

Glenroyd Medical Blackpool



Enter and View Report

Tuesday 22nd and Wednesday 23rd 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:

**Moor Park Health & Leisure Centre,
Bristol Avenue, Blackpool, FY2 0JG**

Staff met during visits:

Mrs Sharon Orr - Practice Manager

Date and time of visits:

Tuesday 22nd August at 9am - 12.30pm

Wednesday 23rd August at 3pm - 6.30pm

Healthwatch Blackpool Authorised Representatives:

Katie Taylor (Lead Senior Project Officer)

Nick Colledge (Project Officer)

Jess Wood (Project Officer)

Lesley Whitehead (Volunteer)



CQC Report for Glenroyd Medical 19th July 2016

<http://www.cqc.org.uk/location/1-542583510>

Overall
Outstanding

Read overall
summary

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

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

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

On Tuesday 22nd August 2017 at 9am - 12.30pm and Wednesday 23rd August 2017 at 3pm - 6.30pm, Healthwatch Blackpool representatives gathered survey responses from patients at Glenroyd Medical in Blackpool, to obtain the views of people using the service and to observe the environment. This report summarises the reviews of 48 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 48 patients that we spoke to at the surgery, however, not all surveys were completed in full. This is often due to the patients being called into their appointments during completion of the questionnaire. As such the total number of people that answered each question is detailed in brackets within the reported results.

Acknowledgements

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

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

General Information

Glenroyd Medical operates within the NHS Blackpool Clinical Commissioning Group area, across two sites. In total it has around 15,700 registered patients (figures from the practice during our visit).

The service's opening times are usually 8am - 6.30pm Monday - Friday. The practice is closed on Saturday and Sunday. Patients can attend either site should they wish to. There are four full-time GP partners, two part-time salaried GPs, six Advanced Nurse Practitioners, one Assistant Practice Nurse, four Health Care Assistants, three pharmacists, and three locum GPs. The Practice Manager is Mrs Sharon Orr.

Glenroyd Medical operates from two sites in Blackpool, one on Whitegate Drive in central Blackpool, and one at Moor Park Health & Leisure Centre in North Blackpool. Healthwatch Blackpool visited and spoke to patients at Moor Park Health and Leisure Centre and this report should be considered with regards to this site only.

Enter and View Observations

GREEN

Overall Environmental Rating:



Location and external environment

Glenroyd Medical's North Blackpool site is located within the Moor Park Health and Leisure complex on the first floor. There is a bus stop outside the centre and there is a pharmacy within the centre. The health and leisure centre has a large car park, which is free of charge for two hours. Many of the spaces are specifically allocated for disabled badge holders.

Internal environment and reception

The surgery is on the first floor of the Moor Park Health and Leisure complex and can be accessed by stairs or lift. The reception desk is on the left at the front of a large spacious waiting area. Opposite the reception desk are several notice boards displaying information about in-practice services, other healthcare information and current health campaigns - as well as one of the two electronic self-check-in displays. The other display is located further into the waiting room on the left. The waiting area is central with natural lighting from a large skylight above. There is ample seating for patients waiting for appointments which is arranged both in small clusters and around the perimeter of the area. There are also two seats with high backs and arms which may be more suitable for patients with mobility difficulties. On the right is an alcove type area with a blood pressure machine, and weighing scales where patients can complete a self-assessment in relative privacy. At the back of the waiting area is a space for children with books and toys. At either end of the waiting area are large TV screens showing short videos and informative images about health-related issues. These are also used to call patients through to their appointments by sounding and displaying the patients name and their appointment room in black lettering on a yellow background.

The flooring is non-reflective carpet with a light pattern and is a different colour and easily distinguished from the walls. There is an accessible unisex toilet, and a further two unisex toilets on the right of the waiting area.

The surgery appeared to be clean, organised and in good condition. Healthwatch representatives noted that the environment was very warm during both visits, representatives observed patients discussing the temperature and noticing that fans were on the reception desk but not in the waiting area.

The poster informing patients of Healthwatch Blackpool's visit had been copied by the service and several were clearly displayed in various places around the surgery.

