



**Integrated  
Care System**  
Shropshire, Telford and Wrekin



**Shropshire, Telford  
and Wrekin**

# **GP Out of Hours Engagement Findings**

**September 2024**

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# Introduction



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# Background and context

- The Provider Selection Regime (PSR) was introduced in January 2024, and outlines the new procurement rules that relevant authorities such as NHS Shropshire, Telford and Wrekin (NHS STW) must follow when selecting providers of healthcare services.
- The current contract for GP Out of Hours services has been in place since 2018 and NHS STW are now required to re-procure this service to meet our legal and statutory responsibilities in ensuring the best quality, value for money and outcomes for the local population.
- As part of this process, NHS STW were keen to engage with local residents and users of the current GP Out of Hours service to inform the requirements of the service going forward.



# Communications and involvement



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## Online survey

- An online public survey was developed and made available for respondents to complete between 27 August 2024 and 15 September 2024 inclusive.
- This exercise was not intended to be an assessment of the current service or Provider, but to understand what local people value in a GP Out of Hours service such as this and to ensure that the future service is fit for purpose and meets the needs of the local population by identifying:
  - what is important to people in accessing this service
  - what works well currently and should be retained
  - what improvements we need to consider in outlining future service requirements.
- A total of 579 responses to the survey were received.

# Survey questions

The survey asked the following questions:

1. To be sure we are gaining views from right across Shropshire Telford and Wrekin, please tell us the first part of your postcode (e.g. SY1)
2. When did you last use the Out of Hours service (i.e. when your GP practice was closed)?
3. When you last used this service, was it for yourself or on behalf of someone else?
4. What 3 things are most important to you when using the Out of Hours Service?
5. Thinking about the GP Out of Hours Service and your experience of using this, what would you say works well?
6. Thinking about the last time you used the GP Out of Hours Service, what do you think is missing or could be improved?
7. If you are interested in joining an online focus group to discuss the Out of Hours Service, or signing up to our People's Network, please tick the relevant box(es) below and provide your contact details.

# Distribution

- The survey link was distributed via press release and stakeholder briefing to local media outlets and partner organisations across the health and social care system, including:
  - All NHS Trusts within Shropshire, Telford and Wrekin
  - Both local authority partners and both Healthwatch organisations
  - Primary care teams (link and detail also included in Practice Bulletin and other comms)
  - Patient participation groups
  - Local media (regional and local newspapers, radio stations, local BBC & ITV)
  - Town and parish councils
  - Library networks
  - PACC & PODs (STW parent and carer forums)
  - All VCSE organisations held on the NHS STW database (c-200 contacts), including health inequality groups, inclusion groups and groups with protected characteristics across the whole of the STW geographical area
  - Maternity and Neonatal Voices Partnership



## Targeted promotion

Additional targeted promotion of the survey was carried out during week commencing 9 September 2024 in the following specific postcode areas, based on the number of responses received at that point and specific groups within those areas:

- **SY15** – Lydham Harvest Wholefoods, Mother & Toddler Group at Norbury Village Hall, Mainstone Village Hall, Village Halls Welsh border (promoted by email)
- **SY9** – Bishops Castle food bank, Dementia support group, Age UK/Carers Support group, Bishops Castle Library, SPARC exerciser class, Shropshire Council Community Development Officer (promoted by email)
- **TF1 and other Telford minority groups** – One Voice and Hadley Gurdwara, Muslim ladies' group, Telford Central Mosque, Telford Gurdwara (Priorslee), Regent Street Mosque (Wellington), Shrewsbury Muslim Centre (promoted by email); poster in Wellington charity shop; support to people on the street in Wellington, with seven people filling out the survey there and then and seven taking it away to complete later.
- **TF12** – Broseley Library, Broseley Social Club (promoted by email)
- **TF13** – Library, Forum 50+, Baby & Toddler Group (promoted by email)
- **TF3** – Brookside Community Centre (promoted by email)
- **TF6** – High Ercall Day Nursery (promoted by email)
- **WV15** – Willowden Rehab (promoted by email)
- **WV16** – Severn Centre – (promoted by email)
- **SY8** – Gaymers (promoted by email)
- **SY4** – Wem townhall and library (posters and distribution via community contact to groups using town hall)
- **SY1** - Lingen Davies Wellbeing event (specific group for cancer patients – assisted completion in person)

