurring pain and no member of staff would see me, only telephone calls followed by the suggestion that I should purchase some pain killers. I was self-isolating, being aged over 80 years old - what an attitude to older people!" (Male LGBTQ+ patient with major long-term condition)

Booking is the same and/or easy

"I have always received an appointment, whether at New Larchwood surgery or Carden surgery." (Male patient with major long-term condition)

"I joined the surgery as a Uni student and despite moving home the service has still been amazing in my opinion. Website is easy to use." (Patient)

Length of time between booking an appointment and seeing the doctor/nurse

From the patients who had *booked an appointment after* the change (225), we found:

- 54% of patients (122) felt the length of time between booking an appointment and seeing the doctor/nurse had become worse.
- 36% of patients felt there was no difference to the service while 10% of patients felt the length of time between booking and seeing the doctor/nurse had improved.

The quotes below show a mixture of patient views about the length of time between booking an appointment and seeing the doctor. Some patients felt they were now waiting much longer, over a week in some cases; some patients were not able to get an appointment. Other patients felt the wait time was acceptable or had even improved.

Time between booking and appointment is worse

“The service at New Larchwood Surgery is rarely offered by the reception. Over a week for an appointment at Carden surgery is disgusting.” (Male patient)

“I struggle to access Carden Surgery, requiring family to take me, which is financially & time-wise not viable for them. Very often my problems require prompt appointments with a GP. (...) The change is extremely distressing.” (Patient with mental health issues)

“Getting an appointment at New Larchwood surgery is significantly harder as it isn't open much. I have to get to Carden surgery which is hard because I don't drive.” (Patient)

“I have tried ringing Carden surgery twice and gave up waiting to get through. So now I can only ring New Larchwood Surgery GP Monday or Wednesday morning even though I have a long-term illness.” (Female patient with major long-term condition)

“I can't even get an appointment.” (Patient)

“Too long to wait for an appointment especially if not urgent but still needs to be dealt with.” (Patient with carer responsibilities)

“Limited number of hours available for phone calls means waiting a while before being able to get an appointment.” (Female patient)

“When at New Larchwood surgery (prior to new opening times) you could get an appointment on the same day. However, when you phone Carden surgery, you cannot get an appointment on the day you need it.” (Female patient with carer responsibilities)

“Length of time between appointments, not acceptable.” (Male patient with carer responsibilities)

No difference in waiting times

“If I don’t get an appointment in New Larchwood surgery, I am getting an appointment booking in Carden Surgery.” (Patient whose first language is not English)

“Much better reception service at New Larchwood surgery and faster response answering phone [than at Carden surgery].” (Male patient with minor long-term condition)

Waiting times on the day of the appointment

From the patients who had *booked an appointment* (213), we found:

- 52% of patients (111) felt there was no difference in waiting times on the day of the appointment, since the opening times had changed.
- 38% of patients (81) felt that waiting times had become worse; 10% of patients (21) felt waiting times had improved.

Below are quotes from some patients who were frustrated by the length of waiting time on the day of the appointment, even when there appeared to be few other patients waiting. Other patients however, found the service to be good.

Waiting times are worse than before the change

“Doctor does not keep to appointment times but calls “Next Please” giving queue-jumpers the opportunity to pop into the surgery, out of turn. The corridor waiting area allows this and the doctor should call out the patients name in the appointment order as previously. Waiting outside the surgery door is unhygienic, and not two metres apart.” (Patient)

“Waiting area is in a dark corridor. There was no order in the way we were seen.” (Patient)

“Longer wait times to speak with a doctor even if it’s just a phone consultation.” (Male patient with carer responsibilities)

“Had to wait 40 minutes to see the doctor.” (Female LGBTQ+ patient with minor long-term condition)

“I had to wait for AN HOUR at Carden surgery with a sick child to be seen which is outrageous. Trying to contain a three-year old in a tiny cubicle for an hour when they’re unwell is really unacceptable. My surgery was a one-minute walk previously and now it’s a ten-minute drive. [...] All round it’s got so much worse.” (Female patient, Mum, with carer responsibilities)

“Waiting to see the Doctor goes beyond appointment times even when there is hardly anyone else waiting.” (Patient)

“Waiting 20 minutes to be seen. Door left open - could hear everything.” (Male patient)

“The service is more impersonal, and you have to wait longer for an appointment.” (Female LGBTQ+ patient with minor long-term condition)

Waiting times are good.

“For me everything is good and easy.” (Female patient with carer responsibilities)

“Only use Carden surgery - very good service.” (patient)

Seeing the doctor of your choice

From the patients who had *booked an appointment after* the change (204), we found:

- 50% of patients (102) felt the opportunity to see the doctor of your choice had become worse.
- 46% of patients (94) felt there was no difference to this opportunity; 8 patients felt the likelihood of seeing the doctor of your choice had improved.

The quotes below describe the frustration of patients who felt they had less choice to see their doctor since the change. Other patients show a preference for choice but indicated this would not be a priority over being seen quickly.

No choice of doctor

“I always get an appointment at New Larchwood Surgery, but cannot always choose the doctor because of restricted hours.” (Female patient)

“Seeing my own GP has always been difficult.” (Male patient with major long-term condition)

“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. [...] Up until now we have been in a unique position to have a local surgery which provides such a personal service with wonderful receptionists and doctors who know their patients well. This ensures good quality and continuity of care.” (Female patient)

“Never seem to see the same doctor twice.” (Female patient with carer responsibilities)

“Not being able to see the same, consistently personable/caring GP or nurse practitioner is very negatively affecting our care.” (LGBTQ+ patient with carer responsibilities and major long-term condition)

Preferences for choice of doctor

“Due to Covid I've been avoiding going to the doctors and I usually get to see my GP but would be very displeased if I couldn't & probably get rather irate about not being able to see my chosen doctor.” (LGBTQ+ patient with minor long-term condition)

“Would like to be able to choose GP. But grateful for quick appointment.” (Female patient with minor long-term condition)

Quality of care from doctor or nurse

From the patients who had *booked an appointment since the change* in opening hours (204), we found:

- 75% of patients (168) felt there was no change in the quality of care since the opening hours had changed.
- 15% (33) felt the quality of care had become worse and 10% (23) felt the quality of care had improved.
- In addition, 11 patients mentioned that not having a nurse at New Larchwood surgery had contributed to the decrease in quality of care.

The following patient quotes show a mixture of positive and negative experiences about the quality of care. Some patients also talked about the importance of having a nurse at New Larchwood surgery.

Positive experiences

“I think all staff and doctors are doing a great job.” (Male patient)

“Great having New Larchwood Surgery on the doorstep and by the chemist. Dr Shah is always very helpful and thorough.” (Female patient)

“I normally use Carden Surgery, and I am very happy with it.” (Patient)

“I think the care they have showed me has been second to none, could not ask for better, thank you.” (Male patient)

Negative experiences

“I'm not happy with the way certain doctors speak to you and I was going to change my doctor anyway.” (Patient)

“I was asked to take a photo of an intimate area. I was mortified.” (Female patient with major long-term condition)

“Spoken to five different Drs who sent my partner for an x-ray and had bloods taken. No physical examination. All that happens is prescribed more medicines when in a lot of pain.” (Female patient with carer responsibilities)

“Appointment made at Carden Surgery, for which I found the nurse was unable to give my B12 injection. Had to wait for another nurse to be free.” (Patient)

Nurse needed at New Larchwood surgery

“The nurse/ phlebotomist often gets things wrong at Carden Surgery which rarely happened at New Larchwood surgery.” (Female LGBTQ+ patient with minor long-term condition)

“Less available appointments. No nurse on site at New Larchwood surgery. We were sent to Carden surgery.” (Female patient)

“It’s devastating to have our local surgery close except two mornings. They are not offering any nurse-based service there at all anymore.” (Female patient with young children)

“My mum used New Larchwood Surgery regularly. The nurse practitioner there previously provided excellent care and having access to them and doctors within walking distance was an amazing help.” (Daughter of elderly patient)

“There needs to be nurses at New Larchwood Surgery.” (Patient)

“I am lucky enough not to have needed to see a doctor but did find it convenient previously to see the nursing practitioner at New Larchwood Surgery before she moved on.” (Female patient)

“The service worked well [previously] with a nurse and or a doctor available on most days.” (Female patient with major long-term condition)

“The service was at its best for me when there was a practice nurse.” (Male patient with major long-term condition)

Ease of getting prescribed medication

From the patients who had *booked an appointment after* the change in opening hours (251), we found:

- 66% of patients (168) felt there was no change in the ease of getting prescribed medication since the opening hours had changed.
- 20% (51 patients) felt the ease of getting prescriptions had become worse; 14% (34) felt the ease of getting prescriptions had improved.

Eleven people provided comments about the experience of getting a prescription and some of these are shown below. The majority of comments received were negative experiences, about delayed prescriptions, and difficulties with getting medication. There was only one positive comment.

Negative experiences

“I can't request repeated medications until the stated days. This leads to confusion and stress, knowing repeat prescriptions won't be processed at New Larchwood Surgery swiftly now has caused issues.” (Female patient with major long-term condition)

“It is harder to track prescriptions.” (Patient)

“Impossible to get a repeat prescription as well as finding time to be seen due to change of opening times.” (Male patient with minor long-term condition and carer responsibilities)

“Reduced hours and reduced surgery times has made everything harder to access and repeat prescriptions can only be done on Mondays and Wednesdays [which means we are having to] go in earlier than before.” (Female patient with carer responsibilities)

“Longer wait to get repeat prescriptions.” (Female LGBTQ+ patient with major long-term condition and carer responsibilities)

“As for prescriptions, it's no worse but I've had several occasions when the prescription either wasn't sent or wasn't made and had to wait over a week for the issue to be resolved.” (Female patient)

“Since the changes (to opening hours) my prescription has either been lost or under-filled.” (Male patient with minor long-term condition)

“Harder to get an appointment...Longer to wait for prescriptions. More stress on us as patients.” (Patient)

Positive experience

“I have spoken to the doctors over the phone which was good as they sent a prescription to my chemist.” (Patient)

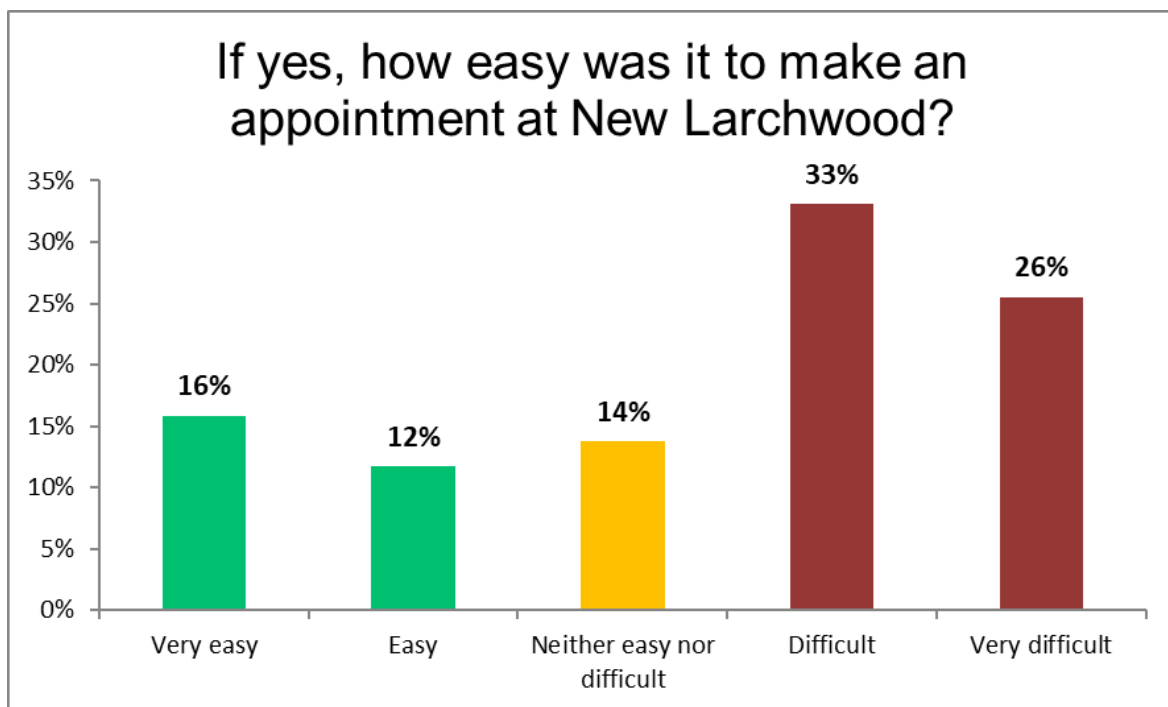
Booking an appointment at New Larchwood Surgery since the change

Two further questions asked patients about their experience of booking an appointment at New Larchwood Surgery since the reduction in opening hours. Of those patients who answered this question (366) **just over 40% (149) had tried to book an appointment at New Larchwood Surgery since the new opening hours;** just under 60% (217 patients) had not.

Ease of booking an appointment at New Larchwood Surgery since the change

The 149 patients who had tried to book an appointment, were then asked how easy the experience of booking was. Of the 145 patients who answered this question:

- 59% (85 patients) said the experience was either difficult or very difficult;
- 28% (40) said the experience was easy or very easy; and
- 14% (20) said the experience was neither easy nor difficult.



The following quotes from patients show a mixture of experiences. Some patients explained the difficulty they had experienced when booking, including being questioned about the necessity of an appointment by the receptionist. Other patients found it so hard they gave up on booking or were not offered anything suitable which meant they did not have an appointment. However, some patients found the experience easy and staff helpful.

Difficulty booking

“Whenever I call surgery, even at 8.30am, the reception lady says no appointments left. She asked me why I need to see doctor and when I tell her the reason, she told me it's not important.” (Male patient with minor long-term condition, English is not his first language)

“I was only offered an appointment at Carden surgery - travel there is difficult for me [and] it is time consuming.” (Male patient)

“It's like they didn't want anyone going there!” (Patient)

“It's very difficult. There's no message with the number for Carden surgery - it used to go through automatically before the changes. Much harder to get through to Carden surgery at 8.30am and then they close the appointment line at some point during the day.” (Patient)

“Was offered an appointment but not within short timescale.” (Female patient)

“I was told categorically that I could not have a face to face with a Doctor at New Larchwood Surgery.” (Male patient with minor long-term condition and carer responsibilities)

“It is always tricky getting appointments at any GP practice, but this is compounded by the reduced hours and staff having to point all patients towards Carden surgery.” (Female patient)

“No appointments offered. Had to go to Carden surgery at the cost of £15 each way in a taxi due to disability.” (Female patient with major long-term condition)

Unable to book

“Because the surgery has reduced it's opening hours/ been shut more often it has been hard to book an appointment. I had recent difficulty getting through to Carden surgery. The phone rang and rang without being answered. I had to give up.” (Patient)

“Limited choices of opening days and hours made it inconvenient.” (Female patient)

“Message on New Larchwood surgery ansaphone just stated surgery was closed, and phone 111 or go to A&E if it's an emergency. No link to Carden Surgery or information re: an alternative number.” (Male patient with carer responsibilities)

“Couldn’t get an appointment at either Carden surgery or New Larchwood surgery as all appointments were taken.” (Patient)

“Receptionist was in denial to book an appointment because from her point of view, my problem wasn’t serious enough.” (Patient)

“Wasn’t able to get an emergency appointment with Carden surgery or New Larchwood surgery.” (Patient)

“I couldn’t book a blood test as there is no nurse there ever. I couldn’t get an appointment for myself for a Dr and for my child as there were no appointments, or the surgery was not open at all.” (Male patient and Dad)

“All the appointments apparently taken already by 9am. It is worse now with less appointments available, as well as having to factor in travel to another surgery.” (LGBTQ+ patient with minor long-term condition)

“Always closed at time of need.” (Patient)

“Slots not available; There is confusion about what can be done [what services are available] at New Larchwood Surgery.” (Patient)

“I live two mins walk from New Larchwood surgery which is why I changed doctors therefore I don’t want to be sent to Carden surgery.” (Patient)

Booked - positive experience

“I was given Carden surgery and was very happy to attend this surgery.” (Female patient with minor long-term condition and carer responsibilities)

“I know it’s because of COVID that I had a telephone appointment; The outcome was very good - Dr very kind.” (Female patient)

“Quite happy with the service.” (Female patient with major long-term condition)

“Everyone is helpful.” (Male patient with minor long-term condition)

Service Availability at New Larchwood Surgery

“New Larchwood Surgery has been extremely good and when there was a nurse practitioner it was excellent...now, appointments are difficult to get.”

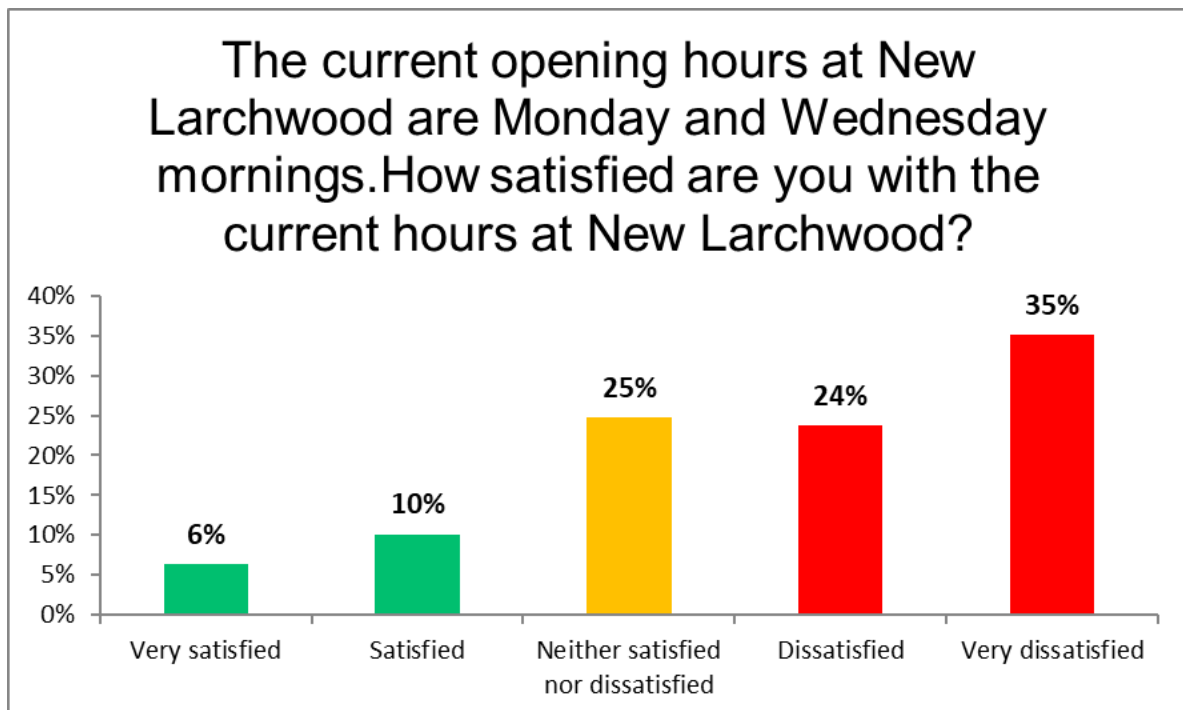
(Female patient with minor long-term condition)

Satisfaction with current opening hours

Healthwatch Brighton and Hove had already been made aware of some dissatisfaction with the new opening hours, through liaison with the Coldean Residents’ Association. We therefore wanted to find out how the majority of patients at New Larchwood Surgery felt about the change.

