

Litherland Practice.

Enter and View Report Results, Recommendations and Response.

Contact Details: Hatton Hill Road, Litherland, L21 9NJ

Date & Time of Visit: 9th November 2015 Healthwatch Sefton visited the practice during the morning Surgery (starting at 09:30) and the afternoon surgery (from 15:00).

Healthwatch Sefton Authorised Representatives: Libby Kitt
Wendy Aspin
Brian Clark

Acknowledgements

Healthwatch Sefton would like to take this opportunity to thank all the staff at Litherland 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 of the visit. 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 Litherland 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 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, Julie Price. Julie was the member of staff who was our contact for the visit. Julie and practice

staff were welcoming and friendly and we spoke to Julie 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 **25** patients in total during the visits. 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.

- 🌱 27% of patients were unaware that the practice had a leaflet explaining the services it provides. We are aware that the leaflet is currently being updated following recent changes to the practice.
- 🌱 56% of patients told us that the practice had a leaflet/poster about how to make a complaint and we observed that information was available during this visit.
- 🌱 90% of patients spoken with could get to the surgery easily with 100% telling us that parking was available nearby.
- 🌱 60% of patients were not sure if their GP would do a home visit.
- 🌱 92% of patients spoken to during the visit phone the practice to make an appointment.
- 🌱 76% of patients we spoke to were able to make an appointment which suited them.
- 🌱 56% of patients we spoke to said they were not able to make appointments for an evening or a Saturday.
- 🌱 64% of patients saw a regular doctor at their appointment and 53% could see their doctor of choice. 58% of patients could book an appointment with a male or female doctor if they wanted to.

- 6 53% of patients who told us that they had a long term condition had regular health checks.
- 6 41% of patients had used another service because they could not get an appointment, the majority of patients using the local walk in centre.
- 6 73% of patients would recommend the practice to their friends and family.

What we found from talking to patients registered at Litherland practice.

We spoke to **26** patients.

Gender	Male	Female
Number of patients	9	17

Age	15 - 24	25 - 44	45 - 64	65 - 74	75 - 84	85 - 94
Number of patients	1	9	11	3	1	1

Ethnicity	English	British	White	White British
Number of patients	4	9	1	11

* 1 patient did not answer 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
16	3	7

62% of patients who answered this question told us that the practice has a leaflet explaining the services it provides. **27%** of patients were unaware/didn't know.

Patients could not tell us if different formats were available.

The practice manager told us there the practice leaflet is currently being updated following the recent change of practice manager. We were provided with a copy of the 'Patients Charter'

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
14	5	6

56% of patients told us that the practice had a leaflet/poster about how to make a complaint. **24%** of patients we spoke to were unaware. During the visit we observed that there was a poster displayed on the complaints procedure.

We observed a variety of leaflets and posters in the waiting area including; patient charter, complaints leaflet and a leaflet on 'what the practice does with patient records'. There was a leaflet rack available.

We also observed posters on display which shared information on the chaperone policy, patient reference group, and fire safety.

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

Yes	No	Unaware
9	17	--

65% 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
11	4	3	7

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	0	3	1	15

Q7. Is there parking available near the practice?

Yes	No
24	--

100% 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
10	0	15

60% 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
24	1	1	0

Q10. How easy is it to get an appointment?

Easy	Fairly easy	Fairly Hard	Very Hard	Don't Know
10	13	2	1	0

Q11. Can you make an appointment for a day and time that suits you?	
Yes	No
19	6

76% 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
10	8

56% 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	4
No problems	4
Good	3
Easy	2
Reception staff are helpful	2
Always get an appointment	1
Appointments not available at convenient times	1
Difficult	1
Easy on Mondays	1
Excellent	1
Fairly easy	1
Have to phone at 8am/8:30am	1
Improving	1
Can get next day appointment	1
No evening or weekend appointments	1

OK	1
Quick	1
Sometimes can be difficult	1
Very Hard	1

Q13 Continued...

“improving from what was a dire service”

“phone line – only rings a few times then goes off”

“When you get through on the phone appointments are available”

“Easy on Mondays, much harder other days”

“I have no problems”

“Very quick and easy”

“Quite often phone lines are engaged consistently”

“I never have any trouble getting an appointment”

Consultation/ Getting Medical Care

Q14. Were you able to see the doctor you wanted?	
Yes	No
9	8

53% of patients were able to see their doctor of choice.

Q15. Was it the regular doctor or a locum?

Regular Doctor	Locum
9	5

64% 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?

A few times	2
Once	2
Twice	3
2 - 3 times	1
3 times	5
4 times	5
4 - 5 times	1
6 times	1
Each Visit/Every time	2
I don't know	1

Q17.