# Focus group discussion

- An online focus group discussion was arranged for 17<sup>th</sup> September 2024 and, of the 81 survey respondents who had expressed an interest in joining, 75 who had left valid contact details were asked to confirm their attendance via a separate form. 16 people confirmed attendance, and ten attended the focus group discussion.
- A brief presentation on the role of NHS STW as commissioners and the re-procurement of the GP Out of Hours service was shared, followed by a group discussion which focused on questions 4, 5 and 6 of the online survey,
- The main points raised during the discussion are summarised as follows:
  - Prompt access
  - Efficient triage
  - Direct access into the Provider without having to call 111 first
  - Local GPs, knowledge and values
  - A variety of ways to contact
  - 24-hour pharmacy access would be beneficial.
  - Non-hospital locations
  - Face to face appointments with a scheduled time slot, and home visits where required.
  - Communication and joined up care
  - Not having to attend A&E or being directed to A&E by 111

# Summary of findings



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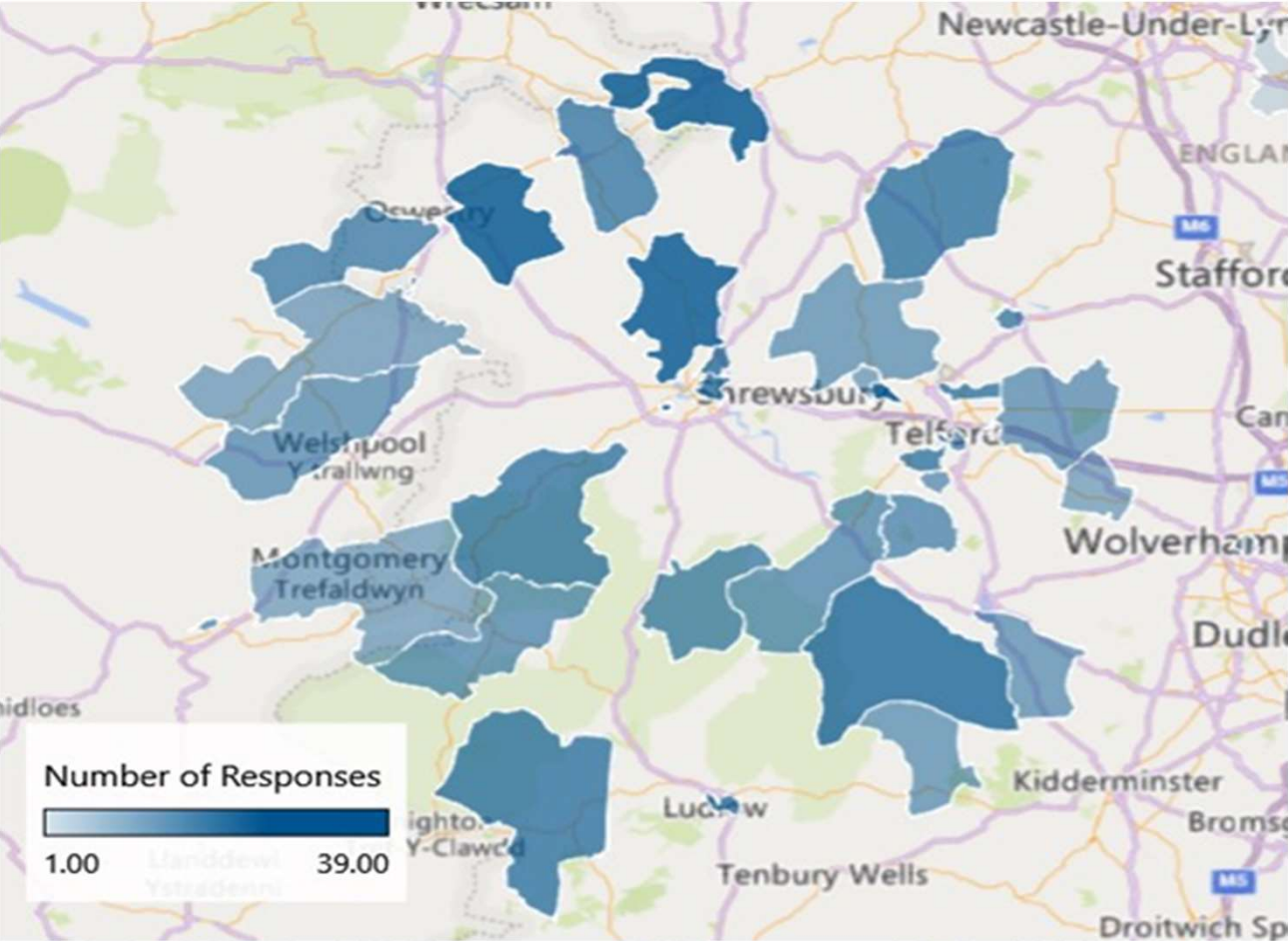
# Geographical profile of respondents



