



Friends of Alexandra Surgery
(Patient participation group)

Virtual consultation: Out of Hours (OoH) GP appointment

30 May – 11 June 2022

Background information:

GP Hubs

At present, four GP Hubs in Haringey provide Out of Hours GP appointments. These are staffed by the GP Federation for Haringey (F4H).

- Bounds Green Group Practice, Gordon Road, London N11 2PF
- Lawrence House Surgery, 107 Philip Lane, London N15 4JR
- Queenswood Medical Practice, 151 Park Rd, London N8 8JD
- Somerset Gardens Family Health Care Centre, 4 Creighton Road, N17 8NW

Information: www.haringeygpfederation.co.uk/evening-and-weekend-appointments

Current opening hours of GP Hubs in Haringey:

- Bounds Green Group Practice:
 - Monday, Tuesday and Thursday: 6-9pm. open Saturday: 8am-8pm
- Lawrence House Surgery:
 - Monday and Friday: 6-9pm. open Saturday: 8am-4pm
- Queenswood Medical Practice:
 - Monday and Wednesday: 5-8pm. open Saturday: 8am-2pm
- Somerset Gardens Family Health Care Centre:
 - Monday to Friday: 5.30-8.30pm. open Saturday, Sunday and public holidays: 8am-8pm

Information: <https://northcentrallondonccg.nhs.uk/my-health/gp-hubs-evening-and-weekend-appointments/>

To make an appointment call your own GP practice during normal opening hours and request an appointment at your preferred location.
Or call the service directly on 0330 053 9499 between 5.30-8.30pm on Monday to Friday or between 8am and 8pm at the weekend.

Primary care network (PCN)

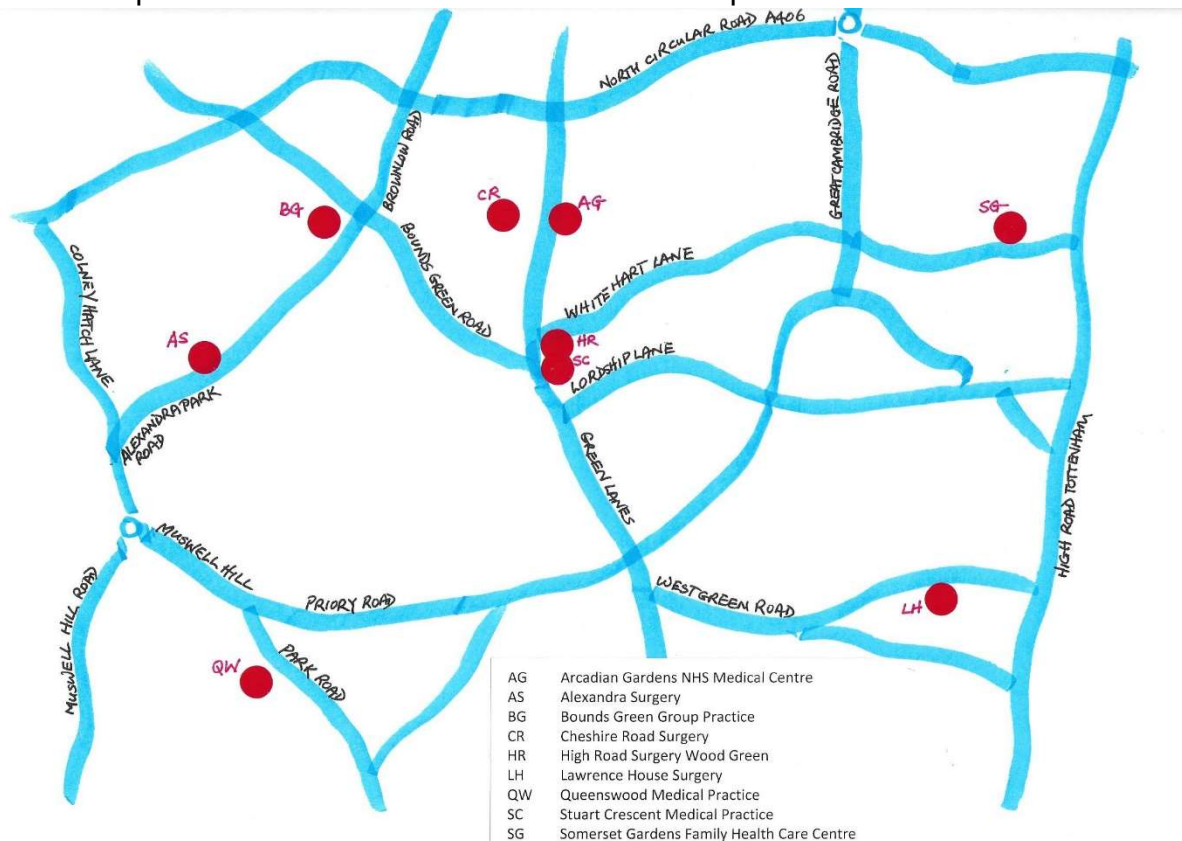
Alexandra Surgery is now part of the North Central Haringey Primary Care Network (PCN).

