

# **Bridge Road Medical Centre.**

## **Enter and View Report**

## **Results, Recommendations and Response.**

**Contact Details:**

Bridge Road Medical Centre  
66-68 Bridge Road  
Litherland, Liverpool, L21 6PH

**Date & Time of Visit:**

30th June 2015 Healthwatch Sefton visited the practice during the morning Surgery (starting at 10:00) and the afternoon surgery (from 14:30).

**Healthwatch Sefton Authorised Representatives:** Wendy Aspin

Libby Kitt  
Ken Lowe  
Brian Clark

### **Acknowledgements**

Healthwatch Sefton would like to take this opportunity to thank all the staff at Bridge Road Medical Centre for their assistance. We would also like to thank the patients for taking the time to speak to us and for their contribution to this Enter and View visit.

### **Disclaimer**

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

Healthwatch Sefton.

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## **Purpose**

We visited the practice to speak with patients about their experiences of accessing services at Bridge Road Medical Centre as part of the programme of work reviewing GP access in the Seaforth, Litherland and Netherton locality, Sefton. Local people who have been in contact with us have told us that this is an issue.

## **What is Enter and View?**

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, opticians and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit. In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the Care Quality Commission (CQC) where they are protected by legislation if they raise a concern.

## **How we planned for the visit.**

Both visits undertaken on the same day were announced Enter and View visits.

Prior to the visit we were in contact with the practice manager, Lynne Creevy. Karen Deeley, office manager was the member of staff who was our contact for the visit. Karen and practice staff were welcoming and friendly and we spoke to Karen before we spoke to anyone in the practice, taking advice on how we should approach patients.

We spoke with patients in the waiting area. Authorised representatives spoke with patients informally asking them about their experiences of being a patient at the practice. We spoke to **37** patients in total during the visits. **5** patients were given questionnaires to take away with a freepost envelope. **1** patient returned their survey. We explained to everyone we spoke to why we were there and took

minimal notes giving them information on Healthwatch Sefton and how they could get in touch with us after the visit if they needed to.

An important role of 'enter and view' is to observe what is going on during a visit including the physical surroundings. We used an observation checklist/sheet to help us record anything we saw.

## Summary of findings.

- 34% of patients were unaware that the practice had a leaflet explaining the services it provides.
- 42% of patients told us that the practice had a leaflet/poster about how to make a complaint.
- 86% of patients spoken with could get to the surgery easily with 91% telling us that parking was available nearby.
- 52% of patients were not sure if their GP would do a home visit.
- 73% of patients spoken to during the visit phoned the practice to make an appointment.
- 46% of patients we spoke to were able to make an appointment which suited them.
- 87% of patients we spoke to said they were not able to make appointments for an evening or a Saturday.
- 85% of patients saw a regular doctor at their appointment and 57% could see their doctor of choice. 88% of patients could book an appointment with a male or female doctor if they wanted to.
- 56% of patients who told us that they had a long term condition had regular health checks.
- 53% of patients had used another service because they could not get an appointment, the majority of patients using the local walk in centre.
- 76% of patients would recommend the practice to their friends and family.

## What we found from talking to patients registered at Bridge Road Medical Centre.

We spoke to **38** patients.

Gender	Male	Female
Number of patients	18	20

Age	15 - 24	25 - 44	45 - 64	65 - 74	75 - 84	85 - 94
Number of patients	2	12	14	8	1	0

\* 1 patient did not answer this question.

Ethnicity	English	British	White	White British	Scottish
Number of patients	4	11	5	14	1

\*3 patients did not answer this question.

Are you a Carer?	Yes	No
Number of patients	1	-

Q1. Does the surgery have a practice leaflet which tells you about its services? If it does, is the leaflet available in different formats?

Yes	No	Unaware
19	6	13

**50%** of patients who answered this question told us that the practice has a leaflet explaining the services it provides. **34%** of patients were unaware/didn't know.

**3** patients told us that different formats were available; easy read and available online.

Q2. Do you know if your practice has a leaflet about making a complaint? Is there a poster displayed in the practice?

Yes	No	Unaware
16	9	13

**42%** of patients told us that the practice had a leaflet/poster about how to make a complaint. **34%** of patients we spoke to were unaware.