Patients were asked to rate their satisfaction with the opening hours from “very satisfied” to “very dissatisfied”. From the 316 patients who responded to this question:

- 59% (186 patients) were dissatisfied or very dissatisfied;
- 25% (78 patients) were neither satisfied or dissatisfied; and
- 16% (52 patients) were either satisfied or very satisfied.

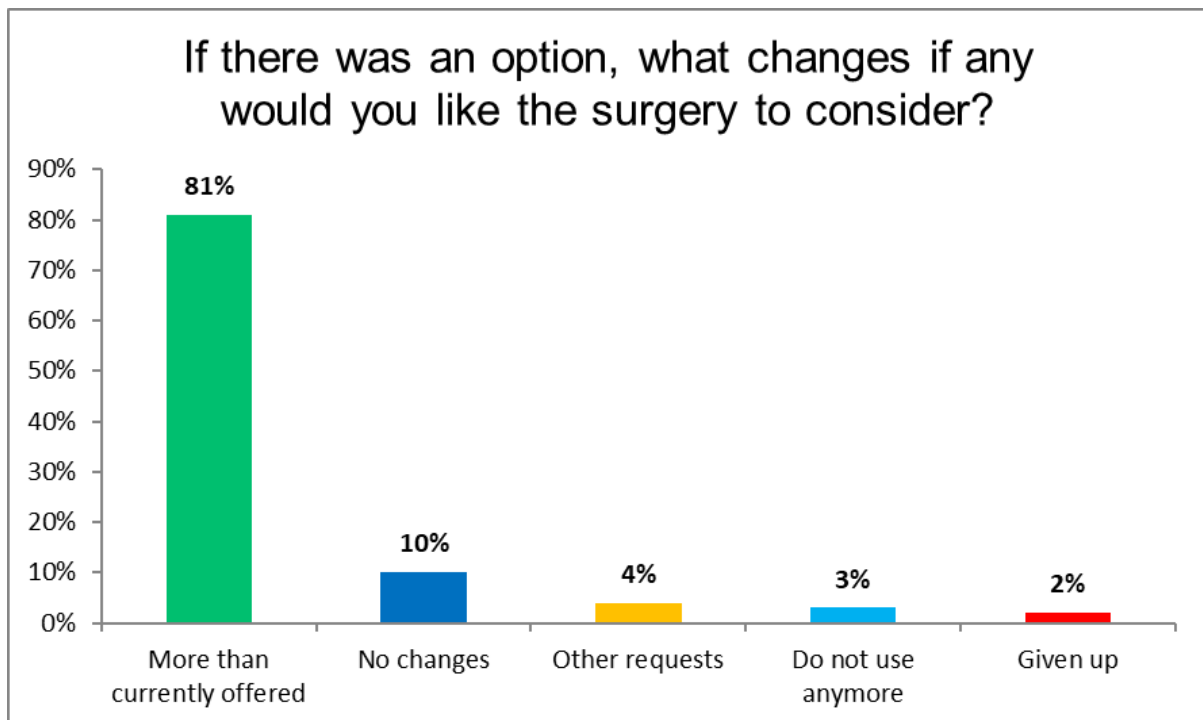


Requests for future opening hours

Patients were advised that the surgery would be reviewing its opening days/times towards the end of the year. Patients were asked the following: If there was an option, what changes if any would they like the surgery to consider.

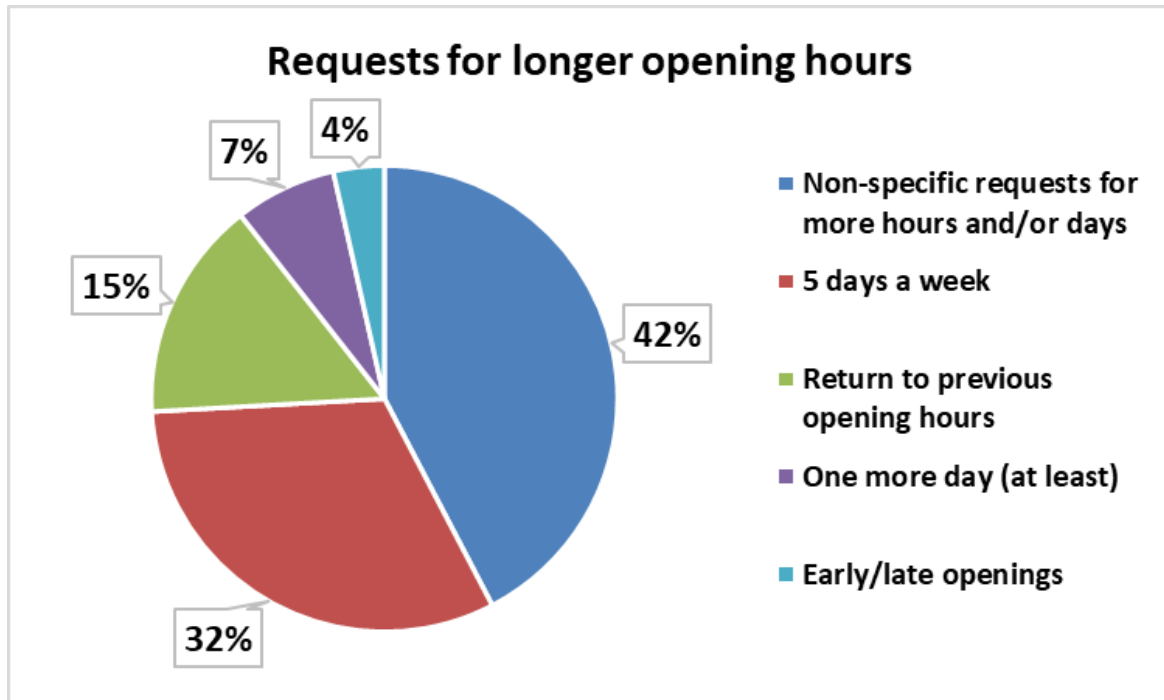
We received 209 responses to this question:

- 81% (170 patients) stated they wanted to see New Larchwood surgery open for longer than the current hours of two mornings.
- 10% of patients (21) did not request any changes.
- 8 patients requested changes that did not immediately relate to extended hours such as online bookings.
- 6 patients stated they did not use New Larchwood surgery anymore (or rarely).
- 4 patients suggested making a request was futile as nothing would change



Requests for longer opening hours

81% of patients (170) stated they wanted to see New Larchwood surgery open for longer than the current hours of two mornings. Responses ranged from non-specific requests for “more hours” or “more days”, to specific requests for 3, 4 or 5 days and/or requests for specific hours such as “more afternoons”.



The following quotes show the range of requests made by patients (percentages shown are therefore a proportion of 170). From non-specific requests for more days and/or hours to specific requests for a certain number of days or a return to the original opening hours that were offered before 1st April 2021. Patients show emotion and need for these requests, providing examples of how the reduction in opening hours has negatively impacted upon themselves and other patients, in particular the elderly and those that find it difficult to travel. Several quotes mention the increase of houses that are planned for the area. Other patients mention the effect of the change on their mental well-being.

42% (72 patients) made non-specific requests for more hours and/or days.

“For older people a better service is needed, especially with all the new properties proposed for Coldean.” (Patient)

“I am extremely distressed by the new hours due to suffering [a number of mental health issues, undefined here to ensure anonymity]. I believe the whole community of Coldean need & deserve a consistent, supportive & obtainable service again.” (Female patient with major long-term condition)

“There are many elderly patients who are unable to go to Carden Surgery, due to not being able to travel by bus. New Larchwood surgery was chosen when moving to this area, not a Patcham-based surgery. Not one home visit is available in this time. It’s not just about elderly, it’s also for people who work in the day and

require an appointment in the area where they live.” (Female patient with minor long-term condition)

“Extra days and longer opening hours.” (Male patient with carer responsibilities)

“Increase opening hours.” (Male patient)

“INCREASE the hours and days. We are getting 242 new homes in Coldean and these hours are not sufficient for our current population. Getting told to go elsewhere (involving public transport during a global pandemic!) is NOT acceptable. PLEASE invest in our health.” (LGBTQ+ patient with major long-term condition and with carer responsibilities)

“We need at least two mornings and an afternoon consultation option plus a nurse surgery.” (Female LGBTQ+ patient)

“Some afternoon opening hours would be appreciated.” (Female patient)

“More days if possible. Coldean has a lot of elderly people who could find using the alternative surgery problematic. Also, we have more houses being built in Coldean so it would be a sensible place to increase rather than decrease current services.” (Male patient with carer responsibilities)

“More opening hours especially for the elderly.” (Patient)

“More days on offer, including some afternoon for more routine/prebook appointments.” (Female patient)

“A wonderful friendly service is offered here. But New Larchwood surgery should be open for more hours for local people. There are still people who do not have cars.” (Patient)

“Opening for only two mornings a week is not good enough. All you’re doing is putting people out by having to travel further to another surgery which for some people like my mother is not a good option with her condition.” (Male patient with carer responsibilities)

“Longer opening times.” (Female patient with major long-term condition)

32% (54 patients) made a specific request for New Larchwood surgery to be open 5 days a week.

“Open every weekday morning.” (Female patient with major long-term condition)

“Monday to Friday 9-5 and Saturday hours would be more convenient.” (Male patient)

“Full time Monday to Friday! Like a normal GP surgery.” (Female patient with carer responsibilities)

“Open 5 days even on the reduced opening time. If possible one day to be open for all day.” (Male patient)

“Five times a week, split between am/pm.” (Female patient with major long-term condition and with carer responsibilities)

“To be available 5 days a week for patients who live in Coldean.” (Patient with carer responsibilities)

“Opening everyday as I do not drive and if feeling unwell going by bus is the last thing I want to do when I have surgery at the end of my street.” (Female patient)

“Open daily, less hours each day if necessary.” (Male patient)

“The absolute minimum should be 8am to 10m every weekday.” (Male patient with major long-term condition)

“We need the surgery open every day for the elderly, vulnerable and those unable to access Carden surgery.” (Patient)

“Need to be at least 5 days a week. I have one day off from work a week and I can't go to the doctors if needed as it's not open on that day.” (Male patient with minor long-term condition and carer responsibilities)

“The surgery needs to be open daily. There are many elderly people in Coldean.” (Female patient)

“Please consider it being a full-time doctors' office to help with students of Coldean and surrounding area as well as local residents.” (Male LGBTQ+ patient with minor long-term condition)

“Having some availability on all days - at the very least for emergencies.” (LGBTQ+ patient with major long-term condition)

“Would prefer to attend this local surgery where possible but these reduced hours make it hard.” (Female patient)

15% (26 patients) requested that the surgery return to the previous opening hours, of 7 sessions (5 mornings and 2 afternoons).

“Either open every morning or every afternoon. Like it used to be.” (Male LGBTQ+ patient with major long-term condition)

“For New Larchwood Surgery to be open as it was pre-changes making accessing the vital service for Coldean residents as efficient and valued as it was.” (Female patient with major long-term condition)

“As it was before, increasing service in preparation for new housing estate.” (Male patient with carer responsibilities)

“put it back as it wasPLEASE.” (Female with major long-term condition)

“Go back to how it was I can't travel to Carden surgery.” (Female LGBTQ+ patient with minor long-term condition)

“Return to previous service.” (Female patient)

7% (12 patients) requested the surgery increased their days by at least one more day; 11 patients wanted 3 days per week and 1 patient requested 4 days per week.

“Being able to see a doctor or nurse at least 4 days a week.” (Female LGBTQ+ patient with minor long-term condition)

“At least 3 days a week should be available, especially for elderly or disabled people who may find it difficult to travel to Carden Surgery.” (Female LGBTQ+ patient)

“Open on Friday please.” (Male patient with minor long-term condition)

4% (6 patients) requested early and/or late opening times would be helpful, for example for working patients and students.

“Early or late appointments available for those who have to work between 8am - 4pm.” (Female LGBTQ+ patient)

“Anything that would fit around University classes.” (Patient, student)

“After 3pm appointments for people who work mornings.” (Female patient)

No changes to additional hours

The remaining 19% of patients (39) did not make specific requests for additional hours/days to those currently offered at New Larchwood Surgery. However, some of these patients requested other changes and some patient comments indicated that they would prefer changes to the hours if they felt their request would be listened to.

10% (21 patients) did not request any changes.

“As we can go to Carden Surgery what happens, happens.” (Female patient with minor long-term condition)

“It seems fine.” (Male patient)

“No change.” (patient)

8 patients requested changes that did not immediately relate to extended hours but provided a reflection of the challenges with booking appointments.

“People who work for a living should get priority appointments.” (Male patient)

“Doctors available online to speak to.” (Female patient with carer responsibilities)

“Appointments available on-line.” (Patient)

“To be able to pre-book.” (Female patient)

“I keep asking to be able to book online like Carden Surgery but...?” (Patient)

6 patients stated they did not use New Larchwood surgery

“As it’s not open very much, I tend to ignore the surgery.” (Female patient with major long-term condition)

“I wouldn’t know as I don’t go very often.” (Female patient)

“Won’t use.” (Patient)

4 patients suggested making a request was futile as nothing would change

“It will not make any difference as to what I say.” (Patient)

“Not point it being open.” (Female patient with minor long-term condition, English is not their first language)

“There is not any choice.” (Male patient with major long-term condition and with carer responsibilities)

Requests for the nurse practitioner to be reinstated

Included in the suggestions made about opening hours, **11% (24 patients) mentioned the need for a nurse practitioner** to be available at New Larchwood Surgery. The quotes below share positive experiences of the previous nurse who used to be at the surgery and indicate the importance of having a locally-based nurse.

“PLEASE employ someone to replace the nurse practitioner - she left over a year(?) ago now and her absence is felt to our community's detriment!” (LGBTQ+ patient with major long-term condition and carer responsibilities)

“Increased hours with a nurse practitioner being there daily and a doctor at least 3 times a week.” (Female patient)

“Staffed 5 days a week with a GP and a nurse as you’d expect from ANY surgery.” (Male patient with minor long-term condition)

“Daily opening with at least a nursing practitioner available.” (Female patient)

“If possible, an extra morning with a nurse present, this would help take the pressure off the doctors. She or he could deal with non-urgent appointments like taking bloods etc.” (Male patient with minor long-term condition)

“We definitely need the nurse's Surgery reinstated, for blood tests, changing dressings, cervical smears etc. Please understand that travelling up to Carden Surgery is both difficult and expensive for those who need to travel by bus, taxi or

community transport.” (Female LGBTQ+ patient with major long-term condition and carer responsibilities)

“Having more doctors and a regular nurse so more appointments can be offered on more days of the week.” (Male patient)

“Definitely a nurse available at New Larchwood surgery for injections/ dressings changed/ blood tests/ water specimens etc would help.” (Female patient)

“Bring a prescribing nurse back.” (Female patient with minor long-term condition)

“Bring back the nurse Friday mornings for routine things like blood tests and ear syringing.” (Patient)

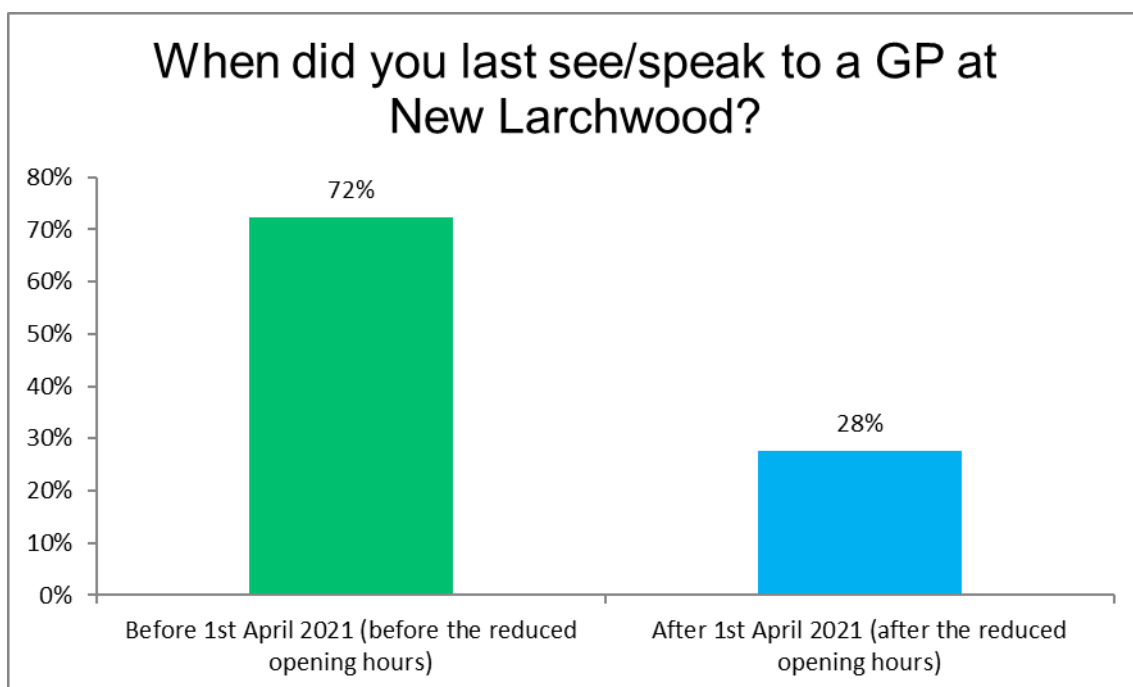
Service satisfaction

The next set of questions were about the last appointment that patients had experienced at New Larchwood Surgery.

When was your last appointment at New Larchwood Surgery

Patients were first asked when they had last seen or spoken to a GP at New Larchwood Surgery. 300 patients responded to this question.

- 72% (217 patients) had last seen or spoken to their doctor before the 1st April 2021 (before the reduced opening hours).
- 28% (83 patients) had seen or spoken to their doctor since 1st April 2021.

