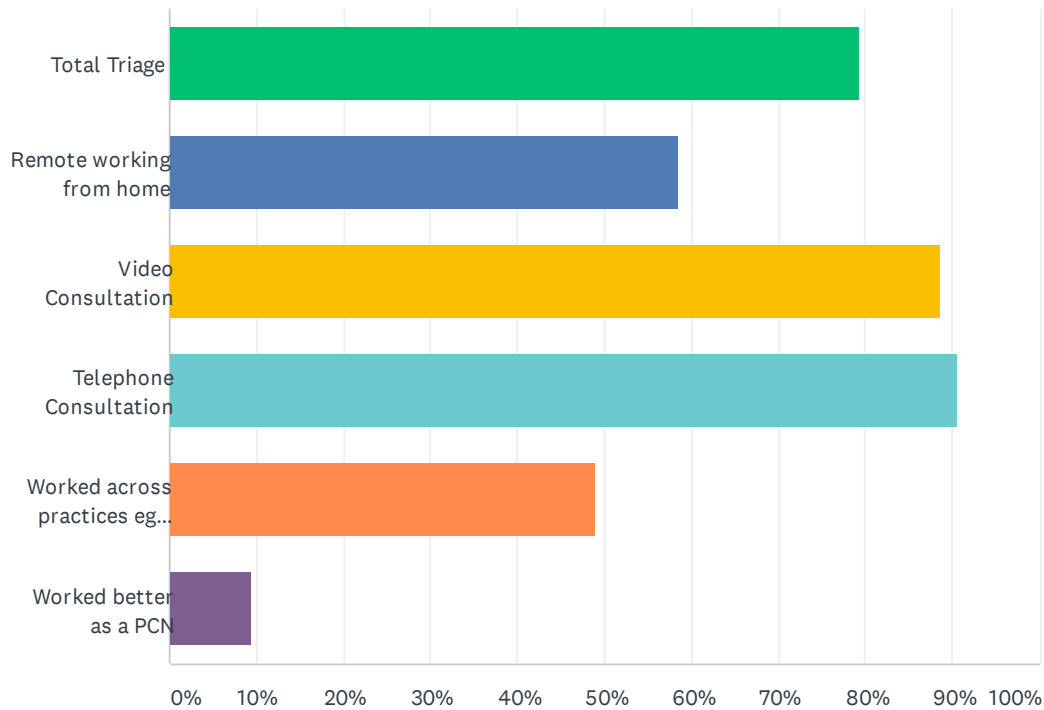


# Q1 How have you / your practice worked differently so far, during COVID? Please select all that apply.

Answered: 53 Skipped: 0

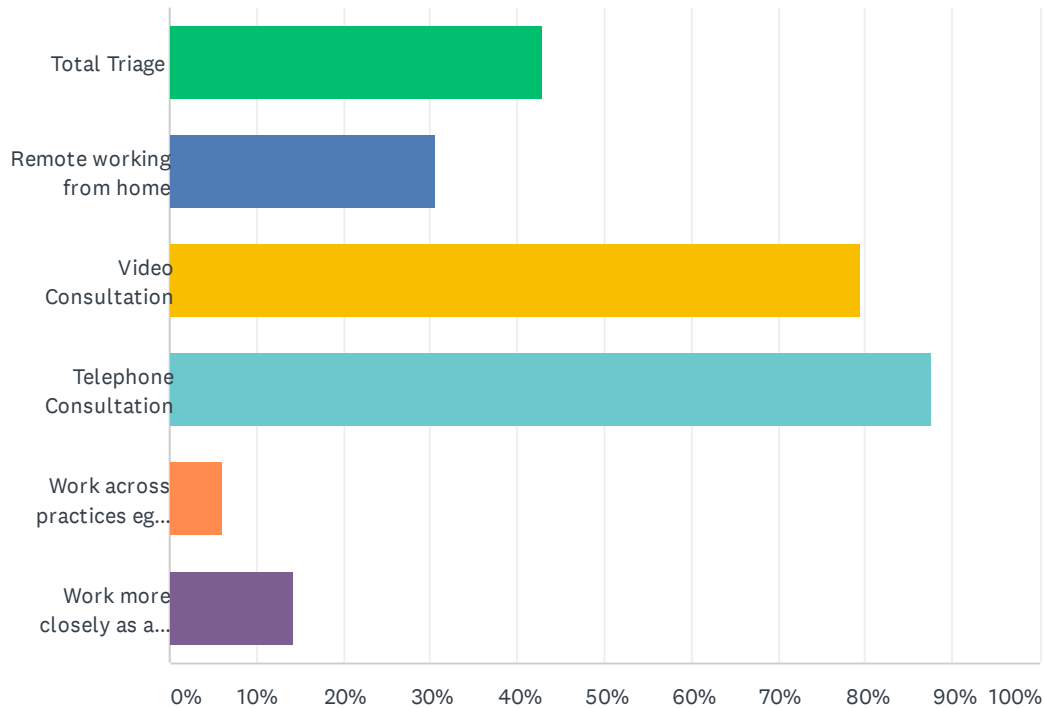


ANSWER CHOICES		RESPONSES	
Total Triage		79.25%	42
Remote working from home		58.49%	31
Video Consultation		88.68%	47
Telephone Consultation		90.57%	48
Worked across practices eg Hot hubs		49.06%	26
Worked better as a PCN		9.43%	5
Total Respondents: 53			

#	ANYTHING MORE?	DATE
1	e-consult	5/21/2020 10:29 AM
2	Federation hot hub, no support from PCN	5/18/2020 8:09 PM
3	We have moved to total triage for screening and utilised video consults, telephone triage and remote working were previously part of our operating procedure	5/14/2020 9:54 AM
4	always done phone appointments	5/14/2020 9:53 AM