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# Postcode areas from which responses were received

(Please note, this map includes high level postcode data only and shows the spread of responses from across the county, rather than exact locations.)



# Equality monitoring profile of respondents



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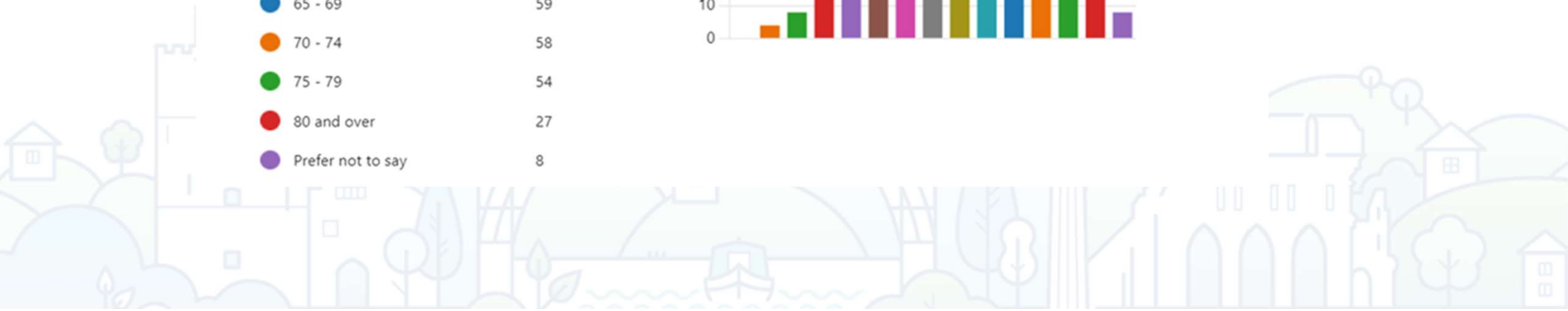
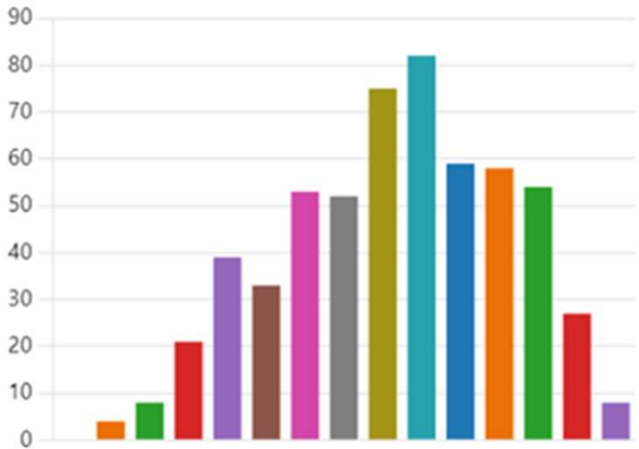
# What is your ethnic group?

White: English/Welsh/Scottish/...	521
White: Irish	9
White: Gypsy or Irish Traveller	1
White: European	8
White: Any other White backgro...	8
Mixed/Multiple ethnic groups: ...	0
Mixed/Multiple ethnic groups: ...	0
Mixed/Multiple ethnic groups: ...	1
Mixed/Multiple ethnic groups: A...	1
Asian/Asian British: Indian	2
Asian/Asian British: Pakistani	1
Asian/Asian British: Bangladeshi	1
Asian/Asian British: Chinese	1
Asian/Asian British: Any other A...	0
Black/African/Caribbean/Black B...	1
Black/African/Caribbean/Black B...	0
Black/African/Caribbean/Black B...	0
Other ethnic group: Arab	0
Any other ethnic group	0
Prefer not to say	16



