

# Enter and View Report.

## Announced visit to:

Cumberland House Surgery.

**58 Scarisbrick New Road, Southport, Merseyside, PR8 6PG**

**Monday 26<sup>th</sup> November 2018, 8:30am.**



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## Summary of key points.

A total of 31 surveys were completed for Cumberland House Surgery. Key points from the responses are below:

**21 patients (70%)** 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 - **48.15% (13)** patients. **11 out of 29 patients (37.93%)** told us that they did get to see the same GP to maintain continuity of care.

**21 out of 31 patients (67.74%)** told us that they phoned the surgery to make an appointment with a GP, **8 patients (25.81%)** going in person. **18 out of 30 patients (60%)** told us that they would prefer to book appointments with their GP by phone, with **seven patients (23.33%)** telling us they would like to book in person. **Five** patients told us that they would prefer to book online.

**25 out of 31 patients (80.65%)** said they knew the name of their 'named GP' with **3 out of 31 (9.68%)** patients telling us that they didn't know.

**21 out of 29 patients (72.41%)** were able to book a routine appointment in advance to see a GP.

**24 out of 29 patients (82.76%)** described their experience of making an appointment to see the doctor as '**Very Good**' or '**Fairly good**'.

**100%** of patients (**28 patients**) who answered the question 'Did you get a suitable appointment to meet your needs?' told us that they did. **15 out of 31 patients (48.39%)** told us that they were initially offered a face to face appointment.

**19 patients (63.33%)** told us that it was **very easy/ fairly easy** to get through on the telephone.

**9 out of 27 patients (33.33%)** told us they had needed an urgent appointment. **24 out of 29 patients (82.76%)** 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 Rachel Cummings, 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 surgery.

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.

- **10,351** patients are registered with the practice.
- The medical centre is currently accepting new patients.
- There are **3** male and **4** female 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 (Tuesday, Thursday and Friday) and 8am – 19:45 on a Monday and Wednesday. Appointments are available Tuesday– Friday between the hours 08:30 – 11:00 and 14:00 – 18:30. There is extended opening hours on a Monday and Wednesday and appointments are available on these two days from 8am with the last face to face appointment being held at 7:30pm.

Information accessed from <https://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=35373#> (16/01/19) and updated from the formal response received from the practice.



## 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 Cumberland House Surgery 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)

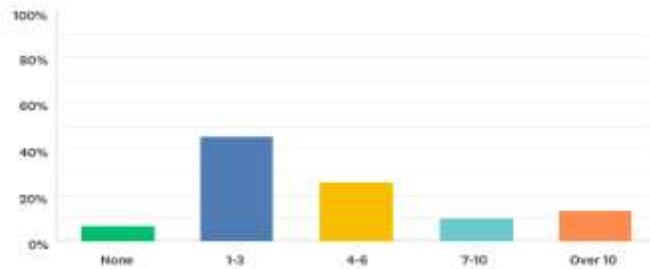


## Findings

From visiting Cumberland House Surgery, a total of **31** responses were received. **28** patients completed the survey on the day, with **two** returning the survey back to Healthwatch using a Freepost envelope and **one** patient completing the survey 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: 31 Skipped: 0



ANSWER CHOICES	RESPONSES	
None	6.45%	2
1-3	45.16%	14
4-6	25.81%	8
7-10	9.68%	3
Over 10	12.90%	4
TOTAL		31

## Question 2:

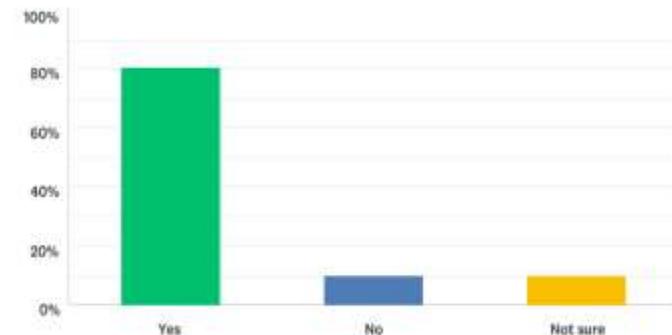
All patients we spoke with answered this question. The graph demonstrates if patients knew the name of their 'named' GP. **25 patients (80.65%)** shared that they **knew who their named GP was**, with **three patients (9.68%)** sharing that they **did not know**. **Three patients** were not sure.

## Question 1:

All patients answered this question. The graph shows the number of GP appointments patients stated they had made over the past six months. Between **1-3** appointments was most common with **45.16% (14 patients)**, closely followed by **4-6** appointments being made, **25.81% (8 patients)**. **Two** patients who we spoke to had not made an appointment in the past six months.

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

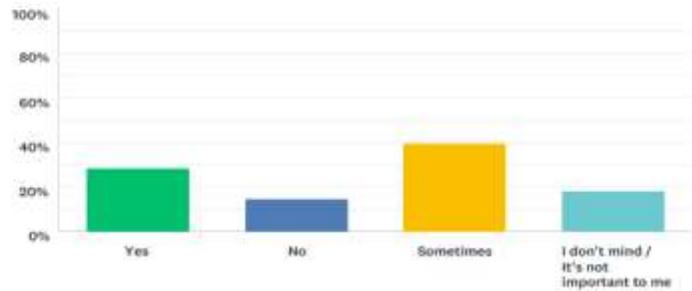
Answered: 31 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	80.65%	25
No	9.68%	3
Not sure	9.68%	3
TOTAL		31

### Q3 If yes or not sure do you get to see your named GP?

Answered: 28 Skipped: 3



### Question 3:

Not all patients answered this question. **8 out of 28** patients (**28.57%**) told us they **get to see their named GP**, with **eleven** patients (**39.29%**) telling us that they did sometimes.

