

Ormskirk Medical Practice

Enter and View Report

Contact details:

Ormskirk Medical Practice
18 Derby Street
Ormskirk
L39 2BY

Date and times of visits:

Wednesday 18th January 2017
9.00am to 12.30pm
Thursday 26th January 2017
3.00pm to 6.00pm

Healthwatch Lancashire representatives:

Aysha Desai (Lead Project Officer)
Amanda Higgins (Senior Project Officer)
Ilyas Patel (Project Officer)
Jessica Wood (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.

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 Wednesday 18th and Thursday 26th January 2017 four Healthwatch Lancashire representatives gathered survey responses from patients at Ormskirk Medical Practice in Ormskirk, to obtain the views of people using the service and to observe the environment. This report summarises the reviews of 30 patients.



General Information

Ormskirk Medical Practice operates within the West Lancashire Clinical Commissioning Group area and has 8,677 registered patients. The surgery opening times are usually between 8.30am and 6.00pm Monday to Friday. There are online facilities including booking appointments, ordering repeat prescriptions and viewing medical records. The surgery offers annual health checks for patients with learning disabilities. The Practice Manager is Jo DeBacker.



Front view of surgery



Rear of surgery with disabled access to ground floor waiting area

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 shared with relevant stakeholders and published on the Healthwatch Lancashire website at: healthwatchlancashire.co.uk/reports

This report reflects the views of 30 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, Jo DeBacker, 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 operates from a converted house on a main road in the centre of Ormskirk and is based on two levels. There are two pharmacies in close proximity to the surgery. The surgery does not have its own car park, however, there is a short stay pay and display car park to the rear of the surgery which also has disabled parking bays. There were adequate spaces in the car park on the days of the visits. There is disabled access at the rear of the surgery leading to a ground floor waiting room. There was clear signage to the surgery from outside the building.

Internal environment and reception

The internal environment was clean and in good condition. A narrow hallway led to the reception area situated to the right. A digital booking-in screen was also present in the hallway. There was a waiting room downstairs available for people with mobility issues. Two additional waiting rooms were on the first floor. On the days of the visits, there was a steady flow of patients.



There was one receptionist at the desk on the days of the visits, who appeared friendly, professional and helpful with patients. There were additional staff working to the rear of the reception desk. An induction loop was available for patients who are hard of hearing and free public wi-fi was also available. Patients were alerted to their appointments via an intercom system or via the doctor or nurse coming out of their rooms to call the patient by name. It was noted that the intercom system was not very clear.

Patient Involvement

There were noticeboards in all the waiting areas displaying a range of information, including support groups and public health updates. Information on how to make a complaint was also clearly displayed. Information on the surgery's Patient Participation Group was displayed in a laminated newsletter on tables in the waiting area.



The latest Care Quality Commission report from 8th September 2016 was displayed in the waiting room, showing the surgery's overall score of "Good".

The Enter and View at Ormskirk Medical Practice took place on Wednesday 18th January and Thursday 26th January 2017. 30 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
97%	0%	3%	0%

(30 patients answered)

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

13% said Yes

87% said No

0% Said Sometimes

(30 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 login details yet	Find it unsuitable
7%	56%	18%	0%	19%

(30 patients answered)

Negative or neutral comments about using the online booking service:

"The online service is not always reliable. I've booked online but it hasn't worked, so I don't bother now."

"I struggle to get appointments when I come to reception. I did try using online booking but it's a waste of time."

"I have tried the online booking system but it doesn't work."

"I have tried the online booking system but it isn't working. Maybe they should keep a section available for routine appointments."

"I have a habit of using the telephone to book appointments."

"I have struggled getting appointments online. I get referred to the surgery."

"It's easier to telephone."

"I have tried but there are never any appointments left. I moved GP's because of availability of appointments."

"I don't use online booking because there's only a few options available and it only seems to give choice of booking appointments with the last doctor you have seen. There are no nurse options either. I don't know how they would improve as everyone wants an appointment on the same day."

"I use online booking to get my prescription but not booking appointments."

Healthwatch Lancashire Enter and View Report

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

7% said Yes

63% said No

30% were Not Applicable

(30 patients answered)

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

54% said Yes

43% said No

3% said Not Applicable

(30 patients answered)

Negative or neutral comments about booking urgent appointments:

"I have to ring up at 8.30am and you are put in a queue. Sometimes I have been in a queue of ten people. Then, by the time I get through, there are no appointments left."

