

Striving to Maintain Excellent Patient Care in the Whitby Area

Patient Survey Feedback Report

June 2019



Introduction

The following report outlines the feedback that has recently been collected from patients in the Whitby Area during March and April 2019.

4000 questionnaires were distributed to 5 practices in the Whitby Area and 862 completed questionnaires were returned, giving a response rate of 22%.

The table below details the number of questionnaires returned for each practice in the area:

Practice	Questionnaires Returned
Sleights & Sandsend	147
Staithes	70
Egton	76
Danby	67
Whitby Group	502
Overall	862

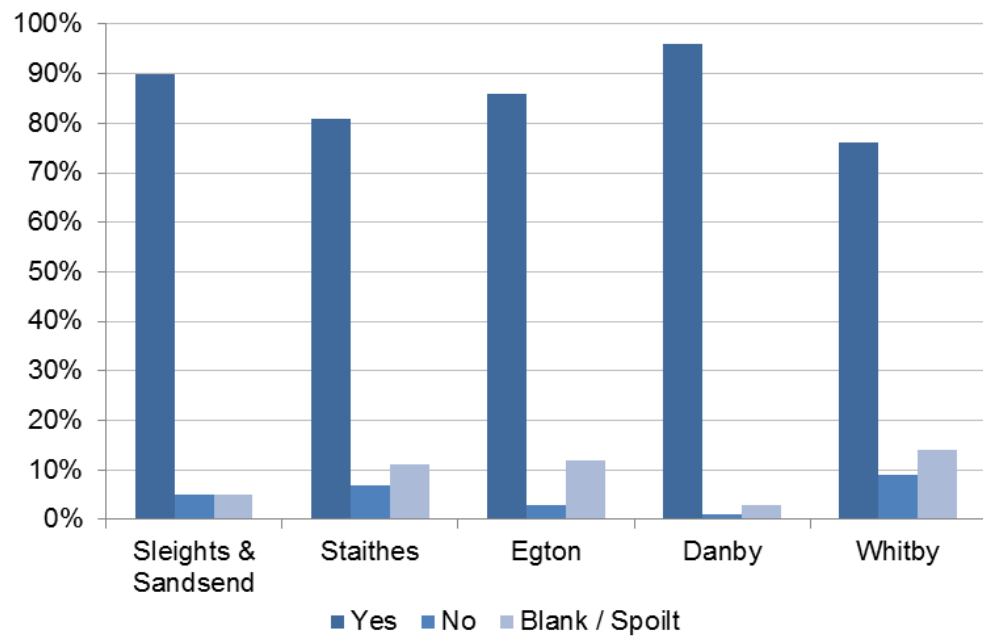
1. Non-Urgent Medical Issues

A) Would you be prepared to consult your own doctor/clinician?

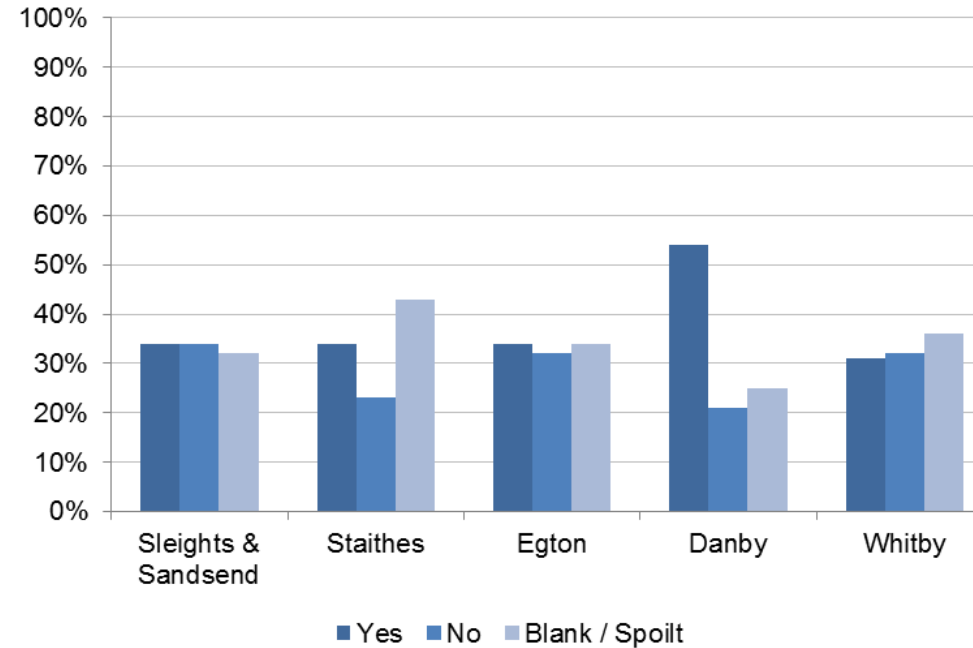
Practice	Number of responses								
	By telephone			By email			In person and accept you may need to wait longer		
	Yes	No	Blank / Spoilt	Yes	No	Blank / Spoilt	Yes	No	Blank / Spoilt
Sleights & Sandsend - 147	132	7	8	50	50	47	127	0	20
Staithes - 70	57	5	8	24	16	30	55	0	15
Egton - 76	65	2	9	26	24	26	65	1	10
Danby - 67	64	1	2	36	14	17	52	2	13
Whitby Group - 502	384	47	71	156	163	183	401	15	86
Overall - 862	702	62	98	292	267	303	700	18	144

Practice	Percentage of responses*								
	By telephone			By email			In person and accept you may need to wait longer		
	Yes	No	Blank / Spoilt	Yes	No	Blank / Spoilt	Yes	No	Blank / Spoilt
Sleights & Sandsend	90%	5%	5%	34%	34%	32%	86%	0%	14%
Staithes	81%	7%	11%	34%	23%	43%	79%	0%	21%
Egton	86%	3%	12%	34%	32%	34%	86%	1%	13%
Danby	96%	1%	3%	54%	21%	25%	78%	3%	19%
Whitby Group	76%	9%	14%	31%	32%	36%	80%	3%	17%
Overall	81%	7%	11%	34%	31%	35%	81%	2%	17%

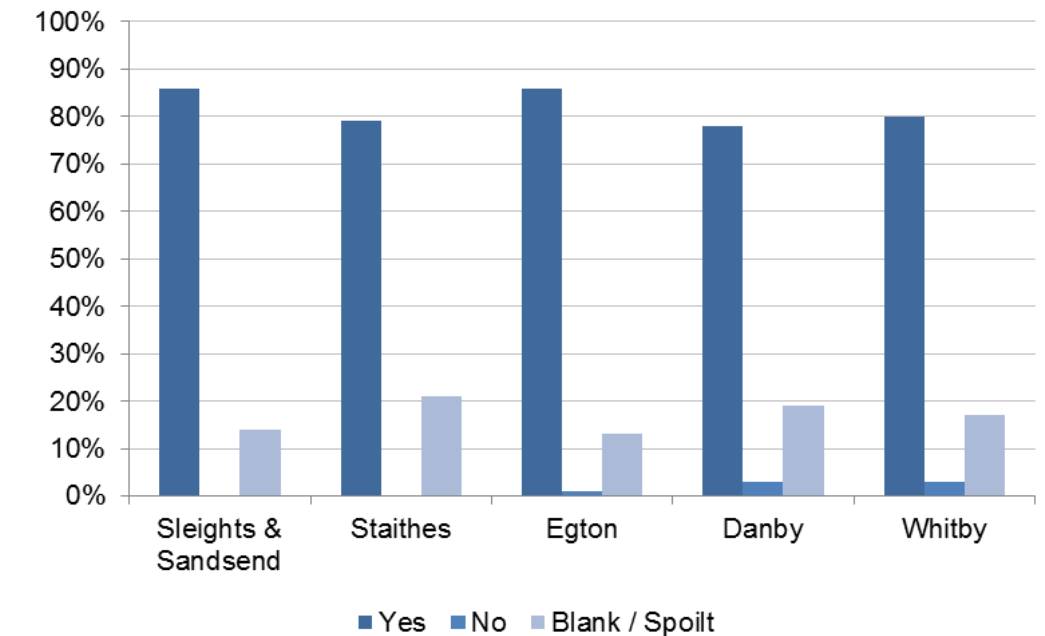
*Percentages may not add up to 100% due to rounding.



Prepared to consult your own doctor/clinician - By telephone



Prepared to consult your own doctor/clinician - By email



Prepared to consult your own doctor/clinician - In person and accept you may need to wait longer

1. Non-Urgent Medical Issues

A) Would you be prepared to consult your own doctor/clinician – Other suggestions / comments:

Sleights and Sandsend

- The telephone is not personal but suffices.
- Depends on context and my needs, but always willing to be flexible.
- Re: Point 3 (in person and accept you may need to wait longer) - when you are ill you shouldn't have to wait. It would be good to find a way to shorten that wait. The relationship with your doctor is very important in many ways.
- Video calling.
- Perhaps an initial telephone call back from the doctor to establish if an appointment is actually required.
- At Churchfield surgery Sleights.
- Charge people for a consultation as done in France to avoid wasting GP time with trivia.
- Skype or similar.
- Currently telephone appointments are only released on the day. Perhaps these could be made available sooner/online. This would make them available to non-urgent patients and thus save doctors time.
- In all matters, want to speak to my own doctor who knows me, don't mind how or where. Prefer within a couple of days.
- Re: Point 2 (by email) - no access.
- At present it can take two weeks to get an appointment with any doctor at either surgery. This would be unacceptable.
- If not urgent.
- It all depends on what the issue is. Just last week I had a very good telephone consultation with one doctor.
- The telephone and email consultation have worked really well for me and I hope other patients will make the same choice.

Staithe

- Would avoid using GP's time unless urgent or not improving.
- I would need to see my own GP because of my chronic illness.
- Skype?
- FaceTime/Skype.
- Use Skype.
- I would be wary of emails because of the confidentiality issue.
- Video call.
- Only by telephone if the wait is long.
- By Skype.
- Do not use phone - deaf.

Egton

- Re: "In person and accept you may need to wait longer" - It also depends on the bus. I live in Fryup and as I cannot drive and do not want to leave the practice, I must rely on the bus.
- Email fine for me but not my husband. Re: Point 3 (in person and accept you may need to wait longer) - Yes except in an emergency and not longer than three days.
- Re: Point 1 (by telephone) - If very urgent.
- No internet.
- Telephone for minor problems only.
- I am hard of hearing and would not hear what was being said on the phone. Don't have email.
- Happy to talk on WhatsApp, FaceTime, Skype, etc.

1. Non-Urgent Medical Issues

A) Would you be prepared to consult your own doctor/clinician – Other suggestions / comments:

Egton

- If you have to wait then wait as we are extremely fortunate to have an excellent surgery.
- I would be happy with any one, but must stress that the GP has always telephoned me back when he said he would.

Danby

- Email would be great!
- For some medical issues telephone is OK but not for others. We spend half the time with poor or no internet - definitely not internet.
- Skype/telephone consultant.
- Skype/Facetime, etc.
- Would always prefer face to face but sometimes a call or email would be fine. Really depends on the problem.
- Facetime, WhatsApp - secure.
- Use Skype.

Whitby Group

- Nervous about email, they can be ignored.
- To see a doctor but to wait no longer than one hour - sorry.
- How about a live chat service as used by the utilities?
- Skype.
- I like to speak to my own doctors. They know me, my past history and my home arrangements.
- Within reason.
- Within reason.
- Not always clear when something is non-urgent. Email gives no indication of how someone is feeling. Phone/person allows greater sense of the way someone is feeling/acting.
- Ridiculous suggestion!
- I would like to be able to see my own doctor without having to wait 3-4 weeks.
- Happy to consult with practice nurse.
- Telephone may be OK but it depends what the illness is.
- Skype.
- Not everyone has email access. By person a doctor may observe symptom they cannot see on the telephone which a patient may not consider important.
- Would always prefer to see my own doctor for continuity.
- In person by appointment.
- Not online.
- FaceTime by arrangement.
- Online chat.
- Skype, Messenger.
- Sometimes a chat may reduce the need for an appointment.
- Hands off consultation? How bizarre.
- Re: point one (prepared to consult own doctor/clinician by telephone) - don't agree. Re: point three (in person and accept you may need to wait longer) - would depend on illness. Contact your chemist.

1. Non-Urgent Medical Issues

A) Would you be prepared to consult your own doctor/clinician – Other suggestions / comments:

Whitby Group

- Text.
- Whichever appropriate.
- Video call?
- It rather depends on the problem.
- Skype.
- Letter.
- As long as I have no mobility issues I will probably visit the surgery. However, if this were to change I would use the other options.
- Video call.
- By text if a simple query?
- It would depend on the issue, as to which would be most appropriate.
- Skype?
- Book appointments on EMIS - rarely slots with own doctor.
- By text.
- Email would be my preferred option.
- Am not aware I have a designated GP.
- Not sure why appointments take so long. Never see the same doctor twice.
- Maybe group sessions for non-intimate problems - i.e. give six/eight people the same advice re: meds, diet, exercise, with short Q&A at the end.
- Skype.
- Really? Nothing quite compares to seeing your own GP and I suspect nothing helps them so much as seeing a patient.
- You should prioritise high rate tax payers for appointments, and old people over the long term unemployed.
- I have used telephone consultations for specific advice.
- We have had wonderful service on the open clinic.
- Depending what it was for.
- More evening appointments please.
- More night time appointment one night isn't enough.
- By telephone if non-urgent but the morning walk-in surgery works well and is a good back up.

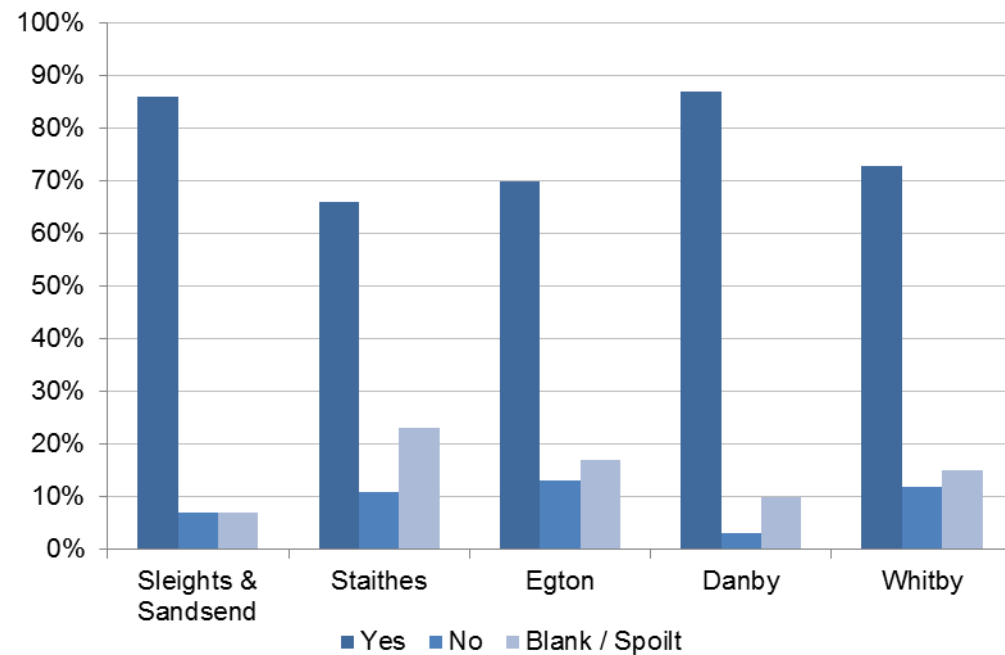
1. Non-Urgent Medical Issues

B) Would you be prepared to consult any available doctor/clinician?

