



**Healthwatch Sefton Experience Report**  
***Liverpool Community Health NHS Trust,***  
***Maghull Health Centre October -***  
***November 2016***



# Contents

Healthwatch Sefton Experience Report .....	1
Contents .....	2
Healthwatch Sefton .....	3
Healthwatch Sefton Feedback Centre. ....	4
Snapshot .....	6
Key Themes .....	8
Reviews .....	16
Summary and Recommendations.....	43
Acknowledgements .....	44
Response from Liverpool Community Health NHS Trust .....	45
Contact us .....	48
Appendix 1: Experience Form .....	49

## 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 sole focus is on understanding the needs, experiences 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 can identify issues that, if addressed, will make services better.

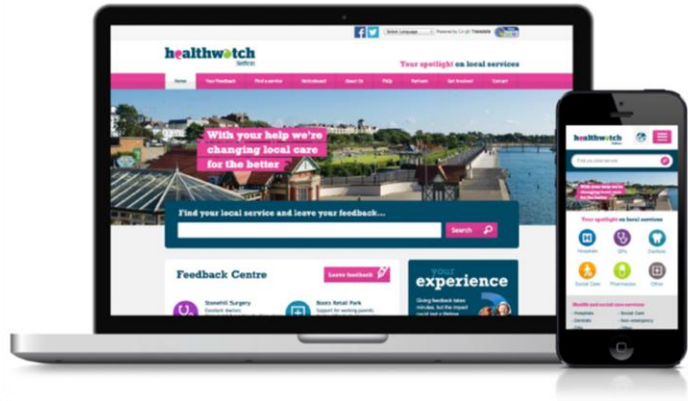
Healthwatch Sefton is set up as a private company limited by guarantee, a subsidiary company of Sefton Council for Voluntary Service (Sefton CVS). There is a small staff team and a large team of volunteers who work together to ensure the organisation works towards its strategic and local priorities.

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. Healthwatch England picks up national issues and works with Healthwatch Sefton to help provide a national picture. We also work as part of a regional North West Healthwatch Network.

# Healthwatch Sefton Feedback Centre.

This report details the experiences, which Sefton residents and staff have shared with us on Liverpool Community Health (LCH) services based at Maghull Health Centre. All of the reviews shared with us have been added to the Healthwatch Sefton Feedback Centre. This web based tool helps members of the public to rate the services they use and provides Healthwatch Sefton with real time experiences which help to identify trends and issues which we can act on.



The majority of the feedback we receive is through the engagement and outreach activities which we undertake across Sefton. For example, we hold engagement stands at local events, attend groups and talk to people and we hold engagement stands at local hospitals and local health centres.

For this report Healthwatch Sefton attended Maghull Health Centre and spoke to patients, relatives, visitors and staff to find out what they like about LCH community services at Maghull Health Centre and what improvements they would like to see. This work was carried out by Healthwatch Sefton following a request from LCH to the Healthwatch Sefton Steering group and information received from both local residents who use the services and staff working at the centre. Due to previous experiences shared it was agreed to include the following were appropriate:

- Patient / Visitor / staff views on Podiatry services
- Patient / visitor / staff views on the impact of Parkhaven GP practice moving into the centre
- Access to services via the telephone system
- Car parking
- Other issues as they arise on the day

Previous outreach had been carried out at the centre specifically in relation to Podiatry services and both LCH and Healthwatch Sefton have continued to work in partnership to support improvements to this particular service across LCH clinics based in South Sefton.

Healthwatch Sefton has previously received information from LCH staff members during April 2016 concerning patient access to Podiatry services and biomechanics. During September 2016 LCH staff members highlighted issues to Healthwatch Sefton concerning staffing levels at Maghull Health Centre and the impact this was having on patient care. On both occasions Healthwatch Sefton escalated this to the Care Quality Commission (CQC) and South Sefton Clinical Commissioning Group (CCG).

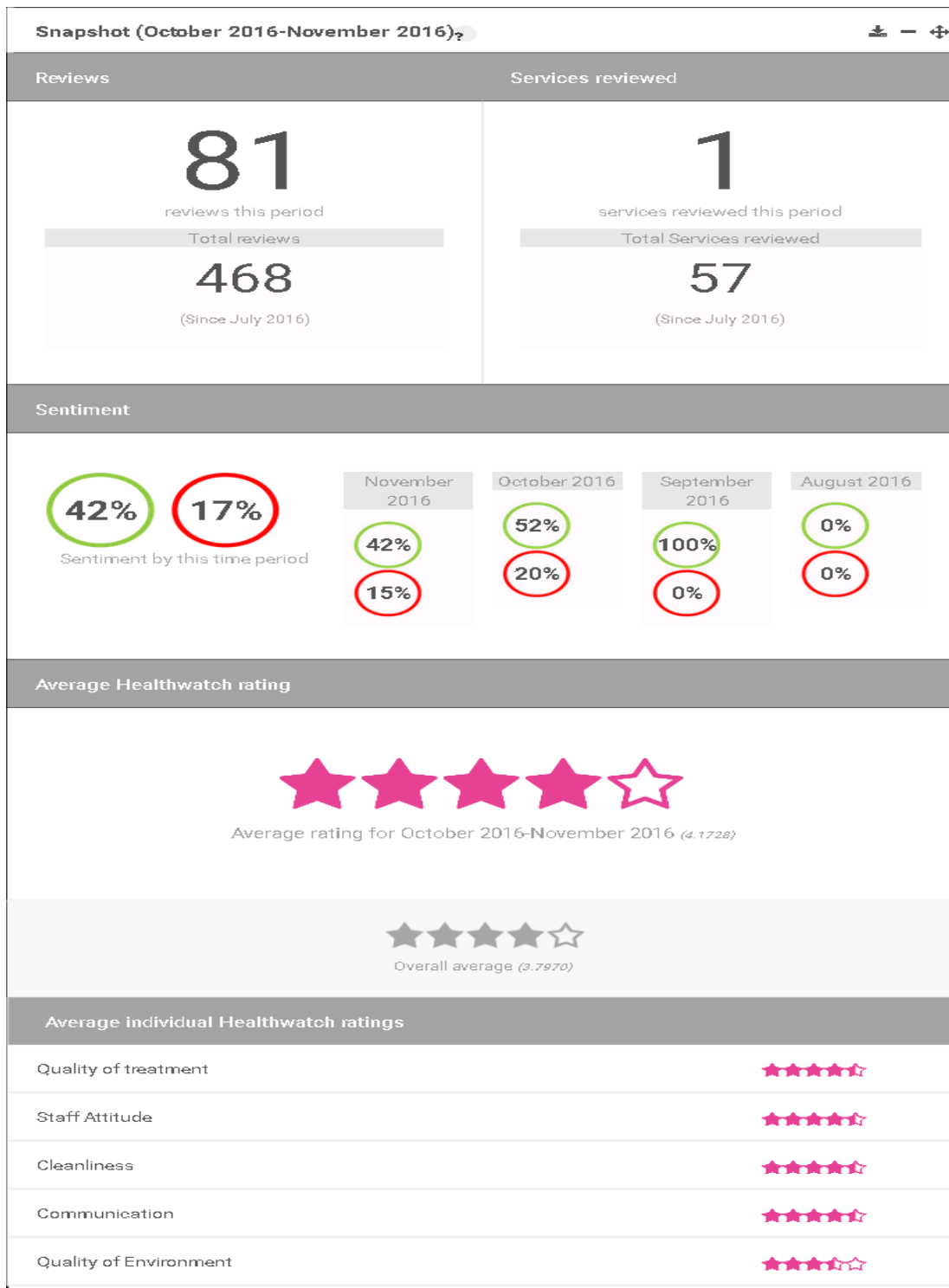
We continue to engage with local residents and record experiences/reviews by using feedback forms (Appendix 1). This information is then entered onto the Healthwatch Sefton feedback centre.

All of the reviews within this report use the actual wording of the people we have spoken with/ as shared online. Please note if a member of staff / volunteer has been spoken about negatively their name will be removed.



