

The views of Warrington Residents on the GP Access Survey

April 2025



Contents

Executive Summary	2
Key themes and trends	3
1.0 Introduction	4
2.0 Methodology	5
3.0 Who did we hear from?	6
4.0 Findings	8
5.0 Summary of GP Access Survey Findings Against PCARP Objectives	23
6.0 Next Steps	25
7.0 Appendix 1 – Survey	
Appendix 2 –All responses	26
Appendix 3 – Cross-section of places we engaged	



We would first like to thank Healthwatch, the report provides valuable insights into General Practice access in Warrington. Access to General Practice remains a priority for Warrington. Public satisfaction with General Practice in Warrington remains high, but we are aware that patients have reported difficulty in accessing services.

We intend to build on the progress made to date in Warrington, ensuring that patients are seen first time by the right clinician to suit their needs. We will ensure that there are sufficient appointments made available in our Primary Care services.

- Carl Marsh, Warrington Place Director

Executive Summary

The Healthwatch Warrington GP Access Survey looks closely at how local residents feel about their primary care services. Conducted between October 2024 and March 2025, we gathered feedback from 820 people in Warrington representing different backgrounds. The survey revealed both challenges and successes in how GP services are provided.

In Spring 2024, national plans were introduced to improve patient access to primary care services through the Primary Care Access Recovery Plan (PCARP). To understand the real-world impact of these changes and ensure that the patient voice is central to any future developments, all 9 Healthwatch across Cheshire and Merseyside ran a joint ICB-commissioned project to hear directly from residents. The Cheshire and Merseyside-wide along with individual reports for each Healthwatch area can be found in Appendix 4.

One of the key issues highlighted was that many people found it hard to get appointments. A lot of residents had trouble with the phone systems and online booking. Even though 75% of those surveyed eventually managed to get face-to-face appointments, it often took several tries using different methods to secure them for those who couldn't.

Key findings from our research include:

- **Nearly 68% of respondents mostly used the telephone** to contact their GP, but many experienced long wait times and interruptions. The average ease-of-access rating was 6.2 out of 10, indicating that there is room for improvement in accessibility. **While 93% of those who secured appointments were satisfied with their experience, the process of getting to this point was challenging for many.**
- **Vulnerable groups**, including elderly patients, people with disabilities, and caregivers, **faced barriers to accessing services**. However, when support was available, these groups reported positive experiences, particularly appreciating staff who understood their needs.
- **Alternative service routes, such as pharmacies and other healthcare providers were used** by some patients when they were unable to secure GP appointments. While these options offered support for some, others found them insufficient for their healthcare needs.
- **Interactions with staff received mixed reviews**, with almost half of respondents rating their experience as excellent (5 stars). However, the other half reported feeling dismissed or not fully heard, especially during their contact with reception staff.

These findings will contribute to future improvements to primary care services across Warrington and Chester, ensuring that patient experiences inform strategic planning and modifications in service delivery.

Key themes and trends

Our analysis identified many themes in patient experiences, emphasising both issues in the system and opportunities for improving GP service delivery.



Appointment Unavailability

- Lots of people said they were upset because they couldn't get an appointment. Even when they called as soon as the phone lines opened, the appointments were already taken. This made some people go to private doctors or other practices because they couldn't get the care they needed.



Challenges with Digital Services

- People said they had to wait a long time on the phone, sometimes got cut off, or were told to use online systems like eConsult, which were already full. This made some people put off seeing a doctor



Caring Responsibilities

- People who look after others often struggle to get appointments. The pressure to book early, especially at 8 am, makes it hard for those who are busy taking care of someone..



1. Introduction

Healthwatch Warrington are the local independent consumer advocate for health and care services, forming part of the national network of local Healthwatch across England.

As part of our core activity, we seek the views and experiences of residents of Warrington and Chester, to help inform how health, care and wellbeing services are planned and delivered. The information we gather is then analysed so we can identify and act upon trends, presenting our findings to decision-makers to improve the services people use. We also share people's views locally with Healthwatch England who strive to ensure that the government puts people at the heart of care nationally.

The project ran from **25th October 2024, until 20th March 2025**, delivered and supported by the wider Healthwatch team.

In line with the **Primary Care Access Recovery Plan (PCARP) priorities** for Cheshire and Merseyside, the GP Access survey explored various important aspects of accessing and delivering GP services.

- **Patient contact methods:** We asked people how they book GP appointments—**by phone, online, or in person**—and whether these options are **simple, accessible, and reliable**. The survey also looked at whether patients get **clear and friendly information from their first contact**, ensuring **fewer barriers, quicker access, and a better overall experience**.
- **Appointment availability and delivery:** We explored **waiting times for appointments**, what type of consultations people are offered, and whether these **options meet their needs**. We also checked if patients receive clear appointment details, including who they will see and why.
- **Support for vulnerable groups:** The survey looked at how GP surgeries support people who need extra help, **such as those with disabilities, language barriers, or unpaid carers**. We asked whether these groups feel listened to and whether practices are making reasonable adjustments to improve access.
- **Technology and alternative healthcare routes:** We explored whether patients are aware of and comfortable using **digital tools like online booking systems, NHS apps, and virtual consultations**. The survey also looked at whether patients understand when and how to use these tools, and **what alternatives are available if they cannot access digital options**. Additionally, we examined whether **people turn to pharmacies, private healthcare, or urgent care services** when they can't get a GP appointment—and how well these alternatives support patient needs.

2. Methodology

The survey was created to gather a wide variety of feedback about GP services. It was made to be shared through different ways so that many patients and service users could respond.

The survey was produced in both online and paper-based formats to accommodate different respondent preferences and to increase accessibility.

Healthwatch Cheshire would like to thank all the people who participated in this project – for generously sharing their experiences and time to help inform future strategies and services.



178 responses

including those collected via a

digital survey link and **paper responses** gathered through physical distribution and collection points.

