



Healthwatch Plymouth GP Access Survey

December 2016-March 2017



Healthwatch is the consumer champion for health and social care in England. We give children, young people and adults a powerful voice to influence and challenge how services are provided in the city by making sure their views and experiences are heard by those who run, plan and regulate local health and social care services.

In 2012 the Health and Social Care Act set out that each local authority should establish a local Healthwatch. In 2013, Plymouth City Council undertook a competitive tender process and awarded the contract to an established local organisation called Colebrook (SW) Ltd.

Experienced in public and patient involvement, Colebrook launched Healthwatch Plymouth in April 2013, ensuring independence through its governance structures and a memorandum of understanding between those working in and delivering the services, and the organisation itself.

Background

In early December 2016, Healthwatch Plymouth became aware of several public comments on social media around difficulties in getting appointments with GP Surgeries and also being able to contact Surgeries by phone. This aligned with patient experience feedback we had been receiving from our regular engagement activity across the city during 2016. On this basis it was decided to launch a survey around these two issues as well as asking how well the public perceived that Surgeries supported access to those unable to attend between 9am and 5pm.

GP Survey

The survey itself asked 5 main questions:

- How long do you wait for a non-urgent appointment?
- How long do you wait for an urgent/emergency appointment?
- How easy is it to speak to a member of staff when calling the surgery first thing in the morning?
- At any other time how easy is it to get through on the phone to speak to someone?
- How do you feel the surgery accommodates for those unable to attend between 9-5?

As well as asking those questions we also took details of the GP Surgery that the person responding was registered with and any general comments they wished to make.

Healthwatch Plymouth conducted the survey at various public locations from Mid-December 2016 until Mid-March 2017 and received 282 responses. Of these 274 were for Surgeries within Plymouth whilst the remaining 8 were located in Western Devon and South East Cornwall.

Summary of Results

Analysis of the data from the survey indicates the following:

- 65% of respondents say they are seen within 2 weeks for a routine appointment
- 77% of respondents state they are able to access a Surgery within 24 hours either by appointment or GP call back
- 52% of respondents stated it was difficult or very difficult to contact their surgery by phone first thing in the morning
- 71% of respondents were able to contact their surgery very easily, easily or with a short wait up to 10 minutes later in the day
- 59% of respondents said their surgery didn't accommodate for those unable to attend between 9am and 5pm or they were unsure

See Appendix 1 for full details.

Analysis by Surgery

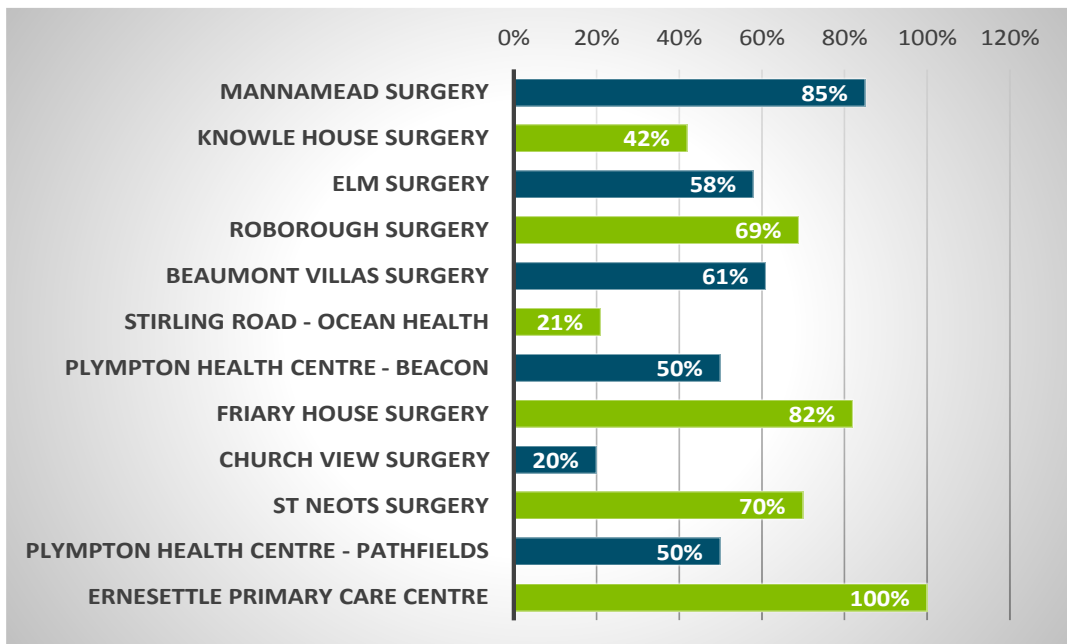
Of the 46 Surgeries that individuals stated they were registered with, Healthwatch Plymouth conducted detailed analysis of the responses against the 12 Surgeries with the highest number of responses received as follows:

