

# **Ford Medical Practice.**

## **Enter and View Report Results, Recommendations and Response.**

**Contact Details:** 91-93 Gorse Lane, Litherland, Liverpool,  
L21 0DF

**Date & Time of Visit:** 28<sup>th</sup> May 2015 Healthwatch Sefton visited the  
practice during the morning surgery (starting at  
8:45) and the afternoon surgery (from 15:30).

**Healthwatch Sefton Authorised Representatives:** Libby Kitt  
Brian Clark  
Ken Lowe  
Maureen Thomas.

### **Acknowledgements**

Healthwatch Sefton would like to take this opportunity to thank all the staff at Ford Medical Practice 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.



## **Purpose**

We visited the practice to speak with patients about their experiences of accessing services at Ford Medical Practice 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 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 visits we were in contact with the practice manager, Lin Bennett. Both 'enter and view' visit teams were welcomed by the Practice Manager and receptionists and shown round the practice premises. A room was made available for the teams to use which was situated in the Staff area of the practice. Staff made us feel welcome at the practice. We spoke with patients in the waiting area. Enter and view team members were invited by the Practice Manager to also speak with parents/carers who attended the afternoon baby clinic.

Authorised representatives spoke with patients informally asking them about their experiences of being a patient at the practice. We spoke to **55** patients in total. We explained to everyone we spoke who we were 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.

### **Information from the practice manager at Ford Medical Practice.**

Lin Bennett, Practice Manager filled out the staff survey and we found out the following about the practice:

- There are 5945 patients registered with the practice.
- There are 156 Carers registered with the practice.
- 3 GPs work at the practice (there are 2 Whole Time Equivalent and 1 0.8 Whole Time Equivalent) There are 2 male GPs and 1 female GP.
- The practice has a patient reference group which is advertised via posters and also on the website. The group mainly communicates by email. There are 3 members despite numerous attempts to recruit. There is a patient charter in place at the practice.
- The practice is a registered training practice.
- 2 practice nurses, 1 health care assistant and a Phlebotomist work at the practice.
- We asked 'are there any areas that you/staff feel could be improved in the service that the practice provides we were told that the provision of services for housebound patients needs to be improved as an inequitable service is being received, although the practice is working at ways to address this. A business case had been submitted to South Sefton Clinical Commissioning Group.
- We asked 'do you feel your work as an employee is valued by your employer and do you have any views about how this could be improved, if appropriate? We were told that the practice manager felt valued, great team work, knowledge and skill mix. All employees have a voice.

You will find more information from the survey which Lin filled in throughout this report.

## Summary of findings.

- 35% of patients were unaware that the practice had a leaflet explaining the services it provides. We found that there is an A5 and an A4 version of the leaflet available and it is also available on the website.
- 49% of patients told us that the practice had a leaflet/poster about how to make a complaint.
- 94% of patients spoken with could get to the surgery easily with parking being available nearby.
- 43% of patients were not sure if their GP would do a home visit. The practice manager told us that home visits are available.
- 78% of patients spoken to during the visit phone the practice to make an appointment.
- Booking an appointment by telephone can be difficult.
- 65% of patients we spoke to were able to make an appointment which suited them.
- 60% of patients we spoke to said they were not able to make appointments for an evening or a Saturday. We found that extended opening hours are available on Thursday evenings, 42 weeks of the year.
- 87% of patients saw a regular doctor at their appointment and 83% could see their doctor of choice. 96% of patients could book an appointment with a male or female doctor if they wanted to.
- 75% of patients who told us that they had a long term condition had regular health checks.
- 51% of patients had used another service because they could not get an appointment, the majority of patients using the walk in centre.
- 94% of patients would recommend the practice to their friends and family.
- The practice offers additional help for those patients with a disability. There is access to interpreters, a hearing loop system and there is accessible access. The practice has a designated disabled bay within its car park.

