

Enter and View Report.

Announced visit to:

Kew Surgery.

85 Town Lane. Southport PR8 6RG

Wednesday 14th November 2018, 10:00.



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Summary of key points.

A total of **19** surveys were completed for Kew Surgery. Key points from the responses are below:

9 patients (**50%**) had visited the surgery in the past 3 months.

15 out of 18 patients (88.33%) said they knew the name or their 'named GP'.

12 out of 18 patients (**66.67%**) were able to book a routine appointment in advance to see a GP.

Having a '**long term medical condition**' was the most common reason why patients needed a GP appointment- **10 out of 18** patients (**55.56%**). **7** patients (**36.84%**) told us that they did not get to see the same GP to maintain continuity of care.

18 out of 19 patients (**94.74%**) who answered the question 'Did you get a suitable appointment to meet your needs?' told us that they did. **12 out of 18** patients (**66.67%**) told us that they were initially offered a face to face appointment.

12 out of 18 patients (**66.67%**) told us that it was **very easy/ fairly easy** to get through on the telephone.

14 out of 19 patients (**73.68%**) told us that they phoned the surgery to make an appointment with a GP, **4** patients (**21.05%**) going in person. **12 out of 18** patients (**66.67%**) told us that they would prefer to book their appointments by phone, with **4** patients (**22.22%**) telling us they would like to book online. **Two patients** told us that they would prefer to book in person.

14 out of 18 patients (**77.77%**) described their experience of making an appointment to see the doctor as '**very good**' or '**fairly good**'.

2 out of 18 patients (**11.11%**) told us they had needed an urgent appointment. **15 out of 18** patients (**88.33%**) 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 Pauline Kenny, 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.

- **3896** 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. The exception to this is Tuesday when the practice has extended access between 6:30pm until 8:00pm and therefore Tuesdays surgery runs between 8:00am and 8:00pm.

Information accessed from <https://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=41960#> (18/01/19) with information from the practice added from the formal response.



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 Kew 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.

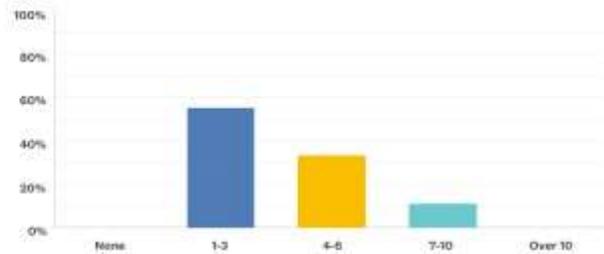
The team write a report reflecting these observations and feedback, making comment where appropriate. The report is sent to the manager of the service to check the facts/information within the report. Any response from the manager is included within the final version of the report which is published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



From visiting Kew Surgery, a total of **19** responses were received. **17** patients completed the survey on the day, with **two** returning the survey back to Healthwatch using a Freepost envelope.

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

Answered: 18 Skipped: 1



ANSWER CHOICES	RESPONSES
None	0.00% 0
1-3	55.56% 10
4-6	33.33% 6
7-10	11.11% 2
Over 10	0.00% 0
TOTAL	18

Question 2:

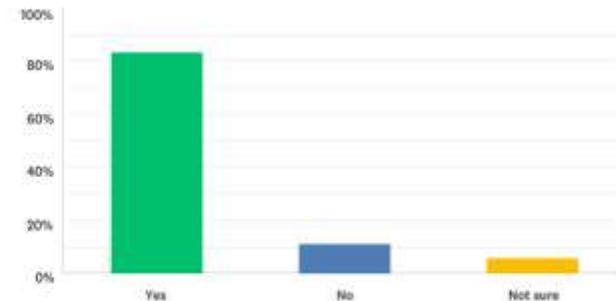
The graph to the right demonstrates if patients knew the name of their 'named' GP. **15 patients (88.33%)** shared that they **knew who their named GP was**, with **two patients (11.11%)** sharing that they **did not know**. **One patient was** not sure.

Question 1:

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 (**55.56%, 10 patients**), closely followed by **4-6** appointments being made, (**33.33%, 6 patients**). **Two** patients who we spoke to had made **7 – 10** appointments in the past six months.

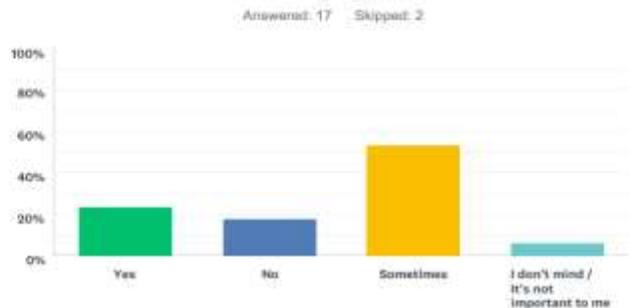
Q2 Do you know the name of your 'named' GP?

