

# Experiences of GP Practices in Tameside

February 2025

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## About us

### Who we are

Healthwatch Tameside is your local health and social care champion. If you use GPs and hospitals, dentists, pharmacies, care homes or other support services, we want to hear about your experiences. As an independent statutory body, we have the power to make sure NHS leaders and other decision makers listen to your feedback and improve standards of care. Last year we helped many people like you to have your say and get the information and advice you need.

### Our approach

People's views come first - especially those who find it hardest to be heard.

We champion what matters to you and work with others to find ideas that work. We are committed to making the biggest difference to you.

We use the feedback we receive about health and care services in an anonymous way. We talk to the providers and commissioners of those services to let them know what is working well, and where people think improvements could be made.

## Introduction

Healthwatch Tameside chose to undertake a project into access to GP services because of feedback we were receiving at outreach events from people struggling to see their GP, and specifically that people were finding it difficult to use online services to book appointments. We wanted to see how widespread this issue was across Tameside, and if there were any recurring issues which we could raise with providers to help improve patient access to GP appointments.

## Key findings and Recommendations

- Our conclusions and recommendations are included in our summary report, which can be found on our website: [www.healthwatchtameside.co.uk](http://www.healthwatchtameside.co.uk)

## Method

The survey ran from October 2023 to February 2024, and was available to complete online via SurveyMonkey, in paper form, over the phone, and via QR code. There were 220 responses overall - 9 people completed the survey over the phone, 104 on paper, 104 online, and 3 via QR code. We promoted the survey online on social media, through our e-bulletin, and in-person at outreach events.

The majority of survey questions asked for free text responses. This led to a wide range of detail within those responses. Some gave single word answers, whilst others were more detailed and included more than one issue.

We reviewed every response in detail and recorded the issues mentioned, including where multiple issues were mentioned in one response. To give an indication of the issues raised and the importance given to them in responses, we analysed and recorded the issues as:

- Main issues
- Secondary issues

## Demographics

Out of 220 total respondents, 197 told us which town they lived in; 194 lived in Tameside, and 3 lived outside the area (23 did not give their location). When asked about their gender, 197 of the respondents answered this question; 132 Female (67%), 63 Male (32%), 2 Other (1%). 154 of the respondents answered when asked if their gender identity was the same as their sex assigned at birth, with 100% of them answering 'Yes'.

Out of 220 total respondents, 195 gave their age. Most feedback was gathered from the 75+ age group (36%), with the least responses from under 16s- (0%) and 16-25-year-olds (1.5%). 193 of the respondents answered when asked whether they described themselves as disabled, with 38% of them answering 'Yes'. 189 of the respondents answered when asked whether they described themselves as an unpaid carer, with 20% of them answering 'Yes'.

Out of 220 total respondents, 196 answered when asked how they would describe their ethnicity, and 194 answered when asked about their sexual orientation; the majority of these respondents

selected White British (83% of 196 respondents) and Heterosexual/Straight (96% of 194 responses).

## Findings

This section contains the analysis for each survey question we asked.

### Q1 Which GP practice do you use?

Out of 220 total respondents, 218 gave the name of the practice with whom they are registered.

Dukinfield Medical Practice	20 mentions
Millgate Healthcare Partnership	18 mentions
Ashton Medical Group	16 mentions
Albion Medical Practice	13 mentions
The Brooke Surgery	11 mentions
Pennine Medical Centre	11 mentions
Haughton Thornley Medical Centres	11 mentions

The practice that was mentioned the most was Dukinfield Medical Practice with 20 respondents registered there. The GP Practices that were mentioned most frequently are:

Over half of the GP Practices mentioned were mentioned three times or less. The full list can be found in Appendix 1.

We did not receive sufficient responses to be able to draw reliable conclusions on the overall performance of any individual GP Practice.

## Q2 When you need to book an appointment, how do you do this? Does this method work for you?

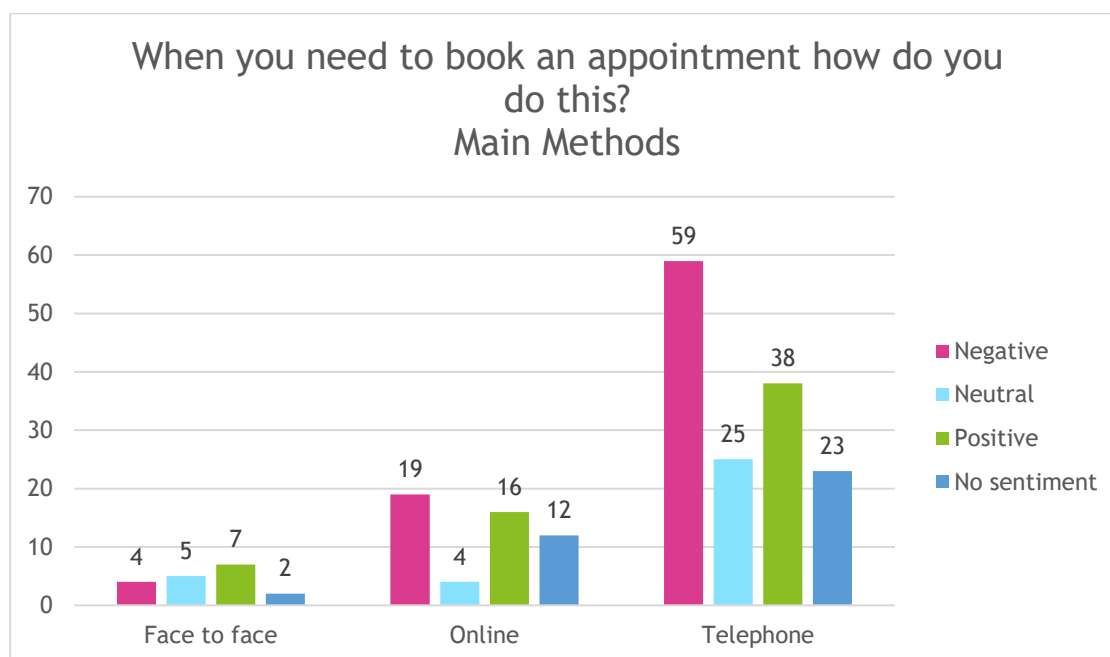
Respondents were asked to give a free text response on how they booked an appointment and how well that method worked - 214 of the respondents answered this question. The responses were analysed and collated into themes of appointment booking methods and the sentiment of how well those methods worked. Many respondents did not respond to the part of the question asking how well the method worked; these are recorded as 'no sentiment'. Where they were mentioned, response sentiments were categorised as:

- Negative
- Neutral
- Positive

Responses sometimes included more than one method. We divided these into:

- Main methods
- Secondary methods

### Main Methods



The main method respondents mentioned was **using the telephone** to make an appointment. This indicates it is the method most people use first. The largest proportion (59 respondents) found this a negative experience, although there were 38 respondents who felt it had worked well.

Key issues mentioned:

- Older people favoured this method, preferring to speak to someone rather than using online services

*'I like to phone and speak to a receptionist. I do not like filling in an online form. I tried it once and got no response. I like to know I have spoken to a real person and they will deal appropriately and get back to me'*

- Having to ring at 8am - a common negative experience amongst respondents

*'... Phone at 8am on the dot, message says that the practice open at 8am. Immediately ring again and I am no. 9 in the queue. Then hold on for up to half an hour, and the line goes dead!'*

- Long wait times on the phone were highlighted as another negative experience

*'I book by telephone. Always a long wait before I am able to speak to receptionist. Regardless of which of the 6 options to press, very often I am number 11 in the queue (or upwards)'*

- Some respondents told us that booking over the telephone works well

*'By phone, and it is excellent!'*

The next most popular method was **online access**, with roughly equal numbers finding it either a positive or negative experience.

Key issues mentioned:

- Online access is closed when the surgery is closed or cannot accept any more appointments

*'Online, not always [able to book] as it shuts down when busy'*

- For some people, it works well

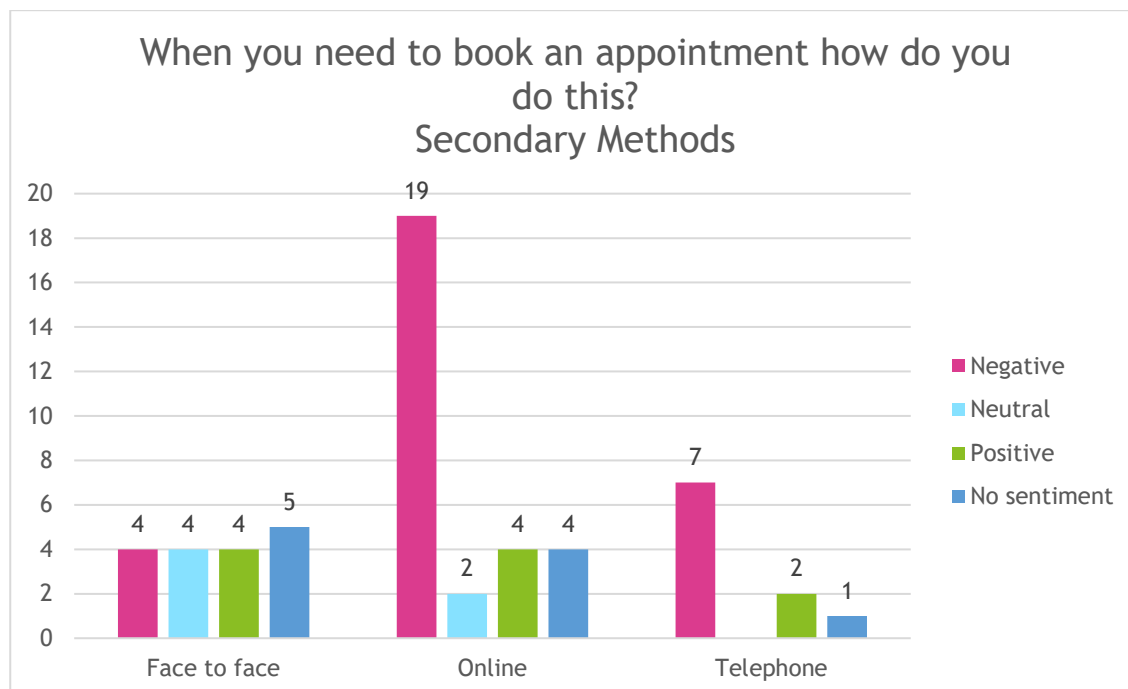
*'Go on Online Consult, requests face to face appointment, GP triages then surgery gets back to you with appointment time. Yes, I'm happy with this, no more hanging on phone or waiting outside surgery for it to open.'*

**Face to face** was used as a primary method to make an appointment by a small number of respondents, with the majority of those seeing it as a positive experience. However, comments indicate some patients feel they have to visit the practice face to face to secure an appointment because other methods aren't working.

