


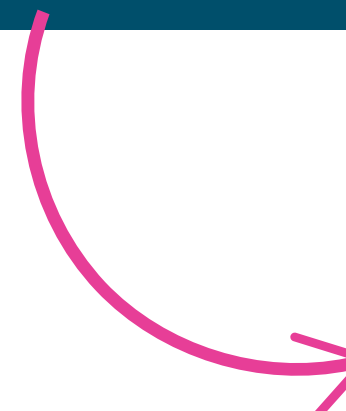
Improving access to GP services in Dudley



29% of people who contacted us in 2022–2024 wanted to share their experience of General Practice.



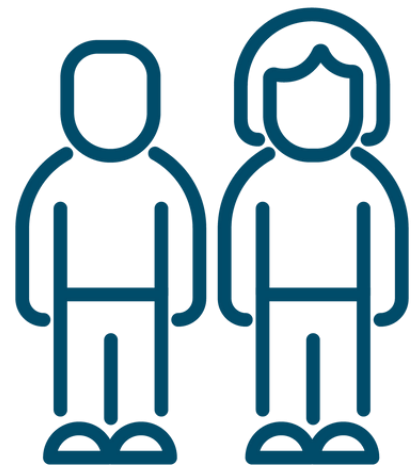
We wanted to dig deeper and find out what people's experiences of accessing GP services was like across the borough.



We worked with GPs, patient groups and volunteers to develop a research project that would reach the whole community.

1049

people took part in this research.



