

# Enter and View Report.

## Announced visit to:

Christiana Hartley Medical Practice

**5 Curzon Road, Southport, Merseyside, PR8 6PL**

**Monday 19<sup>th</sup> November 2018, 08:30.**



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## Summary of key points.

A total of 28 surveys were completed for Christiana Hartley Medical practice. Key points from the responses are below:

**17 patients (62.96%)** had visited the surgery in the past 3 months.

Having a '**long term medical condition**' was the most common reason why patients needed a GP appointment – **61.54% (16)** patients. **10 out of 26 patients (38.46%)** told us that they did get to see the same GP to maintain continuity of care.

**20 out of 27 patients (74.07%)** told us that they phoned the surgery to make an appointment with a GP, **four patients (14.81%)** going in person. **17 out of 27 patients (62.96%)** told us that they would prefer to book appointments with their GP by phone, with **six patients (22.22%)** telling us they would like to book in person. **Four** patients told us that they would prefer to book online.

**24 out of 27 patients (88.89%)** said they knew the name of their 'named GP' with **one** patient telling us that they didn't know.

**21 out of 26 patients (80.77%)** were able to book a routine appointment in advance to see a GP.

**100%** of patients (**26 patients**) described their experience of making an appointment to see the doctor as '**Very Good**' or '**Fairly good**'.

**100%** of patients (**27 patients**) who answered the question 'Did you get a suitable appointment to meet your needs?' told us that they did. **19 out of 27 patients (70.37%)** told us that they were initially offered a face to face appointment.

**23 out of 26 patients (88.46%)** told us that it was **very easy/ fairly easy** to get through on the telephone.

**4 out of 26 patients (15.38%)** told us they had needed an urgent appointment. **19 out of 26 patients (73.08%)** had **not** used another service because they could not get an appointment.

## What is Enter and View?

Enter and View is about seeing and hearing for ourselves how services are being run and allows Healthwatch Sefton to collect views at the point of service delivery. This might involve talking to staff, service users or observing service delivery.

Enter and View visits are conducted by 'Authorised Representatives' for Healthwatch Sefton who are trained volunteers and staff members. The full list of authorised representatives can be found on our website:

<https://healthwatchsefton.co.uk/about-us/meet-healthwatch-sefton/enter-and-view/>

Visits can be announced (we plan the visit with the service provider) or unannounced (when the service doesn't know when we are visiting).

All Enter and View visits have a clear purpose as identified by Healthwatch Sefton to ensure effective evidence gathering and reporting.

The Local Authorities (Public Functions and Entry to premises by Local Healthwatch Representatives) Regulations 2013 allows local Healthwatch 'Authorised Representatives' to collect the views of service users, patients and residents, collect the views of carers and relatives, collect the views of staff, observe the nature and quality of services and provide feedback.

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 use the service first hand.



## Acknowledgements

We would like to thank patients for taking the time to speak to us and for filling in our survey. Healthwatch Sefton would also like to take this opportunity to thank staff on duty at the time of the visit and Debbie Elliott, Practice Manager for helping us to arrange the visit.

We would like to thank Anne Major and Brian Clark OBE, our authorised Enter and View members who visited the medical centre.

Healthwatch Sefton would also like to thank Nigel Booth (Healthwatch Sefton Formby locality representative) and Jan Leonard (Director of Commissioning & Redesign at NHS Southport & Formby Clinical Commissioning Group and NHS South Sefton Clinical Commissioning Group) for supporting in the planning and design of the questionnaire

**Please note that this report relates to the findings observed on the specific date and time of the visit. 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.**



## General Information.

- 5407 patients are registered with the practice.
  - The surgery is currently accepting new patients.
  - There is 1 female and 2 male GPs at the centre.
  - Online appointment booking is available and patients can order or view repeat prescriptions online.
  - Reception is open from 8am in the morning until 6:30pm in the evening (Monday – Friday). Appointments are available Monday – Friday between the hours 08:00 – 18:30.
- Information accessed from <https://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=42568#> (18/01/19)



## Purpose of the Visit (background)

Community Champion network members across Southport & Formby were raising concerns on behalf of local residents concerning GP access. Although feedback had been received from across Sefton; reviewing feedback from Southport & Formby, the majority of feedback received was from the central locality. Similar issues were being raised at the south and central Community Champion meetings (particularly the Bootle locality) and at their meeting held in March 2018, it was agreed by members to take this issue forward to the Healthwatch Steering group meeting being held March 2018.

It was agreed at the Healthwatch Steering group to add this project to the work plan and for a questionnaire to be designed to capture specific feedback on GP access. The Steering Group discussed and agreed the following actions:

- A questionnaire to be designed to capture specific feedback on GP access
- The questionnaire to be forwarded to both NHS south Sefton CCG and NHS Southport and Formby CCG along with NHS England for comments and input prior to commencement of the project
- The questionnaire to be piloted in two localities across Sefton. Bootle locality and Central Southport were agreed.

1. South and central Sefton, Bootle locality. This included attendance at:

- Community Champion groups / organisations
- VCF (Voluntary, Community & Faith) groups
- Asda shopping centre based central Bootle
- Newspaper articles promoting the questionnaire within Bootle publications
- On-line promotion

2. North Sefton, Central Southport

- Enter & View visits were authorised and planned for GP surgeries within central Southport which included:
  - Christiana Hartley Medical Centre
  - Cumberland House surgery
  - Kew surgery
  - St Marks Medical Centre
  - Trinity Practice



## Healthwatch Sefton

Healthwatch Sefton exists to make health and social care services work for the people who live in Sefton or use services based in Sefton. Everything we say and do is informed by our connections to local people. Our main aim is understanding the feedback and concerns of people of all ages who use services, and to speak out on their behalf.

Our role is to ensure that local decision makers and health and social care services put the experiences of local people at the heart of their work. We believe that asking people more about their experiences and encouraging them to feedback can identify issues that, if addressed, will make services better.

Healthwatch Sefton is set up as a company limited by guarantee, a subsidiary company of Sefton Council for Voluntary Service (Sefton CVS). There is a small staff team and a large team of volunteers who work together to ensure the organisation works towards its strategic and local priorities.

We are uniquely placed as we have a national body, Healthwatch England. Both organisations have significant statutory powers to ensure that the voice of people who want to have a say about health and social care services is strengthened and heard by those who commission, deliver and regulate health and social care services. Healthwatch Sefton works with Healthwatch England to ensure the voice of Sefton residents is represented at a national level.



## Type of Enter and View visit undertaken

This was an announced Enter and View visit undertaken by the following authorised representatives from Healthwatch Sefton: Anne Major and Brian Clark OBE.

## How the visit was planned.

The visit is not an inspection, but offers a lay perspective rather than an in-depth formal inspection. This visit was pre arranged as part of Healthwatch Sefton's work plan. Posters were sent to the Christiana Hartley Medical Centre to make sure that patients and staff, were aware of the visit (Appendix One). The team of trained Enter and View authorised representatives spoke to patients in the reception area and filled out the survey with patients/ handed them a copy of the survey to fill out. Enter and View visits are not intended to specifically identify safeguarding issues, however if safeguarding concerns arise during the visit, they are reported in accordance with Healthwatch Sefton safeguarding policies.

The team write a report reflecting these observations and feedback, making comment where appropriate. The report is sent to the manager of the service to check the facts/information within the report. Any response from the manager is included within the final version of the report which is published on the Healthwatch Sefton website: [www.healthwatchsefton.co.uk/about-us/meet-healthwatch-sefton/enter-and-view](http://www.healthwatchsefton.co.uk/about-us/meet-healthwatch-sefton/enter-and-view)

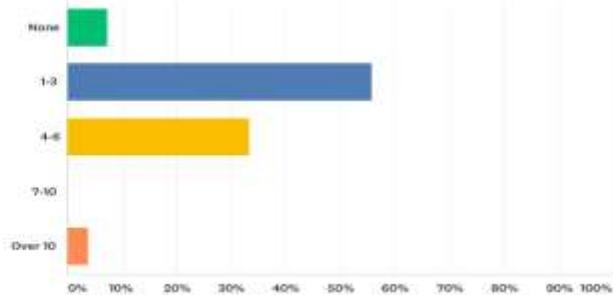


## Findings

From visiting Christiana Hartley Medical Centre, a total of **28** responses were received. **25** patients completed the survey on the day, with **two** returning the survey back to Healthwatch using a Freepost envelope and **one** being completed online.

