

Sefton Road Surgery.

Enter and View Report Results, Recommendations and Response.

Contact Details: Sefton Road Surgery, 129 Sefton Road
Litherland, Liverpool, L21 9HG

Date & Time of Visit: 23rd June 2015 Healthwatch Sefton visited the practice during the morning Surgery (starting at 9:00) and the afternoon surgery (from 16:00).

Healthwatch Sefton Authorised Representatives: Diane Foulston
Margaret Quayle
Maureen Thomas

Acknowledgements

Healthwatch Sefton would like to take this opportunity to thank all the staff at Sefton Road Surgery 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 Sefton Road Surgery 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, Carolyn Doughty who was also the member of staff who was our contact for the visit. Carolyn and practice staff were welcoming and friendly and we spoke to Carolyn before we spoke to anyone in the practice, taking advice on how we should approach patients.

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 **15** 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 Sefton Road Surgery.

Carolyn Doughty, Practice Manager filled out the staff questionnaire and we found out the following about the practice:

- 4 GPs work at the practice, one full time and three part time, one GP is male and three are female.
- There are 4972 patients registered at the practice and 46 carers.
- The practice has a patient reference group which is publicised on the practice website (<http://www.seftonroadsurgery.nhs.uk/patient-information/>), via leaflets with posters being available in the waiting room. The group is virtual with patients submitting their email addresses in agreement to complete surveys and respond to emails.
- The practice is registered as a training practice and at the time of the visit had one F2* doctor with another joining in August. *A Foundation doctor (FY1 or FY2) is a grade of medical practitioner in the United Kingdom undertaking the Foundation Programme - a two-year, general postgraduate medical training programme which forms the bridge between medical school and specialist/general practice training.
- A nurse practitioner, 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? It was felt that there would never be enough appointments to satisfy all patients.
- Carolyn felt that her work as an employee was valued by her employer.
- 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 Carolyn filled in throughout this report.

Summary of findings.

- 40% of patients were unaware that the practice had a leaflet explaining the services it provides. The Practice Manager told us that a leaflet is available and reception staff can provide copies.

- 47% of patients told us that the practice had a leaflet/poster about how to make a complaint.
- 100% of patients spoken with could get to the surgery easily with parking being available nearby.
- 53% of patients were not sure if their GP would do a home visit. The practice manager told us that home visits are available.
- 93% of patients spoken to during the visit phoned the practice to make an appointment.
- 57% of patients we spoke to were able to make an appointment which suited them.
- 40% of patients we spoke to said they were not able to make appointments for an evening or a Saturday. We found that extended opening hours are available on a Tuesday evening, when 2 doctors hold a surgery 6:30pm - 8:30pm clinic with the surgery being open until 9pm.
- 87% of patients saw a regular doctor at their appointment and 80% could see their doctor of choice. 100% of patients could book an appointment with a male or female doctor if they wanted to.
- 75% of patients who told us that they had a long term condition had regular health checks.
- 71% of patients had used another service because they could not get an appointment, the majority of patients using the local 'Accident & Emergency' department or the walk in centre.
- 80% of patients would recommend the practice to their friends and family.
- The practice offers additional help for those patients with a disability. There is a hearing loop system and there is good accessible access.

What we found from talking to patients registered at Sefton Road Surgery.

We spoke to 15 patients.

Gender	Male	Female
Number of patients	3	12

Age	15 - 24	25 - 44	45 - 64	65 - 74	75 - 84	85 - 94
Number of patients	3	5	2	3	2	0

Ethnicity	English	British	White	White British
Number of patients	3	1	2	9

Are you a Carer?	Yes	No
Number of patients	4	-

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
8	0	6

43% of patients who answered this question told us they were unaware that the practice has a leaflet explaining the services it provides.

1 patient told us that the practice didn't need a leaflet as reception staff could provide information.

No one was able to tell us if the leaflet was available in different formats. The practice manager told us that a leaflet was available.

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
7	1	7

47% of patients told us that the practice had a leaflet/poster about how to make a complaint.

We observed a variety of leaflets clearly displayed in the waiting area including information on emergency contraception, Carers UK, and Active Sefton. There was also information on the May Logan Healthy Living Centre, information on special educational needs, antibiotics, and smoking cessation. A copy of the latest Care Quality Commission (CQC) report was displayed. There was also a blood pressure machine in the waiting area for use by patients.

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

Yes	No	Unaware
3	12	–

80% 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 (travel cancellation) and for a passport, the fee donated to a charity by the GP.

