

Enter and View Report.

Announced visit to:

St Marks Medical Centre.

47 Derby Road. Southport. PR9 0TZ

Monday 12th November 2018, 8:30am.



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Summary of key points.

A total of **36** surveys were completed for St Marks Medical Centre. Key points from the responses are below:

15 out of 36 patients (**41.67%**) had visited the surgery in the past 1 – 3 months

9 out of 33 patients (**27.27%**) told us they had needed an urgent appointment. **16 out of 36** patients (**44.44%**) had used another service because they could not get an appointment. **Seven** patients had attended Accident & Emergency (Adults) and **five** patients attended Accident & Emergency (children's). **Five** had accessed pharmacy services.

 **25 out of 36** patients (**69.45%**) patients described their experience of making an appointment to see the doctor as '**very poor**' or '**fairly poor**'.

11 out of 36 patients (**30.56%**) patients said they knew the name or their 'named GP' with **21 out of 36** patients (**58.33%**) telling us that they didn't know.

19 out of 36 patients (**52.78%**) told us that they phoned the medical centre to make an appointment with a GP, **14** patients (**38.89%**) going in person. **19 out of 35** patients (**54.29%**) told us that they would prefer to book their appointments by phone, with **12** patients (**34.29%**) telling us they would like to book online. Only **four** patients told us that they would prefer to book in person.

14 out of 33 patients (**42.42%**) told us that a 'long term medical condition' was the reason that they needed a GP appointment. **21 out of 35** patients (**60%**) told us that they did not get to see the same GP to maintain continuity of care.

28 out of 35 patients (**80%**) told us that they get an appointment to meet their needs. **18 out of 35** patients (**51.43%**) told us that they were initially offered a face to face appointment.

14 out of 35 patients (**40%**) were not able to book a routine appointment in advance to see a GP.

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 Danielle Parks, Clinical Operations 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.

- 13,472 patients are registered with the practice.
- The medical centre is currently accepting new patients.
- There are 7 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 (Monday – Friday) and appointments are available at the same times.

Information accessed from <https://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=37309#> (13/12/2018)



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 St Marks 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.

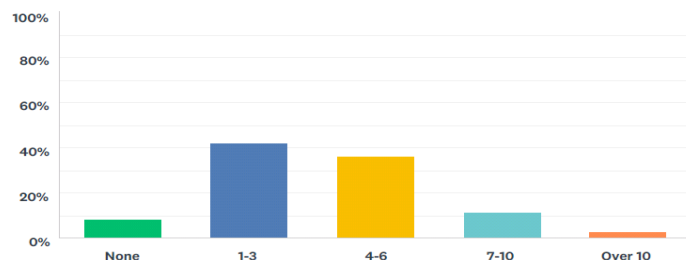
The team write a report reflecting these observations and feedback, making comment where appropriate. The report is sent to the manager of the service to check the facts/information within the report. Any response from the manager is included within the final version of the report which is published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



From visiting St Marks Medical Centre, a total of **36** responses were received. **24** patients completed the survey on the day, with **two** returning the survey back to Healthwatch using a Freepost envelope. **10** patients completed 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: 36 Skipped: 0



Question 1:

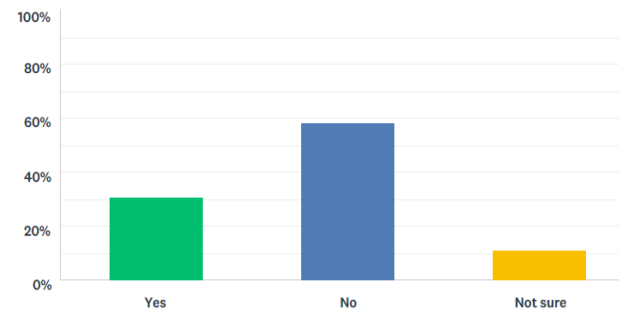
All patients answered this question. The graph shows the number of GP appointments patients stated they had made over the past six months. Between 1-3 appointments was most common with **(15 patients, 41.67%)**, closely followed by 4-6 appointments being made, **36.11% (13 patients)**. **Three** patients who we spoke to had not made an appointment in the past six months.

Question 2:

All patients we spoke with answered this question. The above graph demonstrates if patients knew the name of their 'named' GP. **11 patients (30.56%)** shared that they knew who their named GP was, with **21 patients (58.33%)** sharing that they did not know. **Four** patients were not sure.

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

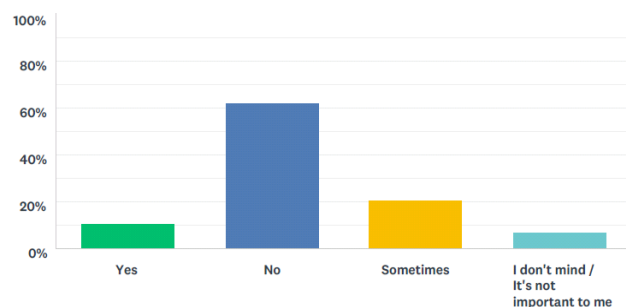
Answered: 36 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	30.56%	11
No	58.33%	21
Not sure	11.11%	4
TOTAL		36

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

Answered: 29 Skipped: 7



ANSWER CHOICES	RESPONSES
Yes	10.34% 3
No	62.07% 18
Sometimes	20.69% 6
I don't mind / It's not important to me	6.90% 2
TOTAL	29

Question 3:

Not all patients answered this question. **3 out of 29** patients (**10.34%**) told us they get to see their named GP, with **six** patients (**20.69%**) telling us that they did sometimes.

