



Market Research Report

Delivery of healthcare in the NHS Patients

Prepared for The Times

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Demographics

Region	N	%
East & Anglia	93	9%
London - Greater London	55	5%
London - Inner London	47	5%
Midlands - East Midlands	81	8%
Midlands - West Midlands	85	8%
North East	50	5%
North West	125	12%
Northern Ireland	14	1%
Scotland Central	36	4%
Scotland North	18	2%
Scotland West	29	3%
South East	144	14%
South West	104	10%
Wales	48	5%
Yorkshire & Humber	93	9%
Base	1022	

Age	N
Range	18 - 64
Average	44
Base	1022

Gender	N	%
Male	459	45%
Female	563	55%
Base	1022	

Fieldwork:

Started: 20-02-08

Finished: 21-02-08

Sample: 1022 Patients

Q1. How easy do you find it to get an appointment with your GP?

	Total	
Q1.	N	%
Very easy	180	18%
Easy	343	34%
Neither easy nor difficult	202	20%
Difficult	196	19%
Very difficult	46	5%
Unsure	0	0%
Haven't tried in the last six months	55	5%
Base	1022	

(All respondents who did not indicate "Haven't tried in the last six months" at Q1 otherwise go to Q3)

Q2. When you made an appointment to see your GP were you seen within 48 hours of your request?

	Total	
Q2.	N	%
Yes	629	65%
No	305	32%
Unsure	33	3%
Base	967	

Q3. When being seen by a doctor in your general practice surgery:

Q3.	Total	
	N	%
Do you prefer to see the same doctor each time?	505	49%
Are you happy to see a different doctor on each visit whatever the cause?	267	26%
Are you happy to see a different doctor if it is an emergency?	230	23%
Other, please specify	20	2%
Base	1022	

Q3. Other, please specify - Verbatim Responses	
Depends on level of need.	
Doctor or practice nurse.	
Don't have the choice, you see whoever is available.	
For 'ordinary' reasons for going to the doctor I don't care who I see. If I had a serious long term illness or a child with a chronic condition I'd want to see the same doctor each time.	
Happy to see any doctor, but feel this is a waste of time as they often say, "You'll have to see your own doctor."	
Happy to see most other doctors except one in particular.	
Haven't been allocated a doctor as just moved and have been told there are no spaces.	
I like to see the same doctor if it is a recurring problem but don't mind otherwise.	
I prefer to see a lady doctor but it does not have to be the same one.	
I would like to see a doctor from the practise, but I always get someone new/a locum.	
I'm happy to see a different doctor if the reason for my attendance doesn't require that I see a particular doctor.	
Prefer to see my own family doctor.	
Prefer to see the same doctor, but don't mind.	
Rather see a female doctor.	
Some doctors I don't like.	
There are two doctors that I prefer to see.	
There is only one doctor at my surgery.	
There is only one doctor.	
Usually get to see the nurse practitioner.	
Would prefer to see the same doctor, of my choice.	
Base	20

Q4. How important is it for you to have the option to see a doctor in the evenings or on a Saturday morning?

Q4.	Total	
	N	%
Very important	271	27%
Important	349	34%
Neither important or unimportant	249	24%
Unimportant	118	12%
Very unimportant	27	3%
Unsure	8	1%
Base	1022	

Q5. Are you willing to see a nurse rather than a doctor when you visit the surgery for a new medical problem?

Q5.	Total	
	N	%
Yes	444	43%
No	390	38%
Unsure	188	18%
Base	1022	

Q6. Are you willing to see a nurse rather than a doctor when you visit the surgery for an existing medical problem?

Q6.	Total	
	N	%
Yes	636	62%
No	279	27%
Unsure	107	10%
Base	1022	

Q7. Do you understand what a polyclinic is?

Q7.	Total	
	N	%
Yes	224	22%
No	648	63%
Unsure	150	15%
Base	1022	

Q8. Do you believe a polyclinic (which is a large clinic incorporating a general practice, other healthcare professionals and some hospital type specialist services) serving your neighbourhood would make making appointments easier?

	Total	
Q8.	N	%
Yes	481	47%
No	217	21%
Unsure	324	32%
Base	1022	

Q9. How do you think having a polyclinic (which is a large clinic incorporating a general practice, other healthcare professionals and some hospital type specialist services) serving your neighbourhood would affect the quality of healthcare you receive?

	Total	
Q9.	N	%
Improvement in quality	461	45%
No change	199	19%
Worsening of quality	142	14%
Unsure	211	21%
Other, please specify	9	1%
Base	1022	

Q9. Other, please specify - Verbatim Responses	
Can't tell until one is installed.	
Community hospitals were closed down years ago, are we to presume they are coming back?	
Depends how many poly clinics there are close by.	
Difficulty in maintaining continuity of care.	
I feel it would worsen it due to losing the personal approach with my normal GP.	
Improve some areas, but the ongoing GP-patient relationship would suffer and that is not a good thing.	
Improvement in some areas, worse in others.	
Living in a village - we wouldn't get a polyclinic - so may loose our surgery	
Possible improvement in quality but not so local as my GP surgery.	
Base	9

Q10. Overall how do you feel the NHS has performed for you over the last 10 years?

	Total	
Q10.	N	%
Marked improvement	46	5%
Improved	262	26%
No change	329	32%
Deteriorated	276	27%
Marked deterioration	82	8%
Unsure	27	3%
Base	1022	

Q11. Comments on the subject or questionnaire (If you are happy to be quoted or contacted please give your contact details.)

