



**Staffordshire and
Stoke-on-Trent
Integrated Care Board**

PEOPLE'S PANEL SURVEY

PRIMARY CARE ACCESS SURVEY



March 2026

Introduction



Introduction

This People's Panel survey invited members to share their experiences and views on accessing primary care services across Staffordshire and Stoke-on-Trent. The survey was last conducted in September 2023, and repeating it has enabled us to understand what has changed over time, identify any ongoing challenges, and assess whether access to primary care services has improved. An additional *Campaigns* section was included in this iteration of the survey.

Approach

The survey was co-designed with the Staffordshire and Stoke-on-Trent Integrated Care Board (ICB) and shared with the People's Panel in February 2026.

Each questionnaire included a unique survey ID. This helped us understand who had responded, and allowed responses to be linked to demographic profiles for further analysis (such as age, location, or health condition).

Technical testing of the survey

As part of the design process, the questionnaire was tested as follows:

1. a structured in-house testing plan was used to assess the survey's design, logic, and overall operability
2. piloting with five survey testers (non-panel members), who checked and reported on areas such as usability, complexity of wording
3. software tools were used to assess fatigue and accessibility scores, ensuring the survey was user-friendly and inclusive.



Green = good (low fatigue / high accessibility), **Amber = caution**, **Red = needs attention**.

Fieldwork

The survey fieldwork period was as follows:

- 13 February 2026 – email invitation to all panel members
- 22 February 2026 – email reminder to all panel members who had not completed the survey
- 6 March 2026 – final email reminder to all panel members still to complete the survey
- 9 March 2026 – survey closed.

Panel promotion and recruitment took place during the fieldwork period. New members joining the panel during this period were given the opportunity to participate in the survey.



Who we spoke to

Email invites



2758
Delivered

Responses



943
Completed

Response rate



34%
Completion

Prize draw

As a thank you for taking part, all completed questionnaires were entered into a prize draw to win one of two £50 Love2shop vouchers. The draw was held in March 2026, and two lucky panel members received their £50 vouchers by email, ready to spend online or on the high street.

Technical notes

Percentages and number of responses per question

Due to rounding, not all percentages shown may equal 100%.

n= When shown in this report, 'n=XX' indicates the number of responses received for a given question.

Respondents' comments

Several questions gave the option for respondents to explain further the reason for their answer. These comments are listed in full in this report. Where respondents named specific providers or clinicians, these details are redacted.

All free-text responses have been lightly edited for spelling accuracy only; otherwise, they are presented verbatim to preserve the respondent's original wording and intent.

Where a comment may potentially identify a respondent, these references have been omitted from the report.

For the purposes of anonymity, any GP practices or pharmacies referred to in this document have been anonymised and are identified as 'Practice A', 'Pharmacy A', etc.

Tracking change over time: September 2023 vs February 2026

Variations in percentages should be interpreted with consideration of the substantially larger respondent base in 2026.



The People's Panel

Staffordshire and Stoke-on-Trent Integrated Care Board People's Panel is a digital group of just under 3,000 local residents (as of April 2026) from across Staffordshire and Stoke-on-Trent.

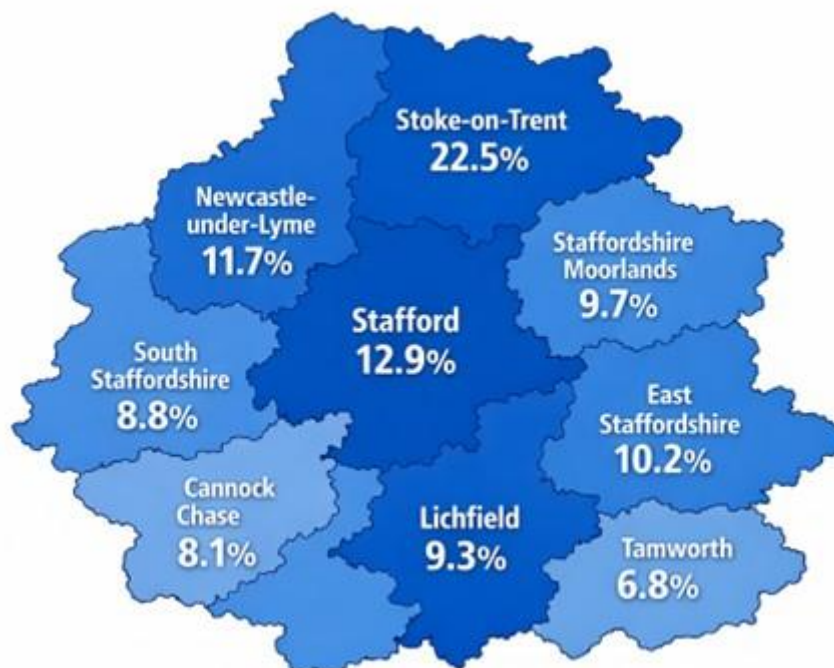
Members are asked about their experiences and to share their views about health and care services through online surveys; their responses help to shape decisions about health services that affect their community.

How it works

- Several times a year, members are sent surveys about local and national NHS topics
- a newsletter is sent four times a year, with updates on healthcare changes and actions taken as a result of panel feedback
- taking part is always voluntary. All responses are published anonymously in reports of findings on the Integrated Care Board (ICB) website. These reports are shared with system partners, who can also access them via the ICB website.

Our current panel membership closely matches the population profile of Staffordshire and Stoke-on-Trent, based on Office for National Statistics (ONS) 2021 Census data.

Panel membership will differ from smaller to larger areas of Staffordshire and Stoke-on-Trent, and representation of areas. Larger districts will show proportionally higher levels of participation, while smaller areas will show proportionally lower representation.



Breakdown of the People's Panel as of December 2025



Survey, data analysis and report production undertaken by Direct Data Analysis Ltd, who run the People's Panel on behalf of the Integrated Care Board.

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Executive summary



Executive summary

Experiences of primary care are continuing to evolve, with growing use of digital GP services, increasing contact with a wider range of clinicians, and strong awareness of pharmacy-based support.

Recent feedback highlights rising satisfaction with access, greater engagement with tools like the NHS App, and continued reliance on both face-to-face GP advice and community pharmacies. Public health campaigns are also helping shape behaviour, though with varied levels of recall and impact.

GP access and experience

Respondents are increasingly using digital routes to contact their GP, with online booking increasing from 11% to 25%, while telephone contact dropped from 53% to 41%. Satisfaction improved, with “good” or “very good” ratings rising from 70% to 80%.

Seeing other clinicians

More respondents are now seeing non-GP professionals, increasing from 82% to 87%. Nurses remain the most frequently accessed, and physiotherapist use increased from 5% to 10%.

Digital GP services (2026)

Digital engagement: 65% used the NHS App, 24% used online consultation, and 35% accessed GP Online Services. However, many had heard of these tools but had not yet used them.

Health advice and minor ailments

Face-to-face GP appointments (59%) remain a trusted source for advice followed by pharmacies (51%). Pharmacies (47%) were also the main source of advice for minor ailments.

Pharmacy awareness and use

Respondents were most aware of flu vaccinations (91%) and blood pressure checks (85%), and they were happiest to use pharmacies for flu vaccinations (73%) and blood pressure checks (73%).

Campaign awareness

Campaign recall was mixed: 24 Hours Not in A&E led 31% who saw the campaign to visit a pharmacist, while the flu jab campaign prompted 34% who saw the campaign to book a vaccination.

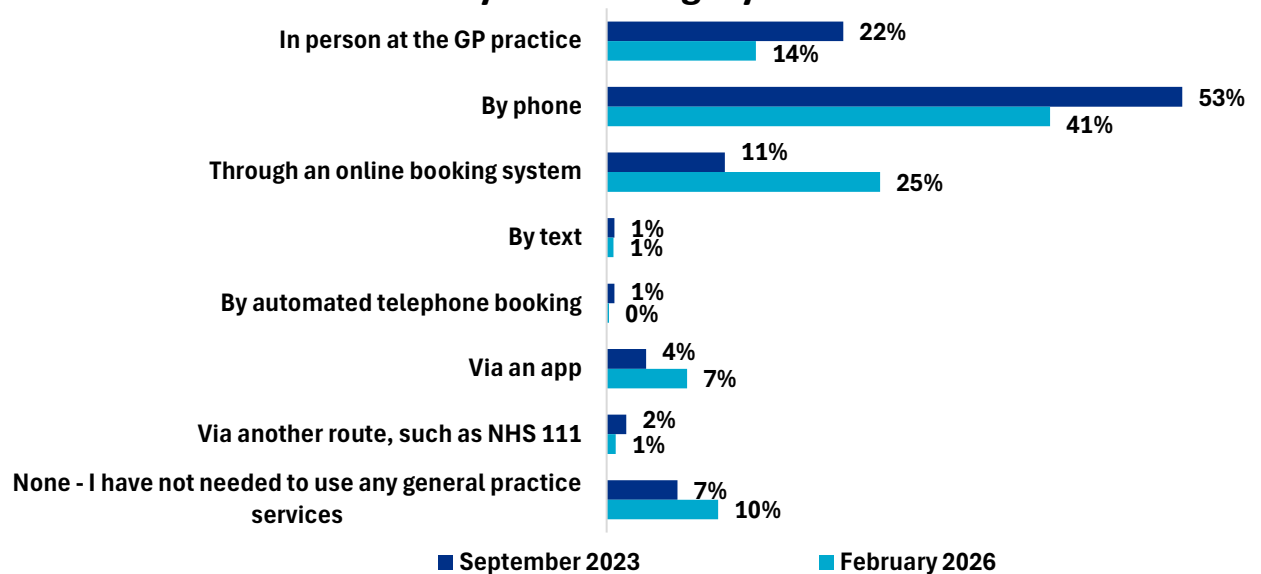
Survey findings



GP surgery access

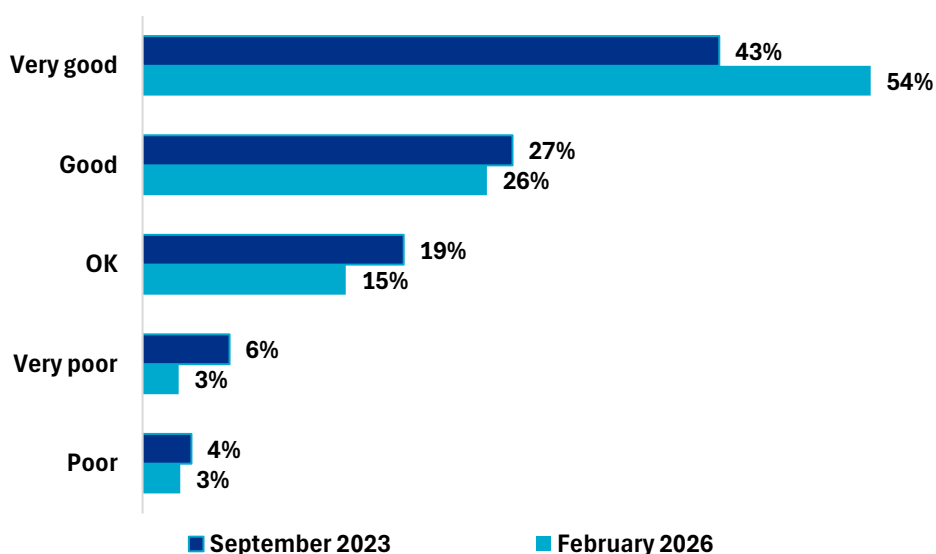
This section explores how People's Panel members accessed GP services over the past 12 months, compared to the previous survey in September 2023, and their overall experience of service. It also looks at awareness and use of different healthcare professionals within general practice teams, reflecting changes in how services are delivered.

In the past 12 months, what was the most recent method used to contact your GP surgery?



Responses: September 2023 (n=273), February 2026 (n=937)

How would you rate the overall experience of the service you received from your GP practice on your latest visit?



Responses: September 2023 (n=248), February 2026 (n=823)



How could the experience accessing your GP practice be improved in the future?

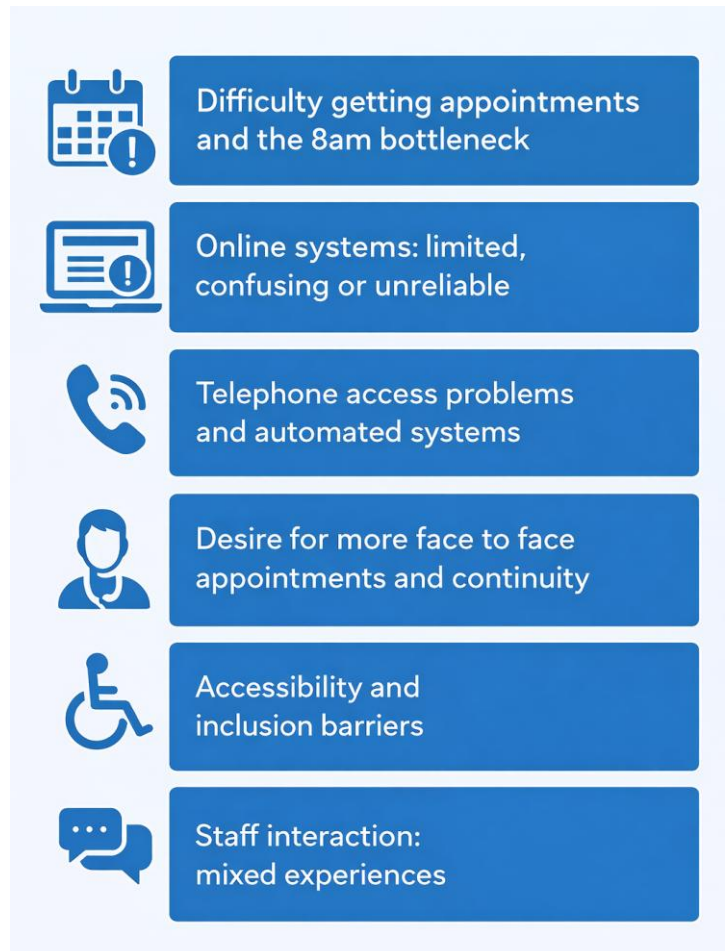
A summary of the key insights — along with the most common themes shared by the 546 respondents is presented below. All individual comments are included in full at the end of this report for reference.

Respondents reported persistent difficulties accessing primary care, with the **8am appointment bottleneck**, **long phone queues** and **restrictive online systems** creating major barriers.

While **digital tools** help some, many find them **confusing or inaccessible**, particularly those with disabilities or low digital confidence.

Respondents want **more face-to-face appointments**, **better continuity with the same GP**, and clearer, more compassionate communication.

Although many interactions with staff are positive, respondents also reported inconsistency and a lack of follow-through.



Six common themes identified from respondent comments

1. Difficulty getting appointments and the 8am bottleneck

Respondents repeatedly describe long waits, redialling, and appointments disappearing quickly. Examples include:

- *“The 8am phone line scramble for an appointment is stupid, inefficient and time consuming”*
- *“Not having to ring the next day at 8.30 because there are no appointments left”*
- *“It is extremely difficult to access my GP practice by telephoning for an appt”*



2. Online systems: limited, confusing or unreliable

Many find online forms restrictive, unavailable, or too complex. Examples:

- *"Online forms are too complicated... there is not an option to just have a blood test."*
- *"The facility to book GP appointments online is not always an available function."*
- *"PATCHS is too confusing and hard to access from the GP website."*

3. Telephone access problems and automated systems

Long queues, unhelpful automated menus, and difficulty speaking to a person are common. Examples:

- *"Answer the phone more quickly. They gave me a link to book appointments etc. but the link doesn't work and they have no idea how to fix it!!!"*
- *"Sack the AI telephone service. It's easier to talk to a real person."*
- *"More operators, so less waiting in a queue."*

4. Desire for more face-to-face appointments and continuity

Respondents want to see a GP in person and preferably the same GP. Examples:

- *"When asking to see the GP, I would like to be given the opportunity to actually see the GP."*
- *"Be able to see one of the doctors who actually knows me rather than a locum GP."*
- *"More face-to-face appts needed."*

5. Accessibility and inclusion barriers

Digital exclusion, disability needs, and communication challenges were widely reported. Examples:

- *"As far as I know, the only way to get an appointment is to phone... for me, not easy I am DEAF."*
- *"Needs to be easier to access for deaf people."*
- *"Older people would struggle to book an appointment if they haven't got the internet."*

6. Staff interaction: mixed experiences

Many praise staff, but others report inconsistency, lack of empathy, or poor communication. Examples:

- *"The GPs are great. The receptionists vary. Some do not listen..."*
- *"More compassion when talking to someone who has been sexually assaulted..."*
- *"Friendlier helpful receptionist."*



How could the experience accessing your GP practice be improved in the future? All comments.

Cannock Chase	Allow online/app appointment booking.
Cannock Chase	Answering the phone will be a good start.
Cannock Chase	Appointment times with a specific GP could be more available. Also being able to book block appointments when wishing to discuss more than one issue. My husband has been asked to see his GP re-test results. You are only allowed to discuss one issue in your 10 min appointment, and he wished to discuss another medical condition and concerns about a medication he is taking, so needs 3 appointments, but the max allowed is 2. Has he really got to make 2 visits when he's not well?
Cannock Chase	Being able to book appointments online.
Cannock Chase	Being able to send ailments through to the GP online rather than having to make a physical appointment. I understand this is now possible, which is good news.
Cannock Chase	Booking appointments via the NHS App.
Cannock Chase	Ease of access - user PIN etc. There are too many to remember!
Cannock Chase	Extremely difficult to get an appointment.
Cannock Chase	I had to wait a long time after my appointment time. When I booked in it said the GP was 20 minutes behind. I didn't mind that as I know that some people may need longer, this includes myself. However, it was another 20 minutes later when I got to see the doctor.
Cannock Chase	I would like to be able to book appointments online instead of sitting on the phone for up to an hour.
Cannock Chase	I'd like to be able to book a routine appointment over the phone without having to discuss the reason with a receptionist.
Cannock Chase	I'm happy with what is currently available, I only attended in person because I was in the area at the time.
Cannock Chase	It's fine as it is.
Cannock Chase	Less anxious speed calling at 8am to get an appointment.
Cannock Chase	Make more self-book triaged appointments available.
Cannock Chase	More appointments available.
Cannock Chase	No improvement necessary.
Cannock Chase	Not needing to telephone at 8am to get an appointment.
Cannock Chase	Nothing - I have received excellent care from my GP on all occasions recently and have always been able to access an appointment with an appropriate clinician in a timely manner.
Cannock Chase	Nothing. Luckily able to get appointment when required.
Cannock Chase	Online appointment bookings made more available.
Cannock Chase	Our practice is very good.
Cannock Chase	PATCHS is too confusing and hard to access from GP website and access should be via NHS App.
Cannock Chase	The staff do their utmost best to answer calls, also use of the call back system works. In addition, going to the surgery and speaking with a receptionist gets results.
Cannock Chase	There is usually only one receptionist at the branch I choose to go to, so it's not unusual for there to be a queue to speak to the receptionist.



Cannock Chase	To be able to choose online slot not fill in eConsult and be triaged.
East Staffordshire	Practice A is amazing. I don't see how they could improve their service. When I call, the doctor or nurse call back and if you need to be seen we get an appointment very promptly and are given excellent care and treatment from all of the staff.
East Staffordshire	Answer the phone quicker. Shorter queues maybe.
East Staffordshire	Appointments could be quicker. Online appts take a min of 2 weeks!
East Staffordshire	Automatic bookings are made when GP requests to see you again in the future.
East Staffordshire	Being able to send your symptoms online if not a serious issue and then allowing the GP to respond accordingly.
East Staffordshire	By having a telephone call answered and not being told that I am 30th in the queue and then after nearly an hour speaking to a receptionist and being told that there are no appointments available.
East Staffordshire	By not having to be on the phone at 8 in the morning and being able to see a doctor when needed.
East Staffordshire	By putting in more effort.
East Staffordshire	Far better being able to contact the GP online. I could message them in the evening from home rather than spending ages at work on the phone. Also, it is far more private to send a message rather than using the phone at work.
East Staffordshire	Give me appointments with my usual GP unless it is not possible. Whenever I've had an appointment with another one, it ends up repeated with my usual GP.
East Staffordshire	Have more appointments bookable online.
East Staffordshire	Have more GPs not locums who don't know the patient.
East Staffordshire	I accessed my GP through a letter from my opticians; the surgery then phoned me on the same day, they also text me regarding some vaccines I was due. Both were very responsive.
East Staffordshire	I prefer to speak to an actual person. Eg, since I've been ordering my repeat prescriptions online in October, things have been wrong with it.
East Staffordshire	I think things are working pretty well at the moment.
East Staffordshire	I think you should keep telephone access as well as online.
East Staffordshire	I was told by the receptionist that I had to apply for an appointment through the newly released contact app. This is not something I feel comfortable doing.
East Staffordshire	If I can get my regular GP, who knows my history and complex health issues, the care is excellent. However, getting the appointment with her that is the issue. Its hours, literally hours on the phone to then get through and there be no appointments. To have to be there in person at 7am to queue, also not ideal with complex health issues or you wait for weeks online for an appointment to become available. There needs to be a dedicated booking system for those with complex long-term health conditions.
East Staffordshire	Improved internet access to booking appointments.
East Staffordshire	It couldn't.



East Staffordshire	It is extremely difficult to access my GP practice by telephoning for an appt. The 'back door ' way is to call 111 and hope that the clinician you speak to will contact the practice and ask them to contact you.
East Staffordshire	It is very good. Although the new government mandated online form is an added burden, I recognise it helps to better allocate to the right practitioner.
East Staffordshire	It would be nice if there were staff to speak to out of hours, but I realise that they work long and hard already, so this is unlikely likely to happen.
East Staffordshire	Make it better signposted on the accurx system as to where to find the triage form or revert to telephone contact with the surgery.
East Staffordshire	More accessible for people who work 9-5.
East Staffordshire	More bookable appointments.
East Staffordshire	More choice of times of day.
East Staffordshire	More reassuring instructions. They are a bit distant.
East Staffordshire	Needs to be easier to access for deaf people.
East Staffordshire	No improvement required.
East Staffordshire	Nothing.
East Staffordshire	Nothing. The new triage system works really well. It would help if the switchboard was open over lunch, though.
East Staffordshire	Our GP practice is easy to contact; I have no problems with them.
East Staffordshire	Overnight the service deteriorated with introduction of this new system. 10 days to get to see my GP for an ongoing issue! That is not service, that is catastrophe.
East Staffordshire	Self-sign-in when you arrive at the surgery; this would save having to wait for the receptionist to finish phone calls before they can book your arrival on the computer.
East Staffordshire	Surgeries don't do blood tests anymore.
East Staffordshire	Surgeries open more in the week.
East Staffordshire	The availability to still be able to phone for an appointment - I have concerns for the elderly and not computer savvy - although I recognise the advantages of triage.
East Staffordshire	The link to book online didn't work so I had to phone the GP surgery who sent me another link so I could apply online for a GP assessment.
East Staffordshire	The process worked well.
East Staffordshire	The telephone call back system appears to be working well but the person in the 08:00 queue for appointments on the day can result in patients having to stand outside in inclement weather. Opening the entry door to the waiting room 15 minutes before and handing patients a queue number would be very helpful.
East Staffordshire	The triage system seems to work well but it is good to be able to see the same doctor each time.
East Staffordshire	Timely appointments and less waiting.
East Staffordshire	To be able to be given an option of online booking system with a time slot that patients self-book online, e.g. Monday 21st February 2025.
East Staffordshire	To be totally honest by the time that ridiculous form was filled in I could have easily killed myself. I was forced to go online as I initially rang the surgery for the receptionist not to be interested or bothered in helping me and all she kept saying was 'I had to go online' note the 'had to' this is



Practice C whose standards have dropped considerable in the last couple years. If that someone had been unable to fathom out the ridiculous irrelevant questions on that silly triage form they probably would have killed themselves. It's all just a system to make it harder for people to get regular routine appointments and for the GP to see less patients and to get paid more for doing less. There is nothing legally possible point to the job of receptionist any more [sic]. So, there is much space for improvements.

East Staffordshire	Used the practices online form. This was great as I did not have to hold waiting to speak to someone. I sent my request to the practice and they phoned me back with a response. A greatly improved system.
East Staffordshire	Very happy.
East Staffordshire	You are unable to book on the app until 8am.
Lichfield	A more consistent availability of appointments using the "pre-book 4-week FTF" system.
Lichfield	Accessing the practice is pretty good although when phoning you can get disconnected as you reach "you are number one in the queue" which is frustrating so it's easier to go into the practice and wait in the physical queue for 30mins - totally get that this may not be an option for elderly or those with poorly children.
Lichfield	As far as I know, the only way to get an appointment is to phone. If you go they turn you away and for me it is not easy. I am DEAF.
Lichfield	Being able to book specific appointments with a GP of choice, within a reasonable amount of time particularly if it is a follow-up appointment.
Lichfield	Being able to email my symptoms, including pictures/video so a healthcare professional could look and get back to save me having to book time off work to visit the GP.
Lichfield	Better system and more appointments.
Lichfield	Each time I have needed to see or speak to a doctor I've had to fill in a rapid health online form and then wait for the GP practice to contact me.
Lichfield	Ensure you see the doctor you were expecting to see.
Lichfield	Greater proportion of 1st care appointments to be booked ahead. Missed appointments should be charged for, unless a valid reason is evidenced for non-attendance.
Lichfield	I am very happy with the triage system of booking at my GP practice. It is very efficient and has removed the 8am scramble. Given current pressures I don't think it can be improved upon.
Lichfield	I felt like I wasn't being understood. I have autism and other physical and mental health problems and I think because of my complexity nobody knows what to do. Some doctors and nurses are better and more reassuring and empathetic than others.
Lichfield	Increased staff answering the phone or automated appointment system via the app.
Lichfield	Just want to speak to someone, online does not meet my needs, the AI system is a nightmare.
Lichfield	Less emphasis on texting & more on conversations.
Lichfield	Less of a wait to see a doctor.
Lichfield	Less time waiting.