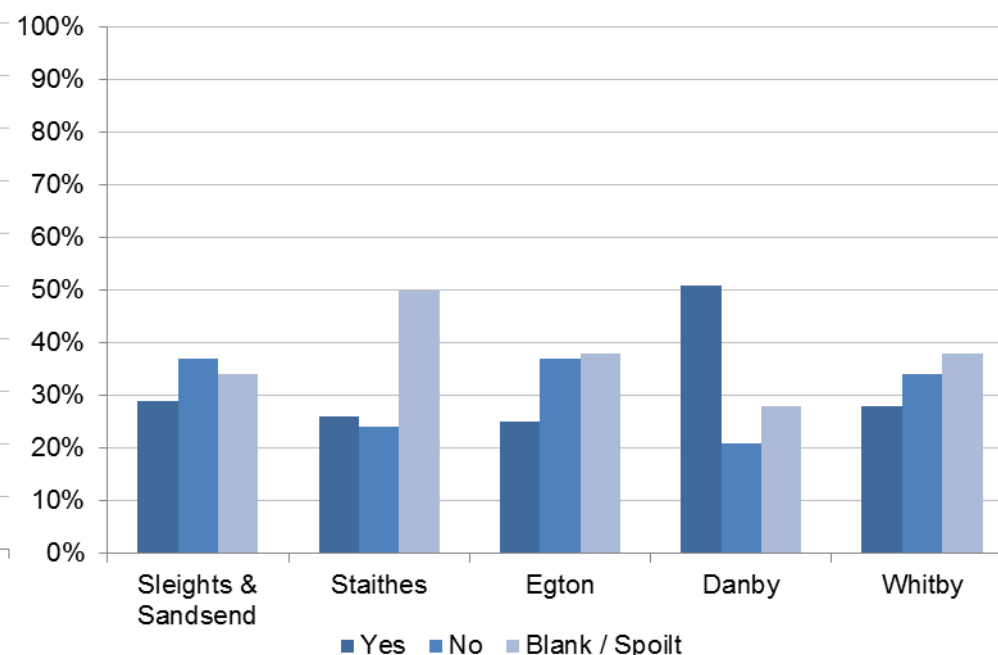
Practice	Number of responses								
	By telephone			By email			Face to face, but wait longer		
	Yes	No	Blank / Spoilt	Yes	No	Blank / Spoilt	Yes	No	Blank / Spoilt
Sleights & Sandsend - 147	126	10	11	43	54	50	116	6	25
Staithes - 70	46	8	16	18	17	35	53	1	16
Egton - 76	53	10	13	19	28	29	52	10	14
Danby - 67	58	2	7	34	14	19	51	2	14
Whitby Group - 502	364	61	77	139	173	190	377	27	98
Overall - 862	647	91	124	253	286	323	649	46	167

Practice	Percentage of responses*								
	By telephone			By email			Face to face, but wait longer		
	Yes	No	Blank / Spoilt	Yes	No	Blank / Spoilt	Yes	No	Blank / Spoilt
Sleights & Sandsend	86%	7%	7%	29%	37%	34%	79%	4%	17%
Staithes	66%	11%	23%	26%	24%	50%	76%	1%	23%
Egton	70%	13%	17%	25%	37%	38%	68%	13%	18%
Danby	87%	3%	10%	51%	21%	28%	76%	3%	21%
Whitby Group	73%	12%	15%	28%	34%	38%	75%	5%	20%
Overall	75%	11%	14%	29%	33%	37%	75%	5%	19%

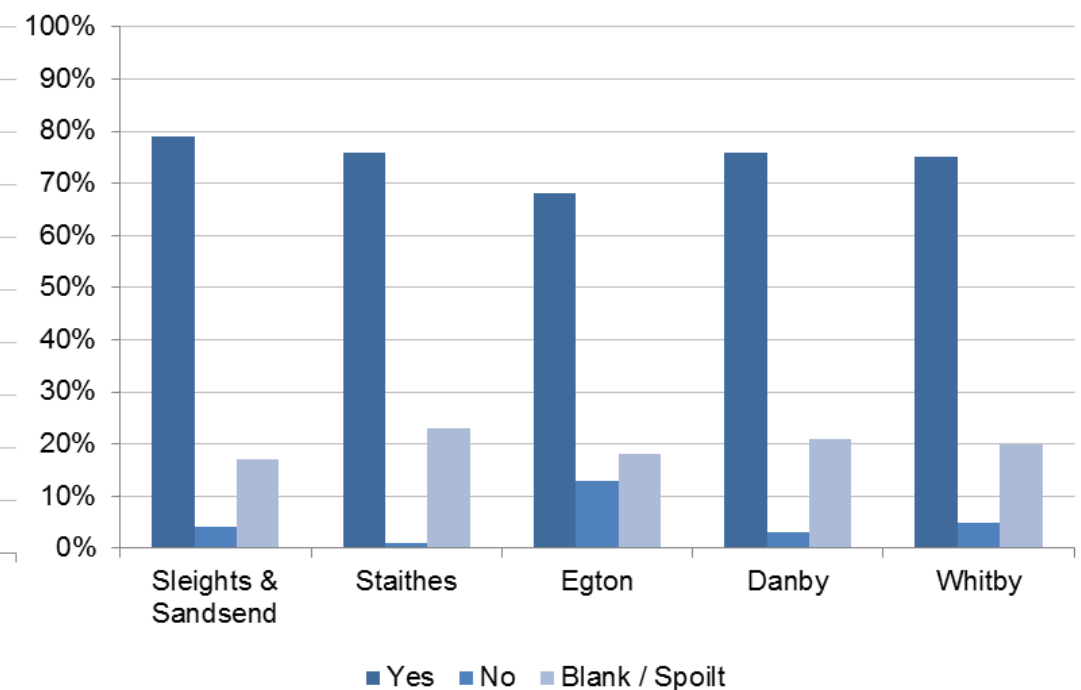
*Percentages may not add up to 100% due to rounding.



Prepared to consult any doctor/clinician - By telephone



Prepared to consult any doctor/clinician - By email



Prepared to consult any doctor/clinician - Face to face, but wait longer

1. Non-Urgent Medical Issues

B) Would you be prepared to consult any available doctor/clinician – Other suggestions / comments:

Sleights and Sandsend

- Only at Sleights surgery (including Sandsend).
- FaceTime.
- Depends on context and my needs, but always willing to be flexible.
- Depending on the problem.
- As have never met my designated doctor - wouldn't matter.
- As above, video calling.
- Perhaps an initial telephone call back from the doctor to establish if an appointment is actually required.
- Depending on health concern.
- At Sleights.
- You cannot be sure of accurate diagnosis without seeing someone in person. There is a lot of information in a person's face.
- Via Skype.
- Only in an urgent situation - why don't doctors work five days a week like they used to?
- Continuity must be important to both doctor and patients? Why are they now not full-time?
- In an emergency yes, but much prefer to see my own doctor.
- I prefer to see my own doctor but it's so hard to get an appointment that I think you have to be prepared to see someone else. Seeing different person each time wastes doctors' time because you have to explain all over again!
- Would tick yes if he/she was part of the Churchfield team.
- Only if my own doctor is not available.
- You need more doctors as they should work longer hours.
- Once again it all depends on what the issue is.
- Depends on reason for consulting - long-term ailment better with usual GP.

Staites

- In an emergency yes, otherwise I prefer my regular GP.
- Prefer my own surgery but don't mind which GP. My own GP knows history so would wait if necessary.
- Difficult when you have an ongoing condition, often have to repeat, start again.
- FaceTime/Skype.
- In this surgery.
- Skype.
- Dependent on the severity of the complaint.
- Only if the waiting is lengthy for our own GP.
- Use Skype.

Egton

- Again, this also depends on the bus.
- A walk-in clinic at set time, say between 8:00am and 9:30am or 5:00pm and 6:00pm, where you may need to wait to see any doctor as an alternative to an appointment.
- Prefer to contact own doctor but would accept any at the practice if necessary.

1. Non-Urgent Medical Issues

B) Would you be prepared to consult any available doctor/clinician – Other suggestions / comments:

Egton

- Continuity of face to face contact is a prime factor for the patient.
- A doctor in our practice as we know we can trust then as we have got to know them.
- After my GP. Phone call and email is not good if not met the doctor before, also my computer email is not on all day.
- If urgent.
- Re: Point 3 (face to face but wait longer) - But not longer than three days.
- Depends on the medical problem, if urgent, then phone might have to do.
- No internet.
- Telephone for minor ailments only.
- Face to face but less comfortable.
- But mostly my own.
- Important to know the person you are consulting.
- To see a stranger is a problem for me, as trust is an issue as a vulnerable adult I am very insecure.
- Believe that any face to face should be with own doctor.
- Any one would be suitable.

Danby

- The answers to this question are dependent on the nature of the problem.
- For some medical issues telephone is OK but not for others. We spend half the time with poor or no internet - definitely not internet.
- Skype/Facetime, etc.
- Facetime, WhatsApp - secure.
- It depends on the reason for consultation. If ongoing condition continuity is good. If acute, whoever/whenever, please!
- Use Skype.

Whitby

- Sometimes you need to see somebody quickly, so you do need a way of being to do this.
- Who is my doctor? I am lucky to see a doctor within one to one and a half hours.
- How about a live chat service as used by the utilities?
- Open clinic.
- Would prefer to see doctor that is familiar with my problem.
- I like to deal with a person I know and trust.
- Within reason.
- Within reason.
- Essential that there is total access to records/history and that this is referred to.
- Only in Robin Hood's Bay or Whitby.
- Ridiculous suggestion!
- I like to see my own doctor. They know me and my problems.

2. Non-Urgent Medical Issues

B) Would you be prepared to consult any available doctor/clinician – Other suggestions / comments:

Whitby

- Telephone may be OK but it depends what the illness is and a doctor may miss a symptom by phone and misdiagnose.
- Skype.
- Not everyone has email access. By person a doctor may observe symptom they cannot see on the telephone which a patient may not consider important.
- In an emergency I would see any available doctor if my own doctor was not available.
- For people working 12 hour shifts out of hours email.
- If you've seen one doctor with a condition it's helpful if you can see the same doctor for any follow up on that condition.
- Online chat.
- As long as I have a car.
- Skype, Messenger.
- As long as they had access to medical history.
- It's rare to see the same doctor twice here - one is never asked if one has a preference.
- Text.
- Whichever appropriate.
- Prefer to see the nurse practitioner when possible.
- Providing they were from Whitby Group Practice.
- Letter.
- I think it is best to see your own doctor as much as you can, others don't often know enough about you, quite often when I have seen other doctors they have said you will have to talk to your own doctor about your problem. I lose confidence in seeing other doctors. You need to know your doctor better.
- For non-urgent issues any GP is OK. For more serious ongoing issues I'd want to see the same GP.
- Video call.
- Again Skype.
- Often appointments several weeks in advance.
- In emergency.
- I would prefer to see my own doctor as I have ongoing medical issues that take some explaining.
- Maybe group sessions for non-intimate problems - i.e. give six/eight people the same advice re: meds, diet, exercise, with short Q&A at the end.
- Skype.
- It depends so much on the circumstances - in an emergency any help is welcome.
- Would be OK with a new condition as temporary fix only.
- Depending what the problem was.
- This has been the practice for the last few years you can never see the same doctor twice.
- As long as can request a female doctor.

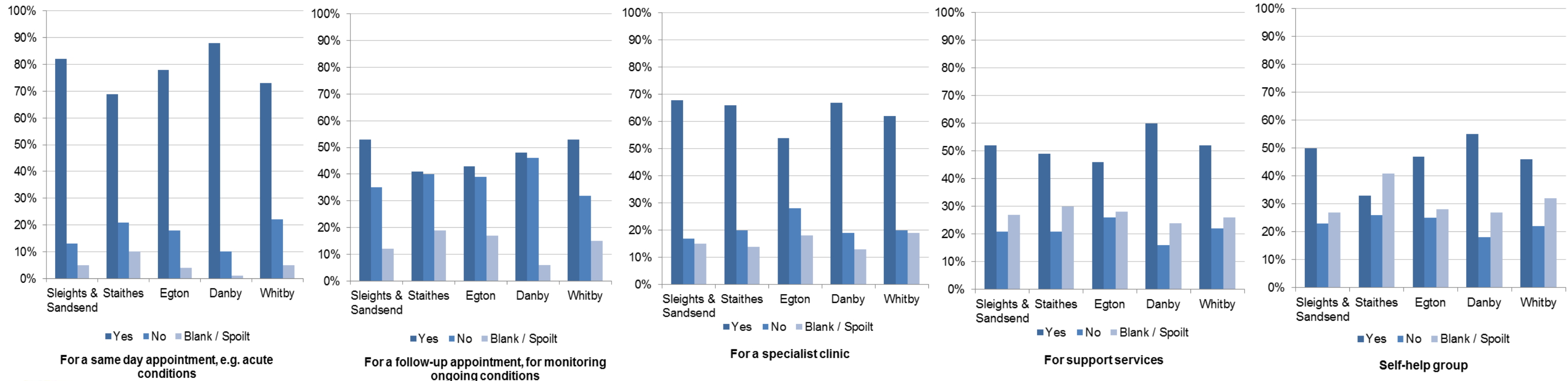
2. Travelling for an Appointment

Would you accept an appointment at another surgery?

Practice	Number of responses														
	For a same day appointment, e.g. for acute conditions that require immediate medical care			For a follow-up appointment for monitoring of ongoing conditions (e.g. blood pressure, skin condition, etc.)			For a specialist clinic (e.g. diabetes, asthma, joint injections)			For support services (e.g. Carer's Resource, Alzheimer's Society, Wellbeing Clinic)			Self-help group (e.g. Fitness Class, Carers' coffee morning)		
	Yes	No	Blank / Spoilt	Yes	No	Blank / Spoilt	Yes	No	Blank / Spoilt	Yes	No	Blank / Spoilt	Yes	No	Blank / Spoilt
Sleights & Sandsend - 147	120	19	8	78	52	17	100	25	22	77	31	39	74	34	39
Staithe - 70	48	15	7	29	28	13	46	14	10	34	15	21	23	18	29
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Danby - 67	59	7	1	32	31	4	45	13	9	40	11	16	37	12	18
Whitby Group - 502	368	108	26	268	159	75	311	98	93	262	110	130	232	110	160
Overall - 862	654	163	45	440	300	122	543	171	148	448	187	227	402	193	267

Practice	Percentage of responses*														
	For a same day appointment, e.g. for acute conditions that require immediate medical care			For a follow-up appointment for monitoring of ongoing conditions (e.g. blood pressure, skin condition, etc.)			For a specialist clinic (e.g. diabetes, asthma, joint injections)			For support services (e.g. Carer's Resource, Alzheimer's Society, Wellbeing Clinic)			Self-help group (e.g. Fitness Class, Carers' coffee morning)		
	Yes	No	Blank / Spoilt	Yes	No	Blank / Spoilt	Yes	No	Blank / Spoilt	Yes	No	Blank / Spoilt	Yes	No	Blank / Spoilt
Sleights & Sandsend	82%	13%	5%	53%	35%	12%	68%	17%	15%	52%	21%	27%	50%	23%	27%
Staithe	69%	21%	10%	41%	40%	19%	66%	20%	14%	49%	21%	30%	33%	26%	41%
Egton	78%	18%	4%	43%	39%	17%	54%	28%	18%	46%	26%	28%	47%	25%	28%
Danby	88%	10%	1%	48%	46%	6%	67%	19%	13%	60%	16%	24%	55%	18%	27%
Whitby Group	73%	22%	5%	53%	32%	15%	62%	20%	19%	52%	22%	26%	46%	22%	32%
Overall	76%	19%	5%	51%	35%	14%	63%	20%	17%	52%	22%	26%	47%	22%	31%

*Percentages may not add up to 100% due to rounding.



2. Travelling for an Appointment

Would you accept an appointment at another surgery - Other suggestions / comments:

Sleights and Sandsend

- This would be more difficult living in Sleights as it would involve a bus journey or even two!
- Depends where the "other" surgery is situated.
- Not appropriate for acute care.
- I could find travelling to other surgeries difficult as I have no car, and travel becomes less easy as I get older. Aging makes these potential changes quite daunting, although currently I rarely visit the surgery.
- Re: Point 1 (same day appointment) - only if totally necessary. It is very important to at least know or have met before the person you see and to build a relationship.
- I prefer to go to Sleights surgery as I live here but Sandsend would be OK too. I don't want to drive to Staithes, Danby or Egton.
- Already have to travel as live in "out of town" area - so not much difference.
- Provided I could get a lift or if public transport was available to get me there.
- But - only so long as I can drive!
- Whitby Hospital?
- Am a 24/7 carer for my partner at home.
- Accept but not happy!
- For older patients and people without cars - most likely old people it would be virtually impossible.
- How will any doctor really get to know their patient and build essential knowledge and relationship.
- I don't know the area well and would find this very stressful.
- Prefer not Sandsend difficult to park. Preferred Spring Vale. The rest depends on inclement weather conditions.
- Depends on weather conditions.
- Or hospital if made into health and welfare centre.
- I can drive, I have my own car, I have no financial worries. How on earth can someone who does not drive, has little spare cash, get to another (probably distant) surgery? And then how to they get home?
- I think travelling should be kept at a minimum because there are a lot of older people who can't drive. However I accept that for urgent/specialist treatment travelling may be necessary. The transport sheet at the end shows distances and public transport routes, but some of these services are so infrequent as to be impractical.
- I live in the village and work here, so need the doctors here, not travel out of the village.
- Happy to use Danby Surgery as is closer to home. Also blood test, injections, specialist care travel not a problem in most circumstances.
- Would be a problem to travel beyond Sleights, Sandsend, Whitby.
- Specialist - local if possible.
- I can accept these alternatives because I have a car and can still drive.
- For following up/monitoring conditions I would prefer to see the same doctor/surgery again.
- Would prefer local surgery but understand it may be more appropriate to go to a different venue. Would be more difficult in winter though?
- Have no form of transport.
- This would only be possible while we have a car, otherwise it's limited to Whitby.
- Would need to use taxi to get there.

Staithes

- I know we are between the moors and the sea on a narrow strip, unlike more urban practices, but I have transport and would help others if care is needed.
- Difficult this one because I trust doctors at Staithes Surgery and would have concern elsewhere.

2. Travelling for an Appointment

Would you accept an appointment at another surgery - Other suggestions / comments:

Staites

- Skype.
- Some of these places are too far without own transport.
- I would accept these for acute candidates but would prefer my own doctor. I wouldn't like to see Staites go down the path many surgeries have followed when patients see a different doctor each time. I believe the relationship, based on trust between doctor and patient is built up over time. Staites has an excellent and deserved reputation for patient care and I would not like to see this compromised.
- Difficult when you don't drive.
- Willing to wait for minor clinics to be held at Staites.
- No transport.
- Limited transport/expensive bus service.
- If self help why would it be necessary to consult anyone else?
- Would still prefer Staites Surgery if possible.
- It would also depend on the weather, if it was winter time.
- At Sandsend Surgery.
- I do not drive.
- At Staites only.