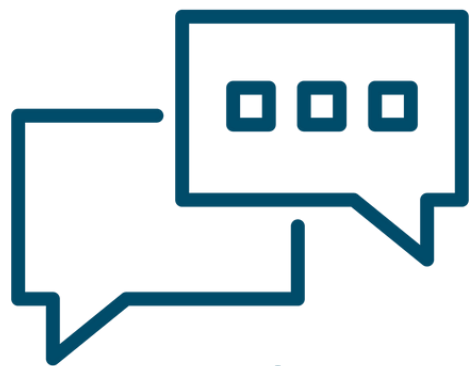
756

people completed our survey



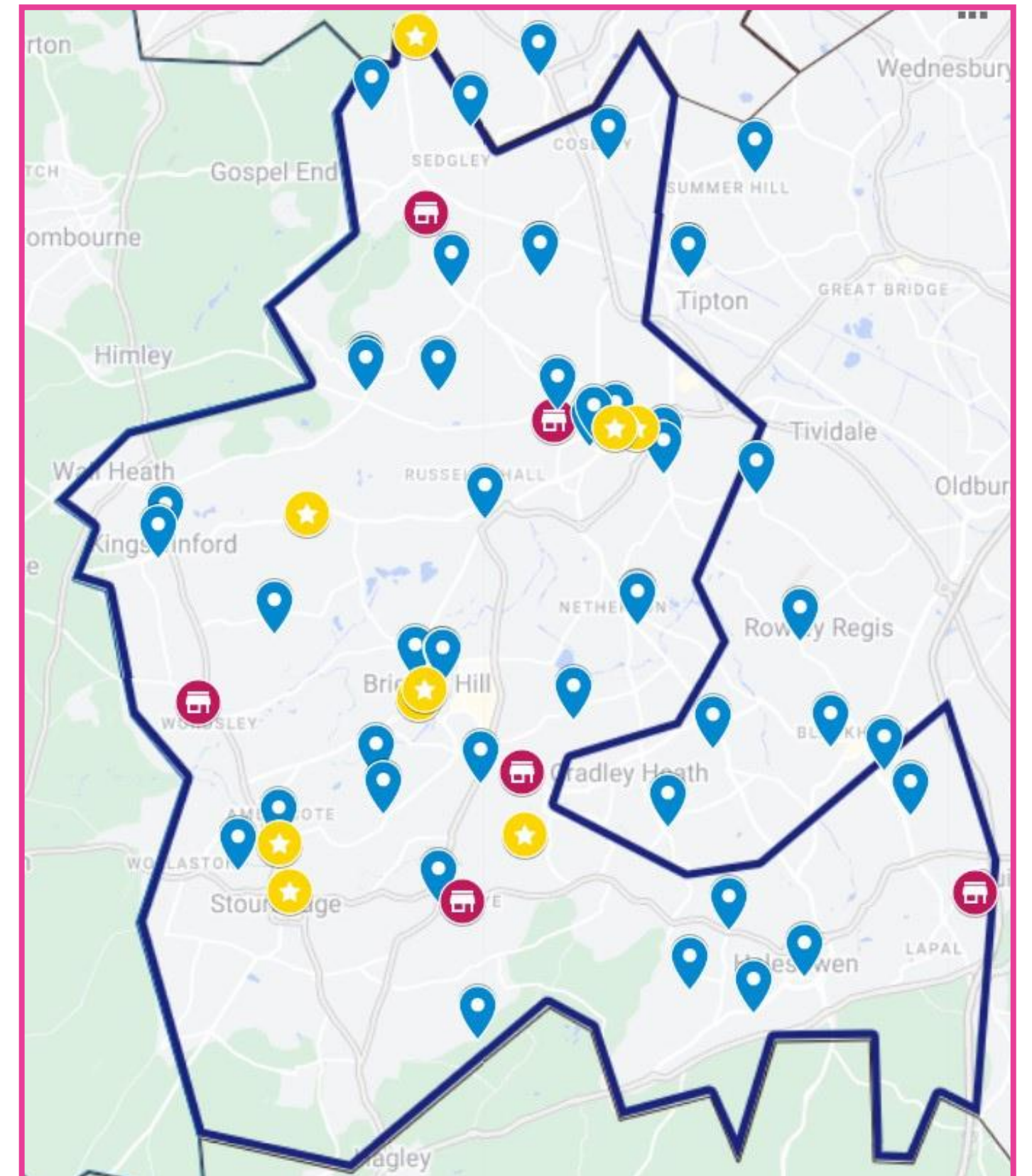
117

people spoke to us
in GP practices



176

people from community
groups spoke to us



Change needed



Digital access

- Only 89% of people have internet access.

"I have a learning disability and autism, I cannot use the app without my dads help."



Communication needs

- 43% of people who had additional communication needs said their GP doesn't make adjustments.

"The receptionist knows I cannot read or write yet kept telling me to fill a form in."