Q1 Approximately how many appointments have you had over the past 6 months at your GP surgery? (Include all appointments GP, Nurse etc...)

Answered: 27 Skipped: 1



ANSWER CHOICES	RESPONSES	
None	7.41%	2
1-3	55.56%	15
4-6	33.33%	9
7-10	0.00%	0
Over 10	3.70%	1
TOTAL		27

### Question 2:

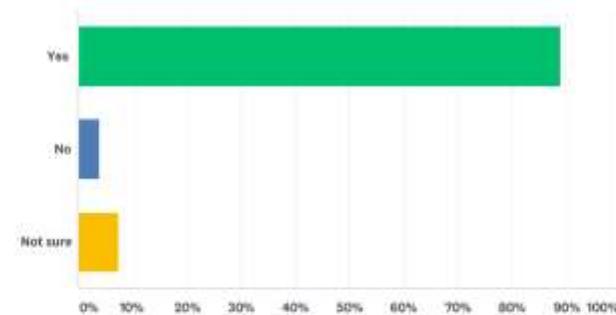
The graph to the right demonstrates if patients knew the name of their 'named' GP. **24 patients (88.89%)** shared that they **knew who their named GP was**, with **two patients (7.41%)** sharing that they were **not sure**. **One patient** told us they **didn't know**.

### Question 1:

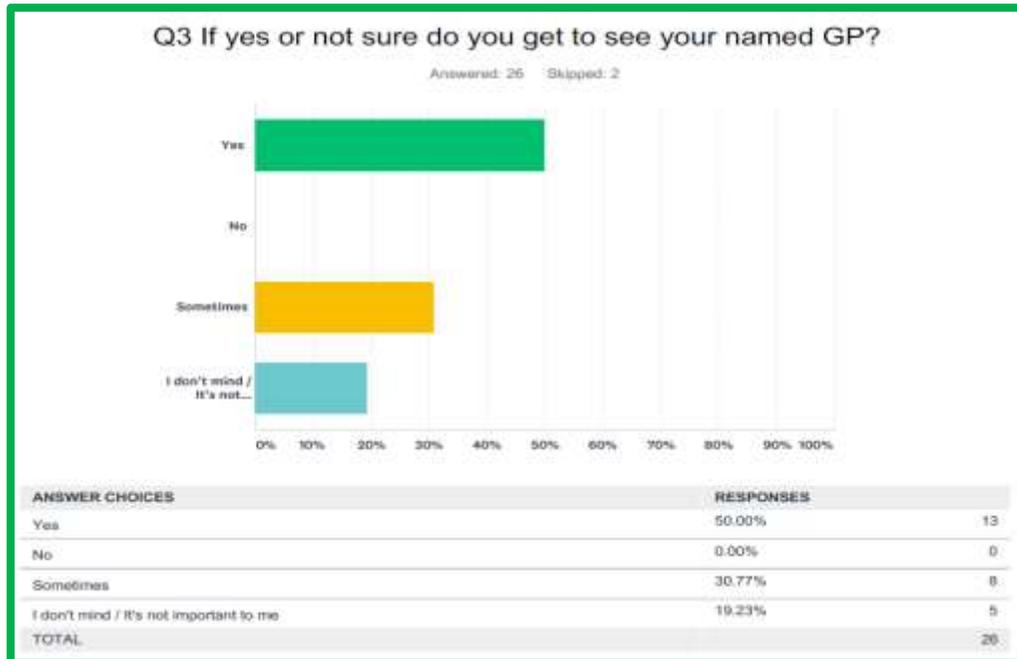
The graph shows the number of GP appointments patients stated they had made over the past six months. Having **between 1-3 appointments** was most common (**55.56%, 15 patients**), closely followed by **4-6 appointments** being made, **33.33% (9 patients)**. **One patient** had made **over 10** appointments with **two patients** who we spoke to not having made any appointments.

Q2 Do you know the name of your 'named' GP?

Answered: 27 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	88.89%	24
No	3.70%	1
Not sure	7.41%	2
TOTAL		27



### Question 3:

**13 out of 26 patients (50%)** told us they **get to see their named GP**, with **eight patients (30.77%)** telling us that they did **sometimes**. **Five patients (19.23%)** told us that that they **didn't mind/ it's not important to me**.

Patients shared the following:

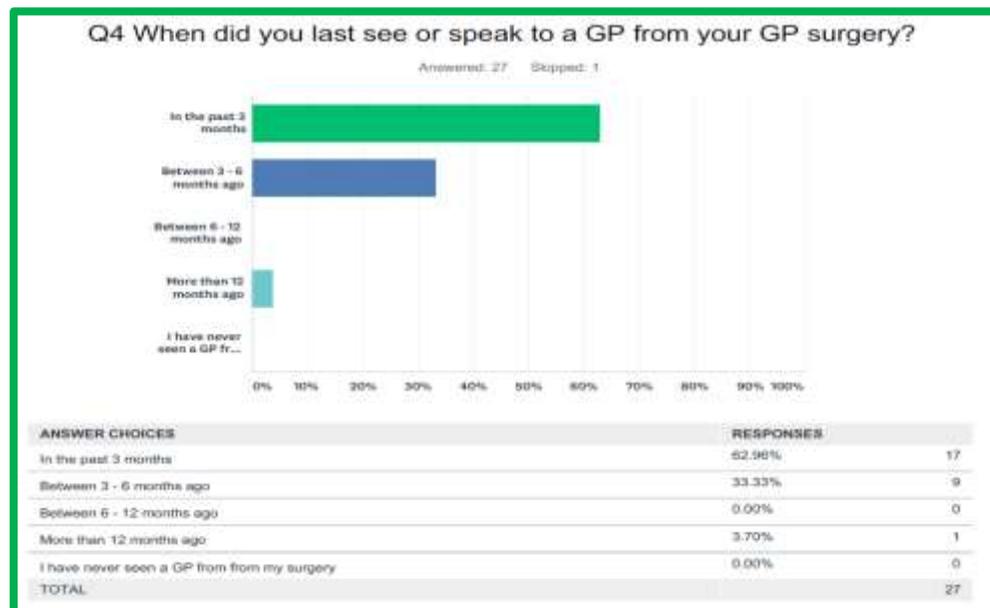
*“I normally get to see the person I ask for”*

*“I don't mind but appointments are available”*

*“Reception staff are very helpful in trying to ensure that I see my preferred GP”*

*“Great you can get an appointment here on the same day”*

*“Sometimes difficult to see named GP because she only works 3 days per week”*

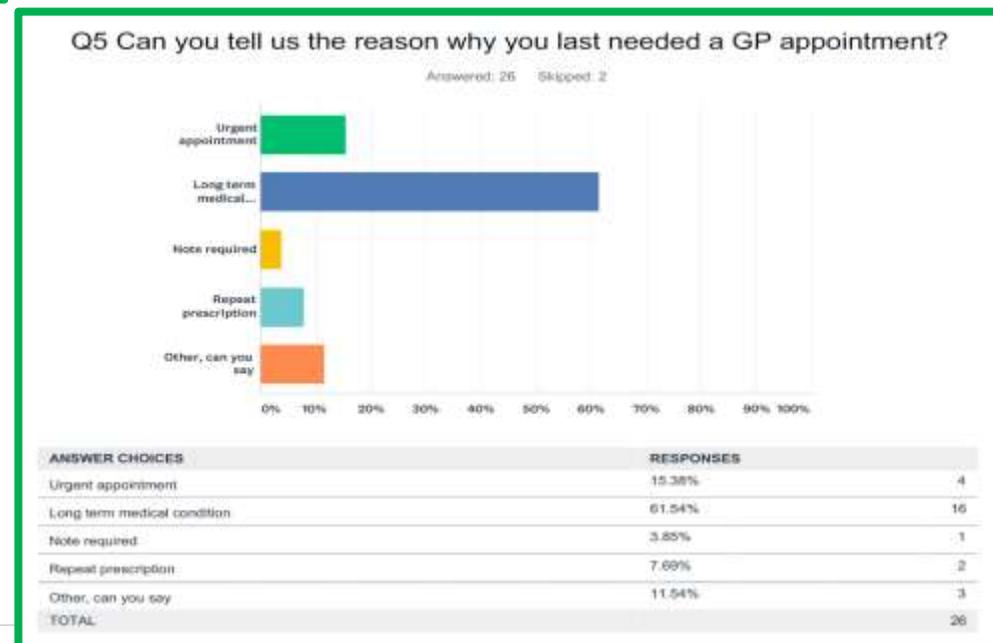


#### Question 4:

As you can see from the graph, the highest percentage of patients who completed the questionnaire had been seen or had spoken to a GP in the **past three months, 62.96%** (17 patients). **9 patients (33.33%)** had been seen or had spoken to a GP somewhere **between 3 – 6 months ago**. **One** patient had been seen **more than 12 months ago**.