Egton

- Re: Point 1 (for a same day appointment) - I am not sure depends on circumstances. The only other surgery I would be able to get to would be Danby Surgery.
- Travelling problems make it difficult to answer these also depends on cost and viability.
- Re: Point 2 (for a follow-up appointment) - Not a decision for non-clinicians. Re: Point 4 (for support services) - Perhaps. I do not understand GP shortage relevance.
- Your travel details reveal the difficulty of getting from one surgery to another by public transport. There is a danger that some will opt to go to Scarborough or James Cook hospitals instead, which is surely something the NHS wishes to discourage.
- Always after my own GP.
- So long as transport is available.
- Present system at this practice seems to work well.
- Having to use public transport it would not be easy to reach other surgeries for specific times for appointments.
- When we have to stop driving could only get to Egton Surgery by bus.
- I can see this leading to frustration/conflict if different doctors vary in either opinion or code.
- I do not have transport.
- My other half/carer would insist on point 1 (for a same day appointment).
- Re: Point 1 (for a same day appointment) - Would use Whitby Hospital rather than Spring Vale.
- For an acute (urgent) condition I would accept, as long as it was for the same day.

Danby

- Don't really know other surgeries.
- No public transport. A lot of people depend on lifts from neighbours, etc. Not reasonable to ask for transport help for long distances.
- Many people would benefit from taxi/community bus, for some transport would be essential, e.g. those with dementia.
- Within reason, i.e. not all the way to Robin Hoods Bay unless real emergency and no other option available.

2. Travelling for an Appointment

Would you accept an appointment at another surgery - Other suggestions / comments:

Danby

- For Danby this presupposes an ability to drive or fitness for a walk up (and down) hill from station, and a good book - trains infrequent.
- Many people would need transport (e.g. community bus) - there are many (especially female) non-drivers.

Whitby

- No transport.
- If buses allow.
- The above assumes I drive to these places.
- For things like support services and self help it may be more efficient to use village halls, etc.
- This would depend on physical condition on day, and also weather conditions, i.e. snow.
- I would not want to go to surgeries more than three miles away.
- We can't get to different area as we don't have a car.
- I only want to attend my own surgery.
- To see my own doctor I will happily go to RHB.
- Whatever is necessary to get a doctor's opinion.
- Sleights, Robin Hood's Bay, Sandsend.
- You should be assigned your own doctor/practice who then knows you, your history and your family situation.
- At 84 would find it a worry and inconvenient when I live only five minutes from the surgery.
- To see my own doctor I would happily go to another surgery.
- But only if able to travel via bus.
- We would be able to go to Whitby, Robin Hood's Bay, Sleights or Sandsend.
- An acute condition may not allow distant travel. Serious conditions should be treated by one doctor.
- I would be prepared to travel only to Sleights or Sandsend.
- Depends on the condition and the distance. It may not be possible.
- Although it would depend on the severity/nature of the medical problem obviously.
- I am disabled and have no transport.
- If felt well enough and was able to drive.
- Travel in Whitby area can be too demanding for an unwell person.
- As long as I have a car.
- I have epilepsy so unable to drive - same day appointment is too short notice for public transport.
- I would, but not very happy to do so.
- Rather see own doctor.
- It not practical for transport. Community would have to help out.
- Just moved to the area and work 12 hour shifts so sometimes I only have one day free to be seen.
- Only if the other surgery was near and accessible by bus.
- Only Spring Vale Whitby.
- No further than Whitby.

2. Travelling for an Appointment

Would you accept an appointment at another surgery - Other suggestions / comments:

Whitby

- Without personal transport it would be very difficult to travel to Sleights or any other village.
- As we have no transport and have a one and a half mile walk to the bus to get to RH Bay it would be difficult going anywhere else.
- All depends where.
- Re: points 3 (specialist clinic), 4 (support services) and 5 (self-help group) - Maybe.
- Where it would be.
- Only if it's possible to get transport if necessary (i.e. people living on their own).
- Why be registered with a certain doctor if you don't see them and see others instead?
- As long as I am a vehicle owner.
- I would have to use a bus and I walk with a stick, I wouldn't want to go far.
- As long as I can still drive or have someone to drive me and weather permitting.
- This is fine now as I drive , and weather permitting.
- Continuing health monitoring is more effective if the same doctor/clinician is monitoring patient.
- Do not drive.
- Having to rely on public transport this would be difficult.
- However - would not want to travel into Middlesbrough/Scarborough other than for things such as fracture clinics.
- My appointments are always in work hours so difficult to be away from work for appointment and travel time.
- Only if nearby, e.g. Sandsend. Robin Hood's Bay, Sleights.
- Would like to go to my own surgery.
- At this time I am happy to go to any of the surgeries in the Whitby area. But as time goes on I may not be able to make such trips due to the lack of public transport.
- Do not have transport.
- I am 84 and don't drive.
- This surgery is important to this community.
- Again I am fortunate and have transport but I much prefer RHB.
- Would have great difficulty getting to another surgery.
- Could be adding to "continuity"?
- Always willing but because of age and perhaps weather/road conditions not always practical also as a carer.
- I am 84 years old and would find travelling almost impossible.
- As I am over 80 I feel that I would like to be able to use the nearest surgery as travel not easy although if that is all I could get would do it.

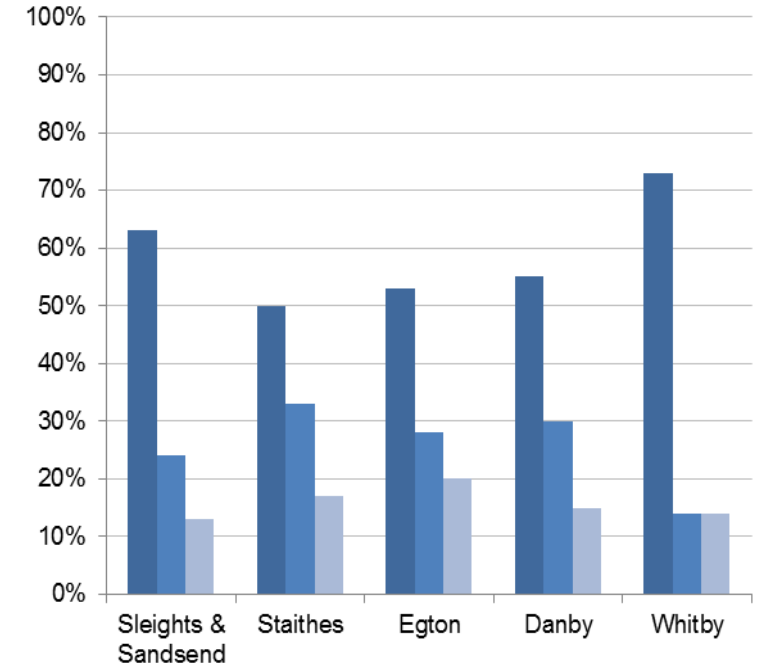
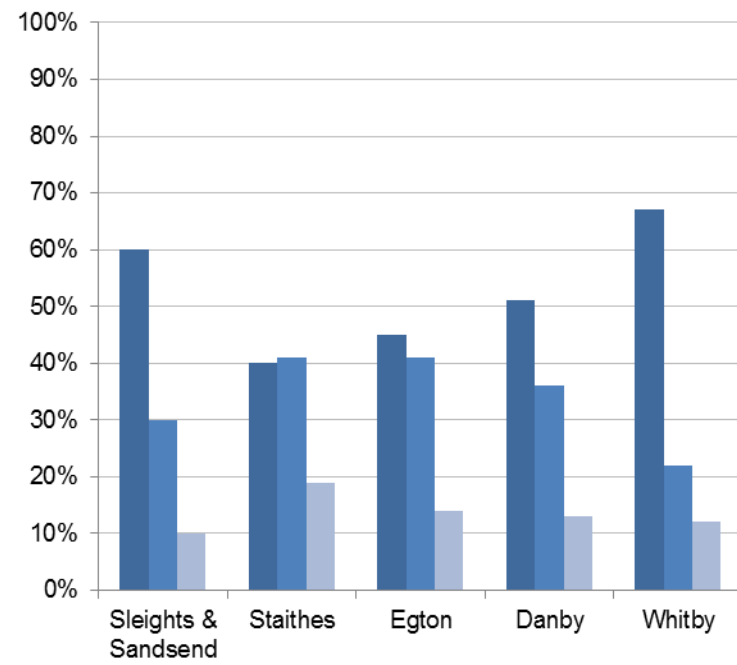
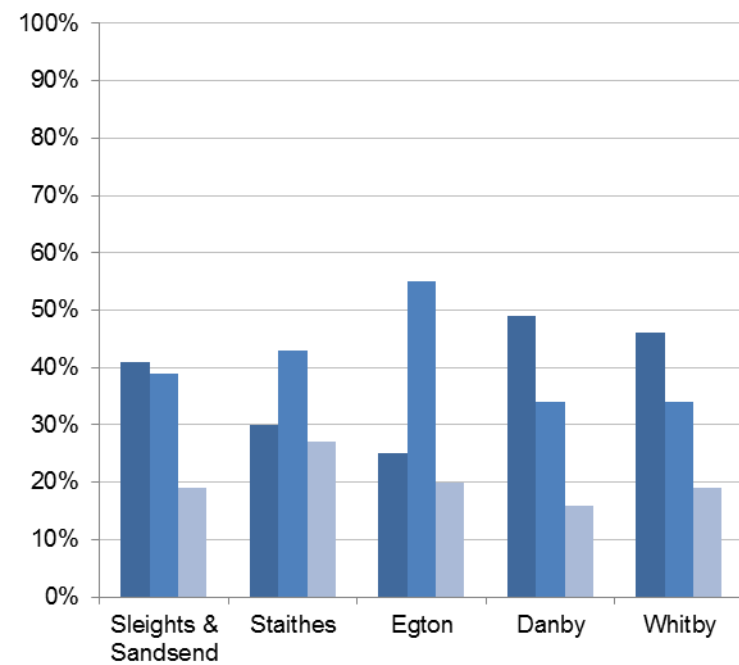
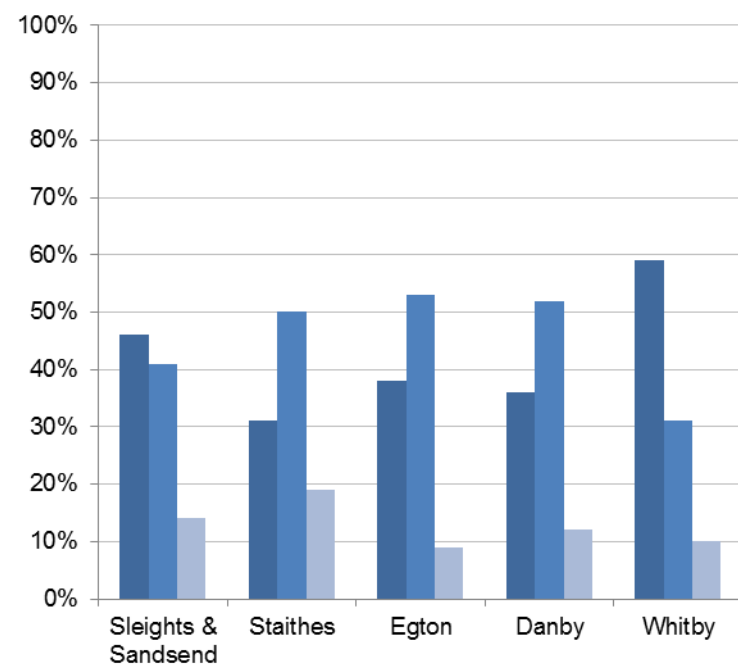
3. Local Medical Services

Would you find it useful if you could:

Practice	Number of responses											
	Choose to see another doctor at another Whitby area practice			Choose to see a female doctor at another Whitby area practice			Choose to see another doctor or nurse for routine issues before 8.00am or after 6.30pm			Choose to see another doctor or nurse for routine issues at the weekend		
	Yes	No	Blank / Spoilt	Yes	No	Blank / Spoilt	Yes	No	Blank / Spoilt	Yes	No	Blank / Spoilt
Sleights & Sandsend - 147	67	60	20	61	58	28	88	44	15	92	36	19
Staithe - 70	22	35	13	21	30	19	28	29	13	35	23	12
Egton - 76	29	40	7	19	42	15	34	31	11	40	21	15
Danby - 67	24	35	8	33	23	11	34	24	9	37	20	10
Whitby Group - 502	295	156	51	233	172	97	334	110	58	365	69	68
Overall - 862	437	326	99	367	325	170	518	238	106	569	169	124

Practice	Percentage of responses*											
	Choose to see another doctor at another Whitby area practice			Choose to see a female doctor at another Whitby area practice			Choose to see another doctor or nurse for routine issues before 8.00am or after 6.30pm			Choose to see another doctor or nurse for routine issues at the weekend		
	Yes	No	Blank / Spoilt	Yes	No	Blank / Spoilt	Yes	No	Blank / Spoilt	Yes	No	Blank / Spoilt
Sleights & Sandsend	46%	41%	14%	41%	39%	19%	60%	30%	10%	63%	24%	13%
Staithe	31%	50%	19%	30%	43%	27%	40%	41%	19%	50%	33%	17%
Egton	38%	53%	9%	25%	55%	20%	45%	41%	14%	53%	28%	20%
Danby	36%	52%	12%	49%	34%	16%	51%	36%	13%	55%	30%	15%
Whitby Group	59%	31%	10%	46%	34%	19%	67%	22%	12%	73%	14%	14%
Overall	51%	38%	11%	43%	38%	20%	60%	28%	12%	66%	20%	14%

*Percentages may not add up to 100% due to rounding.



■ Yes ■ No ■ Blank / Spoilt

Choose to see another doctor at another practice

■ Yes ■ No ■ Blank / Spoilt

Choose to see a female doctor at another practice

■ Yes ■ No ■ Blank / Spoilt

Choose to see another doctor/nurse for routine issues before 8am or after 6pm

■ Yes ■ No ■ Blank / Spoilt

Choose to see another doctor/nurse for routine issues at the weekend

3. Local Medical Services

Would you find it useful if you could – Other suggestions / comments:

Sleights and Sandsend

- I would want to leave these appointments for people who work.
- Only at Sleights surgery (including Sandsend).
- Doctors need to know their patients and vice versa.
- I prefer to use the Sleights practice.
- Yes only if "another doctor" were a specialist in whatever my need was.
- Do not wish to see another doctor.
- I would use any of the above as a last resort but much prefer to visit the Sleights surgery.
- In an emergency would be happy to see a doctor anywhere in area. Would have been useful to have appointment options before 8:00am and after 6:30pm when I was working.
- How about more full-time GPs?
- I wouldn't choose to travel to another area on outskirts of Whitby as I'm a non-car driver but I would do so if it meant getting seen.
- I would prefer Sleights/Sendsend practices, but if you had no "slots" with a doctor/nurse then Whitby practice or even Egton would be convenient.
- Again transport is the problem - getting to Danby without a car is impossible.
- Choose to see another for routine issues in the week. If you follow the above suggestions then you will require further staff resources?
- All telephone requests always OK. Prefer Sandsend surgery as I can walk to it.
- Re: Point 3 (before 8:00am or after 6:30pm) - At Sleights.
- Quite happy to visit own practice at these times.
- Walk-in centre at Whitby Hospital would be a better alternative.
- Not for routine issues.
- Why would we take up doctors appointment for routine?
- Only if choosing a doctor at another practice gave access to more specialist treatment, otherwise no.
- I didn't know there is an early morning appointment, on a Tuesday, or that the surgery is open on a Saturday morning, never been offered any of these, only just found this out via talking to other people.
- Re: Point 3 (before 8:00am or after 6:30pm) and Point 4 (routine issues at the weekend) - At Sleights Surgery.
- Add another named doctor from another surgery as an alternative.
- Another area, depends on severity of need.
- If need was urgent then would be willing to see any doctor anywhere when working the early/late appointments were really good also as a carer as I didn't have to take time off work - now retired so don't find this session applicable.
- Re: Point 3 (before 8:00am or 6:30pm) and Point 4 (routine issues at the weekend) - Only very rarely.

Staites

- Only if an emergency.
- To save overwhelming A&E by non-emergency people on our 40 mile roundtrip. I had a worker on a course who went to JCUH A&E with a nettle sting!
- As previous comment, difficult because I trust doctors at Staites Surgery and would have concern elsewhere.
- I would think three and four would be very useful for people who work.
- Would only see doctors for acute problems. Not for non routine apps.
- I would consider using Sandsend Surgery if necessary.
- Only at Staites.
- Only at Staites.
- Only at Staites.

3. Local Medical Services

Would you find it useful if you could – Other suggestions / comments:

Egton

- Only Danby Surgery because of transport.
- What sort of nurse.
- The answer to point 1 (choose to see another doctor at another practice) ultimately depends on urgency.
- Whitby Spring Vale or Sleights.
- So long as transport is available.
- Should the practice doctor wish to send me to another practice for a second opinion then that is OK. Present system fine for me.
- Would prefer to use own doctor at Egton.
- We are very happy with Egton Surgery.
- Very happy with our own surgery.
- With ongoing issues I think that continuity with the same doctor.
- Again my carer would insist on this and they have called out emergency doctors in the past.
- Being retired, the normal surgery times are adequate.
- It would be helpful if before 8:00am and after 6:30pm and weekends were covered by a qualified person.

