

# Glovers Lane Surgery.

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

**Contact Details:** Glovers Lane, Netherton, Merseyside,  
L30 5TA

**Date & Time of visit:** 1<sup>st</sup> October 2015 Healthwatch Sefton  
visited the practice during the morning  
surgery (starting at 10:00) and the  
afternoon surgery (from 16:00).

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

### Acknowledgements

Healthwatch Sefton would like to take this opportunity to thank all the staff at Glovers Lane Surgery 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 Glovers Lane Surgery 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 View visits 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.**

### **Pre meeting with Practice Manager, Louise Taylor.**

Knowing that the practice operated a telephone triage system for patients to access appointments, Libby Kitt and Diane Foulston from the Healthwatch Sefton Enter and View team met with practice manager, Louise Taylor on the 24<sup>th</sup> June to find out more about the triage system used.

Louise told us that the surgery had received positive feedback from patients since the introduction of the new system and that the surgery had benefitted with it freeing up GP time, allowing them to focus on those patients with health needs that require additional clinical care.

During the meeting we found out that prior to the new appointment system being introduced, the surgery was in contact with a GP practice in Liverpool which had been using the triage system for some time. Staff training meetings took place prior to the introduction of the system. The practice manager informed us that she oversees the system and is responsible for providing supervision to staff members.

Reception staff answer all telephone calls. Patients are asked for basic information about the nature of the health need for the appointment. Patients can refuse to share this information and this is recorded on the computer as 'personal'.

Reception staff will tell the patient when they will be called back for triage by a doctor. No exact time is given for the call back from the doctor but patients are given the day/time of their choice as much as possible. Some patients may not be suitable for triage.

If a patient rings the surgery with an urgent health problem, there are urgent appointment slots available every day.

Patients can book appointments in advance for Tuesday evenings. Appointments can also be booked online. The practice is looking to expand this option.

We asked how the telephone triage system complies with safeguarding policies and procedures to ensure children and vulnerable adults are seen? We were informed that the computer system used has an alert facility. We were informed that patients covered by this would not be suitable for triage by telephone and would be offered a face to face appointment. The alert system is also used for patients where communication by telephone would not be suitable; patients who are hard of hearing, Deaf, patients with mental health symptoms, Dementia patients, frail elderly patients, patients with a learning disability, patients with a speech, cognitive impairment or neurological condition. Patients who present but who are not known by the GP would initially be triaged but then an alert would be added so all future appointments would be face to face.

At the time of the meeting the practice were currently installing additional phone lines at the surgery to meet demand. Additional receptionists have also been employed.

If patients want to call into the surgery to book a telephone triage appointment they can do so.

We thanked Louise for her time and for her valuable help and support.

## **Postal Survey.**

Following the pre meet with Louise Taylor, Practice Manager it was agreed that it would be good to survey all patients who were triaged on the day of the 'enter and view visit'. On the 1<sup>st</sup> October **98** patients were triaged using the telephone system. With the help of the surgery, we sent an introductory letter, survey and Freepost envelope to each patient. We received **15** responses to this survey.

## Enter and View Visit.

Both visits undertaken on 1<sup>st</sup> October 2015 were announced Enter and View visits. Prior to the visits we were in contact with the practice manager, Louise Taylor. Staff made us feel welcome at the practice.

Authorised representatives spoke with patients informally asking them about their experiences of being a patient at the practice. We spoke to **25** patients in total. We explained to everyone we spoke to why they 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.

- 🌸 60% of patients were unaware that the surgery had a leaflet explaining the services it provides.
- 🌸 28% of patients told us that the practice had a leaflet/poster about how to make a complaint.
- 🌸 90% of patients spoken with could get to the surgery easily.
- 🌸 100% of patients told us there was parking available nearby.
- 🌸 58% of patients told us that their GP would do a home visit.
- 🌸 79% of patients spoken to phone the practice to make an appointment.
- 🌸 50% of patients told us it was easy/ fairly easy to get a telephone appointment. 50% of patients told us it was fairly hard/very hard to get a telephone appointment.
- 🌸 67% of patients we spoke to were given a time when the doctor would ring them back.
- 🌸 86% of patients we spoke to said they did not have to wait long for the doctor to ring them back.
- 🌸 96% of patients we spoke to told us that the appointment was provided at a convenient time.
- 🌸 71% of patients saw a regular doctor at their appointment and 70% could see their doctor of choice. 96% of patients could book an appointment with a male or female doctor if they wanted to.
- 🌸 100% of patients who told us that they had a long term condition had regular health checks.
- 🌸 70% of patients had used another service because they could not get an appointment, the majority of patients using the walk in centre.