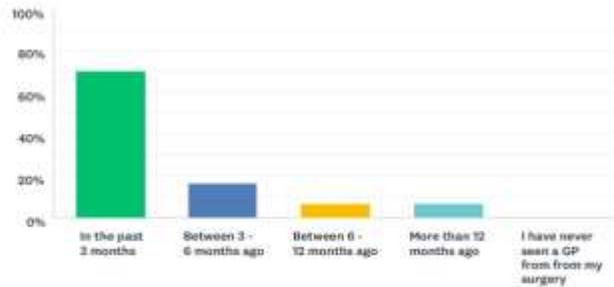
**4 out of 28** patients (**14.29%**) told us that that they **don't get to see their named GP**. **Five** patients told us that they didn't mind/ it's not important to me.

Patients shared the following:

- 🗨️ *"Never seems to have any appointments available."*
- 🗨️ *"Content"*
- 🗨️ *"Its difficult to see him as he only works part time"*
- 🗨️ *"I prefer seeing another doctor than my own"*
- 🗨️ *"Most of the time"*

**Q4 When did you last see or speak to a GP from your GP surgery?**

Answered: 30 Skipped: 1



**Question 5:**

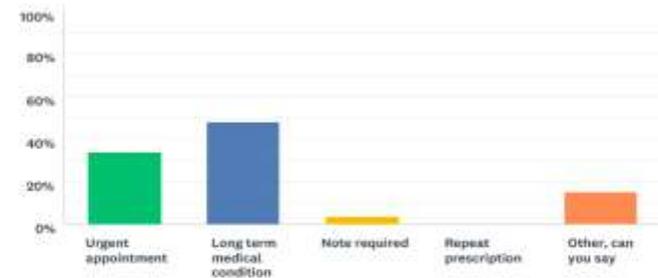
As can be seen from the graph, ‘**Long term medical condition**’ was the most common reason for needing a GP appointment, **48.15% (13 patients)**. **9 patients (33.33%)** last saw their GP as they needed an urgent appointment. Other reasons shared included: needing a check up (**two patients**) and having a repeated unexplained illness (**one patient**).

**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, 70% (21 patients)**.

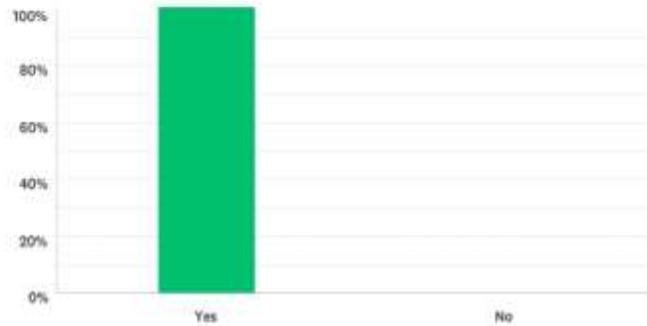
**Q5 Can you tell us the reason why you last needed a GP appointment?**

Answered: 27 Skipped: 4



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

Answered: 28 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	100.00%	28
No	0.00%	0
TOTAL		28

### Question 6:

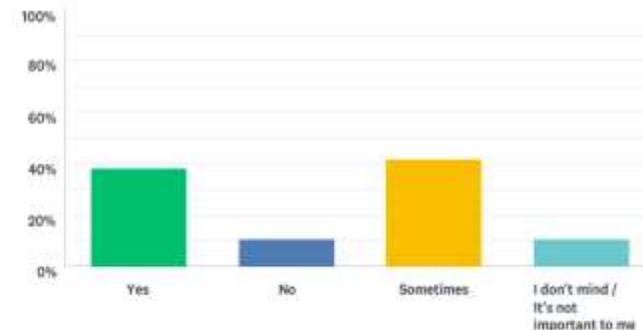
**All patients** answering this question (**28**) told us that they **got a suitable appointment to meet their needs**.