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

Answered: 49 Skipped: 4

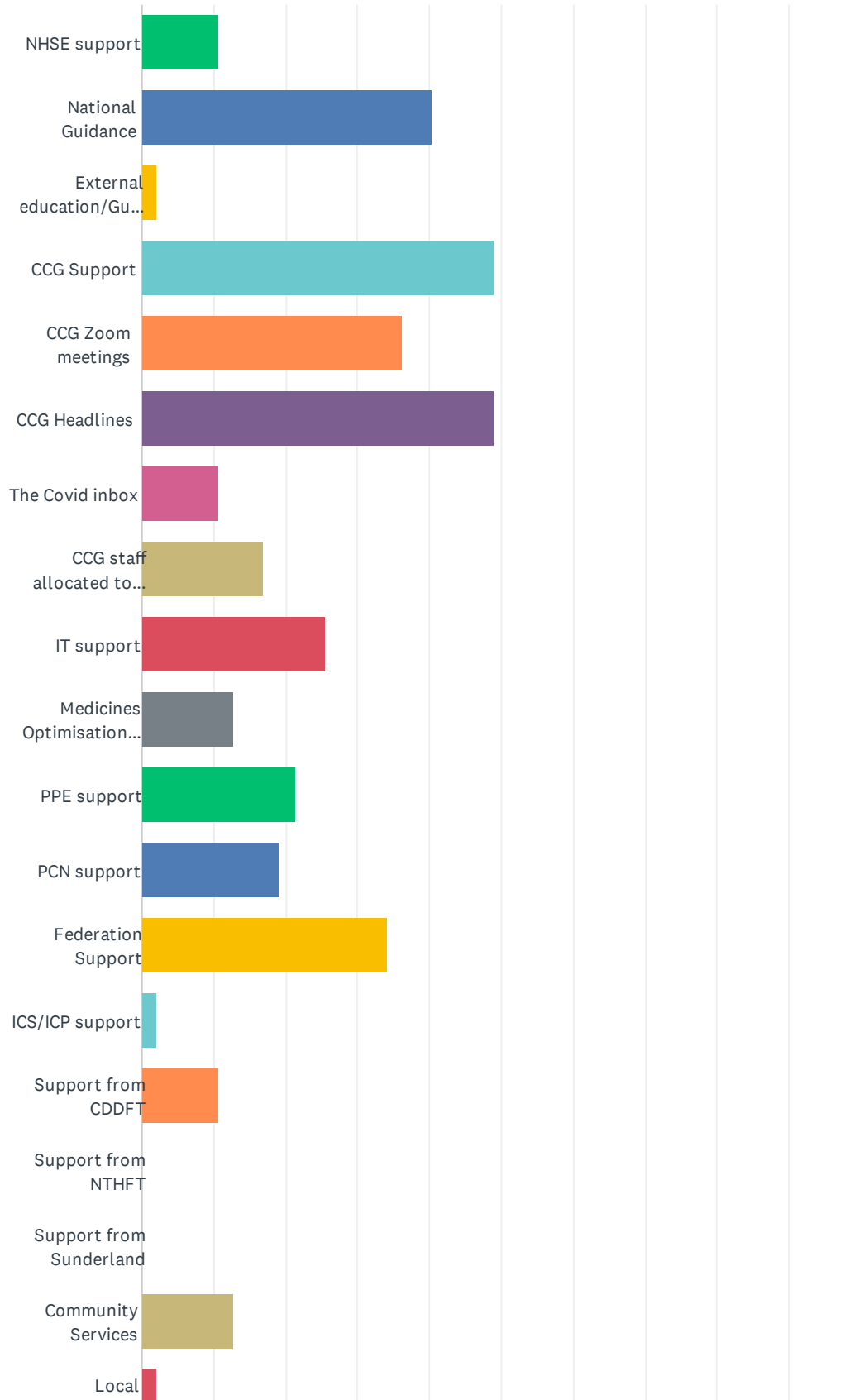


ANSWER CHOICES	RESPONSES	
Total Triage	42.86%	21
Remote working from home	30.61%	15
Video Consultation	79.59%	39
Telephone Consultation	87.76%	43
Work across practices eg Hot hubs	6.12%	3
Work more closely as a PCN	14.29%	7
Total Respondents: 49		

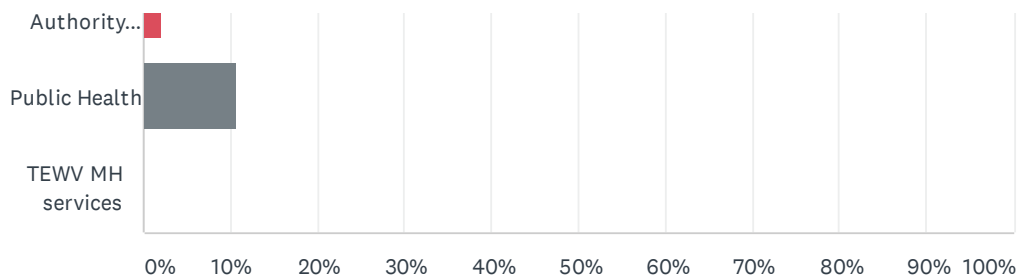
#	ANYTHING MORE?	DATE
1	e-consult	5/21/2020 10:29 AM
2	we had not had need to work in hot hubs but always prepared to work with other local practices to meet the needs of the PCN population	5/14/2020 9:54 AM
3	this has not been discussed as yet	5/13/2020 5:50 PM
4	telephone triage is working really well Limiting the number of foot fall in the surgery	5/12/2020 2:09 PM
5	Unsure at present. Video cons has had a lot of good feedback	5/12/2020 1:55 PM

