

## You said, we did.

In April last year NHS Rushcliffe Clinical Commissioning Group, which plans and buys NHS services in Rushcliffe, sent a survey to every household with at least one occupant registered with a Rushcliffe GP practice. It asked for people's views on accessing local NHS services and how GP and community services should be prioritised to meet the growing needs of the population. We're now using the comments we received to make positive changes to your local health care.

*We sent out 66,141 questionnaires and received 14,333 completed surveys. That's a fantastic response rate of 22 per cent, or one in five people.*

### Some of the key things people said were:

#### Accessing urgent healthcare and care outside 'standard' opening hours

- 41 per cent didn't think it was important to see the same health professional for urgent healthcare.
- Weekend GP sessions, even at another practice, were the most likely to be rated as very or extremely useful.
- 38 per cent said they could travel to nearby locations if needed and 46 per cent said they could travel to any or most parts of Rushcliffe.

#### Routine healthcare

- 58 per cent said they'd prefer to see the same health professional for routine care.

#### Long term health conditions

- People with health conditions such as diabetes and heart disease were more likely to say it's important for them to see the same GP or other professional for all their health needs.

#### Specialist care

- 94 per cent liked the option of seeing a hospital specialist at a local GP practice rather than at the hospital.

#### Waiting times

- 86 per cent said that being seen quickly at their GP practice is very important or essential.
- 76 per cent said it's very important or essential that we improve waiting times for surgery in hospital.

#### General health

- 79 per cent said it was very important or essential to help patients understand and manage their health conditions.
- 66 per cent think we should do more to help people avoid ill health.

## What have we done?

We are still developing plans to respond to everything that our patients said, but together with local GPs and other healthcare providers we have already made some big changes.

### New weekend urgent care service

We've introduced a pilot weekend GP service to deliver urgent care to patients registered across the Rushcliffe area. Rushcliffe patients who call NHS 111 over the weekend for health care advice will have their symptoms assessed as before, but now if it's judged to be the most appropriate care they will be given an appointment with a local GP on Saturday or Sunday morning.

The service is based at Gamston Medical Practice. Please note that patients must have been given an appointment after calling 111; it's not a walk-in service.

The pilot will run until September 2015 and then we'll evaluate its success.

*"This service is a pilot supported by the Prime Minister's Challenge Fund and developed on the back of the Rushcliffe patient survey. We're offering a high quality, local response to patients who need urgent support from a GP at the weekend.*

*"We're really pleased that local practices have come together to support the pilot and that we can offer this extra service."*

**Dr Stephen Shortt, clinical lead for NHS Rushcliffe CCG**

### Continued support for people with long term health conditions

We are working with all the Rushcliffe GP practices through an updated contract to ensure that patients with long term health conditions like diabetes and heart disease receive consistent and high quality care, no matter which practice they are registered with.

Each patient with a long term health condition will also be supported to understand and manage their own health better and will be given an individual care plan to improve their overall health and wellbeing.

Our thanks go to all the survey respondents and everyone who attended one of the focus groups to give us their views.

We hope local people will continue to be involved, help us develop our proposals and tell us what they think of the changes.

To find out more go to [www.rushcliffeccg.nhs.uk](http://www.rushcliffeccg.nhs.uk).