



Enhanced Access Services Survey

Primary Care Networks are groups of GP Practices working together as a network in their local areas. They are commissioned to work together as a network to deliver a range of services. Enhanced Access is the combination of the extended hours service provided by the PCN and the extended access service provided by PC24 Monday- Friday 6:30-8pm (with triage appointments during the day) and Saturdays delivered in centralised hubs across the city. From October 2022 it will be the responsibility of PCNs for the delivery of Enhanced Access. The practices in SWAGGA PCN want to hear your view about how we propose to deliver Enhanced Access

We want to continue with the current evening and weekend model provided by PC24 and delivered in centralised hubs across the city. You would continue to access the service in the same way, by booking an appointment with your local practice, who can offer an evening or Saturday appointment in one of the hubs.

1. Which of the following would you find the most useful during evening and weekend appointments?

Please note you can select more than one option

a. Appointment type

- Chronic Disease Management
- Minor Illnesses
- Screening
- General health
- Other please state.....

b. Consultation type

- Telephone
- Video calls
- Face-to-face
- Same Day
- Pre-bookable (2 weeks in advance)

2. If you were to use the service which appointment times would be most useful?

Please note you can select more than one option

Appointment times

- Morning (7am – 8am)
- Day time appointments (8-6:30pm)
- Evening (6:30pm – 8pm)
- Saturdays

3. If you were to use the service which locations would be most useful?

- A neighbourhood GP practice
- A hub within a 5-mile radius
- A centralised city centre hub

4. How do you currently travel to health care appointments?

- Car
- Bus
- Taxi
- Cycle
- On-foot
- Prefer Not to Answer

5. Have you used the current evening and weekend hub service provided across the city?

- Yes
- No

If yes, what has been your experience of this service?

6. What GP Practice are you registered at?

Thank you for completing this survey! For us to ensure that improvements are made within each locality, please can you select the local GP surgery you are registered with.

SWAGGA Primary Care Network

Practice Name	Please Select
Dr Jude – West Speke HC	
Gateacre Medical Centre	
Dr Jude - Garston FHC	
Storrsdale Medical Centre	
The Village Medical Centre (Woolton)	
Speke Health Centre (Singh/Bicha)	
Dr Jude - Netherley HC	
Speke Health Centre (Thakur)	
Margaret Thompson Medical Centre	
The Ash Surgery	
The Village Surgery (Garston)	
Hillfoot Health Centre	
The Surgery Gateacre Brow	
Fulwood Green Medical Centre	
Grassendale Medical Practice	
Woolton House Medical Centre	
The Surgery Mather Avenue	



7. About you

The following section is about you and will enable SWAGGA PCN to ensure we have engaged a wide range of people. You do not have to complete the following section and this information will only be used to theme the responses.

a. Age

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 or Above
- Prefer Not to Answer

b. Gender

- Male
- Female
- Non-binary
- Prefer Not to Answer
- Other -

c. Ethnic Group

- Asian or Asian British
- Black, Black British, Caribbean or African
- Gypsy, Traveller or Roma community
- Mixed or multiple ethnic groups
- White
- Other ethnic group

d. Employment Status

- Employed Full-Time
- Employed Part-Time
- Self-employed
- Not employed but looking for work
- Not employed and not looking for work
- Homemaker
- Retired
- Carer
- Prefer Not to Answer