Cross section of places we engaged

(See Appendix 3 for a complete list)

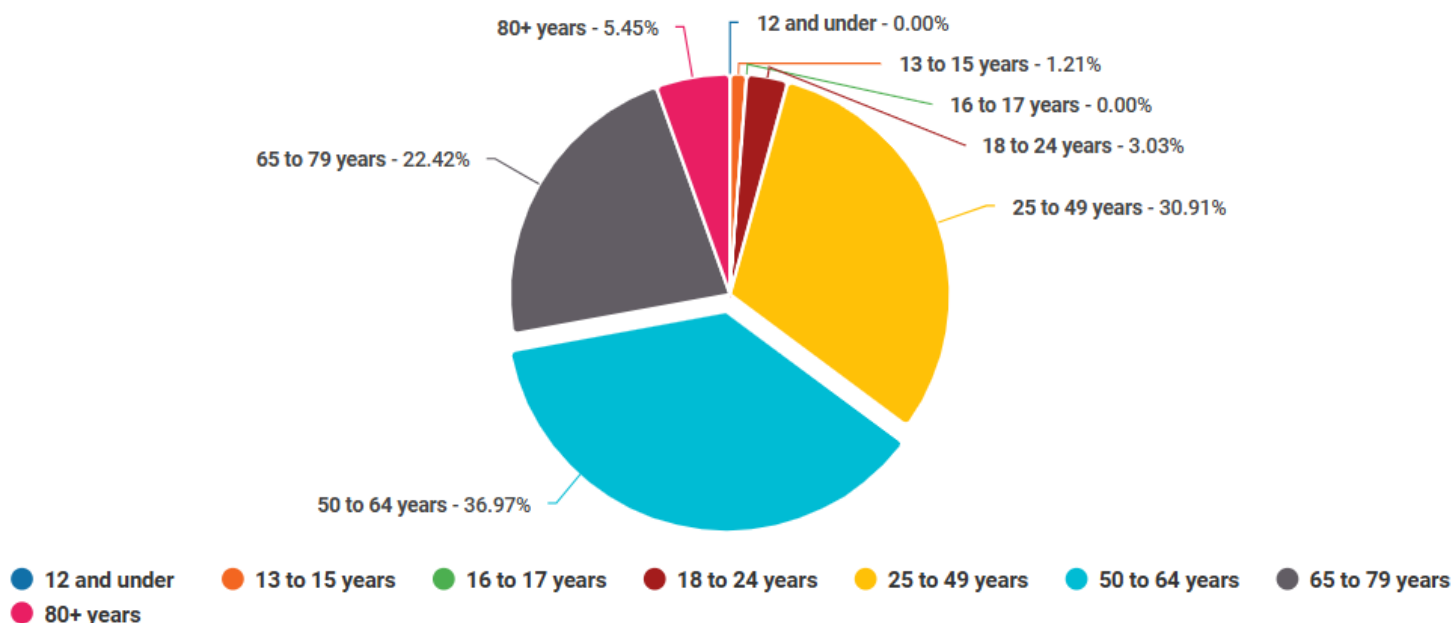
Open Engagement Responses	Gathered through in-person discussions at community hubs, leisure centres, libraries, and market stalls.
Survey Promotion & Distribution	Digital outreach via social media (primarily Facebook), email newsletters, and website links. Printed materials placed in GP surgeries, pharmacies, and public spaces.
Partner Organisations	Supported by NHS Trusts, ICBs, local councils, and third-sector organisations to extend survey reach.

3. Who did we hear from?

The survey gave respondents the opportunity to complete demographic information should they wish to disclose it.

3.1 Age

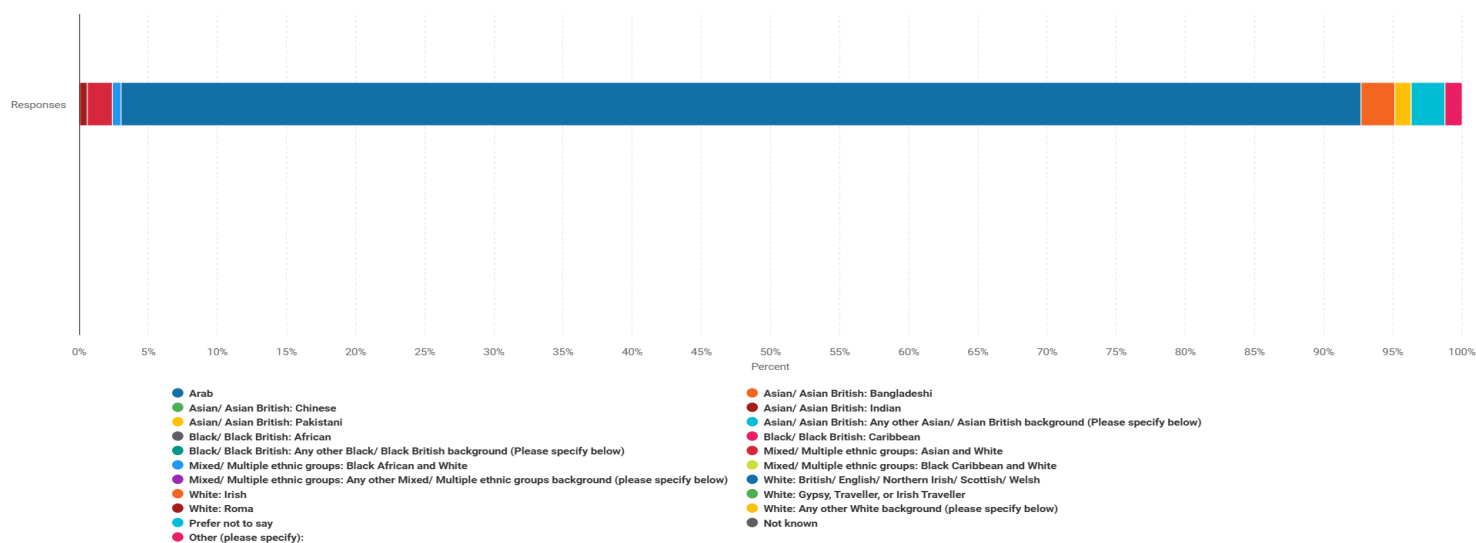
165 responses



- **65% of respondents were aged 50 years and over.** 84% identified as women and 15% as men.
- 98% indicated their gender identity matches their birth sex, and **85% identified as heterosexual/straight.**