# How old are you?

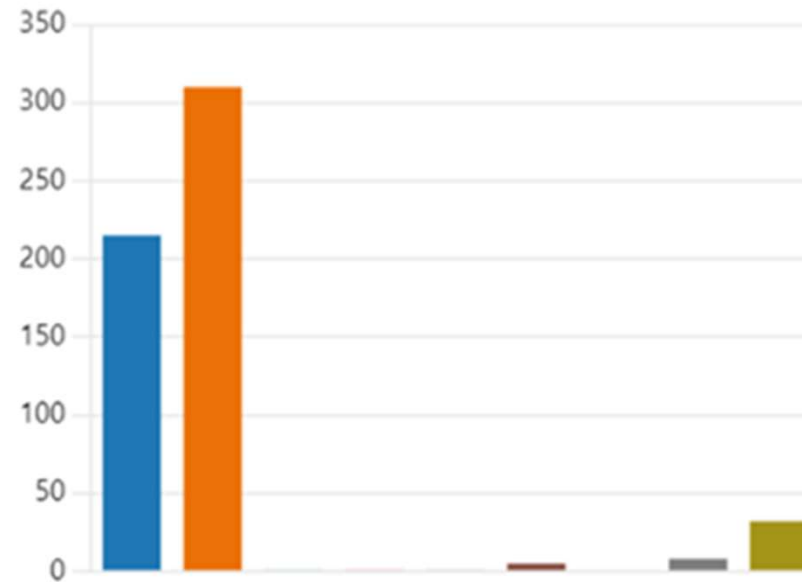
● 16 - 19	0
● 20 - 24	4
● 25 - 29	8
● 30 - 34	21
● 35 - 39	39
● 40 - 44	33
● 45 - 49	53
● 50 - 54	52
● 55 - 59	75
● 60 - 64	82
● 65 - 69	59
● 70 - 74	58
● 75 - 79	54
● 80 and over	27
● Prefer not to say	8





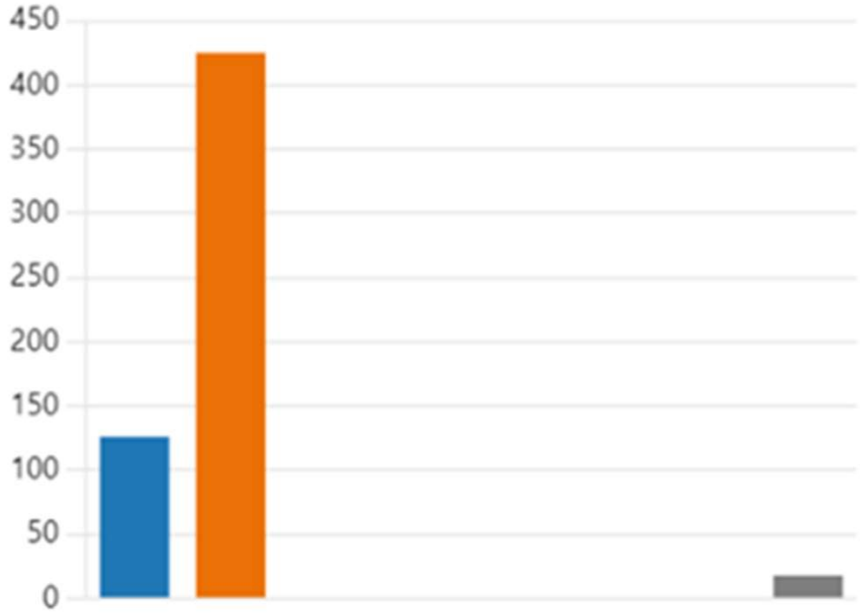
# What is your religion or belief?

