Written evidence from Studholme

GP Sexual Health Care Survey Conducted Within North West Surrey Primary Care

Author N Glynn

This report collates the findings of two surveys which were conducted in October 2017 and April 2018 respectively. Each Survey was sent out to all GP Practices within North West Surrey NWS. NWS Surrey covers 40 GP Practices and a population of circa 360,000.

Background

Surrey County Council’s Public Health team are responsible for commissioning (buying) sexual health services for the local population, and NHS England are similarly responsible for HIV services.

In 2016 Public Health and NHS England decided to commission a new sexual health and HIV service to cover the whole of Surrey. The budget for the sexual health element of the contract was cut by one third, reflecting the vulnerability of Public Health funding following its transfer to local authorities in the 2012 Health & Social Care Act. Budget cuts to Sexual Health Service are occurring nationally and several regions are experiencing a significant reduction in services. NHS England did not cut the funding available for the HIV element but aligning these services contractually with sexual health meant that they were inevitably, and adversely affected, by the cut in the Public Health budget. Central and North West London NHS Foundation Trust (CNWL) were the only bidder for the Surrey contract, despite there initially being 22 expressions of interest including from Ashford & St Peter’s NHS Trust and Frimley Park. CNWL were awarded the contract which came into effect for the community services previously run by Virgin Care in April 2017. At this point over 30 local clinics were closed and 17 clinic locations reduced to three.

On the 1st October 2017 the Blanche Heriot Unit (BHU) at St Peter’s Hospital was closed down and patients redirected to the new CNWL service. The BHU ran a comprehensive patient-focussed sexual health care service which also attended to a range of conditions not directly related to sexual health like Pelvic pain and GUM services. They provided an accessible service that accepted walk-in patients. The BHU provided training to local GPs as well as a direct telephone/email advice service. The service provide by BHU was high valued by patients which is evident by the support given by patients to try and keep the BHU open.

Prior to this the Frimley Park GUM Clinic was also closed as a result of the CNWL contract.

HIV services are now based at Buryfields Clinic in Guildford, with a smaller service at Earnsdale Clinic (Redhill).
CNWL have three main clinical bases across the county which are bookable by appointment only – Buryfields In Guildford, Earnsdale in Redhill and Woking Clinic.

CNWL also provide community clinical outreach sessions with STI and HIV testing, condom distribution and information and advice sessions in Leatherhead, Epsom, Runnymede and Spelthorne (It is unclear as to whether the Spelthorne clinic is now up and running or not).

It appears, that to meet the financial contract constraints, CNWL are strongly promoting their e-service and online ordering of STI home test kits in order to reduce the need for direct consultation with patients. They view this as a more modern and acceptable service to meet public health needs.

It further seems that the broad range of services and patients attending the BHU was not understood when the unit was closed down. It was only after much patient pressure that “transition” HIV clinics were set up for a limited time at St Peter’s Hospital. Additionally the GUM services previously provided by BHU have been retained at Ashford and St Peters.

GPs have voiced concerns that the cuts in sexual health service provision and the lack of accessibility, with patients now having to travel to Guildford, Woking or Redhill for treatment, will lead to more patients presenting within General Practice. Subjective evidence indicates that, due to the closure of BHU, more patients are attending out of area clinics such as the one at Kingston Hospital which, as was the case with BHU, has a reputation for providing an excellent service.

In October 2017 at the closure of the BHU, an online survey was sent to all 40 NWS GP Practices to access awareness of the CNWL service provision and to understand if more patients with sexual health related matters were accessing General Practice.

Amongst patients there have been a number of accessibility and awareness issues regarding the new CNWL service. These range from being unable to book an appointment to the inadequacy of response with patients commenting that they struggle to get to speak to anyone at CNWL or that their online system is not working. Transport is an issue as patients find it difficult and expensive to travel some distance to Guilford with limited direct public transport being available.

In response to difficulties patient were and are facing, and to help improve standards a patient working group was set up to work with the Commissioners and CNWL to identify service gaps. This has had some success in highlighting issues for CNWL and the commissioners to address, and it continues to meet every two months or so under the chairmanship of Professor Mark Britton, former Medical Director at Ashford & St Peter's NHS Trust.

In April 2018 a further GP survey was conducted to access the impact of sexual health budget cuts on General Practice and GP experience of using CNWL.