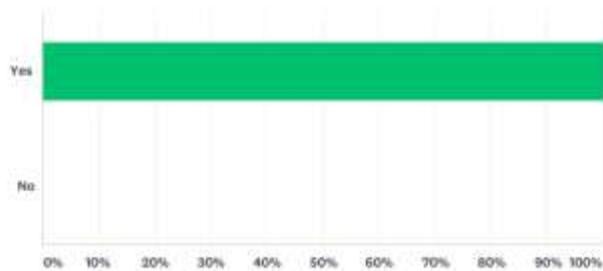
#### Question 5:

As can be seen from the graph, '**Long term medical condition**' was the most common reason for needing a GP appointment, **61.54% (16)** patients. **Four** patients (**15.38%**) last saw their GP as they needed an **urgent appointment**. Other reasons for needing an appointment included: *a company nurse indicating that I should see someone, a blood test and a health check.*



### Q6 Did you get a suitable appointment to meet your needs?

Answered: 27 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	100.00%	27
No	0.00%	0
TOTAL		27

### Question 6:

27 patients (100% of patients answering this question) told us that they got a suitable appointment to meet their needs.

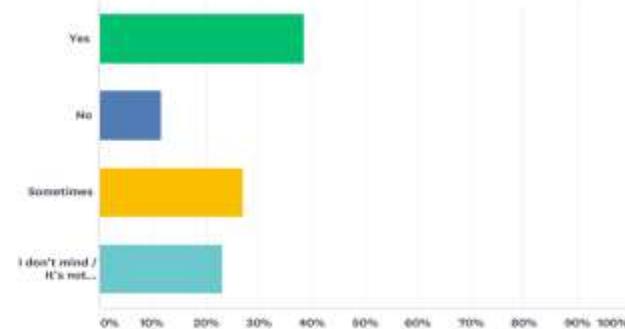
### Question 7:

10 out of 26 patients (38.46%) told us that they **did get to see the same GP** to maintain continuity of care.

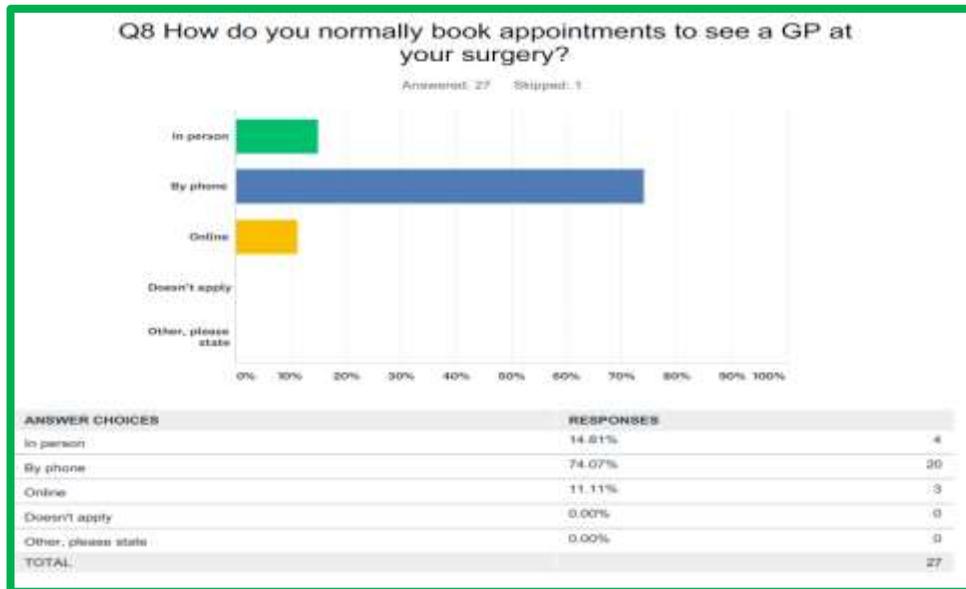
Seven patients (26.92%) told us that they **sometimes did** with six patients (23.08%) telling us that they **didn't mind**. Three patients (11.54%) told us that they didn't see the same GP. One patient commented; *“seeing the same GP helps build the patient/clinician relationship plus increasing confidence in the health care provided”*

### Q7 Do you get to see the same GP to maintain continuity of care?

Answered: 26 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	38.46%	10
No	11.54%	3
Sometimes	26.92%	7
I don't mind / it's not important to me	23.08%	6
TOTAL		26



### Question 8:

**20 out of 27 patients (74.07%)** told us that they phoned the surgery to make an appointment with **four patients (14.81%)** going in person. **Three patients (11.11%)** told us that they booked their appointments **online**.

Further comments were shared as follows:

*“Online or call in the morning and normally get an appointment on the same day”.*

*“Online is easy” “No problem”*

*“Telephoning depending on the time of the day – early mornings you are queuing, later on no problem”*

*“Easy to make an appointment” “Really good experience” “No problems”*

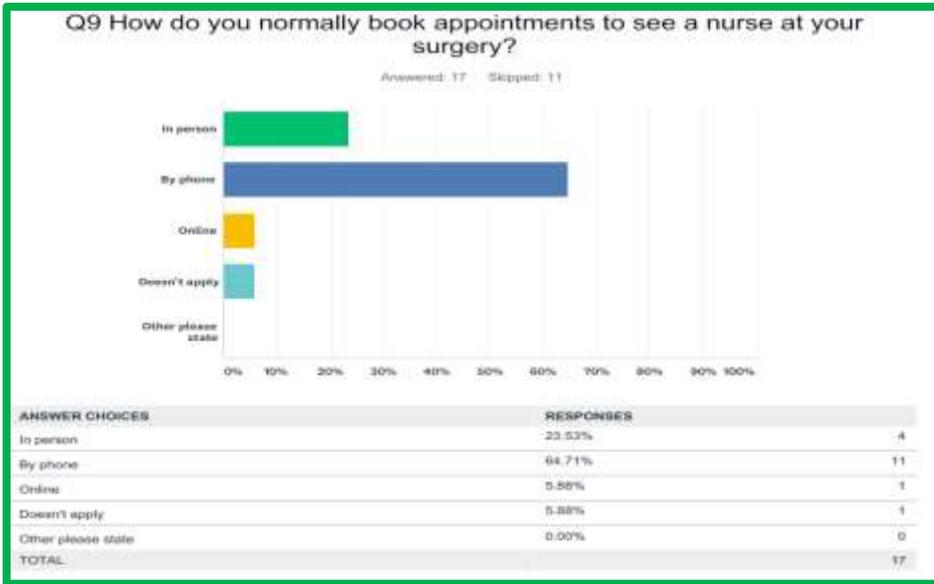
*“The process took seconds to complete, very satisfactory” “Easy”*

*“Generally good experience. However I am uncomfortable about the open reception area when I can often hear patient details being repeated if I am sitting in the waiting area”*

*“Relatively easy if you don’t mind what you see” “It usually a long wait before you speak to the receptionist”*

*“I phone at 8am and always get an appointment same day”*

*“Telephone – there is a queue system – makes things simple”*



**Question 9:**

**11 out of 17 patients (64.71%)** booked their appointment to see the nurse by **phone**, with **four patients (23.53%)** booking in person. **One patient (5.88%)** told us that they would book **online**.

