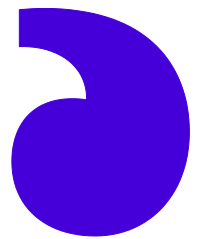




Young People's GP Survey



September 2015



Young People's GP Survey

Report Summary

Healthwatch Worcestershire and Young Solutions carried out a survey with 119 young people age 13 to 19, to find out what they think about going to the Doctors.

Overall the young people told us that they are happy with the service they receive and felt that staff at GP practices are helpful.

The majority of the young people go with a parent or carer to appointments (particularly the 13 to 16 year olds). Although more than half said that Doctors spoke more to the person they go with than directly to them, many said they preferred this, whilst some said that they did not always understand what the Doctors are saying.

Responses suggested that young people would like more appointments available in evenings and at weekends and that being able to make appointments on line or by text would be helpful.

Most of the young people did not know how to raise a complaint about their GP practice and said that not knowing how to give feedback is the most likely thing to stop them doing so. Findings suggest it would be helpful for GP practices to raise awareness of the ways feedback can be provided and the use of both paper and on line surveys.

In general the younger people (aged 13 - 16) seemed to prefer using text for contact, such as making appointments and giving feedback, whilst 17 - 19 year olds preferred using online methods.

Contents

1. Background	4
2. How we carried out the survey	4
3. Visiting the Doctors	5
4. Appointments	6
5. GP practice staff	10
6. Understanding complaints and giving feedback	10
7. Additional feedback	14
8. Summary of findings	15
9. Recommendations	16
10. Appendix 1 - Background of respondents	17
Appendix 2 - Survey questions	18

1. Background

Healthwatch Worcestershire has a statutory role to make recommendations to publicly funded health and social care services, based on feedback received from the public. Making sure that young people can access GP's services and also know how to make a complaint are important issues for Healthwatch Worcestershire.

Young Solutions Worcestershire (formerly WCVYS) provides support, guidance and help to voluntary youth organisations, clubs and community groups across Worcestershire and have a contract with Healthwatch Worcestershire to support delivery of their young people and parental engagement service. Throughout their work over the past year, Young Solutions had been speaking to young people and finding out their views of GP surgeries as part of the service. Healthwatch Worcestershire asked Young Solutions to carry out a survey of young people to formally find out their views.

2. How we carried out the survey

The survey was titled Young People's GP Access and Complaints Survey and covered three areas:

- making appointments
- visiting the surgery
- knowing how to make a complaint

The survey questions were written by Healthwatch Worcestershire and Young Solutions, and were assessed by a group of young people before finalising. The survey was accessed online from 25th March to 30th April 2015 through Survey Monkey, with hard copies available for those who wanted them. The survey was open to all young people aged 13 - 19 in Worcestershire and was promoted widely through Young Solutions newsletters, website, their members, local forums, Healthwatch Worcestershire contacts, newspapers, social media and schools. All respondents who gave their email address were entered into a prize draw for an iTunes voucher, which was drawn on 5th May.

Copies were also taken to several groups of young people in formalised settings in April and the questions asked either collectively or individually as appropriate. Information previously gathered from informal conversations and discussions with young people has been included to add context but these have not been included in the numerical data. Where there was a difference between the comments given informally and the survey results, this has been noted.

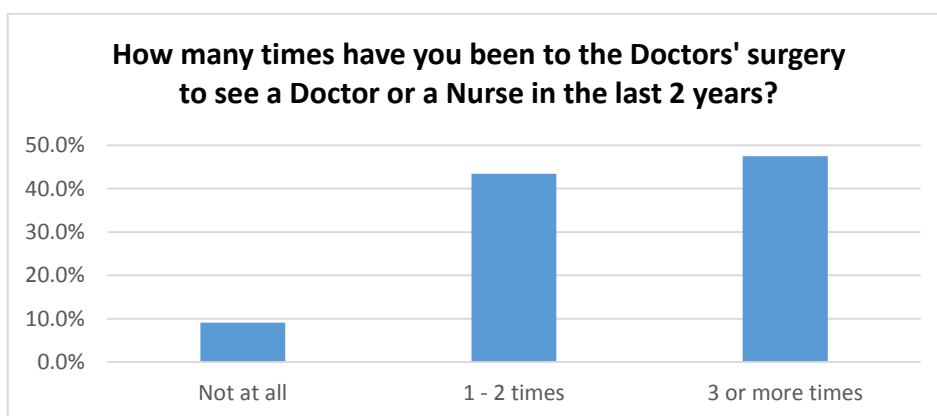
The online questions were mainly designed as optional questions to encourage respondents to only answer the questions they felt were relevant and to not feel pressured to complete the survey. Some questions were not answered by all respondents so the number of respondents has been given and where appropriate this number has been used to calculate the percentages. Some questions had multiple possible answers.

Responses were collated from 119 young people from across Worcestershire. They lived across most of Worcestershire, more females than males took part and 22% had a disability. Ethnicity was predominately White British. We had noticed in our previous discussions with young people that more females took part than males and they seem more keen to discuss issues.

3. Visiting the Doctors

98% of respondents had a doctor. Of the 2% that did not, 1 had left their previous surgery as they are now at University and another said they just see any doctor. 39 surgeries were attended, with 12 surgeries named by 3 or more people.

Most young people had seen a doctor or nurse in the past 2 years with only 9% (9) having not been. Nearly half (48%) had been 3 or more times. Of the 9 who had not been, 6 had not been ill, 1 said they didn't want to go, 1 said they couldn't get an appointment and 1 did not answer.

