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## **Patient Experience – BARDOC Out of Hours Service in Bury Report**

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## Note

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Please note that this report relates to the patients' comments who visited the Out of Hours Service in Bury or used a home visit service in Bury from Bury and Rochdale Doctors on Call (BARDOC) over Christmas Bank Holidays in December 2015 (25<sup>th</sup>, 26<sup>th</sup>, 27<sup>th</sup> and 28<sup>th</sup> December).

## Acknowledgements

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### **Healthwatch Bury team:**


Healthwatch Bury would like to thank the service provider, staff and patients of the Out of Hours Service for supporting this piece of work. We would also like to thank Healthwatch Bolton for sharing their report that they completed in January 2014 for the Out of Hours Service in the Bolton area.

### **BARDOC:**

I would like to take this opportunity to express my gratitude to Healthwatch and everyone who supported BARDOC with this survey. I am sincerely grateful to all for sharing their truthful views on a number of issues related to the out of hours' service provided by BARDOC.

I express my warm thanks to Annemari Poldkivi and Barbara Barlow for their continued support and guidance and as always BARDOC would be more than happy to receive any feedback or comments. If you would like to send any comments please contact my Assistant, Alison Loftus on [alison.loftus2@nhs.net](mailto:alison.loftus2@nhs.net).

Thank you.



Vicky Riding, Chief Executive

## Introduction

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### Healthwatch Bury

The Health and Social Care Act 2012 stated that Healthwatch would be established in April 2013. Healthwatch Bury is an independent company with its own Board and membership.

The aim of Healthwatch is to give adults, children and young people (both individuals and communities) a stronger voice to influence and challenge how health and social care are provided in the locality and to help people to get the best out of those services. We believe that the best way to do this is by designing local services around people's needs and experiences.

Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience. We are the only body looking solely at people's experience across all health and social care services. We are uniquely placed as a network, with a local Healthwatch in every local authority area in England and clear links to Healthwatch England, the Health and Wellbeing Board and Overview and Scrutiny Committee.

As a watchdog with statutory powers, our role is to ensure that providers of local health and social care services and commissioners, put the experiences of people at the heart of their care.

Healthwatch Bury will provide the evidence base for decisions at all levels, helping to improve health and social care services. Healthwatch Bury will also facilitate the flow of information in the opposite direction, signposting patients and the public to information that will help them make choices about their care.

Healthwatch Bury guiding principles are:

- People First – We listen carefully to users of health and social care.
- Partnership – We work in partnership with other groups, seeking a stronger voice together.
- Inclusion – We seek the views of those who are not often heard.
- Critical Friendship – We celebrate excellence; support service improvement and speak out when we have concerns.

Healthwatch Bury list of key priority areas are based on the Bury Joint Health and Wellbeing Strategy's top five priorities (2015-18):

Priority 1: Ensuring a positive start to life for children, young people and families.

Priority 2: Ensuring comprehensive advice and support is available to enable people to adopt healthy lifestyles and enjoy positive wellbeing.

Priority 3: Helping to build strong communities, wellbeing and mental health.

Priority 4: Promoting independence of people living with long term conditions and their carers.

Priority 5: Supporting the creation of healthy, sustainable environments.

### **Bury and Rochdale Doctors on Call (BARDOC)**

In 1996, BARDOC was founded as the official GP Out of Hours Service for the population of Bury, Heywood, Middleton and Rochdale.

In the early 90s, demand for healthcare including GP Out of Hours was on the increase and saw doctors finding themselves in a position where they did not have the time or capacity to provide an out of hours service for their patients.

At the same time, there were some issues around the quality of the service provided by the then privately run out of hours organisations.

A team of like-minded doctors from Bury and Rochdale decided to come together and look at forming a local GP co-operative with support from the Local Health Authority and Medical Councils.

The team were supported by the full time secondment of a Project Lead by the Local Health Authority and embarked on a national tour to visit other local GP co-operatives who had first-hand experience of setting up such a service and to learn from their experiences. A business case was put together and presented to local doctors and the local Primary Care Trust, then known as the Bury and Rochdale Health Authority. This was approved and Bury and Rochdale Health Authority committed themselves to the considerable startup costs that were required to set up a local GP co-operative.

BARDOC was established as a company limited by shares as a true co-operative, whereby the vast majority of all doctors who signed up to the organisation undertook clinical shifts for BARDOC in the out of hours period.

In early 1996, the team appointed a full time Chief Executive who recruited a management and operational team - many of whom still work for BARDOC today. The months that followed were spent on getting the service ready and focused on:

- Securing premises, IT systems and home visiting cars.
- Governance framework, including policies and procedures.
- Patient Pathways and Management Systems including prescribing and medicines management.
- Communications with local health economy and key stakeholders.

On 1st April 1996, Bury and Rochdale Doctors on Call commenced operations with a team of 112 General Practitioners from 41 GP practices across Bury and Rochdale.

Over the years BARDOC has grown in both scale and stature to deliver additional healthcare services for the benefit of local patients and the NHS. Today they have a multi-disciplinary team of over 250 clinicians and cover 134 GP practices which encompass circa 700,000 patients.

## Purpose of the report

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To find out about the views of patients regarding their experiences of using the service.

## Methodology

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Healthwatch Bury worked closely with BARDOC and produced two surveys that were sent out by BARDOC to the patients who had used the service over the Christmas Bank Holidays in 2015 (25<sup>th</sup>, 26<sup>th</sup>, 27<sup>th</sup> and 28<sup>th</sup> December). The survey was sent out in February 2016.