Further comments were shared; *“Easier”*

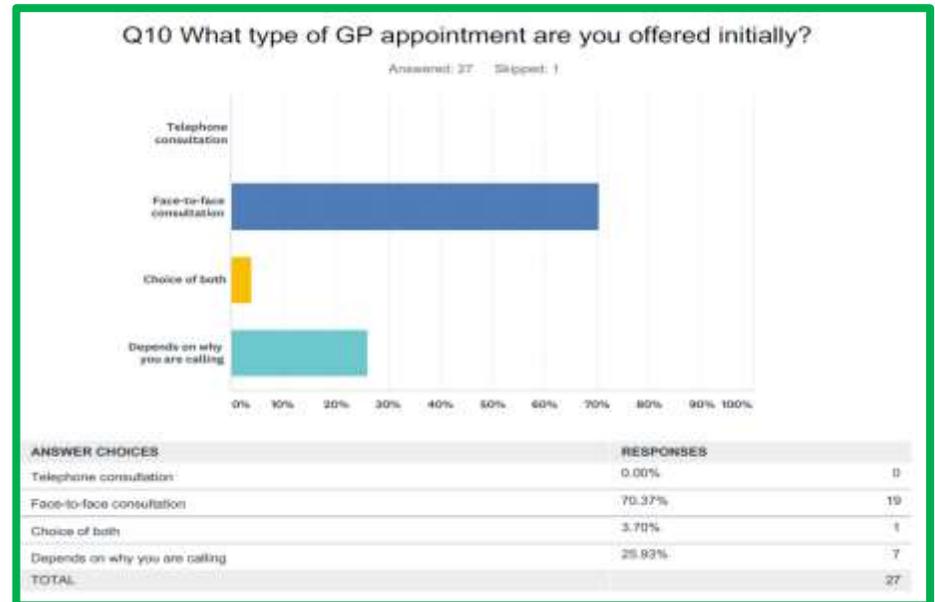
*“Really good experience” “No problems” “Easy”*

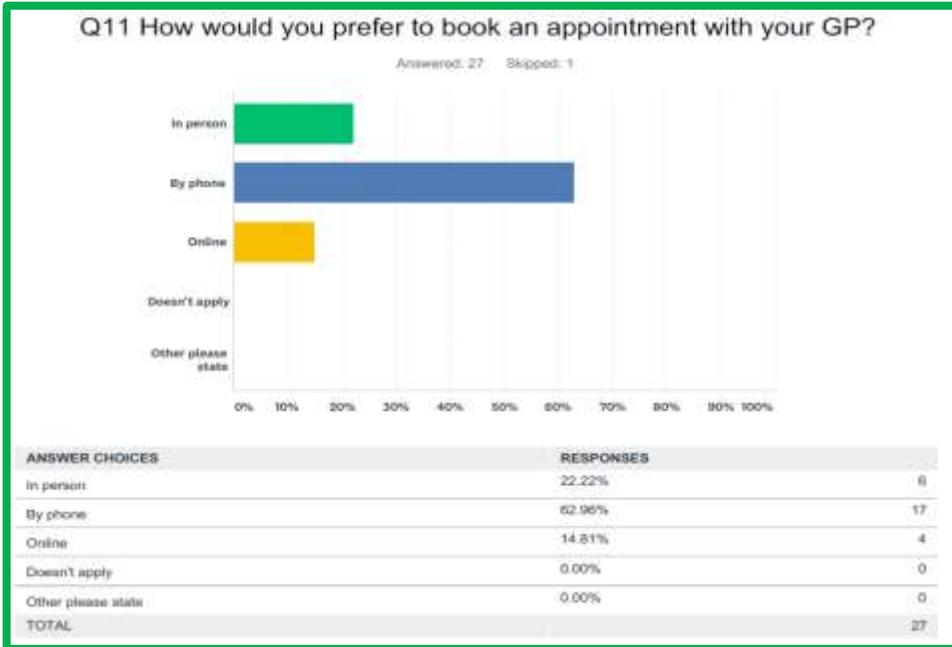
*“Can only be via booking at the surgery or by phone”*

**Question 10:**

**19 out of 27 patients (70.37%)** were offered a **face to face** consultation with **seven patients (25.93%)** telling us that it would **depend on why they were calling**. **One patient** shared that they were offered a **choice of both telephone and face to face** consultations. Patients shared the following:  
*“Have to have blood tests every year. Don’t always need to see the GP”.*

*“Always very helpful to have this option. Tele consultations good for both patient and clinician, saving time when face to face not needed. Reception staff very accomodating in this respect”*





**Question 11:**

**17 out of 27 patients (62.96%)** would prefer to book their appointment by **phone**, with **six patients (22.22%)** sharing they would prefer to do this **in person**. **Four patients (14.81%)** shared that they would prefer to book their appointments **online**. Patients shared the following comments: *“All ok”*

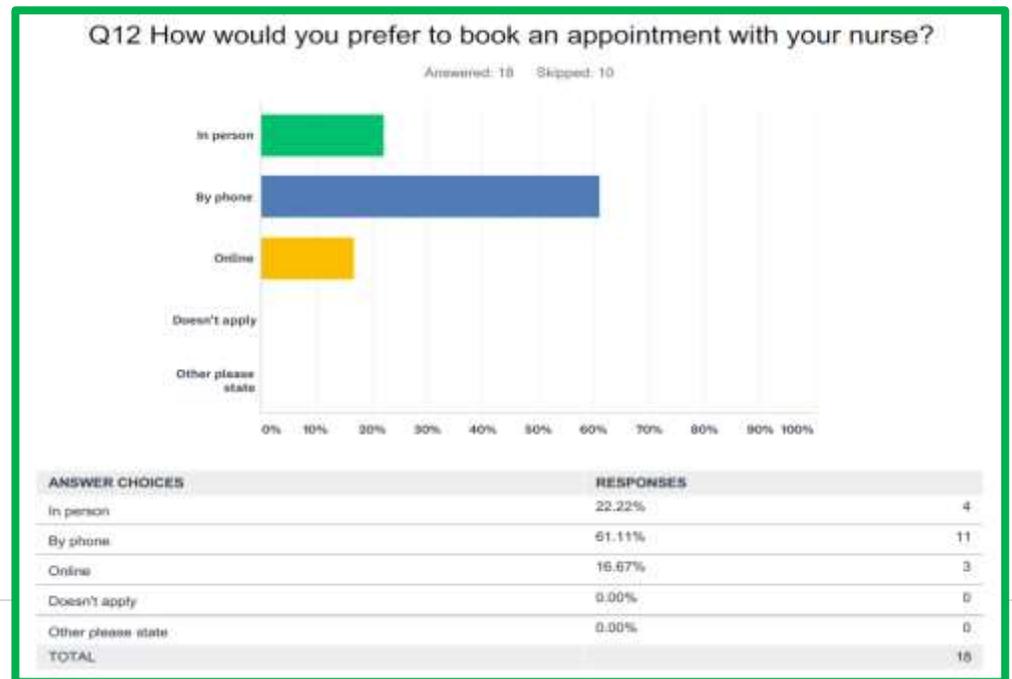
*“I only live around the corner so goin in person is better for me”*

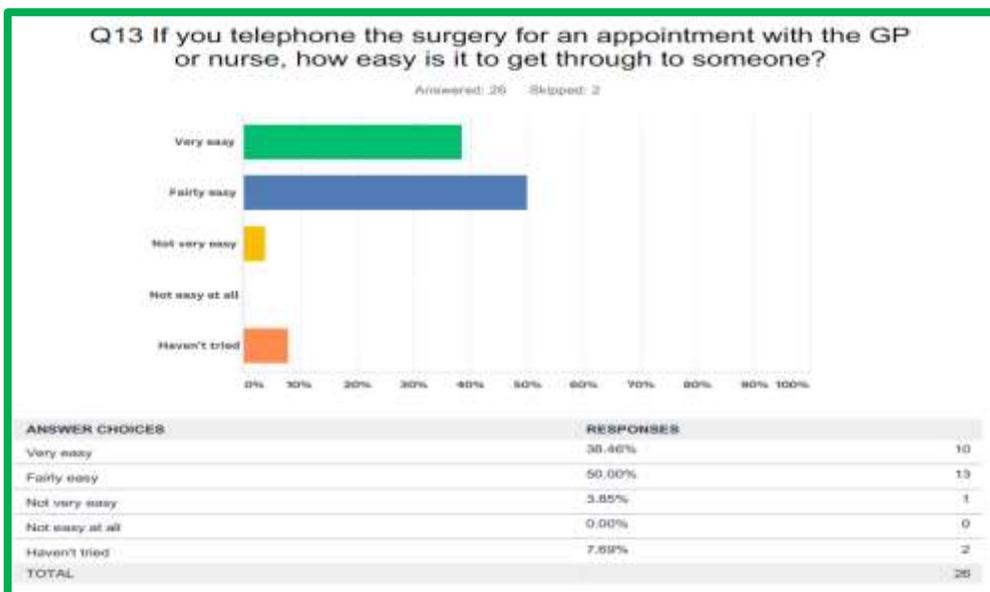
*“More convenient” “Easier” “Service is good”*

