

15 Sefton Road.

Enter and View Report. Results, Recommendations and Response.

Contact Details: 15 Sefton Road, Litherland, Liverpool,
Merseyside, L21 9HA

Date & Time of the Visit: 18th May 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: Brenda Cookson
Wendy Aspin
Libby Kitt
Maureen Thomas

Acknowledgements

Healthwatch Sefton would like to take this opportunity to thank all the staff at 15 Sefton Road 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 15 Sefton Road 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 visits we were in contact with the practice manager, Alison Harkin. On arrival for both visits, we were greeted by Alison the practice manager and reception staff. Staff made us feel welcome at the practice. 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 **23** patients who attended the morning surgery and **24** patients during the afternoon surgery. **3** patients posted their completed survey back to Healthwatch Sefton following the visit. 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 15 Sefton Road.

Alison Harkin, Practice Manager filled out the staff survey and we found out the following about the practice:

- There are 4844 patients registered with the practice.
- There are 91 Carers registered with the practice.
- 2.6 GPs work at the practice (2 full time and 1 part-time). There is 1 male GP and 2 female GPs.
- The practice does not have a patient reference group.
- The practice is not registered as a training practice.
- A practice nurse and a health care assistant apprentice work at the practice.
- We asked 'are there any areas that you/staff feel could be improved in the service that the practice provides? This question was not answered.
- We asked 'do you feel your work as an employee is valued by your employer and do you have any views about how this could be improved, if appropriate? This question was not answered.
- We asked 'is there any other information you would like to share with Healthwatch Sefton? This question was not answered.

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

Summary of findings.

- 34% of patients were unaware that the practice had a leaflet explaining the services it provides. The leaflet is available but is only available in one format.
- 53% of patients told us that the practice had a leaflet/poster about how to make a complaint.
- 96% of patients spoken with could get to the surgery easily with parking being available nearby.
- 33% of patients were not sure if their GP would do a home visit. The practice manager told us that home visits are available.
- All patients spoken to during the visit phone the practice to make an appointment.
- All patients spoken to during the visit told us it was easy or fairly easy to get an appointment.

- 87% of patients we spoke to were able to make an appointment which suited them.
- 32% of patients we spoke to said they were not able to make appointments for an evening or a Saturday. Extended opening hours are available on Tuesday and Thursday evenings.
- 98% of patients saw a regular doctor at their appointment and could choose to 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 and could see a doctor at an appointment that suited them.
- 38% of patients had used another service because they could not get an appointment, the majority of patients using the walk in centre.
- 100% of patients would recommend the practice to their friends and family.
- The practice does not offer additional help for those patients with a disability. There is no access to interpreters, no provision for those with hearing/visual/mobility issues.

What we found from talking to patients registered at 15 Sefton Road.

We spoke to 50 patients. The following information provides an overview from 50 patients and the questions which they chose to answer;

Gender	Male	Female
Number of patients	12	33

*5 patients did not answer this question.

Age	15 - 24	25 - 44	45 - 64	65 - 74	75 - 84	85 - 94
Number of patients	4	11	23	5	5	2

Ethnicity	British	English	Hindu
Number of patients	17	4	1

*28 patients did not answer this question

Are you a Carer?	Yes	No
Number of patients	2	

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
30	3	17

34% of patients were unaware that the practice has a leaflet explaining the services it provides.

1 patient was able to tell us that the leaflet was available in different formats. The practice manager told us there is a leaflet but it is only available in one format. We observed that there was a copy of the leaflet in the main waiting area.

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
26	8	15

53% of patients told us that the practice had a leaflet/poster about how to make a complaint. The practice manager told us information is available and provided us with a copy of the complaints procedure leaflet. We also observed a copy of the leaflet in the main waiting area.

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

Yes	No	Unaware
9	41	0

82% of patients had not been asked to pay for a certificate or when asking to be referred to another service.

18% of patients had been asked to pay. One patient told us that they had paid for a private sick note and one patient told us they had paid for another service.

Getting to the surgery

Q4. When did you last see your GP?

Within the last 2 weeks	Between 2 weeks and a month	Between 1 and 3 months	Longer than 3 months
19	6	15	9

Q5. Can you get to the surgery easily?

Yes	No
43	2

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	7	3	23

Q7. Is there parking available near the practice?

