

Croston Village Surgery

Patient Engagement Day

Contact details:

Croston Village Surgery
Out Lane
Croston
Leyland
PR26 9HJ

Date and times of visits:

Wednesday 3rd August 2016 - 8.30am to 12.00pm
Wednesday 24th August 2016 - 1.00pm to 6.00pm

**Healthwatch Lancashire
representatives:**

Aysha Desai (Lead Project Officer)
Amanda Higgins (Project Officer)
Ilyas Patel (Project Officer)
Peter Osbourne (Volunteer)
Lynn Yates (Volunteer)
Linda Broomhead (Volunteer)

V2.1

Healthwatch Lancashire Patient Engagement Day Report

Introduction

Healthwatch Lancashire is committed to listening to patients and members of the public in Lancashire and making sure their views and experiences are heard by those who run, plan and regulate health and social care services.

On Wednesday 3rd August and Wednesday 24th August, 2016, three project officers and three volunteers from Healthwatch Lancashire gathered survey responses from patients at Croston Village Surgery to obtain the views of people using the service and to observe the environment.

This report summarises reviews from 29 patients.



DISCLAIMER

This report relates only to the service viewed at the times of the visits, and is only representative of the views of the patients who met members of the Patient Engagement Day team on those dates.

General Information

Croston Village Surgery is a privately owned GP surgery with 3222 registered patients. It is currently accepting new patients. The surgery opening times are between 8.30am and 6.30pm Monday to Friday with an extended opening time until 7.30pm on Wednesdays. There are online facilities including booking appointments and ordering repeat prescriptions. The Practice Manager is Gill Stubbs.

The surgery offers a walk-in service for patients wishing to see the GP on the same day. This is available each weekday morning between 8.30am and 10.30am. The remaining appointments outside of these hours are to be made by appointment only.

Methodology

These visits were arranged as part of Healthwatch Lancashire's Patient Engagement Day schedule. From September 2015 to May 2016 these were undertaken in hospital settings and revealed the value of speaking with the public within the health setting being discussed. This enabled the public to influence hospital services through Healthwatch Lancashire discussing the findings with hospital trusts, and requesting responses and action plans where necessary. As such a new phase of Patient Engagement Days began in June 2016, focusing on patients' experiences of GP surgeries.

The focus of this phase of Patient Engagement Days is to gather patients' views on the accessibility of their GP surgery, the quality of care provided and the awareness of patient involvement via Patient Participation Groups. The team of project officers and volunteers speak with patients in the waiting room and record their feedback. The team also collates observations of what is seen on the visits.

The team compile a report reflecting these observations and the feedback gained. The report is sent to the manager of the facility for validation of the facts. Any response from the manager is included with the final version of the report which is published on the Healthwatch Lancashire website at:

healthwatchlancashire.co.uk/reports

This report reflects the views of 29 people that we spoke with at the surgery, however, not all surveys were completed in full. This is often due to the patient being called in to their appointment during the questionnaire. As such, the total number of people that answered each question will be detailed in brackets under the results of each question.

Acknowledgements

Healthwatch Lancashire would like to thank the patients for taking part in this survey. We would also like to thank the Practice Manager, Gill Stubbs, together with the staff at the surgery, for making us feel so welcome during the visits.

Patient Engagement Day Observations

Location

The facility is located in the village of Croston, which is approximately six miles from Leyland and is accessible by bus. The nearest pharmacy is 0.4 miles away, approximately a ten minute walk.

External Environment

The surgery has a car park with an additional car park adjacent to the building which can be used by the public. The car park was not busy on the times of our visits.

Internal Environment

Croston Village surgery is a two storey building with all patient care being delivered at ground level. There is level access to the surgery. There are toilets for disabled patients within the surgery. The surgery was organised and clean with a television on the wall and toys for children. There was music being played.