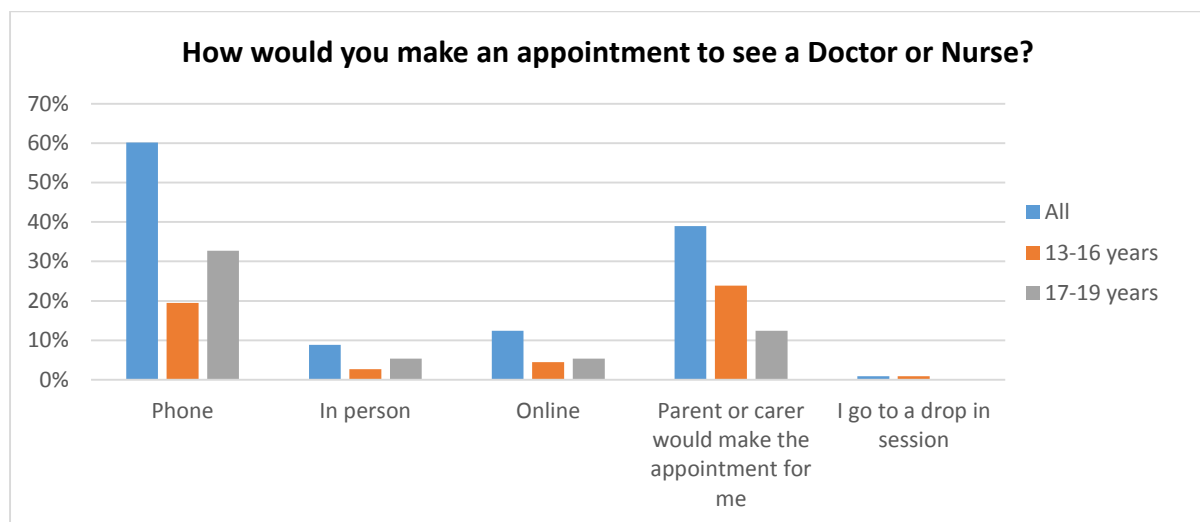


In our previous discussions with young people they told us that they don't often go to the doctor's, which is different from the survey responses. This difference could be due to the fact that the survey was optional and by the nature of its subject was aimed at those who do go to the doctor. Those who have not visited the doctor's may have chosen not to take part.

4. Appointments

Use of the appointment system varied between young people, even between those at the same surgery, and making an appointment by phone was the most common way with 60% of responses. 12% used an online system, 9% would go in person and over a third of young people (39%) said they have the appointment made for them by their parent or carer. Only 1 person went to a drop in session. 17% of young people used more than one method (phone, online and/or in person).

It is unknown how many surgeries offer an online appointment system, whether young people know this is an option (where available) or whether they rely on their parent/carer making the appointment so the young people themselves don't use the system.



As expected, more of the 17-19 year old young people made appointments themselves whilst over a third of younger people had the appointment made for them by a parent or carer. From our previous discussions reasons for this include the young people being too shy to make appointments or being physically unable to phone up due to attending school.

Several young people commented about the difficulty in getting appointments when you need them (e.g. same day) and we received more anecdotal feedback about this.

Additional comments in the survey included:

- *It's very efficient and a lot better and easier to get appointments compared to my old doctor*

- They often have minimal appointments on offer but the service otherwise is efficient.
- I don't like the appointment system and also I like to see 1 or 2 of the DRs who know me well and that can be very difficult to get the person you want
- It's very hard to get appointments close to the time that you book the appointment. I can normally get 2 weeks later.
- the new doctors appointment system is annoying because you have to make the appointment on the day and usually when my mum has to make the appointment I'm already on the bus to school

What would make it easier for young people to see a Doctor or Nurse?

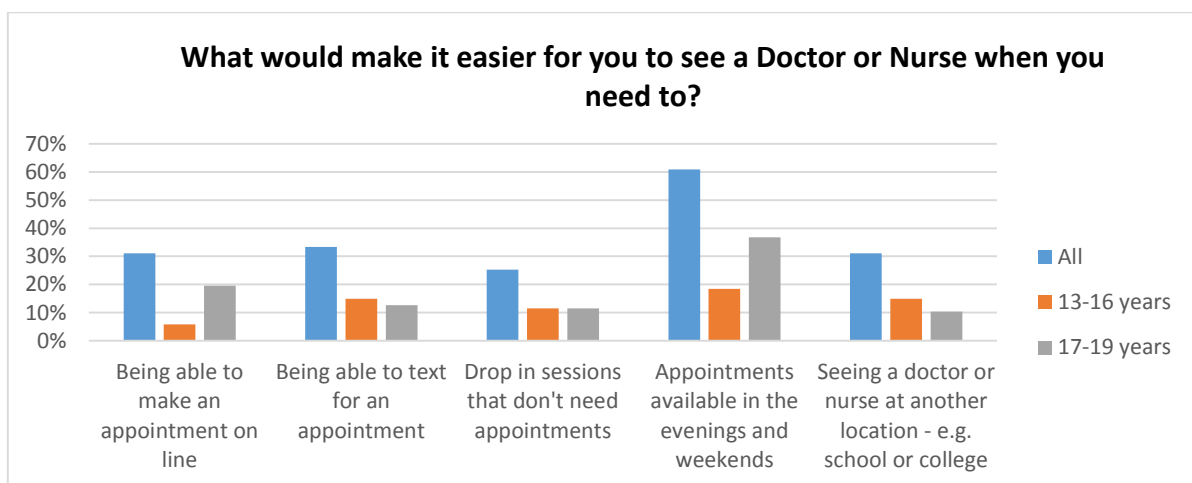
When asked what would make it easier for them to see a doctor or nurse, 61% would like appointments available in the evening or weekends (most popular with those aged 17-19) and 31% would like to see the doctor or nurse at another location (more popular with 13-16 year olds). This fits with the feedback we have had that young people find it difficult to make or go to appointments during the day because of school/work. From our discussions, many said they don't go to see their school nurse as they don't think they will get treatment, or are worried about confidentiality. College nurses were generally seen as helpful.