*'Generally need to go to the surgery first thing to book appointment as there is no chance of getting through on the phone'*

*'Yes [I] walk in. But they tell me to fill in online form. Difficult sometimes don't understand the form, hard to describe things. I can't ring up mainly.'*

## Secondary Methods



Respondents who chose online access as their secondary method were more negative about the experience.

Issues raised:

- Frustration at having to use online access because they couldn't get through on the phone

*'It's a nightmare. I haven't been able to book a doctors' appointment because they don't accept over the phone bookings. Which means I haven't seen a doctor. The surgery pushes people to book online. I am unable to use this method. I want phone bookings back. I want to be able to speak to a person.'*

- Digital exclusion

*'Often requires a phone call at 8am or filling in an online form. This is difficult for someone who is digitally excluded or feeling too unwell to get up early.'*

- Accessibility

*'I do it online. It works for me, but not necessarily for my adult son who has a LD [Learning Disability]. I have to do it for him. You get a text acknowledgement of your contact and of subsequent appointments, which I like. It is more convenient than spending hours on the phone trying to get through, especially if you work'*

### Q3 If you had an appointment(s) with your GP practice in the last 12months, what was good about it?

187 of the respondents completed the free text response to this question. Responses ranged from one or two words to more detailed responses with more than one issue mentioned. These issues have been analysed and collated into themes as:

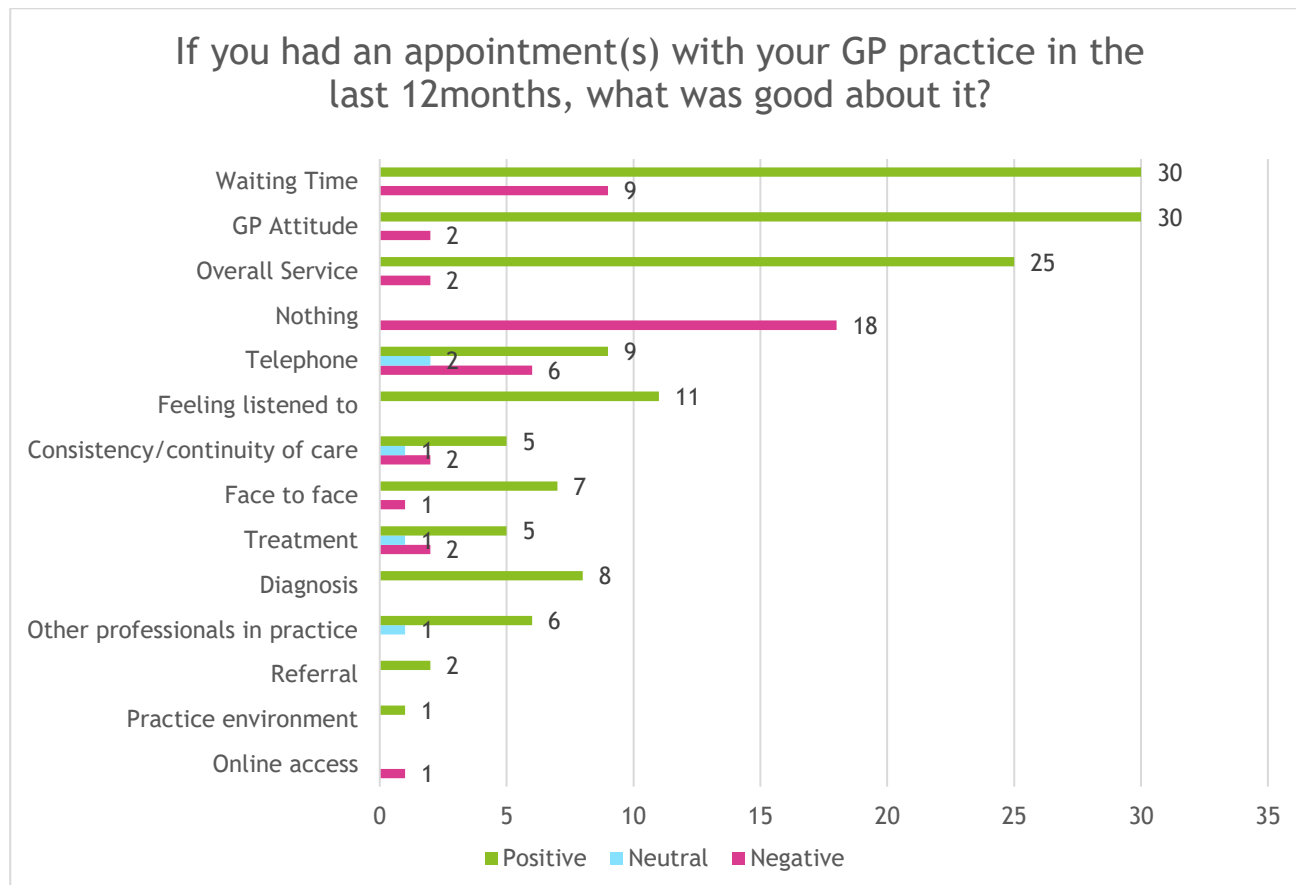
- Primary issues - what people mentioned first or seemed most important to them
- Secondary issues - additional things people raised

Many respondents did not respond to the part of the question asking how well the method worked - these are recorded as 'no sentiment'. Where they were mentioned, response sentiments were categorised as:

- Negative
- Neutral
- Positive

For example, the comment: 'Getting it was hard. GP is good though and listens' gave a primary issue of Waiting Times with a negative sentiment, and a secondary issue of GP Attitude which was positive.

#### Primary Issues





The primary issue raised most was **Waiting Time**. This included waiting times to arrange an appointment, and the time they had to wait for the appointment to occur after it was arranged.

30 respondents commented on how quickly they had received an appointment or how quickly things happened once they contacted the GP Practice, for example:

*'I was given an appointment on the same day that I requested one'*

Although the question asked what was good about the appointment, 9 respondents were negative about the length of time they had to wait, with some stating they could not get an appointment at all:

*'Couldn't get one. I had to go to the walk-in centre at the hospital instead.'*

**GP Attitude** was the second-most mentioned issue.

Again, 30 respondents commented positively on the attitude of their GP, for example:

*'The GP listened to what was being said and was helpful and caring, referred to physio'*

Only 2 comments were negative, with one example below:

*'Had 2 appointments in last year, 1 in December 2022 and 1 in June of this year. First one was not great. Second one I was referred for an X-Ray at TGH for knee problem'*

The third-most mentioned primary issue was **Overall Service**, with 25 positive comments, including:

*'it's a good service and I always feel listened to'*

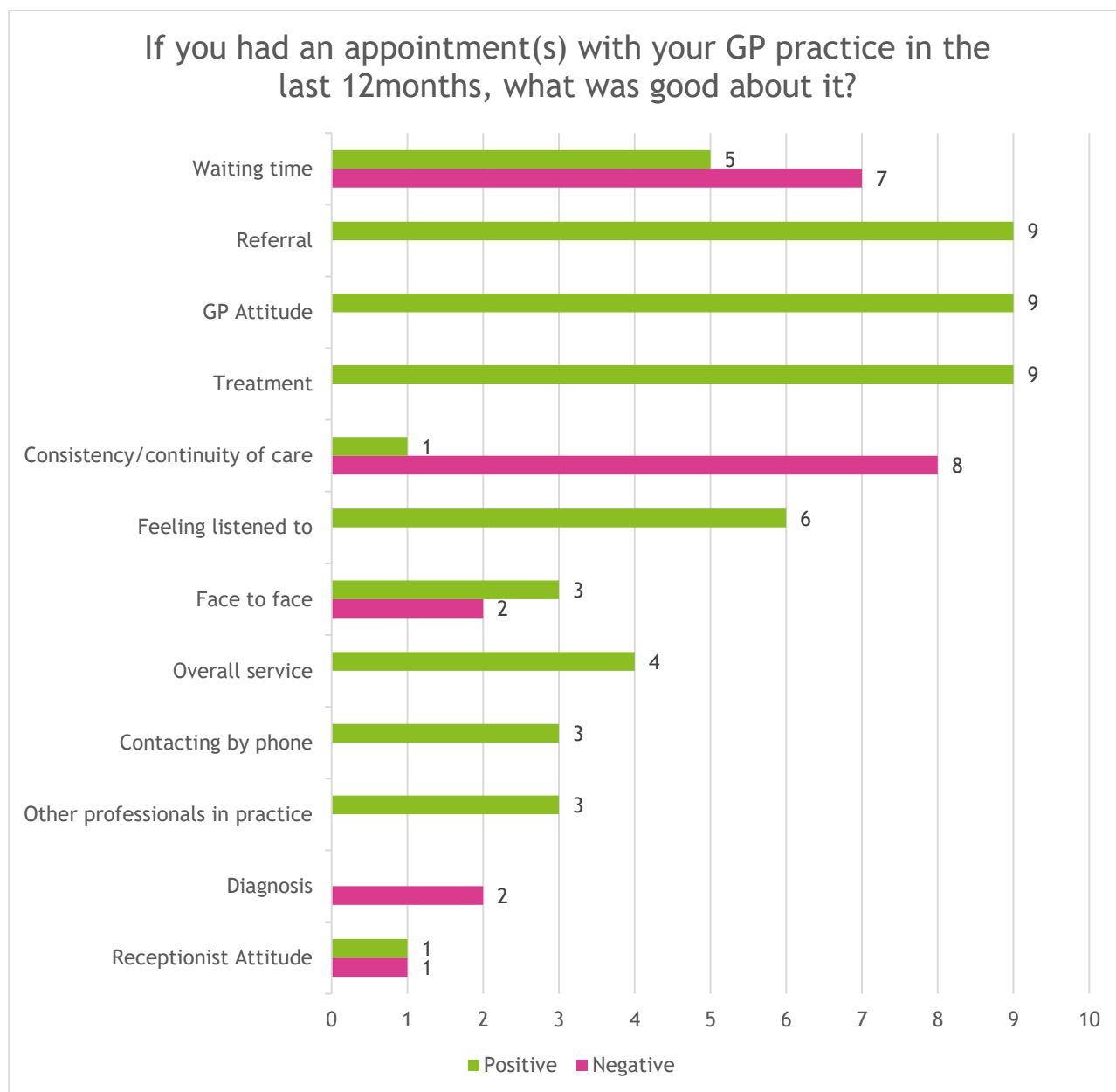
The 2 negative experiences provided included:

*'No good experiences. Unable to get appt with doctor and sent to ICAT in Oldham'*

Respondents finding **Nothing good** about their appointment was a theme that came through in 18 negative comments, and **Feeling Listened To** was something that was valued, with 11 positive comments on this issue. For example:

*'The GP 's have really listened to our voice as we advocate for \*\*\* - They have fully supported us as carers and the difficult processes we have to navigate including respite.'*

## Secondary Issues



The secondary issue most raised was also **Waiting Times**, with a further 5 respondents having positive experiences. 7 negative comments were also made, for example:

*'The actual appointment was fine. It is getting the appointment that is the difficulty'*

**GP Attitude** also featured again, with 9 positive comments such as:

*'Short waiting times. Attentive and Caring GP. Thank you.'*

Secondary comments also focused on **Referral** and **Treatment**, both with 9 positive comments each, including:

*'I filled in the triage form on Monday and then my GP and I texted back and forth then today (Friday) I had a face to face consultation at a hospital in Tameside for a hip replacement in June. Amazing!!!'*

*‘When I got to see the doctor she was very quick to diagnose my problem and provide treatment’*

Another secondary issue mentioned was negative perceptions of **Consistency and Continuity of Care**, with only 1 positive comment provided alongside 7 negative comments, including:

*‘Once I got the appointment I got the medicine I needed, however, the doctor is different every time and seems they have just come out of training looking up things on the computer before prescribing. [It] doesn’t give you much confidence.’*

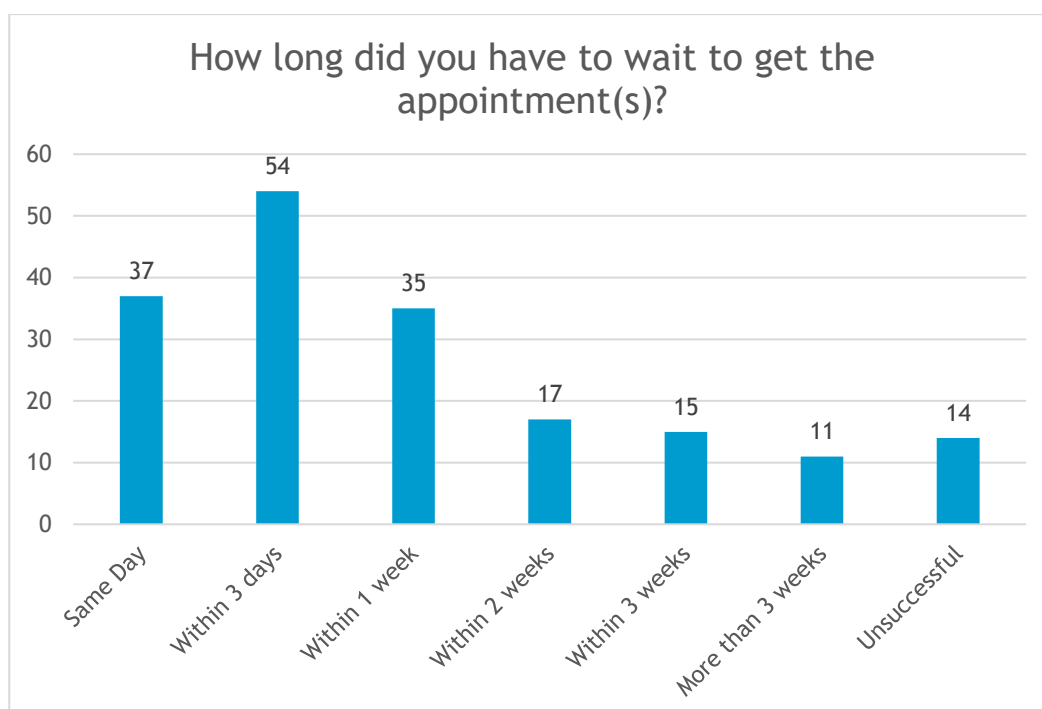
**Feeling Listened To** featured again as it did in the primary issues, with 6 positive comments, including:

*‘Physician associate really listened and I wasn’t fobbed off’*

## Q4 How long did you have to wait to get the appointment(s)? If there was a delay, why was that?

185 of the respondents answered this free-text response question asking about the time they had waited. However, some gave information not only on how long they waited for a GP appointment, but also how long they waited for investigations such as blood tests. Some comments were not specific about the length of time they waited (e.g. ‘not long’). Where we could reasonably estimate the length of time we did so, but some comments were excluded because it was not possible to determine what timescale was meant.

Generally people could not describe the reason for the delay, aside from challenges arranging an appointment as described earlier in this report, or that not enough appointments were available.



The largest number of respondents (54) were able to get an appointment within three days, and 68% accessed an appointment within 1 week. 37 respondents reported being able to get an appointment on the same day, for example:

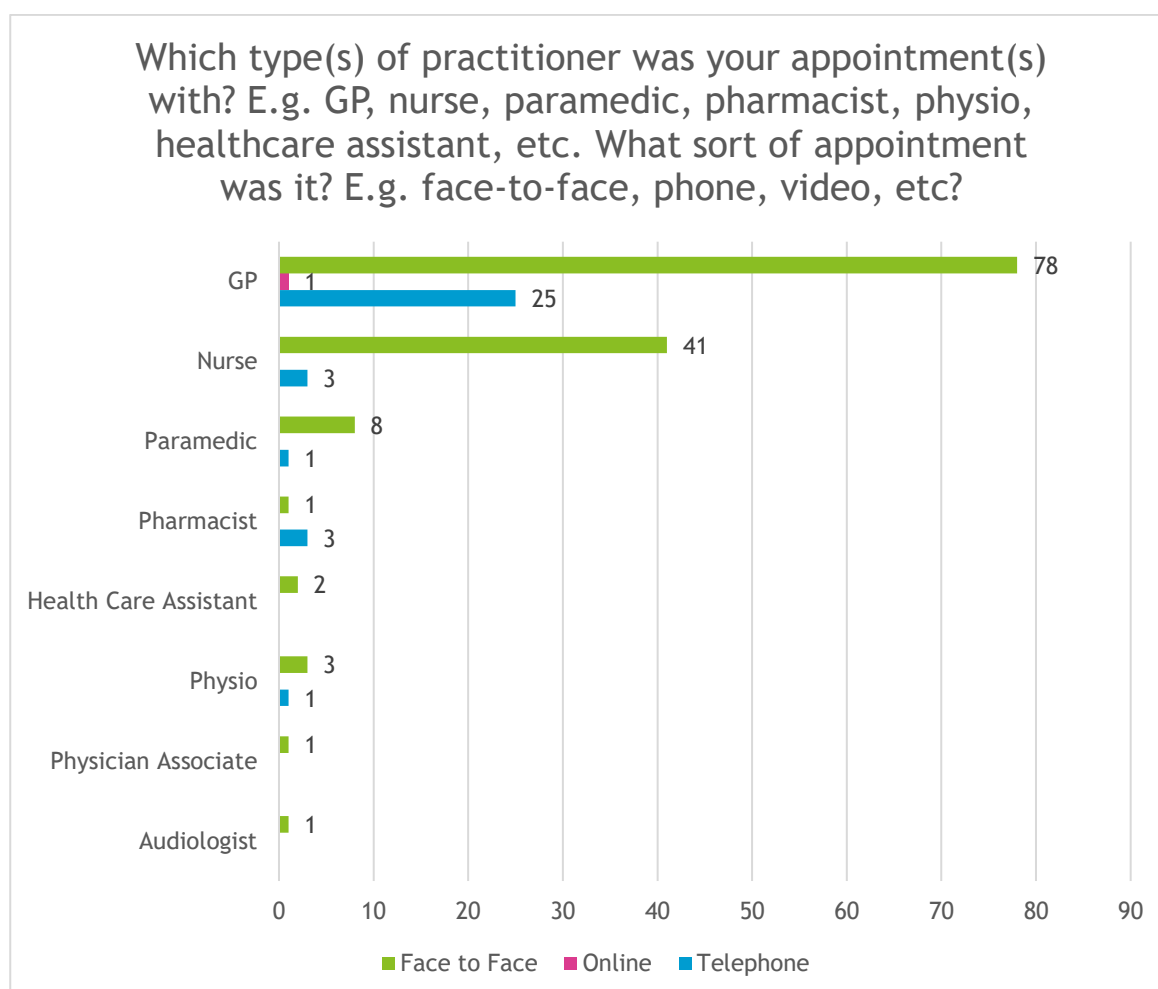
*'I can get an appointment on the day if needed. GP seem to keep on top of things with tests etc. and contact me.'*

The 14 respondents that were unsuccessful tended to be due to lack of appointments or not being able to contact the GP Practice effectively. For example:

*'Unless you stood outside waiting for them to open (8-10am) then you had no chance. Could not get through on the phone. And never any appts left.'*

### Q5 Which type(s) of practitioner was your appointment(s) with? E.g. GP, nurse, paramedic, pharmacist, physio, healthcare assistant, etc. What sort of appointment was it? E.g. face-to-face, phone, video, etc?

There were 195 responses to this question, giving information on the types of practitioners people had contact with in their GP Practice. Respondents stated which practitioners they had seen over a range of appointments. Not all respondents gave detail on the method of speaking to the practitioner.



The most common appointment was with GPs, with the largest number of these being face to face (78), and 25 by phone. Only 1 respondent had an online appointment. It is interesting to note that this is the only report of an online appointment with any practitioner.

Nurses were the next most likely to be seen by respondents. Again, the most common method was face to face (41), with 3 by phone.