**Summary of Survey Results:**

The BHU was highly valued and utilised by Primary Care to treat sexual health, HIV and related conditions including GUM patients.
In the October survey 40% of GP respondents were somewhat or unaware of the new CNWL service. Since then CNWL has been featured in the CCG Spotlight newsletter and within GP locality meetings which has helped increase awareness albeit these steps occurred after the change in contract date ie after the closure of the BHU unit.

In the October survey 85% of GP respondents were unaware of the CNWL GP help line/email service. In April 85% were still unaware of the CNWL GP help line/email and a further 11% that have used the service rated it as poor.

In the October survey over 70% said they had seen either a few or several more patients presenting with sexual health problems within General Practice.

In April survey 40% of respondents have seen an increase of 5-10 cases of sexual health problems each month. 14% have seen a significant increase of 20-30 cases. However, 23% have not reported an increase in sexual health patients. The greatest increase is a mixture of sexual health and GUM problems with both presenting at a similar level.

11% of respondents found referring patients to CNWL an easy process. However 37% found the referral process neither easy nor difficult. Surprisingly, 50% had no experience of using the referral process – this may be because within some Practices the logistics of making the referral is handled by a secretary within the Practice rather than directly by the GP.

Perhaps more telling are the verbatim comments being made by GPs. Such comments show a common theme of a need for local sexual health services rather than patients having to travel some distance – GPs expressed a worry that patients will not seek the help they need and cases will go undiagnosed and treated leading to a growth of sexual health disease or unplanned pregnancies.

GPs comment that the CNWL appointment waiting time is unacceptably long at 5 weeks or more and that the BHU service is “sorely missed”. CNWL say that all patients will be seen within a short time frame but that does not seem to align with patient feedback.

The clinics are difficult to book and busy. GPs do not feel supported by CNWL and miss the engagement, support and training offered by BHU.

There is general agreement amongst GPs that, since the closure of BHU, more sexual health problems are presenting within General Practice and, as a specialised area, GPs do not feel equipped to deal with such patients.

**Recommendation**

1) CNWL helpline/email contact needs to be widely advertised to GPs and the service improved. Both GP surveys indicate that there is a lack of awareness of how best to engage and refer to CNWL. GPs are not aware of the CNWL help phone line/email address and several of those that were aware and have used the service rated it as poor.
2) CNWL Service delivery needs to be assessed and reviewed. Several GP Practices have seen a significant increase in sexual health patients attending GP Practices as they don’t know where else to go, or the CNWL service is inaccessible in their local area, or they cannot get a timely appointment.

3) Patient satisfaction with CNWL service needs to be reviewed amongst those who are the most vulnerable. Patient feedback to GPs is that they are not satisfied with the CNWL service and are seeking alternative treatment out of area by self-referral (eg to Kingston Hospital) or by GP referral (eg to Hounslow). This is important as those who are vulnerable or have problems navigating the CNWL system are the people who are most at risk and likely to turn up at GP Practice or be lost to services altogether.

Survey Results in Detail:

**October 2017 GP Survey**

The intent was to keep the survey short and meaningful so GPs were encouraged to respond without being presented with a time consuming survey to complete. The survey comprised of 6 multiple choice questions and 2 comment questions. A total of 23 GPs replied to the October Survey (Approx 20% of working GP’S in NWS. Although this response number may seem low it is not uncommon for Practices to discuss such events at their Practice meeting and for a lead GP to reply on behalf of the Practice). A summary of the results is given in the bar charts below:
Did you previously refer patients to the Blanche Heriot Unit?

Answered: 22  Skipped: 0

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
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<tbody>
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<tr>
<td>Occasionally</td>
<td>27.27%</td>
</tr>
<tr>
<td>Not in the last 12 months</td>
<td>0.00%</td>
</tr>
<tr>
<td>Not at all</td>
<td>0.00%</td>
</tr>
<tr>
<td>Not at all</td>
<td>0.00%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>22</td>
</tr>
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</table>
Q2
Are you aware of the services provided in North West Surrey by the new Sexual Health Contractor Central & North West London NHS Foundation (CNWL)?

