**Survey on Extended Hours appointments**

Southwest Shropshire Primary Care Network (PCN) would like to ask the patients in its practices when they would most like to access our services. We are looking at when would be the preferred times we should offer additional clinical appointments outside of usual practice hours, both for booking appointments days or weeks ahead or booking on the same day.

The NHS wants these extra appointments to be in the evening (for example 6.30pm – 8.00pm) and at the weekend. However there is a there is a national shortage of GPs and practice staff and we need to make decisions carefully and in consultation with our patients. If your GP or practice nurse is working more hours outside of the usual surgery hours, you may find it is harder to see your preferred GP/nurse at other times.

Your feedback is very much appreciated and helps us to shape services to meet your needs. The survey closes at midnight on Monday 20th June 2022.

1. What practice within the South-west PCN are you registered with? **(Choose only one option below)**

The Meadows Surgery, Clun

Craven Arms Surgery

Church Stretton Medical Practice

Bishop's Castle Medical Practice

Portcullis Surgery, Ludlow

Station Drive Surgery, Ludlow

2. What is your age? **(Choose only one option below)**

Under 18

18-24

25-34

35-44

45-54

55-64

65-74

75+

3. How satisfied are you with your practice’s usual opening times 08.00- 18.30 Monday to Friday? **(Choose only one option below)**

Very Satisfied

Satisfied

Neither Happy not Unhappy

Unhappy

Very unhappy

4. Do you feel that an appointment in the evenings outside of these core hours times (08.00- 18.30 Monday to Friday) is something that is very important to you as you find it difficult to attend an appointment during the practice’s usual opening times? **(Choose only one option below)**

**No, I do not** think opening hours in evenings (18.30-20.00) are important to me as I prefer to attend an appointment during normal hours (08.00- 18.30 Monday to Friday)

**OR**

**Yes, I do** think opening hours on evenings are important to me as I find it difficult to attend an appointment during normal hours (08.00- 18.30 Monday to Friday) due to my work or other commitments

5. Do you feel that an appointment on a Saturday outside of these core hours times (08.00- 18.30 Monday to Friday) is something that is very important to you as you find it difficult to attend an appointment during the practice’s usual opening times? **(Choose only one option below)**

**No, I do not** think opening hours on a Saturday (08.00-17.00) are important to me as I prefer to attend an appointment during normal hours (08.00- 18.30 Monday to Friday)

**OR**

**Yes, I do** think opening hours on evenings on a Saturday (08.00-17.00) are important to me as I find it difficult to attend an appointment during normal hours (08.00- 18.30 Monday to Friday) due to my work or other commitments

6. If you could choose when to book your appointment with your preferred GP, what would be your preferred days and times for an appointment? **(Choose only FIVE options below)**

|  |  |  |
| --- | --- | --- |
| **First Choice** | **Second Choice** | **Third Choice** |
|  |  |  |
| **Fourth Choice** | **Fifth Choice** |  |
|  |  |  |
| Monday early morning 7-8am  Monday morning 8-1pm  Monday afternoon 1-4.30pm  Monday afternoon 4.30-6.30pm  Monday evening 6.30-8pm | Tuesday early morning 7-8am  Tuesday morning 8-1pm  Tuesday afternoon 1-4.30pm  Tuesday afternoon 4.30-6.30pm  Tuesday evening 6.30-8pm | Wednesday early morning 7-8am  Wednesday morning 8-1pm  Wednesday afternoon 1-4.30pm  Wednesday afternoon 4.30-6.30pm  Wednesday evening 6.30-8pm |
| Thursday early morning 7-8am  Thursday morning 8-1pm  Thursday afternoon 1-4.30pm  Thursday afternoon 4.30-6.30pm  Thursday evening 6.30-8pm | Friday early morning 7-8am  Friday morning 8-1pm  Friday afternoon 1-4.30pm  Friday afternoon 4.30-6.30pm  Friday evening 6.30-8pm | Saturday morning 8.30-12.30am  Saturday afternoon 12.30-5pm |

7. What would be your preferred location for an extended hour appointment? **Please write down your preferred first and second choice in the space below.**

|  |  |
| --- | --- |
| **First Choice** | **Second Choice** |

Bishops Castle

Clun

Craven arms

Portcullis, Ludlow

Station Drive, Ludlow

Church Stretton

**8. Please write any comments or suggestions in the spaces below:**

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