*“Good service already provided, thank you” “Flexibility”*

**Question 12:**

**11 out of 18 patients (61.11%)** would prefer to book their appointment with their nurse by **phone**. **Four patients (22.22%)** told us they would prefer to **book in person** and **three patients (16.67%)** shared they would like to book **online**.





### Question 13:

**23 out of 26 patients (88.46%)** told us it was **very easy/fairly easy** to get through to someone if they telephoned the surgery. **One** patient told us that it was **not very easy**. Patients shared the following comments:

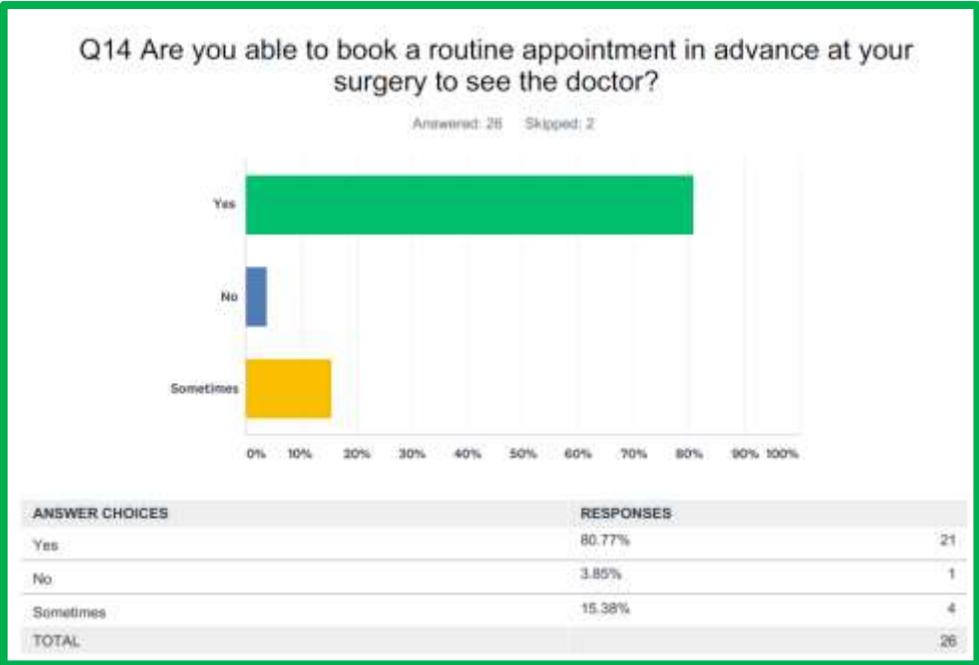
*“Much easier than previous surgery”*

*“Queuing system has improved the telephone service”*

*“Receptionists are always helpful”.*

*“Depending on volume of call”*

*“I find it far easier than other surgeries where patients have to wait days/weeks for appointments. Curzen Road is excellent”*



**Question 14:**

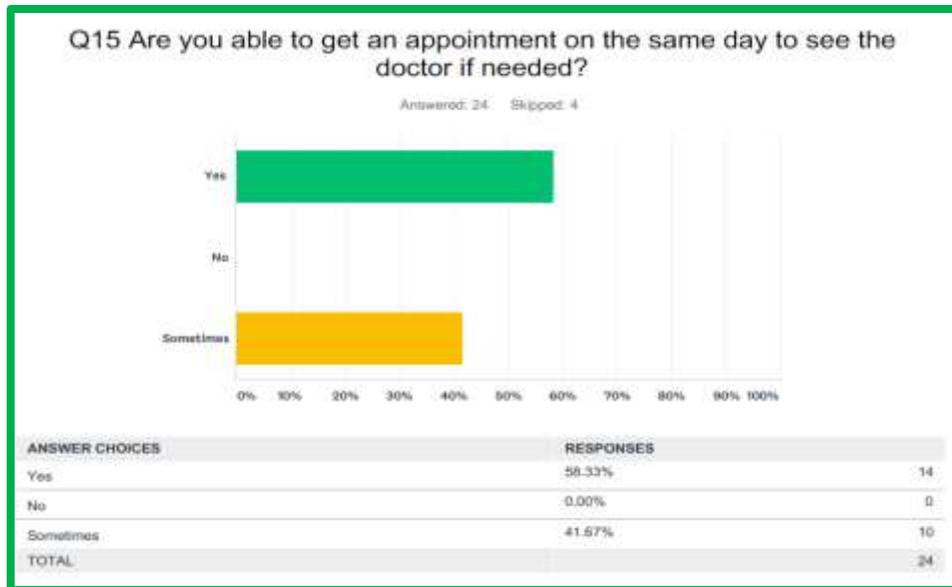
**21 out of 26 patients (80.77%)** told us that they were **able to book a routine appointment in advance**. **One** patient told us that **they couldn't**, with **four patients (15.38%)** sharing they could **sometimes**. Patients shared the following comments;

*“Earlier, i.e. 7am and later (up to 9pm) appointments or weekends would be useful as I work full time in Manchester”*

*“Never, ever have a problem getting to see my GP”*

*“Although sometimes frustrating when told non available, so call on the day and none maybe available that day of calling (all gone). But generally OK experience”*

*“Never available”      “Never tried”*



### Question 15:

**14 out of 24 patients (58.33%)** told us that they could get an appointment on the **same day** to see the doctor if needed with the same number telling us that **they couldn't**. **10 patients (41.67%)** told us that they **could sometimes** get an appointment on the same day. Patients shared the following comments;

*“I havent tried in years”*      *“I have never had need to”*

*“I have never required such a speedy appointment... thankfully”*

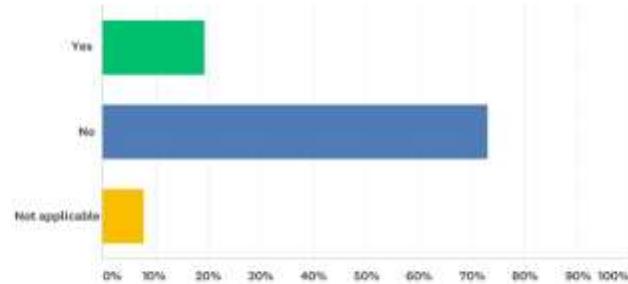
*“Normally you can but if you cant, the recpetionists are very helpful and give alternative advice”*

*“If you phone earlier enough”*

*“Very Good”*

Q16 In the last 12 months have you used another service because you could not get a GP appointment?

Answered: 26 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	19.23%	5
No	73.08%	19
Not applicable	7.69%	2
TOTAL		26

### Question 17:

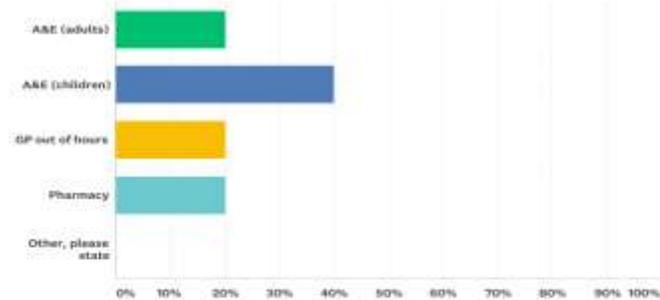
As you can see from the graph, **five** patients had accessed another service. **Two** patients had accessed A & E (Children's), **one** patient had accessed A & E (Adults), **one** accessing the GP out of hours service and **one** accessing the services of a pharmacy.

