

## **Rawson Road Medical Centre.**

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

**Contact Details:** 136-138 Rawson Road,  
Seaforth, Liverpool, Merseyside,  
L21 1HP

**Date & Time of the visit:** 11<sup>th</sup> May 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:**

##### Visit to morning surgery:

Brenda Cookson

Ken Lowe

##### Visit to afternoon surgery:

Libby Kitt

Wendy Aspin

#### **Acknowledgements**

Healthwatch Sefton would like to take this opportunity to thank all the staff at Rawson Road 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 the Enter and View visits.

#### **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 Rawson Road 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. Staff welcomed the Healthwatch Sefton 'enter and view' team and were welcoming and friendly during both the morning and afternoon visit. Dr Cook introduced himself during the afternoon visit.

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 **11** patients who attended the morning surgery and **12** patients during the afternoon surgery. **1** patient returned their questionnaire by post. 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.

### **Information from Rawson Road 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. The practice manager offered to complete the staff survey for both this practice and for Orrell Park Medical Centre as Angela had regional responsibility as a SSP Health Practice Manager. As a completed staff survey had not been received, 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 to the survey was received.

### **Summary of findings.**

- 🌸 Overall premises were found to be clean and tidy. The waiting room was large and overall the building was warm.
- 🌸 78% of patients we spoke to would recommend the practice to their friends and family.
- 🌸 96% of patients were treated with respect by all practice staff.
- 🌸 65% of patients we spoke to told us the practice offered referrals through choose and book.
- 🌸 36% of patients spoken to had used another service because they could not get an appointment at the practice.
- 🌸 63% 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 and an appointment which suited them.
- 58% of patients saw a regular doctor with 42% of patients telling us they saw a locum at their appointment. Patients were generally pleased with the service and 83% of patient could make an appointment which suited them. Several comments were shared with us about the use of locums at the practice.
- 85% of patients told us they could make an appointment for an evening or a Saturday.
- When talking to patients about additional support 1 patient mentioned that electronic doors would be helpful. We observed the entrance to the practice as having steps from the pavement to push open doors. No signage was observed to indicate wheelchair access.

### What we found from talking to patients registered at Rawson Road Medical Centre.

We spoke to **24** patients.

Gender	Male	Female
Number of patients	11	9

\* 4 patients did not answer this question.

Age	15 - 24	25 - 44	45 - 64	65 - 74	75 - 84	85 - 94
Number of patients	1	9	8	5	1	0

Ethnicity	British	Polish	White British
Number of patients	1	1	19

\*3 patients did not answer this question

Are you a Carer?	Yes	No
Number of patients	1	

\*only 1 patient answered 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/ Don't know
9	4	11

**46%** of patients were unaware that the practice has a leaflet explaining the services it provides with **38%** telling us there was a leaflet.

No patients told us if the leaflet is available in different formats.

**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	There used to be
6	3	13	1

**57%** of patients told us that they were unaware that the practice had a leaflet/poster about how to make a complaint.

Within the waiting room we observed many leaflets and information for patients which included; Sefton Directory, Sefton Carers Centre, information on support groups and a Healthwatch Sefton poster. The practice leaflet was not visible but copies were available behind the reception area. The leaflet is comprehensive and we felt should have been on display for patients. There was information within the leaflet about the complaints procedure but there was no complaints poster on view in the waiting area. During morning surgery a patient told us that the practice used to have a complaint/compliments box but this has been replaced by a 'Friends and Family' box. There was no specific box for compliments/complaints.

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

Yes	No
4	19

**17%** of patients we spoke to had paid for a certificate. Insurance, a medical for a HGV licence and a medical for a taxi driver were given as reasons for having to pay.

### 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
9	2	5	5

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

Yes	No
20	1

**95%** 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	1	4	12

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

Yes	No
18	0

**100%** of patients spoken with told us there was parking available near the practice.

The practice car park was observed during the visit.