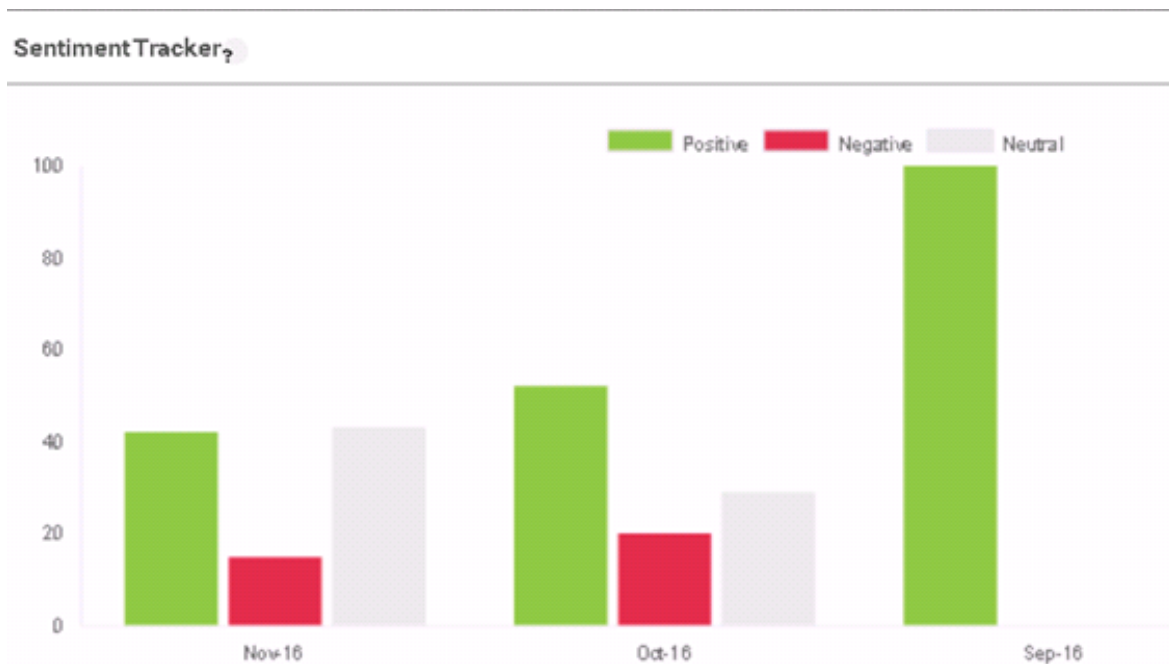
# Snapshot

The following information provides a snapshot of the information provided between **October - November 2016**. During this period Healthwatch Sefton received **81** completed experience forms relating to Maghull Health Centre community services.

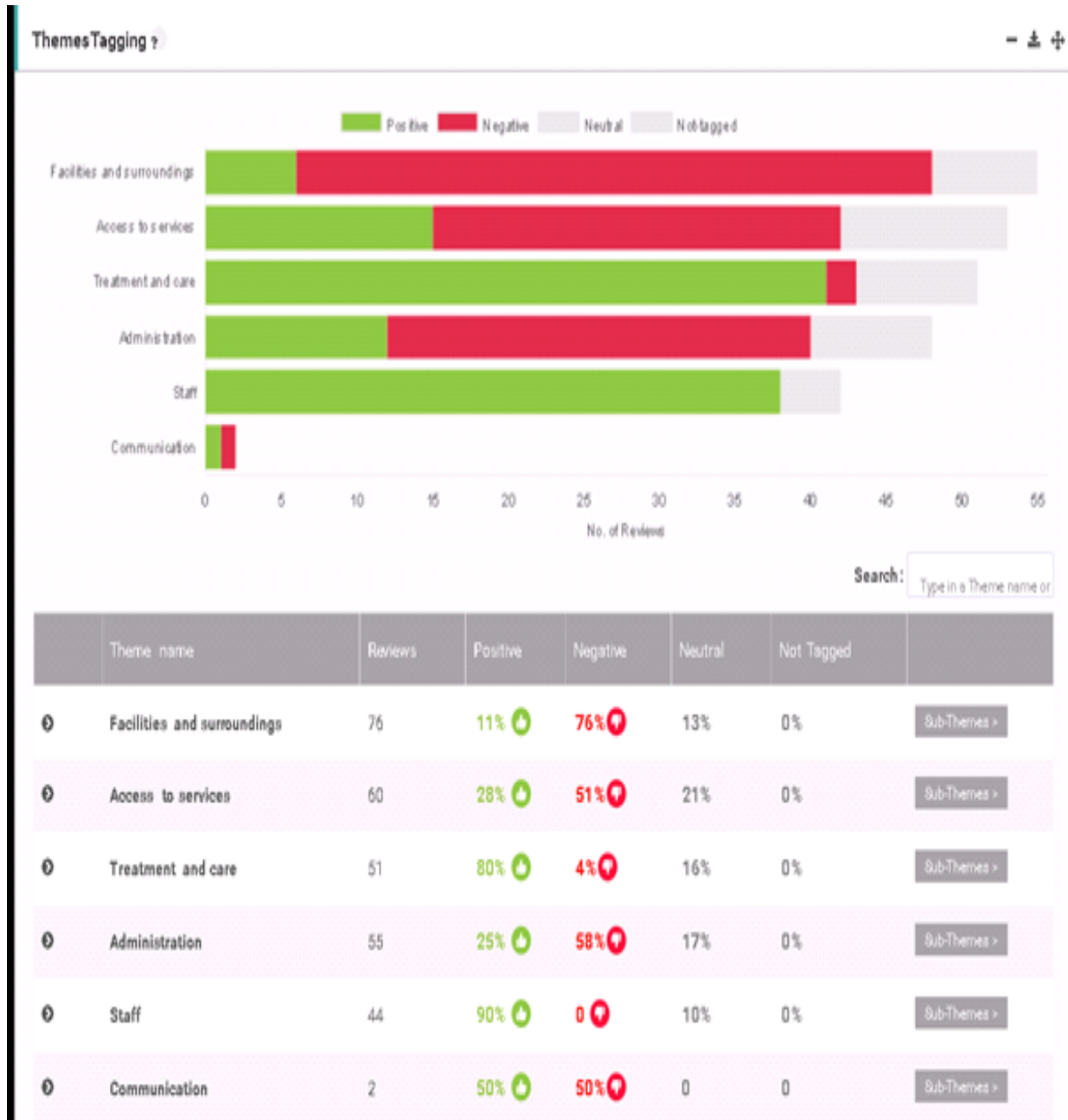


The sentiment of the reviews are analysed as being an average of **42%** positive and **17%** negative, with **41 %** neutral. The information above also shows that the Trust scored an average rating of **4** stars out of **5** during this period.

The graph below shows the the sentiment of reviews received between September to November 2016.



# Key Themes





During October - November 2016 there was a total of **81** experience forms completed.

The above table shows the main area of feedback received is themed around ‘Facilities & Surroundings’ with **76** reviews resulting in **76%** negative feedback. The main area of concern highlighted under this theme was car parking. ‘Access to Services’ was the second highest feedback received with **60** reviews resulting in **51%** negative feedback. The main area of concern under this theme was ‘waiting times’ mainly concerning the telephone line. ‘Staff’ achieved **90%** positive feedback along with ‘Treatment & Care achieving **80%** positive feedback.

## Facilities & Surroundings

Theme name	Reviews	Positive	Negative	Neutral	Not Tagged
<b>Facilities and surroundings</b>	76	11%	76%	13%	0%
Buildings and Infrastructure	2	0%	100%	0%	0%
Car parking	46	0%	91%	9%	0%
Cleanliness (Infection Control)	1	0%	0%	100%	0%
Cleanliness (Environment)	4	100%	0%	0%	0%
Disability Access	9	0%	100%	0%	0%
Equipment	2	0%	100%	0%	0%
Food & Hydration	4	0%	50%	50%	0%
General	8	38%	38%	25%	0%

As can be seen from the above table ‘Facilities & Surroundings’ has been broken down into sub-themes.

The main feedback received was in relation to ‘car parking’. This resulted in **91%** negative feedback and **0%** positive feedback. Following this Disability access was also negatively commented on with **100%** negative feedback.