### Question 16:

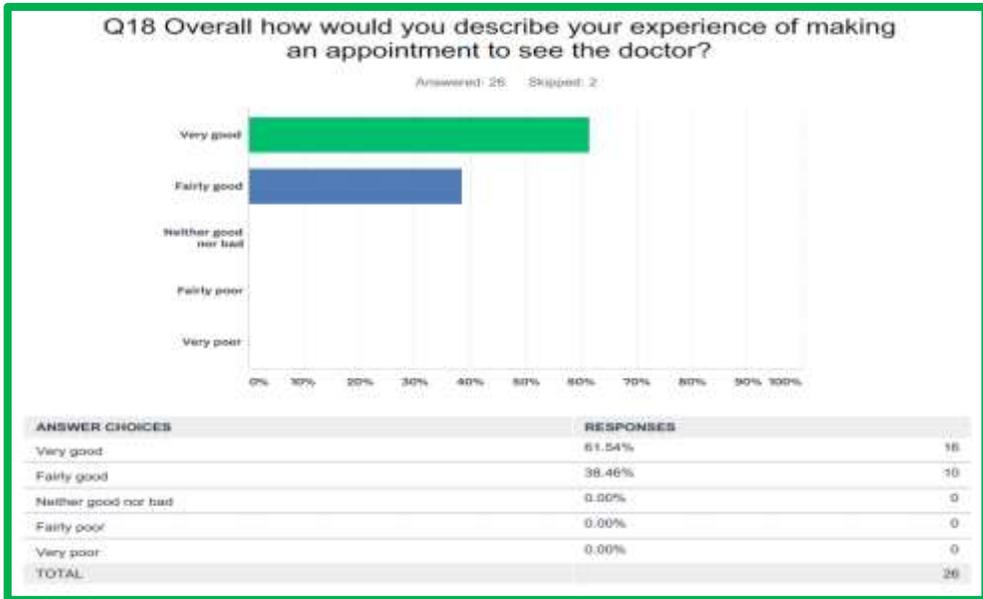
**19 out of 26** patients (73.08%) had **not used another service** because they could not get a GP appointment, with **five** patients saying that they **had**.

Q17 If answering yes to Q16, can you say what service(s)

Answered: 5 Skipped: 23



ANSWER CHOICES	RESPONSES	
A&E (adults)	20.00%	1
A&E (children)	40.00%	2
GP out of hours	20.00%	1
Pharmacy	20.00%	1
Other, please state	0.00%	0
Total Respondents: 5		

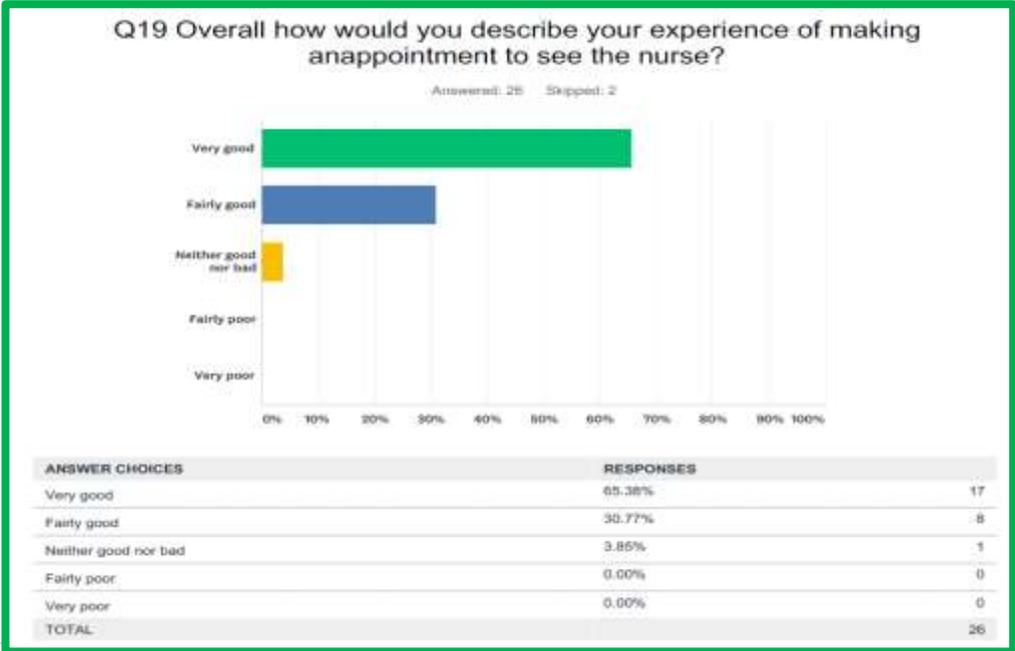


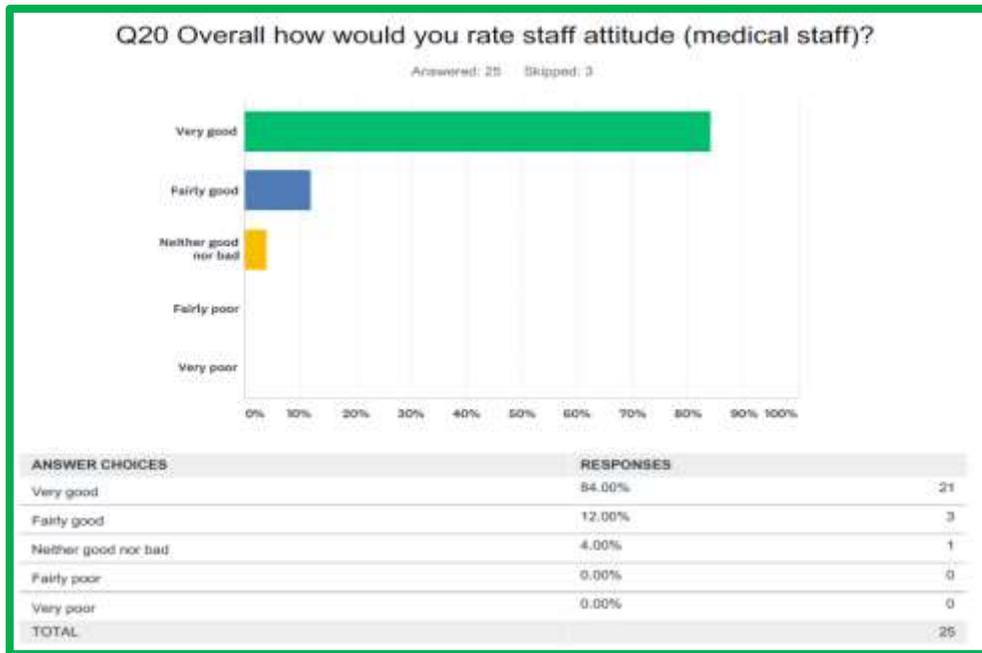
**Question 18:**

**100% of patients (26 patients)** described their experience of making an appointment to see the doctor as **‘very good’/fairly good**.

**Question 19:**

**25 out of 26 patients (96.15%)** described their experience of making an appointment to see the nurse as **‘Very good, fairly good’**. **One** patient shared that their experience was **neither good nor bad**.





**Question 20:**

**24 out of 25 patients (96%)** rated the attitude of medical staff as being **‘very good’/ fairly good**, with **one** patient rating attitude as **neither good nor bad**.

