

# Seaforth Village Practice.

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

**Contact Details:** 20 Seaforth Road, Liverpool, Merseyside,  
Liverpool, Merseyside, L21 3TA

**Date and Time of Visit:** 29<sup>th</sup> June 2015 Healthwatch Sefton visited the  
practice during the morning Surgery (starting at  
9:30) 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 Seaforth Village 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 Seaforth Village 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, Ian Hindley who was also the member of staff who was our contact for the visit. Ian was welcoming and friendly and we spoke to Ian before we spoke to anyone in the practice, taking advice on how we should approach patients.

When we arrived for the morning visit to the practice we were informed by Ian that there was no GP available and that patients who had booked appointments had been contacted on the Friday evening. There was only a health care assistant and a practice nurse on site for the morning visit.

There was no one in the waiting room when we arrived for the morning visit.

We spoke with patients in the waiting area during the afternoon visit.

Authorised representatives spoke with patients informally asking them about their experiences of being a patient at the practice. We spoke to 11 patients in total. We explained to everyone we spoke to why they were there and took minimal notes giving them information on Healthwatch Sefton and how they could get in touch with us after the visit if they needed to.

An important role of 'enter and view' is to observe what is going on during a visit including the physical surroundings. We used an observation checklist/sheet to help us record anything we saw.

### **Information from the practice manager at Seaforth Village Practice.**

Ian Hindley, Practice Manager did not return the questionnaire which we had asked him to fill out.

### **Summary of findings.**

- 🌸 55% of patients were aware that the practice had a leaflet explaining the services it provides.
- 🌸 73% of patients told us that the practice had a leaflet/poster about how to make a complaint.
- 🌸 91% of patients spoken with could get to the surgery easily with parking being available nearby.
- 🌸 91% of patients were not sure if their GP would do a home visit. The practice manager told us that home visits are available.
- 🌸 80% of patients spoken to during the visit phone the practice to make an appointment.
- 🌸 64% of patients we spoke to were not able to make an appointment which suited them.
- 🌸 91% of patients we spoke to said they were not able to make appointments for an evening or a Saturday.
- 🌸 100% of patients saw a locum doctor at their appointment with 100% not being able to see their doctor of choice. 100% of patients could not book an appointment with a male or female doctor if they wanted to.
- 🌸 100% of patients who told us that they had a long term condition had regular health checks.
- 🌸 55% of patients had used another service because they could not get an appointment.
- 🌸 55% of patients would not recommend the practice to their friends and family.

## What we found from talking to patients registered at Seaforth Village Practice.

We spoke to 11 patients.

Gender	Male	Female
Number of patients	4	7

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

Ethnicity	British	White	White British
Number of patients	2	1	7

\* 1 patient did not answer this question

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

**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
6	2	3

**55%** of patients who answered this question told us they were aware that the practice has a leaflet explaining the services it provides.

**1** patient told us that the information was up on the wall of the waiting area.

No one was able to tell us if the leaflet was 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
8	3	-

**73%** of patients told us that the practice had a leaflet/poster about how to make a complaint.

We observed a notice in the waiting area about the practice participation group. We also observed a poster and leaflets about the complaints policy.

**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	9	-

**82%** of patients had not been asked to pay for a certificate or when asking to be referred to another service. Payments had been required for a letter to support a legal matter.

## 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	4	2	0

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

Yes	No
10	1

**91%** 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	2

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

Yes	No
6	5

**45%** of patients spoken with told us that parking was not available near the practice.

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

Yes	Unsure
1	10

**91%** of patients 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
8	2	0	0

Q10. How easy is it to get an appointment?

Easy	Fairly easy	Fairly Hard	Very Hard	Don't Know
4	1	5	1	0

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

Yes	No
4	7

64% of patients we spoke to were not able to make an appointment which suited them.

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

Yes	No
1	10

91% 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
No Problems/Ok	2
Have to phone at 8/8:30am	2
Always have to have telephone consultation	1
Can get a same day appointment if you say its an emergency	1
Depends on the day	1
Frustrating/Difficult	1
Good	1
Hard to get through on the telephone	1
Have to ring at 8:30 am	1
Its over a week to get an appointment	1
Little pre booking	1
Not good	1

Q13 Continued...

“Appointments normally a week wait, unless try by phone at 8am”

“have to phone at 8.30 am exactly-sometimes frustrating when surgery is busy”

“sometimes not so bad, other times cant get one, even at 8am”

## Consultation/ Getting Medical Care

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

Yes	No
0	11

**100%** of patients were not able to see their doctor of choice.

Q15. Was it the regular doctor or a locum?