Q11. Comments - Verbatim Responses
A personalised service is vital for the patient as a client of the NHS to feel comfortable and reassured rather than as an object for "processing" as I see polyclinics would be.
A very simple survey, on an important topic.
About time someone asked the patients!
About time surveys were used for this subject instead of quoting unnamed medics or a few patients here and there
Always had good service.
Appointments need to be made more widely available - evenings need to be worked by doctors as how can you see them when you are at work? Also not being able to make appointments until the actual day is a joke!!! Needs reorganising! GPs need to be restructured to allow them to service the community better - be it through more GPs, better opening hours or more surgeries or perhaps even someone who can organise a piss up in a brewery to run the NHS as a whole! Government really haven't got a handle on this one yet!
No to polyclinics! They will destroy the NHS!
At last! A survey of some relevance is being done. I am a retired staff nurse (6 years), I worked for 40 years in a general hospital and in the community. I saw a deterioration in the NHS before I left the service. On a personal level, it appears that GP's today worry about the cost of treatment rather than what is best for the patient. I have seen this, not just regarding myself but other with other folk in our village.
At my surgery it is fairly easy to see a doctor the same day if you are flexible with times and will see any doctor, but when you need to see a particular doctor e.g.: because they ask you to come back to them, for women's issues, preference or speciality, it can be extremely difficult to get an appointment within say 2 or 3 weeks. But overall the system my surgery has is quite fair - daily a few pre bookable appointments with the rest ring on the day, although you have to ring at precisely 8.30 AM to get one, even 5mins later you're out of luck - difficult if you're on school run, on a bus etc. As for hospitals, both my sons (10 and 5) have had recent medical conditions and I have been pleased overall with their care. But whilst I believe immigrants should be entitled to all rights once they're here, I do feel this is now becoming a burden on the health service.
At my surgery it is only possible to make an appointment for 3/4 weeks in the future. What they offer as an alternative is an open surgery which means turning up at 8 am and waiting up to 3 hours to see any of the doctors - not what you want to do if you are working, because you lose half a day, or if you are feeling really ill.
Because of the high risk of picking up an infection would now rather go private than go NHS on my last visit three rooms were closed due to MRSA -say that they were closed - but doors were left wide open for anyone to walk in
Clear and concise questioning.
Doctors receptionists tend to be rude and arrogant
Don't get me started on the NHS. It is a shambles and you can not put your trust in them anymore.
Due to work commitments it is difficult to get late appointments so evenings would be great for me and my family.
Easy to complete
Enjoyed it
Evening and weekend surgeries would be very useful as i work full time during office hours.

Fairly interesting

Firstly, if it isn't broke, don't fix it. Secondly, whilst the system currently in use is imperfect, it is working better than a supermarket style approach to medicine. A better way forward would be to allow each surgery to arrange appointments and surgery hours to suit the area and clientele they work in/with. Perhaps letting Doctors be Doctors rather than administrative civil servants could bring more confidence and enthusiasm to General Practice.

Generally happy with my GP surgery-service etc. NHS hospitals are a shambles-disorganised, unclean- poor level of healthcare provision across the board.

Generally speaking I am very happy with the NHS medical service in England. Being a foreigner I can compare it to the system in my country and must say that English NHS delivers better service and makes me feel secure and confident that when needs be I will be properly looked after and would not have to wait months to be seen by a doctor.

Give more money to the NHS

Glad to contribute to surveys on NHS

Good survey

Government shows no understanding of how healthcare is delivered. Obsessed by targets - these are not the only measure of quality.

Government's interference with how GP's run their practice has made things worse rather than improved them. However, GP's are in a far better condition than hospitals. Consultants, in my experience, are rude, patronizing and have no empathy if they cannot resolve things by surgery, there is no alternative offered. Nursing staff are too busy to offer the care that every patient is entitled to. People are far more concerned about going into hospital rather than getting an appointment with their GP, who know their own patients and how to run their own surgery without outside interference.

GP appointment system is a pain in the neck. One must phone the surgery at 8:15 on the day in order to get an appointment at a suitable time (e.g. after school or work), and it is near impossible to get through. By which time, all appointments with one's preferred GP might have gone.

Some pre-bookable appointments are available, e.g. for prescription reviews, but to make a pre-bookable appointment with the GP that knows me best, I had to wait three weeks.

GP appointments made easier due to e-mis system - if can expand this to include booking appointments with all healthcare professionals at Poly clinics would be good

Had a recent stay in hospital and can only praise the staff and the admitting doctor. Despite all you read/hear in the news you really can't knock them when they treat you so well.

Having discussed this very subject prior to your survey, my friends and acquaintances all agree that we prefer a surgery with one doctor that we see, not a choice of doctors whom we have never met and don't know us or our medical history and don't have the time to read our notes to acquaint themselves with our history in a short perhaps ten minute appointment.

Healthcare needs to be streamlined and the days of the old family doctor are behind us. Seeing a different doctor is no problem, after all, the doctor has to have days off, just like the rest of us. As for weekend and evening surgeries, if you are ill enough to need a doctor take time off work.

Hopefully this will help resolve some of the medical problems that this country is having. At my surgery it's common to have to wait 2 weeks for non urgent treatment and 24 hours plus for urgent treatment.

Hospitals are dirty, some nursing staff act like Hitler, especially to the elderly.

I am a schoolmaster at a major public school and so have a GP on site every day with priority booking - I can be seen at 8.00 am any day I like at zero notice. No other person in the UK has that privilege.

I am a transplant patient so I see doctors at hospitals regularly and my GP rarely.

However the hospital in a 2 hour drive from home and it would be beneficial if some of the basic tests (Blood pressure, ECG, blood tests) could be done at my GP's or a more local hospital. However the way the NHS is budgeted this is not possible.

I am concerned that polyclinics would mean the closing of my local surgery which is already 5 miles away and I don't want to travel even further. The reason it is difficult to make an appointment is that you have to ring up on the morning (unless it is a known routine appointment) from 8.30am which is school run time and I work too. By the time I can get through the appointments have gone! As I work full-time as does my husband, evening and Saturday appointments would be very helpful. I end up never going and putting off checks because it means time off.

I am diabetic and arthritic and suffer from angina and neuropathy. I am always given an appointment that suits me and this makes me safe. I would think that the waiting area for the polyclinic service would be full and very noisy.

I am fortunate to have a GP who is readily accessible but am unfortunate in that the standard of care at my local NHS hospital is abysmal. A polyclinic may or may not improve matters. Staff shortages in NHS hospitals and the importation of foreign medical staff who do not share the sensitivities or language is making the health service unhealthy!

I am more than happy with GP practices as they are. The GP out of hours service in my area is excellent as it is run by the local PCT and staffed with local doctors. Therefore having my own surgery open for longer hours is probably not necessary. Polyclinics seem to be more for political spin more than practical healthcare. A clinic that provides services found more in secondary care will not help patients get appointments for primary care - those extra services will only get patients when the GPs refer into them.

I am myself a nurse. I feel there have been many positive changes to the NHS, however feel services should be more accessible and flexible, moreover in GP Practices. As I work 9 to 5 essential health checks for myself are often inconvenient to arrange.