Patient involvement in the surgery

Information about the practice's Patient Participation Group (PPG) was displayed on a dedicated notice board near the self-assessment area to the right of the waiting area. Several posters were also displayed around the waiting area to advertise the group to potential members. During our visits members of the PPG came to meet Healthwatch representatives and were very welcoming. They informed us that the PPG had raised funds and purchased additional seating (to aid patients with mobility problems). PPG representatives also explained that they had advocated for and supported changes that had been made around the centre's car park - this included the introduction of a two-hour maximum stay (which they said had reduced non-user parking - creating more available spaces), additional disabled spaces on the building side and a one-way system aimed at improving safety and reducing congestion.

Information on how to make a complaint was found in the practice's welcome booklet along with other information about staff, opening times, internet access and more. There was also suggestions box which encouraged compliments, comments and complaints.

The most recent CQC report (July 2016) was available on the surgery website and displayed in the surgery both in brief and in full, showing the practice's overall rating of 'Outstanding'.

The Enter and View at Glenroyd Medical took place on Tuesday 22nd and Wednesday 23rd August 2017. 48 patients shared their views.

Patient responses around getting to the practice

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

(48 patients answered)

Walk	Car	Bus	Train/Tram	Other
19%	68%	4%	0%	10%

Other included:

10% - Taxi

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

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

(46 patients answered)

28% said Yes **72%** said No

Comments about considering using public transport:

"Its fine but it's not always on time."

"I get the bus, it's easy and regular."

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

"It's just easier to use the car".

"I only live two minutes away."

"There's nothing direct from my house to here."

In total 28 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? (47 patients answered)

Telephone	Online	At reception	Repeat appointment
91%	9%	0%	0%

4. We asked: Do you use online booking? (46 patients answered)

15% said Yes **70%** said No **15%** Said Sometimes

Comments from patients who use online booking:

"Although I use the online booking, there are not enough appointments available through this route and you have to wait a long time for an appointment."

"It's great."

"It's okay for booking prescriptions, but you have to book a long way ahead to get an appointment with the GP. You can't seem to book appointments with the nurse through the online service."

5. **We asked those that answered No to Question 4: ‘why is this?’**

(34 patients answered)

Don't use a computer	Don't want to	Unaware of it	Don't have log in details yet	Unsuitable
26%	35%	15%	15%	9%

Comments from patients who do not use online booking:

"If you ring up you can find out more and negotiate around the arrangements for booking appointments".

"I used it at my last surgery and it was a nightmare - it never worked".

"I'd rather talk to someone."

In total 27 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?’**

(46 patients answered)

63% said Yes

37% said No

Comments about using a mobile app:

"I'm interested, but will need guidance with using it."

"I would for general appointments but I'd still rather speak to someone."

"I prefer the old-fashioned way."

In total 12 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?’**

(46 patients answered)

54% said Yes

24% said No

22% were Not Applicable

Comments from patients about receiving reminders for their appointments:

"I got a text message, I think it's a really good idea."

"The surgery phoned to change the time of the appointment."

In total 8 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?'**

(44 patients answered)

64% said Yes **27%** said No **9%** said Not Applicable

Positive Comments about booking urgent appointments:

"I don't have a problem for my son. On the whole, its pretty good."

"Always really good. Never any problems for me".

Negative or neutral comments about booking urgent appointments:

"You don't get to see the doctor you want to see, you end up seeing a nurse."

"It depends on who answers the phone to whether you get an appointment"

"I can never get them - they're too difficult to get"

In total 24 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?'**

(44 patients answered)

36% said Yes **50%** said No **14%** said Not Applicable

Positive comments about booking routine appointments:

"It's not too bad."

"Normally you can get one. Especially if you're prepared to go to either surgery."

Negative or neutral comments about booking routine appointments:

"It can be difficult due to the popularity of the GP. I have to wait about a month usually. If its urgent then I need to see another GP."

"You've got no chance! It's a three-four week wait!"

"You have to wait quite a while."

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?'**

(42 patients answered)

88% said Yes **5%** said No **7%** said Mostly

Comments about the opening times:

"I work shifts, so it can be difficult and that's why I book online. It would help if the practice further extended their opening times."

"There should be more later evening appointments."

"They're not bad."

In total 6 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?'

(39 patients answered)

39% said Excellent **51%** said Could Be Improved **10%** said Poor

Positive comments about booking appointments:

"I've been with the practice for ten years and they've always been good."

"It's pretty good, its fine".

Negative or neutral comments about booking appointments:

"More 'people skills' required for those that answer the phone."

"When you need to be seen its difficult to get in."

"It's nothing to do with the reception staff, it's the process."

