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## GP appointments - tell us about your experience

Local people's most common health concern is being able to get access to their GP, according to a survey by Healthwatch North East Lincs. Healthwatch is keen to find out more, and to promote a conversation locally about what works for people. In the worst cases, more than a quarter of people reported waiting over a week for an appointment.

During March and April, Healthwatch will be encouraging local people to get in touch and tell us about their experiences of getting health advice.

We want people to let us know their views and tell us their stories. We want groups and organisations to discuss the challenges and let us know what their members and group users think. A short questionnaire is also available via Healthwatch, the North East Lincolnshire CCG and North East Lincolnshire Council's websites

or using the **link** <https://www.surveymonkey.com/s/nelgpaccess>

**The survey will be available until 17<sup>th</sup> April.**

“This is both a national and local problem.” says Paul Glazebrook of Healthwatch. “We are keen to find out more about what is important to people when they want health advice.”

“We know that our GPs locally are working harder than ever. But there is a national shortage of GPs and we want to find out if it is having an impact locally. Our GPs are trying lots of new and different things to increase the ease with which people can get health appointments. But what we don't know is what works - for the public, for patients, and for the GPs. We want to encourage sharing experiences and to promote the things that make it easier for people to get the help they need - whether that is from a GP or another health professional”

Paul adds, “We want to promote a reasonable conversation. Sometimes we need to get medical advice quickly, but on other occasions we might be happy to wait. And sometimes we only need advice or reassurance. We don't always have to see a doctor. Do we know what services are available to us?”

Now is the time to find out more. Healthwatch will be out and about holding stalls at a number of places and events. You can also join us for a conversation on **14<sup>th</sup> April** at:

**Centre 4, 17A Wootton Road, Grimsby. DN33 1HE**

You can drop in any time between 3pm and 6.30 pm.  
Discussion groups will take place at 4pm and again at 6pm.



You can also join the conversation via Healthwatch's website; on Facebook and twitter. GP surgeries and Patient Participation Groups are being encouraged to get involved while the Clinical Commissioning Group, Council and Accord, the local Health Membership organisation will all be promoting the discussion.

Healthwatch North East Lincolnshire (HWNEL) is funded through North East Lincolnshire Council to be the independent consumer champion created to gather and represent the views of the public. Healthwatch plays a role at both national and local level and ensures that the views of the public and people who use services are taken into account. North Bank Forum (NBF) is the host organisation for HWNEL. NBF is a voluntary and community sector umbrella body.

