

STAKEHOLDER BRIEFING

Primary Care Report 2019 & Digital Exclusion in 2020

Primary Care Report 2019

In 2019, Healthwatch Darlington conducted a research project, exploring service user experiences when using GP services within Darlington. We explored the following key areas:

- Booking appointments
- Choice
- Communication with staff
- Administration
- Accessibility
- Roles of a receptionist & nurse practitioner

430 service users shared their experience, which has helped to inform the recommendations within our report. The report has been shared with commissioners and providers who have worked with us to recognise the 'real life experiences' that have been shared with us. Find out what we found out and what we have recommended to GP services here - <https://www.healthwatchdarlington.co.uk/report/2020-11-09/darlington-primary-care-report-2019>

The story continues. We have continued listening to the voices of patients during the pandemic and we have worked with Healthwatch England to plan a research project which will help us to understand your experiences further. We have teamed up with Darlington Primary Care Network to make this happen.

Digital Exclusion

Healthwatch Darlington will be working with Darlington Primary Care Network to conduct a 'Digital Exclusion' research project in Darlington. The overall objective of our project is to explore the potential inequalities surrounding the shift to remote GP appointments during the COVID-19 pandemic and to consider the impact of the new ways of working on people who may find it more challenging to access care remotely or virtually.

Healthwatch Darlington will be working closely with Darlington Primary Care Network. We would like to arrange and conduct at least 15 interviews with patients/service users from relative social deprivation in Darlington (at least 5 from each of the following groups):

- Older people - 65+
- People with disabilities - especially people with sensory impairments, learning disabilities or dexterity/mobility issues
- People with language barriers - whose first language isn't English

In addition, we will be arranging and carrying out engagement with 4/5 professionals working in a primary care setting, engaging them through interviews or a focus group. You can choose which professionals to interview,

- A Lead GP and another GP if possible
- A Practice Nurse
- A Practice Manager
- A Pharmacist

- A Receptionist

How can you get involved?

- **Signpost** any one from one of the above categories who has a 'GP service & digital exclusion' experience to share who would be happy to be one of our interviewees.
- **Share as news** in your newsletter, on your website, or any other communications to help us reach anyone who would be interested in reading our Primary Care Report 2019 or who would like to take part in our interviews.
- **Share our report** on social media, as well as the opportunity to take part in the digital exclusion interviews providing that, they are from one of the above categories.
- **Share with your networks**, via email, so that our report and latest opportunity to be a part of our digital exclusion project reaches those who may be interested.

Contact us

For more information about our report or our digital exclusion project working with Darlington Primary Care Network please get in touch via:

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