Many of the respondents felt that an alternative appointments booking system would make it easier for them to see a doctor or nurse when they needed too (31% wanted to go online, 33% would text and 25% would go to a drop in session). Many respondents chose several options but in total 68% wanted an alternative system as above.

There was a marked difference between the ages, with older young people wanting to go online, whereas younger people preferring to text, drop in or go to another location.

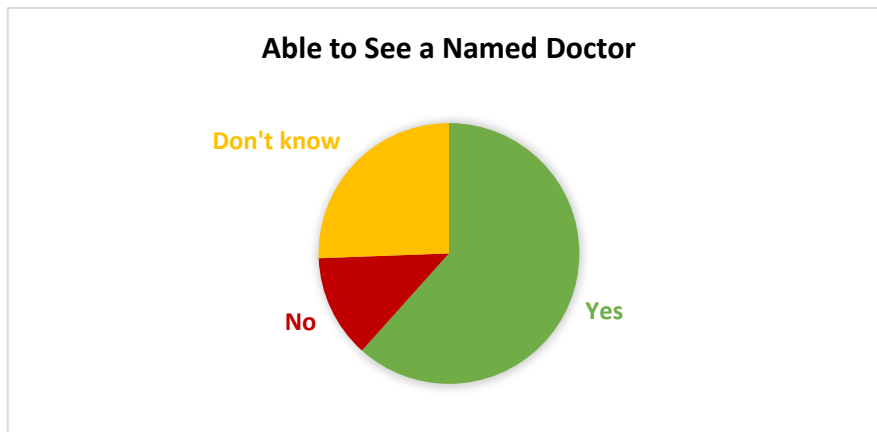
One person gave an additional answer as follows:

- Seeing a doctor at home rather than just at university.



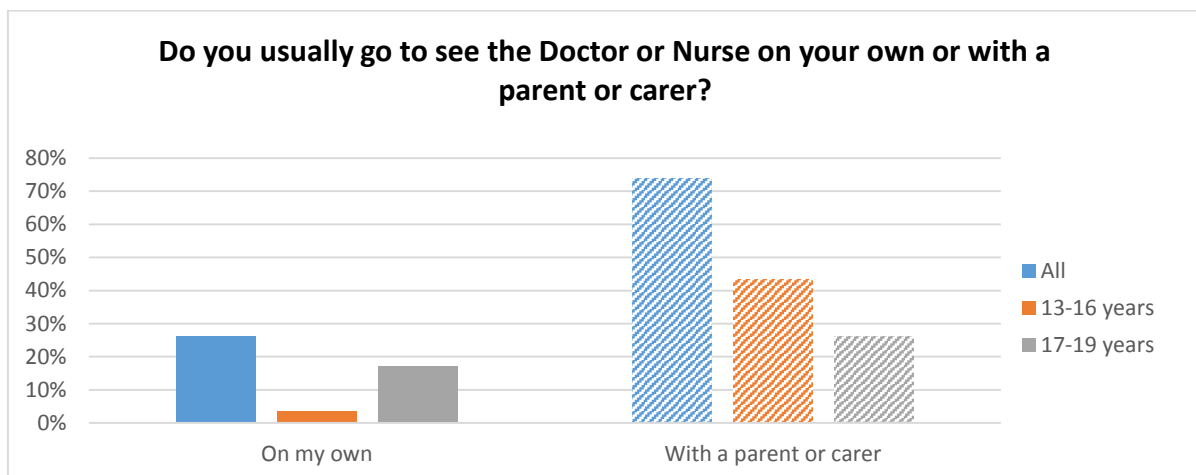
Seeing a named Doctor

Nearly two-thirds (62%) of respondents felt they could ask to see a named doctor if that was important to them. 13% said no and 26% didn't know. Of these who didn't know, nearly two-thirds were aged 13 - 16.



Going with someone to the Doctors

26% of the young people said they went to the surgery on their own (the majority of these were aged 17 - 19) and 74% went with a parent or carer (majority aged 13 - 16). This is consistent with the informal feedback we have received.