In total 16 comments were made about overall access, these can be found in Appendix 1

Patient responses for quality of care

GREEN

Overall Quality Rating:



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

(41 patients answered)

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

0% were Unhappy with Staff

Positive comments about medical staff:

"They're very good listeners."
"Never had any problems."
"They're very nice and friendly."

Negative or Neutral comments about medical staff:

"I don't really know them. I don't even know who my named GP is."
"They're alright, you can get the off one that's a bit funny."

In total 24 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?**
(38 patients answered)

81% said Happy with Staff **16%** were Happy with Most Staff

3% were Unhappy with Staff

Positive comments about non-medical staff:

"Fine."
"They're great."
"They seem accommodating."

Negative or Neutral comments about non-medical staff:

"They're absolutely appalling. They don't seem to care and they've got an attitude."
"They're alright. It's trying to get past them that's difficult but they're only doing their job."
"Certain staff can be a bit short-tempered on the phone and at the reception desk."

In total 16 comments were made about non-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?**
(41 patients answered)

85% said Yes **0%** said No **15%** said Most of the Time

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

"Very nice - they're all very good."

"They put you very much at ease. They are very friendly."

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

"If they're not listening I make sure I'm heard. I used to abuse drugs and they treat me differently when they see that."

"I felt very rushed."

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

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

(41 patients answered)

44% said Very Important **29%** said Not at all Important

27% said Neither Important nor Unimportant

Comments about seeing the same GP:

"A doctor is a doctor, so I don't mind who I see."

"It would be really nice to see the same GP."

"If I am returning with the same health problem then it's easier to see the same GP as I then don't have to re-explain the problem."

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

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

(41 patients answered)

41% said Yes, I saw the GP I wanted to see

22% said Yes but I was not able to see the GP I wanted

37% said I have never requested a specific GP

Comments about requesting to see the same GP:

"Yes, but you have to wait to get one."

*"I'd rather see a doctor than a nurse with the children. You shouldn't have to wait three-four weeks."
"I was given the choice of waiting for the person I wanted or seeing someone else sooner."*

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?'**
(41 patients answered)

56% said Very Satisfied **44%** said Satisfied **0%** said Unsatisfied

Positive comments about overall satisfaction with care:

"Everything has always been really good."

Negative or neutral comments about overall satisfaction with care:

"My annual check-up was not done, it could definitely be improved."

In total 8 comments were made about overall satisfaction, these can be found in Appendix 2

Patient responses for patient involvement

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

39% said Yes **61%** 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?'**
(41 patients answered)

2% said Yes **83%** said No **15%** said Maybe

Comments about interest in the Patient Participation Group

"The PPG group are very good. They raised funds to buy some new additional chairs for the surgery."

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

Attend regular meetings only	Online only	Attend both meetings and online
40%	20%	40%

21. **We asked, 'Have you shared the information you've shared with us, with anyone else?'**
(40 patients answered)

90% said Yes **10% said No**

"I filled in a questionnaire from the GP last time I was here."

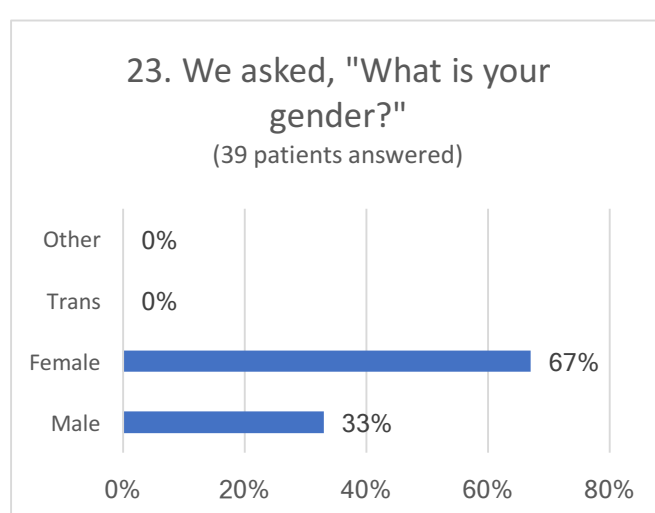
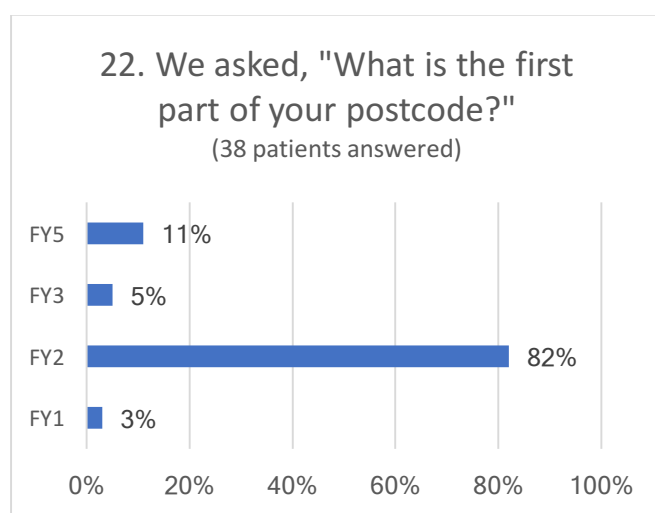
"Through an in-practice patient survey a couple of years back."

