



Open for Business?

Your experience of GP and hospital appointments during the coronavirus (COVID-19) outbreak

December 2020



What was the project about?

The coronavirus (COVID-19) outbreak changed the way health and social services are delivered across the country. In particular, the first national lockdown from 23rd March 2020, affected how people accessed healthcare services. We wanted to hear from people who live in Bucks about their experience of GP and hospital appointments during this period.

What did we do?

As we were unable to meet people face-to-face, we developed an online survey to collect feedback. The survey ran from 15th June 2020 to 20th July 2020. We wanted to hear from people who either lived in Bucks or use healthcare services in the county.

We focused on appointments that were due to happen after 23rd March 2020.

We wanted to find out:

- if the appointment had taken place face-to-face - at the GP or hospital or at someone's home
- if the appointment had taken place remotely by telephone or online
- if the appointment had been cancelled or postponed by the GP or hospital
- if the appointment had been cancelled or postponed by the patient.

For each of these we asked a different set of questions. We asked what people thought about:

- the communications and advice they may have received before their appointment
- the precautions that were taken - if it was a face-to-face appointment - and how safe they felt
- if the appointment happened - whether the appointment had been successful or not
- whether there were any effects on their health and wellbeing if the appointment had been cancelled or postponed.

We promoted our survey through social media and asked local health and voluntary organisations to publicise it. We also asked GP practices and Patient Participation Groups to share it with their own patients where possible.

We have summarised the feedback offered by people according to the categories used across the Healthwatch network. We have added some specific themes as well. These summaries should be

regarded as an indication of how often a theme was mentioned rather than an exact count. Some feedback offered views on more than one theme so the number of results can be more than the number of responses. People may have made a similar comment in response to different questions. The numbers for each theme reported under each question should not be added together.

Where suggested by the data, we looked to see if there were any differences in the answers between some groups. We focused on statistically significant findings in the main body of the report. Findings that were not statistically significant may be found in the appendices.

We have explained more about our approach and the statistical analysis in Appendix 1.

What did we find?

Who did we hear from?

The results in this report are based on 479 responses from people who said they lived in Bucks or used services in the county and had an appointment after the 23rd March until the survey closed.

The number of responses to individual questions varied because not everyone answered all the questions.

A summary of who we heard from is below. Not everyone answered these questions so the percentages don't necessarily add up to 100%. Full details are in Appendix 2.

Of those that responded:

- the median age was 61 and median age group was 56-65 (436 responded to this question)
- 55% (265) said they were female and 36% (172) said male
- 69% (332) identified as "White: British / English / Northern Irish / Scottish / Welsh" and 19% (92) identified as coming from a Black, Asian and Minority Ethnic group (BAME). Appendix 2 explains how we grouped these results
- 10% (49) said they were answering on behalf of someone else.

In this report we haven't separated the responses of patients from those who were answering on behalf of someone else. However, we did look to see if there were differences between the two groups. These have been highlighted where we found them.

We asked if the appointment had been booked before or after the 23rd March. Of the 479 responses:

- about 34% (164) of appointments had been booked before 23rd March
- about 61% (294) of appointments were booked after 23rd March
- about 4% (21) said they didn't know.

We found that:

- most hospital appointments (68% - 139/207) had been made before the 23rd March
- for GP appointments it was the other way around with 87% (236/272) appointments made after that date.

Table 1 shows what happened to each appointment. Of the 479 responses 43% were about a hospital appointment and 57% related to a GP appointment.

We found that:

- for hospital appointments 48% (100/207) were cancelled or postponed by the service and 10% (26/272) of GP appointments.
- 42% (199/479) of appointments took place remotely, mostly by telephone
- very few (just 8/479 -about 2%) patients said they'd cancelled or postponed their appointment themselves.

Outcome of appointment	GP appointment	Hospital appointment	Total
I had a face to face appointment where I live	7	3	10
I had a face to face appointment by visiting the GP or hospital	93	43	136
It took place remotely by telephone or online	140	59	199
It was cancelled or postponed by the GP or hospital	26	100	126
It was cancelled or postponed by me	6	2	8
Total	272	207	479

Table 1 - What happened to the appointment

We then asked people a set of questions, depending on their answer to the “What happened to this appointment” question.

We used the same set of questions to ask about a face-to-face appointment whether it was at the service or at home. We have reported the results together because the number who had home appointments was too small to look at separately.

The results and conclusions are summarised in the following sections.

Section 1 - The appointment had taken place face-to-face - at the GP or hospital or at someone's home.

Section 2 - The appointment had taken place remotely by telephone or online

Section 3 - The appointment had been cancelled or postponed by the GP or hospital

Section 4 - The appointment had been cancelled or postponed by the patient.

Section 1 - The appointment had taken place face-to-face - either at the GP or hospital, or by a visit to the patient's home

For those who had had a face-to-face appointment (either at a GP, a hospital or in their own home) we asked questions about the information they had been given and about any contact they'd had before the appointment. We also asked for feedback about the appointment itself and its outcome.

We asked the same set of questions for all patients whose appointment took place face-to-face, whether they visited the service or had a home visit.

What we found is summarised below. Further details are in Appendix 3.

What preparation or advice were you given for your appointment?

We asked if people receive any instructions or advice to prepare for their face-to-face appointment. We found that overall:

- 81% (118/146) said they had received instructions or advice to prepare for their face-to-face appointment
- 16% said they hadn't received instructions or advice.

For GP appointments

- 86% said they had received instructions or advice to prepare for their face-to-face appointment and 12% said they hadn't received instructions or advice.

For hospital appointments

- 70% said they had received instructions or advice to prepare for their face-to-face appointment and 26% said they hadn't received instructions or advice.

A few people (3% overall - 4/146) said they didn't receive any instructions or advice but would have liked some.

We asked people who said they'd received instructions or advice how they had been contacted to prepare for their appointment. People could choose more than one option so the number of responses was greater than the number of people who responded.

Among the 112 who answered the question the most commonly reported form of communication was "Telephone, a landline or mobile".

We saw a difference in communications when we compared the responses for GP and hospital appointments:

- 37% of responses said they had a text message from their GP but only 14% said they had a text for a hospital appointment
- 36% had a letter from the hospital (compared with 2% for GP appointments).

There was very little use of email to provide instructions or advice for GP appointments and none for a hospital appointment.

	GP appointment	Hospital appointment	Total
Letter in the post	2	10	12
Telephone, a landline or mobile	65	20	85
Text message	31	4	35
E-mail	3		3

Table 2 - How did they contact you to prepare you for your appointment?

There were eight “other” responses: three for a GP appointment and five for a hospital appointment. In addition to two general comments:

- three said the appointment was made at a previous appointment
- two were phone calls and one was made online.

The same people were asked to rate the communication and advice they had been given. The results are shown in Table 3 and Figure 1.

Most people rated the communication and advice as either “Extremely useful” or “Very useful”. The proportions of responses were similar for GP and hospital appointments.

How would you rate the communication and advice you were given?	GP appointment	Hospital appointment	Total
Not so useful	2		2
Somewhat useful	10	4	14
Very useful	25	8	33
Extremely useful	49	20	69
Total	86	32	118

Table 3 - How would you rate the communication and advice you were given?

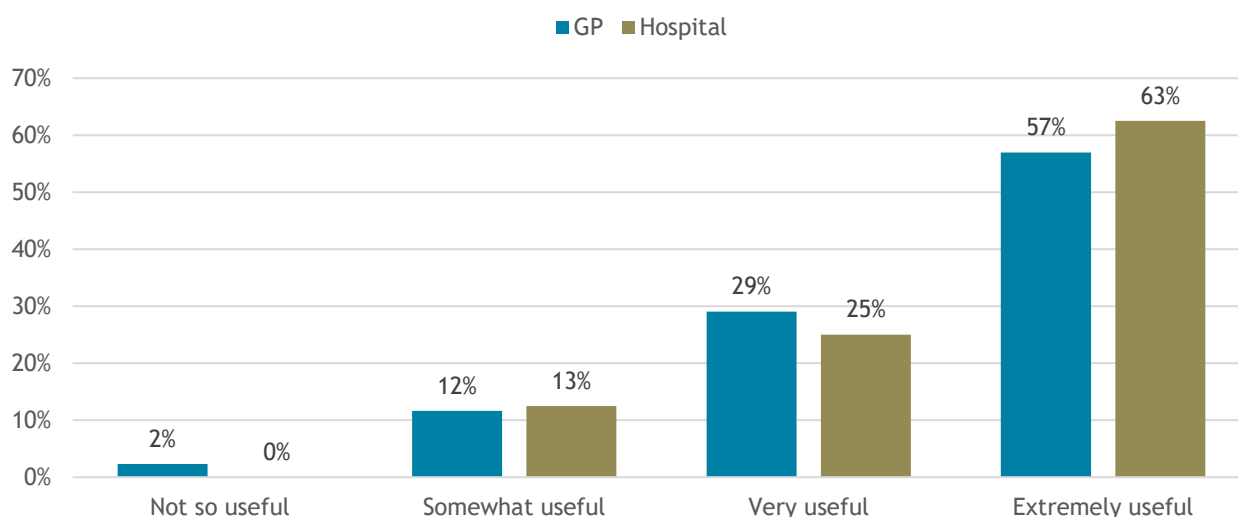


Figure 1 - How would you rate the communication and advice you were given?

Forty-seven people offered comments when we asked how the communication, advice and instructions could have been done differently.

The majority (35) gave positive general comments about their experience. Of these 26 were about a GP appointment and nine were about a hospital appointment. Some examples of the feedback received were:

“It was done really well - I was contacted by a very friendly staff member who ran through all of the necessary information.”

“Everything related to the appointment from parking to arrival at hospital and necessary clothing to wear as well as the supply of surgical face masks were advised. No more could have been done.”

Comments about GP appointments

There were 10 comments that related to GP appointments. Five of these were about the need for clearer information.

“Text reminder does not say where the appointment is or who with. I get random texts reminding me to attend appointments I never made and I don’t know who to contact to find out...”

“I wish I didn’t have to go inside the surgery waiting for my appointment. There were 2 other people and a man with a kid there, and although they wore masks I still didn’t feel comfortable in such a small space. The reception lady told me that there shouldn’t be anyone in - only those waiting for their appointments. So I assumed I would be the only one. The reception could have warned me so I could wait outside, or, knowing that there were other people waiting, should have restricted the entrance (similar to queuing in shops).”

Another comment was that:

“It would be useful to receive an email to confirm instructions as I forgot half of them!”

Comments about hospital appointments

There were only two comments about hospital appointments.

“It would have been useful if the hospital had been clear on a policy of using face masks or not before arriving”.

“There was too long delay (over 48 hours) between the call for urgent hospital admission and informing me.”

Booking your face-to-face appointment

We wanted to know what patients thought about the time between booking and having the appointment. Table 4 and Figure 2 show the results from the 145 people who answered this question.

Overall most people (92% - 134/145) said they were “Very satisfied” or “satisfied” with the time between booking the appointment and having the appointment.

How satisfied were you with the time between booking the appointment and having the having the appointment?	GP appointment	Hospital appointment	Total
Very dissatisfied		2	2
Dissatisfied	5	2	7
Neither satisfied nor dissatisfied	1	1	2
Satisfied	20	8	28
Very satisfied	73	33	106
Total	99	46	145

Table 4 - How satisfied were you with the time between booking the appointment and having the appointment?