*“All of the staff are lovely, very helpful and have time to listen”*

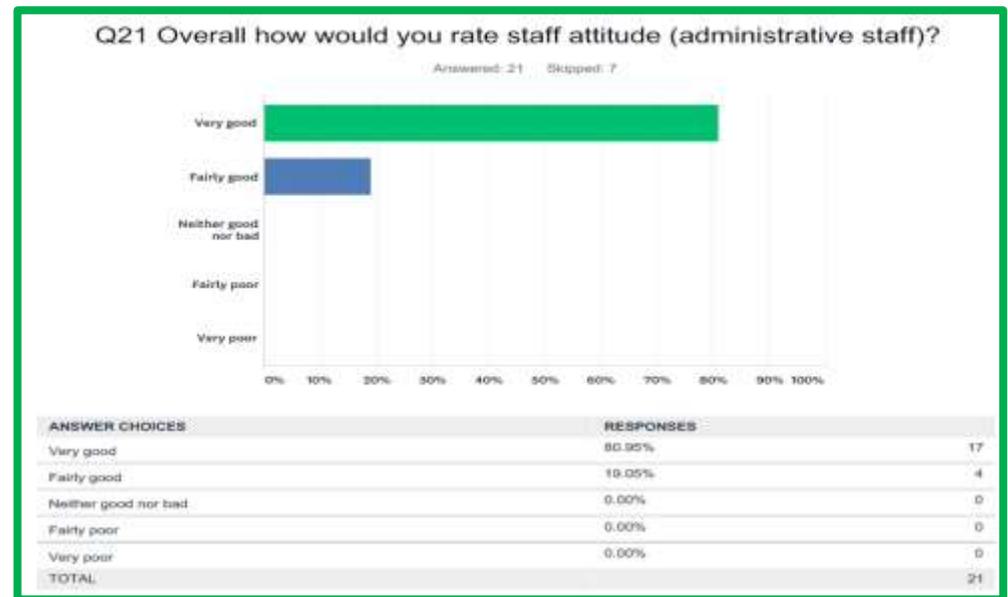
*“Doctors brilliant and friendly”*

**Question 21:**

**21 patients (100%)** rated the attitude of administrative staff as being **‘very good/fairly good’**.

*“Maybe sometimes a bit rushed on the phone”*

*“Excellent”*



**Question 22: In the past 12 months have you changed to another GP surgery? If so can you tell us why**

**One** patient informed us that they had changed GP surgery in the past 12 months and the reason for this was they had moved house. Another patient informed us that it was more than 12 months ago but they had changed from St Marks because it got too big. Staff were rude and unhelpful and patronizing. Couldn't get appointments; "This is why we changed to this practice as they were recommended by a friend that said they were lovely".

**Question 23: Do you have more to say? What is good? What could be improved**

In response to this question, patients shared further comments:

*"Very pleased with this surgery so far (in all respects)"*

*"Really good surgery. The staff and doctors are helpful and considerate"*

*"I hear other people complaining about their GPs. I always recommend Christiana Hartley because their complaints don't exist. Its fantastic"*

*"Just the open area where receptionists sit – not very private re confidential information sharing"*

*"More services for dressings with the nurse. Stitches need to be taken out and told not available at the surgery (why not). Told to go to the drop in centre in Ormskirk. Not happy"*

*"GP services seem well provisioned in Southport"*



## Equality and Diversity Data : Some questions about you

Age (27 patients responded)



Under 16 = 0



16 – 24 years = 0



25 – 49 years = 7



50 – 64 years = 10



65 – 79 years = 8



80+ = 2



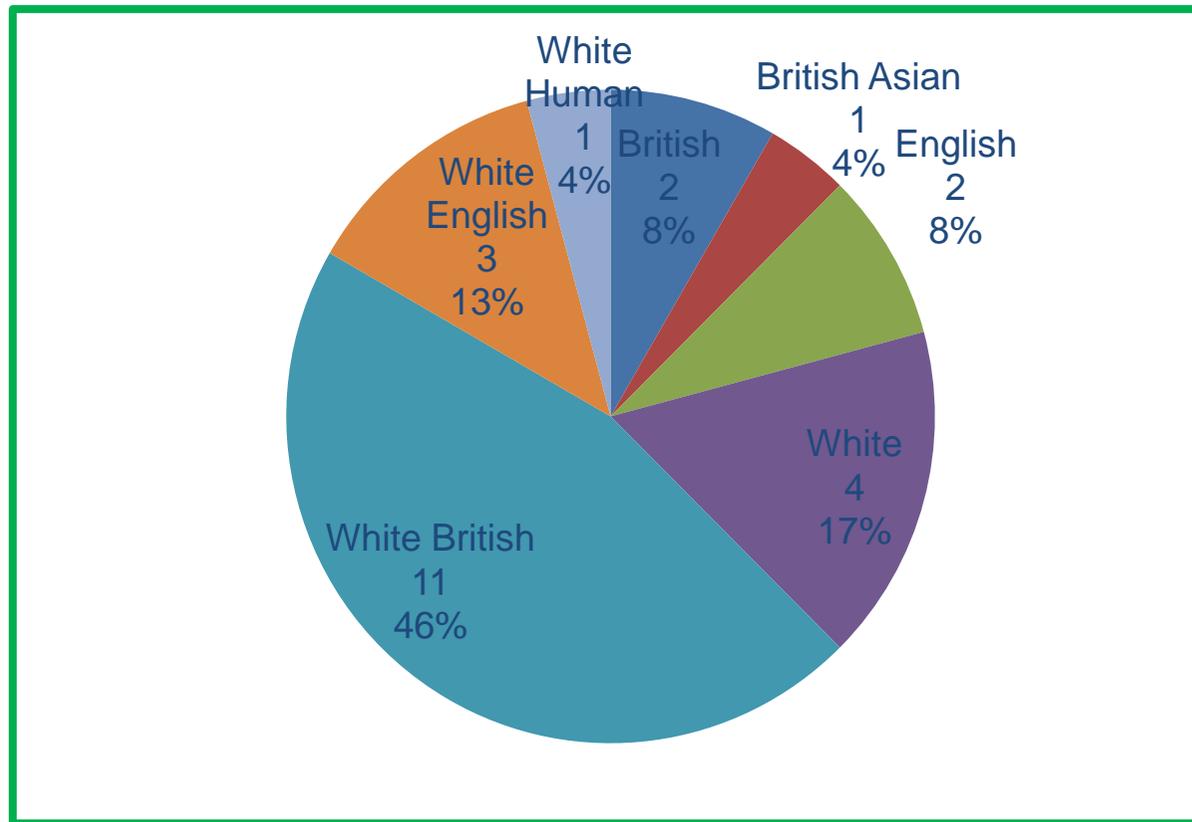
Did not say = 0

**Gender: (28 patients responded)**

Patients completing the survey identified their gender as;

