

**Waterloo Road Medical
Centre
Blackpool**

Enter and View Report



Wednesday 2nd and Thursday 3rd August 2017

DISCLAIMER

This report relates only to the service viewed at the time of the visit, and is only representative of the views of the staff, visitors and residents who met members of the Enter and View team on that date.

Contact Details:

178 Waterloo Road, Blackpool, FY4 3AD

Staff met during visits:

Kim Hookings - Practice Manager

Kim Creely - Receptionist

Helen Drury - Receptionist

Date and time of visits:

Wednesday 2nd August at 9am - 12.30pm

Thursday 3rd August at 4pm - 7.30pm

Healthwatch Blackpool Authorised Representatives:

Katie Taylor (Lead Senior Project Officer)

Nick Colledge (Project Officer)

Kim Rushton (Volunteer)



CQC Report for Waterloo Road Medical Centre 3rd September 2015

<http://www.cqc.org.uk/location/1-542508550>

Overall Outstanding	Safe	Good ●
	Effective	Outstanding ☆
	Caring	Good ●
	Responsive	Outstanding ☆
	Well-led	Outstanding ☆

[Read overall summary](#)

Introduction

Healthwatch Blackpool is committed to listening to patients and members of the public in Blackpool. We make 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 individuals using the services.

Both visits to the surgery were announced Enter and View visits undertaken by authorised representatives from Healthwatch Blackpool with support from colleagues and volunteers at Healthwatch Lancashire. Local Healthwatch has the authority to enter health and social care premises announced or unannounced, to observe and assess the nature and quality of services and obtain the views of those people using the service.

The team compile a report reflecting observations and feedback from people using the service, making comment where appropriate. The report is sent to the service manager, in this case the practice manager for validation of the facts. Any response from the manager is included within the final version of the report which is published on the Healthwatch Blackpool website at www.healthwatchblackpool.co.uk

On Wednesday 2nd August 2017 at 9am - 12.30pm and Thursday 3rd August 2017 at 4pm - 7.30pm, two Healthwatch Blackpool representatives gathered survey responses from patients at Waterloo Medical Centre in Blackpool, to obtain the views of people using the service and to observe the environment. This report summarises the reviews of 53 patients.

Methodology

These visits have been arranged as part of Healthwatch Blackpool's Enter and View GP Services programme.

The aim is to collate feedback from patients on the accessibility of services (for example, the ease of booking appointments), the quality of care provided (for example, if patients feel 'listened to') and the awareness of patient involvement (via Patient Participation Groups).

According to a statistical release by the government's Department for Communities and Local Government, Blackpool is in the 10% most deprived areas of England. Despite these statistics, 14% of Blackpool's GP practices have been rated Outstanding by CQC (Care Quality Commission - the independent regulator of health and social care in England) and 86% are rated good. Nationally, only around 4% of GP Services are rated as Outstanding by CQC.

In April and May of 2016 Healthwatch Blackpool spoke to 294 Blackpool residents as part of a public consultation asking, "Are there any specific issues/services which are a concern to you which you think Healthwatch Blackpool should look into?". Of the 25 specific issues/services that members of the public raised with Healthwatch Blackpool, GP Services had the highest percentage of responses.

More recently in 2017, Healthwatch Blackpool have spoken to members of the public at pop-ups and care circles at a variety of locations across Blackpool - providing an opportunity for people to leave feedback about a service. Feedback from members of the public around their experiences of GP services, along with intelligence from CQC, and the Joint Strategic Needs Assessment for Blackpool has been triangulated to ensure we have visited a range of practices.

Healthwatch Blackpool will rate the areas of Environment, Access and Quality of Care via a Red/Amber/Green review system. This assessment approach has been used in order to make direct comparisons between services and to highlight areas that patients believe are performing well or have room for improvement.

This report reflects the views of 53 patients that we spoke to at the surgery, however, not all surveys were completed in full. This is often due to the patients being called into their appointments during completion of the questionnaire. As such the total number of people that answered each question is detailed in brackets within the reported results.

Acknowledgements

Healthwatch Blackpool would like to thank all the patients for taking part in this survey. We would like to thank Practice Manager, Kim Hooking together with the staff at the surgery, for their very warm welcome and support during the visit.

Healthwatch Blackpool would like to thank colleagues at Healthwatch Lancashire whose previous work with GP Practices and 'lessons learnt' has helped shape the way this project has been conducted.

General Information

Waterloo Road Medical Centre operates within the NHS Blackpool Clinical Commissioning Group area and has around 11,600 registered patients (figures from Practice Manager response to report).

The service's opening times are usually 8am - 8pm Monday - Thursday and 8am - 6.30pm on a Friday. The service has a Phlebotomy, Chronic Disease clinic, and NHS Health Checks are available 8am - 11.45am on a Saturday and is closed on Sunday.