Some of the reviews received are quoted below:

*‘There is no parking here, I park in Morrisons. You can normally never get in the car park here’. (Patient)*

*‘I have come by car today and parking is awful. I have never been able to park in this car park, I am parked in Morrisons. Parking will get worse with another GP moving in here’. (Patient)*

*‘There are no parking facilities, not enough disabled spaces. Morrisons are going to catch on that patients are all parking there. Where will disabled people then park’? (Patient)*

*‘I was lucky today with parking I do try and get a disabled bay but there was a delivery truck parked in one when we came in today’. (Patient)*

*‘Yesterday there were 3 different patients on tripods. One gentleman was helping his wife and said it was a struggle to get through doors. The parking was also terrible for them. One gentleman got upset yesterday; he said he finds it awful hard to get in here. There are 3 doors to get through’. (Staff)*

*‘Where the blue badge bays are they need those double doors to be assisted doors that would really make our lives so much easier and also the doors entering this clinic. The hand gels need to be lower down as I have to put the gel on my hand to pass to my mum as she is in a wheelchair. This would be good for children too’. (Carer)*

Please see the ‘Reviews’ section for all feedback.

## Access to Services

Access to services	60	28%	51%	21%	0%
Convenience /Distance to travel	13	62%	31%	8%	
Opening Times	2	50%	50%	0%	
Inequality	2	0%	100%	0%	
Information and Advice	2	0%	100%	0%	
Lack of	2	0%	100%	0%	
Patient choice	1	100%	0%	0%	
Waiting times	38	24%	50%	26%	

As can be seen from the above table ‘Access to Services’ reviews have been broken down into sub-themes.

The table shows the main feedback received in relation to ‘Access to Services’ was ‘waiting times’. This was scored at **24%** positive feedback with **50%** negative feedback. The main area commented on was access to the centre via the telephone lines. Patients commented on not being able to get through on the phone lines along with there being no answer machine / queuing system. Positive comments were received in relation to the convenience / distance to travel to.

Some of the reviews received are quoted below:

*‘I call in to make my appointments; it is very hard to get through on the phone lines’.* (Patient)

*‘I tried ringing for 2 solid days and could not get through. It is really important to get my blood results. When I finally got through the staff were lovely but I just needed to know what I needed to do. They told me I could just call in but I did not know that.’*

*‘When you have cancer your blood tests are vital. Having to wait 2 days extra because of telephone lines is not good’.* (Patient)

*‘As someone who has had cancer I have found it very distressing this week, being unable to book bloods in on the phone. Three days I have rung and rung but eventually I got through, but three days late. I was told there was a space if*

*I could run across now, but I couldn't as I was already out of area. If I had been able to get through on the phone all of this could've been done sooner, which is important as I get concerned about blood results'. (Patient)*

*'The bloods clinic is a very good service. I only phoned this morning and they said not busy so I am here now. Normally it can be very busy when you get here and you can wait for about an hour. I have never had a problem when ringing to get through'. (Patient)*

*'I find the telephone system very frustrating. Last week I just kept getting the answer service that tells you a high volume of calls then cuts you off. This system needs to change. Patients need to be given the option to stay in a queue'. (Patient)*

*'It is local to get to and I just call into the desk to make my appointments. The staff are very good. I have tried in the past to ring and had no problems. There is nothing they can do to improve'. (Patient)*

*'I only live across the road so walk here it's a great blessing it's on my doorstep'. (Patient)*

Please see the 'Reviews' section for all feedback.

## Administration

Administration	55	25%	58%	17%	0%	Sub-Themes >
Admission Procedure	2	0%	100%		0%	
Appointment availability	7	43%	57%		0%	
Booking appointments	44	25%	57%		18%	
General	1	100%	0%		0%	
Management of service	1	0%	100%		0%	

As can be seen from the above table 'Administration' reviews have been broken down into sub-themes.

The table shows the main feedback received in relation to ‘Administration’ was ‘booking appointments’. (Please note this theme was also recorded under ‘Access to services’ - waiting times. ‘Booking appointments’ was scored at **25%** positive feedback with **57%** negative feedback. The main comments related to:

- **Booking appointments in person** - this was mainly positive comments relating to friendly and helpful staff on reception and easier to book appointments this way.
- **Booking appointments by telephone** - this was mainly negative comments with patients stating it was hard to get through on the phone line, either engaged or ringing out for the answer service to cut patients off with a message stating to call back later.

Please see the ‘Reviews’ section for all feedback.

## Treatment & Care

Sub-Theme	Count	Positive Feedback	Negative Feedback	Other
Treatment and care	51	80%	4%	16%
Effectiveness	1	100%	0%	0%
Experience	3	67%	0%	33%
Quality	46	83%	2%	15%
Safety of Care/Treatment	1	0%	100%	0%

‘Treatment & Care’ has been broken down into the above sub-themes.

The above table for ‘Treatment & Care’ shows the main feedback received was in relation to ‘Quality’ with **83%** positive feedback and **2%** negative feedback.

Some of the reviews are quoted below:

*‘Bloods is a very good service. I always get seen when I ring up. I think this service has improved over the last 12 months’.* (Patient)

*‘The bloods service is excellent’.* (Patient)

*‘The dressing clinic is wonderful. The nurses make my appointments for me’.* (Patient)

*'The treatment room is an excellent service. It is exactly what I need and easier to get to than Litherland Town Hall. The bloods is a great service here too'.*

(Patient)

*'I am here for ear syringe today. I have been in here for bloods in the past and find both sides are excellent. The staff are all marvelous. I call in to make my appointments and have no problems'.* (Patient)

*'It is all very good here. I attend for bloods, chiropody and warfarin'.* (Patient)

*'The chiropodist is a very good service'.* (Patient)

*'Podiatry is a great service, no problems. Nothing for them to improve, I am satisfied with the service'.* (Patient)

(Please note podiatry & chiropody are the same service but patients use both terms when referring to this service).

Please see the 'Reviews' section for all feedback.

## Staff

Staff	44	90%	0	10%	0%	Sub-Themes >
Attitudes	40	95%	0%	5%		
Capacity	1	0%	0%	100%		
General	1	0%	0%	100%		
Staffing levels	2	0%	100%	0%		

'Staff' has been broken down into the above sub-themes.

The above table for 'Staff' shows the main feedback received was in relation to 'Attitude' with **95%** positive feedback and **0%** negative feedback.

Some of the reviews are quoted below:

*'I tried to make an appointment by phone but the answer service tells you no one available to answer the phone at the moment. I understand they are busy and the staff are very good and obliging. If they are working on the counter they cannot answer the phone as well as they are too busy'.* (Patient)



*'I call into the counter to make my appointments or sometimes try to ring but that's difficult. I could not speak more highly of the people on reception'.*

(Patient)

*'Ben on reception is brilliant. Such a nice attitude and very helpful'.* (Patient)

*'I make my appointments by phone, sometimes no one answers the phones and you don't get through until about 12. The staff when you get here are excellent, they are never off hand or rude'.* (Patient)

*'I have been coming here for 6 years. They should use here as a patent for other services as the staff attitudes here are superb. This needs to be copied elsewhere'.* (Patient)

Please see the 'Reviews' section for all feedback.

### **Other areas highlighted:**

#### Parkhaven

Patients were asked if they were aware of the Parkhaven surgery moving into the Maghull Health Centre and what their views were on this. The main areas highlighted by patients are below:

Concerns raised related to:

- Waiting area not big enough if it was to be shared with Liverpool Community Health services.
- Impact on car parking.
- Parkhaven reception staff may leave if unhappy with the move.

Postive comments related to:

- One patient stated would be beneficial as closer to their home and they would be able to walk to their sugery.

Please see the 'Reviews' section for all feedback.

## Staff Comments

In addition to speaking with patients and visitors, Healthwatch Sefton also sought the views of staff within Maghull Health Centre. A number of issues were raised by staff which are listed below:

- Shortage of staff working on reception. The impact on being able to answer patient phone calls.
- New Podiatry room - lack of privacy, dignity and patient confidentiality for patients due to shared space.
- Disabled access via 3 sets of double doors that are not easily accessible for patients / visitors as not automated opening.

Please note the above experiences cannot be found in the 'Review' section.

## Reviews

Below is a table of the **81** experience forms completed in relation to Maghull Health Centre Community Services collated between October - November 2016. The below star rating was used.



