

# GP extended hours survey

## What we have learned



healthwatch

- ➔ Most patients in North East London live **within 15 minutes of their GP**. People from ethnic minority backgrounds, especially those of Black ethnicities, are slightly more likely than average to live further away from their GP.
- ➔ Most patients (64%) would want to **travel less than 30 minutes to get a GP appointment**; while slightly over half said they would prefer to travel less than two miles, travel time and factors such as parking and public transport links are more important than geographical distance.
- ➔ Provision of **face to face appointments** is important for local people; with 67% preferring face-to-face appointments to remote ones.
- ➔ When it comes to having remote appointments, slightly more people **preferred telephone calls to video calls**. People aged 25 to 36 were more likely to prefer video calls.
- ➔ Nearly half of respondents specifically needed **in-person appointments within their local area**; while the other half were more flexible; either in terms of willingness to travel or to have remote appointments.
- ➔ **Evening appointments** were more popular than weekend or morning ones.
- ➔ **Urgent same-day appointments** were the most important service for out-of-hours access, followed by routine booked GP appointments. While most patients would prefer to access all services of a GP surgeries as needed out of hours, GP availability should be prioritised over other services and professionals.
- ➔ A majority of patients prioritised **seeing a GP quickly over seeing a specific GP**; although consistency may be more important for older and disabled people.
- ➔ Slightly more people prefer **booking appointments by telephone**, but a large minority prefer **booking them online**, particularly those aged 25 to 36.

Some people prefer to use GP surgeries in a very traditional way:

- booking GP appointments by telephone, being seen in person, always going to the same GP surgery.

They represent the majority of our respondents, but only by a small margin.

They are likely to be older, disabled or more severely ill, digitally excluded.

Others are willing to be more flexible about how they access primary care:

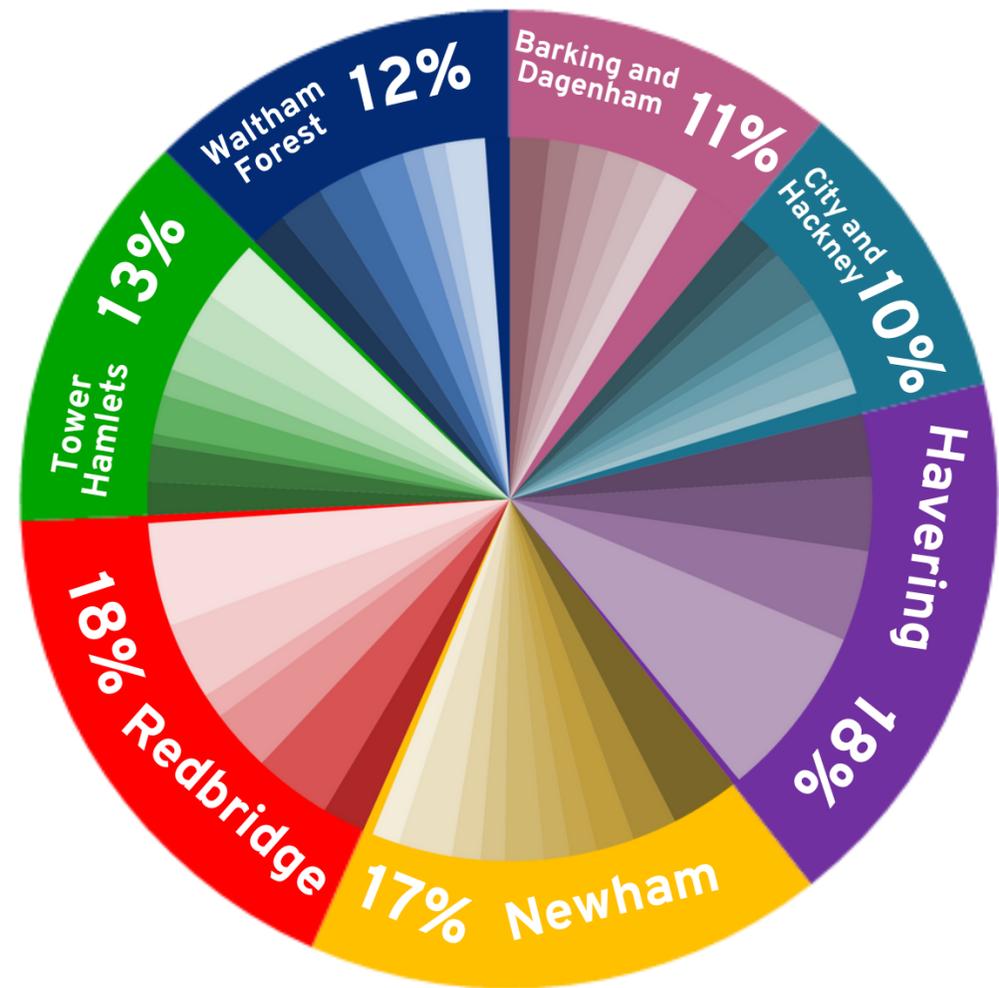
- booking GP appointments online, using online tools, having remote consult, going to a hub or an Urgent Treatment Centre.

They are likely to be aged under 50; if they are long-term ill or disabled, they are likely to be more independent or their conditions may be less severe.

The ways in which they are willing to be flexible may vary between groups and individuals (for example, some may be willing to travel to a hub but not to have video consults, or the other way around).

# 37,957 people

gave feedback on extended GP hours in North East London



## Barking and Dagenham

- East
- East One
- New West
- North
- North West
- West One

## City and Hackney

- Clissold Park
- Hackney Downs
- Hackney Marshes
- London Fields
- Shoreditch Park
- Springfield Park
- Well Street Common
- Woodberry Wetlands

## Havering

- Havering Crest
- Marshall's
- North
- South

## Newham

- Central 1
- Docklands
- Leaside
- Newham Central
- North East 1
- North East 2
- North Newham
- North West 2
- South One Newham
- Stratford

## Redbridge

- Cranbrook
- Fairlop
- Loxford
- New Cross
- Seven Kings
- Wanstead & Woodford

## Tower Hamlets

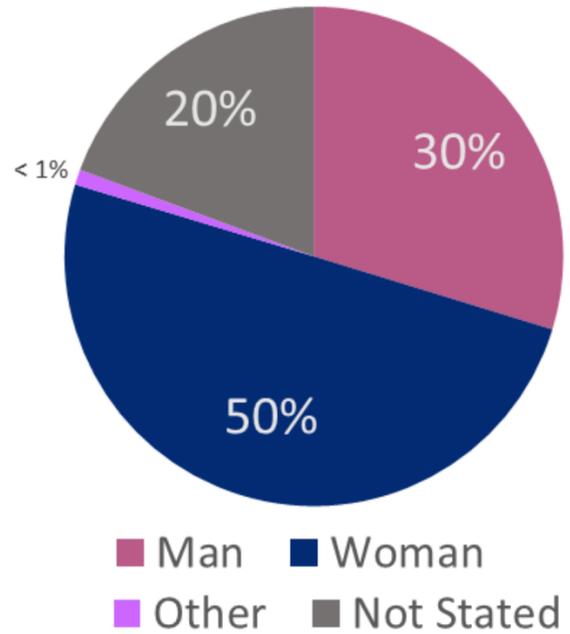
- Weavers, Bethnal Green North, Mile End & Globe Town
- Spitalfields & Banglatown, Bethnal Green South
- Whitechapel, St. Dunstan's and Stepney Green
- St Katharine's & Wapping, Shadwell
- Bow West, Bow East
- Mile End East, Bromley by Bow
- Limehouse, East India, Lansbury
- Millwall, Blackwall, Cubbit Town

## Waltham Forest

- Central Walthamstow
- E4 Network
- Forest 8
- Forest Integrated Health
- Leyton Collaborative
- South Leytonstone
- Walthamstow West

