

# Havering Same Day Access Hubs

## Introduction

Healthwatch Havering and NHS North East London want to find out what patients know about the Same Day Access Hubs (which are also known as GP Hubs or Out of Hours Hubs). These are based at the following locations:

- **Haiderian Medical Centre** - 181 Corbets Tey Road, Upminster RM14 2YN
- **Lynwood Practice** - 2a-6 Lynwood Drive, Romford RM5 3QL
- **Petersfield Surgery** - 70 Petersfield Avenue, Romford RM3 9PD
- **Raphael House** - Victoria Centre, Pettits Lane, Romford RM1 4HP
- **Rosewood Practice** - 30 Astra Close, Hornchurch RM12 5NJ
- **Rush Green** - 261 Dagenham Road, Romford RM7 0XR

These Hubs are open on weekday evenings from 6.30pm to 10pm, at weekends and on public holidays.

Patients are offered appointments to see a GP or other Healthcare professional at a Hub when they cannot wait for an appointment at their own GP practice.

We want to know if the locations of these Hubs are suitable for Havering residents and whether the opening hours work for you.

**1. Please confirm that you consent to Healthwatch Havering processing your personal details and that you are happy to share information with Healthwatch Havering about your health, the health care services that you use, if you are disabled or have a long-term health condition and, where relevant, sensitive information such as your ethnicity, religion and sexual orientation, and that this information will be analysed by Healthwatch Havering and may be shared anonymously with other interested parties.**

☐ Yes

☐ No

## Where do you live?

### 2. Please tell us in which area you live

- ☐ Chase Cross and Rise Park
- ☐ Collier Row, Havering Park and Havering-atte-Bower
- ☐ Harold Hill and Noak Hill
- ☐ Harold Wood
- ☐ Hornchurch and Elm Park (including Emerson Park)
- ☐ Rainham and Wennington (including Beam Park)
- ☐ Romford and Mawneys
- ☐ South Hornchurch (including Orchard Village)
- ☐ Upminster and Cranham
- ☐ Other (please specify):

### 3. Please tell us the name of the GP practice you go to

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> I prefer not to say                     | <input type="checkbox"/> AbbaMoor Surgery (Harold Hill Health Centre), Gooshays Drive, Harold Hill  | <input type="checkbox"/> Avon Road Surgery (Cranham Health Centre), Cranham                         |
| <input type="checkbox"/> Berwick Surgery, Rainham                | <input type="checkbox"/> Billet Lane Medical Centre, Hornchurch   | <input type="checkbox"/> Central Park Surgery (Dr Kakad), Gooshays Drive, Harold Hill               |
| <input type="checkbox"/> Chase Cross Medical Centre, Collier Row | <input type="checkbox"/> Country Park Surgery (Dr John O'Moore), St George's Health and Wellbeing Hub, Hornchurch (formerly Upminster Bridge Surgery) | <input type="checkbox"/> Cranham Village Surgery (Dr Dabs & Partners), Ingrebourne Gardens, Cranham |
| <input type="checkbox"/> Dr Gupta, Mawney Road, Romford          | <input type="checkbox"/> Dr Marks Practice, Brentwood Road, Romford   | <input type="checkbox"/> Glanville Drive Surgery, Hornchurch  |