One survey was produced for the patients who visited BARDOC at Moorgate Primary Care Centre and the other was aimed at the patients who required a home visit from the service.

All the surveys were completed anonymously and returned to Healthwatch Bury office. 38 people out of 180 returned the survey to Healthwatch Bury office (21% response rate).

## Key Findings

### 1. What was your main reason for using the 'Out of Hours' service?

The main reason for most respondents for using the 'Out of Hours' service was an illness or worsening health condition and not being able to book an appointment with their GP.

#### Home Visit

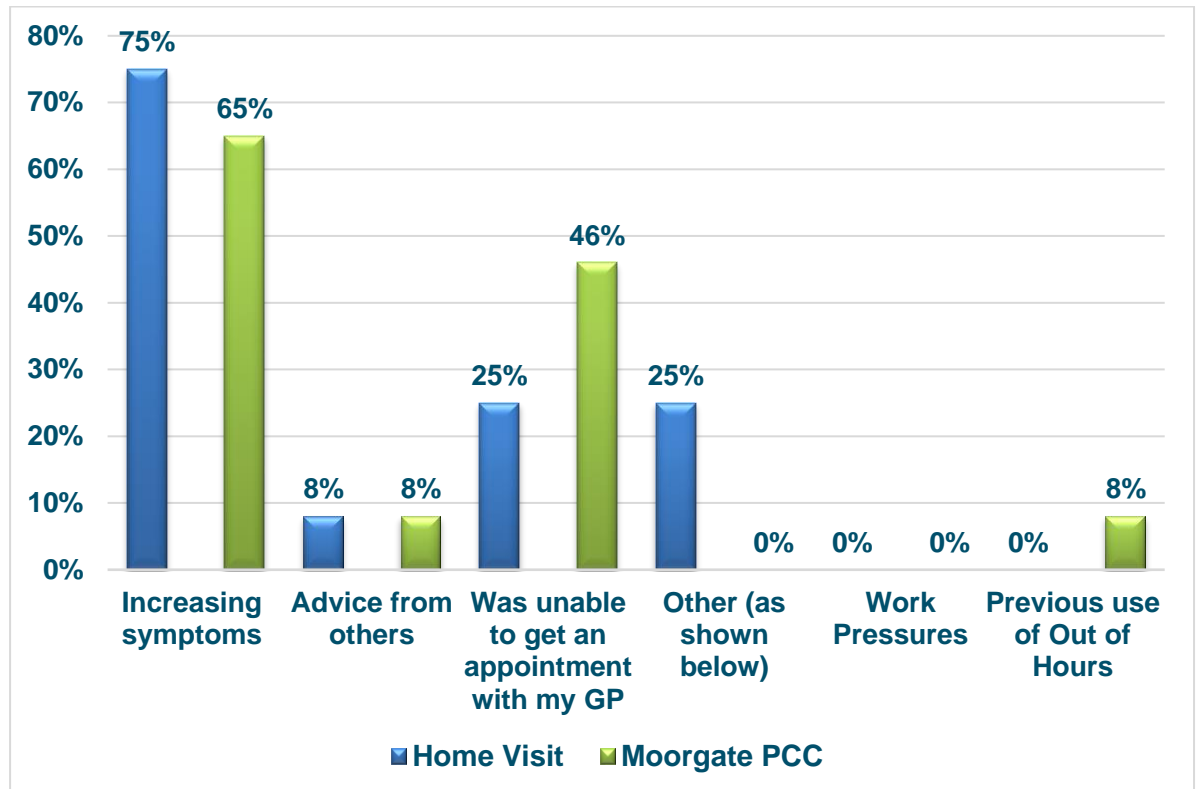
- I had pneumonia and was feeling extremely tired and 'achy'.
- My husband was ill and wouldn't go to hospital.
- Increasing symptoms.
- I had pain in my stomach and didn't feel well.
- A lot of blood in my water.
- My husband was in agonising back pain for no obvious reason and pain relief was ineffective. He was unable to stand.
- My wife suffered a severe stroke 4 years ago and she lost the use of her right side & speech. I am her carer and she has had a few problems in the evening that worried me so I rang up for a doctor to come and see her.
- Difficulty passing water.
- My mother's legs were swollen and leaking fluid.
- Chest infection.

#### Moorgate Primary Care Centre:

- I had had a 'chesty' virus which I was fairly sure had progressed to a chest infection and I felt quite ill – My asthma was 'kicking' in as well
- Being poorly over the Xmas period.
- Counselling session purpose and flu enquiry.
- Post-operative infection on a public holiday.
- Baby been vomiting for 2 days.
- My daughter had been ill for a few days and appeared to be getting worse on the morning of our visit, which was on Sunday.
- Worsening toenail infection tracking up my foot.
- My young son suffers with a viral wheeze, chest infection and tonsillitis.
- Boxing Day, son was very unwell.
- Christmas Day – my surgery was closed.
- Post-surgery problems.
- My daughter was in Christmas Day with a high temperature that wasn't coming down using Calpol/Nurofen.
- Very poorly daughter during the Christmas period. Referred to BARDOC via NHS 111 service.
- A severe cough and throat infection.
- Needed antibiotics to treat a water infection.
- Paediatric concern: baby had a black tongue.