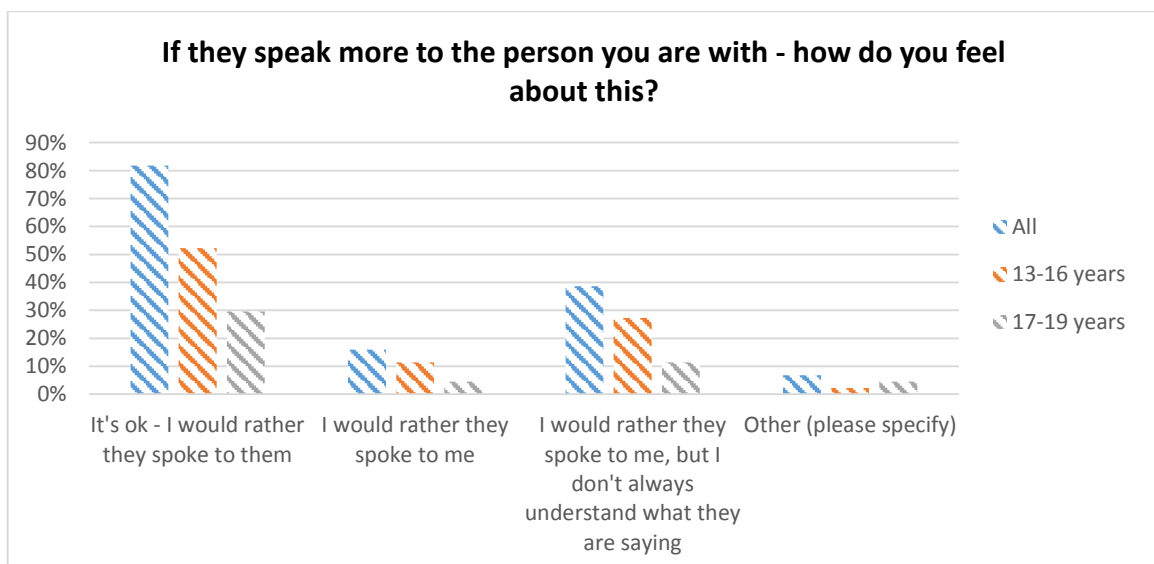
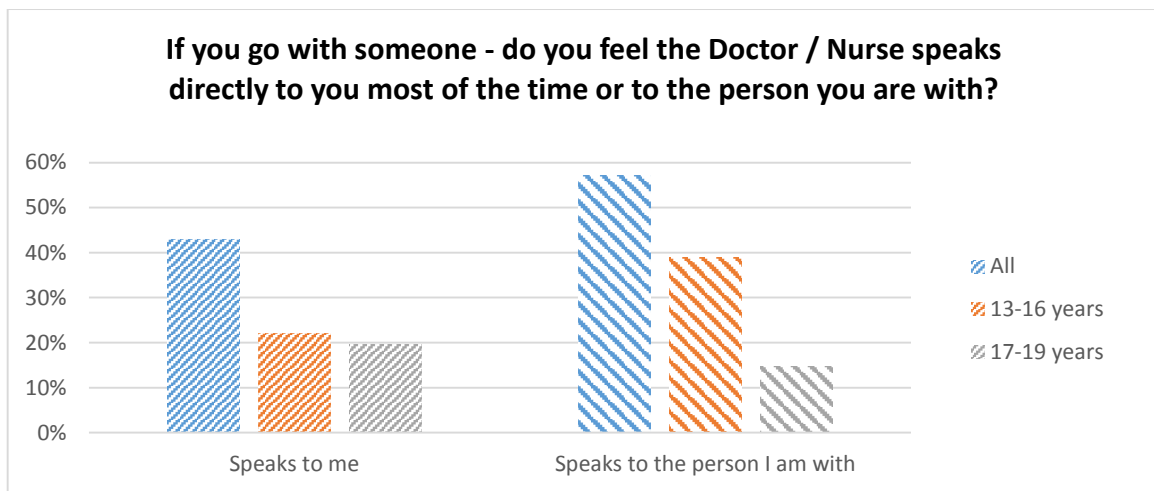


When a young person went with someone else, 43% felt the doctor or nurse spoke mostly to them and 57% felt they spoke to the person they were with. When asked how they felt about this, the majority of all respondents (82%) said they were happy with this, though 16% would prefer the doctor/nurse spoke to them and 39%

would rather the doctor/nurse spoke to them but said they don't always understand what the doctor/nurse is saying.

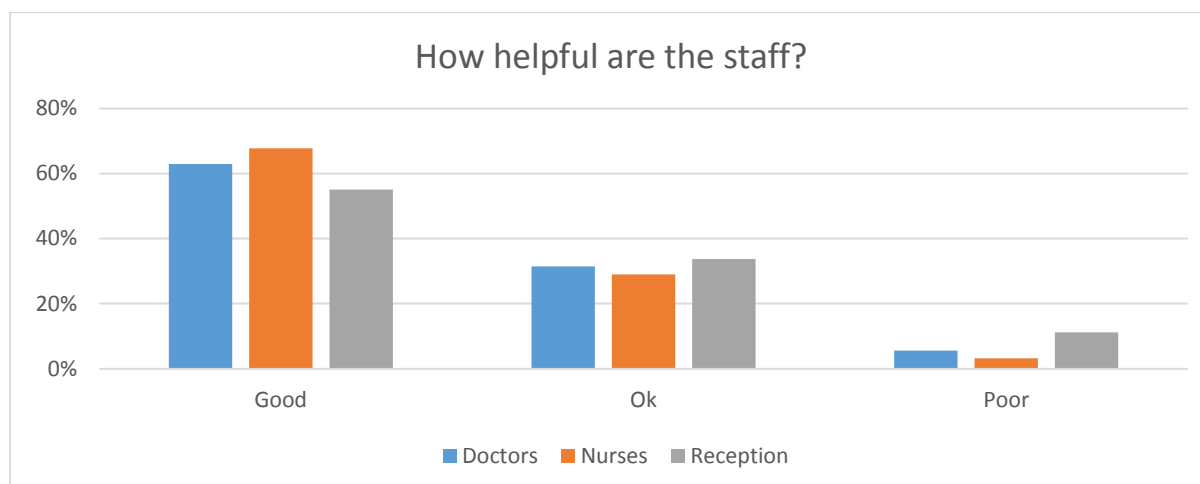
Anecdotally young people tell us that they would like the doctor to speak in a way they can understand and be more friendly. 3 young people gave additional comments:

- I am uncomfortable around people.
- I'm happy for them to speak to the person I'm with because I find it difficult to word what is wrong with me.
- I don't like talking to doctors so my mom talks for me



