

Llais Gwent Region Engagement Summary

GP Exit Survey – Malpas Brook Health Centre

November 2023



Accessible formats

This publication is also available in Welsh.

If you would like this publication in an alternative format and/or language, please contact us. You can ask for a copy by contacting our office:

01633 838516

gwentenquiries@llaiscymru.org

Llais Gwent Region,
Raglan House,
William Brown Close
Cwmbran
NP44 3AB

www.llaiswales.org

www.llaiscymru.org



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Background

Llais is a statutory organisation, set up by the Welsh Government to give people of Wales much more say in the planning and delivery of their health and social care services – locally, regionally, and nationally.

As part of our local workplan, Llais Gwent Region has committed to engage with people at the point they are receiving a health and social care service. Therefore, we attended Malpas Brook Health Centre, in Newport to speak to people about their experience of accessing care.

To do this, we contacted the Practice Manager two weeks prior to our visit, to inform them of our intent to attend their practice to engage with people as they left, by completing our survey.

Prior to our visit, a poster to advertise our survey, along with survey packs were sent to the practice. We asked the Practice Manager to display the poster in their practice, to enable people to complete the surveys before we attended.

We attended Malpas Brook Health Centre on the following dates:

Thursday 12 th of October	10:00 – 13:00
Friday 13 th of October	10:00 – 13:00

This summary recounts what people told us about their access to Malpas Brook Health Centre.



N.B *Volunteers stood outside of the practice to ensure there was no disruption to the service. In instances of bad weather, Practice Managers invited our volunteers to stand inside the practice, in a suitable area.*



What people told us

It is important that people can access their GP practice, when they need to. Therefore, our survey was designed to ask people about their experience of accessing their practice, how they can do so, and if the service suits their needs.

We asked a range of questions, from how easy it was for people to make appointments, to how they would rate the surgery opening times, waiting area and reception staff.

In total, 18 people took the time to tell us their experience of accessing care at Malpas Brook Health Centre.

People found it “ok” to make an appointment at Malpas Brook Health Centre. Although, there were some who found it difficult. Also, most people found it “easy” to request a repeat prescription at

When asked “*would you like to be able to make an appointment using a different method?*” Some people told us they would like to use “an app” and one person told us they would like a dedicated phone number so there is no waiting time for people to make appointments.

We asked people if they used My Health Online, and most people had either heard of it, but did not use it, or were unsure if Malpas Brook Health centre offered this. Only two people used My Health Online to either make an appointment or to order their prescription.

Two people told us they were not able to communicate in their preferred language. Although everyone was satisfied with the communication that they received from the practice, however, one person told us that they rarely hear from the practice and have “no follow ups.”

People mostly had to wait between 1-3 weeks for a routine appointment with a doctor. One person waited under one week, and two people waited less than 48 hours. People would prefer to be soon as possible when booking a routine appointment, rather than choosing a doctor to see for consistency.

People found it “ok” to book an emergency appointment at Malpas Brook Health Centre, although, there were a few people who found it difficult. Those who needed to request a home visit, told us they found it difficult to do so.

We asked people to tell us if they felt they had enough privacy at the reception desk:

Yes	6
It could be better	4
No, it is not private	7

Positively no one had any issues getting to and accessing the building. Although, one person made a comment about the parking being an issue. People also gave mostly positive responses to the surgery opening times, waiting area, and the reception staff.

People gave further comments about their access to Malpas Brook Health Centre:

“Patient numbers are clearly affecting the all-round performance of surgeries across Wales in a big way.”

“Reception staff can be rude at times.”

“When commenting about being unable to get through to the surgery, reception staff seem to find this amusing. When able to book an emergency appointment recently have seen three different locum doctors meaning each time, I had to explain the same issue. Wouldn't it be better to have more resident doctors in post? When face-to-face the doctors have all been helpful and tried to understand the issues.”

“For myself and my wife, this surgery has been very good to us at all times when we needed help.”

“The receptionists are very helpful in my case and do go that extra mile despite sometimes being in almost impossible positions.”

“I find the continual change in staffing difficult. Once you get to know somebody, they disappear.”



