

Seaforth Village Practice

feedback report.

May 2024

Healthwatch Sefton Listening to residents living in Seaforth talk to us about Seaforth Village practice...

Healthwatch Sefton

We believe that health and social care providers can best improve services by listening to people's experiences

We spoke to and heard from residents living in Seaforth during outreach. We were also invited to a sheltered housing scheme to talk to residents about the on-going closure of Seaforth Village practice and the impact this was having on them.



We talked with residents individually and as a group and asked them what impact it was having on them with the on-going closure of Seaforth Village practice. Below are the main issues raised:

- Difficulties travelling to Litherland Practice, this included:
 - No direct public transport to the Litherland Practice
 - Patients with mobility issues or no personal transport
 - Difficulties and safety for residents to cross the busy dual carriageway
 - The subway – although this can be used, residents shared safety reasons for not wanting to use during the evening
- Patient safety 5 of the 17 members said that when they had tried to ask a receptionist to check them in, they had been told 'to go and check-in at the machine'. 2 members said that they felt able to tell the receptionist they had a learning disability.
- It was shared by members that staff don't know if you have used the patient check-in machine incorrectly. You are not then checked in and you miss your appointment.
- Lack of reasonable adjustments, this included:
 - Patients having to travel to the Litherland practice to put in prescriptions. This impacts patients with no access to remote services.
 - The NHS app has been down – patients with access to remote services have also experienced issues ordering and receiving medication on time.

"Seaforth Village surgery has been closed for a long time. Now the chemist has gone too. No buses go the town hall. What about people who have to walk or cannot walk there!"

"We don't have a surgery (Seaforth Village remains closed). We don't have a chemist. We, as a community are always put last."

"I have arthritis in both my knees and there is no public transport to get to Litherland Town Hall area. The bus gets you to the lift bridge then you have to get across the main dual carriage way."

"After all this time, I don't think there is anything wrong with that surgery for it to still be closed. I keep asking and they will not give you answers."

"We are Seaforth residents and we want our own services."

"This surgery has been closed for 2 years and it should be open by now. I keep going to the surgery and asking them but they will not give me an answer."

"We need help with this, Seaforth needs a full-time surgery."

"They have you go to the surgery to put in our prescriptions. I use the tunnel but I would not want to use it of an evening. If I ever got an appointment of an evening I would have to choose between walking through the tunnel or trying to cross the dual carriageway."

**Please see the index at the end of the report
for all of the experiences shared between
March – May 2024**

Healthwatch Sefton has listened to the residents of Seaforth and would like to put forward areas to be considered for improvement:

Be open and honest in a timely manner with Seaforth residents and send out regular communications (including to patients with no IT access) with an update on progress and when Seaforth Village practice will open.

Ensure front line staff at the Litherland practice are briefed so that they are able to answer patient questions on the opening of Seaforth Village practice

Put into place reasonable adjustments for Seaforth patients and ensure they are aware they can ask for this.

Keep stakeholders, including Healthwatch Sefton up-to-date on progress with the opening of Seaforth Village practice.

Response from Primary Care 24 (PC24)

The following response was received from the Head of Service for Primary Care (25th September 2024) 5 days after the 20 working day deadline.

Please accept my sincere apologies for not responding to your email and request for a response to your draft report in August. I unfortunately missed the email following my return from leave.

Please find below an update and formal response as requested.

In September 2023, the Seaforth GP practice was temporarily closed due to roof damage, which resulted in water infiltration that compromised the integrity of the ceilings and posed safety risks to both staff and patients. Following the guidance from our landlords, NHS Property Services, we made the difficult decision to close the practice while we investigated the extent of the damage and its impact on the internal building structure.

Consequently, PC24 had to relocate our patients to our nearest GP practice, Litherland, to ensure continued access to essential services. Although Litherland is nearby, it is not directly accessible by bus, which poses challenges for our patients living close to the Seaforth practice. To address the situation, we have been meeting with our landlords monthly to receive updates on the progress of the ongoing repairs. A survey revealed significant internal damage, leading to the establishment of a project team to implement a two-phase approach for repairs: the first phase addressing the roof issues, and the second phase focusing on internal remediation.

Response from Primary Care 24 (PC24) continued

While we experienced frustration due to the slow progress on the roof repairs, exacerbated by adverse weather conditions last winter, we also explored alternative temporary locations within Seaforth, though no suitable options were available. Despite the delays, the building has undergone significant refurbishment, including repairs to the walls affected by water damage, the installation of new restrooms, and new flooring to comply with infection control standards. Additionally, damp-proofing measures have been implemented, with the walls treated and repainted throughout, and humidifiers introduced to eliminate persistent damp odours.

In late August, PC24 visited the site and expressed satisfaction with the transformation, although we did identify minor issues, including an odour in the clinical room and some electrical circuits needing attention. Chlorination of the water system is also required and is currently being addressed before the building is officially turned over for occupancy.

PC24 has established a project team and are formulating a mobilisation plan to prepare for the return of patients to the Seaforth practice. This plan includes coordination among our digital infrastructure team, records management, estates, and workforce teams to create a realistic timeline for reopening the practice during the winter months.

Please do not hesitate to contact me should you require any further update.

*Kind regards,
Sharon*

Support from Healthwatch Sefton:

We are supporting the residents of Seaforth to put forward their questions and concerns relating to Seaforth Village practice to Primary Care 24 (PC24) and NHS Cheshire and Merseyside (Sefton) to respond to.