## 2. What factors did you take into account when deciding to use the Out of Hours Service?

The respondents were able to choose more than one factor.

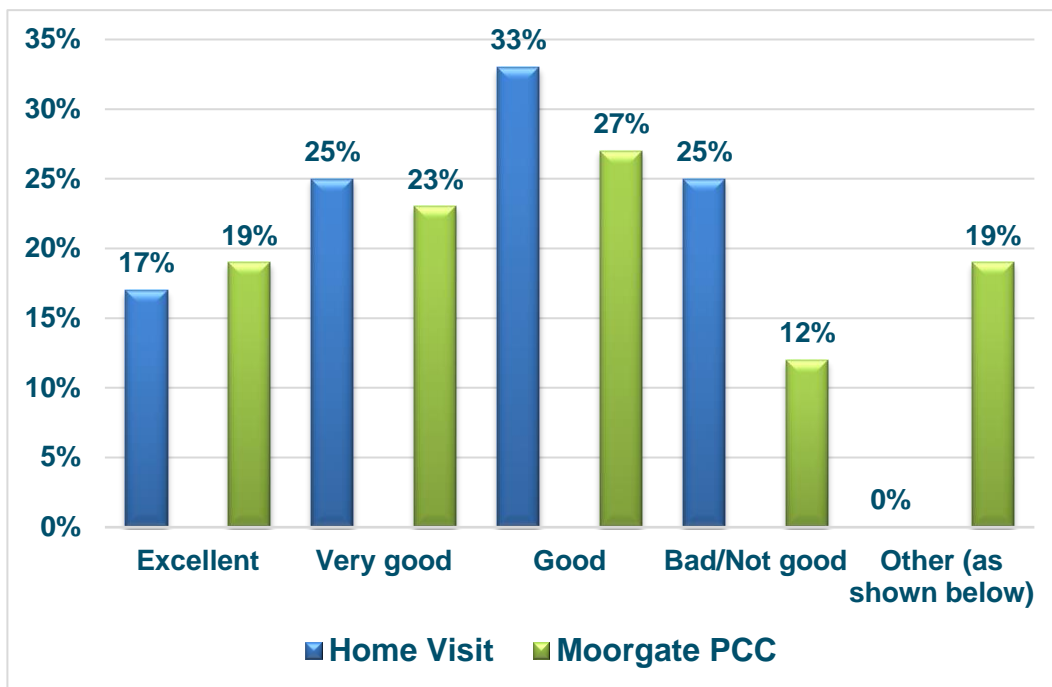


Majority of the respondents stated that the factors they took into account when deciding to use the Out of Hours Service were 'Increasing symptoms' and 'Unable to get an appointment with my GP'. The last factor is significant for this particular survey as this was sent to the patients who visited the Out of Hours service over the Christmas Bank Holidays.

- Feeling worried and 'out of control'. 🗨️
- It was a Boxing Day morning. 🗨️
- Events occurred late in evening. Surgery closed. 🗨️
- Swollen legs needed medical attention called NHS 111 at 3pm – got through 3.15pm. 🗨️
- Previous use of Out of Hours, increased symptoms, unable to get an appointment at my own surgery – pharmacy closed on a Sunday. 🗨️
- Increasing symptoms – I needed advice and couldn't wait until doctors open in the morning. 🗨️
- Increased symptoms – Antibiotics weren't working and it was Boxing Day. 🗨️
- Christmas period & surgery closed. 🗨️



### 3. What was your experience of accessing the Out of Hours service?



69% of the respondents who visited BARDOC at the Moorgate Primary Care Centre and 75% of the patients who had had a home visit from BARDOC had an 'Excellent', 'Very Good' or 'Good' experience of accessing the Out of Hours Service.

- 👍 Very approachable and pleasant when I phoned.👍
- 👍 Due to my symptoms I was given an appointment. I did have to wait quite a while to be seen but that was due to children who arrived who were priority which I totally accept.👍
- 👍 Very helpful on the phone but find the booking in (app) service useless as waited over 2 hours with very poorly girl and rude receptionist.👍
- 👍 It was superb, taking into account the fact it was Christmas everybody from the NHS 111 service to the pharmacist was fantastic.👍
- 👍 Fantastic as always.👍
- 👍 Very good service from everyone, people on the phone at BARDOC and NHS 111 number, doctor and other health care staff at hospital.👍
- 👍 Very good, very professional, enquired what the symptoms were. Overall very good.👍
- 👍 Fine, except unable to directly contact BARDOC, as appointment booked through NHS Direct.👍
- 👍 Extremely professional and effective.👍
- 👍 It was good but the waiting time was extremely long (4 hours last visit).👍
- 👍 Quite difficult getting through but once through quite good.👍

Patients who had had a 'Bad/Not good' experience were mostly experiencing difficulties with booking an appointment through the NHS 111 system. Other concerns for the patients were waiting times when accessing the service with young children and babies. Most patients were very pleased with the treatment they received from the Out of Hours Service.