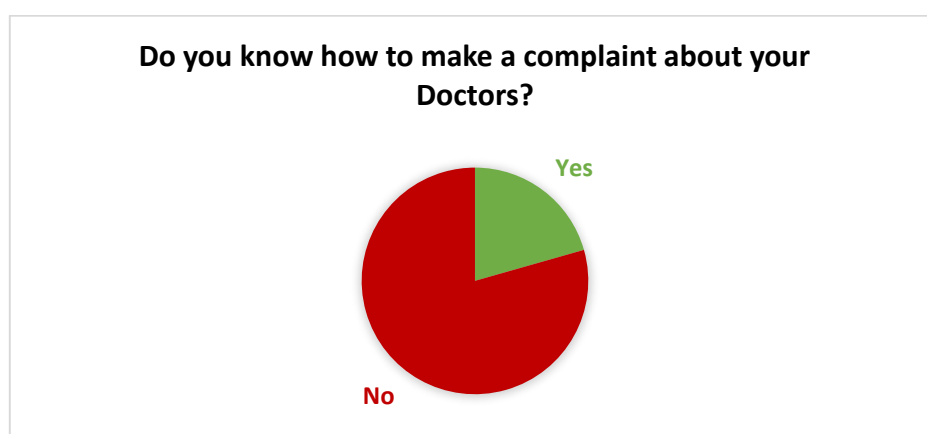
5. GP practice staff

The majority of young people found doctors, nurses and receptionist to be helpful with 94% saying that doctors were Good or OK, 97% of nurses and 89% reception staff. Only a small number said they were poor. Reasons we were given in feedback from young people was that receptionists vary but some can be difficult, ask too many questions or be patronising.

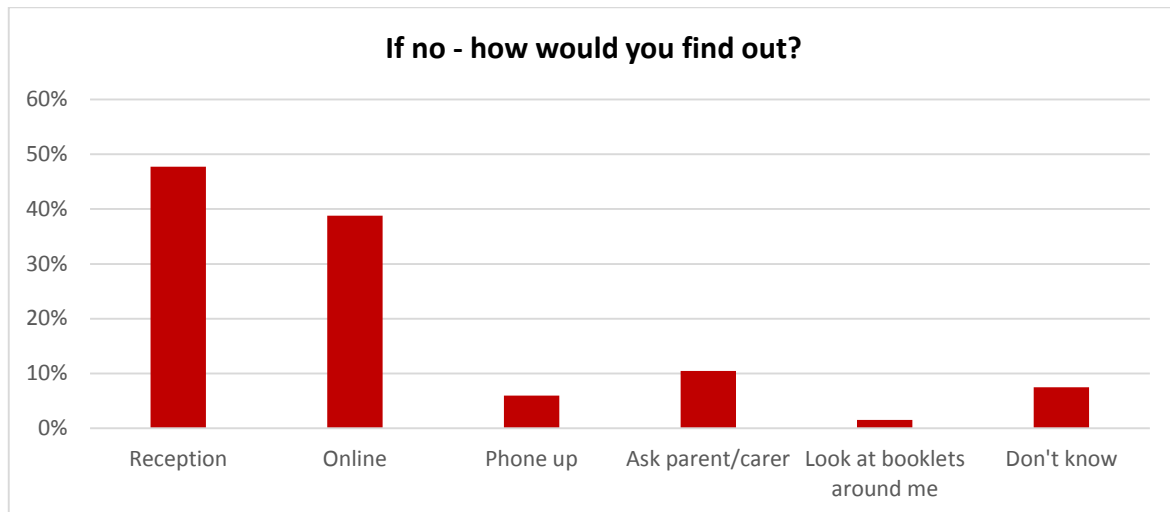


6. Understanding complaints and giving feedback

One fifth of respondents (21%) said they knew how to make a complaint and 11 people gave suggestions about how they would do this. Nearly half (5) of those said they would contact reception and others suggested using complaints forms, contacting the Practice Manager, ringing up or 1 said they would go online. Only 4 young people had ever made a complaint.



Of those who didn't know how to make a complaint, the free text suggestions from the 67 respondents have been grouped and summarised. Nearly half (48%) said they would ask at reception to find out how, 39% would go online, 10% would ask their parent or carer, 6% would phone up the surgery and the others didn't know.

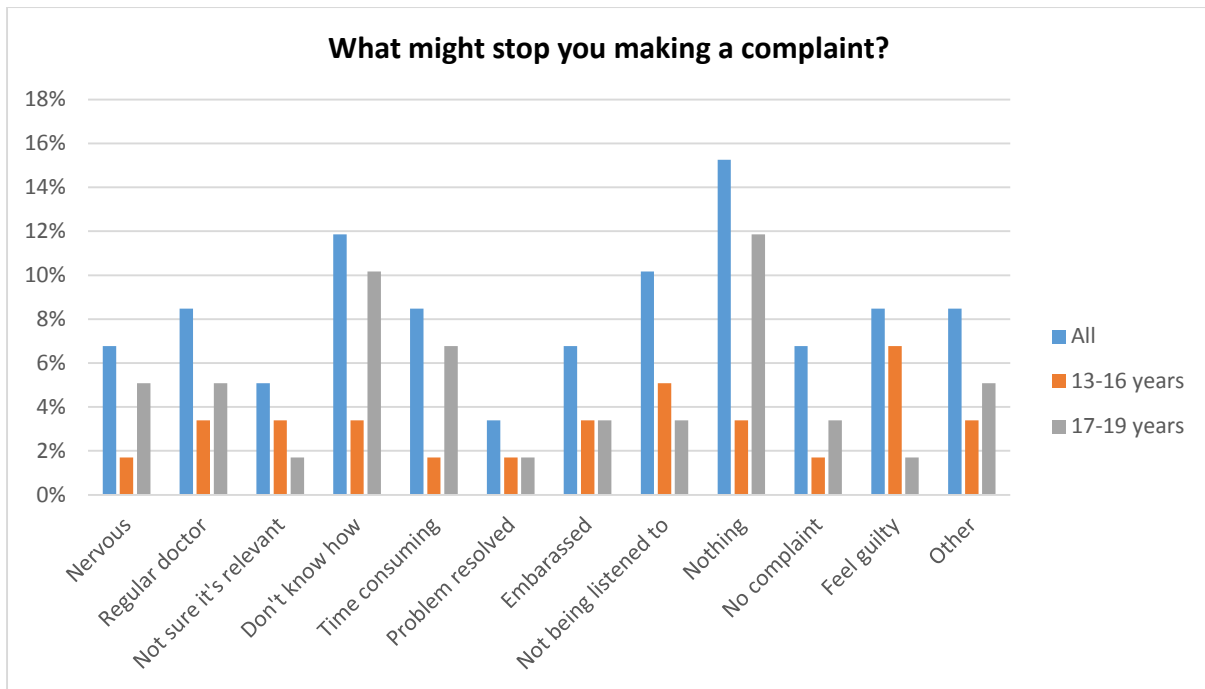


What stops young people making a complaint?