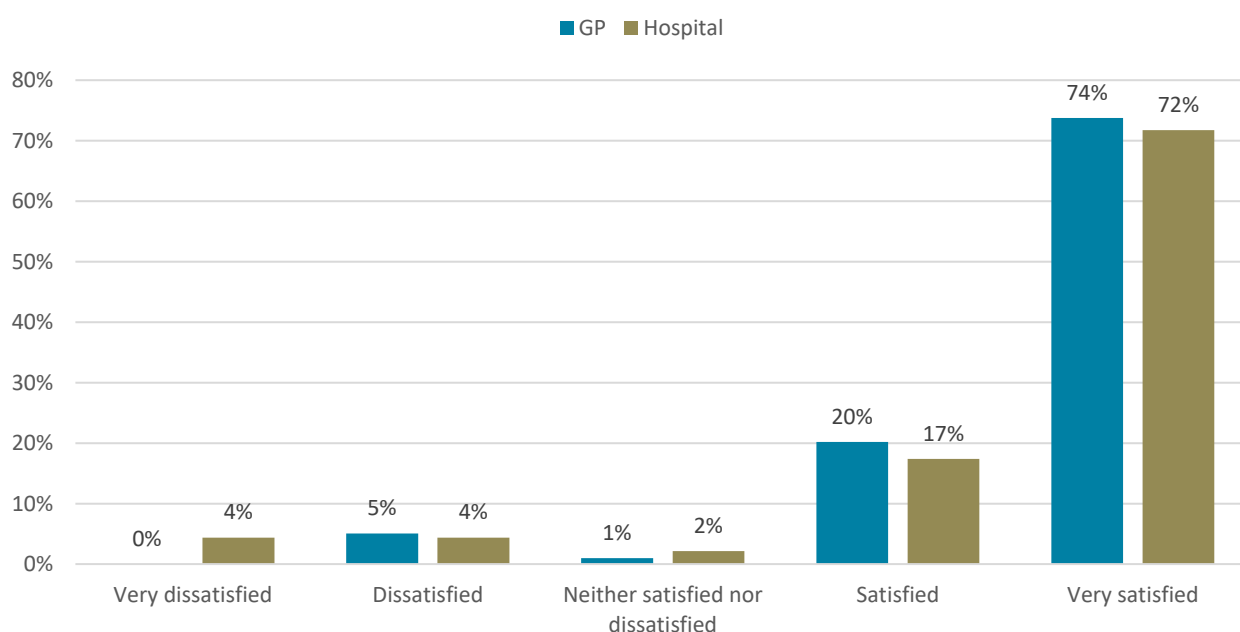


Figure 2 - How satisfied were you with the time between booking the appointment and having the appointment?

“Other” comments

There were 55 “Other” comments.

Forty-three offered positive general comments about their experience. Twenty-seven were about a GP appointment and 16 were about a hospital appointment.

“I sent photos of my rash, spoke to a GP on the phone, made an appointment and attended the appointment all on the same day.”

“My appointment was given within hours of my telephone consultation.”

“From visiting my GP to getting an appointment at the hospital only took a few days.”

Comments about GP appointments

There were seven specific comments about a GP appointment. These covered issues such as:

- difficulty getting an appointment or having to go to two surgeries (2)
- delays in receiving treatment (2) or waiting to be seen in a waiting room (1).

One negative comment about an appointment was:

“Appointment was poorly managed, no instructions around PPE and then kept waiting despite being the only person in the surgery.”

Comments about hospital appointments

There were five specific comments about a hospital appointment. These are about:

- delays in being treated (4)
- a treatment that was different from usual (for safety reasons) and several cancellations for valid reasons.

“MRI appointments (Wycombe hospital) were great. Back surgeon appointment (Stoke hospital) was perfect. Still waiting on the correct team from physiotherapy to make contact after many weeks. Initially the request reached the wrong team apparently and had to be rerouted ... that was a month back at least.”

Was the appointment on time?

Most of the people who answered the question said that their appointment was on time:

- 88% (88/99) said their GP appointment was on time and 12% said it wasn't
- 80% (37/46) said their hospital appointment was on time, 11% said it wasn't and 9% said they didn't know.

What precautions were taken to protect you from coronavirus

Most of the 144 people who answered this question said that the GP or hospital had taken adequate precautions to protect them from coronavirus (Table 5):

- For GP appointments 97% said “Yes” they had taken adequate precautions
- For hospital appointments 89% said “Yes” they had taken adequate precautions.

Although the numbers were very small, 10% (5/46) said “No” the hospital hadn't taken adequate precautions.

Do you think they took adequate precautions to protect you from coronavirus?	GP appointment	Hospital appointment	Total

Yes	95	41	136
No	1	5	6
Don't know	2		2
Total	98	46	144

Table 5 - Do you think they took adequate precautions to protect you from coronavirus?

Comments about GP appointments

There were 37 specific comments about a GP appointment. These covered:

- everyone wearing personal protective equipment (PPE) (25)
- people being socially distanced (5) and the surgery being well organised (7).

“The GP surgery was/is set up really well with chairs outside, but under cover to enable patients to wait until their allotted time. The surgery itself only had necessary people in it so social distancing was ensured at all time - couldn't fault it.”

Comments about hospital appointments

There were 21 specific comments about a hospital appointments:

- over three quarters were positive comments about PPE being worn
- four comments were negative. These were about social distancing not being observed and infection control.

“There was limited hand sanitiser and masks were not worn properly people were to close together, not enough awareness.”

“Someone with coronavirus was unknowingly let into the emergency unit.”

Did the precautions taken make you feel safe when visiting the service?

Of the 144 people who answered this question most said that precautions taken made them feel safe when visiting the service (Table 6):

- For GP appointments 94% said “Yes”
- For hospital appointments 87% said “Yes”.

The number of “No” and “Don't know” was too low to draw any conclusions. There were also a few “Other” responses.

Did the precautions taken make you feel safe when visiting the service	GP appointment	Hospital appointment	Total
Yes	92	40	132
No	1	3	4
Don't know	3	1	4

Other	2	2	4
Total	98	46	144

Table 6 - Did the precautions taken make you feel safe when visiting the service?

Comments about GP appointments

There were two specific comments about a GP appointment. One indicated that PPE made them feel safe and the other gave a mixed view.

“Some things did. Some things were totally missing. It made it look like measures were put in place because they were told to not because of an informed decision.”

Comments about hospital appointments

There were five specific comments about a hospital appointment. Most were positive, one was unsure.

“Precautions were taken - would have been nice if they had been wearing full PPE to protect them.”

How the precautions taken affected my experience of this appointment

We saw a more mixed picture when we asked people if the changes the service put in place had an impact on their experience - compared to what they would normally expect (Table 7).

- for GP appointments 56% (55/98) said “Yes” and 36% (35/98) said “No”
- For hospital appointments 56% (25/45) said “Yes” and 29% (13/45) said “No”.

Do you think the changes the service put in place had an impact on your experience compared to what you would normally expect?	GP appointment	Hospital appointment	Total
Yes	55	25	80
No	35	13	48
Don't know	8	7	15
Total	98	45	143

Table 7 - Do you think the changes the service put in place had an impact on your experience compared to what you would normally expect?

Fifty-three people explained why they had given their answer. We analysed these for theme and sentiment.

Comments about GP appointments

There were 36 comments left about GP appointments (Figure 3).

We found that 75% (27/36) of the comments about GP appointments were positive. Eleven people told us there was less waiting around and they were seen faster.

“I thought the current arrangements are better than normal. I think the initial phone consultation should be the norm and filter out unnecessary visits that waste our valuable doctor’s time. I also liked the fact that you can phone any time of day and not have the normal 8am first on the dial scrabble that normally takes place.”

Others told us they continued to receive the quality of care they would normally expect.

“The changes to the service to comply with Covid-19 guidelines did not change the usual extremely high standard of service provided by the GP surgery.”

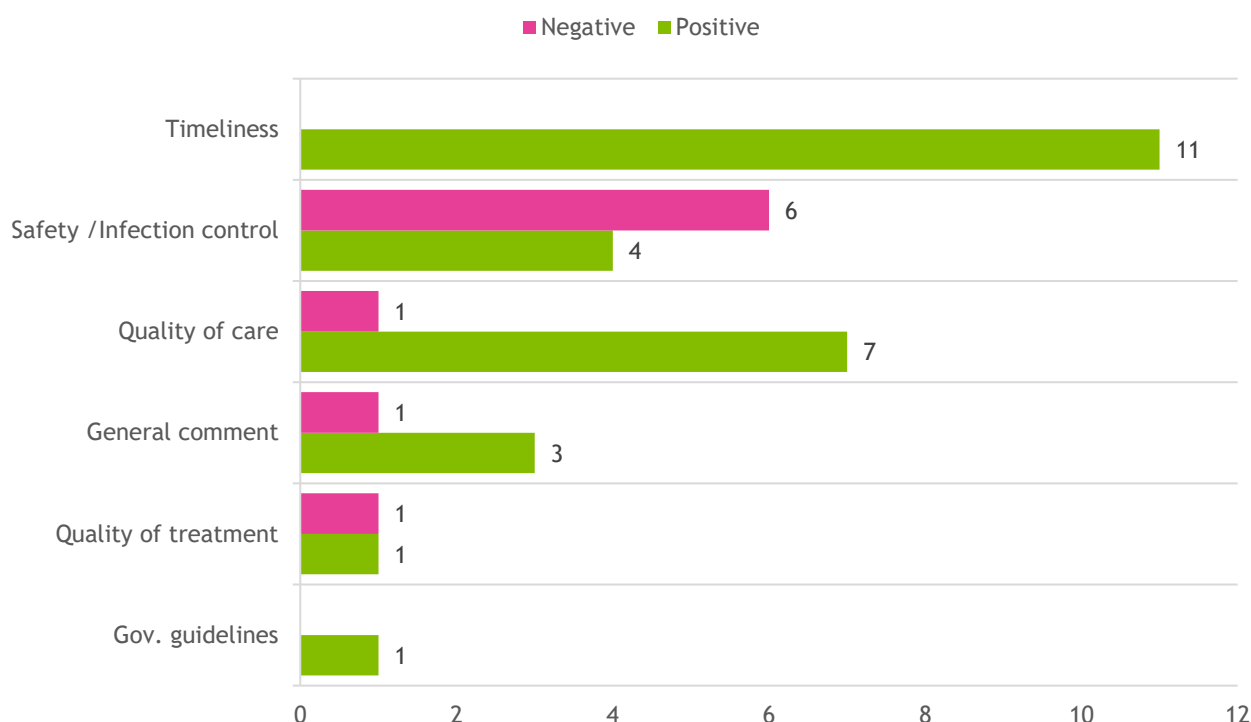


Figure 3 - Why do you think the changes impacted your experience of a GP appointment?

Comments about feeling safe or infection control were mixed. Four were positive but six others were not. One person didn’t appreciate waiting in the rain for 45 mins whilst another said the surgery was poorly organised. Another said their child was frightened of people in PPE. Two people said not wanting to burden the NHS had stopped them consulting with their GP.

“I was reluctant to phone/see the GP and had delayed it for some weeks because of the stress on the NHS and GP practice. What I felt was urgent - damage to my eyesight - might be trivial. I would have gone to the opticians first, but they were closed.”

Comments about hospital appointments

There were 15 comments left about hospital appointments (Figure 4).

People were very positive about the speed of being seen at appointment times and about the measures put in place to keep them safe.

“No waiting time as you arrive for your appointment seen by a nurse or doctor and then treated; far more efficient use of time.”