"I sometimes find it difficult to make urgent appointments on the same day."

"The telephone lines open at 8.30am. There is a queue system and when you get through there are no appointments left."

"I have struggled sometimes in the past."

"I have to ring at 8.30am and when you work this is difficult."

"I have to spend a lot of time waiting on the phone. When I get through I can't always get a next day appointment."

"I recently moved to this area from town and I've found a big difference in care at the GP and hospital. It's not that far away. I can't get same day appointments here."

"I have not tried, but I've heard that it's hard."

"There is a phone delay of about 40 minutes."

"I occasionally find it difficult, but I don't come very often. They try to accommodate me with times of appointments."

"I struggled last time; they sent me to the walk-in centre because they had no availability."

"I struggled to get appointments after Christmas; I couldn't get an appointment until after 17th January. I don't struggle to get through on the telephone but when I get through there are no appointments left. I have never been able to book appointments at reception."

Positive comments about booking urgent appointments:

"They're really good."

"If you persevere in the morning, you can get an appointment."

"It's a very good system."

Healthwatch Lancashire Enter and View Report

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

27% said Yes

53% said No

20% said Not Applicable

(30 patients answered)

Negative or neutral comments about booking routine appointments:

"I have to wait a long time for a routine appointment of around one to two weeks."

"I have to wait about two weeks for a routine appointment. At my old surgery, I only had to wait about one to two days and I could always get a same day appointment."

"It depends on who I want to see."

"I have to wait a few weeks for one which is a long time to wait."

"I was amazed at getting this appointment as I normally struggle."

"I have struggled to get routine appointments as the 'books' for routine appointments are shut when I have tried."

"It's hard getting a routine appointment."

"Waiting two weeks for an appointment is too long."

"It's difficult. I've been trying for two months. You can only book a fortnight in advance. The hours are not flexible as you have to phone back on certain days."

"I have to wait for a routine appointment for two weeks. I didn't have to do that at my old surgery."

Positive comments about booking routine appointments:

"No problem getting a routine appointment two to three weeks in advance."

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

21% said Excellent

72% said Could Be Improved

7% said Poor

(29 patients answered)

Negative or neutral comments about booking appointments:

"Too many questions are asked by the receptionists."

"It used to be excellent but it's gone downhill now."

"The only problem I have is booking appointments with a female doctor as she only works part-time, so I struggle sometimes."

"Last time it took me ages to get an appointment. I understand that the surgery is stretched."

"I would prefer to see the GP of my choice."

"This is one of the better surgeries. I would say that it could be improved but only by reducing the number of patients."

"I've had to wait a few weeks to get this appointment and I felt it was urgent. I've had to go to the walk-in centre in the past. When the walk-in centre telephoned the surgery, they managed to get me an appointment for that day. It shouldn't have to be that way around."

Healthwatch Lancashire Enter and View Report

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

86% said Yes

4% said No

10% said Mostly

(29 patients answered)

Negative or neutral comments about the opening times:

"There could be later appointments for people who work or have other commitments."

"Being a pensioner means it's convenient for me. If you work, then it's probably not convenient."

"My husband works which means he struggles."

Positive comments about the opening times:

"I am retired so I can come anytime."

Patient responses for quality of care

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

66% were Happy with Staff **34%** were Happy with Most Staff **0%** were Unhappy with Staff

(29 patients answered)

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

93% said Yes

0% said No

7% said Most of the Time

(29 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

(29 patients answered)

Healthwatch Lancashire Enter and View Report

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

52% said Very Satisfied

48% said Satisfied

0% said Unsatisfied

(29 patients answered)

Negative or neutral comments about the quality of care:

"It would be better if I could see the same doctor."

"They are generally very helpful; so long as everything falls in line with normal procedure, everything works well.

Today that wasn't the case; the results of a blood test from hospital were received today and the doctor arranged for my appointment, but when I arrived it hadn't been booked and the receptionist said I had just shown up. It seems because this has deviated from normal procedure, things didn't work well."

"It would be good to have one GP rather than seeing different ones on each appointment."

"There's not a lot of privacy at reception when others are waiting in the queue."

"I should be able to book appointments in advance. I have heard elderly patients get an appointment within a week, but I have struggled."

