

# St Paul's Medical Centre Blackpool

**Enter and View Report**



**Wednesday 16<sup>th</sup> and Friday 18<sup>th</sup> 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:

**Dickson Road, Northshore, Blackpool, FY1 2HH**

### Staff met during visits:

**Tracy Swift - Patient Services Lead**

**Julie Holford - Practice Manager**

**Terri Morris - Receptionist**

**Pam Thompson- Receptionist**

**Sue Fogg - Receptionist**

**Adam Leigh - Receptionist**

### Date and time of visits:

**Wednesday 16<sup>th</sup> August at 4.30pm - 6.30pm**

**Friday 18<sup>th</sup> August at 9am - 12.30pm**

### Healthwatch Blackpool Authorised Representatives:

**Katie Taylor (Lead Senior Project Officer)**

**Jess Wood (Project Officer)**



CQC Report for St Paul's Medical Centre  
on 26<sup>th</sup> April 2016

<http://www.cqc.org.uk/location/1-543531057>

Overall Good	Safe	Good ●
	Effective	Good ●
	Caring	Good ●
	Responsive	Good ●
	Well-led	Good ●
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](http://www.healthwatchblackpool.co.uk)

On Wednesday 16<sup>th</sup> August 2017 at 4.30pm - 6.30pm and Friday 18<sup>th</sup> August 2017 at 9am - 12.30pm, two Healthwatch Blackpool representatives gathered survey responses from patients at St Paul's Medical Centre in Blackpool, to obtain the views of people using the service and to observe the environment. This report summarises the reviews of 42 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 42 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 Tracey Swift and Julie Holford, together with the staff at the surgery, for their 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

St Paul's Medical Centre operates within the NHS Blackpool Clinical Commissioning Group area and has around 11,000 registered patients (figures from the practice during our visit).

The service's opening times are usually 8am - 6.30pm Monday - Friday with extended hours on Wednesday 7am - 7.30pm. The service is closed on Saturday and Sunday.

There are six GP partners, one nurse practitioner, five nurses and three health care assistants. The Practice Manager is Julie Holford. The Practice Business Manager is Anne Bagot-Moore

# Enter and View Observations

GREEN

## Overall Environmental Rating:



### Location and external environment

St Paul's Medical Centre is located in the Central West neighbourhood of Blackpool. The practice can be accessed by public transport by either train or tram with a short walk to a number of services. Just behind the practice is a small car park, around half of the spaces are allocated for use of patients although there are none specifically allocated for disabled badge holders. A branch of an independent pharmacy is located within the entrance area of the medical centre.

### Internal environment and reception

The surgery is set over two levels. The ground floor hosts the majority of treatment rooms and so is mostly wheelchair accessible. The upper floor has a short row of seating and a few treatment rooms, it is only accessible via a staircase. Practice staff informed Healthwatch representatives all treatments are available on the ground floor for patients with mobility difficulties. The pharmacy is located in the entrance area with the surgery to the right. The reception desk is then in front with glass shutters. On the left of the reception desk is an electronic check-in kiosk, however during our visits this was out of service. To the right is a large waiting room with seating around the perimeter and rows in the centre. In the waiting room, there are also two chairs with high backs and arms which may be more suitable for patients with mobility difficulties. In the main waiting room, the radio was being played through a speaker system that Healthwatch representative felt was quite loud. Well stocked notice boards displaying current campaigns and information about issues were placed around the walls of the surgery. Additionally, the waiting room had a large flat screen TV however this was not on at the times of our visits. To the right of reception was a smaller quiet waiting area with a health check machine that checks weight, height and blood pressure. Treatment rooms were to the right of the waiting room or either side of the smaller waiting area. Patients were called through to their appointments by a loud but muffled tannoy or by the medical practitioner.

The flooring in the waiting room is a patterned carpet that was dated and had what looked like pieces of chewing gum engrained into it. The practice later informed us that this was anti-vandal paint and could not be removed. The flooring in front of the reception desk was rippled through being worn, rather than lying flat. The walls were easily distinguishable from the floor and had grabrails at hand height. There were both male and female single cubical toilets that were both wheelchair accessible. These were locked by the reception staff at 4pm and although signs on the door stated to ask for the key at reception, Healthwatch representatives observed that some patients found this confusing and one patient struggled to use the disk-shaped key to unlock the door.

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

The surgery appeared to be tidy, organised and everywhere but the carpet appeared clean. During the first visit, Healthwatch representatives could not see the poster informing patients of Healthwatch Blackpool's visit that was provided to the surgery via post prior to the visit, however this was clearly displayed during the second visit.

## Patient involvement in the surgery

Reception staff informed Healthwatch representatives that a poster containing information about the practices Patient Participation Group was on the notice board however this could not be found by representatives during our visits. Information on how to make a complaint was underneath the TV in the main waiting room, and the practice informed us during their response that there is also one in the upstairs waiting room.

The most recent CQC report (April 2016) was also displayed near to their reception desk.

### Comments from patients about the environment

"The tannoy system is not clear, it's really muffled. I'd prefer to be called in by a person."

"The tannoy is very loud."

"The tannoy is not clear. It would be better to be on the TV screen."

**The Enter and View at St Paul's Medical Centre took place on Wednesday 16<sup>th</sup> and Friday 18<sup>th</sup> August 2017. 42 patients shared their views, 7 declined to speak to Healthwatch representatives.**

## Patient responses for getting to the practice

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

(42 patients answered)

Walk	Car	Bus	Train/Tram	Other
26%	57%	5%	0%	12%

Other included:

12% - Taxi

### 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?'**

(40 patients answered)

**33%** said Yes **68%** said No

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

**47% 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.**

### Comments about considering using public transport:

"I can use the tram."

"I find it convenient."

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

"There's no direct bus, I would need to take two buses to get here."

"I don't live that far away."

In total 24 comments were made about using public transport, these can be found in Appendix 1

## Patient responses for access and booking appointments

**Overall access and booking appointment rating:** RED 

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

Telephone	Online	At reception	Repeat appointment
69%	10%	14%	7%

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

**20%** said Yes **71%** said No **10%** Said Sometimes

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

**Comments from patients who use online booking:**

"It's hard to use."

"Booking online is fine but you have to wait a fortnight, and you don't know you'll be ill in two weeks!"

"I find it really good."

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

Don't use a computer	Don't want to	Unaware of it	Don't have log in details yet	Unsuitable
47%	25%	14%	14%	0%

**Comments from patients who do not use online booking:**

*"It's easier to call."*

*"I keep forgetting to ask for my log in details."*

*"I want to discuss it with a person."*

In total 26 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?'**  
(38 patients answered)

**42%** said Yes

**58%** said No

**Comments about using a mobile app:**

*"I don't have a mobile phone."*

*"I would use it to reorder prescriptions."*

*"Most of the time I'm booking for the kids and most of the time they need an urgent appointment, so it wouldn't be suitable."*

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?'**  
(39 patients answered)

**62%** said Yes

**31%** said No

**8%** were Not Applicable

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

**Comments from patients about receiving reminders for their appointments:**

"I just put it down in my calendar."  
"Someone rang last night about 5pm."  
"I got a text to confirm my appointment but not a reminder."

In total 12 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?'**  
(40 patients answered)

**68%** said Yes      **15%** said No      **18%** said Not Applicable

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

**Positive Comments about booking urgent appointments:**

"The nurse from where I live phoned up for me."  
"It's easy to book."

**Negative or neutral comments about booking urgent appointments:**

"It's an absolute nightmare. I don't think they know what an emergency is."  
"Sometimes I do. If I want an urgent appointment the doctor will ring me back. Sometimes they then tell me to come to an appointment later in the day."  
"For the kids or my partner with mental health issues it's not too hard but for me it is."