 88% of patients would recommend the practice to their friends and family.

## What we found from talking to patients registered at Glovers Lane Surgery.

We spoke to 25 patients during the visit. The following information provides an overview from those patients;

Gender	Male	Female
Number of patients	4	21

Age	15 - 24	25 - 44	45 - 64	65 - 74	75 - 84	85 - 94
Number of patients	3	11	6	2	2	1

Ethnicity	White British	British	English	White
Number of patients	11	3	7	2

\* 2 patients didn't answer this question.

Are you a Carer?	Yes	No
Number of patients	11	-

**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
7	3	15

**60%** of patients were unaware that the practice has a leaflet explaining the services it provides. **1** patient told us it was available online. We were not told if the leaflet was available in any other formats.

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

Yes	No	Unaware
7	5	13

**28%** of patients told us that the surgery had a leaflet/poster about how to make a complaint. **1** patient showed us the poster which was displayed in the surgery.

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

Yes	No	Unaware
1	24	—

**96%** 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
6	2	7	10

Q5. Can you get to the surgery easily?

Yes	No
19	2

**90%** 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
7	2	2	3	10

Q7. Is there parking available near the practice?

Yes	No
22	—

**100%** of patients who answered this question told us there was parking available near the practice.

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

Yes	No	Unsure
14	1	9

**58%** of patients told us that their GP would do a home visit.

### Making an appointment.

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

Phone	Call in	Online	Other
19	4	1	—

**79%** of patients phone the practice to make an appointment.

**Q10. How easy is it to get a telephone appointment?**

Easy	Fairly easy	Fairly Hard	Very Hard
5	7	4	8

**Q11. Were you given a time when the doctor would ring you back?**

Yes	No
16	8

**67%** of patients we spoke to were given a time when the doctor would ring them back.

Q12. Did you have to wait long?	
Yes	No
3	19

**86%** of patients we spoke to said they did not have to wait long for the doctor to ring them back.

Q13. Did the doctor make this appointment with you for today?	
Yes	No
23	—

**100%** of patients we spoke to at the surgery during the visit had been given their appointment by a doctor after speaking with them on the phone.

Q14. Was this a convenient time for you?	
Yes	No
22	1

**96%** of patients we spoke to told us that the appointment was provided at a convenient time for them.

Q15. What do you think about the telephone appointments with your doctor?

Common Theme	Number of comments
No Problems, good system	6
OK	3
I don't like using the phone (sometimes put off making an appointment)	3
Hard to get through on the phone line	3
Easier to see a doctor	2
Not a good system if you work	2
Prefer face to face consultations	2
Should be able to go to the surgery to make an appointment	2
Very Good	2
Absurd	1
Surgery always phone back as promised	1
Brilliant	1
Cant get appointments	1
Don't phone back as promised	1
Get appointments that suit me	1
Helpful	1
Important problems may get missed	1
No choice have to use the system	1
No Problems so far	1
Not good	1
Not good for individuals with mental health issues - don't like using phone to discuss issues	1
Saves time	1
Wait a week to get an appointment	1
Worked ok this time	1

## Consultation/ Getting Medical Care

**Q16. Were you able to see the doctor you wanted?**

Yes	No
14	6

**70%** of patients were able to see their doctor of choice.

**Q17. Was it a regular or a locum doctor?**

Regular Doctor	Locum	I don't know	I don't mind which doctor I see
17	3	3	1

**71%** of patients we spoke to told us that they saw a regular doctor at their appointment.

**Q18. How many times over the past 12 months have you seen a different doctor?**

Never	5
Rarely	1
Twice	3
3 times	3
3 - 4 times	1
3 - 5 times	1
4 times	3
4 - 5 times	1
A few times	2
Don't know	3

Q19.	Yes	No
Do you have a long term condition?	5	17
If Yes do you see the doctor for regular health checks?	5	—
If you see the doctor for regular health checks can you get an appointment that suits you?	5	—

**100%** of patients who told us they had a long term condition have regular health checks. **100%** of patients with a long term condition could see a doctor at an appointment that suited them.