There are five GP partners, one salaried GP, two Registrars and a Nursing team. The Practice Manager is Kim Hooking

Enter and View Observations

GREEN

Overall Environmental Rating:



Location and external environment

Waterloo Road Medical Centre is located in the South Central neighbourhood of Blackpool. There is a bus stop outside the surgery and it is directly on two bus routes. There is a pharmacy next door to the surgery. The medical centre has a small amount of space directly in front for parking although there are no spaces specifically allocated for disabled badge holders. There is plenty of free on street parking.

Internal environment and reception

The surgery is set across two floors with all public areas on the ground floor and administration offices on the first floor. In the small entrance area, there is an electronic check-in kiosk. Through a heavy manually operated door is a semi-circular reception desk with a low-level section accessible for wheelchairs. The waiting area is sited between the reception desks and treatment rooms located around the perimeter of the building. The waiting room had natural light in one area and in others was by artificial wall lights. Seating appeared ample although was sometimes difficult to navigate when busy. Patients were called through to their appointments by the medical practitioner.

The flooring was none reflective and was a different colour and easily distinguished from the walls. There was an accessible WC close to reception that appeared well stocked.

Several notice boards displayed information about local issues and current campaigns.

The surgery appeared to be clean, organised and in good condition. The poster informing patients of Healthwatch Blackpool's visit was clearly displayed on the door into the waiting room.

Patient involvement in the surgery

Information about 'Patient Link' the practices Patient Participation Group was seen in posters around the surgery. Healthwatch representatives were also informed that information about this group was also given to patients when joining the surgery as part of a 'welcome pack'. Information on how to make a complaint was on the reception desk although Healthwatch Representatives had to ask the receptionist who then directed them towards this information.

The most recent CQC report (September 2015) was available on the surgery website and displayed in the surgery, showing the surgery's overall score of "Outstanding" with a link to the full report on the CQC website.

The Enter and View at Waterloo Road Medical Centre took place on Wednesday 2nd and Thursday 3rd August 2017. 53 patients shared their views.

Patient responses for getting to the practice

1. We asked: 'How did you get here today?'

(53 patients answered)

Walk	Car	Bus	Train/Tram	Other
34%	57%	4%	0%	6%

Other included:

6% - Taxi

Please note, percentages have been rounded to the nearest whole number and therefore do not add up to 100%.

2. To those who did not use public transport, we asked: 'Would you consider using public transport, or if you do how do you find it?'

(51 patients answered)

12% said Yes **88%** said No

51% of comments from those who would not consider using public transport to reach their appointment related to living too close to the practice to use public transport. 14% of comments from those who would not consider using public transport to reach their appointment related to it not being suitable due to their physical or mental health needs.

Comments about considering using public transport:

"I might get a bus but the service isn't much good, it was all rearranged."

"I have done, it was fine."

Comments about not considering using public transport to reach their appointment:

"I only live around the corner."

"It would be difficult with two young children, and the pram."

"I don't like public transport, as I have panic attacks."

In total 39 comments were made about using public transport, these can be found in Appendix 1

Patient responses for access and booking appointments

RED

Overall access and booking appointment rating:



3. **We asked: How do you usually book your appointments?**
(52 patients answered)

Telephone	Online	At reception	Repeat appointment
62%	10%	25%	4%

Please note, percentages have been rounded to the nearest whole number and therefore do not add up to 100%.

4. **We asked: Do you use online booking?**
(51 patients answered)

10% said Yes **71%** said No **19%** Said Sometimes

Comments from patients who use online booking:

"It's loads better to use online booking than phone up, but its hard if you want the same day."

"I used it for the first time to book this appointment."

5. **We asked those that answered No or Sometimes to Question 4: 'why is this?'**
(42 patients answered)

Don't use a computer	Don't want to	Unaware of it	Don't have log in details yet	Unsuitable
17%	33%	29%	12%	10%

Please note, percentages have been rounded to the nearest whole number and therefore do not add up to 100%.

Comments from patients who do not use online booking:

"If it's not serious I book online. If it is serious you have to wait outside in the rain, they don't let you in and there's no shelter. It would be better if they let you in to sit in a queue out of the rain even if you had to wait until 8am to book appointments."

"I never thought of using it. I only use a computer at the library though."

In total 17 comments were made about online booking, these can be found in Appendix 1

6. **We asked: 'Would you consider using a mobile app to communicate with the service?'**

(53 patients answered)

58% said Yes

42% said No

Comments about using a mobile app:

"With my medication I have to see the doctor for my prescriptions."

"We have used an app on our phones but you're still waiting 2-3 weeks."

In total 9 comments were made about using a mobile app, these can be found in Appendix 1

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

(52 patients answered)

69% said Yes

17% said No

14% were Not Applicable

Comments from patients about receiving reminders for their appointments:

"I only made the appointment today."

"Yes I get a text although would be better to get the day before (usually get it earlier than this)."

