



Virtual Voices

Primary Care

Contents

Introduction.....	2
Results	2
Appendices	Error! Bookmark not defined.

Introduction

Healthwatch Warrington runs an initiative known as 'Virtual Voices' which enables local residents to have their voice heard and win vouchers for use at local businesses.

Each month 'Virtual Voices' ask its members and the Warrington public for their views on various subjects. In April 2022 we wanted to establish Warrington's understanding of Primary Care.

Methodology

The survey was sent to our 'Virtual Voices' mailing list of over **300** members, as well as being widely shared across our social media platforms and shared by Warrington Borough Councils social media.

Acknowledgements

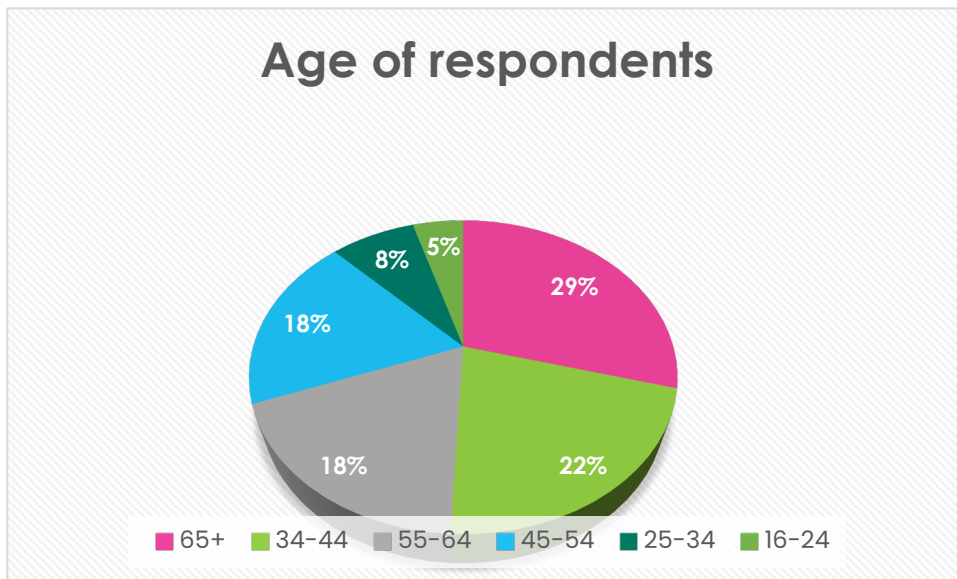
Healthwatch Warrington would like to thank all members of our 'Virtual Voices' and members of the public who took part.

Disclaimer

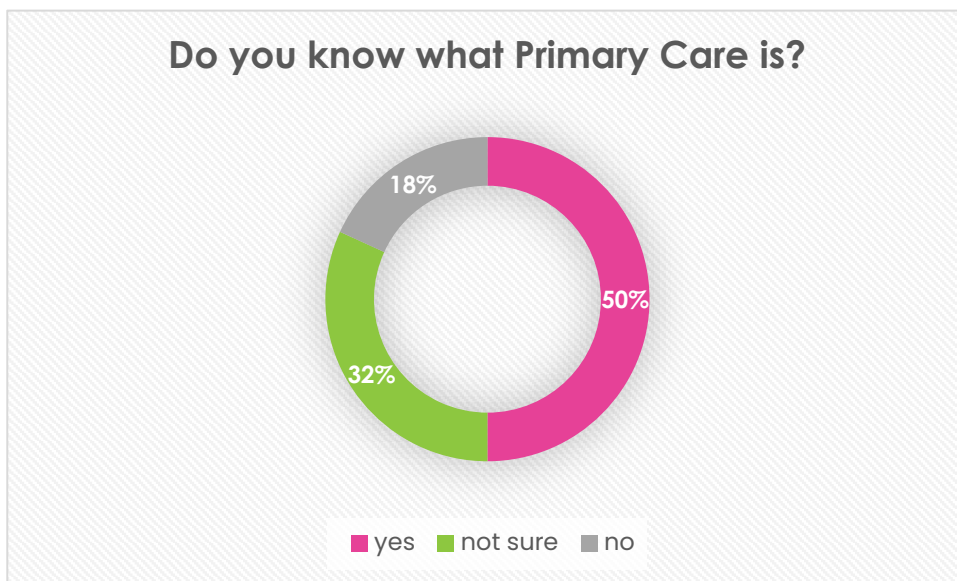
Please note that this report relates to findings of the results from our 'Virtual Voices' survey and is not representative of all Warrington residents.

Findings

Age range of respondents



Do you know what Primary Care is?



