

# Orrell Park Medical Centre.

## Enter and View Report.

## Results, Recommendations and Response.

**Contact Details:** Orrell Park Medical Centre.  
Trinity Church, Orrell Lane, Liverpool,  
Merseyside, L9 8BU- SSP Health Ltd.

**Date & Time of Visit:** 22<sup>nd</sup> May 2015 Healthwatch Sefton visited the practice during the morning surgery (starting at 9:10) and the afternoon surgery (from 14:30).

**Healthwatch Sefton Authorised Representatives:** Brenda Cookson  
Brian Clark  
Wendy Aspin  
Maureen Thomas.

### Acknowledgements

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

### Disclaimer

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



## **Purpose.**

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

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

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

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit. In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the 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 Angela Dunne. On arrival staff at the centre were friendly and welcoming. 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 **26** patients during the 2 visits. 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 Orrell Park Medical Centre.**

A staff questionnaire was left at the practice for practice manager Angela Dunne to fill out on the day of the 'enter and view' visit. A further email was sent to the practice manager on the 28<sup>th</sup> July with a web link to the survey. No response was received prior to sending the practice this report.

### **Summary of findings.**

- 🍷 46% of patients were aware that the practice had a leaflet explaining the services it provides.
- 🍷 46% of patients told us that that practice had a leaflet/poster about how to make a complaint.
- 🍷 92% of patients had not been asked to pay for a certificate/asking to be referred to another service.
- 🍷 96% of patients spoken with could get to the surgery easily.
- 🍷 88% of patients spoken with told us that there was parking available near to the practice.
- 🍷 67% of patients were not sure if their GP would do a home visit or didn't know because they had never requested one.
- 🍷 52% of patients we spoke to were not able to make an appointment for a day and time which suited them.
- 🍷 52% of patients told us that they could make appointments for evenings or Saturday if needed with 48% telling us they couldn't.
- 🍷 Patients told us that they have to phone at 8am – 8:30 to get an appointment.
- 🍷 63% of patients were not able to see their doctor of choice.
- 🍷 71% of patients saw a locum at their appointment.

- 6 67% of patients who told us that they had a long term condition have regular health checks.
- 6 71% of patients told us that they could choose to book an appointment with a male or female doctor if they wanted to.
- 6 52% of patients told us that the practice has not used or provided information on choose and book when referring them to another service.
- 6 60% of patients had used another service because they could not get an appointment at the practice.
- 6 92% of patients told us that they were treated with respect by all practice staff.
- 6 65% of patients we spoke to would recommend this practice to their friends and family
- 6 Patients told us that the appointment system needs improving.
- 6 Patients would like to see regular doctors based at the practice.

### What we found from talking to patients registered at Orrell Park Medical Centre.

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	2	9	9	4	1	1

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

- 6 Only 1 patient told us that they were a Carer.

Ethnicity	White British	British	Irish British	English
Number of patients	13	2	1	9

\* 1 patient did not answer this question.

**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
12	3	11

**46%** of patients were aware that the practice has a leaflet explaining the services it provides with **42%** not knowing if there was one.

No one was able to tell us if the leaflet was available in different formats.

The practice leaflet was not on display and we asked reception staff for a copy. It took them a couple of minutes to find one. We asked if they gave one to every new patient and they told us they did. The SSP Health Patients' Charter states that the leaflet should be displayed on the reception desk. Following the visit the practice manager informed us that leaflets are displayed on the carousel stand in the waiting room.

During the visit we observed reception staff informing a new patient registered with the practice that it would take up to 6 weeks for the practice to access their records.

**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	6	8

**42%** of patients told us that the practice had a leaflet/poster about how to make a complaint. 1 patient told us that there was a feedback box and one patient told us they had used the complaints procedure and was not happy with it. We observed leaflets on the complaints procedure during the visit.

There was no general feedback box for compliments/concerns observed but the 'Compliments, Comments and Complaints' leaflet was available and on display. The leaflet on the complaints procedure was not available and we had to ask reception staff for a copy of this.