Danby

- All above if necessary.
- Don't know the other practices.
- Seeing a female doctor is a must!
- This is dependent on having transport.
- For many people the before 8:00am and after 6:30pm options would be very useful.
- I think it's important to offer women appointments with a female doctor on occasion.
- I really understand why women want to be able to choose a female doctor. Many would probably be helped by before 8:00am or after 6:30pm.

Whitby

- Not one doctor - rude!
- I live in RHB, so I would not want to have to go to, say, Danby - but I already come to Whitby and would be happy to go to Sleights of Sandsend.
- At age 90 cannot do this.
- "Choose" if I had the choice.
- "Other" surgery, dependent on distance and transport.
- Appointment between 10-5.
- As my partner is 88 years and we don't have a car now and they can't walk outside we couldn't do different area.
- I like to see my own doctors. They know me!
- I like to see my own doctor.
- Due to work commitment alternative times suggested above are most welcome.
- Cost may preclude travelling distances.
- I would see a doctor/nurse at Sleights or Sandsend.

3. Local Medical Services

Would you find it useful if you could – Other suggestions / comments:

Whitby

- All these dependant on weather in winter.
- In an emergency I would be prepared to see a doctor at another practice if necessary.
- Perhaps if you're unable to get an early appointment with your GP and you feel it's urgent you could be offered a slot in another surgery if available.
- As long as I am driving.
- It would be useful to see doctors out of hours but the way this is asked I'm not sure what you mean.
- I work full time in Whitby so here is good but around working hours would be more helpful.
- Yes, but prefer not to.
- Prefer to use Whitby.
- Female doctor on a personal thing to women, can be embarrassing.
- Again transport would be a problem.
- Especially outside of 9-5.
- To be able to see a doctor at 8:00am would be extremely useful for us full-timers.
- I would be happy to see any of the doctors in the area male or female as long as I am able to drive myself there.
- I am dependent on my husband driving me to appointments. Should he be unavailable I would not be prepared to travel, nor could I afford taxi fares.
- As long as not too far away due to my job.
- At RHB.
- Again it depends. The gold standard is "my" GP at RHB.
- Before 8:00am would not be practical as carers are in daily attendance for husband.
- Wouldn't mind male or female. After 6:30pm.
- Travel problems.
- Would be prepared to see a doctor elsewhere if well enough to travel.

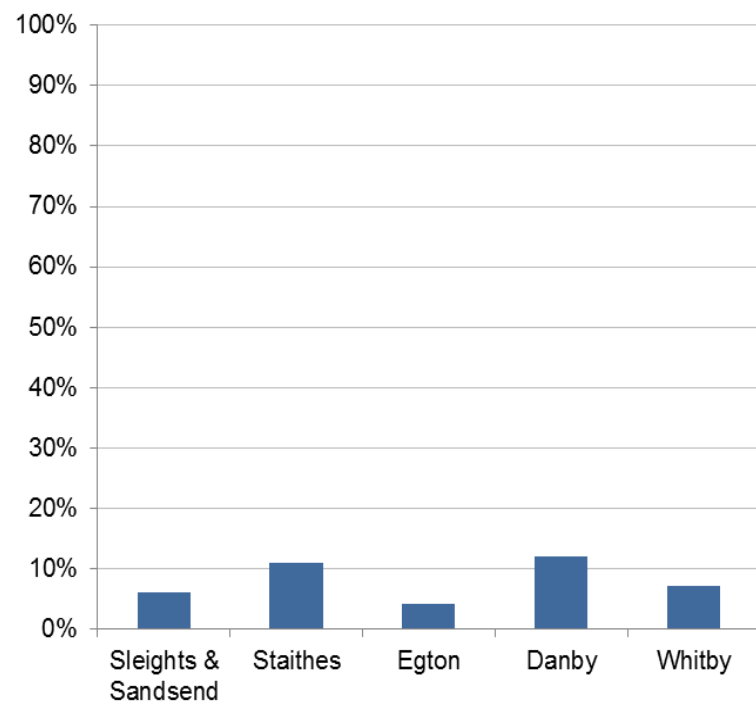
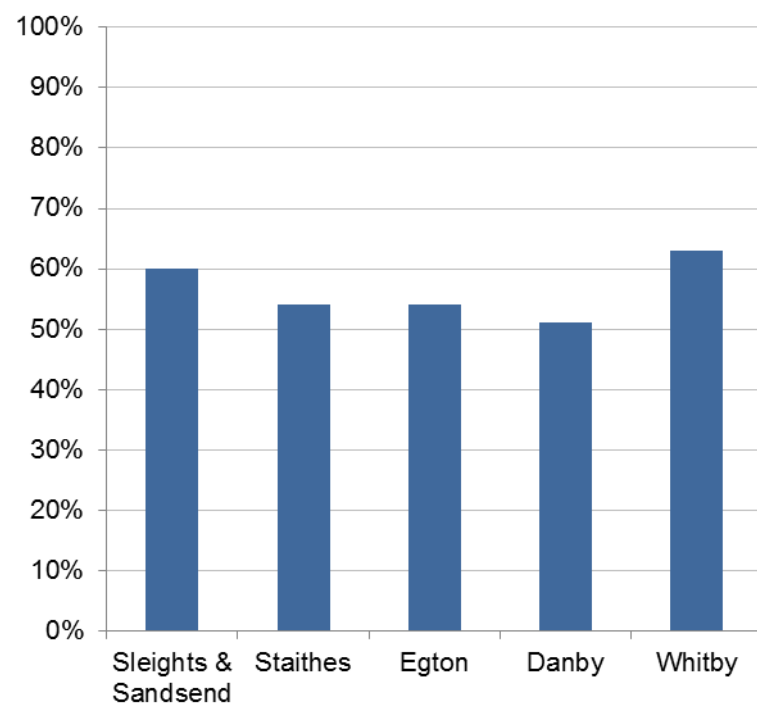
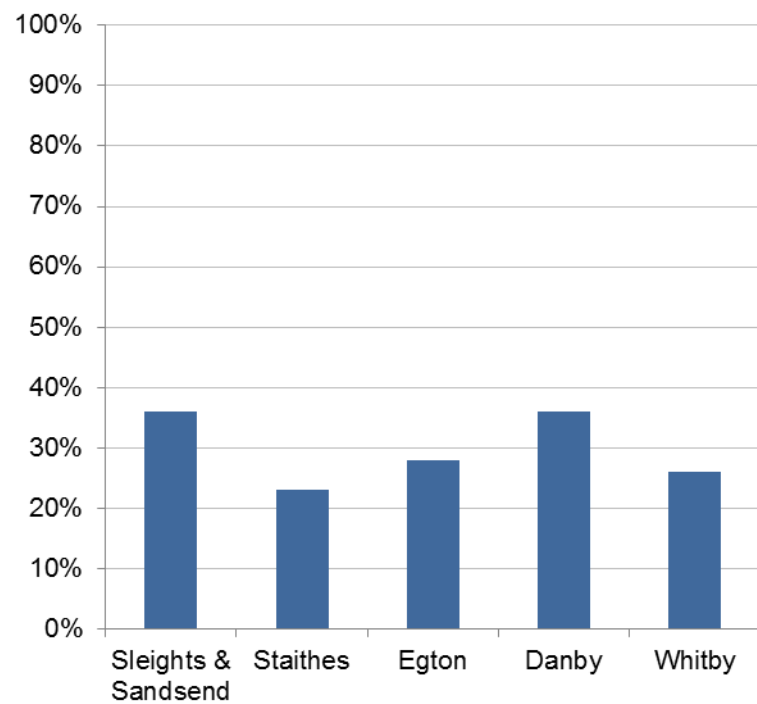
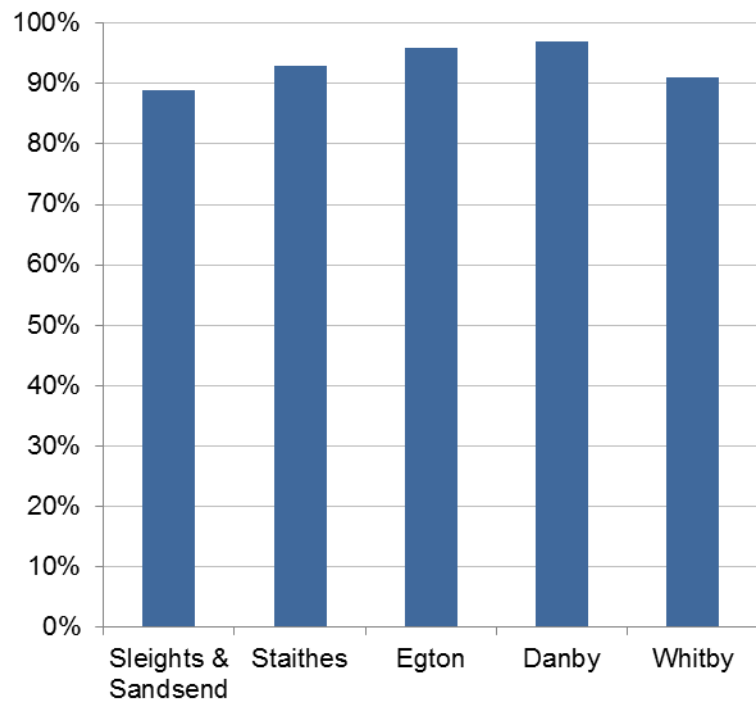
4. Contacting your practice

A) Which of the following is ESSENTIAL for you to contact your practice

Practice	Number of respondents who selected each option			
	Telephone (via landline or mobile)	Online access for appointments and medication	Face to face at reception	Online access for me by a friend, relative or carer
Sleights & Sandsend - 147	131	53	88	9
Staithe - 70	65	16	38	8
Egton - 76	73	21	41	3
Danby - 67	65	24	34	8
Whitby Group - 502	455	129	314	37
Overall - 862	789	243	515	65

Practice	Percentage of responses*			
	Telephone (via landline or mobile)	Online access for appointments and medication	Face to face at reception	Online access for me by a friend, relative or carer
Sleights & Sandsend - 147	89%	36%	60%	6%
Staithe - 70	93%	23%	54%	11%
Egton - 76	96%	28%	54%	4%
Danby - 67	97%	36%	51%	12%
Whitby Group - 502	91%	26%	63%	7%
Overall - 862	92%	28%	60%	8%

The number of responses for this question may not add up to the total number of customers surveyed as more than one response option can be selected or the question can be left blank.
 *Percentages are of the total number of returns for each practice.



4. Contacting your practice

A) Which of the following is ESSENTIAL for you to contact your practice – Other:

Sleights and Sandsend

- Prepared to use any of the above and do use the online option.
- Re: Face to face at reception - sometimes.
- Carrier pigeon?!
- Computer problems to online medical not yet resolved.
- Online appointments booked within three days. Could be email, telephone, FaceTime with name nurse of specialist.
- Nurse appointments need to be available online.

Staithe

- I've tried online but I find it very convenient but not necessarily essential.
- Other methods are not essential, just convenient.
- I am deaf.

Egton

- No use of internet.
- Online access OK for me, but not my husband.
- Availability of face to face at reception if I was to need it, is a good thing.
- Online ordering of repeat prescriptions would be the way forward. Because you can only ring at certain times and is difficult when you're at work.
- Online has not worked in past.
- I do not have a computer.
- Telephone conversation would be more useful than online.

Danby

- Depending on the problem.
- Telephone essential. Online is very useful too but not essential.
- Not essential but good - given that mostly surgery users may be unwell or distressed.

Whitby

- Because I want it in writing.
- I would like my wife to be able to speak to people on my behalf.
- Either one of those ticked is sufficient.
- The doctor may tell you to make another appointment whilst at the surgery.
- Not online.
- Sometimes it would be easier to leave a message via email or perhaps via Patient Access.
- Do you mean essential for you or us?
- Email.
- Don't have a mobile.

4. Contacting your practice

B) Which of the following is ESSENTIAL for you to contact your practice – Other:

Whitby

- Text reminders.
- No website, not everybody has, especially older patients.
- I've found the drop-in face to face appointments good, e.g. I guess you get "less" cancelled appointments this way.
- Get an app.
- Texting.
- Patient Access is very helpful.
- The receptionists can be really helpful.
- Do not use email.
- Mobile.
- Any way!

4. Contacting your practice

C) Which service(s) do you use already or would like to use when available:

Practice	Number of responses											
	Telephone access				Online service for appointment (doctor)				Online service for repeat medication			
	Use already	Would like to use	Would NOT use	Blank / Spoilt	Use already	Would like to use	Would NOT use	Blank / Spoilt	Use already	Would like to use	Would NOT use	Blank / Spoilt
Sleights & Sandsend - 147	135	2	1	9	39	29	45	34	52	21	42	32
Staithe - 70	67	2	1	0	7	20	18	25	11	21	15	23
Egton - 76	73	1	0	2	11	22	22	21	12	25	21	18
Danby - 67	64	2	0	1	17	20	13	17	22	20	10	15
Whitby Group - 502	436	26	10	30	47	185	152	118	76	179	133	114
Overall - 862	775	33	12	42	121	276	250	215	173	266	221	202

Practice	Number of responses											
	Online app for appointment (doctor)				Online app for repeat medication				Email through surgery website for non-urgent enquiry (e-consultation)			
	Use already	Would like to use	Would NOT use	Blank / Spoilt	Use already	Would like to use	Would NOT use	Blank / Spoilt	Use already	Would like to use	Would NOT use	Blank / Spoilt
Sleights & Sandsend - 147	10	36	53	48	18	30	54	45	10	33	60	44
Staithe - 70	3	19	18	30	3	17	17	33	2	15	24	29
Egton - 76	2	16	32	26	1	15	32	28	2	19	30	25
Danby - 67	8	26	15	18	9	22	18	18	5	33	14	15
Whitby Group - 502	32	157	178	135	42	154	170	136	6	146	204	146
Overall - 862	55	254	296	257	73	238	291	260	25	246	332	259

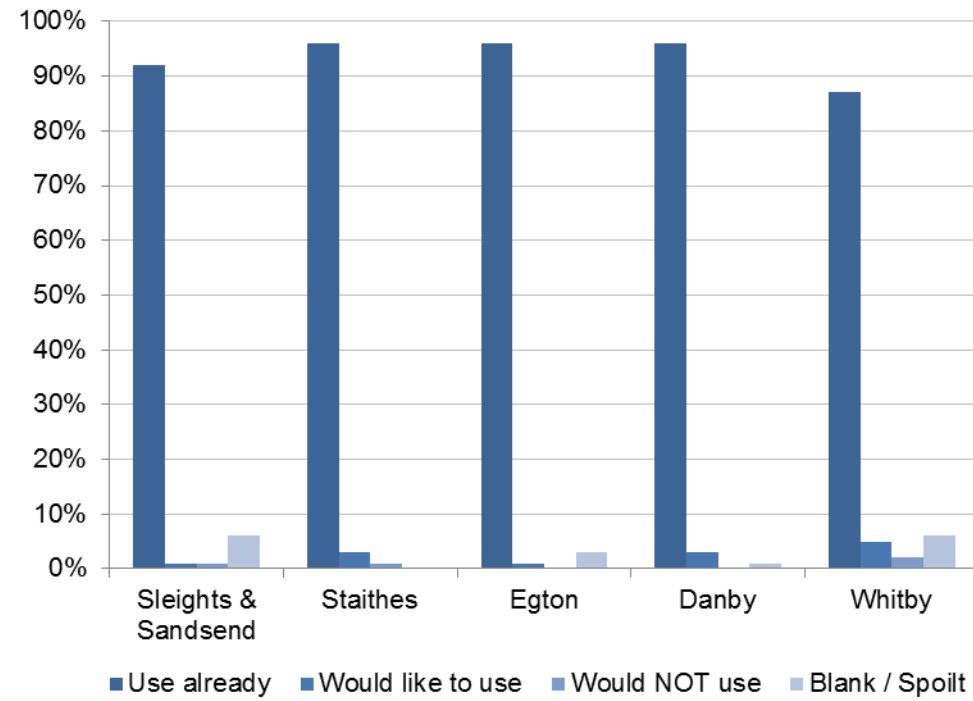
Practice	Percentage of responses*											
	Telephone access				Online service for appointment (doctor)				Online service for repeat medication			
	Use already	Would like to use	Would NOT use	Blank / Spoilt	Use already	Would like to use	Would NOT use	Blank / Spoilt	Use already	Would like to use	Would NOT use	Blank / Spoilt
Sleights & Sandsend - 147	92%	1%	1%	6%	27%	20%	31%	23%	35%	14%	29%	22%
Staithe - 70	96%	3%	1%	0%	10%	29%	26%	36%	16%	30%	21%	33%
Egton - 76	96%	1%	0%	3%	14%	29%	29%	28%	16%	33%	28%	24%
Danby - 67	96%	3%	0%	1%	25%	30%	19%	25%	33%	30%	15%	22%
Whitby Group - 502	87%	5%	2%	6%	9%	37%	30%	24%	15%	36%	26%	23%
Overall - 862	90%	4%	1%	5%	14%	32%	29%	25%	20%	31%	26%	23%