Appointments with other practitioners were relatively rare, but there appeared to be access to a range of different practitioners, including:

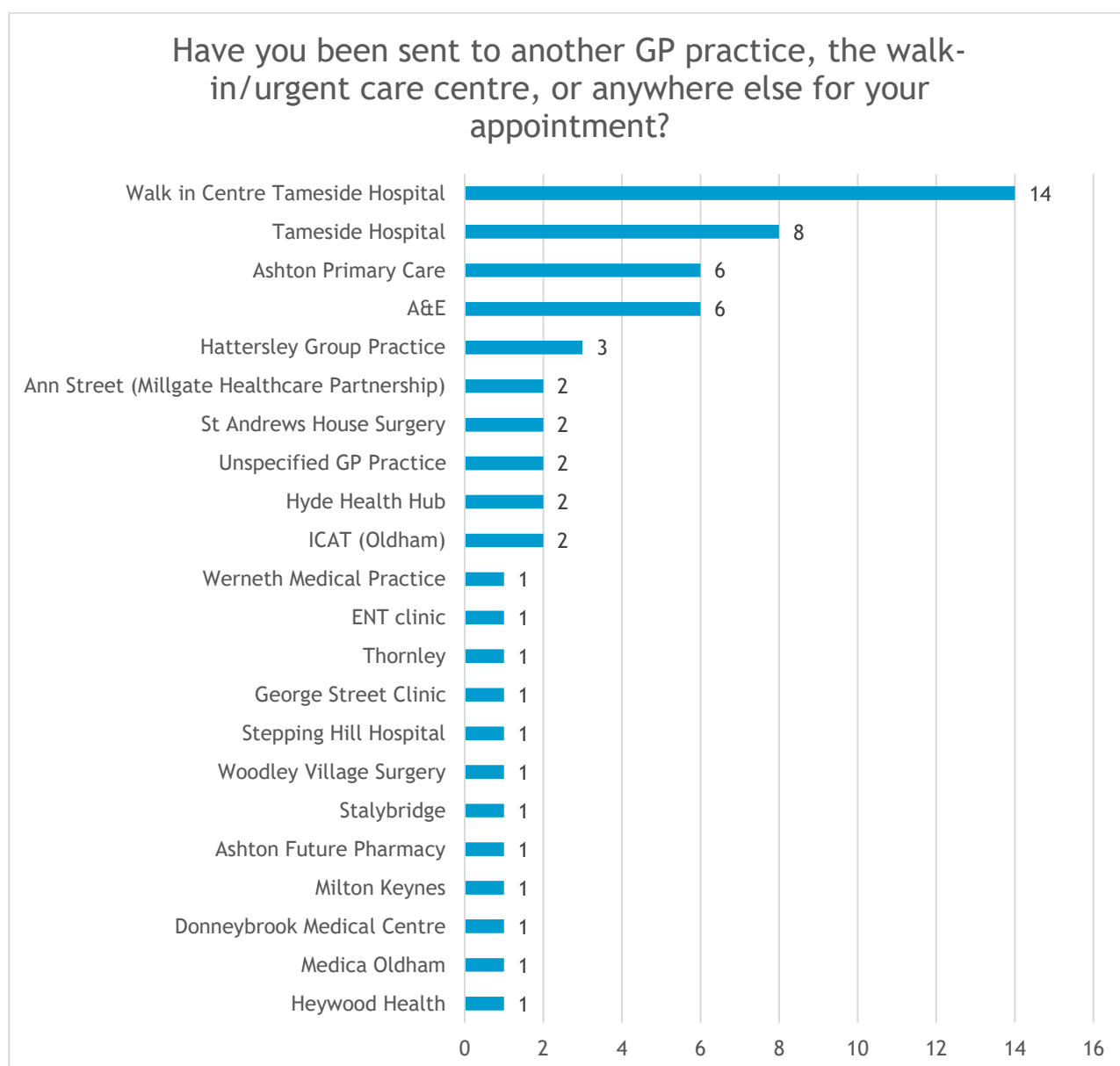
- Paramedic
- Pharmacist
- Health Care Assistant
- Physio
- Physician Associate
- Audiologist

Other practitioners were each mentioned once, but no method was given for these appointments:

- Counsellor
- Advanced Clinical Practitioner
- Mental Health

## Q6 Have you been sent to another GP practice, the walk-in/urgent care centre, or anywhere else for your appointment? Where did you go, and how was it for you?

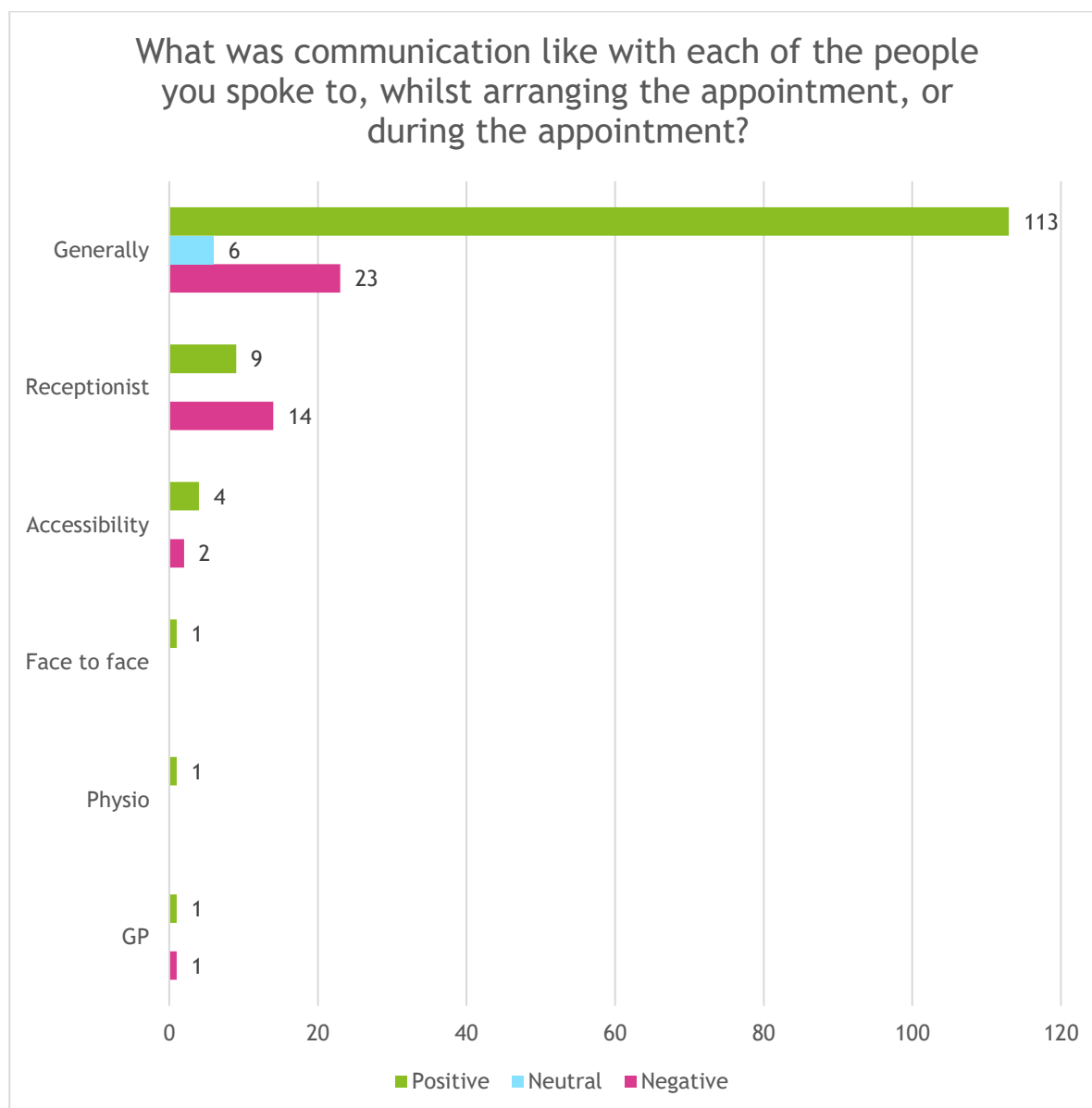
59 of the respondents told us they had been sent elsewhere for their appointment. Respondents did not often give details on the experience, but where they have it is summarised in Table 1. Some respondents were sent elsewhere by their GP, whilst others were referred by other services such as NHS 111, or elected to go elsewhere themselves.



Alternative location	Comments
Walk in Centre Tameside Hospital	<ul style="list-style-type: none"> <li><i>I had to go to walk in centre at TGH in Dec as couldn't get in at GP surgery. Disappointed as doctor didn't examine me nor test sample taken, but did give me prescription.</i></li> <li><i>Walk in at hospital, slow.</i></li> <li><i>Walk in centre, bad.</i></li> <li><i>I go to the Hospital walk in centre usually. It's easier.</i></li> </ul>
A&E	<ul style="list-style-type: none"> <li><i>I was referred by 111 a few weeks ago, to attend the walk in clinic at TGH. He referred me to A and E. I was triaged quite quickly and given a nebuliser. I was in A and E for over 6 hours!</i></li> <li><i>Even when trying to make appt with a nurse at GP, still have to ring at 8am. Can't book in advance. I had to go to A&amp;E, no other choice.</i></li> <li><i>Only TGH - A&amp;E. Bad experience. Heart attack - 5.5 hours in A&amp;E.</i></li> </ul>
Hyde Health Hub	<ul style="list-style-type: none"> <li><i>Yes - Hyde shopping centre. It was ok - I saw a paramedic. However he didn't send the prescription to the pharmacy as agreed so I had to chase up.</i></li> </ul>
Ashton Primary Care Centre	<ul style="list-style-type: none"> <li><i>No not been sent to another practice but used self-referral for feet problems. Used Ashton primary care, was brilliant.</i></li> <li><i>I went for a physio appointment at Health Centre on Old Street, the physio was excellent and gave me the exercises I needed to resolve issue with foot problem.</i></li> </ul>
Ann Street (Millgate Healthcare Partnership)	<ul style="list-style-type: none"> <li><i>Sent to Ann Street for bloods - not good as I'm disabled.</i></li> </ul>
Medica Oldham	<ul style="list-style-type: none"> <li><i>Spa - Medica Oldham (cataracts - had 1st one, awaiting 2nd - very good).</i></li> </ul>
ENT Clinic	<ul style="list-style-type: none"> <li><i>ENT clinic - Wells Clinic, very good.</i></li> </ul>
Future Pharmacy Ashton	<ul style="list-style-type: none"> <li><i>Covid injection at Future Pharmacy Ashton. Quite satisfied.</i></li> </ul>
Donneybrook Medical Centre	<ul style="list-style-type: none"> <li><i>Yes. Donnybrook in Hyde. They did not know about the appointment</i></li> </ul>

## Q7 What was communication like with each of the people you spoke to, whilst arranging the appointment, or during the appointment?