Answered: 20  Skipped: 2

<table>
<thead>
<tr>
<th>Choice</th>
<th>Responses</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes very much so</td>
<td>3</td>
<td>15.00%</td>
</tr>
<tr>
<td>Yes a little</td>
<td>9</td>
<td>45.00%</td>
</tr>
<tr>
<td>Somewhat</td>
<td>2</td>
<td>10.00%</td>
</tr>
<tr>
<td>Not really</td>
<td>6</td>
<td>30.00%</td>
</tr>
<tr>
<td>Not at all</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>20</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
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Q3
Are you aware of the CNWL GP advice phone number/email and if so what
Q3
Are you aware of the CNWL GP advice phone number/email and if so what has been your experience in using it?

Answered: 20  Skipped: 2

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes aware and good experience</td>
<td>0.00%</td>
</tr>
<tr>
<td>Yes aware and moderate experience</td>
<td>0.00%</td>
</tr>
<tr>
<td>Yes aware and poor experience</td>
<td>15.00%</td>
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<tr>
<td>No not aware</td>
<td>85.00%</td>
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<tr>
<td>TOTAL</td>
<td>20</td>
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</tbody>
</table>

Q4
Since 1st Oct have you seen an increase in patients presenting with Sexual Health problems?

Answered: 21  Skipped: 1
Q4

Since 1st Oct have you seen an increase in patients presenting with Sexual Health problems?

Answered: 21   Skipped: 1

- Yes several: 38.10%
- Yes a few: 33.33%
- No Increase: 20.57%
- A small decrease: 0.00%
- A significant decrease: 0.00%

TOTAL: 21

Q5

How easy is it to refer such patients onto CNWI?
Q5
How easy is it to refer such patients onto CNWL?

Answer: 20  Skipped: 2

Yes very easy
Yes somewhat easy
No experience
A little difficult
Very difficult

ANSWER CHOICES  RESPONSES
Yes very easy  0.00%  0
Yes somewhat easy  3.00%  1
No experience  10.00%  10
A little difficult  10.00%  2
Very difficult  25.00%  7
TOTAL  20

Q6
If so what types of problems have these patients presented with?

Answer: 17  Skipped: 5
Q6
If so what types of problems have these patients presented with?
Answered: 17  Skipped: 5

- Sexual Infections: 52.94% 9
- HIV: 0.00% 0
- GUM disorders: 17.65% 3
- Pelvic pain: 17.65% 3
- Something else?: 11.76% 2

TOTAL: 17

Q7
Have patients provide any feedback to you regarding the CNWL Sexual Health Service?
Q7
Have patients provide any feedback to you regarding the CNWL Sexual Health Service?

1) Very limited access to contact - and impossible to get an appointment if at all - with months of waiting time. Multiple patients upset and complaining. We do not have expertise in the things the GUM clinic has been supporting these patients for and specialist GP services will need to be commissioned to allow some to specialise and provide buddy support services to local practices in things like vulval and GUM dermatology and pelvic pain and vulval disorders etc, as current service no fit for purpose - as previously walk in same day service was available.
12/7/2017 2:40 AM

2) I am not sure what the CNWL is. we have been trying to refer to woking but the waiting list is 6-9 months so patients are being sent to Horsham. This is terrible patient Care
11/15/2017 9:49 AM

3) yes - difficult getting to speak to anyone. Appointment wait time online of 6 months.
11/14/2017 11:47 PM

4) poor access
11/14/2017 11:19 AM

5) Upset by the closing of BHU. Also requesting drop in clinics rather than appt based system.
11/11/2017 11:56 AM

Patients find it difficult to get through on the central phone number - then are given an appointment at Guildford (I thought there was a hub at woking) When attended there, the clinic didn't know they were coming. Despite referral letter from me, no correspondance
11/10/2017 12:56 PM

Can't get through on phone
11/9/2017 8:48 PM

6) No one has fed back as yet
11/9/2017 3:42 PM

7) Not in convenient locations. Walk in service missed
11/9/2017 1:38 PM

8) We have no service in our area of Thames medical -they either have to go to Woking or Guildford or staines
11/9/2017 12:32 PM

9) difficult to get appointment for LARC change/removal even if it was fitted by the community service last time Asked to go to Redhill
11/9/2017 12:05 PM

10)Distance from Ashford is number one complaint
10/18/2017 7:09 PM

Q8
Do you have any further comments regarding the CNWL sexual health service?

1) Multiple patients are presenting with difficulty accessing care for sexual infections, HIV and GUM/pelvic pain and Vulval disorders and GUM skin problems. Local clinics are not local for all, and those who found SPH local and easy to access are struggling to get to Guildford for their HIV care - which is non existent as they have simply been dropped without access to SPH and told to find their own way to Guildford.