Tell us what YOU think Primary Care is.

Most responses expressed that Primary Care is the first port of call for medical assistance.

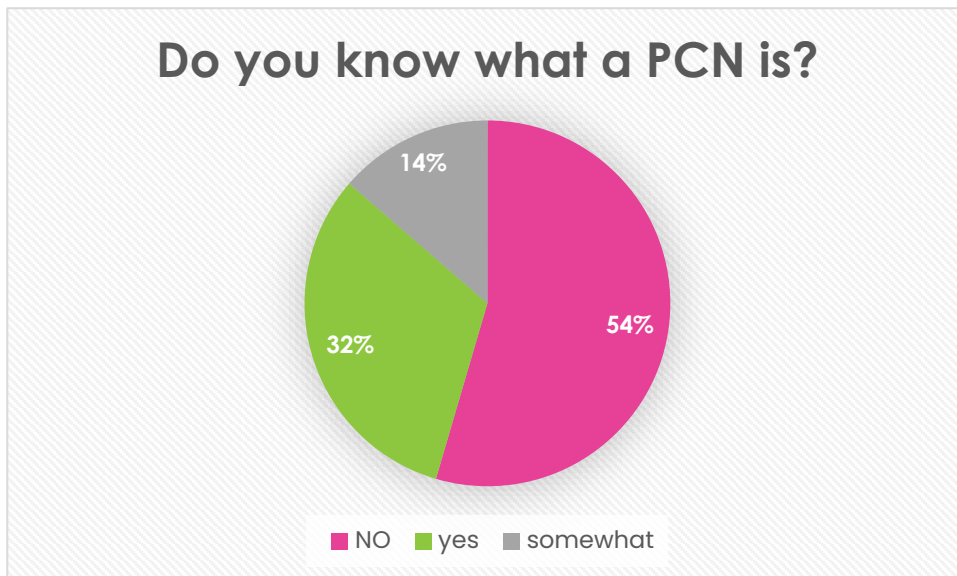
Most people stated that this was the GP/ Medical Practice and some people thought that it would be Accident and Emergency.

Some answers included:

- "Care homes, NHS and any form of health or social care?"
- "Hospital care"

- “First point of call if you need medical attention”
- “Care at home”
- “Care of the person locally by NHS using GPs, hubs, AE, Hospitals , Dentists and mental health services”
- “The first practitioner to seek assessment or treatment from for a non-emergency or lower-level urgent condition”

Do you know what a Primary Care Network (PCN) is?



The majority of those that answered had no idea what a Primary Care Network was, with one person responding.

"I feel I ought to be able to answer this question easily, yet I can't."

"I only know GPs , there needs to be more awareness of the change of name"

Those that do know what a PCN is do not feel that they are being used to their full potential.

“Sadly, whilst the concept is good I don't believe it functions the way it was intended. I personally feel it is broken by GP services and mental health provision”

“It's meant to be a collaboration of out-of-hospital care providers, but at the moment its only general practice”

Appendices

Appendix 1: Comments from Poll

Tell us what YOU think Primary care is

Basic day to day health care.

A first port of call e.g GP or NHS walk in centre.

The first stage of receiving help?

Provision of services in the community through GPs and nurses.

I only know because I work within healthcare.

First point of contact with NHS services.

First point of contact for illness i.e., GP

It used to be General Practice run by GPs. It is the first port of call for ill patients-not necessarily a doctor (if you can get an appointment) , for many it is A&E.

Standard daily care.

The word indicates the first care available.

It is the integration of all services providing NHS care, GPs , Hospitals, ambulance services etc.

GP.

Primary care is GP, Pharmacy, and Ill related services.

The first point of contact for non-emergency care. GPs , Dentist, Pharmacy, Optometry, direct access therapists.

My reply is based on my own recent experience. My youngest daughter needed Post-Operative Care after a fall which caused severe damage to her right leg - Fibia/Tibia and a badly crushed knee . After tremendous (brilliant) surgery in Liverpool Broadgreen Hospital she was allowed home with a superb co-ordinated Home Care Team. I can also add the essential and vital Physiotherapist Programme using online Digital Video which the patient refers to daily. I 'think' this experience is part of the coordinated service provided Primary Care Network (PCN).?

The first stage of healthcare, i.e your GP

Parts of the NHS that you access directly, located in the community rather than hospitals. GP, practice nurses etc.

They are services, some based at GP practices who can support Nurses, Pharmacy, Dentists, Blood clinics. Intermediate care services.

It's everyday care from a health professional e.g., GP, Nurse, Pharmacist.

Care from GPs and Dentist.

Front line NHS services accessible to the public.