Rating	Title	Review
5	It is local to get to.	<p>Bloods today - good service. it is local to get to and I just call into the desk to make my appointments. The staff are very good. I have tried in the past to ring and had no problems. There is nothing they can do to improve. I have walked here today. I read about Parkhaven moving in, this will have an impact on parking. They need to get maintenance work done on the front door.</p>

4	Bloods - very good service	<p>Bloods is a very good service, but sometimes can be a bit of a wait. When you phone you get an answer service saying to call back. I would prefer it if we could email.</p> <p>I usually come on my bicycle but drove today because of the rain. I usually just park in Morrisons.</p>
5	Bloods is a very good service	<p>Bloods is a very good service. I always get seen when I ring up. I think this service has improved over the last 12 months.</p> <p>I just managed to get a car park space today but it is very tight.</p> <p>I was not aware that another surgery was moving in and I think this will impact on services here. Is the environment suitable for an increase in patients, in particular the car park?</p>
5	Podiatry - great service	<p>Podiatry is a great service, no problems. Nothing for them to improve, I am satisfied with the service. I make my appointments at the counter but if I do phone I have no problems.</p> <p>I have walked here today but parking is terrible, I would never bring my car.</p> <p>I am a patient at Parkhaven and moving here will be better for me as I can walk here. I think it will be a bit of a squeeze in the waiting area though.</p> <p>I have been coming here for years and the staff and treatment are all brilliant.</p>
5	I was checked in but service was cancelled	<p>I am seeing the dietitian for the first time today. I come here for podiatry and that service is ok. I tried to make an appointment by phone but the answer service tells you no one available to answer the phone at the moment. I understand they are busy and the staff</p>

		<p>are very good and obliging. If they are working on the counter they cannot answer the phone as well as they are too busy.</p> <p>I have come by car today and parking is awful. I have never been able to park in this car park, I am parked in Morrisons. Parking will get worse with another GP moving in here.</p> <p>I received a phone call yesterday stating my appointment had been cancelled for today but the caller did not state what appointment. I telephoned the number back and gave in my details and I was told I was not on their system so I assumed they had phoned the wrong number.</p> <p>I have turned up today checked in and waited. (Healthwatch staff double checked for me that I was checked in as waiting 25 mins) Staff member confirmed I was checked in.</p> <p>On waiting a while longer and asking reception again I found out the dietitian was off sick. Why did the staff not know this and why check me in?</p>
5	Podiatry - very good service	<p>Podiatry is a very good service. I have had good treatment today. I call in to make my appointments; it is very hard to get through on the phone lines.</p> <p>I have not driven since March as I have had a stroke but my daughter brings me in the car. Parking is difficult, I do have a disabled badge but depends on what time you come here. 8.30am is very busy. We have parked in Morrisons but my daughter drops me here first then goes and parks up.</p> <p>I find it difficult to get through the doors in this building but I manage.</p>
4	Never had a	<p>I have never had a problem here. I am seeing the nurse today to get stitches</p>

	problem here	<p>out. I only waited minutes to be seen the last time. I call in person to make my appointments and the reception are good. I come for bloods once a year and that's alright.</p> <p>There is no parking here, I park in Morrisons. You can normally never get in the car park here.</p>
1	Not able to get through on the telephone	<p>I tried ringing for 2 solid days and could not get through. It is really important to get my blood results. When I finally got through the staff were lovely but I just needed to know what I needed to do. They told me I could just call in but I did not know that.</p> <p>There are no parking facilities, not enough disabled spaces. Morrisons are going to catch on that patients are all parking there. Where will disabled people then park?</p> <p>When you have cancer your blood tests are vital. Having to wait 2 days extra because of telephone lines is not good.</p>
5	The bloods service is excellent	<p>The bloods service is excellent. You have to come at the right times though as too early it gets really busy. I call in person to make my appointments, I don't telephone.</p> <p>I have come by taxi today but when I come in the car we park in Morrison's. Parking is my biggest gripe here. They could do with brightening up the walls in the waiting area.</p> <p>We could do with a walk-in centre in Maghull. The walk-in centre in Kirkby has better facilities than the Litherland one.</p>
3	Phone number and line	<p>I am seeing the nurse in the treatment room today (Maghull Health Centre). Ormskirk hospital did not have the right</p>

		<p>number for here. I went through about 5 departments at Ormskirk, in the end I was told they did not know the number. I had to ring my GP and reception then gave me the right number.</p> <p>I did get through but not on the first day of ringing but got through on the second day. I just thought I was trying to ring the nurses and they were out. When I got here the staff are fine when checking in.</p>
1	Phone Lines	<p>As someone who has had cancer I have found it very distressing this week, being unable to book bloods in on the phone. Three days I have rung and rung but eventually I got through, but three days late. I was told there was a space if I could run across now, but I couldn't as I was already out of area. If I had been able to get through on the phone all of this could've been done sooner, which is important as I get concerned about blood results.</p>
4	Bloods today - works OK - no problem	<p>Maghull Health Centre bloods today - works OK no problems.</p> <p>I am a patient at Parkhaven and having visited Maghull Health Centre a few times the parking is horrendous. I was here just before 9.30 am today and the car park was chocka, I am parked in Morrison's. I am on the PPG at Parkhaven and we have discussed the car parking issue at Maghull Health Centre for a long time. We had a meeting a few weeks back with a Parkhaven doctor representative and they were still stating then that the move to Maghull Health Centre we would be guaranteed a separate waiting area and reception area. The surgery is still locum based but the best thing about Parkhaven was the receptionists. If they move here and</p>



		they are not happy they might go.
4	Parking is terrible	<p>I am here to see the general nurse today and it's a good service. It is very rare I ring or attend here. When I did ring I got through ok.</p> <p>Parking is terrible. I have parked Morrisons. If not there we park at the back of Maghull square.</p> <p>I was not aware of Parkhaven surgery moving here but this will impact on the parking.</p> <p>Waiting area - been coming here a long time and it's never changed.</p>
5	Cannot speak more highly reception staff	<p>Bloods - is a good service. I call into the counter to make my appointments or sometimes try to ring but that's difficult. I could not speak more highly of the people on reception.</p> <p>Waiting times are not bad, you get a number but you have to choose a good time in the day. Nearer lunch or nearer closing is best. AM is bedlam.</p>
5	Diabetic nurse - good service	<p>I am here to see the diabetic nurse and it is a good service. The staff treat you well and it is local for me to get to. I have had to park in Morrisons today. Normally I would walk but I was running late.</p> <p>The nurse makes my appointments for me I have never had to ring myself. They even ring me the day before to remind me.</p> <p>I have been to Litherland Town Hall in past and that was also good.</p>
5	Bloods - very good service	<p>I am here for bloods clinic today . I have been very lucky as got a cancellation - it is a very good service. I usually call in to make my appointments and the staff are</p>

		very good.
4	Dressing clinic is wonderful	<p>The dressing clinic is wonderful. The nurses make my appointments for me. I come here by bus and the service isn't bad.</p> <p>I have tried to ring for an appointment in the past and found it difficult. I think someone gave me the wrong number. It's easier for the nurses to make my appointments for me .</p>
5	Treatment room - excellent service	<p>The treatment room is an excellent service. It is exactly what I need and easier to get to than Litherland Town Hall. The bloods is a great service here too.</p> <p>When I go the treatment room the nurses makes my appointments for me. I have never tried to ring for appointments here .</p> <p>The car parking is terrible. I have had to park in Morrisons, it's always been bad here</p> <p>My surgery Parkhaven is moving into here. I am quite happy with that and don't see any problems and the waiting area should not be a problem.</p>
5	Bloods service - brilliant	<p>The bloods service is brilliant, no faults at all. I make my appointments by phone it's not too bad but sometimes busy to get through.</p> <p>I was lucky today with parking I do try and get a disabled bay but there was a delivery truck parked in one when we came in today.</p>
2	Struggle to get through doors	<p>Yesterday there were 3 different patients on tripods. One gentleman was helping his wife and said it was a struggle to get through doors. The parking was</p>

