



# Comisiynydd Pobl Hŷn Cymru Older People's Commissioner for Wales

## Older People's experiences of GP services in Wales

**Older people's access to GP services is a longstanding issue. The Older People's Commissioner for Wales produced a report, *GP Services in Wales: The Perspective of Older People*, intended to improve access, in 2018.**

For many older people, the Covid-19 pandemic made access more difficult, especially people living with dementia and those who were isolated with no-one nearby who could help them. The shift to online and telephone-based services was accelerated by the pandemic. This has been helpful for some older people, but has created barriers for others, especially those who are not online. For example, a number of older people have told the Commissioner they have been unable to take part in online / video call appointments with their GP or have been unable to book a face-to-face appointment.

Reported NHS pressures are also having an impact on people's access to health services. This is something that many of the older people the Commissioner and her team have met and spoken with throughout Wales have experienced while trying to access the NHS.

**The Commissioner is keen to know what your experiences of accessing GP practices have been like in the last few months and whether you have found any issues. If you are aged 60 or over, this survey is for you. If someone under 60 is filling in the survey form for you, they will need to include your information, not theirs.**

If you would like to tell us in more detail about any of your experiences, please use the text box at the end of the survey. All of the answers you provide will be anonymised so you will not be personally identifiable by the information you provide.

You can share your experiences below – it will only take a couple of minutes – or, if you'd prefer, you can call us on 03442 640 670, email [ask@olderpeople.wales](mailto:ask@olderpeople.wales) or write to us:

FREEPOST RTHR-HYZC-RRAX // Older People's Commissioner for Wales //  
Cambrian Buildings // Mount Stuart Square // Cardiff // CF10 5FL

### Many thanks for your help!

If you need assistance with any of the issues you have experienced, please remember you can contact the Commissioner's Advice and Assistance team on **03442 640 670** or email [ask@olderpeople.wales](mailto:ask@olderpeople.wales) for help and support.

**Mae'r ddogfen hon ar gael yn Gymraeg // This document is available in Welsh**

# Questionnaire

Please circle or mark the most appropriate answer, or write your answer in the box where appropriate. There's also an extra box at the end if you wish to add any further information.

## 1. In general, how easy is it to contact or get information from your GP practice online, by telephone or by other means?

	Very Difficult	Quite Difficult	Neither Easy nor Difficult				Quite Easy	Very Easy			
	1	2	3	4	5	6	7	8	9	10	
Online	1	2	3	4	5	6	7	8	9	10	N/A
Telephone	1	2	3	4	5	6	7	8	9	10	N/A
Other (please specify)	1	2	3	4	5	6	7	8	9	10	N/A

## 2. In general, how easy is it to get the type of appointment you want at your GP practice?

Very difficult	Difficult		Neither easy nor difficult				Easy		Very Easy
1	2	3	4	5	6	7	8	9	10

## 3. Do you have the support you need from the NHS and social services to attend all your appointments at your GP practice? (e.g. phone or text prompts; large print / accessible format information)

No support			Some support				All the support I need			
1	2	3	4	5	6	7	8	9	10	N/A

**4. Does your healthcare feel joined up, with all of your doctors and nurses knowing everything they need to know about you?**

No, I have to repeat everything			Some doctors/nurses know some of my information					Doctors and nurses know all of the important information about me		
1	2	3	4	5	6	7	8	9	10	

**5. How easily can you get to your local GP practice using public transport?**

Very Difficult		Quite Difficult		Neither Easy nor Difficult		Quite Easy		Very Easy		
1	2	3	4	5	6	7	8	9	10	N/A

**6. Do you feel able to ask for a home visit if you need one?**

(You can tell us more about this in the box at the end of the survey.)

No, not at all								Yes, whenever I need to		
1	2	3	4	5	6	7	8	9	10	N/A

**7. Do you feel welcome, respected, and able to have your say in your GP practice?**

(You can tell us more about this in the box at the end of the survey.)

