

Primary Care Extended Hours

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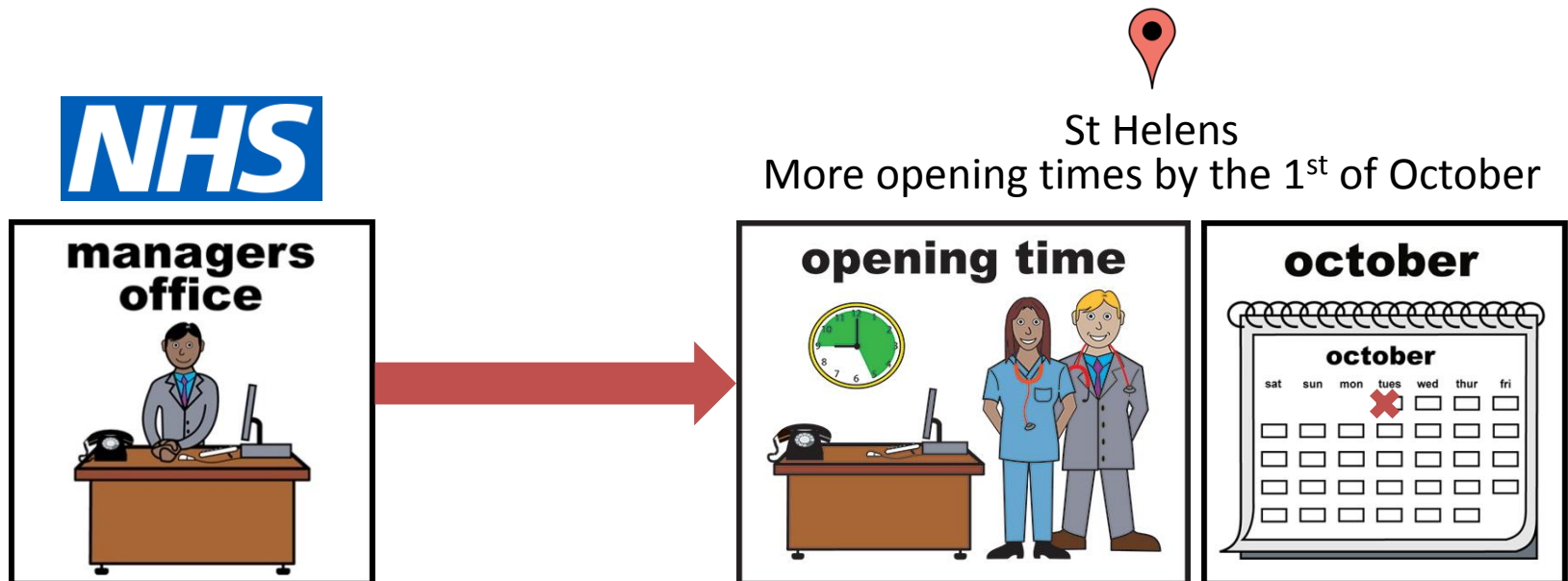
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Overview

Recently, the NHS said that they was all areas to give extra access to GP's by 1st October 2018. [You can see the plan here](#)

The plan says that extra time with GPs has to be available during peak times of demand, including bank holidays and across the Easter, Christmas and New Year.



What we did

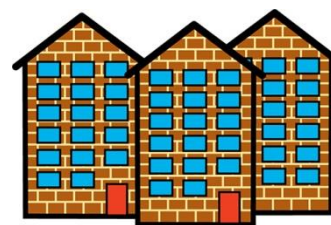
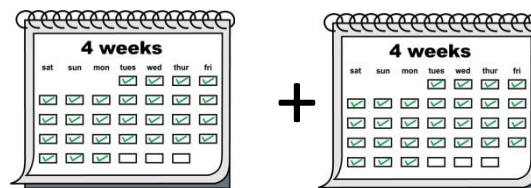
We wanted to make sure that our local community told us when they would like to see the extra GP time taking place.

We did the following activity over eight weeks

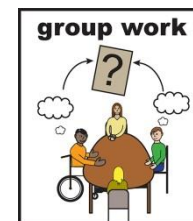
Survey – The survey was available electronically and on paper. It was also available for people to complete face to face if needed and over the phone. We had 213 responses

Surveys were also left in key venues across St Helens for people to complete such as Walk in centre

Existing meetings and events – We also went to lots of meetings and events which were already happening to talk to you when would be the best times to have the extra hours.



EVENTS



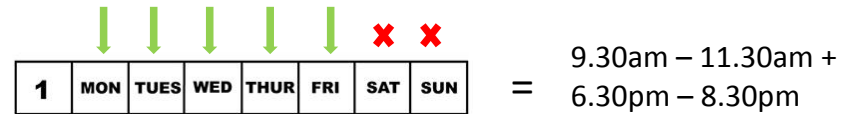
What you said

From the survey and meetings carried out, here is what we learned.

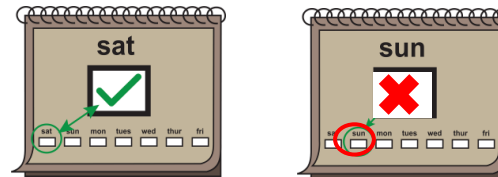
You Said

You are most likely to go to a GP on a weekday between 9:30-11:30am or 6:30-8:30pm.

1 week



You are most likely to access a GP appointment on a Saturday rather than a Sunday.

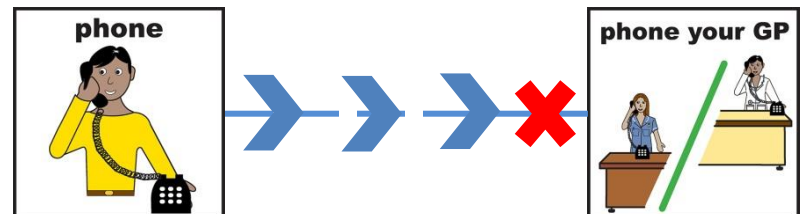


During the weekend you said the time you would prefer to attend an appointment is between 9:30-11:30am.

1 week



The main barriers you face when accessing your GP is the appointment system and getting through on the phone.



Next Steps

All feedback received will be given to our Primary Care Team to use in the writing of plans to have more hours of GP time available to you.

We will let you know when these hours will be later in the year.



Primary
Care
Team

