

Extended access primary care service

West Hampshire CCG is keen to have your feedback about the Extended Access Primary Care hub service.

West Hampshire has six health service hubs offering evening and weekend routine GP, Nurse or Healthcare Professional appointments for people registered at 49 surgeries covering Eastleigh, Winchester, Andover and the New Forest.

The services are located at

Andover War Memorial Hospital, SP10 3LB
Badger Farm Surgery, SO22 4QB
Hedge End Medical Centre, SO30 4FQ
Romsey Hospital, SO51 7ZA
The Practice, Lymington Hospital, SO41 8QD
Ringwood Medical Centre, BH24 1JY

Each service offers appointments in the evenings, weekends and bank holidays, apart from Ringwood Medical Centre which is only open on Saturdays.

Patients can book a routine appointment by ringing their own GP surgery. Urgent appointments will be booked by the out of hours GP service via NHS 111 when GP surgeries are closed.

For more information please see our website <https://westhampshireccg.nhs.uk/extended-hours-primary-care-hubs>

1. Which GP surgery are you registered with?

2. Are you aware of the Extended Access Primary Care hub service?

- Yes
 No

3. Have you had an Extended Access Primary Care hub appointment?

- Yes
 No

If no for question 2 or 3 please go to question 14

4. Where did you attend your extended access primary care appointment?

- Andover Memorial Hospital
- Badger Farm Surgery
- Hedge End Medical Centre
- Romsey Hospital
- The Practice, Lymington
- Ringwood Medical Centre

5. When did you have your appointment?

- Evening
- Saturday
- Sunday
- Bank holiday

6. Was the appointment for you or someone else you care for?

- Myself
- My child
- Someone I care for
- Other (please specify):

7. Who did you see for your appointment?

- GP
- Nurse
- Health Care Assistant
- Physiotherapist
- Mental Health practitioner
- Other (please specify):

8. Were you seen on the same day that you booked your appointment?

- Yes

No

9. How long did you have to wait for an appointment?

I saw a clinician the next day

Within 3 days

Within 1 week

Within 2 weeks

Other (please specify):

10. If an evening or weekend appointment could not have been offered on this occasion, what would you have done instead?

Gone to see a pharmacist

Gone to A&E

Waited to see a GP at my own surgery

Called 111

Other (please specify):

11. How far did you travel to the hub?

Less than two miles

Up to 5 miles

Up to 10 miles

Over 10 miles

12. How did you hear about the service?

Poster

Leaflet in practice

Practice receptionist

Practice website

Social media

Word of mouth

Local press

Other (please specify):

13. Do you find it easier to get an appointment now?

- Yes at my GP practice
- Yes at the extended service hub
- No
- Don't know

Comments:

14. Are you a carer?

- No
- Yes, for child/children under 18 years living at home
- Yes, for a relative or person living with you
- Yes, for a relative or person living elsewhere

15. Do you identify as:

- Female
- Male
- Prefer not to say

16. Your age group

- 17 or under
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84

- 85+
- Prefer not to say

17. Your ethnic background

- Indian
- Pakistani
- Bangladeshi
- Nepali
- Any other Asian background
- Black Caribbean
- Black African
- Any other Black background
- Chinese
- White and Black Caribbean
- White and Black African
- White and Asian
- White British
- White Irish
- Any other white background
- Prefer not to say
- Any other ethnic background - please specify

18. Do you consider yourself to have a disability?

- Yes
- No
- Prefer not to say

If yes, please tell us about your disability

19. Your religion or belief

20. You would describe your sexuality as

Thank you for completing this survey.

Please hand in your completed survey to the practice reception desk.