I am now 55 and have needed medical help more frequently as I have got older; it is difficult for me to compare with years ago when I did not need to see a GP more than once a year. But overall I am very satisfied with the healthcare which I receive from the NHS these days.

I am quite lucky my surgery is really good. Especially if it's for a child you get the same day appointment.

I am very happy with the ease of contact with my GP however I am registered deaf and have Meniere's Disease and to try and get an appointment with the ENT Consultant or Audiologist takes a long time.

I am very proud of our NHS system. The staff and service is always efficient and professional.

Yes there are difficulties but I think is down to vast strains on its service and possible financial inequities (large sums of money spent on drugs/pharmaceuticals, executive meetings).

I believe given the chance, most workers would want to see their GPs for routine appointments out of office hours and this must be provided. Given that effective communication could not be guaranteed in any human establishment, seeing the same Doctor becomes very important unless there is an emergency.

I believe polyclinics are a sensible way forward as it would enable me to save on time and also get results quicker. Rather than having to visit different clinics on different days

I believe standards in all organisations have dropped dramatically over the past 10 years. There seems to be very few people with pride in their work anymore and too many people who simply say it is not part of their job. The NHS is a prime example of this.

I believe that the doctors should be available to you more hours than they are now. At my surgery you have to ring at 8 in the morning to get an appointment for that day and it is difficult to see a doctor otherwise, and when you see them they seem to rush you

through and don't seem to have time for you my most satisfaction has been with my nurse.
I can make appointments with my GP online, which for me is an excellent system, but could be disadvantageous to those without internet access.
I cannot get the medical treatment I need in my area and have been told my only option is to go private. I cannot afford to do this. I'm a victim of the 'post-code lottery'. I also had to pay for private dental treatment as I could not find an NHS dentist. Contact details:
I changed GP last year because I never saw the same GP twice, the practice I am with now has one GP and two practice nurses, I am very pleased with this arrangement.
I consider the NHS does a very good job under very difficult conditions.
I do believe the NHS delivery of some services is getting better, but communication between professionals can, and must be improved.
I do not believe I have seen my GP in the last 10 years. I always end up seeing a locum probably due to the volume of people that attend my clinic. It is also impossible to make an appointment as they will not book any preferring that you ring in the morning to see if one is available in which they rarely answer the phone to. Any service in which it takes the pressure off GP's surgeries would be gratefully received.
I don't like the fact the receptionist have access to my file. I do prefer to see the same doctor if they were the doctor i seen initially for that particular illness, I don't like it when the receptionist say you have to see any doctor that is available in my opinion that is wrong.
I don't see any immediate problems with polyclinics as long as this doesn't mean some areas being deprived of local services. If it means some people (especially the elderly) having to travel vast distances to see their local GP then that of course IS a problem. Seeing how trial polyclinics work in practice is more than likely the only answer.
I don't see what the fuss is about, as many practices already open evenings. The last improvement was that doctors that did not wish to work w/ends had their phones on divert to another practice similar to what you refer to already and people went there if they need to see a doctor, being accessed on the phone by a nurse first of all.
I don't think it matters where the facilities are or how they're organised, the NHS simply does not have enough staff to offer an acceptable quality service.
I feel a lot of the time the doctors don't do much they just say if it gets worse come back but don't really solve the problem
I feel the NHS has been good to me but have known other people who haven't had such luck mainly from dental surgeries and dental procedure dates.
I feel the NHS has improved in the area I live, we have a new hospital.
I feel the polyclinic will enhance the normal surgery and will be more easier to get a Saturday appointment.
I feel the service differs from different practices. We changed doctors approx 2 years ago after moving house and the service we receive now is much improved from that of the previous one.
I feel there is little point in going to the GP unless you need antibiotics (and I only do about once per 10 years or so). I think it is 'unfortunate' given the level of training that GPs receive that they seem to actually 'do' so little. Too much is referred to hospitals which could be treated at the GP surgery - maybe if nurses could see patients first they'd be more proactive?
I find if you need the NHS in an emergency they perform well.
I find it easier to make appointments with the GP when it's for my children who are only very young. I also found it easy to make an appointment when pregnant. I think it's more difficult if it's for me with a run of the mill complaint
I find it unfair that I'm paying national insurance for something that I am not receiving
I find the NHS very poor at the moment. If I phone my surgery to get an appointment to see my GP it is because I have a health problem that I need to see a doctor about (not a

nurse!!). If it could wait for 2-3 weeks, then I wouldn't have phoned in the first place! I also find the out of hours (NHS Direct/24) totally ridiculous. If (which has happened) we need a doctor quickly e.g., pain - you get through and have to wait (up to 4 hours sometimes) for a nurse to then phone you back who decides if you are sick enough to warrant seeing a doctor. Then an appointment is given to you and you have to go down and sit in a waiting room. When you have had to phone an out-of-hours doctor then it is usually because you are very ill or in a lot of pain and cannot wait so the last thing you want or in fact NEED is to get out of bed, go in a car journey and then sit in a waiting room with perhaps people who are vomiting etc... Before you are seen.

Going back to the questionnaire - wanting to see your regular GP is of course understandable. He/she has been treating you and gets to know you. There is a build up of trust there and confidence to discuss delicate matters that you would not do with a locum or different GP. They may have your file on the computer but they do not know you personally.

Another problem is that if you go to the doctor with a problem and they give you something for it and ask to see you back in say, 3 days time.....They tell you to go to the reception desk and make an appointment to see them in 3 days time for them to discuss the matter again and check how you are doing. When you tell the receptionist this, they say they cannot give you an appointment because there aren't any and could you come back in a week or more? What use is that?!

Something clearly needs to be done - soon!

I found it very interesting, as I use the doctors a lot because of my health, thank you

I found this survey very interesting

I had a Cloward's operation in 1995(was told an interruption in blood flow to spinal chord caused degeneration to set in, so not really a success). Later, around 1999 I had a heart attack. The heart has been monitored well, but although I have been to GP on many occasions about walking ability and pain I don't remember any check on back since about 196/7.

I had a really bad experience with my local NHS, in fact I wouldn't want my dog (if I had one) to be treated there, I felt really let down & wouldn't feel safe in there hands.

I have a good doctors' surgery and they are very good at seeing you, I find it more difficult to get an appointment with the nurse as she can have a long client list.