	Yes	No
Do you have a long term condition?	10	14
If Yes do you see the doctor for regular health checks?	9	—
If you see the doctor for regular health checks can you get an appointment that suits you?	8	—

90% of patients who told us they had a long term condition have regular health checks.

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

Yes	No
11	8

58% 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
8	10

44% 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
9	13

41% 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
1	8	0	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
4	20

Patients who considered themselves as having a disability told us that the practice supported them with their disability. Suggestions for improvements included; having more regular doctors at the practice and answering the phone more quickly.

Overall experience of GP/ Practice care.

Q 22. Were you treated with respect by all practice staff?	
Yes/Always	Not all the time
25	1

During the visit we observed reception staff being friendly and helpful.

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

Yes	No	Don't Know
19	5	2

73% of patients we spoke to would recommend this practice to their friends and family. We observed a friends and family box in the waiting areas well as information leaflets on friends and family.

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

- Happy with everything - no problem
- New nurse is very good, Dr X noticed I was needing injections and sent me for tests which I was asking other doctors for a long time. They have improved my life by having these injections
- Generally a good service all round.
- Was extremely angry when doctor charged my husband £25.00 for a referral letter
- To have regular doctors would be good- as it helps to build a rapport with the doctor if you have a condition which seeing the same doctor helps greatly - not much fun explaining yourself every time. A family member has to come in each month and hates it is as they see a different doctor each time).
- Repeat prescriptions not accepted over phone - staff have different interpretations of what they have to do - confusing for patients. One receptionist always helpful. Locum GPs do not provide continuity of care, especially for the elderly.
- The Town Hall is improving now from day to day! There was a huge impact from the change over of doctors; quite clearly the front end staff

were neither happy or knowledgeable!! Just of late I have noticed the surgery getting better and the front end staff are more happier and help us when you ask! If they don't know the answer they will call you back. X is a pleasant and helpful member of staff! It would be nice for them to wear badges.

- 🍷 Unhappy with care provided - not able to see Doctor of choice.
- 🍷 We have to wait sometimes for an appointment except Mondays.
- 🍷 Massively improved since arrival of Doctor X. Fab. Receptionists great too.
- 🍷 Doctor is really good. Got thing done! However, parking is limited. Usually next day appointment. Staff are friendly.
- 🍷 I think this surgery is one of the best in Litherland.
- 🍷 Receptionist good at all times

Additional findings

- 🍷 The reception area was a bright area with chairs available in 3 small waiting areas.
- 🍷 During the visit we observed that you could see data on the computers in the reception area. The reception desk is based in the centre of the reception area 'an island'. We didn't think the open plan reception area helped if patients wanted to talk to reception staff about a confidential issue although there was a notice that patients could ask to speak to a member of staff in a quiet area.

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.

To receive a copy of the updated practice leaflet

At the time of the visit the practice leaflet was being reviewed. A copy of the updated version to be shared with Healthwatch Sefton.

Response from Litherland practice

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

Timescale for implementation:

2.

Promotion of home visits

60% of patients we spoke to did not know that the practice offered home visits. It would be great to see how the criteria for home visits could be promoted to patients so they are aware of this option and their eligibility.

Response from Litherland practice

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

Timescale for implementation:

3.

Promotion of extended opening hours

56% of patients we spoke with told us that they were not able to make appointments for evenings or Saturdays. If the practice provides extended hours then some promotion of this would be beneficial to patients.

Response from Litherland practice

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

Timescale for implementation:

4.

Availability of regular GPs at the practice

One of the themes which emerged from the visit was patients wanting to see doctors who were based at the practice on a long term basis. The use of locums was raised. A number of patients highlighted that positive changes were being made recently at the practice and it would be good to hear about plans which the practice has in place to ensure continuity of care particularly for those patients with long term conditions and care of the elderly.

Response from Litherland practice

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

Timescale for implementation:

5.

Review of how choose and book is used at the practice.

56% of patients told us that the doctor had not used or provided information on choose and book. A review of how choose and book information is provided and used at the practice may be a useful way of providing this option to all patients.

Response from Litherland practice

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

Timescale for implementation:

6.

Patient confidentiality in the reception area.

One of the observations made by the 'enter and view' team (Page 14) was that you could see data on the computers in the reception area. The reception desk is based in the centre of the reception area 'an island'. The open plan reception area didn't provide a confidential space if for example patients wanted to talk to reception staff about a confidential issue although there was a notice that patients could ask to speak to a member of staff in a quiet area.