		<p>also terrible for them.</p> <p>One gentleman got upset yesterday, he said he finds it awful hard to get in here. There are 3 doors to get through. We have also been told there is no sealant on the doors so they won't hold fire back.</p>
5	Parking is terrible for us today	<p>I am seeing the cardio nurse today. The service is good for me but they have said I am double booked and that my appointment had been cancelled but I haven't cancelled it. She has said she will still see me.</p> <p>The bloods service here is good. I always call in person to make my appointments. Parking is terrible here for us today. There are not enough disabled spaces. People have to park Morrisons.</p>
4	They were very good to see me	<p>I am seeing the treatment nurse today. I have been in before but she did not have the right dressing to put on my leg and I think I was allergic but considering I did not have an appointment when I first came in she was really good to see me. They are very good on reception here. I come in for hearing aid batteries and they are all very good.</p> <p>The bloods service here is very good. You get seen by number.</p>
3	Phone permanently engaged	<p>When you phone Maghull Health Centre of a morning from 8am you cannot get through. They are permanently engaged. I am also with Westway surgery and you cannot get an appointment there, appointments are weeks away. I was not aware another surgery (Parkhaven) was moving in here. Where will all the patients go?</p>

4	Bloods today pretty good service	Bloods today pretty good service. I have just walked in. My surgery High Pastures could not get in touch with Ormskirk think they lost the results between them. I have been here before for bloods. I usually have to ring and have had no problem getting through. Ben on reception is brilliant he has such a nice attitude and is very helpful. I have had to park on Morrisons site. I was not aware of Parkhaven surgery moving here. My friends have said its hard work getting an appointment there.
3	You phone from 8am cannot get through	You phone Maghull Health Centre from 8am and you cannot get through. It is permanently engaged. It is my first appointment with physio today. I am also with Westway surgery and you cannot get through there and appointments are weeks away.
4	Staff are all good here	I am here for bloods today and give them 4/5 stars as sometimes a wait. Warfarin clinic I give 5/5 stars Podiatry clinic I give 5/5 stars When I ring for my appointments I mostly get through but if you phone early it cuts you off. I do get my podiatry clinics regular. The staff are all lovely here, Ben is lovely and nice with everyone. I only live across the road so walk here it's a great blessing it's on my doorstep.
4	Blood service is good	The blood service is good. Nothing to improve. You wait normally about half an hour. Had to ring back as lines were busy. Staff are friendly.

5	I phoned 40 times one day	<p>I am seeing the treatment nurse today. I have been coming 6 months and all fine. The nurses give me my appointment as I leave. I phoned 40 times one day. It kept saying can't take my call and hangs up on you. So I phoned the Litherland Health centre and they made my appointment for me. I asked them was there something wrong with the phones as you cannot even leave your details. My sister has experienced the same problem. It is like a night service. The staff are fine when you come in they really could not be more helpful. Why can you get through to Litherland and not Maghull? Everything else works fine here it is just the phone line and it makes me very bad tempered. I needed to cancel an appointment but could not get through then you end up one of your posters as being someone who did not turn up.</p>
4	Bloods today - good service	<p>I am here for bloods today, I have been before and it's a good service. It is much quicker when they have 2 nurses on. I also attend the warfarin clinic and that's good as well. I try to phone for appointments but you can never get through. The answer machine says all lines are busy and puts the phone down on you. We now walk here to book appointments when we go shopping. You can never get in this little car park we have to park in Morrisons.</p>
5	Bloods today pretty good service	<p>Been for bloods today and pretty good service. Nothing I can see to improve. Waiting times are good as long as you don't get here early. I phone for my appointments and find it easy to get through. The staff on reception are good.</p>

		Car parking is dreadful I'm parked in Morrisons. If Morrisons start to charge that will be a disaster.
5	The staff are marvelous	I am here for ear syringe today. I have been in here for bloods in the past and find both sides are excellent. The staff are all marvelous. I call in to make my appointments and have no problems. I had to park in Morrison's.
5	Bloods is a great service	Bloods is a great service, I only phoned this morning and have been seen this morning. First time I have been here for a while when phoned this morning I got through after a couple of tries. They need more blue badge bays. My mum is in a wheelchair so today I could not get a blue badge bay and was about to park on the double yellow lines when someone come and told me he had just moved. I got that space. Where the blue badge bays are they need those double doors to be assisted doors that would really make our lives so much easier and also the doors entering this clinic. The hand gels need to be lower down as I have to put the gel on my hand to pass to my mum as she is in a wheelchair. This would be good for children too.
5	So far my experience is excellent	I have come to have my ears syringed today and this is my first visit for this. I came in person to make my appointment. I come here for bloods and think it is an excellent service and the reception are all fine. I am not that familiar with this centre but so far my experience is excellent. I have walked here today as parking is useless. When I was here at 8.30 am for my bloods I was watching cars all having



		to turn away.
5	The bloods service is good	<p>The bloods service is good. Ringing for an appointment is a nightmare and the phone system hangs up on you. The last time I was here they did not do all the bloods I needed so that's why I have had to come back.</p> <p>I have parked over in Morrison's; I would not even try to park here. I go into Morrison's to buy something to justify it. I read in the champion that a GP surgery was moving here. It is going to be bedlam.</p> <p>I think the centre is spotless.</p>
5	Bloods clinic - very good service	<p>The bloods clinic is a very good service. I only phoned this morning and they said not busy so I am here now. Normally it can be very busy when you get here and you can wait for about an hour. I have never had a problem when ringing to get through.</p> <p>Parking is a nightmare and I had to park at Morrison's. I was not aware of the GP practice moving in and you can't park as it is. There are loads of cars parked on the double yellow lines outside. Where will they expect everyone to park? Where do the staff park? It is not fair on the customers who are going into Morrison's.</p>
3	Parking is horrendous	<p>It is my first appointment with physio here today (Maghull Health Centre). I am a patient at Parkhaven and I completed the consultation to say we should not move here. The parking is horrendous at Maghull Health Centre and our doctors (Parkhaven) is a very busy practice. The waiting area is usually rammed. What will it be like here?</p>

		<p>I have only ever had physio at Aintree and they booked me to come here for an appointment this morning. I have got here to find I have been double booked. The letter I received was from Aintree hospital so the physio today is going to try and fit me in.</p>
5	<p>Podiatry - services no complaints</p>	<p>Podiatry services no complaints. I make my appointments by phone, sometimes no one answers the phones and you don't get through until about 12. The staff when you get here are excellent, they are never off hand or rude.</p> <p>I come by car and sometimes it is difficult, I have a disabled badge but there are not enough spaces. Often I have to park at Morrison's. I was not aware there was a new GP moving in but you may as well forget about the parking then.</p> <p>I nearly always manage to get a seat in the waiting area but it is mainly full when the bloods clinic is on. They haven't got enough room now. They need a bigger area to work in.</p> <p>I think it is always nice and clean, think they changed the floor covering in the past. They could do with a water cooler for patients.</p>
3	<p>Walk-In Centre needed</p>	<p>Westway surgery you cannot get through on the phone.</p> <p>High Pastures surgery you cannot get through on the phone.</p> <p>Maghull Health Centre - Why can't we have a walk-in centre here? It can cover Maghull, Lydiate Netherton etc... I can understand why people end up in A&amp;E as it is difficult to get to the walk-in centres. They need some toys or books for the children in the waiting area here.</p>

5	Bloods - very good service	<p>I have been in for bloods before. It is a very good service. The only problem is parking and getting through on the telephone line. I tried calling all morning yesterday. The answer service stated engaged then it cuts you off. I am a Parkhaven patient and I found it ok over there but how crowded are we going to be here? Parkhaven have all locum doctors, it is hopeless. The GP we were told would be permanent is never there.</p> <p>All the blood patients queue outside here (Maghull Health Centre) at 8.30am, what will it be like with all the new GP patients as well. What will the waiting room be like?</p>
5	Staff attitudes are superb	<p>I have been coming here for 6 years. They should use here as a patent for other services as the staff attitudes here are superb. This needs to be copied elsewhere.</p> <p>The waiting area is clean, tidy and good enough.</p> <p>I am here for bloods today and have no problems. They are all nice people. Waiting times can be a little long but I am not concerned.</p> <p>Parkhaven should have moved into the library along with a walk in centre. Lots of people live here and the surrounding areas.</p> <p>The walk-in centre in Kirkby would blow your head off, it is brand new and huge and will be guaranteed to have a positive impact on A&amp;E.</p>
1	Not happy with the move	<p>I am a patient of Parkhaven and I am not happy with the move to Maghull Health Centre. I live the other side of Parkhaven and my practice was walking distance for me. Now I will have to get a bus which is</p>