I have a knee problem I have had for three or four years now, and have had x-ray, physio, MRI scan and keyhole surgery and they insist there is nothing wrong with it. I am not stupid and there definitely a problem but no one seems to be able to find out what it is. I am therefore not happy - friends and family have suggested things it may be that doctors have not even mentioned.

I have a specific health problem which is monitored by my local hospital. I am told by the specialist I will be seen again in 3 months but I have had to wait up to 12 months to see him and then it is only after phoning and then several letters to me and my appointments then been put back due to 'unforeseen circumstances'.

I have always been happy with NHS treatment I receive.

I have been in hospital many times over the years, but until recently was never concerned that I would not be getting the best of care. Now, I would be afraid of being in hospital for any length of time. Doctor's appointments are easier now.

I have been to one of these types of polyclinics, in BD10, where there was a surgery next door. I was sent from pillar to post to get to see the person I was down to see. I gave my name and they looked on the computer. I had trouble walking and was sent from one building to another and back, then returned to the second I called at, where I was actually eventually seen. They couldn't find my appointment on the computer and asked if I could be called by another name (BD6). That happens to be my daughter's name and I was surprised, because she had never mentioned that she had been there. When I told her, she explained she had been to the clinic in BD6, but never the other one.

I class this as a breach of confidentiality and a sad mistake. I felt the treatment was very

impersonal, and when I queued up, like a sheep waiting to be dipped with only curtains between me and the next cubicle, I felt very vulnerable. However, the staff seemed to be very understanding and concerned about my visit; I can only praise the nurses. There was not the sense of trust that you get with your own doctor, just a feeling of being another statistic to try to forge the figures to suit someone's budget.

I have been unfortunate enough to have had medical problems over the last few years, but have to say I am more than happy with my standard of care from my local GP through hospital nurses to hospital consultant. All have been very diligent.

I have excellent dealings time-wise and treatments with both local doctors (a new poly-clinic is in the process of being built) and local hospitals.

I foresee problems in the future because ***** hospital which is a brilliant hospital is going to be down-graded with ***** (which is always gridlocked) is going to be the major one.

I have found the NHS is excellent, however Government micromangement, targets, and form filling detract from frontline service provisions. Clinical excellence and needs must be the driving force and nothing else. Politics does not belong in the NHS.

I have had a lot of medical needs in recent years and my own GP surgery accommodate me well.

I have never had a problem with the NHS, my antenatal care was second to none and having two premature babies, the Neonatal care and after care I received was fantastic, you wouldn't get that service in any other country. Our GP surgery is based in a large health centre and we get appointments when they are convenient to us and I find it useful that all the facilities are under one roof.

I have no idea whether I am a 'typical' NHS user/consumer/customer. General services seem to be very good, but mental health services (i.e. accessing something which is vaguely therapeutic and is not just a prescription is very difficult!). I have had to pay ('go private') for psychological help. Most depressing.....

I have received decent care. Have no real complaints, but then I am rarely ill. I feel sorry for others than don't get the service they require. Hospitals need to be cleaner.

I have used the NHS for healthcare and treatment on several occasions throughout my life and I have never left with any negative comments, I have always been able to get an appointment to suit me and have never been left feeling that I'm not being valued.

I hope this situation is sorted soon as it often takes days before I can see my doctor.

I keep hearing awful tales about the NHS, latest is my friend who has been ill for over 2yrs and NHS told her nothing is wrong, she paid £300 for a private scan and is riddled with cancer. What sort of health care is this? I am VERY worried.

I live in a rural area - a polyclinic would probably be sited in a town or city - my current GP practice is also in a rural area and I don't want that to change.

I live in a rural area and I do find it difficult to get an urgent appointment to see my doctor. Before I move here I had a doctor where I just turned up at the surgery morning or evening and was given a card and waited my turn to see the doctor irrespective of how long I would have to wait. This service is not offered anywhere now, but I found it useful if I needed to see a doctor on the same day.

I look quite favourably on the idea of polyclinics, but feel that the relationship built up between a GP and their patients plays a very important role in healthcare, as much as specialist knowledge.

I saw my preferred doctor today and was pleased with the outcome.

I see much improvement in health care. But there are times when it is unsatisfactory. It is often hard to get the information I need. Remember information solves problems.

I sometimes have to wait a while for an appointment with my own doctor but I get an appointment quickly if I am willing to see someone else. The nurse practitioners are very good.

I think a big multi service health centre would be a great idea.

I think booking an appointment has become more difficult as you can only book an appointment for the following 48 hours this is not only quite restrictive but makes it very

hard to get through on the phone at opening time, and if you don't manage to get through all of the appointments are gone. It seems this system has been implemented to make it seem as though patients are seen quickly, it's just a way of fiddling the figures and can be very inconvenient.

I think more money should be spent on the important things instead of 'management'.

I think polyclinics will be a very bad idea. I like the service at my GP they know me initially and the person I'm a carer for will only see one doctor because she trust them and the know her and understand her. If that was taken away I fear she would not see a doctor if she was ill until it became very serious and even then I'm not sure she would. I'm happy to be quoted.

I think that focus on statistics in the NHS has adversely affected treatment and admin. Systems have become the new ailment.

I think that the NHS should be nationalised again and bring back matrons, there was never any MRSA or Norwalk with matron on wards.

Hospitals should care more about patients than there budgets. NHS stands for NATIONAL Health Services, not Not enough money service.

I think the lack of doctors surgeries that open on a weekend / evening is disgusting. My current surgery also closes for two afternoons during the week. How are you supposed to get an appointment if you are not unemployed and cannot spare time off?

I think the NHS gets too much bad publicity, and smaller surgeries too, we have a new surgery been built I guess this is a poly...., but brining resources together is for the better, both patient and budget and limited resources.

I think the NHS is excellent and my family have always received professional, competent and timely treatment. My wife is a registered staff nurse so I know about a lot of what goes on in a hospital. I believe that despite the poor way in which some of them are run by teams of managers who are nothing but a financial drain on the resources, they provide a marvellous service.

I think this Government has been happy to say throw more money at the problem instead of tackling the problem.