In total 21 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?'**  
(39 patients answered)

**46%** said Yes      **36%** said No      **18%** said Not Applicable

**Positive comments about booking routine appointments:**

"That's okay."  
"The doctor booked it when I was with them which makes it much easier to get an appointment."

**Negative or neutral comments about booking routine appointments:**



"I have to wait two - three weeks for an appointment and its not convenient and hard to book because I don't know what my rota will be."

"It is difficult because you can't see a doctor when you want to."

"A lot of people ask for my doctor so it's hard to get an appointment with them. Getting one with the midwife is fine."

**In total 18 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?'**

(37 patients answered)

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

**Comments about the opening times:**

"I like very early appointments."

"It makes no difference to me, I have to book a day off work regardless."

**In total 5 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?'**

(35 patients answered)

**26%** said Excellent    **63%** said Could Be Improved    **11%** said Poor

**Positive comments about booking appointments:**

"I think it's a very very very good practice."

"I find it easy enough but there's always room for improvement."

**Negative or neutral comments about booking appointments:**

"Its fine. The staff are lovely, but it's the waiting time that's the problem. My child is a few months old and we've been waiting 2 weeks for an appointment."

"It would be good if the nurse appointments could be put on the online system. It might be good if they could give advice over the phone too and that would save some appointments."

"It takes days to get an appointment. I always get to the chemist first."

**In total 18 comments were made about overall access, these can be found in Appendix 1**

## Patient responses for quality of care

AMBER

### Overall Quality Rating:



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

**78%** said Happy with Staff **22%** were Happy with Most Staff

**0%** were Unhappy with Staff

#### Positive comments about medical staff

*"No complaints at all."*

*"They're very helpful. They're not abrupt or anything, they put me at ease."*

*"They're very approachable."*

#### Negative or Neutral comments about medical staff

*"Some of the nurses aren't as qualified as they think they are. It can feel like a waste of time."*

*"I've only seen a few. Sometimes I get directed to a nurse practitioner which is not always good."*

*"I see a nurse for a specific condition and they're great. There are a few doctors that I don't click with."*

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?'**  
(36 patients answered)

**81%** said Happy with Staff **17%** were Happy with Most Staff

**3%** were Unhappy with Staff

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

#### Positive comments about non-medical staff

*"All very polite."*

*"They're quite nice. They are really trying to help to get you an appointment. You can tell they are under a lot of pressure and will help as much as they can."*

*"They're great."*

### **Negative or Neutral comments about none medical staff**

*"They could be better."*

*"They could be a bit more friendly. They can be a bit miserable."*

*"They're okay."*

In total 18 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?'**

(36 patients answered)

**78%** said Yes      **6%** said No      **17%** said Most of the Time

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

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

*"They certainly did today."*

*"I've never had any problems at this surgery."*

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

*"I don't like it when doctors type on the computer and don't listen to me or look at me when I'm talking to them. It makes me feel anxious and like it's a waste of their time."*

*"You do if you get five minutes with them, the appointments are too short and rushed."*

*"I'm here for a follow up, I wanted a second opinion because I'm not happy."*

In total 13 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?':**

(37 patients answered)

**62%** said Very Important      **24%** said Not at all Important

**14%** said Neither Important nor Unimportant

## Comments about seeing the same GP:

*"I don't even know who my GP is."*

*"It's a case of you're lucky to see anyone at all. I would prefer to see the same person."*

*"It depends what it's for. If I'm coming for the same problem or a medication review, I want to see the doctor who prescribed the medication to me."*

In total 19 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?'**

(37 patients answered)

**49%** said Yes, I saw the GP I wanted to see

**16%** said Yes but I was not able to see the GP I wanted

**35%** said I have never requested a specific GP

#### Comments about requesting to see the same GP

*"I used to but I don't bother now. I wouldn't know who to ask for."*

*"I had to wait a bit longer to get an appointment."*

*"It depends how long I have to wait. It's difficult to get any doctor. I find myself going to the walk-in centre."*

In total 12 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?'**

(35 patients answered)

**43%** said Very Satisfied    **51%** said Satisfied    **6%** said Unsatisfied

#### Positive comments about overall satisfaction with care

*"I'm totally satisfied."*

*"I think they're fab."*

#### Negative or neutral comments about overall satisfaction with care

*"I'm still having problems again and again and it's not sorted out."*

*"It's 50/50."*

In total 12 comments were made about overall satisfaction of care, these can be found in Appendix

## Patient responses for patient involvement

18. **We asked: 'Have you heard of the surgery's Patient Participation Group?'**  
(36 patients answered)

**8%** said Yes **92%** 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?'**  
(36 patients answered)

**8%** said Yes **89%** said No **3%** said Maybe

### Comments about interest in the Patient Participation Group

"I don't do groups."

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

Attend regular meetings only	Online only	Attend both meetings and online
33%	33%	33%

*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?'**  
(34 patients answered)

**6%** said Yes **94%** said No

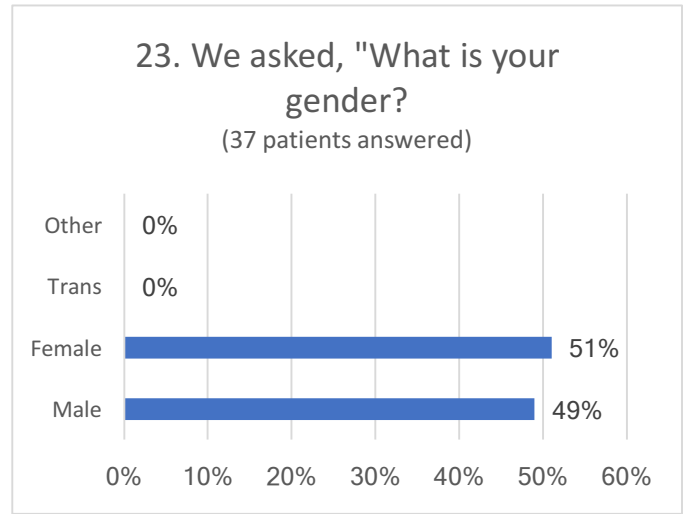
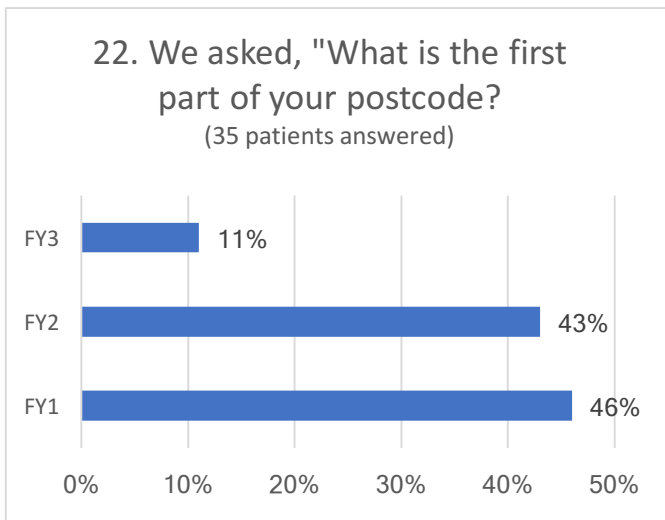
### Comments about sharing feedback about the surgery

"When I had a problem, I told the nurse who told me how to make a complaint."