Making an appointment

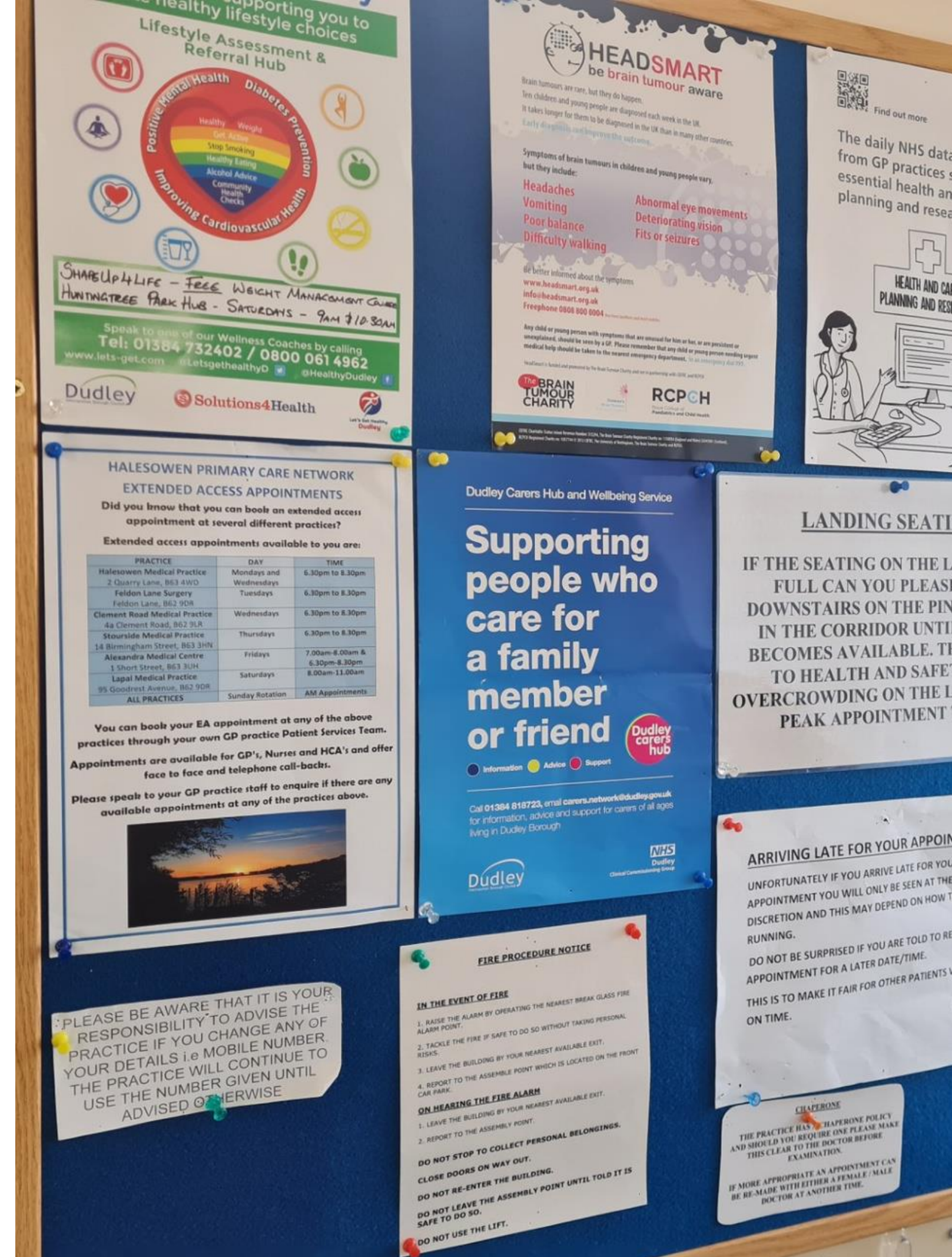
- People told us they struggled to make an appointment.

"When I asked for a same day appointment all the GP appointments had gone."

Immediate change

All six practices visited for Enter & View committed to change following the visits.