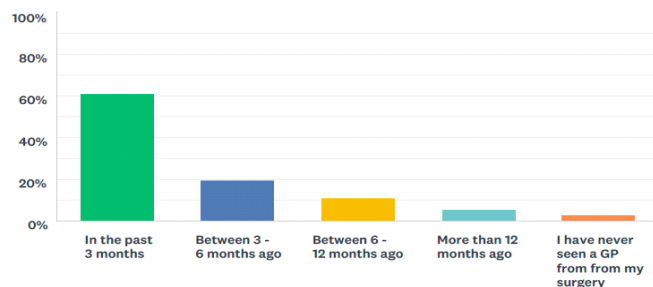
18 out of 29 patients (**62.07%**) told us that that they don't get to see their named GP. **Two** patients told us that they didn't mind/ it's not important to me.

Patients shared the following:

- “Have seen 7 different GPs in as many months”
- “It's a surgery with a number of doctors. I don't get to choose who I see but it doesn't bother me”
- “It is virtually impossible to book an appointment with your named GP”
- “See different doctor every time”
- “A named GP is pointless in a multi GP centre”
- “Struggle to get an appointment, let alone see the same doctor”

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

Answered: 36 Skipped: 0



ANSWER CHOICES	RESPONSES
In the past 3 months	61.11% 22
Between 3 - 6 months ago	19.44% 7
Between 6 - 12 months ago	11.11% 4
More than 12 months ago	5.56% 2
I have never seen a GP from my surgery	2.78% 1
TOTAL	36

Question 4:

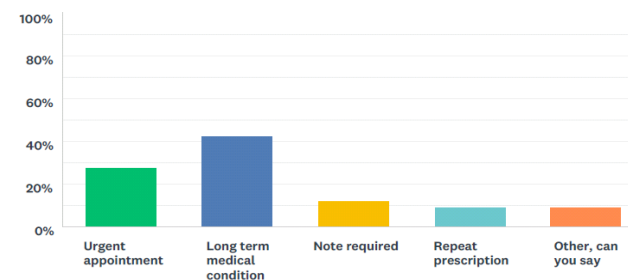
As you can see from the graph, the highest percentage of patients who completed the questionnaire had been seen or had spoken to a GP in the past three months, **61.11%** (22 patients). **One** patient had never seen a GP from the surgery.

Question 5:

As can be seen from the graph, 'Long term medical condition' was the most common reason for needing a GP appointment, **42.42%** (14 patients). **9** patients (**27.27%**) last saw their GP as they needed an urgent appointment. Other reasons shared included: a request for a hospital referral, persistent ear ache, blood test, fungal infection and a non urgent appointment.

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

Answered: 33 Skipped: 3



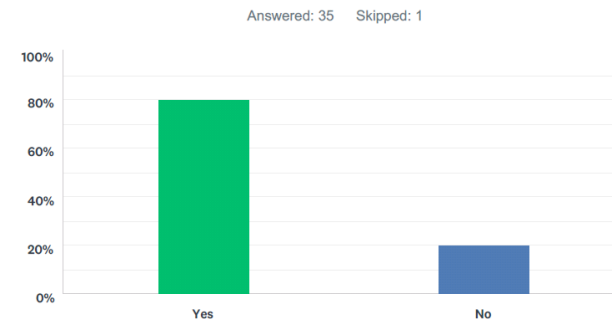
ANSWER CHOICES	RESPONSES
Urgent appointment	27.27% 9
Long term medical condition	42.42% 14
Note required	12.12% 4
Repeat prescription	9.09% 3
Other, can you say	9.09% 3
TOTAL	33

Question 6:

28 out of 35 patients (80%) told us that they got a suitable appointment to meet their needs.

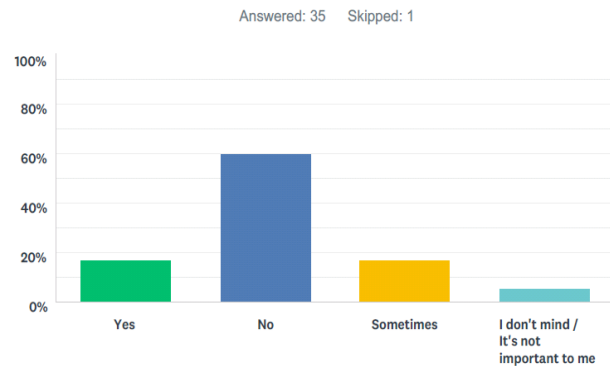
7 out of 35 (20%) patients did not get a suitable appointment and when asked what alternative arrangements they had to make, **one** patient told us they had a telephone consultation and **one** patient told us they waited for 23 days.

