

The logo for 'ONE BROMLEY' features a circular icon on the left composed of three stylized human figures in shades of blue and green. To the right of the icon, the word 'ONE' is written in a bold, blue, sans-serif font, and 'BROMLEY' is written in a larger, bold, teal, sans-serif font.

WORKING TOGETHER TO IMPROVE HEALTH AND CARE IN BROMLEY

# Access to Primary Care

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**November 2021**

# National GP Patient Survey 2021

The survey measures views on patient access to:

- Local GP services
- Making an appointment
- Last appointment
- Overall experience
- When the GP practice is closed
- COVID-19



The survey was conducted by Ipsos MORI during Jan-March 2021.

Response rates in Bromley were 36%; the SEL average was 28%.

The survey does not include qualitative data, which limits interpretation and insight.

CCGName	Distributed	Received	Response Rate %
<input type="checkbox"/> Bromley	15,547	5,606	36%
<b>Total</b>	<b>15,547</b>	<b>5,606</b>	<b>36%</b>

All survey results are accessible at: <http://www.gp-patient.co.uk/>



# Overall results

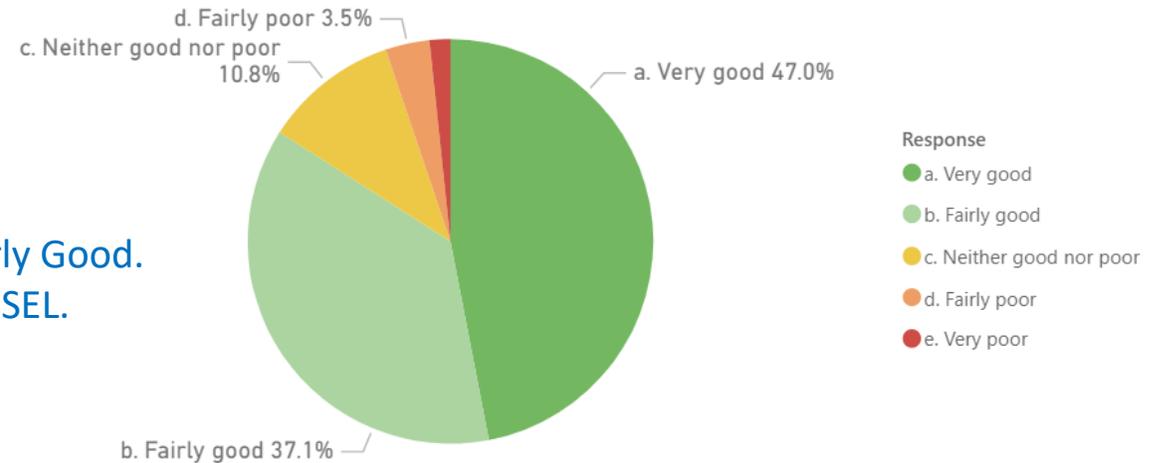
**GP PATIENT SURVEY** Borough:  PCN:  Practice:

Question: Overall experience: 30) Overall, how would you describe your experience of your GP practice?



## Overall, how would you describe your experience of your GP practice?

84.1% of Bromley practices were rated, on average, Very Good or Fairly Good. Range across SEL: 78% – 84.5%. Bromley average is second highest in SEL.



# Areas of strength

**GP PATIENT SURVEY** Borough:  PCN:  Practice:

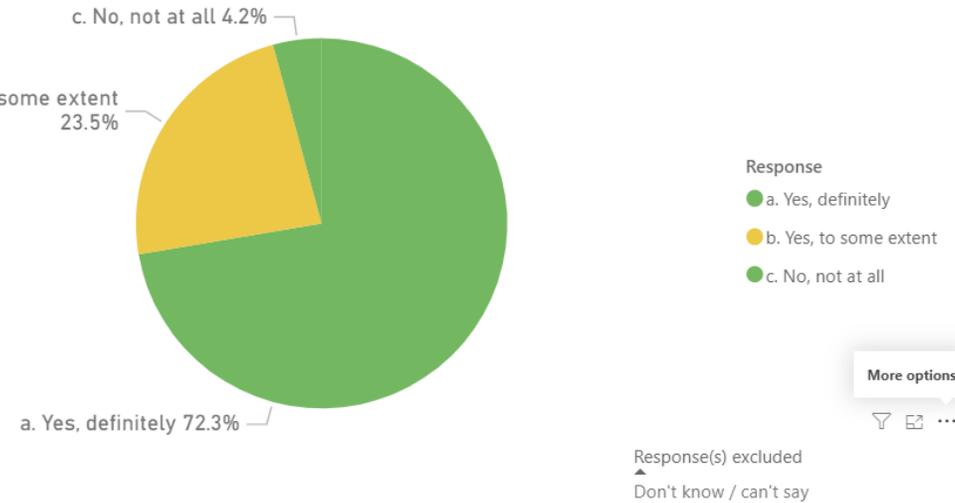


Question:

During your last general practice appointment, did you have confidence and trust in the healthcare professional you saw or spoke to?