129 of the respondents answered this question, via an open text response. Some answered with one or two words or did not mention anyone specifically, which we interpreted as talking about the GP practice generally.



113 of the respondents to this question (88%) were positive about the general communication they had, for example:

*'Fantastic. Patient, amenable and helpful.'*

23 comments were negative but with no detail, and 6 neutral responses were also non-specific, e.g.:

*'Not very good communication'*

*'It was all that was needed'*



## Issues Raised

**Receptionists** were specifically mentioned more than any other role in the GP Practice; there were more negative comments (14) than positive (9).

Negative comments included:

*'Receptionists are overstretched so not very pleasant or polite'*

Positive comments included:

*'No problems. All receptionists without exception helped me and always polite'*

**Accessibility** impacted communication for 6 respondents. There were 4 positive responses, including:

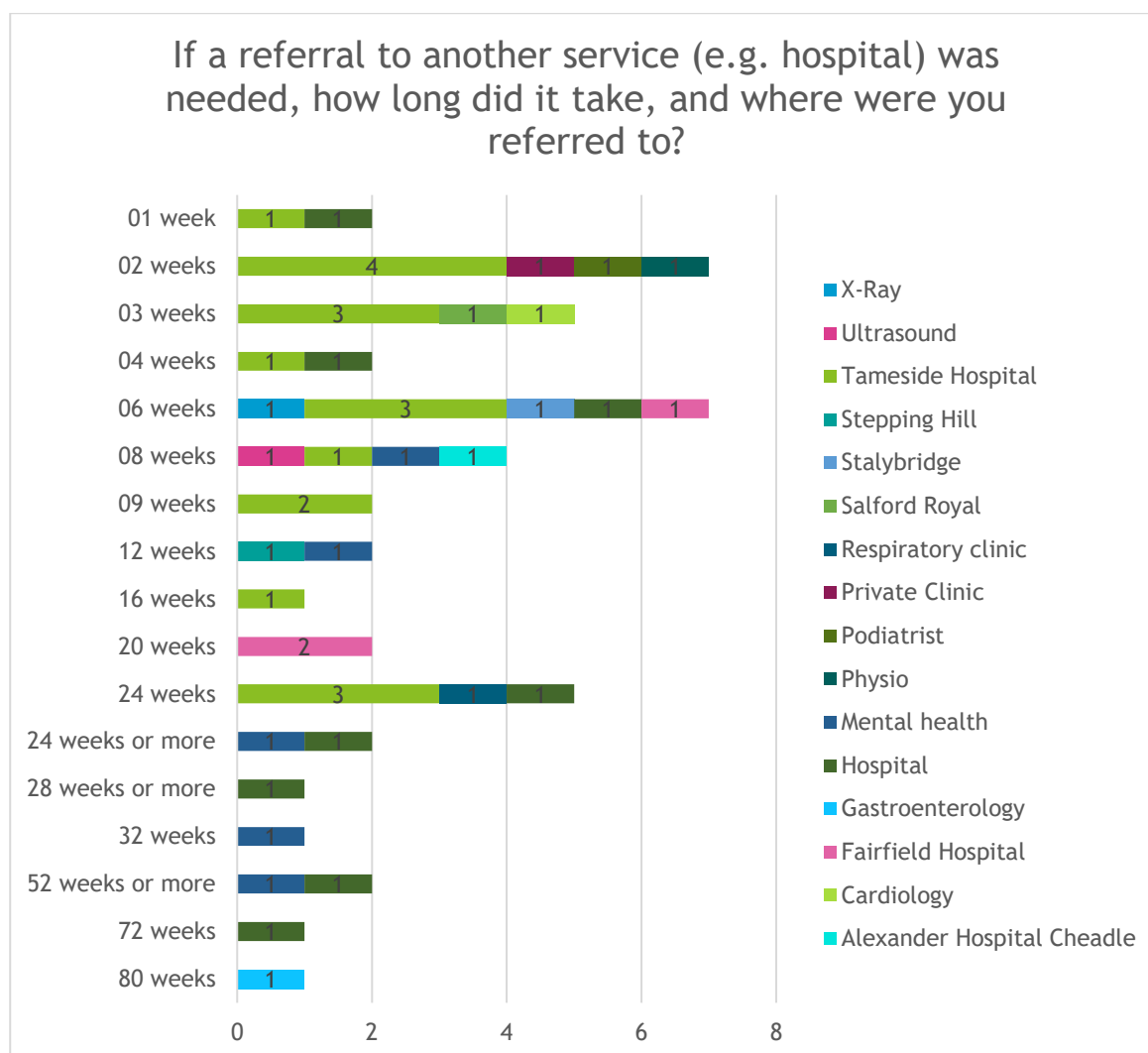
*'Generally pleasant, the staff know me and are aware of my visual impairment, which they always allow for if I have to go into the surgery, as I can only go when someone takes me.'*

2 negative comments were provided, for example:

*'I found telephone appts extremely difficult as I'm hard of hearing. Very frustrating.'*

## Q8 If a referral to another service (e.g. hospital) was needed, how long did it take, and where were you referred to?

There were 47 respondents who had been referred to another service. There was a wide range of different services that people had been referred to, and a wide variety of wait times, ranging from 1 week to 80 weeks.



2-week waits and 6-week waits were the most commonly reported wait times.

There were 7 reports of a 2-week wait; the largest proportion of these were for Tameside Hospital, but no department was identified. Others were for a private clinic, podiatrist and physio, which were each mentioned once.

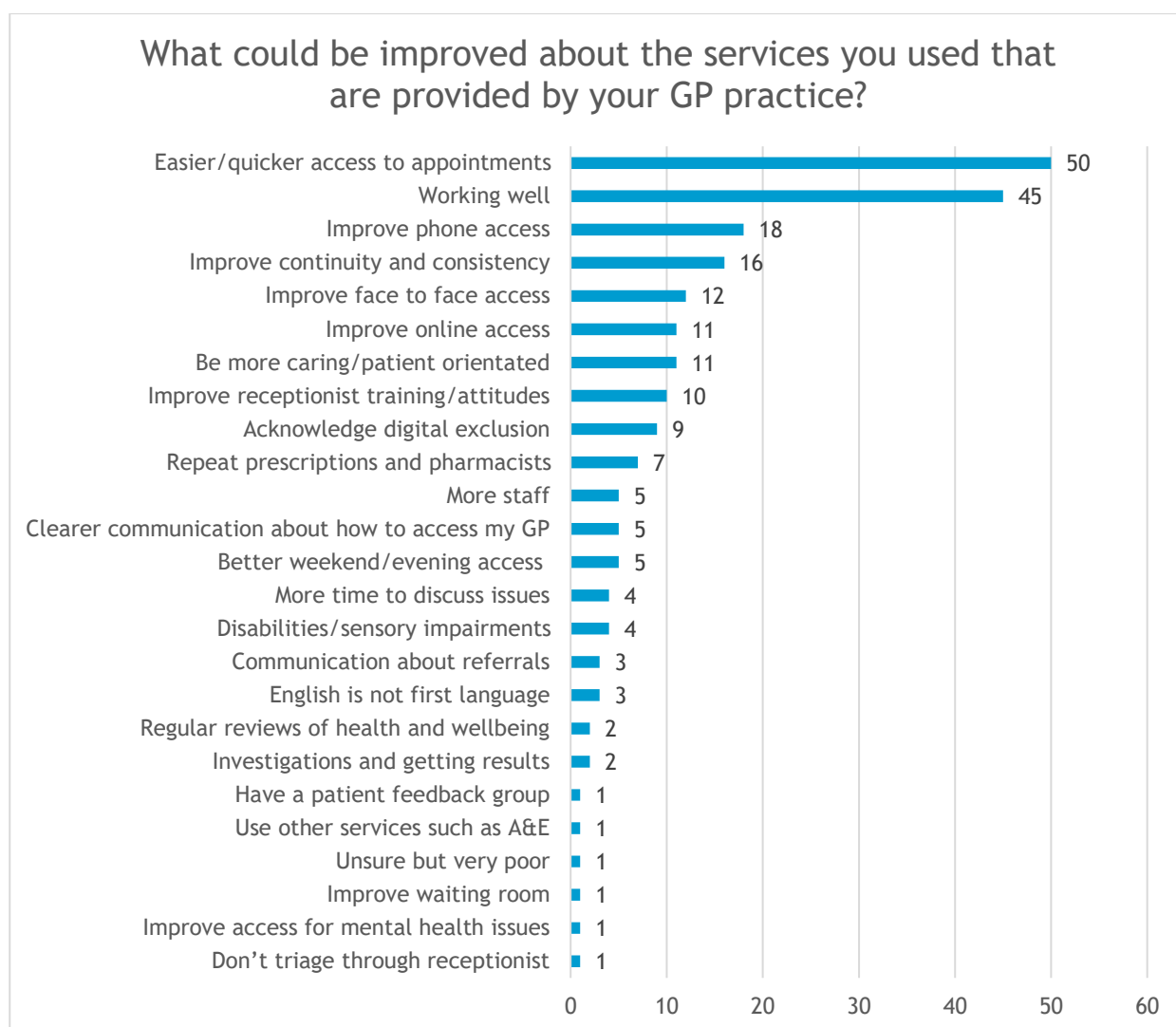
6-week waits were also reported 7 times; again, the largest proportion of these were for Tameside Hospital (3), with a single mention for each of X-Ray (service unspecified), Stalybridge (service unspecified), Hospital (unspecified) and Fairfield Hospital.

The most common referral was to Tameside Hospital (19 instances), with Hospital (unspecified) being the next most common with 8 instances - it is likely that a proportion of these also refer to Tameside Hospital, but may include other hospitals.

The longest wait was for Gastroenterology at 80 weeks.

## Q9 What could be improved about the services you used that are provided by your GP Practice?

183 of the respondents completed the free text response on what could be improved in their GP Practice. Responses ranged from one or two words to more detailed responses with more than one issue raised. These issues have been grouped into themes in the chart below, and so the number of issues is greater than the number of respondents.