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

Yes	No	Unsure	I would think so	I wont ask GP
4	2	12	4	1

**52%** of patients were not sure if their GP would do a home visit with **17%** telling us they would think their GP would do a home visit if necessary. **1** patient told us that they would not ask their GP for a home visit again because "I've asked about home visits but don't really get answer as most doctors are locums"

### **Making an appointment.**

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

Phone	Call in	Online	Other
21	2	0	1

**88%** of patients told us that they phone the practice 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
15	7	2	0	0	0

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

Yes	No
20	4

**83%** 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
11	2

**85%** of patients we spoke said they were able to make an appointment for an evening or a Saturday.

The practice manager informed us that the practice is not open on a Saturday

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

Common Theme	Number of comments
No problems/Ok	7
Good/Happy with system	5
Excellent	4
Easy/Easier	2
Not Good	2
Could be improved	1
Not too bad	1
Reception staff are helpful	1

Q13 Continued...

“Must ring at 8am to get same day appointment. However, I have always got one and they have been excellent about it”

“Fairly straight forward, receptionists are very friendly”

“Happy with service”

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

Yes	No
14	8

**64%** of patients were able to see their doctor of choice.

**Q15. Was it the regular doctor or a locum?**

Regular Doctor	Locum
14	10

**58%** of patients saw a regular doctor with **42%** of patients telling us they saw a locum at their appointment.

During morning surgery on the day of the visit there should have been another GP on site but we were informed that they had been involved in an accident and there was no replacement.

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

Never	2
Once	2
Twice	4
3 times	3
4 times	1
5 times	1
5 - 6 times	1
6 times	2
Many times/Numerous	1
Each Visit/Every time	2
Don't come very often	1

**Q17.**

	Yes	No
Do you have a long term condition?	8	13
If Yes do you see the doctor for regular health checks?	8	—
If you see the doctor for regular health checks can you get an appointment that suits you?	8	—

**100%** of patients who told us they had a long term condition have regular health checks and an appointment which suits them.

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

Yes	No
12	7

**63%** 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
13	7

**65%** 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
8	14

**36%** 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	5	0	1	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
8	14

2 patients told us that having regular doctors instead of locums would help.

1 patient told us that electronic doors would help. We were told that the receptionists are helpful.

From our observations the entrance to the practice had steps from the pavement to push open doors. There was no signage observed to indicate wheelchair access. Following the visit the practice manager told us that there is a ramp next to the steps for wheelchair access

## Overall experience of GP/ Practice care.

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

Yes/Always	Everyone apart from 1 member of staff
22	1

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

Yes	No	Undecided	I would if there were more doctors	Question doesn't make sense
18	2	1	1	1

**78%** of patients we spoke to would recommend this practice to their friends and family. During the visit we observed information on the friends and family test. In addition to being asked how likely they would be to recommend the GP practice to friends and family, patients are also asked to give an example of a positive and negative experience they have had at the surgery and if the surgery could have done anything better.

#### **Q24. Would you like to tell us anything else about the practice?**

- 🍷 No.
- 🍷 No additional comments.
- 🍷 Happy with services.
- 🍷 No, quite happy at practice wouldn't want to move.
- 🍷 The doctor I dislike compares every illness I have to his wife. Really stubborn.
- 🍷 Treated my husband fine. Apart from 1 receptionist who is not helpful as I have a long terms condition and I look after my husband.
- 🍷 Everything is ok
- 🍷 Too many locums
- 🍷 Staff very pleasant and helpful
- 🍷 Quick and reliable easy to access
- 🍷 Always like to see same doctor
- 🍷 Too many locums. Main GP is like a father to me.
- 🍷 Too many locums always have to explain medication would change GP but can't be bothered.
- 🍷 Go nowhere else
- 🍷 Thinking of moving have to keep explaining medical problems to different doctors
- 🍷 Does what it says on the tin
- 🍷 No major complaints. NHS are struggling as normal.
- 🍷 Good service-cant improve
- 🍷 No

- no staff are fine
- n/a
- happy with everything

## Additional findings

The waiting room was large with rows of seats for patients and consulting rooms were situated in adjacent corridors which could be accessed through manually operated double doors. Patients were called via a system where the GP buzz's through to the reception staff and staff inform the patient they can see the doctor. The waiting room was warm and was observed as being clean.