In total 11 comments were made about receiving reminders, these can be found in Appendix 1

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

(53 patients answered)

70% said Yes

26% said No

4% said Not Applicable

Positive Comments about booking urgent appointments:

"Not a problem for children"

"It's been very good, better than my previous practice."

Negative or neutral comments about booking urgent appointments:

"I usually just go to the walk in centre because it's easier than trying to get an appointment here. I have to queue outside from 7.30am. Although if it's for children they can normally get you in."

"Can't get through on the phone and after 15 minutes they're all booked. If I can't get an appointment I have to go to the walk-in centre"

In total 40 comments were made about access to urgent appointments, these can be found in Appendix 1

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

(52 patients answered)

12% said Yes **67%** said No **21%** said Not Applicable

Positive comments about booking routine appointments:

"Booking in advance is fine."

"No problem, as I book online"

Negative or neutral comments about booking routine appointments:

"I had difficulties after trying to re-arrange a routine appointment, which I had to cancel. The practice then said I hadn't cancelled it and it was difficult sorting a date quickly to replace this one"

"I had to wait 5 weeks"

In total 19 comments were made about access to routine appointment, these can be found in Appendix 1

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

(52 patients answered)

96% said Yes **4%** said No **0%** said Mostly

Comments about the opening times:

"I like it when it's open later."

"I work shifts, so can work around the available times"

In total 7 comments were made about opening times, these can be found in Appendix 1

11. **We asked: 'Overall, how would you rate your experience of booking appointments at this surgery?'**
(48 patients answered)

36% said Excellent **61%** said Could Be Improved **4%** said Poor

Please note, percentages have been rounded to the nearest whole number and therefore do not add up to 100%.

Positive comments about booking appointments

*"I always get an appointment on the same day."
"Never had an issue"*

Negative or neutral comments about booking appointments

*"You have to wait too long - so end up using other services"
"The practice needs more lines and dedicated staff to support this. I rang today from 8am and had to ring back 5 or 6 times before I got through"*

In total 28 comments were made about overall access, these can be found in Appendix 1

Patient responses for quality of care

GREEN

Overall Quality Rating:



12. **We asked: 'How do you find the medical staff e.g. Doctors and Nurses?'**
(51 patients answered)

90% said Happy with Staff **8%** were Happy with Most Staff

2% were Unhappy with Staff

Positive comments about medical staff

*"They've always been good with me. GPs continue to change, but that's the 'nature of the beast'"
"They're very nice. My GP is very thoughtful."*

Negative or Neutral comments about medical staff

*"Except one, so choose to not see this person"
"There's just one who was a locum who I didn't like."*

In total 19 comments were made about medical staff, these can be found in Appendix 2

13. **We asked: 'How do you find the non-medical staff e.g. receptionists, administrators, practice management?'**
(50 patients answered)

76% said Happy with Staff **24%** were Happy with Most Staff

0% were Unhappy with Staff

Positive comments about non-medical staff

"They're always very good."

"No problems."

Negative or Neutral comments about none medical staff

"They're okay, they have to pass on information when they don't have appointments. I don't think you should have to tell them whats wrong with you though, that's between you and your doctor."

"Some are fine, some have some attitude problems"

In total 22 comments were made about none medical staff, these can be found in Appendix 2

14. **We asked: 'Do you tend to feel listened to, respected and understood during your appointments?'**
(50 patients answered)

94% said Yes **2%** said No **4%** said Most of the Time

Positive comments about feeling listened to, respected and understood at appointments

"I do considering they've got so much to do."

"They listen to you - they really do"

Negative or neutral comments about feeling listened to, respected and understood at appointments

"You have to wait a long time and they're often running late."

"Sometimes not - you can feel rushed to get out"

In total 8 comments were made about feeling listened to, respected and understood, these can be found in Appendix 2

15. **We asked, 'How important is it for you to see the same GP?':**
(49 patients answered)

61% said Very Important **21%** said Not at all Important

18% said Neither Important nor Unimportant

Comments about seeing the same GP

"Its important, as they understand my health history"

"It helps with the understanding of my care"

"I see a different person each time."

In total 25 comments were made about the importance of seeing the same GP, these can be found in Appendix 2

16. **We asked: 'Have you asked to see a specific GP, was this request successful?'**
(46 patients answered)

54% said Yes, I saw the GP I wanted to see

20% said Yes but I was not able to see the GP I wanted

26% said I have never requested a specific GP

Comments about requesting to see the same GP

"I usually manage to get an appointment with the GP I want to see"

"It's not always possible but they try. I've waiting 3 weeks."

In total 11 comments were made about the ability to see the same GP, these can be found in Appendix 2

17. **We asked: 'Overall, how satisfied are you with the care provided?'**
(46 patients answered)

74% said Very Satisfied **26%** said Satisfied **0%** said Unsatisfied

Positive comments about overall satisfaction with care

"I prefer it to the walk in centre."

"It's superb, no complaints at all."

"Very good."

"Its good."

Negative or neutral comments about overall satisfaction with care

"Always room for improvement!"

