****

**ACCESS TO GP SERVICES OVER THE COURSE OF THE PANDEMIC**

**As we know, there was a requirement to put social distancing in place in order to reduce the spread of COVID-19, and GP surgeries across the country were urged to undertake consultations with those exhibiting symptoms of COVID-19 remotely.**

**With this in mind, we are looking to gain insight into your experience and get your views on the impact of accessing health and social care services remotely. That includes digitally or by telephone, focusing on access to GP services.**

**We will share your anonymous feedback with providers and commissioners such as the local CCG, and with Hammersmith and Fulham Council, This will help them to ensure that the services respond to what people need locally.**

**If you would like any assistance in completing the survey or would like it in another format, please contact us at** **info@healthwatchhf.co.uk.** **or call us on 0203 886 0386.**

**All responses are anonymous. Thank you for your contribution. The closing date for this survey is Monday 12th October, 2020.**

1. Have you had communication with your GP practice since the beginning of lockdown?

[ ]  YES

[ ]  NO – please go to Q. 17

2. Why did you contact your GP surgery?

[ ]  For yourself

[ ]  For another adult

[ ]  For a child

3. What was the reason for contacting your GP practice during lockdown? Please mark all that apply.

[ ]  Appointment booking

[ ]  Did not feel well (not related to Covid)

[ ]  Worried about symptoms

[ ]  To access any regular services

[ ]  Self help advice

[ ]  Repeat or emergency prescription

[ ]  Blood Test

[ ]  Sick note/Test results/doctor's letter

[ ]  Cervical Smear Test

[ ]  Vaccination

[ ]  Video consultation

[ ]  Cancel an appointment

[ ]  Other (please specify)

4. How did you contact your GP Practice during lockdown ? Please mark all that apply

[ ]  In person

[ ]  Telephone call

[ ]  Online

[ ]  Email

[ ]  Other (please specify)

5. How did the GP practice contact you during lockdown as a follow up to your initial contact ? Please mark all that apply.

[ ] Telephone call

[ ] Text message

[ ] Letter by post

[ ] Email

[ ] Other (please specify)

6. What was the outcome of your contact with the GP practice ? Please mark all that apply

[ ] Appointment with GP, Nurse or other healthcare professional e.g. Linkworker

[ ] Home Visit

[ ] Video Appointment

[ ] Telephone Appointment

[ ] Referred to a specialist health service

[ ] Signposted to other services e.g. food bank, counselling, Age UK or other voluntary & community service.

[ ] Prescription ordered or collected

[ ] Referred to Social Services/Local Authority

[ ] Referral to A&E, Urgent Treatment Centre.

7. How satisfied were you with the outcome of your contact with the GP practice? Please mark on the scale below.

 0 50 100

8. Do you have access to any of the following at home? Please mark all that apply .

[ ]  Desktop Computer / Laptop

[ ]  Tablet

[ ]  Smartphone

[ ]  Internet at home (e.g. broadband/wifi)

[ ]  Simple mobile phone

[ ]  Landline telephone

[ ]  None of the above

[ ]  Other (please specify)

9. Do you feel confident accessing the services at your GP practice by the following methods? Please mark all that apply.

[ ]  Telephone call

[ ]  Text message

[ ]  Email

[ ]  Video appointment

[ ]  Telephone appointment

[ ]  Booking appointment online

[ ]  Ordering a repeat prescription online

[ ]  Online for advice and information

[ ]  Any other online service

[ ]  Letter by post

[ ]  Other (please specify)

10. How comfortable do you feel using technology to access and receive GP services and healthcare? Please mark on the line below.

 0 50 100

11. How comfortable do you feel using the telephone to access and receive GP services and healthcare? Please mark on the line below.

 

 0 50 100

12. Do you feel that the priority being given to online consultations makes it difficult to access your GP ?

[ ]  YES

[ ]  NO

Please explain.

13. Please share any additional ways that would help you feel more confident or comfortable to access your GP services.

14. Going forward, do you think that you would seek more or less communication with your GP practice using technology, i.e. by telephone or online?

[ ]  More communication

[ ]  Less Communication

[ ]  The same

Please explain why.

15. Were any necessary adjustments made to enable you to access your GP practice in order to meet your needs. Please mark all that apply.

[ ]  Captions/speech to text reporter on video call

[ ]  Interpreter or translator (including BSL)

[ ]  Information in other languages

[ ]  Braille

[ ]  Advocate, including carer, patient rep & voluntary organisation

[ ]  Accessible information including easy read, large print

[ ]  Notetaker

[ ]  Telephone dial in with speech to text reporter

[ ]  Text relay/Relay UK

[ ]  Longer appointment time

[ ]  None

Please Explain

16. What further reasonable adjustments could be made to meet your needs in the future?

1. What is your age?

[ ] 0-10

[ ] 11-20

[ ] 21-30

[ ] 31-40

[ ] 41-50

[ ] 51-60

[ ] 61-70

[ ] 71-80

[ ] 81-90

[ ] 91-99

[ ] 100+

1. Do you consider yourself to have a long term condition or disability?

[ ]  YES

[ ]  NO

[ ]  Prefer not to say

1. Are you a carer for someone with a long term illness or disability?

[ ]  YES

[ ]  NO

1. What is your sexual orientation?

[ ] Asexual

[ ] Bisexual

[ ] Gay

[ ] Heterosexual/Straight

[ ] Lesbian

[ ] Pansexual

[ ] Other

[ ] I’d prefer not to say

21. What is your Gender?

[ ] Woman

[ ] Man

[ ] Non-binary

[ ] Other

[ ] I’d prefer not to say

22. What is your ethnicity?

[ ] Asian British

[ ]  Bangladeshi

[ ] Chinese

[ ] Indian

[ ] Pakistani

[ ] Vietnamese

[ ] Any other Asian background

[ ] Black

[ ] Black African Black British

[ ]  Black Caribbean

[ ] Mixed

[ ] Mixed Asian & White

[ ] Mixed Black & White

[ ] Any other mixed/multiple ethnic backgrounds

[ ] White British

[ ] Gypsy or Irish Traveller Irish

[ ] Any other White background

[ ] Arab

[ ] Prefer not to say

[ ] Other (please specify)

23. What is your postcode ?