

Netherton Practice.

Enter and View Report

Results, Recommendations and Response.

Contact Details: Netherton Practice, Netherton Health Centre
Magdalen Square, Netherton, L30 5SP
Netherton Practice - SSP Health Ltd.

Date & Time of Visit: 21st April 2015. Healthwatch Sefton visited the practice during the morning Surgery (starting at 9:00) and the afternoon surgery (from 15:00).

Healthwatch Sefton Authorised Representatives: Libby Kitt
Mike Clement
Brian Clark
Diane Foulston.

Acknowledgements

Healthwatch Sefton would like to take this opportunity to thank all the staff at Netherton 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 Netherton 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 visit we were in contact with the practice manager, Lorraine Bohannon. Hazel Flannery who was the member of staff who was our contact for the visit was welcoming and we spoke to Hazel before we spoke to anyone in the practice, taking advice on how we should approach patients. On arrival practice staff were friendly and helpful.

We spoke with patients in the waiting area, the waiting area being located in a corridor.

Authorised representatives spoke with patients informally asking them about their experiences of being a patient at the practice. We spoke to **6** patients who attended the morning surgery and **12** patients during the afternoon surgery. 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.

Information from the practice manager at Netherton Practice. Practice.

Lorraine Bohannon, Practice Manager filled out the staff questionnaire and we found out the following about the practice:

- 1 GP and one regular locum work part time at the practice. Both GPs are male.
- We asked how many patients and carers were registered at the practice. Both questions were not answered.
- The practice has a patient reference group which is publicised on notice boards. Emails are also used.
- The practice is not registered as a training practice.
- A practice nurse and a health care assistant work at the practice.
- We asked 'are there any areas that you/staff feel could be improved in the service that the practice provides? This question was not answered.
- 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? This question was not answered.
- We asked 'is there any other information you would like to share with Healthwatch Sefton? This question was not answered.

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

Summary of findings.

- Overall premises were found to be clean and tidy. We did observe congestion in a corridor where patients were waiting to see a GP despite there being a large waiting room available. This was observed during the morning surgery. This was a particular problem for people with buggies/prams and a person using a wheelchair.
- 72% of patients we spoke to would recommend the practice to their friends and family.
- 83% of patients were treated with respect by all practice staff.
- 87% of patients we spoke to told us the practice offered referrals through choose and book.
- 71% of patients spoken to had used another service because they could not get an appointment at the practice.
- 75% of patients told us they could not choose to book an appointment with a male or female doctor if they wanted to.
- 100% of patients who told us they had a long term condition had regular health checks.
- 89% of patients we spoke with saw a locum at their appointment.

- When talking to patients we did pick up an issue about the lack of telephone consultation appointments available.
- Another area which patients told us about was that they felt it was unfair to only be able to speak to the doctor about one issue. Double appointments can be booked but when requested rarely happens.

What we found from talking to patients registered at Netherton Practice.

We spoke to 18 patients.

Gender	Male	Female
Number of patients	5	13

Age	15 - 24	25 - 44	45 - 64	65 - 74	75 - 84	85 - 94
Number of patients	6	6	3	3	0	0

Ethnicity	English	White British
Number of patients	5	13

Are you a Carer?	Yes	No
Number of patients	5	

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
4	2	12

67% of patients were unaware that the practice has a leaflet explaining the services it provides.

No one was able to tell us if the leaflet was available in different formats. The practice manager told us there is a leaflet and it is also available in large print.

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
10	3	5

56% of patients told us that the practice had a leaflet/poster about how to make a complaint. We observed information on complaints during the visit and the practice manager also told us information is available. We also found notice boards to be overcrowded.

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	17	0

94% 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
5	6	4	3

Q5. Can you get to the surgery easily?

Yes	No
13	0

100% 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
8	0	1	0	8

Q7. Is there parking available near the practice?

Yes	No
13	2

87% of patients spoken with told us there was parking available near the practice.

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

Yes	Unsure
8	9

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

“I have never requested a visit”

The practice manager told us that home visits are available.

Making an appointment.