Practice	Percentage of responses*											
	Online app for appointment (doctor)				Online app for repeat medication				Email through surgery website for non-urgent enquiry (e-consultation)			
	Use already	Would like to use	Would NOT use	Blank / Spoilt	Use already	Would like to use	Would NOT use	Blank / Spoilt	Use already	Would like to use	Would NOT use	Blank / Spoilt
Sleights & Sandsend - 147	7%	24%	36%	33%	12%	20%	37%	31%	7%	22%	41%	30%
Staithe - 70	4%	27%	26%	43%	4%	24%	24%	47%	3%	21%	34%	41%
Egton - 76	3%	21%	42%	34%	1%	20%	42%	37%	3%	25%	39%	33%
Danby - 67	12%	39%	22%	27%	13%	33%	27%	27%	7%	49%	21%	22%
Whitby Group - 502	6%	31%	35%	27%	8%	31%	34%	27%	1%	29%	41%	29%
Overall - 862	6%	29%	34%	30%	8%	28%	34%	30%	3%	29%	39%	30%

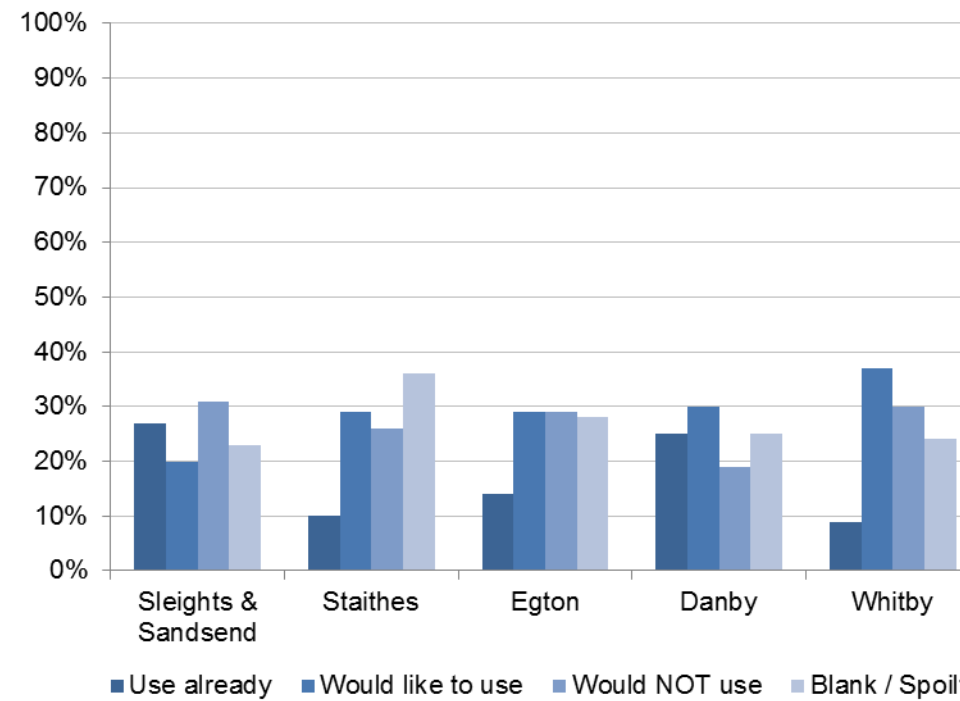
*Percentages may not add up to 100% due to rounding.

4. Contacting your practice

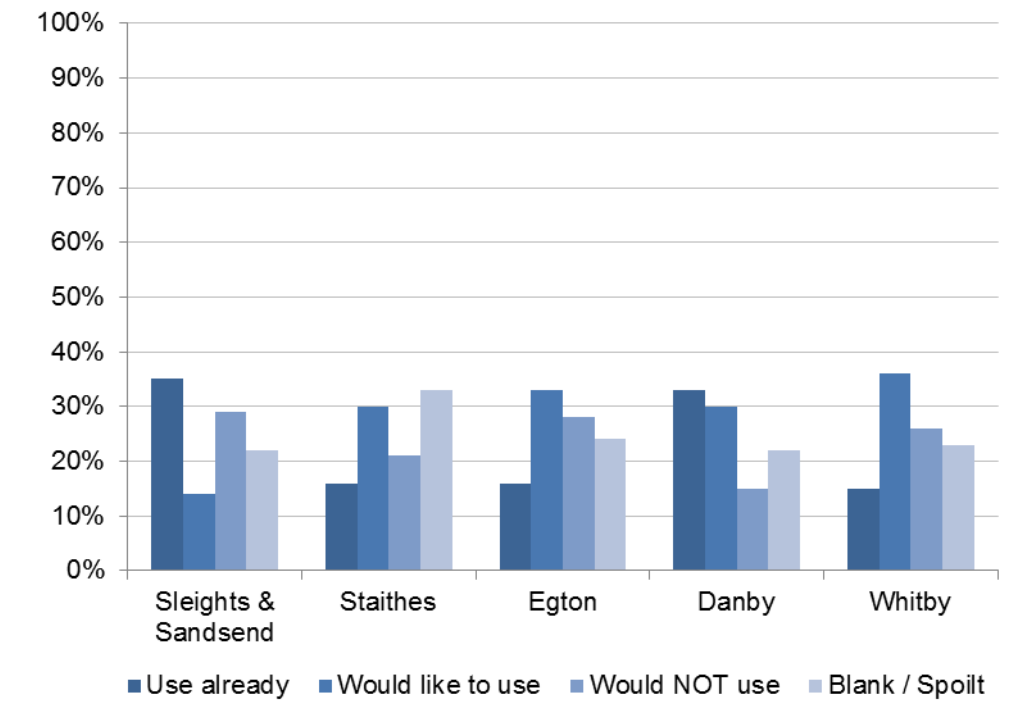
B) Which service(s) do you use already or would like to use when available



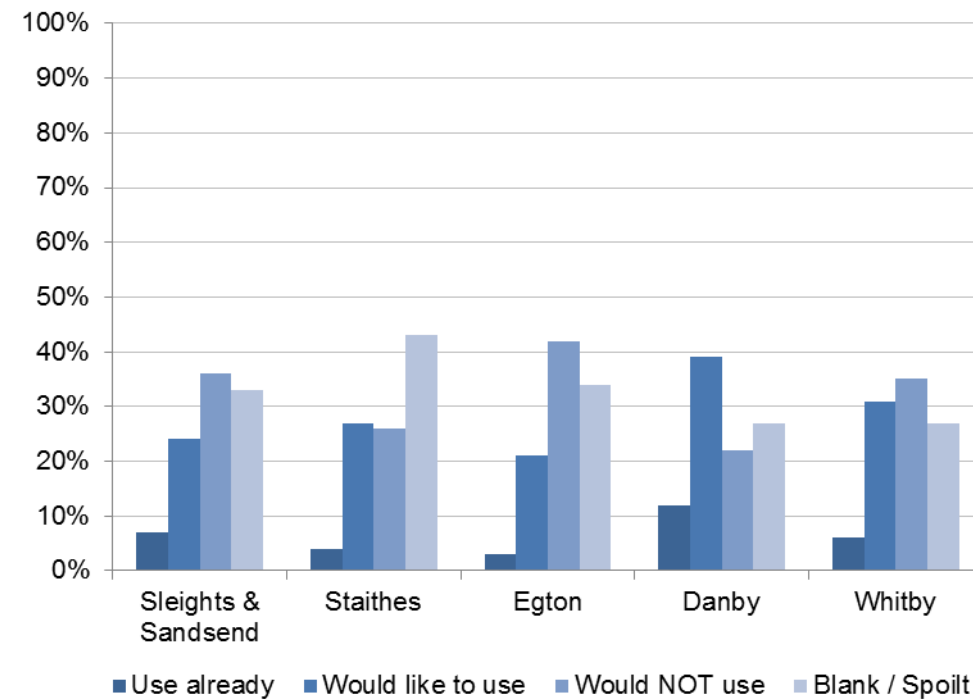
Telephone access



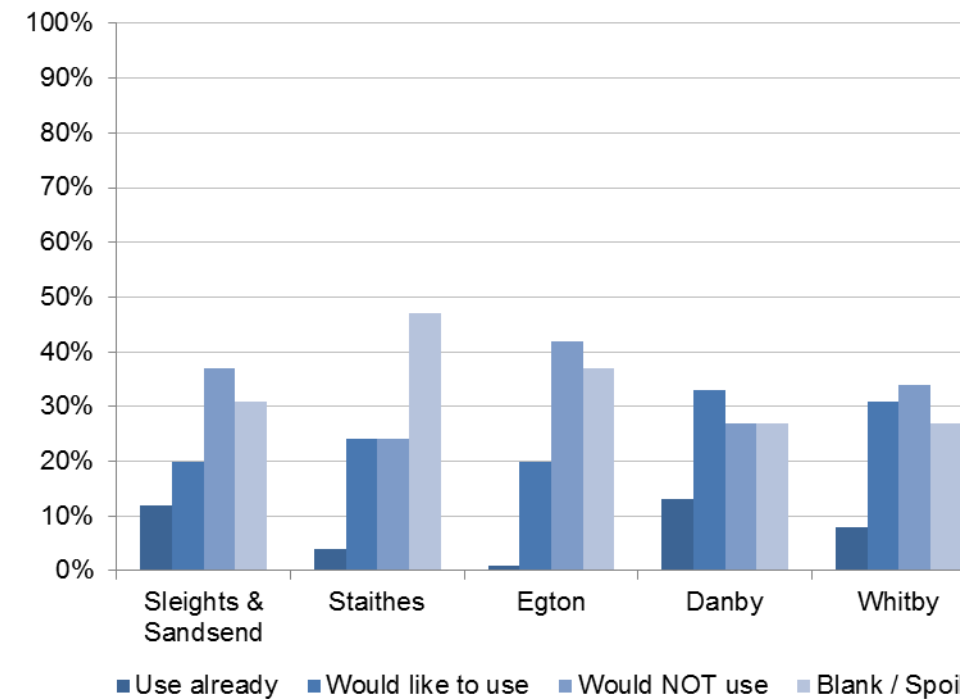
Online service for appointment (doctor)



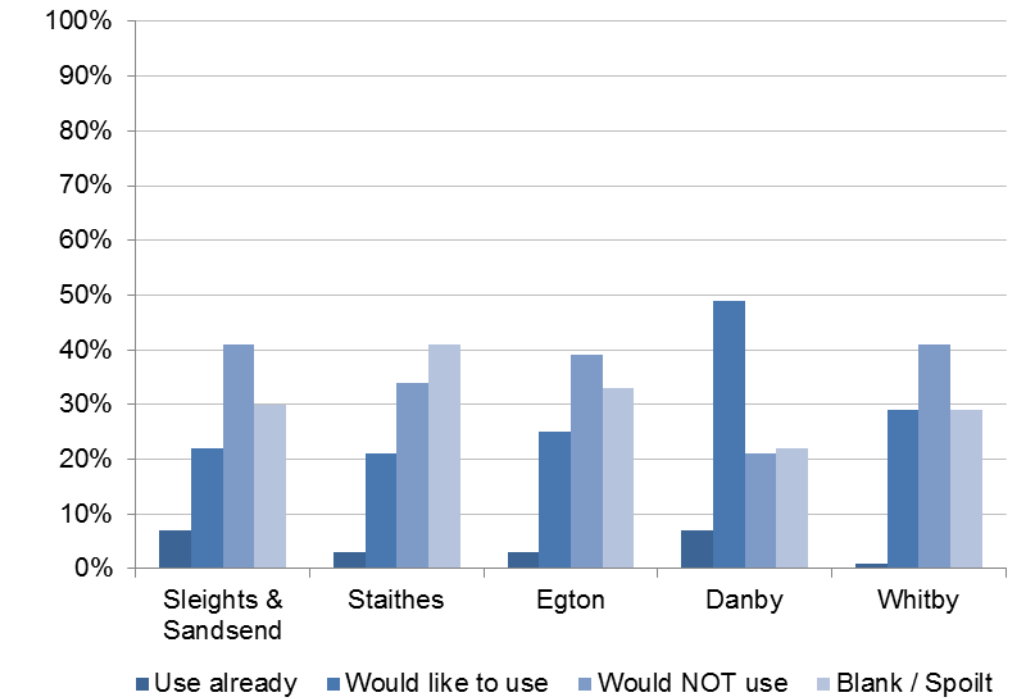
Online service for repeat medication



Online app for appointment (doctor)



Online app for repeat medication



Email through surgery website for non-urgent enquiry

4. Contacting your practice

B) Which service(s) do you use already or would like to use when available – Other suggestions / comments:

Sleights and Sandsend

- The challenge is always knowing what is urgent.
- Face to face at reception.
- I greatly value online services I've ticked above.
- I could use some of the above if changes in to practice made it necessary. At present I am fortunate in that I don't visit the surgery often. I hope to stay this way!
- I did make an online enquiry using the e-consultation but didn't get a reply so am put off using this route.
- Can't get the online login to work.
- I never know if an email has been read.
- You need to be able to speak to people - this is about someone's health - not a bank account.
- Use online - not sure if via app or not.
- As I live only a short distance from the surgery it is easier to go to reception.
- The online service is good when it works but doesn't show all medication, test results are slow to be put on and only gives access to non-urgent appointments.
- My repeat prescriptions have always been dealt with by my pharmacy - this I understand is to change and I will need to initiate my repeat prescription each month - backward step for me personally though I understand the reason.
- No access to internet.
- Email consultation - would try.
- Impossible, not online.
- At present I walk near the surgery most days so I prefer to put prescription requests in box and collect later. I also prefer to speak face to face with reception staff for making appointments. If I become less active then I would be prepared to use online service.
- Re: Point 4 (online app for appointment) - would use if applicable. I feel it is sometimes appropriate to have telephone consultation, but not for everything - it would be good to have the option. I like the app especially for repeat prescriptions.
- I intended to register both myself and my partner to order repeat medications online, but cannot register partner as he does not have his own email address. Staff told me that separate emails are required so neither of us are registered for that service.
- My wife enables me to access online.
- Do not use email/online.
- Do not have online.
- I do not have email.
- Do not use computers etc.

Staites

- Mostly telephone for appointment or repeat prescription.
- If the online system is easy to use (as I do not use online regularly) and an easy to remember sign in system then I would consider using it.
- We tend to drop in the repeat prescription form as we pass or write a note (for my husband). I am not on repeat medication.
- No mobile service.
- Not sure I understand difference between online service and online app.
- Limited computer usage. No email.
- Telephone is the only means we can use at the moment.
- Would like online access and results.

4. Contacting your practice

B) Which service(s) do you use already or would like to use when available – Other suggestions / comments:

Egton

- I do not have email, I do not have a computer.
- Face to face.
- There is a difference between would not and cannot, and between cannot due to availability of service and cannot due to unreliability of internet connection.
- No use of internet.
- Online access OK for me, but not my husband.
- Present system OK for me.
- May use online service in the future.
- May wish to use app at some time in the future.
- Re: Point 3 (online service for repeat medication) - If it works!
- Assumed that app was for mobile phones.
- Person to person, that is by telephone, is quicker and maybe more accurate.

Danby

- Often no or poor internet connection.
- Tele-consultant.
- Possibly I may find use of an app. Not at present.
- Not sure which is online app and which is online service. I use Patient Access at present. It doesn't seem possible to use the Patient Access for a double appointment. That would be helpful.
- How quickly would a reply be received?
- Do not use online for appointments as they appear few and far away.
- I have been set up with NHS password, but not used online service yet.

Whitby

- Too old to use technology efficiently.
- People are not really catered for if they do not have email etc.
- I can't think of a time when I could have done this without a doctor actually examining me.
- Excessive introduction before transfer to receptionist.
- Having looked at website there are never any appointments available.
- I have tried to use the online service to make a doctors appointment but it offers me a different surgery or not my own GP.
- We don't have online services.
- I do not have access to email or apps.
- I like to speak directly to a person.
- Do not use online.
- I do not have access to email.
- Patient Access app?
- I am concerned that this may make it very impersonal. Trust is vital. Email is not available to everyone.
- Online appointment system is no longer available.
- Not online.

4. Contacting your practice

B) Which service(s) do you use already or would like to use when available – Other suggestions / comments:

Whitby

- Re: online services - if reliable.
- Skype would be useful and Messenger as doctor could see problem if visible.
- Don't have online access.
- Text.
- Older people. Sometimes are not computer literate and I feel they would lose out and some people cannot afford a laptop computer.
- We have no computer so the phone is our only contact.
- Repeat medication arranged by pharmacist.
- Less internet use please. No confidence in machines, only faces.
- I have already signed up for online service but not used them so far.
- Don't have a computer.
- No computer.
- Many people find accessing and using online/digital service difficult, challenging, even impossible.
- Anything which makes it easier and less hassle for doctors/clinicians is good.
- I do not or will not deal with computers or internet.
- Texting for the deaf and hard of hearing.
- Walk-in.
- No computer.
- I do not use apps.
- I'm not online.
- Mobile.
- No computer.
- In person.
- Face to face at reception.
- Face to face at reception.

5. Communications from the surgery

Which service(s) does your practice use already or would you like them to use?