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

Yes	No	Unaware
2	22	0

**92%** of patients had not been asked to pay for a certificate or when asking to be referred to another service. 1 patient who had told us they had paid £10 for a letter for a bus pass application.

### 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
7	6	5	7

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

Yes	No
23	1

**96%** 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
14	0	2	0	10

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

Yes	No
15	2

**88%** of patients spoken with told us there was parking available near the practice.

Car parking is available on site but you wouldn't know about this unless you were told. It was not mentioned in the practice leaflet.

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

Yes	No	I don't know/Never asked
5	3	16

**67%** of patients were not sure if their GP would do a home visit or didn't know because they had never requested a visit.

The patient charter states that home visits are available and decisions for home visits will be at the doctors discretion.

## Making an appointment.

Q9. How do you make an appointment?

Phone	Call in	Online	Other
20	4	1	0

Q10. How easy is it to get an appointment?

Easy	Fairly easy	Fairly Hard	Very Hard	Don't Know	Have not tried
3	10	8	5	0	0

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

Yes	No
11	12

**52%** of patients we spoke to were not able to make an appointment for a day and time which suited them.

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

Yes	No
13	12

**52%** of patients told us that they could make appointments for evenings or Saturday if needed with **48%** telling us they couldn't.

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

Common Theme	Number of comments
No Problems/OK	3
Reception Staff are helpful	4
Online is ok	1
Have to phone at 8am/8:30	7
Have to call in	1
Appointments have gone when you get through on the phone/ Appointments go quickly.	3
Hard/Frustrating/Difficult	4
Long wait on phone	1
Its over a week to get an appointment	2
Advance appointments are ok	1
Cant book advance appointments	1
Not good/Not good for working people	4
System used is not helpful	1

Q13 Continued...“have to phone on the day, hard to get through. Lines open at 8am but I have to catch the 8:07 train and sometimes I get a voicemail message telling me appointments have gone”.

“hard to make advance appointments. Cant make an evening appointment in the morning, have to phone in the afternoon.”

“Appointments go quickly”

“call at 8am for an appointment that day”

“find it hard to make an appointment, sometimes its over a week before I am seen”

“not good for working people”

“reception staff are helpful”

“Phoned and told I had to wait for a week. Always the same. Phoned back later in week and got one for same day”

## Consultation/ Getting Medical Care

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

Yes	No
9	15

**63%** of patients were not able to see their doctor of choice.

Q15. Was it the regular doctor or a locum?

Regular Doctor	Locum
7	17

**71%** of patients saw a locum at their appointment.

The practice didn't know why patients had answered that they saw locums as the GPs working at the practice are regular doctors. Please see the practices response to recommendation 5 (page 19 – 20)

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

Never	2
Once	1
Twice	6
2 - 3 times	2
3 times	6
3 - 4 times	1
4 times	2
10 times	1
Many times/Numerous	2
Each Visit/Every time	2
<b>Total:</b>	<b>25</b>

<b>Q17.</b>	<b>Yes</b>	<b>No</b>
Do you have a long term condition?	13	10
If Yes do you see the doctor for regular health checks?	10	—
If you see the doctor for regular health checks can you get an appointment that suits you?	5	5

**77%** 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?

<b>Yes</b>	<b>No</b>
17	7

**71%** 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?

<b>Yes</b>	<b>No</b>
12	13

**52%** of patients told us the practice had not used or provided information on 'Choose and Book' when referring them to another service.

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

Yes	No
15	10

**60%** 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
5	10	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
9	17

When asked 'does your GP accommodate this and how could the service be improved?' – 2 patients told us that it would be good to receive more information on their condition, 2 patients told us they didn't know and 1 patient told us they were very happy and were seen every week.

## Overall experience of GP/ Practice care.

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

Yes/Always	Mostly
24	2

**92%** of patients we spoke to were treated with respect by all practice staff.

Q23. Would you recommend this practice to your friends and family?