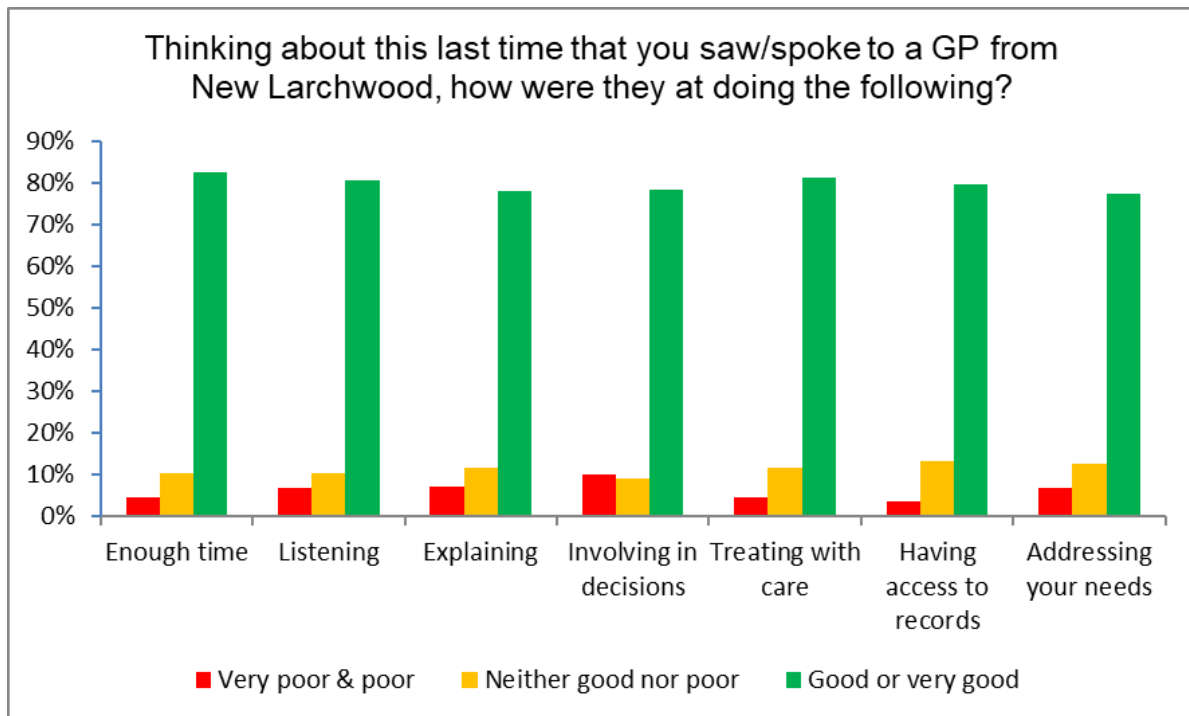


Service satisfaction with last appointment at New Larchwood Surgery

Thinking about their last time of seeing or speaking to a GP from New Larchwood Surgery, patients were asked how the experience was based on seven different criteria:

- Giving you enough time
- Listening to you
- Explaining tests and treatments
- Involving you in decisions about your care
- Treating you with care and concern
- Having access to relevant medical information about you
- Addressing your needs or making plans to do so

Patients rated their experience as either “very poor”; “poor”; “neither good nor poor”; “good” or “very good”.



On average 80% of patients felt they had had a good or very good experience:

- Giving you enough time: **83% of patients (213) felt their experience had been good or very good**; 5% felt it was poor or very poor and 10% felt it was neither good nor poor.
- Listening to you: **81% of patients (206) felt their experience had been good or very good**; 7% felt it was poor or very poor and 10% felt it was neither good nor poor.
- Explaining tests and treatments: **78% of patients (191) felt their experience had been good or very good**; 7% felt it was poor or very poor and 12% felt it was neither good nor poor.
- Involving you in decisions about your care: **79% of patients (191) felt their experience had been good or very good**; 10% felt it was poor or very poor and 9% felt it was neither good nor poor.
- Treating you with care and concern: **81% of patients (204) felt their experience had been good or very good**; 4% felt it was poor or very poor and 12% felt it was neither good nor poor.
- Having access to relevant medical information about you: **80% of patients (198) felt their experience had been good or very good**; 4% felt it was poor or very poor and 13% felt it was neither good nor poor.
- Addressing your needs or making plans to do so: **77% of patients (192) felt their experience had been good or very good**; 7% felt it was poor or very poor and 12% felt it was neither good nor poor.

Change in service satisfaction following the change in opening hours:

Patient feedback indicates that overall experience of seeing/speaking to a GP at New Larchwood surgery was mostly positive (an average of 81% having had a positive experience). We therefore wanted to see if this experience had changed since the reduction in opening hours.

When comparing the experiences before the opening times with those after, we found:

- **Good and very good experiences decreased after the opening hours changed, by a difference of up to 10 percentage points.**

	BEFORE changes	AFTER changes	Difference
<u>Good or very good</u>			
Giving you enough time	85%	77%	-8%
Listening to you	84%	74%	-10%
Explaining tests and treatments	81%	71%	-10%
Involving you in decisions about your care	79%	76%	-3%
Treating you with care and concern	83%	78%	-5%
Having access to relevant medical information about you	80%	80%	0%
Addressing your needs or making plans to do so	79%	73%	-6%

- **Poor and very poor experiences increased after the opening hours changed, by a difference of up to 8 percentage points.**

	BEFORE changes	AFTER changes	Difference
<u>Poor or v poor</u>			
Giving you enough time	3%	9%	+6%
Listening to you	5%	11%	+5%
Explaining tests and treatments	8%	15%	+8%
Involving you in decisions about your care	8%	15%	+8%
Treating you with care and concern	4%	5%	+1%
Having access to relevant medical information about you	2%	7%	+4%
Addressing your needs or making plans to do so	5%	11%	+6%

Impact, good or bad, of reduced opening hours at New Larchwood Surgery

"The area has lots of diverse care needs and people who need regular support. Having to catch two buses is difficult for many people and involves costs they can't afford. It means that people will be more likely to not go to the GP until their condition gets too bad - routine care needs will go untreated."

(Male patient)

Patients were asked to provide feedback on any (either good or bad) impact they had felt because of the reduction in hours at New Larchwood surgery.

We provided suggestions to demonstrate that impact could be beneficial as well as detrimental. The suggestions we provided within the survey question were as follows:

- Positive impact suggestion: "This change has meant I have used Carden surgery more and found it to be really good."
- Negative impact suggestion: "This change has meant that I am waiting longer to see a doctor as I find it difficult to travel to Carden surgery."

170 patients provided examples of the impact of the reduction in opening hours. Of these 170 patients, we found:

- **75% (128 patients) provided negative examples, representing 33% of all survey respondents.** Within these negative experiences:
 - 42% (71 patients) referenced difficulties with travelling to the alternative surgery;
 - 36% (61 patients) referenced difficulties with booking an appointment;
 - 16 patients explained they had avoided making an appointment due to the reduction in opening hours; and
 - 9 patients explained how the change had negatively impacted on their mental health.
 - In addition, six people advised that poor customer service had contributed to the negative impact.
- The remaining 42 patients provided examples that either showed there was no impact (32 patients) or a positive impact (10 patients) from the change.

Negative impact of reduced opening hours

75% (128 patients) provided negative examples of the impact of the reduced opening hours, representing 33% of all survey respondents. The following sections provide a reflection of the patient experiences.

Negative impact due to travelling to the alternative surgery

42% (71 patients) provided examples of negative impact with references to travel difficulties. Patients mentioned the inconvenience of having to go to Carden surgery, the additional cost, and the need to take more than one bus. Patients also mentioned mobility issues as an additional challenge when having to travel beyond the local surgery.

“I have lost confidence. If I have a query on, say, a Thursday, it means I wait until Monday. Carden surgery is too difficult to reach, involving a bus journey. I have a problem with mobility and a taxi is expensive and I also find them difficult to manoeuvre into.” (Female LGBTQ+ patient with major long-term condition)

“I find it difficult to travel to Carden Surgery - and felt more confident when New Larchwood Surgery was open.” (Female LGBTQ+ patient with minor long-term condition and carer responsibilities)

“I am housebound and can't travel. I need to be able to see someone any time not just Mon or Wed.” (Male patient with major long-term condition and housebound)

“Am reliant on someone taking me to Carden Surgery whereas before I could just go downstairs.” (Female patient with major long-term condition)

“Unable to get to Carden Surgery so rely on service provided by New Larchwood surgery totally.” (Patient)

“Buses to Carden surgery are not very frequent from Coldean.” (Female patient)

“Reduced hours make it more difficult for travelling to Carden surgery, especially during COVID. If you haven't got your own transport and need to use buses/taxi, a lot of extra time is needed to get to your destination.” (Female patient)

“I am 70 Years old with a bad chest so being able to visit the local surgery 5 days a week is good. Being told to travel to the surgery based in Patcham is just not a good enough service for me and other older patients.” (Male patient with minor long-term condition)

“I am disabled and find it difficult getting to Carden surgery. It's nice when I can see a doctor who knows my circumstances.” (Female patient with major long-term condition)

“Being a shift worker, I find the reduced hours a real disappointment. I have to get the bus to Carden surgery now. It's a shame as I live a stones' throw away from New Larchwood surgery.” (Female LGBTQ+ patient)

“I use Carden Surgery more, but this is not as convenient as I live in Coldean, work in Coldean and do not have access to a car until later in the day.” (Female patient)

“I am waiting longer as I find it difficult to travel to Carden Surgery.” (Female patient with minor long-term condition and carer responsibilities)

“People who are unwell are being forced to travel by bus or car (if you drive) to get over to Carden surgery. This is a 2-bus journey on a bus route which is notoriously unreliable.” (Female patient)

“Many of my family members especially the older generation have found it very, very inconvenient due to them having bad mobility. They now have to arrange travel to Carden surgery when New Larchwood surgery is practically next door. A surgery that isn't 5 days a week is like an Accident & Emergency service that is only open on one day.” (Male patient with minor long-term condition and carer responsibilities)

“It is extremely difficult for me to travel by bus to Carden surgery... especially when I am feeling unwell.” (Male patient with major long-term condition)

Negative impact due to difficulties with booking an appointment

36% (61 patients) provided examples that included references to appointment difficulties, such as lack of appointments, difficulty in getting an appointment and/or having to wait much longer for an appointment. We also heard from working people who felt the new hours made it very difficult to get an appointment and people who felt the reduced hours impacted on the availability of getting a prescription (including where it was an emergency). Also, people mentioned the new building planned for Coldean and the additional need this would create for the service at New Larchwood surgery.

Difficulty getting an appointment

“I have been using both surgeries in the past but since the change I am unable to use either service as well as before. Carden surgery is much busier; keeping New Larchwood surgery open would take the pressure off.” (Female patient)

“Waiting longer to see or speak to a Doctor. I find it very hard to get to Carden surgery so prefer using New Larchwood surgery.” (Female patient with major long-term condition)

“When my partner was in severe pain, I spoke to 4 doctors, and finally got an appointment at New Larchwood Surgery for 3 weeks' time!” (Female patient with minor long-term condition)

“Waiting longer to see a doctor.” (Male patient)

“I am finding longer to see the doctor due to the reduced opening time.” (Male patient)

“Nightmare getting appointments at both surgeries.” (Male patient)

“Waiting longer so I can use my local surgery. Carden surgery doesn’t have the times e.g. evenings are not suitable for me. Also, bus travel is not suitable.”
(Female patient with minor long-term condition)

“Less options of times of appointment at either surgery.” (Male patient with carer responsibilities)

“It’s now much harder to see a doctor, receive continuity of care/personal service. More difficult to make an appointment.” (Female patient)

“I’m waiting longer to see a doctor.” (Patient)

“I am waiting longer to see a doctor and there is little choice in who you see.”
(Female patient with major long-term condition)

“I can now no longer access New Larchwood surgery at all- it’s like it’s been closed. My child has had an incredibly long wait to be seen at Carden surgery. I’ve had to wait weeks for a GP appointment that was needed much sooner. The system of phone calls before getting an appointment is frustrating and ineffective, the fact that if you miss the call, they don’t try again is ridiculous for people that work and aren’t constantly available by phone.” (Female patient, working Mum and with carer responsibilities)

“Just more stressed with not getting appointments for any of my 3 children.”
(Female patient, Mum, with long-term condition and with carer responsibilities)

“Have to now wait longer to see a doctor at Carden surgery or wait for an appointment on an open day at New Larchwood surgery.” (Male patient with minor long-term condition)

“Waiting longer to see the GP.” (Female patient with carer responsibilities)

Difficulty with prescriptions

“I find it harder to make contact with Carden surgery. Receptionists are less helpful, I find it difficult to travel there, I have to wait longer for repeat prescriptions, it’s harder to get an emergency prescription, I wait longer to see a Dr in a busy waiting room and it’s more impersonal.” (Female LGBTQ+ patient with minor long-term condition)

“Prescriptions can only be done twice a week...there is a reduced local service in Coldean.” (Female patient with carer responsibilities)

Challenges for working people

“This change has made it almost impossible to get an appointment for a time when I am not already working.” (Male patient with minor long-term condition and carer responsibilities)

“I shall find this difficult when I return to work after furlough is finished. At the moment if I need to see a doctor I can fit a visit in. I'll just have to hope I don't need to see a doctor in the future.” (Female patient)

“No accessible hours for working patients means I have to go to Carden surgery.” (Female patient with major long-term condition)

“I work mornings, two days open is a joke. My home is just up the road from New Larchwood surgery and I'm forced to attend Carden surgery instead.” (Patient)

Impact of new building planned

“I'm surprised that with the new building site that we are getting reduced services in our area.” (Male patient)

“Coldean is only going to get bigger with the new building. We need our own surgery especially for the elderly & disabled.” (Male patient with carer responsibilities)

Avoiding making an appointment

16 patients explained how they had avoided making an appointment and seeking the care they required, due to the difficulties they had experienced with booking an appointment since the change in opening hours.

“I have not had my ears syringed as I find it difficult to travel to Carden surgery.” (Female patient with carer responsibilities)

“I have at times simply gone without accessing care.” (LGBTQ+ patient with major long-term condition and carer responsibilities)

“I have not made an appointment since the hours were reduced. There's too much of a high demand and getting appointments is difficult. I do not drive and cannot always afford travel to Carden surgery. It also means I have to take longer off work to get to and from Carden surgery whereas I could just take half an hour to pop along to New Larchwood surgery. It's caused huge issues for me.” (Female patient)

“I am not keeping on top of my mental health as I don't feel I can afford to take the time off work and don't feel I can take up precious appointment time for local residents.” (Male patient with major long-term condition)

“If I have to travel to Carden surgery that means public transport which I will not use.” (LGBTQ+ patient with minor long-term condition)

“I am less likely to call to book an appointment because I can't call other than Monday or Wednesday morning. When I do call New Larchwood surgery I am often told there are no appointments available and to call another day or to call Carden surgery. I find it hard to travel to Carden surgery as I don't have a car and I have

two children, one of whom is 3 and I only have 15 hours free childcare. I don't have extra money for the bus and I resent having to spend so much time and money going to Carden surgery when New Larchwood surgery is only 400 meters from my home." (Female patient)

"Vulnerable family members have not sought the care they need as the 'hassle' now involved with wait times and booking puts them off." (Male patient)

"I've found myself ignoring issues I would usually consult a doctor about as I don't drive and cannot get to Carden surgery without getting a bus. However, I always have a child at school that I need to be home for." (Female LGBTQ+ patient, Mum, with minor long-term condition)

"I have not used this service recently mainly due to my busy schedule and always working on days you're open." (Male patient with carer responsibilities)

"Have had to rely on my family for treatment." (Male LGBTQ+ patient with major long-term condition)

"I had to go to Accident & Emergency at a local hospital because I couldn't get through to surgery. Had treatment and follow-up is on-going." (Female patient)

"I refuse to ring Carden surgery now as have to wait too long for call to be answered. With a broken foot and cardiac problems, I would never have been able to drive there, and bus would have been too much waiting around." (Female patient)

"I have always tried to avoid seeing the doctor unless it's absolutely necessary and now even more so as it may mean a bus ride away." (Female patient)

"Can't seem to get an appointment at New Larchwood surgery and can't get to Carden surgery so just haven't gone!" (Female LGBTQ+ patient with minor long-term condition and carer responsibilities)

"Made me less likely to see someone when perhaps I should as Carden surgery is difficult to get to." (Female patient with major long-term condition and carer responsibility)

"Can't go to Carden surgery due to having no transport and having childcare issues. Can't seem to get an appointment at New Larchwood Surgery because of the reduced hours. As such I haven't seen a doctor since hours changed." (Female patient with minor long-term condition)

Negative impact on Mental Health condition

9 people spoke about the negative impact on their mental health, resulting from the reduction in opening hours. In the following quotes, patients talked about the importance of a local surgery and familiar doctors. This had been replaced by unknown doctors in a surgery that was further away and involved travel that could cause additional anxiety for these patients.

“I have found the changes extremely detrimental! I have been enduring bipolar mixed episodes, worsening anxiety and agoraphobia. I’ve been unable to drive due to tremors and accessing Carden Surgery has always been difficult due to needing family to transport me. Now it's not possible or financially viable for my husband to leave work and get me there. I've continued to struggle because seeing a GP is too mentally difficult for me now.” (Female patient with major long-term condition)

“Carden surgery has no doctors that are consistently polite, empathetic or caring. Carden surgery's receptionist staff are often plain rude. I find it difficult to go to Carden surgery because of my anxiety issues which is why I'm seeking appointments usually. I am familiar with New Larchwood Surgery, the receptionist staff who are lovely, and prior to the nurse practitioner leaving had a consistent and caring nurse practitioner. There is now no one at Carden surgery or New Larchwood surgery who I feel comfortable talking to about my mental health or other conditions.” (LGBTQ+ patient with major long-term condition and carer responsibilities)

“My mental health has been even worse of late and I feel increasingly worried about accessing help when needed.” (Female patient with major long-term condition)

“I phoned a crisis team who advised me to call my GP for an emergency appointment. I was told the practice was closed and the earliest appointment would be tomorrow. Later that day, I made an attempt on my life. I have been in a crisis before, and an emergency appointment has stopped me attempting suicide - so I feel justified in saying that were the practice not closed, I would not have done so. I am planning on changing GPs as a direct result of the reduced opening times.” (LGBTQ+ patient with major long-term condition)

“It has been an utterly negative experience on many levels. I am a father of two under six who inevitably need regular care for various reasons. Also, myself with depression and several other regular health complaints as well as my wife who suffers from asthma and mental health issues. I took my son for his preschool boosters last week at Carden surgery, this was an hour round trip at least and cost £5 on the bus. I had to take annual leave from work to take him as my wife could not as an appointment was only available when our daughter was due to be picked up from school. It could've have cost us nothing and taken 20 minutes if we had been able to take him to the surgery in Coldean. Managing my condition was best when I had consistent appointments with the nurse practitioner, and I could rely on seeing her. There was a continuity. I don't want to have to re-tell my illness to a different GP at a different location each trip. I am dealing with it as best I can as

to not inconvenience anyone and because I don't feel confident enough to find the proper level of care I require." (Male patient and Dad with minor long-term condition)

"My mental health has suffered ...I don't want to travel to Carden surgery. Have felt very anxious now that New Larchwood surgery only open 2 mornings a week." (Female patient with minor long-term condition)

"The reduced hours have impacted my mental health greatly: I have become more fearful. Due to my mental health condition, I am unable to take a bus and correctly find the stop I need." (Female patient with major long-term condition)

"This change has placed considerable anxiety upon me as I do not drive and would have to take the (often intermittent) bus service up to Carden surgery. Travelling there and back can take as little as 15 minutes but can also take as long as 50 minutes each way, depending on the bus service. Hearing tales of people unable to get an appointment at New Larchwood surgery despite phoning again and again in the mornings, and tales of receptionists erroneously telling patients that they have no choice but to travel up to Carden surgery, makes me very anxious about falling ill and being unable to access a GP." (Female LGBTQ+ patient with major long-term condition and carer responsibilities)

"Has made my mental health worse just thinking about having trouble getting to see a GP due to reduced opening hours." (Male patient with major long-term condition)

Negative impact due to poor customer service

Six people advised that poor customer service by staff had contributed to the negative impact. The following quotes are from patients who described poor customer service at Carden surgery, and the contrast with the service they had received previously at New Larchwood surgery.