Patient responses for patient involvement

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

(46 patients answered)

7% said Yes **93%** said No **0%** said they were already a member

19. **We asked those that answered No to Question 18: Is this something you would be interested in?**

(45 patients answered)

13% said Yes **78%** said No **9%** said Maybe

Comments about interest in the Patient Participation Group

"I'm not interested due to my anxiety."

20. **We asked those that answered Yes or Maybe to Question 19, How would you like to be involved?**

(8 patients answered)

Attend regular meetings only	Online only	Attend both meetings and online
50%	38%	13%

Please note, percentages have been rounded to the nearest whole number and therefore do not add up to 100%.

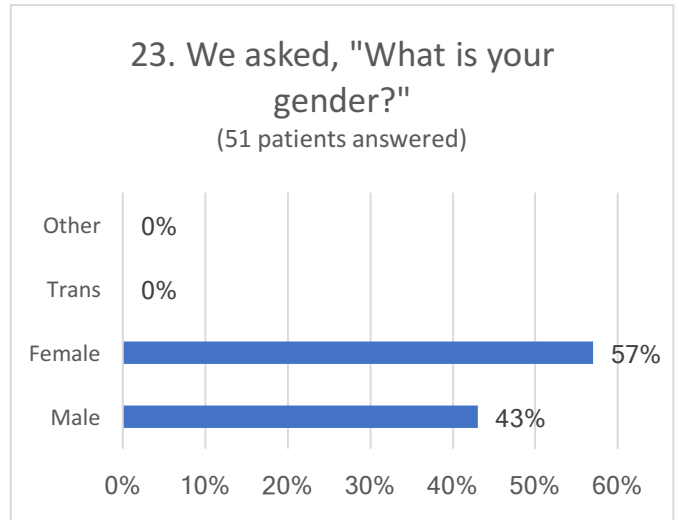
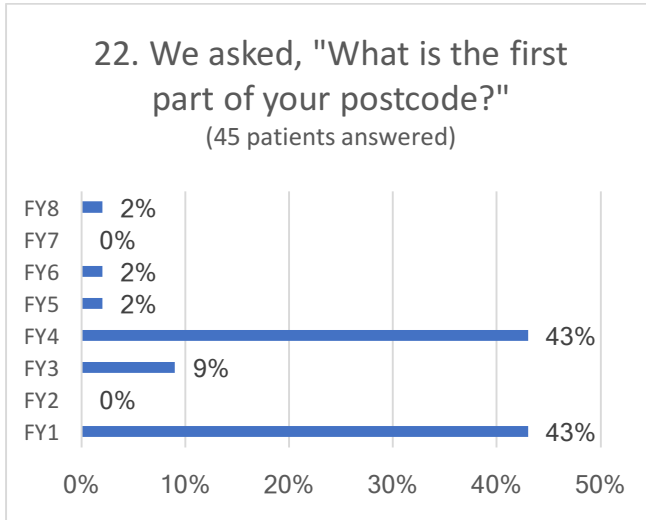
21. **We asked, Have you shared the information you've shared with us, with anyone else?**

(46 patients answered)

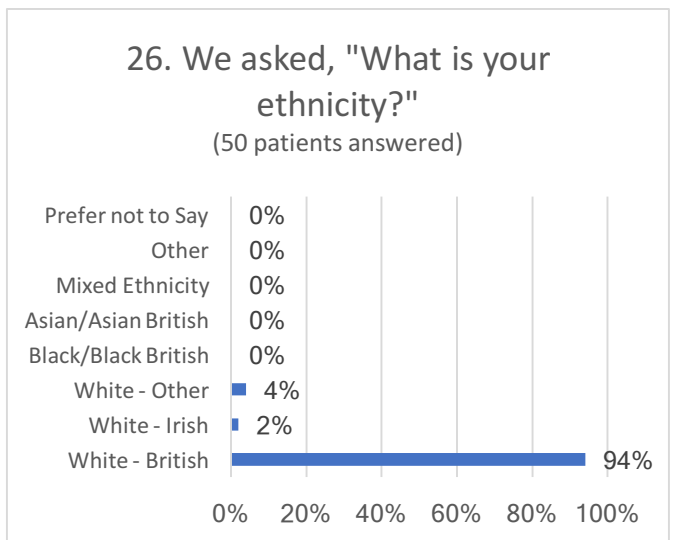
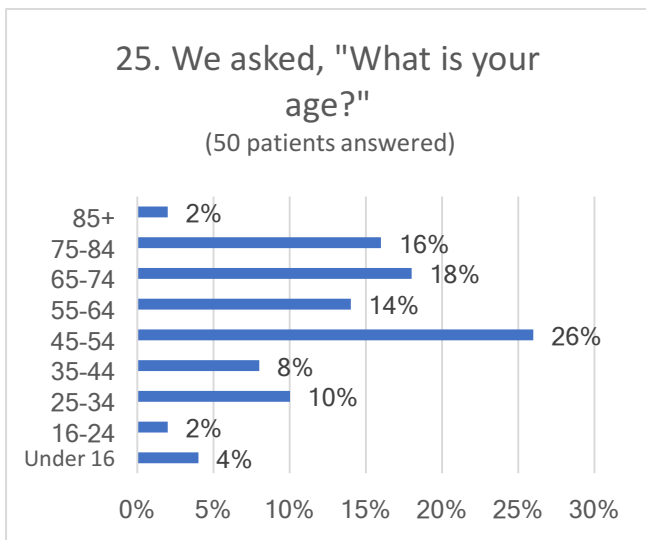
0% said Yes **100%** said No

