

Owen Road Surgery

Enter and View Report

Contact details:

Owen Road Surgery
67 Owen Road
Lancaster
LA1 2LG

Date and times of visits:

Monday 9th January 2017 –
4.00pm to 7.30pm
Wednesday 25th January 2017 –
9.00am to 12.00pm

Healthwatch Lancashire representatives:

Ilyas Patel (Lead Project Officer)
Beth Tildesley (Project Officer)
Aysha Desai (Project Officer)

V3.1

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DISCLAIMER

This report relates only to the service viewed at the times of the visits, and is only representative of the views of people who met the Enter and View team on those dates.

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. This is achieved through a core programme of work visiting health and social care services and speaking to service users.

On Monday 9th and Wednesday 25th January 2017, three Healthwatch Lancashire representatives gathered survey responses from patients at Owen Road Surgery in Lancaster, to obtain the views of people using the service and to observe the environment. This report summarises the reviews of 20 patients.

General Information

Owen Road Surgery operates within the Lancashire North Clinical Commissioning Group area and has approximately 9,000 registered patients. The opening times at Owen Road Surgery are usually between 8.00am and 6.30pm Monday to Friday, with extended hours Wednesday and Thursday closing at 7.45pm. There are online facilities including booking appointments, ordering repeat prescriptions and viewing test results. The Practice Manager is Jeanette Cawley.



Methodology

This was an announced Enter and View visit undertaken by authorised representatives from Healthwatch Lancashire who have the authority to enter health and social care premises, to observe and assess the quality of services provided by obtaining the views of people using the service.

These visits were arranged as part of Healthwatch Lancashire's Enter and View schedule in GP surgeries. The aim is to collate feedback from patients on the accessibility and ease of booking appointments, 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 during 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 20 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 completion of 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, Jeanette Cawley, together with the staff at the surgery, for making us feel welcome during the visits.

Enter and View Observations

Location and external environment

The surgery is located close to the town centre and is accessible by bus. There is a pharmacy opposite the surgery. There was a small car park behind the practice with a few spaces, however there was street parking available on the main road. There is disabled access to the surgery, with a ramp and all services are provided on the ground floor.

Internal environment and reception

The surgery appeared to be clean and in good condition. The seating appeared adequate and there was a small area for the children to sit and read a book or draw. We did not see anybody struggling to find a seat. There were two receptionists on duty on the days of our visits, who were very friendly, professional and helpful with the patients. Patients checked in for their appointment at the reception. This caused a short queue but the patients were seen very quickly and checked in by the reception staff.



Patient involvement

There were information boards in the surgery which displayed leaflets and posters about local activities and support groups. The noticeboards were well presented with plenty of useful information. There was information available on the TV as well.

The latest Care Quality Commission report from January 2015 was displayed showing the surgery's overall score of "Good".



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The Enter and View at Owen Road Surgery took place on Monday 9th January 2017 and Wednesday 25th January 2017. 20 patients shared their views.

Patient responses for access and booking appointments

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

Telephone	Online	At reception	Repeat appointment
95%	0%	5%	0%

(20 patients answered)

95% of the patients we spoke to booked their appointment by phone whilst 5% booked at the reception.

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

0% said Yes

100% said No

0% Said Sometimes

(20 patients answered)

100% of the patients we spoke to said they do 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	Unsuitable
11%	68%	16%	0%	5%

(20 patients answered)

Just under 70% of the patients we spoke to did not use the online booking service because they did not want to, whilst 16% were unaware of the service.

Negative or neutral comments about using the online booking service:

"My friend said you cannot get the time you want so I prefer not to use the service and just ring."

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

20% said Yes

15% said No

65% were Not Applicable

(20 patients answered)

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

45% said Yes

50% said No

5% said Not Applicable

(19 patients answered)

45% of patients said they had difficulty getting urgent appointments on the same day, whilst 50% said they had no issues.

Negative or neutral comments about booking urgent appointments:

"Sometimes I find it difficult to get through at 8am."

"I cannot get through on the phone even at 8am and when I do get through there is nothing available."

"I always struggle, it is too late once you get through as all the slots are gone."

"Normally I have a problem but recently it has been ok."

"It is not good when you get turned away when your children are not well."

"It depends on what time you ring."

"Sometimes I find it difficult."

"Getting through on the phone is a nightmare."

"Ringling the practice at 8am is a nightmare. Sometimes you have to try 20 times to get through."

"I have issues ringing the practice, it is a nightmare to get through."

Positive comments about booking urgent appointments:

"I rarely have any problems."

"It is very good, you might not see your doctor but you will always see a doctor."

"Happy with the surgery."

"Most of the time I never have any issues. If I cannot be seen the same day, then they book me in for the next day."

"I used to have issues previously getting an appointment but as they know about my illness now, I do not struggle anymore."

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

0% said Yes

68% said No

32% said Not Applicable

(19 patients answered)

68% of the patients we spoke to said they had no difficulties when booking a routine appointment.

Positive comments about booking routine appointments:

"It used to be an issue but not anymore."

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

37% said Excellent

58% said Could Be Improved

5% said Poor

(19 patients answered)

58% of the patients we spoke to said the experience of booking an appointment could be improved, whilst 5% said it was poor.

Negative or neutral comments about booking appointments:

"Make more appointment slots available. Booking future appointments is a hassle as you cannot do this unless the GP has requested."

"The phones are a nightmare sometimes."

"Show more compassion."

"There could be an improvement for the phone lines, the triage service is good."

"I do feel sometimes you struggle to get urgent appointments, there should be special circumstances if you have a certain illness."

