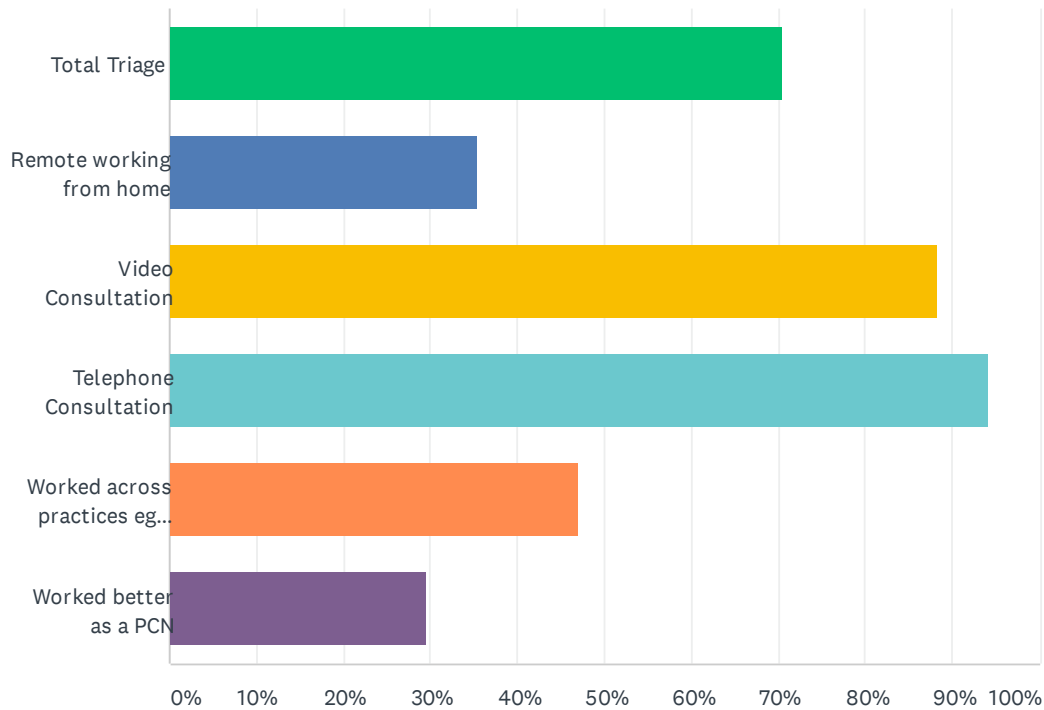


Q1 How have you / your practice worked differently so far, during COVID? Please select all that apply.