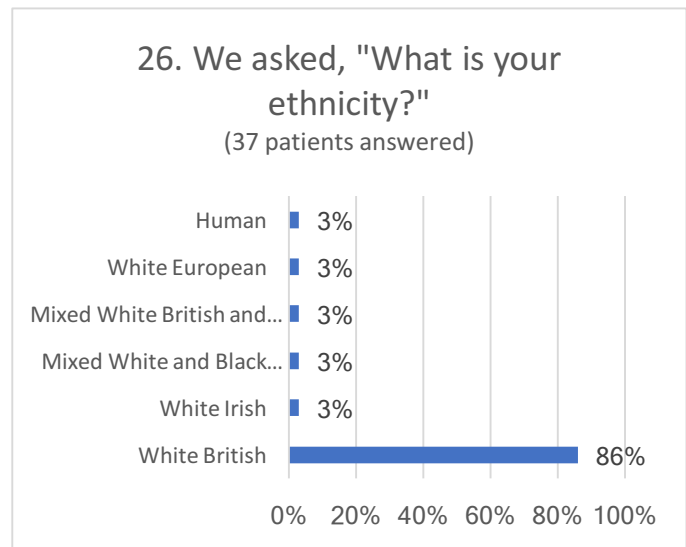
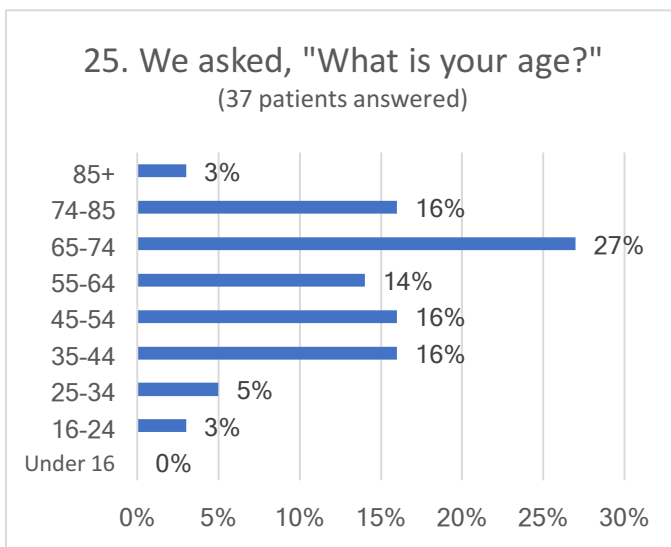
"I told reception, they did try to help."

## 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?'** (33 patients answered)  
 Yes – 100%  
 No – 0%



# Healthwatch Blackpool Summary of Findings

Here is a summary of findings from the visits to St Paul's Medical Centre:

Healthwatch Blackpool gave the following ratings:

**Overall Environmental Rating:** GREEN 

- The surgery appeared accessible and had some dementia friendly adaptations.
- Patients commented on the tannoy which called patients through to appointments being too loud.

**Overall Access Rating:** RED 

- The majority of patients booked their appointments by telephone (69%).
- Of the patients surveyed most of them do not use the online booking service (71%) and most would not consider using a mobile phone app (58%).
- Over half of the patients told us they have difficulty getting urgent appointments (68%) and the majority patients said they have difficulty getting routine appointments (46%)
- All the patients surveyed found the opening times convenient (100%).
- Overall, the majority of patients felt that their experience of booking appointments 'Could be improved' (63%), although some (11%) said it was 'poor'.

**Overall Quality Rating:** AMBER 

- The majority of patients told Healthwatch representatives they were happy with medical staff (78%) and none of the patients surveyed were unhappy with medical staff (0%).
- A small percentage of the patients we spoke to said they were unhappy with non-medical staff (3%), with most (81%) saying they were happy with none medical staff.
- Many patients told Healthwatch representatives they felt listened to, respected and understood during appointments (78%) with some saying they felt like this "most of the time" (17%).
- Most patients told us they felt seeing the same GP was very important to them (62%) and most patients said they saw the GP the wanted to when requested (49%).

- Overall, a minority of the patients we spoke to were ‘unsatisfied’ with the care provided to them (6%), with most stating they were ‘satisfied’ (51%) or ‘very satisfied’ (43%).

#### 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 (68%) with most of those citing that they lived too near to get a bus (47%)
- Most patients said they had not heard of the surgery’s Patient Participation Group (92%), and most said they would not be interested in joining (89%).

## 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?’**

(40 patients answered)

#### **Comments about considering using public transport:**

*"I would do."*

*"I can use the tram."*

*"I find it convenient."*

*"I do when it's possible."*

*"I would do if I had to."*

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

*"It's too difficult to use."*

*"I would use a bus or a tram."*

*"I live down the road."*

*"I live quite close."*

*"I live nearby."*

*"I only live down the road."*

*"I can walk, I don't live that far."*

*"There's no point. I live down the road."*

*"From where I live there are no buses to here."*

*"I've got my own car."*

*"There's no direct bus, I would need to take two buses to get here."*

*"There's no buses from where I live."*

*"A bus wouldn't bring me here."*

*"It's not possible from where I live."*

*"It's easier in the car."*

*"I only live around the corner."*

*"I don't live that far away."*

*"I usually walk but today I got a lift from a friend."*

*"There isn't one that comes here."*



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

(41 patients answered)

##### **Comments from patients who use online booking:**

*"I like the online system."*

*"It's hard to use."*

*"My wife uses online booking and finds it okay."*

*"It's not great. It's really slow."*

*"It's alright but you're just waiting a long time."*

*"Booking online is fine but you have to wait a fortnight, and you don't know you'll be ill in two weeks!"*

*"I find it really good."*

*"Using online booking is fine."*

##### **Comments from patients who do not use online booking:**

*"It's easier to call."*

*"I keep forgetting to ask for my log in details."*

*"I don't have a computer or a mobile phone."*

*"I haven't got a computer or a mobile."*

*"It's quicker to use the phone."*

*"Phoning is easier."*

*"I want to discuss it with a person."*

*"I'm happy to phone or nip in to reception."*

*"I like phoning, I think it's quicker."*

*"I've only just learn how to use a tablet."*

*"I haven't got a computer."*

*"I'd have to ask my daughter."*

*"This is only my second appointment in ten years!"*

*"I don't really know how to do all that. I'm not good with computers."*

*"I haven't looked into it."*

*"I haven't used it here, I have at my previous practice."*

*"We haven't got the internet."*

*"It's easier to talk to someone, you always know where you stand. I think less things can go wrong over the phone."*

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

(38 patients answered)

##### **Comments about using a mobile app:**

*"I like it the way it is."*

*"I'd rather call."*

"I think I would use it if I was taught how to use it."  
"I don't have a mobile phone."  
"I would use it to reorder prescriptions."  
"I don't think I would, but my wife probably would."  
"I'm too old and don't use all of that."  
"Absolutely not. I don't use mobile phones. I have one but I refuse to use it."  
"Most of the time I'm booking for the kids and most of the time they need an urgent appointment, so it wouldn't be suitable."

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

(39 patients answered)

### **Comments from patients about receiving reminders for their appointments:**

"I just put it down in my calendar."  
"They sent a confirmation text when I booked."  
"Someone rang last night about 5pm."  
"They phoned last night about 6pm."  
"Sometimes."  
"I got a text to confirm my appointment but not a reminder."  
"I usually do but I haven't got one today."  
"Text"  
"They normally send one but they haven't today."  
"I got a slip of paper when I booked."  
"A text."  
"I got a text."

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

(40 patients answered)

### **Positive Comments about booking urgent appointments:**

"The nurse from where I live phoned up for me."  
"It's easy to book."