## What we found from talking to patients registered at Ford Medical Practice.

We spoke to **55** patients. The following information provides an overview from 50 patients and the questions which they chose to answer;

Gender	Male	Female
Number of patients	14	41

Age	15 - 24	25 - 44	45 - 64	65 - 74	75 - 84	85 - 94
Number of patients	5	21	13	11	3	2

Ethnicity	White British	British	English	White English	White	Black British	Black Caribbean
Number of patients	32	11	4	2	2	1	1

\*2 patients did not respond to this question.

Are you a Carer?	Yes	No
Number of patients	7	-

**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
30	5	19

**35%** of patients were unaware that the practice has a leaflet explaining the services it provides. 2 patients were able to tell us that the leaflet was available in different formats and 2 patients told us that it was available in easy read. The practice manager told us that there is an A5 and A4 version and that it is also available on the website. We were given a copy which had been updated April 2015.

**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
27	6	22

**49%** of patients told us that the practice had a leaflet/poster about how to make a complaint.

The practice manager told us there was an A5 and A4 version of the leaflet and we were given a copy of the A5 leaflet which had been updated April 2015

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

Yes	No	Unaware
6	49	-

**89%** of patients had not been asked to pay for a certificate or when asking to be referred to another service.

**11%** of patients had been asked to pay. One patient told us that they had paid for support to apply for a disabled bus pass. A copy of the fees and charges leaflet was provided by the practice manager.

## 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
8	14	19	14

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

Yes	No
51	3

**94%** 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
21	0	2	1	31

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

Yes	No
46	9

**84%** 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
27	4	23

**43%** of patients were not sure if their GP would do a home visit. The practice manager confirmed that home visits are available and are reserved for patients who are housebound or incapacitated and unable to be brought into the practice.

## Making an appointment.

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

Phone	Call in	Online	Other
42	2	9	1

**78%** of patients phone the practice to make an appointment. The practice manager told us that patients phone, call in to the practice or book their appointments online.

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

Easy	Fairly easy	Fairly Hard	Very Hard	Don't Know	Have not tried
9	26	15	4	0	1

When asked 'does the telephone system work well in meeting the demand of incoming calls we were told the practice has 8 incoming telephone lines. 3 – 4 staff man the phones in the morning and 2 members of staff man the phones in the evening.

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

Yes	No
36	19

**65%** of patients we spoke to were able to make an appointment which suited them.

We asked the practice manager 'On average what percentage of your patients are able to be seen at a time that is convenient for them?' The answer to this question was unknown.

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

<b>Yes</b>	<b>No</b>
21	32

**60%** of patients we spoke to said they were not able to make an appointment for an evening or a Saturday.

The practice manager told us that extended opening hours are available – Thursday evenings 18:30 – 20:00, 42 weeks of the year. The session is practice nurse led with 2 nurses available.

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

Common Theme	Number of comments
Staff are helpful/polite/professional	13
No problems/ok	12
Hard to get through on the telephone	9
Overall happy with the service/Very good	6
Hard to get an appointment with a certain doctor	4
Frustrating/difficult	3
Fairly easy	3
Appointments are always available for children	3
Depends on the day you contact the practice	2
Difficult	2
Not easy	2
Easy	2
I will only see the 1 GP	2
Easy - just phone up	1
Always get an appointment	1
Always get a same day appointment	1
Always get appointments for children and pregnant women	1
Depends on what the appointment is for	1
Fairly hard	1
Can get an evening appointment sometimes	1
GP not always available	1
Hard to get an appointment that suits	1
Have to call in to make an appointment	1
Have to phone early in the morning	1
Have to wait 7-10 days for an appointment	1
Wait over a week to get an appointment	1
Not good for working people	1
Not happy with reception staff triage	1
Online appointments go fast	1

Online is ok	1
Staff are rude	1
When it matters they are there	1

Q13 Continued...