Answered: 17 Skipped: 0

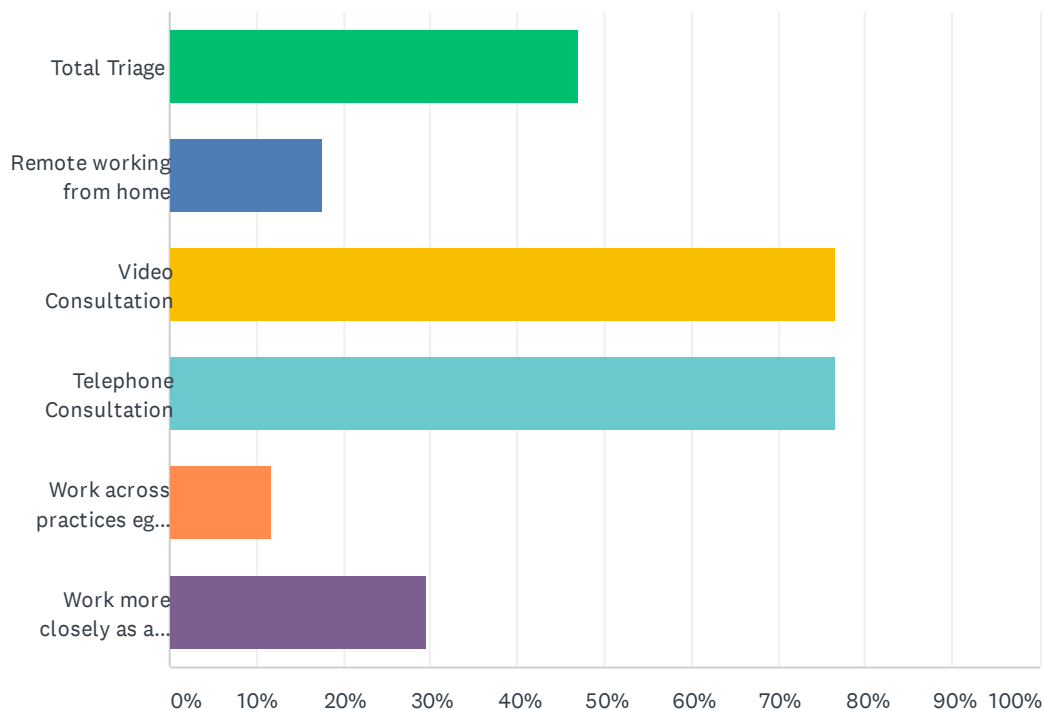


ANSWER CHOICES	RESPONSES	
Total Triage	70.59%	12
Remote working from home	35.29%	6
Video Consultation	88.24%	15
Telephone Consultation	94.12%	16
Worked across practices eg Hot hubs	47.06%	8
Worked better as a PCN	29.41%	5
Total Respondents: 17		

#	ANYTHING MORE?	DATE
1	Selected patients brought in only if necessary. Distribution of patients amongst clinicians slightly changed as NPs will not manage patients over tel as they might face to face.	5/14/2020 12:51 PM
2	reduced patient contact	5/13/2020 3:10 PM
3	some f2f appointments after triage	5/12/2020 2:11 PM

Q2 What will you continue long term? Please select all that apply.