Lichfield	Less waiting time for an appointment. I needed a non-urgent appointment (not one within 24 hours). The process of getting a non-urgent appointment was fine via the App - online message to allow the doctor to see if your query warranted a face-to-face or online consultation. However, having been assessed as needing a face-to-face consultation - the earliest appointment was in two weeks' time.
Lichfield	Make it easier to get face-to-face appts.
Lichfield	More availability of appointments.
Lichfield	More on reception or the receptionist not having to answer the phone at the same time as trying to talk to people waiting. Getting there is ok for me, but as a wheelchair user, the surgery is not adapted, so things like bloods etc., have to be taken in the corridor. I give up trying to ring as there are usually over 20 people in the queue.
Lichfield	More people on the phone. You can only book doctors appts through the App & there is not enough space to put what's wrong & nurses appts have to be booked by phone.
Lichfield	More phone appts NOT go home and email.
Lichfield	No need as it's already good.
Lichfield	Online booking access such is in place for Stafford GP surgeries (which I use for my dad).
Lichfield	Online systems only work during working hours, which is unhelpful. I would appreciate being able to submit requests outside of these hours (not expecting a response outside these hours).
Lichfield	Option to be able to complete the online appointment request when the surgery is closed.
Lichfield	Personally, I would be happy if all bookings could be done online via the NHS App.
Lichfield	Provide more hands-on treatment in primary care instead of sending patients to A&E. Carry out home visits to patients who are not well enough to go to the surgery. Refer patients directly to hospital services (e.g. scans) instead of requiring patients to wait all day at A&E.
Lichfield	Quicker access for non-urgent appointments.
Lichfield	Review the automatic message which said to complete a triage form which wasn't actually available.
Lichfield	Shorter waiting times.
Lichfield	Staff showing an interest.
Lichfield	The current system (i.e. online enquiry) is working very well and in my opinion, no improvements are necessary.
Lichfield	The current triage system relies on the patient describing their symptoms adequately and the GP being able to understand exactly what is being said. This doesn't always work well. I feel the patient should be able to leave a voice message or even a video.
Lichfield	The online triage system is good but not very accessible for those with a visual impairment, system needs to be made accessible or alternative routes provided.
Lichfield	The practice has too many people to deal with effectively.
Lichfield	The questions asked aren't always accurate for the condition you're reporting.



Lichfield	The word limit/space to free text on the online form needs to be larger to allow accurate detail.
	The system my GP surgery uses needs to be able to deal with more than one health issue at a time, as in my case my health conditions are interrelated. I am a human not body parts or conditions.
	There is no option to discuss non- urgent issues with a GP, only triage and administration queries.
Lichfield	They have recently separated the pharmacy side of the practice from the doctors, so you have to remember to message the right group. They don't appear to be able to pass messages between themselves.
Lichfield	Too many patients accessing resources.
Lichfield	Visit was unnecessary. Medication had previously been recommended and prescribed by outpatient consultant and could have been prescribed again without GP consultation.
Lichfield	Would prefer to be able to phone and book an appointment.
Newcastle-under-Lyme	Ability to book nurse practitioner appointments online and within a shorter time period - recent wait was 3 months and this is not appropriate when needing blood checks for an HRT review as it prevents medication being prescribed when needed and a gap in much needed HRT being provided. There should be a more effective, timely way of this being done.
Newcastle-under-Lyme	Able to book appointments online.
Newcastle-under-Lyme	Amazing. I saw Laura. She was brilliant and really listens.
Newcastle-under-Lyme	At the moment no problems for me.
Newcastle-under-Lyme	At the moment it suits my needs, but I do think that it would be good to be able to contact all 'areas' in the same way, i.e. practice nurses, dentists, etc.
Newcastle-under-Lyme	Availability of appointments.
Newcastle-under-Lyme	Availability of online appt booking.
Newcastle-under-Lyme	Avoid the need to ring at 8am even if it is a follow-up appointment that is needed.
Newcastle-under-Lyme	Be able to see one of the doctors who actually knows me rather than a locum GP who has never seen me before.
Newcastle-under-Lyme	Be given a doctor's appointment.
Newcastle-under-Lyme	Be open 24 hours to send requests in.
Newcastle-under-Lyme	By making a booking online. Waiting in a long queue to be answered is time-consuming and unfortunately by the time you get to speak there are no appointments available.
Newcastle-under-Lyme	By seeing the same doctor every time. I have only seen my named GP once.



Newcastle-under-Lyme	Direct telephone call to book an appointment. Booking online gives a 3 week wait for an appointment.
Newcastle-under-Lyme	Don't know.
Newcastle-under-Lyme	Easier to get through in the mornings.
Newcastle-under-Lyme	Excellent, only dispensary now takes 3 days to supply rather than 2 but even so great service.
Newcastle-under-Lyme	Fairly accessible.
Newcastle-under-Lyme	Having pre-bookable appointments. Calling at 8am is a nightmare for me with 2 disabled children.
Newcastle-under-Lyme	Having to book an appointment by 8.00am by telephone is extremely difficult. The receptionist can sometimes be a little unhelpful, e.g. when making enquiries about flu jabs I was told ...we're not doing them!
Newcastle-under-Lyme	I emailed them, they got back to me in a timely manner, and I was happy, so I don't know, maybe Star Trek style holographic technology? The EMH from Voyager would be hilariously brilliant.
Newcastle-under-Lyme	I find it to be very easy.
Newcastle-under-Lyme	I think our Practice B does very well. Access can be by phone or online. It works.
Newcastle-under-Lyme	I got through ok on the phone and the GP rang back when they were supposed to. Can't fault them.
Newcastle-under-Lyme	I hate the online booking system. It makes it very difficult to access the GP practice, especially when it closes to appointments shortly after 8am. Overhauling that would improve my experience accessing my GP practice.
Newcastle-under-Lyme	I have no complaints since the new total triage system came into use.
Newcastle-under-Lyme	If it is this good, no improvement is needed.
Newcastle-under-Lyme	It can be hard waiting for a call back to know if I've got an appointment or not, as I'm autistic and also need to manage my energy very carefully. By the time they do, I'm exhausted and close to meltdown. Also, they don't have many appointments available in advance and the waiting list to book one can be weeks long.
Newcastle-under-Lyme	It is very difficult to access appointments. Maybe 2 appointments are available to book online, but these are usually for 10 days later. Difficult to get through by phone. Staff are usually helpful. To improve this, more appointments could be booked online, maybe hold some appointments for people who are phoning in. After waiting 45 mins to be answered, to then be told there are no more appointments is very frustrating.
Newcastle-under-Lyme	It was a same day appointment and was fine.
Newcastle-under-Lyme	It was fine, so I can't see any way to improve it this time.
Newcastle-under-Lyme	It was only a routine well woman health care check. Not needed any other services.



Newcastle-under-Lyme	It would help if you could get a same day appointment and see your own doctor and not students or locums.
Newcastle-under-Lyme	It'd be good to be able to message in real time. I still think the phone system isn't good. If we could message the practice to get a reply within an hour or so if not immediately, that would be perfect.
Newcastle-under-Lyme	It's fine as it is.
Newcastle-under-Lyme	Less waiting time on the phone and for an appointment.
Newcastle-under-Lyme	More accessibility to available appointments.
Newcastle-under-Lyme	More availability for face-to-face appointments when required.
Newcastle-under-Lyme	More compassion when talking to someone who has been sexually assaulted in the past but still has issues around more sensitive parts.
Newcastle-under-Lyme	More operators so less waiting in a queue.
Newcastle-under-Lyme	More out-of-hours appointments.
Newcastle-under-Lyme	My GP practice is very rare [sic] as I personally cannot fault the service.
Newcastle-under-Lyme	N/A.
Newcastle-under-Lyme	N/A - with the exception of the online booking system - if you have an appointment already booked for example with the nurse or for a blood test, you're not able to book any further appointments.
Newcastle-under-Lyme	No.
Newcastle-under-Lyme	No action required.
Newcastle-under-Lyme	Not having to queue at 8am to get appointments.
Newcastle-under-Lyme	Not having to wait ages on the phone.
Newcastle-under-Lyme	Not having to wait so long for someone to answer the phone - 48 minutes is a joke.
Newcastle-under-Lyme	Not sure.
Newcastle-under-Lyme	Not sure as I'm satisfied.
Newcastle-under-Lyme	Nothing, excellent GP practice.
Newcastle-under-Lyme	Nothing, they were amazing and always have been.
Newcastle-under-Lyme	Online appointment system.
Newcastle-under-Lyme	Online appointments, appointments on time.



Newcastle-under-Lyme	Online bookings for planned appointments.
Newcastle-under-Lyme	Phone option.
Newcastle-under-Lyme	Private prescription not ready at reception. Approved on NHS App week previous. Need for reprint (happens every month despite raising with practice) and call back next day. Also embarrassing giving details with a packed reception.
Newcastle-under-Lyme	Publish times when each named GP is on duty, especially useful when dealing with complex medical problems and illnesses where it is beneficial to address with someone familiar with those complexities.
Newcastle-under-Lyme	Quicker phone answering service.
Newcastle-under-Lyme	Quicker time between booking an appointment and being seen.
Newcastle-under-Lyme	Simpler system for online contact.
Newcastle-under-Lyme	Staff pleasant but no appointments available with preferred GP.
Newcastle-under-Lyme	The 8.00am scramble is brutal to say the least most days. Now they 'block the lines' for up to 5 minutes each morning and you have to keep trying to get through. Last week myself and my hubby rang 40 times, as he has a serious heart condition and needed to see a doctor. You cannot book appointments online which is ridiculous in this day & age.
Newcastle-under-Lyme	The facility to book GP appointments online is not always an available function so you have to telephone.
Newcastle-under-Lyme	The GPs are great. The receptionists vary. Some do not listen or refer to notes on the screen and are negative from the off.
Newcastle-under-Lyme	The PATCHS booking system is hopeless and the new PATCHS telephone assistant doesn't work. If a online system is needed they need to choose another one. PATIENTS NEED TO BE ALLOWED TO VISIT THE PRACTICE IN PERSON TO MAKE AN APPOINTMENT. THIS PROVISION IS DELINEATD IN YOUR AND YOUR GP THE PRACTICE NEEDS TO ADHERE TO THIS
Newcastle-under-Lyme	The telephone lines are overloaded at 8am because everyone knows you need to dial at 8am, so it took 5 minutes and a lot of redialing to be connected to the call queuing system. Increasing the capacity of the lines or removing the 8am rush or improving access to appointments would resolve this and change behaviors.
Newcastle-under-Lyme	They still need to keep the telephone service not everyone wants to book online.
Newcastle-under-Lyme	To be able to get an appointment within 3 weeks without having to call back the following week.
Newcastle-under-Lyme	Too many apps/web sites etc.
Newcastle-under-Lyme	Unsure.
Newcastle-under-Lyme	Very good as it is.



Newcastle-under-Lyme	Waiting times on the phone is too long sometimes. Get a lot of things wrong online.
Newcastle-under-Lyme	Would be easier to book appointments on an app.
Newcastle-under-Lyme	Would be good to be able to make a non-urgent appointment online.
South Staffordshire	Allow patients to ring & talk to someone as the online booking service can be difficult to use if your symptoms don't appear on the list of answers.
South Staffordshire	Availability of appointments.
South Staffordshire	Because they refused to see me, I have suffered greatly for longer with pneumonia. Their response was to go to A&E, which I couldn't get to & I had a lung cancer operation in October and I am very vulnerable.
South Staffordshire	Being able to book advance appointments for non-urgent cases so you can plan time off work.
South Staffordshire	Being given an appointment at a suitable time.
South Staffordshire	Book online. Also, did not get told to bring a urine sample.
South Staffordshire	Could do a brief screening to find out how I am? I am a pensioner and have not had a face-to-face review in years.
South Staffordshire	GP needs to familiarise themselves with patients' medical history before an appointment.
South Staffordshire	I hate E-consult with a passion. It is not fit for purpose. The A-Z list is missing many symptoms and body parts. You have to select something you haven't got, just to access the form and then type "I don't have this symptoms!" SCRAP E-CONSULT ALTOGETHER. PLEASE TELL WES STREETING IT'S RUBBISH FOR PATIENTS & CAUSING STRESS & BURNOUT FOR GPs.
South Staffordshire	Improved use of the tools available to them e.g. automation of call handling.
South Staffordshire	It can't be any simpler.
South Staffordshire	It is very good in person. However, the automated phone system (which I have used in the past) is not great. The triage system is nowhere near flexible enough and has on occasion led to giving incorrect answers as the questions asked by the system were not appropriate to my query.
South Staffordshire	More appointments available.
South Staffordshire	More appointments available earlier.
South Staffordshire	More appointments.
South Staffordshire	More staff.
South Staffordshire	Online booking of appointments.
South Staffordshire	Online forms are too complicated, for instance there is not an option to just have a blood test.
South Staffordshire	Phone calls not left so long in a queueing system. Online booking less complicated because it is challenging when someone is unwell. More opportunities to book to see a doctor rather than advanced practitioner. Ideally being able to see a doctor of choice in some circumstances.
South Staffordshire	Scrap the not fit for purpose e-Consult! So many symptoms and body parts are missing from it.



South Staffordshire	The principle of asking what you need to see the GP for is a good one, it ensures patients are triaged appropriately and booked in for the right clinician for their issue, but you do have to ensure you use the information given to direct the patient to the correct clinician, this includes locums.
South Staffordshire	The staff are excellent, but it was a five-week wait for my appointment. I was told I was lucky.
South Staffordshire	The system needs to be done sensibly.
South Staffordshire	There is a five-week wait for an appointment, which is too long.
South Staffordshire	To be able to book an appointment online via series of signposting questions...but not as a replacement to current telephone method. I think it would be a valuable additional tool to make an appointment, especially for people who are not able to repeatedly make phone calls e.g. because they are too ill, very busy, looking after others, at work.
South Staffordshire	Yes. Restore telephone booking.
Stafford	Two visits; First doctor a total waste of time; asked for help, gave me nothing. Second visit, doctor listened. Not same ailment, no longer trust them.
Stafford	Although my latest interaction with the surgery was good, the phone in options are very bad; much easier to spend an hour and go in person.
Stafford	Always difficult to get an appointment with a GP. More often than not I see someone who is not a GP but some other form of medic.
Stafford	At Practice D there is more parking & better facilities. More doctors needed, do not want to see a student.
Stafford	Availability of GP appointments to book online is limited.
Stafford	Be kept better informed of what is happening after request sent rather than having to ring them to find out.
Stafford	Being able to triage before 8am and after 3pm.
Stafford	Better training for those answering.
Stafford	Bringing back online appointment booking.
Stafford	By being competent - removing the long-winded message automated at start; so irritating and non-useful and then delivering my blood test results sent to the GP surgery onto my NHS App as requested numerous times.
Stafford	By making appointment booking easier. I.e, reduce the rush for appointments at 8:30, queuing - being 24th in the line.
Stafford	Clinics running to time or being advised how long the wait will be.
Stafford	Difficult to say when they cope with staff sickness and big demand.
Stafford	Difficult to say. I wait until later in the week to ring or if I'm going that way I call in. I do this to avoid the worst of the phone queues though ring back is offered.
Stafford	Don't think it can.
Stafford	Faster access to GP after speaking to receptionist (but appreciate demands placed on GPs to see more patients).
Stafford	Faster turnaround of repeat prescription requests.
Stafford	Find a way to easily include those who don't use or can't use electronic communication devices. Allow certain challenged members of the community to self-present, be understanding.
Stafford	Get rid of the AI telephone and let me speak to a person.
Stafford	Have a better appointment system and telephone answering system.



Stafford	Having a choice of professional to see rather than simply filling in an online triage form.
Stafford	Having more GPs available at the surgery. I was referred to a physiotherapist who had to Google my problem. I had already done this at home so was a wasted journey as no help was given.
Stafford	Having my appointment at my closest centre rather than one of the others. Getting an appointment faster.
Stafford	I avoid busy times when ringing but I believe there is a ring back service which must be helpful.
Stafford	I call my doctor's number at 8am and I'm told I'm number 17 on hold. How can that be? So, I wait and wait. By the time I get through all appointments are gone?
Stafford	I don't find using online triage very easy, especially when feeling ill.
Stafford	I find it ok to use NHS App.
Stafford	I had a telephone call for results of tests and did not really have the time to appreciate what they meant! A follow-up call would help.
Stafford	I have no problem with the surgery reception staff; they always try their best.
Stafford	I haven't been to the doctor for some time, so I can't comment.
Stafford	I looked on the NHS App for a face-to-face appointments at my surgery and was able to book straight away for a couple of days later. No problems.
Stafford	I never have a problem accessing my GP.
Stafford	I used the app to contact my surgery with a query. It was far easier than phoning up, and they responded the next day. It is far better to be able to contact them via the app rather than try and phone from work.
Stafford	I used the call back facility once in the queue - I don't know if this uses more of the receptionist's time than if I stayed in the queue.
Stafford	I'd like to be able to book an appointment through the app.
Stafford	Improve the online triage.
Stafford	It is outstanding. The changes to sending emails [sic] will lead to a poorer service if this method is imposed.
Stafford	It seems to have improved lately. It's frustrating to be sidelined to other health professionals when I know husband needs to see the doctor. Each time we finally end up with the doctor anyway.
Stafford	It's difficult to use the online triage when feeling ill.
Stafford	It's ok using an app for ordering request prescriptions IF you have a mobile and IF you understand how to use apps. If you want to speak to someone, you're out of luck.
Stafford	Just to be able to get an appointment when you need one would be great! Address the issue of patients who do not attend booked appointments. Regularly 120 plus non attendees per month!
Stafford	Less call queue.
Stafford	Less waiting time on phones but then told no appointments.
Stafford	Listen to the patient, at least contact the patient by phone after making me complete an online assessment form.
Stafford	Listening before making a decision.
Stafford	More appointments available.



Stafford	More appointments available, especially pre-bookable ones please.
Stafford	More appointments available for urgent and routine ailments. Reduce phone waiting times for booking if possible.
Stafford	More appointments. Usually waiting time of 4 weeks minimum. Sometimes nothing is available. Provide medication letters free of charge. I resent paying almost £50.00 for two lines being typed taking twenty seconds.
Stafford	More empathy.
Stafford	More available phone lines.
Stafford	More space & privacy at reception.
Stafford	My health center is in a village, so we don't come under the same pressure as densely populated areas. I.E population per doctor. We are very lucky to have such great doctors, nurses and support staff at Practice H; excellent facility. Keep our NHS.
Stafford	N/A.
Stafford	Not having to wait 4+ weeks to see a named GP (for continuity) or 4+ weeks for a routine telephone consultation at a GPs request.
Stafford	Online worked very well and I was seen within 3 days.
Stafford	On this occasion it worked well for me.
Stafford	Online appointments would be helpful in addition to the triage form.
Stafford	Only car parking.
Stafford	Other options other than the online triage process should be available
Stafford	Our GP practice is better than most but as with all accessing them can be difficult.
Stafford	Question should read "overall experience of BOOKING the service" "Booking the service was very good. The "overall experience "was not.
Stafford	Quicker answering times on the phone. You can be waiting for up to 45minutes to get through at any time of day.
Stafford	Receptionists and booking fine. Meeting GP with no prior knowledge of my health very unsatisfactory.
Stafford	Sack off the AI telephone service. It's easier to talk to a real person.
Stafford	Sadly, when really ill, the last thing I want to do is fiddle with an online triage form.
Stafford	Seeing a doctor is almost impossible, mainly I see nurse practitioners but it isn't always clear that they are not a doctor.
Stafford	Shorter waiting time.
Stafford	Sometimes it is not easy to book online if you need to book more than one thing, e.g. blood tests and appointment to discuss results. Have usually had to phone to get both appointments booked.
Stafford	Soothing, calm music in the waiting room.
Stafford	System of booking appointments needs to be improved. Such long waits on phone... Number 19 in the queue etc.
Stafford	Telephone.
Stafford	That the triage form is reviewed by a healthcare professional and not the admin/reception team.
Stafford	The 8am scramble in the morning is not great at all. Sometimes appointments aren't urgent, so when do you call then? Really confusing.



Stafford	The phones continue to be very busy and you have to be prepared for a wait. However, I have used the call back service very successfully and maybe some more encouragement for others to do the same would take the pressure off the people answering the phone.
Stafford	The system that my GP practices has works extremely well.
Stafford	Then online triage system seems to work well.
Stafford	There was a short period where a system 'Emma?' was used. This was counterproductive but it seemed the surgery noticed this and changed their process.
Stafford	To be able to book appointments online.
Stafford	To have somebody on reception who is at the window for incoming patients at all times.
Stafford	Triage system works very well.
Stafford	Triage via the app - it already works well for prescription requests. I'd like to summarise the problem and get a clinician to reply with either online advice, request a telephone consultation or request a face-to-face appt.
Stafford	Unsure.
Stafford	Waiting too long then no appointment when you finally get through.
Stafford	Would be good to be able to make a non-urgent appointment online.
Staffordshire Moorlands	A less cumbersome form and broader choice of appointments
Staffordshire Moorlands	Able to book more appts online & actually talk to GP.
Staffordshire Moorlands	Access to book appointments online. I tried this and it didn't work.
Staffordshire Moorlands	Actually, see patients.
Staffordshire Moorlands	Adaption of the online app for blood test requests. Many of the questions on the form become inappropriate. Needs a statement; for blood tests, go to question ---.
Staffordshire Moorlands	All was ok.
Staffordshire Moorlands	Always manage to have an appointment.
Staffordshire Moorlands	Be able to book appointments in person, online and by phone for the same day and for non-urgent issues a few days in the future, which you never seem to be able to do anymore.
Staffordshire Moorlands	Being able to book an appointment in advance when requested by a doctor.
Staffordshire Moorlands	By maintaining the current system, although I know it will shortly change to Total Triage.
Staffordshire Moorlands	By not having to wait at least two weeks for a routine appointment. By cutting the queues on the phone to book an appointment by having more people to answer the phone. All appointments for a requested GP are booked by 8.05am and no more are then released until the following week and the same thing happens again. This is why so many turn up at A&E.



Staffordshire Moorlands	By the GP actually seeing me in person, to diagnose a leg problem.
Staffordshire Moorlands	By them actually doing what was asked.
Staffordshire Moorlands	By transferring to another surgery.
Staffordshire Moorlands	Cannot think of a way.
Staffordshire Moorlands	Couldn't.
Staffordshire Moorlands	Easier to see a nominated person but otherwise as good as it can be.
Staffordshire Moorlands	Every generation has different experiences with phones/computers and although this contact was for my husband, I had to do it for him as he is clueless with online systems.
Staffordshire Moorlands	Extended hours for people that work in the day.
Staffordshire Moorlands	Fewer options on contact.
Staffordshire Moorlands	For me personally, no improvement is needed.
Staffordshire Moorlands	Frustrating at times, always having to see a nurse before being given access to a GP. Triaged by clinical staff not always effective and can result in either going elsewhere for help, e.g. walk-in centre or delayed appt with a GP.
Staffordshire Moorlands	Happy with the new system of emailing and getting a phone call or text response.
Staffordshire Moorlands	I do not feel that any change is required. My GP practice is excellent. Access when needed is quick. For an emergency appointment it is possible to be seen same day.
Staffordshire Moorlands	I do not think improved access can be achieved without significant investment in GP practice immediately. Asking for a service which cost is limited to continually expand its service without providing adequate and permanent additional funding is not sustainable.
Staffordshire Moorlands	I don't contact my GP practice very often; on this occasion it was quickly dealt with.
Staffordshire Moorlands	I feel that the experience accessing my GP could be improved by ensuring that the receptionist at my GP practice having ongoing training in listening skills and the importance of these, especially when a patient is very worried about their declining health and the implications these may have on their current and future quality of life.
Staffordshire Moorlands	I have not experienced any issues contacting the GP surgery.
Staffordshire Moorlands	I'm not sure as I found the new appointment system seem less.
Staffordshire Moorlands	If you go in to try and get an appointment, then all of the people on both sides of the doctors can hear what you have to say because of the plate



glass screens. Surely it's time to take these down now we are over the pandemic.

Staffordshire Moorlands	Improvement in accessing GP services can only be achieved with significant, immediate and permanent increases in funding. Asking a cost-limited service to continually increase workload is not sustainable. Working smarter, not harder will only improve access in tandem with increased funding.
Staffordshire Moorlands	In my opinion, access to my GP practice does not need to be improved, as it's excellent!
Staffordshire Moorlands	In no way.
Staffordshire Moorlands	Initial response very good, only once has a follow up not been done.
Staffordshire Moorlands	It couldn't be.
Staffordshire Moorlands	It is excellent. When you telephone the practice for anything there is a queue but to avoid waiting endlessly there is a call-back service which does work well. I cannot think of anything to improve on this.
Staffordshire Moorlands	It is far better being able to message your GP in the evening after work for something non urgent. A great improvement.
Staffordshire Moorlands	It was very good.
Staffordshire Moorlands	It's excellent at the practice.
Staffordshire Moorlands	It's excellent already.
Staffordshire Moorlands	Just more info about the different options for accessing.
Staffordshire Moorlands	Less waiting to be answered on the phone.
Staffordshire Moorlands	Lessen the wait time to speak to receptionist.
Staffordshire Moorlands	Maintain the status quo. It is already very good.
Staffordshire Moorlands	More appointment being available, not having to call at 8 am hoping to get appointment that day.
Staffordshire Moorlands	More face-to-face appointments. GP actually reading notes from previous visits when a follow up appointment is made. Listen and make accurate notes that show up on the NHS App afterwards.
Staffordshire Moorlands	More knowledge of how to source help and facilities needed for the staff.
Staffordshire Moorlands	More people to answer the phone.
Staffordshire Moorlands	More people answering the phones, clearer options on ways or appointments to book.
Staffordshire Moorlands	More specific services offered online via the NHS App.



