

Thursday 22 March 2018

NHS England
East and North Hertfordshire Clinical Commissioning Group
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AL8 6JL

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To Patients and Carers of patients registered with GP Practices in Cheshunt, Waltham Cross, Turnford and Cuffley & Goff's Oak areas

Dear Patient

We at East and North Herts Clinical Commissioning Group (CCG) and NHS England are writing to you to seek your views about extending the opening hours of GP practices in Cheshunt, Waltham Cross, Turnford and Cuffley & Goff's Oak areas, known as Lower Lea Valley by the CCG.

If you have any questions about the content of this letter, or require support in completing the survey please call: 01707 685 397 or email: engagement@enhertscg.nhs.uk

GP practices in this area are currently open between 8am and 6.30pm Monday to Friday, with some practices open for longer hours on one or two weekdays and some Saturday mornings. These are called "extended hours appointments".

The new proposal is to offer extended access appointments every weekday evening and at weekends/early mornings depending on local demand by October 2018. These appointments are additional hours to your practices current opening times. The service will be run by Lea Valley Health Ltd. which is a collaboration of all GPs in the area.

Everyone registered with a GP practice in the area is asked to give their opinion on these proposals.

Giving your views

To ensure best use of NHS resources patients are asked to complete the survey online at: <https://www.surveymonkey.co.uk/r/LLVExAccess>

Alternatively patients who do not have access or are unable to complete the online survey, a paper version of the questionnaire is attached.

To ensure your views are considered please complete the survey and return it to the following address:

**Public Engagement Team, East and North Hertfordshire CCG,
Charter House, Parkway, Welwyn Garden City, AL8 6JL**

You can request further copies of the survey for additional members of your household by emailing: engagement@enhertsccg.nhs.uk or calling: 01707 685 397

The survey will close at 5pm on Friday 25 May 2018 and your responses will be kept confidential and anonymous.

Following the close of the survey, we will look at all of the responses and use your feedback to see how we can ensure services continue to meet your needs.

Yours faithfully



Dominic Cox
Locality Director
NHS England – Central Midlands



Beverley Flowers
Chief Executive
East and North Hertfordshire CCG

List of GP Practices in the Lower Lea Valley

- > Abbey Road Surgery
- > Cromwell & Wormley Medical Centres
- > Cuffley & Goff's Oak Medical Centres
- > High Street Surgery
- > The Maples Surgery
- > Stanhope Surgery
- > Stockwell Lodge Medical Centre
- > Warden Lodge Medical Practice

EXTENDED ACCESS TO GP PRACTICE SURVEY

1. Which GP Practice are you currently registered with?

- | | |
|---|---|
| <input type="checkbox"/> Abbey Road Surgery | <input type="checkbox"/> High Street Surgery |
| <input type="checkbox"/> Cromwell and Wormley Medical Centre | <input type="checkbox"/> The Maples Health Centre |
| <input type="checkbox"/> Cuffley and Goffs Oak Medical Centre | <input type="checkbox"/> Stanhope Surgery |
| | <input type="checkbox"/> Stockwell Lodge Medical Centre |
| | <input type="checkbox"/> Warden Lodge Medical Practice |

2. Please rank the type of appointments you look to make with your GP Practice, with 1 being the most frequently needed appointment for you, and 3 the least.

- __ Appointments I can arrange in advance with a particular GP or practice nurse
- __ Appointments I can arrange in advance with **ANY** GP or practice nurse
- __ Same day appointments for 'urgent' matters

3. Would you be happy to have an appointment outside of core hours at a different GP Practice in your area and with a different clinician? With your consent the GP or Nurse will be able to access your medical records in the same way as your own GP.