Demographic

Please note, percentages have been rounded to the nearest whole number and therefore do not add up to 100%.



24. We asked, 'Is this the same gender as the one on your original birth certificate?' (49 patients answered)
Yes – 100%
No – 0%



Healthwatch Blackpool Summary of Findings

Here is a summary of findings from the visits to Waterloo Road Medical Centre:

Healthwatch Blackpool gave the following ratings:

Overall Environmental Rating: GREEN 

- The environment appeared clean and tidy. The surgery appeared accessible and had some dementia friendly adaptations.

Overall Access Rating: RED 

- The majority of patients booked their appointments by telephone (62%) although a high number booked face to face at reception (25%).
- Of the patients surveyed most of them do not use the online booking service (71%) but most would consider using a mobile phone app (58%).
- Over half of the patients told us they have difficulty getting urgent appointments (70%) although most patients said they do not have difficulty getting routine appointments (67%).
- The vast majority of patients found the opening times convenient (96%).
- Overall, the majority of patients felt that their experience of booking appointments 'Could be improved' (60%), although some (4%) said it was 'poor'.

Overall Quality Rating: GREEN 

- The majority of patients told Healthwatch representatives they were happy with medical staff (90%) and a small percentage (2%) were unhappy with medical staff.
- None of the patients we spoke to said they were unhappy with non-medical staff, with most (76%) saying they were happy with medical staff.
- Many patients told Healthwatch representatives they felt listened to, respected and understood during appointments (94%) with few saying they did not feel like this (2%).
- Most patients told us they felt seeing the same GP was important to them (61%) and most patients said they saw the GP they wanted to when requested (54%).
- Overall, none of the patients we spoke to were 'unsatisfied' with the care provided to them, all (100%) said they were 'satisfied' or 'very satisfied'.

Other Findings Included;

- Most patients got to the surgery by car (57%) and most patients would not consider using public transport to attend their appointments (88%) with most of those citing that they lived too near to get a bus (51%)
- Most patients said they had not heard of the surgeries Patient Participation Group (93%), and most said they would not be interested in joining (78%).
- Of those who did say they were interested in joining most said they would want to be involved by attending regular meetings only (50%).

Appendix

Appendix 1

2. To those who did not use public transport, we asked: 'Would you consider using public transport, or if you do how do you find it?'

(51 patients answered)

Comments about considering using public transport:

"I might get a bus but the service isn't much good, it was all rearranged."

"I have done, it was fine."

"I have a bus pass."

"Its on our bus route."

Comments about not considering using public transport to reach their appointment:

"We usually walk."

"I'd only ever come in a car."

"I live too close."

"Normally I use the car but today I walked for some fresh air."

"I only live across the road."

"I'd consider using a taxi."

"I don't need to, I just walk."

"I only live a 10 or 15 minute walk away."

"Its not too far from where I live."

"Use the car normally."

"Got a car!"

"I only live around the corner."

"Rarely use public transport."

"I have use of a vehicle."

"I live close by."

"We are on the other side of Blackpool."

"It would be difficult with two young children, and the pram."

"I'm travelling from St Anne's."

"I live locally, so no need."

"No, as live locally."

"I live locally so no need."

"As I live nearby."
"As I live near the practice."
"If its two of us travelling, its expensive to get the bus."
"Don't need to as I live locally."
"Not convenient with my mobility issues - and I'd need to get two buses too (one into town and one back out)."
"I don't like public transport, as I have panic attacks."
"The car is easier, because of my mobility/walking issues."
"Rarely - as have my own car."
"I live locally."
"No need, as I live locally and walk."
"Not with the pram."
"I would struggle with my mobility issues."
"Not convenient, due to where I live and mobility issues of getting to the stop."
"I would normally walk as I live nearby, but came from work today."