Practice	Number of responses											
	Confidential letter by post			Call to my landline			Call to my mobile			Text reminding me to book a review appointment		
	Use already	Would like to use	Blank / Spoilt	Use already	Would like to use	Blank / Spoilt	Use already	Would like to use	Blank / Spoilt	Use already	Would like to use	Blank / Spoilt
Sleights & Sandsend - 147	93	13	41	115	8	24	68	14	65	36	38	73
Staithe - 70	50	5	15	50	9	11	26	7	37	2	25	43
Egton - 76	66	1	9	65	1	10	28	6	42	1	32	43
Danby - 67	58	5	4	59	5	3	18	10	39	2	24	41
Whitby Group - 502	269	83	150	271	73	158	202	83	217	134	156	212
Overall - 862	536	107	219	560	96	206	342	120	400	175	275	412

Practice	Number of responses								
	Text reminding me of a booked appointment			Text for test results			Personal emails via surgery website		
	Use already	Would like to use	Blank / Spoilt	Use already	Would like to use	Blank / Spoilt	Use already	Would like to use	Blank / Spoilt
Sleights & Sandsend - 147	64	21	62	13	51	83	10	40	97
Staithe - 70	0	27	43	3	22	45	1	19	50
Egton - 76	2	30	44	1	30	45	5	18	53
Danby - 67	1	26	40	1	26	40	4	22	41
Whitby Group - 502	230	98	174	39	220	243	15	157	330
Overall - 862	297	202	363	57	349	456	35	256	571

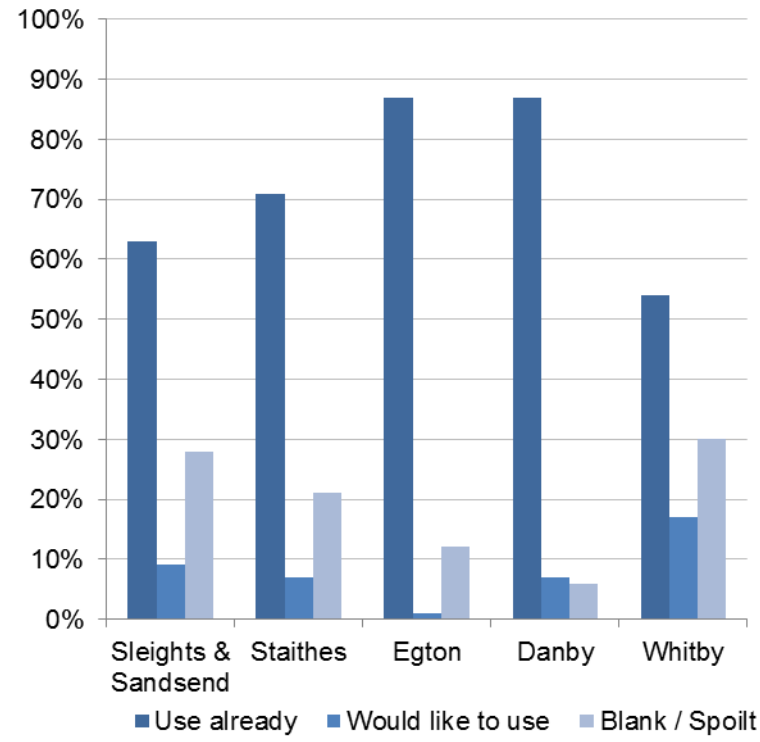
Practice	Percentage of responses*											
	Confidential letter by post			Call to my landline			Call to my mobile			Text reminding me to book a review appointment		
	Use already	Would like to use	Blank / Spoilt	Use already	Would like to use	Blank / Spoilt	Use already	Would like to use	Blank / Spoilt	Use already	Would like to use	Blank / Spoilt
Sleights & Sandsend	63%	9%	28%	78%	5%	16%	46%	10%	44%	24%	26%	50%
Staithe	71%	7%	21%	71%	13%	16%	37%	10%	53%	3%	36%	61%
Egton	87%	1%	12%	86%	1%	13%	37%	8%	55%	1%	42%	57%
Danby	87%	7%	6%	88%	7%	4%	27%	15%	58%	3%	36%	61%
Whitby Group	54%	17%	30%	54%	15%	31%	40%	17%	43%	27%	31%	42%
Overall	62%	12%	25%	65%	11%	24%	40%	14%	46%	20%	32%	48%

Practice	Percentage of responses*								
	Text reminding me of a booked appointment			Text for test results			Personal emails via surgery website		
	Use already	Would like to use	Blank / Spoilt	Use already	Would like to use	Blank / Spoilt	Use already	Would like to use	Blank / Spoilt
Sleights & Sandsend	44%	14%	42%	9%	35%	56%	7%	27%	66%
Staithe	0%	39%	61%	4%	31%	64%	1%	27%	71%
Egton	3%	39%	58%	1%	39%	59%	7%	24%	70%
Danby	1%	39%	60%	1%	39%	60%	6%	33%	61%
Whitby Group	46%	20%	35%	8%	44%	48%	3%	31%	66%
Overall	34%	23%	42%	7%	40%	53%	4%	30%	66%

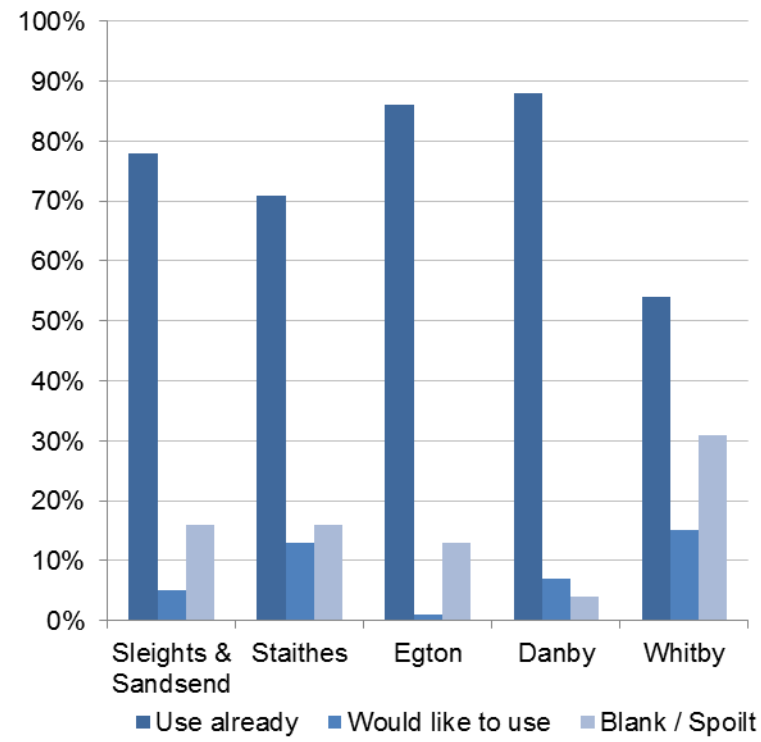
*Percentages may not add up to 100% due to rounding.

5. Communications from the surgery

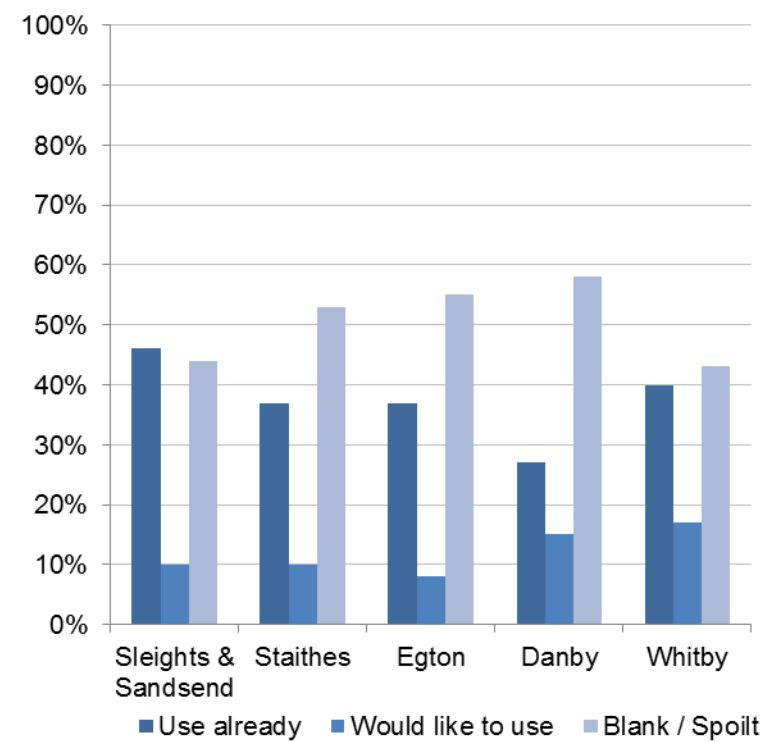
Which service(s) does your practice use already or would you like them to use?



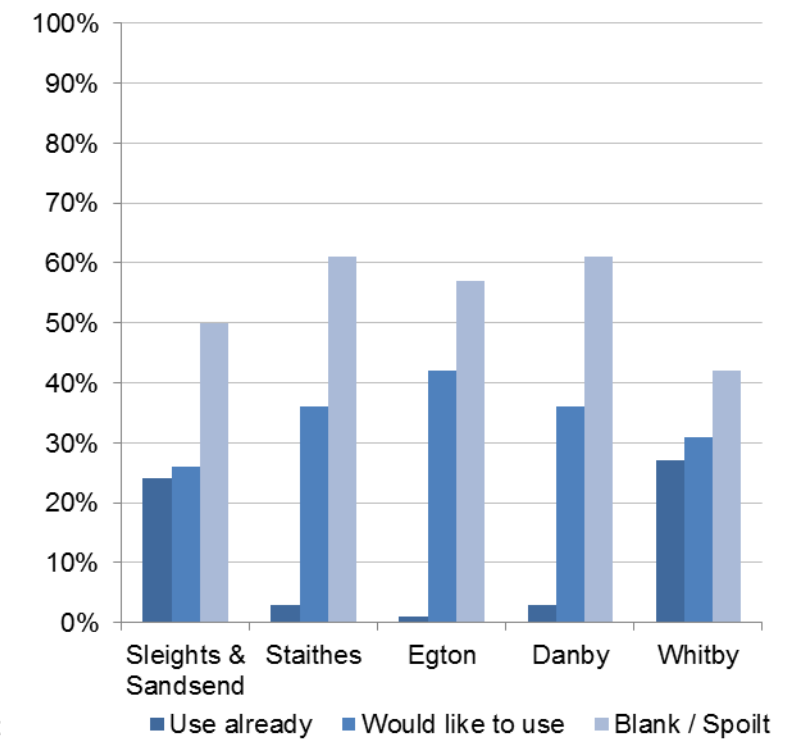
Confidential letter by post



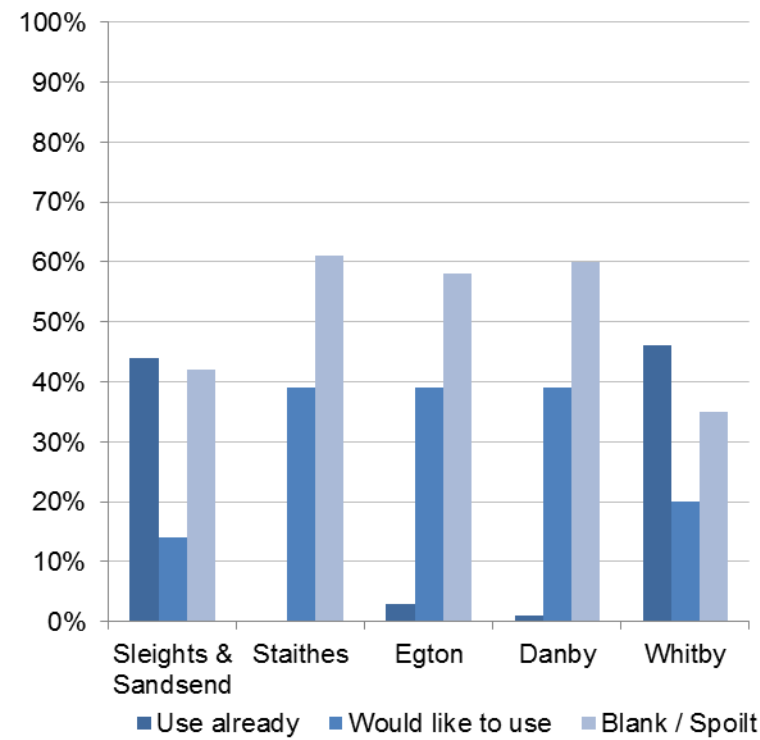
Call to my landline



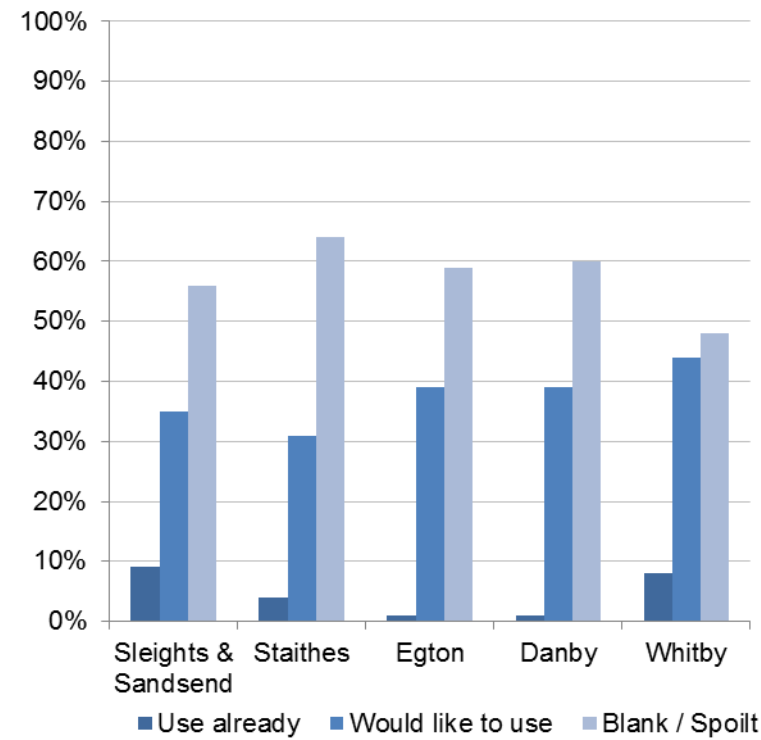
Call to my mobile



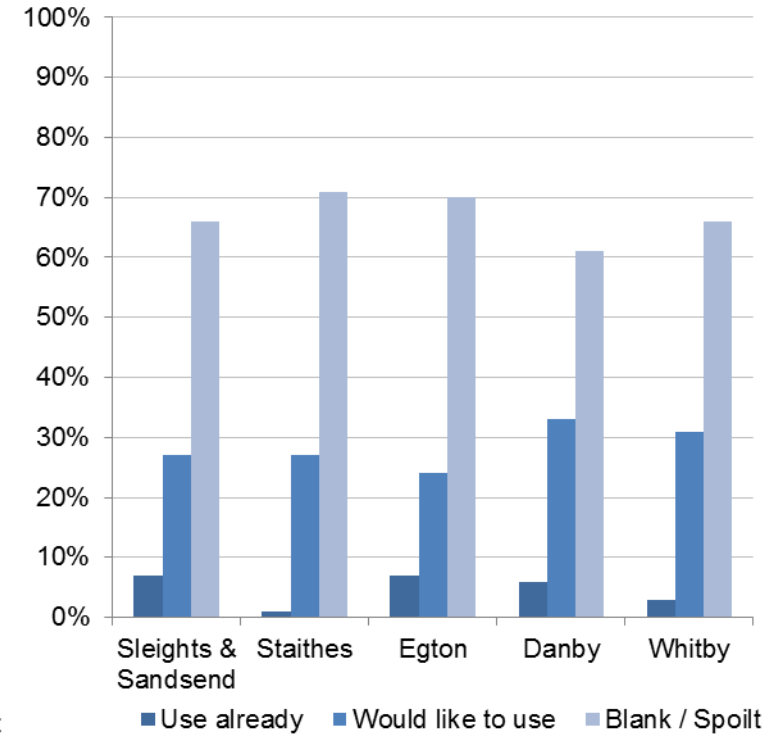
Text reminder to book a review appointment



Text reminding me of a booked appointment



Text for test results



Personal emails via surgery website

5. Communications from the surgery

Which service(s) does your practice use already or would you like them to use - Other suggestions / comments:

Sleights and Sandsend

- I am not been to use my email address.
- Re: text reminders - not sure whether already use.
- Not sure what my surgery uses but happy to use all routes.
- Can messages be left on the online facility?
- What happens when items are forgotten by surgery staff.
- Re: Point 6 (text for test results) - No as can be overlooked. I was told I was having a test done and if I did not hear, the test was normal, later found out test had not been done (bad system) patients need to get their results and not ask them to assume!
- Should have Whitby surgery base at Whitby Hospital with walk-in centre for minor injuries/out of hours and for use by tourists. Second surgery in East side of Whitby needed. More use should be made of Whitby Hospital and expertise via doctors at different surgeries.
- Employ fewer part-time GPs.
- Access to services like physiotherapy, podiatry and nurse practitioners would, I think, ease pressure on doctors' time. I think the current service in our area lacks some "joined up thinking" with referrals going in different directions and no overview of patients' need. If pre-op appointments could be completed by nurses at the GP surgery perhaps that might ease pressure on hospital staff. I think the current system of online booking encourages people to make "just in case" appointments. If those are not needed but not cancelled until just beforehand then they are not available to other patients, and then everyone has to wait longer! Inefficiencies at my local surgery have led me to lose confidence and made me anxious. Anxious patients seek more reassurance so this is, I think, a vicious circle.
- Re: mobile/text contact - no signal at my house. Prefer an email sent to me.
- Do not have a mobile phone as there is no signal where I live.
- The current text reminders are good. Text results, especially if all OK.
- I do not use mobile/text/email.
- Collect letter from surgery myself.