When asked what would stop them making a complaint, 58 young people gave a wide variety of reasons which have been grouped for ease of assessment. Of these, 16% said nothing would stop them complaining, 11% said they would be stopped by not knowing how to, 11% by not being listened to, 9% were worried about complaining about their regular doctor and future treatment, 9% felt it was time consuming, 9% felt guilty, 7% felt nervous and 7% felt embarrassed. Having no complaint, the problem being resolved, worries about their complaint being relevant and not wanting to give personal details were other reasons given.

The top reasons that young people aged 13 - 16 might not complain is that they feel guilty and are worried about not being listened to.

17 - 19 year olds said nothing would stop them complaining, not knowing how or it being time consuming. Some felt that complaining might affect the way they were treated in the future, especially if it was their regular doctor that they complained about.

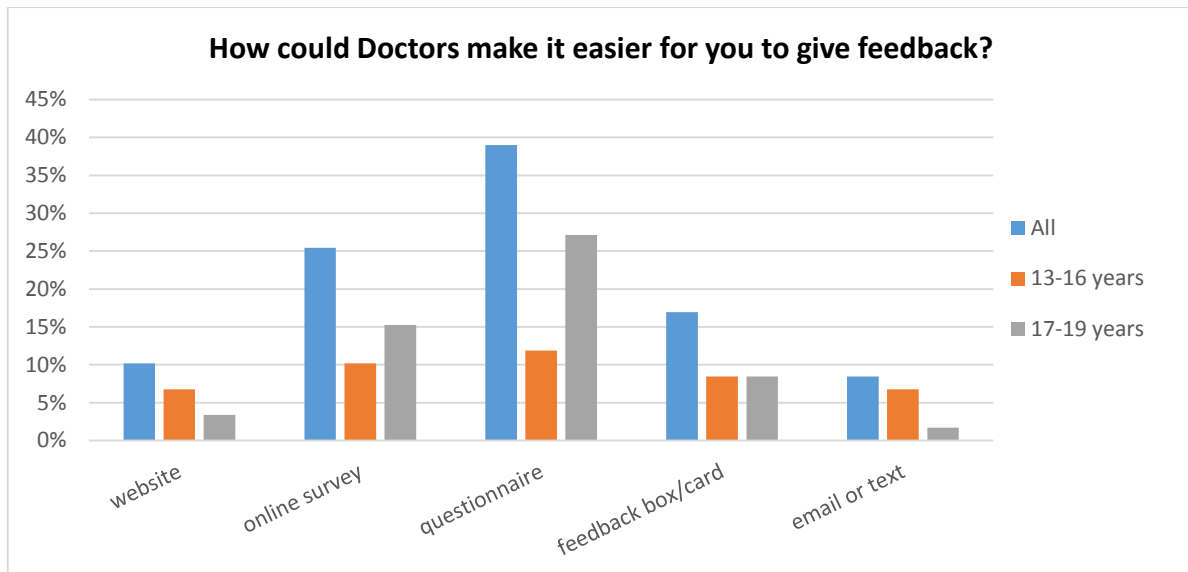


How could Doctors make it easier for young people to give feedback?

59 young people suggested ways that doctors could make it easier to give feedback and these have been grouped together. Nearly two-thirds (64%) suggested having surveys, questionnaires or forms and 25% said that these should be online. The other main suggestions were suggestion/feedback boxes (17%), website (10%) or sending an email or text to the patient after the appointment (8%). Other answers including asking them in person or an independent survey and 1 person said it was already easy to give feedback!

The most popular answers from those aged 13 - 16 were a questionnaire/survey/feedback form and feedback box or card. They seemed to prefer using websites, email or texts whereas the 17-19 year olds preferred to have a questionnaire or online survey.

Surprisingly there were very few alternative ideas and the only ones given were QR codes and a 'Rate My Doctor' website. Some people suggested just asking them face to face. As this question was about ways to make it easier to give feedback, it is interesting that the majority of suggestions do already exist. Confidential feedback was mentioned several times and confidentiality is something that young people have previously told us that they are concerned about. Having the ability to give anonymous feedback would encourage young people to share their views.



Specific suggestions included:

- *Online, confidential, independent feedback/investigations.*
- *QR code to give feedback online*
- *Website, like waiters with an ID*
- *Ask at end of session or an email or text*
- *Giving us an anonymous survey to fill out if we want to*
- *Have an email address for complaints and feedback.*
- *Make it clear how to give feedback, an anonymous online service*
- *They could have an immediate feedback form when you leave the appointment.*
- *Have a RateMyDoctor type website. Or every so often a letter in the post asking for feedback?*
- *Easy read surveys, suggestion box in reception*
- *I would tell them if necessary at the end of my appointment*
- *Asking me in person.*
- *Text us a questionnaire*
- *A note you can put in a box somewhere in the waiting room*
- *Have a feedback Web page where you can pick a specific doctor.*
- *Ask me at appointments if they are happy about what they've said*

7. Additional feedback

18 young people gave additional feedback which could be categorised as positive or negative. These were fairly evenly split between the age groups with approximately equal numbers of good and bad comments from each. 44% of the comments were positive and these comments were mainly about the good service they felt they had receive.