3.2 Ethnicity

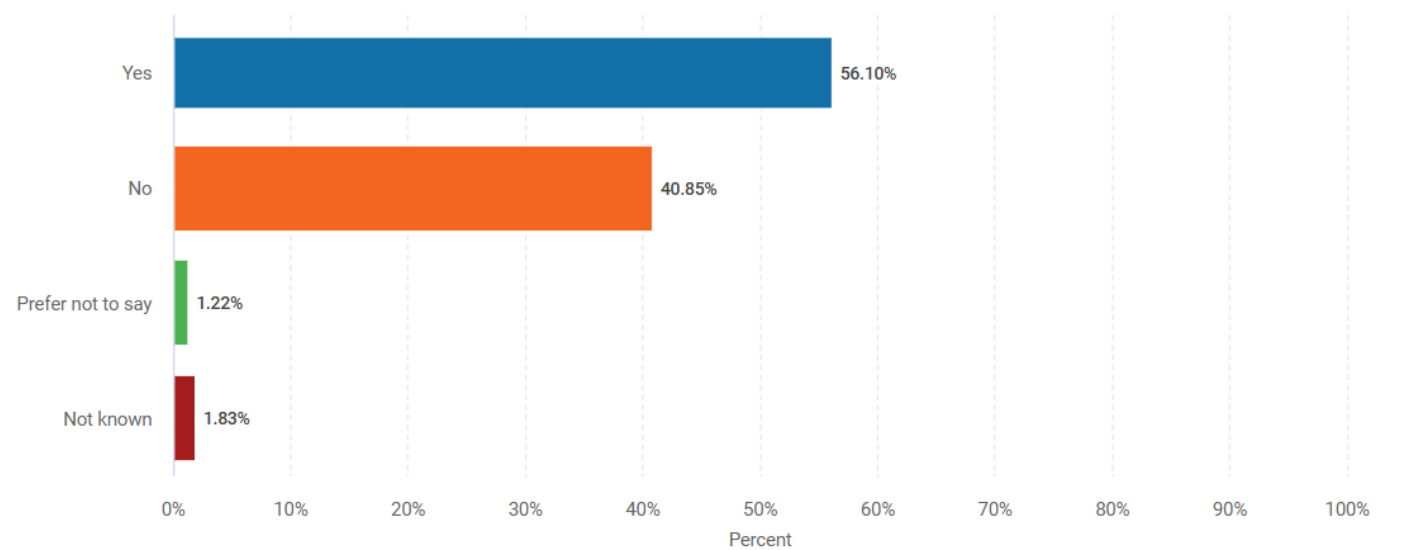
165 responses



- **89% of respondents identified as White British**, with small representation from Asian, Black, and Mixed backgrounds, each below 1%.

3.3 Do you have a long-term health condition?

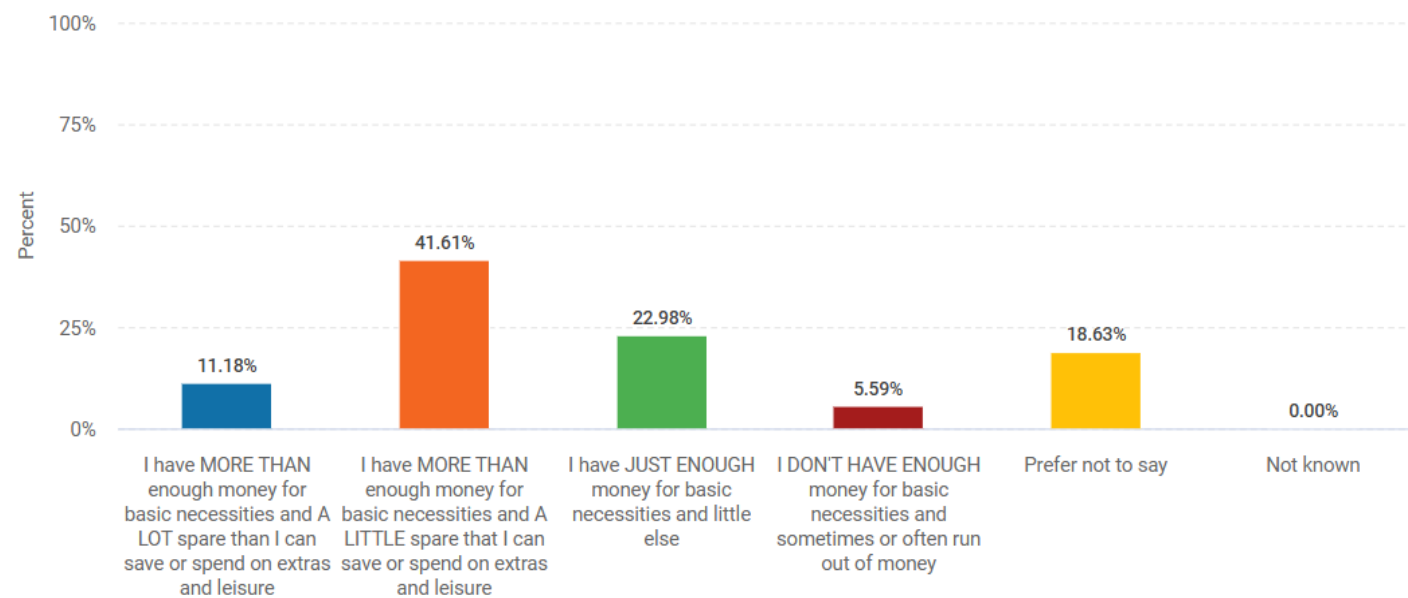
165 responses



- **56% of respondents reported having a long-term health condition**, while 40% said they did not.

3.4 Which of the following best describes your current financial position?

165 responses



- 53% of people said they have enough money to cover their basic needs. Out of those, 11% feel they have a lot of extra money, while 42% have a bit of extra for saving or leisure activities. However, nearly 1 in 3 people (29%) indicated that they only have just enough or not enough money to meet their basic needs.

4. Findings

Our survey highlights important challenges in accessing GP services in Warrington, with **difficulties accessing and booking appointments** emerging as key concerns.

While **some patients praised the support received**, others faced **barriers due to limited availability, accessibility issues, and a lack of clear communication**.

The findings in this section provide a deeper insight into the experiences of patients and the impact of these issues on their health and well-being.

The comments, views and accounts of all our respondents can be found in Appendix 2.



4.1 GP Access – reasons, barriers, channels and ease of access

Many people needed to contact their GP practice multiple times in the last year, mainly for advice or treatment of new or existing health issues. A lot of people found it difficult to get through, with an average ease-of-access rating of **5.9 out of 10**.