Q9. How do you make an appointment?

Phone	Call in	Online	Other
12	1	0	2

When asked how 'do patients make appointments', the practice manager confirmed that patients will telephone to make an appointment.

Q10. How easy is it to get an appointment?

Easy	Fairly easy	Fairly Hard	Very Hard	Don't Know	Have not tried
2	5	4	5	1	0

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

Yes	No
10	7

59% of patients we spoke to were able to make an appointment which suited them.

When asked 'On average what percentage of your patients are able to be seen at a time that is convenient for them?' the practice manager told us that patients have never complained about not being able to get an appointment at an inconvenient time and patients can book appointments at a convenient time for them.

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

Yes	No
3	10

77% of patients we spoke said they were not able to make an appointment for an evening or a Saturday.

The practice manager told us that evening appointments are available at a neighbouring practice due to the constraints of the building being owned by Liverpool Community Health.

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

Common Theme	Number of comments
Frustrating/Difficult	2
Hard to get a same day appointment	1
Hard as there is no GP available	2
Have to ring early	3
Hit and Miss	1
Mondays are difficult	3
No Problems/ ok	3
Not good for people who work	1
Reception staff are helpful	2

Q13 Continued...

“Have to keep ringing at 9:00 if not connected 9:15 forget and try another time. One week to get this appointment”

“Reception staff extremely helpful but no GP available today/last week. Last week couldn't book appointment because no GP”

“Need to see GP sooner. Condition improved before able to see GP”

When talking to patients we did pick up an issue about the lack of telephone consultation appointments available to patients. Another area which patients told us about was that they felt it was unfair to only be able to speak to the doctor about one issue. Patients felt that not being able to mention more than one issue meant the doctor was not seeing the whole picture. Patients told us that they can book a double appointment but this rarely happens.

When asked does the telephone system work well in meeting the demand of incoming calls the practice manager told us it did.

Consultation/ Getting Medical Care

Q14. Were you able to see the doctor you wanted?

Yes	No
7	10

59% of patients were not able to see their doctor of choice.

The practice manager told us 'not always as Dr Chaudhary is not in every day.

Q15. Was it the regular doctor or a locum?

Regular Doctor	Locum
2	16

89% of patients saw a locum at their appointment.

The practice manager told us that 8 sessions a week are covered by bank GP / locums. Locums are used to cover GP sessions.

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

Never	3
Once	3
Twice	2
4 - 5 times	1
5 - 6 times	1
6 - 7 times	2
Every other time	1
Many times/Numerous	4
Each Visit/Every time	1

Q17.	Yes	No
Do you have a long term condition?	7	10
If Yes do you see the doctor for regular health checks?	7	—
If you see the doctor for regular health checks can you get an appointment that suits you?	5	2

100% 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
3	9

75% of patients told us they could not 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
13	2

87% of patients told us the practice offered referrals through Choose and Book.

The practice manager told us that the GP can book appointment with the patient during the appointment or the patient can take documentation home and call Choose and Book line to book appointment which is convenient for them.

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

Yes	No
10	4

71% 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	9	2	0	0

When asked If patients cannot be seen at a time requested, are other services likely to be used? The practice manager told us the walk in centre would be used.

The practice manager told us that patients are aware that there are emergency appointments and that there are 15 appointments per day which are available to book on the day.

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
2	16

One patient told us they had a hearing impairment and used a hearing aid which had been provided by the NHS.

No suggestions were given about how the practice could improve support.

The practice manager told us that staff can access equality and diversity training.

Overall experience of GP/ Practice care.

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

Yes/Always	Mostly	Sometimes they are too busy
15	2	1

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

Yes	No
13	5

72% of patients we spoke to would recommend this practice to their friends and family.

The practice has the 'Friends and Family test' in place.