Staffordshire Moorlands	Much prefer to book online. Used to be able to do it then they removed this. Now must make sure you call at 8am on the dot. It can be days or weeks before I can make an appointment.
Staffordshire Moorlands	My GP only has the fill-in form online for certain times during the day.
Staffordshire Moorlands	N/A.
Staffordshire Moorlands	NA.
Staffordshire Moorlands	No.
Staffordshire Moorlands	No suggestions.
Staffordshire Moorlands	None.
Staffordshire Moorlands	Not having to ring the next day at 8.30 because there are no appointments left.
Staffordshire Moorlands	Nothing.
Staffordshire Moorlands	Nothing to improve, easy form to complete and prompt response back from the practice.
Staffordshire Moorlands	Online appointments booking.
Staffordshire Moorlands	Online booking.
Staffordshire Moorlands	Online booking option.
Staffordshire Moorlands	Open on thursday afternoons.
Staffordshire Moorlands	Quicker appointment.
Staffordshire Moorlands	Quicker response to phone calls (shorter queues). More availability of appointments.
Staffordshire Moorlands	Reception is poor. No confidence in info they share (rang them re PTS and got wrong info) and a seeming reluctance to be proactive. Sure, they are lovely people - maybe overworked but not a great experience.
Staffordshire Moorlands	Reception slow, needs improving.
Staffordshire Moorlands	Same day appointments.
Staffordshire Moorlands	Seeing a GP in person, knowing that my GP will know why they are calling me after test results.
Staffordshire Moorlands	Speed at dealing with requests.
Staffordshire Moorlands	Stop asking us to phone at 8 am.
Staffordshire Moorlands	Tell patients when doctor is running late!



Staffordshire Moorlands	The 0800 phone line scramble for an appointment is stupid, inefficient and time consuming.
Staffordshire Moorlands	The GP practice was excellent I was very happy with the outcome.
Staffordshire Moorlands	The list of topics to pick from not always that clear as to one's needs.
Staffordshire Moorlands	The online triage system worked very well, and I was given a telephone appointment with the GP the same day. Should I have had a face-to-face appointment? I'm not sure.
Staffordshire Moorlands	To be able to have access to appointments via phone.
Staffordshire Moorlands	Unsure.
Staffordshire Moorlands	When someone has to fill in a form they should leave the reception desk whilst they do it so the next person can be seen.
Staffordshire Moorlands	Where a patient has simultaneous online transactions 'live', ensure that any response, such as text message, identifies the issue to which they relate.
Stoke-on-Trent	A quiet room to wait in if needed. I don't know if they offer one but to know there is an option to be able to wait in a quiet room away from the big noisy one with kids running around. I'm autistic and I find waiting in that one can be a bit off putting and stressful.
Stoke-on-Trent	Able to book appointments online.
Stoke-on-Trent	Access is fine as it is.
Stoke-on-Trent	Accessibility is confusing. A web form must be used to request an appointment, however, once all those days' appointments are filled the form is withdrawn. The so-called triage system fails at this point. You have to wait for tomorrow's form to try again.
Stoke-on-Trent	Accessing other services at the practice that cannot be accessed online has now become more difficult so increasing number of reception staff to take calls would help.
Stoke-on-Trent	Allow us to send messages out of office hours. Sometimes it's more convenient at 3am than at 9am when at work.
Stoke-on-Trent	Allowing people to book online. Currently our GP practice only allows in person or phone booking.
Stoke-on-Trent	Although good now, was even better before. Don't know why the decline, maybe more patients have enrolled.
Stoke-on-Trent	Answering the phone.
Stoke-on-Trent	Appointments for f2f can now be up to 3 weeks whereas previously same week.
Stoke-on-Trent	Been able to book on an app. As you wait ages on the phone to get through. Then when you do get through all the appointments have gone.
Stoke-on-Trent	Been satisfied up to now.
Stoke-on-Trent	Being able to enter triage information before 8am and after 3pm.
Stoke-on-Trent	Being able to speak to a person. If you have more than one problem you have to fill the form in for each individual thing.
Stoke-on-Trent	Being able to text the GP as understanding speech on the phone is difficult for me.



Stoke-on-Trent	Better system if appointment allocation - if you ring the surgery you can rarely get a same day appointment and the online options are equally limited.
Stoke-on-Trent	Practice E is inadequate for the champions league of GP surgeries.
Stoke-on-Trent	Build on the online system. Significant messages and responses are shown in an inbox for important stuff about my health that need to be kept with generic bulk messages about surveys, service issues and information events are in a separate place.
Stoke-on-Trent	Can't always see a GP - given appointments with pharmacist or nurse practitioners, which in my experience always results in further appointments due to misdiagnosis, so more appointments required. This has happened a couple of occasions for the appointments, then seen by a GP.
Stoke-on-Trent	Clear place to find link; struggled to find online form.
Stoke-on-Trent	Communication from surgery.
Stoke-on-Trent	Consistent GPs who read and act on the information provided by both hospitals, health professionals and client.
Stoke-on-Trent	Direct, not phone.
Stoke-on-Trent	Doctor/nurse appointments are not always available to book on the app forcing me to call instead.
Stoke-on-Trent	Doctors have better spoken English. Speak to the same doctor on a consistent basis so that I don't have to spend a lengthy period explaining my circumstances.
Stoke-on-Trent	Easier access for those of us are carers and can't always get to the surgery as easy.
Stoke-on-Trent	Easier way to book an appointment rather than through the phone.
Stoke-on-Trent	Either having access to an online booking system or being able to request an appointment at the surgery with ease rather than having a telephone battle at 8:30.
Stoke-on-Trent	Emails need answering and making clearer.
Stoke-on-Trent	Ensure the booking system works every time.
Stoke-on-Trent	Examine how the "new system" works. The 8am rush is now online rather than on the phone. This is the only change.
Stoke-on-Trent	Found it better than ringing at 8 am and trying to get through. Don't do apps but ok with online.
Stoke-on-Trent	Friendlier helpful receptionist.
Stoke-on-Trent	Fully digital secure website.
Stoke-on-Trent	Get an appointment when I need one.
Stoke-on-Trent	Go back to a straightforward system where you ring up and ask for an appointment.
Stoke-on-Trent	Go in because I can't get response on phone easily. So better response on phone needed.
Stoke-on-Trent	GP appeared nervous and giggled throughout and didn't seem to understand my condition or medication. I had to request appointment with usual doctor.
Stoke-on-Trent	GPS need more time, 10 minutes is not enough for a patient. It always feels rushed and impersonal.



Stoke-on-Trent	Have the App portal prominently on the home page of the practice's website.
Stoke-on-Trent	Having a choice of seeing a doctor or nurse associate.
Stoke-on-Trent	Having appointments available on the App instead of having to ring.
Stoke-on-Trent	I can't think of anything.
Stoke-on-Trent	I changed surgery due to lack of confidence in my previous surgery. I was encouraged as a new patient to make an appointment. Stupidly, I thought I would be seeing a doctor, but it was with a nurse. Couldn't answer my questions. I felt a lack of interest.
Stoke-on-Trent	I could have been offered a doctor's appointment not a physiotherapist one. It would have saved me several weeks of extremely bad back pain.
Stoke-on-Trent	I don't think it could be improved as it is excellent now.
Stoke-on-Trent	I had a good experience.
Stoke-on-Trent	I like a mixture of phoning or calling in, occasionally checking NHS App.
Stoke-on-Trent	I prefer face-to-face appointments, which if not suggested by the clinician involved are pretty difficult to access without a struggle.
Stoke-on-Trent	I think it is pretty good.
Stoke-on-Trent	I think older people would struggle to book an appointment if they haven't got the internet.
Stoke-on-Trent	I was called in twice for appointments I had not made and when I got upset about it I was called rude and demanding in my notes. I wrote two emails about it neither of which were acknowledged.
Stoke-on-Trent	I'd like to be able to see an actual doctor, as opposed to a Health Care Professional.
Stoke-on-Trent	I'd like to book appointments online.
Stoke-on-Trent	I'm happy with the services and there isn't any need for improvement.
Stoke-on-Trent	I'm not sure it could be improved, except that they keep changing the rules; I.e. you can only request repeat prescriptions by phone - that changed from by phone to NHS App or in person.
Stoke-on-Trent	If it was easier to see the same doctor.
Stoke-on-Trent	I'm not sure.
Stoke-on-Trent	Improve website booking.
Stoke-on-Trent	It is easy to access both by phone and online.
Stoke-on-Trent	It worked well by phone but to be able to book online would be useful.
Stoke-on-Trent	It's hard to get an appointment unless you book at 8.15 so a bit later times.
Stoke-on-Trent	Just need to have more GPs not just the GPs working extra hours.
Stoke-on-Trent	Last visit was good, that's unusual, but improvement on normal visits.
Stoke-on-Trent	left waiting long time!
Stoke-on-Trent	Less time waiting on hold.
Stoke-on-Trent	Listen to the patient.
Stoke-on-Trent	Long opening hours, and open earlier in the morning.
Stoke-on-Trent	Make it 24/7.
Stoke-on-Trent	Make it so you see the same GP until the issue you are being treated for is resolved and not see a different GP each time so that you have to start at the beginning each time to discuss an ongoing issue.
Stoke-on-Trent	Make sure all ways of contacting your GP are available. Older people don't always use internet and or apps.



Stoke-on-Trent	Making sure all ways of booking an appointment stay available.
Stoke-on-Trent	Making the online application system open 24 hours.
Stoke-on-Trent	Maybe if more of them worked full time it would help.
Stoke-on-Trent	More appointment availability.
Stoke-on-Trent	More appointments online.
Stoke-on-Trent	More available appointments.
Stoke-on-Trent	More consistency with who our GP is so they know what's going on. I feel I have suffered very disjointed care as I'm constantly having to explain things to different people. I suffer with brain fog and documented deficits in memory, attention and concentration and yet most of the admin for my care is placed on myself and explaining to many different doctors. It results in me forgetting things, disjointed care and long-term issues that take drastically longer to treat than if it was all done in one. GPs are overworked and are therefore not able to give things the attention they deserve. The form needs to be kept; it helped me consistently contact the GP and be allocated the correct care for what I need. As an improvement they need to follow this form through to the actual appointment as I often get one and they have no idea why, even though I filled in a big form to tell them.
Stoke-on-Trent	More f2f appointments. Telephone assessment is fine, but in some cases easier to express need in person.
Stoke-on-Trent	More face-to-face appts needed.
Stoke-on-Trent	More privacy when speaking to reception staff.
Stoke-on-Trent	My surgery had difficulty assessing what an urgent request was, and I was asked to email the request even though I said it was urgent. It was put through as urgent, thankfully, by the administrator who answered the email which I was grateful for. I wonder if making sure the receptionists are aware of how to assist people in the best way would help, particularly for newer staff while they are picking things up. A bullet checklist or something? Not sure. Luckily my surgery is usually very good.
Stoke-on-Trent	My surgery offers a wide range of options to access them.
Stoke-on-Trent	Needs improvements, staff need more training on understanding and dealing with complex conditions. Not dismissing patience as you can't see or feel the inside of a patient body and miss key health issues that were urgent and needing blood transfusion and operation. All staff to have the same standards of care and understanding as one staff manning the phones will say one thing and another will say something different as they are not aware of what can and can't be done.
Stoke-on-Trent	No complaints about accessing GP practice.
Stoke-on-Trent	No improvement needed.
Stoke-on-Trent	No improvement needed I received excellent service.
Stoke-on-Trent	No problem experienced.
Stoke-on-Trent	No suggestions as experience was as professional and supportive as always with both reception staff and doctor.
Stoke-on-Trent	None.
Stoke-on-Trent	Not having to ring after eight. Even if you ring on the dot of eight you could be number nine in the queue.



Stoke-on-Trent	Not sure it could be other than trying to keep appointment times as they can slip, sometimes a lot.
Stoke-on-Trent	Nothing at present. Very happy with all services and being able to get an appointment.
Stoke-on-Trent	Nothing at present very good service from them.
Stoke-on-Trent	Nothing, first class.
Stoke-on-Trent	Nothing really, everything has been fine since I joined the practice.
Stoke-on-Trent	Nothing to improve. additional good advice in addition to routine appointment.
Stoke-on-Trent	Nothing. The options available suit my needs really well.
Stoke-on-Trent	Offering access other than phone calls.
Stoke-on-Trent	Online booking - selecting from available dates and time slots.
Stoke-on-Trent	Online booking for appointments.
Stoke-on-Trent	Online booking not yet available.
Stoke-on-Trent	Our GP surgery has been excellent.
Stoke-on-Trent	Our GP practice is excellent.
Stoke-on-Trent	Prefer to talk on the phone.
Stoke-on-Trent	Quicker phone handling time.
Stoke-on-Trent	Reduce the lead time needed to make an appointment.
Stoke-on-Trent	Referrals could be more timely.
Stoke-on-Trent	Repeated cancellation of childhood vaccinations after already being 4 weeks behind because of Christmas.
Stoke-on-Trent	Room for improvement, as staff need fully training in complex long-term conditions that are not treated and pose risk to persons health and wellbeing. Key GP, not lots of different locums and referral booking issues if not possible to stay local. Please stop putting things in place for people that can't use online and need help accessing services, as this is isolating people even more in a world where technology is becoming a barrier.
Stoke-on-Trent	Shorter hold times.
Stoke-on-Trent	Shorter time to make appointment, 2 weeks is too long.
Stoke-on-Trent	Since covid my practice no longer offers appointment bookings online. This has made it much more difficult and inconvenient to book routine appointments. When you do ring for an appointment there are rarely any available and you are advised to ring at 8.00.
Stoke-on-Trent	Sometimes the wait is quite long to get an appointment.
Stoke-on-Trent	The triage service could be operational for longer hours, it's difficult when you work full-time to be able to access it in office hours.
Stoke-on-Trent	There are only a limited number of appointments where you can get to see a doctor face-to-face. The default seems to be a callback from a nurse practitioner. Also, there is still a first come first served situation which means that there is still a scramble to get through first thing in the morning. The solution could be more appointment slots or a more easily accessible triage system where advice or next day appointments could be allocated.
Stoke-on-Trent	There needs to be more options available to book an appointment on the app. I have to have a B12 injection every 12 weeks and it is never an option to book an appointment with the nurse even though there are options for a smear, blood pressure check etc.



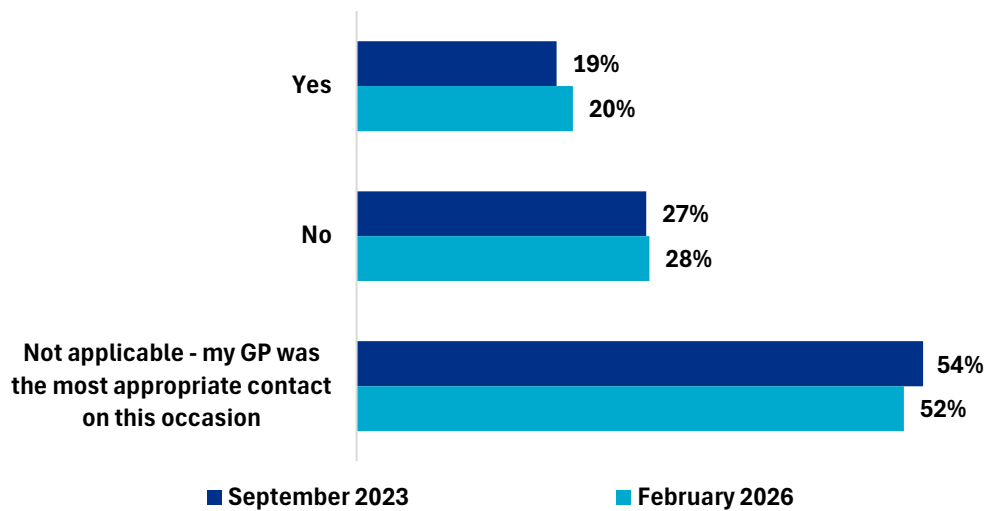
Stoke-on-Trent	They could have better online access.
Stoke-on-Trent	They recently introduced ring back so there is no need to wait in queue when ringing to book appointments. Great improvement.
Stoke-on-Trent	Timeslots were not adhered to. Waited more than one hour past my appointment.
Stoke-on-Trent	Unable to get appointment at practice and had to travel to extended hours appointment a distance away.
Stoke-on-Trent	Waited 3 weeks for test results and follow up appointment. Some tests weren't done, doctor didn't know my background and issues and I don't feel like I'm getting anywhere.
Stoke-on-Trent	When asking to see the GP, I would like to be given the opportunity to actually see the GP.
Stoke-on-Trent	Would appreciate being told if healthcare professionals run late.
Stoke-on-Trent	Would be great to be able to do it by text and make an appointment, that way be given a choice of dates and times available.
Tamworth	A more efficient telephone service.
Tamworth	All very good whilst using online.
Tamworth	Answer the phone more quickly. They gave me a link to book appointments etc., but the link doesn't work and they have no idea how to fix it!!!
Tamworth	Being able to see a doctor sooner.
Tamworth	Difficult to comment - my GP retired suddenly, and I've had to transfer to a different surgery, in the same building. I haven't really needed to access the practice since.
Tamworth	Easier to make an appointment, I start work at 8am, so unable to ring. To be given an appointment 2 weeks away isn't great!
Tamworth	Get rid of online tools for appt booking. They are laborious and difficult to use.
Tamworth	Get rid of the NHS App, half the time it doesn't work, I don't see why we should have to beg for an appointment.
Tamworth	Getting to see a doctor face-to-face.
Tamworth	I can still call in or telephone, I don't want either option to be removed.
Tamworth	I requested a face-to-face appt with a GP but instead was given an appt with an ANP in 3 weeks' time. I really wanted a GP examination and assessment of my acute chronic lower back pain/sciatica/disc prolapse and some advice. In fact, there was no examination, very little questioning about my symptoms and in the end I asked for physio referral (12-16wk wait). I felt I had wasted my time and that my symptoms were unimportant.
Tamworth	If using the online rapid service being able to request a specific doctor for ongoing consultation would be useful.
Tamworth	I'll revert to online booking as usual. I was passing hence dropped in to make an appt.
Tamworth	Make same day walk in appointments more accessible rather than having to queue up outside at the crack of dawn.
Tamworth	Maybe make it easier to book an appointment with someone else who will be more interested.
Tamworth	More available appointments.



Tamworth	Much better to be able to talk to an individual than having to fill out a form and wait to be contacted.
Tamworth	My GP practice is pretty good - I usually get a response by contacting online within a day or two. I would prefer to telephone for appointments but wait times can still be quite long. In general, they are very efficient.
Tamworth	My surgery is good, but I think the touchscreen registering you entering is no longer needed.
Tamworth	Not having to wait so long for a non-urgent appointment.
Tamworth	Not sure.
Tamworth	Not sure.
Tamworth	They could reply.
Tamworth	Try and condense all the options and "talk" you have to go listen to and select when you call the surgery.
Tamworth	Update NHS App to a user-friendly version of access GP appointment options.
Tamworth	Very specific reasoning to request GP appointment (chest infection not responded to rescue antibiotics). If I wanted a phone appointment I'd have asked for one. I ended up going into the surgery for a face-to-face appointment following telephone consultation.
Tamworth	Website redesign.
Tamworth	Would like to be able to see my primary doctor rather a nurse.



When you last contacted your practice, did they explain the reasons why sometimes a GP is not the most appropriate person to help you?



Responses: September 2023 (n=248), February 2026 (n=801)

Respondents were asked to provide any further information to support their response to the above question.

Five common themes identified from respondent comments

1. Difficulty accessing GP appointments and long delays

Many respondents describe significant barriers to securing GP appointments, including long waits, being told to call back, or being diverted to other clinicians. Examples:

- “It is very difficult to get an appointment at my surgery, even with an ANP.”
- “You can NEVER get to see an actual doctor. The nurses seem to run the practice.”
- “Asking at reception for an appointment but being told... I would have to telephone at 8.30 the following morning... utterly absurd.”

2. Concerns about triage, reception staff and care navigation

A strong theme is distrust or discomfort with reception-led triage, including concerns about privacy, inconsistent advice, and lack of medical training. Examples:

- “Sometimes people don't like to explain their conditions to a receptionist, even if they have been trained as a care navigator.”
- “Receptionist is not medically trained, sometimes does not listen.”
- “Depends who you speak to on the day. One will tell you one thing and someone else can be given a totally different answer.”



3. Preference for GP continuity and frustration with being directed elsewhere

Many Respondents express a desire to see their usual GP, especially for complex or long-term conditions, and frustration when this isn't possible. Examples:

- "I would like the appointment to always be with my doctor, not just anyone."
- "Continuity of care by a doctor is not always an option... I have ongoing health issues but am seen by a different GP."
- "I have a chronic illness and I would rather be seen by my GP who knows my history."

4. Positive experiences with nurses, pharmacists and other clinicians

Alongside concerns, many respondents praise nurse practitioners, specialist nurses, and other clinicians, recognising their expertise and value. Examples:

- "The advanced nurse practitioner at my practice is excellent and seems to have more time for a consultation."
- "I have a brilliant asthma / COPD nurse... she knows me far better for these particular issues."
- "I've personally found that the explanation was right for me."

5. Mixed views on digital, telephone and online systems

Respondents express a wide range of experiences with digital triage, online forms, and telephone consultations. Examples:

- "I am not a huge fan of telephone consultations... it's not safe."
- "I now have to go online every month and answer totally irrelevant questions to be triaged."
- "Phone and online appointments are perfect and save time for the practice."

When you last contacted your practice, did they explain the reasons why sometimes a GP is not the most appropriate person to help you?

All comments.

Cannock Chase	A GP consultation is not always required.
Cannock Chase	Because of current pressure to deliver care, the continuity of seeing the same GP is lost. Use of locums and GP trainees is excellent. If in doubt, it appears if any pt visit is in doubt, they check with the permanent GPs. Very reassuring.
Cannock Chase	Blood test required.
Cannock Chase	I said what my issue was and they put me with the appropriate person. I was quite happy with whom I saw.
Cannock Chase	I saw an ANP which was appropriate care for my needs.
Cannock Chase	I'm absolutely fine with trying any of the systems currently in place.
Cannock Chase	The receptionists are very difficult to get information out of; they just want to move on to the next person.



Cannock Chase	Want to see a doctor when I want to, not to be told there are no appointments.
Cannock Chase	Welcome that there are other clinicians there.
East Staffordshire	A lump that needed checking, unable to do over the phone.
East Staffordshire	GP surgeries need to have the option to choose the systems that work for them and their patients not being dictated to by the ICB or the government. Demographics and resources vary hugely.
East Staffordshire	I am not at all concerned about my appointment /consultation being with an appropriate member of staff in the knowledge that if I need to see my GP then I can.
East Staffordshire	I contacted the GP practice for an asthma test, but had to have a GP appointment for the GP to then refer me to an asthma nurse. This was a total waste of a GP appointment and also my time.
East Staffordshire	I feel bullied into accepting the newly released contact app and if I complain too much about it I will be removed as a patient from the surgery for being argumentative.
East Staffordshire	I have regular routine appts, usually every 6 weeks. To add to the stress and impact on my mental health problems I now have to go online every month and answer totally irrelevant questions to be triaged then have to wait to be told if I can have an appt or not. My appts were always prior made on exiting the surgery after an appt, simple and easy. GPs and their services are 'cold', just designed to make a lot of people prefer to go to A&E to see a real person.
East Staffordshire	I rang to ask if I could see the doctor, but I was given an appointment with the prescribing nurse. This was perfectly adequate for getting the referral I required.
East Staffordshire	My GP is fabulous and because of multiple health issues she always makes time to see me.
East Staffordshire	My GP wondered if I needed a F2F, but we had dialogue by text.
East Staffordshire	No.
East Staffordshire	Stuck in a loop where MH services and GP services are not "joined up" and there is a void in support, with each requesting I communicate with the other.
East Staffordshire	The most appropriate person to see was the nurse and that was who I saw.
East Staffordshire	This appointment was originally booked as an HCA appointment when I was supposed to see a nurse. After I attended the HCA appointment, I contacted practice management, who decided I needed to see a doctor, and then, after that appointment, I still needed to see my usual doctor to resolve the issues that should have been addressed during my nurse appointment.
Lichfield	But I know which service to ask for.
Lichfield	But I wanted to see a doctor.
Lichfield	Could be made clearer, a paramedic in situ may improve matters.
Lichfield	GPs are too quick to send patients to A&E rather than putting eyes on the patient, and text messages are not a useful alternative to a conversation with the patient.
Lichfield	Happy to make appointments with other members of the team who are then in a position to 'refer on' if required.
Lichfield	I had to make an appointment with my GP only for him to refer me to a physiotherapist. It was a waste of my time and the GP time when I could have just seen the physio in the first place.



Lichfield	I needed to speak to the doctor as it was a hormonal issue and had already been told I needed to speak to a doctor.
Lichfield	I was not informed that I would not see a GP at point of booking.
Lichfield	I will see a GP a nurse practitioner or the paramedic, the only issue is getting prescription's right. Many times my prescriptions have been wrong given stuff I am allergic too, which is why I will not do telephone calls with GPs anymore. If it hadn't been for the pharmacy I probably wouldn't be here being able to fill this survey out, as the pharmacist has known me a long time and picked up on what had been prescribed I was allergic too. If it had been a one off I might have let it pass, but so far it has happened 3 different times from GPs on phone.
Lichfield	My only concern is use of Physician Associates in place of GPs as PAs not medically trained.
Lichfield	My practice usually advises on the most appropriate clinician to see.
Lichfield	Needed HRT check and only GP surgery can do this.
Lichfield	Not the receptionist position to do that.
Lichfield	Our system triages patients and sends them to the appropriate person based on their medical history and their message content. If a patient disagrees they should have a fallback whereby they can recontact the practice for a chat. Otherwise, they have to contact the NHS.
Lichfield	Staff conveyed messages to and from GP supported by document in the NHS App.
Lichfield	What seems to happen with my surgery is that you are given an appointment with a clinician other than the GP and they then refer on to the GP.
Lichfield	Yes, it was explained but I felt I wasn't being listened to - receptionists or care coordinators are not medically trained. After getting an appointment with a health nurse I was told at the appointment I needed an appointment with the GP - such a waste of time for all!
Newcastle-under-Lyme	A nurse can do asthma checks, and vaccine checks.
Newcastle-under-Lyme	A vaccine was required and given by a nurse.
Newcastle-under-Lyme	Again, it may be sensitive information that is being asked for.
Newcastle-under-Lyme	Assessed first on whether it was necessary to see the GP.
Newcastle-under-Lyme	At the moment, regarding my breast cancer, I prefer to speak/contact the Breast Clinic, but for all other matters I prefer my GP.
Newcastle-under-Lyme	Just said they made appointment with physio.
Newcastle-under-Lyme	I would like the appointment to always be with my doctor, not just anyone.
Newcastle-under-Lyme	I am happy to see other health care professionals if this is the most appropriate. Phone and online appointments are perfect and save time for the practice.
Newcastle-under-Lyme	I am not a huge fan of telephone consultations. How can a GP take your temperature, blood pressure, feel your pulse, listen to your chest. It's not safe.