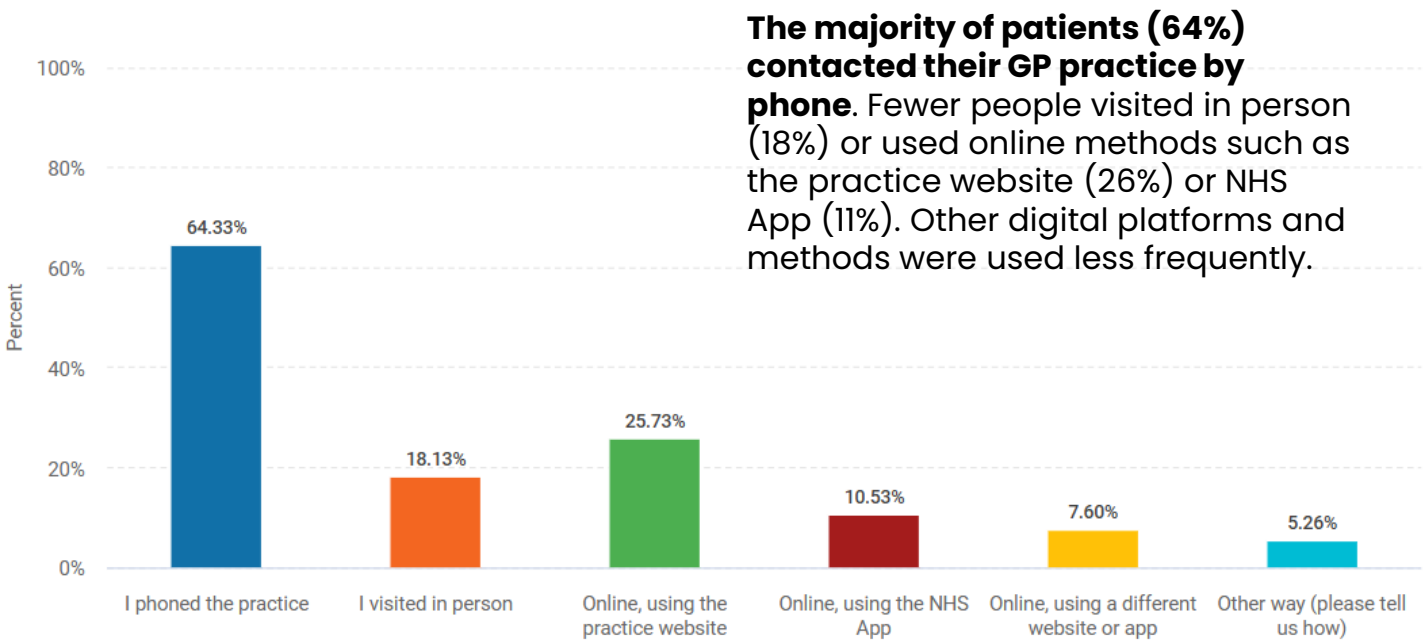
The most common way to contact a GP was by phone, though in-person visits and online platforms were also used. **Barriers included having to call at 8 am, long wait times, limited appointment slots, and difficulties for those with work commitments, caring responsibilities, or disabilities.** Some patients felt frustrated by the lack of continuity in care. Others found online systems confusing or unreliable.

Some patients shared positive experiences, highlighting the helpful and friendly reception staff at practices. Others appreciated doctors who listened well, offered appropriate advice, and made referrals when needed. Some patients noted that once they managed to secure an appointment, the care they received was responsive and supportive. Additionally, patients who consistently saw the same GP valued the continuity and familiarity of care.

A small group avoided contacting their GP due to previous negative experiences or dissatisfaction with the service. Most people who don't use the service said they don't try to get care because it's hard to make an appointment.

Which method did you use to contact your GP?

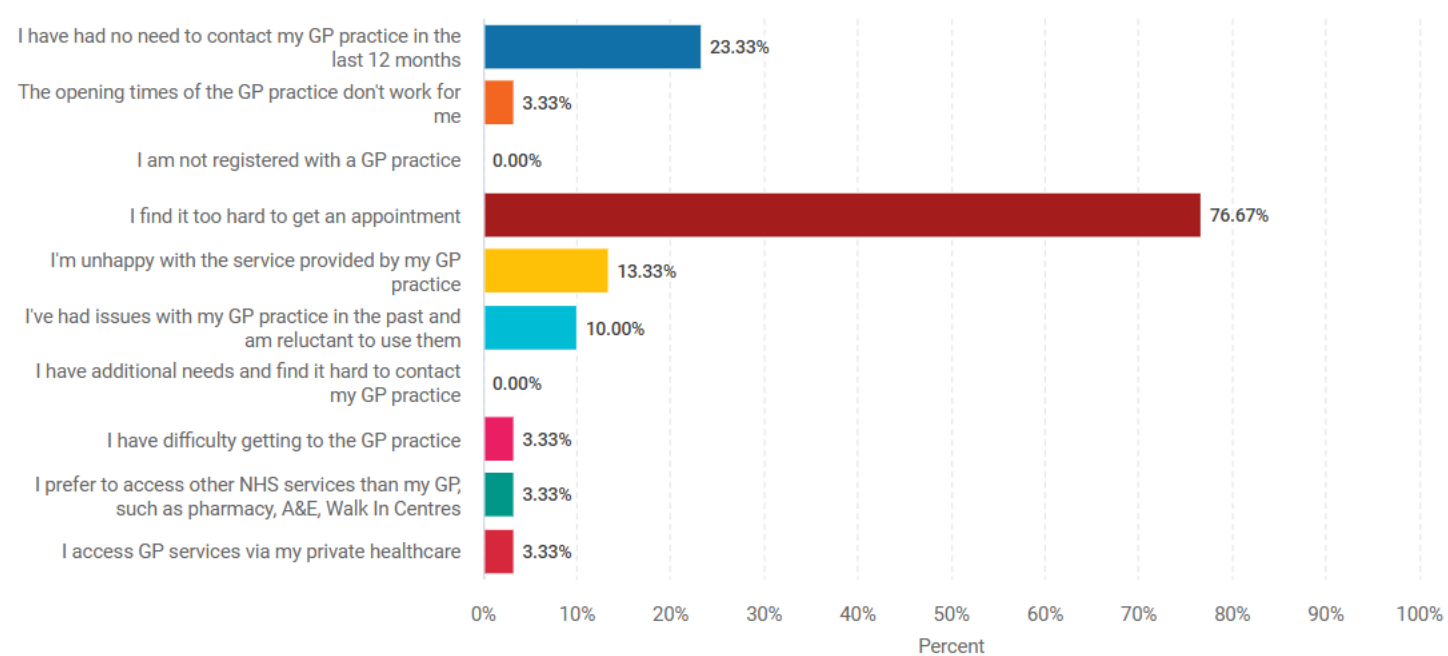
171 responses



Why have you not accessed or tried to access your GP Practice in the last 12 months?

30 responses

We asked people why they had not accessed their GP practice in the past 12 months. The question explored whether this was due to personal circumstances, service-related challenges, or a preference for alternative healthcare options.



The main reason people did not access their GP practice was difficulty getting an appointment (77%). Other reasons included dissatisfaction with the service (13%) and past negative experiences (10%).

This report further explores alternative care pathways for those who found it difficult to access primary care.

What worked?

Despite these difficulties, many people also share positive experiences that show the GP practice is trying to support everyone. Many people said the staff are kind and helpful, even though the practice is busy. People appreciated the support they got, especially those with extra needs or caring responsibilities. Some said the receptionists are lovely and always try their best to help, even when it's difficult.

