

PUSH survey

September 2015

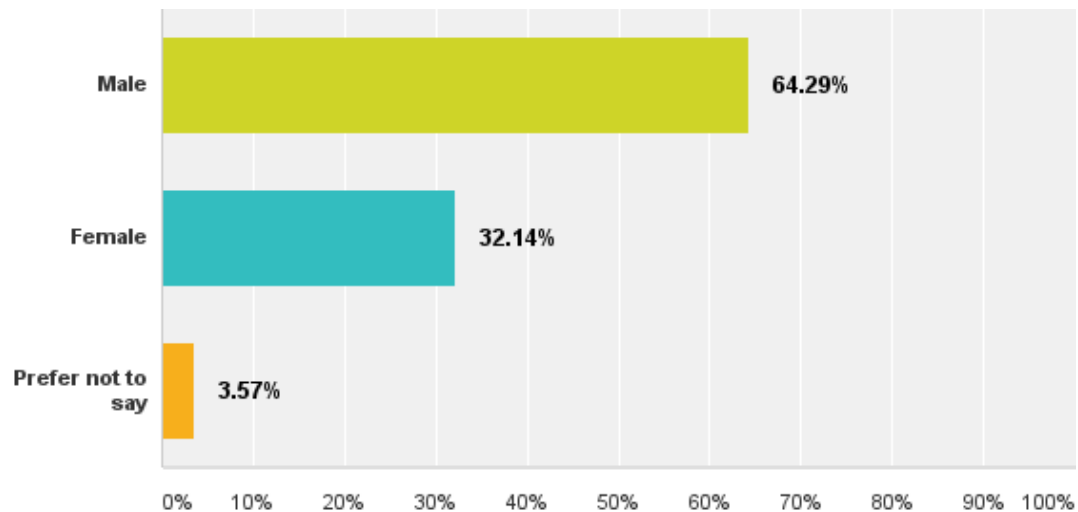
29

Total Responses

Complete Responses: 29

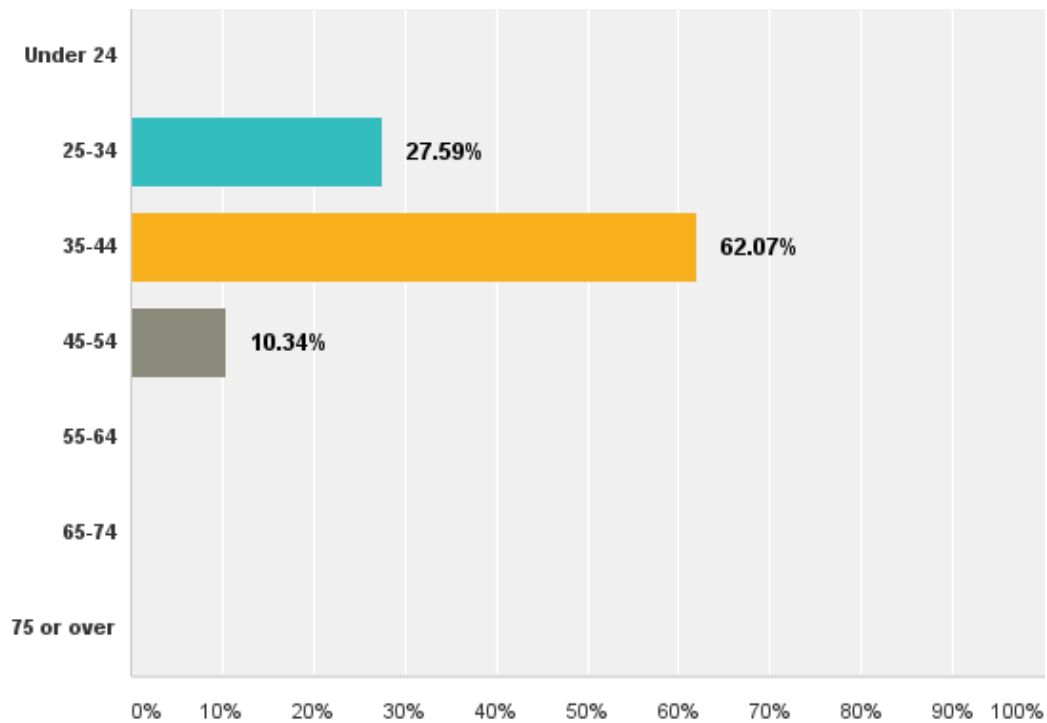
Q1: Gender - are you:

Answered: 28 Skipped: 1



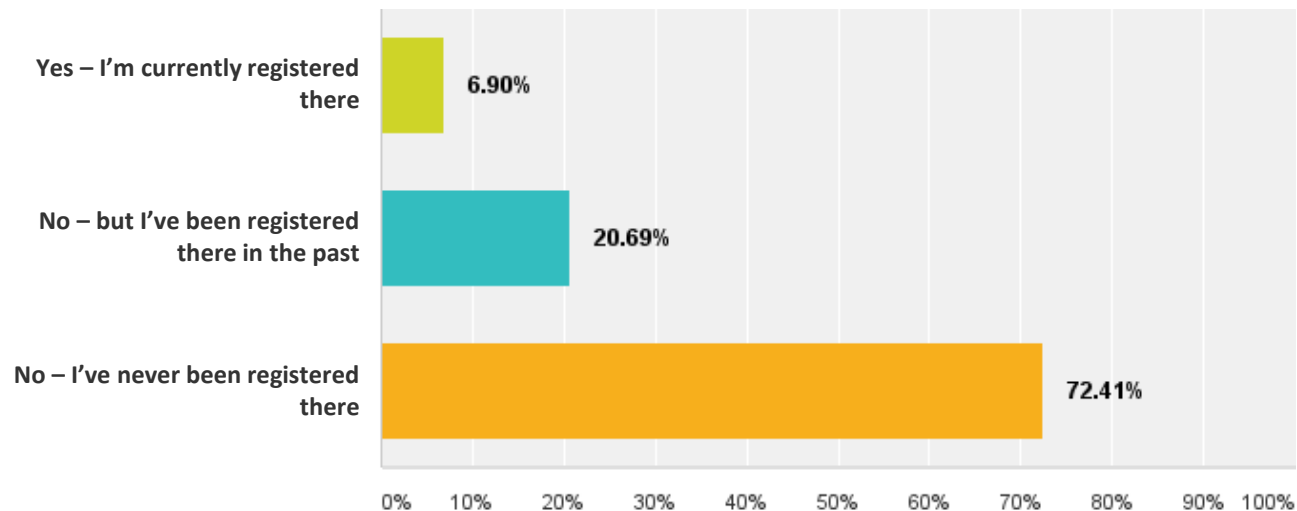
Q2: Age - are you:

Answered: 29 Skipped: 0



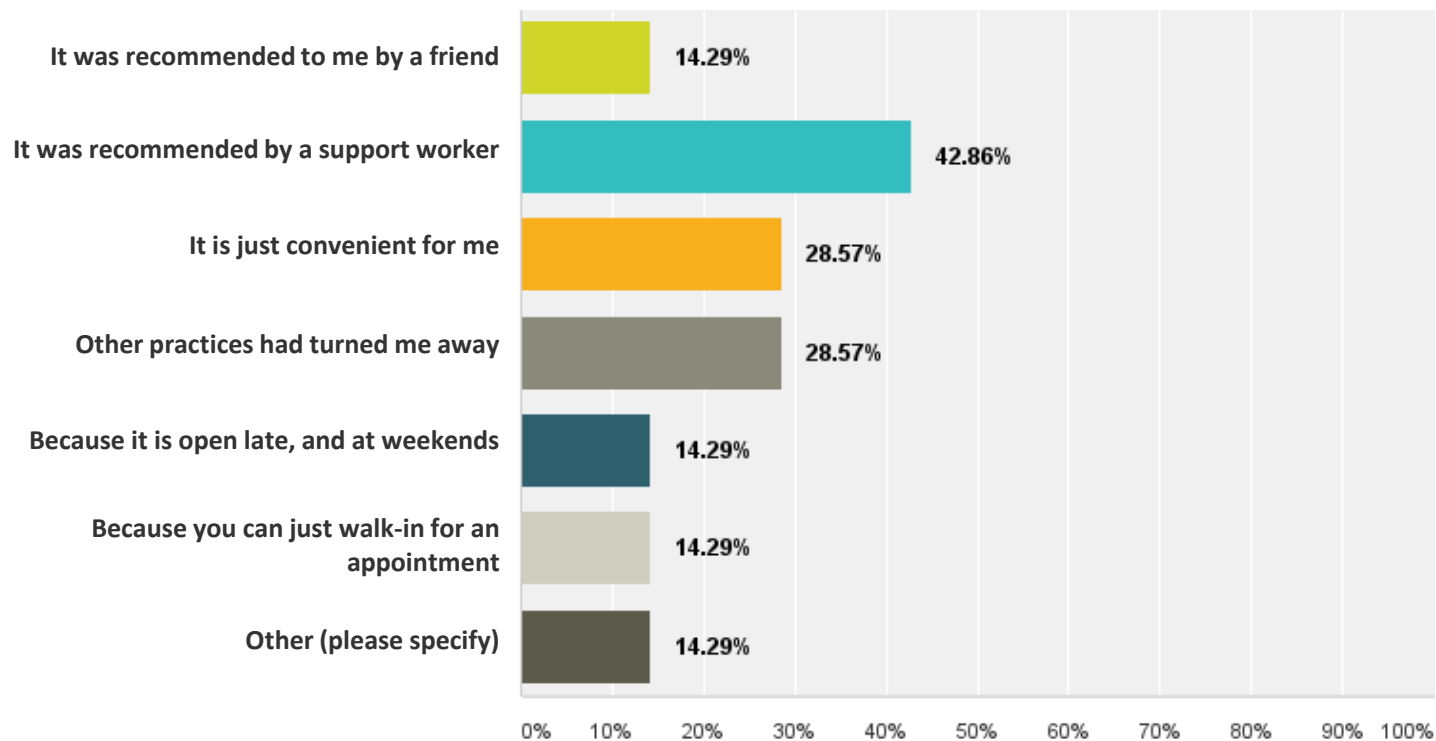
Q3: GP practice - are you registered as a patient at Guildhall Walk Healthcare Centre?

Answered: 29 Skipped: 0



Q4: If you are / have been registered as a patient at Guildhall Walk Healthcare Centre... Why did you register there? (choose as many as apply)

Answered: 7 Skipped: 22



Q5: Where do you *usually* go for primary care, at the moment? (you can choose more than one answer per row)

Answered: 29 Skipped: 0

	Guildhall Walk	St Mary's Treatment Centre	Regular GP surgery	A&E	It varies	I don't go anywhere	Total Respondents
GP appointments	17.24% 5	6.90% 2	82.76% 24	0.00% 0	0.00% 0	0.00% 0	29
Tests by a nurse	4.55% 1	31.82% 7	68.18% 15	4.55% 1	0.00% 0	9.09% 2	22
Prescription issues	9.09% 2	13.64% 3	86.36% 19	0.00% 0	0.00% 0	0.00% 0	22
Non-urgent health concerns	13.64% 3	9.09% 2	68.18% 15	4.55% 1	9.09% 2	9.09% 2	22

Q6. What are the main reasons for you needing to see a doctor or a practice nurse at a GP surgery?

Answered: 26 Skipped: 3

Selected responses:

Anxiety / depression - 6

Other mental health - 5

Addiction / substance misuse - 6

General health / illness - 5

Medication / prescriptions - 8

Fit notes / sick notes - 4

Tests - 3

Q7. Is there anything else you would say about the services you use at the moment? (For example... are there any services you would like to use but can't? How convenient are the places you go to?)

