

Regent House Surgery

Enter and View Report

Contact details:

Regent House Surgery
21 Regent Road
Chorley
PR7 2DH

Date and times of visits:

Tuesday 10th January - 9.00am to 12.00pm
Thursday 19th January - 3.00pm to 6.00pm

Healthwatch Lancashire representatives:

Beth Tildesley (Lead Project Officer)
Kerry Galloway (Projects Manager)
Amanda Higgins (Senior 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 Tuesday 10th and Thursday 19th January 2017, three Healthwatch Lancashire representatives gathered survey responses from patients at Regent House Surgery in Chorley, to obtain the views of people using the service and to observe the environment. This report summarises the reviews of 32 patients.

General Information

Regent House Surgery operates within NHS Chorley with South Ribble Clinical Commissioning Group area and has 8,225 registered patients. It also a teaching practise. The surgery opening times are usually between 8.00am and 6.30pm Monday to Friday, with extended opening hours Monday to Thursday 6.30pm to 7.30pm and Saturday 9am to 2.30pm. There are online facilities including booking appointments, ordering repeat prescriptions, and accessing medical records. The Practice Manager is Mrs Sue Jezzard.



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 32 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, Sue Jezzard, 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 Chorley town centre and is accessible by bus. There is a pharmacy on the next street corner. The surgery has its own car park and there is access to one-hour street parking outside. There is disabled access to the surgery and all services can be provided on the ground floor.

Internal environment and reception

The surgery appeared to be clean, organised and in good condition. There was a play area for children, as well as a decorative fish tank and magazines made available. The seating appeared adequate for the number of patients and we did not see anyone struggling to find a seat. There were three receptionists on duty on the days of our visits, who appeared friendly, professional, and helpful with the patients. Patients were alerted to their appointments over a tannoy in the waiting area. Some queues did form at the reception desk, although patients were seen quickly.

Patient Involvement

There were noticeboards and leaflets displaying information on support groups and public health updates. A poster on the surgery's Patient Participation Group was on display.

The latest Care Quality Commission report from 27th April 2016 was not displayed. The information was available on the surgery website, showing the surgery's overall score of "Good".

Healthwatch Lancashire Enter and View Report

The Enter and View at Regent House Surgery took place on Tuesday 10th and Thursday 19th January 2017. 32 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
74%	7%	19%	0%

(31 patients answered)

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

9% said Yes **82%** said No **9%** Said Sometimes

(32 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
12%	54%	3%	19%	12%

(26 patients answered)

Negative or neutral comments about using the online booking service:

"I've tried to use it in the past but I've been told I need to do something at reception first"

"I was told it would take a couple of days to register so I didn't bother."

"I've forgotten my registration and just haven't bothered since."

"I tried once but didn't get anywhere."

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

56% said Yes **25%** said No **19%** were Not Applicable

(32 patients answered)

Comments from patients about receiving reminders for their appointments:

"They gave me a print out when I booked the appointment so I didn't need a reminder."

"I got a text reminder straight away."

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

53% said Yes

38% said No

9% said Not Applicable

(32 patients answered)

Negative or neutral comments about booking urgent appointments:

"I got up early especially today to make sure I could see someone. It's frustrating when you feel poorly and you need to see someone."

"It's just a case of getting through on the phone, but once you're through it's fine. I usually come with the kids and if it is for them they're really good."

"You're lucky to get in within a month. I rang for myself yesterday and it took ten minutes to get through and they told me the next appointment is in three weeks. Once I'd spoken to the doctor though they managed to fit me in."

"You ask for an appointment but there's no availability. It is very difficult to get through reception. They've offered me phone consultations but I don't think it is satisfactory talking to an unknown doctor."

"I find it difficult getting appointments for my son, but I don't have any difficulties."

"Sometimes, it can take up to two weeks to see the doctor you want."

"You can do on occasion, but it's the same everywhere, they've got so many people to see."

Positive comments about booking urgent appointments:

"They've got a doctor you can speak to on the phone first and if he thinks you need to come in they'll get you in."

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

25% said Yes

50% said No

25% said Not Applicable

(32 patients answered)

Negative or neutral comments about booking routine appointments:

"It takes longer than it used to but I have no complaints."

"No difficulties overall, just the usual trying to get through on the phone."