### Question 7:

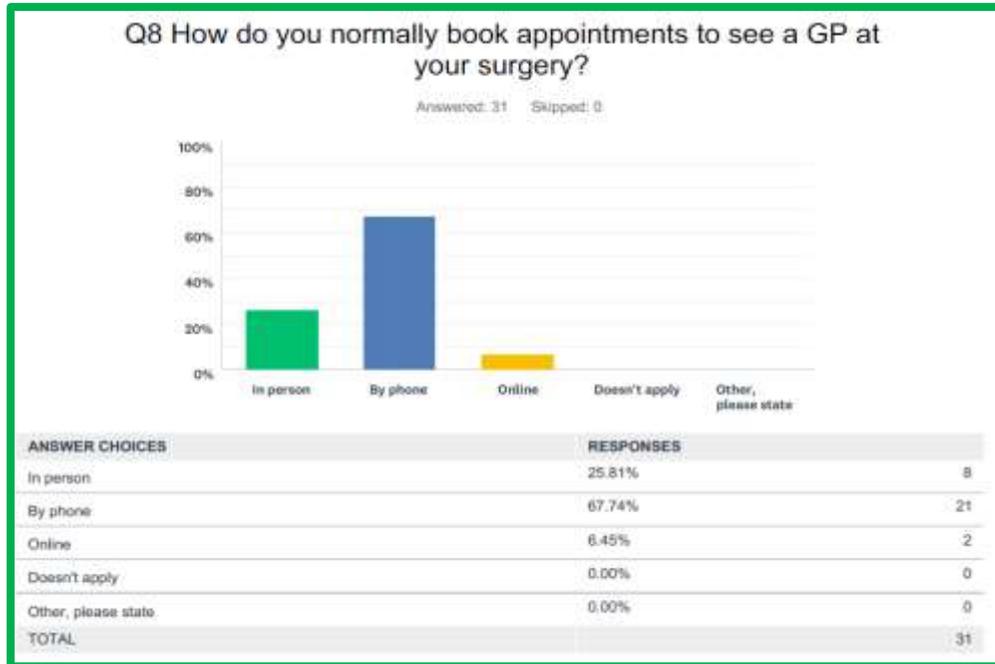
**11 out of 29 patients (37.93%) did get to see the same GP, with 12 patients (41.38%) telling us 'sometimes'. 3 out of 29 patients (10.34%) told us that they did not get to see the same GP to maintain continuity of care.** Further comments included: *"I have nurse appointments", "most of the time", "When I have requested I am able to see the same GP" and "I don't really mind waiting for appointments"*.

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

Answered: 29 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	37.93%	11
No	10.34%	3
Sometimes	41.38%	12
I don't mind / It's not important to me	10.34%	3
TOTAL		29



**Question 8:**

**21 out of 31 patients (67.74%)** told us that they **phoned** the medical centre to make an appointment with **8 out of 31 patients (25.81%) going in person.**

Only **two** patients told us that they **booked their appointments online.** The following comments were shared by patients:

*“Took an hour to get through today on the telephone”*

*“Just turn up at reception”*

*“Excellent service”      “Telephoning is very easy”*

*“Very easy to phone in – good system, very nice staff”*

*“Online is the easiest and the best way I find”*

*“Been on phone for 45 minutes and got cut off”*

*“Patient access app is fantastic”*

*“Not too bad”*

*“The telephone system takes ages and booking online is a joke”*

*“Not always appointments available and it does take a while to get through to someone”*

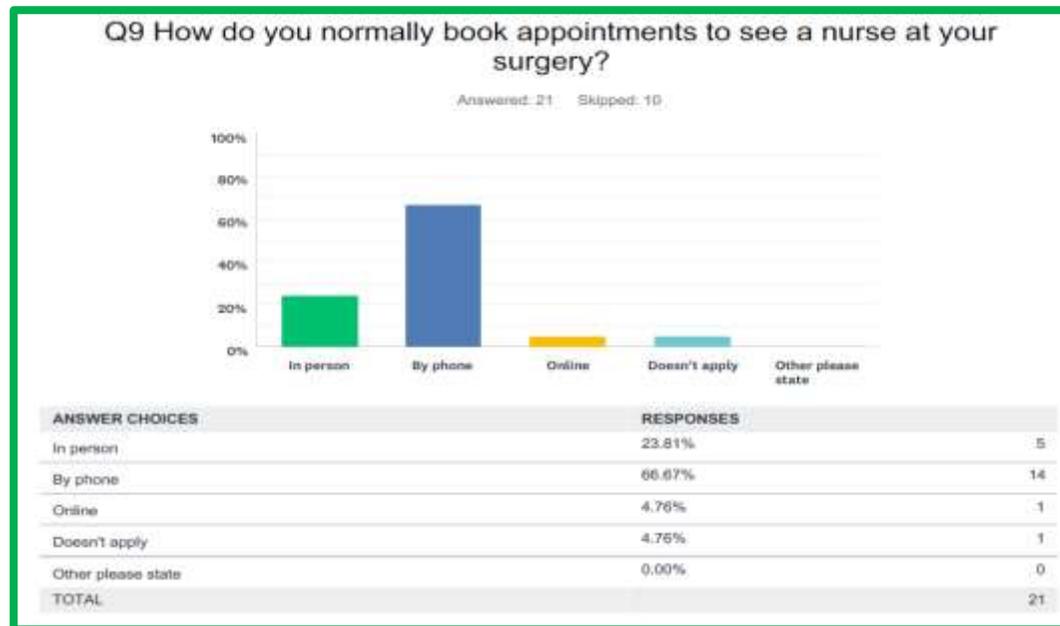
*“Very good, can always get through and an appointment on that day”*

*“Telephoning is easy enough. Staff on the reception are friendly and helpful”*

*You always get through to the answer message explaining the options, its only a short wait and the staff are really helpful.”*

*“Not easy to get appointments, always ask you to ring at 8am for appointments. When you finally get through they have none left and usually wont give a appointment for the next day”.*

*“and also book by phone. Sometimes when I phone it is engaged for some time, then when I get to speak to a receptionist all appointments have gone. Then I am told to ring the next day. Its easier sometimes to go to the surgery and wait in a queue.”*



**Question 9:**

**14 out of 21 patients (66.67%)** told us that they book their appointment to see a nurse **by phone**, with **5 patients (23.81%)** telling us that they book their appointment **in person**. **One** patient told us that they booked their appointment **online**. Patients shared the following comments:

*“Took an hour to get through today on the telephone”*

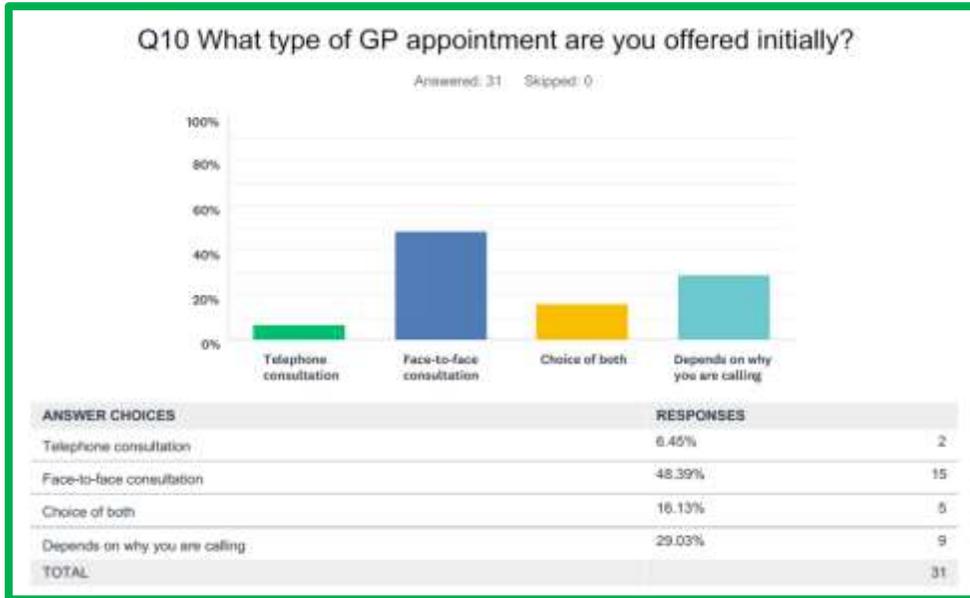
*”Just turn up at reception”      “Excellent service”*

*“Not too bad”      “Telephoning is easy enough”*

*“Phone can be difficult to get through during mornings if urgent appointment is needed”*

*“Very good, can always get through and an appointment on that day”*

*“The telephone system takes ages and booking online is a joke”*



**Question 10:**

**15 out of 31 patients (48.39%)** told us that they were initially offered a **face to face consultation**, with **nine patients (29.03%)** telling us that it **depended on why they were calling** the practice. **Two** patients told us that they were offered a **telephone consultation** with **five** patients telling us that they get a **choice of both telephone and face to face consultations**. Patients shared additional comments:

*“I have had both”*

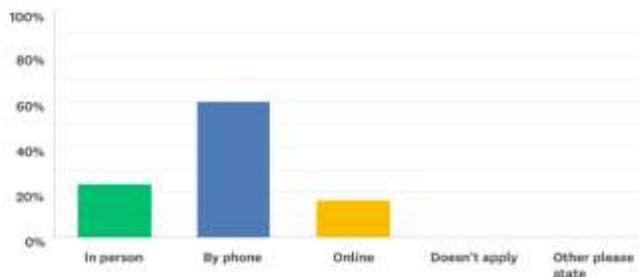
*“If no appointments available, I always ask to speak with the doctor”*

*“Depending on what the appointment is all about”*

*“If a doctor is not available, the practitioner nurse is available, the staff always try to get you in to see the doctor in the first instance”*

### Q11 How would you prefer to book an appointment with your GP?

Answered: 30 Skipped: 1



ANSWER CHOICES	RESPONSES	
In person	23.33%	7
By phone	60.00%	18
Online	16.67%	5
Doesn't apply	0.00%	0
Other please state	0.00%	0
TOTAL		30

### Question 11:

**18 out of 30 (60%)** patients told us that they would prefer to book their appointments by **phone**, with **seven** patients (**23.33%**) telling us that they would like to book appointments **in person**. **Five** patients (**16.67%**) said they would prefer to book online.

When asked what would improve booking appointments with your GP, the following comments were shared:

*“By having more staff”*

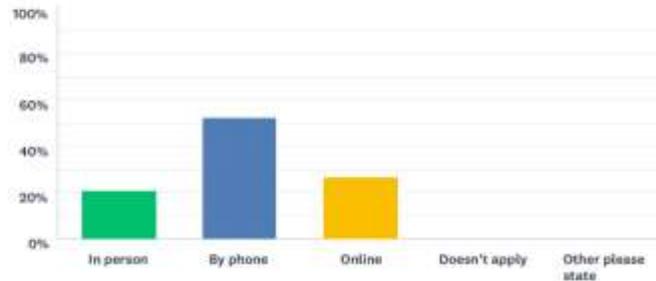
*“It would improve if you could get through right away. When it's a morning call its difficult to get through as line is busy”*

*“It's a great service, I am happy with the surgery”*

*“I don't like having to explain to a receptionist my reason for the appointment”*

Q12 How would you prefer to book an appointment with your nurse?

Answered: 19 Skipped: 12



ANSWER CHOICES	RESPONSES	
In person	21.05%	4
By phone	52.63%	10
Online	26.32%	5
Doesn't apply	0.00%	0
Other please state	0.00%	0
TOTAL		19

Question 12:

10 out of 19 patients (52.63%) would prefer to book their appointment with their nurse by **phone**. Five patients (26.32%) would like to be able to book their appointments **online**.