“Receptionists are very understanding and caring”

“Not easily normally. Phones constantly engaged”

“can be very difficult, even online appointments are gone”

“sometimes hard to see the doctor you want”

“today was easy, other days quite difficult to get through”

“easier to get appointment for children”

“a long time on hold, I was waiting for 2 hours”

“no problems”

“depends on the requirement of what it is needed for”

### Consultation/ Getting Medical Care

Q14. Were you able to see the doctor you wanted?	
Yes	No
43	9

**83%** of patients were able to see their doctor of choice. The practice manager told us that there will be exceptions to this due to the working pattern of the GP or leave periods.

Q15. Was it the regular doctor or a locum?	
Regular Doctor	Locum
47	7

**87%** of patients saw a regular doctor at their appointment. The practice manager told us that locums were used to cover GP sessions and have been used to cover retirement of a GP. Over The last 6 months 3 sessions per week have ben covered by locums with a regular locum being a retired partner. 1 session per month is used to backfill for clinical commissioning group work.

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

Never	15
Once	6
Twice	11
3 times	8
3 - 4 times	1
4 times	2
4 - 5 times	2
5 times	2
A few times	1
Don't know	1
Recently saw my GP who had retired	2

Q17.	Yes	No
Do you have a long term condition?	25	26
If Yes do you see the doctor for regular health checks?	21	7
If you see the doctor for regular health checks can you get an appointment that suits you?	18	9

**84%** of patients who told us they had a long term condition have regular health checks. **72%** of patients with a long term condition could see a doctor at an appointment that suited them.

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

Yes	No
51	2

**96%** 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
19	25

**57%** of patients told us the practice did not offer referrals through Choose and Book.

The practice manager told us that GPs at the practice do not use choose and book. Choose and book does not work well as the computer software is unreliable.

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

Yes	No
24	23

**51%** 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
4	24	1	1	1

When asked “If patients cannot be seen at a time requested are other services likely to be used”, the practice manager told us that all of the above would be used.

The practice manager told us that daily emergency appointments are available. This ranges from 20 – 30 slots. The practice policy for allocating emergency appointments is via a reception triage process.

## 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
11	44

5 patients who consider themselves as having a disability told us that nothing needs to improve.

Suggestions for improvements included; ground floor access to GPs and more check ups. The practice manager told us that staff access equality and diversity e-learning training and that this is practice policy.

The practice manager told us that the practice offers language line to those patients who require it and that there is a hearing loop system in place. The practice leaflet also states that the practice is fully accessible by wheelchair and there is a designated parking space which can be reserved for patients with severe mobility problems.

## Overall experience of GP/ Practice care.

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

Yes/Always	Mostly	No	Don't Know
52	1	1	1

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

Yes	No	Undecided	If appointment system was improved
51	-	2	1

The practice has the 'Friends and Family test' in place. The practice manager told us that there is an insufficient supply of comment cards available and that the comment cards exclude the age band 65 – 74 years of age.

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

- 🌸 Surgery is nice and clean. Staff nice and friendly. Doctors caring and do their job. If needing further assistance is reviewed and sent forward for further test
- 🌸 Travel to stay with this practice
- 🌸 Poor experience with Dr X again felt he did not listen or have empathy. Not treated with respect would move practice if only GP here. Drs X and X caring, listen and their care and understanding keeps me at this practice
- 🌸 I love my Dr X
- 🌸 No other comments
- 🌸 GPs good, apt system not good. Only 1 parking space for disabled
- 🌸 Ok
- 🌸 Receptionists are very helpful and polite
- 🌸 The waiting times are normally 30 minutes if not longer
- 🌸 Helpful
- 🌸 As previously, staff are polite, friendly and accommodating
- 🌸 No problems. staff polite
- 🌸 Very good. Its nice to have an appointment when you believe you need it
- 🌸 Have been with this surgery for 52 years so are very satisfied
- 🌸 Always found them very good -had cancer 5 years ago and was treated with great care
- 🌸 Cant really fault it
- 🌸 Very good surgery
- 🌸 Very helpful and approachable. Double appointments if required. Aware can have telephone conversations
- 🌸 More appointments available