We plan services jointly with other local GP practices.

The constituent practices are:

- Alexandra Surgery, 125 Alexandra Park Road, London N22 7UN
- Arcadian Gardens NHS Medical Centre, 1 Arcadian Gardens, London N22 5AB
- Bounds Green Group Practice, Gordon Road, London N11 2PF
- Cheshire Road Surgery, 22 Cheshire Rd, London N22 8JJ
- High Road Surgery Wood Green, 8 Stuart Crescent, London N22 5NJ
- Stuart Crescent Medical Practice, 8 Stuart Crescent, London N22 5NJ

Sketch map to show locations of GP Hubs and PCN practices



Consultation

Options for providing OoH service

On 26 May, Dr Athee shared with the group that out of hours appointments can be provided in different ways, under NHS rules.

There are options to host this service at sites:

at 4 GP hubs – as at present,
at Alexandra Surgery,
at Alexandra Surgery plus 4 GP hubs, or
at all 6 practices in our primary care network.

There are also options to change the timing on a weekend:

some access on Sunday and more access on other days – as at present, or
more access on Sunday.

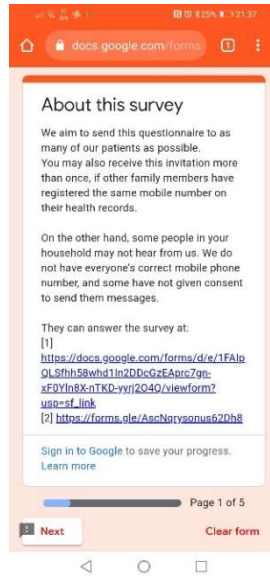
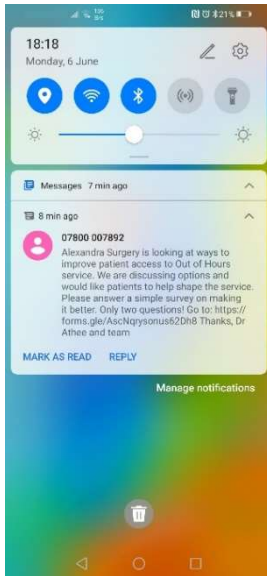
Changes will need to be approved by the Clinical Commissioning Group (CCG).

Alexandra Surgery would like to hear your views, on which options will work best.

Method

A multiple-choice questionnaire was constructed using Google Forms.

Invitations including the Google link were sent by text message to all patients with a valid mobile phone number in their GP records, and who had consented to receiving text messages.