I understand that doctors need free time like the rest of us, but when you work a long distance from where you live, not having the opportunity for Saturday morning appointments means taking at least half a day off work. Surely it is possible for doctors to work around each doing one Saturday morning in a month for example? After all many low paid workers do this. I also suspect that polyclinics will be in an area distant to one's local GP, and for lots of us older people without a car (and no bus service !) This will definitely lead to a worsening of getting treatment. I also have a problem with hospitals not giving emergency treatment, but that is another problem I know. Overall I am definitely NOT in favour of polyclinics except perhaps in large cities and towns.

I use my surgery on a monthly basis and am very satisfied with the services. It is a polyclinic and the service for the community is immense.

I was a hospital patient three years ago, and on occasion chatted with the nurses. One particular nurse was very close to completing her training. I asked her if she was excited by the prospect? Her answer shocked me. She explained that she could soon be working on a check-out in the supermarket, as she could not be guaranteed a job at the hospital. What a waste of all that money spent on her training.

I was diagnosed with breast cancer in June 2006, The care and treatment I have received from the NHS has been excellent, and continues to be so

I was in hospital for a miscarriage in 1981. I visited a son after his accident in 1997. I was in hospital after a fall in September 2007. What a deterioration in all aspects of the NHS. The food was indelible too. It is prepared in south Wales and taken to Hereford to be heated up. It tastes like 50 year old cardboard.

I have been dissatisfied with my GP practice recently too. I had to see a different doctor. She diagnosed me with a condition but i found out some time later that she didn't put it in my records. I subsequently wanted to see a health worker for dietary advice etc, but could not because the doctor hadn't entered the diagnosis on my notes.

<p>Polyclinics will make matters worse. Primary health care at least my usual GP is acceptable. I think polyclinics have been tried in France and Spain, but they didn't work. I'm generally so disillusioned with the NHS that I spend a good percentage of my old age pension on private treatment to the tune of a good £40 a week. Plus I take a lot of alternative medicines as I don't trust prescription drugs.</p>
<p>I work for the NHS so have a good insight into the issues surrounding the service.</p>
<p>I would like our doctors surgery to be run by permanent doctor, other than the locums we have at present. We cannot make any appointments other than emergency, where we are allowed to ask just one question.</p>
<p>I wouldn't want maternity services to be affected. As we have very few maternity wards in West Sussex as it is.</p>
<p>I'd want more information or see results of a trial to comment further</p>
<p>I'm not the sort of person that goes running to the doctor every five minutes with minor ailments that I can buy treatment for at the chemist, so I can't remember the last time I saw my doctor and I don't know how difficult it would be to get an appointment.</p>
<p>I'm not too bad for health, the last time I went to my GP was in 2005 for my PSV medical. Passed with flying colours. But I do think that the nursing and doctor staff do a great job, sometimes under immense pressure.</p>
<p>I'm very happy with the service I receive at my local GP practice especially with the way in which IT is helping them keep a track of my health records, mammograms, X rays etc</p>
<p>In a real emergency or serious illness, the NHS has always treated me, my family and relations in an exemplary manner. However, there is still room for improvement in dealing with routine or less serious matters, particularly in terms of access related to time.</p>
<p>Interested to see results about polyclinics</p>
<p>Interesting questions, I think the NHS has been very good for us in the past when we have needed it urgently but I am concerned about standards of cleanliness and super bugs now.</p>
<p>Interesting - yes may be contacted again</p>
<p>Intriguing</p>
<p>It all sounds good but only a trial of such practices would tell if they will work for the community.</p>
<p>It is becoming harder and harder for people that have worked and lived in this country all their lives to get anything from the NHS I feel that we are treated as second class citizens to our foreign friends that are treated straight away and given so much support from our Government and NHS.</p>
<p>It is definitely harder to get an appointment with ones own GP. Also the time you are allocated for an appointment is only 10 minutes. There is always a sense of being rushed.</p>
<p>It is easy for me at my surgery but I know of many other local surgeries where it is a nightmare trying to book an appointment. There is still a long wait to see some hospital specialists and those specialists now have no ability to give medication so I am sometimes batted between GP and three or four specialists but nothing changes and nobody takes the initiative to actual do anything. I hope a polyclinic would see me as a holistic person rather than a nerve, liver, brain, skin, joint seen by the various specialists.</p>
<p>It is my view that the NHS is deteriorating due to funding but also resources are being drained by too many immigrants residing in this country using our free health care system.</p>
<p>It takes up to 3 weeks to see our specific doctor. I want the same doctor for continuity. Polyclinics will result in surgeries closing. How does Gordon expect disabled persons to get to see their GP?</p>
<p>It was interesting and not similar to any survey I have taken before.</p>
<p>It would be more helpful if when phoning for an appointment for the following day or later</p>

<p>in a day I didn't have to call back but could be given the requested appointment if available. It is apparently down to having to meet time targets - not patient convenience.</p>
<p>Its hard to get GP appointment when you work or even after 48hrs, I am sick of immigrants taking up GPs time when they don't speak English,</p>
<p>I've been in this country just 3 years, so I cannot really answer the final question about the 10 years.</p>
<p>I've seen a big improvement in the NHS over the last ten years. Waiting lists have melted away, time to see a doctor has gone down from a week to a day, and doctors pay more attention to the whole you than the old days. I've had a variety of ailments over the last 10 years and it has become much easier to get the right treatment now than then!</p>
<p>I've seen the polyclinic system work well in Eastern Europe</p>
<p>Local Health care is good in this area apart from the shortage of doctors making appointment availability poor</p>
<p>Long waiting times in A&E (4 hrs last visit) and can't make an appointment to see my doctor the same week never mind 48 hrs they do more of a walk in service so you never know which doctor you are going to see.</p>
<p>Main problem with the NHS is that it uses a system of medicine which doesn't actually make people better but just masks symptoms - therefore people's health deteriorates, the expenses go up and up and more and more people have chronic health conditions.</p>
<p>Making a doctors appointment for people who work full time has become a ridiculous task</p>
<p>Making private medicine more pushy</p>
<p>Many thanks for asking me to take part in this survey, in my opinion the state of the nhs is something to be dealt with now rather than later, my dad has undergone one hip replacement and was supposed to have another one done within 3 months of the first, 1YEAR down the line and he is still waiting and is in constant pain and is getting worse, he is only 61 and is virtually housebound, his quality of life is zero and he relies on myself and my siblings to do everything e.g. shopping, housework, meals etc, we have families and jobs of our own so it is a strain on us as is on our dad.</p>
<p>Mental health care has deteriorated as mental health resource centres have had resources cut and GP's don't have the authority to instigate a lot of services that are needed by the mental ill and there are difficulties in getting psychiatric help quickly enough so by the time you get seen by mental health professionals you often need more intensive help.</p>
<p>Mental health issues are very badly neglected in my region, you rarely see the same person twice which is useless for long term problems and patients suffer terribly as a result. Something needs to be done.</p>
<p>Our doctor is doing a good job for us. Although the hygiene in hospitals could be improved.</p>
<p>My doctor's appointment system is a pain in the neck - we are expected to phone the surgery at 8 o'clock on the morning we wish to be seen, and it is not possible to make an appointment in advance. (We will normally be seen in an emergency, however.) This presupposes that the patient is (a) well enough to contact the doctor at this time (early mornings are difficult for some patients), and (b) has the use of a phone at home, which is not always the case.</p>
<p>My doctor is only open in the mornings and Saturdays are for emergency only or prescription pickups.</p>
<p>My G.P services have improved in the last 5 years. My experience of hospital visits have also improved.</p>
<p>My GP practice has become part of a much larger health centre and this has meant much more difficulty in obtaining an appointment. Although there are many more GP's they all have commitments outside the practice (teaching etc) and patient service has suffered.</p>
<p>My GP surgery is absolutely superb, and I am seen when I want to be. If my doctor is</p>