Answered: 18 Skipped: 1



ANSWER CHOICES	RESPONSES
Yes	88.33% 15
No	11.11% 2
Not sure	5.56% 1
TOTAL	18

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



ANSWER CHOICES	RESPONSES	
Yes	23.53%	4
No	17.65%	3
Sometimes	52.94%	9
I don't mind / It's not important to me	5.88%	1
TOTAL		17

#	ANY FURTHER COMMENTS...	DATE
1	I can get appointment with Donald Trump easier	12/6/2018 12:39 PM

Question 3:

4 out of 17 patients (23.53%) told us they **get to see their named GP**, with **nine patients (52.94%)** telling us that they did **sometimes**. **3 out of 17 patients (17.65%)** told us that that they **don't get to see their named GP**. **One patient** told us that they **didn't mind/ it's not important to me**.

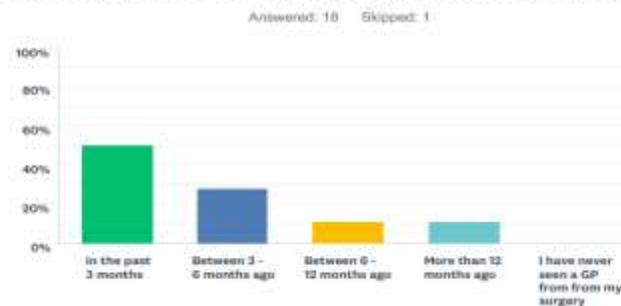
Patients shared the following:

"I can get an appointment with Donald Trump easier"

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, 9 patients (50%)**. **Five patients (27.78%)** had been seen or had spoken to a GP somewhere between **3 – 6 months ago**.

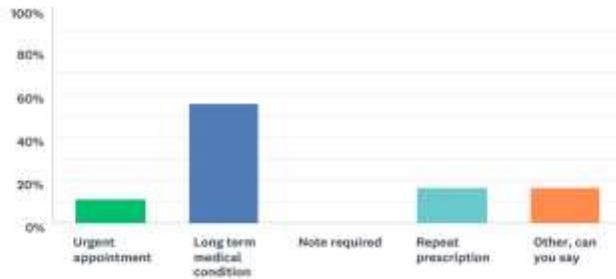
Q4 When did you last see or speak to a GP from your GP surgery?



ANSWER CHOICES	RESPONSES	
In the past 3 months	50.00%	9
Between 3 - 6 months ago	27.78%	5
Between 6 - 12 months ago	11.11%	2
More than 12 months ago	11.11%	2
I have never seen a GP from from my surgery	0.00%	0
TOTAL		18

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

Answered: 18 Skipped: 1



ANSWER CHOICES	RESPONSES	
Urgent appointment	11.11%	2
Long term medical condition	55.56%	10
Note required	0.00%	0
Repeat prescription	16.67%	3
Other, can you say	16.67%	3
TOTAL		18

Question 6:

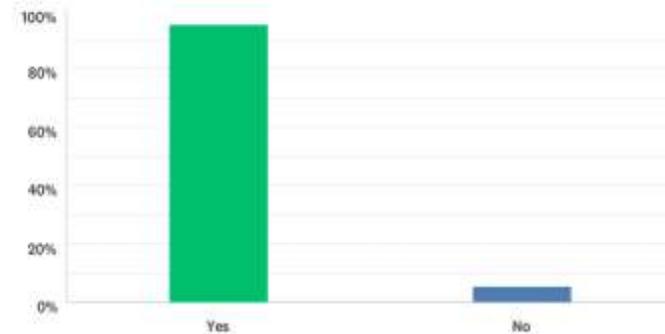
18 out of 19 patients (94.74%) told us that they got a suitable appointment to meet their needs.

Question 5:

As can be seen from the graph, **'Long term medical condition'** was the most common reason for needing a GP appointment, **55.56% (10 patients)**. **3 patients (16.67%)** last saw their GP as they needed a **repeat prescription**. Other reasons for needing an appointment included: symptoms of a possible condition, a nasal infection and results.

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

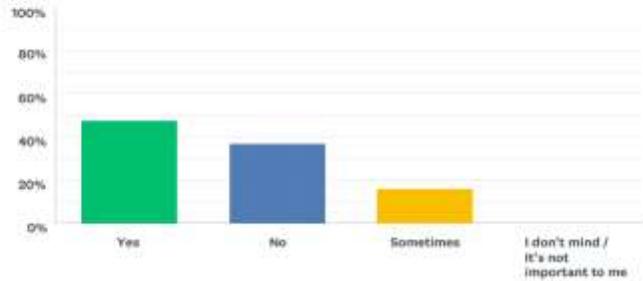
Answered: 19 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	94.74%	18
No	5.26%	1
TOTAL		19

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

Answered: 19 Skipped: 0



ANSWER CHOICES	RESPONSES	COUNT
Yes	47.37%	9
No	36.84%	7
Sometimes	15.79%	3
I don't mind / It's not important to me	0.00%	0
TOTAL		19

Question 7:

9 out of 19 patients (47.37%) told us that they **did get to see the same GP to maintain continuity of care**. **Seven patients (36.84%) did not get to see the same GP**, with **three patients telling us ‘sometimes’**. Further comments included: *“Sometimes have to book weeks ahead to see my own GP”*, *“No complaints, usually an excellent service”* and *“Only if I ask for a specific doctor”*