Newcastle-under-Lyme	I came back to live England in 2014. I recently requested a repeat prescription for a medication that had been prescribed under the 12month cut off point. I received an email telling me I needed to see a doctor as I last had this medication in 2009 when I wasn't living in the UK and wasn't registered with this practice before I went to live abroad! Mistakes like this are frequent.
Newcastle-under-Lyme	I explained my concern and they made me the GP appointment same day.
Newcastle-under-Lyme	I had a leg wound which needed visual inspection.
Newcastle-under-Lyme	I have not contacted them for an appointment. Maybe that box should be included too?
Newcastle-under-Lyme	I needed to confirm prescription requirements.
Newcastle-under-Lyme	I never get to see the same doctor twice.
Newcastle-under-Lyme	I want to see a doctor, not some unqualified person who acts as a dictator.
Newcastle-under-Lyme	I wanted a repeat prescription and didn't need to see the doctor.
Newcastle-under-Lyme	I was not wanting to see a GP, it was a well woman appointment.
Newcastle-under-Lyme	I was seeking a referral based on an ongoing conversation with my GP.
Newcastle-under-Lyme	I'm not bothering my doctor with my random nonsense. If it's important she will step in, otherwise she will use her brain and delegate the random nonsense appointee!
Newcastle-under-Lyme	I've been booked in with a PA when I asked to see a doctor multiple times. On the last occasion they booked me in with a health care as I have neuropathy in my feet. I already see a podiatrist every 4 weeks as I am severely sight impaired, but they wanted to find out how bad it is and the health care said I needed an appointment with a GP the girl in charge wanted to know why I needed an appointment so I told her maybe she and her team shouldn't book people in with PA's instead of a doctor.
Newcastle-under-Lyme	I've not experienced this as yet, so not applicable really.
Newcastle-under-Lyme	Last contact was asthma review. GP practice contacted me.
Newcastle-under-Lyme	My local surgery staff are always helpful.
Newcastle-under-Lyme	My queries were regarding post hospital prescriptions and for GP only.
Newcastle-under-Lyme	Not applicable, as a retired nurse I understand about triage and seeing most appropriate healthcare professional. If I want to see a certain person and I give an explanation the surgery is very considerate and professional in meeting my needs.
Newcastle-under-Lyme	Receptionists are not medically trained, sometimes they do not listen, I am, which I inform them.



Newcastle-under-Lyme	Sometimes people don't like to explain their conditions to a receptionist, even if they have been trained as a care navigator.
Newcastle-under-Lyme	The surgery rang to say that the doctor wanted to see me and made me an appointment.
Newcastle-under-Lyme	They always try and get you to see someone less qualified than the GP and that person still has to then refer back to the GP. It's just not a good service usually.
Newcastle-under-Lyme	Triage system is ok for acute sudden illness, BUT I am wary of disclosing too much personal private information to 'care navigators'. It's frustrating that continuity of care by a doctor is not always an option. I have ongoing health issues but am seen by a different GP.
Newcastle-under-Lyme	Unclear about medication issued by hospital, but took surgery over 6 weeks to process. They did text me an apology for the delay.
South Staffordshire	As per my previous response. I do think it is right that requests for appointments are triaged. However, if patients are going to be booked in for a locum doctor then that locum needs to be able to manage the issue. My last experience I was told to make another appointment to see someone who knows about the menopause. I now have another 2 weeks wait to see one of my practice GPs.
South Staffordshire	Asking at reception for an appointment but being told that even though I was actually in front of the reception in the surgery they weren't able to book an appointment, I would have to telephone at 8.30 the following morning. That in my opinion is utterly absurd.
South Staffordshire	My medical centre (Practice F) are absolutely amazing and have looked after my well-being at all times. I have always been advised if I need a GP appointment or to see a nurse or a practitioner to help with reviewing my medication. Thank you.
South Staffordshire	Depends who you speak to on the day. One will tell you one thing & someone else can give you a totally different answer.
South Staffordshire	I had an appointment with an ANP on a Monday, then GP registrar on a Wednesday, then a different appointment with a different GP registrar on a Friday morning. Then should have seen a different ANP late Friday morning too!!!! Thankfully the GP phoned on Thursday to say she would see me on Friday afternoon to save me having two appointments.
South Staffordshire	I have some hearing loss which sometimes makes telephone appointments difficult, especially if someone has an accent.
South Staffordshire	I was requesting a 2nd dose of antibiotics which they refused.
South Staffordshire	Not seen a GP in years.
South Staffordshire	The website explains this. The e-consult asks if you'd get help from any particular person, if available!! So, a patient may select a GP but be offered ANP only. If it's something simple & common I'm happy to see an ANP. If I know I need to see a GP, I'd rather wait.
Stafford	But I am aware of some of the things that others can help just as well with e.g. seeing the physio. Sometimes I feel a need to see a GP (mental health) and it isn't provided or explained why not. I don't feel I have a say or it is in my interests.
Stafford	Changed Practice and had review with senior nurse.
Stafford	First time I've needed a GP in years.



Stafford	From triage information I was given a doctor's appointment.
Stafford	However, if he wasn't the practice would have advised me if the alternative options.
Stafford	I cannot book an appointment online, and if ever I'm actually in the doctors building say to collect my prescription, the reception desk is next to the pharmacy and if I ask the receptionist if I can make an appointment I'm told that I have to ring up.
Stafford	I do not know whether the person I see is going to be a GP or not. If I see a nurses uniform when I enter, I deduce it is a nurse practitioner.
Stafford	I don't want to see a trainee to be treated. Not enough doctors at this practice.
Stafford	I have a brilliant asthma / COPD nurse as she is a specialist in her field. I've been her patient for years and she knows me far better for these particular issues. Our reception team know me and know right away it was beneficial for me to see her and not one of the GPs.
Stafford	I have a chronic illness and I would rather be seen by my GP who knows my history and can work with me.
Stafford	I have been given the name of the person I am to see. He is a "mister" so is either not a qualified doctor or is a consultant.
Stafford	I have had several eye infections over the past few months. Been to pharmacist three times & not improved. Needed to see a doctor & they have referred me to the eye clinic. I am seeing the eye clinic within 10 days of my GP referral.
Stafford	I have seen two specialist nurse/practitioners, both excellent.
Stafford	I know I can request, e.g. physio appt, and promote this amongst friends.
Stafford	I needed to see the nurse and following having to reschedule one appointment. The surgery were very accommodating to help. I did not require a GP for this appointment.
Stafford	I requested a follow up blood test, so explanation was not needed.
Stafford	I was booking my RSV injection with a practice nurse.
Stafford	I was experiencing an interruption in my statins because of a supply issue. I requested advice from the GP on the potential impact to my health because of the omission and/or an alternative. I am yet to receive this advice.
Stafford	I was given an appointment with 2 hours of my call.
Stafford	I was just booking a second appointment for the shingles jab, so knew it would be with the nurse.
Stafford	I was pleased to see the practice is supporting new doctors in training and supporting them with experienced GPs This seems like excellent practice and should be encouraged.
Stafford	I was referred to the on-site physiotherapist.
Stafford	I wasn't informed who the person was or their qualifications as not a doctor.
Stafford	In the past I've emailed my doctor with a summary of her proposals - it worked well for me - then I was told I could no longer do this (in a call with the receptionist) - I only wanted some eye drops after my optician said I had dry eye syndrome. I had to wait nearly a month and then use a telephone appointment with a locum who didn't know me. This seemed a waste of his time and I have been happier with a yes/no response from my GP who has known me personally for 26yrs.



Stafford	It is very difficult to even get an appointment at my surgery, even with an ANP. Staff seem to be lacking in caring skills.
Stafford	It was a follow up call so I knew that I would see the nurse.
Stafford	Just received a text with an appointment time. I didn't know who the appointment was with until I arrived.
Stafford	Last time I contacted the clinic was to get a blood test.
Stafford	Message picked up after 12 noon on the day it was sent.
Stafford	Most of my contacts in recent years have been initiated by the GP and mostly been a phone call prompted by the result of a blood test monitoring medication.
Stafford	Mostly the GP has phoned me to discuss blood test results.
Stafford	My surgery had a board displaying all the professionals and their roles. Reference is made to this approach to ensure access to the most appropriate advice.
Stafford	No contact, just a text message to offer a physio consultation, no assistance with any pain relief.
Stafford	No seen GP. Practice nurse
Stafford	On my last appointment I was able to speak to the doctor on the phone and it was so helpful and I got a clear answer.
Stafford	Option of a GP was not discussed.
Stafford	Reported symptoms and had face-to-face appointment.
Stafford	The decision seems to be made by a receptionist who cannot be qualified. Because husband is seriously ailing he is being directly referred to the doctor more often.
Stafford	Was automatically put with an ANP.
Stafford	When diagnosed with cancer, asked if they would support me. Yes they said. Never seen the doctor before, would not want to see him again.
Staffordshire Moorlands	Because I knew that I needed to see a nurse.
Staffordshire Moorlands	Doctor rang to discuss test results then said I would have a telephone consultation with a pharmacist & sent me a link to book.
Staffordshire Moorlands	I am aware that alternatives may be offered.
Staffordshire Moorlands	I had sent in a message requesting an acute prescription and was pleased to get a call back offering a telephone call from the nurse to discuss my issue.
Staffordshire Moorlands	I haven't seen a doctor for a long time but regularly see the nurse practitioner who is excellent.
Staffordshire Moorlands	I knew I needed antibiotics on this occasion.
Staffordshire Moorlands	I knew it would be a nurse appointment.
Staffordshire Moorlands	I rang to confirm if I needed an appointment as I had received a blank text message from the practice and needed a phone appointment from the nurse.
Staffordshire Moorlands	I saw the advanced nurse practitioner. He said he had asked receptionist to make appointment with doctor for me to discuss my scan results. They clearly ignored his request.



Staffordshire Moorlands	If I ask for home visit for my bed bound mum any "professional" turns up. Don't think it's ever been a GP. They were supposed to visit today but cancelled yesterday.
Staffordshire Moorlands	If I request a GP appointment, I do so online. If I have a different need, I speak with the receptionist and we discuss which service would be most appropriate.
Staffordshire Moorlands	In general, I think I understand quite well how the different levels of health care need can be dealt with differently, to free up GPs to deal with the greatest clinical/access need.
Staffordshire Moorlands	It was a medication review not with doctor.
Staffordshire Moorlands	It was for a vaccine, this is always with a nurse, so they didn't need to explain.
Staffordshire Moorlands	My doctor had requested an appointment during a telephone call.
Staffordshire Moorlands	My health issue was connected to a long-term condition.
Staffordshire Moorlands	Nearly always seen by a nurse, even when I have previously seen a GP about the same issue.
Staffordshire Moorlands	Not needed as I just needed a sick note following a bereavement.
Staffordshire Moorlands	Pharmacy call.
Staffordshire Moorlands	<p>Please define "they" as there are various team members that a patient may communicate with. The initial or "first" contact is usually with a member of the reception team, many of whom have a vast amount of experience and skills in channeling patients into the correct service. The amount of abuse that they receive for being asked to do this is appalling.</p> <p>There needs to be a nationally recognised qualification and which should be a mandatory element of NHS/GP practice employment. AMSPAR offers general practice administrative training at levels 1,3 and 5 but I cannot see that signposting and safety netting of patients forms part of their courses. This needs to be considered by the NHS working with AMSPAR and using nationally approved patient pathway algorithms (as already used by NHS 111). All administrative staff should be trained to at least AMSPAR level 3 as part of their terms and conditions of employment whether directly employed by the NHS or an independent GP contractor.</p>
Staffordshire Moorlands	Previous phone call from nurse and she arranged for me to come in.
Staffordshire Moorlands	The GP is flexible to my needs.
Staffordshire Moorlands	The nurse practitioner was the most appropriate person to see.
Staffordshire Moorlands	The surgery I attend, Practice G, was closed down and has only just been reopened, it was closed for well over 12months. I wasn't notified about this or when it reopened. I only found out about this through word of mouth and this didn't surprise me.



Staffordshire Moorlands	They are lacking in knowledge and communications.
Staffordshire Moorlands	They did explain that a Nurse Practitioner would access and what next steps should be.
Staffordshire Moorlands	When you are feeling really poorly, face-to-face is what is needed. Because of seeing the doctor in person, he chose to send me for X ray.
Staffordshire Moorlands	You just get who you are given.
Stoke-on-Trent	Appointment with practice nurse for flu and Covid vaccinations.
Stoke-on-Trent	As a patient there was no choice during the appointment process. I was triaged by a clinician and given the appointment.
Stoke-on-Trent	Doctor was needed for referral for optometrist.
Stoke-on-Trent	Due to complex untreated long-term medical issues and high-risk factors this is the only option.
Stoke-on-Trent	Due to the symptoms I presented with, only a GP could request and arrange the relevant tests and treatment.
Stoke-on-Trent	He is never in the clinic.
Stoke-on-Trent	Husband has gangrene toes. GP refused to see him and also not reported on clinical record. Toe removed, three hospital admittances, still ongoing.
Stoke-on-Trent	I actually received an in-person, same day appointment after contacting my GP online.
Stoke-on-Trent	I am already aware of my GP practice's triage system.
Stoke-on-Trent	I contacted the surgery for a FIT note.
Stoke-on-Trent	I had attended A&E following a fall and required further analgesia for fractured bones.
Stoke-on-Trent	I had been advised by doctor in A&E to see GP for on-going medication.
Stoke-on-Trent	I had text invites for blood tests. Went to reception to collect required test documents.
Stoke-on-Trent	I had to wait two weeks for a phone call, then to tell me make an appointment to be seen so had wait two more weeks.
Stoke-on-Trent	I knew who I needed to speak to.
Stoke-on-Trent	I needed an ANP not GP.
Stoke-on-Trent	I needed some stronger painkillers for my back problems.
Stoke-on-Trent	I never ask, but on last appointment I think I met a nurse.
Stoke-on-Trent	I often see the nurse practitioner.
Stoke-on-Trent	I only needed an ANP or nurse.
Stoke-on-Trent	I saw a practice nurse which was fine. I have previously asked specifically for a GP when son saw others about same issue, and I felt he needed to see a GP.
Stoke-on-Trent	I understood why on this occasion the GP was not necessary.
Stoke-on-Trent	I visited a physio rather than GP which was more appropriate.
Stoke-on-Trent	I wanted to take the slimming drug. There are 2 types, I wasn't sure with my medical history if I was suitable and if so which was the best to take. It said on the internet that I should consult my doctor. I rang for an appointment and the receptionist said I could not speak to a doctor and put the phone down on me.
Stoke-on-Trent	I was invited to my appointment by the nurse practitioner and did not need to see a GP.



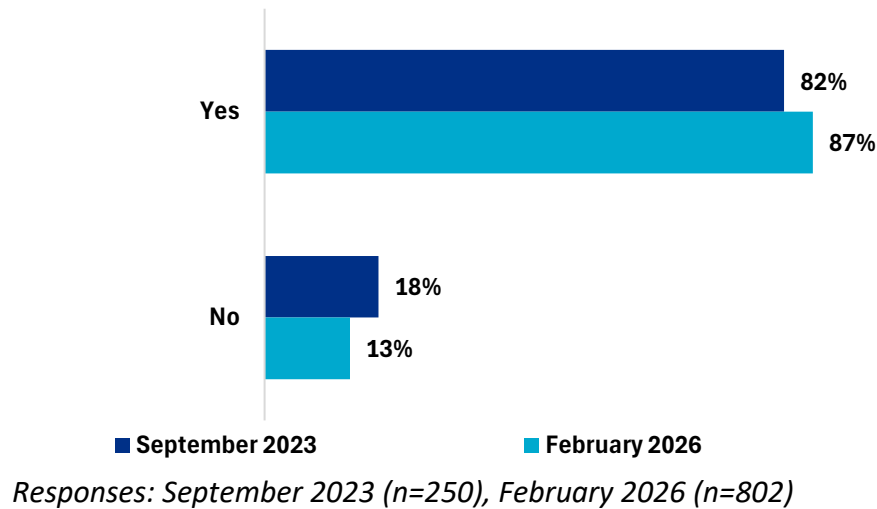
Stoke-on-Trent	I was only seeing the nurse for a medicine review, so I was already aware that I would not be seeing the GP.
Stoke-on-Trent	I've personally found that the explanation was right for me.
Stoke-on-Trent	It depends on the reason for the call.
Stoke-on-Trent	It was a query regarding blood test to manage my diabetes.
Stoke-on-Trent	Just wondered how anyone can diagnose by video or telephone call more chance of gypsy with a crystal ball.
Stoke-on-Trent	Last time I needed to see a nurse.
Stoke-on-Trent	Mental health issues. Not appropriate to see a ANP in my opinion.
Stoke-on-Trent	My old school family doctor's are now a bigger practice. Make mistakes as they don't really know me, but our receptionists do help.
Stoke-on-Trent	Needed a doctor referral to a specialist.
Stoke-on-Trent	No explanation was given; I just assumed I was being sent to the appropriate service.
Stoke-on-Trent	No, I was just told I'll be seeing a nurse.
Stoke-on-Trent	Not necessary, the online form asks you to say who you would like to address your issue and the forms are triaged by the GPs, so it is already covered within the system.
Stoke-on-Trent	On this occasion I needed a regular injection which either a nurse or doctor can deliver.
Stoke-on-Trent	Persistent cough. Doctor referred me to Royal Stoke respiratory clinic.
Stoke-on-Trent	Practice just stated that it would be a telephone conversation.
Stoke-on-Trent	Repeat prescription provided for a flare up.
Stoke-on-Trent	Saw nurse practitioner but that role wasn't explained to me. Not unhappy with service, but surprised I wasn't told.
Stoke-on-Trent	The advanced practitioner nurse at my practice is excellent and seems to have more time for a consultation.
Stoke-on-Trent	They ask what the problem is and give an appointment without saying who with or any explanation why this is the case.
Stoke-on-Trent	They did once advise me to go to the pharmacy with a UTI. I had to explain to them that it was not the correct advice for elderly patients.
Stoke-on-Trent	They didn't explain but they made sure I saw the relevant person.
Stoke-on-Trent	They rang me back and offered an appointment in 2 days which was fine. It was an ongoing complaint. I only saw nurse practice not the GP.
Stoke-on-Trent	Was a meds review.
Tamworth	Asked for GP appt. Got a PA appt. Not as effective as a proper GP for patients, although I understand it allows GP to work less hours and make more money.
Tamworth	However, as a retired nurse, I am well aware of the difficulties that surgeries experience. I haven't seen an actual GP for more than 16 months (Hypertension and hypercholesterolemia). My long-standing lower back problem has not been assessed by a GP for many years. I have self-managed it for many years: paying for private physio/ acupuncture and osteopathy. I rarely contact my surgery and because the pain was so acute, affecting ADL and shooting down into buttock and leg, I really felt I was not being unreasonable to be seen by a doctor, especially as I said I would be willing to wait for such, albeit with ongoing symptoms.
Tamworth	I haven't been to the GP for a few years now.



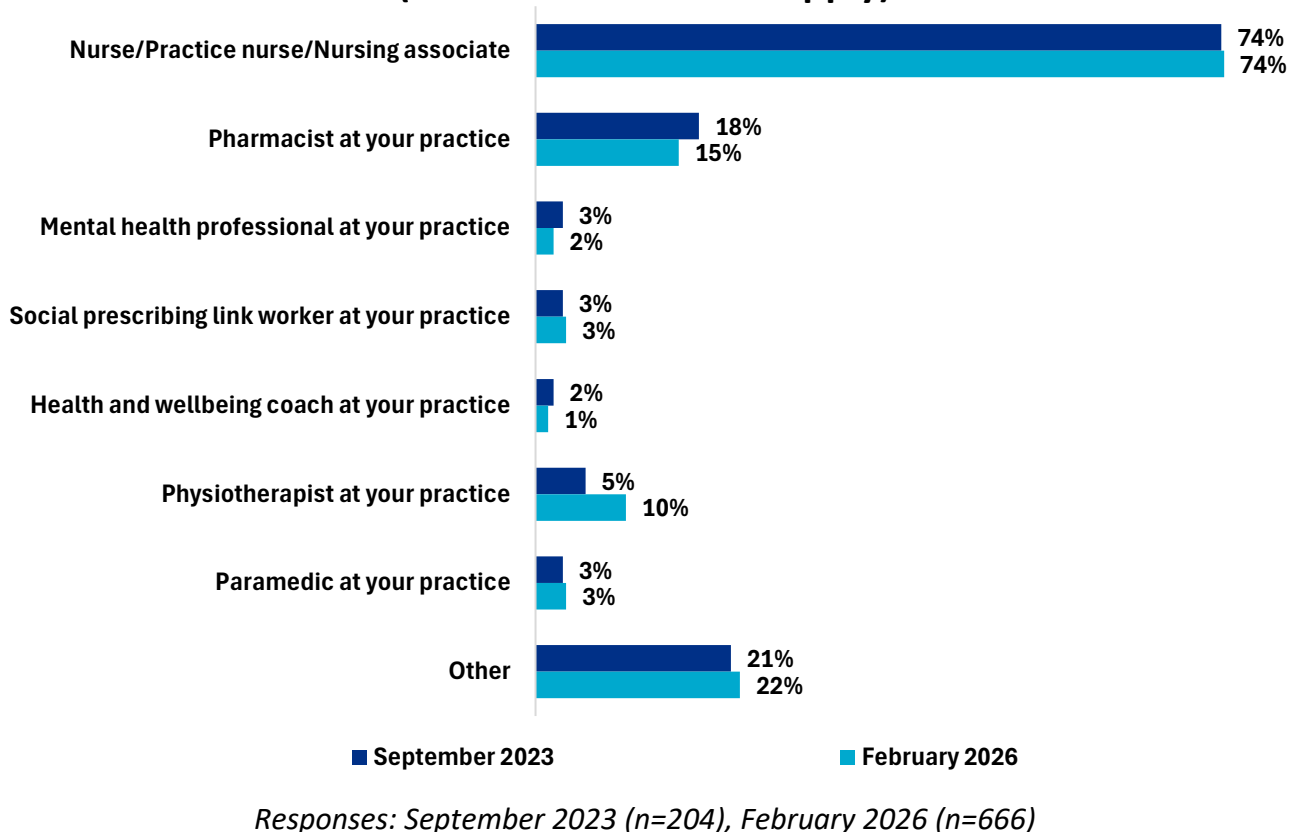
Tamworth	I was directed to a nurse practitioner which I am more than happy to see due to their knowledge and training.
Tamworth	If they offer video appts I'm unaware. Issues of video appts would be the app used and whether patient and doc are video app friendly! Not many know how to use these apps!
Tamworth	It's very hard to see someone who I think would be helpful for what I need and they rely upon a useless app which hardly works.
Tamworth	Most contact has been for repeat prescriptions and once to see a nurse for well woman checkup.
Tamworth	They don't reply.
Tamworth	When explanations and reasons are offered patients have a better understanding of how clinicians and GP teams work to help sign post to appropriate person. It also helps people think differently about having to see a GP at each visit and other clinicians.
Tamworth	Would have preferred to talk to a doctor rather than a clinical practitioner.
Tamworth	You can NEVER get to see an actual doctor. The nurses seem to run the practice.



In the past 12 months, have you seen another health care professional other than a GP?



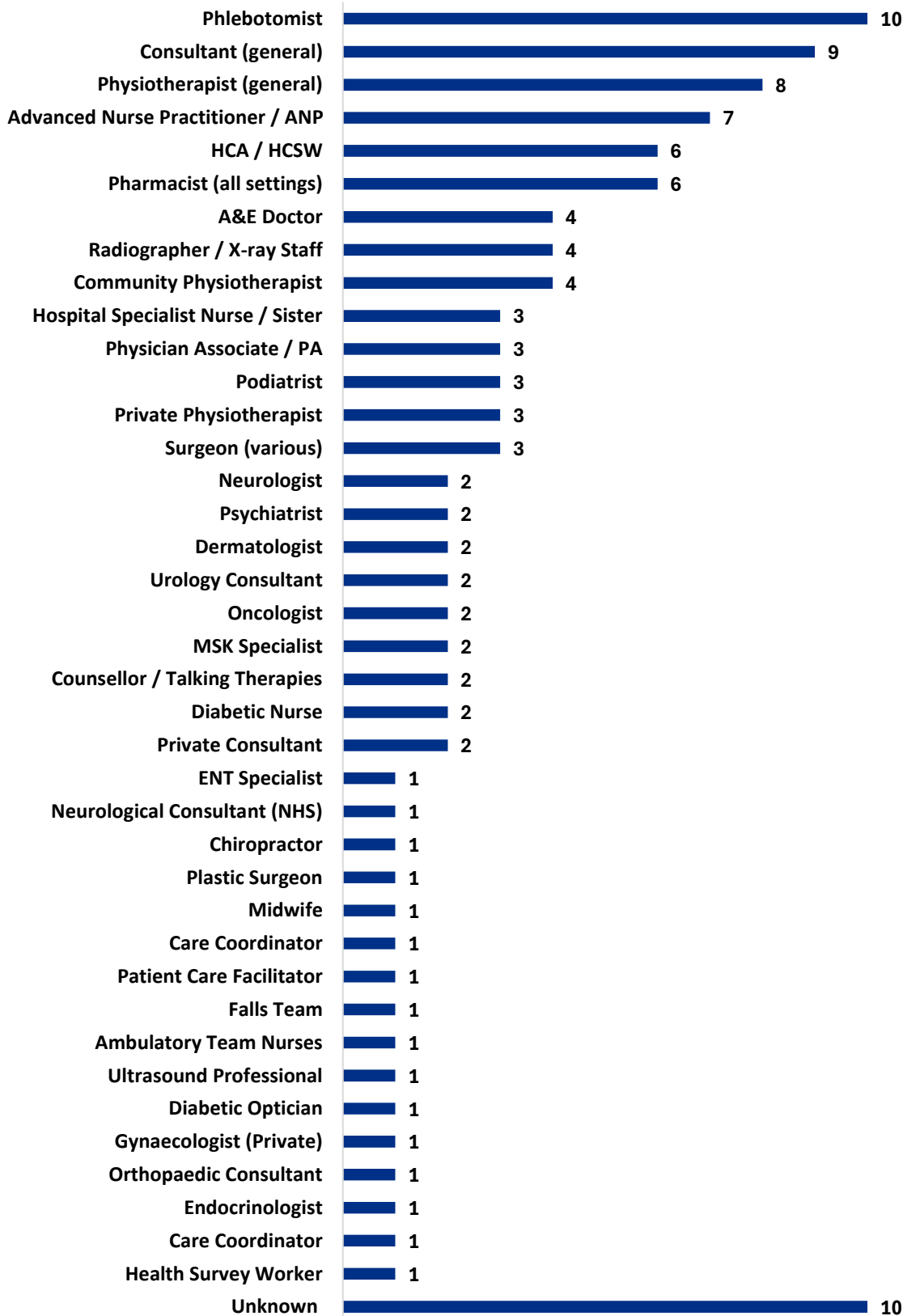
Which health care professional other than a GP, did you see? (Please select all that apply)



Responses marked as “Other” are displayed on the following page.