Answered: 17 Skipped: 0

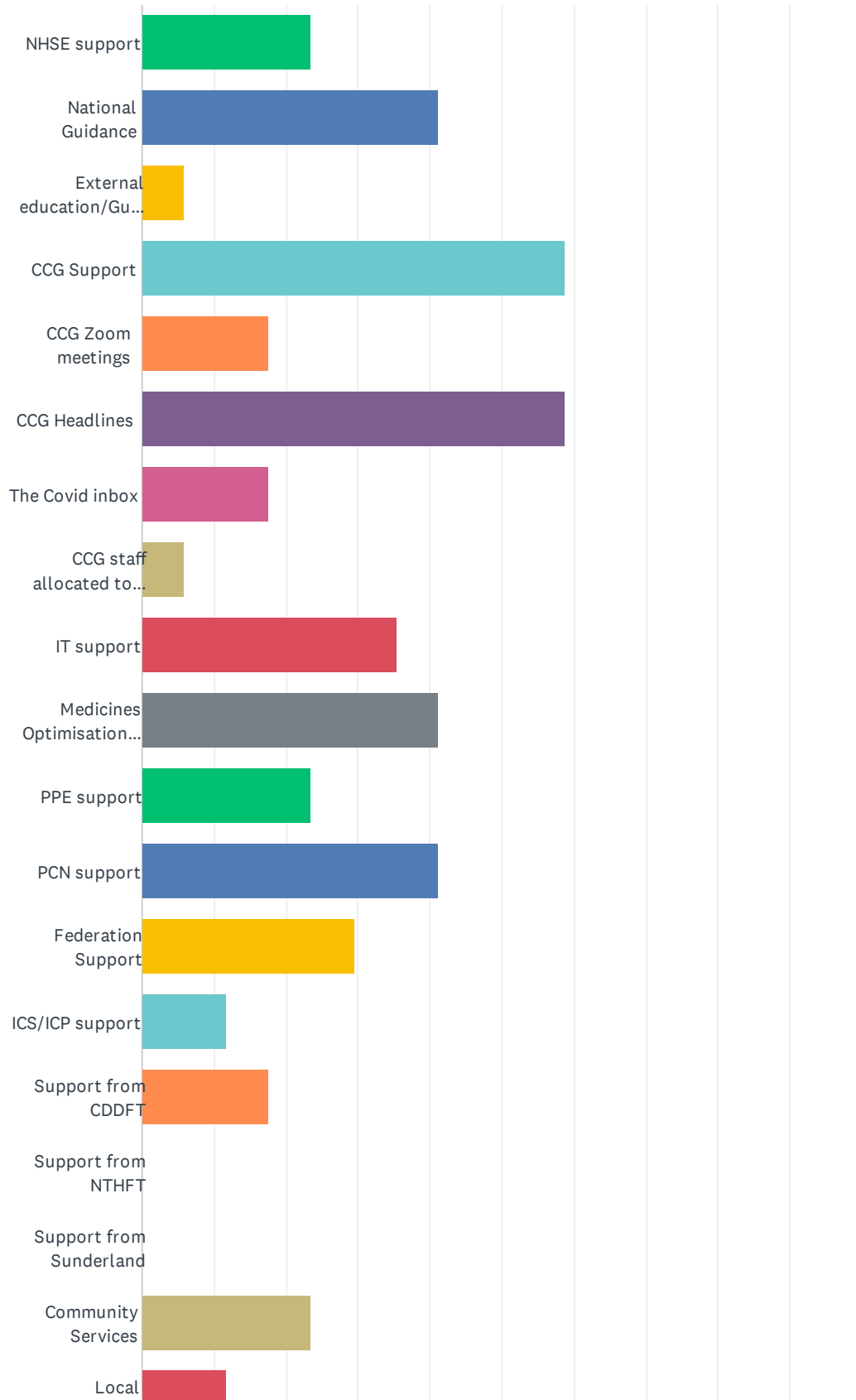


ANSWER CHOICES	RESPONSES
Total Triage	47.06% 8
Remote working from home	17.65% 3
Video Consultation	76.47% 13
Telephone Consultation	76.47% 13
Work across practices eg Hot hubs	11.76% 2
Work more closely as a PCN	29.41% 5
Total Respondents: 17	

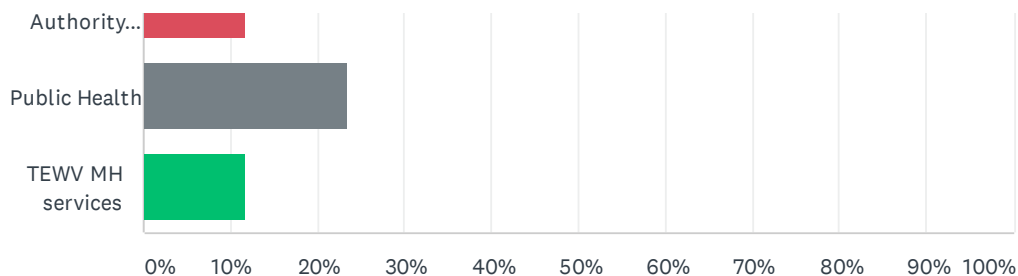
#	ANYTHING MORE?	DATE
1	Significantly challenge what Primary Care does in terms of Primary Prevention-perhaps this needs to be fully assessed for effectiveness e.g. nhs health checks, pre-diabetes programmes, ? send travel to travel clinics when travel begins again, send implants/coils to cash, stop ear syringing. ?? What is the role of General Practice !	5/14/2020 12:51 PM
2	would work remotely from home or hot hubs but were only needed as current pandemic etc /self isolation.	5/13/2020 2:46 PM
3	28 weeks pregnant so current guidance is to continue to work from home	5/13/2020 11:26 AM
4	None apply in my role	5/12/2020 9:29 AM

Q3 What worked well? Please select all that apply.