- Yes, I would be happy to have an appointment with a clinician at a different GP Practice in my local area
- No, I would only want an appointment with clinicians at my own GP Practice
- Don't know/Not sure

4. Would you use an extended hours GP service between 6.30pm and 8pm on weekday evenings?

- Yes No Don't know/Not sure

5. If you ticked 'Yes' please select the weekday evenings you are most likely to use, Please rank your choices in order of preference, with '1' being your most preferred and '5' your least preferred

- __ Monday __ Tuesday __ Wednesday __ Thursday __ Friday

6. Would you use an extended hours GP service between 7am and 8.30am in the morning, during the week?

- Yes No Don't know/Not sure

7. If you ticked 'Yes' please select the weekday mornings you are most likely to use, Please rank your choices in order of preference, with '1' being your most preferred and '5' your least preferred

__ Monday __ Tuesday __ Wednesday __ Thursday __ Friday

8. Would you use an extended access GP service over the weekend?

- Yes, but on a Saturday only No, I would not use an extended access service over the weekend
 Yes, but on a Sunday only Don't know/Not sure
 Yes, on either a Saturday or Sunday

9. If you ticked 'Yes' please select the times below you are most likely to use, rank your choices in order of preference, with '1' being your most preferred and '6' your least preferred

__ Saturday, 8am-12pm __ Sunday, 8am-12pm
__ Saturday, 12pm-4pm __ Sunday, 12pm-4pm
__ Saturday, 4pm-8pm __ Sunday, 4pm-8pm

10. During the extended hours periods, what sort of appointment would you like to have at a GP Practice?

- A face to face appointment with a member of staff An online appointment using technology such as 'Skype'
 A telephone appointment Don't know/Not sure
 Other, please specify below:

11. What services would you like to be able to access during the extended hours period? Please rank your choices in order of preference, with '1' being your most preferred and '5' your least preferred

Appointment with a Health Care Assistant (e.g. blood tests, smoking cessation service etc)

Appointment with the General Practice Nurse (e.g. support for long-term conditions, wound dressing, sexual health and contraception, cervical screening etc)

Appointment with a GP

Appointment with a Pharmacist for health advice

Other service, please specify below:

12. If necessary, how far would you be willing to travel to get to an appointment at a GP Practice during the extended hours period?

0-2 miles 2-5 miles 5-10 miles

13. Is there anything else which you think is important for us to consider in terms of extending hours for GP Practices in your area?

ABOUT YOU

We would find it useful if you could answer these questions so we can see what type of people are responding, whether they think differently from other groups and if any groups are not represented. All information will be kept strictly confidential and in accordance with the Data Protection Act.

14. Please provide the first four characters of your postcode (eg EN8)

15. What gender do you identify yourself as?

- Male Female Prefer not to say
 Other (if you would like to, please state)

16. How old are you?

- Under 16 16-25 26-40 41-65
 66-74 75 or over Prefer not to say

17. Do you consider yourself to have a disability?

- No Prefer not to say
 Yes (if yes please specify below)

18. Which of the following best describes your sexual orientation? Only answer this question if you are aged 16 years or over.

- Heterosexual Gay Man Gay Woman / Lesbian
 Bisexual Prefer not to say
 Other (please specify below)

19. How would you describe your ethnic origin?

- Asian / Asian British – (Bangladeshi, Chinese, Indian, Pakistani); Asian other
- Black / Black British – (Black African, Black Caribbean); other black
- Mixed background / Dual heritage
- Roma / Traveller
- White British (English, Scottish, Welsh, Northern Irish; White other)
- Prefer not to say
- Other (please specify below)

20. What is your religion or belief?

- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- No religion or belief
- Sikh
- Prefer not to say
- Other (please specify):

21. Do you, unpaid, look after someone who cannot manage without your support?

- Yes
- No
- Prefer not to say

22. Are you currently pregnant, have you given birth within the last two weeks or are you on maternity leave?

- Yes
- No
- Rather not say / Not applicable

KEEPING IN TOUCH

If you would like to find out about the results of this survey and be informed of future surveys in relation to health matters in east and north Hertfordshire then please give your details below:

Email address _____

Telephone number _____

Would you like to be contacted by your GP Practice's patient group about joining in future engagement activities?

Yes

No

Thank you for completing the survey