● No religion	215
● Christian (including Church of E...	310
● Buddhist	1
● Hindu	1
● Jewish	1
● Muslim	5
● Sikh	0
● Any other religion	8
● Prefer not to say	32



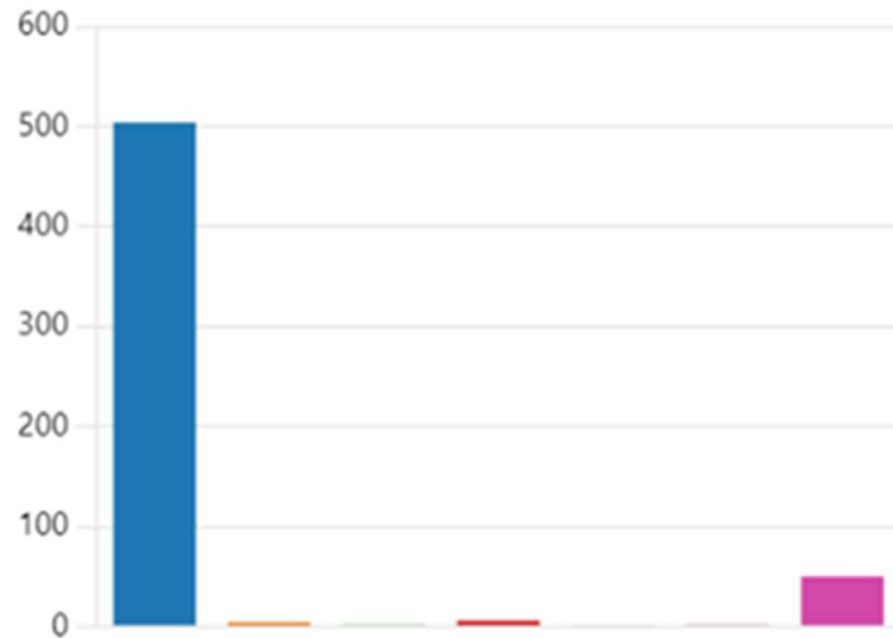
# How do you describe your gender identity?

Male	126
Female	425
Trans-Man	0
Trans-Woman	0
Non-binary	0
Gender-non-conforming	0
Other	0
Prefer not to say	18



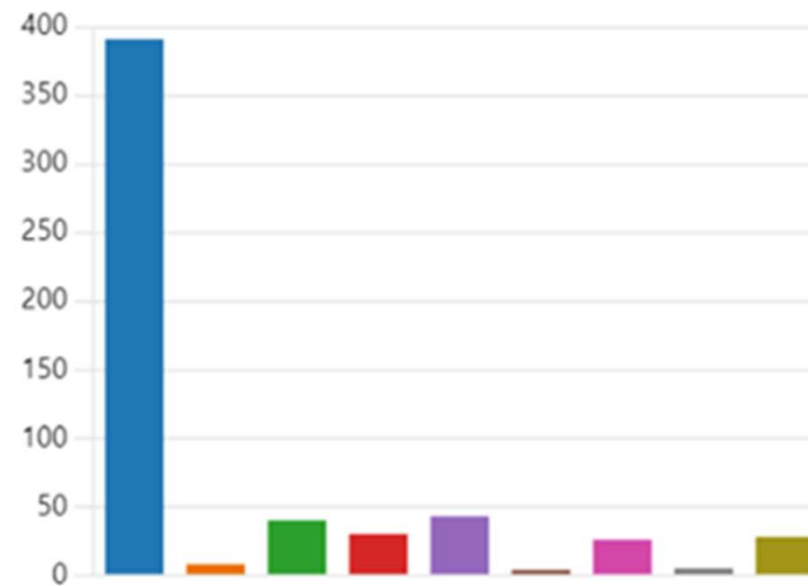
# What is your sexual orientation?

<span style="color: blue;">●</span> Heterosexual	504
<span style="color: orange;">●</span> Lesbian	4
<span style="color: green;">●</span> Gay	2
<span style="color: red;">●</span> Bisexual	6
<span style="color: purple;">●</span> Asexual	1
<span style="color: brown;">●</span> Other	2
<span style="color: magenta;">●</span> Prefer not to say	50



# What is your relationship status?

● Married	391
● Civil Partnership	8
● Single	40
● Divorced	30
● Lives with Partner	43
● Separated	4
● Widowed	26
● Other	5
● Prefer not to say	28