12/7/2017 2:40 AM

2) We Need BH unit back or better patient access in Woking for the surrounding area

11/15/2017 9:49 AM

3) very poor service currently, 111 directing patients to GP, we are not commissioned but what do we tel our patients when they are anxious/symptomatic

11/14/2017 11:19 AM

4) The distance to providers is likely to affect access.

11/13/2017 9:03 PM

5) On Website difficult to find central tel numbers and mainly told to attend main hubs - not useful for patients in Spelthorne

11/10/2017 12:56 PM

6) It is too early to assess impact of BHU closure. I am concerned about the potential impact on sexual health and emergency contraception provision in our area

11/9/2017 3:42 PM

7) We urgently need a comprehensive sexual health clinic for the Ashford area, ideally this would be situated at Ashford hospital. Local family planning services have also reduced and women can no longer be referred for coils or implants at the family planning clinic in Sunbury.

11/9/2017 1:16 PM

8) Not near enough for our patients to access easily

11/9/2017 1:00 PM

9) I work in North West Surrey, and often referred patients to Blanche Herriot unit, I now have to suggest West Middlesex or Kingston, Patients will not travel to Woking or Guildford from Stanwell.

11/9/2017 12:58 PM

10) Would like a base in TM locality

11/9/2017 12:32 PM

11) I ask patients to self refer

11/9/2017 12:05 PM
April 2018 GP Survey

The survey comprised of 8 multiple choice questions and 2 comment questions. A total of 60 GPs (approx 50% of NWS GP’s ) replied to the survey mostly during the month of May 2018. A summary of the results is given in the bar charts below:
Q1
Have you referred patients to the CNWL service?

Answered: 59  Skipped: 1

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frequently</td>
<td>10.17%</td>
</tr>
<tr>
<td>Occasionally</td>
<td>30.55%</td>
</tr>
<tr>
<td>Not at all</td>
<td>59.32%</td>
</tr>
<tr>
<td>Not at all</td>
<td>0.00%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>100%</td>
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Page 1: CNWL GP Survey
Q2
How easy is it to use the referral process?
Answered: 53  Skipped: 7

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
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</thead>
<tbody>
<tr>
<td>Very easy</td>
<td>0.00%</td>
</tr>
<tr>
<td>Easy</td>
<td>11.32%</td>
</tr>
<tr>
<td>No Experience</td>
<td>50.94%</td>
</tr>
<tr>
<td>Not easy</td>
<td>15.09%</td>
</tr>
<tr>
<td>Difficult</td>
<td>22.64%</td>
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<td>TOTAL</td>
<td></td>
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Q3
Are you aware of the CNWL GP advice phone number/email and if so what has been your experience in using it?

Answered: 64  Skipped: 6

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<thead>
<tr>
<th>ANSWER CHOICES</th>
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<tbody>
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<td>0.00%</td>
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<tr>
<td>Yes aware and moderate experience</td>
<td>3.70%</td>
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<td>Yes aware and poor experience</td>
<td>11.71%</td>
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<tr>
<td>No not aware</td>
<td>85.39%</td>
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<tr>
<td>TOTAL</td>
<td>100.00%</td>
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Since 1st Oct have you seen an increase in patients presenting with Sexual Health Problems?
Q4
Since 1st Oct have you seen an increase in patients presenting with Sexual Health Problems?

Answered: 55  Skipped: 5

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<thead>
<tr>
<th>ANSWER CHOICES</th>
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</thead>
<tbody>
<tr>
<td>Less than 5 per month</td>
<td>18.18%</td>
</tr>
<tr>
<td>5 - 10 per month</td>
<td>40.00%</td>
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<tr>
<td>10 - 20 per month</td>
<td>14.55%</td>
</tr>
<tr>
<td>20 - 30 per month</td>
<td>1.82%</td>
</tr>
<tr>
<td>More than 40</td>
<td>1.82%</td>
</tr>
<tr>
<td>No Increase</td>
<td>23.64%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>55</td>
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</tbody>
</table>
Q6
What type of medical problems have you seen an increase in?

- Sexual Health problems: 80.49% (33 responses)
- Pelvic Pain: 24.38% (10 responses)
- GUM problems: 75.61% (31 responses)
- HIV patients: 4.88% (2 responses)

Total Respondents: 41

Q6
In which locality is your Practice?