"I do not like the doctors at Carden surgery, I have not had a good experience with them. I live round the corner from New Larchwood surgery and it is the surgery I registered with. I have seen the doctors there and they are lovely." (Female LGBTQ+ patient with major long-term condition)

"Reduced hours meant I had to book appointments with Carden surgery which I found not very helpful. Staff wouldn't book any appointments for a week ahead (when I knew I could make it to the appointment). They said I had to ring in the morning and try my luck! A lot less flexibility with slots there and I found customer service not great compared to our local and lovely New Larchwood surgery where you get such lovely friendly faces and a feel of high levels of care and empathy. Not so much the case at Carden surgery which is bigger and less personal." (Female patient)

“Please get rid of the rude receptionist as she is not what you need when you are dealing with a health issue. She has no sympathy.” (Male LGBTQ+ patient with carer responsibilities)

“I find it harder to make contact with Carden surgery, receptionists are less helpful.” (Female LGBTQ+ patient with minor long-term condition)

“Behaviour is very bad.” (Male patient)

No impact from changes to opening hours.

19% (32 patients) said there was “no impact” to them personally from the changes to opening hours. Of these:

- 11 patients provided comments that indicated that there could be an impact under different circumstances.
- 7 patients said impact was negligible due to rare use of the service or that they had not used the service yet.
- 2 patients provided comments indicating that New Larchwood surgery may have been preferable, but they were happy enough with Carden surgery.

“It has not affected me personally, but it would be handy to be able to have blood tests and see a GP at New Larchwood surgery as it is a 5-minute walk away.” (Female LGBTQ+ patient with minor long-term condition)

“Doesn't bother me as I don't use it often, maybe once a year.” (Female patient)

“Not used New Larchwood Surgery yet but I would like it to be there when I do need it.” (Male patient)

“Have not used the service yet.” (Female patient with minor long-term condition)

“No impact due to being aware of New Larchwood surgery's opening times.” (Female patient with major long-term condition)

“It's not so bad for me but I can see many older neighbours need a more local GP.” (Male patient with carer responsibilities)

“No impact yet, but only because I have not needed to use this service since the change in opening hours.” (Female patient)

“No change for me at the moment, because I haven't needed an appointment. I really have no wish to trek over to Carden surgery. We need a decent service in Coldean.” (Female patient)

“I would have preferred the New Larchwood Surgery to be open as it would be more convenient for me but when I went to Carden surgery it was a good experience.” (Female patient with minor long-term condition)

“New Larchwood surgery is a very good surgery, but I find Carden surgery equally good, although I have to travel further.” (Female patient)

“No impact, not really, as I’m not a frequent patient.” (Female patient with minor long-term condition)

“No impact yet, as I have not asked to see a GP for a while.” (Female patient)

Positive impact of opening hours

10 patients provided examples of positive impact of the opening hours, indicating that they were happy with the service currently provided. In some cases, patients indicated the option of using Carden surgery was preferable to their experience of New Larchwood surgery.

“They have always acted quickly, listened to problems and dealt with them appropriately.” (Female patient with carer responsibilities)

“Do not use the GP service that much. Just repeat prescriptions, which works well.” (Female patient)

“I preferred the service at Carden surgery after using New Larchwood surgery a couple of times, so wouldn't use New Larchwood surgery anyway.” (Female patient)

“Good newer place, more space.” (Male patient)

“When I call, I always get appointments. I’m happy with this surgery.” (Female patient with carer responsibilities)

“Carden surgery are okay, always try to be helpful.” (Female patient with minor long-term condition)

Overall assessment of New Larchwood surgery

"The staff at New Larchwood Surgery are fantastic - learned my children's names straight away - receptionists are wonderful, amazing, helpful and positive."

(Female patient with major long-term condition)

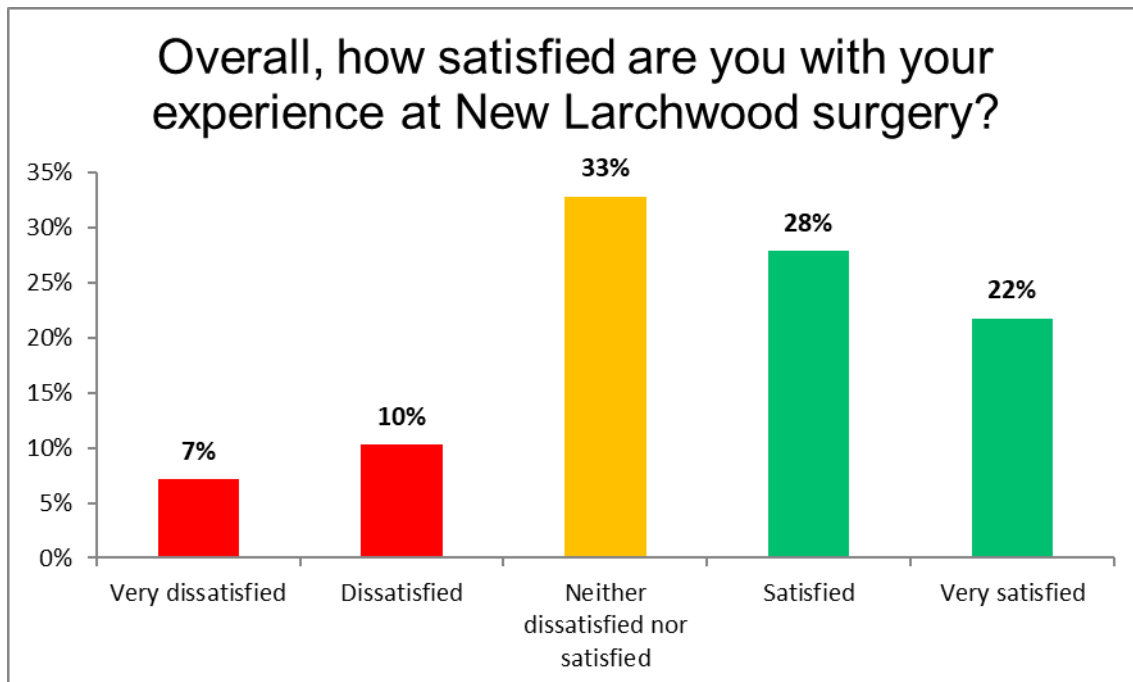
This final set of questions concerned the patients' experience of New Larchwood Surgery overall, and within the context of the reduced opening hours.

Satisfaction with New Larchwood Surgery

Patients were asked about their overall satisfaction with their experience at New Larchwood surgery. They could choose between "very satisfied"; "Satisfied"; "Neither satisfied nor unsatisfied"; "Unsatisfied"; or "very unsatisfied". The question did not specify that their satisfaction should be measured in the context of the reduced opening hours. However, many of the comments received referred to the change.

280 patients responded to this question of which:

- 50% (140 patients) were either satisfied or very satisfied.
- 33% (91) were neither satisfied or dissatisfied.
- 17% (49) were dissatisfied or very dissatisfied.



Comments about satisfaction with New Larchwood Surgery

We asked patients to explain their answer to the last question and 136 patients provided us with a response.

- 50% (68 patients) provided positive comments, indicating the benefits of a small, local surgery.
- Another 50% (68) provided a mixture of negative and mixed comments, with the vast majority showing how the reduction in opening hours had negatively affected the quality of service at New Larchwood Surgery. Within the negative comments:
 - 9 patients provided a response that was unconnected to the reduction in opening hours.
 - 8 patients referred to the absence of the nurse practitioner as having a negative effect on the service offer.

Positive comments

50% of comments (68) made by patients, demonstrate the benefits of a small, local surgery. Some patients indicated their positive comments related to the service before the change in opening hours and other patients positively compared New Larchwood surgery to the alternative Carden surgery.

“It’s handy and has a more local and personal feel as it’s in a small community.” (Male patient)

“I appreciate having a local service and I feel much more comfortable at New Larchwood surgery.” (Female patient)

“When I have seen them, they were good, but I have often been sent to Carden surgery.” (Male patient with minor long-term condition)

“Having a surgery within walking distance is such an advantage.” (Female LGBTQ+ patient with minor long-term condition and with carer responsibilities)

“Good, personal service. Convenient and not long waiting time.” (Male patient)

“It is very handy to my flat. I can get there on my own.” (Male patient)

“Receptionists and Doctors are always helpful.” (Patient)

“In the past I always managed to get a same day appointment. Saw same doctor more often. And could come in the afternoon to my local surgery, no parking or driving problems as it is walking distance.” (Female patient)

“The staff and doctors are always very efficient and give you confidence of their diagnosis and action going forward.” (Female patient)

“Fast - quiet - personable service - local - friendly.” (Female patient)

“It is very easy to access, the staff know me, and I can choose appointments that are convenient for me.” (Female patient)

“New Larchwood surgery has always been amazing, always appointments available before the reduced hours and the staff are so lovely and polite.” (Female patient)

“I prefer New Larchwood surgery.” (Female patient with minor long-term condition and carer responsibilities)

“When open it is a well-run friendly surgery that serves the Coldean community well.” (Male patient)

“I find it to be a much more friendly atmosphere with generally speaking a more “On time” service.” (Male patient with major long-term condition)

“When surgery was open all week, I found it extremely good. Receptionists were very helpful and the nurse or Doctor there was able to deal with any issues that day.” (Female patient)

“Such a lovely friendly atmosphere. So convenient for us local people. I prefer it to Carden Surgery. We’ve always had a surgery in Coldean; In fact, there were two at one time. It is also used by many students that reside here.” (Female patient with minor long-term condition)

“Safer as not too many in attendance.” (Female patient with minor long-term condition and with carer responsibilities)

“Prior to the change in hours, I’d have said I was ‘very satisfied’.” (Female LGBTQ+ patient with major long-term condition and carer responsibilities)

Negative and mixed comments

A further 50% of comments (68) provided either negative or mixed experiences of New Larchwood surgery. Of these comments:

- 43% (59 patients) referred to their negative experience **resulting from the change in opening hours** (18% of these also provided positive experiences that occurred before the change);
- 9 patients provided negative experiences which were unconnected to the reduction in opening hours.

Negative experiences resulting from the change in opening hours

“Having New Larchwood Surgery open only 2 days is not enough time for patients. The surgery is two minutes from my house. I couldn’t find any appointment except for Carden Surgery. This is very difficult for me because I’m disabled - my right leg and my right hand have polio and I use a permanent electric wheelchair. I would like to say please kindly open 4-5 days weekly again.” (Male patient with major long-term condition and with carer responsibilities)

“I would be very satisfied if I could get appointments at New Larchwood Surgery all of the time - rather than have to access Carden Surgery.” (Female patient)

“Now very dissatisfied (Past - satisfied / very satisfied). I personally struggle with not being able to be seen when I’m desperate. Also, when I’m unable to see a GP who I feel understands my conditions.” (Female patient with major long-term condition)

“There has to be some form of qualified practitioner at the practice at least five times a week. With the new housing estate and the influx of new patients, reduced hours are totally unacceptable.” (Female patient with minor long-term condition)

“Post changes I’m extremely dissatisfied. Pre-changes extremely satisfied.” (Female patient with major long-term condition)

“I love New Larchwood surgery. I was very satisfied until you changed the hours. Now I’m disappointed and dissatisfied. I often told my friends how easy it was to get an appointment and communicate with New Larchwood Surgery staff compared to other larger more impersonal surgeries. Now that we’re on reduced hours I’m very disappointed.” (Female LGBTQ+ patient with minor long-term condition)

“Doctors and staff are wonderful but because of the restricted opening times, I now use Carden Surgery.” (Female patient)

“It’s a lovely surgery; It just needs to be open more.” (Female patient)

“I feel that I have been looked after brilliantly at New Larchwood Surgery which makes the reduced service even more disappointing, frustrating and worrying.” (Male patient with major long-term condition)

“The doctor is very good, it’s the reduction in opening hours that is the problem.” (Female patient with carer responsibilities)

“Was satisfied pre-changes. Not so satisfied after changes.” (Female patient)

“When the surgery was open 5 days a week, most times I was able to get an appointment the same day.” (Male patient with minor long-term condition)

“I used to be a patient at a large surgery before joining New Larchwood Surgery, that was always very busy and hard to get an appointment, ages waiting for phone to be answered etc. This seems to be what is happening at Carden Surgery.” (Female patient)

“Good when you can get in but restricted openings means I can’t be there when required.” (Male patient)

“Great doctors ... Needs to be open 5 days a week.” (Male patient with minor long-term condition)

“New Larchwood Surgery is great when you can get there, but it needs to be open more and when you call the number, they need to let you choose to go there and not strong-arm you into going to Carden Surgery.” (Female patient with minor long-term condition and carer responsibilities)

“It used to be relatively easy to get an appointment.” (Female patient)

“Have not been able to book an appointment there due to work commitments and opening hours.” (Male patient)

“I’m only dissatisfied because I can’t access it all anymore. When I am able to access it then I’m very happy with the service in general.” (Female patient with carer responsibilities)

“I cannot use this service due to its restricted opening times.” (Male patient with carer responsibilities)

“What happens if you fall sick on the other 4 days?” (Patient)

“I am satisfied when I can get an appointment.” (Female patient with minor long-term condition)

“Can’t get to see anyone!” (Female patient with long-term condition and with carer responsibilities)

“Non-availability of appointment when I need it.” (Male patient)

“I can’t get appointment there.” (Female patient)

Negative experiences, unconnected to the reduction in opening hours

“I found the doctors quite unhelpful and a bit dismissive... Went to Carden Surgery and they were lovely so will only use them for future anyway.” (Female patient)

“Did not enjoy sitting in semi darkness with lights flashing on and off!” (Female patient with major long-term condition)

“Poor waiting area.” (Patient)

“Had very poor and mixed information.” (Female patient)

“Not very polite, and long waiting times, doctors always running late.” (Female patient)

Absence of the advanced nurse practitioner

8 patients referred to the absence of the nurse practitioner as having a negative effect on the service offer. These comments were included in the negative experiences of New Larchwood surgery.

“Satisfied with past experience of New Larchwood Surgery but would like the nurse’s hours retuned on a Friday morning.” (Female patient with carer responsibilities)

“The nurse that left last year was better and more helpful than most of the doctors, but she is no longer available and doesn’t seem to have been replaced.” (Male patient)

“Very sad that the advanced nurse practitioner has left.” (Female LGBTQ+ patient with minor long-term condition)

“With the nurse practitioner leaving and not being replaced, care has been inconsistent, and patients treated as an inconvenience. It is hard to get an appointment when you need one. The limiting of the hours is a kick in the face.” (LGBTQ+ patient with major long-term condition and carer responsibilities)

“No nurse.” (Patient)

“I have been respected and treated well there. The practice nurse saw me one Christmas Eve telling me to pop in. She diagnosed shingles and this action of hers prevented me from spreading it.” (Female patient)

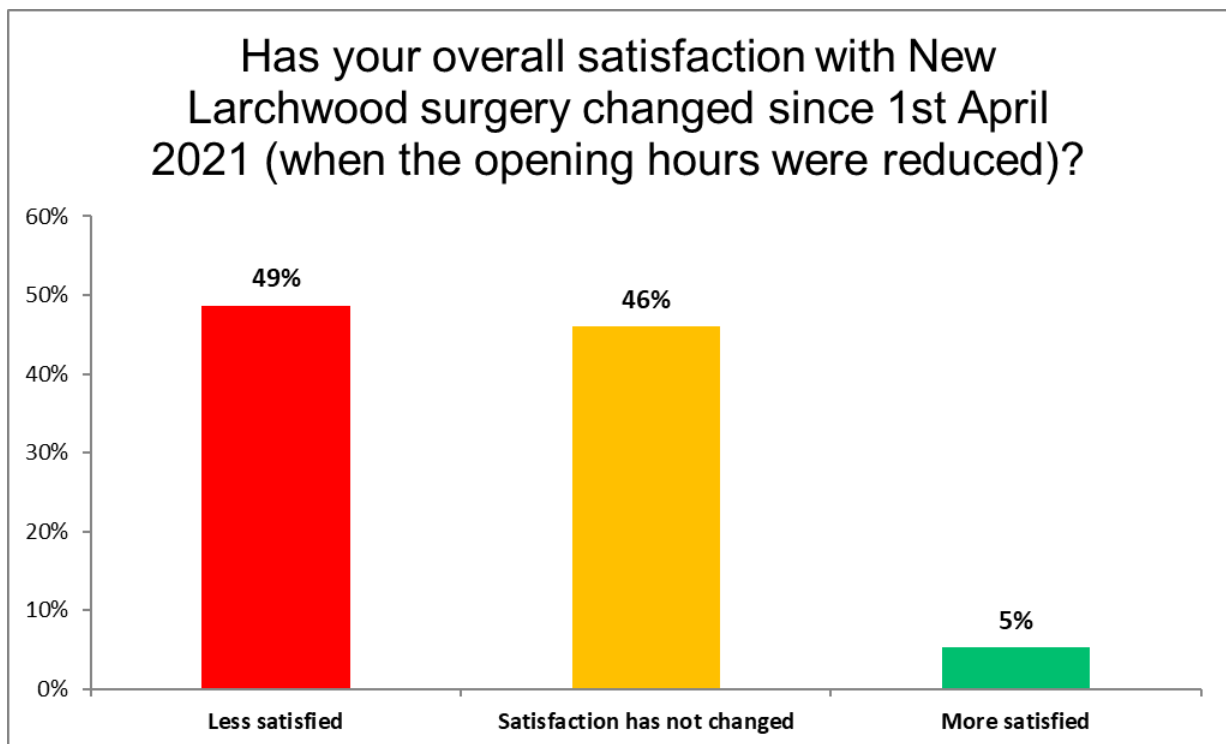
“The nurse was easy to talk to being female.” (Female patient with major long-term condition)

“The nurse practitioner who tested my asthma was great, attentive and clear.” (Male patient with carer responsibilities)

Change in satisfaction levels due to opening hours

Patients were asked whether their overall satisfaction with New Larchwood Surgery had changed since 1st April 2021, when the opening hours were reduced. 265 patients responded to this question and we found:

- 49% of patients (129) said they were less satisfied with New Larchwood Surgery since the change.
- 46% of patients (122) said their satisfaction levels had not changed.
- 14 patients said they were more satisfied with New Larchwood Surgery than before.