Question 8:

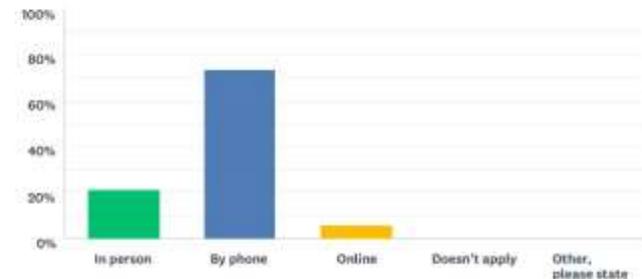
14 out of 19 patients (73.68%) told us that they **phoned** the surgery to make an appointment with **four patients (21.05%) going in person**.

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

“Sometimes have to wait awhile in the queue on telephone. When answered, the receptionists are usually friendly and helpful”

Q8 How do you normally book appointments to see a GP at your surgery?

Answered: 19 Skipped: 0



ANSWER CHOICES	RESPONSES	COUNT
In person	21.05%	4
By phone	73.68%	14
Online	5.26%	1
Doesn't apply	0.00%	0
Other, please state	0.00%	0
TOTAL		19

“Telephone is easy and staff are helpful”

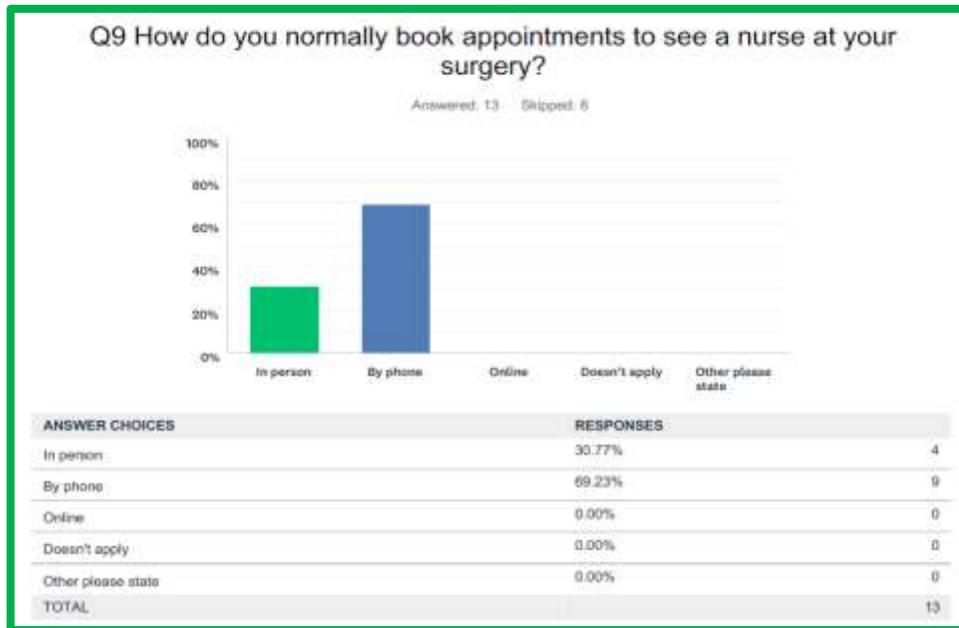
“Happy, quick reply”

“By phone, sometimes difficult. Have to ring a few times”

“By telephone, no problems”

“I usually book appointments in advance”

“If its an emergency appointment you have to phone at 8am and its like winning the lotto if you get through never mind appointment!! Your looking at a 3 week wait for a non emergency appointment”.



Question 9:

9 out of 13 patients (69.23%) told us that they book their appointment to see a nurse by **phone**, with **four patients (30.77%)** telling us that they book their appointment **in person**. **One** patient shared the following;

“Extremely hard to talk to anyone”

Q10 What type of GP appointment are you offered initially?



ANSWER CHOICES	RESPONSES	
Telephone consultation	0.00%	0
Face-to-face consultation	66.67%	12
Choice of both	5.56%	1
Depends on why you are calling	27.78%	5
TOTAL		18

Question 10:

12 out of 18 patients (66.67%) told us that they were initially offered a **face to face consultation**, with **five patients (27.78%)** telling us that it **depended on why they were calling** the practice. **One** patient was offered a choice of **both face to face and a telephone consultation**. Patients shared additional comments:

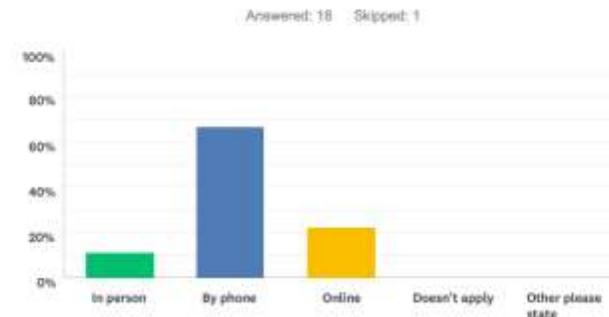
“No complaints”

“On my way out of an appointment”

Question 11:

12 out of 18 patients (66.67%) told us that they would prefer to book their appointments by **phone**, with **four patients (22.22%)** telling us that they would like to book appointments **online**. **Two** patients (**11.11%**) said they would **prefer to book in person**.