Q20. Is it possible for you to see a male or female doctor if you particularly want to?	
Yes	No
22	1

**96%** of patients told us they could choose to book an appointment with a male or female doctor if they wanted to.

Q21. 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
9	13

**59%** of patients told us the practice did not offer referrals through Choose and Book.

**Q22. Have you ever used another service because you could not get an appointment?**

Yes	No
16	7

**70%** 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
2	12	1	0	1

## Additional Support

**Q 23. Do you consider yourself to be disabled in any way (including limited eyesight/hearing/ learning disability, mobility difficulties, other?)**

Yes	No
5	16

A suggestion for improved support from **3** of the **5** patients was to have more phone lines in the surgery. **1** patient told us that improvements had recently been made.

## Overall experience of GP/ Practice care.

Q24. Were you treated with respect by all practice staff?

Yes/Always	By some	No
22	1	1

During our visit reception staff were approachable and we observed them as being friendly and helpful.

Q25. Would you recommend this practice to your friends and family?

Yes	No
21	3

During the visit we observed Friends and Family test postcards used at the surgery. The postcard does not have a FREEPOST address to help the patient send this back if needed. We also observed that there was little space on the Friends and Family card to provide additional comments.

On the back of the card there was information about the surgery's smartphone app. The app is available on iTunes and Google Play for free.

Q26 Would you like to tell us anything else about the practice?

- When required to be referred for another service, the surgery have done so promptly.
- Better telephone service needed.
- I found that I had been removed from the list. I received no letter but maybe it had been lost in the post but they took me back on again.
- Very well run and the staff are very proficient.
- It is impossible to get through on the phone, too much hassle having to wait for a phone consultation and then have to go to the surgery and discuss it all again.
- I've always come here since I was a baby and through all my health conditions they've been brilliant.
- Seems empty most of the time, tannoy system unclear to people with hearing problems.
- Family have joined.
- They are trying hard under difficult political/economic circumstances.
- No comment.
- I would like to be able to make an appointment.
- They are all very helpful.
- Not a big user of practice services.
- Doctor very understanding.
- I think they give an excellent service and considering all the people that they have registered with them they do an excellent job.
- Doctors are lovely. The admin staff are the main problem. In the past have heard them speaking about patients.
- Problem telephoning for appointment.
- You can never get an appointment since they have changed to the telephone appointments. I am a university student so it is difficult to take phone calls through the day.

## **Additional findings from the enter and view visit**

The surgery is based in a purpose built building. There was good access. The waiting room, clinical rooms and reception area were all on the ground floor.

The waiting area is large, light and airy.

There was a wide range of posters on display showing information on carers, lifestyle, Care Quality Commission inspection report, Friends and Family information.

We observed a notice about confidentiality and a chaperone facility.

We found that the Tannoy system is not good at the surgery, it was almost inaudible.

There was a suggestion box in the surgery but we didn't observe any suggestion forms available.

## Information from the postal survey

Below you will find information from the 15 patients who responded to a postal survey.

Gender	Male	Female
Number of patients	2	12

\*1 patient did not answer this question

Age	15 - 24	25 - 44	45 - 64	65 - 74	75 - 84	85 - 94
Number of patients	1	5	4	2	2	0

\* 1 patient did not answer this question

Ethnicity	British	English	White British
Number of patients	6	3	2

\*4 patients did not answer this question

Q1. When you rang the practice for an appointment were you able to speak to the receptionist quite quickly?		
Yes	No	I called into the surgery
5	8	1

**57%** of patients who returned the survey told us there were problems getting through on the telephone to speak to a receptionist.

“100+ calls before they answered”

“After about 25 minutes spoke to a receptionist”

“It took 30 minutes to get someone to answer”

Q2. Did the receptionist explain to you about the telephone appointment with your GP?	
Yes	No
13	1

**93%** of patients who responded to the survey told us the member of reception staff answering the call had explained the system to them.

Q3. Was this ok for you?	
Yes	No
7	6

**54%** of patients who responded to the survey told us this was ok with them. Patients who told us that they were no ok felt that the system was impersonal and that they had no choice but to use it.