The practice has toilets which can be accessed by patients. Patients have to request the key to access the toilet from reception staff.

Reception staff on duty appeared to have a positive and helpful rapport with patients. During the morning visit, a patient called into the practice and asked when the next available appointment was. They were told tomorrow. When the patient was leaving they informed reception staff that they had an abscess and was told to come back to the practice if they couldn't get a dentist appointment.

A patient told us that they had only had to wait a short time after arriving for their appointment.

## 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.

Ensure the practice leaflet is visible and on display for patients. Promote the practice leaflet to patient.

The practice leaflet was not visible but copies were available behind the reception area. The leaflet is comprehensive and we felt should have been on display for patients.

### Response from Rawson Road Medical Practice

Leaflets are readily available in the waiting room. The practice also has large font leaflets is requested.

Timescale for implementation: complete

**2.**

Review the need for a compliments and complaints box in the waiting area.

During morning surgery a patient told us that the practice used to have a complaint/compliments box but this has been replaced by a 'Friends and Family' box. There was no specific box for compliments/complaints.

**Response from Rawson Road Medical Centre**

The practice have previously had compliments/complaints boxes in the waiting room, however these were removed at the patients request as feedback advised the practice that there were too many boxes in the waiting room. The practice does have a compliments and complaint book which is kept behind the reception area and all comments are recorded this way.

We could discuss the option of placing a compliment & complaints box back in reception at our next PPG meeting

Timescale for implementation: ASAP

**3.**

Ensure the policy relating to home visits is available to patients.

52% of patients were not sure if their GP would do a home visit. 1 patient told us that they would not ask their GP for a home visit again because "I've asked about home visits but don't really get answer as most doctors are locums"

**Response from Rawson Road Medical Centre**

We have previously advertised that the practice offers home visits if the GP deems is appropriate. We are happy to put advertise this again.

Timescale for implementation: ASAP

4.

Review use of locums at the practice.

Although 58% of patients we spoke to told us they saw a regular doctor, 42% of patients told us they saw a locum. When reviewing the answers to question 16, 'How many times over the past 12 months have you seen a different doctor' and on talking to patients during the visit there are concerns about the use of locums. We would be keen to know how many locum sessions there are on a weekly basis and if the practice has any plans to employ regular GPs to help with continuity of care. In addition 2 patients who had informed us that they would consider themselves as disabled had told us that having regular doctors instead of locums would help.

**Response from Rawson Road Medical Centre**

At the time of the visit from Healthwatch, the practice was relying on locums as our permanent GP left in March 2015. However Dr Cook who works 2 days per week has worked at the practice for 9 years.

The practice now has permanent GP's 4 days per week with 1 day being covered by a long term locum who has worked at the practice since September 2015. We are hoping that our newer GP will pick up the 1 day when his other commitments are finished.

Timescale for implementation: Complete

**5.**

**Additional support for patients - wheelchair access and support at entrance of practice.**

From our observations the entrance to the practice had steps from the pavement to push open doors. There was no signage observed to indicate wheelchair access. 1 patient told us that electronic doors would help.