During the afternoon visit we observed that there were no leaflets or posters on display to inform patients how to make a complaint.

We observed a variety of leaflets and posters in the waiting area including the posters advertising the Healthwatch Sefton enter and view visit.

**Q3. Have you ever been asked to pay for a certificate or asked to pay for a referral to another service?**

Yes	No	Unaware
5	33	--

**87%** of patients had not been asked to pay for a certificate or when asking to be referred to another service.

### Getting to the surgery

**Q4. When did you last see your GP?**

Within the last 2 weeks	Between 2 weeks and a month	Between 1 and 3 months	Longer than 3 months
10	12	7	8

**Q5. Can you get to the surgery easily?**

Yes	No
30	5

**86%** of patients spoken with could get to the surgery easily.

**Q6. How do you travel to your GP practice?**

Walk	Train	Bus	Taxi	Own Transport
12	0	3	0	22

**Q7. Is there parking available near the practice?**

Yes	No
31	3

**91%** of patients spoken with told us there was parking available near the practice.

**Q8. Would your GP do a home visit if necessary?**

Yes	No	Unsure
12	3	17

**53%** of patients we spoke to were not sure if their GP would do a home visit.

**Making an appointment.**

**Q9. How do you make an appointment?**

Phone	Call in	Online	Other
27	8	2	0

**Q10. How easy is it to get an appointment?**

Easy	Fairly easy	Fairly Hard	Very Hard	Don't Know
9	7	13	8	0

**Q11. Can you make an appointment for a day and time that suits you?**

Yes	No
16	19

**46%** of patients we spoke to were able to make an appointment which suited them.

**Q12. Can you make appointments for evening or Saturdays if you need them?**

Yes	No
4	27

**87%** of patients we spoke with said they were not able to make an appointment for an evening or a Saturday.

Q 13. Tell us about your overall experience when making an appointment?

Common Theme	Number of comments
Hard to get through on the telephone	7
Have to call in	3
Takes 2 weeks to get an appointment	3
Appointments are gone when you get through on the phone.	2
Good	2
Hard	2
Hard getting appointments with certain doctors	2
Have to phone 8am/8:30 am	2
OK	2
Annoying	1
A little wait	1
Don't know	1
Easy	1
Frustrating/difficult	1
Helpful	1
Hit and miss	1
Its over a week to get an appointment	1
Need to be persistent	1
No problems/OK	1
Not enough staff	1
Not good	1
Not happy	1
Online is ok	1
I phone up	1
Positive experience	1
Prompt	1
Reception staff are helpful	1
Same day or next day appointment	1
Very Good	1
Very Hard	1
Wait too long	1

Q13 Continued...

"73 radials' needed to get in today"

"Found surgery staff very helpful"

"Very hard and when you get through they say all the appointments have gone"

"Positive experience"

"most appointments are nearly two weeks away unless you ring at half 8 in the morning which is mostly difficult with small children"

"phone up and ask for appointment. It could be that day or next few days, depends on how urgent it is"

**Consultation/ Getting Medical Care**

Q14. Were you able to see the doctor you wanted?	
Yes	No
13	10

**57%** of patients were able to see their doctor of choice.

Q15. Was it the regular doctor or a locum?	
Regular Doctor	Locum
23	4

**85%** of patients saw a regular doctor at their appointment.

**Q 16. How many times over the past 12 months have you seen a different doctor?**

Never	6
Only this time	1
A few times	1
A lot	1
Once	3
Twice	6
3 times	6
4 times	2
4 - 5 times	1
5 times	1
5 - 6 times	1
6 times	2
8 times	1
Each Visit/Every time	2
I don't know	1
Its always one of the partners	2

<b>Q17.</b>	<b>Yes</b>	<b>No</b>
Do you have a long term condition?	18	16
If Yes do you see the doctor for regular health checks?	10	—
If you see the doctor for regular health checks can you get an appointment that suits you?	10	—

**56%** of patients who told us they had a long term condition have regular health checks, at an appointment which suits them.