- 🌱 Dr always makes time to discuss any problems and put you at ease/can have telephone triage
- 🌱 Only problem is having to wait past appointment time-sometimes up to 20 minutes
- 🌱 Receptionists sometimes ask why I want to see GP
- 🌱 Good experience
- 🌱 Long wait to see female GP
- 🌱 Very efficient
- 🌱 More female GPs
- 🌱 A very good surgery. Never had any problems. Good doctors and pleasant staff
- 🌱 Book on online
- 🌱 Overall the GP is a good practice and I have had no problems with the staff
- 🌱 medical care excellent
- 🌱 Happy here
- 🌱 I am not registered here but my baby is
- 🌱 I know this surgery well I am reasonably content
- 🌱 Very friendly and accommodating. look after me well
- 🌱 I find getting appointments very frustrating when I do get through I can always get the GP that knows me best

## Additional findings

The entrance has disability access which is an integral part of the main entrance. One section of the receptionist desk/area is lower than the rest of the desk which enables those using a wheelchair to be able to see a receptionist during a conversation. There was one comment from a patient that there is only one disabled parking bay which can pose a problem. On the day of this visit another patient using crutches was not able to use disabled bay because another car was blocking access.

There is a large waiting area with consulting rooms either side. In addition there is a corridor with further consulting rooms. The room is light and airy with a broad display of leaflets and general information for patients, including how to make a complaint, Friends and Family test and the practice 'patient charter'. A list of fees for 'non NHS services' are displayed. There is a small play area for children. A television played video recordings of particular health promoting messages.

The Staff appeared to be friendly and helpful to patients. Double appointments are available on request and telephone consultations. One patient, unable to make an appointment with her own GP because the practice was closed had been given an emergency appointment to be seen at this practice

## 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.

Ensuring patients are aware of the practice information (including the practice leaflet and complaints policy).

It is clear from the visit that the practice has a practice leaflet and complaints information and that they are available but maybe some further promotion of this could be undertaken.

### Response from Ford Medical Practice

All new patients receive a registration pack which includes the up to date Practice Leaflet, Patients Charter and Complaints Leaflet. Updated versions are displayed in the waiting area and on the Practice website. At targeted times the Practice hands out update leaflets so that historic patients receive an update. Mail shots to patients are unrealistic due to cost.

Timescale for implementation: Already undertaken

2.

Promotion of home visits and review of home visits for frail elderly patients.

43% of patients were not sure if their GP would undertake a home visit. Home visits are available and are reserved for patients who are housebound or incapacitated and unable to be brought to the practice.

The practice manager told us that the provision of services for housebound patients needs to be improved as an inequitable service is being received. We would be keen to find out about the plans for improvements and how the business case submitted to south Sefton clinical commissioning group will help to improve this.

#### Response from Ford Medical Practice

The Practice has always provided a home visiting service to its patients identified as housebound or too incapacitated to come to the Practice.

The business case allows home visits to be undertaken by our Healthcare Assistance or Practice Nurse(s) to deliver health reviews and vaccinations to our housebound cohort. Audit data will become available following this one year programme.

Timescale for implementation: Already being undertaken

3.

### Promotion of extended opening hours

60% of patients we spoke to told us that they were not able to make an appointment for an evening or a Saturday. We have been informed by the practice that extended opening hours are available on Thursday evenings and it would be good to see how the practice could help to promote this to patients to improve awareness. This may also help with patients looking to access appointments.

#### Response from Ford Medical Practice

The Practice already advertised the addition of extended hours at the time the Practice commenced the service and continues to do so by way of a notice in the waiting area, a notice in the window, on its website and in the Practice Leaflet. Patients also advertise the service by word of mouth.

Timescale for implementation: Already undertaken

4.

### Review of appointment system

During the visits patients told us that when they could not get an appointment at the practice they would use the services of the walk in centre. 51% of patients we spoke to had used another service because they could not get an appointment at the practice. We were informed that daily emergency appointments were available with the policy of the practice being to allocate emergency appointments using a triage system.