### **Negative or neutral comments about booking urgent appointments:**

"It's an absolute nightmare. I don't think they know what an emergency is."  
"I couldn't even see the triage, I had to go to the chemist."  
"It's very difficult. It's ridiculous this surgery, it's the one big downfall. The triage system is terrible."  
"You can't get an urgent appointment, I phone here and it's all booked up."  
"Sometimes I do. If I want an urgent appointment the doctor will ring me back. Sometimes they then tell me to come to an appointment later in the day."  
"Sometimes its three weeks!"  
"Yes, it's very hard."  
"It's really difficult now, it never used to be."  
"I've been trying to get an appointment for three weeks!"  
"I get told to go to the walk-in centre."  
"You wait at least two days for something urgent."

*"Sometimes it's very difficult."*

*"I've had to wait two weeks for an appointment."*

*"Sometimes I do. You end up going to the walk-in centre. I'm disabled so that's really difficult."*

*"I find it impossible. I'm trying to get one for tomorrow and it's really difficult."*

*"Sometimes I get triaged and then they agree to give me an appointment."*

*"For the kids or my partner with mental health issues it's not too hard but for me it is."*

*"Sometimes it's hard to get an appointment."*

*"It's very hard these days."*

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

(39 patients answered)

### **Positive comments about booking routine appointments:**

*"That's okay."*

*"The doctor booked it when I was with them which makes it much easier to get an appointment."*

### **Negative or neutral comments about booking routine appointments:**

*"You can't get them as quick as you'd like."*

*"You have to wait two - three weeks for an appointment."*

*"It's about a two week wait, it's not convenient for anyone."*

*"I had to make this appointment three weeks ago. You phone at 8am but you can't get an appointment."*

*"It's very difficult. The wait is often two - three weeks."*

*"I have to wait two weeks."*

*"I have to wait two - three weeks for an appointment and its not convenient and hard to book because I don't know what my rota will be."*

*"That can take months."*

*"Sometimes I find it difficult."*

*"It is difficult because you can't see a doctor when you want to."*

*"You don't know you really want one that far in advance."*

*"It's not unusual to have to wait for 3 weeks."*

*"It's not something I've had to do."*

*"I've waited three and a half weeks for the appointment I'm here for today."*

*"A lot of people ask for my doctor so it's hard to get an appointment with them. Getting one with the midwife is fine."*

*"I used to get appointments easily, it's not the case anymore."*

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

(37 patients answered)

### **Comments about the opening times:**

*"I like very early appointments."*

*"It makes no difference to me, I have to book a day off work regardless."*

*"This is the latest I've ever been."*

*"Appointments need to work around working people."*

*"8am - 8pm is good!"*

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

(35 patients answered)

### **Positive comments about booking appointments:**

*"I think it's a very very very good practice."*

*"I find it easy enough but there's always room for improvement."*

### **Negative or neutral comments about booking appointments:**

*"It's okay."*

*"It's fine. The staff are lovely, but it's the waiting time that's the problem. My child is a few months old and we've been waiting two weeks for an appointment."*

*"It's okay."*

*"It's good apart from having to wait a long time."*

*"There are not enough GP appointments available."*

*"It would be better if there were more appointments available."*

*"It's not so good."*

*"It would be good if the nurse appointments could be put on the online system. It might be good if they could give advice over the phone too and that would save some appointments."*

*"It's poor when you can't get an appointment when you really need one."*

*"You can't always get an appointment."*

*"It's been okay."*

*"They could do better."*

*"Getting through on the phone is really hard."*

*"They've always been good but recently you're waiting two to three weeks."*

*"It takes days to get an appointment. I always get to the chemist first."*

*"Sometimes it's far too busy."*

## **Appendix 2**

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

(37 patients answered)

#### **Positive comments about medical staff:**

*"Everyone seems nice and helpful."*

*"No complaints at all."*

*"They're all nice."*

*"They're very helpful. They're not abrupt or anything, they put me at ease."*

*"Recently everyone has been friendly."*

*"They're friendly."*

*"They're excellent."*

*"They're fine."*

*"They're very approachable."*

*"They're brilliant."*

*"I really like the new one. The old doctor felt like a friend more than a doctor."*

*"They're wonderful."*

## Negative or Neutral comments about medical staff

"They're okay."

"Some of the nurses aren't as qualified as they think they are. It can feel like a waste of time."

"I've only seen a few. Sometimes I get directed to a nurse practitioner which is not always good."

"They lost two GPs that have moved from this surgery. I really liked them and it means I feel they take their knowledge with them."

"I see a nurse for a specific condition and they're great. There are a few doctors that I don't click with."

"I've been here about 20 years."

"It's 50/50. Some of them are okay, some aren't, but that's only when you get to see a doctor."

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

(36 patients answered)

#### **Positive comments about non-medical staff:**

"They've helped me."

"They've got a sense of humour, they're excellent. They always go to a lot of trouble for me."

"They're fab."

"They're very helpful."

"All very polite."

"They're quite nice. They are really trying to help to get you an appointment. You can tell they are under a lot of pressure and will help as much as they can."

"They're great."

"Happy with everyone I've spoken to."

"They've always been polite. I don't like the new phone system, it seems to take twice as long waiting for all the numbered options."

"Brilliant, all the staff are great."

"They're brilliant."

#### **Negative or Neutral comments about none medical staff**

"They do their job but they look a bit miserable."

"They could be better."

"They could be a bit more friendly. They can be a bit miserable."

"They're okay."

"There are no men working behind the counter. It would be good to have a man." [NB: Healthwatch Representatives observed a male member of staff working behind reception at a different time.]

"They're okay."

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

(36 patients answered)

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

"They certainly did today."  
"I've never had any problems at this surgery."  
"I do with the doctor I'm seeing at the moment."  
"I have a good doctor."

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

"I usually bring my daughter as I have Autism and they need to speak slowly for me to understand."  
"I feel listened to but there are no actions being taken."  
"Sometimes I do and sometimes I don't."  
"It's difficult to say, it depends who you're with."  
"I don't like it when doctors type on the computer and don't listen to me or look at me when I'm talking to them. It makes me feel anxious and like it's a waste of their time."  
"You do if you get five minutes with them, the appointments are too short and rushed."  
"You just feel lucky you got an appointment!"  
"I'm here for a follow up, I wanted a second opinion because I'm not happy."  
"I've personally never had an issue, but I know people who have."

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

(37 patients answered)

#### **Comments about seeing the same GP:**

"I don't even know who my GP is."  
"I would like to see the same person."  
"I will only see one doctor."  
"It's important because you build a relationship with the doctor."  
"If you're not with the same person you have to repeat the problem."  
"I think it's quite important."  
"I'd like to but it's not always possible."  
"If it's something that can wait it's important."  
"I'll see anybody, they're all qualified."  
"You want to have continuity of care."  
"I'm just happy to see any."  
"I prefer to because they know what's going on."  
"I think you should see the same doctor because you are asked to the same questions each time."  
"I think it's useful but not essential. One would get to know you."  
"It means someone cares and is willing to help you and make you feel better."  
"It's quite important, the doctor I saw all the time has left."  
"It's a case of you're lucky to see anyone at all. I would prefer to see the same person."  
"I think it is because they know more about you."  
"It depends what it's for. If I'm coming for the same problem or a medication review, I want to see the doctor who prescribed the medication to me."

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

(37 patients answered)

#### **Comments about requesting to see the same GP:**

"I used to but I don't bother now. I wouldn't know who to ask for."