### Q3 What worked well? Please select all that apply.

Answered: 47 Skipped: 6



## Primary Care Survey



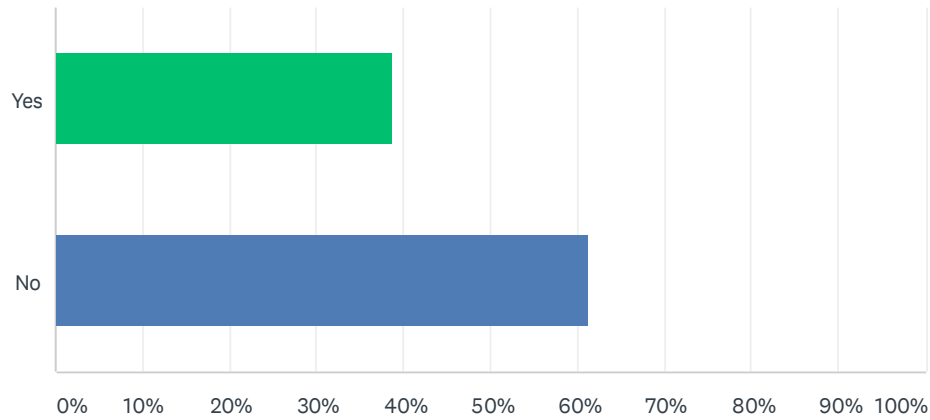
ANSWER CHOICES	RESPONSES	
NHSE support	10.64%	5
National Guidance	40.43%	19
External education/Guidelines - if Y - please list in the comments box	2.13%	1
CCG Support	48.94%	23
CCG Zoom meetings	36.17%	17
CCG Headlines	48.94%	23
The Covid inbox	10.64%	5
CCG staff allocated to PCNs	17.02%	8
IT support	25.53%	12
Medicines Optimisation Support	12.77%	6
PPE support	21.28%	10
PCN support	19.15%	9
Federation Support	34.04%	16
ICS/ICP support	2.13%	1
Support from CDDFT	10.64%	5
Support from NTHFT	0.00%	0
Support from Sunderland	0.00%	0
Community Services	12.77%	6
Local Authority Support	2.13%	1
Public Health	10.64%	5
TEWV MH services	0.00%	0
Total Respondents: 47		

## Primary Care Survey

#	ANY COMMENTS?	DATE
1	IT support very poor	5/18/2020 8:09 PM
2	Support from Practice Mangager	5/18/2020 11:36 AM
3	CCG have been responsive and supportive, guidance from several sources is difficult to manage and quite often conflicting leading to confusion, this is time consuming when trying to implement change quickly and manage staff shortages	5/14/2020 9:54 AM
4	daily meetings	5/14/2020 9:53 AM
5	did not really apply to my role	5/12/2020 2:42 PM
6	unsure	5/12/2020 11:41 AM
7	unsure	5/12/2020 11:40 AM
8	The newsletter has proved essential	5/12/2020 8:42 AM
9	Communications re Snderland and NT was poor	5/11/2020 4:04 PM

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

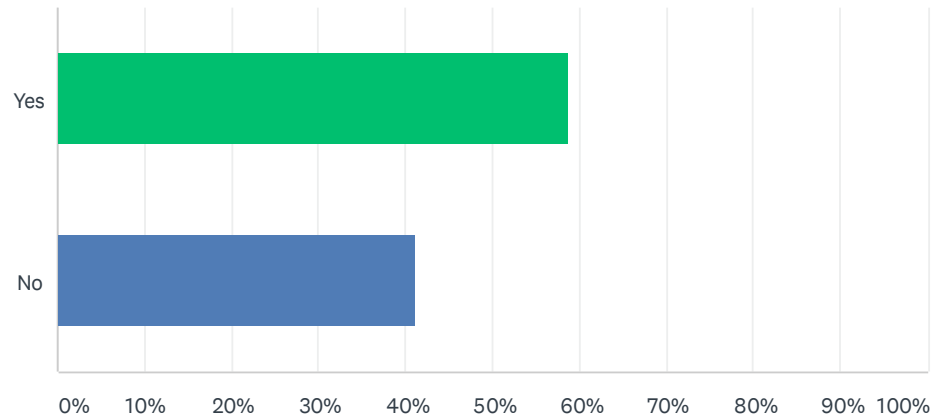
Answered: 44 Skipped: 9



ANSWER CHOICES	RESPONSES	
Yes	38.64%	17
No	61.36%	27
TOTAL		44

## Q5 Community Team - Have relationships with Care Homes improved?

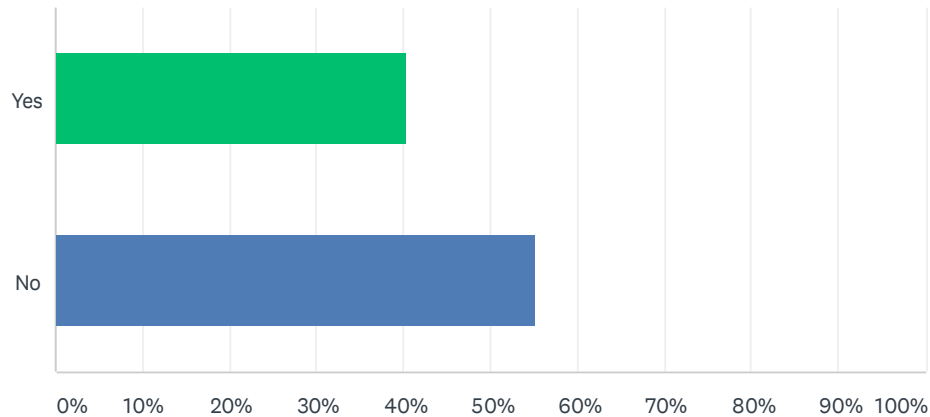
Answered: 46 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	58.70%	27
No	41.30%	19
TOTAL		46

## Q6 Community Team - Have relationships with social care improved?

Answered: 47   Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	40.43%	19
No	55.32%	26
TOTAL		47

#	ANY COMMENTS ABOUT COMMUNITY TEAMS?	DATE
1	Relationship no worse but not really improved	5/26/2020 12:44 PM
2	Feel practice already had good relationships with TAP and care homes	5/14/2020 9:54 AM
3	never see or hear from them unless they want something	5/14/2020 9:53 AM
4	i would say has stayed the same	5/13/2020 5:50 PM
5	N/a	5/13/2020 2:11 PM
6	no difference worked well together already	5/13/2020 1:45 PM
7	things have always worked reasonably well in my role with community teams	5/12/2020 2:42 PM
8	We already had a strong relationship with our community teams which has served us well during the COVID crisis, but this is not a new relationship.	5/12/2020 11:40 AM
9	We already had an excellent relationship with community teams	5/12/2020 10:09 AM
10	Taps and Aligned Care Home relationships have always been good.	5/12/2020 9:52 AM
11	No different	5/11/2020 4:04 PM