**Q18. Is it possible for you to see a male or female doctor if you particularly want to?**

Yes	No
30	4

**88%** of patients told us they could choose to book an appointment with a male or female doctor if they wanted to.

**Q19. If your doctor has referred you to another service for example a hospital consultant did they use or provide you with information on choose and book?**

Yes	No
18	14

**56%** of patients told us the practice offered referrals through Choose and Book.

**Q 20. Have you ever used another service because you could not get an appointment?**

Yes	No
17	15

**53%** of patients had used another service because they could not get an appointment at the practice.

**If yes which service?**

A & E	Walk In Centre	GP Out of Hours service	111	999 Ambulance
3	13	1	0	0

## Additional Support

Q 21. Do you consider yourself to be disabled in any way (including limited eyesight/hearing/ learning disability, mobility difficulties, other?)

Yes	No
5	28

Patients who considered themselves as having a disability told us that the practice supported them with their disability. Suggestions for improvements included; extra appointments at weekends, easier way to get appointments, not having to wait long once arrive at the centre for appointments, having more disabled parking spaces, having access to a ramp and wider doors.

## Overall experience of GP/ Practice care.

Q 22. Were you treated with respect by all practice staff?

Yes/Always	Not all the time	No
34	2	1

During the visit we observed staff being friendly and helpful.

Q 23. Would you recommend this practice to your friends and family?

Yes	No	Don't Know
29	8	1

**76%** of patients we spoke to would recommend this practice to their friends and family. We observed a friends and family box in the waiting area.

Q 24 Would you like to tell us anything else about the practice?

- 🌸 Everything takes a long time to get an appointment usually 2 weeks. Waiting time always long.
- 🌸 Staff are polite and helpful. Surgery always busy. I don't blame doctors for occasional delays.
- 🌸 It is far too difficult to get an appointment. On one occasion I stood outside at 08:30 to get in and ask for one (I did get one but not at the time I wanted).
- 🌸 Not very happy about appointment time to see my doctor. The surgery had a system when a person could ring up at 7:50 now this does not happen. Otherwise the surgery is good.
- 🌸 My own complaint is about trying to get an appointment. If you phone at 8:30 it takes approximately 10 minutes to get through and then you're not sure of an appointment when you're finally through
- 🌸 If you need to see a doctor at short notice you can.
- 🌸 A lot of the doctors are good. It is the appointment system that needs to be improved urgently because it is a disgrace.
- 🌸 I have been at this surgery since birth, there is no other surgery like this one. Doctors to receptionists are fantastic.
- 🌸 Only the cancer thing with Doctor X was a problem
- 🌸 Best by a long way for a local surgery
- 🌸 Been with the practice 40+ years
- 🌸 Poor! Not up to standard
- 🌸 I have found from the doctors to rest of staff to be helpful at all times.
- 🌸 With mental health the doctors don't seem to want to know
- 🌸 Needs to stay open for longer 'not' close for lunch, not loose half a day on a Wednesday. Needs to open earlier and stay open later

## Additional findings

- This is a busy practice. There were 42 appointments booked in with a GP for the afternoon surgery.
- The reception area was a good size. We observed staff being friendly and helpful.
- The waiting room was pleasant with good lighting and was airy. There was a good amount of seating available. There was a toy corner in the waiting room.
- The electronic system for checking in was not working on the day of the visit.
- There was a box below reception for patients to share their suggestions/complaints.
- The reception desk is situated at a height that would not accommodate conversation between receptionists and patients in a wheelchair.
- The GP and nurse consulting rooms are located in a corridor. Access to the rooms are via a door which is manually operated. This would be difficult to access for wheelchair users.

## Recommendations based on survey and observations.

Healthwatch Sefton has identified areas where improvements can be made to improve patient experience. The following recommendations are based from the information gathered and observations made on the day the enter and view visit took place;

1.

### Review of appointments system

There were 2 issues which patients shared which related to the appointments system.

**Telephone system** - 73% of patients call the practice to make an appointment but they told us that it is hard to get through on the phone to make an appointment and also that often when they do get to speak to a member of the reception staff, appointments are all taken. An example of 73 redials to the practice was given, with other patients saying that you have to ring at 8am/8:30am.

**2 week wait for appointment** - a number of patients told us that when they make an appointment they can be 2 weeks away.

53% of patients had used another service because they could not get an appointment, the majority of patients using the local walk in centre.

**Response from Bridge Road Medical Centre**

The practice did not respond to the recommendations within the report.