Yes	No
40	4

91% of patients spoken with told us there was parking available near the practice.

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

Yes	No	Unsure
30	0	15

33% of patients were not sure if their GP would do a home visit. One patient told us they had a home visit recently.

The practice manager told us that home visits are available.

Making an appointment.

Q9. How do you make an appointment?

Phone	Call in	Online	Other
46	-	-	-

100% of patients phone the practice to make an appointment.

When asked how 'do patients make appointments', the practice manager confirmed that patients will telephone to make an appointment but also use the online system and drop in/call in.

Q10. How easy is it to get an appointment?

Easy	Fairly easy	Fairly Hard	Very Hard	Don't Know	Have not tried
27	19	-	-	-	-

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

Yes	No
40	6

87% of patients we spoke to were able to make an appointment which suited them.

We asked the practice manager 'On average what percentage of your patients are able to be seen at a time that is convenient for them?' The practice manager did not answer this question.

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

Yes	No
28	13

32% of patients we spoke to said they were not able to make an appointment for an evening or a Saturday.

The practice manager told us that extended opening hours are available – Monday mornings 7am – 8am and during a Tuesday and Thursday evening 6:30pm – 7pm.

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

Common Theme	Number of comments
No problems	6
Always get an appointment	5
Helpful	5
Not happy that reception staff triage me and ask why I need an appointment	5
Have to ring at 8:30am	4
Very good	4
Ok	3
Always get a same day appointment	2
Convenient	2
Easy	2
Easy - Just call the practice	2
Excellent	2
Fairly easy	2
Good	2
No problems/Ok	2
Hard to get through on the telephone	2
Quick getting an appointment	2
Ring to get a same day appointment	2
Told to go to the walk in centre as no appointments	2
Little pre booking	1
Positive	1

Q13 Continued...

“Can be difficult to get through at first thing, but have never been unable to get a convenient appointment”.

“Usually OK, reception asks what I am ringing for re: condition. Not happy”.

“Have to ring first thing, usually if you do you can get an appointment”

“Have been told on more than one occasion to go to the Walk-in Centre which I find annoying. Can only make an appointment for the same day, have to ring at 8.30am”.

“Frequently engaged and hard to get through”.

“Fantastic organisation of appointments and time management. Great doctors practice, 10/10”

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

Consultation/ Getting Medical Care

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

Yes	No
40	1

98% of patients were able to see their doctor of choice.

Q15. Was it the regular doctor or a locum?

Regular Doctor	Locum
42	1

98% of patients saw a regular doctor at their appointment. The practice manager told us that locums have only been used at the practice to cover unplanned GP absence and annual leave. Overall patients told us that they valued the care and commitment provided by the doctors at the practice who had known patients/families over a long period of time.

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

Never	14
Once	5
Twice	14
3 times	1
3 - 4 times	1
4 - 5 times	2
5 times	1
6 times	1
Varies	1
Only been to the practice twice	1

Q17.	Yes	No
Do you have a long term condition?	17	26
If Yes do you see the doctor for regular health checks?	17	7
If you see the doctor for regular health checks can you get an appointment that suits you?	17	2

100% of patients who told us they had a long term condition have regular health checks and could see a doctor at an appointment that suited them.

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

Yes	No
43	1

98% 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
29	12

71% of patients told us the practice offered referrals through Choose and Book.

The practice manager told us that some GPs use Choose and Book.

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

Yes	No
16	26

38% 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
0	15	1	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 the Walk in Centre would be used.

The practice manager told us that there was no practice policy for allocating emergency appointments and emergency appointments were not available. Patients told us that when there were no appointments left, practice staff would advise that they go to the walk in centre.

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
5	38

When asked does your GP accommodate this patients told us that they were happy with the support provided. Suggestions for improvements included; making appointments in advance and more online services. The practice manager told us that staff can access yearly equality and diversity training.

The practice manager told us that the practice did not offer additional help to those with a disability. No easy read information is available, no access to interpreters, no provision for those with hearing/visual/mobility problems.

Overall experience of GP/ Practice care.

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

Yes/Always	Mostly	Very Friendly
44	1	1

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

Yes	No
46	-

100% of patients we spoke to would recommend this practice to their friends and family.