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

Answered: 37   Skipped: 16

## Primary Care Survey

#	RESPONSES	DATE
1	Introduce new ways of working in practice Try to improve PCN working - hub model worked for some Better use of digital - E Consults working better now	5/26/2020 12:44 PM
2	Telephone triage for appointments and more video consultation	5/22/2020 12:44 PM
3	continued triage and e-consult	5/21/2020 10:29 AM
4	All practices should work with total triage as we have realised what needs a face to face appt and what doesn't and a lot of what we used to see can be done over telephone/video etc	5/21/2020 9:58 AM
5	Continued use of IT solutions, more efficient use of GP time	5/19/2020 4:06 PM
6	Less face to face appointments, more flexible opening	5/18/2020 8:09 PM
7	n/a	5/18/2020 11:36 AM
8	New ways of working - accurx, eConsult use increased, more triage, video consultation, - Technology	5/18/2020 8:44 AM
9	unknown	5/15/2020 4:41 PM
10	I think telephone triage reduces number of inappropriate appointments and would like to see that continue	5/14/2020 1:52 PM
11	N/A	5/14/2020 1:15 PM
12	achievable targets in respect of CDM whilst delivering appropriate care via telephone and video consult, support to develop & implement suitable processes and educate patients	5/14/2020 9:54 AM
13	better pay	5/14/2020 9:53 AM
14	none	5/13/2020 5:50 PM
15	keep triage as the preferred rather than back to flocking in to see the doctor / nurses	5/13/2020 1:45 PM
16	More support. We have been left to find PPE etc on our own. We even had an MP try to get PPE of us without success.	5/12/2020 4:56 PM
17	Keep large amount of triage and only see patients that desperately need f2f consultation	5/12/2020 4:40 PM
18	Think GP's will do a lot more telephone triage instead of seeing patients face to face as to save time. All patients will have their prescriptions sent electronically now as they have nominated pharmacies. This will save patients from having to come into surgery.	5/12/2020 2:42 PM
19	I think keeping telephone traige	5/12/2020 2:25 PM
20	More clinical triage and remote working. Less face to face appts and less footfall into practices. All prescriptions via EPS. Less paperwork and duplication.	5/12/2020 12:22 PM
21	more telephone consultations and more scripts done over the phone	5/12/2020 11:41 AM
22	More telephone consultations, more understanding from patients, more guidance for all staff	5/12/2020 11:40 AM
23	Less red tape and number crunching. Even during the crisis we are being asked to collect information. Video consultations have been very well received in our practice and we plan to continue with this once things have calmed down. Although we carried out telephone triage previously, the clinician first triage which we are currently operating appears to be working and we would like to continue with this also.	5/12/2020 11:40 AM
24	More digital solutions	5/12/2020 10:18 AM
25	stronger PCN leadership with better communication	5/12/2020 10:10 AM
26	continued use of new ways of working. Stronger PCN leadership, feel its currently non existent	5/12/2020 10:10 AM
27	more support and equipment	5/12/2020 10:10 AM
28	Better communication at all levels Continued use of new technology	5/12/2020 10:09 AM
29	All practices to continue triage first	5/12/2020 10:09 AM
30	Zoom instead of COM and proper training for non clinical staff via PLT's	5/12/2020 9:52 AM

## Primary Care Survey

31	More remote working and video consultations	5/12/2020 9:47 AM
32	Continuation of using alternative methods for patient contact e.g. Dr First, telephone triage, video consultations, e-consult. Help reiterate self care among our population.	5/12/2020 9:34 AM
33	Surgeries working collectively.	5/12/2020 9:02 AM
34	Practices supporting one another in terms of PPE, staff policies	5/12/2020 8:42 AM
35	Continue with telephone consultation	5/11/2020 10:59 PM
36	Unsure	5/11/2020 7:30 PM
37	Continuing to work remotely	5/11/2020 4:04 PM

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

Answered: 32   Skipped: 21

## Primary Care Survey

#	RESPONSES	DATE
1	Closer relationships - still feel like separate entities IT Systems speak to one another! Less red tape, better communication, easier pathways	5/26/2020 12:44 PM
2	not sure	5/22/2020 12:44 PM
3	NA	5/21/2020 10:29 AM
4	They should support primary care a little better by not bouncing everything back to us (NT&H)	5/21/2020 9:58 AM
5	Video and telephone consults	5/19/2020 4:06 PM
6	perhaps video contacts	5/19/2020 10:45 AM
7	More telephone and video consultations	5/18/2020 8:09 PM
8	n/a	5/18/2020 11:36 AM
9	New ways of working, commence video consultations/telephone - strategic pandemic planning.	5/18/2020 8:44 AM
10	unknown	5/15/2020 4:41 PM
11	N/A	5/14/2020 1:15 PM
12	patients to be assessed/triaged remotely where appropriate improved remote access to clinical advice for GP's	5/14/2020 9:54 AM
13	always get us to do stuff they should do	5/14/2020 9:53 AM
14	none	5/13/2020 5:50 PM
15	remote outpatient reviews - phone calls video calls	5/13/2020 1:45 PM
16	Perhaps telephone triage calls initially to see if patients really need to still attend still? If symptoms are better as the waiting times are usually quite a while until the 1st appointment. sorry not sure as I do not work in secondary care.	5/12/2020 2:42 PM
17	not sure	5/12/2020 2:25 PM
18	Better relationship with Primary Care, working together for the good of the patient in a more streamlined manner.	5/12/2020 12:22 PM
19	more telephone consultations	5/12/2020 11:40 AM
20	The realisation that we are all working towards the same goal and that we are all one NHS. This view applies to primary care as well.	5/12/2020 11:40 AM
21	more electronic sharing of information	5/12/2020 10:18 AM
22	reviews and consultations over telephone and video consulted where possible	5/12/2020 10:10 AM
23	Greater use of technology i.e. remote consultations	5/12/2020 10:10 AM
24	Na	5/12/2020 10:09 AM
25	IT needs massive improvements	5/12/2020 9:52 AM
26	n/a	5/12/2020 9:47 AM
27	Ownership around patient follow up, less dumping of tasks within primary care More accessibility and smarted working via video/telephone for advice/patient triage	5/12/2020 9:34 AM
28	Communication improved	5/12/2020 9:02 AM
29	Accepting referrals for later in the year rather than bouncing them back.	5/12/2020 8:42 AM
30	Services that can be carried out primary care to be held within the community	5/11/2020 10:59 PM
31	No more pass the patient backwards and forwards. Not use PC as a triage service and referral service	5/11/2020 7:30 PM
32	BE able to book straight into Consultant OP clinics	5/11/2020 4:04 PM