Answered: 50, Skipped: 10
Q6
In which locality is your Practice?

Answered: 50  Skipped: 10

<table>
<thead>
<tr>
<th>LOCALITY</th>
<th>RESPONSES</th>
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<tbody>
<tr>
<td>SASEE</td>
<td>70.00%</td>
</tr>
<tr>
<td>Working</td>
<td>16.00%</td>
</tr>
<tr>
<td>Thames</td>
<td>14.00%</td>
</tr>
</tbody>
</table>

Total Respondents: 50

Q7
Does your practice provide Family Planning Services?
Q7
Does your practice provide Family Planning Services?

Yes
No

ANSWER CHOICES

Yes Contraception
Yes IUDs only
No

RESPONSES

81.82% 43
14.55% 8
5.45% 3

Total Respondents: 50

Q8
If your Practice does not provide Family Planning Services where do you refer patients to?

Answered: 16  Skipped: 44
Q8
If your Practice does not provide Family Planning Services where do you refer patients to?
Answered: 16  Skipped: 44

- CNWL clinic: 50.00% (8)  
- GP Buddy Service: 50.00% (8)

Total Respondents: 16

Q9
Do you have any further comments regarding the CNWL Sexual Health Service?
Answered: 35  Skipped: 23

RESPONSES (30)  TEXT ANALYSIS  TAGS (0)
Do you have any further comments regarding the CNWL Sexual Health Service?

It is an appalling service due to the inaccessibility. One 19-year-old woman with chlamydia, who I advised to go to a CNWL clinic for further screening and contact tracing told me that she could not get there on public transport with her baby, and could not ask her family to babysit because she did not want them to know about the chlamydia.

5/31/2018 10:14 AM

I feel that the loss of local drop in in family planning services was a great loss to our area (Dorking) although no evidence as to whether this has led to an increase in TOP's or unplanned pregnancies.

5/30/2018 5:15 PM

Horley Service remains closed locally

5/30/2018 9:21 AM

Since the closure of the local clinics we have seen a rise in our workload / lack of access/ increase in TOP requests too

5/30/2018 8:53 AM

I am not aware of the referral process

5/29/2018 3:38 PM

System seems a bit over loaded. Could more be done in primary care

5/29/2018 12:09 PM

I have seen a number of patients who have been told to call us as there is a long wait for the GUM clinic when they have had possible STIs. There is also no longer any walk in service at Guildford, which proved popular amongst the high risk student population at the University of Surrey, and so they are now less likely to get screening done.

5/25/2018 5:30 PM

Insufficient access for University Students in Guildford

5/25/2018 12:55 PM

Impossible for patients to arrange appointments within a reasonable time frame. In particular emergency coils.

5/25/2018 12:54 PM

do not use often

5/25/2018 12:23 PM

I don't feel that sexual health services have improved significantly where I work in central Guildford. We service the local student population and they still bombard our phone lines or appointments for sexual health related issues as they cannot get appointments for sometimes over 3 weeks

5/25/2018 10:59 AM

no

5/25/2018 9:38 AM

I get patients to make own appointment as was not aware that Gp referral was accepted procedure. Use Earnsdale Redhill and a distance from surgery but as sexual Heath and Contraception services offered Pt like this setting
It's poor. Clinics are located too great a distance from many pt populations and a lot of clinics have too strict a criteria eg for IUS insertions etc.

Disaster for Cobham patients having the Cobham day surgery unit FPC close

More information needed and go support would be valued. FP services have decreased in our area and patients find it difficult to access. We have provided a room for TAC clinic once a week but no service for others locally.

This service is now very poor - Neither patients nor GPs can get through in the telephone lines. Patients are really grumbling since losing the service at Cobham

It's not local enough - our nearest one seems to be in Redhill which is over half an hour away. Used to be local GUM clinic 10 mins away

No information being sent to us and seems to be a very scant service. I am aware that there is a clinic one afternoon a week at leatherhead hospital and have recently been made aware of a service at St heliers hospital.

Disaster

I have tended to refer to Twickenham, feltham and Hounslow as easier process

Poor access for patient

We are only aware of the numbers as my admin team had to use Google to find them. The Guildford number directs you straight back to the London department. The email we have been given doesn't work and despite 3 attempts this morning we still don't have the correct one. there is no one to speak to directly for the practices who are directed to the 0203 number which is also used by patients so there is no bypass available. Patients are having too much difficulty in getting to Guildford so are not bothering. There has been no information recd in the practices on referral by the Gp or self referral for patients.