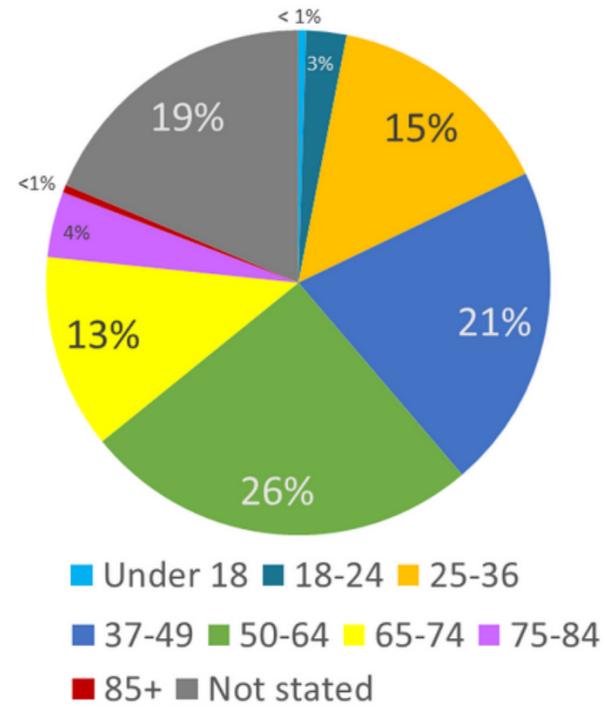
# Who our respondents are

## Gender



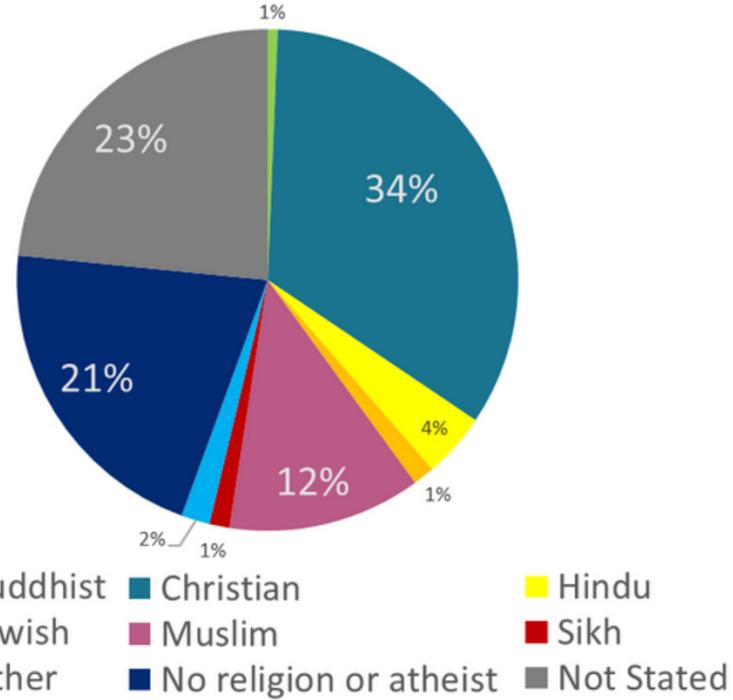
Man Woman  
Other Not Stated

## Age



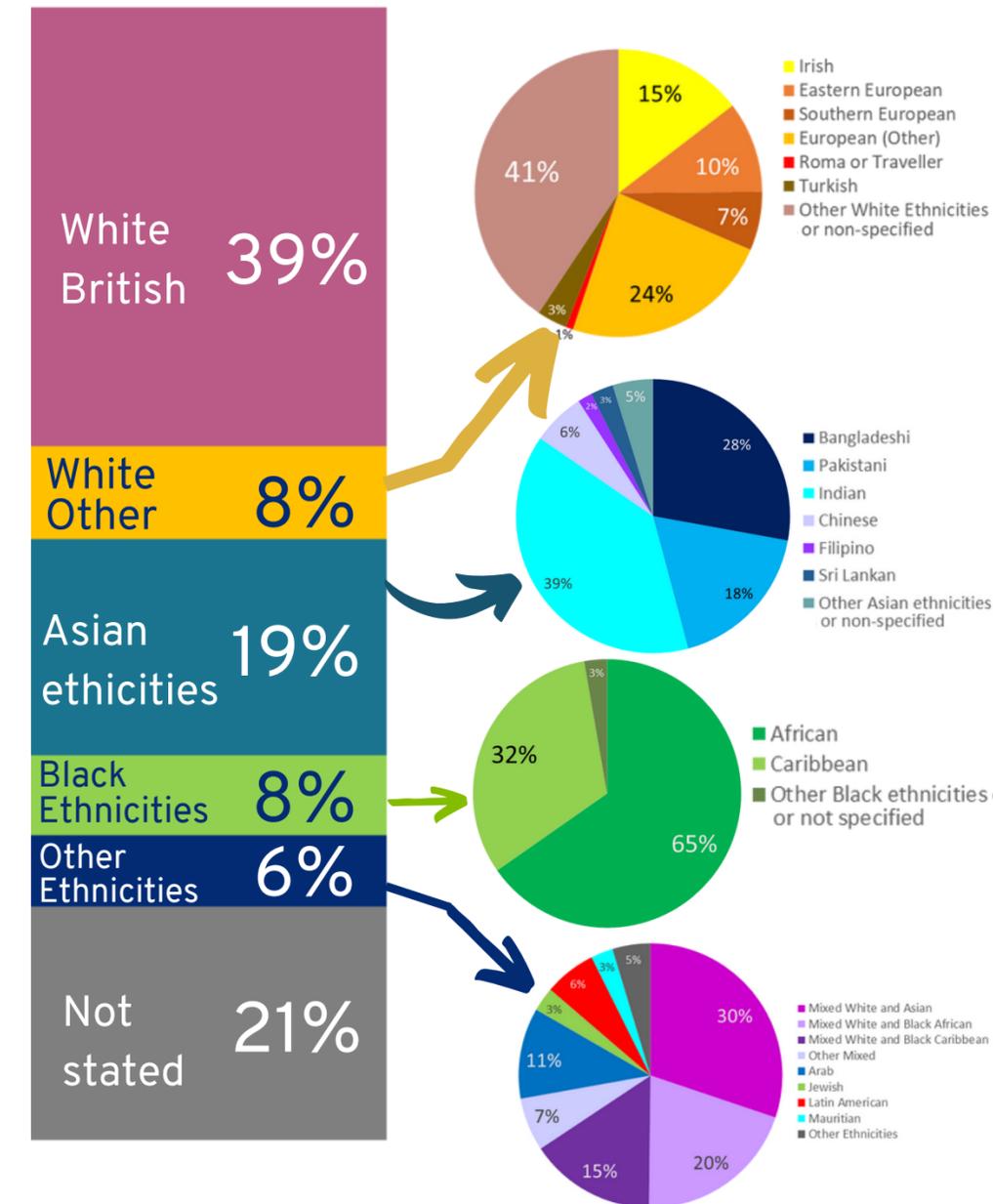
Under 18 18-24 25-36  
37-49 50-64 65-74 75-84  
85+ Not stated

## Religion



Buddhist Christian Hindu  
Jewish Muslim Sikh  
Other No religion or atheist Not Stated