<u>Surgery Name</u>	<u>Responses</u>
Mannamead Surgery	20
Knowle House Surgery	19
Elm Surgery	19
Roborough Surgery	16
Beaumont Villas Surgery	14
Stirling Road - Ocean Health	14
Plympton Health Centre - Beacon	12
Friary House Surgery	11
Church View Surgery	10
St Neots Surgery	10
Plympton Health Centre - Pathfields	9
Ernesettle Primary Care Centre	9

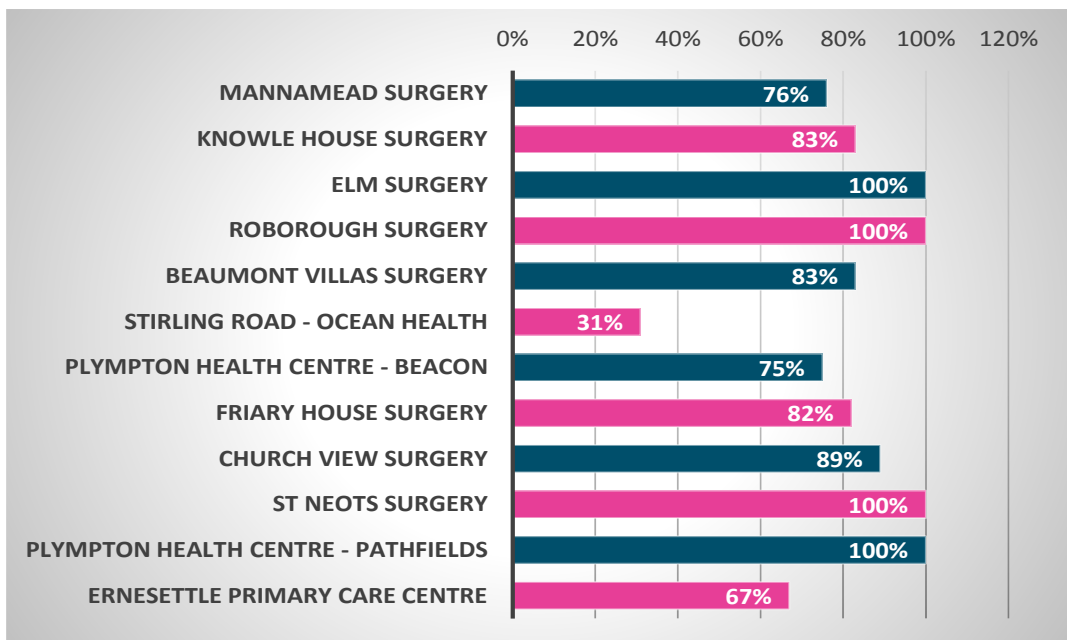
When comparing the data for these 12 surgeries against the overall figures above, the following conclusions are made:

- The top 12 Surgeries by number of responses equates to 58% of the total responses to the survey (163 of 282)

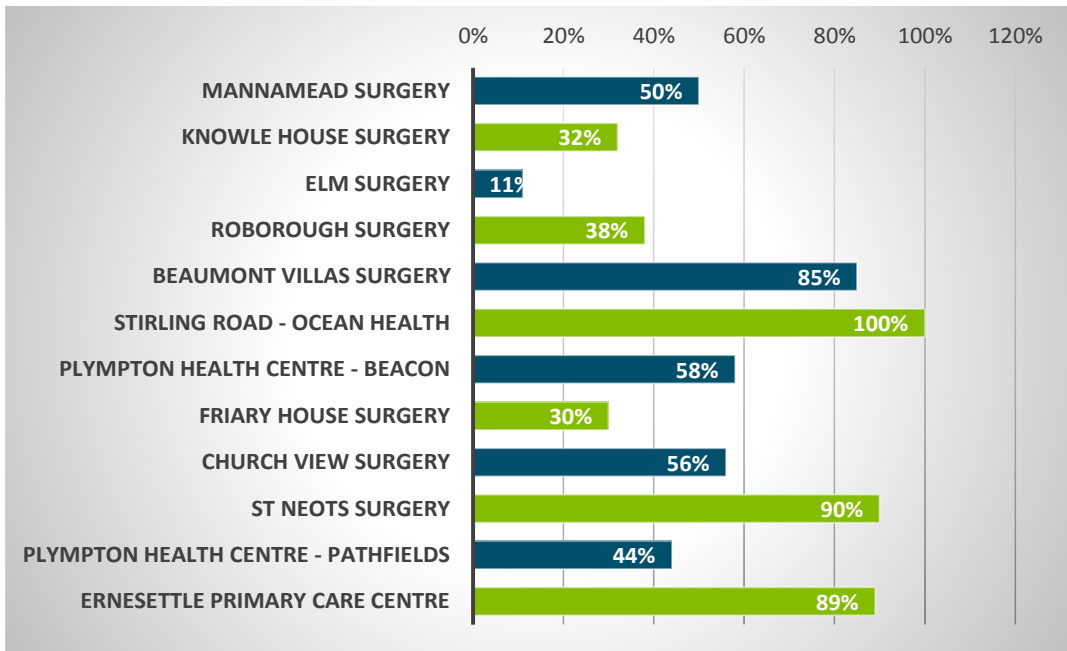
- The number of respondents seen within 2 weeks for a routine appointment range from:



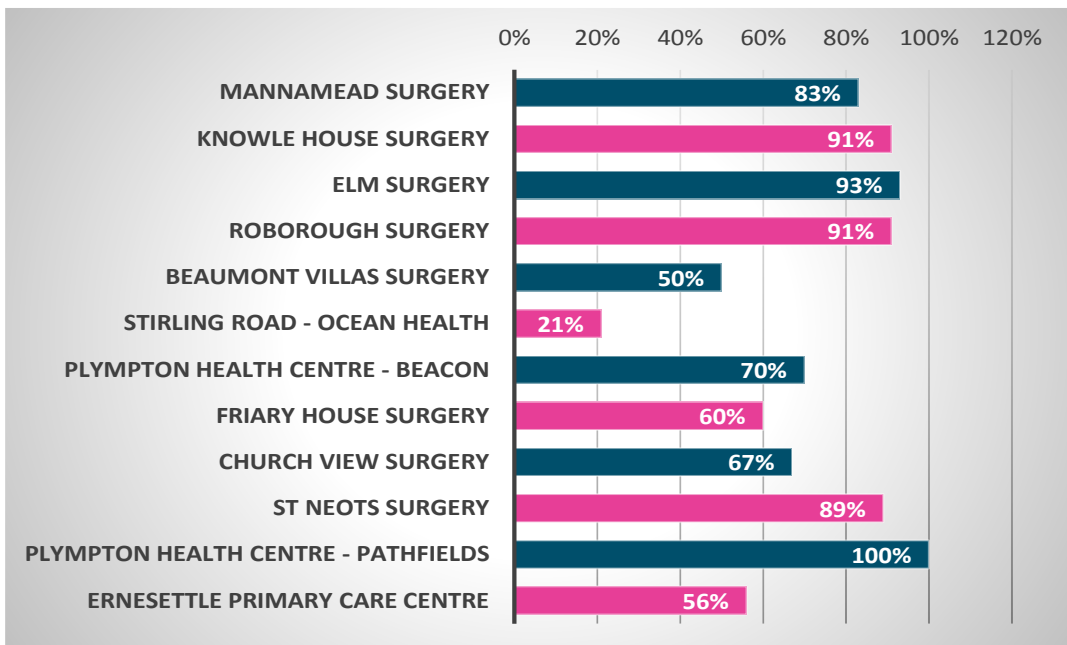
- The number of respondents who stated they are able to access a Surgery within 24 hours either by appointment or GP call back range from:



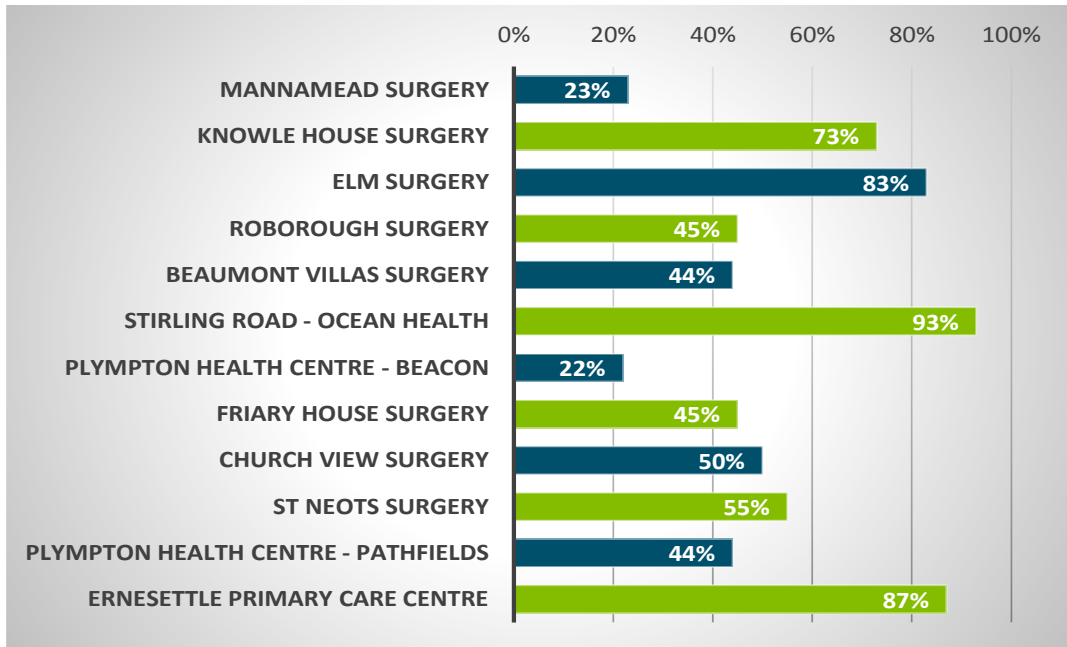
- Respondents who stated it was difficult or very difficult to contact their surgery by phone first thing in the morning ranges from:



- The number of respondents who were able to contact their surgery easily or very easily later in the day ranged from:



- When responding to the question whether their surgery didn't accommodate patients who are unable to attend between 9am and 5pm or they were unsure if it did support, the range was:



A breakdown of the results for the overall figures for all Surgeries and the specific figures for the top 12 Surgeries can be found at Appendix 2.