- **Bad! I had a phone number for BARDOC which I rang not knowing that I had to dial NHS 111 now. The BARDOC phone didn't automatically take me to NHS 111. The 1<sup>st</sup> time phoning NHS 111 I was cut off after 6-7 mins. The 2<sup>nd</sup> time I was cut off straight away. I phoned BARDOC again but was told I had to go through NHS 111. 3rd time I waited 36 mins, then I got an 'over the top' triage and was referred to BARDOC. They triaged me again and told me what time to come. Then I waited about 1 ½ hours. 🙄**
- **Not good. The person on duty took 3 attempts to get the prescription right and we were constantly pushed back in the system as people came in on spec. 🙄**
- **Chaotic – Phoned on Saturday evening (Telephone service was NHS 111), had to redial a number before getting through. Call handler – who had no medical knowledge told me to see my GP on Monday. I then had to argue and say if I waited that long I could potentially need A&E and I/V antibiotics and I would give the hospital the reason why I wasn't treated earlier. Had to argue, eventually got agreement to get a call back from doctor. Doctor agreed that I should be seen but did not know where I should be seen and had to call me back. Eventually told to go to hospital in Bury, which is close to us. Got there to find that I'd been booked to go to Rochdale! I think. Thankfully (finally) the staff were helpful and arranged that I could be seen at Moorgate. As I said the whole experience was chaotic. 🙄**
- **Due to my symptoms I was given an appointment. I did have to wait quite a while to be seen but that was due to children who arrived who were priority which I totally accept. 🙄**
- **Very helpful on the phone but find the booking in (app) service useless as waited over 2 hours with very poorly girl and rude receptionist. 🙄**
- **I was extremely frustrated and upset with the time it took to answer my NHS 111 call. 20 mins first time then I was cut off! 25 mins the second time. 🙄**
- **Not very good. I rang on the phone for ¾ hour before anyone answered. – it was Christmas Day, had it been a normal, working week I would not of used this service but driven up to our normal doctor. 🙄**
- **Very frustrating, NHS 111 service questions seemed endless. We were advised to go to A&E. We had to insist on speaking to a clinician. Clinician called back 6pm (to be fair: someone tried to ring us about 4.30 but call unclear and line went dead). They agreed to send Out of Hours doctor. She arrived 9pm – excellent lady. 🙄**

**4. How long did it take for the doctor to arrive? /How did you travel to Moorgate Primary Care Centre (Out of Hours Service)?**

The fourth question was different for the two surveys.

**Home Visit: How long did it take for the doctor to arrive?**

- On average it took 1 hour and 30 minutes for the doctor to arrive.
- The shortest time for the doctor to arrive was 30 minutes and the longest time was 6 hours.

**Moorgate PCC: How did you travel to Moorgate Primary Care Centre (Out of Hours Service)?**

- 96% of the respondents (25 out of 26) travelled to the centre by car and 4% travelled to the centre by tram (1 out of 26).
- One patient commented: ● Christmas Day no problem parking, the following Bank Holiday was tricky. ●



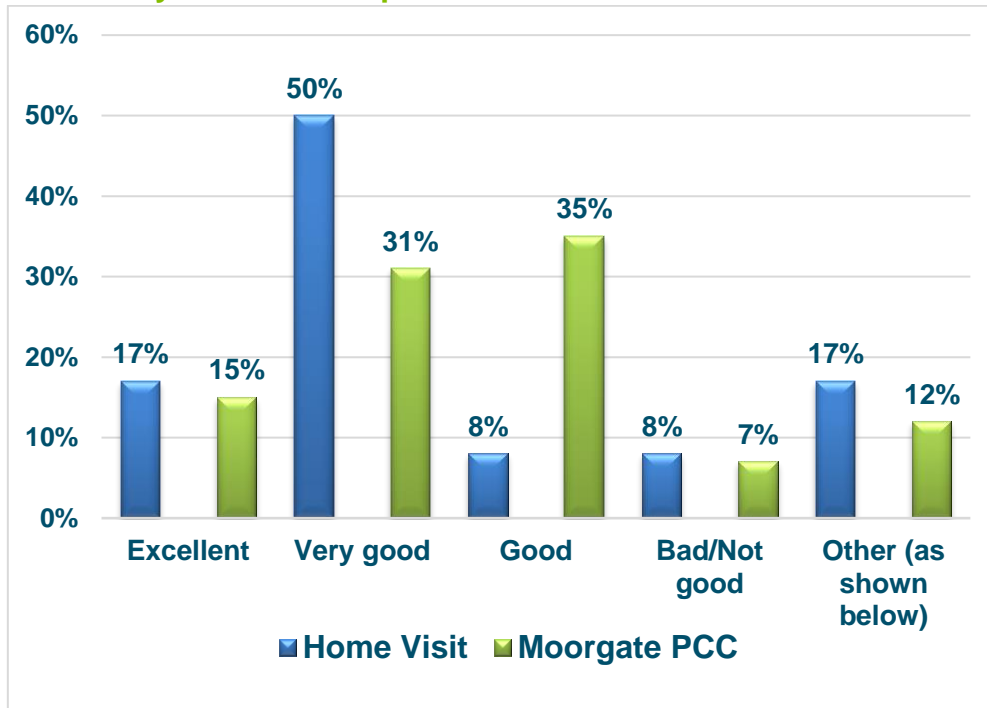
**5. How would you rate the process of arranging your appointment? Did you feel your needs were met, if not please provide comments?**

This additional question was asked from the patients who accessed Moorgate Primary Care Centre.