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

- Needs to be open at weekends.
- Because of work patterns would really like to get an early appointment but very difficult at the moment.
- The service has deteriorated.
- I am content with the services they provide.
- This surgery is much better than the other local one.
- Would ideally like to get the doctor I prefer but if not available I take whoever because of difficulty in getting a appointment.
- GP will only see you for one condition/problem at a time. Can't make more than 2 appointments practice being run as a business rather than a health centre refused treatment as being expensive.
- Too many locums wait too long for appointments.
- Reception staff really impressive give time + support Dr ***** very good. Need to see him more-better than others.
- Reception staff-nice GPs very helpful.
- Very satisfied over past 5 years staff + GP's fine. Same day/specific appointments a problem. Night shift worker-not taken into consideration
- The allocated appointments are inadequate need to book double appointments waiting times too long staff+ GPs great. Not enough staff.
- This is first visit to surgery. Information restricted because of this, 15-20 minutes waiting time increasing time to wait.
- Best doctor been to Dr *****
- No

Additional findings

When using room 5 to speak with patients who had asked for a confidential area to speak in, we noticed that the heater test date was due 5/14 and was therefore requiring a check.

Overall premises were clean and tidy.

We did observe congestion in a corridor where patients were waiting to see a GP despite there being a large waiting room available. This was observed during the morning surgery. This was a particular problem for mums with buggies and a person using a wheel chair.

We observed additional information on show in the practice including information on how to join the practices patient group.

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 review the use of locum doctors to ensure patients have continuity of care.

89% of patients saw a locum at their appointment rather than a regular doctor. Question 16 highlights the number of different doctors patients have seen over the past 12 months. The practice manager told us that Dr Choudhary is not in every day and there is one regular locum. 8 sessions a week are covered by bank GP/locums.

We would be keen to know the name of the regular locum who works at the practice which patients registered at Netherton practice can routinely book appointments with. 7 of the 18 patients who spoke with us on the day stated they had long term conditions and continuity of care is important to patients.

Response from Netherton Practice

The practice did not respond to the draft report.

Timescale for implementation:

2.

To conduct a review of appointment availability and appointment booking system including promoting the booking of double appointments and available telephone consultations.

There were a number of issues raised including the lack of telephone appointment consultation slots and patients wanting to book a double appointment so they could talk to the GP about more than one issue. 53% of patients we spoke to found it fairly hard or very hard to make an appointment. 77% of patients we spoke to told us that they could not make appointments for an evening appointment or weekend appointment. Patients who worked during the day/shifts commented on the appointment system with the walk in centre and accident and emergency department being used when there are no appointments. Being able to choose a same sex doctor is also difficult.

Response from Netherton Practice

The practice did not respond to the draft report.

Timescale for implementation:

3.

To promote the practice leaflet to patients in the surgery and online.

Awareness of the practice leaflet which informs patients of services provided by the practice was not widely known by the patients we spoke to. Work to promotion of this leaflet should be undertaken with information also being available to patients online.

Response from Netherton Practice

The practice did not respond to the draft report.

Timescale for implementation:

4.

Clear and visible signs informing patients that information is available in different languages and formats on request.

This is important and when asking patients no one was able to tell us if information was available in different languages and formats. Information on NHS Choices states that the practice offers support including; Induction loop, RNID typetalk and a signing service. The practice manager told us that information is available in large print. A sign within the practice so patients are aware of this would be welcomed.

Response from Netherton Practice

The practice did not respond to the draft report.

Timescale for implementation:

5.

Staff to inform patients of waiting times when 15 minutes or more

A number of patients told us that the length of time they have to wait for appointments once booking in with the receptionist was long.

Response from Netherton Practice

The practice did not respond to the draft report.

Timescale for implementation:

6.

Waiting area for patients to be reviewed.

We did observe congestion in a corridor where patients were waiting to see a GP despite there being a large waiting room available. This was observed during the morning surgery. This was a particular problem for people with buggies/prams and a person using a wheelchair.

Is the corridor the main waiting area for patients at the practice?
Could the larger waiting area not be utilised?

Response from Netherton Practice

The practice did not respond to the draft report.

Timescale for implementation:

7.

Heater in room 5 to be checked to ensure it meets health and safety requirements.