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



ANSWER CHOICES	RESPONSES
Yes	80.00% 28
No	20.00% 7
TOTAL	35

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



ANSWER CHOICES	RESPONSES
Yes	17.14% 6
No	60.00% 21
Sometimes	17.14% 6
I don't mind / It's not important to me	5.71% 2
TOTAL	35

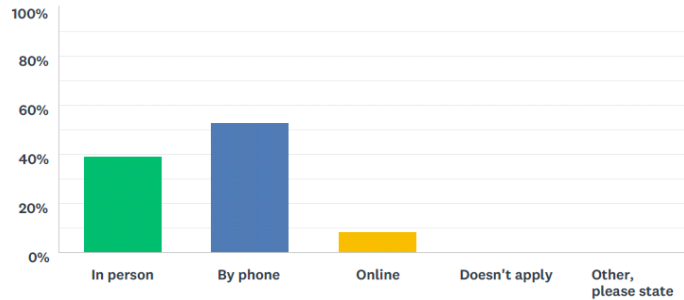
Question 7:

21 out of 35 patients (60%) told us that they did not get to see the same GP to maintain continuity of care. **6 out of 35 patients (17.14%)** did get to see the same GP, whilst a similar **17.14%** told us sometimes. Further comments included:

- “No I would like to rather than keep telling my story”
- “It is very confusing to have to wait to see another GP, as you have to go through your medical history again”
- “Only if prepared to wait”
- “I don't mind”

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

Answered: 36 Skipped: 0



ANSWER CHOICES	RESPONSES	
In person	38.89%	14
By phone	52.78%	19
Online	8.33%	3
Doesn't apply	0.00%	0
Other, please state	0.00%	0
TOTAL		36

Question 8:

19 out of 36 patients (52.78%) told us that they phoned the medical centre to make an appointment with **14 out of 36 (38.89%)** patients going in person. Only **three** patients told us that they booked their appointments online. The following comments were shared by patients:

“Queue outside at 7:30 am”

“Its 50/50 really. You need to be very early.”

“OK waiting 5 minutes. First thing its hectic”

“I can get through without to much trouble”

“Used to be able to book online but now there are hardly any appointments available to book”

“On the past 3 occasions, I have queued in an attempt to see the GP of my choice.”

“The phone lines are almost always busy. When you eventually get through, the appointments for the day are all gone”

“Trying to get through at 8 am is difficult. The line doesn't even connect until 8:15? Then when they do answer all of the appointments have gone. All i get told is to go to hospital or walk in centre if problem is that bad! What's the point in having GPs when all they do is tell you to go elsewhere?”

“Online is a waste of time as there are never any slots available. Ringing at 8 am is very frustrating and a bit hit and miss, as you can be lucky and go through straight away or you can keep getting an engaged tone. I would like to see a phone queue system introduced whereby it tells you “you are 3 in the queue...you are 2 in the queue...etc The other problem is ringing at 8 am is ridiculous, all of the appointments seems to have gone by 08:10 am so if you haven't got through and got an appointment then I lose a days holiday. I have to leave for work at 7 am so i have to decide if I am going to be sick. But if I don't get an appointment that day, my boss goes mad at me for taking a “days holiday” because there is no proof that I've tried to get to see the doctor. The other issue is 'urgent appointments' Vs 'non urgent appointments. Sometimes i need to see the doctor its not urgent, but I'd still like it to be within a week or so (for example to discuss results of hospital tests). At the moment all callers use the same phone line, blocking up the system, as i explained above. If there was a separate line to call for appointments that are not urgent (i.e. for that day or next) that would be better”

“Having to get here before 8 am to ensure an appointment at the earliest time. Queue can get long also.”

“I can get through without to much trouble”

“Telephone always difficult on hold for ages “

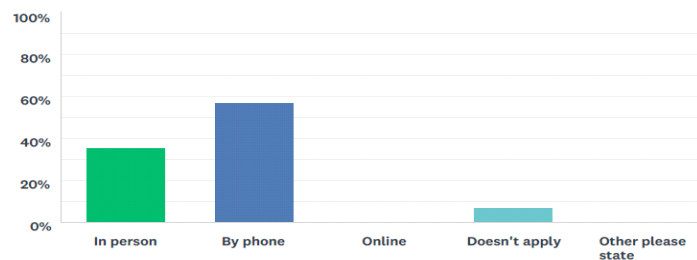
“Don't waste time on telephone, never get through.”

“Awful to get an appointment. Can be on hold for anything up to 30 minutes. And can ring up to 50/60 times just to get connected in a morning and not end up with an appointment.”

“Telephoning is a very frustrating process. Told to ring from 8:00 am - phones engaged continually, when i do get through the appointments for that day are already gone. Recently had this for three days in a row, needed urgent appointment as discovered a breast lump. Was advised at the reception to try the walk in centre at Ormskirk, referred to Aintree. It turned out to be breast cancer. I think the appointment system is appalling, you spend all your time ringing the surgery with no satisfaction at the end of it. Since been told this once large Drs practice now only has one doctor Mon - Wed, more available Thurs/ Fri”

Q9 How do you normally book appointments to see a nurse at your surgery?

Answered: 28 Skipped: 8



ANSWER CHOICES	RESPONSES	
In person	35.71%	10
By phone	57.14%	16
Online	0.00%	0
Doesn't apply	7.14%	2
Other please state	0.00%	0
TOTAL		28

Question 9:

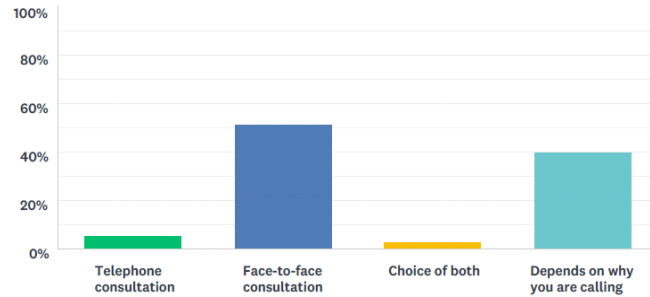
16 out of 28 patients (57.14%) told us that they book their appointment to see a nurse by phone, with **10 out of 28 patients (35.71%)** telling us that they book their appointment in person. No one told us that they booked their appointment online. Patients shared the following comments:

“In person. Never get to see the same nurse twice.”