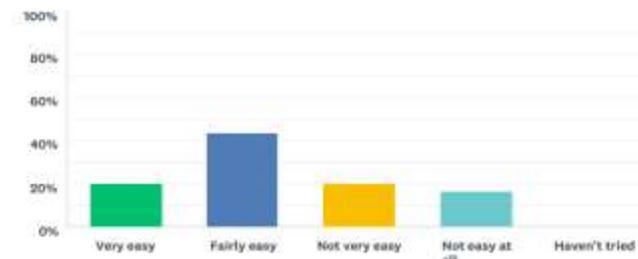
Question 13:

13 out of 30 patients (43.33%) told us it was **fairly easy** to get through to someone if they **telephoned the surgery**, with **six patients (20%)** saying that it was **not very easy**, the same number also telling us that it was **very easy**. Five patients (16.67%) told us that it was not easy at all.

The following comments were shared relating to getting through via the phone:

Q13 If you telephone the surgery for an appointment with the GP or nurse, how easy is it to get through to someone?

Answered: 30 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very easy	20.00%	6
Fairly easy	43.33%	13
Not very easy	20.00%	6
Not easy at all	16.67%	5
Haven't tried	0.00%	0
TOTAL		30

*“Takes ages to get through”*

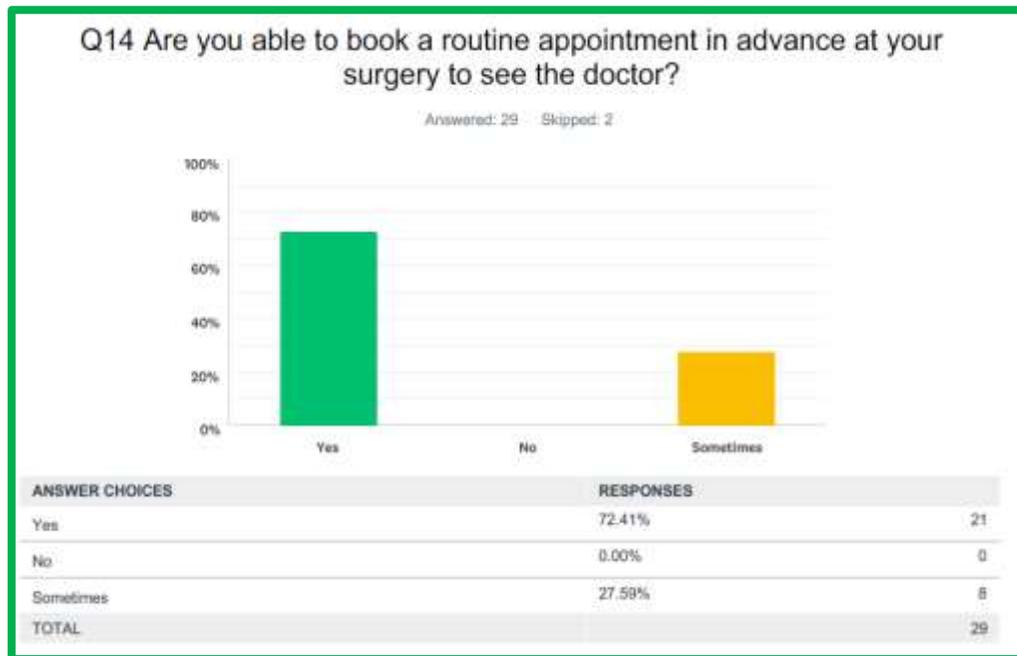
*“Very difficult in early mornings/ later evenings. Easier during the day”*

*“The system breaks a lot”*

*“There is often a short queue but this is no real issue”*

*“You only have a short wait around 8am and this is the busiest calling time”*

*“Takes several tries of a morning for an urgent appointment”*



#### Question 14:

**21 out of 29 patients (72.41%)** told us that they **were able to book a routine appointment in advance** to see their GP. **Eight** patients told us that there were **‘sometimes’** able to book a routine appointment in advance. Nobody told us that they couldn’t book a routine appointment in advance. Patients shared the following comments:

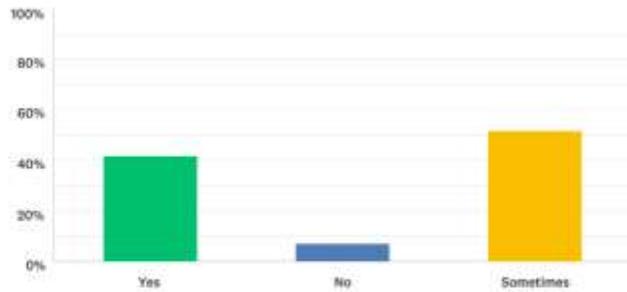
*“Sometimes it’s the only way to get an appointment”*

*“I hope they never take this option away”*

*“Yes, I work in Manchester and the receptionist always tries to fit me in. My partner works away and needs the late evening appointments and is always accomodated.”*

Q15 Are you able to get an appointment on the same day to see the doctor if needed?