Patients talked about problems when contacting the practice by telephone with lines engaged, patients finding it hard to get through to the practice. We were informed that there are 8 incoming telephone lines.

#### Response from Ford Medical Practice

Access has and will remain an issue. Ford Medical Practice, at the time of this visit had experienced the retirement of one of its Partners so appointment availability was reduced, but the workload wasn't. Our phones lines are continually busy from 08:00 - 18:30 and we endeavour, in busy periods, to provide a fully staffed

reception so calls are answered in an efficient and timely manner. Annual leave periods and excessively busy phone activity does affect our phone line availability, hence we promote on-line access.

We are a very busy Practice with very demanding and poorly patients. We accept that getting through on the phone may be difficult at times, but when our Patients do get through they are met with a professional and knowledgeable member of the team who will deal with their enquiry efficiently and appropriately.

Timescale for implementation: Continual

**5.**

### Use of Choose and Book (e-referral) system

57% of patients told us that the practice offers referrals through this system, feedback from the practice indicated that GPs do not use the system. To ensure patients receive an equitable service the practice should provide choose and book to ensure patients have access to choice and a consistent approach is used across the borough.

### Response from Ford Medical Practice

All patients who are referred to other services are given choice over where they wish to go. The use of the e-referral system is not a contractual obligation and the Practice is clear that it offers an appropriate and timely system of referral in its current practice.

Timescale for implementation:

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6.

Improving additional support at the practice for patients who consider themselves as having a disability (including access to treatment rooms on first floor)

The following issues should be considered and addressed by the practice;

Suggestions for improvements from patients who considered themselves as having a disability included; having more check ups and being able to have ground floor access to GPs.

The practice has one disabled car park space. From the visit we observed that the need for more spaces may be required.

#### Response from Ford Medical Practice

All our clinical rooms are located on ground floor level so unclear why a comment of this nature has been received.

Car Parking - Parking bays are limited due to the size of the car park, unfortunately this is something that we cannot do a lot about. Also being located on the corner of a busy road results in yellow, no parking lines !

Request to Sefton Council to make parking available.

Timescale for implementation: Not applicable

7.

Increasing membership to the 'Patient Reference Group'.

We were informed by the practice that they have a group which is advertised via posters and also on the website. It is a virtual group which mainly communicates via email and there are 3 members of the group. This is despite numerous attempts to recruit.

We would welcome the opportunity to see how Healthwatch Sefton and the practice could work together to improve membership and how we can gain a relationship with the group.