Regular Doctor	Locum
0	11

**100%** of patients saw a locum doctor at their appointment.

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

3 times	1
5 times	1
9 times	1
12 times	1
Each Visit/Every time	5
Many times/numerous	2

Q17.	Yes	No
Do you have a long term condition?	4	4
If Yes do you see the doctor for regular health checks?	4	–
If you see the doctor for regular health checks can you get an appointment that suits you?	1	3

**100%** of patients who told us they had a long term condition have regular health checks. Not all patients with a long term health condition can get 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
0	10

**100%** 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
2	7

**78%** of patients told us the practice did not offer referrals through Choose and Book.

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

Yes	No
5	6

**45%** 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	4	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
3	7

Patients who considered themselves as having a disability told us that the practice did not support them. Seeing the same GP was offered as a solution as was access to home visits.

## Overall experience of GP/ Practice care.

Q 22. Were you treated with respect by all practice staff?		
Yes/Always	Mostly	No
10	1	0

Q 23. Would you recommend this practice to your friends and family?		
Yes	No	Undecided
4	6	1

55% of patients we spoke to would not recommend this practice to their friends and family.

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

- 🌱 Needs to improve
- 🌱 No problems
- 🌱 Not the same since Doctor X left. Waiting time is awful. If you are a few minutes late your appointment can be cancelled but you wait up to 30 minutes past appointment time when they are running late.
- 🌱 Need more doctors and nurses.
- 🌱 Need to be able to see someone that knows about me. Never see the same Doctor
- 🌱 SSP Health doesn't respect its patients.

- Its a brilliant doctors and I would hate to see it close

## Additional findings

- We observed the Healthwatch Sefton enter and view poster on display within the waiting area of the practice and also an experience box.
- During the morning visit, the carpet was dirty in the reception area, and was full of bits/crumbs. During the afternoon visit a cleaner was observed vacuuming the area.
- When reviewing access, the second door at the entrance would need to be opened to allow for wheelchair access. The entrance was shabby and there was paint peeling off the walls.
- We observed that the practice manager was working as the receptionist.
- The practice had an accessible toilet which was available for patients.
- The electronic appointment booking system which patients can use to book in for their appointments was not working on the day of the visit.
- Within the reception area there is a weight machine which also showed Body Mass Index and height.
- There was a notice in the main reception area informing patients that the practice was in special measures following a recent inspection by the Care Quality Commission (CQC).
- During the afternoon visit, a patient was observed calling into the practice to book an appointment. They were given one for Friday.
- During the afternoon visit an angry altercation between a GP and a patient was observed. The patient was agitated and communicated this to the GP. The patient demanded that they see another GP. The receptionist tried to support the patient but the patient left the practice.

## 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.**

**Confirming names of GPs working at the practice.**

Healthwatch Sefton would like confirmation of the named GPs who are based at the practice who provide care to patients at the surgery. During our am visit to the practice there was no GP available with appointments cancelled.

**Response from Seaforth Village Practice**

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

Timescale for implementation:

**2.**

**Practice to review staffing - use of locums is not providing consistent care.**

100% of patients we spoke to told us they saw a locum doctor at their appointment and were not able to see the doctor they wanted. Patients told us that they had seen different doctors over the last 12 months and they wanted to see doctors who knew them. 100% of patients we spoke to also told us that they could not choose to book an appointment with a male or female doctor if needed.

**Response from Seaforth Village Practice**

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

Timescale for implementation:

**3.**

**Promotion of practice leaflet.**

Only 55% of patients we spoke to were aware that the practice has a leaflet explaining the services it provides. Promotion of this leaflet to patients in both the waiting area and through other communication channels with patients should be undertaken.

**Response from Seaforth Village Practice**

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

Timescale for implementation:

**4.**

**Promotion of Home Visits.**

91% of patients we spoke with were not sure if their GP would do a home visit. We recommend that this service is promoted to patients, with information which includes criteria for a home visit and how a home visit is arranged including how a patient/carer/family member requests one.

**Response from Seaforth Village Practice**

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

Timescale for implementation:

**5.**

**Review of appointments system and allocation of appointments.**

64% of patients we spoke to were not able to make an appointment which suited them. 91% of patients we spoke with said they were not able to make an appointment for an evening or a Saturday. Patients also told us that it can be hard to get through on the telephone to make appointments and waits for an appointment are lengthy. A patient told us that if a patient is a few minutes late an appointment can be cancelled but then waits for appointments can be up to 30 minutes past the appointment time.

The electronic appointment booking in system available in the main waiting area was not working on the day of the visit. The practice to ensure that this is working for patients.

We recommend that the practice reviews the appointment system and how appointments are allocated.

**Response from Seaforth Village Practice**

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

Timescale for implementation:

**6.**

**Extended opening hours**

With the practice manager not returning the staff questionnaire we are not aware if the practice has extended hours. 91% of patients we spoke to said they were not able to make an appointment for an evening or weekend. Does the practice have extended opening hours during the evening or weekend? If the practice does, this needs to be advertised to patients. If not the practice to look at how extended opening hours could be provided.

**Response from Seaforth Village Practice**

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

Timescale for implementation:

**7.**

**Consistent use of Choose and Book**

78% of patients told us that the practice did not offer referrals through Choose and Book. This to be reviewed and a response provided.

