

The Elms Medical Practice

Patient Engagement Day

Contact details:

The Elms Medical Practice
16 Derby Street
Ormskirk
L39 2BY

Date and times of visits:

Wednesday 5th October 2016 9.00am to 1.00pm
Tuesday 11th October 2016 1.00pm to 6.00pm

**Healthwatch Lancashire
representatives:**

Aysha Desai (Lead Project Officer)
Beth Tildesley (Project Officer)
Sam Parker (Communications Officer)

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 5th and Tuesday 11st October 2016, three project officers from Healthwatch Lancashire gathered survey responses from patients at The Elms Medical Practice in Ormskirk, to obtain the views of people using the service and to observe the environment.

This report summarises the reviews of 28 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.

Healthwatch Lancashire Patient Engagement Day Report

General Information

The Elms Medical Practice Surgery is a privately owned GP surgery with 6,681 registered patients. It is not currently accepting new patients. The surgery opening times are usually between 8.30am and 6.30pm Monday to Friday. It is closed between 1.00pm and 2.00pm each day for lunch. There are online facilities including booking appointments, ordering and viewing repeat prescriptions and viewing medical records. The Practice Manager is Yvonne Keogh.

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 28 patients 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, Yvonne Keogh, together with the staff at the surgery, for making us feel so welcome during the visits.

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Patient Engagement Day Observations

Location

The surgery is in on a main road in the centre of Ormskirk. There is a pharmacy opposite the surgery and another pharmacy towards the rear of the surgery.

External Environment

The Elms Medical Practice is situated in a converted house and is based on two levels. There is disabled access to the building via a fairly steep ramp. There is a short stay, pay and display car park to the rear of the surgery where there were adequate parking spaces. There was clear signage to the surgery from outside the building.

Internal Environment

The internal environment was clean and in good condition. On the days of the visits, the surgery had a steady flow of patients. However, it was quieter later on in the afternoon. The seating in the surgery appeared adequate and we did not see any patients struggling to find a seat. Patients were alerted to their appointments by the GP or nurse calling out the name of the patient.

Reception

There were two receptionists on duty during both visits and no queues formed at reception.

Patient Involvement

There were three noticeboards which were well presented with a range of information provided, including information regarding double appointments and the latest family and friends test results.



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The Patient Engagement Days at The Elms Medical Practice, Ormskirk, took place on Wednesday 5th and Tuesday 11th October 2016. 28 patients shared their views.

Results - Access and Booking Appointments

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

Telephone	Online	At reception	Repeat appointment
89%	0%	11%	0%

(28 patients answered)

Most of the patients booked their appointments by telephone although some booked at reception.

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

0% said Yes

93% said No

7% Said Sometimes

(28 patients answered)

The majority of patients did not use the online booking service.

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
18%	32%	50%	0%	4%

(28 patients answered – some patients ticked more than one option)

Half of the patients did not use the online booking service because they were unaware of it. Many of the patients did not want to use the online booking service whilst some did not use a computer. A minority of patients found booking appointments online unsuitable:

"It's too complex to use online services. I would much rather speak to someone over the telephone."

"You can't book appointments for children online. It's just a nightmare getting appointments for children. It also clashes with school times when you have to telephone."

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

0% said Yes

68% said No

32% were Not Applicable

(28 patients answered)

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

43% said Yes

46% said No

11% said Not Applicable

(28 patients answered)

46% of patients said they did not have difficulties getting same day or urgent appointments. 43% patients said they had difficulties:

"It's usually good here, so long as you ring early."

"I usually manage to get an appointment."

"I have always been lucky. I got to see a doctor although not the one I wanted to see."

"If you phone at 8.30am, the phone lines are really good."

"I sometimes find it difficult. You have to ring at 8.30am and it depends how busy it is."

"It usually take one week or more. Today is the first time I managed to get an appointment for the same day."

"I find it very difficult to make same day/urgent appointments."

"My eldest daughter has really bad asthma. She had an attack but I couldn't get an appointment for her so we had to go to A&E."

"The telephone lines are "murder" from 8.30am."

"There are usually no appointments on the day which forces you to go to the walk-in centre."

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

7% said Yes

61% said No

32% said Not Applicable

(28 patients answered)

The majority of patients said that they did not have any difficulties making routine appointments. 7% said they had difficulties:

"It's usually okay booking generic appointments."

"I am happy to wait two to three days for a routine appointment."

"I always make sure to book a week in advance to ensure I have enough medication."

"There's usually a week's wait for routine appointments."

"No problem at all."

"I have difficulty getting an appointment for a long-term health problem."