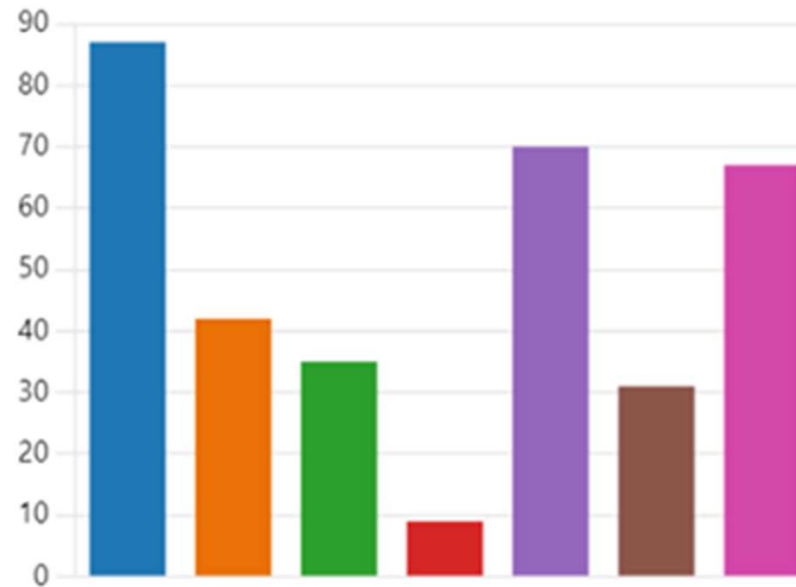
# Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

● Yes, limited a lot	76
● Yes, limited a little	140
● No	355

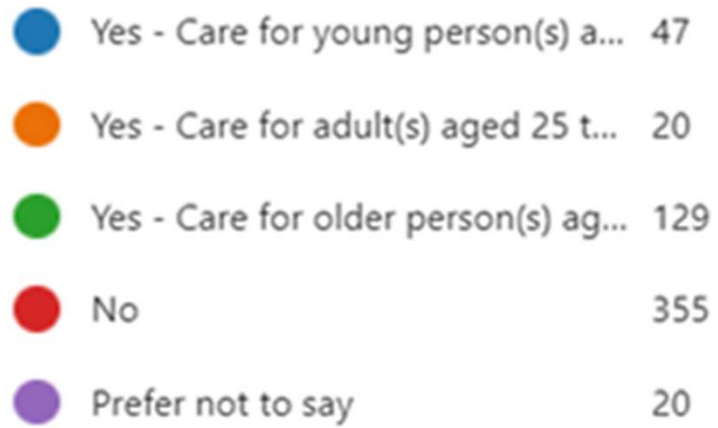


# Do you consider yourself to have a disability?

Physical disability	87
Sensory disability e.g. Deaf, har...	42
Mental health condition	35
Learning disability or difficulty	9
Long-term illness	70
Other	31
Prefer not to say	67