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

Answered: 35   Skipped: 18

## Primary Care Survey

#	RESPONSES	DATE
1	Better relationships - still feel like separate entities Improve digital resources to make easier contact Less red tape to get round - more focus on the patient	5/26/2020 12:44 PM
2	more involvement	5/22/2020 12:44 PM
3	more funding and support	5/21/2020 10:29 AM
4	N/A - community teams have worked really well	5/21/2020 9:58 AM
5	Better understanding of CSP's - where are they, what do they do. The need to be part of practice teams	5/19/2020 4:06 PM
6	more involvement	5/19/2020 10:45 AM
7	Teams working more closely with practices	5/18/2020 8:09 PM
8	n/a	5/18/2020 11:36 AM
9	Working in collaboration with primary care	5/18/2020 8:44 AM
10	unknown	5/15/2020 4:41 PM
11	N/A	5/14/2020 1:15 PM
12	improved access	5/14/2020 9:54 AM
13	dontknow	5/14/2020 9:53 AM
14	none	5/13/2020 5:50 PM
15	n/a keep up good work together	5/13/2020 1:45 PM
16	N/A	5/12/2020 4:40 PM
17	n/a to my role so not sure sorry	5/12/2020 2:42 PM
18	n/a	5/12/2020 2:25 PM
19	More integration with primary and secondary care and more accessible to patients.	5/12/2020 12:22 PM
20	more visits by practice nurses	5/12/2020 11:41 AM
21	more/better communication	5/12/2020 11:40 AM
22	N/A	5/12/2020 11:40 AM
23	closer liaison with secondary care and sharing of information	5/12/2020 10:18 AM
24	all on systmone	5/12/2020 10:10 AM
25	one clinical system	5/12/2020 10:10 AM
26	more support and equipment	5/12/2020 10:10 AM
27	Continued direct working with practices and close links with care himes	5/12/2020 10:09 AM
28	None	5/12/2020 9:52 AM
29	cross working	5/12/2020 9:47 AM
30	More working together, better understanding of roles and what changes they have made during COVID19	5/12/2020 9:34 AM
31	Communication improved	5/12/2020 9:02 AM
32	More community nursing staff	5/12/2020 8:42 AM
33	Processes put in place during Covid for patient care to be continued	5/11/2020 10:59 PM
34	Unsure	5/11/2020 7:30 PM
35	More outpatient work done in primary care	5/11/2020 4:04 PM

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

Answered: 36   Skipped: 17



## Primary Care Survey

#	RESPONSES	DATE
1	More support given to Care Homes from LA/ NHS Remember they are about care and not to make money Care homes aligned to practices, providing support to patients and staff	5/26/2020 12:44 PM
2	We do not have any care homes to look after	5/22/2020 12:44 PM
3	Investments in training and a better wage for carers	5/21/2020 10:29 AM
4	Care homes have worked well despite current crisis	5/21/2020 9:58 AM
5	Someone co-ordinating care - GP's, CSP's, Care home staff	5/19/2020 4:06 PM
6	mobile phones needed for video consultations	5/19/2020 10:45 AM
7	More education for staff, better use of technology	5/18/2020 8:09 PM
8	they receive more support	5/18/2020 11:36 AM
9	fully aligned care homes, with staff utilising modern technology more effectively.	5/18/2020 8:44 AM
10	unknown	5/15/2020 4:41 PM
11	N/A	5/14/2020 1:15 PM
12	increase clinically knowledgeable staff to facilitate and improve efficiency of GP ward rounds	5/14/2020 9:54 AM
13	we work with ours already and we talk most days	5/14/2020 9:53 AM
14	not applicable	5/13/2020 5:50 PM
15	new care home scheme will be a big change	5/13/2020 1:45 PM
16	N/A	5/12/2020 4:40 PM
17	Think locking down very quickly when any sickness that could potentially spread is a good idea, but sure this happens anyway.	5/12/2020 2:42 PM
18	n.a	5/12/2020 2:25 PM
19	Alignment should improve overall relationships and quality of care.	5/12/2020 12:22 PM
20	better communication	5/12/2020 11:41 AM
21	Better communication, more protection & care for all in care homes - staff & residents	5/12/2020 11:40 AM
22	More input from CCGs. The majority of care homes are used as a replacement for cottage hospitals and larger rehab units/geriatric wards which were closed many years ago. If they are used as an extension to the health service, then surely many NHS rules and regulations should apply. It may help them feel more involved in community care and part of a much wider "family".	5/12/2020 11:40 AM
23	None - our relationship with our care home has always been excellent	5/12/2020 10:18 AM
24	more interaction across all levels of care	5/12/2020 10:10 AM
25	improved integration including IT	5/12/2020 10:10 AM
26	More support in all aspect of care and have the right equipment	5/12/2020 10:10 AM
27	Better integration with health	5/12/2020 10:09 AM
28	Closer working with primary care. Better education for care home staff and continue video links	5/12/2020 10:09 AM
29	We have a good relationship with our Care Home and have maintained that during the pandemic	5/12/2020 9:52 AM
30	Better IT support for them to be able to navigate video calls	5/12/2020 9:47 AM
31	Work closer, more engagement See more support going into the homes for staffing and training	5/12/2020 9:34 AM
32	For the strong communication links to continue	5/12/2020 9:02 AM
33	Better access to PPE for the staff, provided by the care home owners	5/12/2020 8:42 AM
34	Safety measures to be reviewed and improved fir staff and oatients	5/11/2020 10:59 PM