- **39% (10 out of 26) of the respondents rated the process 'Good' and 35% (9 out of 26) rated it 'Excellent'. 11% (3 out of 26) of the respondents rated the process 'poor' and did not feel their needs were met. 15% (4 out of 26) provided us with a variety of comments. Patients' comments can be found below.**

- **Excellent. Timely. I was kept well informed at every stage and everything that I was told would happen, did happen. 🗨️**
- **Very clear – very easy, although it is a shame you have to wait once you get an appointment time. 🗨️**
- **I didn't feel my needs were met very well. It wasted my time, BARDOC's time and NHS 111's time. 🗨️**
- **Took longer than expected to book an appointment. 🗨️**
- **Need were met to the point of going to the centre. It would have been more helpful if a time slot would have been given with a baby. 🗨️**
- **Please see answer to question 3 – the process was poor. 🗨️**
- **Very easy. I was very happy with the care given. 🗨️**
- **Most definitely. Response were very prompt. Telephone consultation was thorough and reassuring. I felt that my health was taken seriously and an appointment was made immediately to go to Moorgate. 🗨️**
- **Excellent. Didn't have to wait too long either, which was good as I also had a 6 month in tow. 🗨️**
- **There was no appointment made, just went to the walk in centre & waited my turn. 🗨️**

**6. What was your overall experience of the Out of Hours Service?**



**75%** (9 out of 12) of the respondents who had a home visit and **81%** (21 out of 26) of the patients who visited Moorgate Primary Care Centre stated that their overall experience of the service was ‘Excellent’, ‘Very Good’ or ‘Good’.

- 👉 It was a positive one. I got to see a doctor, explain what I needed & received treatment. 🗨️
- 👉 Excellent, quick, responsive, good care. 🗨️
- 👉 Apart from the wait on the phone I felt the service was excellent. The doctor was very good, examined me well and put my mind at rest. 🗨️
- 👉 Very good. Not what expected! 🗨️
- 👉 Excellent – I have used it more than once. 🗨️
- 👉 The doctor came out the first time and said that she would be OK with antibiotics, but then came back and said they weren't comfortable so she was admitted to hospital, but otherwise it was quite a good experience. 🗨️
- 👉 As someone who has a lot of bladder infections, it is so helpful to have somewhere other than A&E to go at weekends. 🗨️
- 👉 Due to Christmas Day there was only one doctor on site and I do appreciate the advice and treatment given to me during the appointment by the doctor on call. 🗨️
- 👉 It was the first time I had used the Out of Hours service, both by phone and the visit were very helpful people. 🗨️

The majority of the respondents who were not happy with their experience with the Out of Hours service made comments about the long waiting times on the phone and at the centre. According to the comments, patients are mostly unhappy about the system itself rather than the treatment they receive from the service.

- Overall it started badly but after waiting 1 ½ hr at BARDOC and I was seen by a nurse Practitioner (I think) who diagnosed a chest infection and gave me antibiotics which was what I needed all along. She also advised me to increase one of my inhalers. ●
- The doctor – when I finally got to see him was good. The process leading up to that – poor. ●
- I got the correct advice, medication once we were seen. It is just the long waiting that always puts me off going. I only go if it is an emergency and am really suffering. ●
- Even though you are given appointment time, there always seems to be a 2 hour wait and I find the reception staff very unapproachable and rude. ●
- Because it was Christmas Day I think it was probably busy with only a skeleton staff on. I had to wait quite a while on the phone and also for a doctor. ●
- Frustrating and long winded service of using ‘national system’ to get ‘local’ help. ●



## 7. What does 'Urgent' mean to you?

In the light of our wider work within the health system and an appreciation that a) patient's perceptions do not always match the definitions of clinicians and b) messages about how to use the health system are often confusing. We asked patients what the word 'urgent' meant to them'.

The responses showed that patients associate the word urgent with time limits, priorities or severity of their health condition.

- 26% (10 out of 38) of the respondents stated that it is something immediate/straight away/ to be seen as soon as possible.
- 13% (5 out of 38) stated that 'Urgent' means something is life threatening.
- 8% (3 out of 38) stated that it means to be seen within an hour.
- 53% (20 out of 38) of the respondents had different definitions for the word 'Urgent'