*"It's not always possible to see the person you want to."  
"They usually do give me the same doctor."  
"I had to wait a bit longer to get an appointment."  
"Every time I come I would like to see my GP, but if they're not available I will see any."  
"You have to wait longer to see the person you want."  
"I have seen the person I wanted but it's a two - three week wait."  
"It depends how long I have to wait. It's difficult to get any doctor. I find myself going to the walk-in centre."  
"You can't see the person you want."  
"Going back 20 years, I did but not in modern years."  
"I get to see who I want to now. I miss my old doctor who has left this surgery now."  
"I did when my previous doctor was here."*

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

(36 patients answered)

**Positive comments about overall satisfaction with care:**

*"I'm totally satisfied."  
"I think they're fab."  
"I'm more than happy."  
"So far I'm satisfied."*

**Negative or Neutral comments about overall satisfaction with care:**

*"I'm still having problems again and again and it's not sorted out."  
"I've had one bad experience but glad to say I've not had much opportunity to judge."  
"Mostly it is good. I feel some doctors are better than others. I won't see some of them."  
"It's 50/50."  
"I can't answer really, I've only been at this surgery for a few months."*

## **Response from provider**

A response from St Paul's Medical Centre can be found below.

**[www.healthwatchblackpool.co.uk](http://www.healthwatchblackpool.co.uk)**

**[enquiries@healthwatchblackpool.co.uk](mailto:enquiries@healthwatchblackpool.co.uk)**

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

**Facebook: [facebook.com/healthwatchblackpool](https://facebook.com/healthwatchblackpool)**



## Action Statement

No.	Issues raised by patients	Response or action from provider	Due	By
1.	Loud but muffled tannoy	<p>The tannoy is transmitted via the radio speakers. It is difficult to adjust the balance between the tannoy and radio. If the speech is muffled, this is due to user error on the part of the clinician. We will show them how to use the tannoy correctly.</p> <p>One patient suggested the TV was used instead of the tannoy. This is not possible as there is no TV in the upstairs waiting area and the radio is needed in corridors and waiting areas to reduce the risk of confidential information being overheard.</p>	30/09/17	Julie Holford Practice Manager
2.	No suitable bus service	There used to be a bus stop immediately to the rear of St Paul's. Unfortunately and in spite of objections on our part, the bus was re-routed and the bus stop removed. The transport authority claimed that too few people boarded the bus at that stop (although a good number appeared to dismount there).	Not applicable	Not applicable
3.	Lack of availability of appointments online	At the time of writing (10:15am 30/08/17) 9 types of appointments were available to book online via Patient Access. Please see the screen-shot below. General Appointments refer to GP face-to-face appointments, telephone appointments are mainly GP, but some nurse slots and the remaining appointment types are with Healthcare Assistants or nurses.	To be confirmed	Julie Holford Practice Manager

	<p><b>Book an appointment</b></p> <p>Please note that the system will only allow up to 4 appointments to be booked at once. If you already have more than 4 appointments the book appointment option will not show here - you will only be able to see a list of the appointments you have already made. Remember to CANCEL any appointment you no longer need. <span style="float: right;">X</span></p> <p>Please select what kind of appointment you need:</p> <p><b>General appointment</b> Choose this for general appointments, or see below for other appointment types your practice is offering.</p> <p>Other appointment types: If you are unsure of what the appointment type means, please check with your practice.</p> <p><b>Blood Test FASTING</b>      <b>Annual Review 1. 20 min (HCA)</b>      <b>Blood test 10 min</b></p> <p><b>Ear Syringe 20 min USE OIL T...</b>      <b>Smear/swab 20 min</b>      <b>Tel Cons 10 min</b></p> <p><b>Vaccination - Flu</b>      <b>Vaccination - Shingles</b></p> <p>The first available face-to-face appointments to book with a GP are shown below. The wait is around 2½ weeks. These are not intended to be used for acute, sudden onset or urgent medical problems. They are for follow-up or review, or for non-urgent matters that the patient can plan ahead to discuss with the GP.</p>		
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**Friday 15th September 2017**

<p><b>GANTI, Lalitha (Dr)</b> </p> <p>(General Medical Practitioner) DR GANTI FRI AM St Pauls Medical Centre</p> <p>10:30</p>	<p><b>GANTI, Lalitha (Dr)</b> </p> <p>(General Medical Practitioner) DR GANTI FRI PM St Pauls Medical Centre</p> <p>15:10 15:20</p>
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**Monday 18th September 2017**

<p><b>MOMIN, Lubna (Dr)</b> </p> <p>(General Medical Practitioner) DR MOMIN MON AM St Pauls Medical Centre</p> <p>10:20 10:30</p>	<p><b>RUDNICK, Leanne (Dr)</b> </p> <p>(General Medical Practitioner) DR RUDNICK MON AM St Pauls Medical Centre</p> <p>10:00</p>	<p><b>GANTI, Lalitha (Dr)</b> </p> <p>(General Medical Practitioner) DR GANTI MON PM St Pauls Medical Centre</p> <p>16:40</p>	<p><b>STRAKER-BENNETT, R...</b> </p> <p>(General Medical Practitioner) DR STRAKER-BENNETT MON ... St Pauls Medical Centre</p> <p>15:50</p>
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**Tuesday 19th September 2017**

<p><b>MOMIN, Lubna (Dr)</b> </p> <p>(General Medical Practitioner) DR MOMIN TUE AM ROUTINE ... St Pauls Medical Centre</p> <p>10:30</p>	<p><b>RUDNICK, Leanne (Dr)</b> </p> <p>(General Medical Practitioner) DR RUDNICK TUE AM St Pauls Medical Centre</p> <p>10:00 10:10</p>	<p><b>GANTI, Lalitha (Dr)</b> </p> <p>(General Medical Practitioner) DR GANTI TUE AM (NEW) St Pauls Medical Centre</p> <p>09:40 09:50</p>	<p><b>GANTI, Lalitha (Dr)</b> </p> <p>(General Medical Practitioner) DR GANTI TUE PM St Pauls Medical Centre</p> <p>16:40 16:50</p>
<p><b>STRAKER-BENNETT, R...</b> </p> <p>(General Medical Practitioner) DR STRAKER-BENNETT TUE AM St Pauls Medical Centre</p> <p>10:40</p>			

Routine telephone slots can be booked as little as 1 week ahead, and as we strive to make clear to patients, the GP will arrange for the patient to come in to be examined if needs be, usually the same day.

**Tuesday 5th September 2017**

<p><b>SCOTT, Colin (Dr)</b> </p> <p>(General Medical Practitioner) DR SCOTT TUE PM St Pauls Medical Centre</p> <p>15:40</p>	<p><b>CUNLIFFE, Sarah (Dr)</b> </p> <p>(General Medical Practitioner) DR CUNLIFFE TUE PM St Pauls Medical Centre</p> <p>14:10 14:20</p>	<p><b>RUDNICK, Leanne (Dr)</b> </p> <p>(General Medical Practitioner) DR RUDNICK TUE AM St Pauls Medical Centre</p> <p>09:10 09:20</p>	<p><b>GANTI, Lalitha (Dr)</b> </p> <p>(General Medical Practitioner) DR GANTI TUE PM St Pauls Medical Centre</p> <p>16:00 16:10 16:20</p>
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**Wednesday 6th September 2017**

<p><b>SCOTT, Colin (Dr)</b> </p> <p>(General Medical Practitioner) DR SCOTT WED AM St Pauls Medical Centre</p> <p>08:50 09:40 09:50</p>	<p><b>RUDNICK, Leanne (Dr)</b> </p> <p>(General Medical Practitioner) DR RUDNICK WED PM St Pauls Medical Centre</p> <p>18:50</p>	<p><b>GANTI, Lalitha (Dr)</b> </p> <p>(General Medical Practitioner) DR GANTI WED AM St Pauls Medical Centre</p> <p>08:30 08:40 08:50</p>
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**Thursday 7th September 2017**

<p><b>SCOTT, Colin (Dr)</b> </p> <p>(General Medical Practitioner) DR SCOTT THUR AM St Pauls Medical Centre</p> <p>09:10 09:20 09:30 10:50 11:00</p>	<p><b>SCOTT, Colin (Dr)</b> </p> <p>(General Medical Practitioner) DR SCOTT THUR PM St Pauls Medical Centre</p> <p>16:20 16:30</p>	<p><b>CUNLIFFE, Sarah (Dr)</b> </p> <p>(General Medical Practitioner) DR CUNLIFFE THUR PM St Pauls Medical Centre</p> <p>14:10 14:20 14:30 15:50 16:00</p>	<p><b>RUDNICK, Leanne (Dr)</b> </p> <p>(General Medical Practitioner) DR RUDNICK THUR AM St Pauls Medical Centre</p> <p>09:00 09:10 09:20 10:40 10:50</p>
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Different nurses have different competencies, so we have to be careful in what we release to be booked online directly for the patient. For example, first dressings can be done by most of the nurses, but Healthcare Assistants can only do alternate follow-up dressings. That having been said, we hope to increase the number and types of appointments available to book online.