## Primary Care Survey

35	More communication with practices	5/11/2020 7:30 PM
36	care homes to work more closely with GP practices	5/11/2020 4:04 PM

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

Answered: 36   Skipped: 17

## Primary Care Survey

#	RESPONSES	DATE
1	Not being used well enough at the moment - needs a whole new rethink Hub approach to extended hours - will only work if systems talk to one another	5/26/2020 12:44 PM
2	happy with how it works for our practice	5/22/2020 12:44 PM
3	This to continue	5/21/2020 10:29 AM
4	Don't mind providing these as patients appreciate them however pointless during current pandemic the way we are working	5/21/2020 9:58 AM
5	Current hours managed by Federation in central Durham work well.	5/19/2020 4:06 PM
6	EMIS practices being able to book direct	5/19/2020 10:45 AM
7	Federations did a great job and proved themselves in setting up ooh hot hubs at very short notice. Continue pretty much as is with extended access and hours combined and continue with visiting services. Pre booked and 111 appointments	5/18/2020 8:09 PM
8	n/a	5/18/2020 11:36 AM
9	Better links with 111 - lots of wasted capacity due to issues with technology and no staff available to support when the services run	5/18/2020 8:44 AM
10	unknown	5/15/2020 4:41 PM
11	N/A	5/14/2020 1:15 PM
12	Flexibility, remote service delivery where appropriate	5/14/2020 9:54 AM
13	too complicated	5/14/2020 9:53 AM
14	stay the same	5/13/2020 5:50 PM
15	almost proven they are not needed	5/13/2020 1:45 PM
16	N/A	5/12/2020 4:40 PM
17	Possibly a telephone triage initially before seeing the patient service for extended hours. Think this is probably an expensive service to run even though very convenient for workers.	5/12/2020 2:42 PM
18	n/a	5/12/2020 2:25 PM
19	more services available.	5/12/2020 12:22 PM
20	none	5/12/2020 11:41 AM
21	Based more central in town	5/12/2020 11:40 AM
22	N/A	5/12/2020 11:40 AM
23	More availability in rural areas	5/12/2020 10:18 AM
24	Extended access - continue as are, great service for patients and stable for practices Extended hours DES - use money elsewhere as underutilised and some staff reluctant to work	5/12/2020 10:10 AM
25	continue with equitable access for patients and practices for extended access Extended hours could be better used	5/12/2020 10:10 AM
26	more locations	5/12/2020 10:10 AM
27	Continued access for all practices to allow patients better flexibility in care provision	5/12/2020 10:09 AM
28	We would like extended hours to remain in practice s	5/12/2020 10:09 AM
29	Extended Hours works best in practice locations, managed by Federations.	5/12/2020 9:52 AM
30	To be worked in a HUB	5/12/2020 9:47 AM
31	Continuation via Federation	5/12/2020 9:34 AM
32	Services to open back up as normal	5/12/2020 9:02 AM

## Primary Care Survey

33	No change	5/12/2020 8:42 AM
34	To continue being funded	5/11/2020 10:59 PM
35	Ran by hubs continues	5/11/2020 7:30 PM
36	Don't know really. Most patients are dealt with over the phone. This can be done at any time of the day	5/11/2020 4:04 PM

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

Answered: 35   Skipped: 18

## Primary Care Survey

#	RESPONSES	DATE
1	Nothing to say regarding OOH	5/26/2020 12:44 PM
2	not sure	5/22/2020 12:44 PM
3	This to continue	5/21/2020 10:29 AM
4	Not being able to hide record from us - some of our patients present to OOH in order to get more opioids and this should not be hidden from us	5/21/2020 9:58 AM
5	Do not want to see GP hours extended further, no appetite for intergration	5/19/2020 4:06 PM
6	n/a	5/19/2020 10:45 AM
7	To remain as it is.	5/18/2020 8:09 PM
8	n/a	5/18/2020 11:36 AM
9	unknown	5/15/2020 4:41 PM
10	N/A	5/14/2020 1:15 PM
11	improved communication between in-hours and out of ours service providers	5/14/2020 9:54 AM
12	we dont want to work longer hours	5/14/2020 9:53 AM
13	none	5/13/2020 5:50 PM
14	continue as is currently - not really thought about OOH	5/13/2020 1:45 PM
15	More communication between OOH and GP	5/12/2020 4:40 PM
16	not sure how to improve sorry	5/12/2020 2:42 PM
17	n/a	5/12/2020 2:25 PM
18	Less footfall as problems dealt with more effectively in primary and secondary care	5/12/2020 12:22 PM
19	none	5/12/2020 11:41 AM
20	unsure	5/12/2020 11:40 AM
21	Less abuse of this by patients.	5/12/2020 11:40 AM
22	patients who do not need to be seen there continuing to be redirected back to their GP in hours rather than being given the appointment of their choice	5/12/2020 10:18 AM
23	structure and stability	5/12/2020 10:10 AM
24	clarity on cover and services available improved communication and integration of services	5/12/2020 10:10 AM
25	more support and equipment	5/12/2020 10:10 AM
26	More clarity in what services are available and more coordinated approach	5/12/2020 10:09 AM
27	Same	5/12/2020 10:09 AM
28	Extended hours could incorporate the Out of Hours service	5/12/2020 9:52 AM
29	n/a	5/12/2020 9:47 AM
30	As is	5/12/2020 9:34 AM
31	Services to open back up as normal	5/12/2020 9:02 AM
32	No change	5/12/2020 8:42 AM
33	Process of algorithm to make it easier for when patients call in	5/11/2020 10:59 PM
34	As before	5/11/2020 7:30 PM
35	I think Out of Hours could be added to extended hours until 9pm weekdays at least	5/11/2020 4:04 PM