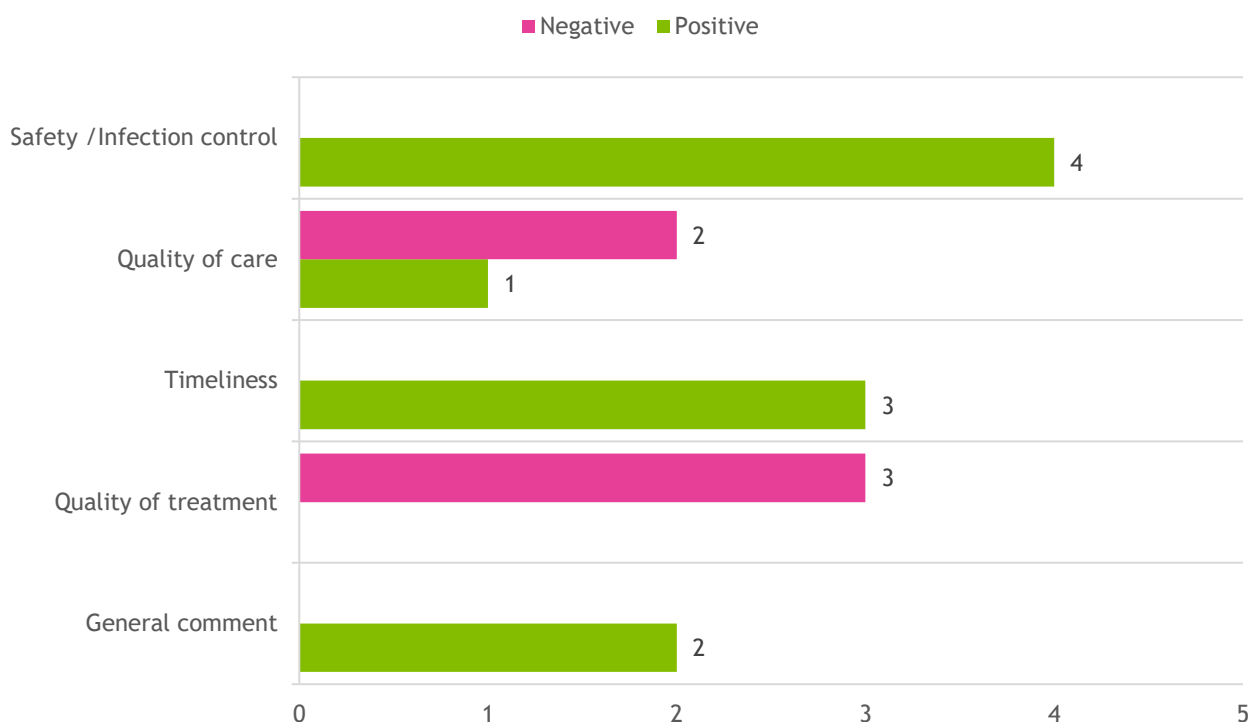


Figure 4 - Why do you think the changes impacted your experience of a hospital appointment?

There were four negative comments about how people felt their treatment had been affected.

“I couldn't have a chemotherapy wash after surgery because of Covid”

One person also highlighted how PPE and restricting people's access to the hospital affected their stay.

“Very difficult to hear what was said through masks and visors. Also no visitors meant isolation for eight days and difficulty to get fresh clothing etc.”

What was the outcome of your appointment?

Most people said they were happy with the outcome of their appointment (Table 8).

We found that:

- 93% (89/96) were happy with the outcome of their GP appointment
- 84% (38/45) were happy with the outcome of their hospital appointment

Overall 10% said “No” or “Don't know”. This was 7% for a GP appointment and 16% for a hospital one.

Were you happy with the outcome of your appointment?	GP appointment	Hospital appointment	Total
Yes	89	38	127
No	5	5	10
Don't know	2	2	4
Total	96	45	141

Table 8 - Were you happy with the outcome of your appointment?

In total there were 27 further comments.

Comments about GP appointments

Out of 18 comments 13 were positive. These included ones about speed of tests or referrals (two), receiving a diagnosis (three) and the quality of treatment received (three).

“I was very impressed with the efficiency and speed of events, from my initial call to the surgery to receiving the results of the ECG and blood test. The initial findings of the ECG were given to me by the operator with reassurance the palpitations were not dangerous, and the full results were on my online medical record with the blood test results 4 days later.”

Five comments were negative. Two said they had a poor experience and two said their health issue was ongoing. The other said they wanted face-to-face reassurance.

Comments about hospital appointments

Nine comments were left about the outcome of the hospital appointment. Six were positive. Again, people said they were pleased with the speed of referrals / tests and the quality of the treatment received.

Conclusion

Overall, there was a positive picture for many aspects of the patient's experience of a face-to-face appointment. For example, a high proportion of those responding said:

- they had received instructions or advice to prepare for their face-to-face appointment
- the communication and advice was either “Extremely useful” or “Very useful”
- they were “Very satisfied” or “Satisfied” with the time between booking the appointment and having the appointment
- their appointment was on time
- the GP or hospital had taken adequate precautions to protect them from coronavirus and the precautions taken made them feel safe when visiting the service
- they were happy with the outcome of their appointment

We did note however that about a quarter of patients going to hospital hadn't received instructions or advice to prepare for their appointment.

There was also a more mixed response when we asked people if the changes the service put in place had an impact on their experience.

Section 2 - The appointment had taken place remotely by telephone or online

In this section we have summarised what people told us about their experience of a remote appointment. The full results are in Appendix 4.

About the communications you received to prepare you for your appointment

We asked if the patient had received any instructions or advice to prepare them for their remote appointment beforehand.

We found that:

For GP appointments

- 54% (76/140) said they had received instructions or advice about their remote appointment beforehand and 46% (64/140) said “No” or “No, but I would like to have got some”.

For hospital appointments

- 67% (39/58) said they had received instructions or advice about their remote appointment beforehand and 33% (19/58) said “No” or “No, but I would like to have got some”.

Contact before your remote appointment

Overall, 112 people told us about the contact they had from the service. People could select more than one option. Table 9 gives the results. We found that:

- 76% said they had been contacted by telephone - this was 84% for GP appointments and 57% of hospital appointments
- about the same proportion of people with a GP or hospital appointment said they had a text message (21% for GP appointments and 27% for hospital appointments)
- 41% received a letter in the post for a remote hospital appointment
- emails accounted for a very small number of contacts.

How did they contact you?	GP appointment	Hospital appointment	Total
Letter in the post	1	15	16
Telephone, a landline or mobile	63	21	85
Text message	16	10	26
E-mail	1	1	2

Table 9 - How did they contact you?

Four people left comments. One said they had a Facetime call and another two received a text.

“Text with link to Patient Portal digital letter.”

However, another told us their instructions about what to do were given by phone.

“Receptionist told me I had to wait by phone for 10 hours; hours the surgery was open.”

We asked people to rate the communication and advice they were given about their remote appointment.

Table 10 and Figure 5 show that most people (88%) rated the communication and advice they were given about their remote appointment as either “Extremely useful” or “Very useful”.

How would you rate the communication and advice you were given about your remote appointment?	GP appointment	Hospital appointment	Total
Not at all useful	1	2	3
Not so useful		3	3
Somewhat useful	4	4	8
Very useful	33	16	49
Extremely useful	38	13	51
Total	76	38	114

Table 10 - How would you rate the communication and advice you were given about your remote appointment?

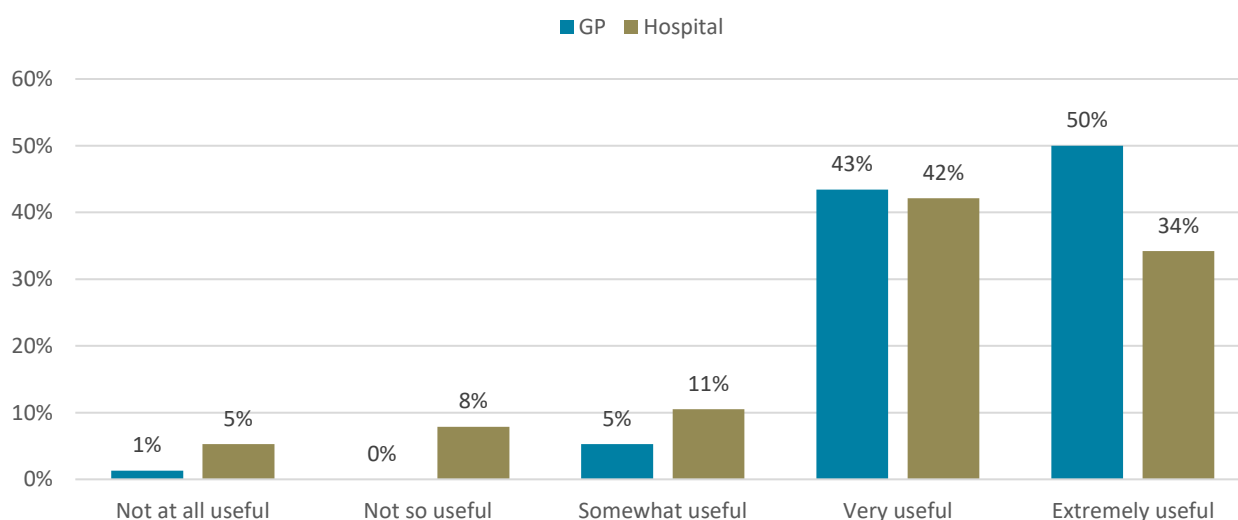


Figure 5 - How would you rate the communication and advice you were given about your remote appointment?

We then asked how people thought the communication, advice or instructions given could have been done differently. Overall, 39 people left general comments.

GP appointments

There were a further eight more specific comments about GP appointments:

- two people said they would like more information

“More details about the possible investigations that would follow; considering the urgency of intervention required, would have appreciated more prompt response and information from the GP.”

- two people suggested that GPs could give patients a specified time slot in which they would phone rather than having to wait by the phone for potentially hours
- three others suggested that WhatsApp, text or e-mail might also be good alternative ways to get in touch; not always using the phone.

“text or email, but it was nice to receive a phone call about a phone call....”

Hospital appointments

There were nine specific comments about hospital appointments:

- three people told us they would have preferred video calls to phone calls, one saying an eye test by phone was a challenge.
- another five people told us about information that they felt was misleading or missing. One had turned up to the wrong department and another was unsure whether a blood test was needed beforehand.

“The original standard letter was confusing as it said the appointment would take place physically, where I had to turn up and not to be late, but later in the letter said it would be phone or video, with no instructions...”

“I received a text to say my appt within the next 2 weeks would take place by phone, which I took to mean my breast clinic not my oncology appt, unfortunately I got this the wrong way around, I should have gone to the breast clinic appt!!!”

How soon were you seen?

We saw a mixed picture when we asked how satisfied patients were about the time between booking appointment and the appointment taking place. The results are shown in Table 11 and Figure 6.

We saw that:

For GP appointments

- 91% (126/139) of people said they were “Very satisfied” or “Satisfied” about the time between booking appointment and the appointment taking place.

For hospital appointments

- 62.5% (35/56) of people said they were “Very satisfied” or “Satisfied” about the time between booking appointment and the appointment taking place
- 23% (13/56) said “Neither satisfied nor dissatisfied”.

