



## Healthwatch Liverpool Enter and View Report Princes Park Medical Centre 13th August 2013

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#### **Section 1: Introduction to Healthwatch Liverpool Enter and Views - Powers to Enter and View Services**

Healthwatch Liverpool was established under The Health and Social Care Act 2012 and came into being in April 2013. Healthwatch Liverpool is the successor organization to Liverpool Local Involvement Network (LINK), and will carry forward the functions of LINK retaining the powers to scrutinize and Enter and View health and social care services, along with carrying out additional functions and exercising additional powers.

The aim of Healthwatch Liverpool is to give citizens and communities a

stronger voice to influence and challenge how health and social care services are provided within their locality.

Healthwatch Liverpool enables people to share their views and concerns about their local health and social care services and understand that their contribution will help build a picture of where services are doing well, and where they can be improved.

Healthwatch Liverpool is able to alert Healthwatch England to concerns about specific care providers.

Healthwatch Liverpool provides people with information about their choices and what to do when things go wrong; this includes signposting people to the relevant provider, and supporting individuals who want to complain about NHS services.

Healthwatch Liverpool provides authoritative, evidence-based feedback to organisations responsible for commissioning or delivering local health and social care services.

In order to enable Healthwatch Liverpool to gather the information it needs about services, there are times when it is appropriate for Healthwatch Staff and Volunteers to see and hear for themselves how those services are provided. That is why the Government has introduced duties on certain commissioners and providers of health and social care services (with some exceptions) to allow authorized Healthwatch representatives to enter premises that service providers own or control to observe the nature and quality of those services. Healthwatch Enter and Views are not part of a formal inspection process, neither are they any form of audit. Rather, they are a way for Healthwatch Liverpool to gain a better understanding of local health and social care services by seeing them in operation. Healthwatch Enter and View participants are not required to have any prior in-depth knowledge about a service before they Enter and View it. Their role is simply to observe the service, talk to service users and staff if appropriate, and make comments and recommendations based on their subjective observations and impressions in the form of a report. The Enter and View Report is aimed at outlining what they saw and making any suitable suggestions for improvement to the service concerned. The reports may also make recommendations for commissioners, regulators or for Healthwatch to explore particular issues in more detail. Unless stated otherwise, the visits are not designed to pursue the rectification of issues previously identified by other regulatory agencies. Any serious issues that are identified during a Healthwatch Enter and View visit are referred to the service provider and appropriate regulatory agencies for their rectification. The Enter and View visits are triggered exclusively by feedback from the public unless stated otherwise.

In the context of the duty to allow entry, the organisations or persons concerned are:

- NHS Trusts, NHS Foundation Trusts
- Primary Care Trusts
- Local Authorities
- a person providing primary medical services (e.g. GPs)
- a person providing primary dental services (i.e. dentists)
- a person providing primary ophthalmic services (i.e. opticians)
- a person providing pharmaceutical services (e.g. community pharmacists)
- a person who owns or controls premises where ophthalmic and pharmaceutical services are provided
- Bodies or institutions which are contracted by Local Authorities or NHS Trusts, Primary Care Trusts or Strategic Health Authorities to provide care services.

### Section 2: Basic Details about the Service visited

Name of the Service that was Entered and Viewed:

**Princes Park Health Centre**

Practice Manager:

**Ms Ulrike Cope**

Address:

**Bentley Road**

**Liverpool**

**L8 0SY**

### Section 3: General profile of the service that was Entered and Viewed

Princes Park Health Centre is a GP practice that provides general medical services.

Opening hours are Monday - Friday 8am - 6.30pm, closed on Saturday and Sunday.

### Section 4: Basic Details about the visit

The Date of the Enter and View Visit:

**13.08.2013**

The Time of the Enter and View Visit:

**11.00am**

Names of the members of the Healthwatch Enter and View Team that undertook the visit:

Tim Oshinaike - Authorised Volunteer

Mike Marsh - Authorised Volunteer

Moira McLoughlin - Authorised Volunteer

Inez Bootsgezel - Development Officer

The type of Enter and View Visit undertaken:

Standard unannounced visit

Announced Visit

**Section 5: The reason(s) for the Enter and View Visit**

To verify service user feedback

Responding to a request from a services regulator or commissioner

Responding to a request from the service provider

Other

If other was ticked, the following states the reason for the visit:

Fact-finding - the practice received a below-2 star rating on the Healthwatch Liverpool "Rate Our Services" website. Please note that such a rating does not necessarily mean that there are major issues with the practice. On this occasion it was access to the practice in terms of appointments. This piece of information was withheld from the visiting group so as to ensure objectivity.