Answered: 17 Skipped: 0



Primary Care Survey

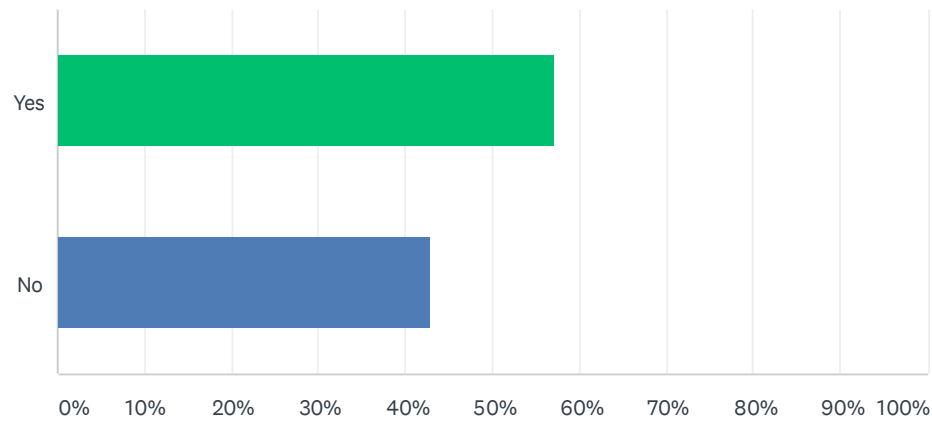


ANSWER CHOICES	RESPONSES	
NHSE support	23.53%	4
National Guidance	41.18%	7
External education/Guidelines - if Y - please list in the comments box	5.88%	1
CCG Support	58.82%	10
CCG Zoom meetings	17.65%	3
CCG Headlines	58.82%	10
The Covid inbox	17.65%	3
CCG staff allocated to PCNs	5.88%	1
IT support	35.29%	6
Medicines Optimisation Support	41.18%	7
PPE support	23.53%	4
PCN support	41.18%	7
Federation Support	29.41%	5
ICS/ICP support	11.76%	2
Support from CDDFT	17.65%	3
Support from NTHFT	0.00%	0
Support from Sunderland	0.00%	0
Community Services	23.53%	4
Local Authority Support	11.76%	2
Public Health	23.53%	4
TEWV MH services	11.76%	2
Total Respondents: 17		

#	ANY COMMENTS?	DATE
1	Use of Accurx	5/14/2020 1:59 PM
2	Wasnt always aware of info coming in	5/14/2020 12:51 PM
3	our own practice team meetings	5/12/2020 2:11 PM

Q4 Community Team - Have relationships with your TAP team improved?

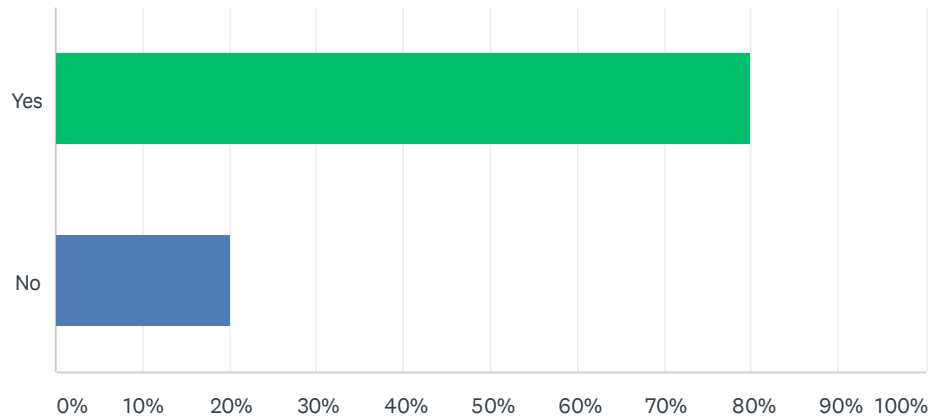
Answered: 14 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	57.14%	8
No	42.86%	6
TOTAL		14

Q5 Community Team - Have relationships with Care Homes improved?