"All the staff at the practise are lovely and caring and go above and beyond to help patients but it's oversubscribed and not enough doctors and they are usually run off their feet. Doctor's receptionists are often criticised but they are all lovely ."

"I have no additional needs but my son does and they are normally fairly good."

"Brilliant practice – need to share their model with other practices."

What did not work?

In line with ensuring fair and timely access to appointments, a common issue is the **lack of available slots or being told to try again the next day**. Some patients expressed frustration with the limited options, such as phone consultations instead of in-person appointments.

"They only do on the day appointments and they were all full at 8.45 when the phone lines only open at 8.30."

"Got fed up of ringing daily and by the time you get an answer all the appointments had gone!"

"Because I asked to see female doctor also I told her it was personal matter she said she could make me one because she didn't know why I wanted to see the doctor then put the phone down on me."

"When I phoned, the call was answered promptly but there was no appointment available and I could not book one not even a phone appointment."

"I was told to call the following morning at 8am."

"Told no appointments available despite an empty waiting room."

Additionally, some people struggled with the eConsult system, where they were unable to book an appointment online or were redirected to wait for the GP's return from holiday. This is especially true for elderly patients or those with disabilities, like hearing impairments or mental health issues, who might not feel comfortable or capable of using the internet. The online system also doesn't always work when they need it.

"I got through to the receptionist. Explaining I had been trying to contact eConsult for 3 days but it was always maximised out. I was told she would pass it on and I was text to say have another attempt at eConsult the following week when my GP was back from holiday. I went private."

"Wasn't deemed important enough for an immediate appointment and as I work couldn't keep trying this system. It was a MH related issue so without ever seeing anyone face to face not sure how they were supposed to assess this."

4.2 Making an Appointment

We talked to people about their experiences when trying to make an appointment with their doctors and how quickly they could get care. Their responses showed the difficulties in reaching the reception, the long waiting times, and how available appointments really are. **This part also looks at how easy it is to schedule an appointment and if other options like going to a pharmacy or using NHS 111 services, were explored.**

70% (106)

respondents reported **waiting in a queue** to have their call answered when trying to reach their GP practice.

25% (43)

were **unsuccessful** in securing an appointment.

36% (38)

respondents **were able to get an appointment on the same day**, and 39 were seen within a week.

84% (87)

found the **date and time of their appointment convenient**, indicating that most respondents were satisfied with the scheduling once appointments were secured.

50% (82)

respondents tried to treat themselves through self-care before attempting to get an appointment, while **53 sought information online**.

A regular theme was **the unavailability of appointments**—many respondents reported that when they called, all slots were already booked or only emergency appointments were offered, forcing them to either wait weeks or be told to call back at 8 am repeatedly.

Additionally, several noted **issues with the online triage system**, which either prevented booking in advance or redirected them away from receiving a proper appointment. Poor communication and strict booking rules make it hard for patients to get care. Receptionists often refuse to book appointments over the phone or transfer calls without helping. This leaves patients with no choice but to look for care through other means.

Could you tell us more about why you didn't get an appointment?

Many respondents said that when they called, there were **no appointments available or available in three weeks or more**. Some were told to call back at 8am every day, and only emergency appointments were offered in many cases.

"When I phoned, the call was answered promptly but there was no appointment available and I could not book one not even a phone appointment. I was told to call the following morning at 8 am."

"I was initially cut off after being in the queue for 15 minutes and when I rang back they said all the appointments had gone and I had to call again the next day."

"All appointments had gone even though I rang when they opened. Got told to try the next day."

"All gone - surprise, surprise"

"Waited over an hour hung up in end."

I need to call each day and try to get an appointment - there is never any appointments by the time you get through and I work full time so this is not a possibility to ring each day - I need to know so I can take time off work

Some respondents reported Several patients mentioned issues with the online system for **booking appointments and triage decisions**, including problems with eConsult. Many found that the system was often unavailable or overwhelmed.

"The practice seem to only want to give telephone consultations. No option for in person unless they decide to give you one. On another occasion I was given an appointment for bad stomach ache in two weeks time, they wouldn't give me one sooner."

Visited the surgery with a 4 year old child with a head injury (cut to forehead) after collecting her from school. Asked the receptionist if a nurse or doctor could briefly tell me if I needed to attend a&e or if I could treat her at home.

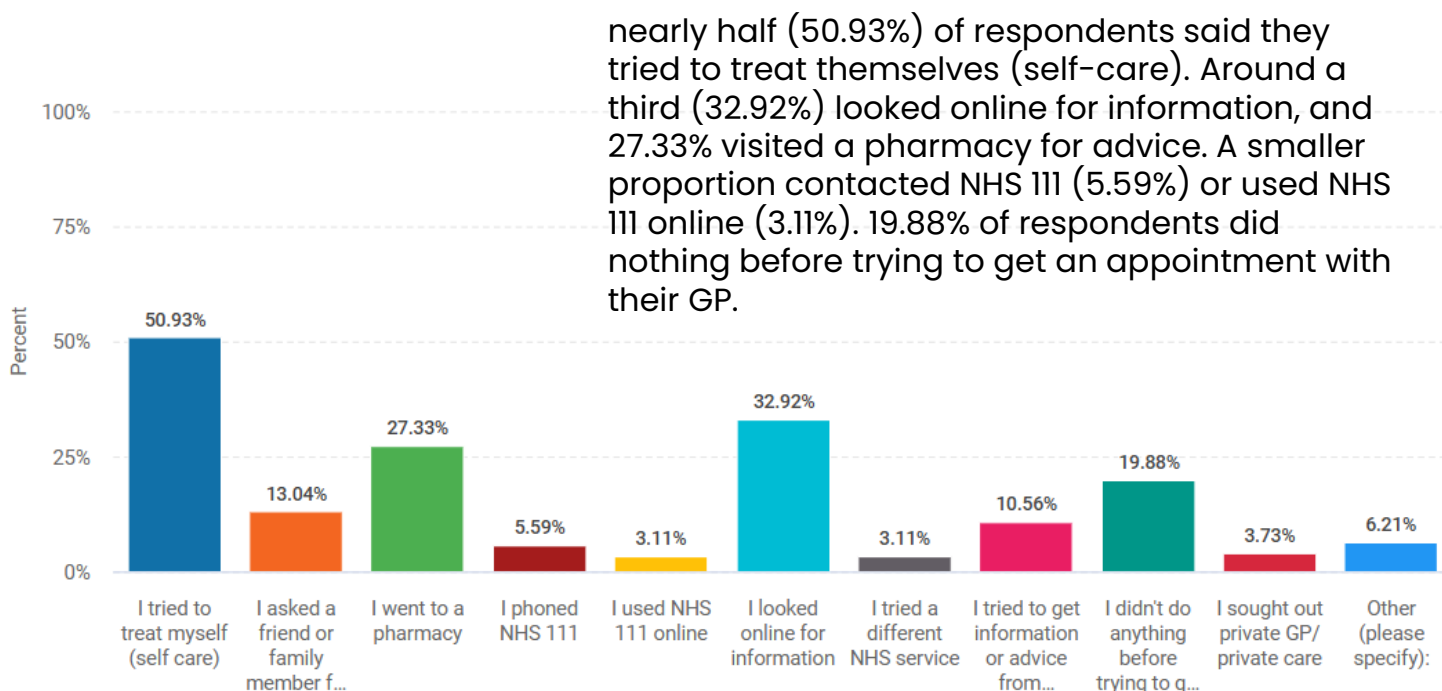
"I called this morning (Monday morning 8.15am) to try and get an appointment for my 13y o daughter who is off sick with a throat infection - they asked me to use econsult online to upload a photo. However the econsult had been turned off as they had been inundated. I called back to let them know and they said they couldn't provide an appointment for her today, to call back tomorrow 8am. This is the first time I've experienced this where children's appointments haven't been offered, which is concerning - Monday is a busy day and I had missed the 8am slot by 15 minutes - I would be concerned for elderly patients who need appointments but may be a bit slower to contact the surgery."