Care at the point of contact, i.e GP, District Nurse, access to services, referral to other medical services. Usually all found via a GP surgery, other than emergency care/response.

Care homes, NHS any form of health or social care?

Hospital care.

Primary care is the first point of contact for a person's care needs in the NHS, primarily GPs, which connect to other tiers of care e.g., Hospitals (secondary care) and community services which deliver care in the community (e.g., District Nurses).

When you first enter the healthcare system.

When you visit a healthcare professional.

It is the day-to-day healthcare given by the health care provider. The provider is the first contact in the health care system.

The initial care you get from a GP.

I don't know, although I have heard it mentioned.

I work at a GP surgery. Fortunately, I'm very familiar with Primary and Secondary care.

I don't know.?

I am not sure, but I think it is when you first access medical services.

First stage medical care.

I have heard it but can't explain what it is.

Community healthcare - i.e., GPs.

It's the care we receive from our GP.

Your first point of call when you need care.

Care in the home.

The first contact practitioner to seek assessment or treatment from for a non-emergency or lower-level urgent condition.

GP Surgeries, Chemists

Care of the person locally by NHS using GPs, hubs, A&E, Hospitals , Dentists, mental health services.

The first stage of accessing help/treatment.

Care offered by a GP surgery.

All care outside Hospital (which is secondary care) mainly involving GPs & all the services they offer-or supposed to at least!

GP Practice.

First points of contact, for the public, with NHS.

First point of call if you need medical attention.

I think it is first access to care before specialists are needed.

I think it's front-line NHS services, including GP practices, A&E, dental care, physio etc

This is the service provided by the GP and the services to which they direct and refer their patients up the ladder to Secondary Care. There are also services to which we can self-refer e.g continence clinics.

Presume it is when vulnerable people, regardless of age, receive help, i.e physical or mental health problems.

All care emanating from a GP surgery.

Usually a GP.

It's the provision of immediate care to people who are ill. It's the first point of contact for someone who is ill. It could be delivered by a GP or an A&E department or a walk-in centre.

Do you have anything else to add?

I feel I ought to be able to answer this question easily, yet I can't.

As mentioned only because I work in health.

Have Primary Care staff been trained in a 'customer focused' approach to their service?

I don't think the PCN is a good idea, there is no continuity of care when you can't see your own doctor to oversee your illness.

Sadly, whilst the concept is good, I don't believe it functions the way it was intended. I personally feel it is broken by GP services and mental health provision.

No.

It's meant to be a collaboration of out of hospital care providers, but at the moment its only general practice.

Questions 3 and 5 have been answered from the experience I have stated and also of my own underlying /unseen illness (LUPUS) of which I am a founder member - Lupus UK / Lupus North-West UK , and we are most supportive of Warrington Hospital Rheumatology Department.

There is not enough communication between Primary Care, Hospitals, and the patient. A patient should be able to see all their hospital notes, what was investigated , done, advised etc on 'Patient Access' or a similar forum. That would lead to continuity of care and more patient led care. The patient would understand their condition and health more and be able to make more informed choices.

These are services grouped together to provide care. eg. Five or more GP practices, within an area of Warrington.

I would be interested to find out more.

GP services need to return to where they were prior to COVID with some amendments to triaging use of services. Emergency services are being unnecessarily utilised and overloaded because GP access is limited on a day-to-day basis.

I only know GPs , there needs to be more awareness of the change of name.

There needs to be more communication regarding this.

The PCN connects the primary healthcare team with local community services.

I feel that this has not been well communicated to the public.

There needs to be more public engagement to let residents know what this is.?

I am unsure why names need to be changed constantly and if so please keep members of the public updated.

The NHS is under so much pressure at the minute, they probably did not have the time to consult on this.

PCNs are currently only GP practices and isn't the whole out-of-hospital collaboration that was the aspiration of the NHS long term plan.

Until the problems with access to GPs is resolved and the limited service they are providing, it's going to be very difficult fulfilling the role of a PCN.

Is it a means of joining up all the different primary care services so that they work together to provide the support that's needed.?

I believe if patients had access to face-to-face appointments with their doctor it would help lower stress etc.

It remains confusing.

It's a collection of primary care service providers in a specific geographical area. It could consist of GPs, Hospitals and Walk-in centres etc.



healthwatch

Healthwatch Warrington

The Gateway

85-101 Sankey Street

Warrington


WA1 1SR

www.healthwatchwarrington.co.uk

t: 01925 246 893

e: contact@healthwatchwarrington.co.uk

 [@HWWarrington](https://twitter.com/HWWarrington)

 [Facebook.com/HWWarrington](https://www.facebook.com/HWWarrington)