Answered: 29 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	41.38%	12
No	6.90%	2
Sometimes	51.72%	15
TOTAL		29

Question 15:

**12 out of 29** patients (**41.38%**) told us that they **could get an appointment on the same day** to see the doctor if needed. **15** patients (**51.72%**) told us that they could **sometimes** get an appointment on the same day. **Two** patients told us that they couldn't. Patients shared the following comments:

*"My experience is from several years ago. I don't know what its like now"*

*"If urgent, but difficult to get through on phones in mornings"*

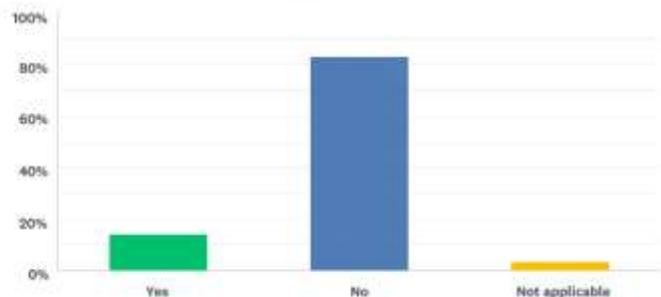
*"Not always"*

*"If I ring, I can normally get a same day appointment with a nurse"*

*"You cannot always get to see the doctor you would like to see"*

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

Answered: 29 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	13.79%	4
No	82.76%	24
Not applicable	3.45%	1
TOTAL		29

### Question 16:

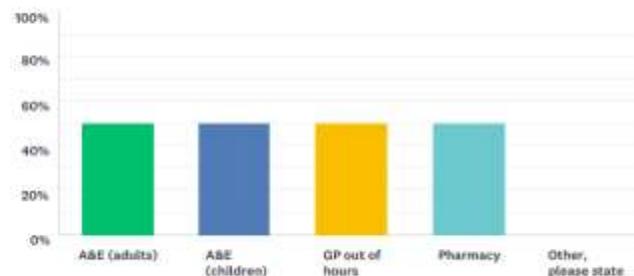
24 out of 29 patients (82.76%) had **not used another service** because they could not get a GP appointment, with only **four** patients saying that they had.

### Question 17:

As you can see from the graph, the **four** patients who had accessed another service shared that various services had been accessed. One of the reasons for attending A&E (childrens) was because of a reflux problem for a new born baby.

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

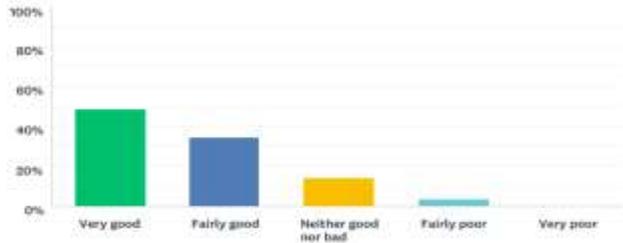
Answered: 4 Skipped: 27



ANSWER CHOICES	RESPONSES	
A&E (adults)	50.00%	2
A&E (children)	50.00%	2
GP out of hours	50.00%	2
Pharmacy	50.00%	2
Other, please state	0.00%	0
Total Respondents: 4		

**Q18 Overall how would you describe your experience of making an appointment to see the doctor?**

Answered: 29 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very good	48.28%	14
Fairly good	34.48%	10
Neither good nor bad	13.79%	4
Fairly poor	3.45%	1
Very poor	0.00%	0
<b>TOTAL</b>		<b>29</b>

**Question 18:**

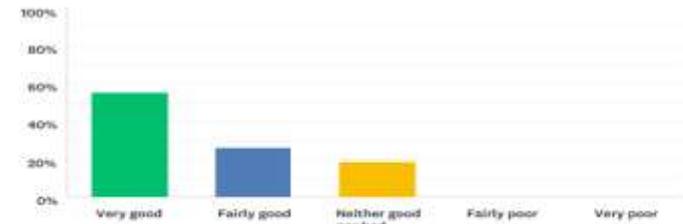
**14 out of 29 patients (48.28%)** described their experience of making an appointment to see the doctor as **‘very good’**, with a further **10 patients (34.48%)** telling us that their experience was **‘fairly good’**. **No** patients told us that their experience was **‘very poor’**.

**Question 19:**

When asked how would you describe your experience of making an appointment to see your nurse, **15 out of 27 patients (55.56%)** shared that it was **‘very good’**. **Seven** patients said that it was **fairly good**. **No** patients told us that their experience was **fairly poor** or **very poor**.

**Q19 Overall how would you describe your experience of making an appointment to see the nurse?**

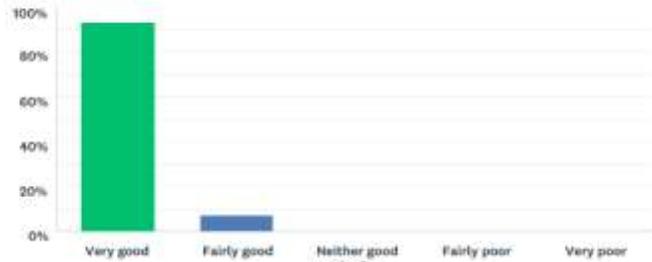
Answered: 27 Skipped: 4



ANSWER CHOICES	RESPONSES	
Very good	55.56%	15
Fairly good	25.93%	7
Neither good nor bad	18.52%	5
Fairly poor	0.00%	0
Very poor	0.00%	0
<b>TOTAL</b>		<b>27</b>

Q20 Overall how would you rate staff attitude (medical staff)?