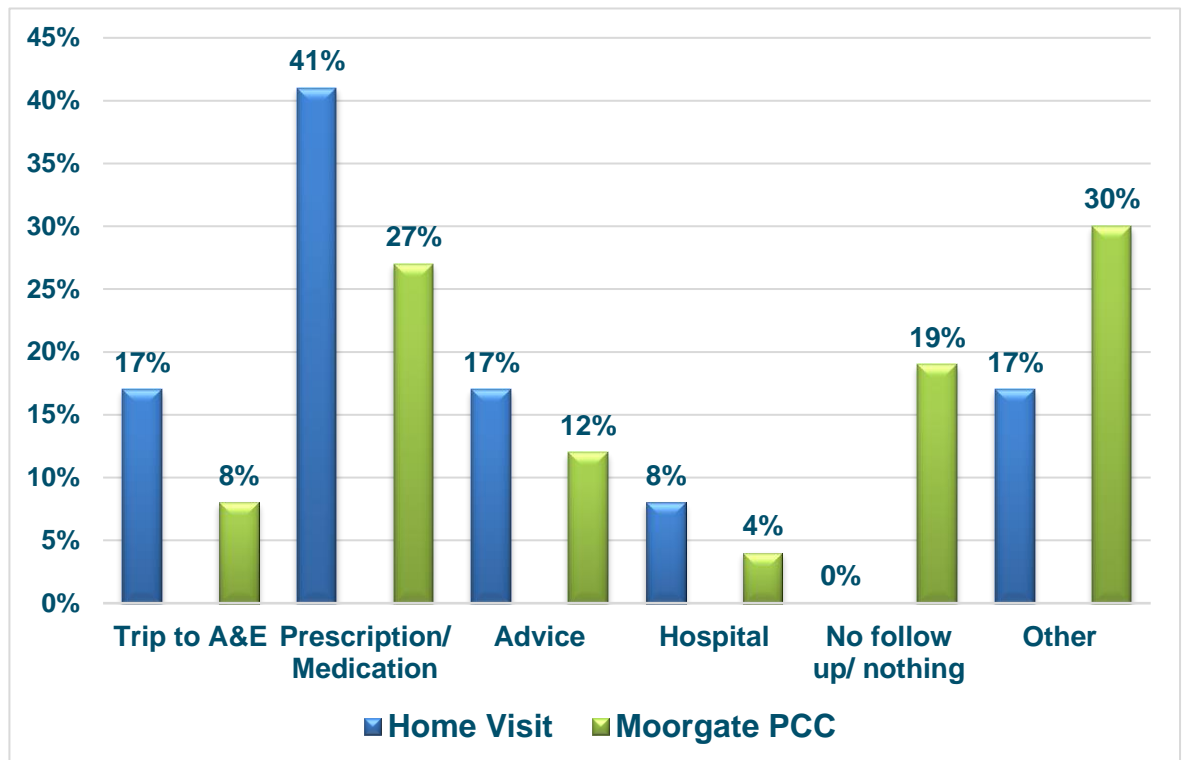
- Life threatening or life impairing. I was very depressed and the visit really helped. 🗨️
- When you know you are ill and need assistance to stop things progressing. 🗨️
- The patient needs to be seen within a few hours and cannot wait until the following day. 🗨️
- Any child matters to me, it's pretty 'urgent'. Unfortunately we have to wait for up to a week with our GP and therefore our needs naturally fall into the 'urgent' category, as opposed to next day which never happens. 🗨️
- Agonising pain for no apparent reason or loss of normal signs/functions. 🗨️
- It means: Requires medical assessment/treatment soon, otherwise likely to deteriorate – but does not require emergency treatment or treatment 'immediately'. 🗨️
- Very important, very poorly were you need medical help/advice. 🗨️
- When son is unwell to the extreme he had high temperature and hadn't eaten or drank anything in 5 days. 🗨️
- No other alternative available; and in need of professional advice. 🗨️
- Urgent means not life or death else I'd be ringing for an ambulance! But urgent that can't manage using self-care of painkillers at home. 🗨️

**8. What was the outcome of the doctor's visit? /Tell us what happened after your treatment at the 'Out of Hours' service?**

This question was different for the two surveys.

📍 **Home Visit: What was the outcome of the doctor's visit?**

📍 **Moorgate PCC: Tell us what happened after your treatment at the 'Out of Hours' service?**



**Home Visit:**

- 📍 The doctor was very good and polite. Examined my husband and left him some tablets. 📍
- 📍 Advice and paracetamol. I also eventually had to call an ambulance, as I knew there was something that needed hospital treatment. 📍
- 📍 Gave me a good examination and explained that the blood would go less as the day goes by. Water infection. 📍
- 📍 Full examination of husband's pain. Pain relief (stronger) advised and to keep mobile. 📍
- 📍 He gave my wife a thorough check-up and gave some medication he had with him. 📍
- 📍 Follow up service from visiting nurse plus blood tests. 📍
- 📍 Being admitted to Fairfield hospital. 📍



**Moorgate Primary Care Centre:**

- Prescribed penicillin for my son and within 7 days he was well again, so no requirements for follow up appointment. ●
- The doctor advised me to see my GP immediately after the holiday period for further investigation. ●
- I saw a doctor Xmas day, then my daughter got worse the following bank holiday – a few days later so went back and then was prescribed antibiotics because my daughter had an ear infection. Then she was better. ●
- Were advised to get in touch again if symptoms presented themselves
- A home visit from my own doctor. ●
- We got sent straight to Koala Unit at Crumpsall hospital as my daughter was very poorly. ●

### 9. Please rate what you think are important factors in an ‘Out of Hours’ service?

The respondents rated the factors for the ‘Out of Hours’ service in the following order (1. being the most important factor):

1.	Seeing a doctor/dentist face to face
2.	Close to where I live
3.	Seeing a nurse/healthcare professional face to face
4.	Being seen and treated in the same place.
5.	Accessible by Car
6.	Close to other health services (Late pharmacy, hospital)
7.	Good car parking
8.	Accessible by Public Transport

Please note the following factors were ranked very closely to each other by the respondents:

- ‘Close to where I live’
- ‘Seeing a nurse/healthcare professional face to face’
- ‘Being seen and treated in the same place’

- Availability of an ambulance if necessary. 🗣️
- Being able to contact ‘local’ services ‘directly’. Get rid of national NHS 111. Have a team of nurses in local hospitals on a rota system of NHS 111 type service. They could do more to quickly decide on help needed i.e. A&E, doctors, advice. 🗣️
- Waiting times. 🗣️
- Treated with courtesy. 🗣️
- Easy, quick, relevant. The waiting time for NHS 111 was unacceptable. The nurse practitioner told me that a mum with a sick child had to wait 50 mins for NHS 111 to answer that morning. My GP commented that ‘its’ no wonder that people go to A&E instead. 🗣️
- Close to where I live – this is important for those that don’t have a car. Transport unlikely to be running out of hours. 🗣️
- I think this day and age this question is or should be meaningless. Any out of hour’s service worthy of being called a ‘service’ should satisfy ALL the criteria below! You’ve missed a vital one – ‘Initial’ call taken by a fully qualified medical practitioner. 🗣️
- It would be MOST helpful if one could access a list of duty rota chemists that are open out of hours. 🗣️
- Open flexible hours, appointment times, lovely doctors, not a long waiting time. 🗣️
- Availability of a doctor. 🗣️

## Conclusions

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Most people who visited the Out of Hours Service over the Christmas period were unwell, experiencing increasing symptoms and were unable to book an appointment with their GP.