Not at all		Rarely		Sometimes		Usually		Always		
1	2	3	4	5	6	7	8	9	10	N/A

**8. If you can't get a suitable appointment quickly at your GP practice, what do you do?**

**9. Can you access GP services in Welsh or other Community Languages whenever you want?**

	Very Difficult		Quite Difficult		Neither Easy nor Difficult		Quite Easy		Very Easy		
	1	2	3	4	5	6	7	8	9	10	
Welsh	1	2	3	4	5	6	7	8	9	10	N/A
Other Community language (please specify)	1	2	3	4	5	6	7	8	9	10	N/A

**10.a) Have you raised a compliment, concern or complaint about GP services with your practice or health board?**

(You can tell us more about this in the box at the end of the survey)

Yes

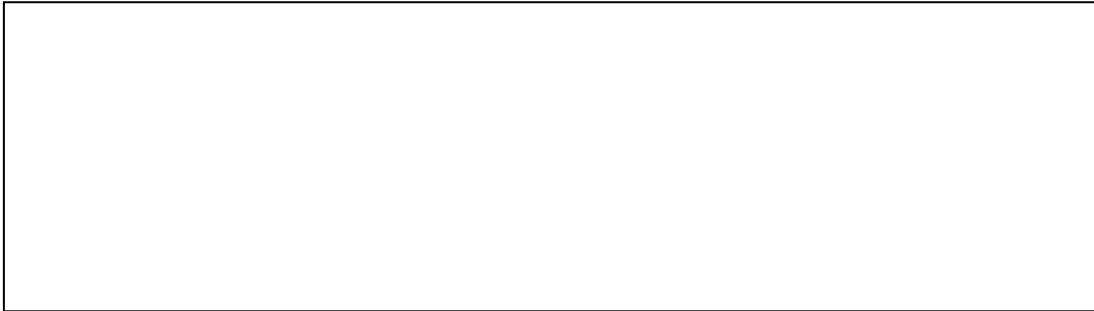
No

**b) If so, were you satisfied with the result?**

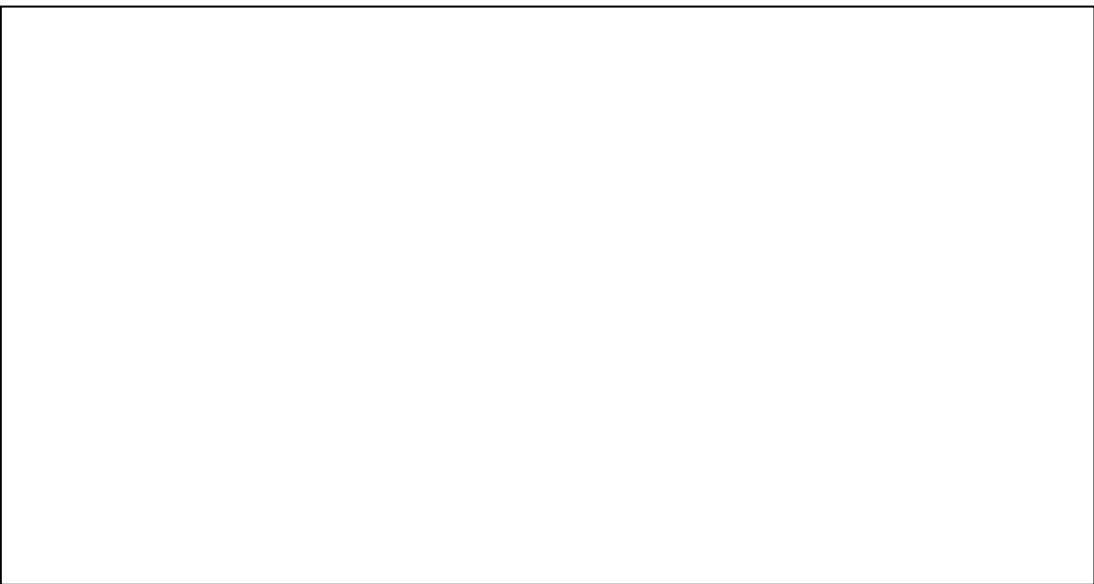
Yes

No

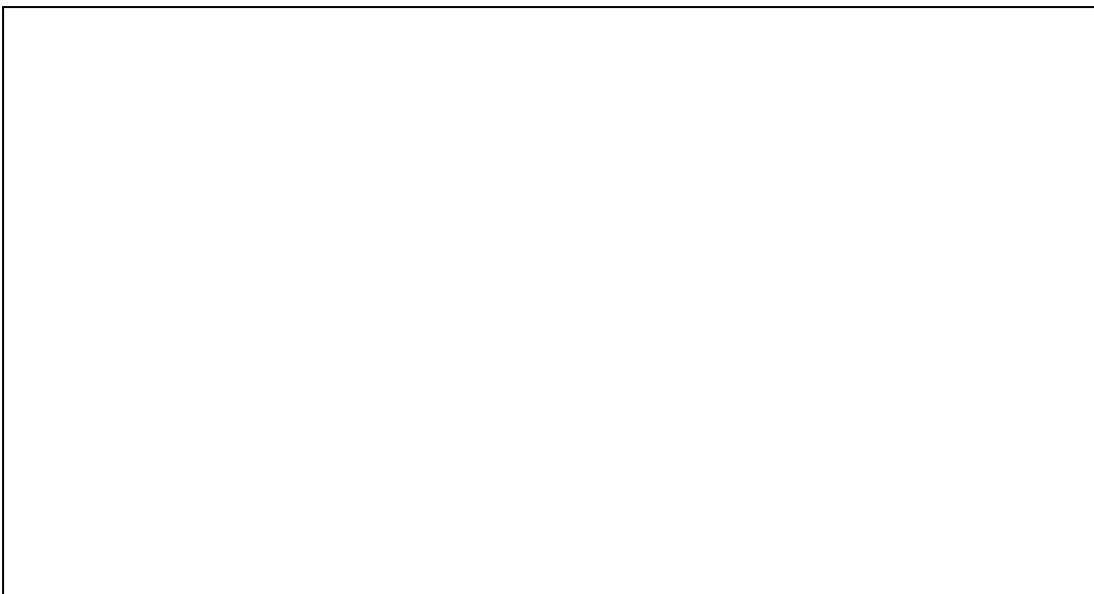
**11. What other sources of health care are available locally?**



**12. How could your experience of GP services be improved?**



**Is there anything else you would like to share with us about your experiences with your GP practice?**



## Contact details (if necessary)

You do not have to give us your contact details, unless:

- you have a specific issue on which you would like advice or assistance from the Commissioner's office. If so, please tick this box and provide your contact details below. The team will aim to contact you within 10 working days.
- you are happy for us to contact you if we spot something in your answer which may be a cause for concern. If so, please tick this box and provide contact details below.