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72.3% of Bromley practices were rated as Yes, definitely for this question. The range across SEL for 'No' was: 4.2% – 6.2%. Bromley practices were rated highest.



# Areas for improvement

GP PATIENT SURVEY

Borough: Bromley

PCN: All

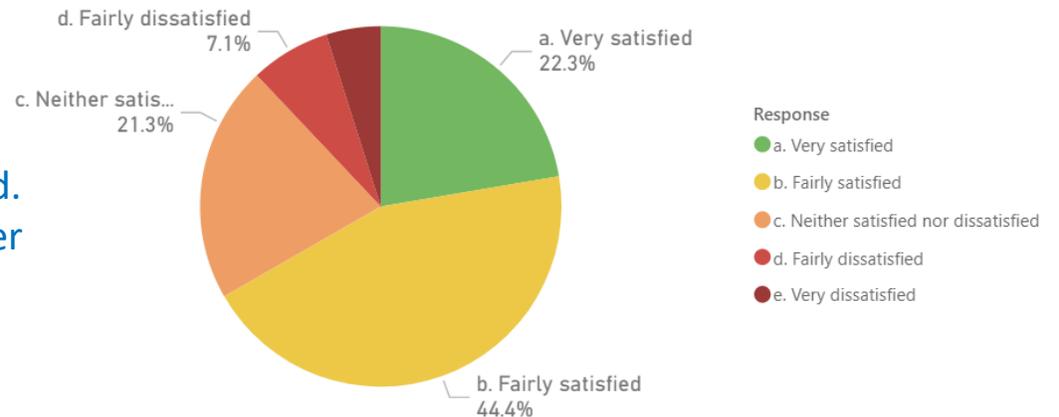
Practice: All

**NHS**  
South East London  
Clinical Commissioning Group

Question: Your local GP services: 6) How satisfied are you with the general practice appointment times that are available to you?

### How satisfied are you with the general practice appointment times that are available to you?

66.7% rated Bromley practices as Very Satisfied or Fairly Satisfied. The SEL average is 65.8%. Bromley responses are therefore better than the average, however there is some variation between practices which can be addressed.



# Impact of pandemic

GP PATIENT SURVEY

Borough: Bromley

PCN: All

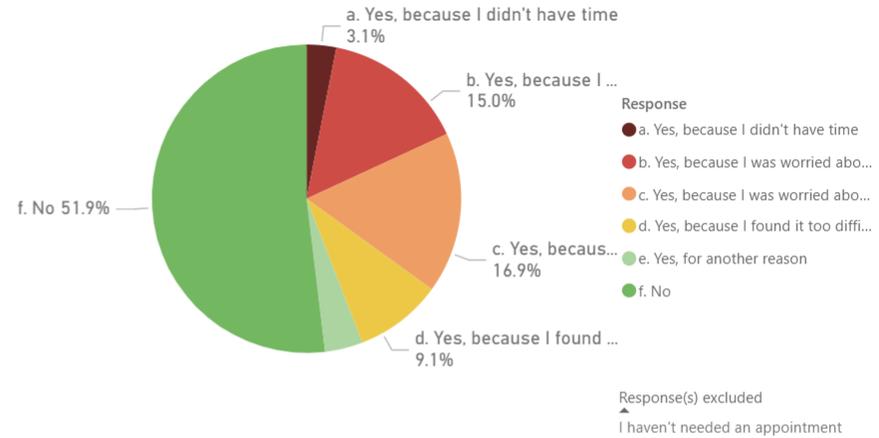
Practice: All



Question: COVID-19: 50) Have you, at any time in the last 12 months, avoided making a general practice appointment for any reason?

Have you, at any time in the last 12 months, avoided making a general practice appointment for any reason?