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

52% said Excellent

33% said Could Be Improved

15% said Poor

(27 patients answered)

52% of patients said they found their experience of booking appointments excellent. One third of patients said that their experience of booking appointments could be improved, and a minority felt it was poor:

"It is pretty good. It's better than the old system."

"Generally, they're okay. They would usually fit me in but today wasn't great."

"I had to wait a week for an appointment. It would be nice to be seen sooner."

"It would be better if you could get seen in an emergency."

"If I want to make an appointment for something non-urgent, it's difficult to get seen. There's a long wait."

"It's okay."

"You can never get to see who you want to see."

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

82% said Yes

11% said No

7% said Mostly

(27 patients answered)

Most of the patients surveyed said that they found the opening times convenient although a minority of patients did not:

"The surgery does run a clinic after tea sometimes which is helpful."

"It would be better if the surgery had an open surgery."

"Opening later would be better."

"Saturday mornings would be useful as the surgery is not open at weekends."

"It is not convenient in the morning. My husband works and the surgery is only open until 5.30pm."



Results - Quality of Care

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

82% said Happy with staff with Staff **18%** were Happy with Most Staff **0%** were Unhappy

(28 patients answered)

The majority of patients said they were happy with staff at the surgery, although some were happy with most of the staff.

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

86% said Yes **0%** said No **14%** said Most of the Time

(28 patients answered)

The majority of patients felt listened to during their appointments::

"I definitely find the information I receive in my appointments helpful. Everything is very good."

"I mostly feel listened during appointments. It depends who you are seeing."

"In my last appointment, I spoke to a trainee which was difficult. I had to keep repeating myself and the doctor had to refer me to someone else eventually. Apart from that, it's okay here."

"Not all the time. They just do it to get you out and home."



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

89% said Yes **4%** said No **7%** said Most of the Time

(27 patients answered)

The majority of patients said they found the information they received in their appointments helpful.

"I don't usually come. It's very rare I come her, but when I do, it's generally good."

"The doctors don't really ask a lot of questions."

"I'm on an urgent list and therefore don't have to wait very long for appointments."

"The information could be explained better sometimes."

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

44% said Very Satisfied

52% said Satisfied

4% said Unsatisfied

(27 patients answered)

The majority of patients were either satisfied or very satisfied with the care provided:

"It's okay as far as I am concerned"

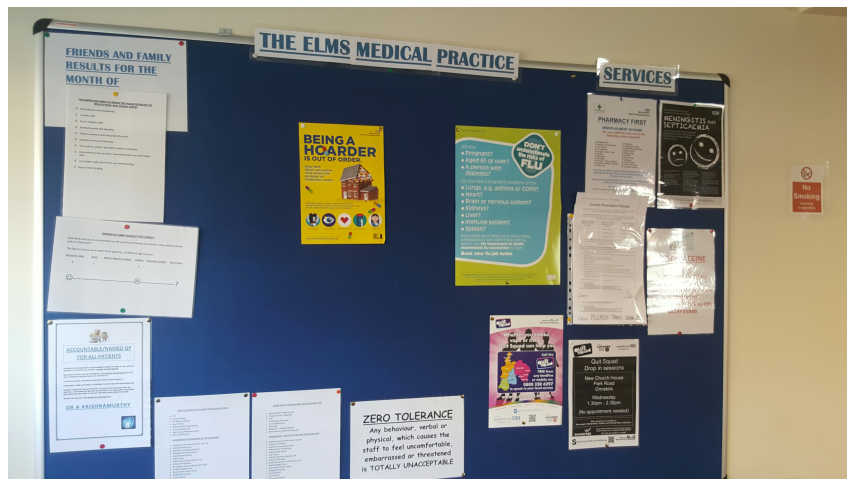
"Everyone is really nice here. You can't fault the doctors here. They're lovely. The care is spot on. It's just getting an appointment that's an issue. When I have telephoned the surgery for my children, and I haven't managed to get an appointment, my GP has told me to go to the walk-in centre."

"The biggest thing is that they have not had permanent doctors for a while (from about the end of June) and so you don't get continuity of service with somebody who knows you."

"We have only got locums currently, but the lady locum is good. I'm disabled and I've had trouble accessing the GP on the ground floor and there is no lift to the first-floor consulting room. I explained when I telephoned for an appointment that I couldn't get upstairs, but it caused a problem when I arrived and the doctor had to come downstairs and see me in the nurse's room."

"You never know what doctor you're going to get. There is no family doctor. The locum is nice and I want him to stay. We get attached to doctors and then they leave."