“Much easier to make an appointment to see the nurse than the doctor”

Q10 What type of GP appointment are you offered initially?

Answered: 35 Skipped: 1



Question 10:

18 out of 35 patients (51.43%) told us that they were initially offered a face to face consultation, with **14 patients (40%)** telling us that it depended on why they were calling the practice. Only **two** patients told us that they were offered a telephone conversation. Patients shared additional comments:

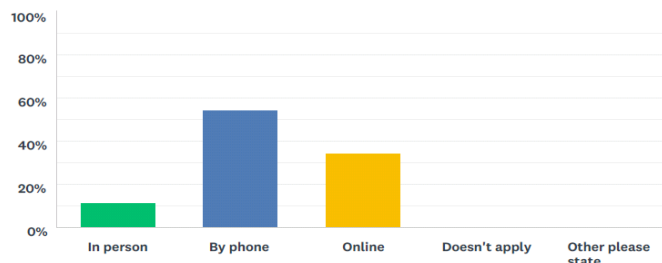
“I think better use could be made of the nurse, to triage some issues. This is never offered and has to be asked for.”

“Always seem to be on time, quite efficient”

“Should NOT have to explain my problems / illness to a receptionist”

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

Answered: 35 Skipped: 1



ANSWER CHOICES	RESPONSES	
In person	11.43%	4
By phone	54.29%	19
Online	34.29%	12
Doesn't apply	0.00%	0
Other please state	0.00%	0
TOTAL		35

Question 11:

19 out of 35 patients (54.29%) told us that they would prefer to book their appointments by phone, with **12 out of 35 patients (34.29%)** telling us that they would like to book appointments online. Only **four** patients said they would prefer to book in person.

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

“ALWAYS difficult to get through. Phone lines need to be open before 8 am for people who work out of Southport.”

“When i have phoned by the time i get through all appointments have been taken”

“Being able to book online allows me to see what slots are available rather than relying on the receptionist to tell me. I can also take a screen shot so that i can prove to my boss that i have an appointment.”

“By phone but with a better system in place, where you can book an appointment ahead and leave the appointments of the day for urgent cases.”

“By making more appointments available with your preferred GP”

“Always more efficient“

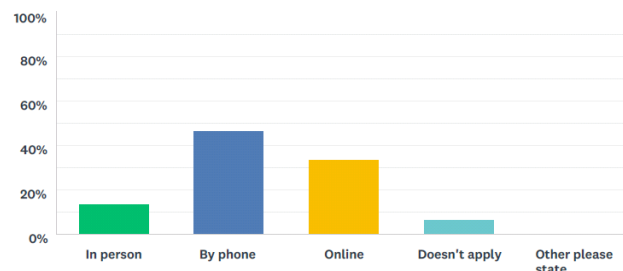
“No long holds on the phone”

“Not having to wait outside from 7:30”

“New phone system”

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

Answered: 30 Skipped: 6



ANSWER CHOICES	RESPONSES	
In person	13.33%	4
By phone	46.67%	14
Online	33.33%	10
Doesn't apply	6.67%	2
Other please state	0.00%	0
TOTAL		30

Question 13:

19 out of 35 patients (54.29%) told us it was not easy at all to get through to someone if they telephoned the medical centre, with **12 out of 35 patients (34.29%)** saying that it was not very easy.

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

Question 12:

14 out of 30 patients (46.67%) would prefer to book their appointment with their nurse by phone. **10 out of 30 patients (33.33%)** would like to be able to book their appointments online.

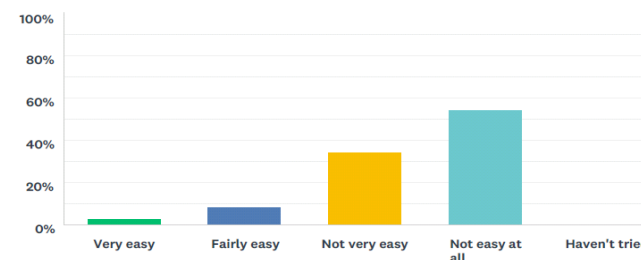
Two patients shared what would improve the service for them:

"More staff available to take calls"

"Online would be easier to book and manage appointment and date"

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

Answered: 35 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very easy	2.86%	1
Fairly easy	8.57%	3
Not very easy	34.29%	12
Not easy at all	54.29%	19
Haven't tried	0.00%	0
TOTAL		35

“Have to phone at 8 am and queue for a urgent appointment or just phone for an appointment weeks in advance”