"A patient survey in the practice."

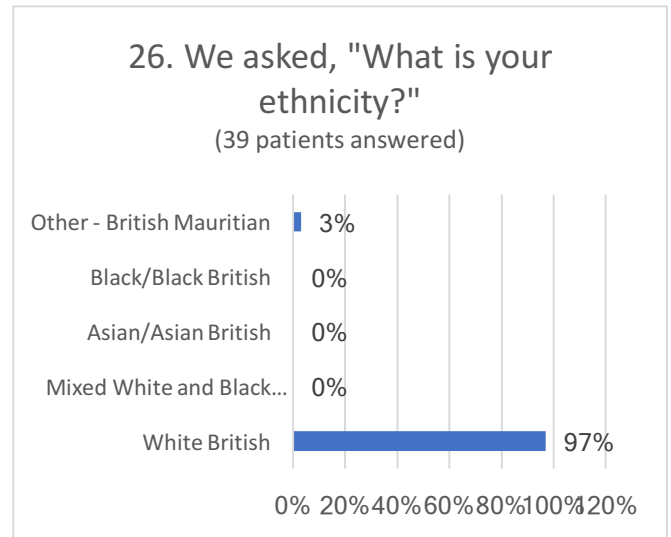
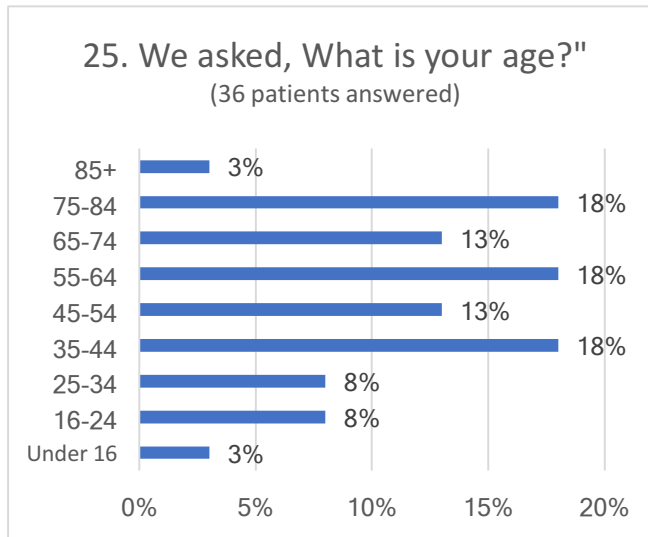
"I spoke to the practice manager and explained that the receptionists don't understand."

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?' (36 patients answered)
Yes – 100%
No – 0%



Healthwatch Blackpool Summary of Findings

Here is a summary of findings from the visits to Glenroyd Medical:
Healthwatch Blackpool gave the following ratings:

GREEN

Overall Environmental Rating: ■

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

RED

Overall Access Rating: ■

- The majority of patients booked their appointments by telephone (91%).
- Of the patients surveyed most of them do not use the online booking service (70%) but most would consider using a mobile phone app (63%).
- Over half of the patients told us they have difficulty getting urgent appointments (64%) although half of the patients we spoke to said they do not have difficulty getting routine appointments (50%)
- The vast majority of patients found the opening times convenient (88%).
- Just over half of the patients surveyed felt that their experience of booking appointments 'Could be improved' (51%), and a smaller number (10%) said it was 'Poor'.