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
3	5	4	3

Q5. Can you get to the surgery easily?

Yes	No
14	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
6	0	1	0	8

Q7. Is there parking available near the practice?

Yes	No
14	0

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

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

Yes	Unsure
7	8

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

“I would assume so”. “I don’t know, but I know they do telephone consultations”

The practice manager told us that home visits were available.

Making an appointment.

Q9. How do you make an appointment?

Phone	Call in	Online	Other
13	1	–	–

Q10. How easy is it to get an appointment?

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

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

Yes	No
8	6

57% 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 when the practice had asked patients, **81%** had said excellent or good, **8%** said acceptable with **11%** saying it was poor.

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

Yes	No
9	6

40% of patients we spoke with said they were not able to make an appointment for an evening or a Saturday.

The practice manager told us that there is a late evening surgery on a Tuesday where 2 doctors have a 6:30pm - 8:30pm clinic, with the surgery being open until 9pm.

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

Common Theme	Number of comments
Making an advance appointment is ok	2
No Problems	2
Difficult to get a same day appointment	1
Difficult	1
Getting an emergency appointment is difficult.	1
Excellent	1
Get an evening appointment sometimes	1
Good	1
Hard to get an appointment that suits	1
Hard to get through on the telephone	1
Have to wait 7 - 10 days for an appointment	1
Long wait to see a GP	1
Not easy	1
Online is ok	1
Professional	1
Reception staff are helpful	1
Staff are rude	1
Wait a week for an appointment	1

Q13 Continued...

“Phone call goes to Concept House. I want to come to my surgery, Sefton road. Breakdown in communication often happens as the staff at Concept House don’t know me. Times are mixed up and wrong. Needs continuity”

“Very good receptionists, they know everybody by name”

“I can get evening appointments but a problem is the phone lines which are constantly engaged”

“It takes forever to see a GP. Not an easy experience, GP care is good”

“Appointments can be booked on line for future, however if you need an appointment that day, this can be difficult”

When asked does the telephone system work well in meeting the demand of incoming calls the practice manager told us that the practice has three lines with 2 receptionists answering calls throughout the day. There is a queue system for calls to wait to be answered so patients don't have to keep calling back.

Consultation/ Getting Medical Care

Q14. Were you able to see the doctor you wanted?	
Yes	No
12	3

80% of patients were able to see their doctor of choice. The practice manager told us that patients could see the doctor they requested where possible.

Q15. Was it the regular doctor or a locum?	
Regular Doctor	Locum
13	2

87% of patients saw a regular doctor at their appointment.

The practice manager told us that there are perhaps one or two locum sessions every month. The practice uses locums to cover for the winter pressure extra clinics so that 6 sessions are held at Sefton Road. They also cover annual leave.

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

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

Q17.	Yes	No
Do you have a long term condition?	9	6
If Yes do you see the doctor for regular health checks?	6	2
If you see the doctor for regular health checks can you get an appointment that suits you?	6	—

67% of patients who told us they had a long term condition have regular health checks, at 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
15	0

100% of patients told us they could choose to book an appointment with a male or female doctor if they wanted to.

Q19. If your doctor has referred you to another service for example a hospital consultant did they use or provide you with information on choose and book?

Yes	No
8	7

53% of patients told us the practice offered referrals through Choose and Book.

The practice manager told us that the practice operates 'choose and book' at the point of referral. Doctors talk to the patient and then staff provide the documentation needed.

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

Yes	No
9	6

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	4	0	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 that all of the services above were likely to be used.

The practice manager told us that there are 28 emergency appointments available every day. Between 30-50% of appointments are embargoed until the day when they are offered to patients needing an urgent appointment. If patients ring and there are no appointments left, we offer a telephone appointment where the doctor will ring them back. If the doctor feels the patient should be seen they will be offered an appointment.

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	12

Patients who considered themselves as having a disability told us that the practice supported them with their disability. A suggestion for improvements was better knowledge of infant conditions. Medication was also given as an area for improvement was medication.

The practice manager told us that reception staff would assist a patient who required support. A hearing loop is available. If a patient cannot go upstairs they will be offered an appointment in a downstairs room. Staff undertake online training on equality and diversity. We observed that the practice had good mobility access observing easy access for a patient with a pram. The practice also has accessible toilet facilities.

Overall experience of GP/ Practice care.

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

Yes/Always	Mostly	No
11	3	1

During the visit we observed that reception staff were approachable and helpful.