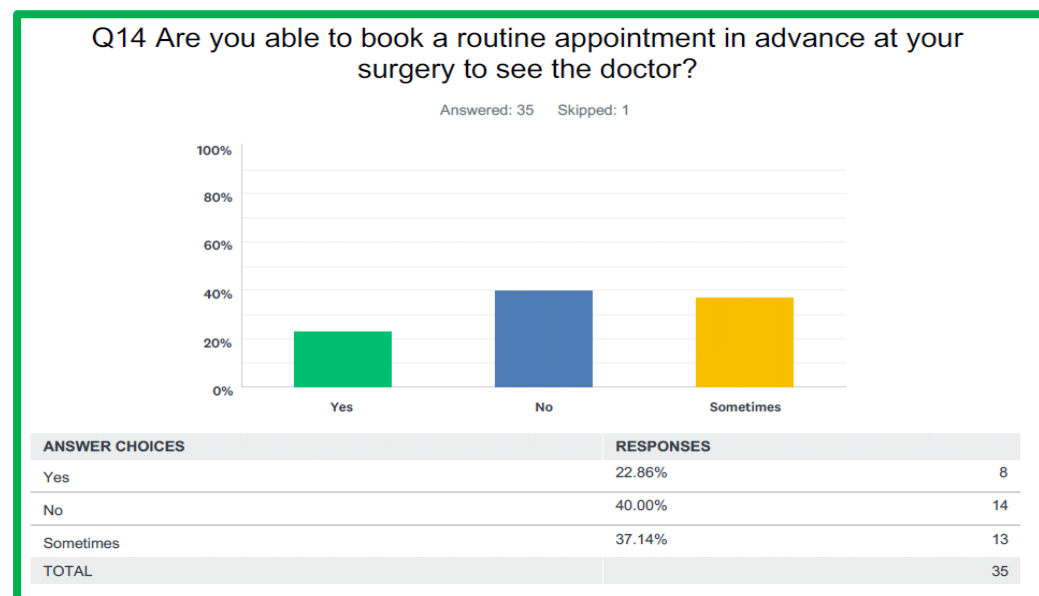
“We get an engaged tone rather than being put into a holding queue. It can sometimes take a while to explain things to the receptionist and so all the time i am on the phone other people cant get through.”

“The phones always seem to be busy. When you eventually get through the phone rings and rings. I have hung on for up to 25 minutes waiting for the phone to be answered.”

“Permanently engaged from opening time, then when you finally get through all appointments taken”

“Did not answer”

“Receptionist breach data protection. Should not be allowed”



Question 14:

14 out of 35 patients (**40%**) told us that they were not able to book a routine appointment in advance to see their GP. **13 out of 35** patients (**37.14%**) told us that there were ‘sometimes’ able to book a routine appointment in advance. Patients shared the following comments;

"I have never been successful"

"Yes, can book far in advance"

"At the reception"

"Routine appointments are fully booked up to about three weeks in advance. I know GPs are over worked but maybe have 1 doctor ONLY doing routine appointments. I go to work at 7 am and don't get back to 7 pm - but i do have complex medical issues that sometimes require me to see the GP on a routine basis (i.e. not urgent but also not in three weeks time)"

"Need advanced appointment system for people working and cannot always come to the phone."

Question 15:

12 out of 35 patients (34.29%) told us that they could get an appointment on the same day to see the doctor if needed. **18 patients (51.43%)** told us that they could sometimes get an appointment on the same day. Patients shared the following comments:

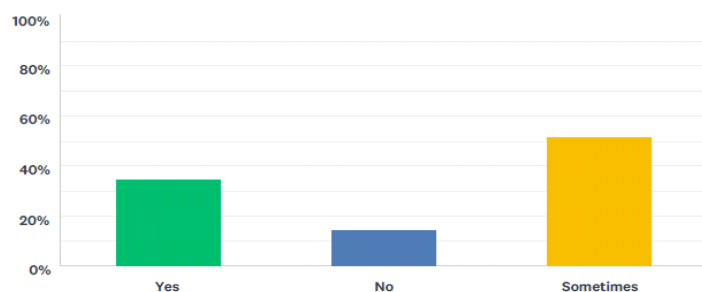
"Only by phoning at 8 am and queuing"

"But never no continuity"

"Can only book on the day."

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

Answered: 35 Skipped: 1



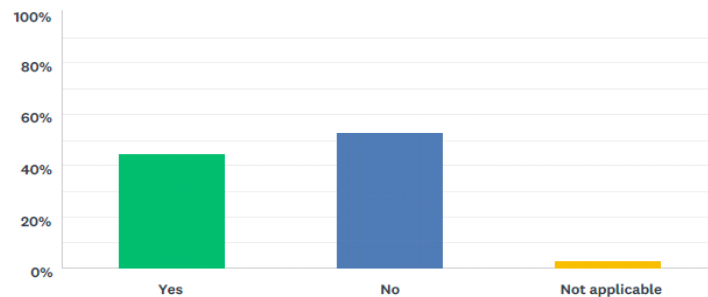
ANSWER CHOICES	RESPONSES
Yes	34.29% 12
No	14.29% 5
Sometimes	51.43% 18
TOTAL	35

“It is very hit and miss. I can ring sometimes at 8 am and get through after about 2 or 3 attempts and sometimes there are appointments available. Other times, i can get through at 2 or 3rd attempt (08:05am) and ALL the appointments for that day are gone (How is that possible???) Other times, I can't get through at all till about 08.30 am and then there is no chance of an appointment”

“Not able to get through until later in the day then appointments all taken”

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

Answered: 36 Skipped: 0



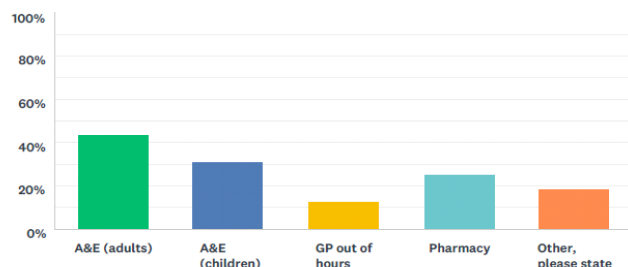
ANSWER CHOICES	RESPONSES
Yes	44.44% 16
No	52.78% 19
Not applicable	2.78% 1
TOTAL	36

Question 16:

16 out of 36 patients (44.44%) had used another service because they could not get a GP appointment, with **19 out of 36** patients saying that they hadn't had to do this.