How satisfied the patient was with the time between booking appointment and the appointment taking place	GP appointment	Hospital appointment	Total
Very dissatisfied	1	2	3
Dissatisfied	3	6	9
Neither satisfied nor dissatisfied	9	13	22
Satisfied	34	14	48
Very satisfied	92	21	113
Total	139	56	195

Table 11 - How satisfied the patient was with the time between booking appointment and the appointment taking place

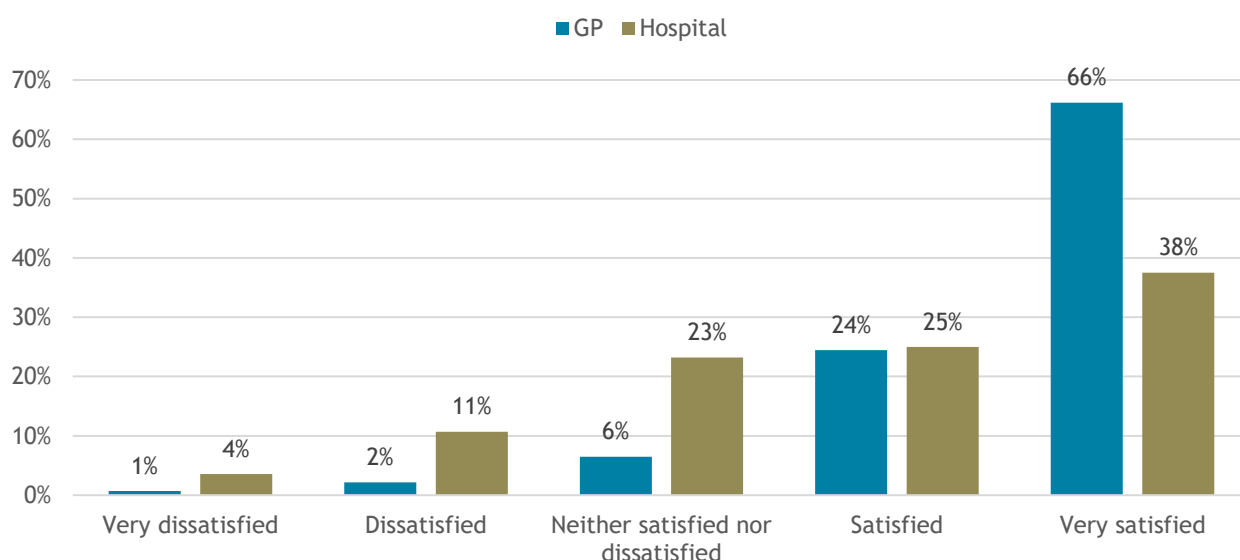


Figure 6 - How satisfied the patient was with the time between booking appointment and the appointment taking place

Comparison of face to face with remote appointments

We compared these responses to those from people who had a face-to-face appointment (Figure 7). We found that 89% of people with face-to-face hospital appointment said they were “Satisfied” or “Very satisfied” compared to 63% saying the same for remote appointments. People with a remote hospital appointment were significantly less satisfied with the wait than those with a face-to-face hospital appointment.

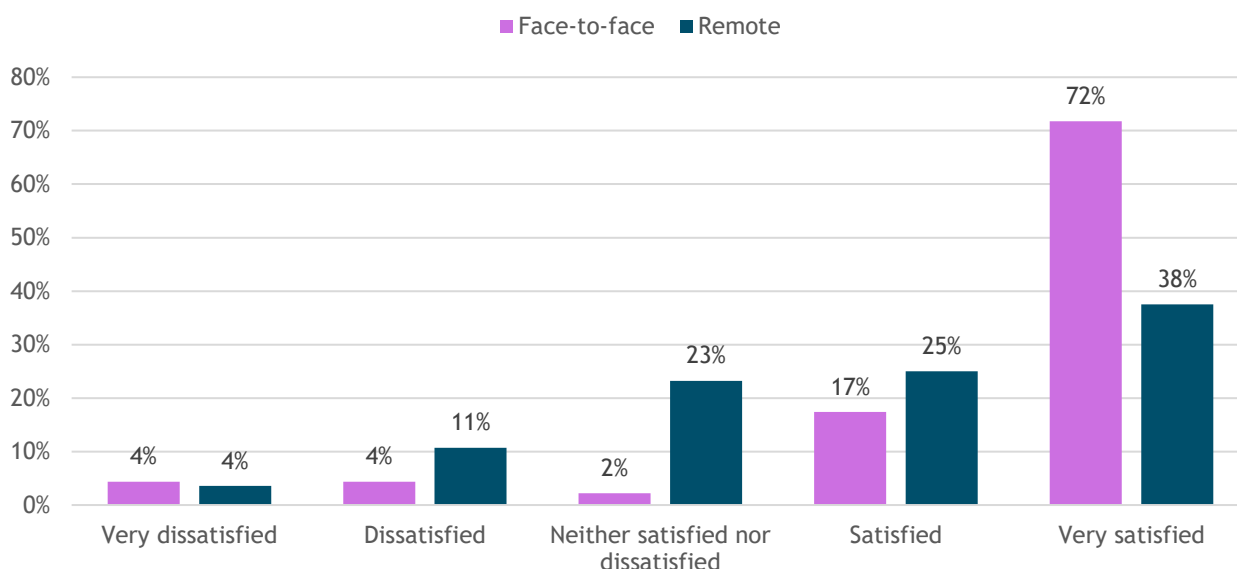


Figure 7 - Satisfaction with waiting times for hospitals

About your remote appointment

We asked some further questions to find out what people thought about their remote consultation and how they took place.

Table 12 shows that almost all of the consultations (96%) took place by telephone (landline or mobile). This was:

- 95% for GP and 98% for hospital appointments
- about 3% (4/136) of GP appointments were “online”.

How did this consultation take place?	GP appointment	Hospital appointment	Total
Online	4		4
Other (please specify)	3	1	4
Telephone (landline or mobile)	129	54	183
Total	136	55	191

Table 12 - How did this consultation take place?

The four “other” responses were general comments. One highlighted an issue with an appointment by phone.

“...I missed the call by fractions of a second & called back to no avail.”

When we asked people if their appointment was on time, we found that:

- 72% (98/136) said their GP appointment was on time
- 85% (47/55) said their hospital appointment was on time
- only 10% said their GP appointment wasn’t on time. This was 13% for hospital appointments.

Full details are in Appendix 4.

We asked if people had experienced any technical difficulties during the remote appointment. Overall, only 4% of people said they had experienced any technical difficulties. This was broadly the same for both GP and hospital appointments (Table 13).

Did you experience any technical difficulties during this appointment?	GP appointment	Hospital appointment	Total
Yes	6	2	8
No	130	53	183
Total	136	55	191

Table 13 - Did you experience any technical difficulties during this appointment?

There were 11 “other” response to this question. These comments highlighted issues such as:

- problems with mobile phone signals or a phone connection (5)
- missed calls (3) or had to call because the doctor didn’t call
- medical tests were needed (3)
- an accessibility issue making a phone call difficult.

Outcome of your remote appointment

When we asked if the patient was clear as to the next steps or what they might be, most people said “Yes” (Table 14).

Although the numbers are small, we found that about 4% said “no” and a further 5% “don’t know”. We looked at these responses in more detail. We found that people who identified in one of the BAME groups were significantly more likely to say they weren’t clear about the next steps than people who identified as White British (Figure 8).

Were you clear as to the next steps or what they might be?	GP appointment	Hospital appointment	Total
Yes	124	49	173
No	5	3	8
Don't know	6	3	9
Total	135	55	190

Table 14 - Were you clear as to the next steps or what they might be?

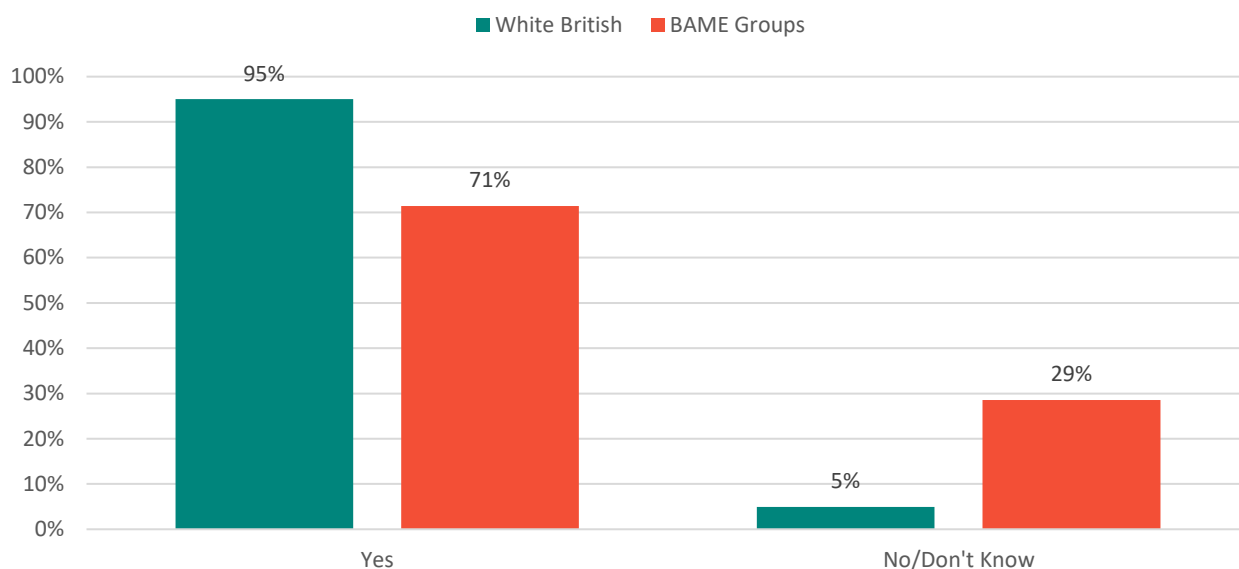


Figure 8 - Were you clear as to the next steps or what they might be?

Twenty-one people also left comments. Sixteen of these told us what would happen next (Figure 9).

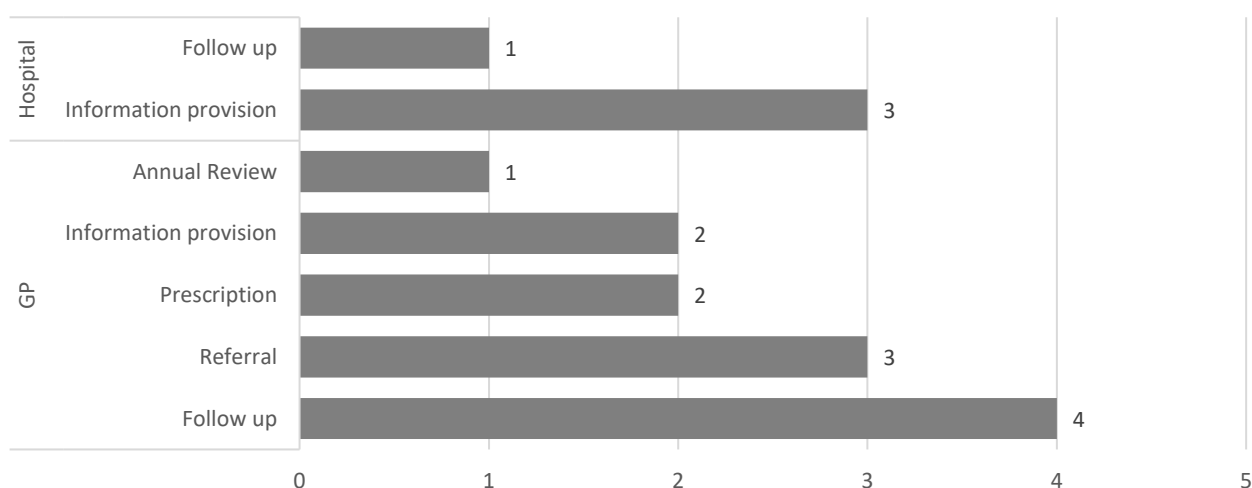


Figure 9 - The next steps or what they might be

Twelve comments were about GP appointments. We found that:

- eight people knew they had a follow up appointment, a booked annual review or a referral
- two people received advice
- two were still waiting to be told what happened next.