Highlights

- We would like to highlight the positive feedback given throughout this summary and would encourage this feedback to be shared with all staff at Malpas Brook Health Centre.
- It is important to highlight the issue that two people at this practice were not able to communicate in their preferred language (Czech Republic and Welsh)



Thanks

Llais Gwent Region would like to thank everyone who took the time to share their views and experiences with us about access to their GP practice. We also thank our volunteers who conducted surveys with patients.

We hope the feedback people have taken the time to share, influences healthcare services to recognise and value what they do well and enable them to act where they need to, as quickly as they can, to make things better.

Appendix 6 – Equality and Diversity Survey Results

The number of people who filled in the Equality & Diversity questions:

What is your preferred language?	
English	Other
12	2

Which gender do you identify with?				
Man/boy	Woman/girl	Non-binary	Other	Prefer not to say
6	8	1		

Do you consider yourself to be a trans person?		
Yes	No	Prefer not to say
	13	

What is your sexual orientation?			
Asexual	Bisexual	Gay	Lesbian
1			
Heterosexual/Straight	Pansexual	Other	Prefer not to say
10			1

Month and Year of Birth

Jan 1940-45	Feb 1975-80	Mar 1960-65	Apr 1935-55	May 1945-50	Jun
1	1	1	2	1	
Jul 1955-60	Aug 1945-00	Sept	Oct 1950-55	Nov	Dec
1	2		1		

What is your ethnicity?**Asian or Asian British**

Bangladeshi	Chinese	Indian	Pakistani	Other

Black or Black British

Caribbean	African	Other

Mixed

Asian and White	Black African and White	Black Caribbean and White	Other

White

Welsh/English//Scottish/Northern Irish/British	Gypsy or Irish Traveller	Irish	Other
13			

Other Ethnic group

Arab Any other	Prefer not to say	Other

What is your religion or belief?

Buddhism	Christianity	Hinduism	Islam	Judaism
	9			
Sikhism	Atheism	No religion	Prefer not to say	Other
		4	1	

Do you consider yourself to have a disability?

Yes	No	Prefer not to say
2	10	

Do you look after, or give any help or support to a family member, friend, or neighbour because of long term physical disability, learning difficulty, mental ill-health, or age-related problems?

Yes	No	Prefer not to say
3	10	1

Are you currently pregnant or have you been pregnant in the last year?

Yes	No	Prefer not to say
1	13	

Which of the following best describes your financial status?

I have more than enough for necessities, and a large amount of disposable income, that I can save or spend on extras or leisure	
I have more than enough for basic necessities, and a small amount of disposable income, that I can save or spend on extras or leisure	3
I have just enough for necessities and little else	6
I do not have enough for necessities and sometimes run out of money	2
I do not know/prefer not to say	1

Appendix 7

Equality Impact Assessment

Please complete the following table to state whether the following groups will be adversely, positively, differentially affected by Llais' policy/activity/report or that it will have no affect at all.

Impact	None	Negative	Positive	Comments
Protected characteristics				
Age	X			
Disability	X			
Sex	X			
Race	X			
Religion/Beliefs	X			
Sexual Orientation	X			
Gender reassignment	X			
Marriage and civil partnership	X			
Pregnancy and maternity	X			
Other characteristics to consider				
Welsh Language			X	Reports & surveys are available and published bilingually
Other Languages		X		Reports & surveys can be published in a required language on request
Human Rights	X			
Poverty level	X			
Persons with dependents	X			
Rural residence	X			
Gypsy and traveller communities	X			
Digitally vulnerable	X			

Risk assessment

Are there any risks arising from the implementation of this policy?

N/A

What measures are in place to manage or remove these risks?

N/A

Welsh Language

This document/policy/report has been assessed in line with our Welsh language requirements for standards:

37,38

69,70,71

In coming to our impact determination, we can evidence that:

All Llais public facing documents are available in Welsh & English.

Llais undertakes an Equality Impact Assessment for all public documents and identify them as positive for Welsh translations.

Outcome

Positive impact –

Standards 37, 38 – All public documents are produced and published bilingually in Welsh and English.

Standards 69-71 - We undertake Equality Impact Assessments for all public documents and identify them as positive for Welsh translations.

Negative Impact – None