Q4. Would you like to tell us some more about your experience when making a telephone appointment?	
Common Theme	Number of comments
It takes a long time to get through to the surgery to speak to reception staff	6
I physically go into the surgery to book a telephone appointment as lines too busy	3
Cant get to see a doctor	1
Telephone lines are constantly engaged	1
Surgery doesn't phone back as promised	1
Not told when you will get a call back from the doctor	1
Frustrating	1
Good idea	1
No appointments when you get through	1
No problems	1
No same day appointment	1
Not good if you work	1
Very Poor	1

Q5. Were you given a time when the doctor would ring you?	
Yes	No
5	7

**58%** of patients who responded to the survey told us that there were not given a time when the doctor would ring.

Q6. Was this a convenient time for you to answer the call?	
Common Theme	Number of comments
Not given a time	5
Yes	4
No	4
Long wait before received call back from GP	2
Had to ring them back	1
I provided a time when it would be best to phone me	1
No choice, it's the only way	1
No, not if I had been in work	1
Sometimes they don't call back	1
No as I was at university	1

Q7. Did the doctor ring to speak to you at the time you were given?	
Yes	No
7	5

**58%** of patients who responded to the survey told us that the doctor rang at the time they had been given.

Q8. Approximately how long do you have to wait until the doctor called you?	
Common Theme	Number of comments
1 hour	3
2 hours	2
All day	2
4 hours	1
5 hours	1
6 hours	1
Didn't call back	1
It was a long time, only got called back during evening surgery	1
On time	1

Q9. Were you able to speak to the doctor you wanted?	
Common Theme	Number of comments
Yes	7
No	5
Not given an option	2
I don't mind which doctor I see	1
I never ask I just see the doctor allocated.	1

Q10. How satisfied are you with the new way of being able to talk to your doctor on the telephone about your health issue instead of visiting the practice to see the doctor?			
Very satisfied	Fairly satisfied	Not sure	Prefer to visit the doctor at the practice
4	2	0	9

Q11. Is there anything else you would like to tell us about your/family experience with the doctor telephone appointment?

- My issue was ok to discuss on the phone but I am a bit concerned that some people may be put off making a visit. A lot of people may be put off discussing health issues over the phone and prefer visiting the GP on a one to one basis.
- Many times I have tried to ring for a doctor sometimes I have to wait for 1 hour or more till I can get an answer and then I am told there is no doctor available and I have asked can I talk to a doctor to be told there is no one to talk because they are all booked up.
- I am not the best communicator face to face as I feel more confident talking to someone in person. I had a really bad episode of depression this day and I really needed to see someone as soon as possible. The doctor wanted to see me the next day when it would have been better for me to see him the same day. It's not a convenient system when you work full time.
- The Glovers Lane Surgery is brilliant. From the front desk staff to the doctors. As an example my Grandson X was seen at the surgery in October, he was rushed to hospital and the rapid action of getting him to hospital saved him from losing one of his testicles. I have attended the surgery for over 40 years and have been treated well and professionally.
- Was given a further appointment in the afternoon to see doctor.
- My last doctors you could get an appointment this doctors you cannot I am not happy.
- I felt that the doctor did not know anything whatsoever about my personal problems. I think in order to have ones problems properly addressed, it has to be a face to face consultation. It can be very difficult to explain symptoms over the phone. I am considering leaving the practice after over 50 years because of this ridiculous system.
- Me myself would like face to face with a doctor I have heard a lot of complaints as well about the new telephone appointments I get very nervous on the phone plus I don't understand how they can tell what is wrong over the phone I am even thinking about changing doctors although I don't want to just so I can see who am talking to!
- Sometimes the consultation with a doctor can be 6pm in the evening after waiting in all day.
- It was new to me but so far it was okay. It will take time to get used to it.
- As I suffer with an anxiety disorder I find it stressful using the telephone so I now tend to avoid calling the surgery at all. I have to rely on family members to call the surgery for me which can be embarrassing. A doctor cannot assess a physical ailment over the phone so I find the whole phone

appointment pointless when you are just told to come in and be seen anyway.

- 6 The receptionist confirms your phone number, I always use my mobile. However the GP rang my landline and I would say it is essential for the GP to ring on the preferred choice of the patient.
- 6 Very inconvenient. It is not always practicable to take a phone call and not very private taking calls during lectures or work. I think it is ridiculous to have to speak to a doctor before being given an appointment. I am looking at changing my doctor's practice.
- 6 I find it quite off putting that doctors are making over the phone decisions whether you need to be seen or not, especially when it comes to my children or my elderly grandmother who can be quite ok one minute and then be really poorly the next. Also as I have recently had major surgery and am going to be released into the care of my GP I am quite concerned that I may not get seen when needed! I have visited the surgery to collect prescriptions and it has been empty. It may free up the doctors time but it does not instil confidence in me.