The practice has the 'Friends and Family test' in place and the practice manager told us they receive very positive feedback. We observed information on Friends and Family and a feedback box in the main waiting area.

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

- Keep up the good work!
- Very pleased with the service
- Find it unnecessary for receptionists to ask the problem over the phone.
- Service good
- Doctors very helpful and caring
- Very happy and positive
- I sometimes find it inappropriate when elderly patients are asked about their symptoms at the window, I feel uncomfortable listening to their replies. The surgery needs somewhere where you can speak privately to the receptionist. You can often hear what should be private conversations in the waiting room, and not just with elderly patients.
- Doctor provided exceptional support for my terminally ill Nan, went above and beyond when we treated her at home. Weekends/anytime of the day, house calls - my family will never forget support and care provided.
- Never had a problem
- Never had any issues, very happy with the service provided.
- Difficulty parking on busy days
- Home visits should be available for e.g. people/patients over 90yrs. Patient entered are frail elderly. Patient daughter, who lives on Wirral, escorted her father to surgery in a taxi - no home visits available today.
- This surgery is run in an efficient way. You are always able to get through on the phone. You can always get an appointment. The reception staff are so helpful.
- Nothing to tell. I always get a good service.

- 🌱 Very satisfied
- 🌱 Always helpful. I feel that when the receptionist asks about my condition it is a breach of confidentiality i.e. DR/Patient.
- 🌱 Good old fashioned family GP practice. DR's know their patients personally. They listened to patients & don't ignore concerns. I wouldn't go anywhere else.
- 🌱 Only that I have no complaints at all
- 🌱 10/10 the best around here
- 🌱 Very helpful

Additional findings

The entrance to the practice had disabled access, a ramp. From reviewing the disabled access it may be difficult for wheel chair users to navigate a push door and then another push door into the waiting room. We observed that a patient with children and a buggy found the doors a challenge.

The practice appeared to be very busy with a relatively small but bright waiting area. However there were plenty of chairs for those waiting for their appointment. There was information displayed on walls and information leaflets available in racks on a wide range of health topics including the definition of a 'carer'. We noted there was no information available on Healthwatch Sefton. There was a prescription box located by the reception desk which also doubled as a suggestion box but we did not see any suggestion forms during the visit. Above the box there was a large notice which had been written in clear handwriting showing when a prescription would be ready, for example, leave on a Tuesday ready Thursday.

Within the waiting area there were no play materials for children or for adults to read, apart from leaflets and posters on walls.

The reception desk was at a level that a person in a wheelchair would need the receptionist to stand up to speak to the patient. The area was sealed with a sliding glass door that the receptionist moved to speak to patients. During the morning visit we observed a patient having a lengthy conversation with a receptionist and another patient waiting was getting impatient. Another member of staff came to help. During the afternoon visit, a queue of patients waiting to book in for their appointments had formed because the receptionist was dealing with a patient who had called into the practice. The privacy of the patient/receptionist conversation was compromised and no attempt was made to offer the patient an alternative space/room to discuss the issue.

During the visit patients were called to consultation rooms which were situated in an adjacent corridor. The practice nurse treatment room was located upstairs as was the practice manager's office. A patient spoke to us who was unable to

manage the stairs but whose named GP was located in the room upstairs. A home visit was requested prior to attending the surgery but there were none available.

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.

Ensuring patients are aware of the practice information (including the practice leaflet and complaints policy).

It is clear from the visit that the practice has a practice leaflet and complaints information and that they are available but maybe some further promotion of this could be undertaken.

Response from 15 Sefton Road

Larger brighter notices have been placed in the waiting room to highlight the practice leaflet and complaints procedure. All newly registered patients are given a practice leaflet along with their registration application forms.

Timescale for implementation: 30/11/15

2.

Promotion of home visits and review of home visits for frail elderly patients.

33% of patients were not sure if their GP would undertake a home visit. Home visits are available so promotion of this service and when they will be provided would benefit patients at the surgery.

We spoke to one patient who had requested a home visit but none were available. The patient's daughter had to travel from the Wirral in a taxi to ensure her elderly parent could get to the practice for treatment.

Response from 15 Sefton Road

Home visits are available Monday - Friday for patients who are physically unable to attend the surgery. Not quite sure why the above lady was under the impression that there were "none available". If there is a medical need, home visits are always available.