14% of patients said they were unaware of the option to book online; however this is explained in our information leaflets and also as part of the recorded message on the telephone system.

Booking your appointment

Some appointments can be booked online through Patient Access. To find out more about how to register, visit [www.stpaulspsc.co.uk](http://www.stpaulspsc.co.uk).

Whichever way you book, we will need to know your name and date of birth. The GPs and other clinicians also prefer to know a little about why you need the appointment at the time of booking, so please do not be offended if the receptionist asks you about this.

When you book a telephone appointment we also need to know:

- ✓ The telephone number you would like the GP or nurse to use
- ✓ Any period around the time of your scheduled appointment when you will **not** be available to take the call, as telephone calls cannot be pinned down to an exact time
- ✓ If this is a new or ongoing problem, and if ongoing which GP you have previously consulted about it

**Appointments are precious.** Always **CANCEL** if you cannot attend or no longer need an appointment, including telephone appointments, so they can be made available for others to use.

You can cancel at any time by leaving a message on our voicemail or online if registered for Patient Access



Other sources of help and advice

- ✓ Local community pharmacies – e.g. minor ailment scheme
- ✓ Community matron or health visitor if you have one
- ✓ 111 – for emergencies at any time
- ✓ **A&E – severe emergencies only. Please keep A&E free to help patients with potentially life-threatening problems.**






## Appointments

We are proud to offer our patients a wide range of appointments. This leaflet will help you decide on the best type of appointment to book, but if in doubt please ask; we are here to help.

Please let us know if you would like a copy of this leaflet in **LARGE PRINT** or **AUDIO**



		<p>All our GPs offer a range of appointments types. These include:</p> <ul style="list-style-type: none"> <li>✓ <b>Same day telephone appointments</b> – for urgent medical problems</li> <li>✓ <b>Routine telephone appointments</b> – for non-urgent medical problems and reviews with the GP who has been dealing with your medical care</li> <li>✓ <b>Surgery (face-to-face) appointments</b> – for follow-up reviews with the GP who has been dealing with your medical care where you need to be seen or examined</li> <li>✓ <b>Emergency surgery appointments</b> – for urgent medical problems where a physical examination is needed</li> <li>✓ <b>Slot-ins</b> – extra appointments made by the GP to see patients who need to come in following a telephone assessment.</li> </ul> <p> You do not need to wait for the next available surgery appointment with a GP to be seen. Book a telephone appointment - the GP will see you in surgery if needed – <i>usually the same day.</i></p> <p>Any poorly child aged under 12 years will be assessed by a practice doctor or nurse <i>the same day</i> </p> <div style="border: 1px dashed black; padding: 5px;"> <p>If you have any of the following symptoms, <b>DIAL 999</b></p> <p><b>CHEST PAIN</b> associated with shortness of breath, sweating, jaw or arm pain or pins and needles to one or both arms</p> <p><b>POSSIBLE STROKE</b> - Drooping on one side of the face, inability to raise arm fully or grip, difficulty speaking or understanding</p> <p><b>HEAVY or PROLONGED BLEEDING</b> associated with dizziness and shortness of breath</p> <p><b>POSSIBLE MENINGITIS</b> in an unwell child with a rash that does NOT fade when pressed with a glass</p> </div> <p>We also have a Nurse Practitioner and triage nurse working across the week who can:</p> <ul style="list-style-type: none"> <li>✓ Diagnose new medical conditions</li> <li>✓ Treat minor illnesses including prescribing medicines where needed</li> <li>✓ Refer on for further investigations or care at the practice or from other providers such as the hospital</li> <li>✓ Seek a medical opinion from a GP or book an appointment with one if needed</li> </ul> <p style="text-align: center;"><u>Appointments with the Practice Nursing Team</u></p> <p>Our nursing team offers a wide range of clinical services provided by:</p> <ul style="list-style-type: none"> <li>• Healthcare Assistants (HCAs)</li> <li>• Practice Nurses</li> <li>• Nurse Practitioners</li> <li>• Practice Pharmacist</li> </ul> <p></p> <p>In short...</p> <p>HCAs can help with blood tests, ear syringing, dressings, ECGs, blood pressure checks, general health screening and the first part of annual reviews for long-term conditions.</p> <p>Practice Nurses help with the management of long-term conditions such as high blood pressure, diabetes and asthma, as well as dressings, vaccinations, family planning, screening and much more</p> <p>Nurse Practitioners diagnose and treat new medical conditions, and can manage ongoing and long-term conditions.</p> <p>Practice Pharmacist – not to be confused with Community Pharmacists who work in local pharmacies. Our pharmacist advises the clinical team on all aspects of cost-effective prescribing and medicines safety, and helps patients by reviewing medicines and bringing them into line where possible. He also offers Smoking Cessation and Respiratory Reviews.</p> <p>Not sure who to see? Our receptionists are happy to help or visit <a href="http://www.stpaulsppcc.co.uk">www.stpaulsppcc.co.uk</a></p>		
4.	Reminder about appointment	<p>Patients with a mobile 'phone should receive both a confirmation by text of their appointment and a reminder 48 hours' beforehand. If they booked within this period they would not automatically receive a text reminder.</p> <p>Patients scheduled to attend an appointment of 30 or more minutes duration are telephoned the evening before to confirm that they still plan to attend.</p> <p>It looks like some patients did not receive a text reminder who should have done. We will investigate if there is a fault in the system.</p> <p>Patients who are on the DNA register must contact us at a specified time to confirm they will be attending; if they do not the appointment is cancelled and released for</p>	To be confirmed	Julie Holford Practice Manager

another patient to use.

**St Paul's Medical Centre DNA Register**

Every month hundreds of appointments are wasted because people book them but then fail to attend without cancelling.

This means they are not available for anyone else to use and they have to wait longer to consult the doctor, nurse practitioner, nurse, healthcare assistant or pharmacist.



To stop this happening we have introduced the DNA Register for patients who did not attend (DNA) a surgery appointment or were not available to take a telephone call at the scheduled telephone appointment time on at least 2 occasions in the last 3 months.



If you are on the DNA Register you can book appointments in the usual way but **MUST** either **CANCEL** or **CONFIRM IN ADVANCE** that you will be attending (or will be available to take a telephone call at the scheduled time for telephone appointments). The same rule applies for **all** appointment types, even if they were booked by the doctor or nurse.