Healthwatch Sefton

We value inclusivity. Listening to the first-hand experiences of diverse groups improves care for everyone

Healthwatch Sefton

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feedback between March – May 2024

Date	Rating	Title	Review
2024-03-20	1	Only have locum doctors	I have moved away from this surgery as they only have locum doctors. I needed a regular doctor for my treatment.
2024-04-12	1	When will it open again?	Seaforth Village surgery has been closed for a long time. Now the chemist as gone too. No buses go the town hall. What about people who have to walk or cannot walk there!
2024-04-29	1	Poor treatment and care	Since early last year I have been waiting for a feeding machine. I had one from Aintree hospital (ENT) but it became blocked. My doctor at the surgery has said the only option is to go to A&E and tell them and they will replace it.
2024-04-29	1	Unable to phone for prescriptions	I am unable to phone the doctors to re-order my prescriptions. It is a struggle for me to walk to the doctors as I suffer with arthritis and COPD.

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feedback between March – May 2024

Date	Rating	Title	Review
2024-04-29	1	Still closed	<p>My GP surgery is Seaforth Village surgery but it is still closed.</p> <p>My chemist is Bridge Road chemist as they do my blister packs. I tried to change to a closer chemist but they did not offer blister packs. Now Bridge Road are going to stop doing blister packs.</p> <p>I will struggle to take my medication. I suffer with arthritis.</p>
2024-05-13	1	Seaforth has no services	<p>We don't have a surgery (Seaforth Village remains closed). We don't have a chemist. We, as a community are always put last.</p> <p>I have arthritis in both my knees and there is no public transport to get to Litherland Town Hall area. The bus gets you to the lift bridge then you have to get across the main dual carriage way.</p> <p>After all this time, I don't think there is anything wrong in that surgery for it to still be closed. I keep asking and they will not give you answers.</p> <p>We are Seaforth residents and we want our own services. Since the closure of Boots in Seaforth, Bridge Road Chemist is now up the wall.</p>

feedback between March – May 2024

Date	Rating	Title	Review
2024-05-09	1	It is still closed	I have leg issues and dyslexia. They make me walk all the way to Litherland to put in my prescription. The only other option they give me was to email but I can't with my dyslexia.
2024-05-28	1	lack of communication with patients	Seaforth Village surgery – This surgery has been closed for 2 years and it should be open by now. I keep going to the surgery and asking them but they will not give me an answer. We need help with this, Seaforth needs a full-time surgery.
2024-05-28	1	Seaforth surgery still closed	<p>Seaforth Village surgery – I used to be able to go to the surgery on my walker, but now it has moved to Litherland I have to get a taxi. The dual carriageway is dreadful to cross, I have to pay for taxis.</p> <p>I have to get my sister to do my prescription on-line for me but it has not been working. They will not allow us to ask over the phone. Because it is down I have had to get a taxi to put my prescription in.</p> <p>They send you a text with a link and I can't do that.</p>

Date	Rating	Title	Review
2024-05-28	1	The impact on patients being closed	<p>Seaforth Village surgery – The surgery being closed and the impact this has on older people and people with young childcare. It does not help that the chemist has now closed. It is a good job I am fit enough to get the bus part way then walk. I haven't been well but I was well enough to manage to do it.</p> <p>They have you go to the surgery to put in our prescriptions. I use the tunnel but I would not want to use it of an evening. If I ever got an appointment of an evening I would have to choose between walking through the tunnel or trying to cross the dual carriageway. I have only ever seen a prescribing nurse, I have never seen a doctor. We would prefer to be able to see a doctor or professional face-to-face.</p> <p>When I do walk there to put in my prescriptions the waiting area is always empty. I could not even tell you the name of my doctor.</p> <p>I think they only ever have one doctor on for both Seaforth and Litherland patients.</p>

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feedback between March – May 2024

Date	Rating	Title	Review
2024-05-28	1	Difficulties for older patients	<p>Seaforth Village surgery – Shared by 2 local residents:</p> <p>There are residents in their 80’s and 90’s living in Crescent Court and the doctors won’t call out to them. Tell me how many people of that age can concentrate, listen and be able to explain to the doctors on the phone? We are both in our 70’s and we struggle.</p> <p>They tell you to go on-line. How many of us are on-line? We are not on-line and we don’t want to go on-line. You ring the surgery and they tell you – Go on-line.</p>
2024-05-28	1	We want a full-time surgery in Seaforth	<p>Seaforth Village surgery: We received a letter from the surgery at the weekend telling us about the changes.</p> <p>We don’t want a 3-day surgery in Seaforth, we want a 5-day surgery. They say if you want an appointment to ring at 8 am. How can we all ring at 8 am and get through?</p> <p>On the last time I tried, by the time I got a call back, all the appointments had gone.</p> <p>It is not the fault of the reception team, it is the surgery. We have got nothing left in Seaforth. No GP, no chemist, no butchers, no veg shop – nothing!</p>

Date	Rating	Title	Review
2024-05-28	1	The surgery is still closed	<p>Seaforth Village surgery – It is a nightmare. If you can get an appointment I have to get a taxi. I have COPD. The bus does not take you there. I have to go to put my prescription in. The NHS app to do this has gone down. They said it would be temporarily whilst they put the practices together but it is still down. If you try and ring them you can't get through. I feel sorry for the receptionists there.</p> <p>I had to get a taxi and put in my prescription last week with my medication from the hospital. I went to Super Drug in the Strand to pick it up but when I got there, there was no prescription. The doctors had not done it. I then had to pay for a taxi back to the doctors and the receptionist said she remembered me but has had to do it all over again. I won't know if it has gone through I will just have to travel back to the chemist in the Strand.</p> <p>Local chemist closed.</p>