GREEN

Overall Quality Rating:



- The majority of patients told Healthwatch representatives they were happy with medical staff (76%). None of the patients we spoke to told us they were unhappy with medical staff (0%).
- A very small number of patients we spoke to said they were unhappy with non-medical staff (3%), with most (81%) saying they were happy with non-medical staff.
- Many patients told Healthwatch representatives they felt listened to, respected and understood during appointments (85%) with the rest saying they felt like this “most of the time” (15%).
- Just under half of the patients told us they felt seeing the same GP was important to them (44%) and most patients said they saw the GP they wanted to when requested (41%).
- Overall, none of the patients we spoke to were ‘unsatisfied’ with the care provided to them, all (100%) said they were ‘satisfied’ or ‘very satisfied’

Other Findings Included;

- Most patients got to the surgery by car (68%) and most patients would not consider using public transport to attend their appointments (72%).
- Most patients said they had not heard of the surgeries Patient Participation Group (61%), and most said they would not be interested in joining (83%).

Appendices

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?’

(46 patients answered)

Comments about considering using public transport:

"I use it when my mobility is good."

"Its fine but it's not always on time."

"I normally use it but got a lift today."

"I'd only get a bus if I was very late."

"I usually do catch the bus when I haven't got a car."

"I get the bus, it's easy and regular."

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

"I prefer to drive, as I have an injury and its difficult with walking".

"It's easier to drive as I come straight from work".
"If I don't drive, then I tend to walk".
"I don't need to as I live close by".
"I only live around the corner."
"It's just easier to use the car".
"I would get a bus, but they don't come out this far"
"I wouldn't because I've got my own car."
"There are no buses within walking distance of my house."
"If I wasn't using the car, then I'd probably walk as it's not far to the practice."
"I might use the bus if the wife has the car ... although I would probably walk because it's quite close by."
"I don't need to because I've got a car."
"I only live two minutes away."
"I live a short walk away."
"It's hard to use with a baby."
"I use the car."
"I live quite close."
"My husband always drives me."
"I don't like public transport."
"There are no direct buses to here."
"There's nothing direct from my house to here."
"It's too difficult."

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

(46 patients answered)

Comments from patients who use online booking:

"It's alright."
"I use it for my son but not for myself."
"Although I use the online booking, there are not enough appointments available through this route and you have to wait a long time for an appointment."
"It's great."
"It's okay for booking prescriptions, but you have to book a long way ahead to book an appointment with the GP. You can't seem to book appointments with the nurse through the online service."
"It's fine."
"It's quite easy to use."
"I used to use it. I've never really felt the need."
"I use online services to order prescriptions, but not to book appointments."

Comments from patients who do not use online booking:

"I prefer to call."
"If you ring up you can find out more and negotiate around the arrangements for booking appointments."
"It's quicker to ring."
"On the phone you get a straight answer."
"I can't do anything online."
"I used it at my last surgery and it was a nightmare - it never worked."
"I like to speak to people."
"I've just not ever done it."
"Computers don't like me."

*"I prefer to speak to a person."
"I wouldn't use it."
"I'm not great with computers, it's too much faff."
"I tried to register but it didn't work, I would like to try again."
"I was advised its best to phone."
"The process is a little difficult."
"I've never tried it."
"I'd rather talk to someone."
"I've not tried it here."*

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

(46 patients answered)

Comments about using a mobile app:

*"I'm interested, but will need guidance with using it."
"I would for general appointments but I'd still rather speak to someone."
"I might use it depending what medication I need."
"It would be good to have that."
"That would be good."
"Something on a tablet would be good."
"I prefer the old-fashioned way."
"I only use my mobile for emergencies."
"I like talking to someone."
"I'm not computer literate."
"I think it would be easier than trying to speak to someone."
"I'm overwhelmed by apps."*

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

(46 patients answered)

Comments from patients about receiving reminders for their appointments:

*"I receive a text."
"They text me."
"I get a text message."
"By text message."
"I got a text message, I think it's a really good idea."
"The surgery phoned to change the time of the appointment."
"I don't think they've got my number."
"I like them."*

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

(44 patients answered)

Positive Comments about booking urgent appointments:

"I don't have a problem for my son. On the whole, its pretty good."

"Always really good. Never any problems for me."

"It's easier than it used to be."

Negative or neutral comments about booking urgent appointments:

"You have to wait three weeks to see your own doctor."

"Yes, but managed to get one today."