		<p>only every half hour.</p> <p>I think Maghull Health Centre should be a walk-in centre as Litherland is hard to get to.</p> <p>I am at the respiratory clinic today which is all fine and the nurse made my appointment for me.</p> <p>The parking is bad here (Maghull Health Centre).</p> <p>The reception are fine, no problems.</p>
4	Think this should be a walk-in centre	<p>I am a patient of Parkhaven and I am not happy with the move to Maghull Health Centre. I live the other side of Parkhaven and my practice was walking distance for me. Now I will have to get a bus which is only every half hour.</p> <p>I think Maghull Health Centre should be a walk-in centre as Litherland is hard to get to.</p> <p>I am at the respiratory clinic today which is all fine and the nurse made my appointment for me.</p> <p>The parking is bad here (Maghull Health Centre).</p> <p>The reception are fine, no problems.</p>
5	Bloods service - very good	<p>I always get an appointment for my bloods. It is a very good service. I could not get through on the phone so I came in to make my appointment. The staff were very good. The waiting times for the blood clinic are not a problem.</p> <p>I have to park in Morrison's as you cannot get a car park space here.</p> <p>I have heard that another GP is moving in in the surgery - if more people attend here it could impact on other services.</p> <p>The waiting area could be revamped.</p>
5	Could not wish for anything better this	<p>I am here for bloods today. Could not wish for anything better this morning. In the past it has been virtually packed. I</p>

	AM	<p>come every 3 months at least. The staff are all very pleasant here, I could not grumble. The lady on reception yesterday was so lovely. I had come on the wrong day and it was my fault but she was so apologetic to me, she was lovely.</p> <p>The place is spotless.</p> <p>There is nothing they could do to improve although would like a walk-in centre here.</p>
5	The blood service is very good here	<p>The blood service is very good here. I call in at reception for my appointments as my GP is based here so I have never tried to use the telephone. The staff are excellent. They will always ask you if it is an urgent appointment and they advice you with best times to come in. They are very honest and helpful. The phlebotomist is great today. Waiting times have been fine today but in general have waited 40 - 45 mins and longer. I have never had to stand up but if you are looking for 2 seats together you sometimes cannot get them.</p> <p>The car park is not good, it is very difficult to park and I normally end up in the supermarket car park.</p> <p>I think the waiting area is a bit dull with some old furniture in it.</p>
3	No use trying to ring	<p>I am here for bloods. It is no use trying to ring you cannot get through on the telephone.</p> <p>Ben is the star of the show, if he can do something for you he will. I now come in and make my appointments at the desk.</p> <p>The car park is none existent. I have parked in the Maghull square today. My wife is disabled and more often than not there are delivery drivers blocking the bays.</p>

		<p>The other receptionist Debbie is nice too, the staff are all good here.</p> <p>The podiatry service has just lost Alison, she was gorgeous. Another podiatrist here knocked my wife off the list because I had tried to cut her toe nails and said we did not need them. She does need them.</p> <p>The waiting area seems a bit more clinical now since they moved the chairs. It used to have a more casual feel to it. Waiting times here depends on the time of day you come in, sometimes there have been people standing but I have never had to stand for long.</p>
3	The bloods clinic is efficient	<p>The bloods clinic is efficient. My GP usually makes my appointment for me I never had to telephone here. There is not enough seating and sometimes you have to stand in the waiting area.</p> <p>The car park is bad, it is always full and I find it difficult to walk.</p>
4	Been for bloods before, very good service	<p>I am here for a breathing test today. I have been here for bloods before and it is a very good service. Sometimes though it is a bit of a wait.</p> <p>When I phone for appointments I find you do get through ok. The staff on reception are lovely.</p>
4	The staff are smashing	<p>I am here for bloods today. It is all fine, no problems. I book by phone and have no problems, the staff are smashing.</p> <p>Parking here is terrible, I have parked in the bank over the road.</p>
5	Family planning - good service	<p>I use the family planning service here, it is a good service. I don't use any other services. The opening times for the family planning are fine and I checked in at reception no problem.</p>

		I have parked in Morrison's as no spaces here.
5	No waiting today	<p>I am here for the family planning clinic today and I have not used any other services in here. I don't think they need to improve on anything. The family planning is 3 times a week and handy to get to. I can call in after work as they do an evening clinic. I have had to park in Morrison's as there are never any spaces and people double park. Never much space here.</p> <p>There was no waiting today when checking in at reception.</p>
5	Blood clinic today - all fine	<p>I have been into the blood clinic today and all fine. Waiting times are ok. I received my appointment through the hospital. I have had to call through to reception here in the past and I found it fine to get through.</p> <p>I have had to park in Morrison's today as the car park is not big enough here. I am aware that the Parkhaven surgery is moving into here and I can see it will probably have an impact on services here.</p>
5	Central location	I am not a frequent visitor and I am here for the family planning clinic today. I live in Maghull and think it is good that this is here as it is a central location. Car parking is an issue here.
4	Blood clinic - all ok	<p>I have come in for blood tests today; the blood clinic is all ok.</p> <p>I have mainly used this centre for my children. The pediatric dentist was fabulous and my daughter accessed speech therapy, they did home visits for her.</p>



		<p>If driving here later in the day it can be a struggle to get a disabled bay, but I can usually get one early morning.</p> <p>They could do with a water cooler in the waiting area as sometimes the waiting can be long. Today I have waited approx 40 minutes so far. You don't think to bring in water with you. They could also do with something for children, even just something like a bookshelf or small area for them.</p> <p>I was not aware another GP practice was moving into the centre.</p>
4	Family Planning service is all ok	<p>The family planning service is all OK. It is a drop in service and the opening times are fine. They have put on an extra day now. I haven't used this centre for any other services.</p> <p>The centre is local for me as I can get the bus outside my house direct to here, it is a circular bus.</p> <p>I was not aware another GP surgery Parkhaven was moving into here.</p>
5	It is nice that you can just drop in	<p>I am attending the family planning clinic today. It is nice that you can just drop in. Friday mornings work great for me. I have never had to ring the centre for an appointment. All the staff are very nice and friendly.</p> <p>I have walked here today as it is local for me. A suggestion is that maybe they could install a water machine as sometimes depending on when you come the waiting times can be long.</p> <p>No, I was not aware that another surgery was moving in here.</p>
4	Always found the service here OK	<p>I am here for a smear test today. I don't use the services here that regular but I come here for this rather than go to my own GP practice. I had to ring a</p>

		<p>Southport number to enquire for today, I was greeted with a strange message when I called approx 9 am so I just phoned them back later on in the day. I have always found the services here OK, I used to come here for bloods but that was sometimes a wait. I have had to park in Morrison's today.</p>
5	Appointment today all good.	<p>I am here for the blood clinic today. The service is fine, very good. I don't think they have anything to improve. The waiting times are pretty good. The only thing is parking, had to park in Morrison's this morning.</p> <p>The 5* rating for appointment waiting times is only based on today.</p>
2	Children's speech therapy moved	<p>The Children's speech therapy has moved a couple of weeks ago due to the new GP practice moving in. They have moved to Netherton and now only do one clinic per week here. Patients now have to travel to Netherton.</p>
5	Bloods - excellent service	<p>I only come here for bloods and it is an excellent service. It can be very busy first thing and you can end up waiting a long time so I come later on and it is great.</p> <p>I come into reception to make my appointments as my GP is based in this building.</p> <p>The staff here are very helpful, organised and professional. There is no edge to them.</p> <p>I walk here but if I do bring the car it is terrible. I have a blue badge for my mum but never anywhere to park. I have to drive up and drop my mum off then go and park in Morrisons.</p> <p>There is nothing here for children, they</p>

		need some books for them.
4	Waiting times	<p>I have come for bloods today. It has been fine but I have learned to come later in the morning as I have waited a while in the past. I come into reception to book appointments and the reception staff are great.</p> <p>I don't think there is anything they can do to improve. I park in Morrisons as no parking here really.</p> <p>In the past I have waited approx one and a half hours for appointments.</p> <p>There is a room with a children's play house in off this waiting area but it is not always open. It can be stressful with children with this room is not open, for them to play.</p>
5	Treatment room nurse very good every time	<p>The Treatment Room nurse is very good every time. The staff on reception are very pleasant and helpful. Today I was straight into be seen but sometimes it takes a while. Overall it is good.</p> <p>There is not much scope for improvement as there is only so much staff can do with the facilities they have. The staff are always very good here and you can't say that about everywhere.</p>
5	It is all very good here	<p>It is all very good here. I attend for bloods, chiropody and warfarin. I have no problems making appointments I just call in; I have never tried to phone.</p> <p>The staff are very good but I am terrified of them taking blood.</p> <p>The waiting times for the blood and warfarin clinic are a problem and you cannot always get a seat in the waiting area. I make sure though my wife does. You cannot park here so we have to park in Morrisons. The car park is a problem.</p>