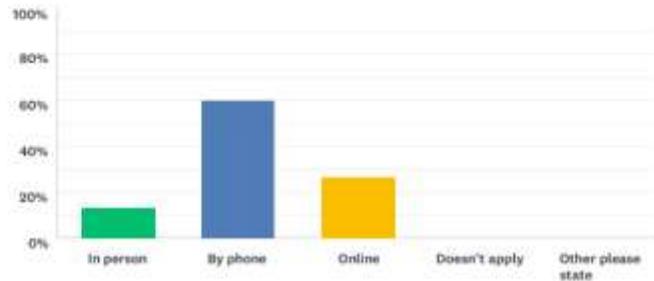
Q11 How would you prefer to book an appointment with your GP?



ANSWER CHOICES	RESPONSES	
In person	11.11%	2
By phone	66.67%	12
Online	22.22%	4
Doesn't apply	0.00%	0
Other please state	0.00%	0
TOTAL		18

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

Answered: 15 Skipped: 4



ANSWER CHOICES	RESPONSES	
In person	13.33%	2
By phone	60.00%	9
Online	26.67%	4
Doesn't apply	0.00%	0
Other please state	0.00%	0
TOTAL		15

Question 12:

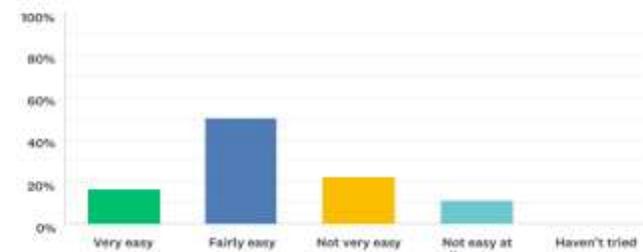
60% (9 out of 15) patients would prefer to book their appointment with their nurse by **phone**. **26.67% (four)** patients would like to be able to book their appointments **online** with **two** patients preferring to book the appointment **in person**.

Question 13:

12 out of 18 patients (**66.67%**) told us it was **'fairly easy'** or **'very easy'** to get through to someone if they telephoned the surgery. **Six** patients (**33.33%**) felt that it was **'not easy'/'not easy'** at all to get through.

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

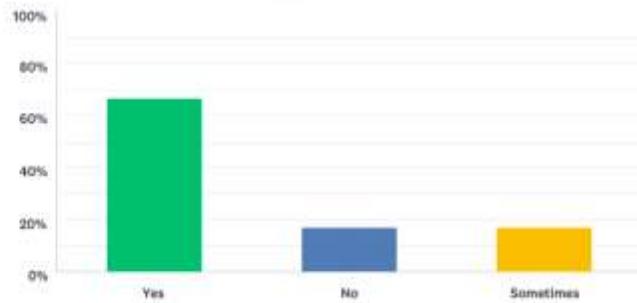
Answered: 18 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very easy	16.67%	3
Fairly easy	50.00%	9
Not very easy	22.22%	4
Not easy at all	11.11%	2
Haven't tried	0.00%	0
TOTAL		18

Q14 Are you able to book a routine appointment in advance at your surgery to see the doctor?

Answered: 18 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	66.67%	12
No	16.67%	3
Sometimes	16.67%	3
TOTAL		18

Question 14:

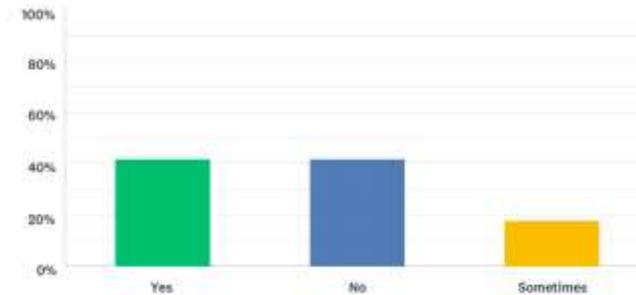
12 out of 18 patients (66.67%) told us that they were **able to book a routine appointment in advance to see their GP**. **Three** patients told us that there were **'sometimes'** able to book a routine appointment in advance with **three** sharing they were **unable to book in advance**.

Question 15:

7 out of 17 patients (41.18%) 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**. **Three** patients told us that they **could sometimes** get an appointment on the same day.