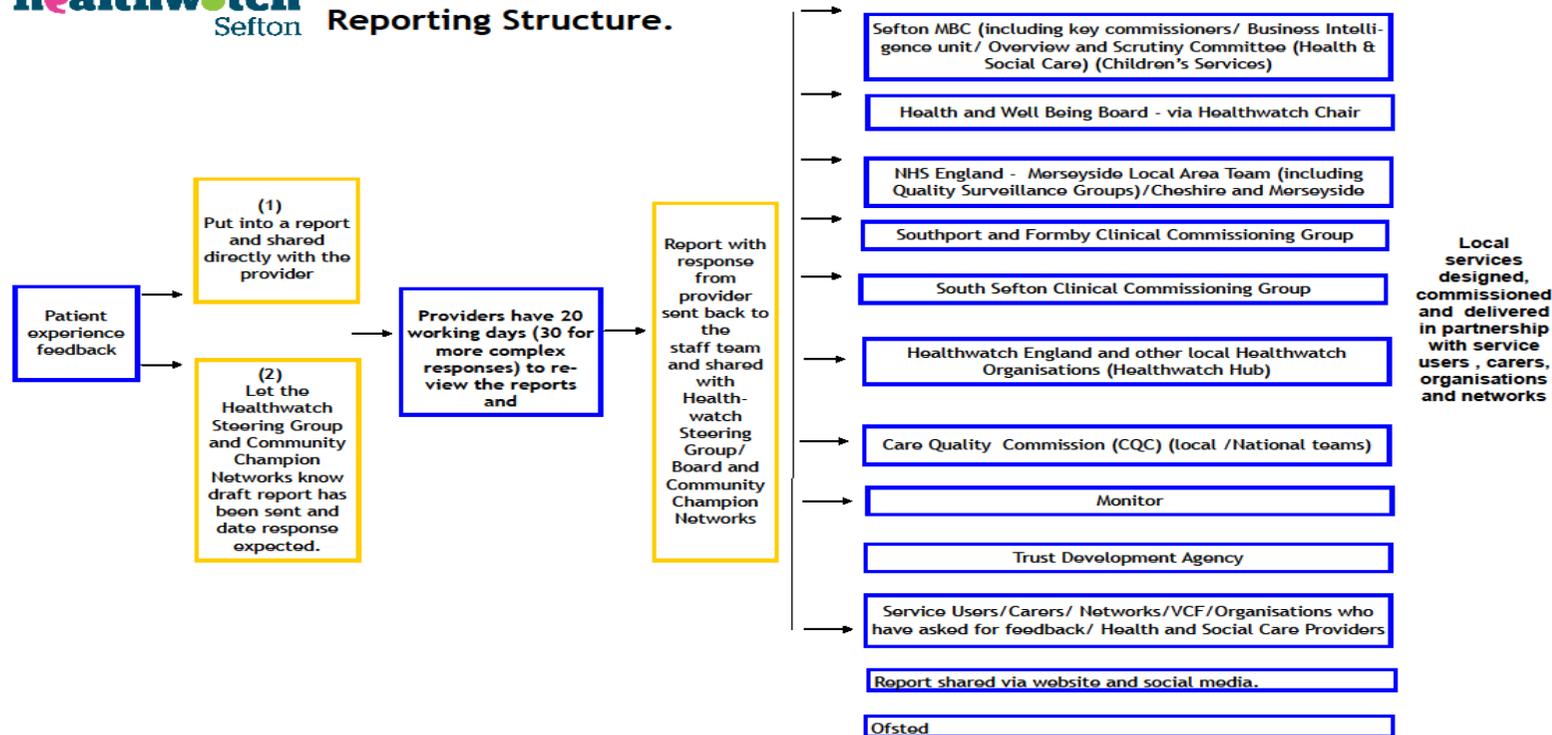
When speaking to a patient in room 5 who had asked to speak with us privately we noticed that the heater test date was due 5/14.

Response from Netherton Practice

The practice did not respond to the draft 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

Healthwatch Sefton.

Company Ltd. by Guarantee Reg. No: 8453782

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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:

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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

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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

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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