Answered: 29 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very good	93.10%	27
Fairly good	6.90%	2
Neither good nor bad	0.00%	0
Fairly poor	0.00%	0
Very poor	0.00%	0
TOTAL		29

Question 20:

100% of patients rated the attitude of medical staff as being 'very good' / 'fairly good'. Further comments shared were;

*"I would say excellent"*

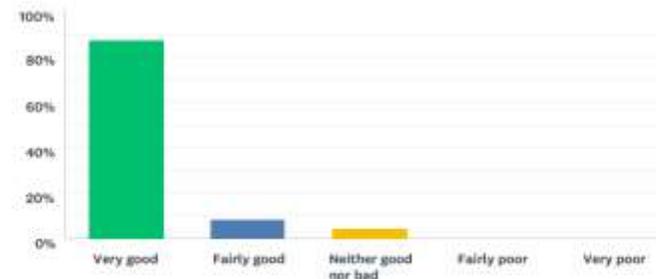
*"Always happy to help"*

Question 21:

20 out of 23 patients (86.96%) rated the attitude of admin staff as being 'very good'. Two patients rated attitude as 'fairly good' with one sharing attitude was neither good nor bad.

Q21 Overall how would you rate staff attitude (administrative staff)?

Answered: 23 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very good	86.96%	20
Fairly good	8.70%	2
Neither good nor bad	4.35%	1
Fairly poor	0.00%	0
Very poor	0.00%	0
TOTAL		23

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

**One** person informed us that they had changed GP surgery in the past 12 months.

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

In response to this question, only **eight** patients shared further comments:

*“Seems to be a very relaxed but efficient surgery. Waiting room system is very good. Appointments are kept in a timely manner”*

*“Excellent surgery, caring for myself and my family for over 30 years. One of the best practices in our area. May it continue. Thank you”*

*“I have nothing but praise for everyone at this surgery”*

*“Faster appointments”*

*“Given the amount of people serviced, I have always received excellent attention”*

*“Dr Irvine is amazing, he arranged an ultrasound”* **\*full comment not included as identifiable**

*“Overall the service and care is excellent”*

*“Don’t appreciate having to tell a receptionist my problems whilst I appreciate it could be attended to by a nurse. I know when I need to see a GP.”*



## Equality and Diversity Data : Some questions about you

Age (28 patients responded)



Under 16 = 0



16 – 24 years = 2



25 – 49 years = 11



50 – 64 years = 6



65 – 79 years = 6



80+ = 3



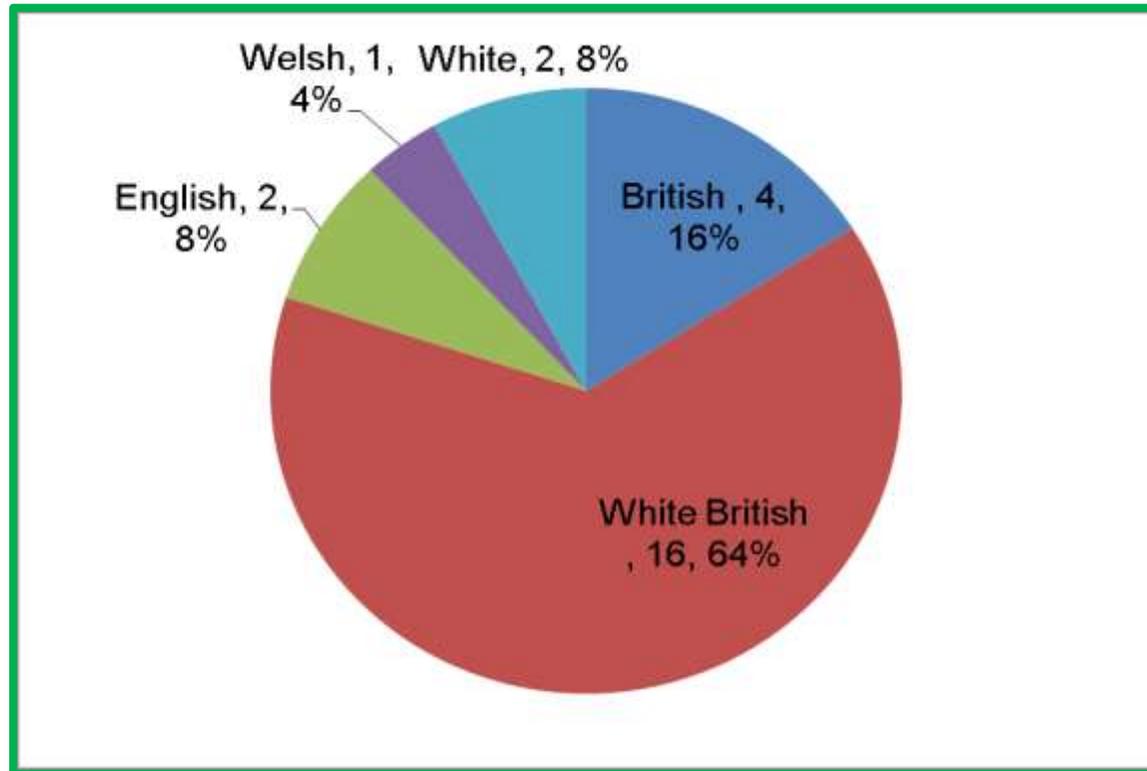
Did not say = 0

**Gender: (34 patients responded)**

Patients completing the survey identified their gender as;