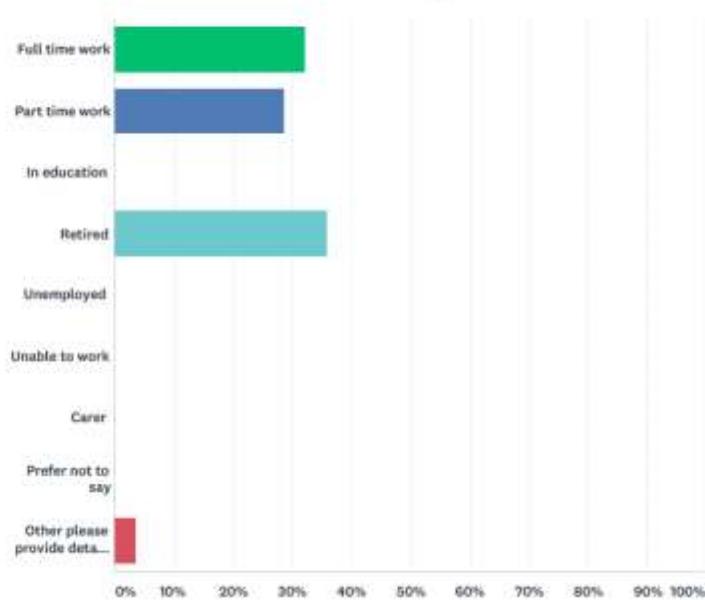
- 👤 Male 14
- 👤 Female 14

**How would you describe your race or ethnicity? (24 patients responded)**



### Q27 Which best describes your situation?

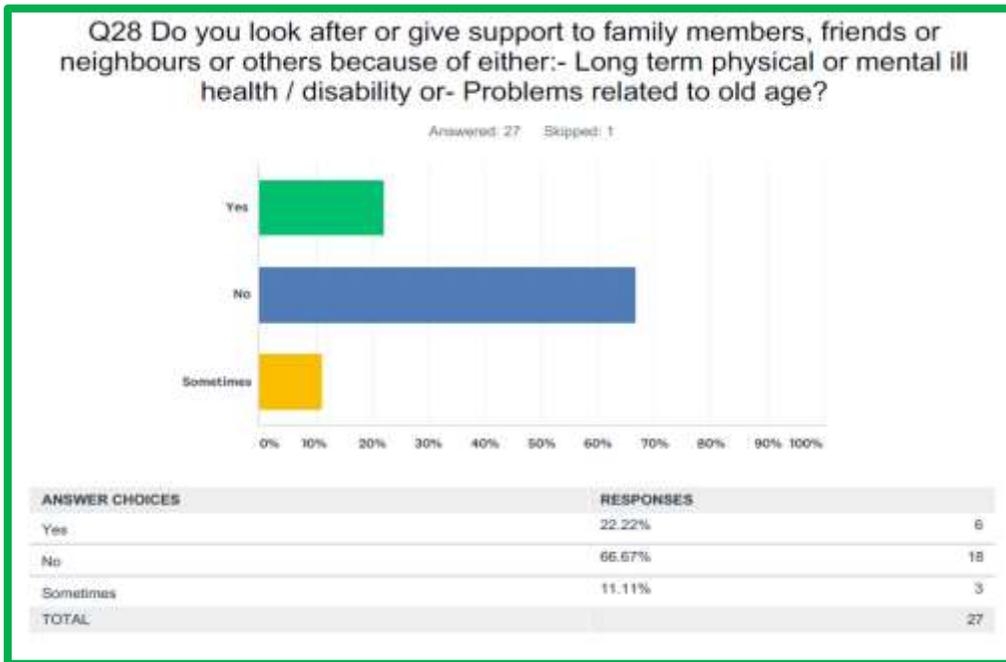
Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES	
Full time work	32.14%	9
Part time work	28.57%	8
In education	0.00%	0
Retired	35.71%	10
Unemployed	0.00%	0
Unable to work	0.00%	0
Carer	0.00%	0
Prefer not to say	0.00%	0
Other please provide details below	3.57%	1
<b>TOTAL</b>		<b>28</b>

### Which best describes your situation?

**10 out of 28 patients (35.71%)** described themselves as **retired**. **Nine patients (32.14%)** said they were in **full time work** with **eight patients (28.57%)** describing themselves as being in **part time work**. **One** patient shared that they were an adult with a Learning Disability.



**Do you look after or give support to family members, friends or neighbours or others because of either: - long term physical or mental health/ disability or problems related to old age?**

**6 out of 27 patients (22.22%)** told us that they did look after or give support to family members, friends or neighbours. **Three** patients told us that they **sometimes** did.



## Observations made by the team during the visit

-  We observed that the medical practice had an 'Outstanding' rating from the Care Quality Commission (CQC) in December 2017.
-  We were informed that there is a pilot service in place, a Dementia clinic.
-  We observed that the name of a patient is called over a tannoy system but no directions are given to the patient on how to get to the treatment room. We however did observe a number of practitioners coming out of their rooms to support patients.

- During the visit, there was a issue with the main entrance door but there were notices up explaining what to do (i.e. that the automatic doors were not working)
- There was some confusion from patients as to what the medical centre was called. Some patients said that it was named Curzen Road and some patients were calling it 'Christiana Hartley.
- During the visit, we picked up a copy of a leaflet which gave information about the practice, including surgery times, practice boundary area, home visits, 111, facilities for the Disabled and what clinics are held at the Medical Centre.



## Safeguarding Observations

Healthwatch Enter and View visits are not intended to specifically identify safeguarding issues but if concerns arise during the visit they are recorded. There were no safeguarding concerns identified at the time of the visit.



## Conclusions, recommendations and considerations.

### Conclusions

The Enter and View visit was carried out on the 19th November at the surgery. In total **28** GP access questionnaires were completed with patients.

**100%** of patients were able to get an appointment to meet their needs with **62.96%** of patients telling us that they would prefer to book appointments at the medical centre by phone. **88.46%** told us that it was '**very easy/ fairly easy**' to get through to the surgery on the phone. Only **three** patients shared that they used the online service to book appointments.

From the feedback gathered, **100%** of patients told us that their experience of making an appointment to see a doctor was very good/fairly good with **80.77%** of patients being able to book a routine appointment in advance.

A high percentage of patients (**88.89%**) said that they knew the name of their 'named GP'. Having a **long term medical condition** was the most common reason why patients needed an appointment, **38.46%** of patients telling us that they did to see the same GP to maintain continuity of care.

**Four** of the patients we spoke with had needed an urgent appointment. **73.08%** of patients had **not** used another service because they could not get an appointment.

**96%** of patients we spoke with rated the attitude of medical staff as very good/fairly good. The attitude of admin staff was also rated highly, with **100%** of patients sharing that they would rate attitude as very good.

During the visit we observed that the name of a patient is called over a tannoy system but no directions are given to the patient on how to get to the treatment room. We however did observe a number of practitioners coming out of their rooms to support patients.

### Recommendations.

-  To evidence that patient's who want to book an appointment for a long term condition can book a routine appointment in advance.
-  To review why patients registered at the medical centre, access emergency services when they can not book an appointment at the centre. We would recommend that all staff are provided with standard information about patient options when no appointment can be provided so that patients can be signposted to the right NHS service.
-  To consider how the surgery could increase the number of patients who are both aware and access the online booking system.
-  Consideration to be given for patients with a diagnosed long term condition to be able to book appointments with their named GP/ GP of their choice.
-  To review the system in place at the medical centre which alerts patients to make their way to their appointment. Some GPs use a TV screen for example which shows the patients name, the name of the practitioner they are seeing and the room number.

## Considerations.

Healthwatch Sefton would like to make the following recommendations to encompass the GP surgeries across the Central Southport locality:

The Enter and View reports following the visits to GP practices within the Central Southport locality to be tabled at a future Central Southport Locality meeting to compare and share good practice. Areas for discussion and consideration to include:

Good Practice – to share good practice of ‘GP Access’ across the locality.

Patient Communication – How are patient informed of the appointment system? Information to be clear and understandable and available in different formats e.g. patient leaflet, social media.

On-line booking appointments – All GP practices within the Central Southport locality state this service is offered but from the feedback received there is a very low uptake by patients. To look at ways to promote this service to patients.

Patient Participation Group (PPG) – To ensure a PPG is in place and to engage with the PPG members when reviewing GP access. To attend the Healthwatch Sefton & CCG event re: PPG’s during May 2019 for Practice Managers and PPG members to attend. (Previous correspondence has been sent to each Practice Manager).

Continuity of Care – Overall within the feedback received for all the GP practices ‘long term medical condition’ was the main reason for a patient’s last appointment. To compare and contrast best practice to enable patients to receive continuity of care.



## Response from the Provider.

Deborah Elliott, practice manager shared a response via email on behalf of the practice. “We are happy with the report, thank you.” The following responses were shared following consideration of the following recommendations:

**Recommendation:** to evidence that patient’s who want to book an appointment for a long term condition can book a routine appointment in advance.

**Response:** Patients can book in advance with the GP they want to see.

**Recommendation:** to review why patients registered at the medical centre, access emergency services when they can not book an appointment at the centre. We would recommend that all staff are provided with standard information about patient options when no appointment can be provided so that patients can be signposted to the right NHS service.

**Response:** we never turn away an emergency, they will always be telephoned by a clinician

**Recommendation:** to consider how the surgery could increase the number of patients who are both aware and access the online booking system.

**Response:** we do promote online services but will review this to see if we can improve.

**Recommendation:** consideration to be given for patients with a diagnosed long term condition to be able to book appointments with their named GP/ GP of their choice.

**Response:** no response received.

**Recommendation:** to review the system in place at the medical centre which alerts patients to make their way to their appointment? Some GPs use a TV screen for example which shows the patients name, the name of the practitioner they are seeing and the room number.

**Response:** we have a self check in screen being installed which will tell patients which room etc....



# Talk to us about your Medical Centre

**Monday 19th November 2018**

**From 8:30am**

Healthwatch Sefton is your local, independent health and social care champion. We are visiting your surgery to find out what you think about the services it offers and would like to hear from patients, carers, and relatives about your experiences.

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

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