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

Answered: 17 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	41.18%	7
No	41.18%	7
Sometimes	17.65%	3
TOTAL		17

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



ANSWER CHOICES	RESPONSES	
Yes	16.67%	3
No	83.33%	15
Not applicable	0.00%	0
TOTAL		18

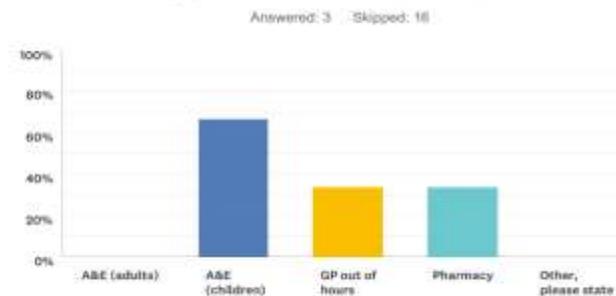
Question 17:

As you can see from the graph, **two** patients had accessed A& E (Children's), **one** patient had accessed GP Out of Hours services and **one** patient had accessed a pharmacy.

Question 16:

15 out of 18 patients (88.33%) had not used another service because they could not get a GP appointment, with only three patients saying that they had.

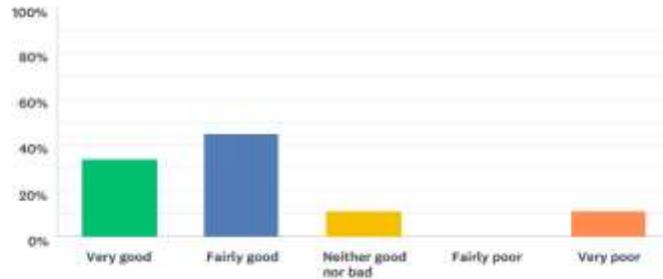
Q17 If answering yes to Q16, can you say what service(s)



ANSWER CHOICES	RESPONSES	
A&E (adults)	0.00%	0
A&E (children)	66.67%	2
GP out of hours	33.33%	1
Pharmacy	33.33%	1
Other, please state	0.00%	0
Total Respondents: 3		

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

Answered: 18 Skipped: 1



Question 18:

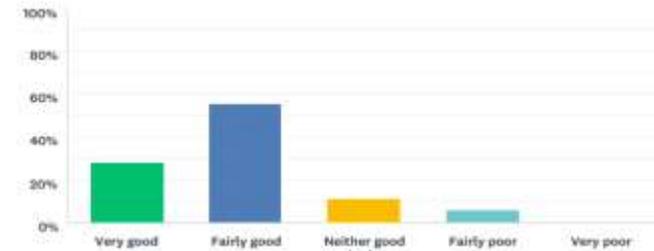
14 out of 18 patients (77.77%) described their experience of making an appointment to see the doctor as **'very good/fairly good'** with a further **two** patients (telling us that their experience was **'neither good nor bad'**). **Two** patients (**11.11%**) shared that their experience was **'very poor'**.

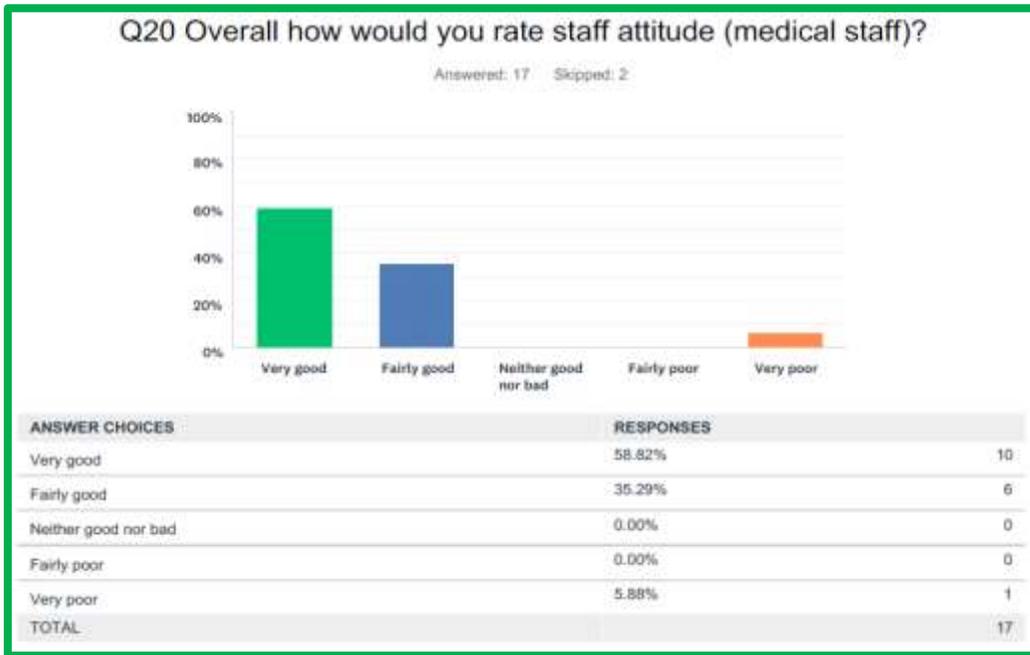
Question 19:

When asked how would you describe your experience of making an appointment to see your nurse, **15 out of 18 patients (83.34%)** shared that it was **very good/ fairly good**. **Two** patients (**25.93%**) said that it was neither good nor bad with **one** patient sharing that it was **fairly poor**.