"The most time I have waited is fifty minutes with a two-year old child. This is from my appointment time to actually seeing the doctor."



Results - Patient Involvement

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

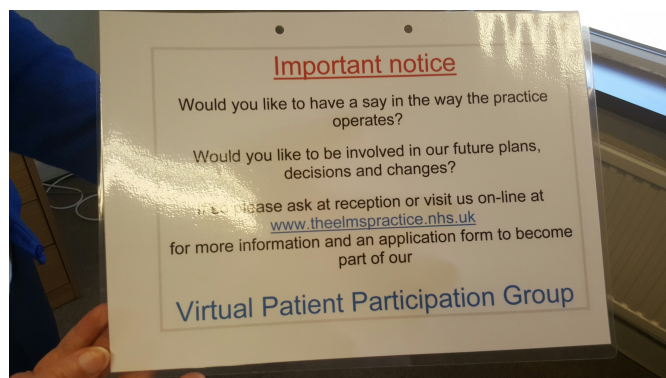
4% said Yes

96% said No

0% said they were already a member

(27 patients answered)

The majority of patients said that they had not heard about the surgery's Patient Participation Group.



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

11% said Yes

70% said No

19% said Maybe

(27 patients answered)

Most of the patients that we spoke to were not interested in joining the Patient Participation Group, whilst some did say they may be interested in joining:

"Too busy. I don't want any other commitments."

"No time for it."

"No time, unfortunately."

"I wouldn't be very helpful as I am happy with the surgery."

"I am going to be moving out of the area soon."

"My partner may be interested in joining."

"It depends; I'm at university so I'm not sure."

15. 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%	86%	14%

(7 patients answered)

Healthwatch Lancashire Summary of Findings

Here is a summary of findings from the visits to The Elms Medical Practice:

- The majority of patients made their appointments by telephoning the surgery. Some patients booked their appointments at reception.
- The majority of patients did not use the online booking facility. The main reason given was that patients were unaware of the service. Several patients did not want to use the online service, as it was easier to telephone.
- Marginally more patients we spoke to said they had no difficulties getting same day /urgent appointments. Of those patients that said they did have difficulties, the main issue raised was trying to get through on the telephone.
- Most of the patients felt the experience of booking their appointments was excellent. A third of the patients said their experience of booking appointments could be improved and 15% said it was poor.
- The majority of patients found the opening times of the surgery convenient.
- The majority of patients were happy with all of the staff at the surgery.
- The majority of patients felt that they were listened to during their appointments and found the information they received helpful.
- 44% of the patients we spoke to were very satisfied with the care provided whilst 52% were satisfied.
- Almost all of the patients had not heard of the surgery's Patient Participation Group and most were not interested in joining.

Response from Provider

Please see the provider's response below.

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

Action Statement

No.	Issues raised by patients	Response or action from provider	To be addressed by	Name of manager responsible
1.	Booking on line	Due to a lack of GPs we have not pushed the online appointment bookings as we have found there tends to be a lot of inappropriate appointments booked with doctors that could have been seen by our nurse clinicians using the on line system. Once we are back to being fully staffed we will look at furthering the on line system.	When we recruit GP's as we have been trying since February 2016 I will not commit to a date.	Yvonne Keogh
2.	Telephone system	We have the cisco system in place for our calls between 8.30-1.00pm 2.00-6.30pm we have 2 receptionists and a call queuing system with a separate line for repeat medication between 11.00-1.00pm and a dedicated emergency line. With the best will in the world we cannot control the phone lines being busy.	Ongoing	Yvonne Keogh
3.	Urgent appointments	We have already addressed the issue of urgent on the day appointments by implementing a nurse clinician lead walk in clinic every morning between 8.30-10.00am	Started 15/11/16	Yvonne Keogh
4.	Patient Participation Group	We had a large campaign a few years ago to get people involved in the virtual PPG but only managed to get 25 ish people involved and since then on sending out surveys and other items of interest only about 5 reply. But I will try another campaign and maybe not virtually if I can get them in for a meeting once in a while to build up a rapport with them that might help.	June 2017	Yvonne Keogh

Additional questions:

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

YES

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

I am pleased that on the whole our patients are generally happy, but the findings that came out of the experience are what I expected. Which is why I tried to put it off until I am fully complimented with Doctors, it's very hard to get a true representation about a practice while they are classed as a vulnerable practice.

The telephone line at a Doctors surgery will always be busy first thing in the morning. This is a standard complaint and not one that's unique to The Elms Medical Practice.

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

The Healthwatch staffs were polite and nice I just wish they could have come at a better time for The Elms Medical Practice.