**Response from Seaforth Village Practice**

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

Timescale for implementation:

**8.**

**Support for patients who consider themselves to be disabled.**

3 patients we spoke to during the visit told us that they considered themselves to be disabled. All 3 patients also told us that they did not feel supported by the practice. Seeing the same GP was offered as a solution.

One of our observations was that in reviewing access, the second door at the main entrance would need to be opened to allow for wheelchair access.

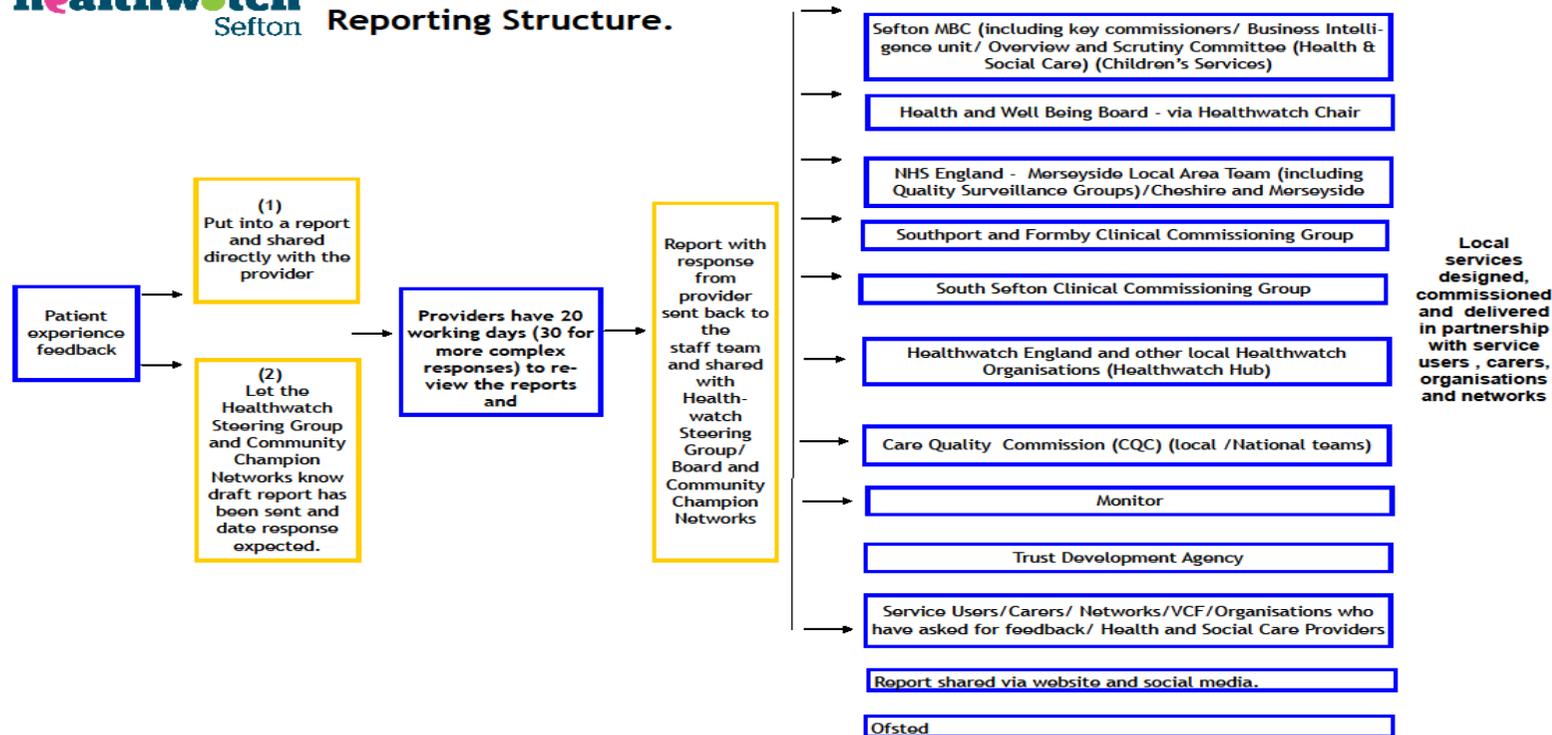
We would like to know how the practice supports patients and what plans can be put in place to address support and accessibility issues in the future.

**Response from Seaforth Village 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

Healthwatch Sefton.

Company Ltd. by Guarantee Reg. No: 8453782

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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	<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 RTCG-HGXH-LHRS  
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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)



 @hwatchsefton  
 Healthwatch Sefton

Contact **healthwatch Sefton**  
[info@healthwatchsefton.co.uk](mailto:info@healthwatchsefton.co.uk)  
[www.healthwatchsefton.co.uk](http://www.healthwatchsefton.co.uk)  
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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