Reception

There were two receptionists on duty on the morning of 3rd August and one receptionist on duty in the afternoon/evening of 24th August. Interactions between reception staff and patients appeared professional and friendly at all times. Patients were alerted to their appointment via a light and buzzer system. Patients appeared to be called into their appointment soon after their arrival to the surgery.

Patient Involvement

There were well presented noticeboards and leaflet racks in the waiting area providing useful information on a range of health services. There was also a feedback box positioned in a corner of the waiting area inviting patients to leave their feedback.



Healthwatch Lancashire Patient Engagement Day Report

The Patient Engagement Days at Croston Village Surgery took place on Wednesday 3rd and Wednesday 24th August 2016. 29 people shared their views.

Results - Access and Booking Appointments

1. We asked: 'How do you usually book your appointments?'

Telephone	Online	At reception	Repeat appointment	Walk-in
38%	0%	0%	17%	45%

(Out of 29 people)

2. We asked: 'Do you use online booking?'

3% said Yes

90% said No

7% Said Sometimes

(Out of 29 people)

3. We asked those that answered No or Sometimes to Question 2: 'why is this?'

Don't use a computer	Don't want to	Unaware of it	Don't have login details yet	Can't book urgent appointments using it / unsuitable
4%	69%	23%	4%	0%

(Out of 26 people)

Most of the patients did not use the online booking service to make appointments because they did not want to.

4. We asked: 'Did you get a reminder for your appointment today?'

55% said Yes

15% said No

30% were Not Applicable

(Out of 27 people)

The majority of patients received a reminder for their appointments.

Healthwatch Lancashire Patient Engagement Day Report

5. We asked: 'Do you find it difficult to get same day/urgent appointments?'

0% said Yes

86% said No

14% said Not Applicable

(Out of 29 people)

None of the patients surveyed had any difficulties getting same day or urgent appointments:

"As long as you are here between 8.30am and 10.30am, you can get an appointment. It seems to just work here, particularly when compared with stories of people queuing on the telephone for 30 minutes and all appointments gone after that. I think the surgery leave later appointments in the day for people that are working, which makes perfect sense."

"I have never found it difficult to get urgent/same day appointments."

"If I don't come in for morning surgery, I would struggle to get urgent/same day appointments."

6. We asked: 'Do you find it difficult to get routine appointments?'

7% said Yes

65% said No

28% said Not Applicable

(Out of 29 people)

The majority of patients did not have any difficulties booking routine appointments, although a minority did have some difficulties:

"The midwife is only here every other week."

7. We asked: 'Overall, how would you rate your experience of booking appointments at this surgery?'

0% said Poor

3% said Could Be Improved

97% said Excellent

(Out of 29 people)

Almost all of the patients found the experience of booking appointments at the surgery excellent with no patients finding the service poor:

"We have no problems at all here. It is a fantastic service. If I can't get an appointment on the day, I know that I can come in the morning to the walk-in."

"It is very easy to book appointments. I can't fault the system."

"I book home visits for my wife. They have been great."

Healthwatch Lancashire Patient Engagement Day Report

8. We asked: 'Do you have any difficulties getting to the surgery? E.g. transport, walking distance, parking'

8% said Yes **92%** said No

(Out of 26 people)

The majority of patients did not have any difficulties getting to the surgery, although two patients did sometimes:

"I have difficulties getting to the surgery when schools are open due to the traffic that builds up."
"I only have difficulties getting to the surgery because I don't walk."



9. We asked: 'Are the opening times here convenient for you?'

100% said Yes **0%** said No

(Out of 27 people)

All of the patients surveyed found the opening times convenient.

Results - Quality of Care

10. We asked: 'How do you find the staff?'

100% said Happy with staff **0%** were Happy with Most Staff **0%** were Unhappy with Staff

(Out of 27 people)

All the patients surveyed were happy with the staff.

11. We asked: 'Do you tend to feel listened to during your appointments?'

96% said Yes **0%** said No **4%** said Sometimes

(Out of 26 people)

Almost all of the patients tended to feel listened to during their appointments.