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

Answered: 16 Skipped: 20



ANSWER CHOICES	RESPONSES	
A&E (adults)	43.75%	7
A&E (children)	31.25%	5
GP out of hours	12.50%	2
Pharmacy	25.00%	4
Other, please state	18.75%	3
Total Respondents: 16		

Question 18:

14 out of 36 patients (38.89%) described their experience of making an appointment to see the doctor **‘very poor’**, with **11 patients (30.56%)** of patients describing their experience as **‘fairly poor’**. **16.67% 6 patients (16.67%)** shared that it was **neither good not bad**.

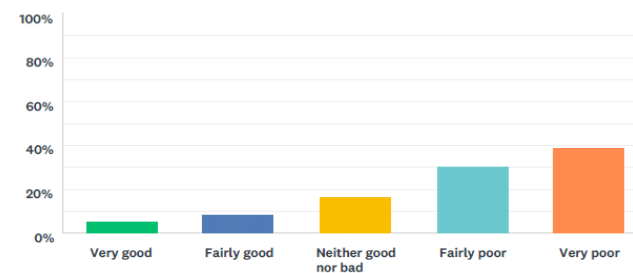
Question 17:

Seven patients (43.75%) had attended Accident & Emergency (adults) with **five patients (31.25%)** deciding to visit Accident & Emergency services (children’s). **Four** patients had accessed pharmacy services. with **two** patients telling us that they had accessed GP Out of Hours services

For the **three** patients who stated ‘other’; all **three** said a ‘walk-in centre’ one sharing that this was the **one** located in Ormskirk.

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

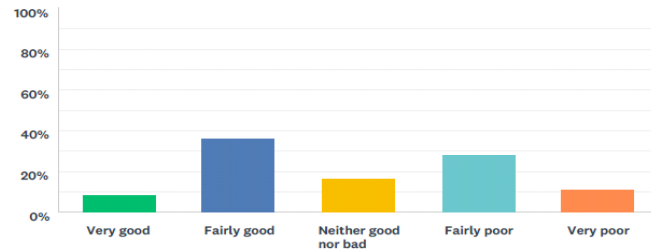
Answered: 36 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very good	5.56%	2
Fairly good	8.33%	3
Neither good nor bad	16.67%	6
Fairly poor	30.56%	11
Very poor	38.89%	14
TOTAL		36

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

Answered: 36 Skipped: 0



Question 19:

When asked how would you describe your experience of making an appointment to see your nurse, **13 out of 36 patients (36.11%)** shared that it was **fairly good**. **10 out of 36 patients (27.78%)** said that it was **fairly poor**.

Question 20:

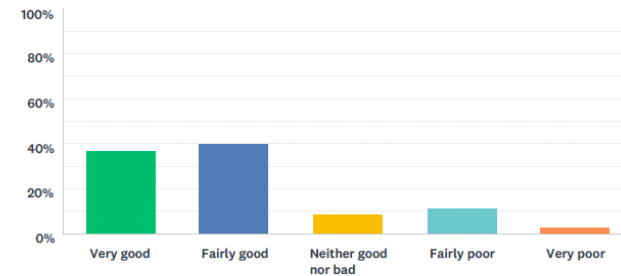
27 out of 35 patients (77.14%) rated the attitude of medical staff as being **‘very good/fairly good**.

One further comment was received;

“Staff always helpful and polite its not their fault”

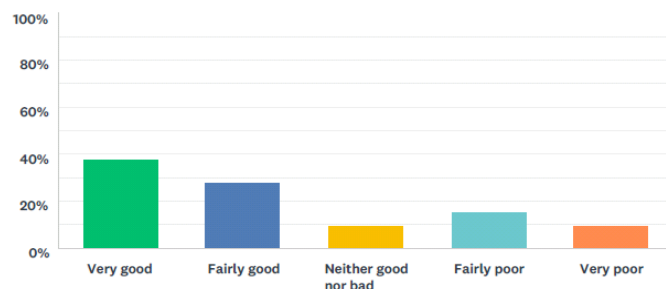
Q20 Overall how would you rate staff attitude (medical staff)?

Answered: 35 Skipped: 1



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

Answered: 32 Skipped: 4



ANSWER CHOICES	RESPONSES	
Very good	37.50%	12
Fairly good	28.13%	9
Neither good nor bad	9.38%	3
Fairly poor	15.63%	5
Very poor	9.38%	3
TOTAL		32

Question 21:

21 out of 32 patients (65.63%) rated the attitude of admin staff as being **‘very good/fairly good’**. Further comments shared:

-“Not very helpful”

-“Very good and very poor, it’s 50/50”

-“Sometimes get the feeling the staff view us as an inconvenience or they think we are deliberately trying to be awkward or make their life difficult”-They give wrong appointments and wrong sample bottles”

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

23 patients answered this question, **18** telling us that they had not changed GP surgery. **One** patient had changed as they were primarily having difficulties making appointments and cited attitudes of the reception staff. **Three** patients were currently thinking about changing from St Marks, with **one** telling us that they had thought about this.