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

45% said Excellent

45% said Could Be Improved

10% said Poor

(29 patients answered)

Negative or neutral comments about booking appointments:

"I understand the pressure the doctors are under. We could criticise forever but it's difficult, I understand and sympathise with them, but it is frustrating when you're poorly."

"I think every surgery is the same at the moment, it's no different here."

"It could be improved for emergency appointments."

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

94% said Yes

3% said No

3% said Mostly

(30 patients answered)

Negative or neutral comments about the opening times:

"There could be more evening and weekend availability; they do have this service but it's very difficult to get in as both my partner and I work full time."

Patient responses for quality of care

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

80% said Happy with Staff **17%** were Happy with Most Staff **3%** were Unhappy with Staff

(29 patients answered)

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

96% said Yes

0% said No

4% said Most of the Time

(28 patients answered)

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

100% said Yes

0% said No

0% said Most of the Time

(28 patients answered)

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

43% said Very Satisfied

57% said Satisfied

0% said Unsatisfied

(28 patients answered)

Negative or neutral comments about the quality of care:

"It's my first appointment today. I don't hear very well and I wish they'd put patient names up on the screen because I'm worried I'm not going to hear my name called over the tannoy."

"Receptionists can be a bit fierce to get through for an appointment but the doctors are nice."

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Positive comments about the quality of care:

"Practice nurses are fabulous. They are very understanding, I think of them as family."

Patient responses for patient involvement

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

21% said Yes

79% 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?'

7% said Yes

86% said No

7% said Maybe

(28 patients answered)

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

"I'm too busy."

"I'll leave that to the younger people."

"I think it would end up like a bingo game."

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
33%	67%	0%

(3 patients answered)

Healthwatch Lancashire Summary of Findings

Here is a summary of findings from the visits to Regent House Surgery:

- The majority of patients (74%) booked their appointments by telephone whilst 19% of patients book their appointments in person at reception.
- The majority of patients did not use the online booking service.
- Of those who said they do not use online booking, 54% of patients said this is because they don't want to. 19% of patients said that they do not have their log in details and 12% do not use a computer. A further 12% of patients found online booking to be unsuitable and 3% of patients were unaware of the service.
- Most of the patients we spoke to said they had received a reminder for their appointment. 25% had not received a reminder.
- 53% of patients said that they experienced difficulties booking urgent appointments on the same day. 38% said they had no difficulties.
- 50% of patients said that they had no difficulties booking routine appointments. 25% of patients had experienced difficulties.
- 45% of patients rated their experience of booking appointments at this surgery as excellent. A further 45% said it could be improved, whilst 10% rated their experience as poor.
- A large majority of patients (94%) said that the opening times of this surgery were convenient for them. 3% said the opening times are mostly convenient, and 3% said the opening times were not convenient.
- The majority of patients (80%) said that they were happy with all staff at the surgery. 17% of patients said they were happy with most of the staff and 3% said they were unhappy with all staff.
- A large majority of patients (96%) said they tend to feel listened to during their appointments. The remaining 4% said they felt listened to most of the time.
- All of the patients surveyed said they tend to find the information they receive during their appointments helpful.
- Overall, 43% of patients said they were very satisfied with the care provided at this surgery and a further 57% said they were satisfied.
- Only 21% of the patients surveyed said they had heard of the Patient Participation Group. Most patients (79%) had not.
- A large majority of patients (86%) said they would not be interested in joining the surgery's Patient Participation Group. 7% of patients said they would be interested and a further 7% said maybe.
- Of those who said they may be interested in joining the Patient Participation Group, 33% said they would only be interested in attending regular meetings, whilst the remaining 67% said they would be interested in participating online only.
- The latest Care Quality Commission report from 27th April 2016 was not displayed. The information was available on the surgery website, showing the surgery's overall score of "Good".

Response from Provider



Regent House Surgery

Action Statement

No.	Issues raised by patients	Response or action from provider	To be addressed by	Name of manager responsible
1.	Need to promote the online access	Advertise the online booking appointments and ordering repeat prescription service. To try to increase uptake.	Immediately	Sue Jezzard

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?

No.

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

No, they were professional and didn't intrude on the patients' time but managed to gain valuable information which we will display on our website.

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