Conclusions

There are several factors to be considered when drawing conclusions from this survey such as number of respondents both overall and for a particular Surgery, the number of patients registered with a Surgery, whether the Surgery is part of a Group, Alliance or Federation and the business model that is being used - generally larger Surgeries, Groups, Alliances and Federations will offer additional services that patients can access and even run a model where one Surgery may be used for urgent appointments and another for routine appointments.

Likewise this survey is a snapshot of a three month period during the winter months - a period traditionally where health services are accessed more by patients, particularly the elderly and those with long term conditions who are experiencing seasonal ailments. However the results of this survey align with the patient experience feedback that Healthwatch Plymouth has received during its public engagement activities or via our website, email or telephone in the preceding 12 months.

However based on the survey the following conclusions can be made:

- Those individuals that need to contact their Surgery by phone generally have difficulties in doing so first thing in the morning
- On average patients contacting their Surgery for an urgent appointment are often seen or have a GP call back within 24 hours. However this is very dependent on the Surgery they are registered with some doing considerably better than others
- Likewise waits for a routine appointment are also Surgery dependent although on average patients can have an appointment within 2 weeks
- Based on responses, it appears that patients are unsure of, or do not consider that their Surgery accommodates individuals who are unable to attend. On reviewing some of the Surgery websites, this is not the case and therefore may be an issue of communication within the practices. The response is also representative of the sample of people who Healthwatch Plymouth engaged with and most would not have need for access outside core hours, so access outside of this time does not affect or concern them
- Of the 12 Surgeries analysed, Stirling Road Surgery/Ocean Health Centre is without doubt the Surgery that stands out as having the most issues based on the questions asked in the survey. Access to appointments is negatively commented upon in terms of timeliness. Of those that managed either to get an urgent appointment or have a GP call back only 31% received this within 24 hours, significantly lower than the other 11 Surgeries where the next lowest percentage was 67% (See Appendix 2 Page B-6)
Healthwatch Plymouth has contacted the Operations Manager at Ocean Health to arrange a meeting to discuss these finding as well as other patient experience feedback we have received over the last 12 months since our last meeting with them in July 2016. However, the response received has been disappointing and at the time of publication they are not prepared to meet with us

Recommendations

The following recommendations are made:

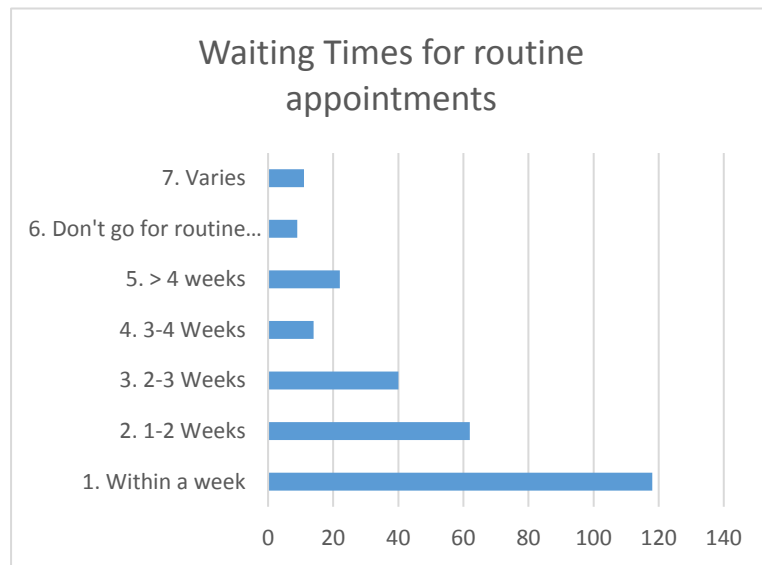
- Healthwatch Plymouth to conduct further survey at end of 2017 for comparison
- Healthwatch Plymouth require to meet with Ocean Health around patient experience, and implementation plans currently being worked up by the service provider.
- NHS England to consider how patient experience can be used as part of any service recommissioning.