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

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

“Would like to be able to see the GP I request for continuity”

“You used to be able to book an appointment in advance but now you cant and you can only call at 8 am to book an appointment, spend half an hour to try to get through only to find out all the appointments have gone and to try again the next day”

“Opening at weekends and more doctors”

“Overall, very good service”



Equality and Diversity Data : Some questions about you

Age (35 patients responded)



Under 16 = 1



16 – 24 years = 1



25 – 49 years = 5



50 – 64 years = 12



65 – 79 years = 11



80+ = 2



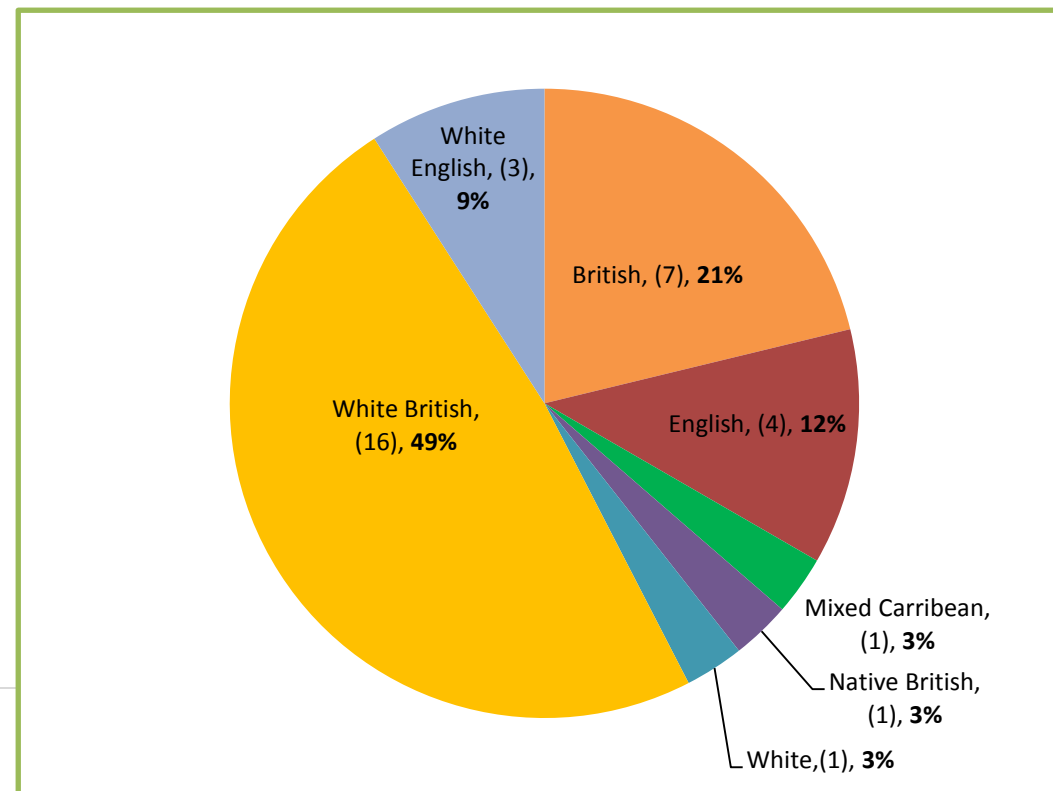
Did not say = 3

Gender: (34 patients responded)

Patients completing the survey identified their gender as;

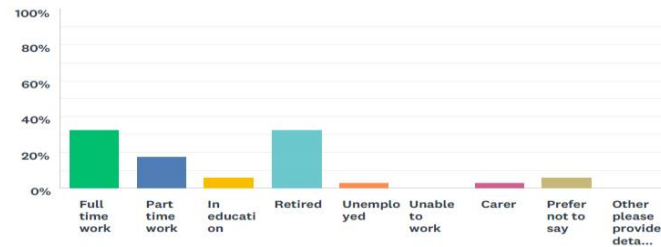
Male	14
Female	19
Male/Female	1

How would you describe your race or ethnicity? (33 patients responded)



Q27 Which best describes your situation?

Answered: 34 Skipped: 2



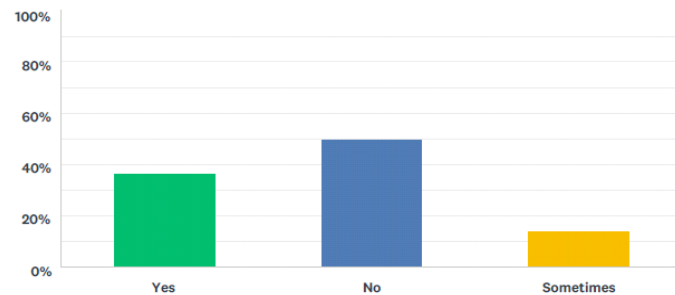
ANSWER CHOICES	RESPONSES
Full time work	32.35% 11
Part time work	17.65% 6
In education	5.88% 2
Retired	32.35% 11
Unemployed	2.94% 1
Unable to work	0.00% 0
Carer	2.94% 1
Prefer not to say	5.88% 2
Other please provide details below	0.00% 0
TOTAL	34

Which best describes your situation?

11 out of 34 patients (**32.35%**) described themselves as in full time work and the same percentage also described themselves as retired. **6 out of 34** patients (**17.65%**) shared that they work part time. Only **one** patient shared that they were a carer.