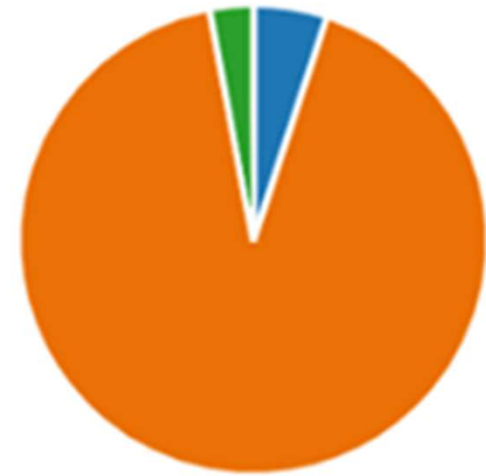


## Do you provide care for someone?



# Have you ever served in the armed services?

● Yes	29
● No	524
● Prefer not to say	17





# Survey responses



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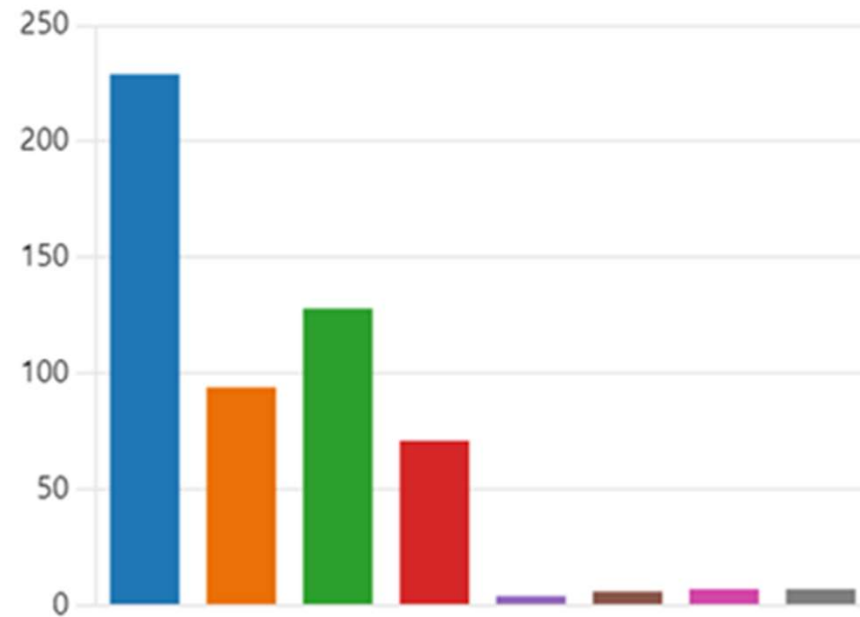
## When did you last use the Out of Hours service (i.e. when your GP practice was closed)?

● Within the last month	76
● Within the last 6 months	152
● Within the last 12 months	89
● More than 12 months ago	216
● I have never used the Out of Ho...	45



# When you last used this service, was it for yourself or on behalf of someone else?

● For myself	229
● For my spouse/partner	94
● For my child/grandchild/other d...	128
● For another relative	71
● For a friend	4
● For a neighbour	6
● For someone else	7
● As a local health or social care p...	7



# Key themes



# A summary of the key themes reflected in the service specification

Timeliness and speed of service received, including initial response and callback

Accuracy of advice, help and support

Availability and choice of local bases

Speaking to a qualified, experienced, competent, trusted clinician/GP

Kindness, friendliness, patience, politeness, compassion, empathy, professionalism and caring manner

Availability, accessibility and ease of access

Local values and a knowledge of local services and the local area

Availability of face-to-face appointments, including home visits

Direct access to the service provider (rather than via NHS 111)

Communication, including next steps, waiting times and handover to usual GP

Avoiding A&E

Access to medication

## Key themes – additional detail

### Timeliness and speed of service received

- Response time to answer initial call
- Time taken for callback
- Could be improved through more staff and/or appointments

### Availability and choice of local bases

- Proximity to home
- Travel time and distance
- Waiting areas and signage

### Local values and a knowledge of local services and the local area

- Reassurance of seeing a local GP
- Knowledge of local geography/rurality
- Knowledge of local services to avoid A&E

# Verbatim responses

“[It works well] when the service provider is able to diagnose quickly and accurately then sort medication and see a doctor.”

(Survey respondent)

“I just need someone at the end of the phone to offer the correct advice and treatment in the quickest possible time.”

(Focus group member)

“Face to face appointments were available in several locations within a reasonable distance from me.”

(Survey respondent)

“Local doctor who understands local needs & local services to give appropriate advice & support, which means people are only referred onto A&E if that's the right decision, rather than because it's the easy option.” (Survey respondent)

“...the doctor on call was a local clinician who knew the local services and could activate the most appropriate local services (sic) which would avoid use of A&E an overstretched service.” (Survey respondent)

“Accessing out of hours by 111 is difficult, call back times can be long”

(Survey respondent)

“A dedicated phone line instead of 111 would be useful as it used to be.”

(Survey respondent)

“Dealing with GP's & ANP's that work locally/within Shropshire [works well]. Drivers that are living locally and therefore have a good knowledge of the geography of the county.”

(Survey respondent)

# Conclusion and next steps



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# Conclusion

The information gathered from the analysis of survey responses has been used in the following ways:

1. A summary of what is important to local people has been included in the service specification to inform potential Providers.
2. No changes have been made to the requirements included in the service specification as all the themes identified had already been incorporated. However, revised performance monitoring arrangements and improvement plans will be developed to help ensure the requirements of the service are achieved under the terms of the new contract.
3. This report has been developed to summarise the information gathered from the survey and the action taken as a result.
4. A set of Frequently Asked Questions (FAQs) has also been developed and shared, with the aim of providing an explanation as to why we are unable to implement some of the suggested changes, and further information on the purpose of this service to manage the expectations of service users and the public.



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**Thank You**