Overall response to Survey

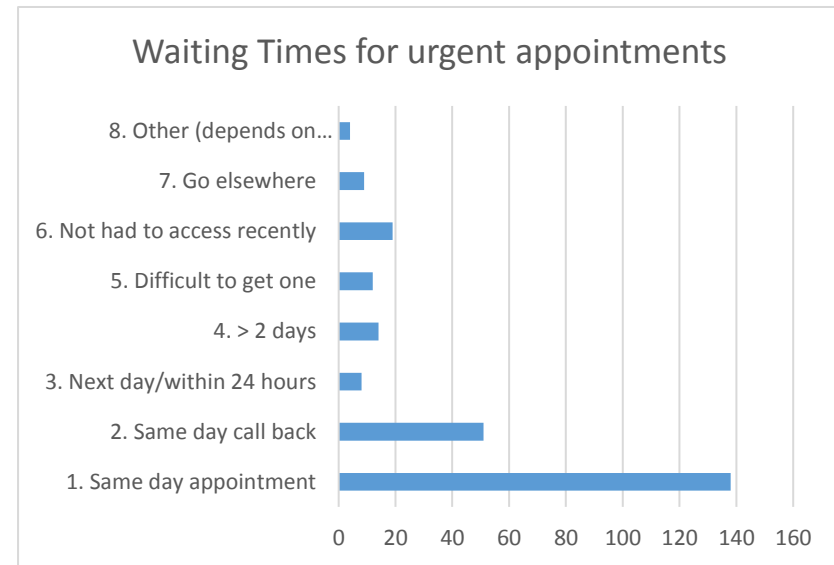
Methodology

Healthwatch Plymouth designed the survey to ask 5 questions around access to GP Surgeries based on patient experience of GP services. During the planning stage it was decided that this would be a face to face survey conducted by Healthwatch Staff and Volunteers with members of the public. This would allow us to ensure consistency in approach to ensure that the person being surveyed fully understood what was being asked of them, for example the difference between routine and urgent appointments. Whilst the number of returns can be considered as a small sample size, the results are consistent with patient experience feedback we have received prior to conducting the survey.

Q1. How long do you wait for a routine appointment?

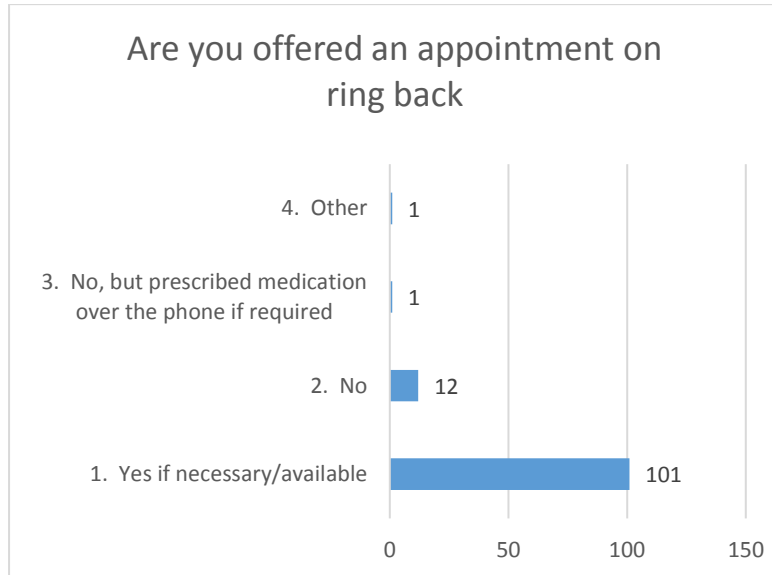


Q2. How long do you wait for an urgent appointment?

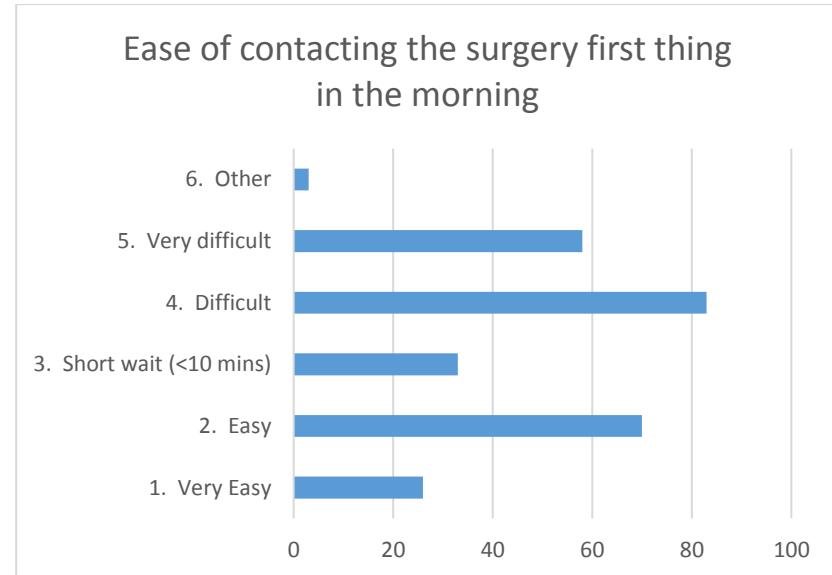


Overall response to Survey

Q2b. If you get a call back do you then get offered an appointment?