👤 Male	7
👩 Female	21

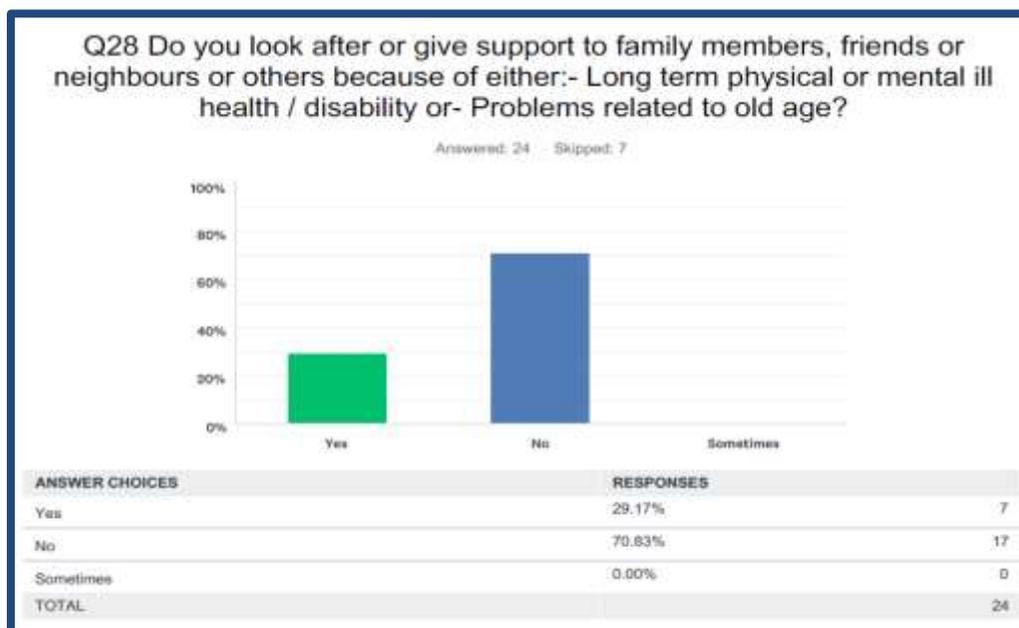
**How would you describe your race or ethnicity? (25 patients responded)**





## Which best describes your situation?

**10 out of 28 patients (35.71%)** described themselves as in **full time work**. **Eight patients (28.57%)** described themselves as **retired** with **four patients** sharing that they worked **part time**. **One** patient described themselves as a **full time mum**. Only **one** patient shared that they were a **carer**.



## 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?

**7 out of 24 patients (29.17%)** said that they did look after or give support as above.



## Observations made by the team during the visit

- On entering the surgery, we became aware that the main door opens the wrong way. We felt that the door should open outwards, the reason being escape in case of fire. All fire escape doors should open outwards.
- During the visit, a patient fainted in the main waiting area and a member of the Healthwatch Sefton team assisted the patient until a member of the medical staff could intervene. An incident form was completed. One of our observations was that when an emergency happens in the waiting area, the receptionist presses a panic button. This shows on all computer screens but if you are not looking at the computer screen you would not be aware.
- TV screens are used in the surgery to call patients into their appointments. The patients name, room number and name of the medical staff they are seeing are visible on the screen and a bell sounds to alert patients to view the TV screen.
- During the visit, we picked up a copy of the surgeries summer newsletter which included information on the Southport foodbank, online access and data protection laws.



### 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 26th November at the surgery. In total **31** GP access questionnaires were completed with patients.

**100%** of patients were able to get an appointment to meet their needs with **60%** of patients telling us that they would prefer to book appointments at the medical centre by phone. **63.33%** told us that it was 'very easy/ fairly easy' to get through to the surgery on the phone. Only one patient shared that they used the online service to book appointments.

From the feedback gathered, **82.76%** of patients told us that their experience of making an appointment to see a doctor was very good/fairly good with **72.41%** of patients being able to book a routine appointment in advance.

A high percentage of patients (**80.65%**) 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, **37.93%** of patients telling us that they did to see the same GP to maintain continuity of care.

Nine of the patients we spoke with had needed an urgent appointment. **82.76%** had not used another service because they could not get an appointment.

**100%** 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 **86.96%** of patients sharing that they would rate attitude as very good.

During the visit we assisted when a patient fainted in the main waiting area until medical staff could come to their aid.

In terms of reviewing the building the team did observe the main entrance door opened inwards which may need to be reviewed in line with health and safety regulations.

### Recommendations.

-  To consider how the surgery could increase the number of patients who are both aware and access the online booking system.
-  To review the procedure in place which, alerts medical staff to emergency situations, particularly if the emergency takes place in the waiting room.
-  To consider the suitability of the main entrance door to the surgery in line with health and safety requirements.

## 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.

A response was received from the practice manager Rachel Cummings via email as below.

### Accuracy of the report

- 🌱 A couple of things I note on first peruse, we are open Mon AND Wednesday 8.00am to 19.45pm, AND appts are available until this time, ie. Last face to face appt is 7.30pm, I feel the wording alludes to us being open but not seeing patients **(this has been amended – page 6)**
- 🌱 There is also a patient comment of ‘Dr Divine is amazing’ I assume they mean Dr Irvine, we don’t have a Dr Divine
- 🌱 **(this has been amended – page 24)**

### Response to recommendations

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

**Response:** no comment received.

**Recommendation:** to review the procedure in place which, alerts medical staff to emergency situations, particularly if the emergency takes place in the waiting room.

**Response:** no response received.

**Recommendation:** to consider the suitability of the main entrance door to the surgery in line with health and safety requirements.

**Response:** The note about Health & Safety and the door opening incorrect way, that isn't the fire door, the fire door is along the corridor, that is the front electric door, and couldn't open the opposite way as it would risk knocking patients over as they entered and someone left, and would block the Pharmacy entrance, which would cause fire hazard to the pharmacy in that case – I am not clear around the legislation alluded to here.



# Talk to us about your GP Surgery

**Monday 26th 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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