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

Answered: 34   Skipped: 19



## Primary Care Survey

#	RESPONSES	DATE
1	Complete review of BCPs - to include in house and MDT approach to tackling issues	5/26/2020 12:44 PM
2	Changes to risk assessments due to pandemic for the future	5/22/2020 12:44 PM
3	Look at how we have reacted, been impacted and learn	5/21/2020 10:29 AM
4	Pushed us into realising that mobile working is possible when following total triage - this has given us the opportunity to provide a more efficient service and to deal with more patients each day than we were previously able too	5/21/2020 9:58 AM
5	Depends on current plans and how robust they are	5/19/2020 4:06 PM
6	seem fine	5/19/2020 10:45 AM
7	Very little with ours but it depends how robust the plan is, some practices may need major changes	5/18/2020 8:09 PM
8	n/a	5/18/2020 11:36 AM
9	unknown	5/15/2020 4:41 PM
10	N/A	5/14/2020 1:15 PM
11	detail remote working and systems changes that could be implemented to assist with mass workforce reduction	5/14/2020 9:54 AM
12	not applicable	5/13/2020 5:50 PM
13	Covid has proven they not much use ! - god for emergencies such as fire, flood, utility failure but not good for COVID type scenarios in their current form	5/13/2020 1:45 PM
14	N/A	5/12/2020 4:40 PM
15	n/a to my role	5/12/2020 2:42 PM
16	n/a	5/12/2020 2:25 PM
17	More emphasis on remote working.	5/12/2020 12:22 PM
18	none	5/12/2020 11:41 AM
19	unsure	5/12/2020 11:40 AM
20	Not something which can be answered quickly. Need to consider how detailed our plan should be whilst at the same time allowing for flexibility of circumstances ie. ordering sufficient PPE - this plan goes out of the window when you cannot obtain it. Consider including "how to ask the public for help?"	5/12/2020 11:40 AM
21	None	5/12/2020 10:18 AM
22	better IT particularly when working from home or remotely the ability to have others systems quicker e.g. Skype And better WiFi	5/12/2020 10:10 AM
23	Improved IT and support Less red tape with new technologies - NECS quite often a barrier Improved WiFi	5/12/2020 10:10 AM
24	n/a	5/12/2020 10:10 AM
25	More IT support and coordination especially with new technologies. Better wifi connectivity	5/12/2020 10:09 AM
26	To continue to incorporate pandemic plans	5/12/2020 10:09 AM
27	Practice Business Continuity Plans were robust	5/12/2020 9:52 AM
28	Emphasis on video conferencing	5/12/2020 9:47 AM
29	Need a total overhaul, lots we have faced we couldn't have anticipated. Time for reflection and learning	5/12/2020 9:34 AM
30	I would have a more robust systems added for a crisis situation	5/12/2020 9:02 AM
31	A section on hub working	5/12/2020 8:42 AM

## Primary Care Survey

32	Can't comment	5/11/2020 10:59 PM
33	To be made by the PCNs	5/11/2020 7:30 PM
34	I like what was done in Sunderland where OPAL levels were directly linked to pre-agreed actions by the Practice	5/11/2020 4:04 PM

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

Answered: 35   Skipped: 18

## Primary Care Survey

#	RESPONSES	DATE
1	More inclusive - felt like ideas only coming from those who hold positions on the CCG Open and honest - at times it has felt like there have been hidden agendas - not the time to "push things through" For the most part, communication has been good - Covid Headlines and allocated support person	5/26/2020 12:44 PM
2	continued Zoom or Microsoft meetings	5/22/2020 12:44 PM
3	More communications	5/21/2020 10:29 AM
4	All meetings to continue via zoom going forward	5/21/2020 9:58 AM
5	More support for struggling practices, stop assuming PCN's will pick everything up.	5/19/2020 4:06 PM
6	A better understanding about how practices work on a day to day basis. Felt supported at times but also harassed with too many telephone calls when we were already busy.	5/18/2020 8:09 PM
7	n/a	5/18/2020 11:36 AM
8	The CCG have responded very well, and communication has been excellent. Practices feel engaged and consulted - this needs to continue	5/18/2020 8:44 AM
9	unknown	5/15/2020 4:41 PM
10	N/A	5/14/2020 1:15 PM
11	continuation of opportunity to join meetings remotely Practice nominated CCG contact/link for assistance or sign posting	5/14/2020 9:54 AM
12	dont see who they are they just keeping telling us to do things that then stop days later - its stupid	5/14/2020 9:53 AM
13	none	5/13/2020 5:50 PM
14	n/a	5/13/2020 1:45 PM
15	N/A	5/12/2020 4:40 PM
16	n/a to my role	5/12/2020 2:42 PM
17	n/a	5/12/2020 2:25 PM
18	Being more helpful in the areas required and stop requesting meaningless information which creates practices a lot of work but no improvements or feedback given.	5/12/2020 12:22 PM
19	better communication	5/12/2020 11:41 AM
20	better communication & guidance	5/12/2020 11:40 AM
21	Less red tape, audits etc. Longer time scales (although I appreciate a lot of this is down to NHSE).	5/12/2020 11:40 AM
22	maintain closer links with practices to work together	5/12/2020 10:18 AM
23	involvement from CCG aligned staff and regular communication and feedback	5/12/2020 10:10 AM
24	continue with improved communication which has developed during covid.	5/12/2020 10:10 AM
25	more information and guidance	5/12/2020 10:10 AM
26	Continuation of the improved communication links established during COVID crisis	5/12/2020 10:09 AM
27	Same	5/12/2020 10:09 AM
28	PCN is not the route for everything, practices are independant contractors and should be respected as so.	5/12/2020 9:52 AM
29	Better planning/ communication	5/12/2020 9:47 AM
30	Good comms from CCG Good aligned a member of staff for point of contact Good relationship with CDDFT apparent through this process, would be good to continue to build on this in our new normal	5/12/2020 9:34 AM

## Primary Care Survey

31	Better, stronger communication. Well thought out decision making	5/12/2020 9:02 AM
32	Not changing our contact person so often (and giving an explanation why the contact person has been changed) You build a relationship with one person and then it is changed.	5/12/2020 8:42 AM
33	Can't comment	5/11/2020 10:59 PM
34	More aligned to practices	5/11/2020 7:30 PM
35	CCG was excellent. Recently they had a named contact for the South and North as relationship managers. Can this continue ?	5/11/2020 4:04 PM