Further analysis: Demographic groups and overall satisfaction rates due to changes in the opening hours

We carried out a comparative analysis across demographic groups using the equalities questions, to find out if people who identified in any group (LGBTQ+, patients with long-term conditions or patients with carer responsibilities etc.) were more or less affected than other patients by the change in opening hours.

We used the question “Has your satisfaction with New Larchwood surgery changed since 1st April 2021 (when the opening hours were reduced)?”

265 patients responded to this question. The table below shows satisfaction rates (percentage and numbers of patients) for each demographic group. A degree of caution should be taken when some groups have small numbers and these are indicated in the table below.

Our findings suggest that in comparison to other groups, patients who defined themselves as White, patients with long-term condition and informal carers were likely to be LESS satisfied with the service at New Larchwood surgery following the reduction in opening hours. LGBTQ+ patients and women were also likely to be less satisfied.

Has your satisfaction with New Larchwood surgery changed since 1st April 2021 (when the opening hours were reduced)?				
Responded to question - 265 patients				
Demographic Group	Less satisfied	More satisfied	Neither	Total number of patients per demographic group (100%)
	% of patients (patient numbers)			
GENDER				
Male	45% (47)	7% (7)	49% (51)	105
Female	53% (73)	5% (7)	42% (58)	138
Non-binary	100% (3)	0% (0)	0% (0)	3
Did not say*	32% (6)	0% (0)	68% (13)	19
ETHNIC				
White	51% (116)	5% (11)	44% (99)	226
Non-white	25% (4)	19% (3)	56% (9)	16
Did not say*	39% (9)	0% (0)	61% (14)	23
Sexual Orientation				
LGBTQ+	67% (12)	11% (2)	22% (4)	18
Heterosexual	50% (102)	5% (11)	45% (92)	205
Did not say*	36% (15)	2% (1)	62% (26)	42
Long-term conditions				
Yes	55% (62)	4% (4)	42% (47)	113
No	45% (60)	7% (10)	48% (64)	134
Did not say*	39% (7)	0% (0)	61% (11)	18
Carer status				
Yes	64% (28)	7% (3)	30% (13)	44
No	44% (84)	6% (11)	50% (94)	189
Did not say*	53% (17)	0% (0)	47% (15)	32

*Did not say includes those that "prefer not to say" and those that left this question blank

Gender

73 patients were female, 47 patients were male. Comparing these two groups, females were likely to be LESS satisfied (by 8 percentage points) and males were likely to be MORE satisfied (by 2 percentage points).

3 patients defined themselves as non-binary and this was too small a sample size to draw any reliable conclusions.

Ethnicity

226 patients defined themselves as being part of a white ethnic group; 16 patients defined themselves as being part of a non-white ethnic group. Comparing the two groups, patients who identified themselves as white were likely to be LESS satisfied with the surgery since the reduction in opening hours (by 26 percentage points). Patients who identified themselves as non-white were likely to be MORE satisfied following the change (by 14 percentage points).

Sexual Orientation

205 patients defined themselves as heterosexual and 18 patients defined themselves as LGBTQ+. Comparing the two demographic groups, LGBTQ+ patients were likely to be LESS satisfied with services after the change (by 17 percentage points).

Long-term conditions

113 patients had long-term conditions (major or minor); 134 patients did not have any long-term condition. Comparing these two demographic groups, patients with long-term conditions were likely to be LESS satisfied following the change in opening hours (by 10 percentage points). Patients without these conditions were likely to be MORE satisfied (by 6 percentage points).

Informal Carers

44 patients defined themselves as having carer responsibilities and 189 patients said they were not informal carers. Comparing these two groups, informal carers were likely to be LESS satisfied (by 20 percentage points).

Any other comments about New Larchwood Surgery

We asked whether there were any other comments about New Larchwood Surgery. 86 patients responded to this question.

87% (75 patients) provided **comments that were related to the change in opening hours** and their feedback covered the following themes:

- Convenience and necessity of a local surgery to the community.
- Importance of a nurse practitioner in the local surgery.
- Decrease in service quality resulting from the change.
- Difficulties accessing the service because of the change.
- Longer hours and/or a return to previous hours.

9 further comments provided **general positive comments** about the “friendly, professional service” and “the great team at Coldean”.

The following quotes from patients have been grouped into the themes as shown above.

Convenience and necessity of a local surgery to the community.

“New Larchwood Surgery is needed in the community. It’s miles to another doctors. It is at a time when there is a huge issue with people delaying accessing routine healthcare due to the pandemic. It seems madness to reduce capacity for the community further. Please, please consider increasing opening hours at New Larchwood Surgery. It will be desperately needed in winter. There will be so many people not accessing Carden Surgery as they cannot travel (for a variety of reasons); Making basic healthcare inaccessible is truly devastating.” (Female patient, working Mum and with carer responsibilities)

“Are you aware of the new homes being built in Coldean?” (Female LGBTQ+ patient with major long-term condition)

“We definitely need a designated surgery in Coldean, especially because of an influx in students and more house building for affordable housing. There will also be an increase in families because of this. The elderly or infirm find it extremely difficult to travel to Carden Surgery.” (Female patient)

“They are building approximately 250 new homes in Coldean....probably not the best time to reduce opening days!” (Male patient with minor long-term condition)

“I feel really sad that its services have been cut. This is damaging our community.” (Female patient)

“Please stand by a thriving and wonderful community to provide the care, help and support they deserve.” (Male patient with minor long-term condition)

“You get a personalisation of service that you don’t get at Carden Surgery.” (Female patient)

Importance of a nurse practitioner in the local surgery.

“I am very pleased with the service from both doctors and receptionist but would like the nurse’s hours returned on a Friday morning.” (Female patient with carer responsibilities)

“Bring back the nurse on Friday mornings.” (Patient)

“Please hire a new GP and nurse practitioner. Please don’t close New Larchwood Surgery - our community relies on it.” (LGBTQ+ patient with major long-term condition and carer responsibilities)

Decrease in service quality resulting from the change.

“Constant locums.” (183)

“New Larchwood surgery is fine, my dissatisfaction comes from being forced to go to Carden surgery.” (181)

“Before 1st April you could always get an appointment.” (050)

“I believe New Larchwood surgery provides an essential service to the local community but is being hampered by changes and lack of funding and this is only going to get worse unless these changes are reversed. (212)

Difficulties accessing the service because of the change.

“Access for elderly with mobility issues is a major problem.” (Female patient with major long-term condition)

“Not that I have mobility problems, but there is less access to a doctor for those that struggle to get out or don’t have transport as public transport is not frequent enough.” (Male patient with carer responsibilities)

“New Larchwood is good when it is open.” (012)

Longer hours and/or a return to previous hours.

“Afternoon opening hours at the surgery.” (Female patient)

“Needs to be open five mornings a week.” (084)

“I can’t stress enough how important it is that they stay open every day and not at the reduced hours.” (136)

“It is a huge loss to the Coldean community and I think it needs to be open at least 4 days a week.” (188)

General positive comments

“It’s a very nice friendly surgery.” (Female LGBTQ+ patient with minor long-term condition)

“Friendly, professional service.” (161)

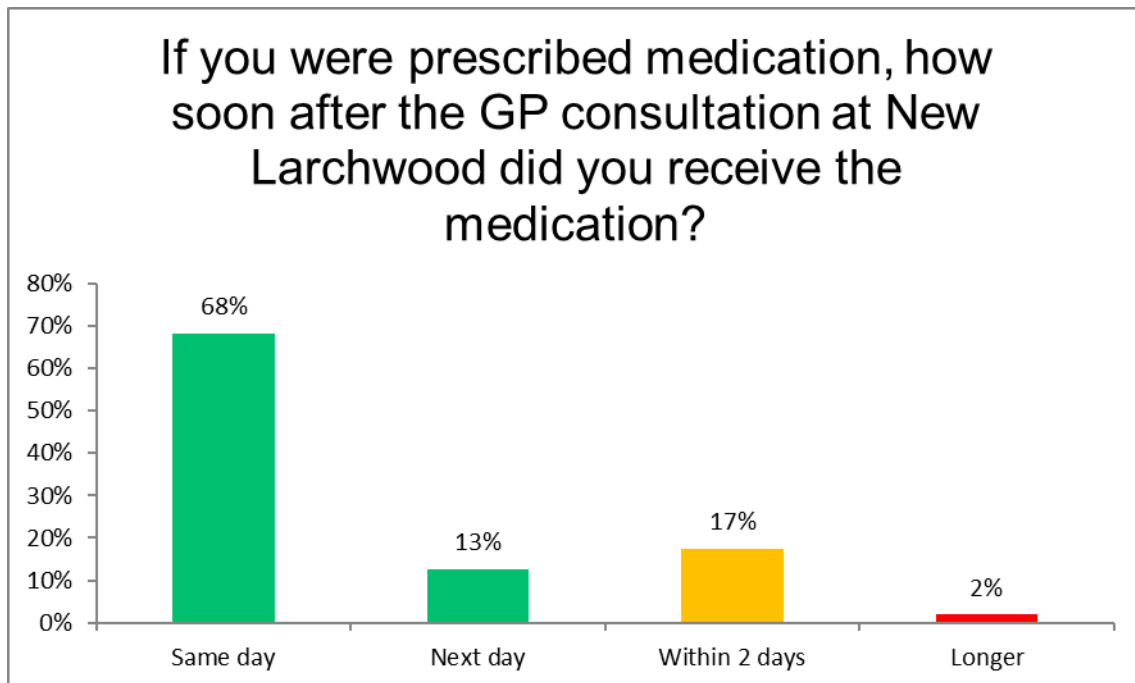
“They’re a great team who put the care of the patients first, and are a credit to the NHS.” (196)

Section Two: New Larchwood Surgery - Additional Findings

Receiving Medication

Patients were asked how soon after the GP consultation at New Larchwood Surgery they received medication *if they were prescribed it*. 207 patients responded that they were prescribed medication. From these patients:

- 68% patients (141) received medications on the same day;
- 17% patients (36) received medication within two days;
- 13% patients (26) received medication the day after receiving the prescription; and
- 4 patients had to wait longer, three patients specifying 5 days or “one week” and one patient not providing an exact time.



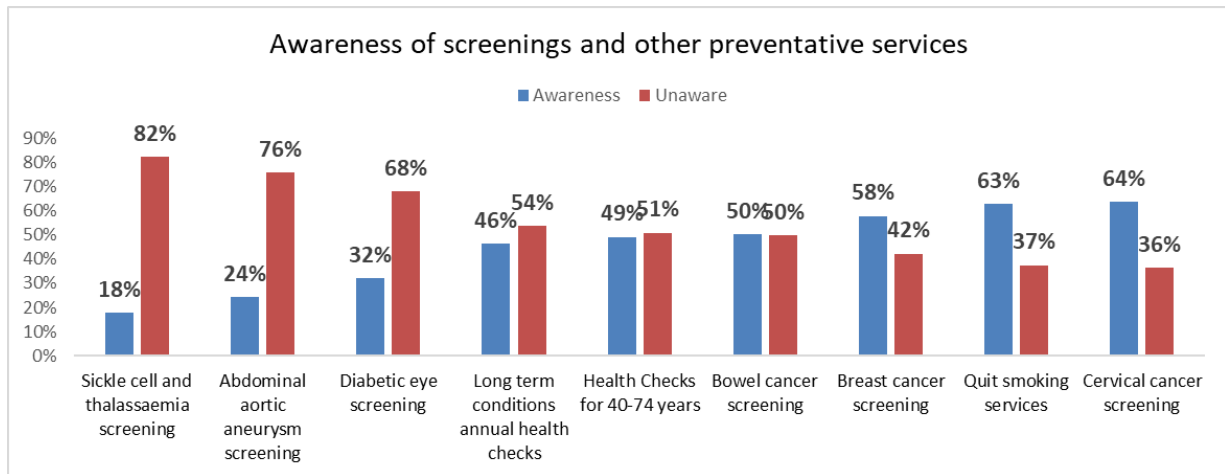
Preventative Services

There are several screenings and health checks offered through GP practices such as cancer screenings and annual health checks. These preventative services are an important way of detecting health conditions in the early stages and before they become too serious to treat. We were interested in finding out how aware patients were of these services at New Larchwood Surgery, as this may inform the practice as to which services need greater promotion amongst patients. Our concern was that with the reduction in opening hours this may lead to less opportunity to improve levels of awareness in the future.

New Larchwood Surgery patients were asked about their awareness AND use of the following services:

- Health Checks for people aged 40-74
- Abdominal aortic aneurysm screening
- Bowel cancer screening
- Cervical cancer screening
- Breast cancer screening
- Diabetic eye screening
- Sickle cell and thalassaemia screening
- Annual health checks for people with long term conditions
- Quit smoking services

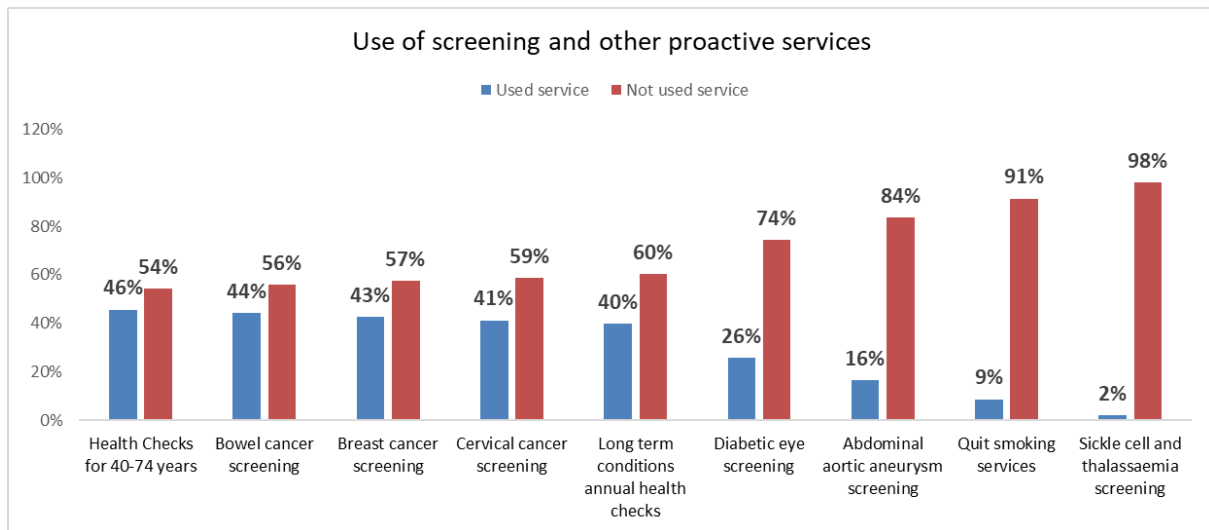
Awareness of preventative services



Looking just at the awareness of preventative services (not use), we found:

- **Most people were unaware of the following:**
 - Sickle cell and thalassaemia screening - 82% were unaware.
 - Abdominal aortic aneurysm screening - 76% were unaware.
 - Diabetic eye screening - 68% were unaware.
- **Half or more than half of the people were unaware of:**
 - Annual health checks for people with long term conditions - 54% were unaware.
 - Health Checks for people aged 40-74 - 51% were unaware.
 - Bowel cancer screening - 50% were unaware.
- **Over one third of people were unaware of:**
 - Breast cancer screening - were unaware 42%.
 - Quit smoking services - were unaware 37%.
 - Cervical cancer screening - were unaware 36%.

Use of preventative services



From the patients *who were aware* of these services, we found use of the same services was as follows:

- Over 40% of patients who were aware of the following services had also used them:
 - Health Checks for 40-74 years (46%),
 - Bowel cancer screening (44%),
 - Breast cancer screening (43%),
 - Cervical cancer screening (41%) and
 - long-term condition annual health checks (40%).
- 26% of patients who were aware of Diabetic eye screening had also used this service.
- 16% of patients who were aware of, had also used the Abdominal aortic aneurysm screening service; and
- Less than 10% of patients who were aware of the following services had used them:
 - Quit smoking services (9%); and
 - Sickle cell and thalassaemia screening (2%).

Overall, there was lack of awareness amongst patients for many of these preventative services. Of those that were aware of a service, over one third had made use of the same service. While some preventative services will not apply to all patients, the link between use and awareness could indicate that better promotion leads to higher use.

Mental Health

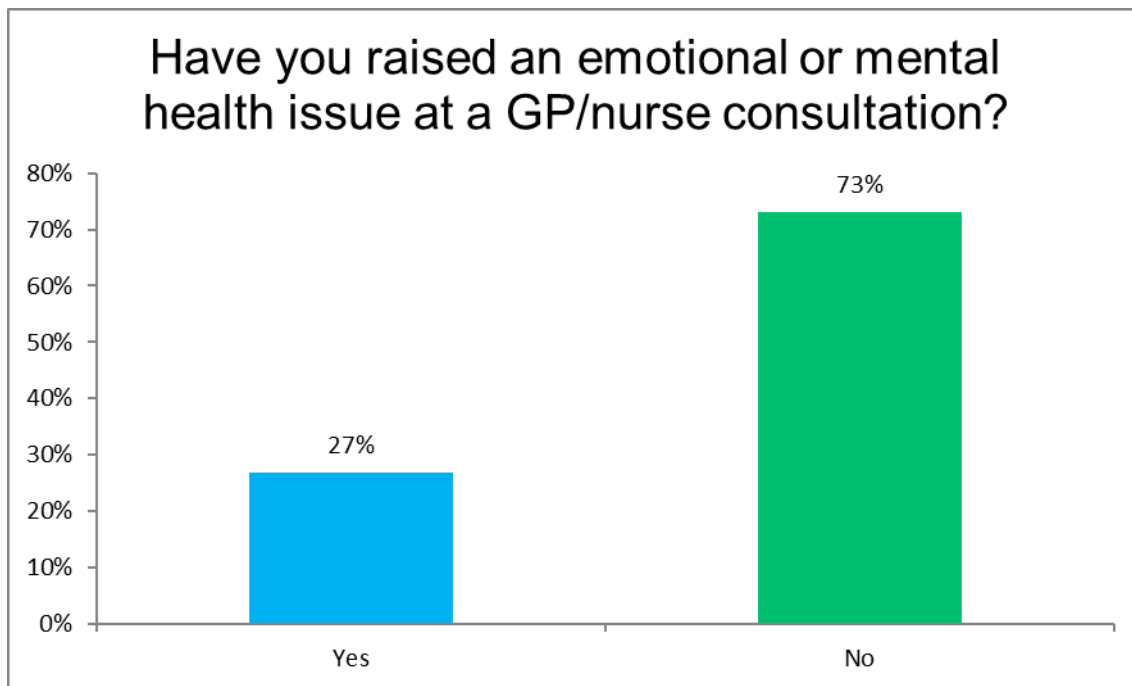
"There are six people in my street with mental health issues and we are all very anxious about these changes."