Q28 Do you look after or give support to family members, friends or neighbours or others because of either:- Long term physical or mental ill health / disability or- Problems related to old age?

Answered: 36 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	36.11% 13
No	50.00% 18
Sometimes	13.89% 5
TOTAL	36

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?

Despite only one patient telling us previously that they were a carer, **13 out of 36** patients (**36.11%**) said that they did look after or give support as above. **Five** patients told us that they sometimes looked after someone or gave support.



Observations made by the team during the visit

- The Healthwatch Sefton poster (appendix one) was displayed in the reception area.
- Large notice displaying information about the 7 day GP service was on the notice board in the reception area
- The Medical centre opens its doors at 8am and those arriving queue outside. There was no queue when the team arrived.
- We did query confidentiality in the reception area as receptionists were asking patients why they wanted an appointment.
- When we were leaving the medical centre (approximately 11:30) there was a considerable queue in the reception area and we were not aware why there were so many patients queuing.
- At the end of the visit we were invited to have a tour of the medical centre and observed the 'hub' – appointment centre and the team were very welcoming and open.
- Management and partners at the centre are aware of the issues relating to GP access and we were given an update report 'Improving Access' to take away which provided an overview of the work to make improvements over the past 12 months and the plans moving forward.



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 12th November. In total **36** GP access questionnaires were completed with patients from the Medical Centre.

A high percentage of patients were able to **get an appointment to meet their needs (80%)** with patients telling us that they would prefer to **book** appointments at the medical centre by **phone** and **online**. When patient's were asked to share comments, we were told that the phone system isn't always easy to use. Online booking was not used by the majority of patients. Comments about using online booking shared that there are some issues with the system which need to be addressed.

“Used to be able to book online but now there are hardly any appointments available to book”

“Permanently engaged from opening time, then when you finally get through all appointments taken”

From the feedback gathered, a high percentage of patients told us that their experience of making an appointment to see a doctor was **very poor/fairly poor**.

Concerns relating to **continuity of care** were raised with **60%** of patients telling us that they did not get to see the same GP. Just under half of the patients we spoke to told us that the reason they needed an appointment was due to a **long term medical condition** and we were concerned that there is research published which shows that continuity of care supports better outcomes for health.

“It is very confusing to have to wait to see another GP, as you have to go through your medical history again”

“On the past three occasion’s, I have queued in an attempt to see the GP of my choice”

Just under half of the patients we spoke with (44.44%) told us that they had **used another service** because they could not get an appointment. 12 of the 16 patients accessing other services attended **Accident and Emergency** services. This supports feedback we have collected previously when talking to patients at Southport and Formby District General Hospital Accident & Emergency service over the last two years about patients from the medical centre.

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

A lack of confidentiality within the reception area was observed by the team during the visit with people in the waiting area being able to hear information that patients were being asked of by reception staff about why an appointment was needed.

“Should NOT have to explain my problems/ illness to a receptionist.”

Recommendations.

- 🗨️ The booking system (both phone and online) to be reviewed to improve the experience of patients contacting the medical centre.
- 🗨️ Consideration to be given to remind patients who their named GP is for patients, particularly focussing on patients who have diagnosed long term conditions.
- 🗨️ 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 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.
- 🗨️ Consideration to also be given to providing staff with consistent information about the booking of same day and advance appointments to ensure patients can book the appointment they need and receive the same information.
- 🗨️ We understand that it is important for treatment and care for staff booking appointments to ask why an appointment is needed. Confidentiality is however important, particularly in the waiting area and we would like this addressed urgently.
- 🗨️ In looking at the demographics of patients we spoke with during the visit, we would welcome the opportunity to engage further with patients at the medical centre to gather feedback to ensure that we can capture a wider range of patients who access the centre.

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 the 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 receive continuity of care.



Response from the provider.

- 📌 There was a delay in receiving a response from this provider. On receipt of the draft report, the provider had asked us to confirm our definition of the term 'Continuity of care'. Please see below the definition we agreed and shared with the provider;

"Continuity of care is defined by Healthwatch Sefton as repeated contact between an individual patient and a doctor for a period of time required to treat a specific illness/ condition. We understand that it is not always possible to see the same GP, but we believe continuity is important, as being treated by different clinicians can be upsetting, particularly when you have to repeat your story again and again. It is important that the patient is asked how they would like their care to be delivered to ensure their medical needs are met, recognising their personal situation."

In sharing the above definition, we would also like to share that whilst understanding that it is not always possible to see the same GP during an episode of care, the lead GP (the one you saw at the beginning of your episode) should co-ordinate the process. In reducing the need for the patient to repeat their story again and again, it is important that patient notes are available to all concerned to reduce the need for repetition. This should provide better outcomes, increase patient satisfaction and be more cost effective.

🗨️ Despite us sending the provider the above definition, we did not receive a formal response from the provider and NHS Southport & Formby Clinical Commissioning Group have been informed.



Talk to us about your Medical Centre

Monday 12th 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 / Info@healthwatchsefton.co.uk

Freephone: 0800 206 1304 Text: 07434 810438

Sefton CVS, 3rd Floor, Suite 3B

North Wing, Burlington House

Crosby Road North

Waterloo, L22 0LG

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FREEPOST RTCG-HGXH-LHRS
Sefton Council for Voluntary Service (CVS)
3RD Floor, Suite 3B,
North Wing, Burlington House,
Crosby Road North
Waterloo,
L22 0LG

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

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