The majority of patients were satisfied or very satisfied with the service they received from the Out of Hours, although there were many patients who were unhappy with the appointment booking system through the NHS 111 service. The waiting times on the telephone were often long. Some people were experiencing difficulties with getting through and had to dial the number several times. Patients reported helpful and excellent staff attitude at BARDOC and were grateful there was a place for them to go over the Christmas period. Although the waiting time at the centre was a concern to many, it was especially frustrating for people who visited the centre with the babies and young children.

Most patients were given a prescription or advised to go and see their GP when the next appointment becomes available. Few people had to be sent to A&E or hospital.

The respondents rated 'Seeing a doctor/dentist face to face' as the most important factor for the Out of Hours Service. 'Seeing a nurse/health professional face to face', 'Close to where I live' and 'Being seen and treated in the same place' were also stated as very important factors for this service.

## Recommendations

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**The NHS 111 service.** Many patients experienced difficulties and long waiting times when trying to book an appointment with the Out of Hours through the NHS 111 service. Some patients expressed their concerns that the initial call was not taken by a fully qualified medical practitioner. We recommend this system be reviewed.

**Waiting Times.** These were especially frustrating for people who visited the centre with babies or young children. We recommend that some thought be given to monitoring the waiting times and have a second doctor on stand-by when busy periods are expected.

**Signposting.** The signposting at the centre is unclear. We recommend that some thought be given to ensure that patients, visiting the centre, will be able to distinguish between different services provided at Moorgate Primary Care Centre.

**Location.** It might be worth considering moving the service to Fairfield General Hospital where patients could easily access the A&E or hospital services should this be required.

**List of Out of Hours Pharmacies.** We recommend the list of Out of Hours' pharmacies to be provided to the patients after the consultation should this be required.

## Appendices

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### Appendix 1 – Care in Out of Hours – Home Visit Survey

#### **Care in Out of Hours Survey – Home Visit**

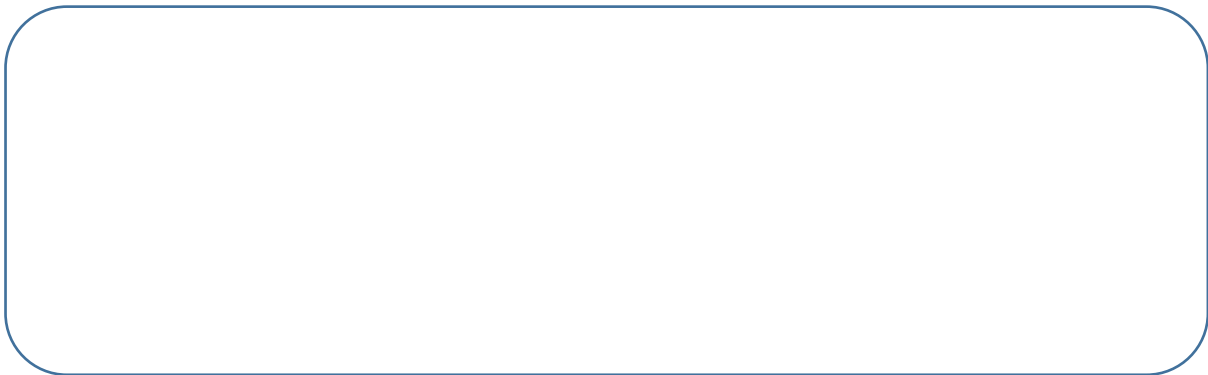
1. What was your main reason for using the 'Out of Hours' service?

2. What factors did you take into account when deciding to use the Out of Hours Service?

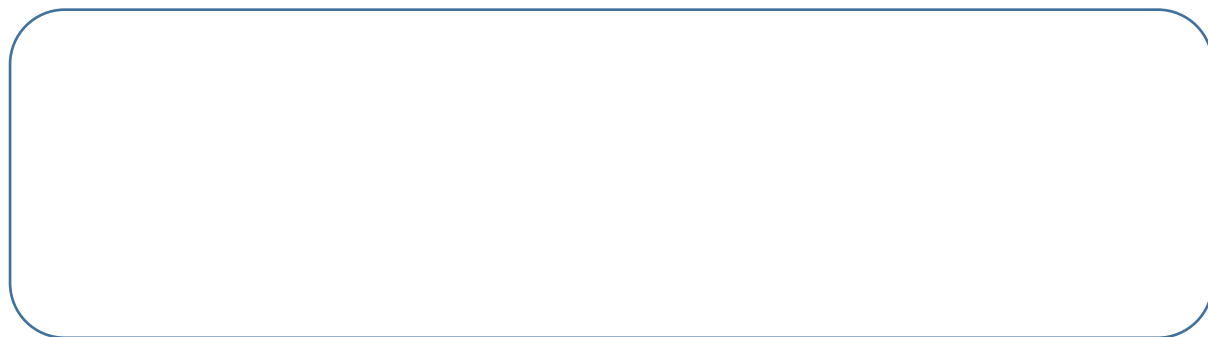
- a) Increasing symptoms
- b) Advice from others
- c) Was unable to get an appointment with my GP
- d) Other (please state below)