## Recommendations based on ‘enter and view visit’, 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/information from the patient survey;

**1.**

### Patient information - Telephone triage service.

There are mixed experiences to the telephone triage service. Some patients accept the new system and some patients want to be able to make appointments as they did under the old system finding the new system impersonal.

-Is there information available to patients on how the system works and what they can expect?

-If there is information available does this inform patients about the call back system and provide information on estimated call back time? If available we would welcome a copy of this information. In particular, patients who are employed/students would welcome this information as they find the system difficult as it is hard to speak to their doctor on the phone in a confidential way.

-If there is no patient information available about the system could the surgery consider making this available as it will help to empower patients about the system and how it works.

### Response from Glovers Lane Surgery

The practice did not respond to the draft report

Timescale for implementation:

2.

Access to telephone triage service.

From the meeting held with Louise Taylor, Practice Manager we were aware of works being undertaken at the surgery to provide additional phone lines and to employ additional reception staff.

Patients told us that one of the issues they face is getting through by telephone to a member of the reception team to access the telephone triage system. From the postal survey 57% of patients who returned the survey told us that they found this difficult with a 25 - 30 minute wait before the phone is answered, one patient telling us they had made 100 plus calls. A number of patients during the visit told us that they call into the practice to book a telephone triage appointment as they are unable to get through using a telephone.

Has the surgery now completed the installation of the phone lines and employed additional staff? Has the surgery undertaken its own evaluation of patient experience of the new service? If not is this planned and when will this be happening?

Response from Glovers Lane Surgery

The practice did not respond to the draft report

Timescale for implementation:

3.

### Alert System

During the meeting with Louise Taylor, Practice Manager we asked various questions about how the telephone triage system would work for patients who find communicating via telephone impossible/ difficult. We found out about the alert system which is used.

From the visit and responses to the postal survey we were told by patients that they had mental health diagnosis but were still having to use the triage system and found this very difficult.

It would be good to have assurance that the alert system is used and that patients with communication needs are identified within the system and are offered face to face appointments without the need of working through the triage system.

### Response from Glovers Lane Surgery

The practice did not respond to the draft report

Timescale for implementation:

4.

#### Promotion of Tuesday evening surgery

During our meeting with Louise Taylor Practice Manager we asked if patients were able to book any appointments and were told that advance bookings could be made for appointments held on Tuesday evenings. Appointments for the appointments on Tuesday evenings could also be made online.

Patients didn't tell us about this during the visit and therefore it may be useful for the surgery to think about how this is promoted to patients so they are aware of their options.

#### Response from Glovers Lane Surgery

The practice did not respond to the draft report

Timescale for implementation:

5.

#### Availability of practice/surgery information

During the visit we found that 60% of patients who we spoke to were unaware of the practice/surgery leaflet which is available to them. Could further promotion of this be undertaken?

A suggestion box was observed in the waiting area during the visit but there were no suggestion forms available. It would be good if suggestion forms could be made available so patients are able to have their say on how the surgery is working.

#### Response from Glovers Lane Surgery

The practice did not respond to the draft report

Timescale for implementation:

6.

Use of the Tannoy system at the practice

The Tannoy system used at the practice was observed by enter and view members during the visit to be inaudible. This was also highlighted by a patient.

Has this issue been raised before by patients at the practice? Could the surgery review the Tannoy system to ensure patients can hear when they are being called to appointments? This system may also not be suitable for patients who are hard of hearing/Deaf.

Response from Glovers Lane Surgery

The practice did not respond to the draft report

Timescale for implementation:

7.

Use of Choose and Book at the surgery

59% of patients who we spoke to during the 'enter and view' visit told us that the surgery does not offer referrals through Choose and Book.

Does the practice use choose and book? To ensure patients receive an equitable service, practitioners at the surgery should provide information through the choose and book (e referral) system to ensure patients have access to choice and a consistent approach is used across the borough.