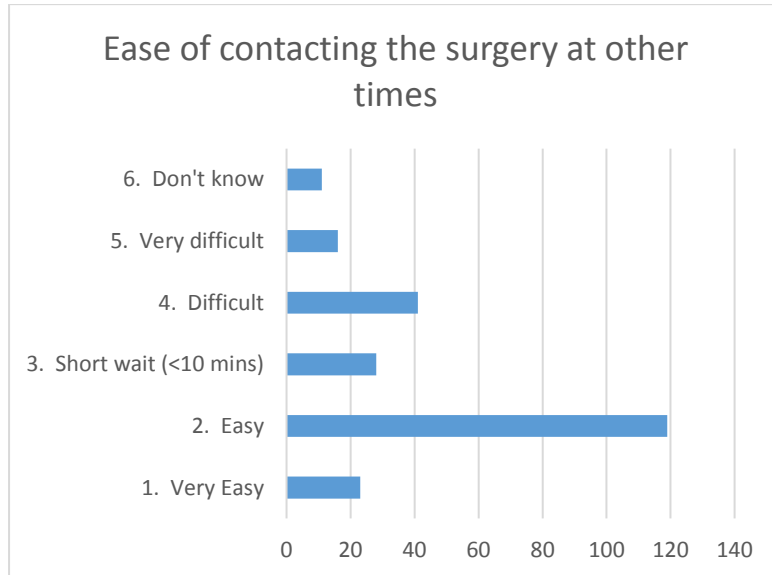


Q3. How easy is it to speak to a member of staff when calling the surgery first thing in the morning?

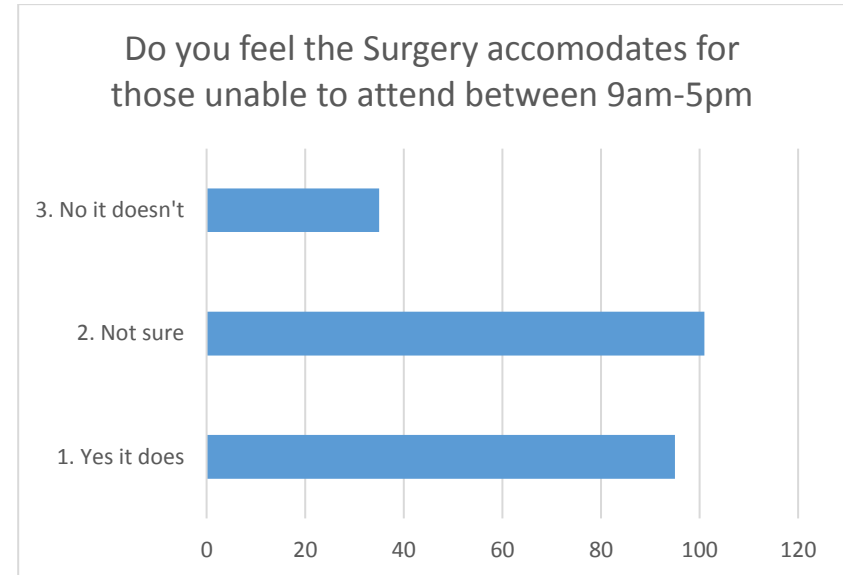


Overall response to Survey

Q4. At any other time how easy is it to get through on the phone to speak to someone?



Q5. How do you feel the surgery accommodates for those unable to attend between 9-5?



Overall response to Survey

List of Plymouth Surgeries	No of returns	GP Group
Adelaide Street Surgery	4	
Armada Surgery	1	
Barton Surgery	1	
Beaumont Villas Surgery	14	
Budshead Medical Centre	4	
Chaddlewood Surgery	2	Beacon
Chard Road Surgery	3	Ocean Health
Church View Surgery	10	
Collings Park Medical Centre	4	Ocean Health
Crownhill Surgery	6	Pathfields
Cumberland Centre GP Surgery	3	Closed 31/3/17
Dean Cross Surgery	5	
Devonport Health Centre	6	
Efford Surgery	1	Pathfields
Elm Surgery	19	
Ernesettle Primary Care Centre	9	Access Health
Estover Surgery	1	
Freedom Health Centre	4	
Friary House Surgery	11	
Glenside Medical Centre	2	Beacon
Knowle House Surgery	19	Drake
Laira Surgery	2	Pathfields
Leypark Surgery	2	
Lipson Road Surgery	1	
Lisson Grove Medical Centre	7	
Mannamead Surgery	20	Drake
Mount Gould Primary Care Centre	5	Access Health
North Road West Medical Centre	6	Drake
Oakside Surgery	4	
Peverell Park Surgery	5	
Plympton Health Centre - Beacon	12	Beacon
Plympton Health Centre - Pathfields	9	Pathfields
Roborough Surgery	16	Drake
Saltash Road Surgery	2	Closed 31/3/17
Southway Surgery	4	
St Barnabas Surgery	2	Closed 31/3/17
St Levans Road Surgery	2	
St Neots Surgery	10	
Stirling Road Surgery	14	Ocean Health
Stoke Surgery	4	
Tamerton Surgery	2	Drake
Tothill Surgery	1	
Trelawny Surgery	3	Access Health
West Hoe Surgery	5	
Woolwell Medical Centre	2	
Wycliffe Surgery	5	Drake
TOTAL	274	