## Ethnicity



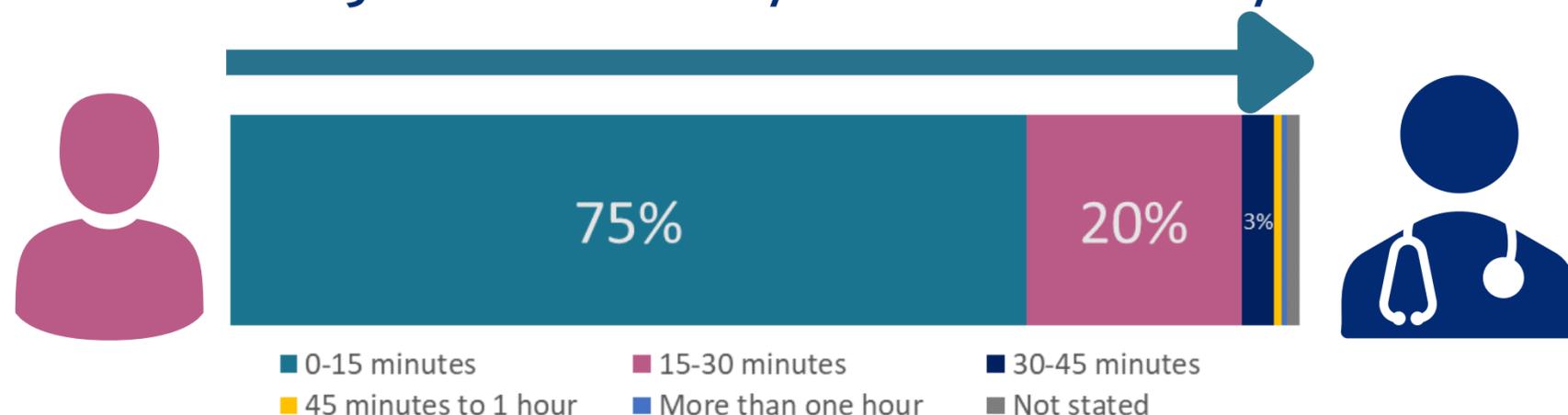
**5%** are LGB+

**16%** have caring responsibilities

**25%** are disabled

# Travel to GP

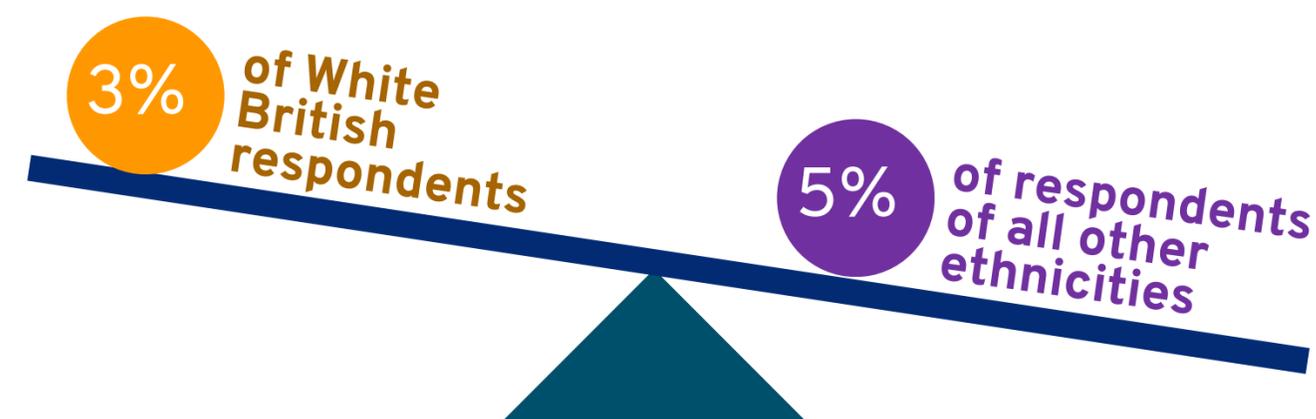
How long does it take you to travel to your GP?



GP Networks with most people living more than 30 minutes away from their GP:

- ➔ Newham: North East 1 (10%)
- ➔ Hackney: Hackney Downs (9%)
- ➔ Newham: Newham Central (8%)
- ➔ Waltham Forest: Forest Integrated Health (7%)
- ➔ Waltham Forest: Central Walthamstow (7%)
- ➔ Barking and Dagenham: West One (7%)

People from ethnic minority backgrounds were more likely to live more than 30 minutes away from their GP



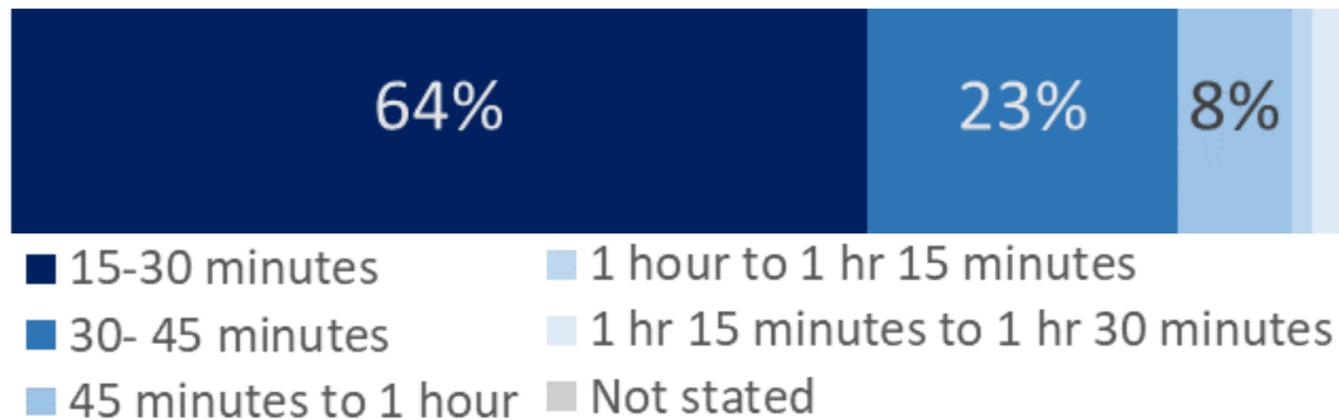
People most likely to live more than 30 minutes away from their GP:

- ➔ People of Mauritian ethnicity (8%)
- ➔ People of Black ethnicities (7%)
- ➔ People of Sikh faith (7%)
- ➔ People aged under 24 (6%)

# Travel to GP

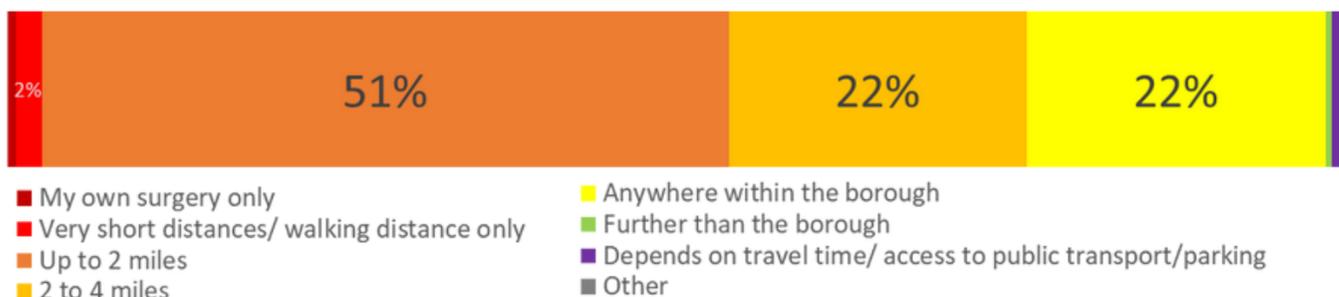


## How long would you be willing to travel for a GP appointment? (time)



Travel time and ease of travel may be more important to local people than physical distance; factors such as direct transport links, proximity of bus/Tube stops, availability of parking-including accessible parking- or availability of free/affordable specialist transport for disabled people can make a difference to people's willingness to travel.

## How far would you be willing to travel for a GP appointment? (distance)



*I would walk 50 miles IF I could get a doctor's appointment within the six week wait for a telephone call from the doctor that we have at the moment.*

*I do not want to travel further than a mile as bus services near us are limited.*

*I am 75 don't travel after dark do not drive i walk to my Pharmacy the best I can do.*

*I am disabled and need transport to go anywhere. So, I can go anywhere as long as transport is provided.*