**Section 6: The Methodology of the Healthwatch Liverpool Enter and View Visit**

The visit is not designed to be a full inspection, audit or an investigation of the service, rather it is an opportunity for Healthwatch Liverpool to get a better understanding of the service by seeing it in action and talking to staff and service users. Healthwatch Liverpool seeks to identify and disseminate good practice wherever possible. However, if during a visit Healthwatch Liverpool identifies any aspects of a service that it has serious concerns about, then these concerns are to be referred to the appropriate regulator or commissioners of the service for investigation or rectification. Any safeguarding issues identified will be referred to the Local Authority for investigation.

The rectification of less serious issues may be directly with the service provider.

The Healthwatch Liverpool Enter and View Team rated aspects of the services that they viewed in the following way:

Star Rating Poor = 1  
Star Rating Fair = 2  
Star Rating Average = 3  
Star Rating Good = 4  
Star Rating Excellent = 5

If at any stage it is not possible to rate against a particular aspect of a service then, 'Not Rated' is entered, and an explanatory comment is entered in the relevant section ( Please note that 'Not Rated' is not used here as an evaluative expression. It simply indicates the absence of a rating). The Healthwatch Liverpool Enter and View Team are given the option to comment or make a recommendation immediately below the ratings. If the Enter and View Team chooses not to comment this should not be taken as a negative or a positive indication regarding relevant aspects of the service.

## Section 7: Ratings and Comments

7a.

Rating and comments regarding the <b>Exterior</b> of the premises visited						
Parking	1	2	3	4	5	Not rated
Physical Access	1	2	3	4	5	Not rated
Upkeep of grounds	1	2	3	4	5	Not rated
Upkeep of building's exterior	1	2	3	4	5	Not rated
Hygiene, cleanliness	1	2	3	4	5	Not rated
Exterior General Rating	1	2	3	4	5	Not rated
<p>General comments:</p> <p>The practice is inside Princes Park Neighbourhood Health Centre, shared with some other services. It is clearly signposted. On-street parking was available.</p> <p>The main entrance has two steps and is not suitable for wheelchair users. Although there is an alternative accessible path to the main entrance, this path is not lit which early morning and late afternoon makes it harder to navigate. There was no clear signage visible directing patients to this path. The Healthwatch team wasn't sure if the path would be wide enough to accommodate a larger wheelchair.</p>						
<p>Recommendations:</p> <ul style="list-style-type: none"> <li>• Ensure there is clear signage to the accessible route to the main entrance.</li> <li>• Ensure the access path is appropriately lit.</li> </ul>						

7b.

Rating and comments regarding the <b>Reception and Waiting room area</b> at the premises visited						
Information	1	2	3	4	5	Not rated
Décor	1	2	3	4	5	Not rated
Freedom from obstructions and hazards	1	2	3	4	5	Not rated
Hygiene, cleanliness	1	2	3	4	5	Not rated
Reception and Waiting room General Rating	1	2	3	4	5	Not rated
<p>General comments:</p> <p>Overall light, airy and clean. Although in the same space, the reception desk is far enough away from the general waiting area to provide some privacy for</p>						

patients.

There is enough room for wheelchair/scooter users to be able to get around.

The patient call system, which is also the means of notifying patients if appointments are running late, was broken; it was due to be replaced on 28.08.2013.

There was very little patient information available in the waiting room area - there was some on a notice board near the main entrance, partly out of date and/or incomplete (e.g. No telephone number available for out-of-hours GP service).

Recommendations:

- Provide more patient information in the waiting room, including a patients' leaflet, and ensure information is updated regularly.

7c.

Rating and comments regarding the <b>Corridors, Lifts and Stairways</b>						
Physical Access	1	2	<b>3</b>	4	5	Not rated
Décor	1	2	3	4	<b>5</b>	Not rated
Freedom from obstructions and hazards	1	2	3	4	<b>5</b>	Not rated
Hygiene, cleanliness	1	2	3	4	<b>5</b>	Not rated
Corridors, Lifts and Stairways General Rating	1	2	3	<b>4</b>	5	Not rated
General comments: There is no lift in the building. Patients can access treatment rooms on the ground floor.						
Recommendations: <ul style="list-style-type: none"><li>• It was disappointing that there was no lift access to rooms upstairs. Plans should be in place showing suitable adjustments and arrangements are made for staff and visitors with limited mobility.</li></ul>						

7d.