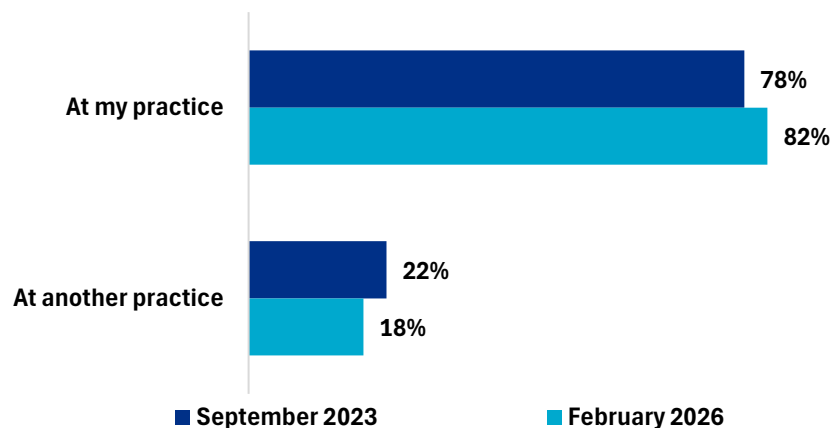
Which health care professional other than a GP, did you see? - Respondents selecting 'Other'



Number of responses. 'Unknown' includes a range of responses such as blood tests, other doctors, and similar answers.



When you saw a healthcare professional other than a GP, was this at your GP practice or at another location?









Responses: September 2023 (n=193), February 2026 (n=640)

Respondents were asked to provide additional information to support their response.

Most respondents who saw a healthcare professional other than a GP were seen at their own practice, which reflects the increase shown in the above chart—from 78% in 2023 to 82% in 2026.

Many respondents describing routine care delivered by nurses, pharmacists and other clinicians at their usual site or within their practice group. However, a notable minority still attended hospitals, community clinics, walk-in centres, pharmacies or remote appointments, particularly for specialist physiotherapy, diagnostics and urgent care. While some were comfortable travelling, others highlighted significant transport and accessibility barriers.

Overall, the comments show that although most non-GP primary care now happens within respondents’ own practices, external locations remain an important part of the wider primary care pathway.

- 
At their own GP practice
 People valued continuity and convenience when care was delivered at their usual site.
- 
At another GP practice or primary care centre
 Some were happy to travel; others found this difficult or impossible due to transport issues (e.g., Biddulph → Leek bus route removed).
- 
At hospitals or community hospitals
 Hospital-based care was frequent, especially for diagnostics, specialist physio, and urgent issues.
- 
By phone or remote consultation
 Home-based care was essential for housebound patients.
- 
At pharmacies
 Some care took place in pharmacy consultation rooms.
- 
Private providers
 Often due to long waits or dissatisfaction with NHS pathways.

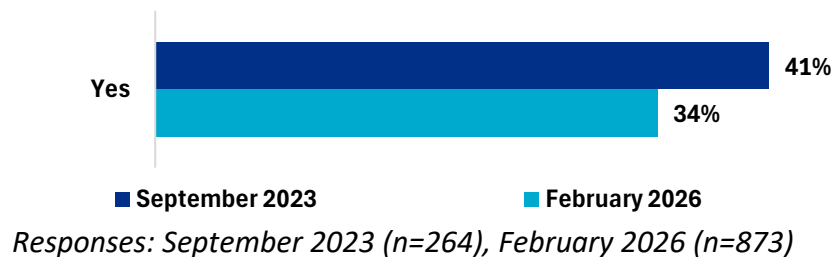


General practice additional roles

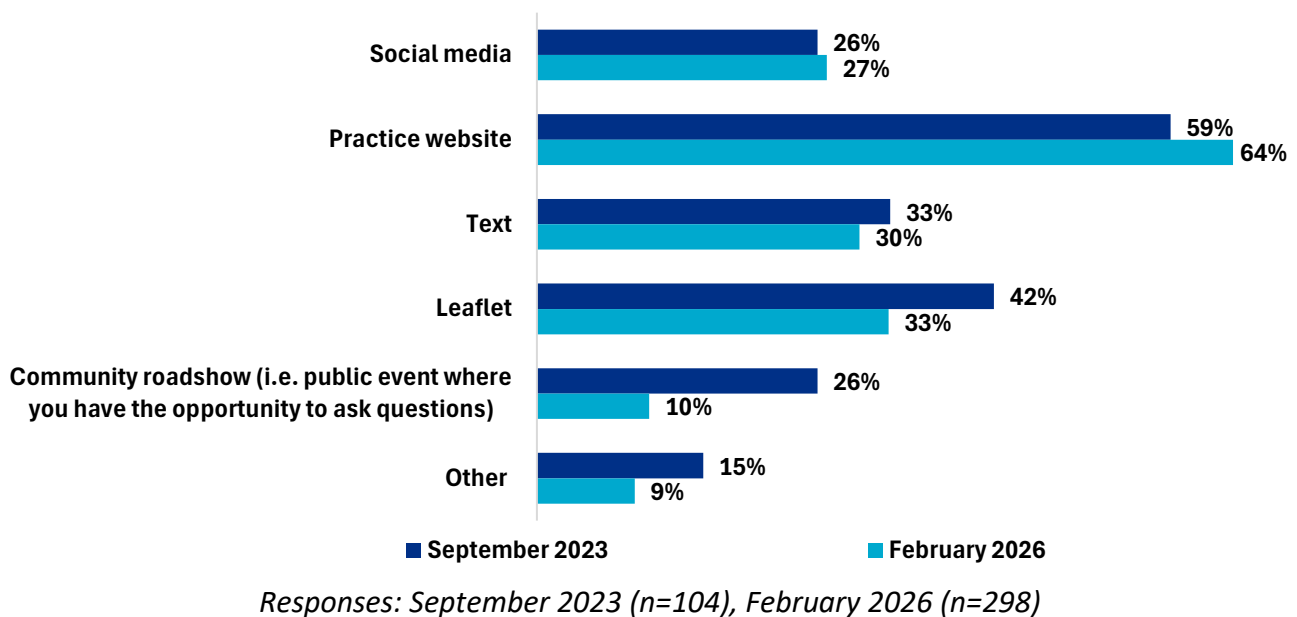
Since 2019, GP practice teams have grown to include additional qualified, specialist staff to support GPs and help patients see the right person, first time. This includes roles such as pharmacists, first-contact physiotherapists, social prescribing link workers, health and wellbeing coaches. For example, a patient with knee pain would be booked directly with the practice first-contact physiotherapist, instead of seeing a GP first.

The receptionists are trained to know how to direct and book patients to ensure they see the most appropriate clinician, and effective communication between the GPs and the reception team means that questions can be dealt with quickly if they are unsure who a patient should be booked in with.

Would you like more information about any of these roles?



How would you like to hear about any of these additional roles? (Please select all that apply)



From the responses received, almost everyone who selected ‘Other’ said they would prefer to be informed by email.



General practice digital access

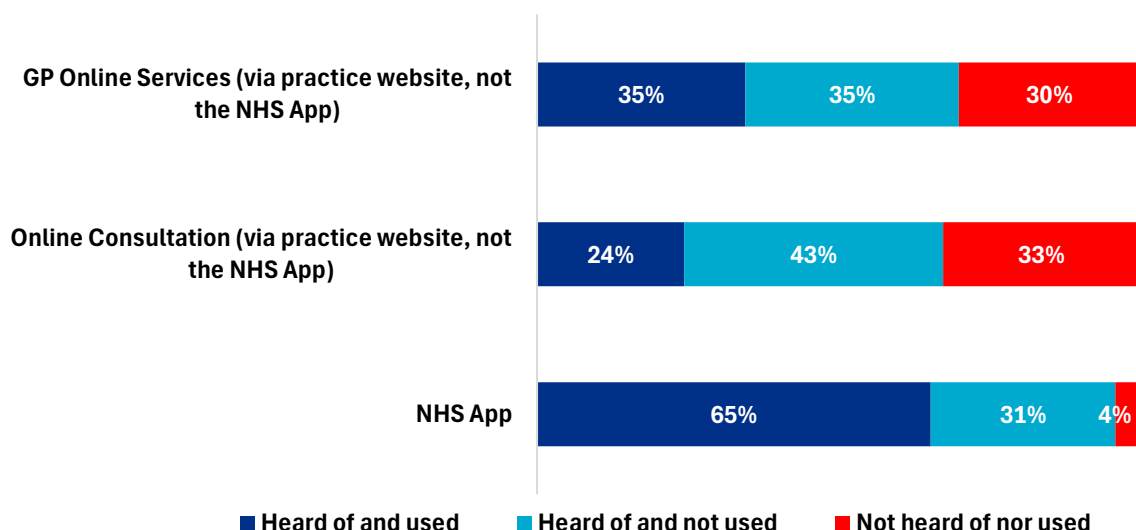
GP practices are often the first point of contact for health advice or treatment. Improving access remains a key priority, particularly given ongoing challenges securing timely appointments.

To help tackle the 8am rush for appointments and make it easier and quicker for people to get the help they need, GP practices now offer these digital options:



- **NHS App** – a simple and secure way to access NHS services and information on a smartphone or tablet. The App allows users to manage health services for family members or people they care for.
- **Online Consultation** – request help with administrative tasks (such as sick/fit notes or repeat prescriptions) or ask about a medical problem or medication.
- **GP Online Services** – request medical help or an appointment after triage, order repeat prescriptions, and access medical records.

Have you used any of the following digital methods to contact your GP practice?



Responses: February 2026 (n=864)
 Question not asked in the 2023 survey



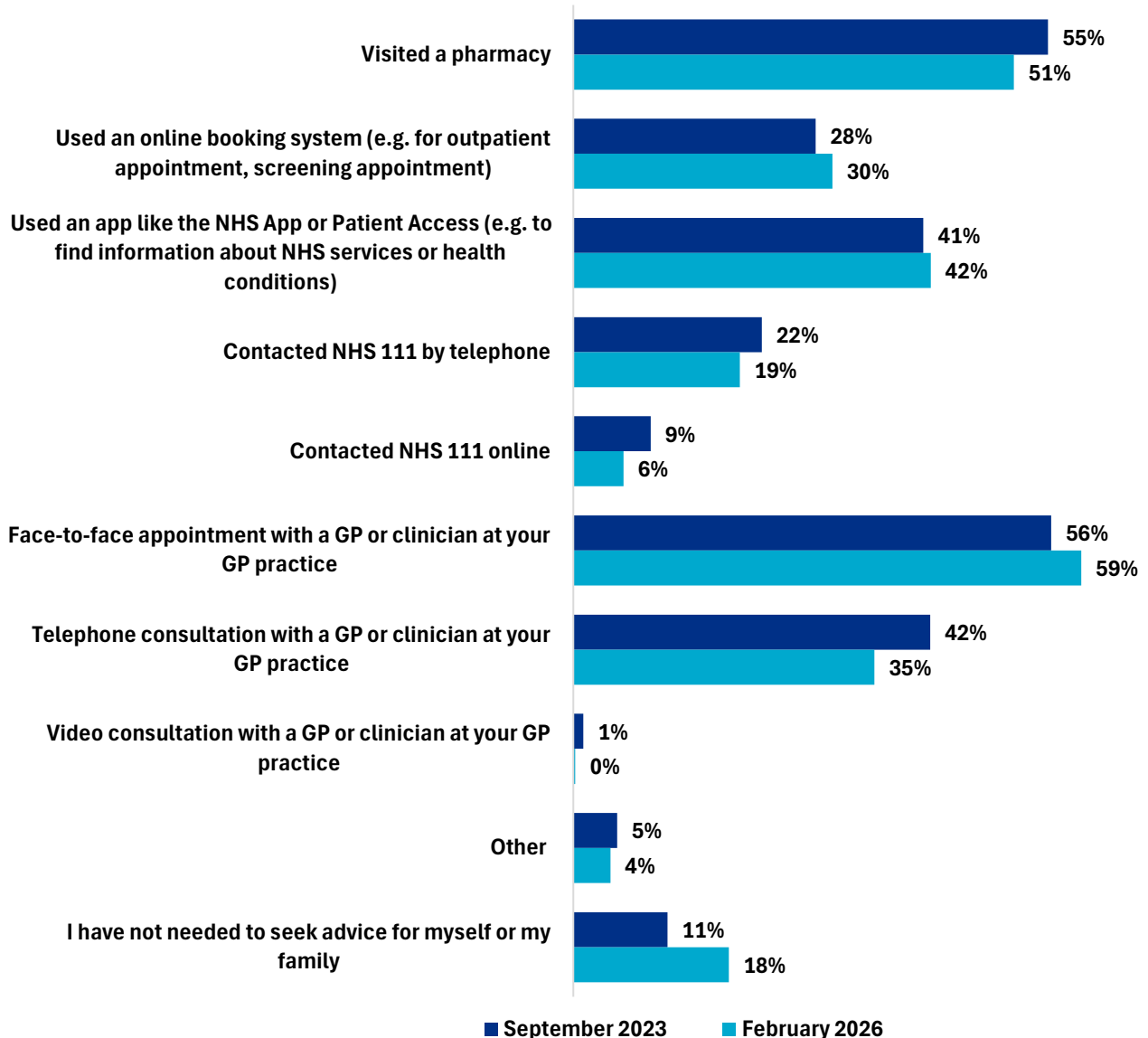
Health advice and treatment of minor ailments

This section explores how respondents have accessed health advice and support over the past 12 months, including where they have sought help for minor ailments. It highlights the range of services used and how patterns of access have changed since the 2023 survey.

Health advice:

In the last 12 months, have you used any of the following options to access health services for advice/information?

(Please select all that apply)



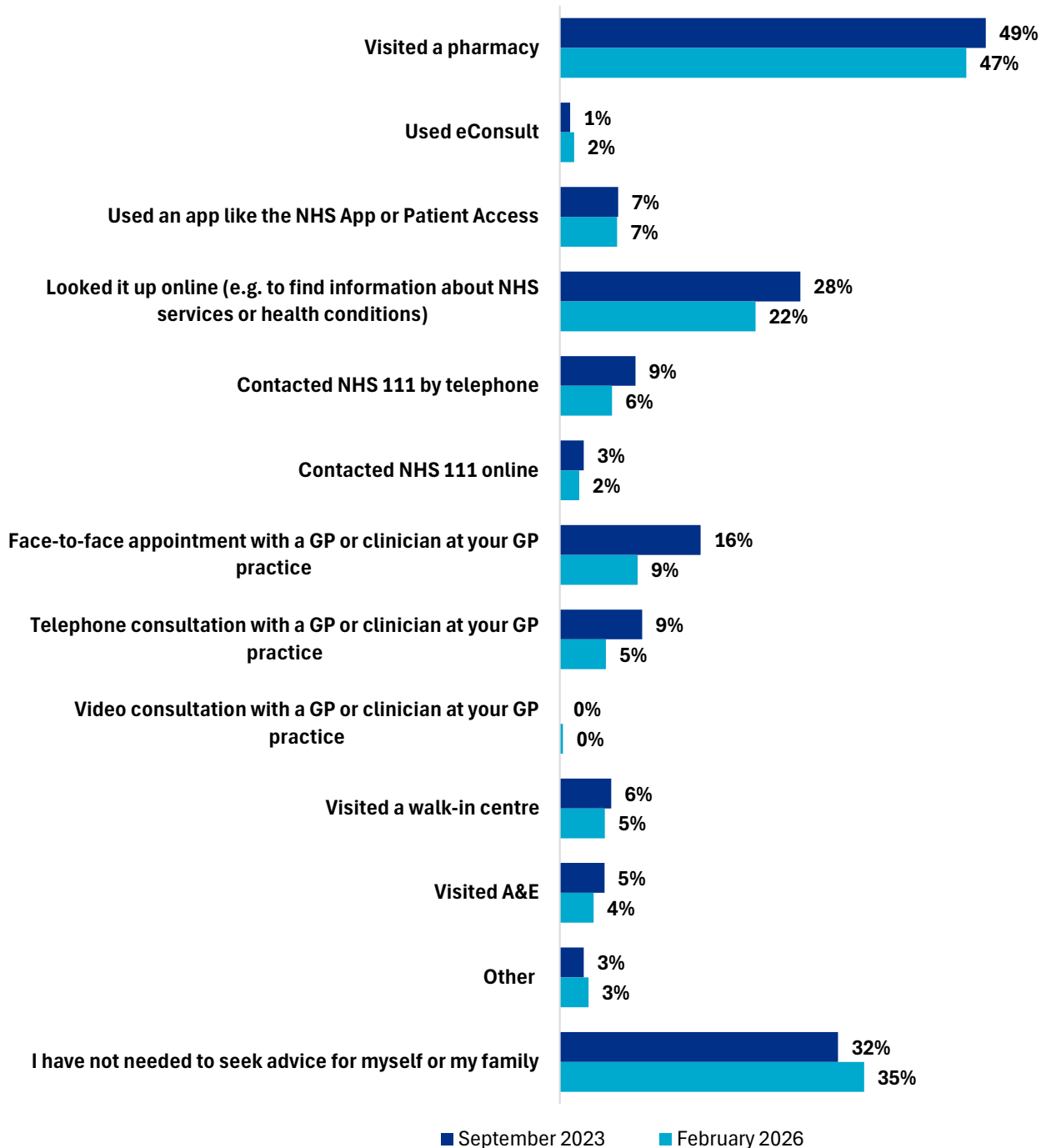
Responses: September 2023 (n=255), February 2026 (n=855)

‘Other’ responses typically described using a combination of the listed options (e.g., GP, pharmacy, NHS 111) alongside general internet searches for health advice.



Minor ailments:

**In the last 12 months, thinking about occasions when you or a member of your family have needed advice for a minor ailment, e.g. cold, sore throat, upset stomach, where have you gone for advice?
 (Please select all that apply)**



Responses: September 2023 (n=254), February 2026 (n=852)

‘Other’ responses most commonly described self-medicating or searching online for minor ailment advice.



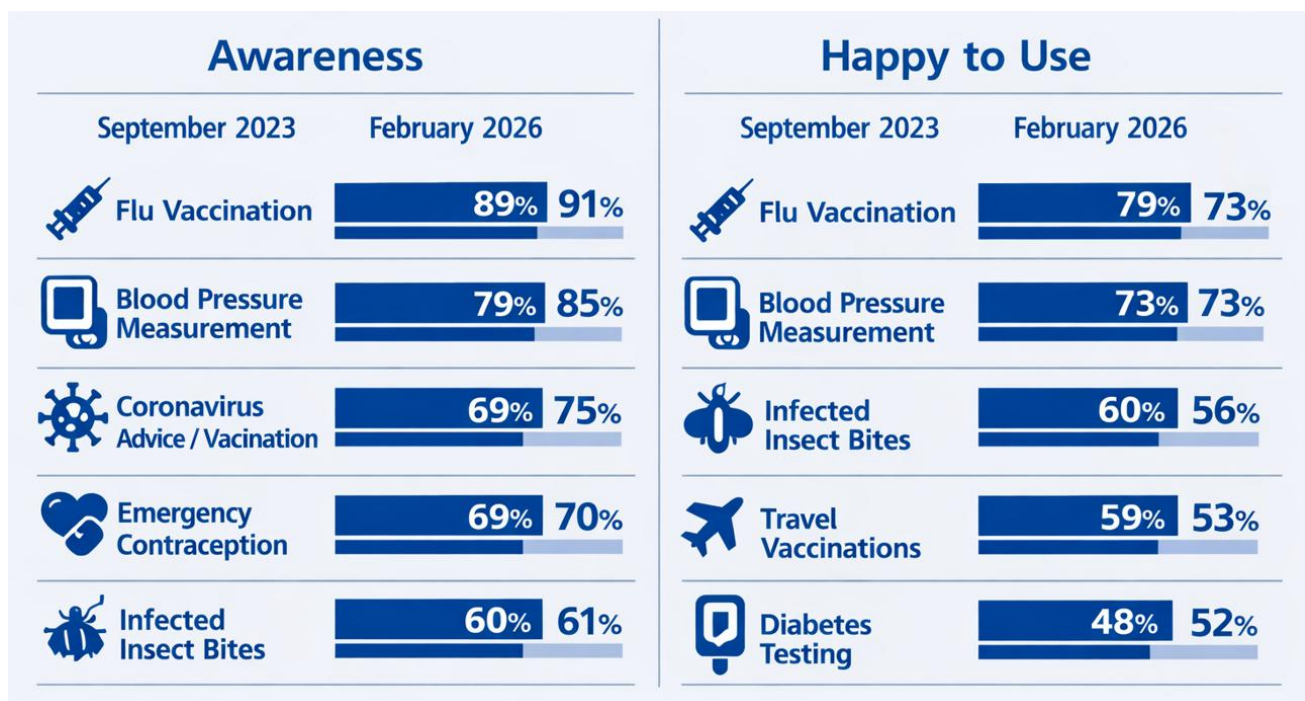
Community pharmacy services

As qualified healthcare professionals, pharmacists can offer clinical advice and over-the-counter medicines for a range of minor illnesses, such as coughs, colds, sore throats, tummy trouble and aches and pains.

If symptoms suggest it's something more serious, pharmacists have the right training to make sure you get the help you need. For example, they will tell you if you need to see a GP, nurse or other healthcare professional.

All pharmacists train for 5 years in the use of medicines. They are also trained in managing minor illnesses and providing health and wellbeing advice.

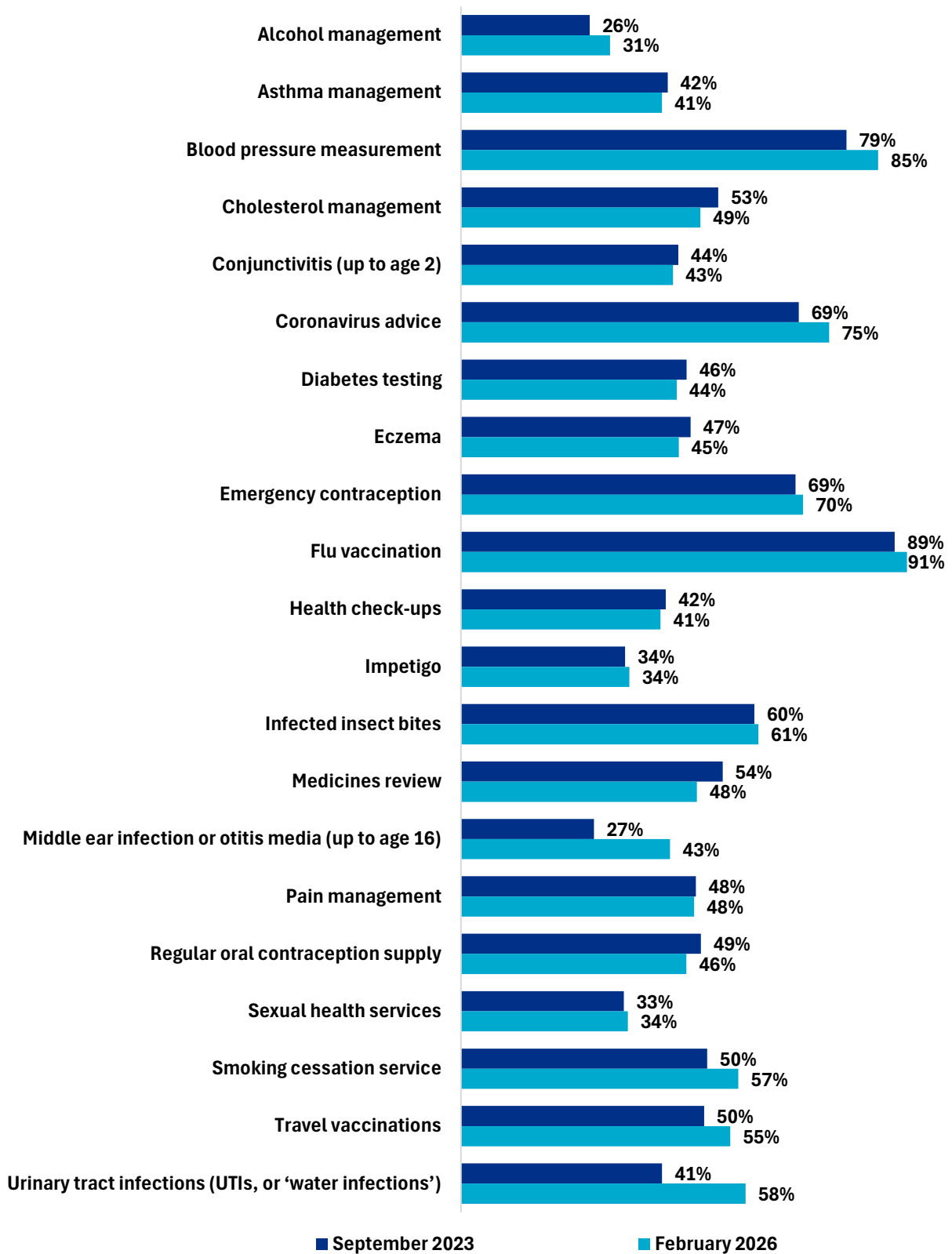
This section explores panel members’ awareness of community pharmacy services and the services they feel comfortable using, as well as changes since the September 2023 survey.