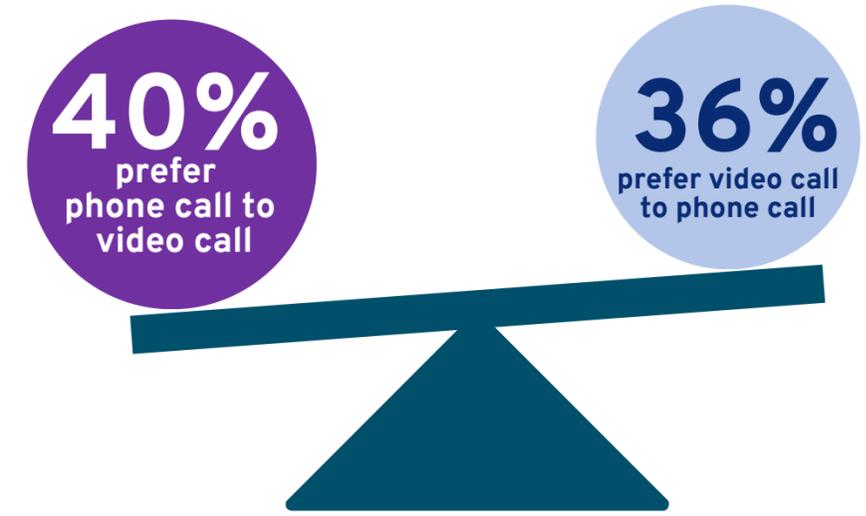
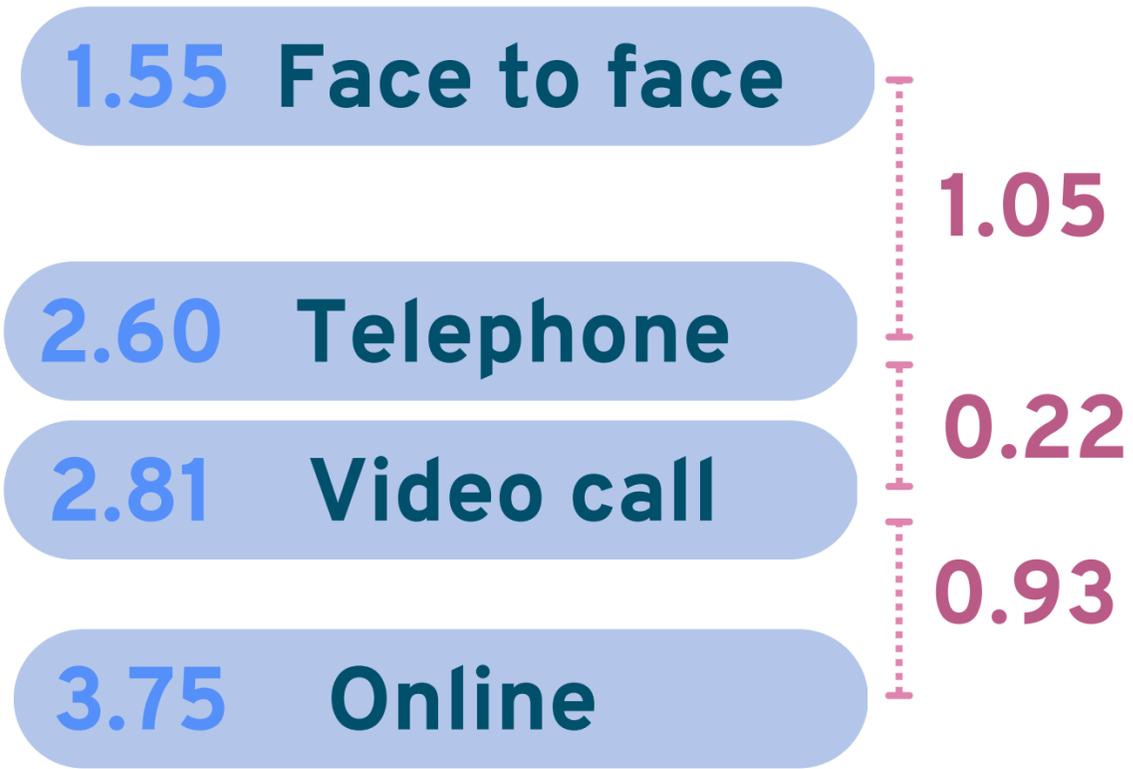
*I am disabled [but have access to a car], so any location with adequate parking.*

*I don't mind going anywhere in London as long as there is a tube nearby.*

# Preferred type of appointment



Respondents were asked to rank from 1- most preferred to 4- least preferred.  
Scores are average rankings; lower absolute scores and larger distances indicate stronger preference.

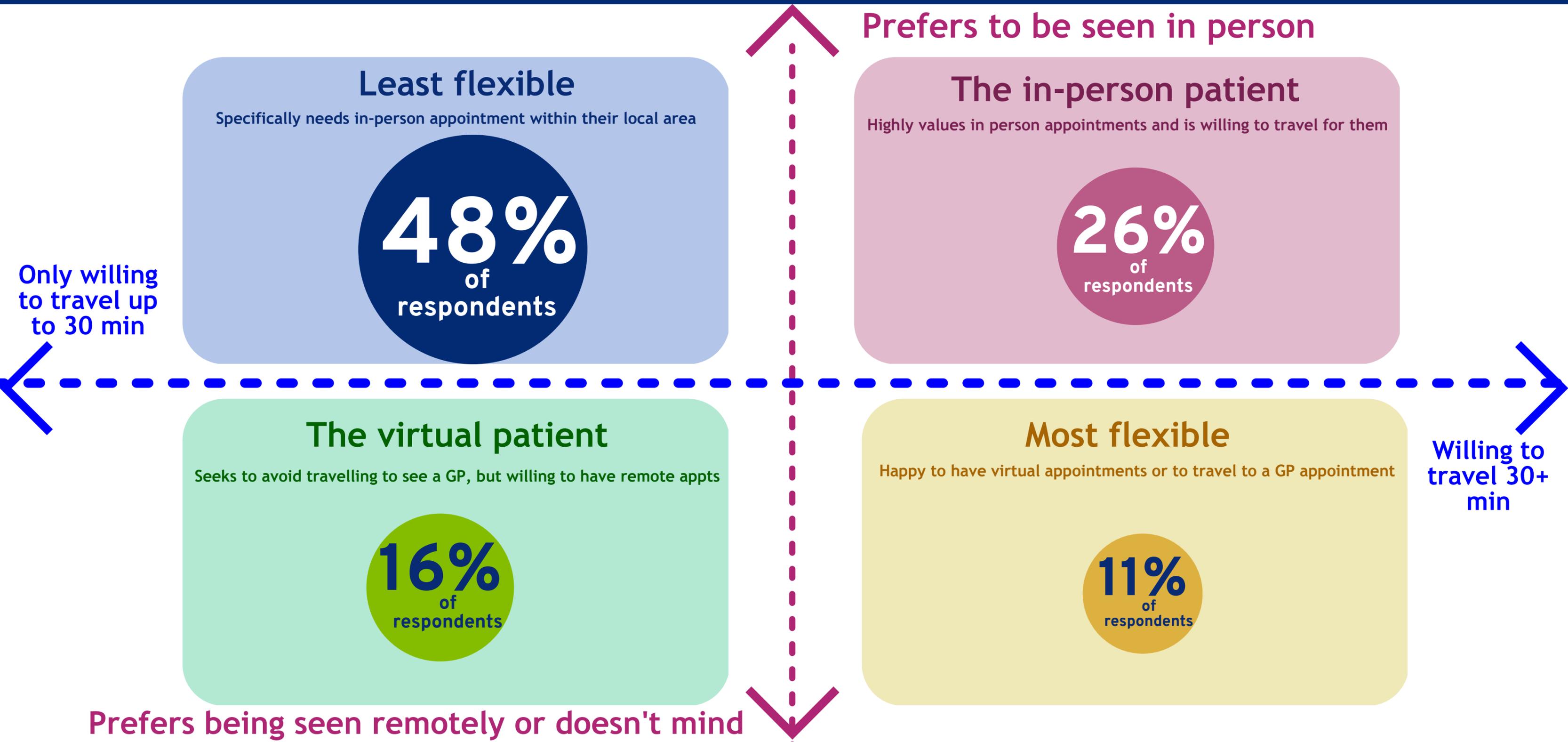


While video calls allow for visual diagnosis in ways that a phone call could not, phone consultations are more accessible to the digitally excluded, or even to those who use smartphones, not laptops.