**If you do not confirm, the appointment will be cancelled and made available for another patient to use. If you then come in for your appointment, you will not be seen, but will be asked to rebook for another time.**

When you book your appointment we will remind you of the need to confirm and the time-frames for this, which are:

APPOINTMENT TIME	CONFIRMATION WINDOW
7:00 am – 11:00 am	1:30 pm – 4:30 pm previous working day
11:01 am – 3:00 pm	3:30 pm – 6:00 pm previous working day
3:01 pm – 6:00 pm	8:00 am – 1:00 pm same day

**Remember, the previous working day could be before a weekend or bank holiday!**

If you know in advance that you will not be able to attend or no longer need your appointment, please **CANCEL IT** so we can make it available for another patient.

It is easy to **CONFIRM** or **CANCEL** - telephone **01253 623888** to speak to a member of staff or leave a **VOICEMAIL**. Please state your name, date of birth, date and time of the appointment and who it is with and whether you wish to **CONFIRM** or **CANCEL**.



You will remain on the DNA Register until you have completed **6 MONTHS** of full attendance.

**If you fail to attend an appointment after you have confirmed that you will be attending, you will be removed from the practice list and will need to register at a different practice.**

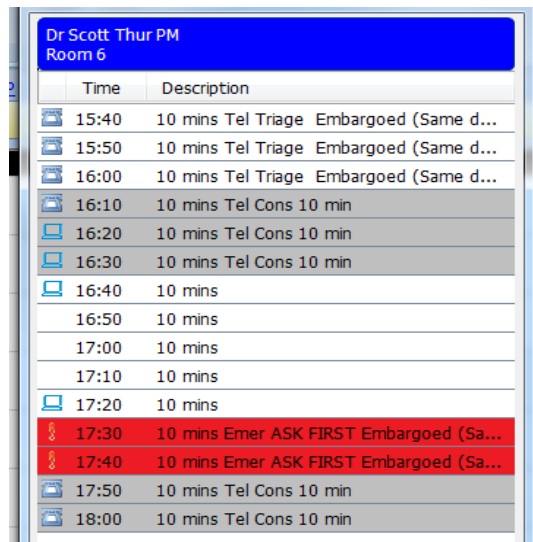
5. Mobile App

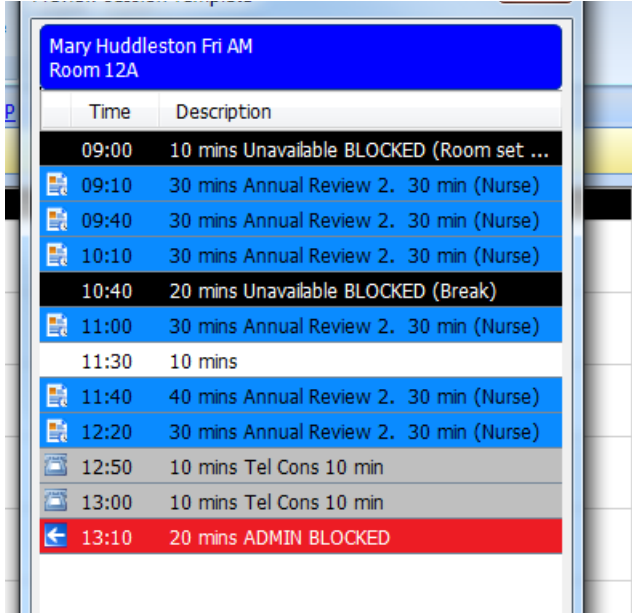
Patient Access is available as a mobile app for those patients who would like to use it.

Not applicable

Not applicable

6.	Difficulty in accessing urgent appointments.	<p>At the time of writing (10:15am 30/08/17) there were 8 urgent appointments still available for the same day, 29 due to be released the following morning and 61 due for release on Friday morning.</p> <p>The next available routine (non-urgent) GP appointments were available on Tues 05/09/17 i.e. within a week for 5 of the 6 GPs, the 6<sup>th</sup> being on annual leave.</p> <p>Our policy is that any child aged under 12 years MUST be assessed the same day if unable to wait until the next available appointment. Since 1<sup>st</sup> April 2017 we have squeezed 119 children aged under 12 into clinics without an appointment to ensure they are seen on the day of request.</p> <p>Patients are encouraged to access alternative services where this is appropriate, such as the pharmacy minor ailment scheme, so that GP appointments can be reserved for more complex cases. The structure of a typical GP clinic is shown in the screen print below. The appointments with the blue computer icon are available to book online. One third of the appointments in each GP surgery is reserved for urgent cases.</p>		
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		<p>Patients may believe they need a face-to-face appointment and be unwilling to take up the offer of a telephone slot which is available within a much shorter time-scale. We need to do more as a practice to educate patients about how the system works and reassure them that when a GP has 'triaged' their case by telephone, he/she will make arrangements for them to come in to be examined if this is necessary, usually the same day. This does not block another bookable appointment, as the GP squeezes the triaged patients in as an 'extra'.</p> <p>The presentation about appointments that is displayed on the Jayex (TV) screen needs to be updated.</p>	To be confirmed	Anne Bagot-Moore Practice Business Manager																										
7.	More nurse appointments online	<p>We will certainly look to see if more appointments can be made available to book online. The nurses do offer telephone slots as indicated by the clinic template shown below:</p>  <table border="1"> <thead> <tr> <th>Time</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>09:00</td> <td>10 mins Unavailable BLOCKED (Room set ...)</td> </tr> <tr> <td>09:10</td> <td>30 mins Annual Review 2. 30 min (Nurse)</td> </tr> <tr> <td>09:40</td> <td>30 mins Annual Review 2. 30 min (Nurse)</td> </tr> <tr> <td>10:10</td> <td>30 mins Annual Review 2. 30 min (Nurse)</td> </tr> <tr> <td>10:40</td> <td>20 mins Unavailable BLOCKED (Break)</td> </tr> <tr> <td>11:00</td> <td>30 mins Annual Review 2. 30 min (Nurse)</td> </tr> <tr> <td>11:30</td> <td>10 mins</td> </tr> <tr> <td>11:40</td> <td>40 mins Annual Review 2. 30 min (Nurse)</td> </tr> <tr> <td>12:20</td> <td>30 mins Annual Review 2. 30 min (Nurse)</td> </tr> <tr> <td>12:50</td> <td>10 mins Tel Cons 10 min</td> </tr> <tr> <td>13:00</td> <td>10 mins Tel Cons 10 min</td> </tr> <tr> <td>13:10</td> <td>20 mins ADMIN BLOCKED</td> </tr> </tbody> </table>	Time	Description	09:00	10 mins Unavailable BLOCKED (Room set ...)	09:10	30 mins Annual Review 2. 30 min (Nurse)	09:40	30 mins Annual Review 2. 30 min (Nurse)	10:10	30 mins Annual Review 2. 30 min (Nurse)	10:40	20 mins Unavailable BLOCKED (Break)	11:00	30 mins Annual Review 2. 30 min (Nurse)	11:30	10 mins	11:40	40 mins Annual Review 2. 30 min (Nurse)	12:20	30 mins Annual Review 2. 30 min (Nurse)	12:50	10 mins Tel Cons 10 min	13:00	10 mins Tel Cons 10 min	13:10	20 mins ADMIN BLOCKED		
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		<p>As you can see, the annual review slots are not differentiated. These are booked by the Healthcare Assistant when the patient attends for part 1 of the review, which includes blood tests and check of height, weight and BMI etc. The nurse chosen depends on which long-term conditions they are qualified to manage e.g. Diabetes, COPD, Asthma, Hypertension, etc.</p> <p>Nurses also convert their appointments to telephone slots when they make an arrangement directly with a patient to have a telephone consultation for example to follow-up after changing diabetic medication. They cannot offer telephone consultations to diagnose acute problems.</p>		
8.	Some nurses are not as qualified as they think they are	<p>All our nurses have undertaken rigorous training and regular updates to ensure they have a thorough, comprehensive and current understanding of the areas of care they provide. Those that offer chronic disease management have undertaken specialist postgraduate diploma-level training in order to do so.</p> <p>We have heard patients sometimes refer to the healthcare assistants as 'nurse'. Healthcare assistants are not trained to the same degree and they are not qualified to give advice on the management of long-term conditions. We will remind staff that they must never refer to healthcare assistants as nurses. Our patient information leaflet about appointments, embedded earlier, does explain the different roles.</p>	08/09/17	Julie Holford Practice Manager
9.	Some non-medical staff are 'miserable'	We are sorry that some staff have been perceived in this way. All members of the reception team undergo customer service training on a regular basis. We will observe to identify the offending staff, make them aware of how they have been perceived and work with them to improve.	To be confirmed	Julie Holford Practice Manager
10.	GPs focusing on computer screen instead of patient	We are sorry that some patients have experienced this. We will advise all GPs of how this can come across to patients.	10/11/17	Anne Bagot-Moore
11.	GP appointments are rushed.	<p>Standard GP appointments are 10-minute slots. Patients can request a double appointment if they feel this is necessary.</p> <p>We will update the appointments patient information leaflet to make this clearer.</p>	At next re-print	Anne Bagot-Moore