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Haiderian Medical Centre, Corbets Tey Road, Upminster         | <input type="checkbox"/> Harlow Road Surgery, Rainham                                | <input type="checkbox"/> High Street Surgery (Dr Pervez), High Street, Hornchurch                |
| <input type="checkbox"/> Hornchurch Healthcare, Billet Lane, Hornchurch                | <input type="checkbox"/> Ingrebourne Medical Centre, Straight Road, Harold Hill      | <input type="checkbox"/> Kings Park Surgery, Clements Avenue, Harold Wood                        |
| <input type="checkbox"/> Lynwood Medical Centre, Collier Row                           | <input type="checkbox"/> Maylands Health Care, Upper Rainham Road, Hornchurch        | <input type="checkbox"/> North Street Medical Care, Romford                                      |
| <input type="checkbox"/> Oak Tree Surgery, Oak Road, Harold Wood                       | <input type="checkbox"/> Petersfield Surgery, Harold Hill                            | <input type="checkbox"/> Rainham Health Centre, Upminster Road South, Rainham                    |
| <input type="checkbox"/> Robins Surgery, Gooshays Drive, Harold Hill                   | <input type="checkbox"/> Rosewood Medical Centre, Astra Close, Elm Park              | <input type="checkbox"/> Rush Green Medical Centre (Dr Poolo & Partners), Dagenham Road, Romford |
| <input type="checkbox"/> Rush Green Medical Centre (Dr Sanomi), Dagenham Road, Romford | <input type="checkbox"/> South Hornchurch Medical Practice, Southend Rd, Rainham     | <input type="checkbox"/> St Edwards Medical Centre, Romford                                      |
| <input type="checkbox"/> Straight Road Surgery (Dr Prasad), Straight Road, Harold Hill | <input type="checkbox"/> Suttons Avenue Surgery (Dr P M Patel), Hornchurch           | <input type="checkbox"/> The Greenwood Practice, Ardleigh Green, Hornchurch                      |
| <input type="checkbox"/> The Greenwood Practice, Gubbins Lane, Harold Wood             | <input type="checkbox"/> The Health Centre (Dr Kuchhai), Gooshays Drive, Harold Hill | <input type="checkbox"/> The Modern Medical Centre, Rush Green Road, Romford                     |
| <input type="checkbox"/> The New Medical Centre, Brentwood Road, Romford               | <input type="checkbox"/> Upminster Medical Centre, St. Mary's Lane, Upminster        | <input type="checkbox"/> Western Road Medical Centre, Romford                                    |

☐ Wood Lane  
Surgery,  
Hornchurch

☐ Other (please tell us the name):

## Have you used a hub?

**4. Have you ever used a Same Day Access Hub (GP Hub/Out of Hours service)?**

☐ Yes – now please go to Question 6 on page 5

☐ No

## I've not used a hub

**5. Please tell us why you have not used the Same Day Access Hub (GP Hub/Out of Hours service)**

☐ I prefer not to say

☐ I did not want to go to the location I was offered

☐ I preferred to wait until I could get an appointment at my own GP practice

☐ I have not needed Same Day Care

☐ I did not know that Same Day Care was available

**Now please go to Question 17 on page 9**

## Which hub have you used?

### 6. Please tell us which Hub you were referred to for your most recent consultation

- ☐ Haiderian Medical Centre - 181 Corbets Tey Road, Upminster RM14 2YN
- ☐ Lynwood Practice - 2a, 6 Lynwood Drive, Romford RM5 3QL
- ☐ North Street, Romford medical centre
- ☐ Petersfield Surgery - 70 Petersfield Avenue, Romford RM3 9PD
- ☐ Raphael House - Victoria Centre, Romford RM1 4HP (formerly the
- ☐ Rosewood Practice - 30 Astra Close, Hornchurch RM12 5NJ
- ☐ Rush Green - 261 Dagenham Road, Romford RM7 0XR
- ☐ I don't remember
- ☐ I prefer not to say

## Was your appointment in person?

### 7. Was your appointment face-to-face at the Hub or did you speak to the GP/healthcare professional over the telephone?