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

Yes	No
12	3

80% of patients we spoke to would recommend this practice to their friends and family. The practice manager told us that they find the friends and family test helpful. Information is fed back to the whole team on a regular basis and findings are discussed.

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

- 🌱 Need continuity of staff. They should have a drop in, did have a morning and evening drop in which is needed for working people. Should go back to a drop in maybe one morning or night time
- 🌱 I preferred it when there was a drop in clinic of an evening in regards to work. Had to go to an appointment in Bootle on occasion which is not local.
- 🌱 Staff very pleasant and always treated with respect.

- Change one member of reception staff
- They have been fantastic, also the hospital was fab.
- Pleasant staff
- Historically-with practice since birth
- Good
- Will not use the nurse consultant service again. Thought consultation was inadequate. GPs fine, generally ok.
- Really good, been our family Doctor for many years.
- Seating area is awful, who wants to sit opposite a toilet. Some reception staff can be most difficult at times wanting to know what's up before they book an appointment. Waiting times after appointment are awful
- Very well organised only problem obtaining appointment
- Receptionists just so professional, Doctors caring, couldn't have coped without surgery.

Additional findings

- We found the premises to be very clean and tidy.
- The waiting area was clear of furniture and the reception desk was opposite the main entrance. There were a variety of chairs for patients to use in the waiting area.
- We noted that the practice has a prescribing pharmacist for patients who have a chronic condition. This service is available at the Bootle practice on Tuesdays.

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.

Promotion of the practice leaflet and information on how patients can make a complaint.

It would be good to see more information available in the waiting area/reception area at the Sefton Road Surgery informing patients on the complaints process and also how they can access the practice leaflet.

Response from Sefton Road Surgery

Thank you for your very interesting, useful and comprehensive report. I met yesterday with Dr Goldberg and Dr Halstead and we have responded below. I hope this is ok, and thank you for your help.

We have discussed this and we feel that, rather than having a lot of practice leaflets in the waiting room which become scrappy and are picked up by young children etc, it would be more useful to have a screen in the waiting room giving patients information about the practice, self help information and local services. We are therefore going planning for this over the coming months.

Timescale for implementation:

2.

To make information available to patients on the practice policy for home visits.

53% of patients spoken to were not sure if the practice offered home visits. Home visits are available so it would be good to see the practice share information with patients. It will be important that this information informs patients when a home visit would be made and how patients can request one. It would be good to see this information made visible in the waiting area.

Response from Sefton Road Surgery

We have always offered home visits for patients who are housebound or are too ill to come to the surgery, there is information on the website. We feel to promote home visits to patients by posters in the waiting room would be counter-productive.

Timescale for implementation:

3.

Promoting extended hours available at the surgery.

40% of patients we spoke with said they were not able to make an appointment for an evening or a weekend. A patient told us it would be great to have a drop in clinic on an evening as it would be beneficial for working people. As the practice has extended hours available on a Tuesday evening it would be beneficial if this service could be re-promoted to patients. We would like to know how the surgery plans to promote this service.

Response from Sefton Road Surgery

We do have an evening surgery at our other surgery, concept House which all patients have access to, and which we advertise in both surgeries. However it is not practical to have a drop-in surgery as it is difficult to plan for this type of surgery, impossible to cover during times of holiday or sickness, and patients tend to complain about long waiting times

Timescale for implementation:

4.

Concept House

There were some comments made about the Concept House branch which is based in Bootle. Some services are provided from the Bootle branch and some patients would find this more convenient at the Sefton Road surgery. One patient told us about phone calls being taken by staff in the Concept House branch, and another patient informed us that appointments were available but only in Bootle which was not local. We also observed that there are sessions for patients with a prescribing pharmacist for patients with chronic conditions at the Bootle practice on Tuesday afternoons but not at Sefton Road. Are there any further services which patients would need to travel to the Bootle branch for? Are services equitable across the 2 surgeries?

Response from Sefton Road Surgery

We do try and offer all services across both the main surgery and the branch surgery. However it is very difficult to duplicate every services across the two sites, as we are working within a tight budget - for example the pharmacist mentioned only works one day a week but he does now split his time between the two surgeries when he can. We will certainly bear this in mind.

Timescale for implementation:

5.

Drop in facility

The availability of morning and afternoon drop in sessions where patients would drop in and then be allocated an appointment within a certain time period were commented on. From the report it is unclear if this was a service which was previously offered but patients who work would find appointment allocation using a drop in facility useful.

Response from Sefton Road Surgery

It is no longer practical to have a drop-in surgeries as it is difficult to plan for this type of surgery, impossible to cover during times of holiday or sickness, and patients tend to complain about long waiting times.