12. We asked: 'Do you tend to find the information you receive in your appointments helpful?'

96% said Yes **0%** said No **4%** said Sometimes

(Out of 26 people)

Almost all of the patients tended to find the information they received in their appointments helpful.

13. We asked: 'Overall, how satisfied are you with the care provided?'

0% said Unsatisfied **4%** said Satisfied **96%** said Very Satisfied

(Out of 26 people)

Almost all of the patients were very satisfied with the care provided:

"It's a great surgery. I'm very satisfied. The doctor is so helpful. He doesn't rush anyone even if there are ten people waiting."

"We have got the best doctor in the world."

"The doctor is excellent. He is very knowledgeable, thorough and very calm"

"The doctor seems so patient and you are not hurried. He is very re-assuring. When you walk in, he smiles and he listens. He is just fantastic."

"I can't fault the surgery at all."

"100% it's a really good surgery."

"It's a nice little surgery."

Results - Patient Involvement

14. We asked: 'Have you heard of the surgery's Patient Participation Group?'

0% said Yes

100% said No

0% said they were already a member

(Out of 22 people)

15. We asked those that answered No to Question 14: 'Is this something you would be interested in?'

9% said Yes

68% said No

23% said Maybe

(Out of 22 people)

All of the patients surveyed stated that they had not heard of the surgery's Patient Participation Group. However, almost a third said that they would be or maybe interested in joining the group. Of those who were not interested in joining the following comments were made:

"I am not really well enough to be part of a group."

"I am not sure what I can add to the Patient Participation Group."

"I would consider joining the Patient Participation Group but only if the surgery is desperate."

16. We asked those that answered Yes or Maybe to Question 15, 'How would you like to be involved?'

Attend regular meetings only	Online only	Attend both meetings and online
0%	33%	67%

(Out of 3 people)

Healthwatch Lancashire Summary of Findings

Here is a summary of findings from the visits to Croston Village Surgery:

- The majority of patients surveyed used the walk-in facility to see the GP.
- Most of the patients that booked appointments in the afternoon and evenings did so via phoning the surgery.
- The majority of patients did not use the online booking service because they did not want to.
- Most patients received a reminder for their appointment.
- None of the patients surveyed found it difficult to get urgent or same day appointments.
- The majority of patients did not have any difficulties booking routine appointments, although a minority did have some difficulties.
- 97% of patients found the appointment booking system excellent.
- 92% of patients said that they did not have any difficulties getting to the surgery.
- All of the patients surveyed found the opening times convenient.
- All of the patients surveyed were happy with the staff and almost all were very satisfied with the care provided.
- The majority of patients felt that they were listened to during their appointments and found the information they received in their appointments helpful.
- None of the patients surveyed had heard of the surgery's Patient Participation Group and most were uninterested in joining.

Response from Provider

CROSTON VILLAGE SURGERY

Action Statement

No.	Issues raised by patients	Response or action from provider	To be addressed by	Name of manager responsible
1.	AWARENESS OF THE PPG	WILL PROMOTE MORE WITHIN THE PRACTICE WITH POSTERS FOR PATIENTS WHO DON'T HAVE ACCESS TO OUR WEBSITE	PRACTICE MANAGER	GILL STUBBS

Additional questions:

1. Is the report factually accurate? If not, please state what needs to be changed and why

Yes the report is accurate and well reported.

2. Have you learnt anything new about the experiences of your patients as a result of this exercise?

The only thing we learnt was to increase awareness of the Patient Participation Group, not just relying on our website and Facebook page. Also to promote patients to use online services more with booking appointments and ordering repeat medication.

3. What was your impression of Healthwatch Lancashire during this exercise? Do you think they could have done anything better?

No the team was excellent and not intrusive at all. I would like to take the opportunity to thank all the team for their hard work.

Healthwatch Lancashire Patient Engagement Day Report

www.healthwatchlancashire.co.uk
info@healthwatchlancashire.co.uk
Twitter: @HW_Lancashire
Facebook: facebook.com/lancshealthwatch