Yes	No	Maybe
17	7	2

**65%** of patients we spoke to would recommend this practice to their friends and family.

One person who told us maybe said only if they were prepared to see a different doctor every time they made an appointment.

We observed a feedback box for the NHS Friends and Family test and also observed the Friends and Family feedback form.

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

- 🌸 No complaints.
- 🌸 Appointments are needed to suit people at work. Receptionist, nurses and all staff at Orrell Park Medical Centre are fantastic, so kind and helpful.
- 🌸 More regular Drs and flexibility on pre bookable appointments.
- 🌸 Needs to be easier to see a doctor and get an appointment and to be able to see same doctor
- 🌸 Appointment system needs improving

- 6 See same doctor as often as possible, build up 1 to 1 relationship. Appointment system. Pharmacy convenient but prescription not always ready. This means have to go back 48-72 hours later, problem if running out of medication.
- 6 Had a fall in surgery and cut leg. I am lucky as I don't need to go very often. Told to go to Litherland walk in as surgery unable to deal with it!

**The practice asked us to print the response below to the above**

**comment:** If a patient had fallen inside the practice it would have been entered into our accident book and a significant event made of this with a full review of how the accident happened and what the practice could have done to prevent this. Also if there was a nurse on site at the time she would have provided a dressing, and cleaned the wound for the patient.

- 6 Appointment system needs improvement.
- 6 No follow up on tests-hearing, fungal infection. Different doctor each time-no chance to build a rapport, especially difficult as patient has dementia. Patient's daughter has complained about one GP. He told her that her mum was only 1 of 2000 patients!
- 6 Everything is fine
- 6 No issues
- 6 No comment
- 6 On the whole most of the time its ok
- 6 On one occasion I had a problem but had to wait until the next day for an emergency appointment.
- 6 I am concerned about having to see a different doctor. It is a poor practice compared with the one my mother uses. I do not think my care is being consistently looked at. I am thinking about changing my GP.
- 6 Did not feel that my health and welfare is being looked at with enough empathy, unnecessary delays for example
- 6 I have said enough-i.e. not happy
- 6 Seems ok

## Additional findings and observations

- We found a copy of a leaflet called Patients' Charte (this is not a spelling mistake but actually what the leaflet was called) which included information on the practice leaflet, premises, patients rights to general medical services, changes to procedures, repeat prescriptions, referrals, test results, transfer of medical records, privacy and confidentiality, appointments and home visits.
- The waiting area was observed as being spacious.
- Information available in the main waiting area included 3 copies of the 'Sefton Directory, 2 of which were out of date'. There were no magazines available or toys for children.
- The physiotherapist who was on duty was very welcoming to patients, introducing themselves and shaking hands with patients. We were informed that the physiotherapist sees patients from other surgeries as well.
- The tannoy system used at the surgery was hard to understand.
- A patient we spoke with had waited 40 minutes to see a doctor. When they had arrived they had been told the doctor had not yet arrived. Most patients waiting to see a doctor were observed as waiting quite a long time.
- The condition of the female toilet was observed as being in an 'ok' condition. There was a torn poster on the inner door. There was a laminated cleaning checklist but there had been no recent entries and this was observed at 11am. The extractor fan within the toilets was observed as dirty.
- There was an interview room within the reception area which would support those patients who wanted to talk in private. There was a sign about this on a notice board but the notice board was by the interview room and not by the reception so patients may not see this option.
- There were 3 notice boards observed within the area and one included a notice which had been laminated informing patients about 'one appointment, one problem'.
- Another notice observed was that patients would not be seen if they arrive 10 minutes late for their appointment. Patients would be offered the next available pre-bookable appointment. A further notice observed

was one asking patients not to ask the doctor to complete forms during a consultation.

- The practice has a text messaging service in place to cancel appointments.
- Patients told that there always seems to be different reception staff on duty.

**The practice asked us to print the response below to the above**

**comment:** At time of visit in May, the only new staff we had, had started in March, apart from that the staff have worked there for quite some time.