Timescale for implementation:

6.

Choose and Book

47% of patients told us that their doctor had not used choose and book when referred to another service. The practice does operate Choose and Book at the point of referral. Promotion of Choose and Book (e-referral) with patients may be beneficial to help them become aware of the system. A review of the use of Choose and Book (e-referral) within the practice may also be useful to see if it is being offered and used at the point of every referral.

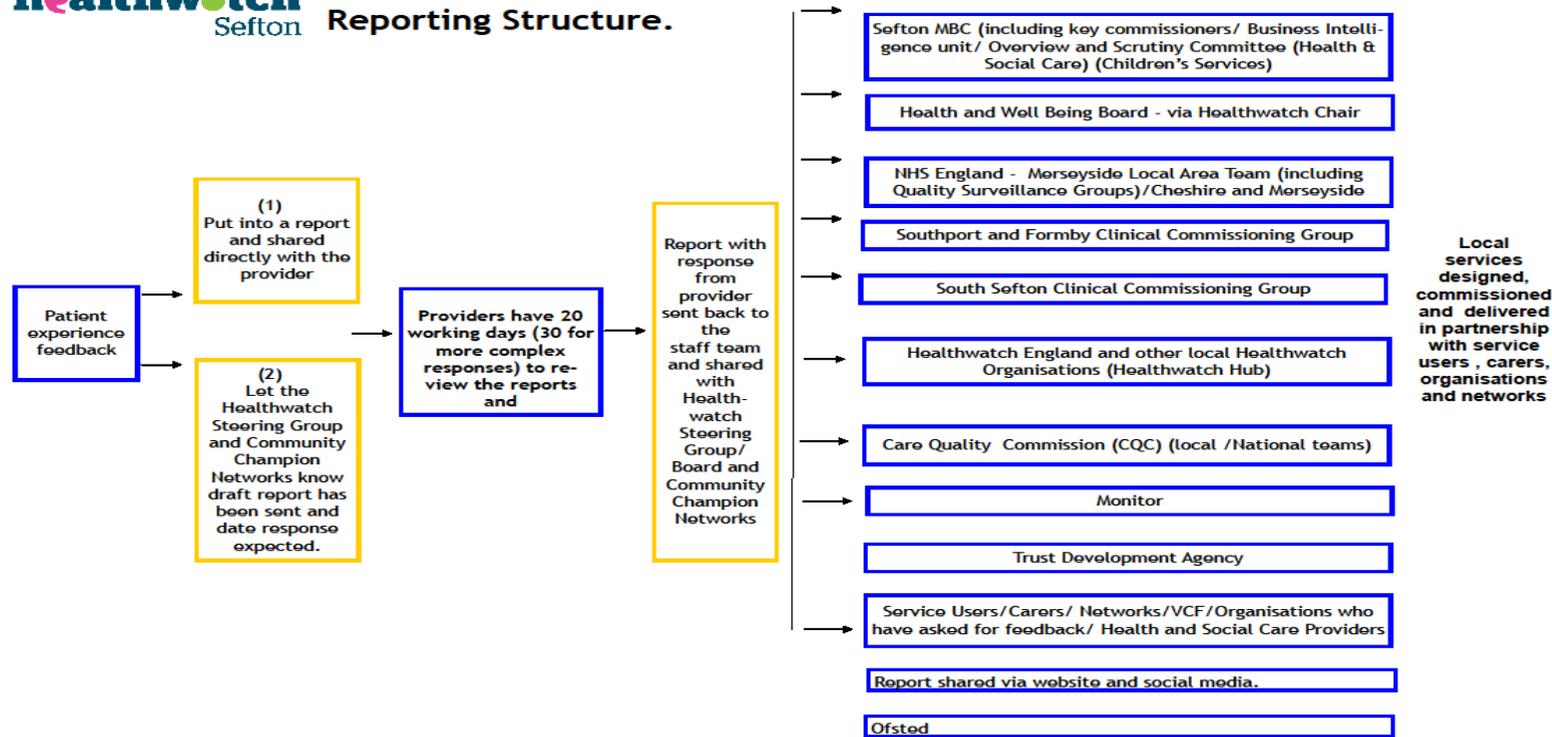
Response from Sefton Road Surgery

We always use choose and book for referrals - we think this must have been an isolated incident.

Timescale for implementation:

Appendix 1: Healthwatch Sefton Reporting

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

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



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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)



1

2

3

4

5



Very Poor

Poor

Average

Good

Very Good

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