- ### Who prefers video call to telephone?
- Aged under 18 or 25 to 36
  - Diagnosed with ADHD
  - Indian ethnicity
  - Latin American ethnicity
  - White Southern European ethnicity
  - Lesbian, gay, bisexual or pansexual
  - Hindu faith or atheist

# Patient profiles



**Least flexible**  
Specifically needs in-person appointment within their local area

**48%**  
of respondents

**Prefers to be seen in person**

**The in-person patient**  
Highly values in person appointments and is willing to travel for them

**26%**  
of respondents

**The virtual patient**  
Seeks to avoid travelling to see a GP, but willing to have remote appts

**16%**  
of respondents

**Most flexible**  
Happy to have virtual appointments or to travel to a GP appointment

**11%**  
of respondents

Only willing to travel up to 30 min

Willing to travel 30+ min

Prefers being seen remotely or doesn't mind

# Patient profiles

## Least flexible

Specifically needs in-person appointment within their local area

- ➔ More likely to be disabled-limited a lot (54%)
- ➔ More likely to be of Asian ethnicities (54%), especially Bangladeshi (58%) or Pakistani (56%)
- ➔ More likely to be Muslim (57%), Sikh (56%) or Hindu (54%).
- ➔ More likely to be a full time carer (54%)
- ➔ More likely to live in Barking and Dagenham (53%), Redbridge (51%) or Havering (50%)
- ➔ Slightly more likely to be aged 50+ (51%)
- ➔ More likely to have a hearing, sight or mobility impairment (52%)
- ➔ Less likely to live more than 30 minutes away from their GP (30%)



## In-person patient

Highly values in person appointments and is willing to travel for them

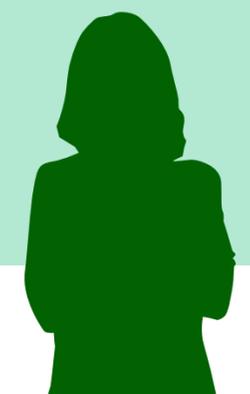
- ➔ More likely to live more than 30 minutes away from their GP (45%)
- ➔ More likely to have ADHD (37%)
- ➔ More likely to be aged 18-24 (34%)
- ➔ Slightly more likely to be of White non-British ethnicities (32%) or Latin American (31%)
- ➔ Slightly more likely to be LGB+ (31%)
- ➔ Slightly more likely to be non-religious (29%)
- ➔ Slightly more likely to live in Waltham Forest (29%) or Tower Hamlets (27%)
- ➔ Less likely to be disabled-limited a lot (19%)
- ➔ Less likely to be autistic (19%)
- ➔ Less likely to be Bangladeshi, Pakistani or of Muslim faith (19%)



## Virtual patient

Seeks to avoid travelling to see a GP, but willing to have remote appts

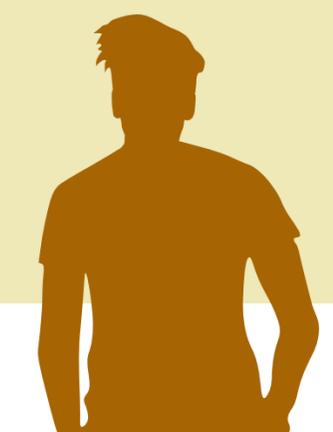
- ➔ More likely to be autistic (23%)
- ➔ More likely to be of Sikh faith (20%)
- ➔ Slightly more likely to be disabled-limited a lot (19%)
- ➔ Slightly more likely to have ADHD (18%) or a mental health issue (19%)
- ➔ Slightly more likely to be Pakistani (18%), Chinese (18%) or Bangladeshi (17%)
- ➔ Slightly more likely to be female (17%)
- ➔ Slightly more likely to be aged 25-49 (17%)
- ➔ Less likely to be Latin American (11%) or White non-British (13%)
- ➔ Slightly less likely to have a hearing impairment (12%)



## Most flexible

Happy to have virtual appointments or to travel to a GP appointment

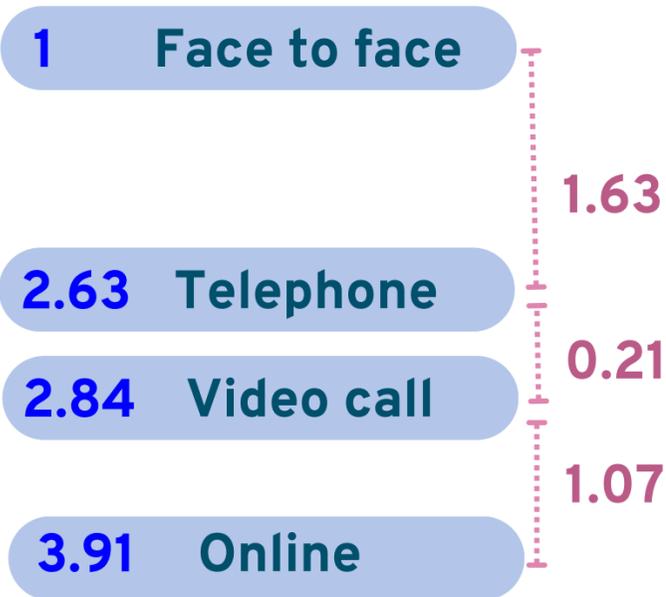
- ➔ More likely to be LGB+ (19%)
- ➔ More likely to be autistic or have ADHD (18%)
- ➔ More likely to be Roma (23%), Filipino (15%), Chinese (14%), Jewish (14%) or of White ethnicities (13%).
- ➔ More likely to be non-religious (17%)
- ➔ More likely to live more than 30 minutes away from their GP (17%)