### Access to Appointments

The largest number of comments (50) related to making it easier and/or quicker to access appointments. Suggestions included increasing capacity and the number of appointments, and improving the methods of booking. This theme links with other issues that also had a significant number of comments:

- Improve phone access (18 instances)
- Improve face to face access (12 instances)
- improve online access (11 instances)
- Acknowledge digital exclusion (9 instances)

- More staff (5 instances)
- Better weekend/evening access (5 instances)
- Clearer communication about how to access my GP (5 instances)

Linking these issues into the theme of **Access to Appointments** indicates this is by far the biggest issue for respondents, with a range of contributing factors. Comments from these themes included:

*'A better system for appointments. I'm happy to accept advance appointments, I don't always need a same-day one, but just can't get in. Consequently, I've not been able to discuss my X-Ray and test results with anyone and not had proper advice on pain relief or meds. I really would like a medicines review, as some of the items on my repeat prescription seem to be causing me nausea now, so I end up leaving them off my requests altogether. I also think that the surgery should make follow-up appointments when tests have been sent back to them.'*

*'Separate direct lines to clinical pharmacist, practice manager and nurse. Instead I have to go through the weary business of phoning the only number available (surgery)'*

*'They need to stop patients queuing to make appointments at 8am in person as this takes presidency over patients trying to get through on the phone. They need to answer their phone. If you select an option that isn't appointment, results then the phone just rings & rings then you get cut off. They should hold a patient feedback group after hours to understand what is working what isn't, then act on it.'*

*'Online form is available 8am-5pm during the week. It is not available after 5pm or weekends'*

*'Stop pointing people towards online services and forms. OK for younger people but not all older people have the tech.'*

*'Better availability of appointments by recruiting more Doctors at the practice or possibly by senior Doctors at the practice seeing patients themselves, as in recent times I only see trainee or student Doctors on the majority of visits.'*

*'COMMUNICATION! How was I meant to have known that I can only get an appointment on the internet? 'Healthy Hyde' in the Clarendon shopping centre gave me the wrong instructions because they didn't know that Haughton Thornley didn't use 'Find My Doc'.'*

## Working Well

The next highest number of comments provided by respondents (45) were about how well their GP Practice was working, for example:

*'Our practice is perfect with excellent staff'*

## Attitudes

The attitude of staff, feeling listened to, and feeling that staff are caring was a theme across a number of suggestions raised in the feedback:

- Be more caring/patient orientated (11 instances)
- Improve receptionist training/attitudes (10 instances)
- More time to discuss issues (4 instances)
- Improve access for people with mental health issues (1 instance)

Examples included:

*'Be more patient-orientated/helpful and remove all the obstacles'*

*'Being able to see GP face to face is preferable, shouldn't have to explain everything to receptionists. Some are better than others, some could do with better approach training!'*

*'A more flexible way to book appointments would be better. More time for appointments to be able to speak fully about what is wrong.'*

*'Training in empathy, poverty, trauma/mental health. Prescribe other forms of treatment not just pharmaceutical. Bring back human contact... this is vital for humanity's wellbeing.'*

## Accessibility

Accessibility was raised through two suggestions:

- Improve accessibility for people with disabilities/sensory impairments (4 instances)
- Improve access for those where English is not their first language (3 instances)

Examples included:

*'Understanding disability. Reading and writing is hard for me.'*

*'To make it more user-friendly for those who don't speak or read English'*

## Continuity and Consistency

There were 16 comments on improving continuity and consistency; issues included being able to see the same doctor, having more time to discuss complex issues, and speaking with staff that understand their history.

For example:

*'It would also be nice to have a regular doctor who gets to know you instead of locums'*

*'For me as a full-time carer for wife with dementia I need quick attention so that I can remain as carer for self and wife and not be sidelined as 'unwell' etc. We are both vulnerable people and I am wife's registered carer!'*

There were also 2 instances of the theme 'Offer regular reviews of health and wellbeing', for example:

*'I expected more 'MOT' type visits when over 80'*

## Improve processes for repeat prescriptions and pharmacists

7 issues were raised about improving repeat prescriptions and communication with pharmacies, for example:

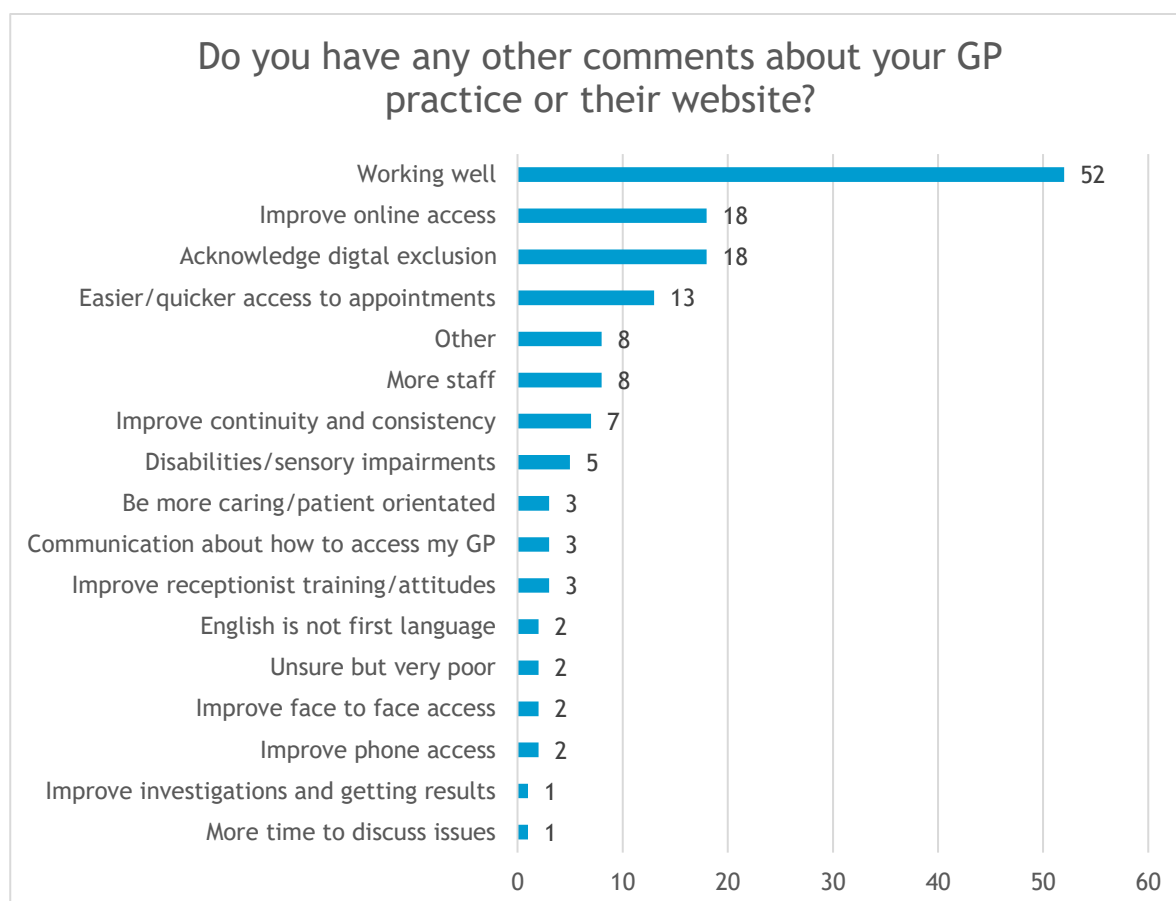
*'No longer able to ask for repeat prescriptions at the surgery. I have to go to the chemist and they send it to the GP.'*

*I cannot access the NHS App to order medication and the surgery have offered support. They have a drop in but working full time means I cannot access the group. An alternative phone call*

*for some patients would be better. Also repeat prescriptions need to be considered if all the medication is needed. We have received medication when this has not been ordered and we are aware that the cost of this is huge.'*

## Q10 Do you have any other comments about your GP practice or their website?

138 of the respondents provided other comments on their GP Practice. As before, responses ranged from one or two words to more detailed responses with more than one issue mentioned. These issues have been collated into themes to present in the chart below, and so the number of issues is greater than the number of respondents.



### Working Well

The largest number of comments (52, 35%) said that their GP Practice was working well. For example:

*'[My GP practice] is an excellent GP practice and I am grateful to be a patient there.'*

*'The GP practice have been amazing with us as a family. We transferred at a point where our son was admitted to hospital and this was a very difficult period. They have been amazing and we cannot fault them. The team are caring and listen.'*

*'I was very surprised. My GP had recently retired and was a little anxious about seeing someone else, but delighted with what happened and very grateful.'*

## Digital

The next most commonly mentioned issues were improving digital access and acknowledging digital exclusion.