Timescale for implementation:

3.

Promotion of extended opening hours

32% of patients we spoke to told us that they were not able to make an appointment for an evening or a Saturday. We have been informed by the practice that extended opening hours are available and it would be good to see how the practice could help to promote this to patients to improve awareness.

Response from 15 Sefton Road

No response was received to this recommendation.

Timescale for implementation:

4.

Review of appointment allocations

During the visits patients told us that when they could not get an appointment at the practice they would use the services of the walk in centre. Patients told us that they had been told by staff to use the walk in centre when appointments had been allocated on the day, with the practice manager also telling us that if patients could not be seen the walk in centre would be used. Only being able to make appointments for the same day appears to cause problems with patients telling us that they have to ring early in the morning to make sure they can get an appointment. The telephone lines can get very busy and it hard to get through to the practice.

Response from 15 Sefton Road

Our appointment system was designed to enable acute and chronically ill patients to be seen on the day. The practice appointment system was introduced many years ago and is one of the main reasons the practice has had over 100 newly registered patients since 1st October 2015.

Timescale for implementation:

5.

Use of Choose and Book (e-referral) system

Although 71% of patients told us that the practice offers referrals through this system, feedback from the practice indicated that only some GPs use the system. To ensure a consistent and equal service all GPs at the practice should be using the system.

Response from 15 Sefton Road

The GP's feel that the Choose & Book system runs extremely slow and adds a significant amount of time onto the consultation.

Timescale for implementation:

6.

Improving additional support at the practice for patients who consider themselves as having a disability (including access to treatment rooms on first floor)

The following issues should be considered and addressed by the practice;

Easy read materials, access to interpreters and support for patients who have hearing/visual and mobility problems needs to be provided on request.

Response from the practice: *The practice does have access to the Language line Interpreting Service and all staff and clinicians are aware of this and the service is used by the practice.*

Suggestions for improvements from patients who considered themselves as having a disability included; being able to make appointments in advance and more online services.

Response from the practice: *The practice does allow online booking for some appointments. Pre-bookable appointments are also available and can be booked up to one week in advance.*

The entrance to the practice had disabled access, a ramp. From reviewing the disabled access it may be difficult for wheel chair users to navigate a push door and then another push door into the waiting room. We observed that a patient with children and a buggy found the doors a challenge.

During the visit patients were called to consultation rooms which were situated in an adjacent corridor. The practice nurse treatment room was located upstairs as was the practice manager's office. A patient spoke to us who was unable to manage the stairs but whose named GP was located in the room upstairs.

Response from the practice: *If a patient wants to see the nurse or any of the doctors or who are located upstairs, the receptionist will offer an appointment. The appointment will be booked at the end of the surgery so as the GP who sits downstairs can vacate the room allowing for the upstairs GP or nurse to use that room.*

The reception desk was at a level that a person in a wheelchair would need the receptionist to stand up to speak to the patient.

Response from 15 Sefton Road

We have several patients who use wheelchairs and there have never been any issues raised. The reception staff will do whatever is required to enable all patients to be dealt with. The building was completely refurbished in 1991 and the reception counter was made much higher. Around 5 years ago, a joiner was commissioned to significantly lower the counter for this reason. We felt that to make the counter any lower, could have jeopardised security as repeat prescriptions are held at the front desk.

Timescale for implementation:

7.

Review of privacy arrangements for patients at the reception desk area.

The practice should review the following observations and look to see how improvements could be made;