There were seven comments about hospital appointments:

- four people said they were told what was happening next (three) and one had a follow up scheduled
- three others said they had not been contacted.

“Hospital said they would inform me of any changes. They did not do this for first appointment so had a wasted trip to hospital.”

We found that about 75% of patients hadn't been given any advice about protecting against coronavirus during their appointment. This was about the same for both GP and hospital appointments.

Would you be happy to have remote appointments in the future?

We were interested to find out if people would be happy to have a remote appointment again in the future. Table 15 and Figure 10 show that:

For GP appointments

- 54% of those who replied (73/135) said they would be happy to have a remote appointment again
- 39% (53/135) said "maybe, it would depend on the circumstances".

For hospital appointments

- 38% (21/55) said they would be happy to have a remote appointment again
- 53% (29/55) said "maybe, it would depend on the circumstances".

"I think remote appointments can be useful for routine, non-urgent stuff, and simple advice. However, for detailed more complicated complaints, whether physical or mental, it can be very difficult to receive calls at home when there are a number of family members also at home. I find privacy an issue and don't think generally that online calls can really replace a one-on-one appointment with your doctor. I have had a number of these calls, both from the private sector and NHS during COVID and would really have preferred a physical appointment at a surgery/clinic, so that I could have had a proper examination and more privacy."

(Comment from the 'anything else you'd like to tell us' question)

Overall, only about 7% said they wouldn't be happy to have a remote appointment again.

Would you be happy to have remote appointments in the future?	GP appointment	Hospital appointment	Total
Yes	73	21	94
No	9	5	14
Maybe, depending on the circumstances	53	29	82
Total	135	55	190

Table 15 - Would you be happy to have remote appointments in the future?

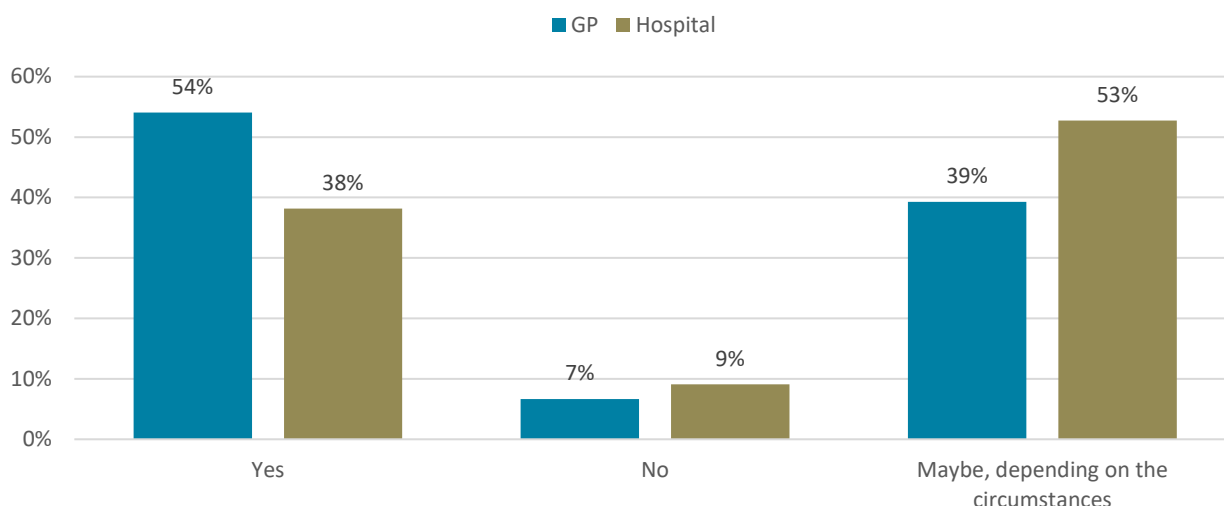


Figure 10 - Would you be happy to have remote appointments in the future?

We looked to see if these answers varied between different groups. When we looked at the response by age, we found that people in the 76 and over age groups were significantly less sure about having a remote appointment in the future than the 75 and under age groups.

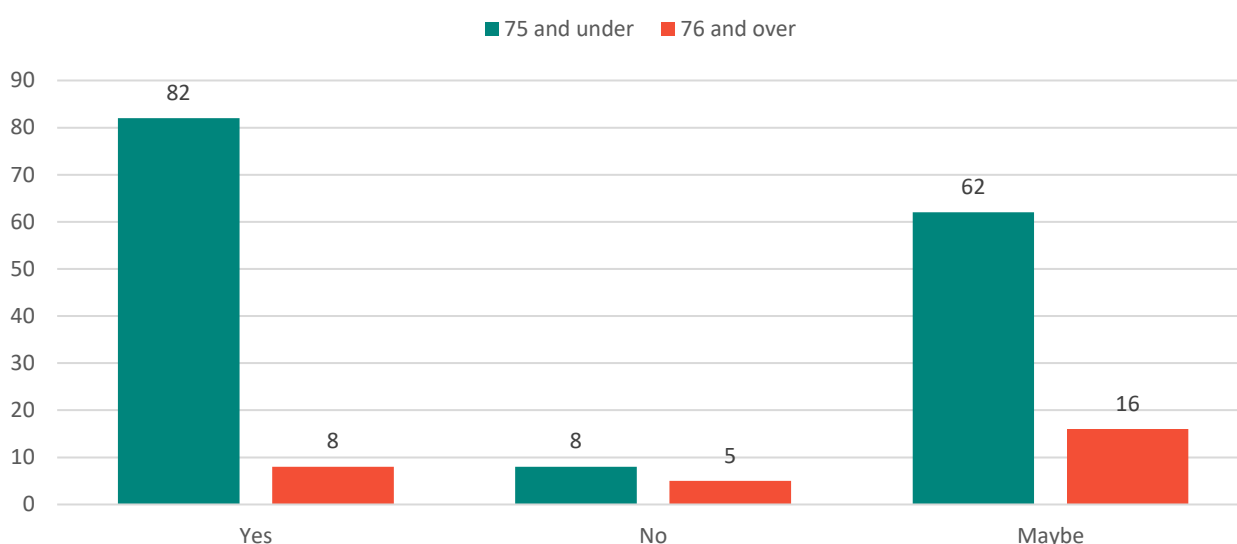


Figure 11 - Would you be happy to have remote appointments in the future? by Age Group

Were you happy with the outcome of the appointment?

We then wanted to know if the patient was happy with the outcome of their remote appointment.

Overall, 82% (156/190) of people said they were happy with the outcome of their appointment (Table 16). This was 84% (113/135) for a GP appointment and 78% (43/55) for a hospital appointment.

We looked more closely at the “No” and “Don’t know” responses. We found that people who identified in one of the BAME groups were significantly more likely to say they weren’t happy with the outcome of their appointment than people who identified as White British.

Were you happy with the outcome of the appointment?	GP appointment	Hospital appointment	Total
Yes	113	43	156
No	18	10	28
Don't know	4	2	6
Total	135	55	190

Table 16 - Were you happy with the outcome of the appointment?

For GP appointments

Twenty-five people left comments about the outcome of their GP appointment (Figure 12).

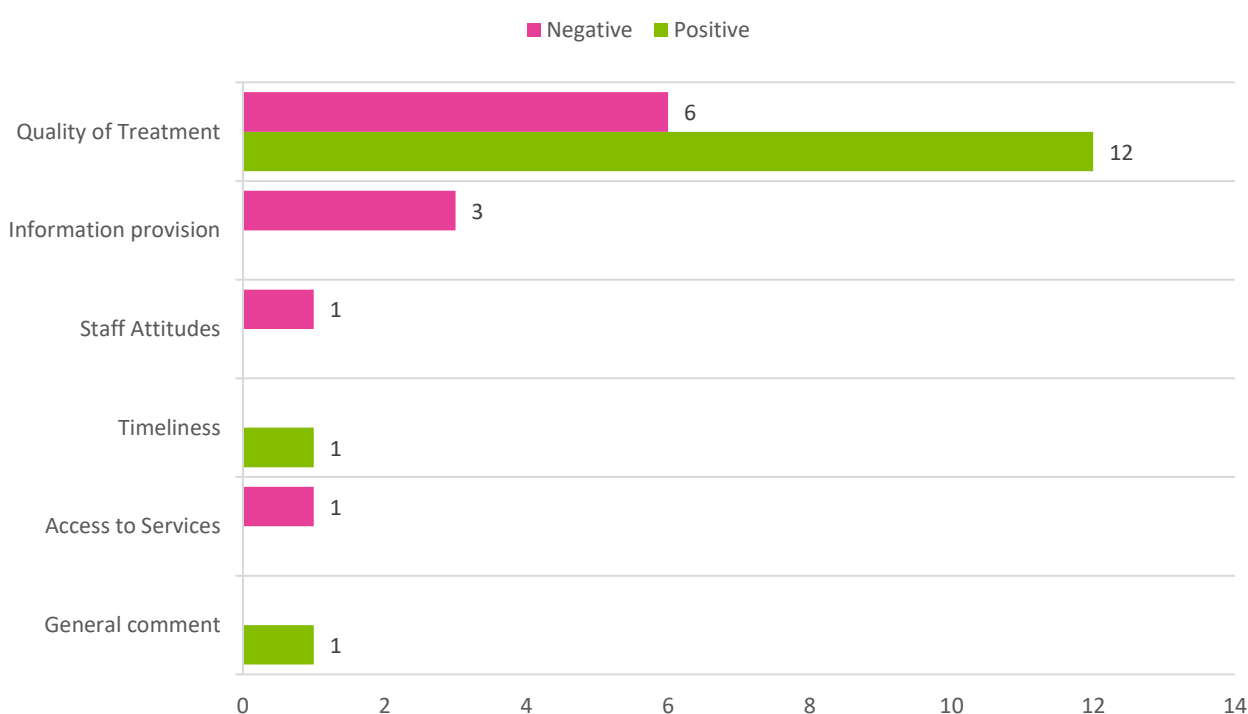


Figure 12 - Were you happy with the outcome of the appointment - by theme

Just over 50% were positive. Many (12) were happy with the treatment they had received and the speed of the appointment.

“It took less than an hour from GP calling for phone appointment to my daughter getting first dose of antibiotics she needed. The process was much more efficient than normal.”

Some also told us that because the GP knew them, there was some continuity of care despite any changes to how the appointment was delivered.

“The doctor knew my case history, had my notes and was able to give me the further advice that I needed to control my condition.”

“The GP arranged for my son’s medication to be provided via a local chemist to our address as he’d moved back home from his supported living accommodation during coronavirus.”

However, some were not happy with their treatment because their health issue had not been resolved.

“This appointment, with a nurse, gave advice but could not really determine the problem. The advice didn’t help symptoms. I had to make further appointments and had to have face to face with GP.”

For hospital appointments

People left 12 comments about hospital appointments. 50% were negative.

People were concerned because they could not access services or the face-to-face treatment, they felt they needed.

“I need referring to the surgical unit, but this cannot be done without face to face appointment.”

Another person felt they had been given no choice in the type of appointment they had received.

“I don’t understand why I couldn’t have a phone appointment instead of face to face. I would have liked to know why this wasn’t possible. The appointment would not have involved any physical examination so it could have been carried out on the phone...”

(Comment from the ‘anything else you’d like to tell us’ question)

However, others left positive comments about reassuring staff and positive treatment.