5	They go above and beyond for us	<p>2 patients comments below:</p> <p>The staff at the desk are so helpful and wonderful. I have come to see if the chiropody clinic can see me. My foot (toe) is inflamed and I haven't been able to get to see anyone. I have been to my doctors the High pastures surgery but could not get an appointment there. Debbie the receptionist is trying to help me. I was only given one follow up appointment for a dressing at the Netherton practice and since then my husband has had to do it. It is very rare that I come for anything but my toe is so tender. The podiatrist who is on today is looking up my details now.</p> <p>I bring the staff biscuits as they go above and beyond for us here.</p> <p>I also used to come here for physio and she was wonderful too.</p>
5	The bloods service is fine	<p>I only every come here for bloods and the service is fine.</p> <p>It is difficult to get through on the phone line, so we just call in now to make appointments.</p> <p>We don't often come in the car due to difficulty in parking. Reception staff are lovely especially Ben.</p> <p>The waiting times can be long here for bloods but only waited about 10 mins here today.</p>
4	Chiropodist is a very good service	<p>The chiropodist is a very good service. I don't bother trying to phone anymore as the answer service always tells you to call back. It should let you wait on the phone. Once you are here you don't wait long to be seen. I always call in to make my appointments now.</p> <p>The staff on reception are really lovely and friendly.</p>

4	It is a very good service	<p>I am here to see the practice nurse today for the first time; I usually attend the blood clinic. It is a very good service; the staff are friendly and professional and are always willing to help you.</p> <p>I find the telephone system very frustrating. Last week I just kept getting the answer service that tells you a high volume of calls then cuts you off. This system needs to change. Patients need to be given the option to stay in a queue. I either walk or get the bus here and the bus is a circular service and is fine.</p> <p>I was told to ring up to get an appointment to have it re-dressed but they had no appointments here at all. I had to go the walk-in centre. I had no way of getting there and I had to rely on asking someone to take me there.</p>
5	I am always able to get through	<p>I am here today to see the nurse to have stitches removed from my arm. I am always able to get through on the telephone line. The staff are all friendly. When I come I can always find a seat in the waiting area.</p> <p>I have had to park in the supermarket as no spaces here.</p> <p>I was not aware that another GP surgery was moving into here.</p> <p>If needed I can get the bus here, I think it is number 234.</p>
3	Cannot get through to this clinic	<p>You cannot get through to this clinic. I had to ring the Thornton clinic and they booked me in here for bloods. Waiting times once here are OK and I always manage to get a seat. I am aware that Parkhaven is moving here and think that it's crazy. What about the elderly people? I don't come here that often. When you get here the staff give you a ticket which works, the problem is you</p>

		just cannot get through on the phone.
3	Service is OK but slow	<p>I have come for bloods today. The service is OK but slow. It is slow to get through on the phones but I will just try again the next day. Sometimes it is engaged and sometimes it just rings out. The staff on reception are all fine. We could do with a drop-in centre in Maghull as it is very difficult for people to get to either the Litherland or Kirkby drop-in.</p> <p>They could do with a water cooler in the waiting area here.</p> <p>I have had to park in Morrisons as I never bother to try and park here anymore. There is only 1 nurse on this morning so that has increased the waiting time.</p>
3	It is quite a good service	<p>The only reason we come here is for the blood clinic and it is quite a good service. We just call in and don't ring for appointments. The staff are great on reception and friendly.</p> <p>You cannot park, so we have to park in Morrisons. We don't come that often and today have waited approx 3/4 of an hour. You always have to wait and some days it is worse, we have had to stand once or twice but today is a quiet day.</p>
5	The staff on reception are brilliant	<p>I only come here for the blood clinic. I don't have to ring for my appointments. The staff on reception are all fine and brilliant. I have to park in Morrisons as never any spaces here. Sometimes the waiting times are a nuisance but today has not been too bad as only been waiting half an hour. Sometimes you get here to queues.</p> <p>They are understaffed here and it is a shame. I am aware Parkhaven is moving</p>

		<p>here and feel this will cause more pressure.</p> <p>I think the waiting area could do with a vending machine.</p> <p>My biggest issue is Maghull having no Walk-in Centre.</p>
5	The staff on reception are brilliant& helpful	<p>Getting through on the phone lines is very very difficult; I have tried for days it just says the operator is busy. I come here for renal and diabetes. The staff on reception are brilliant and helpful though.</p> <p>I walk here and do always manage to get a seat when I visit. Waiting times are usually fine but sometimes there is a wait when you are attending the blood clinic. The staff look after me here.</p>
5	Service is excellent	<p>I am here for the blood clinic today. Over the years I have been in to see the nurse and the service is excellent. Sometimes you come in and it is standing as so busy. It has been standing when I have waited approx 2 hours for blood clinic but today is quiet.</p> <p>I had to cancel my appointment last week as I was ill and it was no trouble for the staff at all. The reception staff are all helpful and nice. I am hard of hearing and they have patience with me.</p>
3	Could not get through on phone line	<p>Yesterday I called between 8.30 am - 9.10 am and I could not get through. It was urgent for me to be seen as I had only just got out of hospital. When I got through they fitted me in for today. The staff on reception are lovely. They told me that there should have been 6 of them but that they were down to 2.</p> <p>At times you can come here and it is standing up but today is quite quiet. The phone line here is always bad, yesterday</p>



		<p>I had to keep calling back as the phone cuts you off and does not give you the opportunity to stay in a queue.</p> <p>I also phoned the complaints yesterday and could not get through to them.</p> <p>There wasn't even an answer service is just rang out.</p>
5	Services here are excellent	<p>I have come here today for a blood test. I did not know I should not have eaten or had a drink. Not sure if it is on the letter I received.</p> <p>Services here are excellent though, although I do not visit often. I have no complaints about making appointments, my wife phones and makes them for me. Blood clinic is usually busy during the morning but they get through them, I just left it until later in the day this morning to come in.</p> <p>The parking is none existent, I have parked in Morrisons.</p>
5	The service is excellent here	<p>I come to this clinic to see the Diabetic nurse and Chiropodist. The service is excellent here. The only thing is I cannot find the phone number to here anywhere. They changed their number once. They used to be very good when I did used to ring.</p> <p>The staff are all wonderful and friendly here.</p>
5	The service is quite good here	<p>I am here to see Physio today, not seen her for a while. The service is quite good here. I received my appointment through the post. Sometimes if you ring you have to wait to get through as they are always busy here. I don't think there is anything they can do to improve. I haven't been here for a while.</p> <p>The bloods clinic is quite good, you get a ticket when you arrive. The seating area</p>

		has been changed and looks better. I think there can be a lot of talk on reception when you are waiting at the desk.
5	Blood clinic works ok	The blood clinic works ok. It is usually very busy first thing. I have to ring for appointments. Sometimes you can get through on the phone and sometimes you cannot. The car park is impossible, I don't even try anymore. I now park in Morrisons.
1	Can't get through on the phone	I have tried calling every day this week repeatedly, at every time of day. There is never a way to call and get through to speak to someone. I eventually got through today but still need to call back re bloods next week - I imagine I will have the same problems again next week.
1	Ringling non stop for blood appointment	I havent stopped ringling about trying to get my bloods done. I have been ringling for three days and in the end I had to go in in person but I am disabled. Why can't they just give you an appointment and then you wouldnt have to be ringling to arrange on for yourself. I only live across the road I dont want to travel out for them.