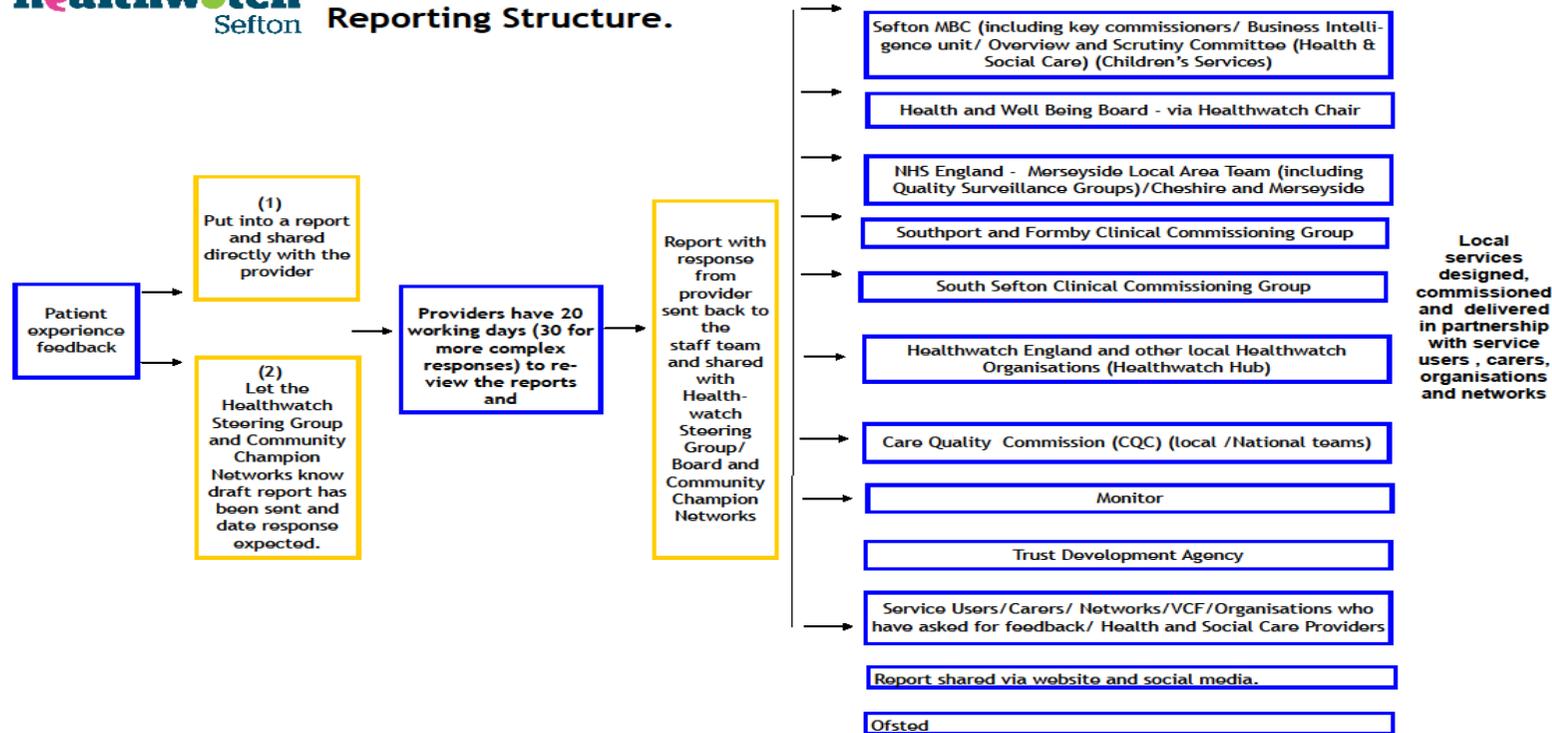
The reception area was sealed with a sliding glass door that the receptionist moved to speak to patients. During the morning visit we observed a patient having a lengthy conversation with a receptionist and another patient waiting was getting impatient. Another member of staff came to help. During the afternoon visit, a queue of patients waiting to book in for their appointments had formed because the receptionist was dealing with a patient who had called into the practice. The privacy of the patient/receptionist conversation was compromised and no attempt was made to offer the patient an alternative space/room to discuss the issue.

Response from 15 Sefton Road

Due to the layout/design of the building, there was insufficient space to allow for a wider reception desk. It isn't always possible to offer the patient an alternative space/room as we don't always have one available. The reception staff occasionally take patients into the hallway if discussing anything sensitive, although this isn't always ideal due to patients passing through. The GP's and manager have discussed this and as a result, a poster will be placed on the reception desk advising patients that they can request to speak to a member of staff in private. If a patient wishes to speak to somebody in private, they will be taken to a vacant consulting room or the practice manager will be asked to leave her room whilst the conversation takes place.

Timescale for implementation:

healthwatch Sefton Reporting Structure.



Healthwatch Sefton.

Company Ltd. by Guarantee Reg. No: 8453782

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Share Your Experience

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

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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

Contact 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