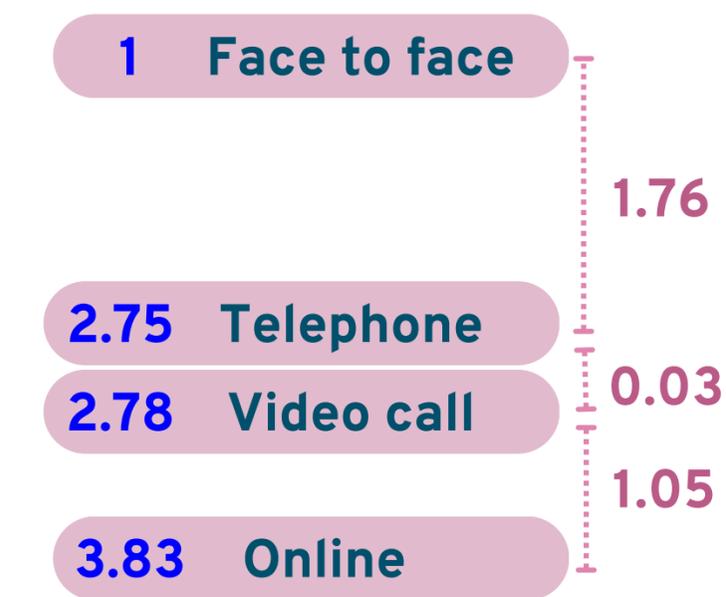
# Preferred type of appointment

*Lower absolute scores and larger distances indicate stronger preference.*

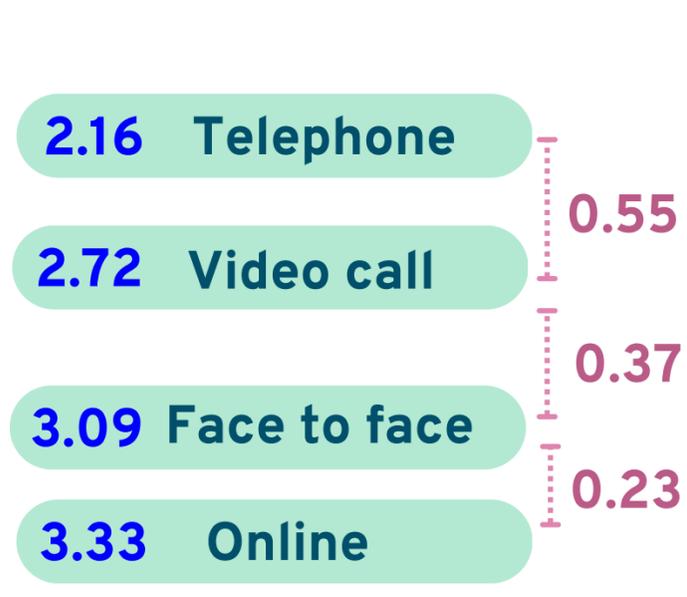
## Least flexible



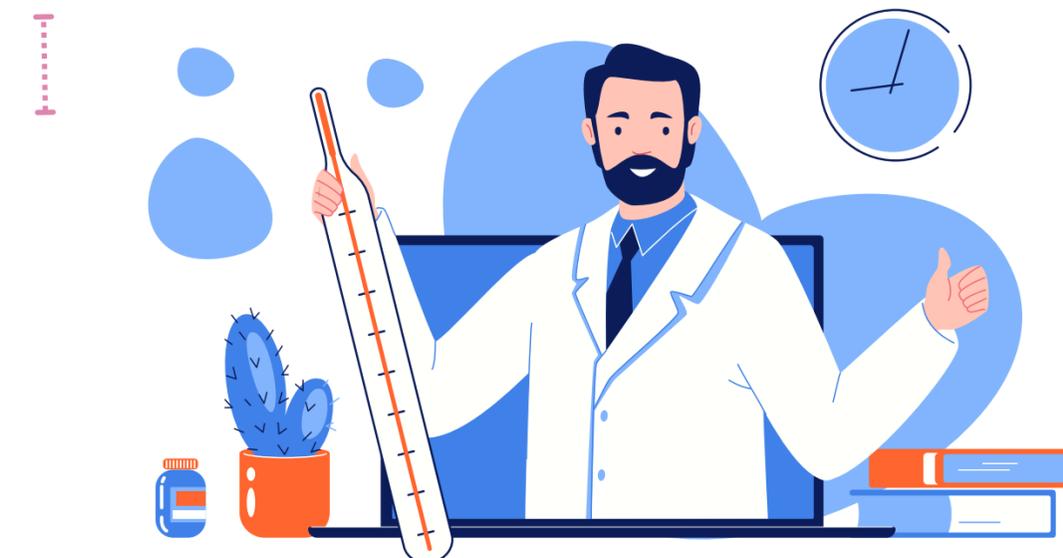
## In-person patient



## Virtual patient

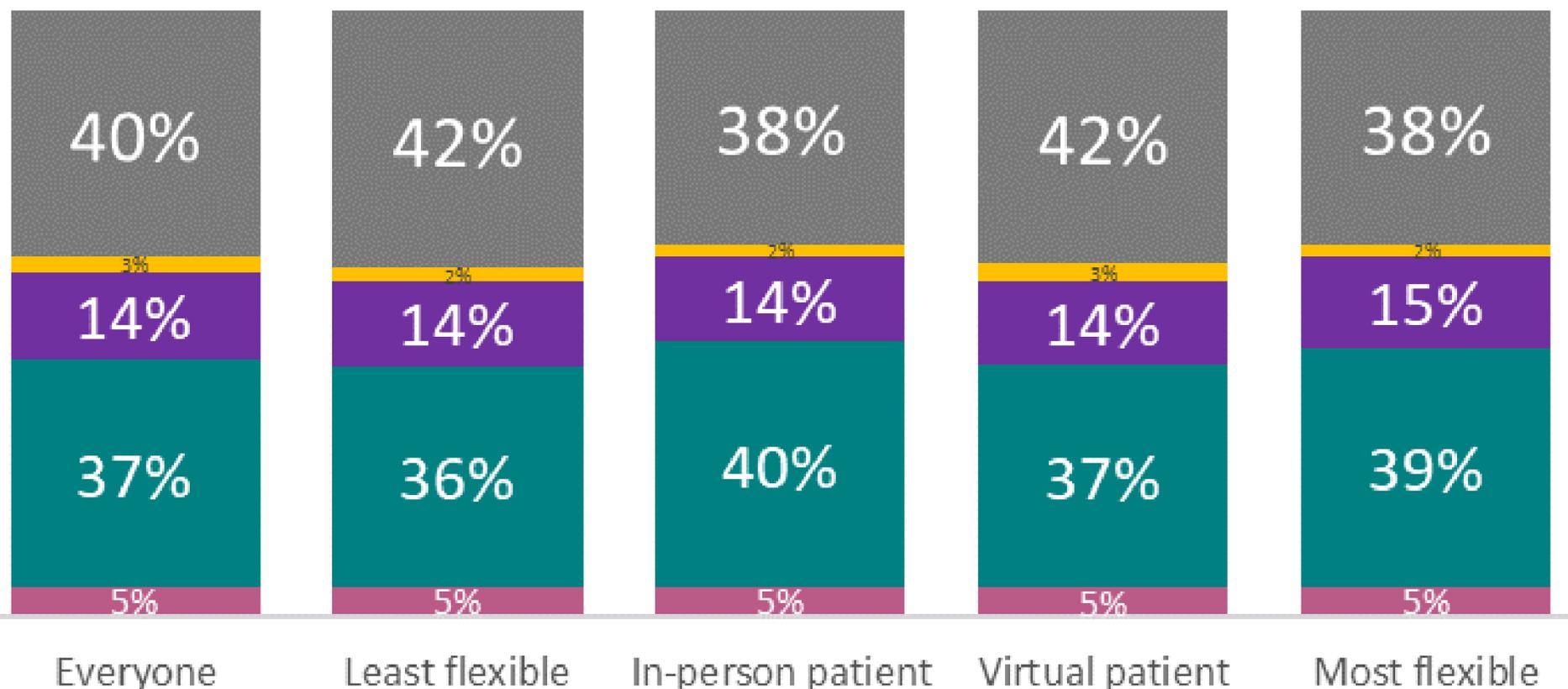


## Most flexible



# Opening hours

When would you prefer to have extended hours? (single choice)



- Weekday mornings before 8am
- Weekday evenings after 6:30pm
- Saturday
- Sunday
- Depends when I need help

**More likely than average to prefer mornings:**

- Aged under 18 (11%)
- Aged 65+ (7%)

**Less likely:**

- Jewish ethnic (0%)
- Filipino (2%)
- Indian (3%)

**More likely than average to prefer evenings:**

- Diagnosed with ADHD (47%)
- Aged 25 to 49 (43%)
- Non-religious or atheist (42%)
- LGB+ (42%)
- Part-time carers (41%)
- Mauritian (45%), Latin American (44%) or Jewish (42%) ethnicities.

**Less likely:**

- Severe disability (28%)
- Eastern European (32%)

**More likely than average to prefer weekends**

- People of ethnicities other than White British, particularly Chinese (25%), Eastern European (23%) Latin American (22%) or Black (21%)
- Autistic people (25%)
- Aged under 50 (20%)
- Buddhist (20%) or Hindu (19%) faith

**Less likely:**

- Severe disability (14%)
- Jewish faith (14%)
- Carers (15%)