Answered: 11 Skipped: 18

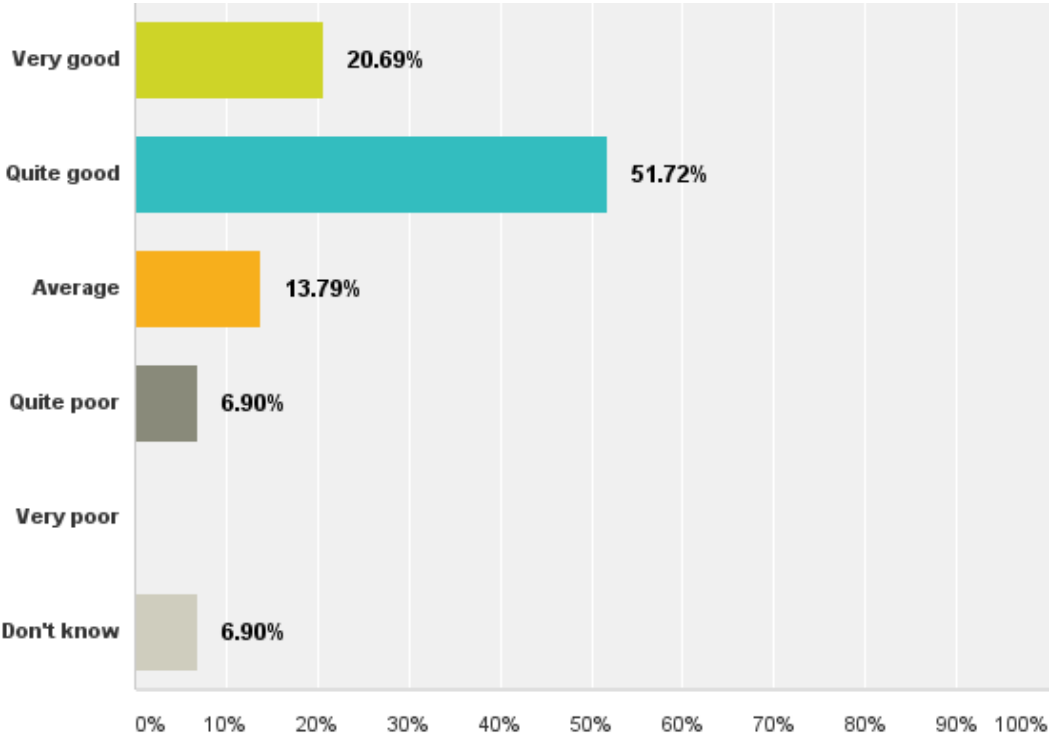
The number of responses is low, but the main theme was relating to the ease – or otherwise – of getting an appointment.

Six people said that it was hard to get an appointment, or that waiting times were too long, and another respondent referred to the difficulty getting an urgent appointment.

Otherwise, four people offered support and praise for their GP surgery, and another said that dental issues tended to be dismissed as unimportant.

Q8: What do you think of the service you get from primary care in Portsmouth at the moment?

Answered: 29 Skipped: 0



Q9. Why do you say that? (regarding their rating of primary care services in Portsmouth)

Answered: 26 Skipped: 3

The respondents highlighted access as important, although experiences varied considerably.

Seven respondents (approximately one quarter) referred to problems with the availability of appointments, and long waits to see a doctor, or the difficulty of not being able to see their regular doctor if they needed to see a GP urgently. (see below, for more comments relating to the issue of relationships with doctors / surgeries)