The **top five services** that respondents were **most aware of** in February 2026 are shown alongside the **top five services** they were **most willing to use**. For comparison, **September 2023 results** are displayed using the **darker bars**.



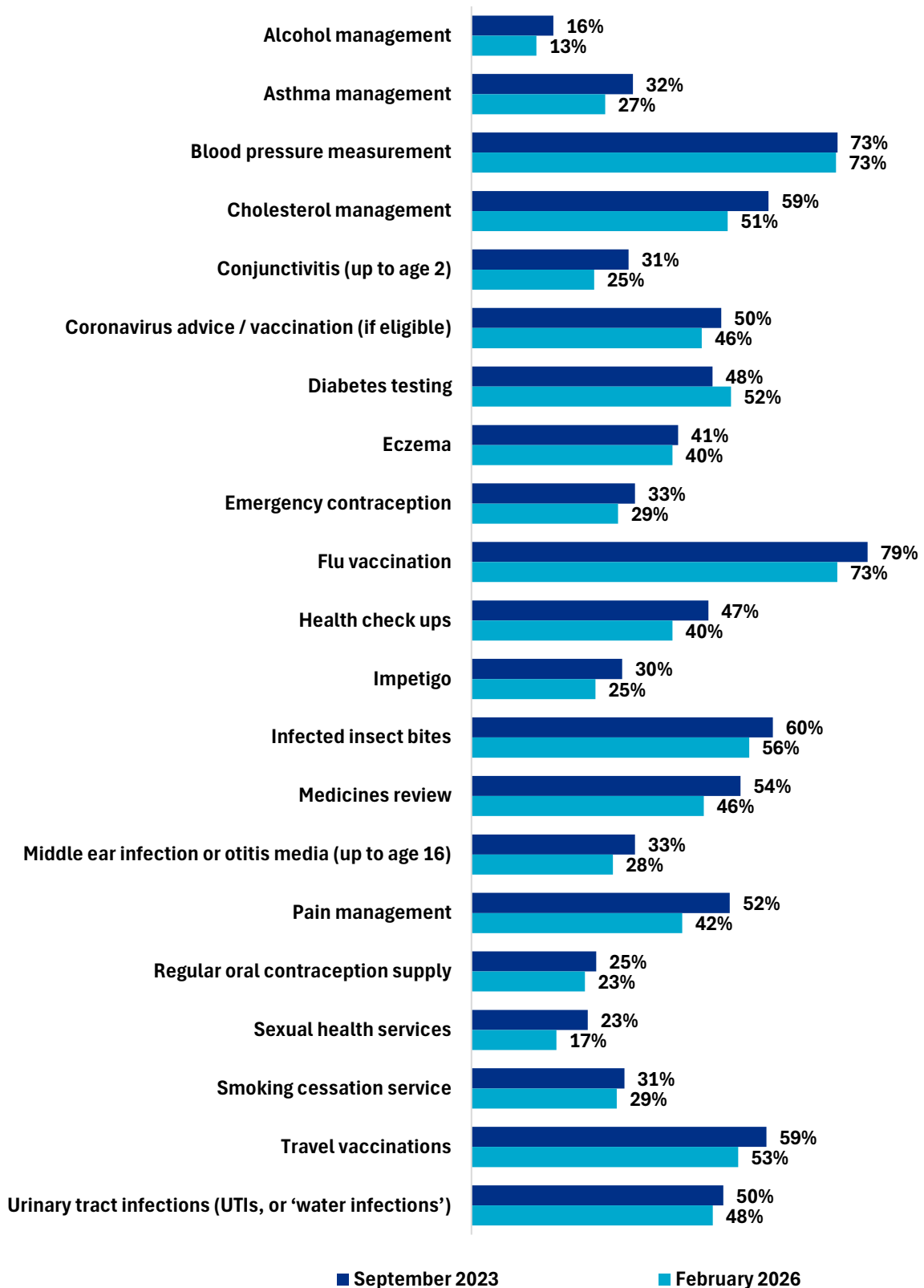
Are you aware you can visit your community pharmacy for help and support with the following?



Responses: September 2023 (n=247), February 2026 (n=812)
 Please note that not all services may be available in your community pharmacy.



Which of the following services would you be happy to use via a community pharmacy?



Responses: September 2023 (n=232), February 2026 (n=777)
 Please note that not all services may be available in your community pharmacy.



If you have reservations about using a community pharmacy for any of the above services, please can you say why?

Reservations about using a community pharmacy for the listed services were reported by 197 respondents.

Analysis of the free-text responses shows that, although many people value the role of community pharmacists, a substantial number have clear reservations about using pharmacy-based clinical services. These concerns centre on issues of privacy, the suitability of pharmacies for managing complex health needs, and varying levels of confidence in pharmacists' clinical scope and capacity.

Six dominant themes emerged from the feedback.

1. Privacy and confidentiality concerns

Many respondents feel pharmacies lack genuinely private spaces for sensitive conversations. Examples include:

- *"The rooms that consultations take place in are not always private and other people can hear what is being said"*
- *"I wouldn't want to discuss 'embarrassing' situations with the pharmacist as there is nowhere private enough at my local pharmacy"*

2. Complex health needs require GP oversight

A large proportion of respondents feel their conditions are too complex for pharmacy-based care. Examples:

- *"I have multiple health conditions... I expect to be seen as a whole person not just 1 simple problem"*
- *"I have stage 4 CKD... antibiotics and some other medication need to be carefully monitored"*
- *"I am under 5 specialist hospital consultants... therefore feel that my GP should be the one reviewing and managing the oversight"*





3. Pharmacists' scope, skills and access to records

People are unsure what pharmacists can safely diagnose, prescribe, or manage. Examples:

- *"They are not qualified doctors"*
- *"Pharmacist not having access to my records and prescribing something that may have an adverse effect"*
- *"Pharmacists can only access my summary care record as far as I'm aware?"*

4. Service quality, capacity and environment

Many respondents describe pharmacies as too busy, understaffed, or lacking appropriate facilities. Examples:

- *"Pharmacies are so busy they can't even dispense medication in a timely manner let alone adding on extra consultations"*
- *"My pharmacy is very small and the consultation space is very small"*
- *"Staff so busy, hardly have time to converse"*

5. Preference for GP-based care and continuity

A strong theme is trust in GP practices, continuity of care, and holistic understanding. Examples:

- *"Would prefer a Doctor."*
- *"I feel that the Nurses and/or Doctor at the Surgery know me better and understand my health conditions more fully"*
- *"I trust my GP not someone in a shop"*

6. Concerns about misdiagnosis, missed conditions and safety

Respondents worry that pharmacists may miss underlying issues or provide inappropriate treatment. Examples:

- *"An apparently simple ailment might be part of a deeper problem and this might be missed"*
- *"I visited my GP about a suspected UTI and prostate cancer was found. I am not convinced that a pharmacy visit would have found this"*
- *"I have had experience of some advice given... that was inappropriate for my complaint"*



If you have reservations about using a community pharmacy for any of the stated services, please can you say why?

Cannock Chase	Do not consider my pharmacy are up to the job.
Cannock Chase	Inappropriate.
Cannock Chase	It can be a barrier when the pharmacy is busy, and they ask why you would like to talk to the pharmacist in front of everyone.
Cannock Chase	It just doesn't feel right. Not an appropriate setting for medical advice.
Cannock Chase	Levels of competence and availability vary widely.
Cannock Chase	No reservations. Some of the services are not required e.g. oral contraception.
Cannock Chase	Not a very nice place to talk about these things and they can't be bothered to help.
Cannock Chase	Pain management is a difficult one. Pain is a symptom of possible undiagnosed diseases/other. Pharmacists cannot be expected to make diagnostic judgements in what could be a serious problem. Most pharmacies do not have the consultation capacity to cope. In addition. Sexual Health service is a huge area. Many patients requiring skilled help and intervention including counselling.
Cannock Chase	Service and ability and availability of staff very variable and inconsistent.
Cannock Chase	Some of the above require medical/ expert practitioners to advise.
Cannock Chase	Some private consultation areas can be overlooked.
Cannock Chase	Went to the pharmacy recently with eczema and was told by the pharmacist I needed to go to see my GP, so it was a waste of time visiting the pharmacy.
East Staffordshire	I am not sure that discussion of my sex life with the pharmacy team feels appropriate; most of them are very young, and though the pharmacists tend to be older this suggests that the issues are pharmaceutically related or resolved. I am not sure that this is the case.
East Staffordshire	I can get the help and advice I need from my GP practice, which has a pharmacy.
East Staffordshire	I feel that some issues need the expertise of a GP.
East Staffordshire	I have no reservations.
East Staffordshire	I have no reservations. I haven't ticked certain boxes because they don't apply to me.
East Staffordshire	It depends what is on their patient group directive - when I've asked for advice the pharmacist always referred me to the GP due to my other health conditions - as they can often only cover basic aspects. My concern though is if so much work is given to the community pharmacists they may not be able to meet demand. In addition, our local pharmacist did not fulfill the criteria for infection control when giving me a Covid vaccination in the past - so aspects like this need to be monitored and tightened.
East Staffordshire	Lack of privacy. Pharmacists always look too busy to see to you.
East Staffordshire	My pharmacist has recently been abusive towards me on 3 occasions. Complaints have been put in and I'm still waiting for him to consider treating me properly.



East Staffordshire	Not a person you know. Inadequate places to discuss private issues.
East Staffordshire	Often end up saying "see your GP".
East Staffordshire	On occasions of using pharmacy was told to see GP.
East Staffordshire	Over 70 so I cannot use pharmacy for UTI.
East Staffordshire	Pharmacists are trained in biochemistry and pharmaceuticals, and how these relate to disease and health, they are not trained in the complexity of people and non-standard presenting symptoms. The same for ACPs. Neither should be seeing undifferentiated or undiagnosed patients.
East Staffordshire	Privacy and confidentiality. Lack of space and time Pharmacy is usually really busy.
East Staffordshire	Privacy concerns.
East Staffordshire	Services not needed by me or my family.
East Staffordshire	Some don't apply to me. I don't have reservations; I just wouldn't ever need them.
East Staffordshire	They are not qualified doctors.
East Staffordshire	They're probably more helpful than GPs to be fair. Physical drug dependence would be a handy one to be accessed by pharmacy. They do alcohol so why not drugs? There will be no need for GPs and surgeries soon.
East Staffordshire	Timely attention. The staff tend to be very busy and therefore I would want an appointment system that can be booked online that's self-lead.
Lichfield	Don't apply to me.
Lichfield	I did go to a pharmacy for an insect bite, and they wouldn't do anything - twice sent me back to the doctor who sent me back twice to the pharmacy !!!!!
Lichfield	I have complex needs and nine times out of 10 our pharmacy are too busy to really help, plus, there is no way on earth I would let one of the people in the pharmacy give me an injection in a room even my wheelchair doesn't fit in. I am past the age for needing any form of sexual advice, I don't smoke, and as someone who suffers with regular UTIs, I have told the pharmacy what I needed and they refer me back to GP. This happens a lot to people.
Lichfield	I have severe chronic eczema and have had impetigo. GPs don't know how to deal with my level of eczema, so I also don't trust other non-specialists.
Lichfield	I wonder if records kept by the pharmacy are shared with the GP practice? I think it is really important that they are.
Lichfield	I would have concerns about the pharmacist not having access to medical history for each person.
Lichfield	I wouldn't trust them. They are not doctors and won't have a full picture of my health.
Lichfield	My local pharmacy often uses locum staff and very busy. Not always possible to talk in private with pharmacist and no continuity of care.
Lichfield	Our pharmacy only accepts those under 16 - everyone else is told to go see GP.



Lichfield	Our village pharmacy is small, with a very small "consulting room", which is OK for vaccinations, but not for other consultations.
Lichfield	Pain management issuing medication.
Lichfield	Pharmacists are not doctors; they are businessmen or women. I can manage my own minor ailments. Otherwise need to see specialist nurse or doctor.
Lichfield	Reservations due to poor services received from previous contact with pharmacist services. They may have knowledge but don't appear to share this in a supportive way, especially if they are busy with dispensing demands.
Lichfield	Some of the above services need to be seen by medical qualified Personnel.
Lichfield	Suspect less expertise than a GP.
Lichfield	The layout of some pharmacies restricts sharing confidential information. The pharmacy that I tend to use, for example, is sited in a supermarket. Staff are extremely busy, and the private room for consultations/ vaccinations etc. is tiny.
Lichfield	The local pharmacists are all short-staffed & are struggling to deal with filling prescriptions let alone anything else.
Lichfield	The wording on this suggests you can be seen be a pharmacist to treat conjunctivitis up to 2. This was not my experience, and we were told we had to access the GP because our boy was under 2. It was obvious what it was. The pharmacy environments area isn't always confidential. Their go to isn't to offer privacy which can feel awkward, or their rooms are crammed full of other things.
Lichfield	This page is not well formulated! Many of these services are completely irrelevant for me!
Newcastle-under-Lyme	An apparently simple ailment might be part of a deeper problem, and this might be missed.
Newcastle-under-Lyme	But not Pharmacy B - dreadful service.
Newcastle-under-Lyme	Don't have much confidence as I always get pushed to make appt with GP
Newcastle-under-Lyme	Easier to call at surgery 2mins away,
Newcastle-under-Lyme	Feel it requires a more personalised, private, or qualified approach.
Newcastle-under-Lyme	Have not needed advice on any of the above issues.
Newcastle-under-Lyme	I asked for a pharmacy consultation. The pharmacist leaned very far back in his chair with his hands in his pockets and showed complete disinterest. He told me without having looked at my problem to go to the GP.
Newcastle-under-Lyme	I contacted my local pharmacy about a UTI, but because of my age I still needed to see the GP.
Newcastle-under-Lyme	I have complex medical problems, with severe disabilities, therefore I feel some issues should be managed and monitored by GP, such as taking several opiates and therefore the prescriber should review these. Health Review - I'm under 5 specialist hospital consultants / teams soon to be 6 and with complex treatment plans. Therefore, I feel that my GP should be the one reviewing and managing the oversight of these complex issues.



Newcastle-under-Lyme	I have stage 4 CKD, so antibiotics and some other medication need to be carefully monitored. However, most of the above that I haven't ticked are simply not relevant to me.
Newcastle-under-Lyme	I have to see GP due to being complex and immunosuppressed.
Newcastle-under-Lyme	I think it is a great idea. The only reservation I would have is that it maybe assumes that the patient is able to self-diagnose and / or to understand complex and maybe simultaneous medical / emotional conditions?
Newcastle-under-Lyme	I think the more we can use pharmacies, the better, but they are overwhelmed so reimbursing them well is crucial.
Newcastle-under-Lyme	I would prefer asthma management to be done by asthma specialist teams rather than a generic professional if I needed it.
Newcastle-under-Lyme	If the problem is causing anxiety/worry then I would prefer a GP to intercede.
Newcastle-under-Lyme	I'm not sure if pain management could or should be.
Newcastle-under-Lyme	It's much further away and we don't drive.
Newcastle-under-Lyme	Last night I sought advice from a chemist and they were not interested.
Newcastle-under-Lyme	Location. Don't want to pay for parking or walk far.
Newcastle-under-Lyme	Most of these conditions are not an issue for me. I have never drunk; I am happily married and do not need contraception advice etc.
Newcastle-under-Lyme	My community pharmacy is too far away.
Newcastle-under-Lyme	My pharmacy is very small, and the consultation space is very small. The single pharmacist would likely be too busy to be able to deal with all this work in addition to his prescribing and checking role.
Newcastle-under-Lyme	No but I would prefer to speak to a GP.
Newcastle-under-Lyme	No privacy.
Newcastle-under-Lyme	None.
Newcastle-under-Lyme	None.
Newcastle-under-Lyme	Not happy to discuss certain conditions with non-NHS staff.
Newcastle-under-Lyme	Prefer GP except for minor ailments and medication advice. Too much is being put on pharmacists. It never used to take 5 days to pick up a repeat prescription. Pharmacy is always overly busy.
Newcastle-under-Lyme	Reservations over the level of qualifications and ability of the pharmacist/ staff.
Newcastle-under-Lyme	Sexual health services would be easier to get than going to a gum clinic as they are so busy.



Newcastle-under-Lyme	The local pharmacy does have a private area that is basically open for everyone to hear what you are talking about, and certain conditions need an intimate examination and the pharmacist would refuse, so may as well go to the GP.
Newcastle-under-Lyme	The rooms that consultations take place in are not always private and other people can hear what is being said.
Newcastle-under-Lyme	They are not applicable to me.
Newcastle-under-Lyme	Unable to assist; 65 years of age + - told to contact GP.
Newcastle-under-Lyme	UTI.
Newcastle-under-Lyme	Would prefer a doctor.
South Staffordshire	Alcohol and sexual health could be embarrassing.
South Staffordshire	Appropriateness of place? Confidentiality in a community setting...would I want a member of pharmacy staff who might also be a parent at the local school or that I might see at the local village hall/shop etc., have access to/know my private and personal medical business. Just an overall concern regarding an uneasiness feeling of privacy.
South Staffordshire	Feel medication review should be GP or GP pharmacist as they have access to all background in medicines why prescribed how long and if by hospital consultant etc.
South Staffordshire	For serious UTI they cannot prescribe the necessary antibiotics.
South Staffordshire	Have more confidence in my local pharmacy.
South Staffordshire	How is a pharmacist going to do a lipid panel blood test? I think people would feel judged by getting alcohol advice from the friendly pharmacist! I don't have asthma. My friend would want to see a GP, not an ANP or pharmacist! Can a pharmacist do a HBA1C blood test? Can a pharmacist really manage the pain for a patient with Ehlers-Danlos syndrome when they don't know what it is or how to spell it?! I think people would rather go to a clap clinic. I mean GU clinic. Rather than discuss what they've been up to with the pharmacist in a small pharmacy with paper thin walls in a cupboard/consulting room! I have a partial duplex kidney so I would be a complicated UTI.....so not applicable!! Pharmacists run a mile.
South Staffordshire	I had flu vaccination and it was done badly!



South Staffordshire	I have an autoimmune disease, so it makes things more complicated.
South Staffordshire	Local pharmacies tend to have local people working there so the privacy issue is a concern.
South Staffordshire	My expertise is that they can only work within guidelines, or pgd, straightforward things. If for whatever reason there is a different need then you have wasted time with the pharmacist and have to go back to GP for anything requiring clinical Judgement. I would worry about a thing like alcohol or mental health as this would need a thorough holistic assessment and support.
South Staffordshire	No reservations at all, just not all are applicable to me. Also, information about which services are available is not easy to find. This should improve in the future as a wider variety of services is rolled out.
South Staffordshire	None.
South Staffordshire	Not private enough. Others in Pharmacy might hear your conversation.
South Staffordshire	Privacy - door opens straight to shop and lots of people, or when less people can hear in the room.
South Staffordshire	Specialist advice or confidence - pharmacist would have knowledge to review all medicines.
Stafford	A community pharmacist may not have access to my full medical record.
Stafford	Access to private consulting room is usually blocked with boxes, so for a private matter, it would cause disruption to ask to be seen in the consulting room rather than in front of other customers.
Stafford	Because of privacy issues.
Stafford	Happy to use all the above when applicable.
Stafford	Have tried to access information via local pharmacies. In all cases been referred back to GP. Would appear that they do not want to be held responsible for giving any information. All minor ailments which the GP practice deal with quickly.
Stafford	I always find the pharmacy far too busy dispensing prescriptions to speak to a patient. Also, lack of privacy.
Stafford	I am a qualified nurse/prescriber and feel I have adequate knowledge without the need to speak to a pharmacist. If I needed advice about medications/side effects then I would (although I know how to access and understand this information) - I'd be happy for them to treat an eye infection or consult for an OTC medication.
Stafford	I am not sexually active. I have a long-term condition so would prefer to see/ be assessed by a HP.
Stafford	I could not guarantee that they were trained enough to deal with some of the services.
Stafford	I do think that a GP is the best person for people with complex needs.
Stafford	I don't think I have reservations about any of the services. I have just indicated the services relevant to me.
Stafford	I feel some services need a doctor to perform.
Stafford	I have a rare genetic condition which needs GP oversight.



Stafford	I have no reservations whatsoever. The community pharmacist is a great source of information, and it is so disappointing that more people do not recognise their skill and expertise.
Stafford	I have not been happy with pharmacist reviewing medication. Overprescribed - I later consulted my doctor who amended the prescription
Stafford	I receive consultant care at an NHS hospital for an ongoing medical condition, so I can contact a specialist nurse or department for advice about related problems. Happy to visit a local pharmacy for general advice.
Stafford	I think someone more qualified is better suited for some of the services.
Stafford	I would be worried that a more serious issue was being missed (in particular, cancer or another rare illness). Also concerned about confidentiality as the consulting room is often close to where customers are queueing for prescriptions.
Stafford	I wouldn't want to discuss "embarrassing" situations with the pharmacist as there is nowhere private enough at my local pharmacy. I don't believe that pharmacists have sufficient experience to deal with long term pain management.
Stafford	If I wanted a referral to a specialist I'd want my GP to know.
Stafford	Immune suppressed due to transplant so probably not appropriate.
Stafford	Infected bite.
Stafford	Lack of privacy in pharmacies. Also, my pharmacy takes too long dispensing repeat and acute prescriptions without increasing their workload and everything will take longer.
Stafford	Local pharmacy is very good.
Stafford	My GP has a complete record of multiple conditions.
Stafford	My pharmacy does not have time to deal with consultations. I have had to wait over forty minutes for a prescription.
Stafford	My pharmacy is part of the health centre where the GP practices. They are always very busy and on occasion I have asked about one of the above services and have been referred to my GP, on more than one occasion.
Stafford	Need to be in confidential areas, so other people can't hear.
Stafford	Need to be very confidential areas, as you don't want to shout over counter what you want to see them about!
Stafford	No reservations.
Stafford	No reservations.
Stafford	None.
Stafford	None of above are particularly relevant, and asthma queries I would do through nurse at surgery.
Stafford	Our pharmacy is understaffed and very busy, so we might not be welcome. Also, there is nowhere private and comfortable to have a discussion. Currently the GP surgery would be first choice.
Stafford	Paracetamol & ibuprofen will not always solve pain issues.
Stafford	Personally, I have several chronic illnesses. I am under outpatient hospital care for a couple of them so it wouldn't be inappropriate for me to approach my chemist for advice. For my other illnesses that are under control through medication, my chemist is totally up to speed with my medications.
Stafford	Pharmacies are so busy they can't even dispense medication in a timely manner let alone adding on extra consultations.



Stafford	Pharmacist not having access to my records and prescribing something that may have adverse effect.
Stafford	Pharmacists are not my go-to as there's no privacy so everyone who happens to be there will hear your concerns.
Stafford	Privacy.
Stafford	Privacy - facilities not private enough.
Stafford	Privacy concerns.
Stafford	Some of the above items are not applicable. Others, pain management and eczema, probably relate to my autoimmune disease.
Stafford	Some of them are not relevant to me. I am on a lot of medication so would naturally be cautious of using anybody apart from my GP.
Stafford	Some pharmacies and their staff may be "too close to home" to manage sensitive issues. One may feel embarrassed discussing some issues there.
Stafford	Suffering regular urinary infections but can't access pharmacy as over 65.
Stafford	When visiting pharmacy for urinary infection I was told that I was too old for anything they had to help. I spent an entire weekend in agony as a result.
Stafford	Would be happy to access all but unfortunately I am now housebound and cannot visit my pharmacy.
Staffordshire Moorlands	A pharmacist cannot prescribe the type of analgesia I need.
Staffordshire Moorlands	Always seem busy and not sure how to book an appointment.
Staffordshire Moorlands	Confidentiality.
Staffordshire Moorlands	Confidentiality. Local pharmacy, local employees. Some patients may find they don't want certain topics discussed i.e. alcoholism or sexual health.
Staffordshire Moorlands	Don't think they have enough knowledge and do not know patients' medical history.
Staffordshire Moorlands	For instance, urinary tract infections - the pharmacy will not see over 70s.
Staffordshire Moorlands	For UTI they only give an antibiotic that I cannot take.
Staffordshire Moorlands	Have had medical review with a pharmacist in my GP surgery, it was very easy and straightforward.
Staffordshire Moorlands	I am a manager of a community pharmacy; we also offer phlebotomy.
Staffordshire Moorlands	I am over 70 & diabetic so find pharmacists are reluctant to give advice.
Staffordshire Moorlands	I do not smoke or drink alcohol, sex is out of the question.
Staffordshire Moorlands	I feel that the nurses and/or doctor at the surgery know me better and understand my health conditions more fully.
Staffordshire Moorlands	I feel there is more confidentiality at the GP surgery - people around when they ask you for your details.
Staffordshire Moorlands	I have had experience of some advice given, with treatment, that was inappropriate for my complaint, which was a sore, post knee replacement scar. The topical application, when I read the instructions, was contraindicated, and not advised putting on a wound. The pharmacy assistant recommended this



	treatment. So, I would not routinely ask a pharmacist for advice, if my condition was urgent.
Staffordshire Moorlands	I have no reservations.
Staffordshire Moorlands	I have ticked the ones that I am likely to need.
Staffordshire Moorlands	I tried to go to a pharmacy for contraceptive (combined pill) but was unable to due to T1 diabetes. I now don't know if it is relevant to me or if my prior diagnosis rules me out.
Staffordshire Moorlands	I would prefer a holistic view of my medical history looking at my whole history, not just the current presenting symptoms. My GP has access to this and also knows my spouse.
Staffordshire Moorlands	I've only checked the ones applicable to me and my family.
Staffordshire Moorlands	I'd be happy to use any and all of these community pharmacy services but would require only a very small number of them.
Staffordshire Moorlands	If I needed pain management to that degree I would be wanting a doctor to be investigating the source of the pain.
Staffordshire Moorlands	I'm over 65 and they only refer that age group to the GP anyway.
Staffordshire Moorlands	Lack of privacy.
Staffordshire Moorlands	Lack of privacy. Concerns over hygiene in shared public spaces. Concerns about the time available to the pharmacist.
Staffordshire Moorlands	May a need more specialist advice.
Staffordshire Moorlands	Mostly not applicable to me.
Staffordshire Moorlands	My community pharmacy could do with larger premises, as the work they do now is far more than the building was designed for.
Staffordshire Moorlands	My GP knows my history where a pharmacist doesn't.
Staffordshire Moorlands	Only able to supply low level support. Lack of knowledge about patient history
Staffordshire Moorlands	Our pharmacy is very tiny and the "consulting room" is no bigger than a broom cupboard, but our pharmacist is very kind and approachable. I do have my flu vaccines there, but I don't know how private a consultation would be and there is no toilet to allow you to give urine samples, for pregnancy and urine infection testing.
Staffordshire Moorlands	Owing to my age they would not provide medication for thrush, As I am allergic to certain medications they could not help with an infected insect bite as they are unable to prescribe the medication I can use.
Staffordshire Moorlands	Pain management; don't think they could prescribe or treat more severe pain. Lots of pharmacies are rejecting children under 16 or 12 for various things. 111 are aware but still refer you there before you have to contact 111 again to go somewhere else. Also, causing delays in pharmacy collecting medicines awaiting the pharmacist seeing a patient to sign off medication.