Response from Ford Medical Practice

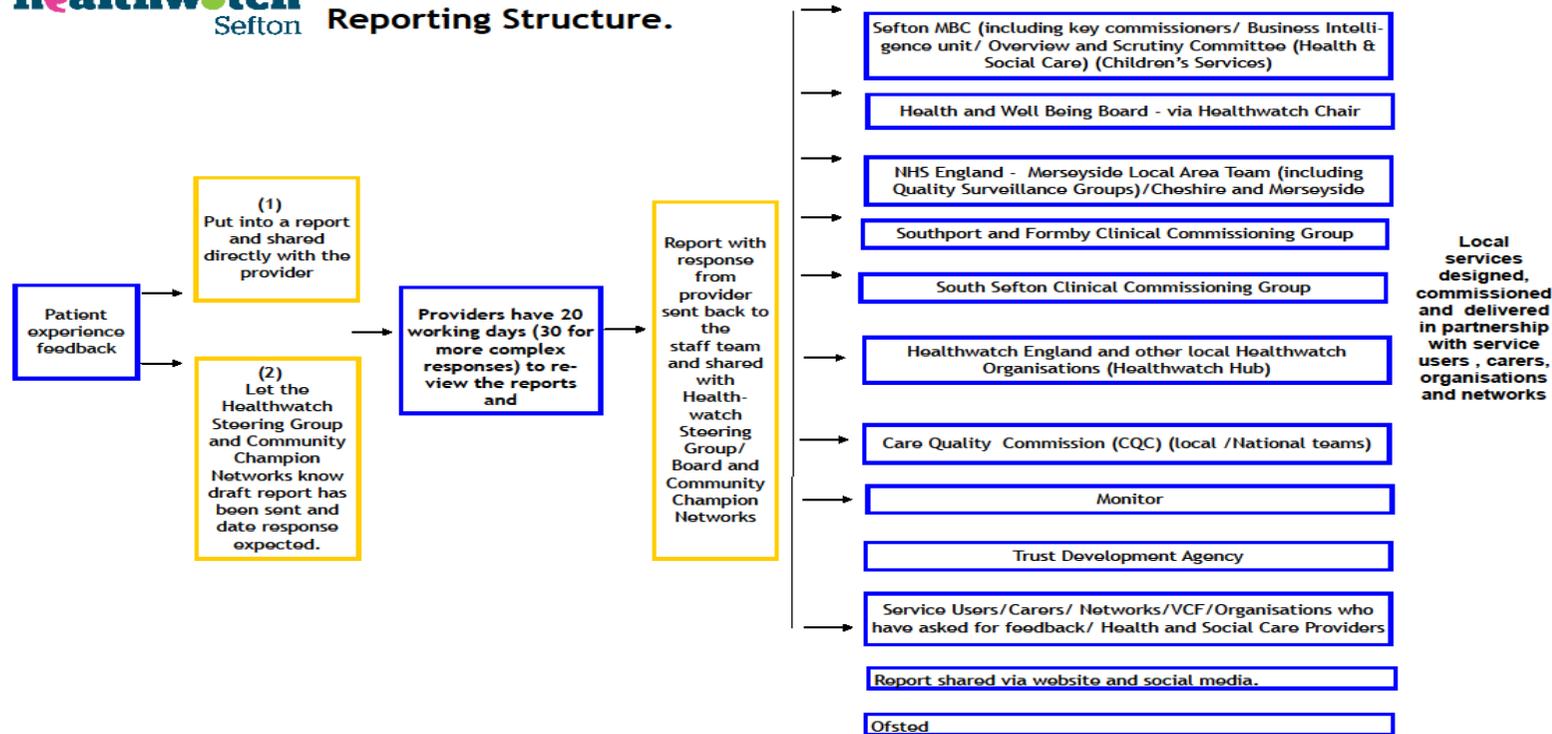
We would welcome assistance with engaging our patients and have been awaiting information obtained at the last BIG CHAT event on patients registered with us that expressed an interest in our patient reference group.

Timescale for implementation:

**Recommendation for NHS England.**

Following the information shared with us about the 'Friends and Family test' we will be asking NHS England and escalating to our national body Healthwatch England why the Friends and Family cards are not sent to practices so they have a sufficient supply and also why the comment cards exclude the age band 65 - 74 years of age.

### healthwatch Sefton Reporting Structure.



Healthwatch Sefton.

Company Ltd. by Guarantee Reg. No: 8453782

Healthwatch Sefton Registered Office: Sefton Council for Voluntary Service (CVS)  
3rd Floor, Suite 3B, North Wing, Burlington House, Crosby Road North, Waterloo, L22 0LG  
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# healthwatch Sefton

### 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	<a href="mailto:info@healthwatchsefton.co.uk">info@healthwatchsefton.co.uk</a>	
Website	<a href="http://www.healthwatchsefton.co.uk">www.healthwatchsefton.co.uk</a>	
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.

Healthwatch Sefton Company Ltd. by Guarantee Reg. No: 8453782  
Healthwatch Sefton Registered Office:  
FREEPOST RTCG-HGXH-LHRS  
Sefton Council for Voluntary Service (CVS)  
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Burlington House, Crosby Road North, Waterloo, L22 0LG.

**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)



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