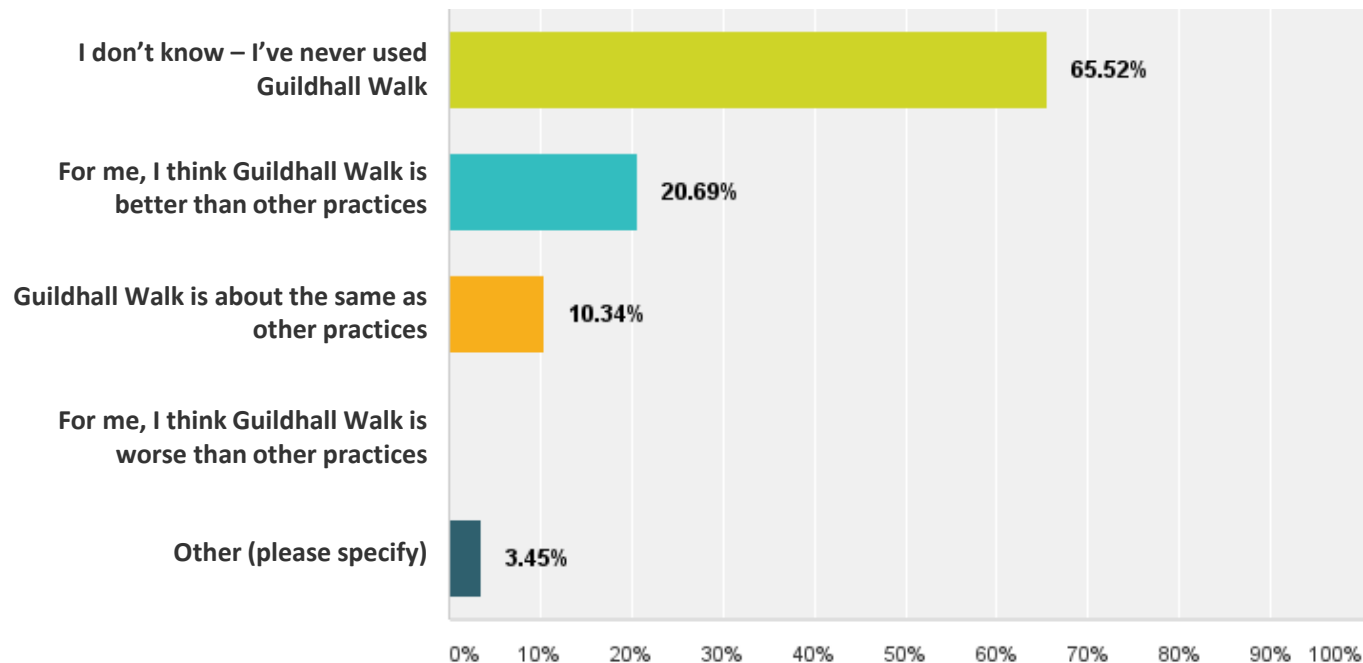
However, access was also mentioned in positive terms. Four people mentioned how they were always seen when they needed help / always got treatment when they needed it.

Six respondents expressed satisfaction, saying that their primary care services 'meet my needs / generally happy / services helped me'.

The theme of relationships - both positive and negative - was raised by nine respondents. Five people made references such as 'My GP is ace / they ask how I am and are helpful / doctor is supportive'. However, four others had a different experience, reporting 'doctors can be judgmental and rude / no substance misuse experience / GPs prejudiced against substance misusers / treated as an addict not a human being'.

Q10: How does Guildhall Walk compare to other GP practices?

Answered: 29 Skipped: 0



Q11. Why do you say that? (regarding how they compare Guildhall Walk to other surgeries)

Answered: 11 Skipped: 18

The number of responses to this question was low, and so identifying common themes is difficult.

Some respondents made positive references to the attitude of staff at Guildhall Walk, such as 'Could talk about anything / receptionist are not rude or judgmental / staff and doctors are great / make you welcome'.

Two respondents mentioned that they could see a doctor straight away, but two others referred less positively to facing long waits to be seen.

Four respondents were generally positive about the service, making comments such as 'Good service to have / instrumental in my recovery / for my mental health Guildhall Walk was a godsend'.

Q12. How do you think the local NHS can improve the primary care services you use? (please be specific about what you would like to keep, what you think could change, and what you think is poor)

Answered: 15 Skipped: 14

The number of responses were low, and there were only two areas of concern raised by more than one or two people.

Once again, access was a area for improvement according to some – seven people asked for shorter waiting times / more GPs.

The relationship between primary care staff and patients was also raised again – four people made references such as ‘need for doctors to be more understanding / some GPs can be very negative / rude / they need to treat people with addictions as human beings’.

Related to this point, four other respondents called for more training for doctors in dealing with people with substance misuse problems, or for a greater awareness of the particular needs of this group