

IMPROVING ACCESS TO GP SURGERIES

A creative community-led approach to understanding how to improve patient access for people with serious mental illness to Chapelgreen Surgeries



PROJECT BACKGROUND

Research from Tammy Raines an Expert by Experience found that **it is harder for people with serious mental health challenges to get GP appointments** but also that **staff can face challenges** such as rude behaviour, a lack of patience from individuals and other communication challenges.

Her initial research suggested that **both patients and staff need to work together to improve the situation**

WHO WAS INVOLVED?

Local people of Chapelgreen and surrounding areas

Chapelgreen GP Surgery Staff

Voluntary, Community & Social Enterprise Organisations

Healthwatch Sheffield



WHAT DID WE DO?

We used more creative and emotive art exhibitions alongside a mixed-question survey. We took this approach with people to be more accessible and enable a wider range of feedback to be heard



WHAT DID WE FIND OUT?

- The biggest barrier to access was the **appointment process**.
- The **method to make appointments** for people serious mental illness is **too difficult** and **time-consuming**.
- People also responded that a **big concern was feeling understood**.
- As well as **not knowing what will happen** next after their appointment.

WHAT DO WE RECOMMEND?

1. Openness to creative ideas and trial of different approaches to the appointment system.
2. Creating other routes to care and reviewing how crisis issues are dealt with
3. Recognition of the increased demand for Mental Health support in the Surgery
4. Patients being more involved in Surgery decision making
5. Signposting and connecting with local community organisations

YOU CAN READ OUR IN-DEPTH REPORT FOR MORE INFORMATION USING THE LINK BELOW

[HTTPS://SPACETOBREATHEUK.COM/GPACCESS](https://spacetobreatheuk.com/gpaccess)