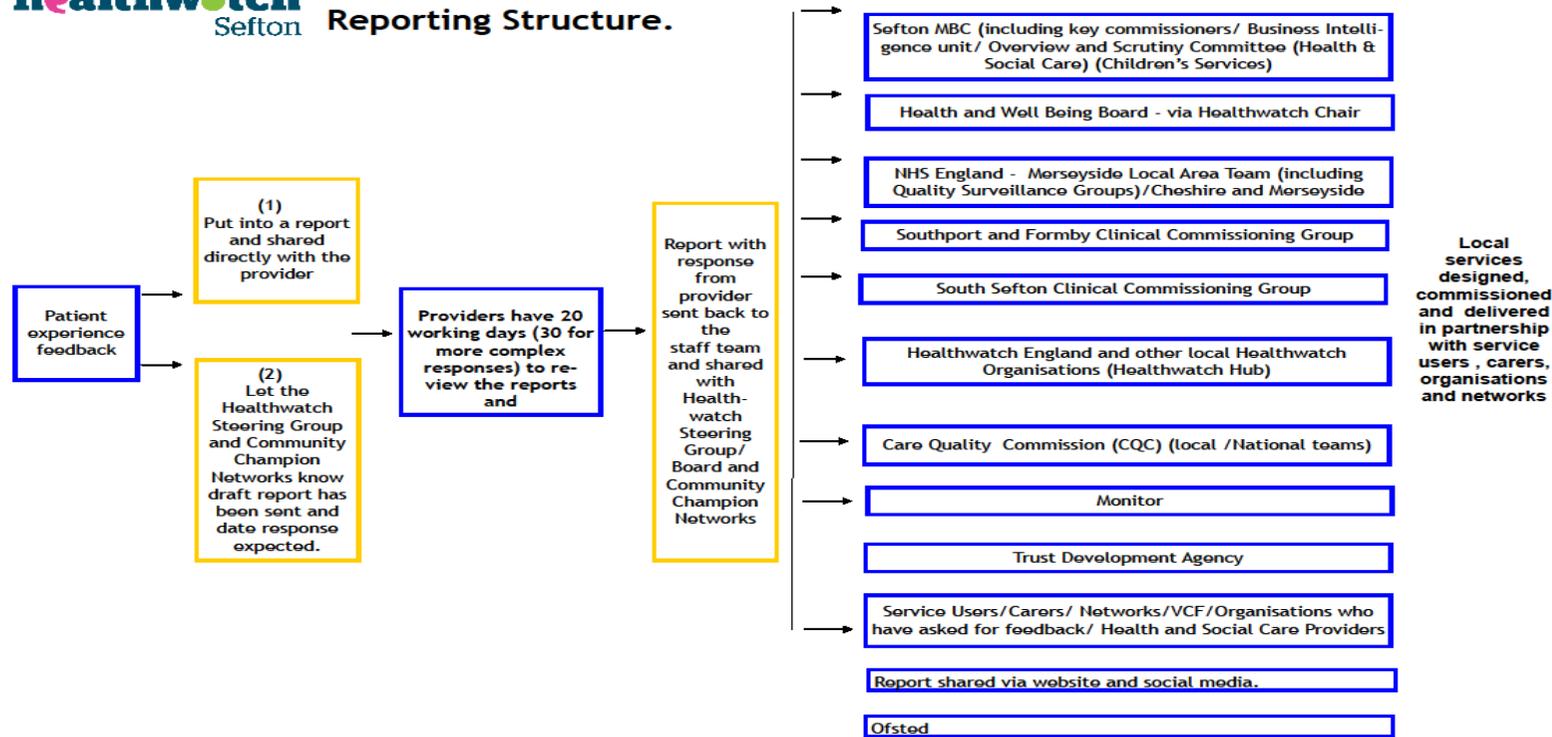
Response from Glovers Lane Surgery

The practice did not respond to the draft 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.  
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  
Tel: (0151) 920 0726 ext 240  
[www.healthwatchsefton.co.uk](http://www.healthwatchsefton.co.uk) [info@healthwatchsefton.co.uk](mailto:info@healthwatchsefton.co.uk)

**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:

<p><b>Email</b> <b>Website</b> <b>Phone</b></p>	<p><a href="mailto:info@healthwatchsefton.co.uk">info@healthwatchsefton.co.uk</a> <a href="http://www.healthwatchsefton.co.uk">www.healthwatchsefton.co.uk</a> 0151 920 0726 extension 240</p>	
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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 FRT CG-HGXH-LJRS  
Sefton Council for Voluntary Service (CVS)  
3rd Floor, Suite 3B, North Wing,  
Burlington House, Crosby Road North, Waterloo, L22 0LG.

Healthwatch Sefton  
info@healthwatchsefton.co.uk  
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0151 920 0726 ext 240

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 Healthwatch Sefton

## 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)



## 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