Rating and comments regarding the <b>Treatment Room(s) (if applicable)</b>						
Physical Access	1	2	3	4	<b>5</b>	Not rated
Décor	1	2	3	<b>4</b>	5	Not rated
Freedom from obstructions and hazards	1	2	3	4	<b>5</b>	Not rated
Hygiene, cleanliness	1	2	3	4	<b>5</b>	Not rated
Treatment Room General Rating	1	2	3	4	<b>5</b>	Not rated
General comments: The team observed a treatment room which was spacious and clean, with a wide doorway. A notice board had been put up next to the examining couch, and not by the desk where it may be more accessible for GPs and visible to patients (in case of displaying any public health information).						

<b>Recommendations:</b> <ul style="list-style-type: none"> <li>• Move the notice board in the treatment room to the desk.</li> </ul>
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7e.

Rating and comments regarding the Toilet Facilities						
Physical Access	1	2	3	4	5	Not rated
Décor	1	2	3	4	5	Not rated
Freedom from obstructions and hazards	1	2	3	4	5	Not rated
Hygiene, cleanliness	1	2	3	4	5	Not rated
<b>General comments:</b> There were 4 toilets, one each for male patients, female patients, baby changing and those patients requiring accessible facilities. They were well equipped and clean.						
<b>Recommendations:</b> None						

7f.

Patient/ Service user feedback form						
The Healthwatch visitors spoke with 11 patients at Princes Park surgery. All 11 rated the surgery, and 9 patients provided additional comments.						
Staff attitude	1-	2(x1)	3(x1)	4(x2)	5(x6)	Not rated(x1)
Hygiene, cleanliness	1-	2-	3-	4(x1)	5(x10)	Not rated-
Access by public transport	1-	2-	3(x2)	4(x2)	5(x3)	Not rated(x4)
Repeat prescriptions service	1 -	2-	3-	4(x3)	5(x7)	Not rated(x1)
Dignity in treatment, care	1-	2(x1)	3-	4(x3)	5(x6)	Not rated(x1)
Ease of booking appointment	1(x2)	2(x5)	3(x2)	4-	5(x1)	Not rated(x1)
Advice re condition, treatment	1(x1)	2(x1)	3(x4)	4(x1)	5(x3)	Not rated(x1)
Booking in system	1(x1)	2(x1)	3(x2)	4-	5(x5)	Not rated(x1)
Appointment punctuality	1-	2(x2)	3(x5)	4(x1)	5(x1)	Not rated(x2)
Accessibility of information	1(x1)	2-	3(x2)	4(x2)	5(x5)	Not rated(x1)
Respect for equality, diversity	1-	2-	3-	4(x2)	5(x8)	Not rated(x1)
<b>General comments:</b> <ul style="list-style-type: none"> <li>• Can phone 3 days for an appointment (9.30 fully booked.) Ill yesterday, doctor rang and made today's appointment. Waited 3 hours on a</li> </ul>						