We were told she could not be seen by anyone without an appointment and there were not appointments for that day. They said we should take her to a&e. After waiting 6 hours in A&E they put a small amount of glue and 2 sutures taking approximately 5 minutes. They told us that we should have been allowed to wait at the surgery and for someone to quickly look at her in between appointments to advise on what was required

Thinking of the last time you tried to get an appointment; did you try any of these alternative routes first?

161 responses

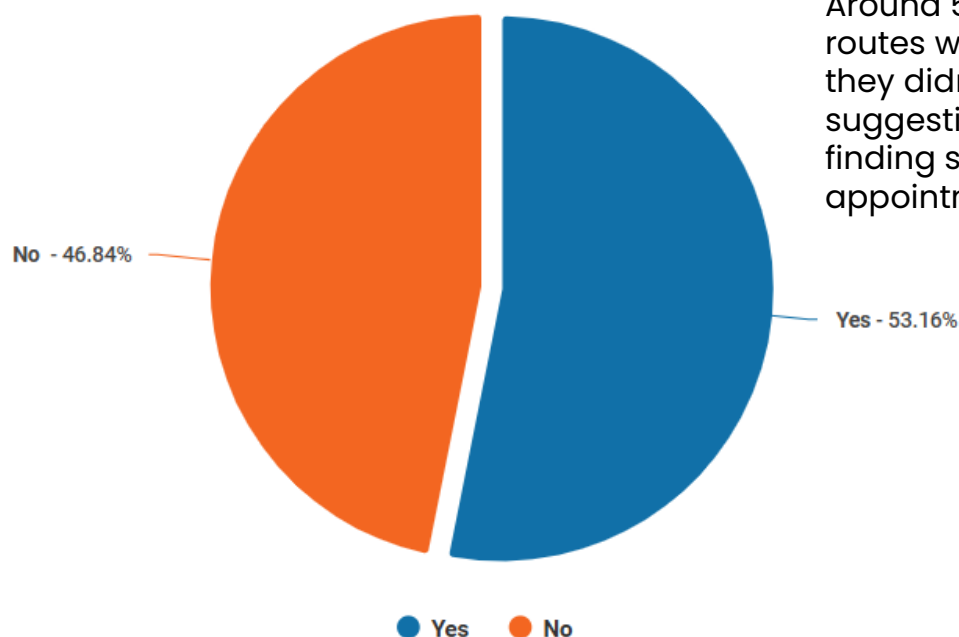
We asked respondents whether they tried any alternative routes before attempting to book a GP appointment. This included self-care, asking family or friends for advice, visiting a pharmacy, calling or using NHS 111 online, looking up health information online, or seeking help from another NHS service. We also asked if they sought private care, tried to get advice elsewhere, or if they went straight to their GP without trying anything else.



- Some people depended on their own medical knowledge or consulted healthcare professionals they knew, while others had pre-arranged follow-ups or long-term conditions requiring GP involvement.
- A few mentioned frustration with the system, stating they had either given up trying to book appointments or sought private care when NHS options weren't available.
- Some people felt alternative routes like pharmacies or NHS 111 weren't suitable for their needs, while others noted that specific treatments, such as injections or repeat prescriptions, required direct GP access.

Did you find the route(s) worked well for you?

158 responses



Around 53% found alternative routes worked well, while 47% felt they didn't meet their needs, suggesting mixed success in finding suitable care outside GP appointments.

Some tried pharmacies, NHS 111, or online help, but these didn't always solve their problems. Wait times were long, and sometimes they ended up needing a GP anyway.

"If I could treat myself or be treated sufficiently well by a pharmacist - there would be no need to see a doctor. This is obviously the route that people are being pushed down, hence the increase in numbers of potentially life threatening illnesses being overlooked."

"111 did not return my call for 11 hours. All doctors appointments taken by the time I called in at surgery after attempting to contact by phone without success."

"111 passed me to 999 who passed me back to 111 who passed me back to 999, this went on for hours before I was finally admitted to hospital by ambulance."

Many people tried to treat themselves or find help online, but still needed a GP for proper care, especially for prescriptions or exams. They often struggled to get an appointment with their GP.

"Found online help for what was needed but wasn't able to see a doctor to confirm and prescribe. Also, one is only able to discuss one ailment if one is lucky enough to see a doctor, when other ailments could be troubling the patient."

