

Avenham Lane Practice

Enter and View Report

Contact details:

Avenham Lane Practice
Avenham Lane
Preston
PR1 3RG

Date and times of visits:

Tuesday 7th February 2017 – 9am to 12pm
Tuesday 7th March 2017 – 2pm to 6pm
Wednesday 22nd March 2017 – 4pm to 6pm

Healthwatch Lancashire representatives:

Beth Tildesley (Lead Project Officer)
Ilyas Patel (Project Officer)
Tim Snashall (Volunteer)
David Barnett (Volunteer)

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.

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

On Tuesday 7th February, Tuesday 7th March and Wednesday 22nd March 2017, four Healthwatch Lancashire representatives gathered survey responses from patients at Avenham Lane Practice in Preston, to obtain the views of people using the service and to observe the environment. This report summarises the reviews of 20 patients.

General Information

Avenham Lane Practice operates within NHS Greater Preston Clinical Commissioning Group area and has 3,248 registered patients. The surgery opening times are usually between 9am and 5.30pm Mondays/Tuesdays/Fridays, 9am and 7.45pm on Wednesdays and 9am and 1pm on Thursdays. The surgery is also currently closed on Saturdays and Sundays. There are online facilities including booking appointments, ordering repeat prescriptions and accessing medical records. The Practice Manager is Kathryn Wild.



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, Kathryn Wild, together with the staff at the surgery, for making us feel welcome during the visits.

Enter and View Observations

Location and external environment

The practice is located close to Preston town centre and is accessible by bus. The nearest pharmacy is Avenham Pharmacy (0.2 miles/3-minute walk). The surgery has its own car park with disabled parking, although this is small and often full. There is disabled access to the surgery (including disabled WC) and all services are provided on the ground floor.

Internal environment and reception

The surgery appeared to be clean, organised and in good condition. The centre is split into two areas which are both well-signposted and there is a reception desk in the entrance. The seating appeared adequate for the number of patients and we did not see anyone struggling to find a seat. There were two receptionists on duty on the days of our visits, who appeared friendly, professional, and helpful with the patients both over the phone and in person. Patients were alerted to their appointments by a display screen on the wall, where a loud beep and flashing light would correspond with the practitioners' name. This caused some confusion with patients, as no one was called by name in the first instance, they could not be sure whose appointment was next. If the patient did not respond the receptionist would then call them by name. No queues formed at reception, although it was observed that the reception area was very small which may not be ideal for push chairs or wheelchairs.

Patient Involvement

There were many informative posters up and around the waiting room, including information on the 'Language Line' translation service, chaperones, and appropriate use of the GP surgery. There was also a surgery information booklet available on the reception desk which details all the services and facilities at the surgery, as well as information on the complaints procedure.

There were also noticeboards and leaflets displaying information on public health updates which were all clearly visible. There was no information on display about the surgery's Patient Participation Group. There was some out of date information regarding an Our Health Our Care event on the wall.

At the time of the Healthwatch Lancashire visits, the latest Care Quality Commission report from 22nd November 2013 was not displayed. However, the information was available on the Care Quality Commission website, showing the surgery met all of the standard requirements.

The Care Quality Commission revisited Avenham Lane Practice and published their report in March 2017, rating the surgery as inadequate in all inspection areas.

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The Enter and View visits at Avenham Lane Practice took place on Tuesday 7th February, Tuesday 7th March and Wednesday 22nd March 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
75%	0%	25%	0%

(20 patients answered)

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

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

(20 patients answered)

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 log in details yet	Unsuitable
20%	60%	20%	0%	0%

(20 patients answered)

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

10% said Yes **58%** said No **32%** were Not Applicable

(19 patients answered)

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

63% said Yes

32% said No

5% said Not Applicable

(19 patients answered)

Negative or neutral comments about booking urgent appointments:

"I called yesterday at 8:30am but all the appointments are gone by then so you have to ring up the next day."

"It's very busy on the phone and it's difficult to arrange appointments around school pick up times."

"It's always busy on the phones at 8:30am, it's full of hypochondriacs taking all the appointments. The phones are usually busy until around 11:30am then when you get through all the appointments are gone."

"Sometimes."

"I called yesterday at 8:30am but all the appointments are gone by then so you have to ring up the next day."

"It's very hard to get urgent appointments. There are never appointments in the afternoon so you have to call back on another day."

"You can't get through on the phone, then when you do there's no appointments left."

"It's a phone issue, always engaged, can never get through."

"Always an issue getting appointments in the morning."

"I always come in person because of phone issues."