unavailable/ booked when I need him, I am always offered an alternative. In my personal opinion it is the service at the hospitals, in terms of referrals and treatments which is the problem.

My GPs have just moved to new site with other health professionals in the same building and changed the booking system - I've found this to be a big improvement and always get seen the same way.

My husband had oesophagus cancer and had excellent care. I have chronic health problems and am satisfied with the care I receive

My mum works at a health centre and the changes that have been implemented in her practice haven't really benefited the patients appointment wise. Working for the NHS isn't the easiest job, although I think the NHS has deteriorated, the lack of staff has affected it greatly, but those that are there do the best job they possibly can.

My practise only allows you to make same day appointments which is great if you have a new illness. However, it does mean that if you are asked to see the doctor routinely, it's difficult to get an appointment unless you ring up very early and compete with those people who have an immediate medical problem.

My recent experience of hospital treatment suggested lots of people working very hard but with little or no co-ordination between them

My surgery is very good when I ring up I can usually get an appointment at a time that's good for me.

My surgery will make appointments on the day, they only have a few and you need to call before 8.30 to stand a chance. Other than this you may have to wait some days especially if you wish to see a particular doctor. I have now retired but have missed many hours of work time over the last few years because the surgery is not open evenings and weekends. I fail to see why the doctors are so precious; they work no harder than most and are well paid for what they do. We live in a 24/7 world and these diehards need to be brought up to date. But not by offering them more money.

Needs sorting out

NHS has got worse due to outsourcing and also budgeting. In one ward where a relative was, there was not enough cotton dressings etc.

NHS is rubbish. Understaffed, too many pen pushes, dirty, and cleaners don't clean.

NHS needs improving quickly.

NHS needs to make people more aware of allergies. Every time I go to the doctor or hospital I have to justify and tell them several times that I am allergic to Latex, and it can still happen that the doctor will put some Latex gloves on. Also they will ask me how allergic are you? What kind of question is that? Surely I shouldn't need to repeat that I am allergic. I need to carry an EpiPen with me at all times, is usually my answer to that. In 2004 I was in hospital, declaring that I am allergic to Latex. Where was my bed placed? Right next to the wall where a Latex glove dispenser is. My nose was bleeding and crusty for months after my 4 days stay in hospital. It took me a while to realise what the cause was for this.

Going to the doctor or hospital is an absolute nightmare for me. I constantly feel threatened by people ignoring this extremely serious and life threatening condition. Several incidents with doctors and hospitals have made me lose my confidence in any medical care.

Why is Latex still so commonly used if it is proven to make people allergic.

I am very happy to be quoted. Why is there such a shortage of allergist in the UK?

NHS would have more money and time if people from other countries did not come over here and use OUR NHS for free just because their country does not have what we have and they sponge off of us, all the Governments fault, should have listened to Enoch Powell!!!!

Nice simple SHORT interesting survey.

No further comments. Happy to be contacted again:

No comment x 712

Not a lot other than I know what Polyclinic is
Not bad at all
Not being able to make appointments for a time other than the same day is a marked inconvenience.
Nothing much to say but thanks for inviting me to the survey.
One of the most important questionnaires I have taken. I would have thought that the question "Have you, yourself, any experience of the NHS as the result of a serious condition?" with an option for surgery and/or hospital.
Other than the questions answered two areas I believe are a problem 1: Doctors don't seem to visit patients at home anymore and rely on emergency ambulances for first line treatment. 2: Out of hours cover is a shambles with locum services far too ready to fob off the patient until the next day or suggest visiting A&E or calling an ambulance
Our doctors' surgery is brilliant, if you have a problem they will put you through to speak to the doctor on the telephone.
Our GP's operate a system whereby you can only book an appointment if you ring early in the morning for that particular day. It is a lottery whether you end up with the GP you want, or any GP at all, if you have been pipped to the post by other patients. I understand their reasoning, but it does reduce the quality of care and the relationship you build up with a doctor - which I strongly believe affects their ability to correctly diagnose a problem or assess the seriousness or otherwise of the patient's needs. I did receive very high quality of care from my GP in the past, but regret that it is nigh on impossible to get an appointment with him now.
Over all I can say if I have had a problem, it has been sorted, by either a doctor or a nurse.
Over the last year, I feel as though my GP surgery has provided me with excellent service and referred me to good agencies/other clinics.
Personal service by a GP you see every time you go to the doctor in a location near to your home is vital to good NHS care.
Personally my current GP practice is great & is a polyclinic, although the previous GP surgery I went to was a polyclinic & I did not like it at all, so I think it should be an accessible environment where you're not made to feel like an inconvenience - in which case a polyclinic is one of the best options available at present.
Personally, I have no big issues with the NHS, but my family have experienced numerous problems. Therefore I am fully aware of the fact that a massive overhaul and financial injection is way overdue.
Please pay nurses more!
Please trial the Polyclinic first
Polyclinics - more information is required on how they will work & what they will cover
Policlinics - even with specialist services included I imagine the patient would still have to be seen by the GP first and then referred on an appointment.
Polyclinics are just another attempt to reduce costs by grouping services together and reducing the number of surgeries. Once again, no consideration is being given to the customer. If Brown can give £825,000,000 to India and £50,000,000 to China then he can start to give us in the UK a decent healthcare service.
Polyclinics are the way forward in my opinion. I am a retired GP having worked in the NHS as a GP for 22 years.
Polyclinics sound like a good idea if some medical conditions could be diagnosed and treated at the same time saving a trip to the hospital (not to mention the car parking expenses). Can we be sure that polyclinic staff will be as well trained as their hospital counterparts though? I would be happy to consult a different GP if it meant I could be seen in the evening or at weekend.
Polyclinics will mean having further to travel for a consultation, and less personal service
Primary Care Trusts - do not know why they exist or why they are needed.