Timescale for implementation:

**2.**

**Extended opening Hours**

87% of patients we spoke to said they were not able to make appointments for an evening or a Saturday.

Does the practice offer extended opening hours?

If the practice offers extended opening hours a suggestion to promote this to patients registered with the practice may be beneficial.

**Response from Bridge Road Medical Centre**

The practice did not respond to the recommendations within the report.

Timescale for implementation:

**3.**

**Promotion of home visiting service**

52% of patients were not sure if their GP would do a home visit.

Criteria for home visits to be promoted to patients registered at the practice so they are able to make informed decisions. Promotion of the practice leaflet may also help to promote this.

**Response from Bridge Road Medical Centre**

The practice did not respond to the recommendations within the report.

Timescale for implementation:

4.

#### Reviewing access and support for patients with disabilities and long terms conditions.

The following suggestions were provided by registered patients with long term conditions to help improve their patient experience and also from observations made from authorised enter and view members during the visit:

- extra appointments at weekends
- easier way to get appointments
- not having to wait long once arrive at the centre for appointments
- having more disabled parking spaces,
- having access to a ramp and wider doors.
- The reception desk is situated at a height that would not accommodate conversation between receptionists and patients in a wheelchair.
- The GP and nurse consulting rooms are located in a corridor. Access to the rooms are via a door which is manually operated. This would be difficult to access for wheelchair users.

#### Response from Bridge Road Medical Centre

The practice did not respond to the recommendations within the report.

Timescale for implementation:

**5.**

**Promotion of the practice complaints policy**

34% of patients we spoke to were unaware that the practice had a leaflet or promotional material about making a complaint. Authorised enter and view members also observed that there was no information available to patients during the visit.

**Response from Bridge Road Medical Centre**

The practice did not respond to the recommendations within the report.

Timescale for implementation:

**6.**

**Review of how the practice utilises Choose and Book**

44% of patients we spoke to told us that their doctor had not used or provided information on the 'choose and book' system when referring them to another service, for example, a hospital consultant.

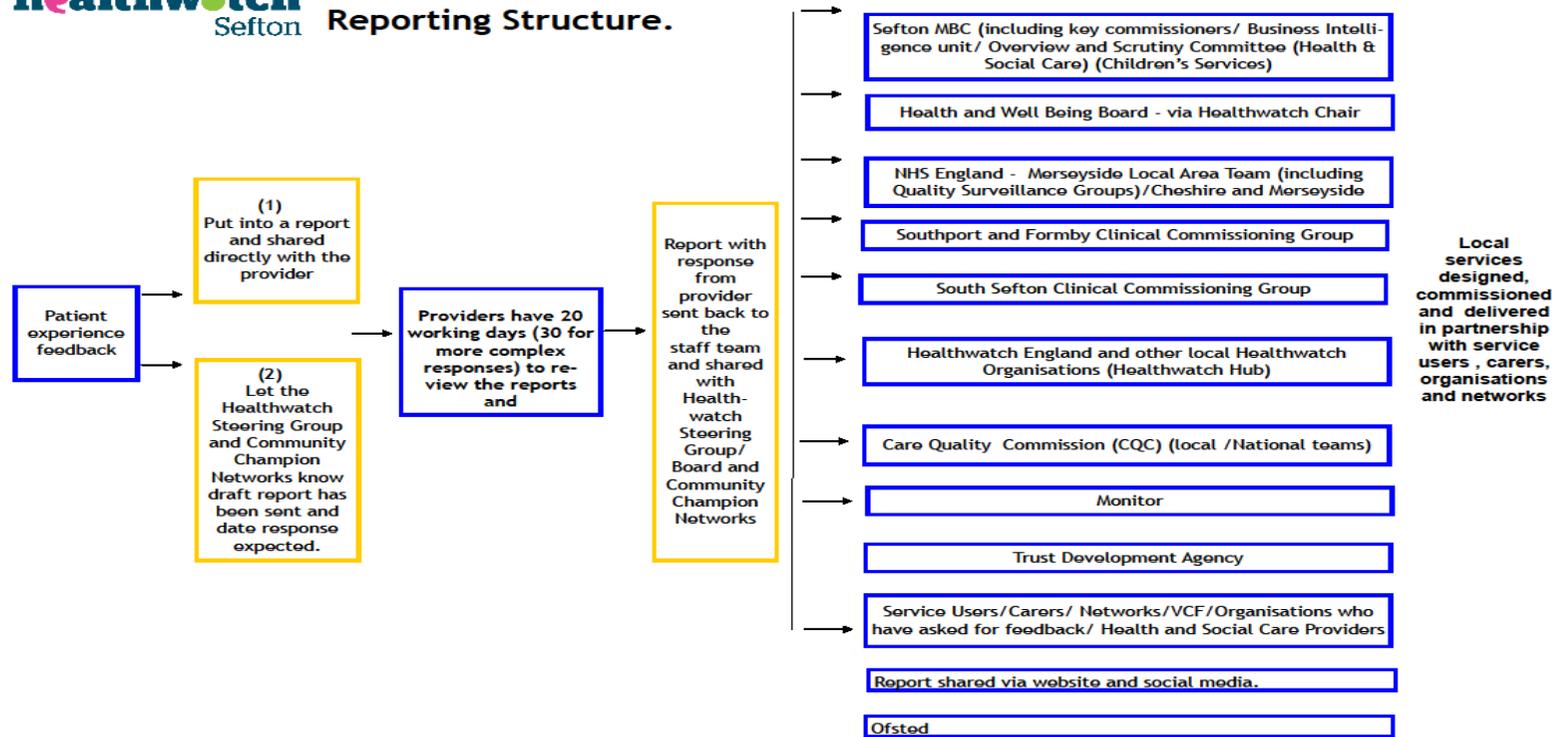
**Response from Bridge Road Medical Centre**