**Name**

**Telephone Number**

**Email**

## Further information (optional)

We collect this information to make sure that we represent people from all backgrounds and who have different life experiences, and that we reach as many older people as possible.

If you are completing this form on behalf of a friend or relative please provide their information.

### Rural/urban

How would you describe the area in which you live – rural or urban?

- Rural
- Urban

### Age

- 60-69
- 70-79
- 80+
- Prefer not to say

## Gender

- Male
- Female
- Other
- Prefer not to say

## Is your gender identity the same as the gender you were originally assigned at birth?

- Yes
- No
- Prefer not to say

## Sexual orientation

- Bisexual
- Gay / Lesbian
- Heterosexual
- Asexual
- Other
- Prefer not to say

## Relationship Status

- Married
- Divorced
- Civil Partnership
- Single
- Co-habiting
- Separate
- Widowed
- Prefer not to say

## Religion or belief

- No religion or belief
- Christian (all denominations)
- Buddhist
- Hindu
- Jewish
- Muslim
- Sikh
- Any other religion or belief

### **National Identity**

- Welsh
- Scottish
- English
- Northern Irish
- Irish
- British
- Gypsy or Irish Traveller
- Other
- Prefer Not to Say

### **Ethnic Origin**

- White
- Mixed/Multiple ethnic groups
- Asian
- Black/African/Caribbean
- Other

### **Do you consider yourself to have a disability?**

- Yes
- No
- Prefer Not to Say