3. What was your experience of **accessing** the Out of Hours service?

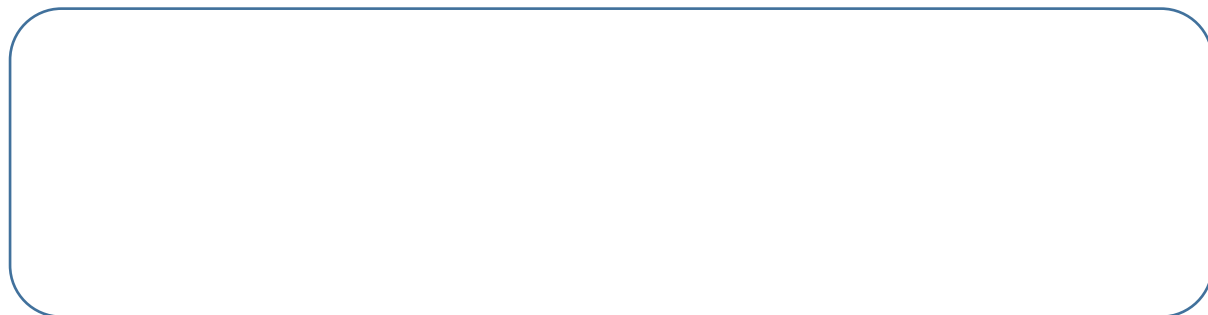
4. How long did it take for the doctor to arrive?



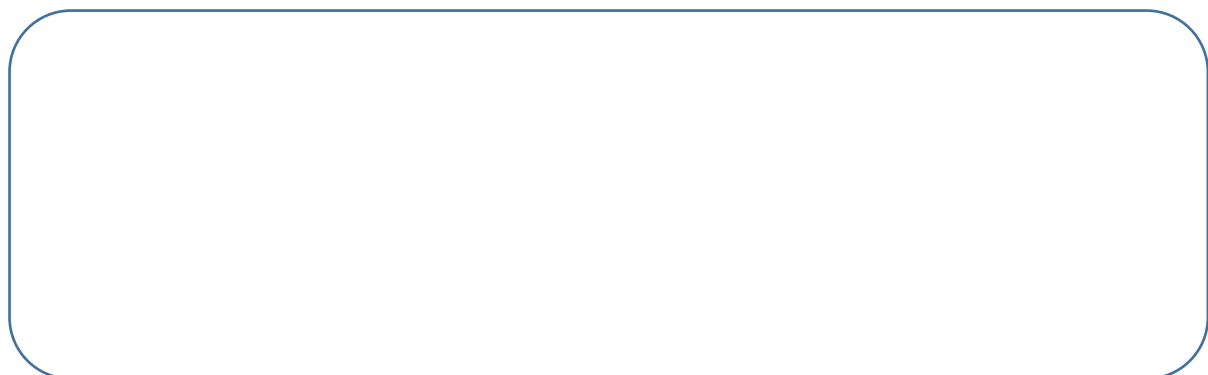
5. What was your overall experience of the Out of Hours Service?



6. What was the outcome of the doctor's visit (e.g. prescription)?



7. What does 'Urgent' mean to you?



8. Please rate what you think are important factors in an Out of Hours service (1 being most important)

- a. Close to where I live
- b. Close to other health services (Late pharmacy, hospital)
- c. Accessible by Public Transport
- d. Accessible by Car
- e. Good Car Parking
- f. Seeing a doctor / dentist face to face
- g. Seeing a nurse / healthcare professional face to face
- h. Being seen and treated in the same place
- i. Other (please specify) .....

It would help Healthwatch to talk to local organisations about this service if we could ask you the questions above. Please think about the care you received over the Christmas Bank Holidays and send your answers back, in confidence, using the freepost envelope. You can find out more about Healthwatch Bury on [www.healthwatchbury.co.uk](http://www.healthwatchbury.co.uk)

Appendix 2 – Care in Out of Hours – Moorgate Primary Care Centre Survey

**Care in Out of Hours**  
**Survey – Moorgate Primary Care Centre**

9. What is your main reason for using the 'Out of Hours' service today?

10. What factors did you take into account when deciding to use the Out of Hours Service?

- e) Work/School pressures
- f) Previous use of Out of Hours
- g) Increasing symptoms
- h) Advice from others
- i) Unable to get an appointment at my own surgery
- j) Other (please state below)

11. How did you travel to Moorgate Primary Care Centre today?

12. How would you rate the process of arranging your appointment? Did you feel your needs were met, if not please provide comments?

13. What was your overall experience of the Out of Hours Service?

14. What does 'Urgent' mean to you?

15. Please rate what you think are important factors in an Out of Hours service (1 being most important)

- j. Close to where I live
- k. Close to other health services (Late pharmacy, hospital)
- l. Accessible by Public Transport
- m. Accessible by Car
- n. Good Car Parking
- o. Seeing a doctor / dentist face to face
- p. Seeing a nurse / healthcare professional face to face
- q. Being seen and treated in the same place
- r. Other (please specify) .....



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