# Preferred type of service

*Lower absolute scores and larger distances indicate stronger preference.*

**1.72** Urgent same-day appointments

**2.35** Booked routine appointments

**3.84** Screening

**4.28** Vaccinations/ immunisations

**5.36** Physiotherapy

**5.67** Medication reviews

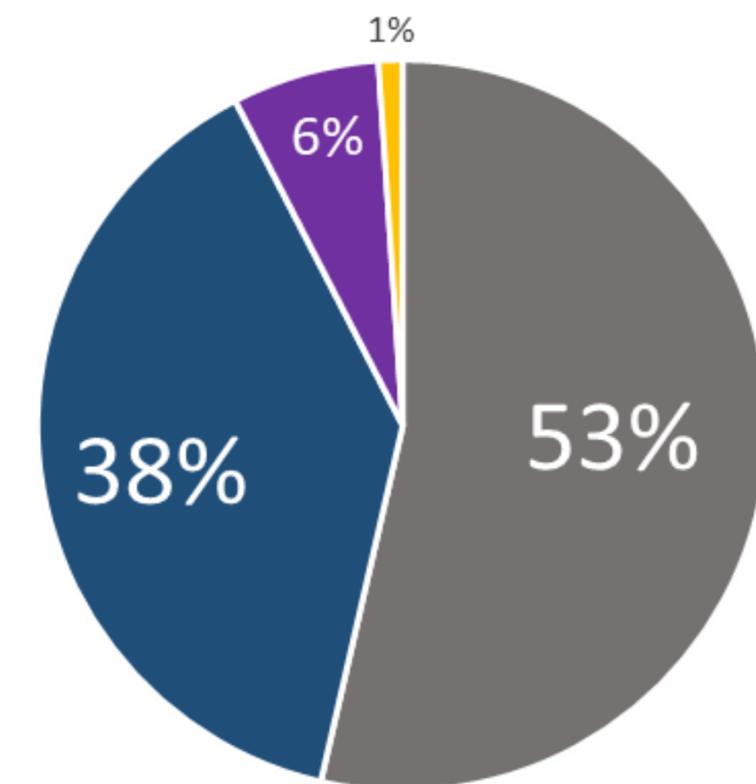
0.63

1.50

0.44

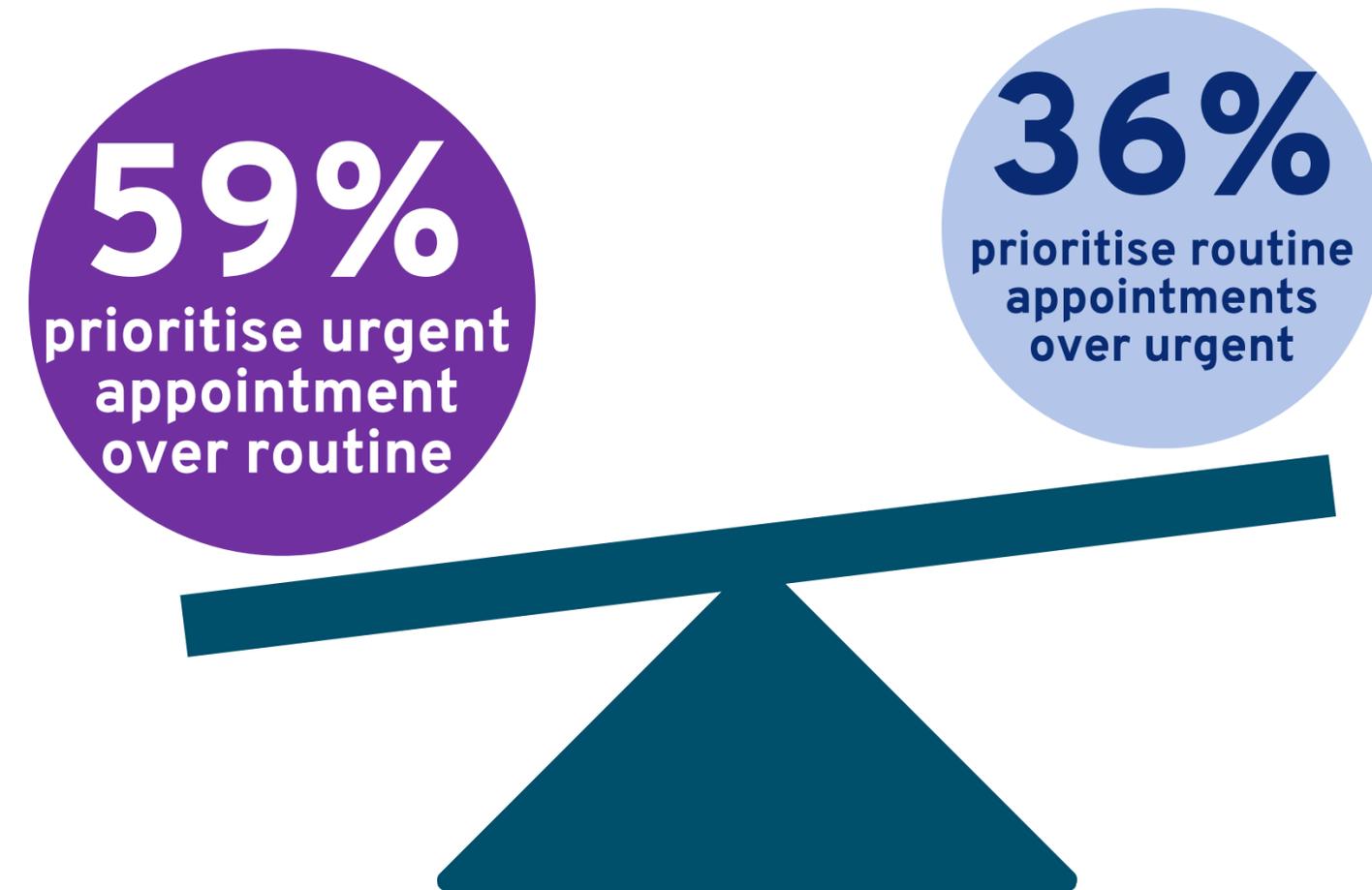
1

0.3



- Full service
- Prioritise GP
- Prioritise GP and nurse
- Prioritise nurse

# Preferred type of service



## More likely to prioritise urgent appointments

**The in-person patient**  
65%

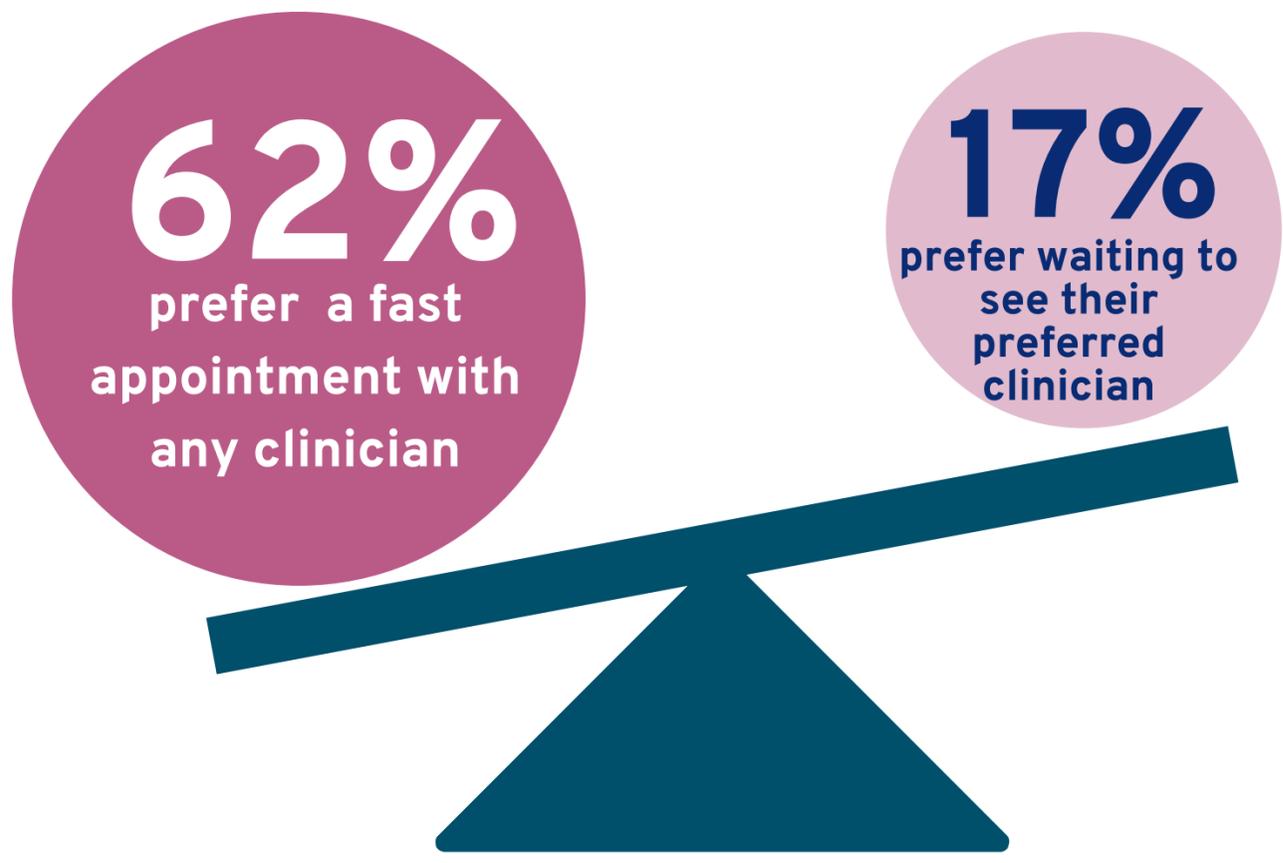
- Chinese (70%)
- Southern European (68%)
- Atheist or no religion (66%)
- Aged 18 to 49 (65%)
- Jewish faith (64%)
- Women (64%)
- White British (63%)

## More likely to prioritise routine appointments

**The virtual patient**  
38%

- Black African (47%)
- Eastern European (46%)
- Sikh faith (45%)
- LGB+ (42%)
- Disabled- limited a lot (41%)
- Aged 75+ (41%)