Over half of the negative comments were about the appointment system and this is obviously of concern to young people. 5 of the 10 negative comments came from those with a disability (2 mentioned the difficulty in getting appointments, 1 found the process stressful, 2 wanted to see a specific doctor) and 2 of the 8 positive comments (they thought things were great or the staff helpful and kind).

Positive

- *I feel that my doctors are very helpful and polite. If there is something that I don't understand then they'll happily explain it again and try and put it into simpler, more easily understanding, words. They are, also, very apologetic if they are running late.*
- *It's very efficient and a lot better and easier to get appointments compared to my old doctor*
- *no they are great*
- *No, they are great.*
- *they are very friendly and easily contactable*
- *They don't need improving as they are very good.*
- *Very helpful and kind*
- *They often have minimal appointments on offer but the service otherwise is efficient.*

Negative

- *Bad experience with nurse giving injection*
- *Don't talk down to children, use basic language that explains things. Do not look at a computer screen*
- *It is very stressful going to see the doctor, waiting is difficult*
- *The lack of female doctors stops me from going when I need to as there is only 1 available to see & she's not always there.*
- *Their action wasn't quick enough with the problem*
- *I don't like the appointment system and also I like to see 1 or 2 of the DRs who know me well and that can be very difficult to get the person you want*
- *It's very hard to get appointments close to the time that you book the appointment. I can normally get 2 weeks later.*
- *the new doctors appointment system is annoying because you have to make the appointment on the day and usually when my mum has to make the appointment I'm already on the bus to school*
- *Long waiting list to book an appointment*
- *Takes long time to get appointment; always run late; difficult to get urgent appointment after school*

8. Summary of findings

In summary, almost all of those who responded had a doctor's and were happy with the service they receive. Almost half had attended 3 or more times in the past 2 years. Where there were negative comments or responses, there didn't seem to be a pattern between the surgery attended or age or background of the young people. Where a young person had had a bad experience, others have had good experiences at the same surgery.

The majority of respondents made appointments by phone and a third of young people had the appointment made for them by a parent or carer. More than half of respondents felt it would be easier for them to see a doctor or nurse if appointments were available at evenings or weekends (especially those aged 17 - 19) or if they could go to another location (especially those aged 13 - 16). It is unknown which other locations would be appropriate and what other health provision young people currently access. Several comments were made about the difficulty in getting appointments when needed (e.g. at specific times or urgently) or with a specific doctor. Nearly two-thirds of respondents felt they could ask to see a named doctor if that was important to them.

Two-thirds of young people went to the surgery with a parent or carer and just over half felt the doctor or nurse spoke to the person they were, but they were happy with this. 39% also said they would rather be spoken to but don't always understand what is being said.

Only a small number of respondents knew how to make a complaint, but many knew the right places to find out. Many of the young people were worried about making a complaint, how it would make them feel and the effect that it might cause, though some felt that nothing would stop them if they wanted to make a complaint.

Many of the respondents felt completing questionnaires/surveys/forms would be a good way to give feedback. Several specified that this could be done straight after the appointment by something being sent by text or post, given to them or personally being asked. Highlighting the confidential nature or making it anonymous could encourage young people to give feedback.

In general the younger people (aged 13 - 16) seemed to prefer using text for contact (e.g. making appointments and giving feedback) and 17 - 19 year olds preferred using online methods.

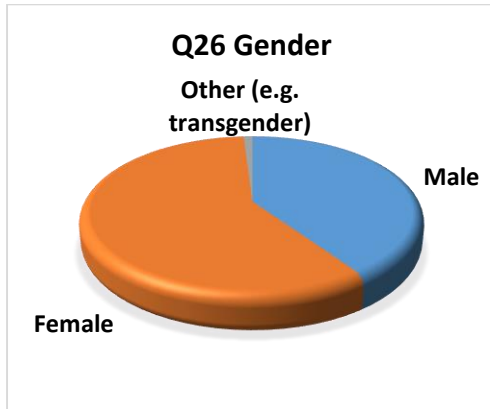
9. Recommendations

1. GP practices could consider how they promote different appointment booking systems to make sure young people know what is available and if they can make other appointment systems available where they don't exist e.g. online bookings.
2. GP practices could have more appointments available out of school hours or at other locations accessed by young people e.g. schools/colleges.
3. GP practices should consider how they ensure that health workers (doctors, nurses, receptionists) communicate with young people in an appropriate way; talking directly to them, explaining complicated information and checking for understanding.
4. GP practices should ensure they have a clear comments and complaints system which is accessible to all and that patients are aware of it, in both paper form and online.
5. GP practices could consider other means to encourage feedback from patients, such as a text after the appointment or a paper or online survey.
6. GP practices could consider using different methods to communicate with young people, such as using text or email.