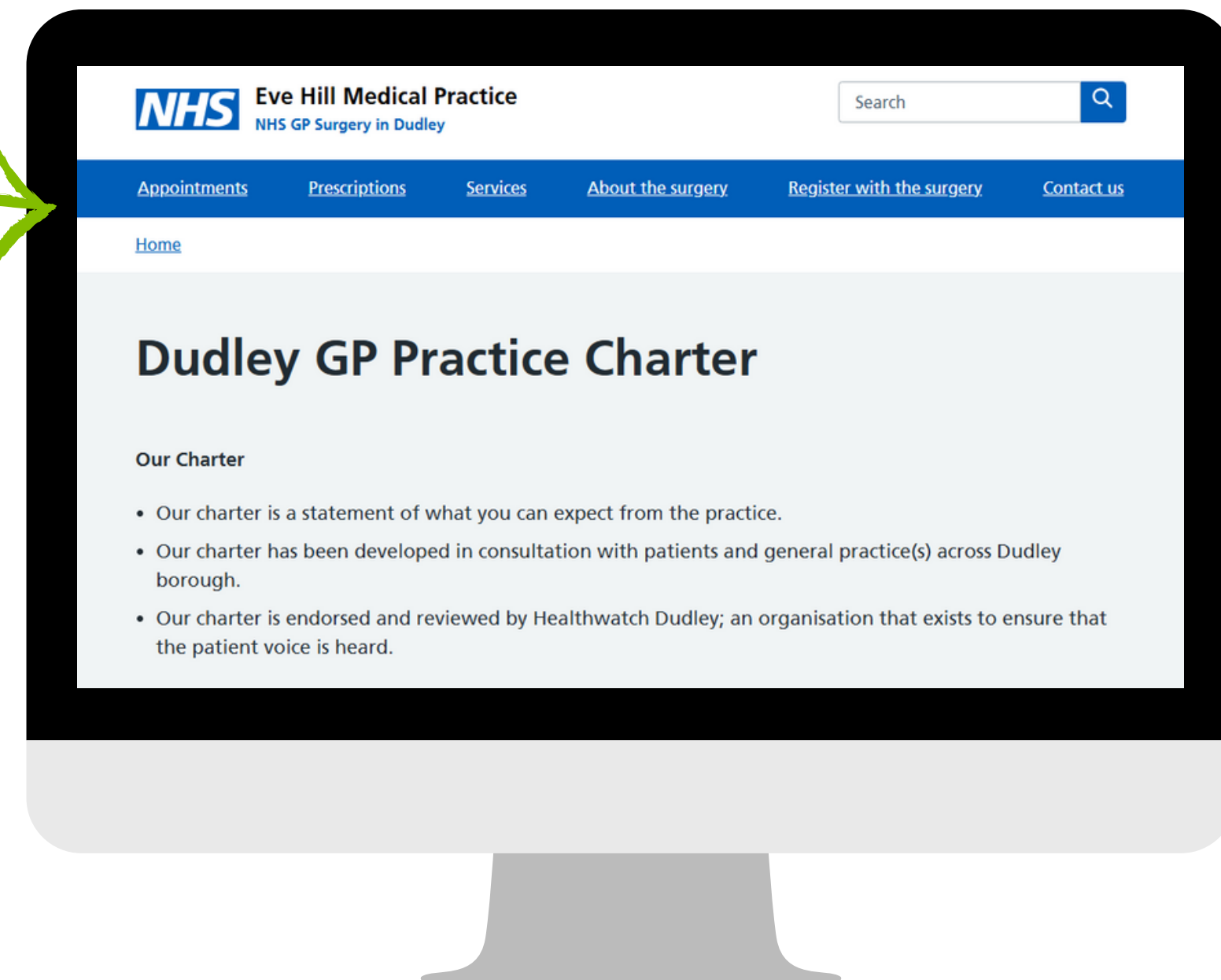
- Updating notice boards
- Assessing their phone system
- Commitment to promote digital education programmes



Patient charter

- Co-designed with PCN leads
- On every practice website in Dudley
- Healthwatch Dudley contact details on the charter to empower individual to inform us if the charter is not being upheld
- Will influence wider Black Country area
- NHS committed to funding a follow up

“The Black Country ICB will work with Healthwatch Dudley to explore the recommendations to improve access to GP services.”



Patient charter

- On every practice website
- Funding for follow-up
- Co-produced
- Influencing wider change

Main points of the charter

- Fairer appointment allocation
- Signposting when no appointments
- Support digital access
- Meeting communication needs
- Right to register (no address)



Empowering local people

John's story

- John spoke to us in a local foodbank. He said he was unable to make an appointment in-person at his GP practice.
- John doesn't have access to a phone to call for an appointment.
- We provided him with information on the Patient Charter.
- John then reapproached his GP with confidence that he was entitled to book an appointment in a way that works for him.



Thank you!

"All too often we rely on numerical data and this provides the story behind the numbers which is key to driving improvements."

- Dudley GP & Clinical Advisor for Health Inequalities, Dudley Integrated Healthcare