## Q15 Any further comments?

Answered: 31   Skipped: 22

## Primary Care Survey

#	RESPONSES	DATE
1	No	5/26/2020 12:44 PM
2	no	5/22/2020 12:44 PM
3	NA	5/21/2020 10:29 AM
4	Well done to all of us for coping how we have	5/21/2020 9:58 AM
5	Federations were very efficient in setting up out of hours hot hubs and supporting the out of hours service. Very little support from PCN's - communications have been poor. Information from CCG to PCNs has not always made it to practices.	5/19/2020 4:06 PM
6	Everything seemed to go to PCN Clinical Directors but information didn't always find it's way to practices in a timely manner.	5/18/2020 8:09 PM
7	n/a	5/18/2020 11:36 AM
8	Well done everyone	5/18/2020 8:44 AM
9	No	5/15/2020 4:41 PM
10	I think this has highlighted how many patients have f2f appointments when they could be dealt with more efficiently using other options	5/14/2020 1:52 PM
11	N/A	5/14/2020 1:15 PM
12	I hope that what we have learned during this crisis does not get wasted but leads to positive developments in the way we deliver care and helps to strengthen relationships between practices/PCNs/Federations and CCG	5/14/2020 9:54 AM
13	PPE will definitely be a continually need and ready supply - but practices cannot expect to have to fund so although CCG is helping currently - nationally will have to be a big change in funding / delivery	5/13/2020 1:45 PM
14	No	5/12/2020 4:40 PM
15	no	5/12/2020 2:42 PM
16	no	5/12/2020 2:25 PM
17	Video calls have had great feedback and triage calls to patients have been rather effective.	5/12/2020 1:55 PM
18	no	5/12/2020 11:41 AM
19	no	5/12/2020 11:40 AM
20	The majority of patients have not been contacting their GP with minor ailments. Is there any way we can continue to get this message out to patients that the majority of minor ailments are self-limiting?	5/12/2020 11:40 AM
21	no	5/12/2020 10:18 AM
22	PCNs are about working together and that unfortunately doesn't seem to be the case.	5/12/2020 10:10 AM
23	PCNs are a disappointment and a waste of time and money	5/12/2020 10:10 AM
24	No	5/12/2020 10:09 AM
25	NO	5/12/2020 9:52 AM
26	nil	5/12/2020 9:47 AM
27	No	5/12/2020 9:34 AM
28	I really do feel the NHS locally changed so much in a two week period that everyone should be proud of themselves and be congratulatory rather than negative	5/12/2020 8:42 AM
29	None	5/11/2020 10:59 PM
30	None	5/11/2020 7:30 PM
31	CCG support was excellent. The Exec team have been really supportive and Stewart and	5/11/2020 4:04 PM

## Primary Care Survey

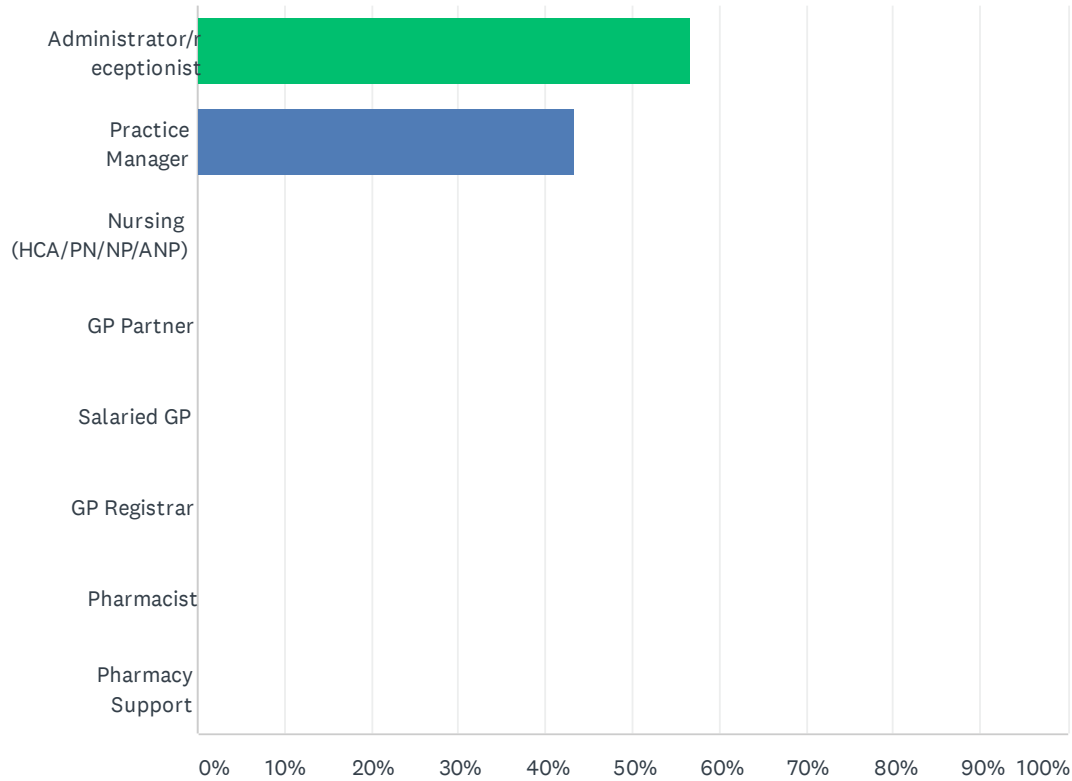
Joseph and Nicola have really helped Primary Care through this

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## Q16 About you - What is your job role?

Answered: 53 Skipped: 0



ANSWER CHOICES	RESPONSES	
Administrator/receptionist	56.60%	30
Practice Manager	43.40%	23
Nursing (HCA/PN/NP/ANP)	0.00%	0
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: 53		

#	OTHER (PLEASE SPECIFY)	DATE
1	Secretary so not frontline, hence limited answers.	5/13/2020 2:11 PM