



GP Access Reading

11/October/2024

healthwatch
Reading

Objectives



Support GP surgeries to improve their communication with the public



Raise public awareness about other pathways for support and increase understanding of the new ways of working



Increase appropriate access to services and reduce complaints

Participants

185
participants

Age group

Wide range of age group, 18 -80+ years.

127 through
an online
survey

Gender

Response break up: Women (62%), Men(23%), Prefer not to say(8%), and Prefer to self-describe(8%)

58 through
focus
groups.

Disability/Long term health condition

43% of our online survey respondents had a disability and 64% had a long-term health condition.

Ethnic background

38% of online survey respondents came from various ethnic backgrounds.

Key Findings

Appointment shortage

"I have visited my GP surgery to book an appointment and was told that there are no more appointments, and they would not be releasing any more appointment until 3 days' time. Not acceptable."

Long waits

"I have visited my GP surgery to book an appointment and was told that there are no more appointments, and they would not be releasing any more appointment until 3 days' time. Not acceptable."

Inconsistencies with New ways of working

"GP's try to send medication with a QR code, but [local] pharmacy don't have a QR code - it is all very over-complicated."

Communication gap

"It would help if we had been told about the changes."

Thank you