<p>previous visit - almost passed out and had to be taken to lie down. Does not feel rushed during consultation. But would not change because live in next street and staff are nice. Would like to see same doctor. Since January, have had several visits (Patient actually waited 10 minutes until being called in for the appointment).</p> <ul style="list-style-type: none"> <li>• OK if you have only one reason for seeing doctor, do not listen to second problem. Feel rushed, caused by problems booking appointments. Come back another day for second problem. Can wait 30 - 60 Minutes.</li> <li>• Just registered</li> <li>• Not easy getting an appointment. You have to come and wait outside at 7.50am and you're still not able to get an appointment, and you never get an answer if you ring up.</li> <li>• Sometimes wait 15 minutes for appointment. Appointments difficult to obtain.</li> <li>• Accessibility of information rating? Access to medical records went over period, asked for a paper copy twice in 6 years.</li> </ul> <p>Appointment punctuality rating? Depends on if delays get explained.  Respect for equality and diversity rating? There's a detachment, people from outside the area, unlike before.</p> <p>People queue up from 7am as they can't get through on the phone, so people physically attend. The new practice manager tries to deal with it. Attitude of some staff (especially reception) can be off-putting, depends on the staff. New manager has taken up attitude from staff with them.</p> <p>No confidence in nurses, but GP to some extent. When complained, there has been a threat of being removed from the list. Now photograph written complaints, request to have a copy, and record all contacts with staff.</p> <p>Not been able to get an afternoon appointment, tried for continuity with GP, can't get appointment with same GP. Have asked them to record that I've been in, and get telephone calls.</p> <ul style="list-style-type: none"> <li>• Booking appointments: phone at 8 on the dot, 5 minutes late, they're all gone. Can't get through. Advance appointments 3 or 4 weeks. Booking-in system rating? When it works, 5, if not 3.</li> <li>• Don't like appointment machine, no privacy.</li> <li>• Don't agree with locums. Rather resident Doctor. Appointments very hard to get, one cannot always get through. Hard to get appointment within 48 hours.</li> </ul>
<p>Recommendations from patients:</p> <ul style="list-style-type: none"> <li>• Lines very busy. Use on-call when would prefer to see GP.</li> <li>• Receptionists do their best, but if no Doctors (<i>available</i>) cannot give appointments.</li> </ul>

7i.

<p><b>General comments:</b></p> <p>The comments below are based on the responses provided by Ulrike Cope, Practice Manager, to questions asked by the Healthwatch visitors.</p>
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There have been some changes in staffing as the practice provider changed in April 2013 from Liverpool Community Health to SSP Health, and Ms Cope has been in post since May 2013.

**Practice Information:**

The practice has 7300 patients registered.

There are 5 GPs in total, working the equivalent hours of 4 Full-Time GPs. Three of the GPs are female, 2 male. One GP is due to go on maternity leave, a male locum GP will be appointed for that period.

Although the practice's website states Princes Park is a training practice, the practice manager said it is not, and that the information needs to be updated.

There is a range of other non-GP health services available in the building, and it is possible for the practice to refer patients to these other services. Phlebotomy services used to be provided on-site, but are no longer available.

**Appointments system:**

The practice manager told the Healthwatch team that the appointments system is under review, with advice being sought from other GP practices.

Currently there are 15 appointments per half day for each of the GPs on duty, 3 of which are pre-bookable up to 1 month in advance. In addition there is one GP on call who is not allocated any appointments and who deals with an average of 40 patients per session.

There are no evening or weekend appointments available, and there is no intention to extend the opening hours as according to the practice there has been poor uptake of evening appointments in the past.

Three administrative staff are on duty from 8am, looking after 2 telephone lines to accept requests for an appointment by telephone, as well as patients arriving in person wanting to book an appointment. From 10am - 1pm there are two additional receptionists.

Both ways of booking an appointment are treated equally. Those who make a request in person and are offered an appointment can wait if they wish, but as the appointment could be several hours later they usually return at the appointed time. Patients do get asked their preferred time for an appointment, but usually they will be given the next available appointment.

Patients may request to see a particular GP but it is pointed out that this could result in a delay in offering an appointment. Patients can refuse to see a locum GP, but again this may mean a delay in getting an appointment.

In some circumstances patients can get a longer appointment slot, for example if an interpreter is needed.

If all GP appointments for the day have been taken a patient will go on the on-call list or be referred for nurse triage - GP triage was trialed but was deemed unsuccessful.

A patient may still be given an appointment that day, as a GP or nurse can override the system even if no pre-bookable appointments remain.

Concern was expressed by the Practice Manager about the high number of missed appointments by patients (91 patients Did Not Attend -DNA-appointments with Nurses and 170 of the pre-bookable appointments for GPs over the last month - this is published on a notice in the waiting room).

The practice manager thought a drop-in service would be hard to manage, but it was acknowledged that DNAs could be reduced by sending text/email reminders to patients. This will be discussed at a meeting with the Clinical Commissioning Group (CCG) in September. The current computer system does not 'flag up' patients with pre-booked appointments - although it was pointed out that it should be obvious which patients need to be contacted as their names will be in the 'slots' for the following day's pre-bookable appointments.

If a patient is more than 20 minutes late for an appointment they are required to rebook.

If appointments are running late the practice aims to inform patients by running a message on a screen in the waiting room - however at the time of the visit the system was broken.