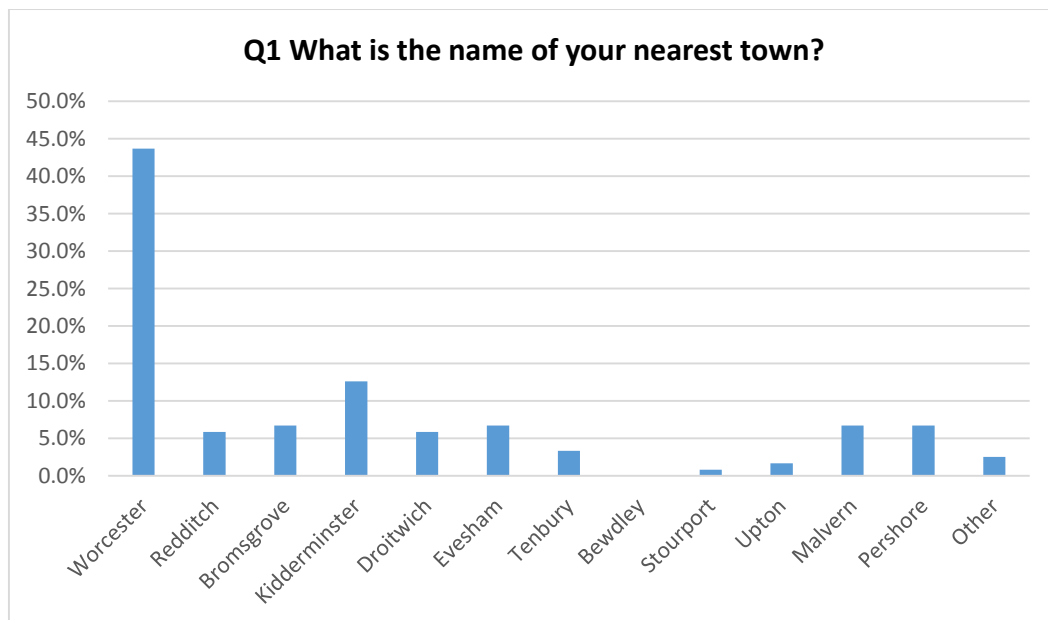
Appendix 1

Background of respondents

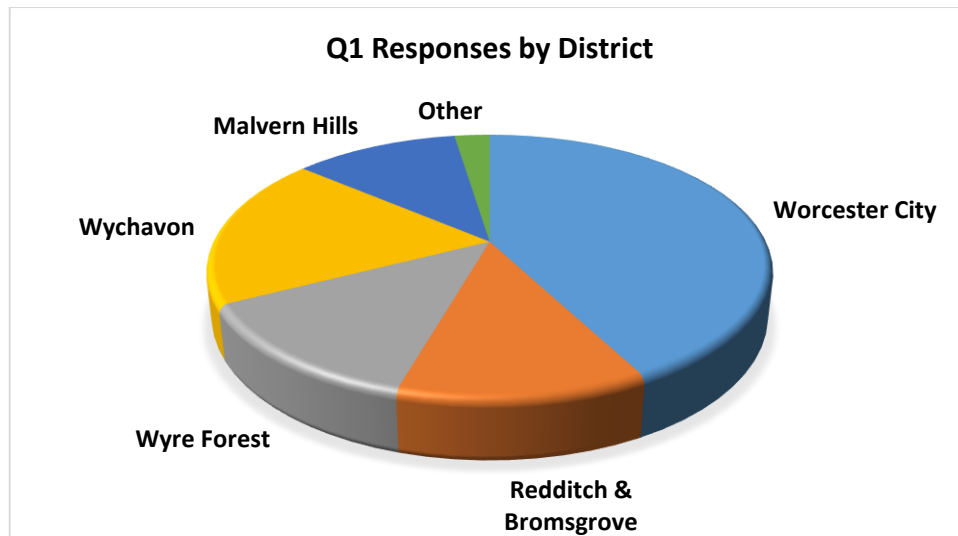
Responses were collated from 119 young people from across Worcestershire. 40% were male, 59% female and 1 person identified as other, and 22% considered themselves to have a disability. 51% were aged 13-16 and 49% 17-19. Only 73 chose to describe their ethnicity, and of those who did, the majority were White British.



The respondents lived across all of Worcestershire with responses from all towns except Bewdley. Several people gave more than one town answer, giving a total of 123 responses. Three people gave additional responses that were out of the county (Cheltenham, Stratford and Solihull).



There was a fairly even split between all districts except Worcester City which had substantially more responses. This may be due to Worcester Sixth Form College encouraging students to complete the survey at school.



Appendix 2

Survey questions and numbers of respondents (n=)

Background of Respondents

- Q1 What is the name of your nearest town? (n = 119)
- Q26 Gender (n = 99)
- Q27 How old are you? (n = 100)
- Q28 How would you describe your ethnicity? (n = 73)
- Q29 Do you consider yourself to have a disability? (n = 81)

Visiting the Doctor's

- Q2 Do you have a Doctor? (GP surgery) (n = 118)
- Q3 What is the name of your Doctors' surgery? (or rough address if you are not sure) (n = 76)
- Q4 If you do not have a Doctors - please tell us why (n = 3)
- Q7 How many times have you been to the Doctors' surgery to see a Doctor or a Nurse in the last 2 years? (n = 99)
- Q8 If you have not been to the Doctors - why have you not been? (n = 8)

Appointments

- Q5 How would you make an appointment to see a Doctor or Nurse? (n = 113)
- Q6 What would make it easier for you to see a Doctor or Nurse when you need to? (n = 87)
- Q15 Are you able to ask to see to a named Doctor, including a Doctor of the same gender if that is important to you? (n = 86)

Q9 Do you usually go to see the Doctor or Nurse on your own or with a parent or carer? (n = 111)

Q10 If you go with someone - do you feel the Doctor / Nurse speaks directly to you most of the time or to the person you are with? (n = 77)

Q11 If they speak more to the person you are with - how do you feel about this? (n = 44)

GP practice staff

Q12 How helpful are the Doctors? (n = 89)

Q13 How helpful are the Nurses? (n = 93)

Q14 How helpful are the reception staff? (n = 89)

Understanding complaints and giving feedback

Q16 Do you know how to make a complaint about your Doctors? (n = 102)

Q17 If yes - how would you do this? (n = 13)

Q19 Have you ever made a complaint about a Doctor / Nurse? (n = 95)

Q18 If no - how would you find out? (n = 67)

Q20 If yes - what happened? Were you happy with the outcome? (n = 2)

Q21 What might stop you making a complaint? (n = 58)

Q22 How could Doctors make it easier for you to give feedback? (n = 59)

Additional feedback

Q23 Is there anything else you want to tell us about your Doctors? (n = 16)