- A service called Language Line is available to patients who require interpretation services.

## 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.

Practice information to be made more accessible for patients.

The practice leaflet to be made more accessible to patients. The SSP Health Patients 'Charter states that the practice leaflet should be made available on the reception desk but reception staff on the day couldn't easily find a copy.

Information on complaints to be made more accessible to patients. The 'Compliments, Comments and Complaints' leaflet was available but the leaflet detailing the complaints procedure was not.

The leaflet 'Patients' Charte' – to be reprinted to say charter.

Out of date information to be removed from the waiting area.

Availability of reading materials and toys for children to be considered in the waiting area.

#### Response from Orrell Park Medical Centre Practice

Practice leaflets have always been on display and only removed when they are being updated. Practice leaflets are on the display carousel which is situated by the door when exiting the practice

There is a poster in the waiting area advising who to contact should patients need to make a complaint. These leaflets are displayed directly under this poster and also on the display carousel

All notices boards were fully reviewed in June/July 2015 and all out of date information was disposed of and new information put up

The practice will discuss the option of having child friendly reading materials. However there are health & safety issues with GP practices having toys, therefore this will not be considered.

Timescale for implementation: some of the posters/complaints leaflets have already been advertised. Child friendly reading material will be discussed at our next meeting.

2.

Advertise the practice car park to patients

88% of patients told us that there was parking available near the practice. We didn't observe any notices about the practice car park which is available and no information can be found in the practice leaflet.

#### Response from Orrell Park Medical Centre

All patients are advised that the practice has parking available and is already advertised on our website and NHS Choices. We will update our practice leaflet with this information next time they are reviewed.

Timescale for implementation: ASAP

3.

Make information relating to home visits more visible within the practice.

67% of patients were not sure if their GP would do a home visit or didn't know because they had never requested one. Information is included within the SSP Health Patient Charter. A poster/notice could be put up in the practice to ensure patients are aware of this option.

**Response from Orrell Park Medical Centre**

The practice has previously advertised that home visits are available should the GP deem them appropriate. We are happy to display this poster again.

Timescale for implementation: ASAP

4.

**Review of Appointment System**

From talking to patients at the practice it is clear that some patients find it difficult to make an appointment. One of the key themes was the need to be able to phone the practice between 8am and 8:30 in the morning to be able to make an appointment. If you didn't phone early in the morning patients would find that there were no appointments. Question 13 provides the themes and Question 24 provides some further information from patients relating to the appointment system and the need for a more flexible appointment system.

60% of patients had used another service because they could not get an appointment at the practice (Walk in Centre and Accident and Emergency)

We observed long waits for appointments once a patient had arrived at the surgery. We observed 1 patient waiting 40 minutes with most patients having a long wait. The patient Charter states that patients will be informed after 20 minutes of waiting if there is a delay.

Use of the tannoy system to be reviewed as it was hard to understand what was being said via the system.

#### Response from Orrell Park Medical Centre

The practice agrees that the current appointment system does need to be amended which will of course be a priority for the practice over the coming months.

The practice currently offers the correct amount of GP appointments in accordance with its list size. Hopefully once the appointment system has been reviewed the need to attend another service whilst the practice is open will resolve its self

The practice will discuss the waiting times with the specific GP.

The tannoy system works in conjunction with the telephone system, which is another piece of work the practice needs to undertake. This will be reviewed when we are reviewing our telephone system.

**Timescale for implementation:** cannot give timescale as this will be an on-going review and amended till we find a system that works at the practice

5.

#### Availability of regular doctors and follow up for tests.

63% of patients were not able to see their doctor of choice with 71% of patients telling us that they saw a locum at their appointment. Question 16 provides more information about how many times over the past 12 months patients had seen a different doctor. Patients also told us that they would like to have the option to see more regular doctors particularly for patients with long terms conditions and for consistent care.