Quick easy survey to complete × 4
Quite happy to be contacted, questionnaire too short
Recent experience showed me that it is important to always see the same doctor, my 21yr old daughter had been attending a multi clinic complaining of severe headaches and saw several different doctors who all passed it off as migraine. She had glasses but as a young person had stopped wearing them so I suggested that she see an optician in case it was eye strain causing the problem. Optician took one look and said off to hospital for a scan and she finished up being admitted with a brain tumour. She has recently undergone major brain surgery done not by a specialist but by the professor who said that it was only the second time in his long career he had to deal with a tumour of this kind. Fortunately he managed to remove 75% of it with remarkable results but we still have to wait and see if it re-grows and if it does she will probably need chemotherapy not a happy thought My personal feelings are that if she had been seeing the same doctor all the time they would probably have had more knowledge of the background and not just relied on notes from others leading to the same diagnosis all the time. Bring back the good old family doctor is all I can say.
Since my doctor moved to new premises with extra facilities it's impossible to get an appointment. I don't see how you can phone at 8.00am which is when the lines open, get a recorded message saying you're 24th in the queue, and when you finally get to speak to a receptionist be told there are no more appointments. Having said that the doctors themselves are excellent - I just wish there were more of them.
Sometimes I have had to wait 5 days for a appointment
Sometimes it is difficult to see the doctor I am registered with. I don't like seeing another doctor, especially with an ongoing problem, but it is acceptable in an emergency.
Targets and post code lottery has given the service a bad image
Thank god someone is asking the public what they need!!
The amount of paperwork that a GP is required to complete in order to show that they are doing their job deflects time away from the patient - the reason they decided to be a GP. If performance is to be monitored through the usage of review clinics for designated medical conditions; then funding should be made available for these clinics to exist during the weekends, thereby enabling patients to attend. The Government is under the misguided belief that employers are happy to let their staff have time off to attend routine appointments - they are not due to the time involved.
The answers I gave concerned the practice i use now, in the town I used to live in the answers would have been different. I've found a big difference in NHS services in different towns.
The Doctors at the moment are extremely overworked but they do their best but it would be lovely to be able to get hold of a Doctor over the weekend, especially your own.
The gathering of the healthcare resources in the area to one location can't be a bad thing
The majority of hospital employees are involved in a 24hr, 7 day a week service. GP surgeries should offer a similar service. This approach would mean that hospital support services that are available 24hrs a day e.g. X-ray & Pathology could be used even more efficiently as GP patients could attend for the investigations they provide at any time.
The NHS has been over controlled and over administered from a woefully inadequate centre (DoH). The setting of politically motivated performance targets has led to a massive waste of money and resources. Targets only drive changes in behaviour not improvements.
The NHS has improved - but a lot of money has been wasted on administration/managers - but the centralisation of services is detrimental to the environment/global warming due to extra travelling by patients/visitors.
The NHS has never failed me or my family when I needed it.
The NHS is and always has been burdened by administrators and endless levels of

management which actually contribute to delays, obfuscation and frustration. It needs to be drastically slimmed and the savings applied to providing real, effective and targeted medical care 24/7 and ending the post code lottery for drugs.

The NHS is getting better, which is a good thing.

The NHS service is okay but for specialist situations like a referral to see another doctor- the service is quite bad. I'm currently waiting up to 6 weeks to see a foot doctor specialist, so for six weeks I have to endure painful walking. Also for students, I don't think we should have to pay the full price for medicine and similar necessities. I think these things should be discounted for students. I can't afford to get medical things I need.

The NHS takes a lot of flak for their performance but if the Government would leave hospitals to do thier job instead of worrying about targets perhaps the NHS would be able to help more people.

The NHS would be improved if the number of administrators & managers were reduced then the money could be used where it should be usedtreating the sick

The NHS, in my view, has gone down hill over the past few years. I only speak as I find and do not listen to press reports. My father in law lost a leg recently due to the MRSA virus. This was bad enough but the care he is receiving now I believe is sub standard.

The only sure way of getting patients input, is to get out to the surgeries and ask for their input. I am sure most people would be only too happy to add their thoughts.

The only thing I think is a pain is that you can only make appointments on the day and not in advance like you used to. Much preferred it when you could

The quality of the questions meant I could not answer some of them correctly i.e. has the quality of the NHS changed in the last 10 years the answer some of it has got better, some stayed the same and a lot got worse was not available as an option!!

The questions were too restricted, take the question on the subject of has the NHS improved or got worse, some aspects are better, but making appointments with your GP have got worse as you have to make an appointment on 'the day' in order to achieve targets

The service/quality of care really differs from surgery to surgery and I feel you should get the same service no matter where you go. In my last surgery it was very difficult to get an appointment and they did not offer particularly late appointments.

The survey could help to improve medical attention in some areas. Though he survey could go in depth a little more

The truth is I hardly access any NHS services. I take responsibility for my own health. The lack of access to additional resources such as massage, Bowen Technique, nutrition advice and others which would help reduce medication and waiting times, not to mention illness and pain, is very sad and frankly depressing in our area (South West).

The waiting times for appointments have increased. Appointments for physiotherapy after an injury take too long to be allocated.

Hospitals are understaffed with wards closing. The number of patients increases but the Government withdraw resources.

There are times when my GP's time is wasted for little yet worrisome things that would be better dealt with by a nurse and then there are the times when I feel as if the GP is too pressed for time to listen to my symptoms in full and I inevitably come away frustrated and end up having to make another appointment.