18 comments asked for online access to be improved, for example:

*'Not informed about website, can't book appointments through it. Would be better to do online requests.'*

18 comments raised concerns about patients who are not able or confident to use online methods, for example:

*'My Father does not have the internet & finds it very difficult to get an appointment. I would like older people like my Father to be able to make an appointment over the phone & not be talked through the triage process. Dad gets confused so avoids this process which is not good.'*

## Access to Appointments

13 comments mentioned having easier/quicker access to appointments, for example:

*'Improve appointment system. Improve or make available appointments to book as routine.'*

*'Difficult to get urgent appts'*

*'I appreciate all the services that I have received from my GP but I don't feel safe physically and mentally about having appointments on time anymore.'*

8 comments mentioned the need for more staff in their GP Practice, and that low staff numbers contributes to the difficulties in accessing appointments:

*'This practice has been under severe pressure for a few years due to lack of GP's. Only Dr (redacted) has kept it functioning. She has been a star at some personal cost I presume.'*

*'Like many practices [my GP practice] struggles to get full-time doctors. This puts pressure on all staff and also patients.'*

2 comments concerned improving phone access, for example:

*'Just very poor at answering the phone.'*

2 comments concerned improving face to face access, for example:

*'Prefer face to face appts. You cannot properly diagnose over phone. I do not use online services and don't like phone calls.'*

## Attitudes

Improving receptionist training/attitudes was suggested in 3 comments, including:

*'Can't use website but the reception staff need to be more understanding of how to treat patients as they make anyone over the age of 50 feel like we don't count and are a nuisance to them.'*

Being more caring/patient orientated was suggested in 3 comments, including:



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*'They need to get their act together. The service, not by reception may I add but some of the GPs, is atrocious - people go to see them either sick or worried and they get a couldn't care attitude, it's so disrespectful.'*

Needing more time to discuss issues was raised in 1 comment:

*'Yes. During an appt try to look and converse with the patient not start to look at your computer'*

## Accessibility

Improving accessibility for people with disabilities/sensory impairments was raised in 5 comments, for example:

*'I am dyslexic, there is no help available for my disability so using the net is difficult, but told you have to they're the rules.'*

Improving access for those where English is not their first language was discussed in 2 comments, including:

*'How are people who don't have English as their first language supposed to be able to book an appointment.'*

## Conclusions and Recommendations

- Our conclusions and recommendations can be found in our summary report which can be found on our website: [www.healthwatchtameside.co.uk](http://www.healthwatchtameside.co.uk)

## Responses

We sent this report to Tori O'Hare, Assistant Director of Primary Care Communities & Neighbourhoods (Tameside), who provided the following response to our findings and recommendations:

*Thank you for running this survey and reporting on the experiences of patients accessing General Practice in Tameside. The themes identified in the report form part of our Primary Care improvement work programme in the locality and across GM, which aims to improve access and public engagement with services, and the insight the findings of this report provides helps us to better understand what is important to patients and prioritise areas of work. There is some specific feedback in the report that we will incorporate into these workstreams, and we look forward to continuing to work with you on this.*

## Acknowledgments

We would like to acknowledge and thank everyone who took the time to fill out our survey and provide us with the data used in this report, and to our volunteers who helped us gather these responses at outreach events. We would also like to thank Steve Inett for his valuable work on this report.

## Appendix 1- Demographics

Out of 220 total respondents, 218 told us which GP practice they use:

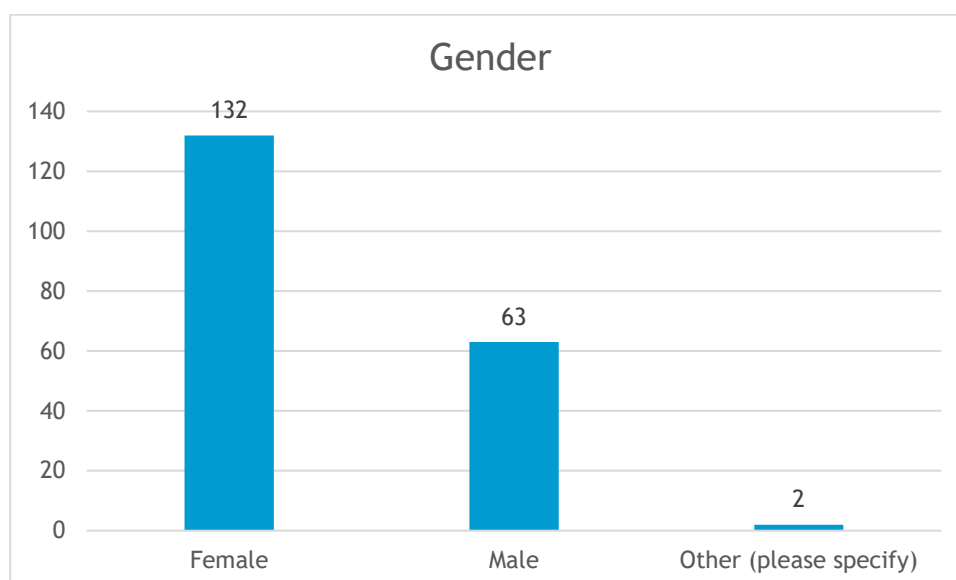
GP Practice	Numbers registered
Dukinfield Medical Practice	20
Millgate Healthcare Partnership	18
Ashton Medical Group	16
Albion Medical Practice	13
The Brooke Surgery	11
Pennine Medical Centre	11
Haughton Thornley Medical Centres	11
Lockside Medical Centre	9
Staveleigh Medical Centre	9
West End Medical Centre	7
Clarendon Medical Centre	6
Donneybrook Medical Centre	6
King Street Medical Centre	6
Market Street Medical Practice	6
HT Practice	6
Grosvenor Medical Centre	5
Hattersley Group Practice	5
Medlock Vale Medical Practice	5
Gordon Street Medical Centre	4
Waterloo Medical Centre	4
Denton Medical Practice	3
Guide Bridge Medical Practice	3
St Andrew's House Surgery	3
Awburn House Medical Practice	2
Droylsden Medical Practice	2
Millbrook Medical Practice	2
Pike Medical Practice	2
Chapel Street Medical Centre	1
Churchgate Surgery	1
Mossley Medical Practice	1
Tame Valley Medical Centre	1
Town Hall Surgery	1
Windmill Medical Practice	1

Other services/GP practices outside Tameside	Numbers registered
The Smithy Surgery	3
Manor House Surgery	3
Florence House Medical Practice	2
Lambgates Health Centre	2
Cornerstone Family Practice	1
Elsewhere, from Tameside	1
Howard Medical Practice	1
Penny Meadow	1
Richmond Group Practice	1
Springfield Surgery	1
GP practice in Milton Keynes	1

## Gender

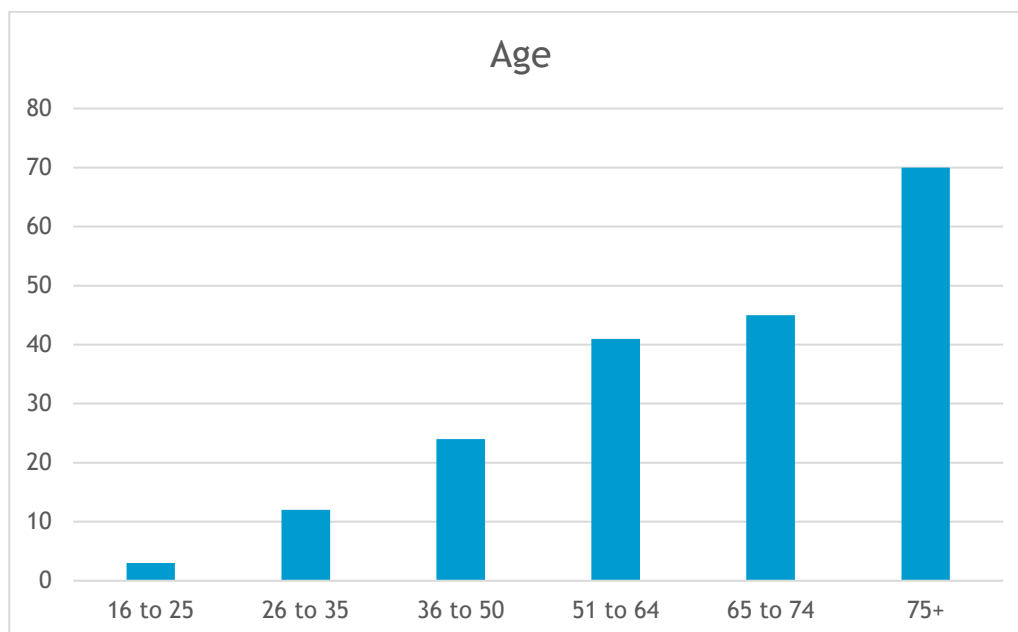
Out of 220 total respondents, 197 answered this question. Over twice as many women responded than men. 154 stated that their gender identity was the same as the sex they were assigned at birth, with 0 respondents stated that their gender identity was different to the sex they were assigned at birth. 2 respondents described their gender as other, which included:

- Non binary
- None of your business.



## Age

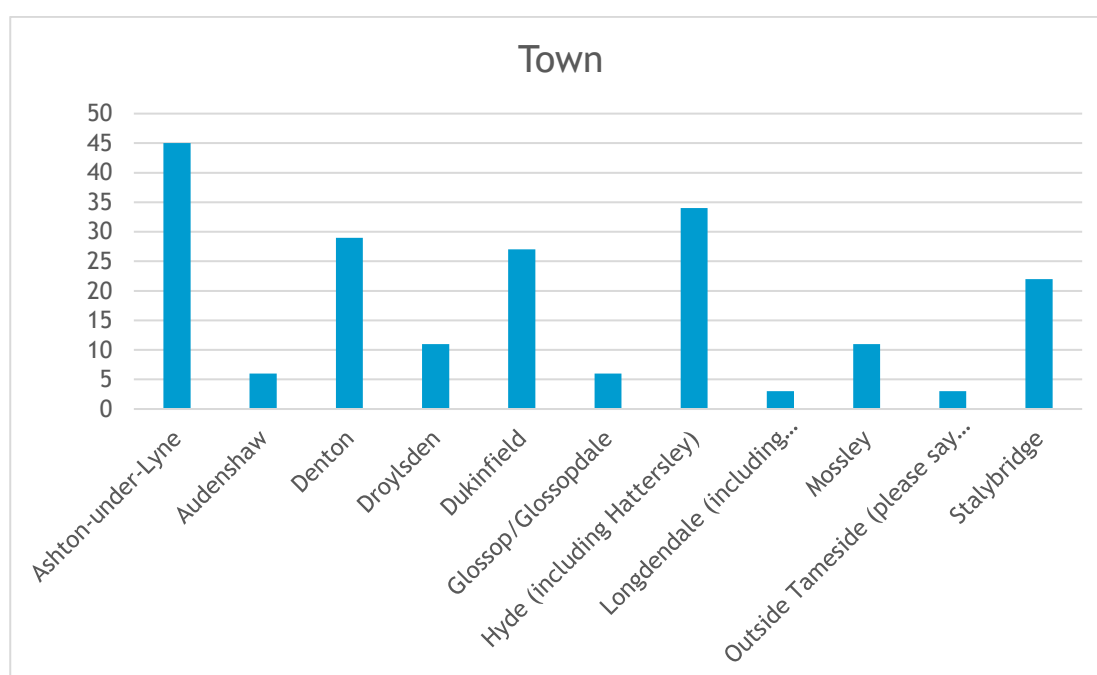
Out of 220 total respondents, 195 told us their age. The largest number of responses were from people aged 75+, followed by the 51 to 64 and 65 to 74 age ranges.