What is CNWL short for? Sending out an e-mail with the aberration only is not great

Who is counselling the young people on sexuality and appropriate behaviour. the spread of Anti biotic resistant GC increasing what is happening about that ?

we need it local to our patients and please bring it back to staines
patients are waiting one month for an appointment and highly dissatisfied with the service provided as the appointment waiting times are so long. surprisingly contraception waiting times were much quicker than GUM - most GPs provide contraception advice and services so an absolute false economy for our patients.

5/16/2018 9:53 AM
we have not been made aware ot this so GP have not been using this services. It would be of great help if we could have more details of how to use this service

5/16/2018 9:03 AM
blanche heriot unit sorely missed

5/15/2018 9:26 PM
Difficult for pts to get an appt and long waits. No local site for TM pts

5/15/2018 6:26 PM
Blanche Heriott Unit was SOOO MUCH BETTER and there definitely has been an increase risk / not as well managed / treated sexual health patients since it was forced to shut down - Sadly the approach seems to be targeting the most vulnerable who cannot make a case for their needs as well as those trying to cut the services

5/15/2018 5:57 PM
aware and told patients to self refer - not heard back they have had an issue

5/15/2018 2:51 PMs
patients say that the phone is rarely answered , when they do get through there is a wait to be seen up to 5 weeks

5/15/2018 2:43 PM
Patients presenting to GPs because of Long Clinic waiting times and lack of walk in service

5/15/2018 2:17 PM
It's too far for our patients

Q10

Have patients provide any feedback to you regarding the CNWL Sexual Health Service?

I have referred pts by giving them your number. Feedback from patients has been that the service is appalling. Reduction in walk in appointments, NO POSSIBILITY of a copper coil fit for emergency contraception. (This is not a service we are commissioned to do nor do we have the facility to do) It seems to me the service is terrible.

6/5/2018 11:31 AM
I have been told that it is impossible to get appointments and that patients are going to GUM clinics out of CNWL area in order to be seen - usually Kingston hospital clinic

5/31/2018 10:14 AM
Yes, those that have attended found it to be very busy, but once seen the staff were very helpful.

5/30/2018 5:15 PM
some unwilling to travel for advice
5/30/2018 9:21 AM
poor feedback.
5/30/2018 8:53 AM
Long waits and lack of walk-in-service
5/25/2018 5:30 PM
GUM clinic on campus of University of Surrey or as LCS for practice covering University of Surrey needed
5/25/2018 12:55 PM
Access needs to improve. We are struggling to cope since the service changed over last year.
5/25/2018 12:54 PM
Yes - poor feedback citing comments above.
5/24/2018 11:34 PM
Yes - poor
5/24/2018 7:28 PM
very busy and too far away
5/24/2018 7:25 PM
Difficult to get appointment
5/24/2018 7:14 PM
Too far away
5/23/2018 7:44 PM
Distance too far, difficult to get in touch.
5/22/2018 10:42 PM
no - because no one can either get there or speak to them easily. One particular patient was seen in March and told GP would get copy letter. We didn't and now are experiencing extreme difficulties in contacting someone there who can get a copy....this is frustrating to say the least both for us and the patient.
5/16/2018 2:05 PM
not heard any good feed back just not enough clinics open at good times i.e implant fitting mid morning 1 day/week no walk in gum clinics, no iud fitting appointments available. no health Advisors to talk to young people re herpes GC wart and no one for HIV patients
5/16/2018 1:32 PM
yes one month waiting for GUM appointment
5/16/2018 9:53 AM
No as we have not been aware of this services
5/16/2018 9:03 AM
yes - poor, difficult to get to, parking poor
5/15/2018 9:26 PM
Long wait for appts
5/15/2018 6:26 PM
Very unhappy with the new service compared to Blanche Herriott Unit
5/15/2018 5:57 PM
Difficulty getting appointments Have to travel further
5/15/2018 5:47 PM
2 patients saw me as quicker than waiting for CNWL appointment
5/15/2018 2:51 PM
as above
5/15/2018 2:43 PM
Poor quality of feedback and presented to GP to find out what was going on Patients c/o lack of "Walk in service"
5/15/2018 2:17 PM
As above
5/15/2018 1:47 PM

Date 9th August 2018