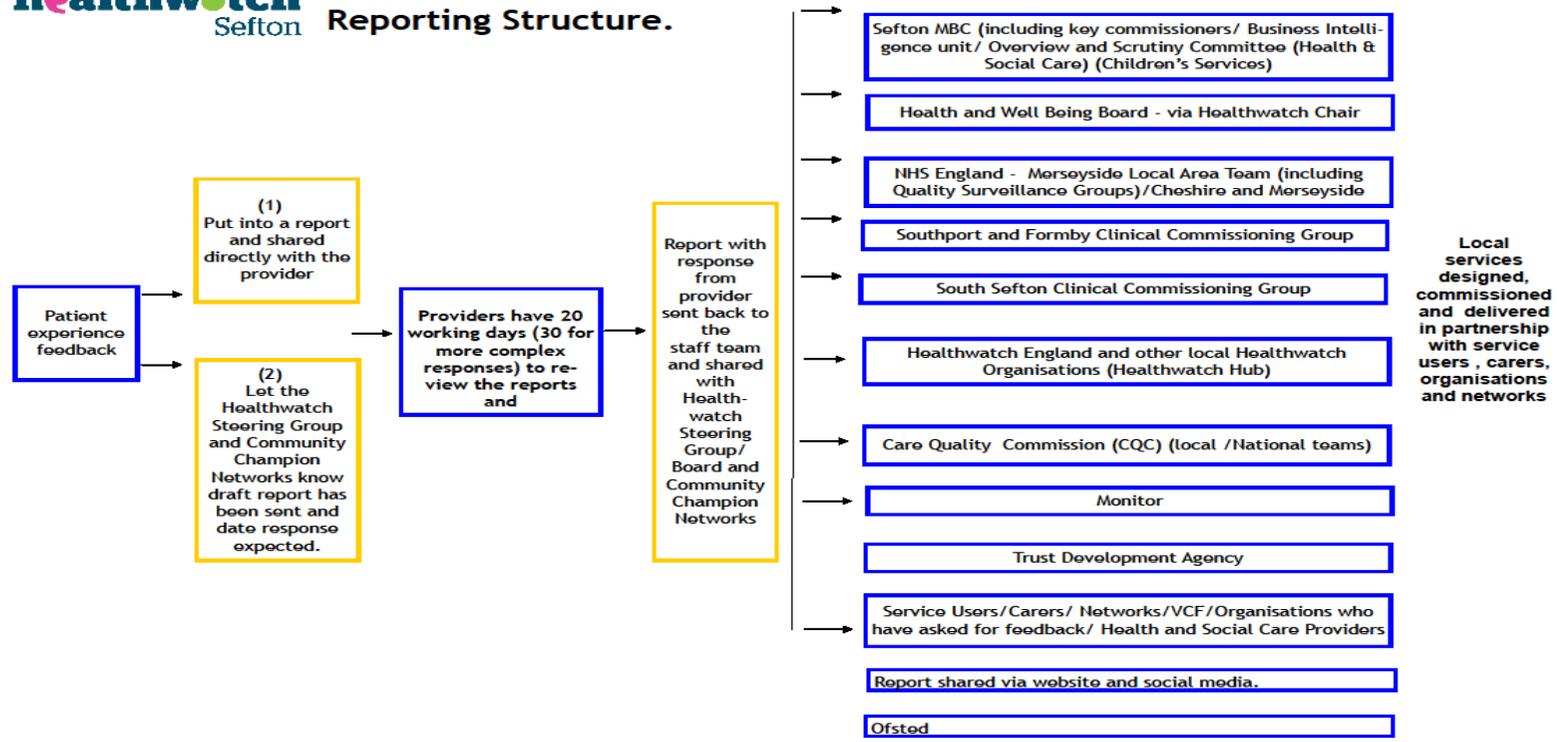
One patient did ask that staff members wore ID badges. If staff currently don't wear ID badges could this be implemented?

Response from Litherland practice

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

Timescale for implementation:

healthwatch Sefton Reporting Structure.



Version 3
September 2014
Review Date - September 2015

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



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

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>Email</p> <p>Website</p> <p>Phone</p>	<p>info@healthwatchsefton.co.uk</p> <p>www.healthwatchsefton.co.uk</p> <p>0151 920 0726 extension 240</p>	
---	--	---

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)
3rd Floor, Suite 3B, North Wing,
Burlington House, Crosby Road North, Waterloo, L22 0LG.

 @hwatchsefton
 Healthwatch Sefton


info@healthwatchsefton.co.uk
www.healthwatchsefton.co.uk
 0151 9200726 ext 240



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