Area Board Update November 2021

healthwatch Wiltshire

Share your experiences of GP services in the last six months

Healthwatch Wiltshire is working with other Healthwatch teams across the south to hear your experiences of GP services over the last six months.

The Covid-19 pandemic has put a huge strain on the NHS and had an impact on how we access health services. Staff at GP practices have been working hard to deliver the vaccine programme, catch up on the backlog of treatments and respond to new ways of working such as offering video and telephone consultations and providing online consultation software, such as e-Consult.

We've heard that these new ways of accessing GP services have worked well for some people, allowing them to save time and get the help they need, quickly. But for others it's been more difficult, time consuming and frustrating to access support when they need it.

How you can help

We've already run a survey for GP staff to understand how their roles have changed during the pandemic, what practices do well, and what challenges they face.

Now we need to hear about your experiences of accessing GP services so we can help the NHS understand what is working well and what could be better.

Please help us by completing our questionnaire and tell us about your experiences of accessing GP services in the last six months. We'd like your feedback on how you contacted your GP practice, how you booked an appointment and how your appointment went.

Our survey can be found online at: www.smartsurvey.co.uk/s/wiltsGPaccess

If you would like to complete the survey over the phone or would like us to send you a paper copy, please call Healthwatch Wiltshire on 01225 434218 or email info@healthwatchwiltshire.co.uk

Everything we hear will be collated and shared with NHS services and organisations to help shape the way services are developed in the future. All feedback is anonymous and confidential.

The closing date for the survey is **Friday 31 December 2021**.

- For more information about us and the projects we're working on, visit our website healthwatchwiltshire.co.uk