The practice did not respond to the recommendations within the report.

Timescale for implementation:

## Appendix 1: Healthwatch Sefton Reporting

### healthwatch Sefton Reporting Structure.



Version 3  
September 2014  
Review Date - September 2015

\* See Healthwatch Sefton Communications Strategy for a breakdown of key contacts

Healthwatch Sefton.  
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## Personal Details (optional)

This section of the form is optional, but this will help us to identify any trends in the experiences we capture. Details of the experience you have provided will be shared anonymously with the service provider.

Name

Address (including postcode)

Email

Phone

Ethnicity  Gender  Age

I would NOT like to receive information on joining Healthwatch Sefton

## Contact Us

If you would like more information about Healthwatch Sefton please **contact us** using the details below:

Email [info@healthwatchsefton.co.uk](mailto:info@healthwatchsefton.co.uk)  
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Phone 0151 920 0726 extension 240



This form is available in alternative formats on request including different languages, audio format, large print and easy read.

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**healthwatch**  
Sefton  
Share Your Experience

# Share Your Experiences of health and social care services

If you have recently accessed local health and social care services, then Healthwatch Sefton would like to hear from you!

Alternatively, you can share your experiences online at [www.healthwatchsefton.co.uk/share](http://www.healthwatchsefton.co.uk/share)



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Healthwatch Sefton

Contact **healthwatch** Sefton  
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## Share Your Experience

Please take a few minutes to share your experience of health and social care services with us. Whether your experience is positive or negative, we want to hear from you! Your experience will go towards a wider piece of work on health and social care and **WILL** help us to make a difference.

### What service would you like to comment on?

For example: If Hospital, what ward/clinic? If GP surgery or Care Home, which one?

Date(s) of your experience

How would you rate your overall experience? (please circle)



1

2

3

4

5



Very Poor

Poor

Average

Good

Very Good

Have you shared your experience with any of the following?

- The Service Provider
- Patient Advice & Liaison Service (PALS) / Customer Services
- Care Quality Commission (CQC)
- Social Services (inc. Safeguarding team)
- Other (please state)

If you have a specific experience or issue, have you made a formal complaint?

- Yes
- No

#### Data Protection

Healthwatch Sefton adhere to Sefton Council for Voluntary Service (CVS) Data Protection policies and procedures. Any personal or sensitive information is stored safely and securely by Healthwatch Sefton. If you have any concerns or queries, please contact us.

Please use this space to share details of your health or social care experience. The more detail you provide, the more we can use your experience to help shape services! Please use a separate form for each experience and continue on a separate sheet if required.



I've shared my experience with  
**healthwatch** Sefton  
**KEEP THIS TAG** for your own records in case you would like to contact us about your experience