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

(52 patients answered)

Comments from patients who use online booking:

"It's loads better to use online booking than phone up, but its hard if you want the same day."
"I used it for the first time to book this appointment."
"I would use online booking"

Comments from patients who do not use online booking:

"I didn't know it was available for everyone."
"My wife books my appointments for me."
"If it's not serious I book online. If it is serious you have to wait outside in the rain, they don't let you in and there's no shelter. It would be better if they let you in to sit in a queue out of the rain even if you had to wait until 8am to book appointments."
"It's easier to phone."
"I need my daughter to show me how to use it."
"I never thought of using it. I only use a computer at the library though."
"I used to use it but now you have to have photo ID and I don't have any."
"I'm 90 years old and wouldn't start using a computer now!"
"I prefer to phone up"
"I need to get a password"
"I'm old school!"
"I only use it to book appointments for weeks in advance"
"I prefer to phone"
"I did get the log-in details but lost them"

6. We asked: 'Would you consider using a mobile app to communicate with the service?'

(53 patients answered)

Comments about using a mobile app:

"With my medication I have to see the doctor for my prescriptions."

"We have used an app on our phones but you're still waiting 2-3 weeks."

"My mobile phone isn't very good."

"I only use my phone for ringing or texting. I can't afford a landline or internet. I have to go to the library for the internet."

"I prefer to come here."

"Already using it - easy to use"

"I booked this appointment on my phone."

"Started with this Patient Access App a few months ago and its very easy to use"

"Yes, definitely"

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

(52 patients answered)

Comments from patients about receiving reminders for their appointments:

"I usually do but I booked today."

"I only made the appointment today."

"I always do."

"Yes I get a text although would be better to get the day before (usually get it earlier than this)."

"Normally, but not today."

"Via text."

"By text"

"Normally"

"Yes - NHS text"

"By text"

"Sometimes"

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

(53 patients answered)

Positive Comments about booking urgent appointments:

"Not as long as you phone up early."

"It's been very good, better than my previous practice."

"No its fine for me."

"Its usually alright."

"Most of the time you can get one."

"Not a problem for children"

"I normally get through within 10 minutes of calling"

Negative or neutral comments about booking urgent appointments:

"I usually just go to the walk-in centre because it's easier than trying to get an appointment here. I have to queue outside from 7.30am. Although if it's for children they can normally get you in."

"I try to phone but you can't get through. I came on Monday and had to come back. You have to wait and wait."

"It's not always convenient to ring at 8am and you struggle to get through. You can be on hold for 10 minutes."

"I phoned up to ask for a repeat prescription more often than not, but I phone every minute up until 8am."

"By the time you get through there's no appointments, I had to explain my difficulties, a doctor ring me back and then they managed to find me an appointment."

"Normally a two week wait for an appointment if you book online"

"It's difficult to get one for any time. You have to get up and get ringing at 8am."

"Its sometimes a problem"

"I wait ages on the phone. It could spoil your whole day."

"Its just difficult - you can wait 6 weeks for an appointment"

"I tend to book in advance to get an appointment. I would use the walk-in centre, if urgent ... as its too difficult to get an appointment"

"I do find it difficult - I have to book well in advance to get an appointment"

"I have to phone at 8am and by the time you get through the appointments are often already gone."

"I have in the past, but today was fine."

"Getting through to the surgery is a problem. I'm on hold for 7-8 minutes and that's a problem at work, as I not able to stay on hold"

"Not enough appointments - they're queuing outside from 7:45am"

"Very difficult. If I don't queue at 8am then I can't get an appointment"

"There's not enough appointments available"

"There's not enough available. Its always busy - by the time you get through on the phone the appointments have all gone".

"Sometimes its not possible to get one"

"Can be tricky but don't need them often"

"It can be difficult, if you don't get through by 8:30am"

"You have to call early - you can be trying to get through for 30 minutes and don't always manage to get an appointment"

"Rung this morning at 8am and kept trying till I got through and got an appointment"

"I eventually get through, but quite often there are no appointments. Queuing outside is an option"

"Got to queue up outside in all weathers and by 7:40am to guarantee an appointment"

"Can't get through on the phone and after 15 minutes they're all booked. If I can't get an appointment I have to go to the walk-in centre"

"Never need to"

"Yes, it hard to get appointments. When you ring you get cut off, then you're in the queue again and then there are no appointments (although as it was for my baby today, they were able to sort an appointment)"

"To be honest, if I want one, I just call down and wait"

"You can't usually get one. If I really need an appointment, I make sure I come down early and queue - then I always get one"

"You can't get through on the phone - it needs sorting. So I just come down and queue outside but there's no cover, which is no good when its raining or in the winter."

"Sometimes - it can be very busy, with queues of 30 people outside"

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

(52 patients answered)

Positive comments about booking routine appointments:

"Booking in advance is fine."

"Normally fine"

"Ok, if booked in advance"

"Not usually necessary"

"No, it's ok."

"They usually ring or write if I need one and then set one up for me"

"Its good"

"No problem, as I book online"

"I only book routine appointments if required to by the doctor - and then they usually get booked in at the time"

"Yes, routine appointments are fine - they set them up at the end of the previous appointment"

Negative or neutral comments about booking routine appointments:

"It took about 4 weeks but there was no rush."

"You have to wait 3 weeks for an appointment. We look online or book it straight after our last appointment."

"The appointments are 3 weeks away."