# Preferred type of service



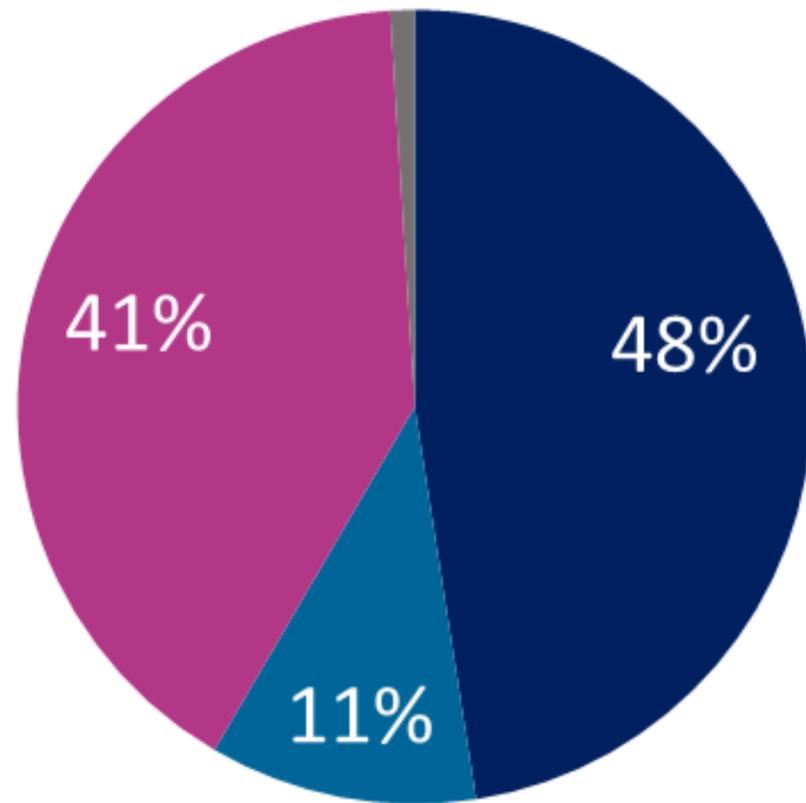
### More likely to prefer a fast appointment

- Aged under 25 (66%)
- Asian ethnicities (64%), particularly Sri Lankan (71%), Bangladeshi (66%) or Pakistani (66%)
- Latin American (70%), Roma (68%), Turkish (68%) or Southern European (64%)
- Visually impaired (66%)
- Muslim (66%) or Hindu faith (64%)

### More likely to prefer a specific clinician

- Jewish ethnicity (26%) or faith (24%)
- Aged 65+ (21%)
- Black Caribbean (21%)
- Part-time carers (20%)

# Preferred booking method



- Calling the practice
- Using a booking line
- Booking online
- Other

## More likely to prefer online

- Chinese (61%)
- Lesbian, gay, bisexual or pansexual (60%)
- Aged 25 to 36 (58%)
- Diagnosed with ADHD (59%)
- Atheist or no religion (57%)
- White ethnicities other than White British (53%)
- Living with a mental health issue (46%)
- Jewish ethnicity (46%)
- Latin American (46%)

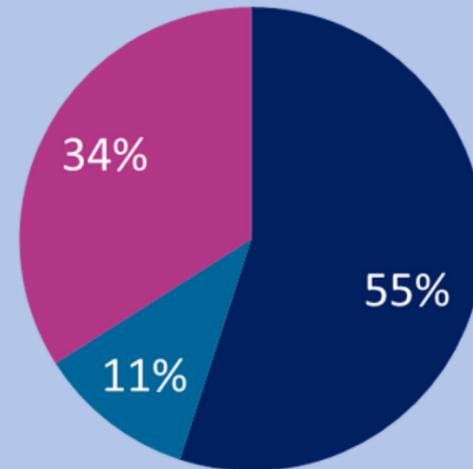
## Less likely to prefer online

- Roma or traveller (13%)
- Disabled (35%), particularly if limited a lot (30%) or sight impaired (30%)
- Black ethnicities (32%), particularly African (28%)
- Bangladeshi (34%)
- Aged 50+ (34%)
- Caring responsibilities more than 20 hours/ week (34%)

# Preferred booking method

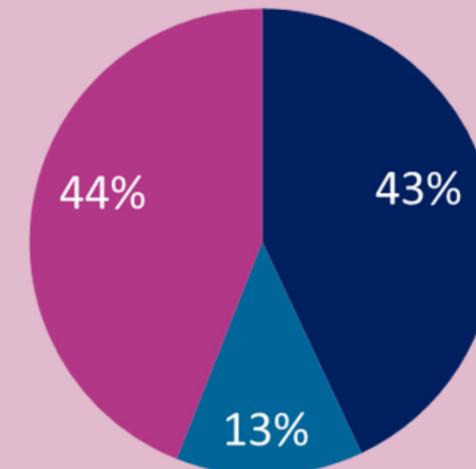
## Least flexible

Specifically needs in-person appointment within their local area



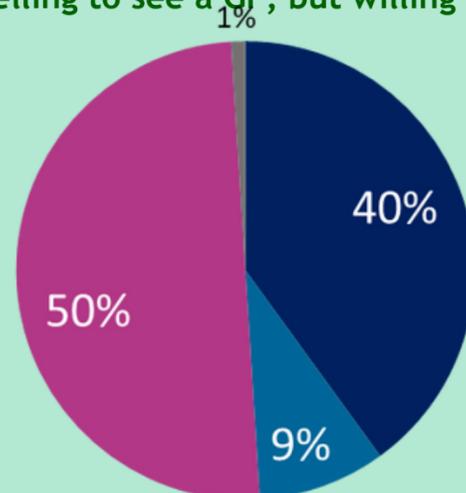
## The in-person patient

Highly values in person appointments and is willing to travel for them



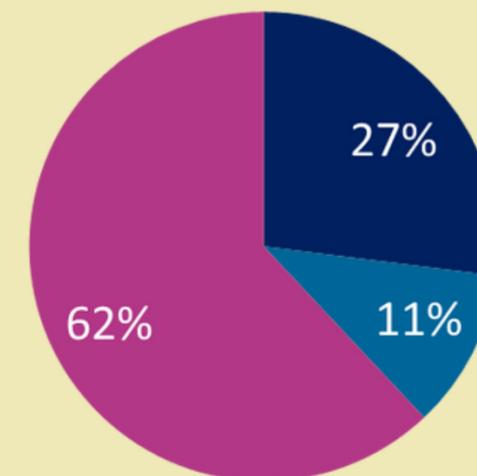
## The virtual patient

Seeks to avoid travelling to see a GP, but willing to have remote appts



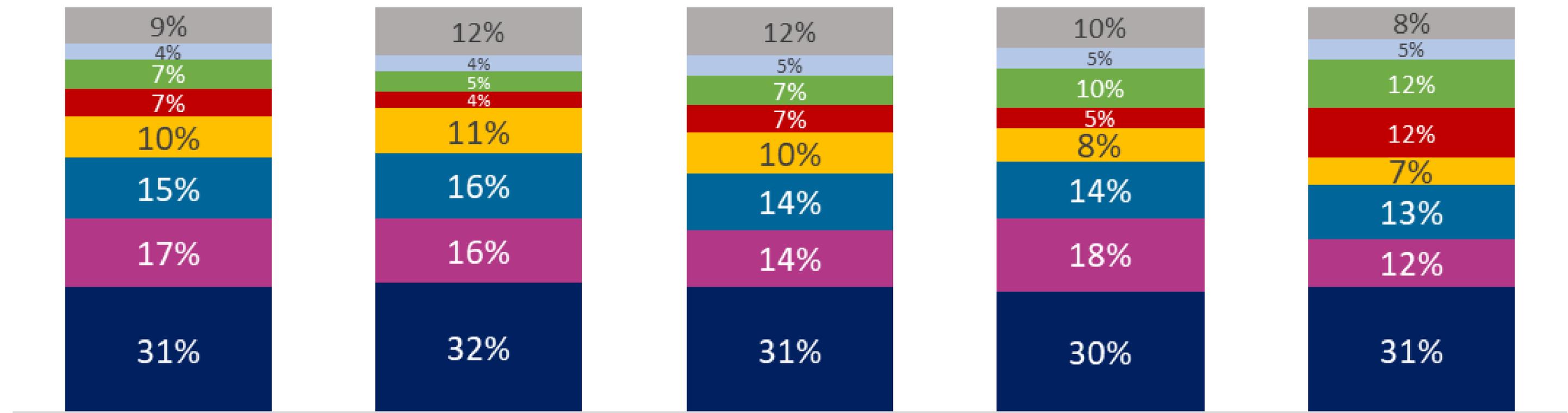
## Most flexible

Happy to have virtual appointments or to travel to a GP appointment



- Calling the practice
- Using a booking line
- Booking online

# If you can't get an appointment



Everyone

Least flexible

In-person patient

Virtual patient

Most flexible

- Call again the following day
- Try to book an out of hours appt
- Go to an urgent care centre
- Go to a pharmacy
- Ring 111
- Go to A&E
- Use an online booking form
- Do nothing