## Town

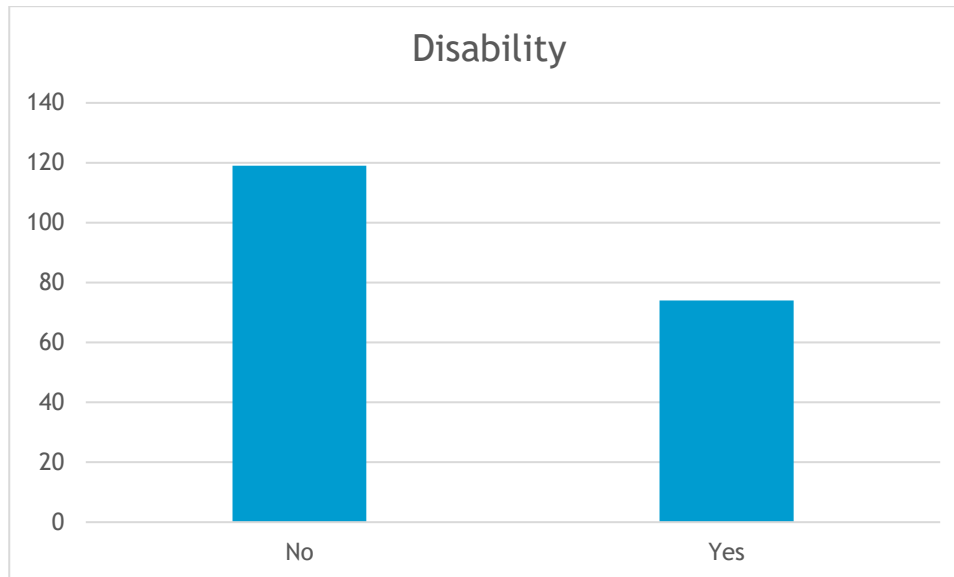
Out of 220 total respondents, 197 told us which town they lived in. Towns that had the most responses included:

- Ashton-Under-Lyne
- Hyde
- Denton
- Dukinfield
- Stalybridge



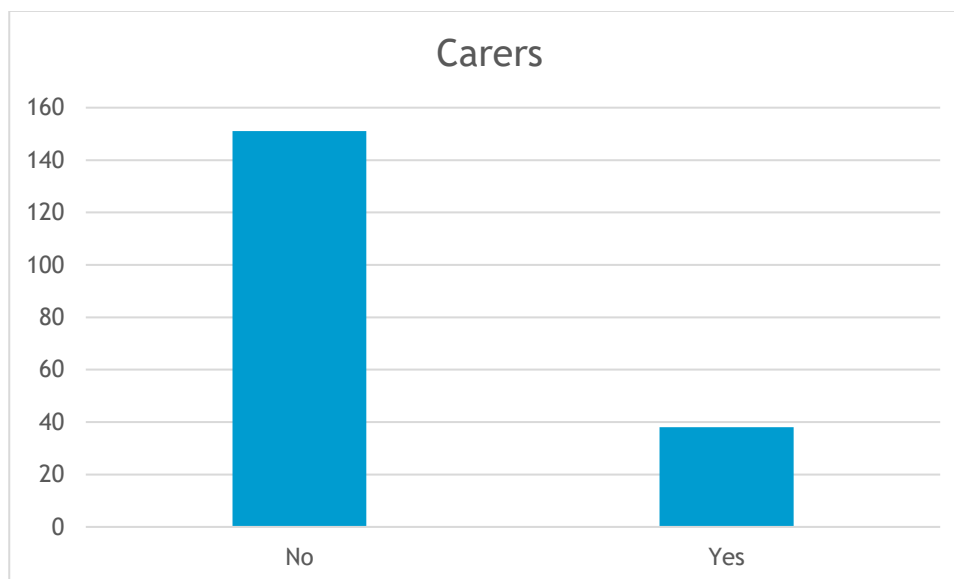
## Disability

Out of 220 total respondents, 193 answered this question. The number of respondents with a disability was higher than the Tameside incidence of disability (38%):



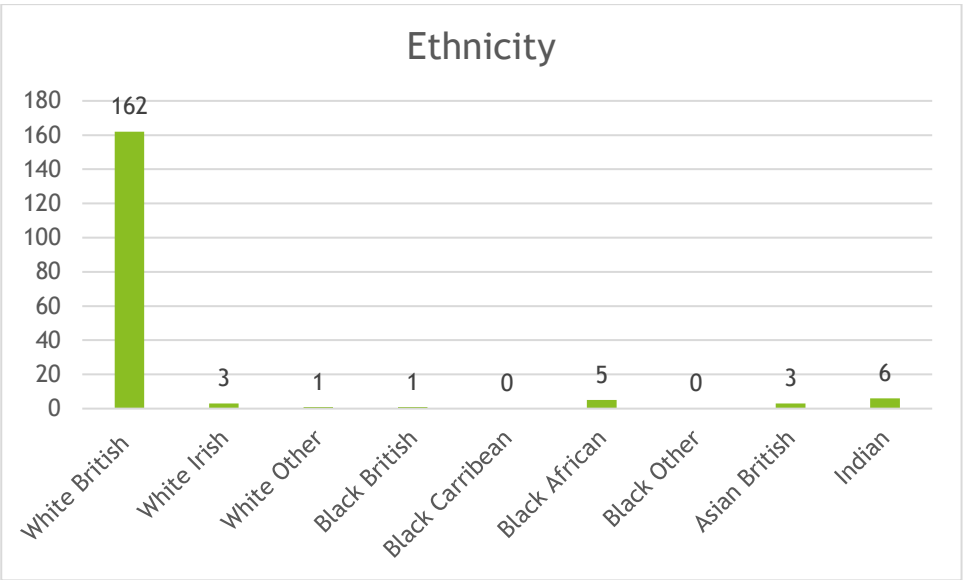
## Carers

Out of 220 total respondents, 189 answered this question, with 38 (20%) stating that they were an unpaid carer:



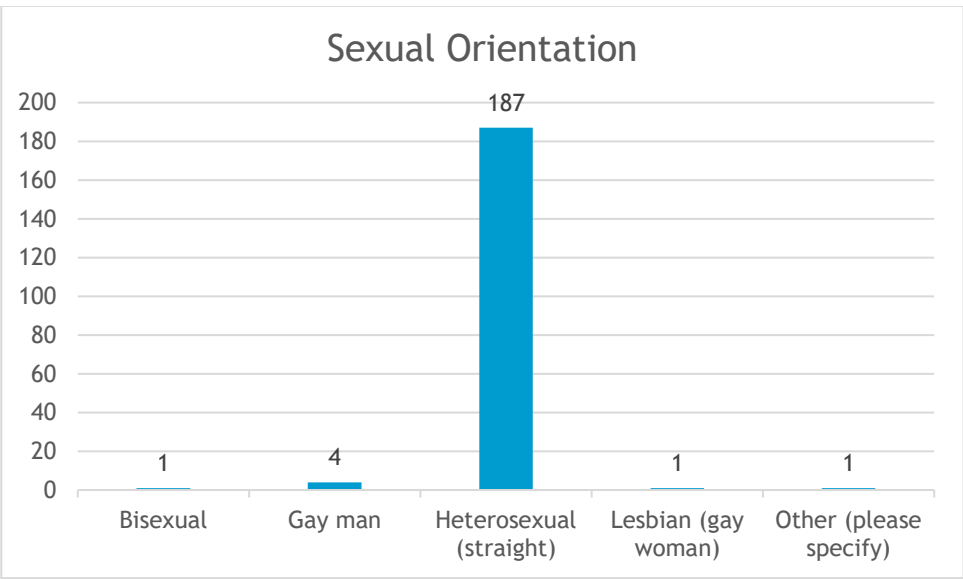
## Ethnicity

Out of a total 220 respondents, 196 answered when asked how they would describe their ethnicity. The ethnicity of respondents was predominantly White British. When compared to the overall ethnicity data of Tameside, UK, where White British individuals constitute around 90% of the population, the respondents' ethnicity aligns closely with the broader demographic trends of the area. This similarity suggests that the sample in the survey is representative of the ethnic composition of Tameside.



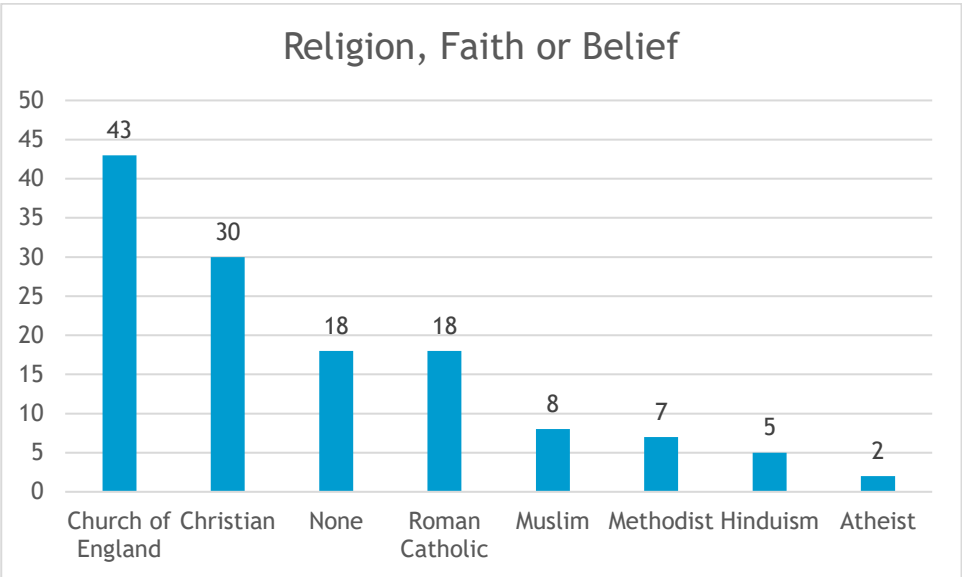
## Sexual Orientation

Out of a total 220 respondents, 194 answered this question, with 187 describing themselves as Heterosexual (straight):



## Religion, Faith or Belief

The survey data shows a diverse range of responses under the category of religion, faith, or belief, in comparison to the broader demographic trends for Tameside. The variety of responses in the survey suggests a higher level of religious diversity or beliefs among the respondents compared to the overall population of Tameside.



Agnostic	1
Humanist	1
Many things	1
MUFC	1
None of your business	1
Pagan Christian	1
United reform church	1
Omnism	1
Buddhist	1