(Female patient with minor long-term condition)

We were advised by the Practice that there are a high number of patients who use New Larchwood Surgery, who suffer from mental health conditions. The following questions covered some of the experiences of patients raising these issues with their GP at New Larchwood Surgery.

Raising a Mental Health issue

Of those that answered the question (306), **27% (82 patients) at New Larchwood Surgery had raised a mental health issue** at a GP/nurse consultation; 73% had not raised an issue.



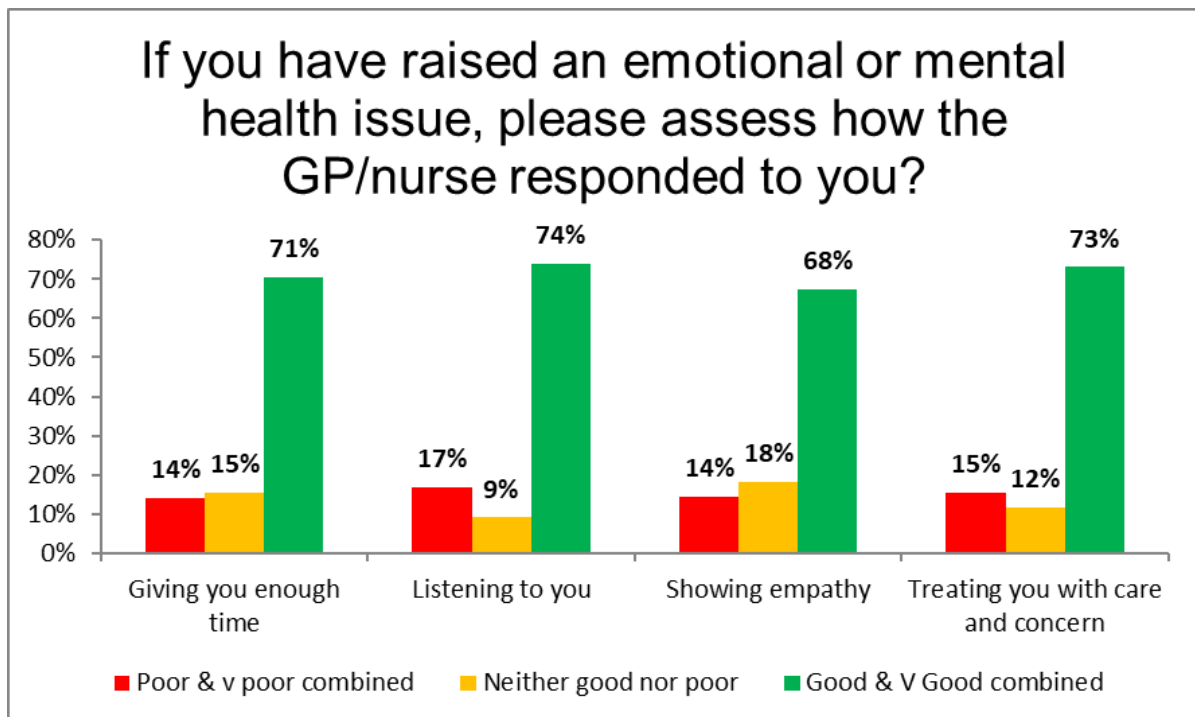
To those 82 patients who had raised a mental health issue we asked them to rate how their GP/nurse had responded to them. Patients were asked how the experience was based on four different criteria:

- Giving you enough time
- Listening to you
- Showing empathy
- Treating you with care and concern

Patients rated their experience as either very poor; poor; neither good nor poor; good; or very good.

On average 71% of patients felt they had had a good or very good experience:

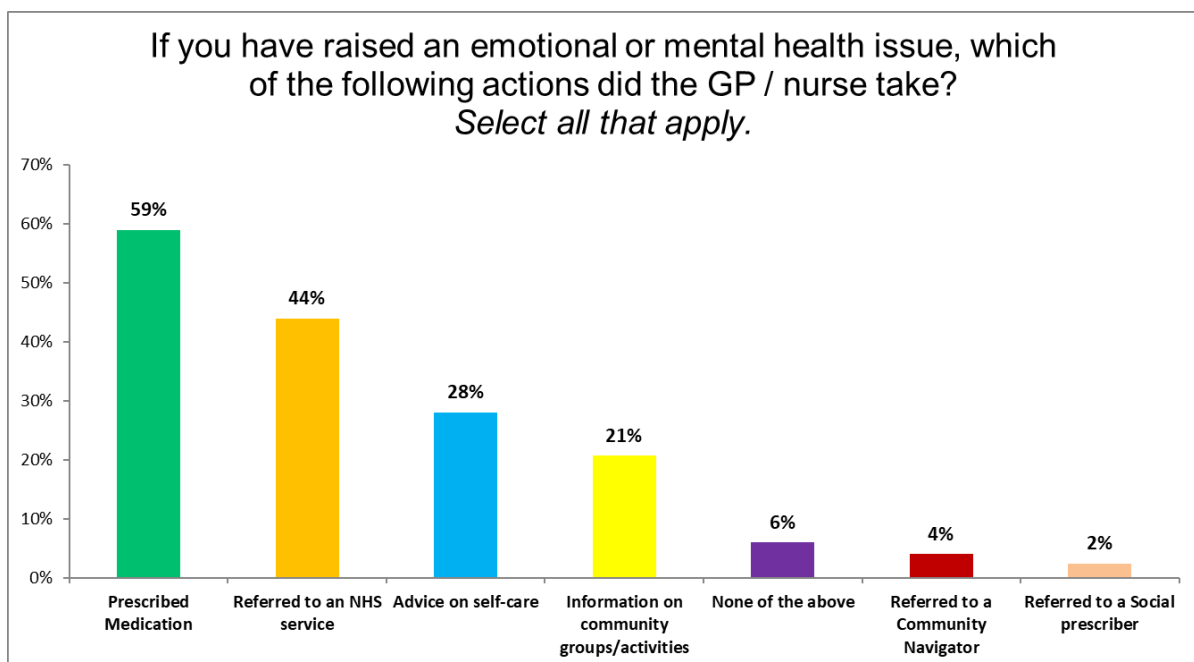
- Giving you enough time: **71% of patients (55) felt their experience had been good or very good**; 14% felt it was poor or very poor and 15% felt it was neither good nor poor.
- Listening to you: **74% of patients (57) felt their experience had been good or very good**; 17% felt it was poor or very poor and 9% felt it was neither good nor poor.
- Showing empathy: **68% of patients (52) felt their experience had been good or very good**; 14% felt it was poor or very poor and 18% felt it was neither good nor poor.
- Treating you with care and concern: **73% of patients (57) felt their experience had been good or very good**; 15% felt it was poor or very poor and 12% felt it was neither good nor poor.



Of the 82 patients who had raised a mental health issue, we also asked what action their GP/nurse took in response. We found:

- 59% of patients were prescribed medication;
- 44% were referred to an NHS service;
- 28% were given advice on how to deal with the issue themselves;
- 21% were provided with information on community groups/activities;
- 3 patients were referred to a Community Navigator
- 2 patients were referred to a Social prescriber
- 5 patients were not provided with anything.

Each patient chose as many options as applied to their experience, therefore the percentages below will add up to more than 100%.



Of the five patients who were not provided with anything, we have one comment providing further detail:

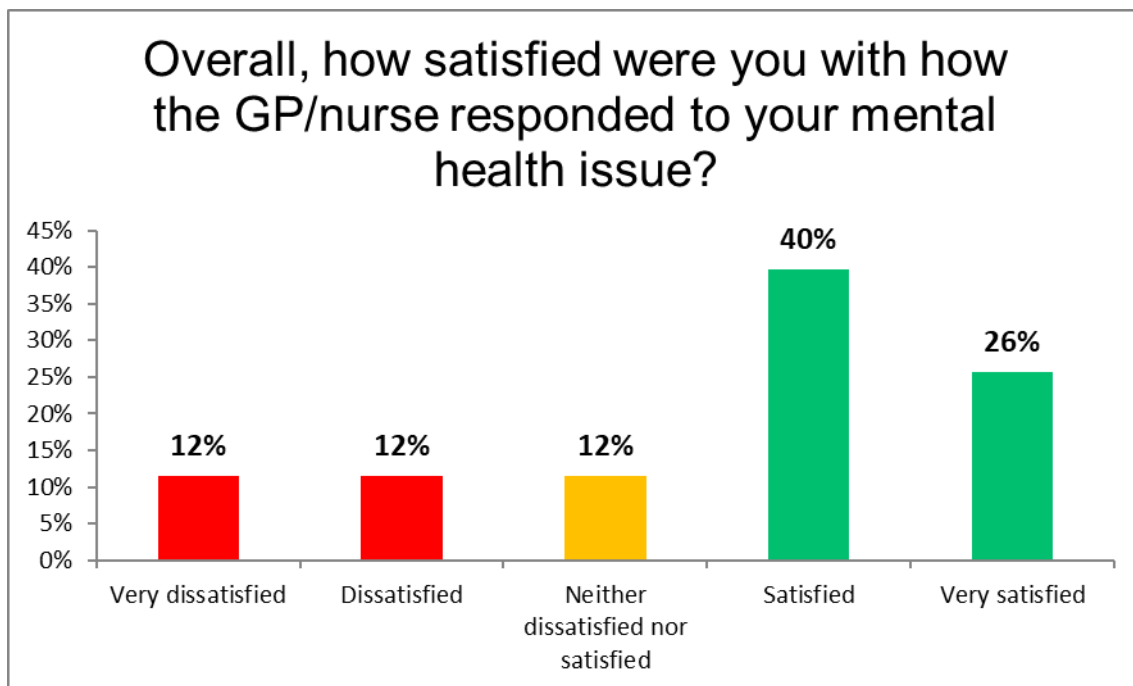
“After I had my first child, I described how I felt. They had no time to discuss further. It wasn’t picked up on and I was asked no follow-up questions.” (Female patient with carer responsibilities)

Satisfaction with raising a mental health issue

These 82 patients were then asked about their overall satisfaction with how the GP/nurse had responded to their mental health issue and 77 patients responded. Patients were given the choice of “very satisfied”; “satisfied”; “neither dissatisfied nor satisfied”; “dissatisfied”; or “very dissatisfied”.

Overall, patients rated the response by GP/nurse:

- 65% of patients (51) were satisfied or very satisfied
- 23% of patients (18) were dissatisfied or very dissatisfied
- 8 patients were neither dissatisfied nor satisfied.



Below are some of the patient comments reflecting on their experience. We have grouped them under the criteria which seems most relevant. Three comments (**highlighted**) refer to the previous nurse practitioner as being a helpful resource at the surgery.

Giving you enough time

“I feel everyone at New Larchwood surgery and Carden Surgery is more attentive now.” (Female LGBTQ+ patient with major long-term condition)

“They talked through things and gave me longer than my appointment time.” (Male patient with carer responsibilities)

“ALL staff give me time to talk and listen to everything I say.” (Female patient with major long-term condition)

“Before the changes, my condition was extremely well handled and I was able to have several follow-up visits. Having easy access to a Practice nurse was vital.” (Male patient with major long-term condition)

“No follow up.” (Female LGBTQ+ patient)

Listening to you

“I have depression and felt cared for best when **the nurse practitioner** still worked at the surgery. My condition was probably at its best. I’m too nervous to really check in with most of the GPs as I don’t feel as confident talking to them... I find their bedside manner and attitude uncaring, offhand and brash.” (Male patient with minor long-term condition)

“I had sent an assessment done independent for the doctor to read prior to the appointment. He did not read it and was frustrated with me for even asking him to look at it. It was an incredibly important referral for me for a long-term mental health issue. Having to prove it on the day added immense stress that had he read the report I would not have had to go through.” (Female LGBTQ+ patient with major long-term condition)

“Listened and talked for long period of time; I did not feel rushed.” (Female patient)

“The doctor listened and was very understanding and helpful.” (Female patient with major long-term condition)

Showing empathy

“I felt the Doctor was not interested in my condition.” (Female LGBTQ+ patient with minor long-term condition and with carer responsibilities)

“Uninterested, unconcerned, generally apathetic and reluctant to engage properly. Just prescribe whatever I “want”. That’s not proper care.” (LGBTQ+ patient with major long-term condition and carer responsibilities)

“I felt understood, reassured & not judged.” (Female patient with major long-term condition)

“He made me feel very misunderstood, said he had no idea where to referred me so has put me on a waiting list for a psychologist for a generic assessment that I’ve already had.” (LGBTQ+ patient with major long-term condition)

“The GP was empathetic and explained course of action well.” (Female patient)

“Left me to get on with it.” (Male patient with major long-term condition)

Treating you with care and concern

“Doctors don’t seem to care.” (Patient)

“The care of the GP/nurse was impeccable. But unfortunately, what was offered didn’t work for me.” (Male patient with minor long-term condition and carer responsibilities)

“I was initially referred to sessions for people suffering with (a different condition), but I persisted in my request to see a qualified psychiatrist in order to receive an official diagnosis, both of which eventually happened.” (Female LGBTQ+ patient with major long-term condition and carer responsibilities)

“Drs were unable to help with issues but did try.” (Male patient)

“Just don’t feel they took it seriously enough.” (Patient)

“**The nurse practitioner** was wonderful and supportive of my post-natal anxiety.” (Female patient)

Further analysis: Demographic groups and mental health satisfaction rates

We carried out a comparative analysis across demographic groups using the equalities questions, to find out if people who identified in any group (LGBTQ+, patients with long-term conditions or patients with carer responsibilities etc.) were more or less satisfied than other patients with the mental health service at New Larchwood surgery.

We used the question “Overall, how satisfied were you with how the GP/nurse responded to your mental health issue?”

82 patients had raised a mental health issue with their doctor. However, **77 of these patients answered the question regarding satisfaction and therefore this is the base number used in the following analysis.** The analysis combines “satisfied” and “very satisfied” as being “satisfied” and “dissatisfied” and “very dissatisfied” as being “dissatisfied”. The table below shows satisfaction rates (percentage and numbers of patients) for each demographic group. Some groups have small numbers and so a degree of caution should be taken when reviewing the table.

Our findings showed that in comparison to other patients, LGBTQ+ patients, patients with carer responsibilities and patients with long-term conditions were *less likely to be satisfied* and *more likely to be dissatisfied* with the response to their mental health concern.

Overall, how satisfied were you with how the GP/nurse responded to your mental health issue?				
<i>Raised a mental health issue - 82 patients</i>				
<i>Responded to satisfaction question - 77 patients</i>				
Demographic Group	Satisfied	Neither	Dissatisfied	Total number of patients per Demographic group (100%)
	% of patients (patient numbers)			
GENDER				
Female	79% (31)	0% (0)	21% (8)	39
Male	61% (14)	26% (6)	13% (3)	23
Non-binary	33% (1)	0% (0)	67% (2)	3
Did not say*	42% (5)	17% (2)	42% (5)	12
ETHNIC				
White	70% (43)	8% (5)	21% (13)	61
Non-white	67% (2)	33% (1)	0% (0)	3
Did not say*	46% (6)	15% (2)	38% (5)	13
Sexual Orientation				
LGBTQ+	42% (5)	8% (1)	50% (6)	12
Heterosexual	82% (40)	8% (4)	10% (5)	49
Did not say*	38% (6)	19% (3)	44% (7)	16
Long-term conditions				
Yes	66% (29)	9% (4)	25% (11)	44
No	71% (15)	14% (3)	14% (3)	21
Did not say*	58% (7)	8% (1)	33% (4)	12
Carer status				
Yes	47% (7)	20% (3)	33% (5)	15
No	80% (35)	7% (3)	14% (6)	44
Did not say*	50% (9)	11% (2)	39% (7)	18

*Did not say includes those that "prefer not to say" and those that left this question blank

In more detail, the findings are described below:

Gender

39 patients were female, 23 patients were male. In comparison to men, females were more likely to be satisfied (by 18 percentage points) but also more likely to be unsatisfied (by 8 percentage points).

3 patients defined themselves as non-binary and this was too small a sample size to draw any reliable conclusions.

Ethnicity

61 patients defined themselves as being part of a white ethnic group; 3 patients defined themselves as being part of a non-white ethnic group. Patient satisfaction could indicate that “white” ethnic groups were more likely to be dissatisfied than “non-white” ethnic groups. However, the “non-white” ethnic group is too small a sample to make this a significant finding.

Sexual Orientation

12 patients defined themselves as LGBTQ+, representing 16% of the 77 patients. While a small sample, this % is slightly higher than the estimated average of lesbian, gay and bisexual residents living in Brighton and Hove.⁸

In comparison to heterosexual patients, LGBTQ+ patients were less likely to be satisfied (by 40 percentage points) and more likely to be dissatisfied (also by 40 percentage points).

Long-term conditions

Of those patients that raised a mental health issue and who also responded to the satisfaction question, 44 patients had long-term conditions (major or minor); 21 patients did not have any long-term condition.

Patients with long-term conditions were less likely to be satisfied than those without long-term conditions (by 5 percentage points) and more likely to be dissatisfied (by 11 percentage points).

Informal Carers

15 patients defined themselves as an informal carer and 44 patients said they were not. In comparison with non-carers, patients with carer status were less likely to be satisfied (by 33 percentage points) and more likely to be dissatisfied (by 19 percentage points).