- ☐ I was seen face-to-face
- ☐ I spoke to a GP/healthcare professional over the phone
- ☐ Other (please specify):

## Was the location of the hub convenient for you?

8. Was the location of the Hub convenient for you?

- ☐ Yes – now please go to question 10 below
- ☐ No

## I found the location inconvenient

9. Please explain why you found it inconvenient *Please tick all that apply*

- ☐ The Hub was too far from my home
- ☐ I found it hard to get to by public transport
- ☐ I found it hard to park my car
- ☐ Other (please specify):

## I found the appointment time convenient

10. When was the appointment?

- ☐ On the same day that I made the call
- ☐ On the day after I made the call
- ☐ Later than the day after I made the call

**11. Please tell us the approximate time and day of your appointment**

- ☐ I don't remember
- ☐ Weekday evening
- ☐ Saturday
- ☐ Sunday
- ☐ Bank holiday

**12. Was the time of your appointment convenient?**

- ☐ Yes
- ☐ No

**The appointment time was inconvenient**

**13. Please tell us why you found the time inconvenient *Please tick all that apply***

- ☐ It was earlier than I would have liked
- ☐ It was later than I would have liked
- ☐ It clashed with another commitment I had
- ☐ Other (please specify):

## Who made appointment?

### 14. How was the appointment made for you?

- ☐ The GP practice made it for me
- ☐ NHS 111 made it for me
- ☐ The Urgent Treatment Centre made it for me
- ☐ I don't remember
- ☐ Other (please tell us how the appointment was made, if not by your GP or NHS 111):

### 15. Why did you use the Hub? *Please tick all that apply*

- ☐ I needed an urgent appointment
- ☐ No appointments were available at my own GP practice quickly enough
- ☐ I did not want to go to an Urgent Treatment Centre or Hospital
- ☐ I was asking for someone else
- ☐ I prefer not to say
- ☐ Other (please tell us what other reason you had to use the Hub)

### 16. If you had not been able to get an appointment at the Hub, what would you have been most likely to do?

- ☐ Waited for an appointment at my own GP practice
- ☐ Called NHS 111 for advice
- ☐ Visited an Urgent Treatment Centre
- ☐ Visited the A&E department at Queen's Hospital or King George Hospital
- ☐ Other (please tell us what you would have done):



## About you

This survey is completely anonymous. Your answers will be shared with others but it will not be possible for anyone to identify you from them.

It would help us if you could please answer the following questions **but they are not obligatory**.

### 17. Are you happy to give us your personal details?

- ☐ Yes
- ☐ No – **now go to the back page**

## Your personal details

### 18. Please tell us your age group

- ☐ Under 18
- ☐ 18-25
- ☐ 26-49
- ☐ 50-65
- ☐ 65 or older
- ☐ Prefer not to say

### 19. Please tell us your gender

- ☐ Male
- ☐ Female
- ☐ Other
- ☐ Prefer not to say

## 20. Please tell us your ethnicity

### Non-disclosure

☐ I do not wish to disclose my ethnic origin

### Asian or Asian British (including Chinese)

☐ Bangladeshi

☐ Chinese

☐ Indian

☐ Pakistani

☐ Any other Asian background

### Black or Black British

☐ Black African

☐ Black Caribbean

☐ Any other black background

### Mixed

☐ White and Asian

☐ White and Black African

☐ White and Black Caribbean

☐ White and Chinese

☐ Any other mixed background

### White

☐ British/English/Scottish/Welsh

☐ Irish

☐ Any other white background

### Other Ethnic Group

☐ Any other Ethnic Group

## 21. Do you have any special needs?

☐ I prefer not to say

☐ I have a chronic illness

☐ I have a learning disability

☐ I am living with dementia

☐ I have a sight impairment

☐ I have a hearing impairment

☐ No

**22. This survey is completely anonymous but we may want to contact you about it or associated work. If you are happy for us to do so, please let us have your contact details - they will not be used for any other purpose.**

Name	<input type="text"/>
Address 1	<input type="text"/>
Address 2	<input type="text"/>
Town	<input type="text"/>
Postcode	<input type="text"/>
Email address	<input type="text"/>
Phone Number	<input type="text"/>

**Thank you for completing this survey. Please turn to the next page for details of how to return it to us.**

**Please pop the completed survey in an envelope  
and address it to:**

**FREEPOST Healthwatch Havering**

**No postage stamp needed**