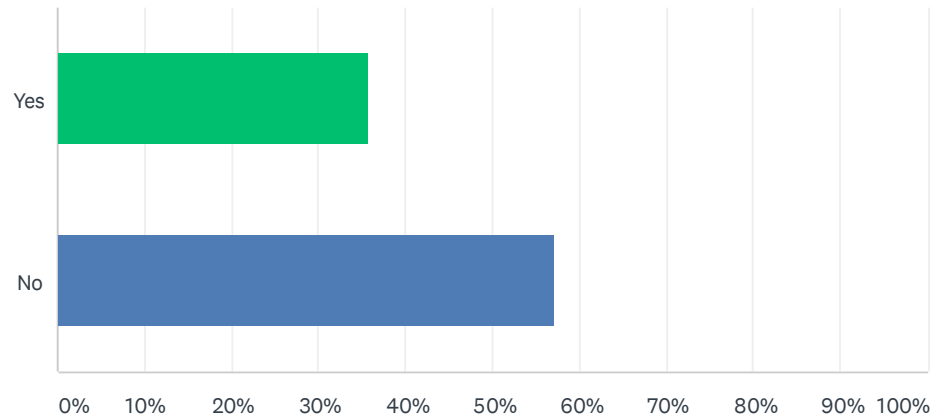
Answered: 15 Skipped: 2



ANSWER CHOICES		RESPONSES	
Yes		80.00%	12
No		20.00%	3
TOTAL			15

Q6 Community Team - Have relationships with social care improved?

Answered: 14 Skipped: 3



ANSWER CHOICES	RESPONSES
Yes	35.71% 5
No	57.14% 8
TOTAL	14

#	ANY COMMENTS ABOUT COMMUNITY TEAMS?	DATE
1	district nursing team excellent	5/15/2020 4:27 PM
2	No sig change	5/14/2020 12:51 PM
3	I have not had any interactions with these services due to working from home	5/13/2020 11:26 AM

Q7 Moving forward - What changes should we see in Primary Care?

Answered: 13 Skipped: 4

#	RESPONSES	DATE
1	More support for video consultations	5/20/2020 9:17 AM
2	CDDFT CSPs doing whole care home service as do VAWAS/DDHF ANPs in the south	5/15/2020 4:27 PM
3	More telephone and video consultations	5/14/2020 1:59 PM
4	More triage work, more video consults	5/14/2020 1:37 PM
5	Challenge what we do. Perhaps concentrate on patients with disease/illness and leave primary prevention to public health. This might need to involve conversations re finance. Develop Community Matron services in care homes-increased numbers/scope of their activity/some power to influence care and with some local/national backing.	5/14/2020 12:51 PM
6	reduction of face to face appointments no more full waiting rooms	5/13/2020 3:10 PM
7	I think I was worrying that working from home would be difficult as a practice nurse but during the pandemic I've noticed a lot more patients are open to having LTC reviews and advice over the phone.	5/13/2020 11:26 AM
8	Continue telephone consultations and home visits to vulnerable /at risk patients	5/12/2020 4:43 PM
9	more telephone triage appointments	5/12/2020 2:11 PM
10	To be able to access more secondary care services. Also more M health resources	5/12/2020 12:29 PM
11	Different ways of working , using technology more, triaging calls, using video / online services	5/12/2020 10:53 AM
12	better working relationships with PCN, triage be a permanent thing, communication between services. respect and job role definitions	5/12/2020 10:47 AM
13	Better communication between primary and secondary care	5/12/2020 9:29 AM

Q8 Moving forward - What changes would you like to see in secondary care?