Staithe

- Communication by phone is always first call. Not too tech savvy for online.
- If it would save GPs time and stress, I would try anything.
- Might be available, I'm unaware.
- Would still prefer appointment to discuss results if applicable face to face.
- No experience.
- Do not text or use mobile.

Egton

- I don't have a mobile so texts and calls are a no-no. Emails reluctant to use.
- An added bus service! A female GP might help Danby Surgery occasionally. A larger car park at Egton!
- No use of internet.
- Re: Point 7 (personal emails via surgery website) - OK for me but not my husband.
- Do not use text or mobile phone. I am dyslexic and therefore mobile and texts, etc., do not suit me.
- Do not know about the other services on this list.
- I do not use texts.

5. Communications from the surgery

Which service(s) does your practice use already or would you like them to use - Other suggestions / comments:

Egton

- Re: Point 6 (text for test results) - Absolutely.
- Re: Point 3 (call to my mobile) - No reception therefore N/A. Only realistic means to communicate test results is by ticked means (confidential letter by post, call to my landline, personal emails via surgery website).
- Confidential letter by post and call to my landline have been very satisfactory.

Danby

- No mobile phone reception at home - please no texts. Often no or poor internet. Please keep telephone access.
- No signal.
- I do not use texting and seldom use a mobile. Email saves money.
- Mobile calls/texts would not be possible due to lack of signal.
- Most letters are wasted. Some arrive after "reminder" has been sorted, or are lost in pile of other circulars, would prefer email.
- I keep my mobile number for members of the family - landline better as no/or little reception in house.
- The use of my mobile is very limited, therefore is not what should be relied on.

Whitby

- No reception at home.
- Don't know.
- I don't use the services already because (fortunately) I don't need the doctor very often!
- We don't have website.
- If I do not know the caller's number I will not accept a call on my mobile. At present the surgery number is not displayed, it is an unknown number.
- Face to face contact always preferred.
- I can access emails at the library but don't have my own computer therefore am restricted for email/online options.
- My wife gets the texts to her phone. I am not a technical person.
- Cheapest most efficient method of communication best option.
- Email test results.
- Not on website.
- Is this what I would like to use or I would like the practice to offer this service?
- I have never had a phone call re: test results. Ever. I have always had to chase the surgery for them. Email results? I wouldn't expect to hear anything from the practice.
- Being in person only.
- By letter or telephone.
- Don't have a mobile. No computer.
- For minor tests the info would be useful to receive electronically. For more serious tests I'd prefer to be advised of the results face to face.
- I only know what services I have used.
- Some questions not sure if the surgery use them as I haven't text test results I don't think so could be distressing news to read in text location.
- Re: points 2, 3, 4, 5, 6 & 7 - Don't know if this available already.
- Re: point 2 (call to my landline) - Not used. Re: point 3 (call to my mobile) - Do not use.
- No computer.

5. Communications from the surgery

Which service(s) does your practice use already or would you like them to use - Other suggestions / comments:

Whitby

- There is absolutely no need for letters in this day and age.
- I do not possess a mobile phone.
- Do not use mobile or emails.
- No texts.
- Drink and snack machine for those long morning waits.
- For me this works well.

6. Please give any FURTHER ideas which you think will help our GP Practices work better together

Sleights and Sandsend

- I'm afraid I have no further ideas which I think will help the GP practice work better together. I would like to say though how much I appreciate the care I have received in the past and am continuing to receive now. As an elderly non-email user I'm not much help!
- A "family doctor" should know patients. GP practices are not necessarily family doctors. Travelling when not feeling well is really unacceptable when we have a fabulous surgery in our village.
- I am very happy with the all round service provided by our practice and am aware of changes taking place in the organisation of the practice which I support. However, I am slightly concerned that the quality of our practice could be watered down to solve problems elsewhere in the area. I also feel there are many advantages in building special relationships with individual GPs and indeed other staff - I wouldn't like to lose that. Having said that, I can see the benefits of some cooperation between practices. Travel in winter months can be difficult in our area - e.g. a journey to say, Danby.
- Weekend surgery for working people.
- During an acute episode that my husband experienced this week the care was excellent. One doctor managed the process and another doctor made a house call. I was extremely relieved by their actions.
- How can we attract more doctors to the area? Are we giving enough thought to this?
- It's fab.
- Please can we have a doctor on call for emergencies out of surgery hours - the 111 service is very unsatisfactory.
- While this does not directly help towards making the various GP practices work better together, I would like to say that ever since we arrived in the Whitby area (Lythe to be precise) I have received excellent medical services and help, initially in Sandsend and then in Sleights and Sandsend, by all the staff involved, not just the medical staff, doctors and nurses, but also the office staff always courteous and helpful. For this reason alone, I would only want to go to a different practice, if there was no other alternative. Travelling to a different practice in a different location should be the exception in my personal view. Public transport, for a start, is simply not adequate.
- Open more hours. Less obstructive reception staff. Availability of a doctor rather than a nurse practitioner.
- It's always a pleasure for me to visit Sleights surgery for many years, today a friendly practice and service. Thank you all. Quote - "Nothing that is excellent can be wrought suddenly."
- We live in Goathland and if you don't drive you are very limited to get even to Sleights. While we still drive any arrangement is OK - but when (and if) we had to give up driving attending any other than Sleights would be very difficult.
- Although we appreciate the reasons behind this proposal it is sad that we the patients are losing the close relationship of the "old style" doctor who was more like a close relation to the family. The older and more vulnerable patients find this complex age of the internet and poor early access to a GP is undermining their confidence - which is sad. But, if the proposed system gives better access and a more efficient service then it will be for the good. We see that on the "Whitby Area Surgeries" sheet you have Sandsend and Sleights with the same telephone number - we know this is not the case?
- Find it difficult to understand why there is a problem providing suitably qualified doctors to live and work in such a lovely area as Whitby. A lot of medical staff would love to move from inner city areas to such a rural location. Very concerned about response times for real emergencies.
- Being able to see the first available free doctor or nurse, and if practicable a walk-in clinic for non-urgent ailments. I have no wish to travel to any other surgery.
- Would it be possible for a scheme to be implemented whereby when a person comes out of hospital, someone can phone them to give reassurance and see if there is a problem. Also to let them know if they are worried there is someone to speak to. So many old people have no one and feel abandoned but don't want to be a nuisance!
- Screening by staff to filter minor ailments away from doctors.
- Make sure they are all on the same computer system with up to date information that can be shared to all involved.
- Work out a rota to have some surgeries open on Saturday and Sunday.
- I really prefer to see my own surgery even then it is difficult to see your own doctor, but it would be even worse to be sent to a doctor in a different practice.
- Letters are slow and do not have a proof of receipt at present. An email is more immediate and can have proof of opening, at no cost.
- At present I sometimes wait two or three weeks to see the doctor of choice - it will be even longer if doctors are going to other surgeries. They only work part-time at Churchfield, other days at hospital now! What we need is a full-time GP for continuity.
- What time is available for doctors working with other practices if at present only two or three days is allotted for our local surgery?
- With good health (but increasing age), I don't find myself a participant of Churchfield Surgery very often but when I have need to visit and use the services of doctor or nurse I have been completely satisfied and have been pleased to be part of Churchfield's patient community. Let's not lose what we have!
- Appointments should always be within seven working days. Urgent cases should be same day. If this is not possible under present working arrangements, surgery times should be further extended, or more staff should be employed. Can you have a £10 deposit per appointment, refunded when you arrive?

6. Please give any FURTHER ideas which you think will help our GP Practices work better together

Sleights and Sandsend

- If I have a medical problem I would want to communicate with my own doctor (two doctors?) who knows me personally and understand my attitude to my health (also have access to my medical records). In very urgent cases I would like this to be as soon as possible, in urgent cases within 24 hours and in other matters within three days. I do not mind how/where that initial communication takes place. The current appointment system is not working because unless I ring up and say it is an emergency I have to wait two or more weeks to book an online appointment with my own doctor (contact for the emergency care doctor or ambulance seems OK). I am happy to be also registered at another surgery to another named doctor, e.g. current Staithes/Sandsend also could be Danby which is nearer to my home. Not many of my medical needs are an emergency but most can't wait two or three weeks. With a better range of online advice/triage and more communication tools (see below) I would rarely need a face to face consultation with my doctor. Online diagnoses and self-help (for some patients): I would like an official login website to put in symptoms and a guide to self-help or further advice or consultation as needed. This is already available in some areas. I already do this unofficially online because of problems getting appointments. I would like to hold a copy of my own medical records to be available to show to new medical person I contact. I am happy to monitor some of my own health (I currently weekly check and record blood pressure, pulse rate, lung function). Happy to share this online with doctor(s) and also take my own temperature and list my symptoms. With reference to my opening comment, I am happy to judge whether my condition is "very urgent" needs advice now, "urgent" needs advice within 24 hours, "non-urgent" needs advice within three days or "routine" make an appointment online anywhere within reasonable distance and reasonable time. I would like an annual medical MOT and medicine review. Communication order of preferenc
- When phoning the surgery, it is very frustrating to have to listen to a lot of waffle and music until one is put through to receptionist!
- Clearly the most effective healthcare is provided when the patient can consult the same GP consistently, or at least, see another member of the "home surgery" professionals. I am very happy to travel for health care, but I give great value to having an assigned doctor. I am happy to wait for an appointment with the doctor of my choice. I do insist, however, that travelling to more distant surgeries would create a massive carbon footprint over the course of time and throughout the country. Making this matter more serious, in rural areas, there is not an adequate bus service to make it possible for non-driving people/families to make the journey, or to win over drivers to public transport for ecological reasons. I think it is vital for us to consider the "whole" picture in trying to find ways round problems such as recruiting. If the worst happens and UK does leave the EU, this is going to become an even more serious problem.
- Perhaps an occasional lesson on CPR would be helpful.
- Rather than have to wait two weeks for an appointment it would be better to be able to get an appointment with any doctor in the Whitby area. Patient details can easily be shared electronically between doctors.
- Could I suggest charging a small fee to deliver prescriptions to outlying villages, i.e. Goathland on a certain day of the week and try and get people to organise their requirements to suit. It costs time and money to get to Sleights and weather and road conditions can be very difficult for elderly drivers. It might take a bit of organising but thinking as an ex-farmer I wouldn't go every day for something if I could get in delivered once a fortnight or a fortnight. I was thinking the new Goathland hub might be a good pick-up point, good access and parking.
- I feel if one GP in the local area has a particular interest in a specific field I would be more than happy to travel for a consultation with that doctor. However, I have never experienced any problems with any of the doctors I have seen. They are all very good.
- A walk-in surgery at a named GP practice to cover evenings, weekends and holiday periods.
- More appointments available. Walk-in clinic. Less appointments for the nurses. Longer appointment times.
- Have longer appointment times to ensure that the nurses aren't running behind with time and to make sure they get a break between patients. The nurses not to have as many patients in a day (stressful for the doctors and nurses - too much for them).
- An app where you can book your appointment on using a calendar and have your own account and personal login so you can see what appointments you have and what prescriptions you have on repeat.
- Quite prepared to pay additional tax (10-20%) ringfenced for NHS.
- Comment - I am happy to travel to other surgeries while my health permits and I have private transport.
- Drop-in clinic. I would rather wait a long time, if I could see a doctor when I wanted, when I need that day.
- I am quite satisfied with the existing situation at Sleights surgery and cannot add any further suggestions.
- Is it possible or affordable to offer incentives to recruiting new GPs? To pay a deposit on housing or even part-fund mortgage payments. A befriending service for collection of prescriptions etc.

Staithes

- I cannot fault my practice. All GPs are good and helpful. More funding would probably be useful. I have never encountered any real problems getting appointments.
- I can't think of anything that would make the practice any better. It's an excellent practice for being in a village.
- Follow the example of Staithes Surgery. Professional, helpful and friendly, so important in building trust and confidence.
- Our GP's practice are out on a limb, they know the problems better than I but having out of hours now emergency care may help Monday morning rush or waiting for non emergency patients.

6. Please give any FURTHER ideas which you think will help our GP Practices work better together

Staithe

- If you don't have a car, travelling to other places isn't practical. It may take hours with charges, not good when you are ill/disabled.
- I am satisfied with things as they are.
- Difficult because, in Staithe we probably have the best doctors' surgery in the UK! I could envisage a whole Whitby area plan actually degrading the service we currently enjoy in Staithe! The mindset of the doctors at the practice is second to none.
- Skype or WhatsApp for face to face chats.
- This surgery is perfect, don't change anything.
- Our current practice works very well and from what I see elsewhere better than others in the area. Dilution of services would be a bad thing, I am very happy with the service I get currently.
- Pooling of resources when required.
- I think this is a paper exercise, any comments/suggestions by patients will be irrelevant. I suspect criticisms have already been made.
- List of GPs' specialities/interests experience.

Egton

- More out of hours surgery times, e.g. Saturday mornings, late nights twice a week.
- I would like to keep the practice just the way it is, I think they have first class service at Egton Surgery. Would be willing to pay more tax on my wages - to keep Egton Surgery running: small local practice.
- That Egton practice be used as the example for the other practices in the Whitby area. They are exceptional and would be useful for other practices to train with. My partner was with another local practice and was not offered an appointment for two weeks, two weeks prior to the appointment they were diagnosed with cancer. They needed an appointment and a face to face appointment. They transferred to Egton where they were able to have a face to face appointment. It is so important.
- It will be difficult (for age and driving reasons) to attend another surgery.
- For some time there have only been appointments available online with one doctor. An alternative doctor's appointments might help to relieve the pressure on one doctor, and give patients more choice of appointment available, which may reduce waiting times to see a doctor.
- Not seeking ideas to channel the upper valley through sole Whitby giant practice and mobile GPs who don't really understand the geography/weather conditions/communities, etc., don't like travelling further than Skelton if there might be snow. The valley and particularly the upper valley is not an extendable appendage of Whitby.
- Personal records being available to doctors in the Whitby area. I would then be prepared to see a doctor at another surgery in the area.
- I have no idea how they relate currently, consequently I have no suggestion to offer. Cross-specialising between doctors is practical, as I have experienced this activity between Egton and Danby surgeries and could be useful. Few answers can be defined as yes/no.
- Egton is a very good practice with which I am personally very satisfied, which is why I continue to use it even though it is not now the nearest to my home. I can appreciate that there could be greater efficiencies in some areas by practices working together but, perhaps selfishly, I would be concerned that "standardisation" would result in a reduction in the standard of care.
- Egton surgery is such a good example of how a surgery should be run it is hard to say how it could be improved upon. There is never a problem getting an appointment, reception staff always friendly, helpful and knowledgeable and the doctors second to none. Perhaps a coffee machine in reception!
- Greater autonomy for nurses and welfare staff. Massive extension of internet and email services.
- Notice no mention of Ugthorpe to Egton is included on transport sheet, or Ugthorpe to anywhere for that matter!
- This GP practice suits my needs, and has, except for a gap of several years when I worked in another part of the country, been my choice for many years.
- If possible an in-house pharmacist in the reception area to help give advice to patients.
- Actually happy as it is. Fortunate to have a wonderful, caring GP and a brilliant set of nurses, receptionists and staff, could not ask for more.
- Egton Surgery provides an excellent service and I can't think of any way to improve it. If a doctor at a nearby surgery has a particular specialism not covered by doctors at Egton Surgery, then it may be a good idea to make an appointment with this doctor.
- Share resources and staff.
- We need to have confidence in the GP and that takes time, I don't attend surgery enough to form an opinion on five practices. If local garages amalgamated I would stop using them as there is only one that I trust (and that's not 100%), mind you if I was stuck in the middle of the moors in the pouring rain I wouldn't turn any away.

6. Please give any FURTHER ideas which you think will help our GP Practices work better together

Egton

- I like the telephone appointment, maybe a video service might help?
- Do not merge. Important to have known GP and practice nurse/nurse practitioner. Do not want to consult a stranger at every appointment.
- Better support by the government alongside greater funding. Possibly a few local volunteers as I would gladly assist.
- Consider sifting appointment calls and delegate nurses to handle minor ailments (colds, flu, etc.) and prescription of common medication for these ailments.
- Open longer hours and work weekends.
- More appointments available. Have a walk-in clinic. Appointments cannot be booked in advance or you have to phone on the day to see if one is available.
- I am so pleased that I have experienced the "good days" of the NHS. It must be cosseted and appreciated and helped to stretch to the numerous new and ongoing demands. Ideas on the NHS GP surgeries would be indirectly affected if the NHS was in a better "state" and therefore morale would be higher. How can the NHS keep up the standards of the 1970s? The demand is now so great with hip and knee replacements, vasectomies and organ transplants to name a few. The general public is much less "accepting" and has higher expectations, maybe due to "high flying jobs", access to a computer gives people more information and knowledge. No wonder there is a shortage of GPs, litigation must be a threat! Saving money in the NHS or for the NHS is essential. No wonder the aging population is frowned upon. Free prescription charges, bus transport, TV licence, are pathetic. If people saved money for a few years of retirement there would be no need for such "gifts". There is no credibility in the saying "wear and tear" in joints. I would happily forfeit an operation if the money could be given to a child with learning difficulties. I do buy my own painkillers!