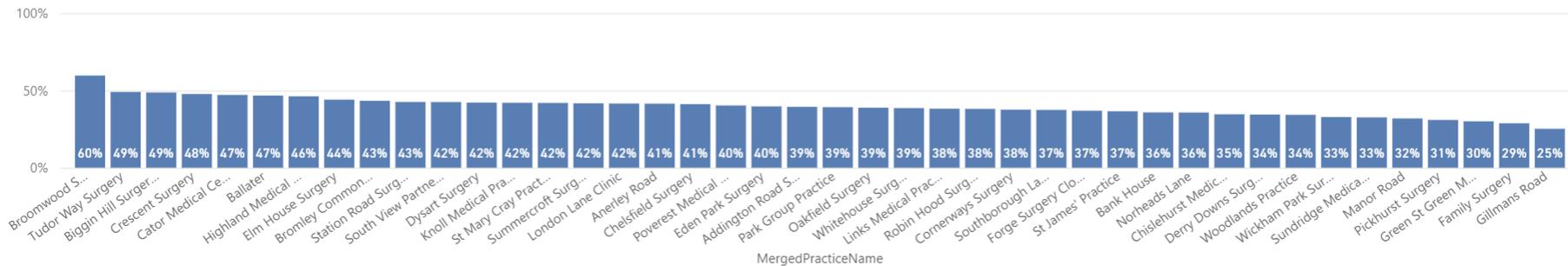
- a., Yes, because I didn't have time
- b., Yes, because I was worried about the risk of catching COVID-19
- c., Yes, because I was worried about the burden on the NHS
- d., Yes, because I found it too difficult
- e., Yes, for another reason
- f., No



Between 25%-60% of Bromley patients avoided making a GP appointment last year.

This may be contributing to the current high levels of demand for healthcare.

Avoided making a general practice appointment in last 12 months - % Summary result - Yes (Combined 'yes' variables - codes 1, 2, 3, 4 and 5 to be used with base excluding 'I haven't needed an appointment')



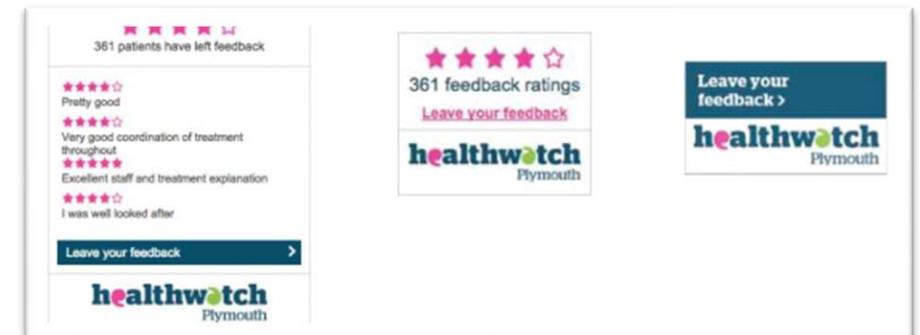
# Improving GP access

- Most people contact their GP by phone. We are supporting GP practices to:
  - Upgrade their telephone systems, to enable improved call waiting/queuing arrangements
  - Review voicemail messages, to keep these succinct and relevant to their patients
  - Train reception staff in customer service and customer management
- GP surgeries are open. We are supporting GP practices to:
  - Publicise to patients that their doors are open, whilst maintaining 'Covid-safe' measures
  - Encourage patients to attend face-to-face appointments where clinically necessary
  - Offer additional face-to-face appointments, including 'catch up' clinics, overflow hub appointments and, as part of winter plans, extra 'hot hub' clinics and community capacity.
- Demand for all parts of the health system remain very high. We are supporting GP practices to:
  - Hold appointment slots for 111 to directly book in patients to their practice GP
  - Directly refer self care/pharmacy appropriate queries to a local pharmacy of choice
  - Bolster workforce gaps with a Bromley Locum Bank of experienced, qualified clinicians



# Modernising primary care

- Remote monitoring technology is being expanded:
  - Oximetry@home, to monitor oxygen saturation levels in the blood and ensure a timely escalation of care if required
  - BP@home, to monitor blood pressure for patients with diagnosed hypertension to ensure controls are maintained
  - 'Arc' technology in care homes, improving rapid, reliable and regular clinical assessments for care home residents
- Increasingly, patients are using online services. We are supporting GP practices to:
  - Continue to upgrade and modernise their websites, reviewed by independent Healthwatch audits
  - Gather timely feedback from their patients through a Healthwatch 'widget' tool
  - Work with the Clinical System provider to improve patient experience of e-Consults, the online consultation system



# Next steps

- **Promote public messages** as part of a wider winter campaign: GP practices are open, but the pandemic is not over; highlight positive stories that recognise the contribution of general practice; explain the different ways to access general practice services
- **Improving through patient feedback:** targeting support to GP practices to use insights from national and local feedback to inform improvements, and maintain regular feedback mechanisms through ongoing engagement, including with those who may be digitally excluded
- **Reducing the gap:** determining current capacity (data analysis and audits), alongside demand within general practice, and where additional capacity can be further added into the local primary care system, processes streamlined or back office improvements made to increase efficiency



Appointments in General Practice