"My problem required an appointment. I couldn't get the medicine I needed without an appointment"

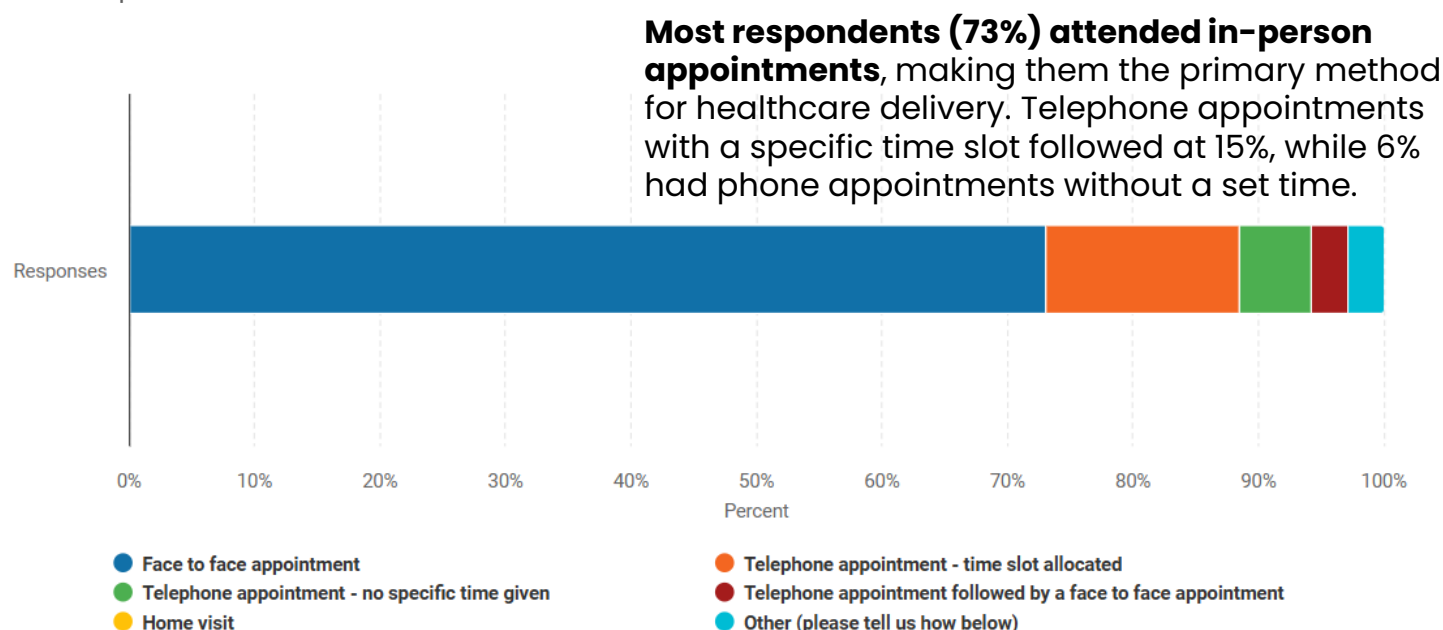
"I need a doctor to look at a skin complaint to determine if it is serious. i never seem to be able to get an appointment."

"Asked a family member for advice who is a nurse. She advised us to visit the GP surgery but no one would see us."

4.3 Appointment Experience

How was the appointment delivered?

527 responses



What worked?

Many respondents praised the care they received once they reached a doctor—sharing positive experiences with both GPs and nurse practitioners who were described as empathetic, helpful, and knowledgeable.

"i did not know the person I saw but she was helpful and gave me good advice."

"Followed up with a text to help me understand."

"Very professional, knowledgeable and friendly."

What did not work?

Respondents reported long waits for face-to-face consultations, and **confusing telephone triage** that sometimes led to unnecessary extra appointments. There were also cases where people waited weeks without getting the medication they needed.

"Seems to never be any face to face appointments."

"Never see the same Doctor so continuity is lost."

"Telephone appointments are good too mostly – but again you still need to wait a ridiculous time for them."

"The final appointment I was happy with, but not happy that I had been ill many weeks and left without any medication to help with my condition."

Were you satisfied with the way your appointment was delivered, and did you feel that the person you saw was the right one to speak to?

We asked people if they were happy with how their appointment was delivered and if they felt they spoke to the right person. The answers show that the majority of people were happy, but a few had some concerns.

89% (90)

said they were happy with how their appointment was delivered.

88% (91)

agreed when we asked if they felt the person they saw was the right one to speak to.

Respondents who were not happy with their healthcare experience complained about the professionalism of the staff, poor communication, and the overall quality of care. Key issues included **lack of face-to-face appointments, prescriptions not being given and technical glitches.**

"I did ring for appointment to see a female doctor and I got a male doctor I wasn't happy. Receptionist need to listen to you a bit more when you have asked for a female GP."

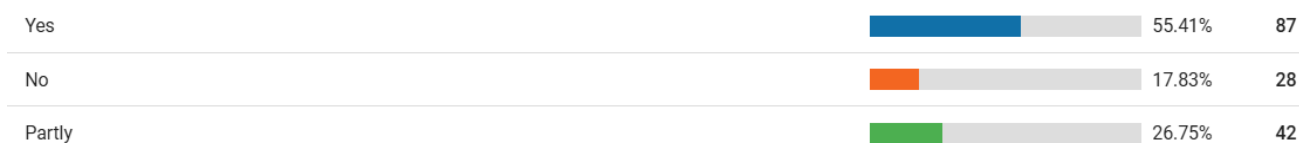
"Both times i had a prescribing paramedic which was ok, but when you get a paramedic that can not prescribe its a total waste of time and money."

"All appointments have been filled as I presume there is not enough doctors to see the amount of patients that are needed."

"The final appointment with a Gp yes, previous appointments with paramedics no, as whilst I think they are able to deal with minor ailments, I do not consider my condition was minor."

Thinking of the reason for your last appointment, did you feel your needs were met?

157 responses



What did not work?

Many people expressed difficulty in obtaining **timely GP appointments**. They reported experiencing long wait times, repeated cancellations, and sometimes being unable to secure an appointment at all. The booking system is frequently described as “frustrating”, leading some patients to either give up or resort to emergency alternatives like A&E.

“I tried to get an appointment 3 times before I was admitted to hospital with pleurisy/ borderline pneumonia.”

“Trying getting passed the receptionist is hard work.”

“the appointment has become a fiasco in that my appointment has been cancelled 3 times,”

A common theme in patient feedback is the **delay or inaccuracies in diagnoses and treatment** plans. People found it hard to get GP appointments, especially by phone or online. Many felt frustrated by long waits, lack of follow-up, and seeing different doctors each time. Some also faced challenges because of hearing issues or problems with referrals. Those caring for others and working full-time found booking even harder.

“Eventually but they could have easily been treated earlier instead of me being left over a week following a hysteroscopy/heavy bleeds and resulting in severe bacterial infection.”

“I was sent to paramedic care at Manchester Road rather than to see a GP despite having a raging fever, severe weakness and blurred vision.”

“I got sufficient medication but there were concerns over my mental health which I was just left deal with cause removal. So no monitoring”

“When I did see a doctor for ailments, I was sent for blood test which was good but this didn't solve the problem and as it was so difficult to get the appointment, I was put off trying to get a follow up appointment.”

“I found it incredibly difficult talking on the phone as I have hearing aids and the doctor had a strong accent so I didn't hear some things.”

“The surgery already provided a poor service because of this but are continuing to take on patients not just in the locality but from outside the catchment area as well.”