“[happy with the outcome] Because it was confirmed that I would need a minor operation and the surgery was carried within 7 weeks.”

“Received the scan results I was expecting and clear about the future plan for my care.”

Conclusion

We saw a number of aspects that received very positive feedback from people. For example:

- most people (88%) rated the communication and advice they were given about their remote appointment as either “Extremely useful” or “Very useful”
- we had many general positive comments about the communication and instructions people received about their remote appointment
- most people (91%) were “Very satisfied” or “Satisfied” with the time between booking appointment and the appointment taking place for GP appointments. This was lower (about 62%) for hospital appointments
- almost all of the consultations took place by telephone (landline or mobile) and only 4% said they had experienced any technical difficulties. A few comments highlighted issues such as problems with mobile phone signals or a phone connection, missed calls or that medical tests were needed

- a high percentage of people said their appointment was on time (72% for GP appointment and 85% for hospital appointments).

There were some aspects of remote appointments where the experience for people was less positive.

We found that overall, only about half of patients had information about their GP appointment beforehand. This was two thirds for hospital appointments. This leaves a number of people who could have benefited from information to help them make the most of their remote appointment.

A few people suggested how the communication and instructions could be improved. A couple suggested that GPs could give patients a specified time slot in which they would phone rather than having to wait by the phone, potentially for hours. Three others suggested that WhatsApp, text or e-mail might also be good tools to use to get in touch. For hospital appointments three people told us they would have preferred video calls to phone calls.

Most people said they were clear as to what the next steps might be. But we found that people who identified in one of the BAME groups were significantly more likely to say they **weren't clear** about the next steps than people who identified as White British.

Overall, about half of those who replied said they'd be happy to have a remote appointment again and 43% said "Maybe, depending on the circumstances". There were some differences for hospital and GP appointments. About 7% said they wouldn't be happy to have a remote appointment again. When we looked at the response by age we found that people in the 76 and over age groups were significantly less sure about having a remote appointment again than the 75 and under age groups.

Overall, 82% (said they were happy with the outcome of their appointment. However, we also looked more closely at the "No" and "Don't know" responses. We found that people who identified in one of the BAME groups were significantly more likely to say they **weren't happy** with the outcome of their appointment than people who identified as White British.

We also found that people with a remote hospital appointment were significantly less satisfied with the wait than those with a face-to-face hospital appointment.

Section 3 - The appointment had been cancelled or postponed by the GP or hospital

This section is about what happened to an appointment that was cancelled or postponed by the GP or hospital. Full details of the responses are in Appendix 5.

What happened to your appointment?

When we asked what the service did about the appointment we found that:

For a GP appointment

- 58% (15/26) of people said it had been cancelled completely and 42% (11/26) had it postponed until another time.

For a hospital appointment

- 39% (39/100) said it had been cancelled completely and 61% (61/100) had it postponed until another time.

We asked the 72 people who said their appointment had been postponed if they had been given a new date. Table 17 shows the full results. We found that:

- 64% (7/11) said they hadn't been given a new appointment with the GP
- 52% (32/61) said they hadn't been given a new appointment with the hospital.

"It would be good to know when the twice postponed appointment is likely to be re-scheduled."

(Comment from the 'anything else you'd like to tell us' question)

This was the situation when the survey was completed. We recognise that an appointment might have been rescheduled since then.

Have you been given a new date for your appointment?	GP appointment	Hospital appointment	Total
No	7	32	39
Yes	4	29	33
Total	11	61	72

Table 17 - Have you been given a new date for your appointment?

We then asked how people were informed. People could give more than one answer to this question so the number of responses could be more than the number who responded.

Of the 109 responses, 20 were about GP appointments and the rest about hospitals:

- 70% of responses said they'd be informed by a telephone call about their GP appointment
- for hospital appointments there was a fairly even three-way split between letters, telephone calls and text messages
- email was used in a very small number of cases.

How did they inform you?	GP appointment	Hospital appointment	Total
Letter in the post	2	35	37
Telephone, landline or mobile	14	35	49
Text message	4	31	35
E-mail	1	1	2

Table 18 - How did they inform you?

There were 16 “other” responses. The top theme (12 comments) was that people said they hadn’t been informed.

Four of these comments were about GP appointments.

“I was supposed to get a phone call but no one ever called. I ended up contacting 111 and getting help that way,”

“Didn’t answer the door at the surgery.”

Eight comments about a hospital appointment also highlighted people not knowing what was happening.

“Supposed to speak to consultant over phone but they failed to call and I’ve heard nothing since.”

“Still waiting to hear when my appointment will be.”

“They didn’t tell me it was cancelled. I just got sent a new date and when I phoned to ask about it was told me original appointment was cancelled.”

Communications about the cancelled or postponed appointment

We asked if people were given a reason for the cancellation or postponement of their appointment.

Overall, 75% of people who responded said they had been given a reason (Table 19).

When we added the “No” and “No but I would have liked one” responses together we saw that:

- 21% (21/98) didn’t get a reason from the hospital for the cancellation or postponement
- 38% (10/26) didn’t get a reason from the GP for the cancellation or postponement.

Were you given a reason for the cancellation or postponement of your appointment?	GP appointment	Hospital appointment	Total
Yes	16	77	93
No but I would have liked one	6	12	18
No	4	9	13
Total	26	98	124

Table 19 - Were you given a reason for the cancellation or postponement of your appointment?

Of the 72 people who told us their appointment was postponed, 11 (15%) were neither offered a new appointment nor told why the original was postponed.

Have you been given a date for your new appointment?	Where you given a reason for the postponement of your appointment?	GP	Hospital	Total
No		7	32	39
	Yes	4	24	28
	No	3	8	11
Yes		4	29	33
	Yes	4	25	29
	No		4	4
Total		11	61	72

Table 20 - Were you offered a new appointment and were you given a reason for the postponement?

We asked what impact people thought their appointment being cancelled or postponed had on their health. The detailed results are in Table 21.

We found that:

- 43% said they felt that missing or delaying this appointment has impacted their health. This was about the same for GP and hospital appointments
- about a quarter of all those who responded said they didn't think it had impacted their health
- 33% said "don't know". This was 38% (10/26) for GP appointments and 31% (31/99) for hospital appointments.

Do you think that missing or delaying this appointment has impacted your health?	GP appointment	Hospital appointment	Total
Yes	12	42	54
No	4	26	30
Don't know	10	31	41
Total	26	99	125

Table 21 - Do you think that missing or delaying this appointment has impacted your health?

There were 81 comments about why people thought missing or delaying this appointment might or might not have impacted their health. We have summarised the comments by theme. Overall, 37 people believed missed scans or tests had an impact on their health.

Comments about GP appointments

There were 18 comments about the impact of a missed or delayed GP appointment. Thirteen people told us that there was a negative impact, often because of missed tests.

“Appointment was for follow up blood test to check diabetes level. No idea how much this matters.”

“My husband was due his Vit B12 injection the beginning of April. This was cancelled due to the virus. The next one was due the beginning of July. This again was cancelled due to us still shielding and arranged for August 3rd. It will be seven months since his last injection!!! Fingers crossed for next month.”

Comments about hospital appointments

There were 63 comments about the impact on health of a missed or delayed hospital appointment. Again, the top theme (27) was about the negative impact of missed tests and scans.

“We do not know what the scan would have said, so he is still taking medication for epilepsy.”

A further 21 people told us their health had become worse and / or they were in pain.

“[I] Usually have treatment every 5 weeks it's been 15 weeks now so medical condition has flared up significantly.”

“My husband's health has deteriorated in the last four months.”

“Because [I'm] waiting on second hip replacement, [I] can hardly walk and am in pain 24/7 and not getting any sleep.”

Several people told us they understood there were issues during these unprecedented times.

“I’ve had this problem for a long time so waiting longer isn’t great, but I can wait as put up with this problem for a long time.”

Conclusions

The key findings from this section are summarised below.

About half of those who said their hospital appointment had been cancelled or postponed hadn’t been given a new one at the time of the survey. This was higher for GP appointments (about 64%) though the numbers were small. We recognise that this survey gives a snapshot of the situation at the time and that these people may have been given an appointment since then.

Most people (70%) were told about the changes to GP appointments by telephone whereas for hospital appointments there was a fairly even split between letters, telephone calls and text messages. A small number of people (12) commented that they hadn’t been informed at all.

Three quarters of people said they had been given a reason for the cancellation or postponement. But for people who said “No” and “No but I would have liked one” 21% didn’t get a reason from the hospital for the cancellation or postponement and 38% didn’t get a reason from their GP. Of the 72 people who told us their appointment was postponed 15% were neither offered a new appointment nor told why the original was postponed.

Forty-three percent said they felt that missing or delaying this appointment has impacted their health and another 33% said they “don’t know” if it had. This was about the same for GP and hospital appointments. Overall, the main concern expressed by people who left comments was that missed scans or tests had a negative impact on their health.

Section 4 - The appointment had been cancelled or postponed by the patient

We wanted to know what happened to an appointment that was cancelled or postponed by a patient during this time. Full details of the responses are in Appendix 5.

What you did about your appointment

We asked what the patient had done about their appointment. Of the eight people who responded we heard that:

- two, with hospital appointments, postponed them to a later date
- of the six people with a GP appointment, three cancelled it completely and three postponed to a later date.

Of the five people who said they postponed the appointment two said they had been given a new date:

- two of these were for GP appointments
- neither of the two people that postponed their hospital appointment were offered a new appointment.

Why you cancelled or postponed your appointment

We asked why someone postponed or cancelled their appointment. People could give more than one response to this question.

Three people with GP appointments said “it was not urgent and I decided that it could wait for another time”.

What was the impact of the cancellation or postponement of my appointment?

We then asked whether the person thought postponing or cancelling their appointment had impacted on their health.

- + Three of the eight people who responded said “Yes”.
- + Five said “No” or “Don’t know”.

Four people made further comments:

- someone who said it hadn’t impacted their health commented that this was because the decision had been made in consultation with the GP
- the other GP appointment comment “Don’t know” - but the appointment was related to a health deterioration.

For a hospital appointment the reasons given for saying “Yes” or “Don’t know” were about health concerns or a delay in the treatment.

Conclusions

The number of responses to these questions was too low to draw any firm conclusions. However, our recommendations based on the feedback about when the service cancelled an appointment could also apply to people who cancelled their appointment.

Anything else you'd like to tell us

We had further comments from 178 people which we analysed by theme and sentiment. This resulted in 189 separate items of feedback as some people gave feedback on more than one theme or aspect of their experience. Of these 108 were about GP appointments and 81 for hospital appointments. The results are shown in Figure 13 and Figure 14. This shows the responses for GPs and hospitals separately.

For GP appointments

After general comments, the top positive theme was about technology. The 24 comments included:

"I've subsequently signed up for on-line / text communication when appropriate, which I think is a good thing and more efficient."

"I think it would be great to carry on with remote GP telephone consultations going forward. Depending on the presenting complaint, most things can be dealt with over the phone and it's much better for the patient: no need to take time off work to attend, no need to spend time finding parking or pay for it (in some cases), no need to sit in a waiting room. I found that I was able to get an appointment much quicker than if I had needed a face to face one (prior to Covid)."

"My GP was very helpful, and I was able to text a picture of my skin complaint to him so he could assess it and then send the necessary prescription to the local pharmacy. It worked much more efficiently than face to face appointments."

The top two themes with the most negative comments were about people feeling they were not provided with enough information followed by the quality of their treatment. Some examples of comments people made are:

"Having to wait all day by phone waiting for call was annoying. Should be possible to give time window when doctor commits to call."