## Summary and Recommendations

### Good Practice

The Maghull Health Centre Community Services provided by LCH scored an average Healthwatch rating of 4 stars out of 5.



The majority of positive reviews related to:

- Quality of Treatment & Care - **80%** positive.
- Staff - mostly relating to staff attitudes, in particular reception staff **90%** positive.

### Continued work

Since carrying out this piece of work Healthwatch Sefton has continued to receive telephone calls from patients concerning the telephone lines and staff shortages at Maghull Health Centre.

Following on from this on Tuesday 7<sup>th</sup> February 2017 Healthwatch Sefton was invited by LCH to observe the waiting / reception area of Magull Health Centre during the phlebotomy clinic. As there were 2 nurses on duty for this clinic there were 100 patients due to be seen between the hours of 8.30am - 12.30pm.

Healthwatch Sefton observed 2 reception staff on the front desk and 1 reception staff situated on the back desk. All reception staff were to answer patient phone calls but the front desk staff were to prioritise patients calling in person. It was observed by 08.40am there were 19 patients checked in for this service alone. It was felt due to the doors opening at 8.00am this caused extra pressure on staff and confusion / longer waiting times for patients. (Please note the earlier opening times / access to the waiting area from 08.00am is due to the Parkhaven GP practice moving into the centre).

It is important to note that during the observation visit, LCH staff were efficient and helpful in communicating with the patients and had set up a process to call patients up to the window by ticket number in order to prevent the previous rush to the reception desk they had previously encountered. In addition Healthwatch were informed that an answer service had now been introduced to give patients the option of telephoning alternative clinics to either book or cancel appointments at Maghull Health Centre. This will be monitored by LCH to assess its effectiveness.

## Recommendations

### Access to Services:

- Healthwatch Sefton would like to continue to work in partnership with Liverpool Community Health by attending the Podiatry Task & Finish group to address the issues that both patients and staff are experiencing regarding the telephone lines. The shared treatment room for Podiatry patients was raised as a concern by staff relating to privacy, dignity and confidentiality issues. To be added to the agenda and discussed at the next Podiatry Task & Finish group.

**Note:** A Podiatry Task & Finish group took place on 30<sup>th</sup> January 2017. LCH have informed Healthwatch Sefton an answer phone service is now in place at Maghull Health Centre providing patients with alternative clinics to ring to book or cancel appointments at Maghull Health Centre. LCH will monitor the impact on this. Healthwatch raised the concerns at this meeting on the shared Podiatry facilities. A response to Healthwatch Sefton is required.

### Facilities and Surroundings:

- To consider options available concerning disability access within the building. In addition Healthwatch Sefton have raised this issue with NHS England.
- To consider car park options in particular reference to disabled parking.
- To look into the possibility of lowering the sanitiser hand gels or adding new dispensers so that they are accessible to people with disabilities and children.
- To assess the issues raised regarding the shared space for Podiatry treatment and the impact this has on patient privacy, dignity and confidentiality. (As above)
- To consider installing a water cooler in the waiting area.

## Acknowledgements

Healthwatch Sefton would like to thank Liverpool Community Health NHS Trust for working in partnership in ensuring patient; family, visitors and staff voices are heard and listened to. Thank you to all the staff who work at the Centre for making Healthwatch feel welcome during the visits.

We would like to thank all the patients, family and visitors who took part in completing the questionnaire both during the planned visits to the Centre and telephoning Healthwatch

## Response from Liverpool Community Health NHS Trust

Wendy Andersen  
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21/03/2017

Dear Wendy,

I am writing with reference to your report into the patient experience at Maghull Health Centre in October and November 2016.

I would like to thank you for taking the time to undertake this piece of work as Liverpool Community Health NHS Trust is keen to improve the standard of service we provide and your findings are very useful to us. I would also like to thank our staff and patients for taking part in the project and providing their views on the services provided.

I am so pleased at the overall experience rating of 4 out of 5 and delighted with the positive comments from patients who had visited the Health Centre.

It is apparent from this report and the feedback that patients have given to our Patient Experience Team via the PALS service and via Healthwatch Sefton that patients are having difficulty booking and cancelling appointments at the centre. Our investigations have shown that the promotion and movement of some members of the team at Maghull has had a detrimental effect on staffing levels at the Centre. The Management Team have tried to reduce the workload by diverting telephone calls to other health centres when the Centre is particularly busy. This has had limited success as patients are required to redial and staff do not always have access to the same electronic systems as Maghull Health Centre so are unable to assist. As a result of patient and Healthwatch feedback LCH plan to recruit an additional member of staff and will continue to review the competing demands that reception staff have at the Health Centre in future.

We have held a meeting to discuss some of the recommendations from patients in your report and the following table records our response.

Recommendation	Response	Action	To be Completed By
<p>Healthwatch Sefton would like to continue to work in partnership with Liverpool Community Health by attending the Podiatry Task &amp; Finish group to address the issues that both patients and staff are experiencing regarding the telephone lines. The shared treatment room for Podiatry patients was raised as a concern by staff relating to privacy, dignity and confidentiality issues. To be added to the agenda and discussed at the next Podiatry Task &amp; Finish group..</p>	<p>LCH will continue to work in partnership with the Healthwatch Sefton Team until 31<sup>st</sup> May 2017. From 1<sup>st</sup> June 2017 the services will be managed by MerseyCare whom I am sure will be just as keen to continue working in partnership.</p>	<p>The Care Manager for Sefton services, Equality &amp; Patient Experience Lead and Podiatry Team Leader will meet at Maghull Health Centre to discuss the privacy and dignity issues in the clinic. We will report back to the next Task and Finish Group meeting.</p> <p>Recruit member of staff for Maghull Health Centre</p>	<p>April 2017</p> <p>April 2017</p>
<p>To consider options available concerning disability access within the building. In addition Healthwatch Sefton have raised this issue with NHS England</p>	<p>LCH do not own the building but have raised the issue with NHS Property Management who have visited the Health Centre with NHS England</p>	<p>Awaiting response from NHS England.</p>	<p>May 2017</p>
<p>To consider car park options in particular reference to disabled parking</p>	<p>Our Estates Team have contacted the landlord regarding the lack of parking</p>	<p>Awaiting response from landlord and NHS Property Management</p>	<p>May 2017</p>
<p>To look into the possibility of lowering the sanitiser hand gels or adding new</p>	<p>Our Estates Team have been requested to do this</p>	<p>To consider lowering sanitisers</p>	<p>April 2017</p>

dispensers so that they are accessible to people with disabilities and children.			
To consider installing a water cooler in the waiting area	LCH will consider the cost and health and safety issues to see if it is possible	Consider issues and install water cooler if practical.	April 2017

Once again, I would like to thank you for taking the time to gather and analyse this feedback from patients and I look forward to continuing to work together the next few months so that we can ensure a smooth transition for our patients and staff whilst they move from being managed by LCH to Merseycare NHS Trust.

Yours sincerely

Judith Malkin  
Associate Director - Sefton



## Contact us

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## Appendix 1: Experience Form



Leave feedback



*Please use our star rating system, where for example, a 1 star rating would be the worst/least agree, 3 would be a middle/medium rating, and 5 would be the best possible rating.*

Approx. Date of Experience

How do you rate your overall experience of this service?



Summary of your experience (max 45 characters)

Tell us more about your experience\*

Where do you live? (town/city)

Which department did you visit?

# Your ratings (select if applicable)

Quality of treatment



Staff Attitude



Cleanliness



Quality of Food & Drink (if Applicable)



Communication



Discharge



Quality of Environment



Appointment (waiting times)



In relation to your comments are you a...

Patient/Carer/Friend/Staff Member/Other (describe)

Do you want to know more about how to make an official complaint?

Yes/No

## About you

Name:

Address:

Email/Number if want to leave\*

(Your email/number will be kept private and you will not be sent any marketing material)