What worked?

They appreciated when staff were kind, understanding, and listened well. Seeing the same doctor who knew their medical history was valued. In a few cases, patients felt the referral process was smooth and the care they received was helpful.

"I have the same Doctor and she is great knows all my history."

"GP listened well and provided appropriate advice and referral."

"They were understanding and listened to me."

4.4 Practice Staff

How would you rate the attitude of the people you spoke to?

163 responses

We asked respondents to rate the attitude of the practice staff they interacted with, considering factors such as friendliness, kindness, professionalism, helpfulness, and respect. Participants rated their experience on a scale from 1 to 5 stars, with 5 stars indicating an excellent or highly positive attitude and 1 star reflecting a poor or negative experience.

Star Rating	Responses		
1	<div><div></div></div>	4.91%	8
2	<div><div></div></div>	6.75%	11
3	<div><div></div></div>	13.50%	22
4	<div><div></div></div>	25.77%	42
5	<div><div></div></div>	49.08%	80

Just about half (49%) of the respondents rated their experience 5 stars, while 26% gave 4 stars. The remaining responses were more evenly split, with 13% rating 3 stars, 7% rating 2 stars, and 5% giving 1 star.

If you have additional needs how well were you supported by the practice staff?

155 responses

We asked people how well the practice staff supported patients with additional needs, such as being an informal carer, having a disability, hearing difficulties, or requiring language support. **Responses were mixed**, with a majority of patients indicating they had no additional needs (74%).

I have no additional needs	<div><div></div></div>	73.55%	114
Well	<div><div></div></div>	10.97%	17
Ok	<div><div></div></div>	10.32%	16
Poor	<div><div></div></div>	5.16%	8

However, those with additional needs reported varying experiences. **Of the 41 people with additional needs**, 41% said they were well supported, 39% indicated they were okay, and 19% expressed poor support. The answers suggested that there is further opportunity for improvement in awareness and tailored support for people with specific requirements.

What did not work?

Some people felt their specific needs were ignored by staff, which made them feel unsupported. Additionally, negative feedback was given regarding reception staff, with some patients feeling dismissed or given medical advice by unhelpful receptionists, which affected their experience.

"Recently a receptionist was very unsympathetic. I wanted an appointment but don't drive so rely on friends/taxis. I have a physical disability also severely sight impaired. She wanted to send me at an early hour to a different practice. Taxis weren't available because of school runs, too early for friends. Because I couldn't comply she marked my record. I was very, very upset."

"Initially had accommodations in place but they were removed on a misunderstanding and told had access surgery like everyone else regardless my needs."

"Also removed from surgery on disability grounds but they claim was Dr patient relationship. But it was indeed my disabilities that prevented me engaging and having treatment. Removed in a cold and callous way and the trauma will stay with me"

"I needed blister packs but they were stopped. I was homeless and was sent elsewhere."

What worked?

Some respondents were thankful that the practice staff helped meet their needs.

"All the staff at the practise are lovely and caring and go above and beyond to help patients but it's oversubscribed and not enough doctors and they are usually run off their feet."

"I was too ill to access Patches the practice staff did this for me."

5. Summary of GP Access Survey Findings Against PCARP Objectives

PCARP Question	Yes/No/Partly	Explanation
Feel valued and important/understood from first contact	Partly	While 1 in 2 respondents rated staff attitude as 5 stars, the overall ease-of-access rating was only 5.9/10, with many reporting difficulties at initial contact.
Feel confident when calling GP practices	No	64% contacted their GP by phone, with 71% reporting waiting in queues. Many lacked confidence in calling due to long queues, unhelpful reception staff, and difficulty in securing an appointment. 51% of the respondents tried self-care before.
Accommodating the needs of carers	No	Out of 41 who identified as carers, 7 responses around carer needs suggested negative experiences.
Able to make/manage appointments through phone, online, or in person	No	Phone was the most used method (64%), but only 37% secured same day appointments with the 8 AM rush. Online booking was used by 2 in 5 respondents. It excluded digitally disadvantaged groups. In-person booking was rare and often required prior appointments.
Understand the process/system for apps and technology	No	Only two-fifth tried online methods. While some found online tools convenient, others (especially the elderly) struggled with confusing systems like eConsult and a lack of clear alternatives.

5. Summary of GP Access Survey Findings Against PCARP Objectives

PCARP Question	Yes/No/Partly	Explanation
Assurance that language & translation services are effective	Inconclusive	There was little mention of translation services or language barriers meaning we were unable to classify.
Choice of appointment types (face-to-face vs. online)	Yes	89% were satisfied with the delivery method, many reported difficulty specifically getting face-to-face appointments.
Clear appointment details – time and doctor	Yes	84% of respondents found their appointment time convenient, some were unclear about who they were seeing and why.
Clear appointment details – why	Yes	88% of respondents agreed that the person they had their appointment with was the right person to speak to. 89% were happy with how the appointment was delivered.
Set times for online consultations rather than open-ended wait	No	15% (of 104) said that they received a specific time for phone/video appointments. Most of them had face-to-face appointments.

6. Next Steps

Healthwatch across Cheshire and Merseyside will continue to listen to the experiences of local people in accessing GP services and encourage residents to share their feedback with their local Healthwatch through their online Feedback Centres.

- [Healthwatch Cheshire East](#)
- [Healthwatch Cheshire West](#)
- [Healthwatch Halton](#)
- [Healthwatch Knowsley](#)
- [Healthwatch Liverpool](#)
- [Healthwatch Sefton](#)
- [Healthwatch St Helens](#)
- [Healthwatch Warrington](#)
- [Healthwatch Wirral](#)

The findings of this joint report highlight what is working well and identify where improvements can still be made. It will be shared with the Integrated Care Board (ICB), and partners across Cheshire and Merseyside to help inform the development and delivery of GP primary care services.

Each local Healthwatch will also share their individual reports and findings with their respective Place Leads, Primary Care Networks, Local Authority and VCSFE system partners to support discussions and improvements in access to primary care.

Local Healthwatch will monitor the impact of the actions and activity that is generated as a result of these findings through our independent engagement and feedback gathering activities.

We will provide regular updates to the ICB System Primary Care Committee to ensure that patient insight and intelligence continues to inform and shape future services.

7. Appendices

(Click the underlined phrases to access the files)

Appendix 1: The survey

Appendix 2: The comments, views and accounts of all our respondents can be found here. This includes feedback from our online survey.

[Comments on the spreadsheet can be filtered by Place (Q3)]

Appendix 3: Cross-section of places we engaged

Appendix 4: Link to the Cheshire and Merseyside wide report and other local reports





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