Staffordshire Moorlands	Pharmacists can only access my summary care record as far as I'm aware? Also, I'm a complicated patient with multiple health conditions and I am under the care of various hospital teams.
Staffordshire Moorlands	Pharmacists cannot even supply correct prescription.
Staffordshire Moorlands	Poor English language and inadequate specialist knowledge.
Staffordshire Moorlands	Some are friendlier than others.
Staffordshire Moorlands	Some feel like they need a nurse or GP for more long term or serious conditions e.g., I prefer seeing the nurses at my practice for my asthma who know me more and it would be more consistent care.
Staffordshire Moorlands	Some long-term conditions are complex and require more in-depth management. Asthma and diabetes need to be managed in general practice where there is direct access to a senior clinician if necessary. Blood pressure management is different to hypertension management, and again uncontrolled or newly diagnosed hypertension needs to be managed in general practice until the patient is stable. Same view on analgesia - initial management needs to be in general practice until pain control is achieved - and which is not always by taking painkillers (e.g. physio, lifestyle support etc.). However, management of withdrawal or substitution of pain killers following an agreed pathway lends itself to community pharmacy.
Staffordshire Moorlands	Some of the above services are not applicable to me. Of the others, I would prefer to consult a doctor, nurse or pharmacist at my healthcare centre, who has access to all my medical records and who knows me.
Staffordshire Moorlands	Some of the services I would prefer to undertake at my GP practice. For example: If I had a diabetes test and it was positive, I assume they would then refer me to the GP practice, so why not just have the test at the GP practice. Also, I visited the pharmacy with suspected eczema and was told I would need to make an appointment to see my GP.
Staffordshire Moorlands	Some personal/ confidential things need to be done by a doctor or professional that knows your history.
Staffordshire Moorlands	The unticked items are, I think, conditions that a GP practice should deal with, as I would imagine other factors come into play, i.e. alcohol abuse would require more time and input than a pharmacist could give, also some pharmacies are not exactly private and discreet.
Staffordshire Moorlands	They are not available at my pharmacy, or I would rather be seen by a GP.
Staffordshire Moorlands	They're always too busy.
Staffordshire Moorlands	We only have a very small pharmacy consultation room and would be concerned about privacy.
Staffordshire Moorlands	When I try, they tell me I'm too medically complex and need to see a GP. This has happened on multiple occasions, so I don't bother for anything, but the most simple things. It's a waste of their time and mine.
Stoke-on-Trent	Alcohol management – confidentiality.
Stoke-on-Trent	Alcohol management..... refer to specialised services run by NHS Providers who are members of the Addiction Providers Alliance. Sexual health; apart from



	contraception, need specialist intervention as a number of infections are notifiable and for the service and the patient will need further treatment, if that is only the provision of antibiotics. Again, services provided by NHS community services like MPFT.
Stoke-on-Trent	Assuming many of these would be paid for services, this is privatisation of the NHS by stealth.
Stoke-on-Trent	Do you just turn up to a pharmacy and request the service, or do you need to make an appointment? We need to see: 1. What pharmacy offers what services. 2. If you can just turn up or do you need to make an appointment. 3. Do you have to go to your local pharmacy, or can you go to a pharmacy not local - i.e., near to where you work.
Stoke-on-Trent	Don't want flu or corona vaccination at anywhere.
Stoke-on-Trent	Doctors have access to your medical records and previous health appointments etc. Plus, they acknowledge your personal circumstances. All factors are pertinent to current health issues, making a diagnosis and if required, prescribing medication.
Stoke-on-Trent	Due to medication from hospital, the pharmacy may not understand the implications of certain meds given by them having an effect on meds from hospital, even when told.
Stoke-on-Trent	I believe there should be an initial diagnosis by a GP before some of those things should be treated by a pharmacist.
Stoke-on-Trent	I don't really want to use a chemist for UTI as I think this should be better checked by a doctor if they occur frequently.
Stoke-on-Trent	I don't feel confident in the ability of the staff.
Stoke-on-Trent	I don't have reservations regarding ear infections, but I am over the age, being 78 years old.
Stoke-on-Trent	I have been in for UTI, and the staff do like to speak openly about it;, it's quite embarrassing. With everyone knowing each other, the staff in there know you so certain subjects are embarrassing to seek help over.
Stoke-on-Trent	I have multiple health conditions that should be taken into consideration. I expect to be seen as a while person not just one simple problem.
Stoke-on-Trent	I would like to know the qualifications of those providing the service.
Stoke-on-Trent	I think pain management is very specific and is different for different people. You would need a GP to prescribe certain things. UTI's can be quite dangerous and I wouldn't feel safe just accepting a pharmacist's word on it. Sexual health services are quite a private thing, and I wouldn't feel comfortable doing it in such a public setting.
Stoke-on-Trent	I trust my GP, not someone in a shop.
Stoke-on-Trent	I visited my GP about a suspected UTI and prostate cancer was found. I am not convinced that a pharmacy visit would have found this as quickly.
Stoke-on-Trent	I was directed to see the pharmacy for a UTI once, but they had to send me back to the GP because the pharmacist couldn't give me the only antibiotics she said she was authorised to prescribe for a UTI, due to allergies. She said she hadn't come across that before and didn't know what to do about it, so she had to send me back to the doctor.



Stoke-on-Trent	I would only want to use a pharmacy if there was a private space for consultation on some issues. Mostly the pharmacist just comes to the counter which can be off putting.
Stoke-on-Trent	I have no experience with asthma so cannot comment on that. Never smoked so can't say how I would feel about that. Alcohol management can be completed with mental health need so I would have said it depends on if the person would be fully supported.
Stoke-on-Trent	Inadequate coverage. You have to visit several before find one. Privacy.. Announcing condition before ushered in to a room. Air quality, ventilation. Private consultation rooms are windowless and often have inadequate ventilation. A soup of airborne viruses are likely present given the nature of the service. I want a reduced risk of contracting SARS 2 flu or measles when I go for a vaccination or other service.
Stoke-on-Trent	It's not understanding the qualifications and experience the pharmacist has in managing these health conditions.
Stoke-on-Trent	Like the rest of the NHS, pharmacists are under pressure and do not have the expertise or some tests/support.
Stoke-on-Trent	Many are not needed by me.
Stoke-on-Trent	My pharmacy's side room wouldn't be the most private to discuss things like sexual health. They stack the medication trays in the waiting area which if you can't see very well it could be a tripping hazard not the best environment.
Stoke-on-Trent	No reservations.
Stoke-on-Trent	No reservations about using the pharmacy. If you use this service they will either help with your concern or signpost you to alternative help e.g. GP.
Stoke-on-Trent	No reservations, just no need as my health issues are serious enough to warrant regular hospital review.
Stoke-on-Trent	Not all pharmacies have a fully confidential room where I'd feel comfortable to talk about sexual health. A few chemists near me have a tiny room right by the small area where people wait to be served and often you can hear what's said in there.
Stoke-on-Trent	Pain management by a pharmacist should only be given when a medical diagnosis/cause has been delivered by the clinician.
Stoke-on-Trent	Pain management would depend on medications and if it's complex it would need to be carefully monitored, but if it's just regular pain stuff that's fine as I have, but as a system that relies one proof, it's not for long term complex health management as it could put the patient at a disadvantage.
Stoke-on-Trent	Privacy.
Stoke-on-Trent	Privacy and the length of time you have to wait; these are busy services under staffed.
Stoke-on-Trent	Sexual health in particular; also, many pharmacies do not have the space or staff to provide one-to-one support within a brief intervention. Also, some pharmacy staff i.e. Pharmacy A are often judgmental and racist towards some patients. That would make me have little faith in their skills to deal with health matters.
Stoke-on-Trent	Sexual health would be embarrassing, same with UTI.
Stoke-on-Trent	Slight reservation as pharmacists constantly changing and limited private space.



Stoke-on-Trent	Some of the entries are not applicable due to my age. Never had or want a flu vaccine.
Stoke-on-Trent	Staff so busy, hardly have time to converse.
Stoke-on-Trent	The confidentiality. In the past I have had to discuss an issue when there are people around. The rooms are often small and can be overheard. When accessing pharmacies for advice/support it feels like you are an inconvenience a lot of the time.
Stoke-on-Trent	The pharmacy is usually busy and there is nowhere private to initially say why you would like to see the pharmacist. It is far better if you could actually contact the pharmacy first by text to make an appointment.
Stoke-on-Trent	Time available. Always so busy. How do they have time?
Stoke-on-Trent	Too old for some services, the pharmacies near too me don't appear to have any time to even converse.
Stoke-on-Trent	Too old for some of these I was told.
Stoke-on-Trent	Used it for "A" (I'm his carer) for infected insect bite. I will always if appropriate contact pharmacy before seeing GP.
Stoke-on-Trent	UTI - in the past, consultation has resulted in useless medication that I needn't have paid for. I always needed antibiotics, which they couldn't prescribe.
Stoke-on-Trent	We went to our community pharmacy as my husband had mosquito bites and we were told that as he had them from Spain. The pharmacist could not see him and he would need to go to a walk-in clinic. He decided not to bother. So, this option was not suitable for us.
Stoke-on-Trent	Worried about patient confidentiality discussing some topics.
Stoke-on-Trent	Would prefer to consult my doctor's surgery.
Stoke-on-Trent	Would want health checkup by doctor or nurse. Skills of pharmacist can't be as deep in total health.
Tamworth	All of the above.
Tamworth	I prefer to see a Doctor who's been trained.
Tamworth	Please note pharmacies only seem to deal with UTI's for women NOT men
Tamworth	Some of the services I have not ticked.. I don't need... contraception etc., diabetes, smoking alcohol etc.
	Some I think I would find too personal to discuss with a local pharmacy if I did need that advice.... sexual infections etc.
	Some I think should be overseen by GP services: Hypertension/diabetes/asthma, long term analgesia, hypercholesterolemia.
Tamworth	Would rather have advice from qualified GP.



Campaigns

The NHS, both locally and nationally, ran several campaigns in Autumn and Winter 2025/26.

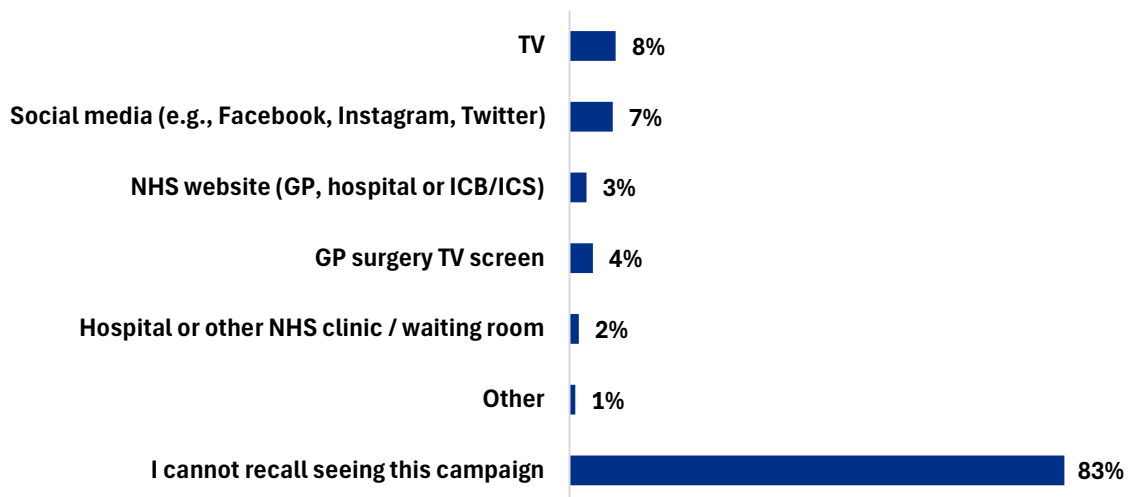
Panel members were asked if they remembered seeing or hearing about any of the following campaigns. This section did not appear in the September 2023 survey.

24 Hours not in A&E

The NHS released a striking short film titled “24 Hours Not In A&E” as part of a campaign to help people navigate their health concerns and avoid unnecessary visits to A&E departments and GPs.



Do you recall seeing this campaign in the three months prior to completing this survey?



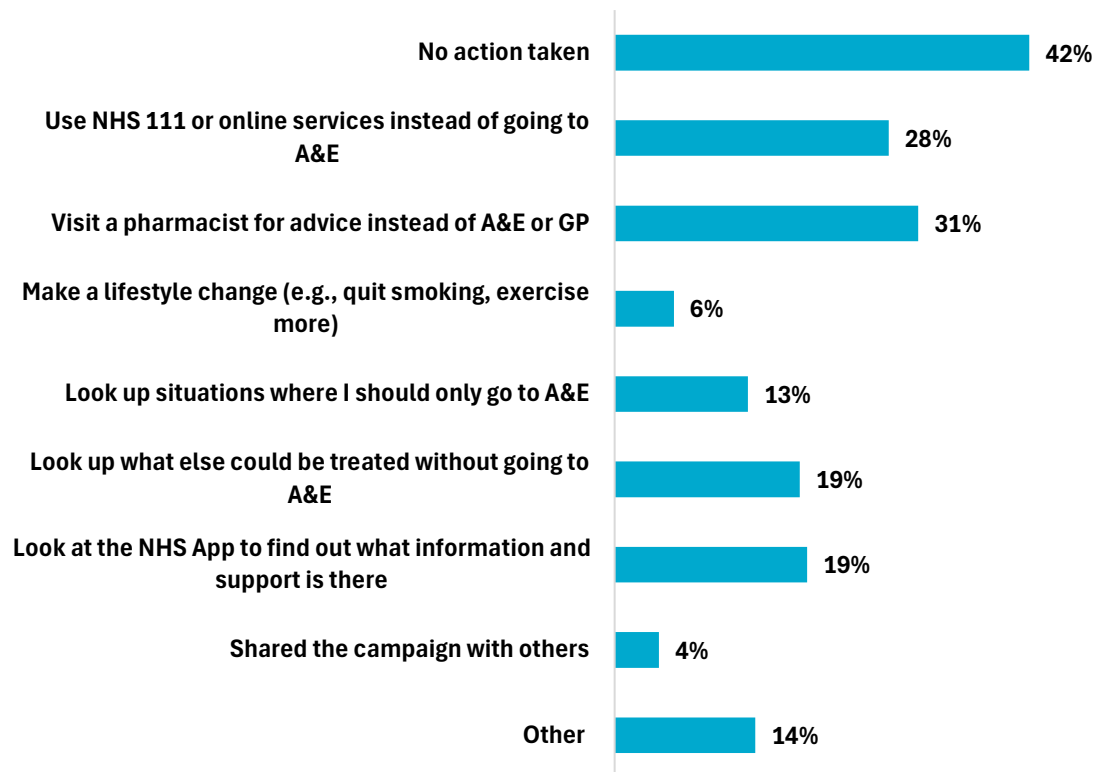
Responses: February 2026 (n=835)

Other responses included: the side of an ambulance (2 respondents) and radio (1 respondent). The remaining comments indicated that respondents either did not recall seeing the campaign or did not provide any further comment.



24 Hours not in A&E

What actions did the campaign encourage you to take? (Please select all that apply)



*Responses: February 2026 (n=134)
Respondents who had seen the campaign*

Other responses: Several respondents said the information did not change their behaviour because they already understood that A&E is for serious or life-threatening emergencies. A small number said the messages prompted them to think more about out-of-hours options, while others reported no impact because they had not seen the materials.

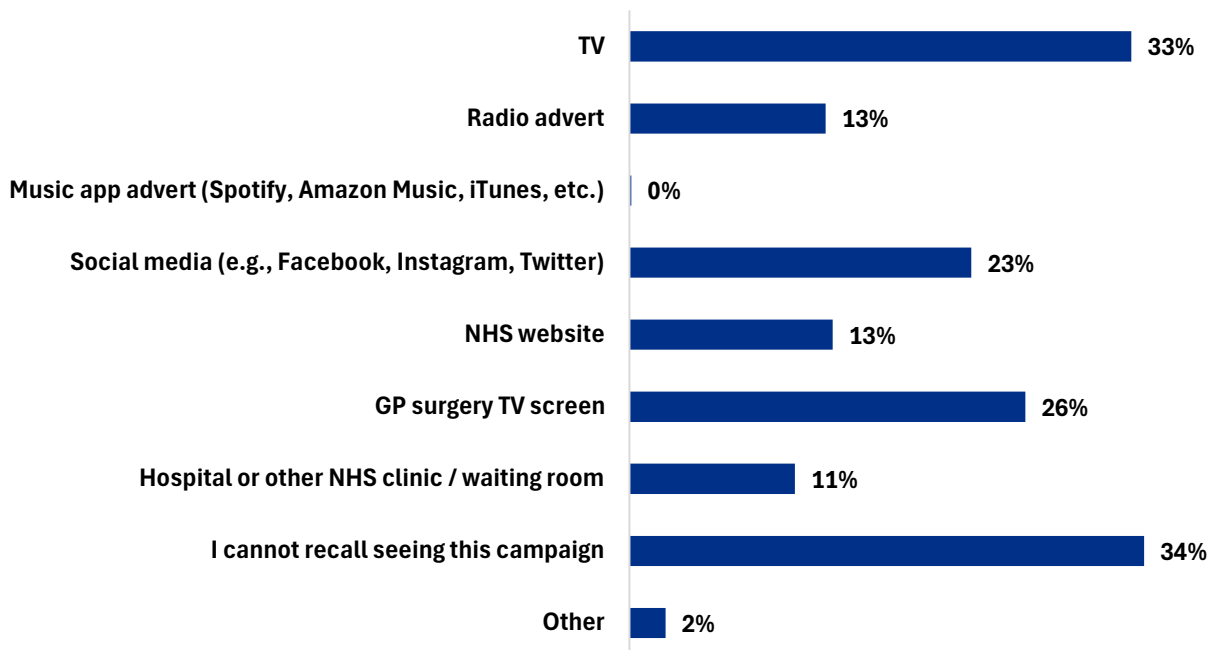


NHS seasonal flu campaign 2025/26

The campaign emphasised the importance of vaccination to reduce the risk of serious illness and hospitalisation, especially in older people, young children, pregnant women, and those with long-term health conditions.



**Do you recall seeing this campaign in the past three months prior to completing this survey?
 (Please select all that apply)**



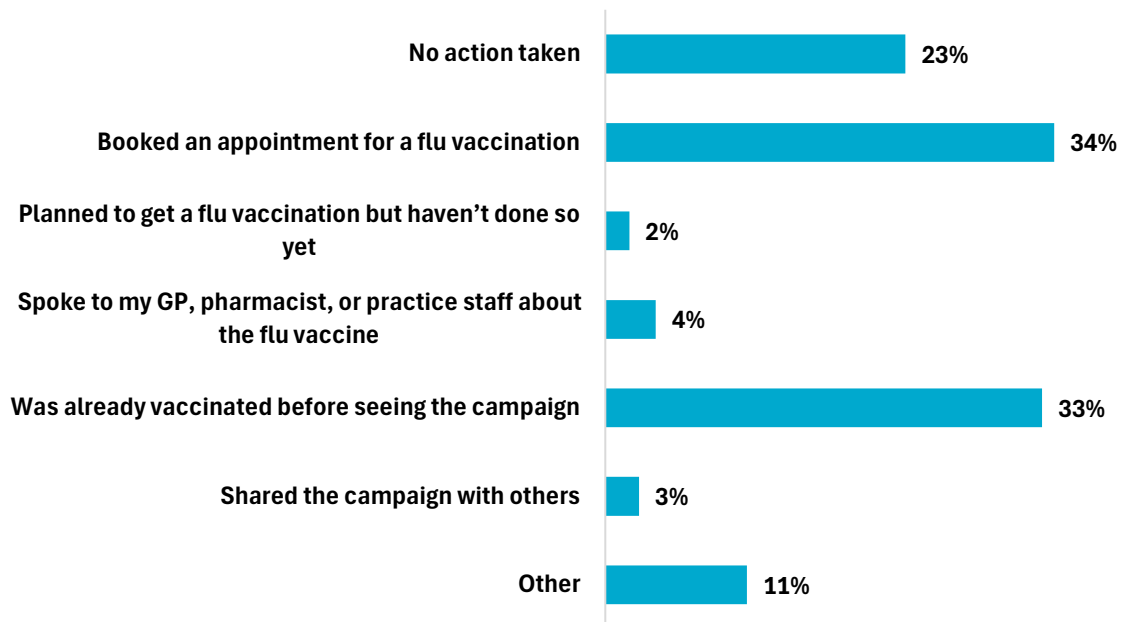
Responses: February 2026 (n=839)

Other responses included: text from their GP (4 respondents) and posters in their pharmacy (3 respondents). The remaining comments indicated that respondents either did not recall seeing the campaign or did not provide any further comment.



NHS seasonal flu campaign 2025/26

What actions did the campaign encourage you to take? (Please select all that apply)



*Responses: February 2026 (n=550)
Respondents who had seen the campaign*

Other responses: Most respondents who stated 'other' took no action due to being ineligible, mainly because of age. Others had already booked or received the vaccine through GP, work, or another appointment. A smaller group did not want the vaccine, citing past reactions or personal preference, and a few reported confusion about eligibility.



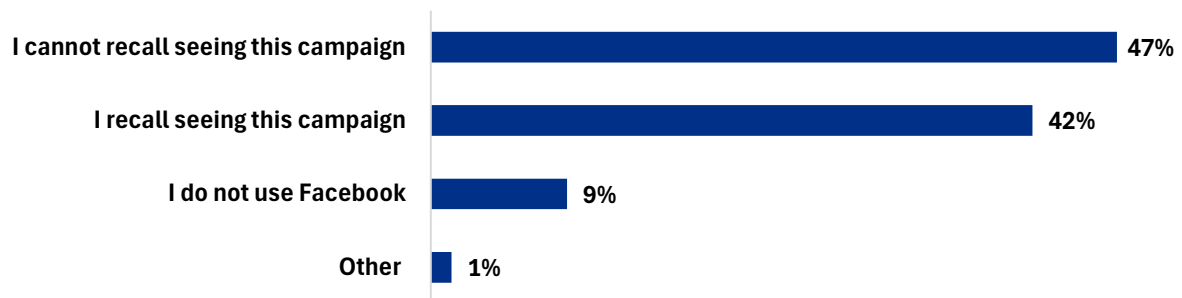
Pharmacy First

This was a local campaign, linked to the seven common conditions you can see your pharmacist for.



This campaign ran on Facebook only.

Do you recall seeing this campaign in the past three months prior to completing this survey?



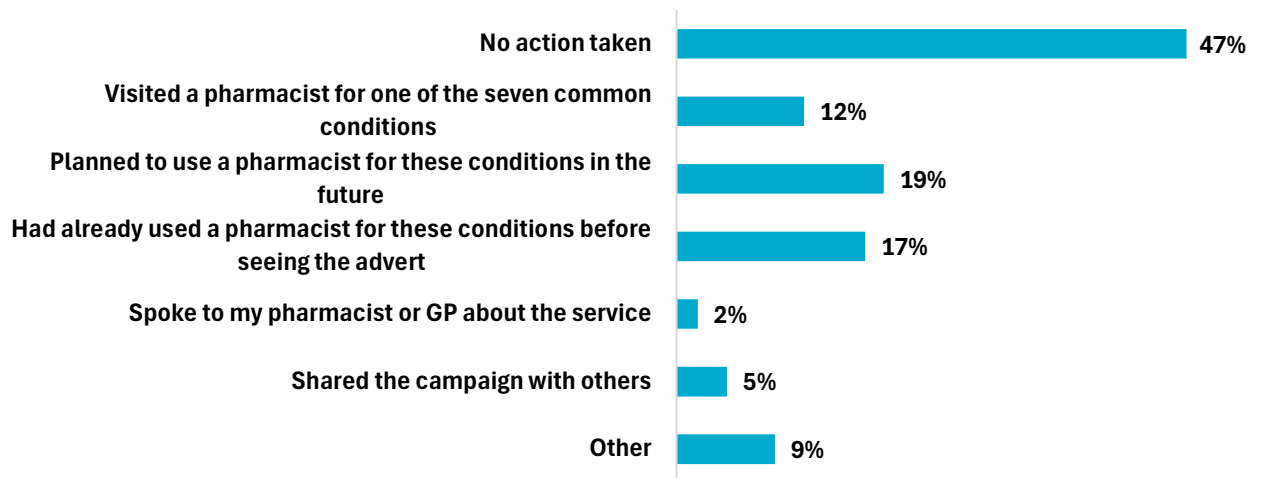
Responses: February 2026 (n=838)

Other responses included: seen campaign at their GP practice or pharmacy (4 respondents). The remaining comments indicated that respondents either did not recall seeing the campaign or did not provide any further comment.