Danby

- It must be remembered that not everybody has a computer and access to the internet, including myself. I prefer the telephone.
- At our age, distances to other surgeries could be a problem (we can walk to ours!).
- Doctors at Danby Surgery provide an excellent service but are very stretched and work very long hours to provide this service. Above and beyond what could reasonably be expected.
- Using a website - I think patients would need reassurance about confidentiality/privacy.
- That GPs could email patients by their email to email about test results and if the patient has to speak to their GP.
- Must be good communication links between practices. The beauty of our doctors is that they know their patients. However, I have noticed a change in the amount of available appointments. I've always championed our surgery at the efficiency of getting an appointment but it is getting harder. If shared practice addresses this I'm supportive. A lady doctor is a must too if at all possible - even if it's at a different practice. Thank you for everything - you all do an amazing job!
- To be able to recruit more doctors so they have less workload and patients can be seen to faster. More staff to be able to support each other.
- The app idea is good as it should be for everyone. Make your own account and a calendar with free dates and time to book appointments, order repeat prescription.
- Advertising the practices well - not only on websites. Knowing expertise of doctors, etc., in the practices, so as to make best use of doctors, nurses, etc. Vary days off in practices so there is always a practice to go to in an emergency (these are obvious I think - sorry!). Making sure all areas have community transport if no buses or few buses. Castleton has Heather Hopper and Esk Moors Caring but perhaps others aren't so lucky. Facilities for mental health issues and for those in isolation important in all localities.
- This survey has not been distributed widely - you should target more social media/email. I rarely go to the surgery and therefore could have missed it. By insisting on hardcopies you are limiting your response.
- Difficult to think of improvements/ideas as Danby Surgery is so well run and helpful at all times. However the pressure on NHS finances puts a huge pressure on frontline NHS services and GP surgeries in particular. Although I drive at present I would find it difficult to access other surgeries when I cannot drive. Danby Surgery is a model of a good GP practice that truly serves its community - needs support from government not chipping away around the edges.
- I think all ideas you put forward are worth pursuing. Are all the surgeries at capacity all the time; is there any slack in the system currently? If there is slack, then it is sensible to try to divert patients to another surgery; most local people will be very mobile, travelling often to local towns for a variety of reasons. I for one would be happy to visit a more distant doctor/nurse on occasions where a longer wait at Danby would be a problem. Obviously, a robust IT system would be required, providing a fully linked appointments service available at all the surgeries.
- I do not think it is practical to amalgamate with Whitby, Staithes or Sleights surgeries. Egton would be far enough to travel, especially for those without their own transport.
- We need to stay local.
- Knowing where there are specialisations in different practices in the area. Advice for how people with mental health issues and/or are lonely can get help.

6. Please give any FURTHER ideas which you think will help our GP Practices work better together

Whitby

- It would be useful if the Spring Vale Surgery could be open on Saturday. There might not be such manic Mondays then.
- From a patient's perspective continuity of care is essential. With an illness some time ago I visited the surgery five times in a fortnight and saw five different doctors. This was not helpful.
- I have always found Whitby Group Practice excellent. Patients however have many different needs - mobility, transport (if needing to travel to another practice) and I feel these need to be addressed and people's needs treated individually and not collectively. Thank you for your care and I wish you every success in the decisions you require to make for the future.
- HCA training needed - information needs pushing out to the younger generation.
- Walk-in surgery is a nightmare for people who work. Appointment only (8:30am-9:00am or earlier), held for people who work/have other issues that they can't attend later that day (serious ones). Walk-in surgery for all from 9:00am.
- To continue repeat prescriptions.
- Last year, unfortunately, I had an attack of cystitis. I sat on the toilet for half of the night with a quilt over my shoulders. As you are aware of the symptoms of cystitis, you are unable to stray too far from a toilet, but I went to the walk-in clinic, feeling rotten, only to be turned away because they had "used up" their allocated appointments. These things should not happen, I should have been in bed because I was ill! The appointments system works to a degree but then it fails, the urgent cases that are borderline.
- A more private way of booking in with the receptionist. Website updated more often with relevant information.
- A more private way of booking in at reception and not asked why I need to see a doctor especially in long-term treatment. To see patient's assigned doctor who knows patient history.
- When I have an ongoing illness I would like to then see doctor who has seen me previously.
- Nothing that I can think of.
- Your leaflet I got from the surgery worded "same day assessment clinic" should be broadcast to the local community so that they understand what to do first before going to the doctors if the case may be, i.e. in the Gazette, local TV and the green leaflet given to local pharmacies, etc.
- I welcome the use of text messaging to remind people of appointments. Telephone consultations are helpful. Weekend appointments and early morning and evening are all good ideas. Have you thought of FaceTime consultations? Helpful when needing to show doctor any visible symptoms.
- More appointments for people working and not able to attend the walk-in surgery, to get to see your own doctor.
- Doctors with experience or expertise in a particular condition, i.e. stroke?
- Happy at Spring Vale Medical Centre, I live in Spring Vale!
- Quite satisfied at my local Spring Vale Medical Centre (I only live across the road!).
- It might have been a good idea to put the last two sheets Whitby area surgeries 2019 and approximate mileage with PT options after the front page!
- New system of same day consultation seems like an excellent idea, hopefully will help to free up more non-urgent appointments. Patients with no access to computers/Wi-Fi could be given more consideration. Reception - very positive. Few times I have visited the staff have been warm and welcoming and helpful.
- The surgery seems to run efficiently at the moment. I called in today to book an appointment and was immediately offered an appointment 20 minutes ahead (there had been a cancellation). Providing a patient is happy to see a doctor other than their own, the present systems work well.
- At present I am perfectly happy with how the surgery is running. I am not currently a frequent user but occasional acute conditions have always been dealt with well. The use of experienced nurses is particularly good.
- Please just let us see our own doctor(s) within a reasonable time limit. The appointment system is getting worse, not better.
- Concerned by notion of consulting via email it's not possible to detect a person's feelings by this also does not always save time as one email usually generates a query that needs to be answered and this tends to repeat. Phone great for relating non-problematic test results or checking up, however, face to face consultation can reveal great deal about person that not always revealed by other means of communication.
- I have contact from each surgery's PPG group to pass on information for running the surgery together better.
- The practice is doing a good job under difficult circumstances - the experienced nurses are very good. Hope the situation will get resolved!
- I don't know what population would support specialist doctors, but it seems to me that it would be a good idea to have at least some specialists to avoid long trips to Middlesbrough, Scarborough, etc., for trivial issues. Suggested specialists: gynaecologist, dermatologist, orthopaedics, neurologist, ENT, urologist, etc.
- Better open clinic procedure for those who walk especially. Telephone service/bookings needs to be put in place.
- Better appointment/booking system - especially for those out of town so they don't have to come in for a booking and then back in again an hour later etc.!
- A lot of elderly people have no transport to get to surgeries out of the area. And many do not text or use emails, and are not online.

6. Please give any FURTHER ideas which you think will help our GP Practices work better together

Whitby

- Walk-in service is very useful. Phone and face to face service is vital due to above comment re: emails and online.
- Quieter music (?).
- I just want to be able to see my own doctor within a reasonable timespan. Nothing more than that.
- Engagement via mobile i.e. text, email, is cheap and effective. I have been very impressed with the service I receive from Spring Vale. I like the text reminders of appointments, the printed label given on a card when appointment is booked, the actual nurses that I have had appointments with have been amazing, very personable and professional. Thank you.
- Any of the above tick boxes.
- I have been told that some of the doctors work part time. If this is true perhaps an extension of their working hours would help to alleviate the problem.
- I believe that the personal touch is very important. A patient must have trust in a doctor. I believe that for non-serious/urgent treatment a patient can see any doctor, but for serious illnesses a patient should be seen by their own doctor to provide continuity. As in every way of life people have different answers to problems and it is the same in the medical profession. I think your morning walk-in surgery is easily abused by patients. Having said that I think the doctors, nurses and staff at Spring Vale do a great job and we are lucky to have you all.
- While this only applies to Spring Vale, it would be an improvement. The walk-in surgery AM at Spring Vale is very good. Could I suggest a lightweight canopy be erected on the external side of the surgery the same length as the railings, this would protect those queuing from 7:30am in bad weather.
- We are happy with the service we receive at WGP. May be useful for the drop-in clinics to have a covered waiting area to protect people from cold and rain.
- I have sometimes felt I would like to discuss my medication with a pharmacist but as I use the practice dispensary haven't been sure how to do this.
- At surgery appointment call outs need to be clearer voices.
- Scripts for appointment announcements, making sure clear and concise (loud enough).
- The drop-in surgeries 8:30-11:00am were useful but the time slot has been shorted by one hour 8:30-10:00am from 11th March 2019. This is a backwards step and makes it less accessible for severely disabled patients who need much longer to get organised and travel to surgery before 10:00am. I would think this will lead to more home visits for GPs for this particular group as how else can they access a GP service? Weekend surgeries are needed to cope with demand. Surgeries need to use other staff to see patients with minor conditions that do not require GP intervention.
- I'm often asked to make an appointment for trivial things that could be dealt with over the phone or online such as referrals or a repeat of a medication I have taken before. This is a waste of my time and GP's time. More use could be made of online service for things like test results and consultations. How about using live chat? As long as there is a protocol to pick up possible serious problems this should work. I've just seen the change to the same day clinic to end at 10:00am. This disadvantages the disabled community who struggle to get going on a morning. It is impossible to get my disabled daughter washed, dressed, breakfasted and out for 10:00am. Why not make it a more reasonable time from 10:30am-12 noon for example? We often call doctors out when we would be happy to the clinic if it was at a sensible time.
- I would like to access appointments out of office hours. My job deals with emergencies so I can't always leave it. It would be great to speak with a GP rather than waiting for an appointment.
- Should start at 8:00am.
- It would seem that the practice is trying to improve how it operates. However, living in Robin Hood's Bay, one can't get a doctors appointment for a week usually. Leaving one the option of chaos - queuing in Whitby. I like the continuity of one doctor. This is something that appears to be deemed unimportant or unnecessary at Whitby Group Practice. On a positive note (so you don't think me a moaner!) dispensary staff and reception are always very nice, efficient and seemingly empathetic.
- I usually walk up and queue from eight in the morning if I need to see a doctor but occasionally I can't get in till later as online bookings have been booked. Not everyone has the internet and I think it's a little unfair. Doctors and staff are very helpful.
- I would prefer to ring in to book for walk-in as I have a toddler sometimes waiting for an hour plus can be challenging.
- Generally using modern technological communication methods to improve flexibility of care/timings.
- I think it would help if you could see preferred doctors, to make us feel more at ease.
- I am at a loss to understand a shortage of doctors when so many seem to be working half time. I can't think of any other profession which, after six years training, works half time.
- Take into consideration that people of a certain age cannot access internet or do not wish to use modern technology.
- I don't think enough thought has been applied to the fact you are asking patients to travel to surgeries when bus times, etc. may well not be compatible with the appointment available. Plus in bad weather conditions this could be a big problem, not only to the elderly but mums with young children. Personally I don't think this is a very good idea and feel it could lead to patient anxiety about seeing their "own doctor".
- Social prescribing for frequent flyers and those at risk who do not attend until issues escalated.
- More appointments. No walk-in. Longer appointments. Open longer hours.

6. Please give any FURTHER ideas which you think will help our GP Practices work better together

Whitby

- The walk-in appointments could be more effective, you have to come in as soon as it opens when you are ill but you could still have to wait over 45 minutes to see a doctor. This isn't very effective if the individual is extremely ill and requires medical attention.
- Provide longer hours of visiting hours for individuals that work/GPs will be able to see more people each day, meaning that people aren't waiting for appointments. They could also open on a weekend for a certain amount of time for people who need to see a doctor at the weekend.
- Further ideas that I would suggest is, unless already do, make priorities. For example, if a patient has a minor cold, try to refer them to medication instead of seeing them.
- Queues for flu injections were ridiculous this last time - surnames beginning with A-G one day, G-N another day, N-Z third day? I think you all do a wonderful job.
- Open all surgeries at weekends.
- Have an A&E day walk-in clinic.
- I have always thought that there should be someone like psychiatrist at the GP practice to deal with mental health issues so people who are not well can see someone quick. I personally don't think most GPs don't understand mental health problems enough. I also think it's a big mistake for doctors not to want to know about your home issues, your family problems. Every time I have mentioned this they say it's not their concern. GPs should ask questions and want to know.
- More staff and quicker phone answering. Thank you for asking for input.
- I think it's very important to make sure that people can still access face to face consultations, even though it is popular to make the system more efficient - for cost and time reasons. Some people find it difficult to describe their problems verbally; a trusting relationship with a health professional can help to reach the harder to reach problems.
- A Saturday morning appointments would be better for people working.
- More information on natural remedies. More responsibilities to pharmacies. Online symptom checker that goes to doctor. Information on natural antibiotics for patients there are many. Person-centred counselling offered to all patients with six months of depression/anxiety and review of medications more often, use university students where appropriate. Refer to mindfulness/meditation classes. Info of importance of positive thinking.
- Get appointment earlier than three or four weeks away.
- I think face to face drop-in does stop people missing appointments - as I work part-time but have unpredictable hours this service works well for me. It would be better to have a specific doctor who knows your "history" - my doctors have often been away when I needed to book a specific appointment - so I just use drop-in now.
- Would like to be able to book HCA (blood) appointments online. Out of work hours appointments (even at a different surgery)?
- Please think of us that are unable to use online (computers) due to illness.
- Doctors to start at 8:00am. The amount of time I've had to take off work is poor.
- Be available for 8:00am not 8:30am and also offer 5:30pm daily. Weekends too. Difficult for people who work 8:30am-5:30pm Mon-Fri and we have to take unpaid time off work!
- I don't have any at the moment since I just moved here.
- I prefer to see my own doctor as I am happy and confident in her. It saves time and energy (I have ME/CFS) explaining everything again.
- Charge people for missed appointments to avoid doctors wasted time.
- Some people do not have computers.
- Appointment times after 5:30pm or weekend appointments.
- I am 84 years old and I cannot drive. I need a doctor's surgery to be Whitby otherwise I will not be able to get there.
- I know you like elsewhere are really struggling. It is getting increasingly difficult to get appointments and this is a complex issue. If possible reduce missed appointments (with obvious exceptions) and charge/strike off. These are valuable and people need to know how much they cost - in every way. I'm not a trained manager but you need really creative imaginative responses to a situation which causes real concern. Why don't people want to be doctors? This needs dealing with at a national level.
- I am in my 90s living on my own with no family living in the area. Cannot get to bus stop in any case buses do not go anywhere near any surgeries useful to me. Living outside Fylingthorpe I receive fantastic service from the Robin Hood's Surgery. If I could not get to RHB surgery I would require home visits. I am typical of many residents of Bay and Fylingthorpe trying to maintain my independence as we are asked to do. Why do doctors not want to be GPs? Why do consultants not want to come here? Why can we not have more local treatment instead of polluting the atmosphere travelling to York or Teeside?
- More continuity. Able to see own doctor, if not after diagnosis see same doctor again. Doctors do not know their own patients any more. Better liaison with Whitby Hospital and other hospitals in area. Had to wait four weeks for an x-ray to come back and then could not see my own doctor to discuss it.
- Not all patients are online users.

6. Please give any FURTHER ideas which you think will help our GP Practices work better together

Whitby

- Change the prescription line from automated back to normal phonenumber.
- Our GP practice is brilliant in every way, as my partner has cancer and I know they will need access to nurses in the future. All this, our surgery provides admirably as I have the experience with another member of my family. As long as this care is there, if other local surgeries are involved, then I would support it. If the pathways become confused between surgeries (as at James Cook Hospital), this will be chaos.
- Cancelled appointments are clearly grossly irresponsible and a waste of resources. With difficulty I'm sure: 1) Charge £10 to book appointment - refund on arriving lose it if you don't, 2) Two strikes if not keeping appointments - find another practice, 3) Some technology to send confirmation - will you arrive? - two hours before due appointment time.
- More night appointments for people that work late or Saturday morning appointments at any surgery near me.
- Online appointment booking system would be much better to book appointments in advance. A system where non-urgent on the day appointments not needed and have an appointment within a week. Otherwise an appointment I would then take a "drop in" appointment if it wasn't urgent but I couldn't get a normal GP appointment for four weeks. To be able to phone and book in to the drop in surgery, with children I arrive then sent home to come back again in a couple of hours. Also there should be a private area for when the receptionist asks what the problem is. I've sat in the waiting room before and heard people telling of their problems.
- Late night opening if just once a week on a work day.
- Being able to see your own GP without being told that they are fully booked for the next two weeks and "appointments haven't opened up for any more yet, please phone again tomorrow", Then when you do phone the next day, it's fully booked again. Not having the same GP is a pain I've had four different doctors since joining the practice.
- Being able to see my own doctor without being told they are fully booked for the next two weeks. Having a permanent doctor as I've had five doctors in the last couple of years. Finally getting in with your doctor to be told your time's up and to make another appointment (I found this to be so rude). A drinks machine as sometimes people are sat for a number of hours either paying or free water and snacks.
- For people that are working more later appointments more than once a week. And open for a weekend surgery. Morning appointment should be for permanent sick/or not working appointments 2:00pm onwards for working people. If you miss your appointment you should be fined £20 and if you miss three appointments you should be struck off for six months and reapply after six months.
- Try to retain GPs so it is possible to see the same doctor each visit.
- Face to face with my own doctor which is important. Could see another doctor if I had to wait a while.
- Continuity is important. Face to face consultation with my own doctor. Of course if I have to wait a very long time to see my own doctor, then I would be prepared to see another available doctor in the Whitby Surgery.