The questions

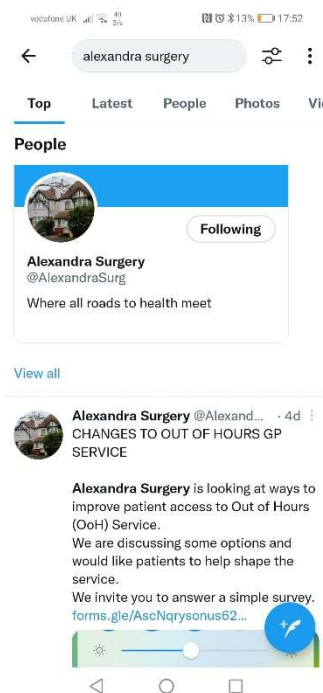
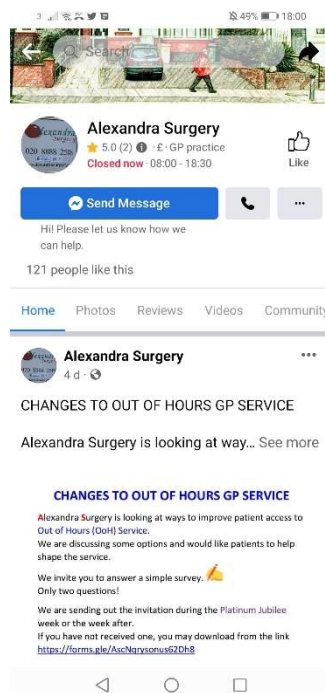
Each question is preceded by a paragraph and a map outlining the current provision.

1. Would you like the local out of hours service to be?
 - at four existing GP Hubs: Bounds Green, Lawrence House, Queenswood and Somerset Gardens
 - at Alexandra Surgery
 - at both Alexandra Surgery and existing GP Hubs
 - at six PCN* practices taking turns: Alexandra Surgery, Arcadian Gardens, Bounds Green, Cheshire Road, High Road Wood Green, and Stuart Crescent
2. Is Sunday opening important to you, or would you prefer more access on the other days?
 - Sunday opening
 - More access on other days of the week
3. Just so we know what is important to whom, is your age
 - (age bands)

Publicity

To increase awareness of the survey:

- It was announced on the practice website
- A news item was posted on the practice Facebook page and Twitter feed
- A notice was prepared for the surgery
- Reception staff were equipped with a tablet PC and trained to assist patients to answer the survey



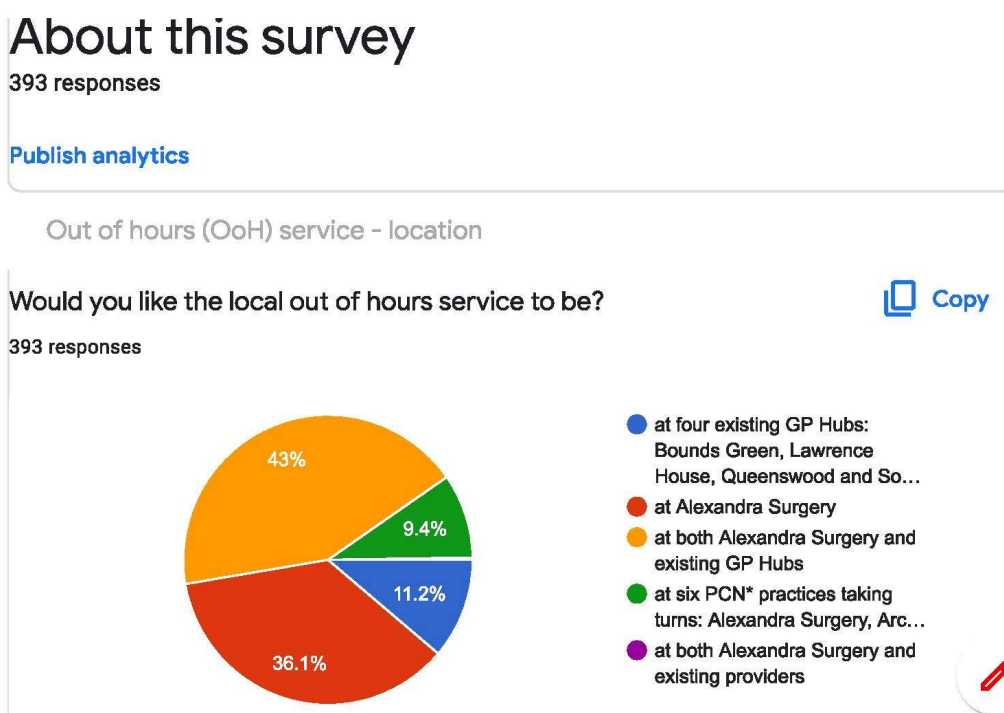
Response

The consultation has not closed, however we have interim data.
Figures at the close of 11 June:

No. of registered patients	= 5,746
No. with mobile numbers and given consent	= 4,194 (73.0% of patients)
No. of messages successfully delivered	= 3,731 (89.0% of mobile numbers)
No. of messages failed	= 305
No. of messages pending	= 158
No. who responded (as of 11 June)	= 393 (10.5% of invited)

Results

Question 1



Note:

The prototype questionnaire used the term “*existing providers*”. This was deemed to be difficult to understand.

It has been changed to “existing GP Hubs” before a second batch of invitations were sent out.

The small number of responses (0.3% of total) indicating “*at both Alexandra Surgery and existing providers*” (coloured purple on the pie chart) therefore meant the same as “*at both Alexandra Surgery and existing GP Hubs*” (yellow on the pie chart).

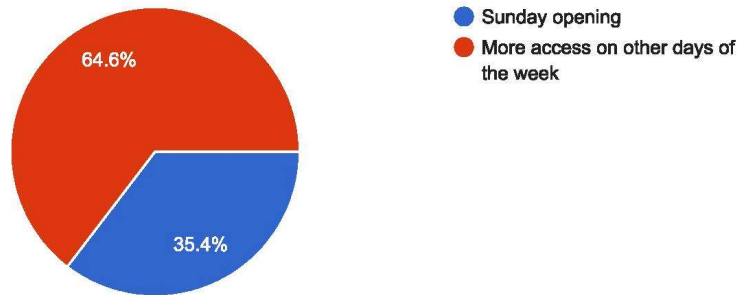
Question 2

Out of Hours (OoH) service - times

Is Sunday opening important to you, or would you prefer more access on the other days?

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393 responses



Just so we know what is important to whom

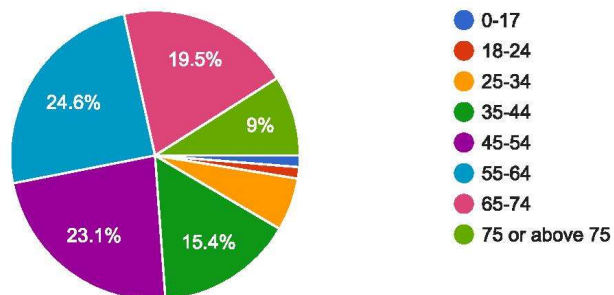


Question 3

Is your age

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390 responses



About the Primary Care Network (PCN)

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Google Forms



Constraints of the survey

Post-despatch data from iPlato shows that 73% of patients have a mobile phone number in their GP records.

Delivery was successful to 89% of these mobile phone numbers.

What this means is:

- Not all patients may use a mobile phone regularly.
- The mobile phone number entered when a patient first registered may have changed and not been updated.
- Some patients do not consent to receiving text messages from the surgery.
- Network conditions may limit delivery of text messages.

What you can do

- If you did not receive an invitation, or have not yet replied:
You can still respond online, follow the link
<https://forms.gle/AscNqrysonus62Dh8>
- You may also ask GP reception to set up a tablet for you to answer there and then.
- Please check with any GP receptionist, health care assistant or practice manager whether we have your correct contact details in your records.
This is important **to prevent your messages from going into wrong hands.**
(It happened a lot when the government called people for Covid vaccine!)
- To enable yourself to receive blood test results, appointment reminders and other important information by text message, please ask GP receptionist to add the consent codes* to your file. Then you may also be able to reply to us by text messaging.
*(699237001, 1728661000006105)

Dr Athee and team