"Being told my telephone call from a GP could be any time during the day was difficult. If you can make timed appointments for face to face then why not for telephone consultations."

"It took weeks for the referral letter to a consultant to be provided and then additional 6 weeks for an appointment. In the end I was told I'd have to wait two years for an op, so decided to go private, because I couldn't be bothered with the slow, inefficient and incompetent NHS systems. The NHS may be good when it comes to emergencies, but it is hopeless with regards to chronic and non-emergency issues. I know this is not the fault of the GP practice or the staff but the overall way the NHS functions is inadequate."

Other negative comments included:

“I was told someone from hospital would call me in 6 weeks ... that was 11 weeks ago but no one has checked on me.”

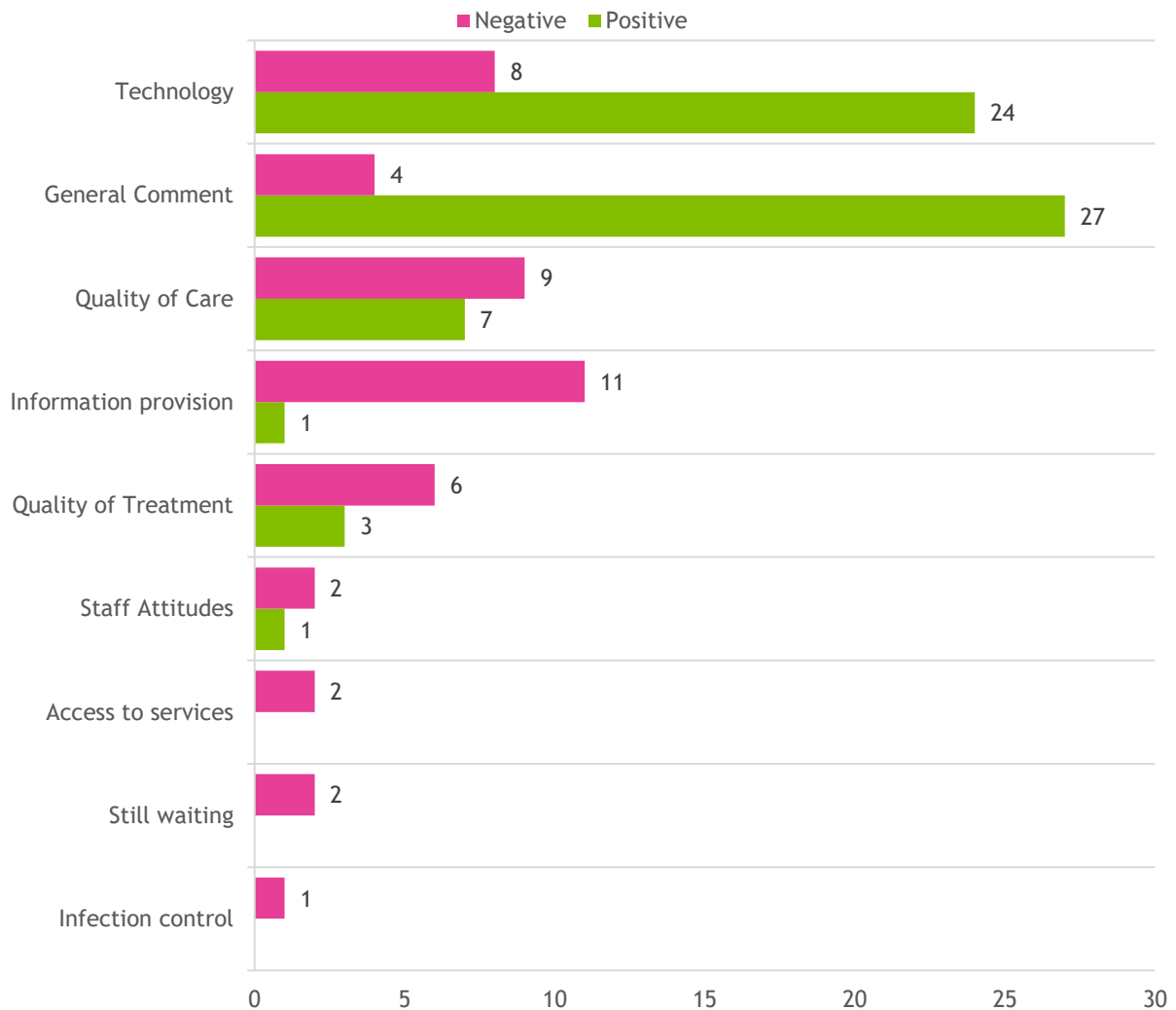


Figure 13 - Anything else you'd like to tell us GPs - by theme and sentiment

For hospital appointments

After general comments, the top positive comment was about the quality of treatment:

“I was impressed with the speed and efficiency the tests were carried out.”

“I have leukaemia and I have been looked after by my oncologist and haematology department well during this time.”

“I think that the NHS (GP and Hospital) have continued to provide a high standard of service in a unique and challenging time. I need A&E and was treated quickly, professionally and above all safely.”

Other comments included:

“By having video conference meetings for my medical appointments, it has saved on valuable time, stress and travel costs. This really is the way forward.”

Nearly 60% of the negative comments were about people feeling ill-informed either about information or about an appointment. Sixteen people told us they were ‘still waiting’ for blood tests or for an appointment date.

“I have been without a driving licence for 6mnths due to the cancellation and may not get a new appointment for some time.”

“I am still awaiting results of blood tests that were done over a month ago, and a referral to the weight management service. I am also awaiting a 24-hour ECG tape from cardiology - I have heard nothing about this since they postponed it.”

Twelve people felt they were not provided with enough information.

“Would have useful for the hospital to contact me to inform me that the appointment would be by phone. I called the hospital the day before the appointment to confirm the appointment was still taking place and they informed me it would be by phone rather than face to face. Good job I called otherwise I would have travelled 20 miles to the hospital to be told it was no longer a face to face appointment.”

“I do not understand why they did not tell me about cancelling my appointment and did not bother to write to me to rearrange.”

“Lack of any communication from the NHS since March. No idea where I am/if I am in the system at all.”

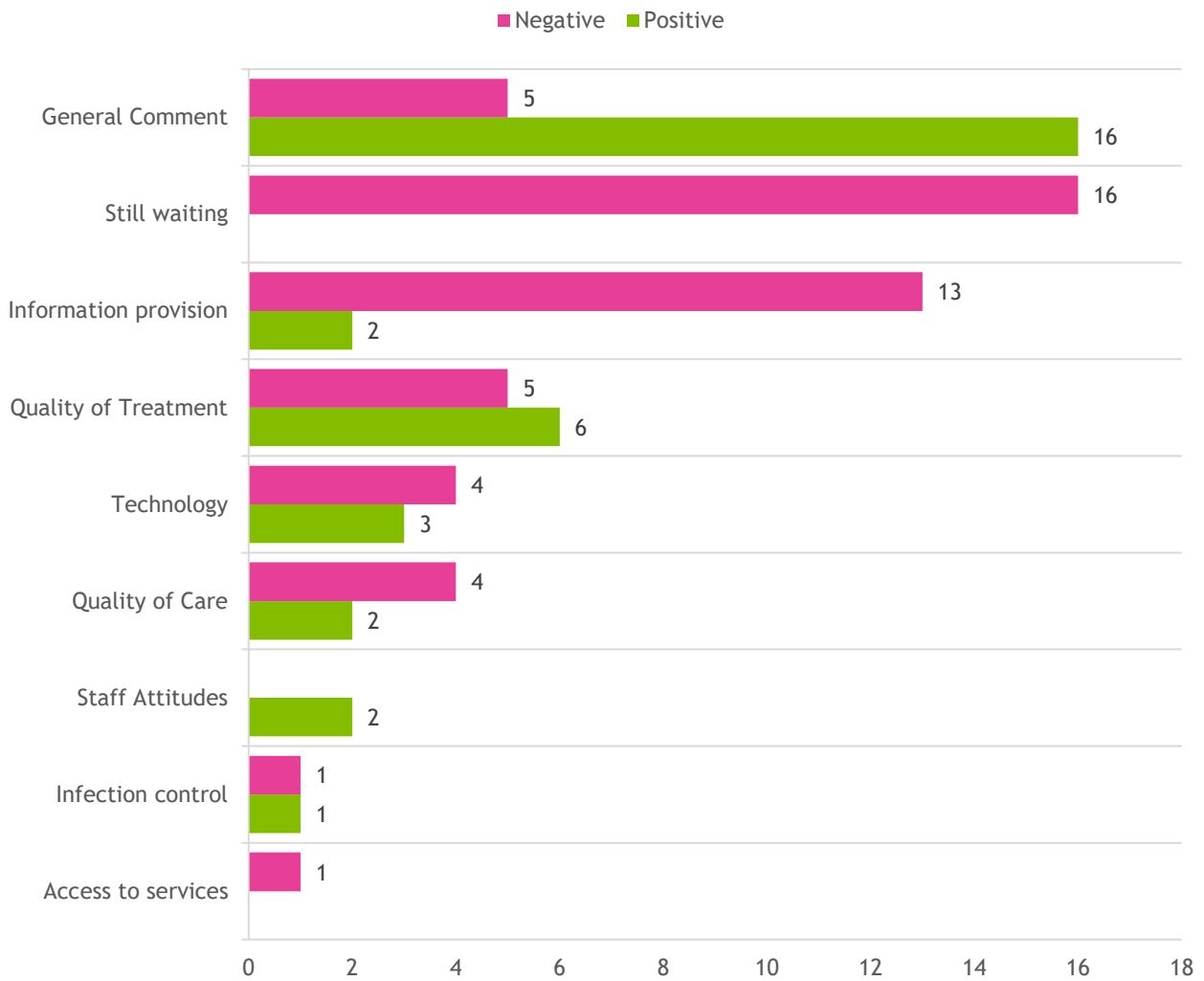


Figure 14 - Anything else you'd like to tell us hospitals - by theme and sentiment

Our recommendations

Our report gives a snapshot of peoples' experiences and views up until mid-June. Our survey captured the experiences of people during a time of unprecedented change to service delivery. Since then we know that some services have resumed while other changes, such as remote appointments, have continued. We didn't ask people to tell us where they were due to have their appointment so our recommendations are general and could apply to any hospital or GP service in Bucks.

What happened to peoples' appointments was broadly what we'd expect to see. For example, hospital appointments tend to be made a long time in advance so are more likely to have been cancelled or postponed. Conversely GP appointments are made at shorter notice so didn't need to be rearranged during the time frame we asked about.

We would urge providers and commissioners to review the feedback from both service areas. The thematic analysis and quotes give helpful insights into a wide range of experiences.

We saw positive responses across a range of aspects of both GP and hospital appointments. We encourage providers and commissioners to share this within their organisation and to further identify areas which have worked well where learning could be applied elsewhere.

Our recommendations focus on ways that current services could be improved in the coming months based on the more negative aspects reported to us.

We recommend that the providers and commissioners of healthcare services in Bucks provide people with information about:

- what to do if they are concerned their health has been impacted by missed appointments or tests
- what to do if they are still waiting to hear about a cancelled or postponed appointment.

If appointments have to be cancelled or postponed in the future, we recommend that:

- people should have a timely follow up to explain what's happening or to arrange a new appointment.

A key focus of our survey was to hear about people's experience of remote appointments. Based on what we found we recommend that all the providers and commissioners of healthcare services in Bucks:

- provide people with information to help people make the most of their remote appointment
- make sure the type of appointment offered is right for each person
- do further work to understand the experiences of BAME groups to identify how their experience of a remote appointment and its outcome can be improved.

