



PUBLIC OPINION OF ACCESS TO GP APPOINTMENTS ACROSS SUSSEX

GP access has been a popular topic recently. Across England, 2021 data shows that the number of patients per GP ranges from 1,318 to 2,804. The figures for West Sussex are 1,922, 2,132 for East Sussex, and 2,204 for Brighton and Hove – all higher than the average for England. Some questions were compared to an identical survey during 2020.

KEY FINDINGS

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A total of 851 people responded to the 2022 survey across Sussex.

53.7% described themselves as having their 'day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months'.

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The proportion reporting a health problem or disability, has increased from 39.2% in 2020.

Respondents reporting a mental health condition had increased from 17.9% in 2020 (among those reporting a disability) compared to 28.7% in 2022.

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Over one-half (56.3%) of the sample had chosen not to make an appointment since the pandemic, despite having a need.

Around one-in-ten sought alternative support from the NHS App (9.2%), NHS111 (10.0%), Accident and Emergency (8.6%), or at an Urgent Treatment Centre or Minor Injuries Unit (5.0%).

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58.8% had not used an online booking system (such as Patient Access or the NHS App) to make appointments.



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Preferences for information on GP websites included support for mental health issues (71.6% rated as 'very important') and concerns over data security (68.6% rated as 'very important').

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Most people (65.1%) preferred a mixture of remote and face-to-face appointments depending on condition.

One in six (17.1%) preferred face-to-face appointments and objected to all forms remote options.

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When asked about appointments, having them as soon as possible with any GP and having a precise time when they receive a phone call were rated 'very important' by 62.2% and 59.9% respectively.

The majority were unaware of enhanced access to GP practices (54.2%), and most viewed this as a helpful or very helpful (83.4%) way to access a GP.

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Compared to younger people older people were less likely to use an online booking system and less likely to prefer remote appointments.

For research or data clarification please contact
Dr Lester Coleman, Head of Research,
lester@healthwatchbrightonandhove.co.uk
01273 234041

To contribute personal experience to our evidence base:

Healthwatch West Sussex: 0300 0120122
Healthwatch East Sussex: 03331 014007
Healthwatch Brighton & Hove: 01273 234040