

From: Enquiries <Enquiries@healthwatchcornwall.co.uk>
Sent: 14 December 2017 11:21
Subject: Access to an Appointment With a Doctor in Cornwall Survey - Please Share and Complete

Good morning

We are today launching a survey across Cornwall: **“Access to an Appointment with a Doctor in Cornwall - 2017”**

Healthwatch Cornwall is an independent, publicly-funded organisation. We have statutory duties and a remit to ensure health and social care services in Cornwall are the best they can be for people, now and in the future. The aim of this survey is to understand people’s views and experiences of accessing an appointment with their GP (general practitioner) in Cornwall. We hope to understand more about their expectations and preferences, in order to help inform and shape future plans. We are liaising with NHS Kernow (Kernow Clinical Commissioning Group) on their plans to deliver improved access to GP services.

People are finding appointments with doctors in Cornwall increasingly difficult to access according to the latest feedback given to Healthwatch Cornwall from patients. This experience varies across GP practices in Cornwall.

In response, the health and social care watchdog has launched a survey to learn more about how easy or difficult people across the county find securing a slot to see a doctor at their surgery.

The National GP Patient Survey data from July 2017 shows general practice services in Cornwall and the Isles of Scilly are consistently regarded by patients as better than the England average. However, there is a shortage of general practice doctors nationally and locally - demand is increasing whilst the number of doctors is not. This means services may need to be provided in other ways to ensure they meet the public’s needs and offer the best possible patient experience, within the allocated budget and resources.

We would really appreciate it if you could share this survey link with your contacts, through your emails, newsletters, social media and websites. We want this to reach as far and wide as possible. The survey is aimed at people who live in Cornwall, even if not currently registered with a doctor, and runs from Wednesday, December 14 to Friday, January 19, 2018. Participants can choose to enter a prize draw too.

To access the survey: <https://www.surveymonkey.co.uk/r/accessdoctor2017>

With thanks from Healthwatch Cornwall for your support.

For further information about the work we do at Healthwatch Cornwall to improve health and social care services locally, or to help signpost you to other services, please contact us:

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Happy festivities to one and all.
Please note, our office will be closed from Dec 23 to Jan 2.



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