Individual GP Surgery Results

Question 1

<u>Surgery Name</u>	<u>Total Responses</u>	Q1 Routine appointment - Response 1 & 2 - Appointment within 2 weeks wait			Q1 Routine appointment - Response 3 - Appointment between 2-3 weeks wait		Q1 Routine appointment - Response 4 & 5 - Appointment greater than 3 weeks wait		Q1 Routine appointment Response 6 - Do not attend for routine appointments & Response 7 - Varies		
		Response Q1									
Mannamead Surgery	20	20	85%	17	-	0	5%	1	2 Res 7	10%	2
Knowle House Surgery	19	19	42%	8	11%	2	42%	8	1 Res 7	5%	1
Elm Surgery	19	19	58%	11	21%	4	16%	3	1 Res 6	5%	1
Roborough Surgery	16	16	69%	11	19%	3	-	0	2 Res 7	12%	2
Beaumont Villas Surgery	14	13	61%	8	8%	1	31%	4		-	0
Stirling Road - Ocean Health	14	14	21%	3	36%	5	43%	6		-	0
Plympton Health Centre - Beacon	12	12	50%	6	42%	5	8%	1		-	0
Friary House Surgery	11	11	82%	9	-	0	-	0	2 Res 7	18%	2
Church View Surgery	10	10	20%	2	30%	3	50%	5			0
St Neots Surgery	10	10	70%	7	10%	1	10%	1	1 Res 6	10%	1
Plympton Health Centre - Pathfields	9	8	50%	4	38%	3	-	0	1 Res 6	12%	1
Ernesettle Primary Care Centre	9	8	100%	8	-	0	-	0		-	0

Individual GP Surgery Results

Question 2

Surgery Name	Total Responses	Q2 Urgent appointment or GP call back - Response 1, 2 & 3 - within 24 hours			Q2 Urgent appointment or GP call back - Response 4 - greater than 24 hours		Q2 Urgent appointment or GP call back - Response 7 - go elsewhere		Q2 Urgent appointment - Response 5 - Difficult to get one Response 6 - not had to access recently Response 8 - other reason		Q2 Urgent appointment - No response to question
		Response Q2									
Mannamead Surgery	20	17	76%	13	6%	1	6%	1	12%	1 Res 5, 1 Res 6,	3
Knowle House Surgery	19	18	83%	15	6%	1	-	0	11%	2 Res 6	1
Elm Surgery	19	17	100%	17	-	0	-	0	-	0	2
Roborough Surgery	16	13	100%	13	-	0	-	0	-	0	3
Beaumont Villas Surgery	14	12	83%	10	-	0	-	0	17%	1 Res 5, 1 Res 6	2
Stirling Road - Ocean Health	14	13	31%	4	15%	2	15%	2	39%	3 Res 5, 1 Res 6, 1 Res 8	1
Plympton Health Centre - Beacon	12	12	75%	9	-	0	8%	1	17%	1 Res 5, 1 Res 6,	0
Friary House Surgery	11	11	82%	9	-	0	9%	1	9%	1 Res 6	0
Church View Surgery	10	9	89%	8	-	0	-	0	11%	1 Res 6	1
St Neots Surgery	10	9	100%	9	-	0	-	0	-	0	1
Plympton Health Centre - Pathfields	9	8	100%	8	-	0	-	0	-	0	1
Ernesettle Primary Care Centre	9	9	67%	6	-	0	11%	1	22%	1 Res 5, 1 Res 8	0

Individual GP Surgery Results

Question 3

<u>Surgery Name</u>	<u>Total Responses</u>	Q3 How easy is it to speak to a member of staff when calling the surgery first thing in the morning - Response easy or short wait up to 10 minutes			Q3 How easy is it to speak to a member of staff when calling the surgery first thing in the morning - Response difficult or wait over 10 minutes		Q3 Response - Other
		Response Q3					
Mannamead Surgery	20	20	45%	9	50%	10	1
Knowle House Surgery	19	19	68%	13	32%	6	0
Elm Surgery	19	18	83%	15	11%	2	1
Roborough Surgery	16	16	62%	9	38%	6	1
Beaumont Villas Surgery	14	13	15%	2	85%	11	0
Stirling Road - Ocean Health	14	14	-	0	100%	14	0
Plympton Health Centre - Beacon	12	12	42%	5	58%	7	0
Friary House Surgery	11	10	70%	7	30%	3	0
Church View Surgery	10	9	44%	4	56%	5	0
St Neots Surgery	10	10	10%	1	90%	9	0
Plympton Health Centre - Pathfields	9	9	56%	5	44%	4	0
Ernesettle Primary Care Centre	9	9	11%	1	89%	8	0