Positive comments about booking urgent appointments:

"When I rang up this morning I was told it would be a week for an appointment, luckily I managed to show them that I had a lump on my veins so they managed to fit me in. Otherwise I would have just gone to the walk-in centre at Blackpool."

"They see you straight away, I've been with the practice 17 years."

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

22% said Yes

56% said No

22% said Not Applicable

(18 patients answered)

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

35% said Excellent

53% said Could Be Improved

12% said Poor

(17 patients answered)

Negative or neutral comments received about booking appointments:

"Too many people use the GP as an excuse for a meeting place, they're down here every week misusing the services. It makes it difficult for people like me to get genuine appointments."

"They're always nice and polite when you phone up but you can't always get an appointment."

"The problem is ringing, you can never get through, the phones are constantly engaged at 8:30am."

"Phone lines are a nightmare."

"The only way you can get any appointments at this place is by phoning up between 8:30am and 9am in the morning but you can hardly get through, and if they are full that day they don't offer you the next available appointment for the next day or whenever, you have to phone again the next morning and try again."

"Booking appointments is awful."

No additional positive comments were received about booking appointments.

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

88% said Yes

0% said No

12% said Mostly

(17 patients answered)

Negative or neutral comments about the opening times:

"It does shut a bit early for my liking."

No positive comments were received about the convenience of opening times.

Patient responses for quality of care

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

47% said Happy with Staff **53%** were Happy with Most Staff **0%** were Unhappy with Staff

(17 patients answered)

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

94% said Yes **0%** said No **6%** said Most of the Time

(16 patients answered)

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

93% said Yes **0%** said No **7%** said Most of the Time

(15 patients answered)

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

29% said Very Satisfied **65%** said Satisfied **6%** said Unsatisfied

(17 patients answered)

Negative or neutral comments about the quality of care:

"It's a very short time during the appointment, you can't always get through everything before the time runs out."

No positive comments were received about the quality of care provided.

Patient responses for patient involvement

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

6% said Yes

94% said No

0% said they were already a member

(17 patients answered)

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

6% said Yes

81% said No

13% said Maybe

(16 patients answered)

Only one patient had heard of the surgery's Patient Participation Group. The majority of patients were not interested in joining:

"I will be leaving the country soon."

"I work full time."

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%

(3 patients answered)

Healthwatch Lancashire Summary of Findings

Here is a summary of findings from the visits to Avenham Lane Practice:

- The majority of patients (75%) booked their appointments by telephone whilst 25% of patients book their appointments in person at reception.
- None of the patients we spoke to used the online booking service.
- When asked why they did not use the online booking service, 60% of patients said this is because they don't want to and 20% do not use a computer and 20% of patients were unaware of the service.
- Most of the patients that were applicable said they did not receive a reminder for their appointment, with 10% of patients saying that they had.
- 63% of patients said that they experienced difficulties booking urgent appointments on the same day. 32% said they had no difficulties.
- 56% of patients said that they had no difficulties booking routine appointments. 22% of patients had experienced difficulties.
- 35% of patients rated their experience of booking appointments at this surgery as excellent. A further 53% said it could be improved, whilst 12% rated their experience as poor.
- A large majority of patients (88%) said that the opening times of this surgery were convenient for them. 12% said the opening times were mostly convenient.
- 46% of patients were happy with all staff at the surgery, although 53% said they were happy with most of the staff.
- A large majority of patients (94%) said they tend to feel listened to during their appointments. The remaining 6% said they felt listened to most of the time.
- 93% of patients surveyed said they tend to find the information they receive during their appointments helpful. The remaining 7% said they found it helpful most of the time.
- Overall, 29% of patients said they were very satisfied with the care provided at this surgery and a further 65% said they were satisfied. 6% of patients said they were unsatisfied with the care provided.
- Only 1 of the patients surveyed said they had heard of the Patient Participation Group. Most patients (94%) had not.
- A large majority of patients (81%) said they would not be interested in joining the surgery's Patient Participation Group. 6% of patients said they would be interested and a further 13% said maybe.
- Of the three patients who said they may be interested in joining the surgery's Patient Participation Group, all said they would be interested in participating online only.
- At the time of the Healthwatch Lancashire visits, the latest Care Quality Commission report from 22nd November 2013 was not displayed. The Care Quality Commission revisited Avenham Lane Practice and published their report in March 2017, rating the surgery as inadequate in all inspection areas.

Response from Provider

The practice manager was provided with this report to check for factual inaccuracies and to respond to the findings. To date a response has not been received.