"I may have to wait a while."

"They tell you to ring on the day."

"It can be difficult to see specific GPs."

"I had to wait 5 weeks"

"I had difficulties after trying to re-arrange a routine appointment, which I had to cancel. The practice then said I hadn't cancelled it and it was difficult sorting a date quickly to replace this one"

"Its ok if you book online, but only if you can wait 2-3 weeks for an appointment"

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

(52 patients answered)

Comments about the opening times:

"I like it when it's open later."

"Evenings are working well"

"I generally try to book around tea-time ish"

"Seem to be alright."

"I'm retired so the times are fine"

"Its good to have the evening option"

"I work shifts, so can work around the available times"

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

(48 patients answered)

Positive comments about booking appointments

"I've only booked once and it was fine."

"I think it was good."
"It's ten out of ten, I can't fault them."
"I always get an appointment on the same day."
"Never had an issue"
"They're quite good - I don't mind calling."
"Fairly good."
"It's good"
"I'm satisfied"
"It's good"
"Quite good"
"Definitely - excellent"
"Its good and successful for me. I'm used to having to ring"

Negative or neutral comments about booking appointments

"You have to wait too long - so end up using other services"
"The practice needs more lines and dedicated staff to support this. I rang today from 8am and had to ring back 5 or 6 times before I got through"
"It's fine"
"Definitely could be improved around the queuing system"
"Not enough urgent appointments. The practice needs to review this"
"Could be improved around the amount of appointments available"
"It's okay"
"Could be improved for urgent appointments."
"Its fine. I've waited 2 weeks for an appointment that wasn't in work time."
"When booking by phone its terrible."
"Have to wait at least two weeks for an appointment"
"On the day booking is a nightmare"
"I know they have a lot of patients but when I need an appointment I should be able to get one."
"It depends, if it's for the same day its frustrating."
"Booking online in advance is okay but over the phone for the same day is a nightmare."

Appendix 2

12. We asked: 'How do you find the medical staff e.g. Doctors and Nurses?'

(51 patients answered)

Positive comments about medical staff

"They're very good."
"Superb, I've no complaints."
"They're very nice. My GP is very thoughtful."
"Excellent."
"Very happy."
"Lovely - really good surgery. We've moved but wanted to stay with the surgery."
"It's lovely here"
"All nice"
"They are fine"
"They are fine"

"Think they're lovely - all very nice - I've been here at this practice for 24 years"

"They're good"

"They've always been good with me. GPs continue to change, but that's the 'nature of the beast'"

"Really good"

"Very good"

"All lovely and helpful. Some staff have been here for 30 years!"

Negative or Neutral comments about medical staff

"Except one, so choose to not see this person"

"There's just one who was a locum who I didn't like."

"I've been registered here for nearly 20 years but my doctor has retired now."

13. We asked: 'How do you find the non-medical staff e.g. receptionists, administrators, practice management?'

(50 patients answered)

Positive comments about non-medical staff

"They're always very good."

"No problems."

"They're alright."

"They're alright."

"Excellent"

"Everyone is nice."

"Receptionist are nice."

"They're fine"

"They've been great"

"Happy with staff but have less contact - now that I'm booking online more"

"They're good"

"Brilliant, they're lovely"

"They are good"

"Really friendly"

Negative or Neutral comments about none medical staff

"Overall fine, it was just the one experience where the staff had said I hadn't cancelled my appointment (which I had)"

"Some are a bit off-hand"

"Can be a little nosey when ringing up"

"Most are pretty good"

"They're okay, they have to pass on when they don't have appointments. I don't think you should have to tell them what's wrong with you though, that's between you and your doctor."

"Some are fine, some have some attitude problems"

"Receptionists are brilliant. Sometimes the staff taking calls can be a bit sharp when you call in the morning"

"They ask too many personal questions"

14. We asked: 'Do you tend to feel listened to, respected and understood during your appointments?'

(50 patients answered)

Positive comments about feeling listened to, respected and understood at appointments

"I do considering they've got so much to do."

"I think they give you longer than they used to."

"Very much so."

"They listen to you - they really do"

"They're attentive to your needs"

Negative or neutral comments about feeling listened to, respected and understood at appointments

"You have to wait a long time and they're often running late."

"Sometimes they don't understand the way I talk, I'm only Scottish."

"Sometimes not - you can feel rushed to get out"

15. We asked, 'How important is it for you to see the same GP?':

(49 patients answered)

Comments about seeing the same GP

"It depends what its for. For somethings I want to see a lady doctor."

"I'd sooner see the same person."

"It would be better to see the same person."

"It would be better, I always try to see the same person."

"I see a different person each time."

"It would be important but there are a few new doctors so it's hard to get the same one."

"You don't get the chance to but I think it would be nice."

"We don't get to see them. It's always a different person."

"For ongoing issues it's important so I don't have to go through it all again."

"Depends what I'm here for."

"Personally it's really important, as I have a long-term condition."