#### Response from Orrell Park Medical Centre.

We are very confused with this response as both Dr Ramon and Pang have worked at the practice for quite some years now, Dr Pang in particular has worked at Orrell Park for over 8 years doing the same weekly sessions. Dr Ramon is our clinical lead and has worked at the practice full time which equates to 10 sessions per week and has done this for 3 years.

Orrell Park in particular does not need to use locums, the only time this happens is when either Drs Ramon or Pang have annual leave.

When this happens I ensure we have the same Locums were possible covering the sessions.

During the visit in May 2015, Orrell Park had not used a locum in over 2 years, excluding the above. Our patients at Orrell Park like to see a particular GP and on occasions have been known to advise staff that they would rather wait to see this GP, than be seen by other permanent GP. The practice also had a female Nurse Clinician working full time so the patients also had a choice to see a female clinician.

Our Nurse Clinician left mid May 2015, so we have used an agency to replace her (Nurse Clinician) but not for the doctors. We listened to the feedback from our patients and as of January 2016 there is a female GP in practice who works 3 days per week, however she is not permanent but we are looking to discuss with her the option of joining us on a more permanent basis.

There is a strong cohort of patients that no matter what we advise them insist that the practice do not have a regular permanent GP, this is despite me speaking with them on several occasions advising them differently. This is what the practice needs to tackle.

The practice feels this is an unfair reflection as we cannot force patients to see GP's they do not wish too. The patients offered are for the next available appointment with any of the GP's.

Timescale for implementation: ongoing

6.

Use of Choose and Book (e-referral) service at the practice to be reviewed.

52% of patients told us that the practice had not used or provided information on choose and book when referring them to another service.

Response from Orrell Park Medical Centre

The referral process at the practice will be reviewed at our next clinical & practice meeting to see what we can do to improve this.

Timescale for implementation: ASAP

7.

Practice to provide more condition specific information to patients.

2 patients who were asked if they considered themselves to be disabled told us that they would benefit from being given more information on their condition.

**Response from Orrell Park Medical Centre**

We would like to know more about the patients how responded to this question so we can respond correctly.

All patients who are newly diagnosed with any disability at the practice are always given literature relating to what their disability is.

There is a wide range of leaflets available in the nurse's room which cover a lot of ailments.

All our patients with a disability are reviewed annually, therefore as part of the annual review the Practice Nurse can ask if they patient would like more information about their disability.

Timescale for implementation: on-going

8.

Promotion of the use of the interview room within the reception area.

We observed an interview room within the reception area which would support those patients who wanted to talk in private. There was a sign about this on the notice board but the notice board was by the interview room and not by the reception area so patients may not see this information to help them review this option.

**Response from Orrell Park Medical Centre**

There is a notice visible on the door to the interview room advising patients, that if they wish to talk privately then to let the receptionist know.

Timescale for implementation: Completed

9.

Cleaning of public toilets available at the practice to be reviewed.