⁸ The Joint Strategic Needs Assessment 2019 estimated that between 11% and 15% of 16+ adults living in Brighton and Hove were lesbian, gay or bisexual. For further information, see: <https://present.brighton-hove.gov.uk/documents/s136612/A1.%20Brighton%20Hove%20JSNA%20executive%20summary%20Jan%202019%20FINAL%20DRAFT.pdf>

Section Three: Carden Surgery Findings

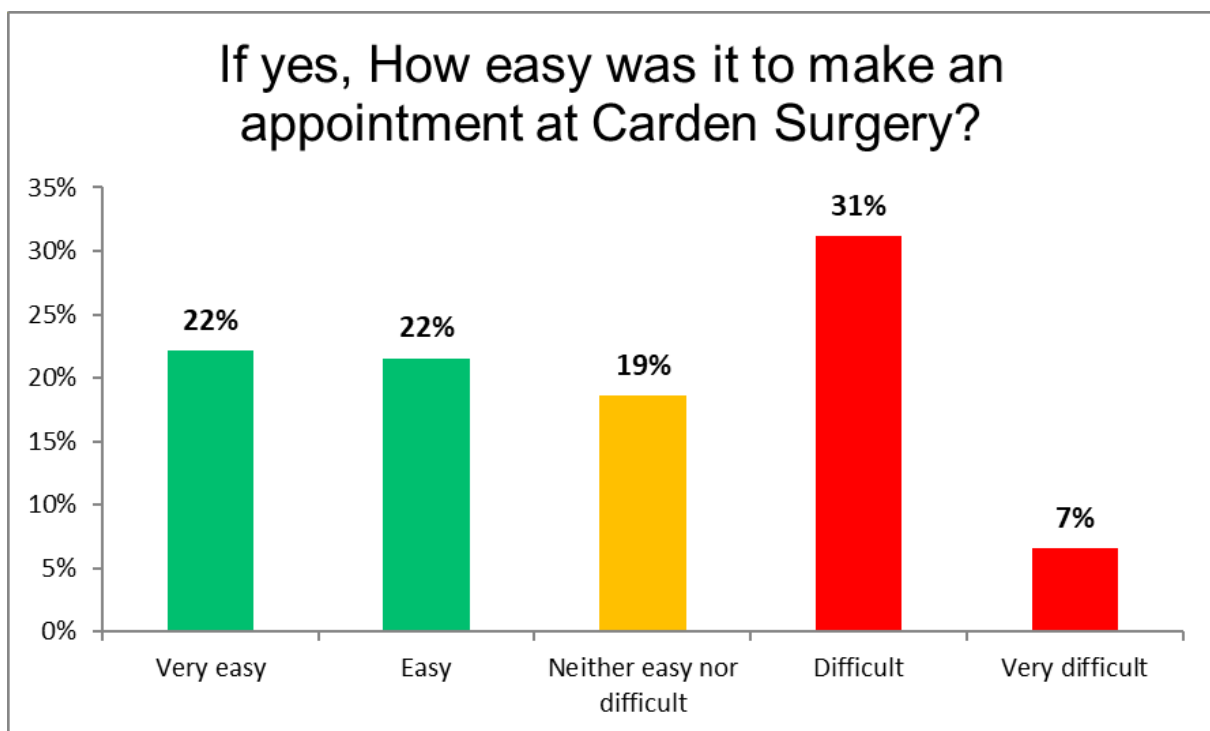
Booking an appointment at Carden Surgery since the change

Further questions asked about patients' experience of booking an appointment at Carden Surgery since the reduction in opening hours. Of those patients who answered this question (360) just under 49% (175) had tried to book an appointment at Carden Surgery since the new opening hours. Just over 50% (185 patients) had not.

Ease of booking an appointment at Carden Surgery since the change

The 175 patients who had tried to book an appointment, were then asked how easy the experience of booking was. Of these patients who answered this question:

- 44% (73) said the experience was easy or very easy;
- 38% (63 patients) said the experience was either difficult or very difficult; and
- 14% (31) said the experience was neither easy nor difficult.



The following quotes provide mixed experiences, where some patients found it easy to book an appointment and staff friendly. One patient found this was despite the difficult journey in travelling to Carden. Other patients describe a negative experience, where booking the appointment was difficult and the wait until the appointment was unsatisfactory.

Positive experiences

“Got an appointment quite easily.” (Male patient)

“Sometimes a wait to get through, otherwise fine.” (Male patient)

“All staff are very helpful.” (Male patient)

“I was surprised to get an appointment the same day.” (Female patient with minor long-term condition)

“No real problem at the surgery but a two-bus nightmare to get there.” (Male patient)

“Happy with the service.” (Female patient with minor long-term condition)

“Always able to get appointment.” (Female patient with minor long-term condition)

Negative experiences

“Difficult in that I have been unable to be taken to Carden Surgery in the appointment time offered.” (Female patient with major long-term condition and reliant on others to access services)

“I had to wait three weeks for an appointment with a Dr. After a further five days, I called in an emergency and begged to see someone and it’s just as well I did as it was a potentially life-threatening issue that may not have waited a further two weeks.” (Female patient with carer responsibilities, talking about booking an appointment for her toddler)

“Carden Surgery is a long way to travel unless you have a car and is not easy if you have a disability.” (Female patient with major long-term condition)

“Rude receptionist staff, rude doctor. Not accessible for me as someone with anxiety to see a different doctor each time.” (LGBTQ+ patient with major long-term condition and carer responsibilities)

“No appointments ring tomorrow, ring tomorrow is the stock answer.” (Patient)

“In the past it has been easy to get a phone or face to face but in the last couple of months it’s easily increased (time-wise) to get an appointment.” (Male patient with carer responsibilities)

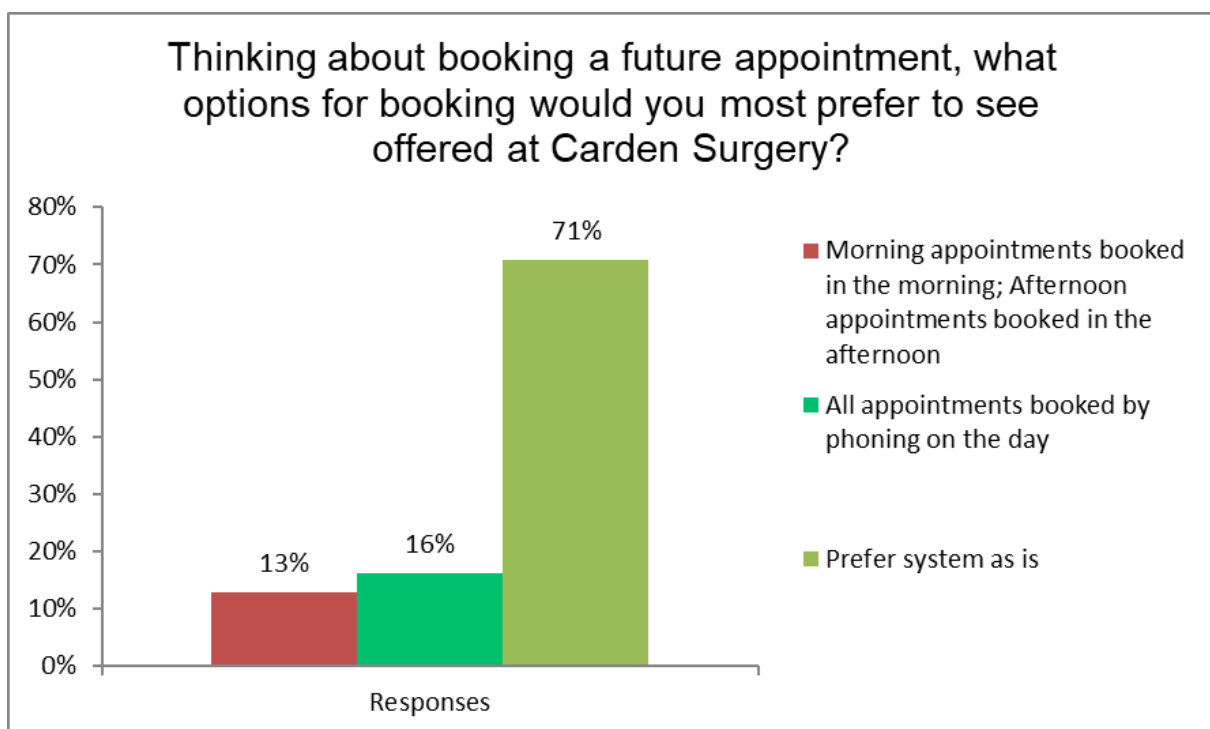
“Lines are a lot busier and a job to get through.” (Male patient with minor long-term condition and carer responsibilities)

Future bookings at Carden Surgery

In the future Carden Surgery are considering changes to their booking system which currently offers the option to book an appointment for the same day or to pre-book an appointment for another day.

Patients were therefore asked whether they would consider these alternatives and from the 333 people who answered this question:

- 71% (236 patients) preferred staying with the same system;
- 16% (54) would opt for booking *all appointments* by phoning on the same day; and
- 13% (43) would prefer booking all appointments by phoning on the day, but split into booking morning appointments by phoning in the morning and booking afternoon appointments by phoning in the afternoon.



Recommendations

Based on the evidence shown in this report, from the experiences of 385 patients, Healthwatch Brighton and Hove recommends that Carden & New Larchwood Surgery, supported by the Brighton & Hove Clinical Commissioning Group (CCG) should:

- Revert to the original opening hours at New Larchwood surgery, opening every day, with a mixture of mornings and afternoons.
- Reinstatement of the nurse practitioner at New Larchwood surgery on at least three days a week, with a mixture of mornings and afternoons.

Also, the Surgery, supported by the CCG, should consider the following:

- Address the lower satisfaction rates among informal carers, patients with long-term conditions and LGBTQ+ patients. In comparison to other patients, these demographic groups expressed lower satisfaction following the change in opening hours at New Larchwood surgery and lower satisfaction for mental health services.
- Provide the option of online booking for New Larchwood surgery.

Conclusion

New Larchwood surgery received praise from the 385 patients who responded to the survey. On average 80% of people felt they had a good experience at their last appointment and patients talked about the “friendly, local surgery”. However, since the opening hours were reduced on 1st April 2021, patient feedback indicates that the service has decreased with 59% of patients finding it difficult to book an appointment. Also, the number of positive experiences decreased, and the number of poor experiences increased after this change. Patients shared with us the impact of this change which included difficulties with booking and travel, to the nearest alternative practice (Carden surgery), particularly for those who are elderly and with mobility issues as well as the negative effect on patients with mental health concerns.

Most patients (81%) requested an increase in the current new hours and many specifically asked for the nurse practitioner to be re-instated. There were also some differences in the experiences of certain demographic groups, namely patients with long-term conditions, patients with carer responsibilities and patients identifying as LGBTQ+ being less satisfied with the service than other demographic groups.

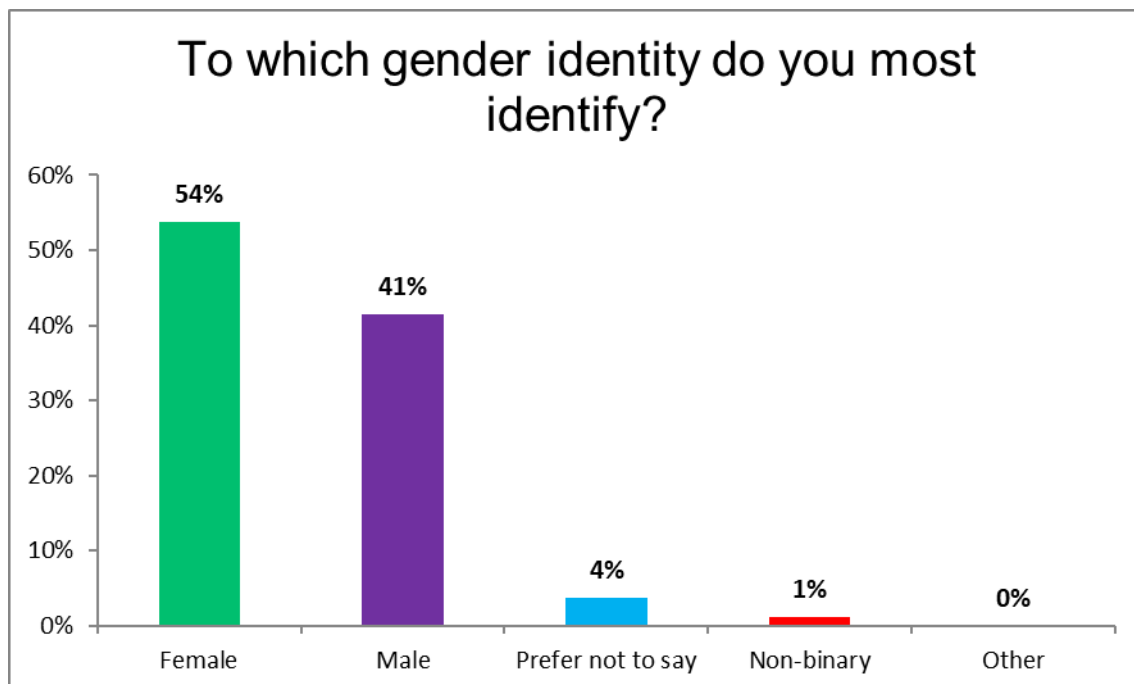
Patients from New Larchwood surgery are well represented by the Coldean Residents’ Association who voiced the concerns of patients early on to Carden and New Larchwood surgery and to the Clinical Commissioning Group. Patients had complained that a) they were informed too late about the changing hours b) the alternative, Carden surgery, was much further away (2 bus rides and a minimum of 25 minutes travel time) and c) there were general complaints about the reduced access to their local surgery. The findings of this survey shows that patients have maintained these concerns and the surgery and CCG would be encouraged to review the change in opening hours and revert to those in place before 1st April 2021.

Appendix 1: Demographic information

Every respondent was asked a number of questions about their demographic identity. These questions were voluntary and therefore each question was answered only by those respondents that wanted to do so. Respondents could also select the option “prefer not to say” where appropriate.

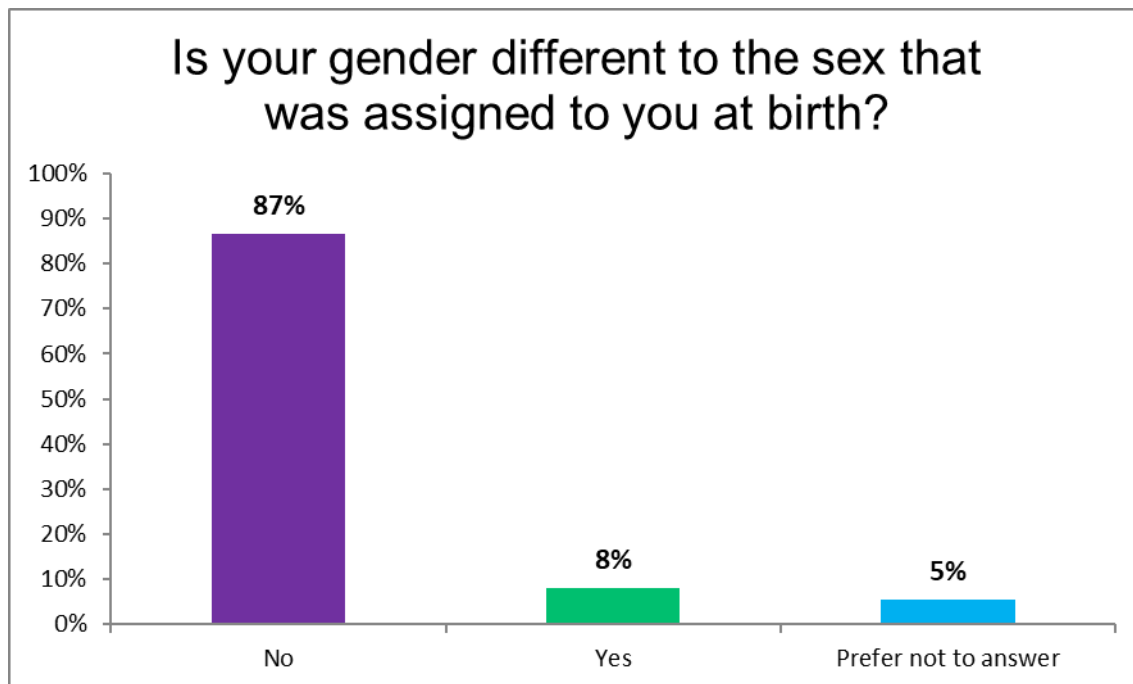
Gender Identity

275 people responded to this question. They had the choice of “male”, “female” “non-binary”, “Other” or “prefer not to say”.



Gender different to sex assigned at birth

274 people responded to this question. The choices were “Yes”, “No” or “prefer not to answer”.



Ethnic background

272 patients responded to this question:

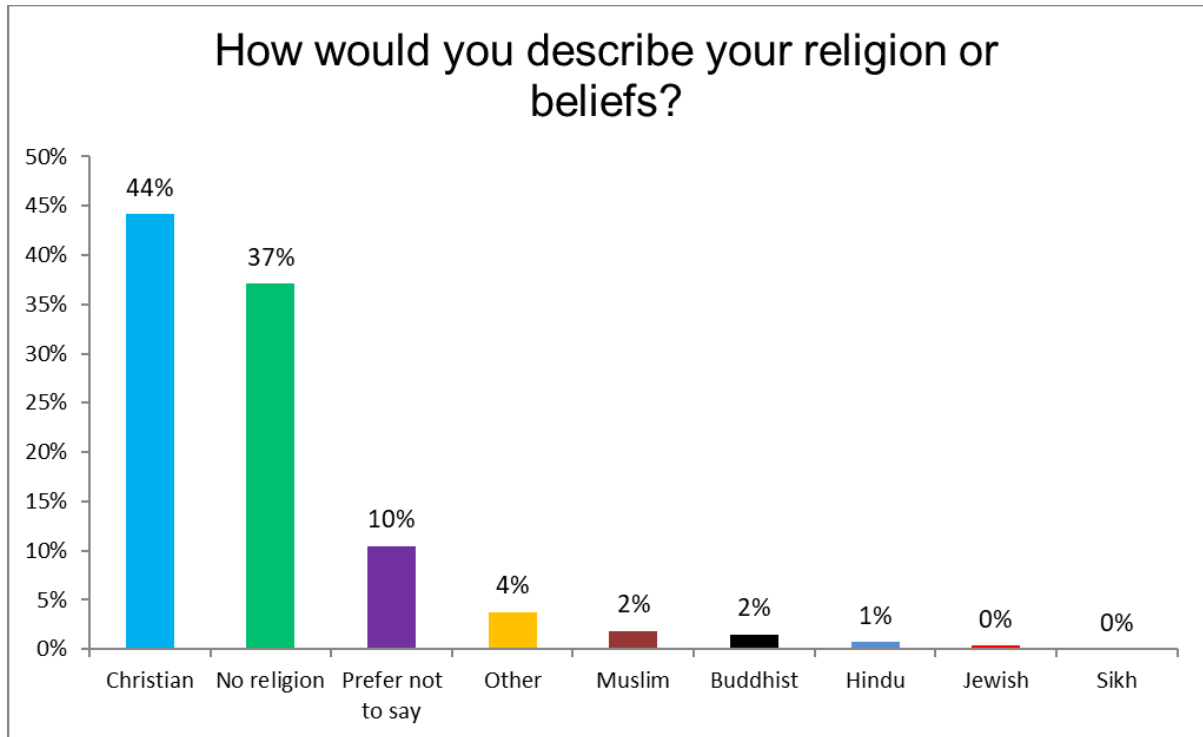
- 79% (216 patients) identified as White: British / English / Northern Irish / Scottish / Welsh;
- 10% (28 patients) selected White: Any other White background;
- 15 patients identified as being from a variety of non-white backgrounds;
- 11 patients preferred not to say.