Individual GP Surgery Results

Question 4

<u>Surgery Name</u>	<u>Total Responses</u>	Q4 At any other time how easy is it to get through on the phone to speak to someone - Response easy or short wait up to 10 minutes			Q4 At any other time how easy is it to get through on the phone to speak to someone - Response difficult or wait over 10 minutes	
		Response Q4				
Mannamead Surgery	20	15	83%	11	27%	4
Knowle House Surgery	19	11	91%	10	9%	1
Elm Surgery	19	15	93%	14	7%	1
Roborough Surgery	16	11	91%	10	9%	1
Beaumont Villas Surgery	14	8	50%	4	50%	4
Stirling Road - Ocean Health	14	14	21%	3	79%	11
Plympton Health Centre - Beacon	12	10	70%	7	30%	3
Friary House Surgery	11	10	60%	6	40%	4
Church View Surgery	10	6	67%	4	33%	2
St Neots Surgery	10	9	89%	8	11%	1
Plympton Health Centre - Pathfields	9	6	100%	6	-	0
Ernesettle Primary Care Centre	9	9	56%	5	44%	4

Individual GP Surgery Results

Question 5

<u>Surgery Name</u>	<u>Total Responses</u>	Q5 How do you feel the surgery accomodates for those unable to attend between 9-5 - Response - yes it does			Q5 How do you feel the surgery accomodates for those unable to attend between 9-5 - Response unsure		Q5 How do you feel the surgery accomodates for those unable to attend between 9-5 - Response - no it doesn't	
		Response Q5						
Mannamead Surgery	20	13	77%	10	23%	3	-	0
Knowle House Surgery	19	15	27%	4	67%	10	6%	1
Elm Surgery	19	6	17%	1	66%	4	17%	1
Roborough Surgery	16	11	55%	6	36%	4	9%	1
Beaumont Villas Surgery	14	9	56%	5	33%	3	11%	1
Stirling Road - Ocean Health	14	14	7%	1	50%	7	43%	6
Plympton Health Centre - Beacon	12	9	78%	7	11%	1	11%	1
Friary House Surgery	11	11	55%	6	27%	3	18%	2
Church View Surgery	10	10	50%	5	50%	5	-	0
St Neots Surgery	10	9	45%	4	33%	3	22%	2
Plympton Health Centre - Pathfields	9	9	56%	5	33%	3	11%	1
Ernesettle Primary Care Centre	9	8	13%	1	74%	6	13%	1

Individual GP Surgery Results

Analysing the feedback it is clear that some of the 12 Surgeries from a patient experience point of view are performing better than others. The following is noted:

Friary House Surgery - It is pleasing to see that Friary House Surgery has generally done well in the survey considering the position they found themselves in following a CQC inspection in April 2016. The comments from patients during this survey, support the result of the CQC re-inspection in November 2016 where they are now rated as good. For those with internet access, the Surgery's website comes across as fresh and easy to navigate.

Church View Surgery - whilst access to the surgery for an urgent appointment is positively commented upon within the survey, it is not the same for routine appointments with 50% of respondents stating that waiting times for appointments are in excess of 3 weeks. Telephone communication first thing in the morning has also been negatively commented upon.

Stirling Road Surgery/Ocean Health Centre - Of the 12 Surgeries analysed, this is without doubt the Surgery that stands out as having the most issues. Access to appointments, particularly urgent appointments is negatively commented upon in terms of timeliness and of the 14 respondents to the survey, 3 stated it was difficult to get an urgent appointment and 2 said they went elsewhere or rang NHS 111 instead. Of those that managed either to get an appointment or have a GP call back only 31% received this within 24 hours, significantly lower than the other 11 Surgeries where the next lowest percentage was 67%.

This difficulty in accessing urgent appointments is particularly surprising given that Chard Road Surgery is run as an Acute Hub and is primarily set up to deliver this access either to a face to face appointment or GP call back. It is also possible that respondents may not have experience the Acute Hub since it's opening in June 2016.

This was also the Surgery that had most social media comments that prompted our survey in December 2016.

Healthwatch Plymouth is currently in contact with the new Practice Manager/Operations Manager for the Ocean Health Group and is proposing that we conduct a specific piece of patient engagement to help the Group to fully understand where the current patient experience currently stands. This Surgery is the one that we receive most negative comments about. Healthwatch Plymouth first made contact with Ocean Health in July 2016, just after the Acute Hub was established and had planned to conduct a series of visits in January of this year, however communication with the then Practice Manager broke down.

Individual GP Surgery Results

Drake Medical Alliance (Mannamead, Knowle House & Roborough Surgeries) - Overall the three Surgeries of the Drake Medical Alliance that feature in the top 12 are generally favourably commented upon. Highlights are:

Knowle House - 53% of respondents are waiting longer than 2 weeks for routine appointments (compared to 5% for Mannamead and 19% for Roborough). Urgent appointment/call back within 24 hours is 83%. Accessing the Surgery by telephone is generally positive.

Mannamead - Urgent appointment/call back within 24 hours is 76%. Accessing the Surgery by telephone is generally positive, but appears to be the luck of the draw first thing in the morning with 45% saying it's easy with 50% saying it's difficult.

Roborough - Commented upon positively in all areas.

Plympton Health Centre - There is very little to distinguish between both the Beacon and Pathfields Surgeries in terms of patient experience. Routine appointments within 2 weeks are both running at 50% whilst access to urgent appointments/GP call back within 24 hours is running at 75% and 100% respectively. Accessing the Surgeries by telephone is slightly more favourable for Pathfields group patients.