Telephone calls out of hours are automatically diverted to UC24, who provide the out-of-hours GP services for Liverpool.

**Physical Access:**

Inside on the ground floor the building is fully accessible; however as mentioned earlier there is no lift to the upper floor, which means it is not accessible to anyone with limited mobility.

**Accessibility of information:**

At present there are three websites offering information about Princes Park Health Centre: firstly the NHS Choices website, secondly a website set up by the previous provider, and thirdly a website from the current provider, SSP Health. Information between the three websites is conflicting and also conflicts with some of the information provided by the Practice Manager, e.g. NHS Choices indicates extended opening hours on Mondays. The SSP Health website contains very little information so far and the majority of the link buttons have yet to be populated.

There are plans to draw up a patient information leaflet.

Written information can be provided in other languages. If a patient cannot communicate in English the practice manager stated a relative can be involved, providing there are no issues of confidentiality. Alternatively, a phone interpreting company is used.

**Repeat prescription service:**

A questionnaire went out to patients, and changes to the repeat prescription service were made as a result. The turn-around time for a repeat prescription is now 48 hours.

**Patient participation and feedback:**

The practice currently does not have a Patient Participation Group - the

practice manager said there are plans to establish one.

If a patient has a complaint and/or comment they may leave a note with reception. A suggestion box may be considered.

**Additional services:**

In order to provide a more streamlined service to new mothers the practice intends to provide baby immunisations on the same day as post-natal checks.

Nurses carry out diabetes checks and maintain the diabetic register.

One of the GPs has a special interest in drugs and alcohol issues. A drugs counselor from ADDACTION is in attendance twice weekly.

The practice has links with the Community Mental Health Team at Windsor House. A pilot project is planned involving a joint register to try and ensure a more joined-up provision of services for patients with mental health issues.

## **Section 8: Collated Recommendations**

### **Appointments:**

- Although the Healthwatch Liverpool team only spoke with 11 patients, it was noticeable that there was only one person who did not give negative feedback about the appointment system. It is clear that the current appointment system isn't working to patients' satisfaction. We recommend that the practice reviews its appointment system as a matter of urgency, ensuring that patients registered with the practice have input in the new system.
- Healthwatch recommends that text and/or email reminders of appointments are sent to all those patients whose details are available.
- To assist with this we recommend the practice regularly checks with patients that patients' details are still current, e.g. when a patient arrives for an appointment ask if they have a mobile phone number and/or email address, if it is still the same number, etc.

### **Patient engagement:**

- To assist with getting patient input and feedback, including about appointment systems, Healthwatch recommends that a patient participation group is set up as soon as practically possible.

### **Accessibility of Information:**

- Provide more patient information in the waiting room, including a patients' leaflet, and ensure information is updated regularly.
- We recommend that information for current and future patients is added as soon as possible to the website set up for Princes Park Health Centre by the current provider.
- Although probably not within Princes Park Health Centre's remit, we recommend every effort is made to remove the previous provider's website for the practice in order to avoid confusion; and that the information on the NHS Choices website is updated wherever possible.
- We recommend that an interpreting service is provided as standard to those patients who require this, as relying on relatives can easily

compromise patient confidentiality, dignity and privacy.

- Move the notice board(s) in the treatment room(s) to the desk.

**Physical accessibility:**

- Ensure there is clear signage to the accessible route for the main entrance.
- Ensure the access path is appropriately lit.
- It was disappointing that there was no lift access to rooms upstairs. Plans should be in place showing suitable adjustments and arrangements are made for staff and visitors with limited mobility.

**Future visits by Healthwatch**

Healthwatch Liverpool aims to follow up this Enter and View visit in the future to verify if any of the Healthwatch recommendations have been implemented.

**Section 9: Safeguarding**

Were there any safeguarding concerns identified during the enter and view visit?

Yes / No

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies, and the

If any safeguarding issues are identified during a Healthwatch Enter and View the Local Authority will be notified on the same day as the Enter and View visit.

**Section 10: Contact Details**

*Healthwatch Liverpool Scrutiny*

*151 Dale St*

*Liverpool*

*L2 2AH*

*Main Number: 0151 227 5177 on prompt add extension number 3255 for direct contact*

*Fax: 0151 237 3998*

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*Group email* [healthwatchliverpool@lcvs.org.uk](mailto:healthwatchliverpool@lcvs.org.uk)

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