"Some of the receptionists could be nicer. They are a bit abrupt and ask why I need to see the doctor."

"Sometimes the receptionists are a bit difficult. It irritates me that I have to explain why I need to see the GP. When I get to see the GP, I am very satisfied. I have struggled to get routine appointments even though the surgery says you can book three weeks in advance. When I have enquired about test results, the receptionist has informed me that they have come back fine, however I have later found there was a problem. My daughter and I have both found out later from the GP/nurse that the results were not fine. This has happened a few times, so now I just make an appointment with the GP and ask about the results."

"The odd receptionist has a personality problem."

Positive comments about the quality of care:

"I am very satisfied with the care. I have been coming here a long time."

"All the staff are good."

"All the staff are lovely."

"Everyone has always been very nice."

"The staff are very friendly and helpful."

"There's a receptionist that's lovely and helpful. The GP is lovely."

"The doctors are lovely here and I am not bothered which GP I see."

"Everyone I've seen is nice. One of the doctors is lovely. I try to go to her all the time but if it's an emergency, I would go to anyone. I would rather go to the same doctor for ongoing problems so I don't have to keep repeating myself."

Patient responses for patient involvement

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

10% said Yes **90%** said No **0%** said they were already a member

(29 patients answered)

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

14% said Yes **72%** said No **14%** said Maybe

(29 patients answered)

The majority of patients had not heard of the surgery's Patient Participation Group whilst 28% of patients said they were or may be interested in joining:

- "I read about it on a newsletter that was on the table in the waiting area yesterday."
- "I haven't got time to go."
- "I'm too busy."
- "I have no time."
- "If I had more time, I would be interested."
- "I have difficulties getting to the surgery so I am not interested."



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
57%	29%	14%

(7 patients answered)

Healthwatch Lancashire Summary of Findings

Here is a summary of findings from our visits to Ormskirk Medical Practice:

- The majority of patients booked their appointments by telephoning the surgery.
- The majority of patients did not use the online booking service. The main reason given was that they did not want to. Many patients had tried to use the service but had encountered difficulties and therefore gave up.
- The majority of patients had not received a reminder for their appointment on the days of the visits.
- Over half of patients said they struggled to get urgent appointments on the same day, although 43% said they did not have difficulties.
- Over half of patients did not struggle to get routine appointments, although 27% of patients did have difficulties.
- The majority of patients said that their experience of booking appointments at the surgery could be improved, 7% said it was poor and 21% said it was excellent.
- The majority of patients said they found the opening times convenient, although 14% said that the opening times were mostly convenient or not convenient.
- The majority of patients were happy with the staff, although 34% were happy with most of the staff.
- 93% of patients felt that they were listened to during their appointments and the same number felt the information they received in their appointments was helpful.
- Just over half of patients said they were very satisfied with the care provided whilst 48% said they were satisfied.
- The majority of patients had not heard of the surgery's Patient Participation Group and most were uninterested in joining. However, 28% of patients either said they were interested or may be interested.
- The latest Care Quality Commission report from 8th September 2016 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.	Difficulty getting appointments	Unfortunately, as is the case nationally, we do struggle to provide the capacity to see the all the patients who request to see a GP. Our list size continues to increase and we have been advised that we cannot close our list. We have recruited an Advanced Nurse Practitioner to help with capacity, but we have now also outgrown our building as we have no available consulting rooms for any additional clinical staff. We are therefore looking to relocate our premises.		Jo DeBacker
2.	Reminder service	We don't offer a reminder service but this is something we will consider for the future, particularly as we are having an increase in patients not attending their appointments.		

Additional questions:

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

No, we understand the issues that our patients are experiencing and we appreciate how frustrating the difficulties in obtaining appointments can be. Although we have over 1000 patients registered for on-line services, we need to improve these numbers to help alleviate the telephone queues.

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

It has been useful to have an independent assessment of the problems our patients are experiencing in relation to the appointments, however we are well aware of the problems. We do have regular feedback from our Patient Group and have already discussed the issues that have been raised here.

Could the Health watch team do anything better ? No, the team were excellent, it may be helpful to look at the information they gather alongside other data such as Patient questionnaires carried out by the Practice and our Friends and Family feedback to get a fuller picture, but on the whole it was a helpful experience.

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