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

Answered: 18 Skipped: 1





Question 20:

16 out of 17 patients (94.11%) rated the attitude of medical staff as being **'very good/ fairly good'**, with **one** patient rating attitude as **'fairly poor'**. Further comments shared were;

"Brilliant medical practitioners"

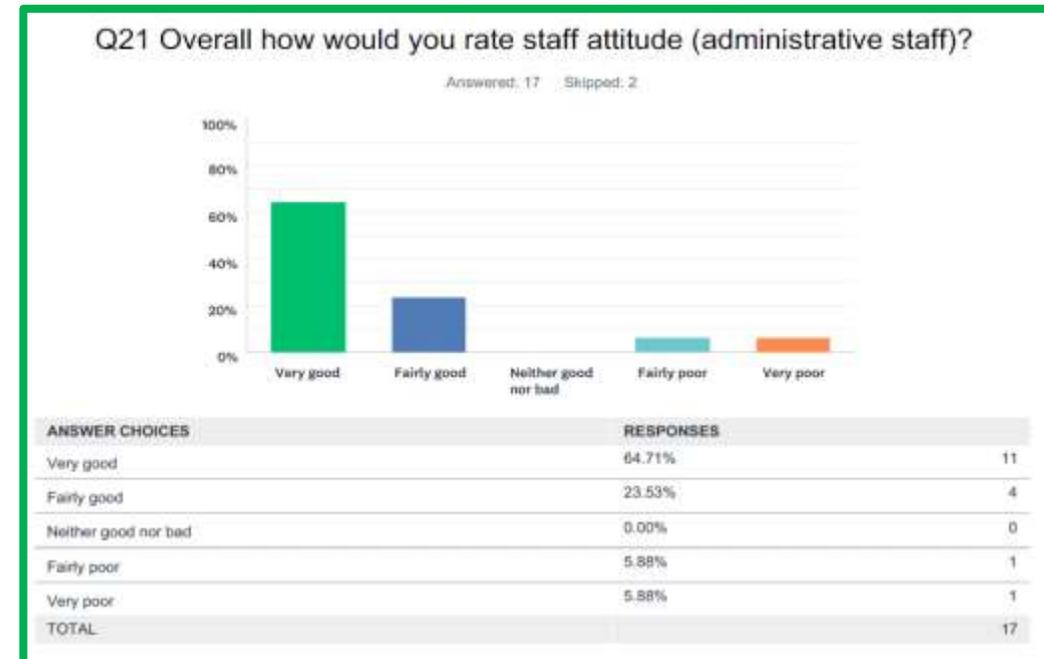
Question 21:

15 out of 17 patients (88.24%) rated the attitude of admin staff as being **'very good or fairly good'**. **Two** patients rated attitude as **'fairly poor and very poor'**. The following comments were shared:

"Nurse Diane is always very good and helpful. A credit to this surgery"

"Lovely surgery, friendly front line staff"

"Always pleasant"



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

No patients 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, patients shared further comments:

“The whole system needs an overhaul”

“Better doctor patient ratio”

“Better communication between hospital and doctor”

“I get very good service”



Equality and Diversity Data : Some questions about you

Age (19 patients responded)