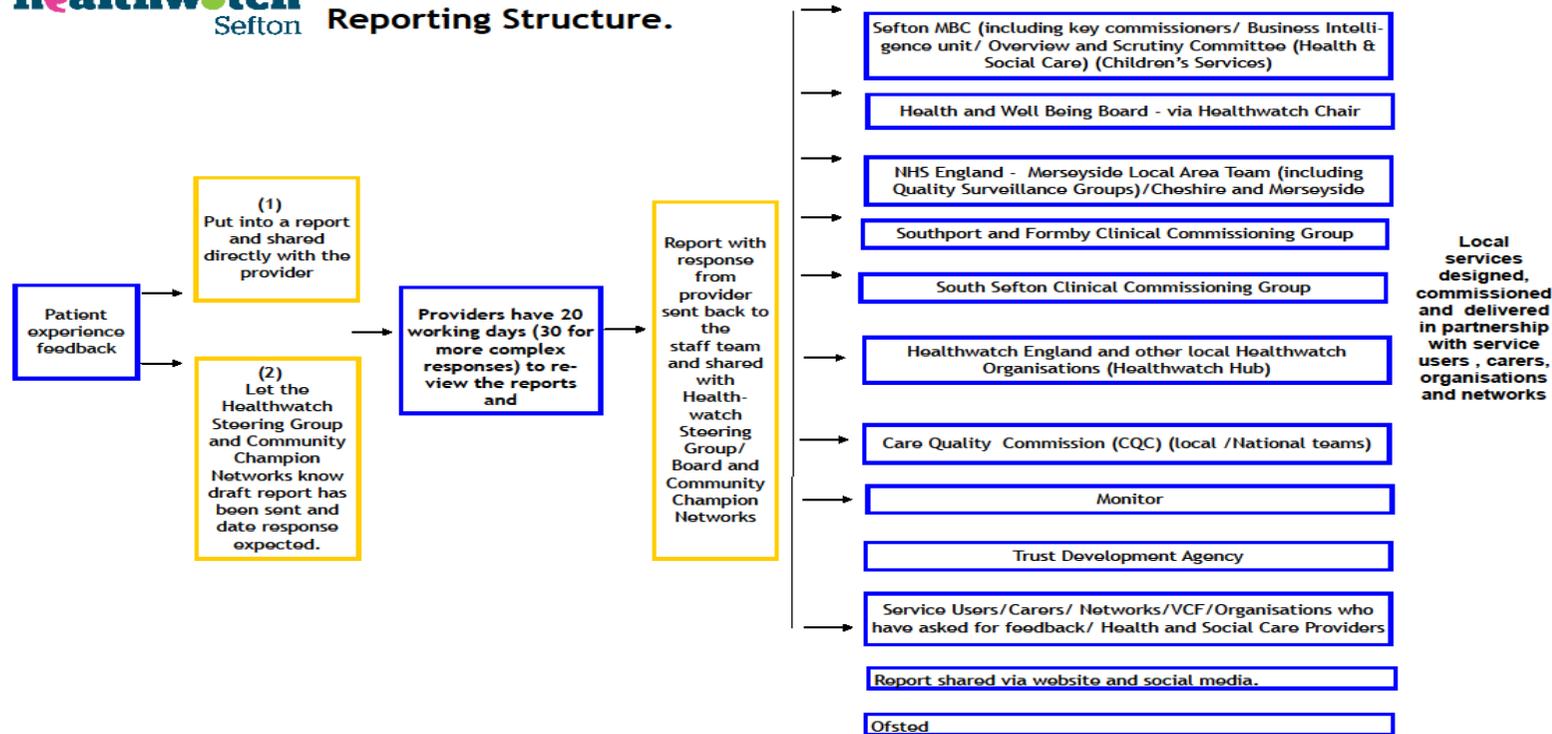
There was a laminated cleaning checklist in the female toilet area but there had been no recent entries (observed 11am). The extractor fan within the toilets was observed as dirty.

**Response from Orrell Park Medical Centre**

Review of the cleaning schedule was completed in July 2015. The Practice Manager does regular spot checks to ensure the checking of the toilets is being maintained and entries on to the checklist have been complete. The fan was cleaned during July 15 and forms part of a regular cleansing of the toilet

Timescale for implementation: complete

### 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  
Tel: (0151) 920 0726 ext 240

[www.healthwatchsefton.co.uk](http://www.healthwatchsefton.co.uk)

[info@healthwatchsefton.co.uk](mailto:info@healthwatchsefton.co.uk)

# 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 RTLG-HGXH-LHRS  
Sefton Council for Voluntary Service (CVS)  
3rd Floor, Suite 3B, North Wing,  
Burlington House, Crosby Road North, Waterloo, L22 0LG.

**healthwatch Sefton**  
Sefton  
[info@healthwatchsefton.co.uk](mailto:info@healthwatchsefton.co.uk)  
[www.healthwatchsefton.co.uk](http://www.healthwatchsefton.co.uk)  
0151 920 0726 ext 240

### 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)



 @hwatchsefton  
 Healthwatch Sefton

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)

## 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