"As they have a better understanding of your health"

"I prefer to see the same GP, but its not always possible"

"Its important, as they understand my health history"

"It helps with the understanding of my care"

"Happy with my doctor"

"Sometimes would be good"

"Sometimes its important - depending on the ailment"

"I would prefer to see the same GP as they know your history, but it doesn't matter too much as they're all nice"

"Sometimes better, as they know and understand the history of your condition"

"Today, my appointment was changed to another doctor because they are now on leave. Would have been better if I had seen the same doctor"

"Would be helpful to see the same GP"

"Its sometimes important. I like to see my doctor (over 20 years)"

"I like to see the same GP - if you get a different one, you need to explain your medical condition all over again"

"I prefer to see the same GP - but I can't always wait until they have an appointment available"

16. We asked: 'Have you asked to see a specific GP, was this request successful?'

(46 patients answered)

Comments about requesting to see the same GP

"It's not always possible but they try. I've waiting 3 weeks."

"Not always."

"I've not been able to see the same person, no."

"You can choose online, but have to plan two to three weeks in advance (for this appointment it was four weeks)"

"I usually manage to get an appointment with the GP I want to see"

"Yes I'm accommodate."

"It can take 1-2 weeks but I don't mind."

"Prefer to see a regular doctor."

"Sometimes I'm successful"

"I did get to see the GP I wanted, but only after 2-3 weeks"

"Not without waiting"

Response from provider

A response from Waterloo Road Medical Centre can be found below.

www.healthwatchblackpool.co.uk

enquiries@healthwatchblackpool.co.uk

Twitter: [@HealthwatchBpl](https://twitter.com/HealthwatchBpl)

Facebook: facebook.com/healthwatchblackpool

Action Statement

No.	Issues raised by patients	Response or action from provider	To be addressed by	Name of manager responsible
<i>EXAMPLE</i>	<i>Discussing need for appointment with receptionist</i>	<i>The practice has a policy to where receptionists confidentiality take this information, in order to book the most appropriate appointment for the patient. However, we will re-train reception staff to explain the reason for asking this when a patient phones the practice.</i>	<i>August 2017</i>	<i>J. DOE</i>
1.	Difficulties getting same day appointments	<ul style="list-style-type: none"> • We offer a combination of pre-bookable appointments for routine and follow ups and on the day appointments for acute and urgent problems. • The practice does have a GP Vacancy at present and we hope to be able to recruit to the post within the next 12 months subject to GP recruitment in general improving. • The practice is also undertaking a review – ongoing every month of patients that fail to attend their booked appointments. • We have recently introduced a telephone reminder (where resources allow) where we contact the patient the previous day/evening to confirm they will be attending their appointments. 	August 2018	K. Hookings
2.	Waiting 2 – 3 weeks for an appointment	<ul style="list-style-type: none"> • We recognise that it can be frustrating for a patient to wait 2 – 3 weeks for a routine or follow up appointment; however this is not just a local problem and with a national shortage of GPs and fewer doctors taking up GP Training we could see longer waiting times in the future. • The practice does have a GP Vacancy at present and we hope to be able to recruit to the post within the next 12 months subject to GP recruitment. 	Ongoing	K. Hookings

3.	Receptionists asking too many questions.	<ul style="list-style-type: none"> • Our receptionist team have a difficult job to balance patient demand with working to procedures and protocols set by the GP Partners. • All receptionists have signed confidentiality agreements and are requested by the GP team to ask some questions about why a patient wants an appointment. • This is only to ensure that the patient is given an appointment with the most appropriate person as some problems can be quickly managed by our multi-disciplined team of Nurses, Pharmacist or Health Care Assistants. 	Ongoing	K. Hookings
4.	Patient Link Group 93% said that they did not know about the Patient Link Group.	<ul style="list-style-type: none"> • The practice has posters up in the waiting room as well as advertising on the website and NHS Choices. • Invitations to join are given to every new patient in their welcome pack. 	Ongoing	K. Hookings

Additional questions:

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

Number of Patients under General Information = Waterloo Medical Centre has in the region of 11,600 registered patients at present, which continues to grow.

Saturday Clinics – we offer Phlebotomy, Chronic Diseases Clinics and NHS Health Checks on a Saturday.

Spelling of Names: Kim Hookings

Helen Drury

NB: The report has been amended to include these corrections before publication for clarity. Healthwatch Blackpool

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

We would like to thank Healthwatch for the feedback given in this report.

We are of the opinion that the feedback given was on the whole very good. The issues raised by the patients are known issues and we are addressing the points raised within our action plan. Primary Care is experiencing unprecedented levels of demand and change which we feel is contributed to by the national GP shortage, the increasing health and social needs of our patient population and the general shift of work from Secondary Care into Primary Care. We would welcome Healthwatch to use their influence to lobby the Government to invest more resources into Primary Care.

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

All three representatives were very professional throughout. Thank you for the valuable feedback.