Under 16 = 0



16 – 24 years = 1



25 – 49 years = 3



50 – 64 years = 2



65 – 79 years = 10



80+ = 2



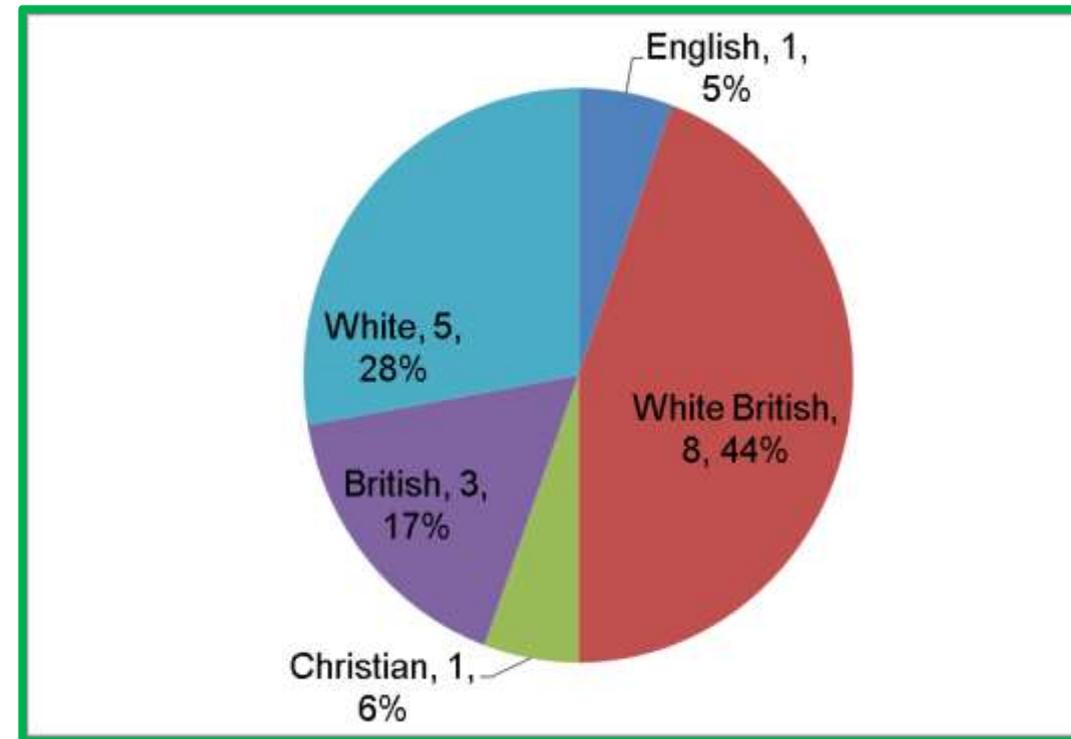
Did not say = 1

Gender: (19 patients responded)

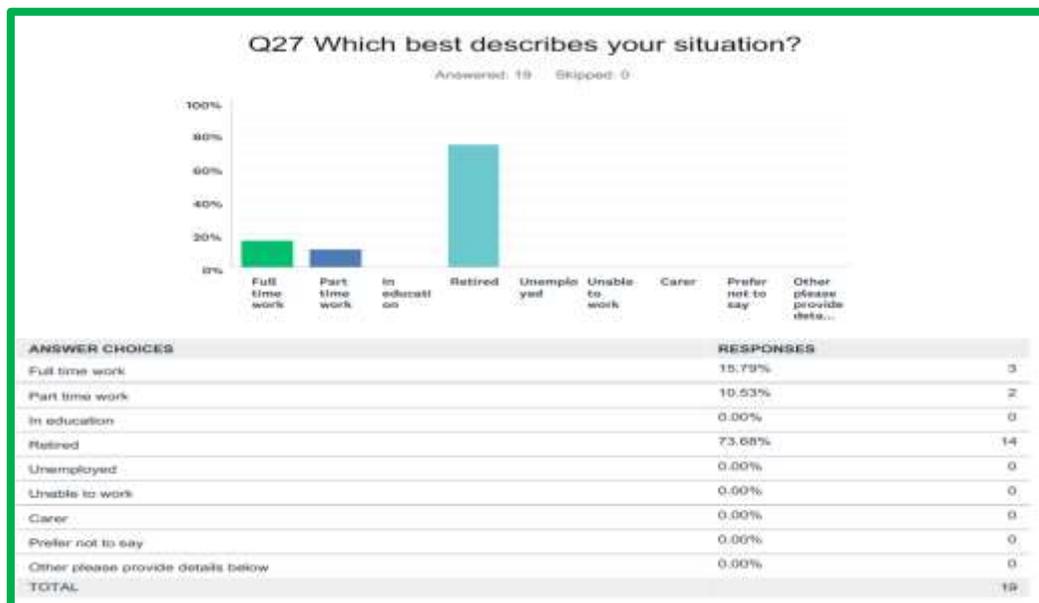
Patients completing the survey identified their gender as;

-  Male 10
-  Female 9

How would you describe your race or ethnicity? (18 patients responded)



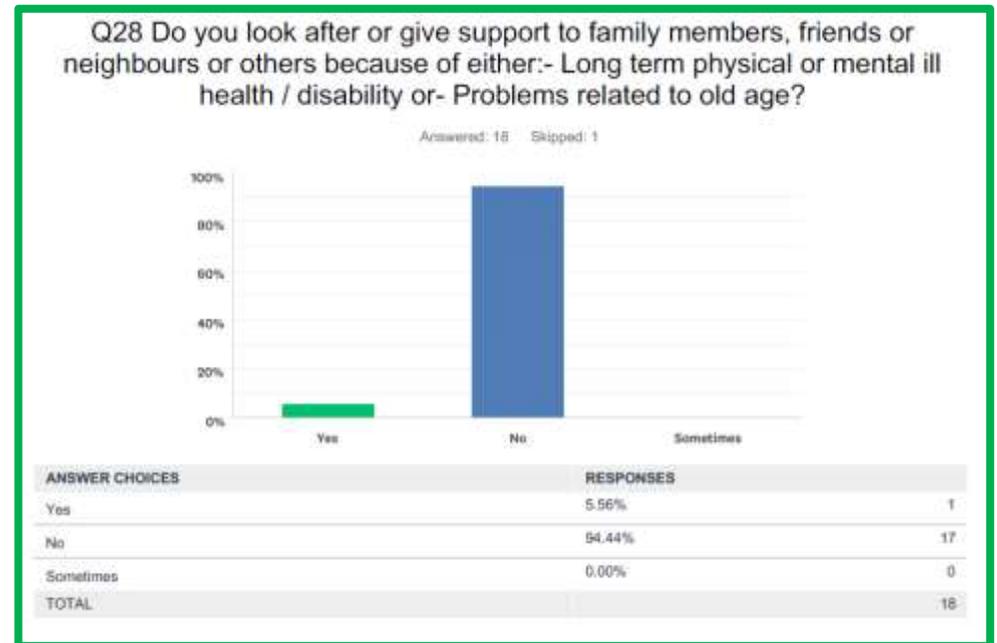
Which best describes your situation?