Other relevant Healthwatch research

Healthwatch England's July report "[The Doctor Will Zoom You Now: getting the most out of the virtual health and care experience](#)" sets out the findings from their work with National Voices, Traverse, and PPL.

The report explored people's experiences of remote appointments since the start of the pandemic. It included some [top tips for patient and health and care professionals](#). Many of the top tips are supported by the findings of our survey or the comments offered.

These include:

- giving a tighter time frame for a remote appointment
- the need for privacy
- giving advice about how the appointment will work
- and how to get the most out of it.

What are we doing to ensure these are achieved?

We have passed our findings to all providers and commissioners of services in Buckinghamshire.

We have also sent our findings to Healthwatch England as the independent national champion for people who use health and social care services and to the Care Quality Commission.

Acknowledgements

We would like to thank all those who took part in this survey.

Disclaimer

This report sets out the responses received. It does not necessarily reflect the experiences of all service users.

Appendix 1

More information about our approach

Demographics

This was an online survey and promoted on social media and via our electronic newsletter. We recognise that this will have affected the range of people that we heard from.

Throughout this analysis we will refer to people that didn't identify as "White British" as coming from a Black, Asian or Minority Ethnic (BAME) group. Please note that this will mean that some groups that identify as 'White' will still be considered BAME (for example White -Other).

Number of responses and accuracy

The number of responses to each question varied. Some people chose not to answer every question. Others did not complete the entire survey.

Percentage results were calculated from the total number of people who answered each question. Due to rounding, some given percentages may not add up to 100%.

Analysis of comments

Many of the questions included 'Other' answers with the option of providing additional information. We also invited further feedback for some questions.

To summarise the feedback, we identified the key features of each response and grouped them by theme. We normally use this technique to categorise the feedback we collect from the public as part of our regular Local Healthwatch duties. It is a subjective process. The summaries should be regarded therefore as an indication how often a theme was mentioned rather than an exact count. Some feedback offered views on more than one theme.

Also, people may have made similar comments in response to different questions. The numbers for each theme, reported under different questions, should not be added together.

For questions where comments were offered, we applied the categories used across the Healthwatch network supplemented with some specific topics.

Statistical analysis

The findings from this survey are based on a **sample** of those who received information, who live in Bucks or use Bucks services. This means all findings are subject to sampling tolerances.

To get an overall idea of where variations between groups may occur in the results, we used pivot tables and charts. For example, we looked to see if there were different responses by demographic group. Where we suspected there may be a statistically significant difference, we applied a chi-squared test based on the following assumptions:

- each observation is independent of all the others (i.e. one observation per subject)
- all expected counts should be 5 or greater (or Yates' Correction would be applied)

We tested at the 90%, 95% and 99% confidence levels. Only those at the 95% or above level have been reported as significant. This means the difference is likely to be real rather than be due to chance. Where no real difference is indicated there may still be a variation in the responses being compared but the difference is more likely to be due to chance.

All the statistical analysis is shown in full in Appendix 6.

Appendix 2

Who we heard from

In total over 800 people completed some, or all of, the survey between 15th June 2020 and 20th July 2020. We had to exclude responses from:

- 27 people who said they didn't live in Bucks or use healthcare in the county
- 237 people who said their appointment was before 23rd March 2020
- 47 responses from people who stopped completing the survey before telling us what had happened to their appointment.

We also excluded some other incomplete response.

Are you answering on behalf of someone else?

	GP appointment	Hospital appointment	Total
No	246	184	430
Yes	26	23	49
Total	272	207	479

Was the booking made before 23rd March or after?

	GP appointment	Hospital appointment	Total
After	236	58	294
Before	25	139	164
Don't Know	11	10	21
Total	272	207	479

More about who we heard from

Gender	All responses
Female	265
Male	172
I'd prefer not to say	3
I'd prefer to self-describe - please tell us	2
(blank)	37
Total	479

Age	All responses
18-25	12
26-35	36
36-45	57
46-55	59
56-65	95
66-75	117
76-85	54
86+	6
I'd prefer not to say	3
(blank)	40
Total	479

Ethnicity	All responses
Asian / Asian British: Any other Asian / Asian British background	2
Asian / Asian British: Bangladeshi	3
Asian / Asian British: Chinese	2
Asian / Asian British: Indian	8
Asian / Asian British: Pakistani	15
Black / Black British: African	2
Black / Black British: Caribbean	9
Mixed / Multiple ethnic groups: Any other Mixed / Multiple ethnic background	1
Mixed / Multiple ethnic groups: Asian and White	1
White: Any other White background	46
White: British / English / Northern Irish / Scottish / Welsh	332
White: Irish	3
I'd prefer not to say	13
(blank)	43
Total	479

Appendix 3

The appointment had taken place face-to-face - either at the GP or hospital, or by a visit to the patient's home

Did you receive any instructions or advice to prepare you for your face to face appointment?

	GP appointment	Hospital appointment	Total
Yes	86	32	118
No	12	12	24
No, but I would like to have got some	2	2	4
Total	100	46	146

Was the appointment on time?

	GP appointment	Hospital appointment	Total
Don't know		4	4
No	12	5	17
Yes	87	37	124
Total	99	46	145

Appendix 4

The appointment had taken place remotely by telephone or online

Did you receive any instructions or advice about your remote appointment beforehand?

	GP appointment	Hospital appointment	Total
No	59	15	74
No, but I would like to have got some	5	4	9
Yes	76	39	116
Total	140	58	198

Was the appointment on time?

	GP appointment	Hospital appointment	Total
Yes	98	47	145
No	14	7	21
Don't know	24	1	25
Total	136	55	191

Were you given any information or advice about protecting yourself against coronavirus during your remote appointment?

	GP appointment	Hospital appointment	Total
Yes	33	13	46
No but I would have liked some		1	1
No	102	41	143
Total	135	55	190

Appendix 5

The appointment had been cancelled or postponed by the GP or hospital

What did the service do about your appointment?

	GP appointment	Hospital appointment	Total
They cancelled it completely	15	39	54
They postponed it until another time	11	61	72
Total	26	100	126

The appointment had been cancelled or postponed by the patient

What did you do about your appointment?

	GP appointment	Hospital appointment	Total
I cancelled it completely	3		3
I postponed it to a later date	3	2	5
Total	6	2	8

Were you given a new date for your appointment?

	GP appointment	Hospital appointment	Total
No	1	2	3
Yes	2		2
Total	3	2	5

Please tell us why you cancelled or postponed your appointment

	GP appointment	Hospital appointment	Total
I was self-isolating		1	1
I could not arrange transport to the venue	1		1
It was not urgent and I decided that it could wait for another time	3		3
I was afraid to have face to face appointment because of coronavirus	1	1	2
Other	2	1	3

Do you think that missing or delaying this appointment has impacted your health?

	GP appointment	Hospital appointment	Total
Yes	2	1	3
No	3		3
Don't know	1	1	2
Total	6	2	8

Appendix 6

Statistical analysis

Q11 vs Q21 - Chi Squared Test

Null Hypothesis			
There is no difference in response to questions on wait satisfaction between those with face-to-face appointments and those with remote hospital appts (Q11 vs Q21).			
Observed Frequencies			
	Appt Type		
Rating	F2F	Remote	Total
Neither or worse	5	21	26
Satisfied or better	41	35	76
Total	46	56	102

Expected Frequencies			
	Appt Type		
Rating	F2F	Remote	Total
Neither or worse	11.7255	14.2745	26
Satisfied or better	34.2745	41.7255	76
Total	46	56	102

Parameters			
Level of Significance	0.01	0.05	0.1
Number of Rows	2	2	2
Number of Columns	2	2	2
Degrees of Freedom	1	1	1



Results			
Critical Value	6.6349	3.8415	2.7055
Chi-Square Test Statistic	9.4301	9.4301	9.4301
p-Value	0.0021	0.0021	0.0021
	Significant difference at 1% level	Significant difference at 5% level	Significant difference at 10% level

Assumptions

Each observation is independent of all the others (i.e., one observation per subject)*

All expected counts should be 5 or greater in 2x2 table.

Expected frequency assumption is met.

Question 25 - Chi-Square Test with Yates Correction

Null Hypothesis			
There is no difference in response to the question Q25 between White British and Non-white British ethnic groups			
Observed Frequencies			
	Eth Group		
Rating	WB	Non-WB	Total
Yes	134	25	159
No/Don't Know	7	10	17
Total	141	35	176

Expected Frequencies			
	Eth Group		
Rating	WB	Non-WB	Total
Yes	127.3807	31.6193	159
No/Don't Know	13.6193	3.3807	17
Total	141	35	176

Parameters			
Level of Significance	0.01	0.05	0.1
Number of Rows	2	2	2
Number of Columns	2	2	2
Degrees of Freedom	1	1	1



Results			
Critical Value	6.6349	3.8415	2.7055
Chi-Square Test Statistic	16.6949	16.6949	16.6949
p-Value	0.0000	0.0000	0.0000
	Significant difference at 1% level	Significant difference at 5% level	Significant difference at 10% level

Assumptions

Each observation is independent of all the others (i.e., one observation per subject)*

All expected counts should be 5 or greater in 2x2 table.

Expected frequency assumption is violated.

Yates' Correction has been applied.

Question 27 - Chi-Square Test

Null Hypothesis				
There is no difference in response to question Q27 between the “75 and under” age group and the “76 and over” age group				
Observed Frequencies				
	Response			
Age Group	Yes	No	Maybe	Total
75 and under	82	8	62	152
76 and over	8	5	16	29
Total	90	13	78	181

Expected Frequencies				
	Response			
Age Group	Yes	No	Maybe	Total
75 and under	75.5801	10.9171	65.5028	152
76 and over	14.4199	2.0829	12.4972	29
Total	90	13	78	181

Parameters			
Level of Significance	0.01	0.05	0.1
Number of Rows	2	2	2
Number of Columns	3	3	3
Degrees of Freedom	2	2	2



Results			
Critical Value	9.2103	5.9915	4.6052
Chi-Square Test Statistic	9.4376	9.4376	9.4376
p-Value	0.0089	0.0089	0.0089
	Significant difference at 1% level	Significant difference at 5% level	Significant difference at 10% level

Assumptions

Expected Count Check	1	1	1
	1	0	1

Each observation is independent of all the others (i.e., one observation per subject)*

80% of expected counts should be 5 or greater in 2x3 table.

Expected frequency assumption is met.

Question 28 - Chi Squared Test

Null Hypothesis			
There is no difference in response to the question Q28 between White British and Non-white British ethnic groups			
Observed Frequencies			
	Eth Group		
Happy with outcome	WB	Non-WB	Total
Yes	122	21	143
No / Don't Know	19	14	33
Total	141	35	176
Expected Frequencies			
	Eth Group		
Happy with outcome	WB	Non-WB	Total
Yes	114.5625	28.4375	143
No / Don't Know	26.4375	6.5625	33
Total	141	35	176
Parameters			
Level of Significance	0.01	0.05	0.1
Number of Rows	2	2	2
Number of Columns	2	2	2
Degrees of Freedom	1	1	1
Results			
Critical Value	6.6349	3.8415	2.7055
Chi-Square Test Statistic	12.9496	12.9496	12.9496
p-Value	0.0003	0.0003	0.0003
	Significant difference at 1% level	Significant difference at 5% level	Significant difference at 10% level

Assumptions

Each observation is independent of all the others (i.e., one observation per subject)*

All expected counts should be 5 or greater in 2x2 table.

Expected frequency assumption is met.

If you require this report in an alternative format, please contact us.

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