**Response from Rawson Road Medical Centre**

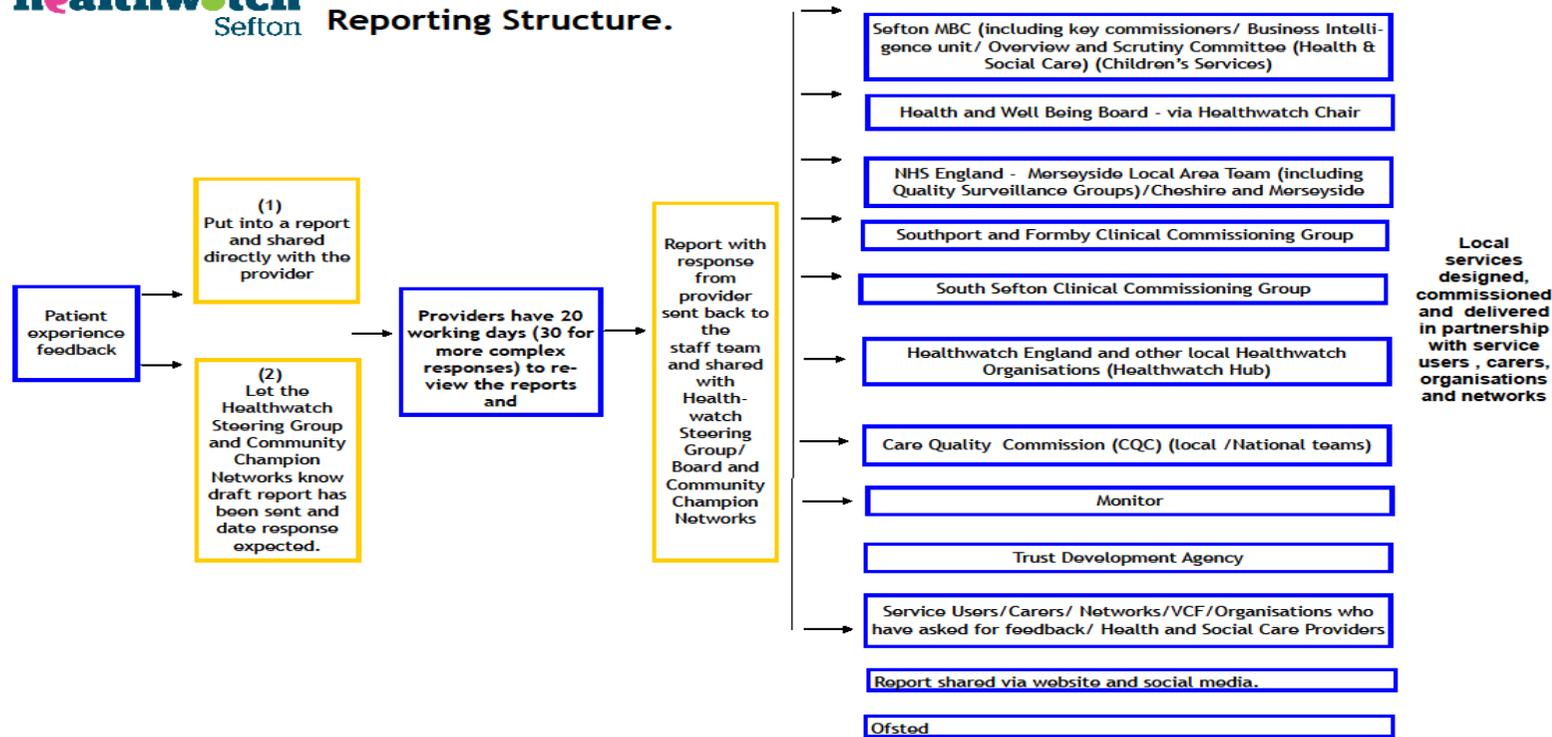
The practice has always had wheelchair access since the building was built in 1998. This is situated right next to the steps leading from the pavement to the push open doors.

Wheelchair access is also advertised in our practice leaflet, on our Website and also on NHS Choices.

The front push doors have never been an issue, however we are willing to consider changing these doors if it does become more of an issue

**Timescale for implementation: Complete**

## 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)  
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# healthwatch Sefton

## Personal Details (optional)

This section of the form is optional, but this will help us to identify any trends in the experiences we capture. Details of the experience you have provided will be shared anonymously with the service provider.

Name

Address (including postcode)

Email

Phone

Ethnicity  Gender  Age

I would NOT like to receive information on joining Healthwatch Sefton

## Contact Us

If you would like more information about Healthwatch Sefton please **contact us** using the details below:

Email  
Website  
Phone

info@healthwatchsefton.co.uk  
www.healthwatchsefton.co.uk  
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

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**healthwatch**  
Sefton  
Share Your Experience

## Share Your Experiences of health and social care services

If you have recently accessed local health and social care services, then Healthwatch Sefton would like to hear from you!

Alternatively, you can share your experiences online at [www.healthwatchsefton.co.uk/share](http://www.healthwatchsefton.co.uk/share)

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Healthwatch Sefton

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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