Answered: 7 Skipped: 10

#	RESPONSES	DATE
1	Understanding of the value of community EHCP eg COVID 19 and being proud -not ashamed of the fact that care home patients died/ are dying in their preferred place of care , rather than hospital in County Durham	5/15/2020 4:27 PM
2	They could see more patients by video or telephone too. Especially review.	5/14/2020 1:59 PM
3	improved waiting times for patients	5/14/2020 1:37 PM
4	information needed from hospitals used by practice ie NTGH not just CDDFT our patients don't access secondary care in Durham or Darlington.	5/13/2020 2:46 PM
5	nil	5/12/2020 2:11 PM
6	Gradual access for services to resume	5/12/2020 12:29 PM
7	working more closely with primary care - continue new letters and sharing good practice	5/12/2020 10:53 AM

Q9 Moving forward - What changes would you like to see in community services?

Answered: 7 Skipped: 10

#	RESPONSES	DATE
1	More training in frail elderly/ chronic disease management and palliative care for CSPs	5/15/2020 4:27 PM
2	na	5/14/2020 1:59 PM
3	easier access for patients and for us to refer in to.	5/14/2020 1:37 PM
4	See above re Community Matrons. Feel that General Practice not a significant issue in the problems affecting Care Homes but Community Matrons already involved. This service could be developed /increased with some powers to change/influence care of the elderly in homes.	5/14/2020 12:51 PM
5	nil	5/12/2020 2:11 PM
6	supporting our community services - not overloading services and enabling them to provide good quality safe effective care	5/12/2020 10:53 AM
7	More staff	5/12/2020 9:29 AM

Q10 Moving forward - What changes would you like to see in Care Homes?

Answered: 8 Skipped: 9

#	RESPONSES	DATE
1	greater understanding of preferred place of care and best interests, and EHCP education for staff relatives and residents	5/15/2020 4:27 PM
2	Better communication	5/14/2020 1:59 PM
3	Less samples, for staff to speak with clinicians first before handing in samples. Mostly urine	5/14/2020 1:37 PM
4	See above. Increase role of Community Matrons to influence care of both residential and nursing home clients.	5/14/2020 12:51 PM
5	using video calls more often	5/12/2020 2:11 PM
6	That remote rounds are better for future care of all care homes enabling contact with all patients weekly	5/12/2020 12:29 PM
7	working closely with our care home and valuing their services - ensuring they have access to training and support	5/12/2020 10:53 AM
8	More staff and recognition of the carer role	5/12/2020 9:29 AM

Q11 Moving forward - What changes would you like to see in Extended Hours?

Answered: 5 Skipped: 12

#	RESPONSES	DATE
1	na	5/14/2020 1:59 PM
2	More availability for patients	5/14/2020 1:37 PM
3	keep it in urgent care setting	5/12/2020 2:11 PM
4	already offer good extended hours in practice so don't feel need for change	5/12/2020 10:53 AM
5	Offer some weekend appointments to accommodate workers	5/12/2020 9:29 AM

Q12 Moving forward - What changes would you like to see in Out of Hours?

Answered: 3 Skipped: 14

#	RESPONSES	DATE
1	na	5/14/2020 1:59 PM
2	keep it in urgent care setting	5/12/2020 2:11 PM
3	making sure calls are appropriate and services not misused	5/12/2020 10:53 AM

Q13 Moving forward - What changes would you make to Practice Business Continuity Plans now?

Answered: 3 Skipped: 14

#	RESPONSES	DATE
1	na	5/14/2020 1:59 PM
2	don't know what they are	5/12/2020 2:11 PM
3	to include plans in event of future pandemic / other emergencies	5/12/2020 10:53 AM

Q14 Moving forward - What changes would you like to see in the CCG?

Answered: 5 Skipped: 12

#	RESPONSES	DATE
1	more meeting via zoom - take less time and no need to travel	5/14/2020 1:59 PM
2	Improved training available for practice nurses. Fair pay scales and holidays for nurses. Better access to mental health services for patients.	5/14/2020 1:37 PM
3	To increase the involvement/influence of Nursing in the CCG. Nurse review long overdue at CCG. Practices need more guidance on employment, development, training and management of 'nursing'.	5/14/2020 12:51 PM
4	listen to practices more rather than dictating to them	5/12/2020 2:11 PM
5	link team for crisis/ emergency to coordinate information/ supply of ppe required etc	5/12/2020 10:53 AM