Pharmacy First

What actions did the campaign encourage you to take? (Please select all that apply)



*Responses: February 2026 (n=409)
Respondents who had seen the campaign*

Other responses: Most respondents who stated 'other' looked up information about the services online. Several took no action because they didn't see the campaign or already knew the content



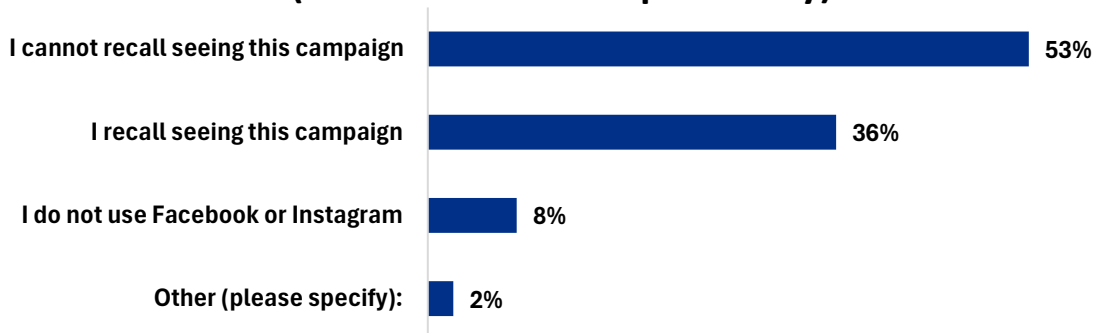
Only order what you need

This was a local campaign, encouraging people with a repeat prescription to check their medication stock and only order what they need.



This campaign ran on Facebook and Instagram only between 19 October 2025 and 16 November 2025.

Do you recall seeing this campaign? (Please select one option only)



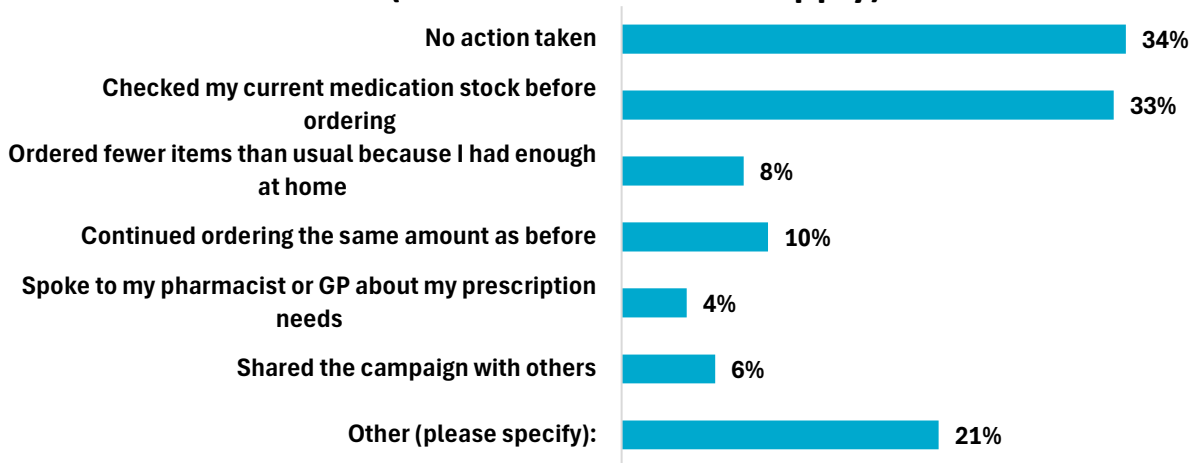
Responses: February 2026 (n=834)

Other responses included: seeing the campaign through NHS websites (5 responses) or via a previous survey (3 responses). Others didn't recall seeing it.



Only order what you need

What actions did the campaign encourage you to take? (Please select all that apply)



*Responses: February 2026 (n=369)
Respondents who had seen the campaign*

Other responses: Most respondents who stated 'other' already ordered what they needed, or stated they did not have a repeat prescription.



Primary care digital access

Primary Care Digital Access is the use of online tools and technology to help patients access GP services more easily.

This includes booking appointments, completing online forms, having phone or video consultations, and using apps to view records or order prescriptions.

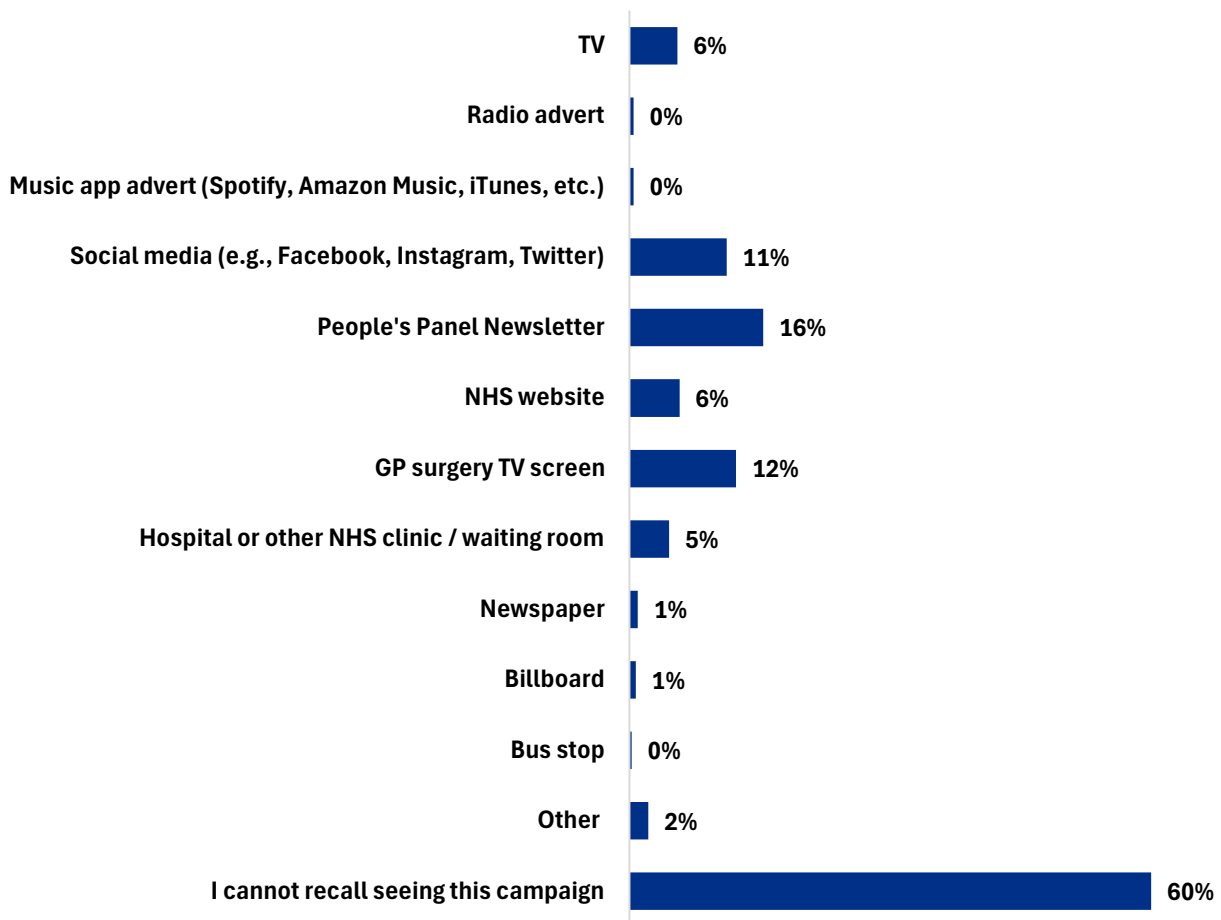
It aims to make care faster, more convenient, and easier to access.

These ads encouraged people to register for GP online services.





Do you recall seeing this campaign in the past three months prior to completing this survey? (Please select all that apply)



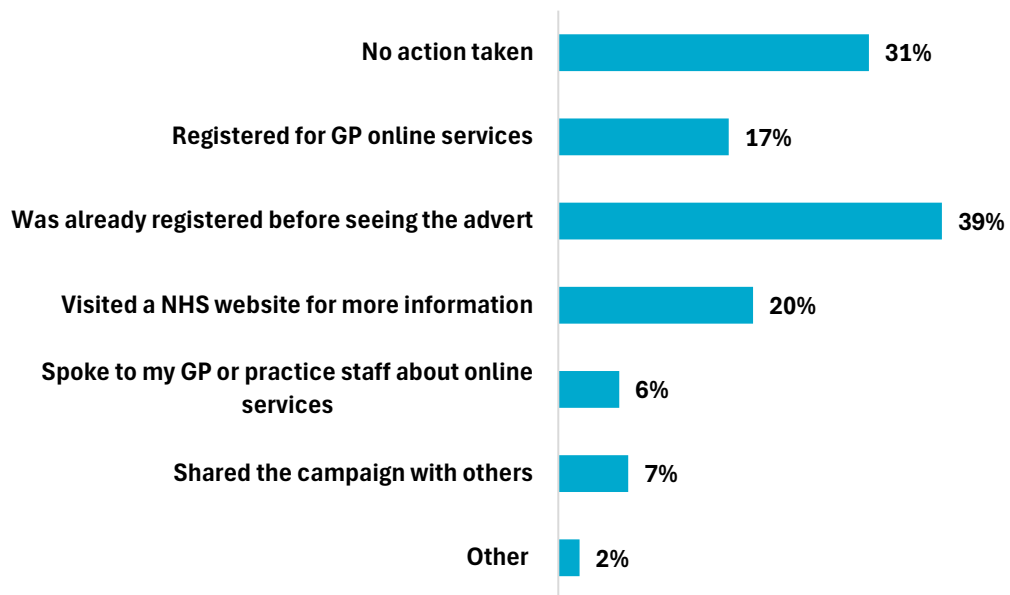
Responses: February 2026 (n=827)

Other responses included: via their practice website or poster (5 responses) or could not remember where they saw the campaign (4 responses). Other responses included via a friend, or no interest in digital access.



Primary care digital access

What actions did the campaign encourage you to take? (Please select all that apply)



*Responses: February 2026 (n=326)
Respondents who had seen the campaign*

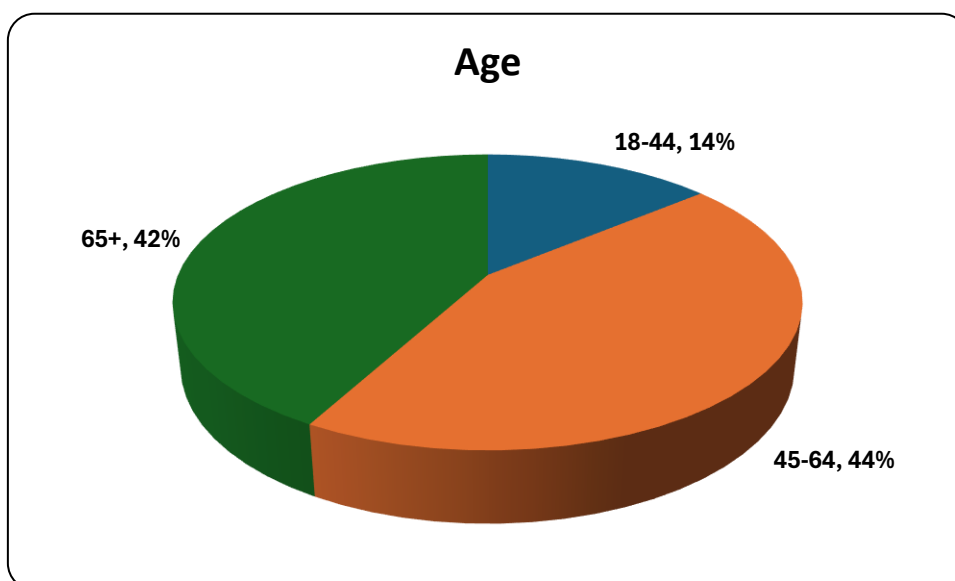
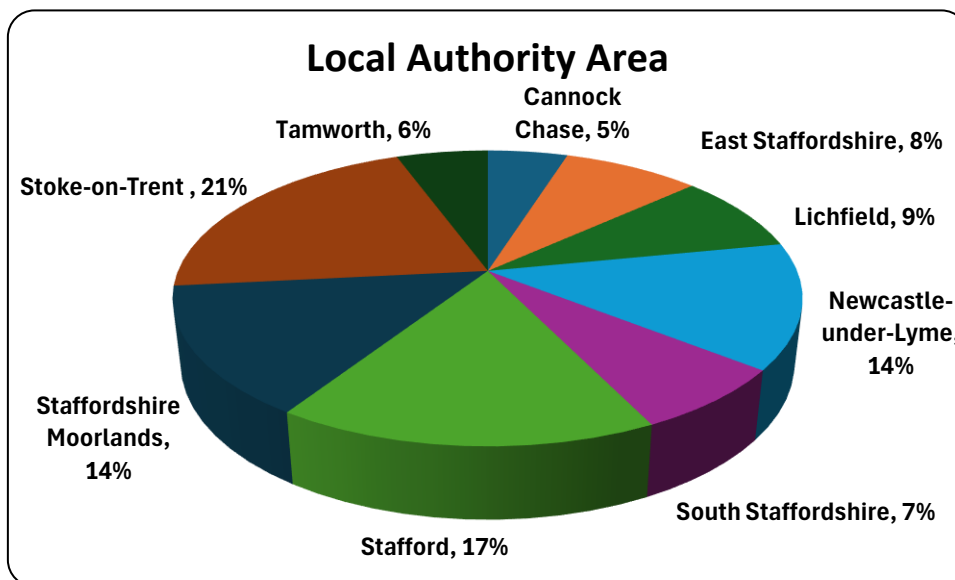
Other responses: Respondents had either contacted their GP practice for further information, or stated they had no interest in digital access.

Respondent profiles

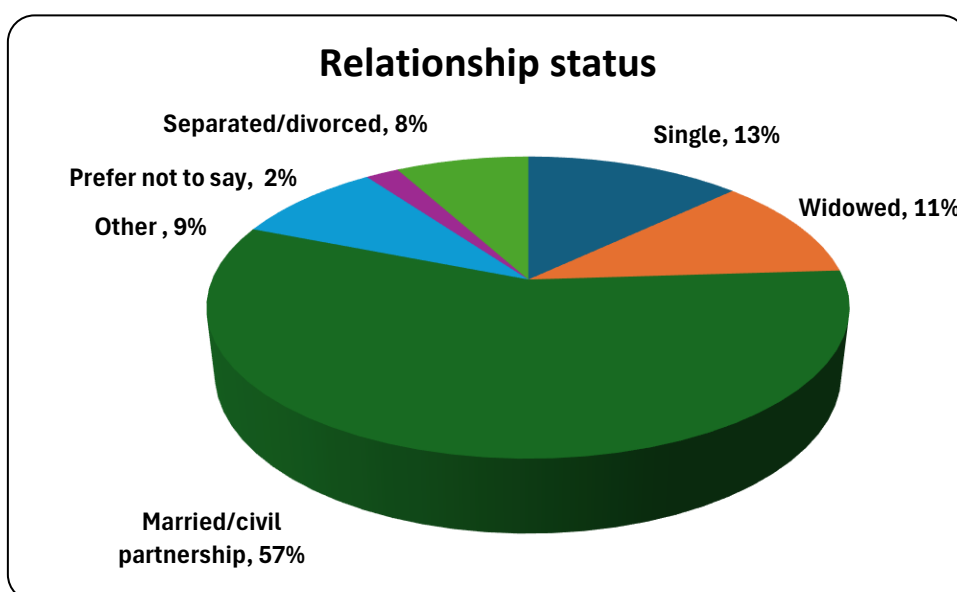
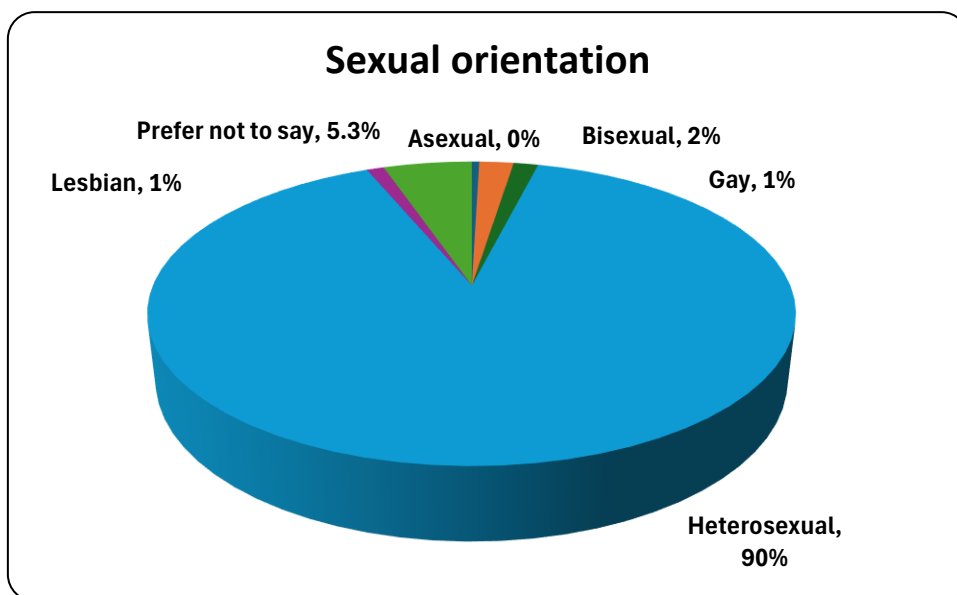
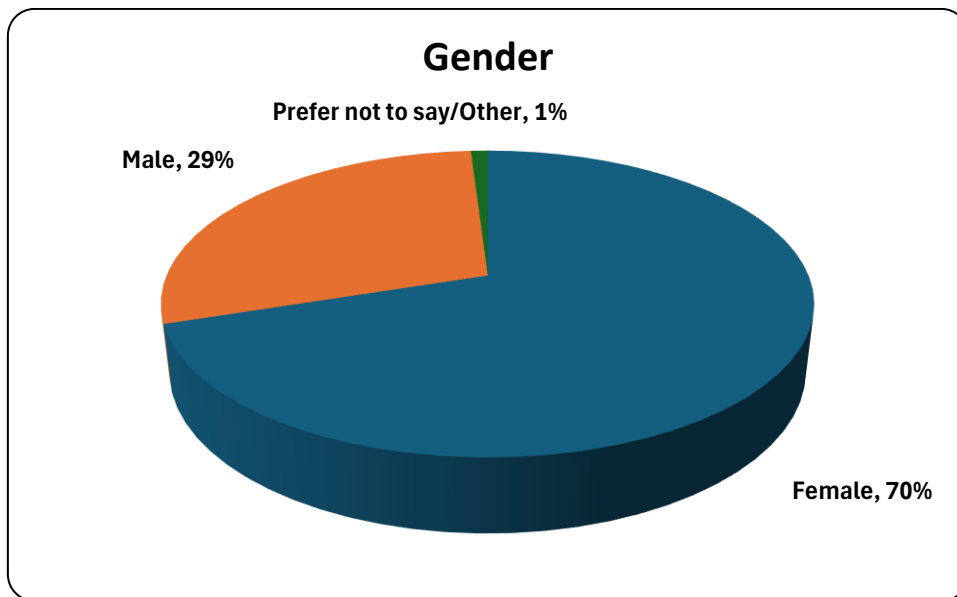


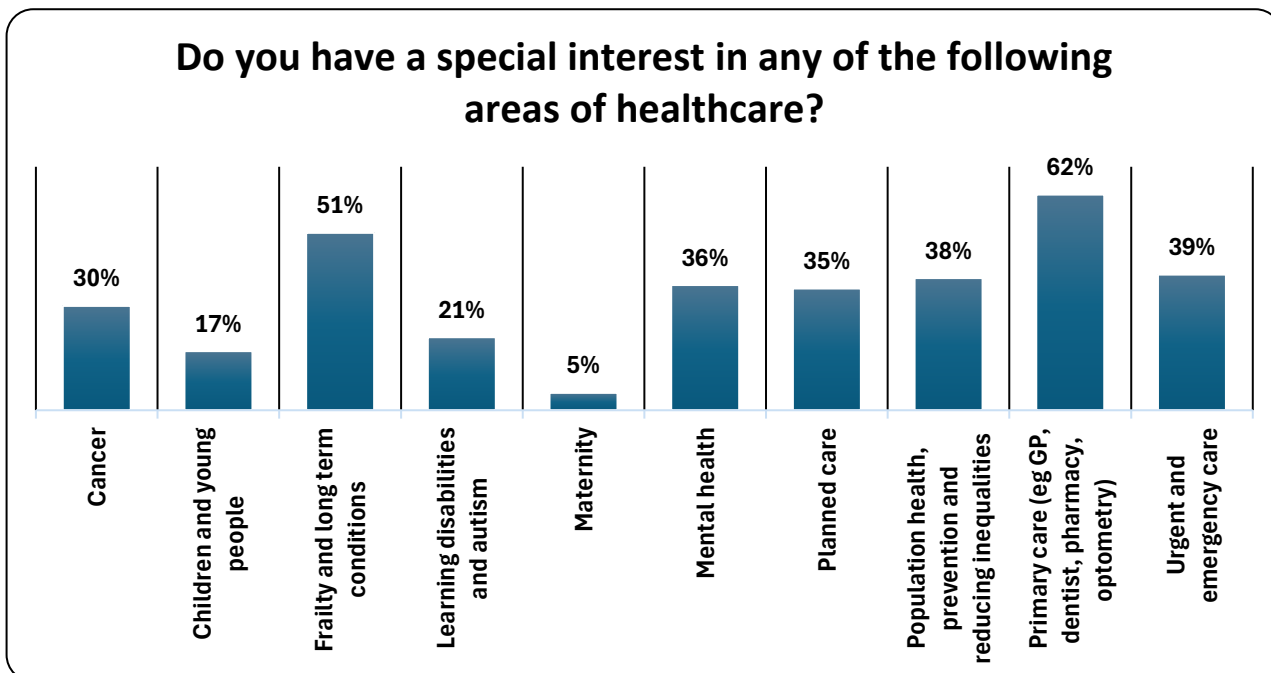
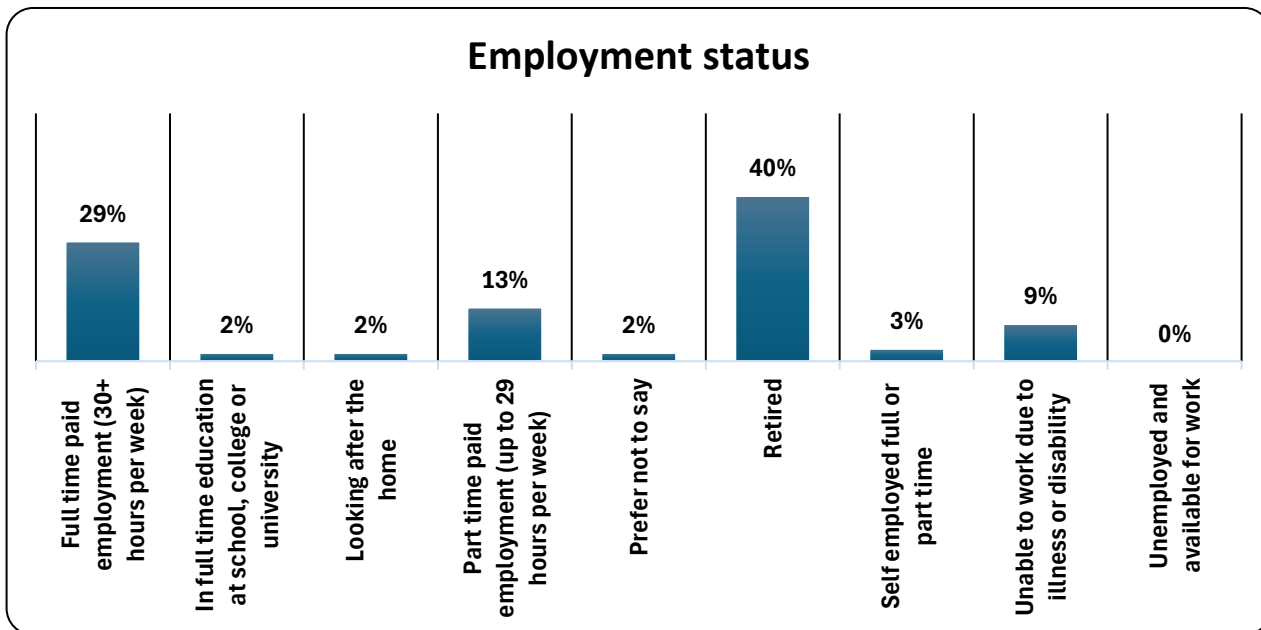
Demographics of the People's Panel are broadly representative of the profile for Staffordshire and Stoke-on-Trent (ONS 2021 Census data for Staffordshire and Stoke-on-Trent).¹

Breakdown of the 943 panel members who responded to the survey.



¹ Staffordshire and Stoke-on-Trent have separate ONS Census data
March 2026 (V2.1)





*Special interest data is for members signing up to the panel from June 2023.
 Respondents could select more than one area of interest*