There are too many office jobs now. It used to be far better years ago we managed without all these unnecessary created jobs, with people who knew what they were doing and the best way to do it.

There is much wastage and poor management in the NHS as a whole. They make cutbacks in the most stupid of places without thinking through the problems. The NHS could do with a complete overhaul making changes not necessarily for financial reasons but for the greater good. I'm sure it could be run much more efficiently.

There should be doctors surgeries at weekends and evenings.

This Government is incompetent with regard the NHS, they gave GP's a new contract

without realising the implications and now want to change it, the NHS is overrun by managers, funding is poorly spent on outsourcing just about everything, they have no idea about IT and the people in charge of the new IT systems are clueless jobsworths, the only way I have improved my health status and kept myself alive is by buying equipment the NHS wasn't prepared to supply.

This is an area that should be covered more often in surveys. I do several and there are not many on this subject, which is a subject close to many people.

This survey was very brief as was stated at the front. I'd like to have the opportunity to say more about the NHS.

To improve things we need cleanliness and matrons in hospitals.

Too much emphasis on getting people out of hospital when they are still ill and later need to return in much worse condition or initial illness takes longer to recover due to same. Less personal service, I prefer to see someone that knows me even if I have to wait for a referral for a specialist. Some elements improved such as being able to have physiotherapy quicker and some x rays etc. But generally it feels like I am more of a component rather than a patient.

Too much money spent on management and unnecessary reforms, too little money spent on health education/promotion/staffing levels and services for users. The patients are worse off now than 20 years ago. There are a lot of unhappy staff in the NHS due to bullying and harassment from management and senior colleagues. Most of the staff who are unhappy leave their jobs as there is no help or genuine support for them, in spite of various policies in place.

Treatment within my GP surgery remains good; however, actually getting an appointment can be difficult. It is often necessary to say that a condition requires an urgent appointment because non-urgent appointments are all taken and you can ring day after day to try to make an appointment.

Trying to see a doctor in my area after hours now is pretty much a hopeless case

Useful

Very easy

Very Easy to see a GP not so with Hospital departments, I am forever waiting for various clinics.

Very good questions but for whom and will anything be done with the results? Happy to be contacted

Very happy with the questionnaire, short and brief and to the point

Very interesting

Very interesting and unusual questionnaire

Very interesting will be good to find out the results

Very long wait for minor problems i.e. Giving up smoking. Surgery locally closed on Thursdays. I work shifts so don't always know in advance if available for an appointment.

Very useful survey regarding the hospitals and GPs. Need to be more specific about the specialists, so can provide accurate information on what percentage the medical facilities are in operating or can be improved.

Waiting times have not really improved as there have been ways to doctor the data as with any numbers. Government ideas never happening in reality and the needs of patience are a long way down the list.

We already have had a doctors close and a larger one built, it is now more difficult to get an appointment than it was before, although the clinic is better.

We already have what amounts to a polyclinic here in Dorking where the standard of healthcare is extremely high.

We can only make appointments with our doctor for within the next 48hrs. No appointments outside of that 48hrs are available. When we phone our surgery first thing in the morning, 0800, we know there is always an emergency slot open. Not necessarily with your first choice doctor, but you get seen. My wife and are can have an

<p>appointment at any time of the day as both of us are registered disabled and as such we don't work.</p>	
<p>We have a brand new</p>	
<p>We have to travel 17miles to our medical centre and out of hours is based 32miles away. A doctor may have to travel 45 miles to see our community out of hours. No this is not an improved service.</p>	
<p>When I needed an urgent appointment, I saw my GP within 10 minutes of calling. I had my first baby this year and felt that the NHS let me down with the lack of antenatal services. Luckily I had an easy birth but friends that had babies at a similar time had a less than pleasant experience.</p> <p>The health visitors are overstretched and I have seen mine once, about 2 weeks after the birth. My baby is 11.5 months old now and we still have not been notified of when our 9 month check will be.</p>	
<p>When working full time it was almost impossible to get an appointment so that I did not have to take paid time off work. Now I have a child I am disappointed that it is impossible for a doctor to come to us even when the baby has had a chest infection, meaning I have had to take a baby out in damp cold weather causing further distress. I think the services we receive form our GP is far more limited than we used to say 10 years ago. I am also dismayed at the midwife care I received, purely down to the lack of midwives. I only had 4 official appointments in 9 months.</p>	
<p>Where I live now, they operate an extremely tight catchments area for GPs, and this seems to ensure availability of appointments. If I have an emergency I'd tend to go to the hospital rather than my GP though. There is a polyclinic here, and it is fairly easy to get an appointment for a blood test or an x-ray that same day should the need arise. Although I have marked the general service of the NHS down, I couldn't have been better served than when I was treated by ***** Hospital in ***** a couple of years ago for acute kidney failure. I wouldn't be here today frankly.</p> <p>I do, however, feel pushed from pillar to post regarding a problem I have had since about 1987, and being made to wait on lists forever and a day does not help...particularly as I have been told by an osteopath where the problem lies, the other 'doctors' don't want to give credence to my suggestions.</p> <p>Underfunded, overstuffed in the wrong areas and way too much legislation, must make the NHS a nightmare to run...in any way, shape or form.</p>	
<p>Whether a polyclinic would be a good idea or not would depend on which specialist support staff were there and whether they were relevant to your condition - I would like a dietitian but I don't suppose one would be a lot of help to most people.</p>	
<p>While my Doctors practice has improved, hospitals have fallen behind in what we expect from them.</p>	
<p>Why the medical facilities are so rubbish in UK.</p>	
<p>With 2 young children who always seek to be taken ill outside of normal GP hours, a Polyclinic sounds like a fantastic idea, especially as it is often difficult to get an appointment within 48 hours of phoning.</p>	
<p>You can contact me by email only?</p>	
<p>You haven't given me enough information to give a quantified view as to whether a polyclinic will be better or worse than my existing GP arrangement and the opportunity to get quickly to a local hospital should the GP desire it, which is how it works for me now.</p> <p>With regard to any information provided re: the new system, I would be very sceptical as to the integrity of the information as this Government has a habit of underestimating time and cost, and overestimating benefits all by orders of magnitude so really it will have to be "suck it and see" once the system is running in one trial area or another.</p>	
<p>You may contact me</p>	
<p>Base</p>	<p>1022</p>