"I had chest pains so I tried to ring my practice, just could not get through so ended up walking there."

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

84% said Yes

0% said No

16% said Mostly

(19 patients answered)

84% of the patients we spoke to said the times of the surgery were convenient.

Negative or neutral comments about the opening times:

"Opening at the weekends could help and more evenings."

Positive comments about the opening times:

"It is good now as they have late evenings."

"I am retired so it is not an issue for me."

"We are retired so it is not an issue, but probably harder for working people."

Patient responses for quality of care

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

95% said Happy with staff **5%** were Happy with Most Staff **0%** were Unhappy with Staff

(19 patients answered)

95% of the patients we spoke to said they were happy with staff whilst 5% were happy with most.

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

89% said Yes **0%** said No **11%** said Most of the Time

(19 patients answered)

Almost 90% of the patients we spoke to felt listened to during their appointment, although 11% said they felt listened to most of the time.

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

95% said Yes **0%** said No **5%** said Most of the Time

(19 patients answered)

95% of patients said that they tended to find the information they received in their appointments helpful whilst 5% said they mostly found information helpful.

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

42% said Very Satisfied **53%** said Satisfied **5%** said Unsatisfied

(19 patients answered)

53% of the patients said that they were satisfied with the care provided whilst 42% said they were very satisfied. 5% were unsatisfied with the care provided.

Positive comments about the quality of care:

"I am very satisfied with the service provided here."

Patient responses for patient involvement

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

0% said Yes

100% said No

(19 patients answered)

14. We asked those that answered No to Question 13: 'Is this something you would be interested in?'

5% said Yes

74% said No

21% said Maybe

(19 patients answered)

74% of the patients we spoke to said that they were not interested in joining the surgeries Patient Participation Group, although 21% said they may be interested and 5% said they were interested.

Comment:

"If I had the time I would but I am just too busy at the moment."

15. We asked those that answered Yes or Maybe to Question 14, 'How would you like to be involved?'

Attend regular meetings only	Online only	Attend both meetings and online
0%	100%	0%

(1 patient answered)

Healthwatch Lancashire Summary of Findings

Here is a summary of findings from the visits to Owen Road Surgery:

- 95% of the patients we spoke to usually booked their appointments by phone whilst 5% booked at the reception desk.
- 100% of the patients we spoke to said they do not use the online booking service.
- Just under 70% of the patients we spoke to did not use the online booking service because they did not want to, whilst 16% were unaware of the service, 11% did not use a computer and 5% found it unsuitable.
- Of those that were applicable, 20% of patients received a reminder for their appointment, although 15% did not.
- 45% of patients said they had difficulty getting urgent appointments on the same day.
- No patients that were applicable had difficulties booking routine appointments.
- 58% of the patients said their experience of booking appointments could be improved, 5% said it was poor and 37% said it was excellent.
- 84% of the patients we spoke to said the opening times of the surgery were convenient.
- 95% of the patients we spoke to said they were happy with staff, whilst 5% were happy with most.
- Almost 90% of the patients we spoke to felt listened to during their appointment, whilst 11% said they felt listened to most of the time.
- 95% of patients said they tended to find information they received in their appointments helpful, whilst 5% found information helpful most of the time.
- 53% of the patients said that they were satisfied with the care provided whilst 42% said they were very satisfied. 5% were unsatisfied with the care provided.
- None of the patients we spoke to had heard of the surgery's Patient Participation Group and 74% said that they were not interested in joining. 26% said they were or may be interested in joining.
- The latest Care Quality Commission report from January 2015 was displayed in the waiting room showing the surgery's overall score of "Good".

Response from Provider

Action Statement

No.	Issues raised by patients	Response or action from provider	To be addressed by	Name of manager responsible
1.	No Knowledge of patient participation group	Information on Patient Participation group and how to join has been included in all patient communications, including Newsletters, waiting room room screens, notice boards and patient handouts for a long time. However, we will improve the visibility of this throughout the practice.	August 2017	Jeanette Cawley
2.	Difficulty in getting urgent appointments on the same day	<p>The practice implemented a ‘same day acute appointment’ service from Sept 2016. The number of same day appointments increased over the past six months as has the number of appointments available to book in advance. We will improve our patient communications around this & continue to monitor the effectiveness of the new service.</p> <p>Note: on one of the days that the Healthwatch survey took place (Wed 25th January) the practice, along with all practices in the CCG, were closed for half a day for Protected Learning Time events. Arrangements were fully in place with the Out of Hours provider and we had offered an increased number of appointments the day before, on the morning and after the afternoon closure. We published a by-pass number to the surgery and also kept door open for patients that wanted to come into the practice to collect scripts, make appointments and so on.</p>	June 2017	Jeanette Cawley
3.	Appointment reminder	Patients receive two automated text reminders of appointments. One at the time of booking and a second 48 hours prior to appointments. The receipt of these texts is reliant on correct and current mobile telephone numbers in the patient records. We display notices asking patients to let us know if they have	November 2017	Jeanette Cawley

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		changed their contact details. We are moving to a new text service in the next 6 months and will monitor the effectiveness of this.		
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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?**

Despite best efforts it is disappointing that some patients still feel that they are unable to get appointments either on the day or in advance. We offer a wide range of appointments throughout the day and early evening and regularly monitor the availability of appointments. On average a patient can book an appointment in advance in under 5 days. There is a full 'on the day' service which is led by a GP and Nurse Practitioners. We are offering more availability to 'on the day appointments' than ever before.

So, whilst it's not a new learning we will be reviewing the effectiveness of our communications to patients.

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

All fine, thanks.

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