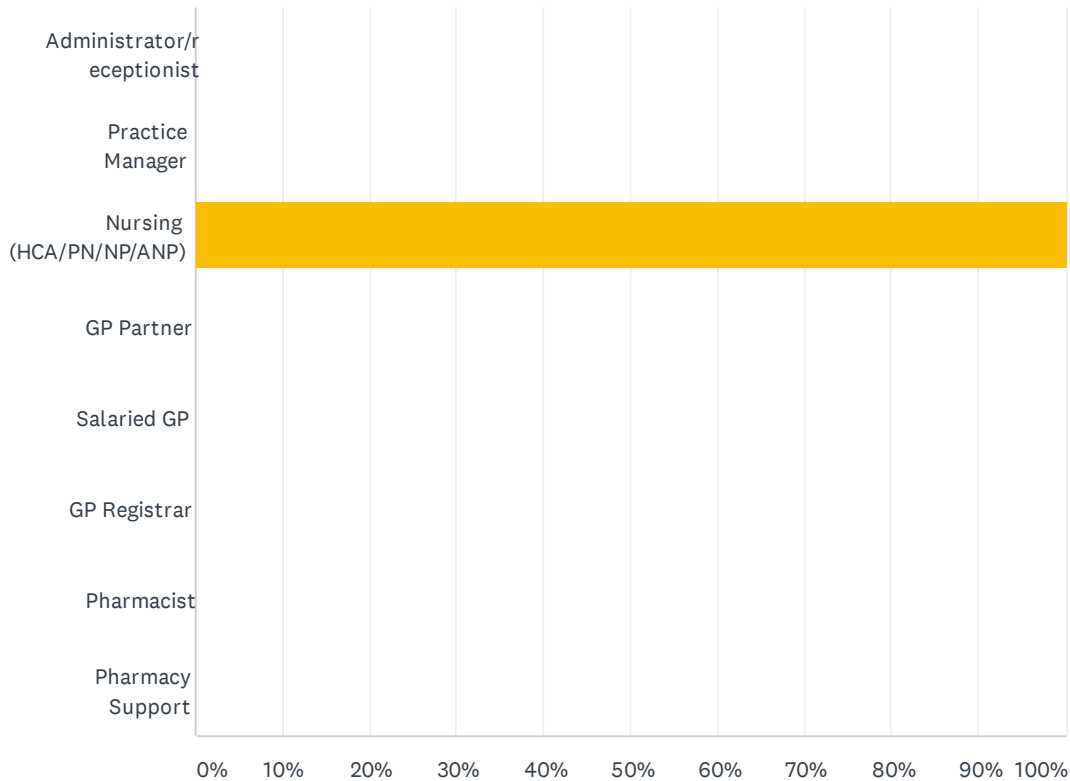
Q15 Any further comments?

Answered: 3 Skipped: 14

#	RESPONSES	DATE
1	no	5/12/2020 2:11 PM
2	everyone is working hard and working more closely together to try and get through this pandemic with the best outcome for staff and patients	5/12/2020 10:53 AM
3	Supply of PPE and ever changing guidance of which is appropriate in primary care setting was a problem	5/12/2020 9:29 AM

Q16 About you - What is your job role?

Answered: 17 Skipped: 0



ANSWER CHOICES	RESPONSES	
Administrator/receptionist	0.00%	0
Practice Manager	0.00%	0
Nursing (HCA/PN/NP/ANP)	100.00%	17
GP Partner	0.00%	0
Salaried GP	0.00%	0
GP Registrar	0.00%	0
Pharmacist	0.00%	0
Pharmacy Support	0.00%	0
Total Respondents: 17		

#	OTHER (PLEASE SPECIFY)	DATE
1	Thankyou	5/15/2020 4:27 PM
2	The above 'Nursing' category is very broad. You have 3 different categories for Doctors. I would expect my comments to hold more sway than a HCA	5/14/2020 12:51 PM