12.	Patients do not know who their registered GP is.	<p>In 2015 we wrote to every patient aged 75+ to inform them of their named GP as required under the contract. We also ran a campaign to inform other patients by:</p> <ul style="list-style-type: none"> <li>a) Opportunistically when they attended any other appointment</li> <li>b) Using the website and Facebook to ask patients to contact us to find out who their named GP is</li> </ul> <p>In addition, we recently published a newsletter (embedded above) which informed patients formerly under Dr Power who their new GP would be.</p> <p>All newly registering patients are informed at the time of registration who their GP is. However we also make it clear that they are not obliged to see that GP all the time, or indeed at all; they can choose to see whichever GP they feel most comfortable with and who has availability. We do encourage them to stick with the same GP where possible.</p> <p>We will consider running another campaign to make people aware of who their GP is.</p>	31/12/17	Anne Bagot-Moore Practice Business Manager
13.	Satisfaction with the care provided	We are concerned about the comment "I'm still having problems again and again and it's not sorted out". We have no open complaints at the moment. What kind of problems? What has been tried to sort it out? Did the Healthwatch representative advise the patient to speak to the Patient Services Lead about this?		

No.	Issues raised by Healthwatch (but not patients)	Response or action from provider	Due	By
1	No allocated parking space of disabled drivers.	The car park is not close to the front entrance. Most patients with mobility problems park at the front of the surgery. A dedicated space on the car park would restrict access for the majority of drivers. We have never had a complaint about lack of parking from any patient, whether able-bodied or disabled.	Not applicable	Not applicable

2	Check-in kiosk out of service	This was affected by the Cyber Attack and has been repaired twice by IT engineers. We are awaiting a long-term solution from IT and we apologise for any inconvenience. We have asked a supervisor to chase this up with IT.	01/09/17	Gareth Phillips Supervisor
3	Radio loud	The radio is played throughout the public areas of the surgery in order to reduce the risk of confidential conversations and consultations being overheard. It is interrupted when the tannoy is used. It is difficult to get the volume correctly balanced for both uses and it does fluctuate. We will train more staff on how to adjust the balance.	08/09/17	Julie Holford
4	The TV was not on.	The TV screen is used to display health promotion information. It should be switched on as part of the 'opening up' procedure every day. We will find out why it was not on this occasion and remind the staff that it should be switched on.	08/09/17	Julie Holford
5	Flooring	As explained below, the stains on the carpet are anti-vandal paint, not chewing gum. The carpet is vacuumed daily and is regularly shampooed. We have started a process of replacing all carpets in the building with hard flooring. We have completed this in all consulting rooms and some offices. We hope to be able to complete the process within the next year or so.	To be confirmed	Julie Holford
6	Locked toilet	We have unfortunately had a problem with drug users leaving needles and drug paraphernalia in the toilets. The toilets are therefore locked at 4:00pm so that people cannot simply walk in off the street and lock themselves in. The locks on the doors were never designed with this in mind; the mechanism being set for access if a patient triggered the alarm for assistance. We will investigate alternative suitable locks.	30/09/17	Julie Holford
7	Healthwatch poster not displayed	The letter and poster arrived towards the end of the week preceding the first visit and were in the Business Manager's in-tray. She had taken all her paperwork home for the weekend to sort through, but unfortunately was taken ill and did not return to work until the next Thursday. On her return to work the poster was displayed ready for the next visit.	Not applicable	Not applicable
8	PPG poster not displayed	This is usually located on the noticeboard near the check-in screen. The Business Manager will investigate why it had been removed and ensure it is replaced.  We do make great efforts to encourage people to get involved, including: a) Patient newsletter b) Practice leaflet	01/09/17	Anne Bagot-Moore Practice Business Manager

		<p>c) Website and Facebook  d) Direct contact with patients who might be interested  e) Offer the opportunity for patients who complain to join the group  f) Promote PPG meetings in the surgery and online  g) Offer full membership or 'virtual' i.e. by e-mail</p> <p>None of these methods have proved to be successful, and your data showing the low level of interest in such a group confirms this.</p> <p>[A copy of our newsletter is available to view on our website: <a href="http://www.stpaulspcc.co.uk">www.stpaulspcc.co.uk</a>]</p>		
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### Additional questions:

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

Healthwatch Blackpool Response: Any factual errors in the draft report have been corrected in the published document for clarity.

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

- It is clear that there is still a low level of understanding how our systems work in spite of the information we display on the Jayex (TV), in posters and leaflets and using social media. We need to work on how to get our messages across more widely and more effectively.
- There is probably a mismatch in perception between what patients feel is an acceptable waiting time for a routine appointment and what we perceive to be acceptable. We may need to do some more survey work to get a clearer understanding of patient perceptions.

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

- We are grateful to Healthwatch for coming in and giving us some valuable insight into how the practice is perceived by patients. We are strongly quality-focused and therefore welcome comments, suggestions and complaints that allow us to learn from our mistakes and continually improve.
- It would have been helpful if details of the patients who have given negative feedback could have been passed to us (with their consent) to investigate. We are particularly concerned about the patient who claimed that he/she could not get an appointment for 2 weeks for

a child of just a few months old. We have not received any patient feedback directly to this effect and given our policy of assessing any child aged under 12 the same day if they are too unwell to wait for the next available appointment, it should not happen.

Healthwatch Blackpool Response: All feedback gathered by Healthwatch Blackpool is made anonymous and this is explained to patients prior to taking part in any survey. Should patients have negative feedback or complaints they are encouraged to make a complaint to the service.

- It seems harsh to be assessed as 'red' for Access when only 2 of the 5 questions have a poor result and there has been no investigation into the difficulties in getting an appointment alleged by patients and whether this information was in fact accurate. All of the patients were happy with our opening times. We accept that there is always room for improvement. It would be interesting to have some comparative data about the first available routine appointments available at a range of practices to see how we compare.

*Healthwatch Blackpool Response:* Ratings of green, amber and red are made based on the information given us to by patients at the time of the visit. The role of local Healthwatch is to make sure the voice of the patients, users of services and members of the public is heard. Throughout the programme of Enter and View visits to GP services in Blackpool all the services are rated the in the same way to make reports comparable. For access and quality of care, if 0%-20% of responses are negative it is rated green, if 20%-60% of responses are negative it is rated Amber, if 60%-100% of responses are negative it is rated red.