Ethnic Background	No of patients	%
White: British / English / Northern Irish / Scottish / Welsh	216	79%
White: Any other White background	28	10%
I'd prefer not to say	11	4%
Arab	3	1%
Asian / Asian British: Bangladeshi	3	1%
Asian / Asian British: Any other Asian / Asian British background	3	1%
Asian / Asian British: Indian	2	1%
Black / Black British: African	2	1%
Mixed / Multiple ethnic groups: Asian and White	2	1%
White: Irish	1	0.4%
Another ethnic background	1	0.4%
Asian / Asian British: Chinese	0	0%
Asian / Asian British: Pakistani	0	0%
Black / Black British: Caribbean	0	0%
Black / Black British: Any other Black / Black British background	0	0%
Gypsy, Roma or Traveller	0	0%
Mixed / Multiple ethnic groups: Black African and White	0	0%
Mixed / Multiple ethnic groups: Black Caribbean and White	0	0%
Mixed / Multiple ethnic groups: Any other Mixed / Multiple ethnic background	0	0%
Total respondents to this question	272	100%

Religion or beliefs

267 patients responded to this question:

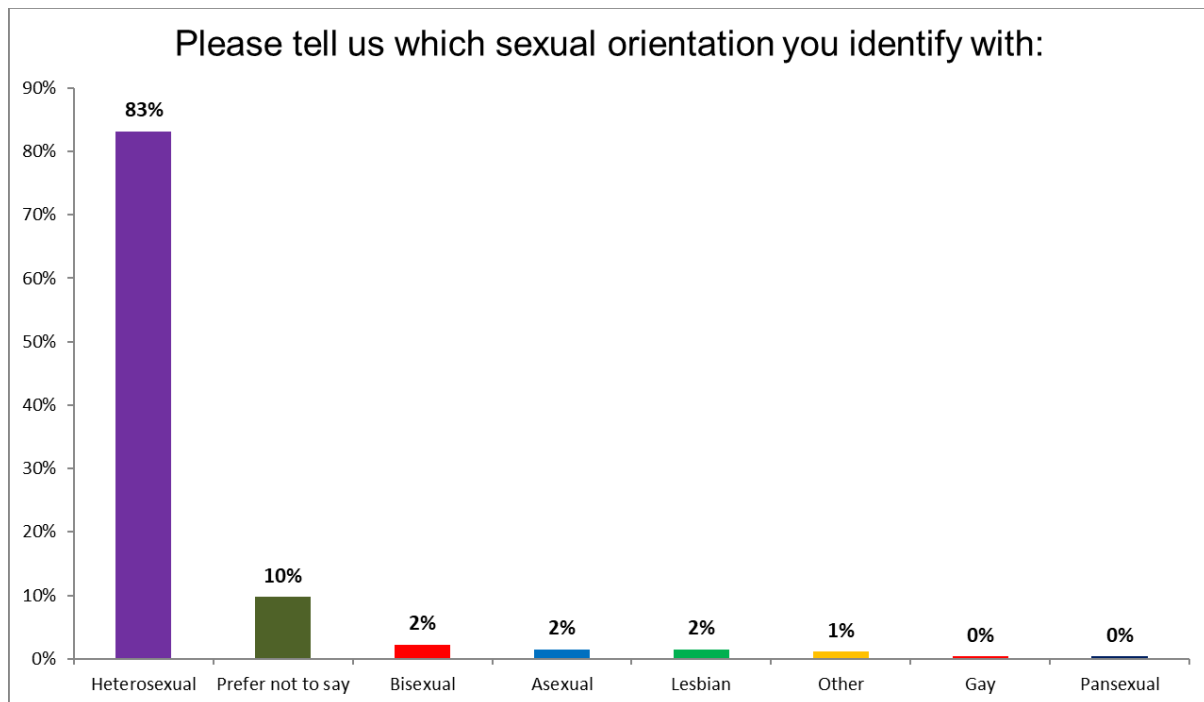
- 44% (118 patients) identified as Christian (all denominations)
- 37% (99 patients) had no religion
- 8% (22 patients) identified as a mixture of other religions.



Sexual orientation

267 patients responded to this question, of which:

- 83% considered themselves heterosexual, straight;
- 10% preferred not to say; and
- 19 patients identified as non-heterosexual.

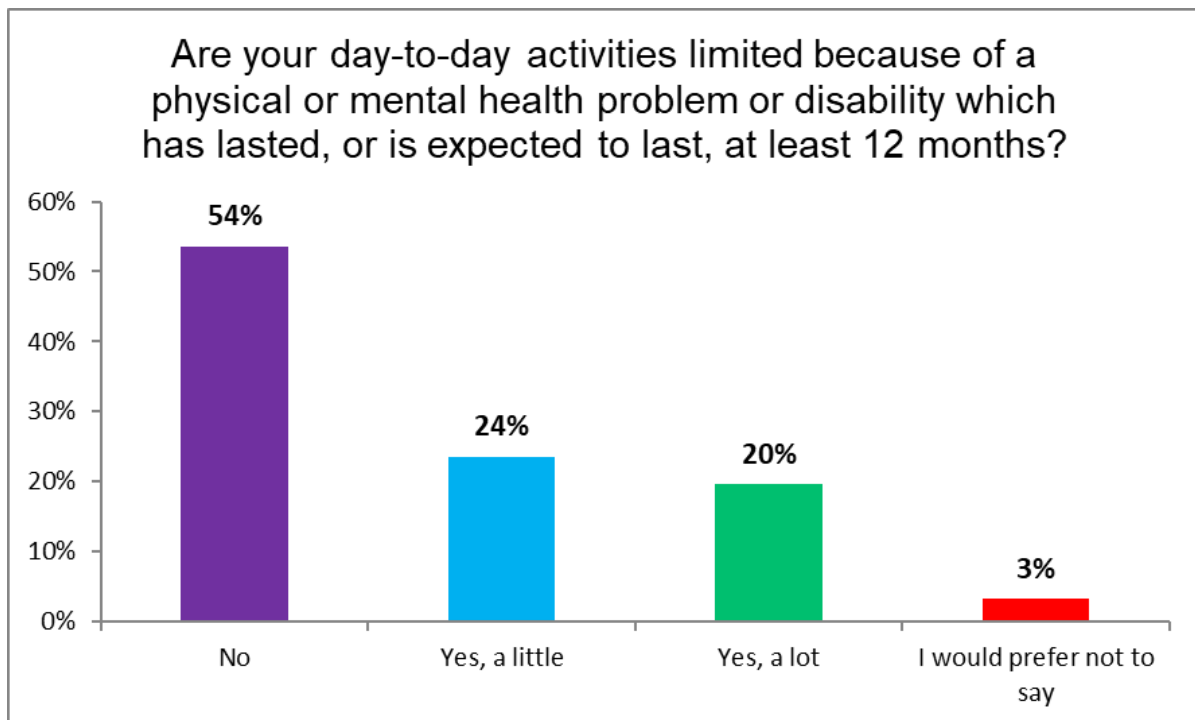


Patients with long-term conditions

We asked patients “Are your day-to-day activities limited because of a physical or mental health problem or disability which has lasted, or is expected to last, at least 12 months?” Respondents were given the option of “no”, “yes, limited a little” (in the report these patients are described as being “with minor long-term condition”), “yes, limited a lot” (described as being “with major long-term condition”).

276 patients responded to this question of which:

- 54% said no, they were not limited by a health problem;
- 24% said yes, they were limited a little;
- 20% said they were limited a lot; and
- 3% preferred not to say.

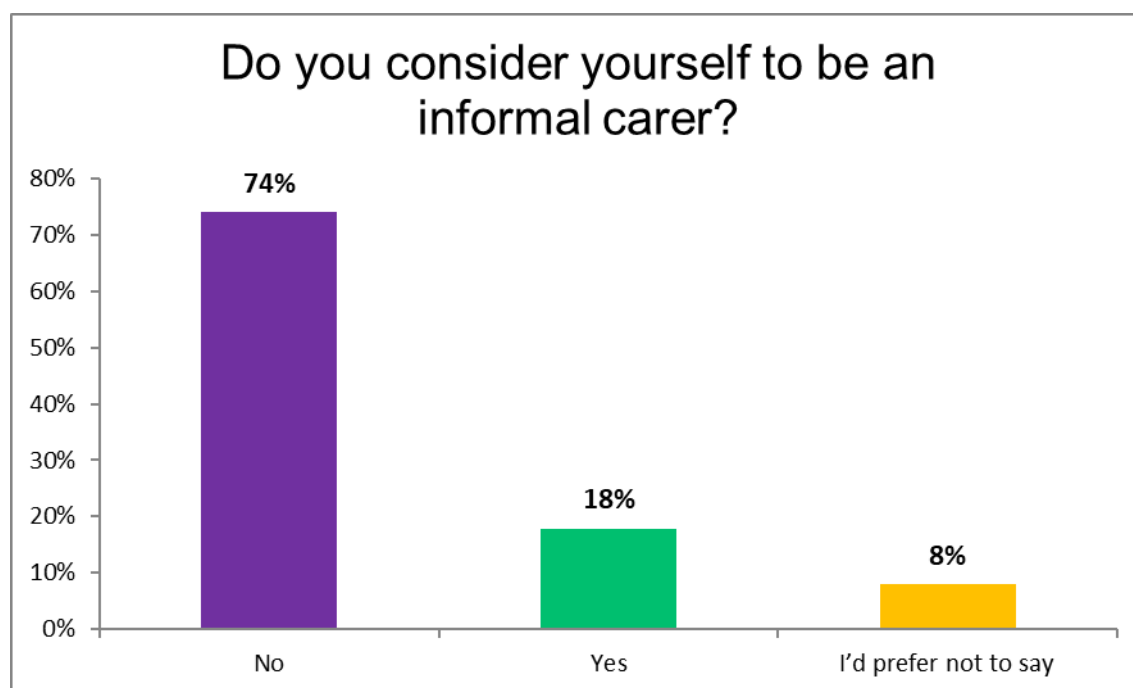


Carer status

We asked patients if they considered themselves to be an informal carer. The Department of Health and Social Care has described an informal/unpaid carer as “someone who provides unpaid help to a friend or family member needing support, perhaps due to illness, older age, disability, a mental health condition or an addiction, as long as they are not employed to do so”.⁹ Patients who selected “yes” in the survey are described in the report as an “informal carer” or “with carer responsibilities”.

274 patients responded to this question of which:

- 74% did not consider they were an informal carer;
- 18% considered themselves to be an informal carer; and
- 8% chose not to say.



⁹ For further information, see <https://commonslibrary.parliament.uk/research-briefings/cbp-7756/>

Appendix 2: Survey Questions

Welcome to the patient survey about your experience of New Larchwood surgery (and Carden surgery).

On 1st April 2021, Carden & New Larchwood surgery made the decision to reduce surgery opening hours at New Larchwood to two mornings a week, Monday and Wednesday. It was agreed by the Clinical Commissioning Group (CCG) and the Surgery to review the hours in October 2021.

Healthwatch Brighton and Hove were invited to capture patient views and experiences of the impact of the new hours in order to inform the October review.

This survey's findings could influence the review of opening hours taking place in October. It is therefore important that as many patients complete it as possible - please share the link to this survey with anyone you think appropriate. Thank you very much for your response today.

The following questions will ask about your views as a patient of New Larchwood surgery. Some of these questions are specifically about New Larchwood, and some of them cover your experience at Carden surgery, if applicable. All responses are anonymous and will be presented as a group and not by individual response. Your name will not appear on any reports shared with the surgery or with the CCG. If you choose to share your contact details voluntarily at the end of the survey, they will only be used by Healthwatch to contact you about your experience or to share our newsletter with you.

Healthwatch Brighton and Hove

For further information, please see: [Healthwatch's privacy statement](#)

Changes to service

1. Since the opening hours have changed at New Larchwood (1st April 2021), have you noticed any difference in the following:

	No change to the service	Service has improved	Service has got worse	Not applicable (have not used this service)
Ease of booking an appointment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Length of time between booking an appointment and seeing the doctor/nurse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waiting times on the day of the appointment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seeing the doctor of your choice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of care from doctor or nurse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of getting prescribed medication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Please add any comments about the choices you made above.

Booking an appointment

3. Since the reduction in opening hours (1st April 2021), have you tried to make an appointment at New Larchwood?

- Yes, I have tried to make an appointment at New Larchwood
 No, I have not tried to make an appointment at New Larchwood

4. If yes, how easy was it to make an appointment at New Larchwood?

- Very easy
 Easy
 Neither easy nor difficult
 Difficult
 Very difficult

5. Please provide any further comments about your experience of booking an appointment, including if you were offered an appointment elsewhere.

6. Since the reduction in opening hours at New Larchwood (1st April 2021), have you tried to make an appointment at **Carden Surgery**?

Yes

No

7. If yes, How easy was it to make an appointment at Carden Surgery?

Very easy

Difficult

Easy

Very difficult

Neither easy nor difficult

8. Please provide any further comments

9. Thinking about booking a future appointment, what options for booking an appointment would you most prefer to see offered at **Carden Surgery**?

All appointments booked by phoning on the day

All appointments booked by phoning on the day, but split into booking morning appointments by phoning in the morning and booking afternoon appointments by phoning in the afternoon

Prefer system as it is (option to phone and book an appointment for the same day or to pre-book an appointment for another day)

Service Availability

10. The current opening hours at New Larchwood are Monday and Wednesday mornings.

How satisfied are you with the current hours at New Larchwood?

Very satisfied

Dissatisfied

Satisfied

Very dissatisfied

Neither satisfied nor dissatisfied

11. The surgery will be reviewing the opening days/times, in October.

If there was an option, what changes if any would you like the surgery to consider?

12. When did you last see/speak to a GP at New Larchwood?

- Before 1st April 2021 (before the reduced opening hours)
- After 1st April 2021 (after the reduced opening hours)

13. Thinking about this last time that you saw/spoke to a GP from New Larchwood, how were they at doing the following?

	Very poor	Poor	poor	Good	Very good	Not applicable
Giving you enough time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Listening to you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explaining tests and treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Involving you in decisions about your care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treating you with care and concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having access to relevant medical information about you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Addressing your needs or making plans to do so	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. If you were prescribed medication, how soon after the GP consultation at New Larchwood did you receive the medication?

- Same day
 Next day
 Within 2 days
 Longer
 Not applicable (was not prescribed medication)

15. Please specify approximate number of days you waited for your prescription

16. Please indicate your **use and awareness** of the following screening and other special services:

Aware BUT HAVE NOT USED

	Aware AND USED SERVICE	SERVICE	Unaware
Health Checks for people aged 40-74	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Abdominal aortic aneurysm screening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bowel cancer screening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cervical cancer screening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Breast cancer screening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diabetic eye screening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sickle cell and thalassaemia screening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Annual health checks for people with long term conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quit smoking services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Mental Health

17. Have you raised an emotional or mental health issue at a GP/nurse consultation?

Yes

No

18. If you have raised an emotional or mental health issue, please assess how the GP/nurse responded to you?

Neither good nor

	Very poor	Poor	poor	Good	Very good
Giving you enough time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Listening to you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Showing empathy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treating you with care and concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. If you have raised an emotional or mental health issue, which of the following actions did the GP / nurse take?

Select all that apply

- | | |
|---|--|
| <input type="checkbox"/> Prescribed Medication | <input type="checkbox"/> Referred to a Community Navigator (someone to help find the information and support needed) |
| <input type="checkbox"/> Referred to an NHS service | <input type="checkbox"/> Referred to a Social prescriber (someone to help find social activities) |
| <input type="checkbox"/> Provided advice on how to deal with the issue yourself | |
| <input type="checkbox"/> Provided information about community groups / activities | |
| <input type="checkbox"/> Other (please specify) | |

None of the above

20. Overall, how satisfied were you with how the GP/nurse responded to your mental health issue?

- | | |
|--|--------------------------------------|
| <input type="radio"/> Very dissatisfied | <input type="radio"/> Satisfied |
| <input type="radio"/> Dissatisfied | <input type="radio"/> Very satisfied |
| <input type="radio"/> Neither dissatisfied nor satisfied | |

21. Please explain further

Overall assessment of GP practice

22. Has there been any impact on you (either good or bad), as a result of the reduced opening hours at New Larchwood, and if so, please can you explain what these are?

Examples could be positive, for example, this change has meant I have used Carden Surgery more and found it to be really good

OR negative, for example, this change has meant that I am waiting longer to see a doctor as I find it difficult to travel to Carden surgery.

23. Overall, how satisfied are you with your experience at New Larchwood surgery?

- | | |
|--|--------------------------------------|
| <input type="radio"/> Very dissatisfied | <input type="radio"/> Satisfied |
| <input type="radio"/> Dissatisfied | <input type="radio"/> Very satisfied |
| <input type="radio"/> Neither dissatisfied nor satisfied | |

24. Please explain your answer

25. Has your overall satisfaction with New Larchwood surgery changed since 1st April 2021 (when the opening hours were reduced)?

- No, my satisfaction with New Larchwood surgery has not changed
- Yes, I am more satisfied with New Larchwood than prior to 1st April
- Yes, I am less satisfied with New Larchwood than prior to 1st April

26. Do you have any other comments about New Larchwood surgery?

About yourself

By telling us more information about yourself, you can help us better understand how people's experiences may differ depending on their personal characteristics.

However, if you do not wish to answer these questions you do not have to.

27. To which gender identity do you most identify?

- Male
- Female
- Non-binary
- Other
- Prefer not to say

28. Is your gender different to the sex that was assigned to you at birth?

- Yes
- No
- Prefer not to answer

29. How would you describe your ethnic background?

- Arab
- Asian / Asian British: Bangladeshi
- Asian / Asian British: Chinese
- Asian / Asian British: Indian
- Asian / Asian British: Pakistani
- Asian / Asian British: Any other Asian / Asian British background
- Black / Black British: African
- Black / Black British: Caribbean
- Black / Black British: Any other Black / Black British background
- Gypsy, Roma or Traveller
- Mixed / Multiple ethnic groups: Asian and White
- Mixed / Multiple ethnic groups: Black African and White
- Mixed / Multiple ethnic groups: Black Caribbean and White
- Mixed / Multiple ethnic groups: Any other Mixed / Multiple ethnic background
- White: British / English / Northern Irish / Scottish / Welsh
- White: Irish
- White: Any other White background
- Another ethnic background
- I'd prefer not to say

30. How would you describe your religion or beliefs?

- Buddhist
- Muslim
- Christian (all denominations)
- Sikh
- Other (please specify)
- Hindu
- Jewish
- No religion
- Prefer not to say

31. Please tell us which sexual orientation you identify with:

- Asexual
- Bisexual
- Lesbian
- Gay
- Heterosexual / Straight
- Prefer not to say
- Pansexual
- Other (please specify)

32. Are your day-to-day activities limited because of a physical or mental health problem or disability which has lasted, or is expected to last, at least 12 months?

- Yes, a little
- Yes, a lot
- No
- I would prefer not to say

33. Do you consider yourself to be an informal carer?

An informal carer is defined as someone who provides unpaid help to a friend or family member needing support, perhaps due to illness, older age, disability, a mental health condition or an addiction, as long as they are not employed to do so.

- Yes, I consider myself to be a carer
- No, I do not consider myself to be a carer
- I'd prefer not to say

34. Are you interested in any of the following?

Please tick all that apply.

- Taking part in a short telephone interview with Healthwatch to share more of your views or experiences.
- Being included on the mailing list for Healthwatch Brighton and Hove and receiving updates on health and care services in your area.

35. If yes, please can you provide us with your contact details - thank you.

Name

Email Address

Phone Number

If you are completing this survey in **hard copy form**, please hand it in to one of the following:

Carden Surgery - FAO Kelly Wheatman, Practice Manager
New Larchwood - FAO Kelly Wheatman, Practice Manager
Coldean Pharmacy - FAO Brijesh, Pharmacist