14 out of 19 patients (**73.68%**) described themselves as **retired**. **Three** patients (**15.79%**) described themselves as being in **full time work** with **two** sharing they were in **part time work**.

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?

Only **one** patient told us that looked after or give support.



Observations made by the team during the visit

- 🌀 On entering the surgery, we observed the poster from Healthwatch Sefton being displayed notifying patients that we would be in the surgery to talk to them.
- 🌀 We saw a number of notices which were displayed. Information from Sefton Women's & Children's Aid (SWACA) relating to domestic violence was on display on the back of female toilet doors. We observed a wide range of leaflets available to patients including; Healthwatch Sefton Independent Complaints service, Dementia leaflet and minutes from the surgeries Patient and Participation Group meetings. Information was shared around the reception area, on the reception desk and on window sills. Our observation was possibly that there may have been too many leaflets.
- 🌀 Staff were helpful. The practice manager was not on site but staff made us feel welcome.
- 🌀 When we arrived there were no queues outside but staff told us that Thursdays and Fridays are busier days.
- 🌀 There was a screen on the dentists side of the room which referred to the surgery. The notices referring to this were quite small and the directions on the notices were confusing.
- 🌀 During the visit, we asked if the surgery had been consulted on the housing development which was being built to the side of the surgery and if they had been asked about their capacity in providing services for new residents. We were told that the surgery would get back to us with the answer to this question.



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 14th November at the surgery. In total **19** GP access questionnaires were completed with patients.

A high percentage of patients were able to **get an appointment to meet their needs (94.74%)** with the majority of patients telling us that they would prefer to **book** appointments at the medical centre by **phone** and **online**. Only **one** patient we spoke with used the online system to book appointments. A high percentage of patients (**66.67%**) told us that it was **'very easy/ fairly easy'** to get through to the surgery on the phone.

From the feedback gathered, a high percentage of patients told us that their experience of making an appointment to see a doctor was **very good/fairly good** with **66.67%** of patients being able to **book a routine appointment in advance**.

A high percentage of patients (**88.33%**) 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, with over half of patients being able to book a routine appointment in advance to see a GP.

The majority of patients did not need an urgent appointment and when asked a high percentage of patients (**88.33%**) had not used another service because they could not get an appointment.

Attitude of both **medical staff** and **admin staff** was rated highly, with patients sharing that they would rate attitude as **very good/fairly good**.

We observed that the surgery had a lot of literature available to patients but there possibly could have been too many leaflets within the reception area, window sills and reception desks.

During the visit we asked staff if the surgery had been engaged in the local conversations about the new housing developments in the area and the impact this may have on the surgery with new registrations.

Recommendations.

-  To look at how the surgery could increase the number of patients who are both aware and access the online booking system.
-  To review how patient literature/information is made available to patients in the surgery. To look at using the option of a TV screen in the area as another alternative to share patient information.
-  To review the information/ signage relating to the TV screen as this could be confusing for patients.
-  To explain to Healthwatch Sefton why the surgery is busier on a Thursday and Friday (see page 25)
-  To inform Healthwatch Sefton how the surgery has been engaged/consulted in the planning process for the new housing builds in the local area and if there is a plan in place to ensure any potential demands on the service can be accommodated.

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.

Joanna Ashberry, practice manager shared the following response to the report.

We thank Healthwatch for conducting this report and for visiting our practice.

In the general information part of the report it states that the surgery is open between the hours 8.00am and 6.30pm Monday to Friday, however the practice has extended hours on a Tuesday between 6.30pm until 8.00pm. Therefore, Tuesdays surgery runs between 8.00am and 8.00pm.

We think the report reflects the practice in a good light, with most patients saying that they get an appointment when they request one. Generally, the opinion is that our staff are friendly and helpful, this includes both medical and administrative staff with a particularly nice comment about our practice nurse Diane.

In response to the recommendations:-

1. We will endeavour to train our reception staff to help patients access and use the online service for making appointments.
2. We have a lot of leaflets which are available to patients. Although there is a lot of literature we believe that all of the leaflets provided have valuable information on them which could be useful to patients. However, we will review them and make sure that we only have the most up to date ones.
3. The CCG provided the signage screen for the surgery, previously we had our own signage machine which patients preferred but we were told by the CCG to use the one they provided.
4. The surgery is busier on Thursdays and Fridays because we have a number of clinics that run on those days e.g. INR clinic, Baby clinic, Ante natal and Post natal clinic, Dementia clinic etc.
5. The surgery has not been involved in any planning process for the housing developments nearby. The only discussions with the builders have been concerning damage to the practice and ownership of land.

Conclusions

We will take on board your considerations and will try and improve patient communication with regard to helping patients to engage in the online booking of appointments. We will continue with our PPG and engage in promoting best practice. We will discuss this report at the next PPG meeting and will put this report in a folder for patients to access this report in our reception and also on our website.



Talk to us about your GP Surgery

Wednesday 14th November 2018
From 10:00am

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 / Info@healthwatchsefton.co.uk

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