"Yes, although got a cancellation today."

"You have to battle with them to get an appointment sometimes."

"Sometimes it's a problem."

"You don't see the doctor you want to see, you see a nurse."

"It's unusual to get in on the same day. I got a cancellation to get here today."

"Yes, it's very difficult to get an urgent appointment."

"You can't always see a doctor but you can see the nurse practitioner."

"It depends on who answers the phone to whether you get an appointment."

"You can get an urgent appointment with a nurse but you never get a doctor. I don't see the point in phoning on the day at 8am, you're always 15th or something in the queue. I wait till 8.15am when I can get through."

"I can never get them - they're too difficult to get."

"It's very difficult."

"It's easier to get appointments for my son, but not for myself."

"For my elderly relative, it's much easier than it is for me. The nurse practitioner has been really good."

"It can be difficult to get an appointment for myself but I have always managed to get an appointment on the day for my child."

"I was offered an appointment a week away. I rang at 8am and got an appointment with a nurse. It's very hard."

"I think there is quite a delay. I was offered something 10 or 12 days away."

"It's always full."

"You don't always get a doctor, you often see a nurse."

"I couldn't see my own doctor."

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

(44 patients answered)

Positive comments about booking routine appointments:

"It's not too bad."

"Its fine - I have no problem getting one."

"Again, never had any problems."

"Normally you can get one. Especially if you're prepared to go to either surgery."

Negative or neutral comments about booking routine appointments:

"There is a big wait to be seen."

"It can be difficult due to the popularity of the GP. I have to wait about a month usually. If its urgent then I need to see another GP."

"As long as I'm happy to wait then it's not a problem."

"Sometimes."

"I rarely get to see the GP."

"You've got no chance! It's a three-four week wait!"

"You have to wait a long time for an appointment."

"I know now to book in plenty of time."

"It's a long wait. I've been trying for a week. I've had to come here rather than the other practice on Whitegate Drive."

"I only really see the 'bloods' nurse."

"It's always full."

"It's difficult but I always get an appointment."

"You have to wait quite a while."

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

(42 patients answered)

Comments about the opening times:

"I work shifts, so it can be difficult and that's why I book online. It would help if the practice further extended their opening times."

"There should be more later evening appointments."

"I normally work until 5.30pm so can't get here before its closed."

"The morning is alright."

"The times are quite limited, but now that I have changed jobs, my new employer is quite flexible with me going for an appointment."

"They're not bad."

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

(39 patients answered)

Positive comments about booking appointments:

"I've been with the practice for ten years and they've always been good."

"It's pretty good, its fine."

"It's good."

"The staff on the phone are nice."

Negative or neutral comments about booking appointments:

"Booking isn't the problem, it's the wait to see the doctor."

"Nine out of ten!"

"It's okay - not excellent."

"More same day appointments."

"I can't get to see a doctor."

*"I think it could be improved, only because I feel there's a lot of pressure on the staff."
"More 'people skills' required for those that answer the phone."
"It depends which receptionist you speak to. Some will try to help. Sometimes I get through to the wrong place, and sometimes I'm waiting ten minutes for them to pick up the phone."
"It's okay."
"When you need to be seen its difficult to get in."
"It's nothing to do with the reception staff, it's the process."
"I'm not willing to wait weeks for an appointment."*

Appendix 2

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

(41 patients answered)

Positive comments about medical staff:

*"They're lovely."
"They're very good listeners."
"Never had any problems."
"They're very good. I've been with the practice for 40 years."
"They're very nice."
"They're fine."
"They're great."
"They're very nice and friendly."
"Very good."
"They're fine."
"Very nice - the nurses are brilliant."
"It's first class."
"Everyone is great."
"Never had any problems."
"First class! Very good."
"Excellent."
"All have been good so far."
"Excellent."
"The staff are great."*

Negative or Neutral comments about medical staff:

*"I don't really know them. I don't even know who my named GP is."
"They're alright, you can get the off one that's a bit funny."
"Most of them are okay."
"Some of them have attitudes."
"There are some GPs that I choose not to see."*

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

(38 patients answered)

Positive comments about non-medical staff:

"Never had any problems."

"They're great."

"Fine."

"They're great."

"They seem accommodating."

"They're all fine, very helpful."

"They're all great."

"Quite helpful."

"No problems."

Negative or Neutral comments about non-medical staff:

"The appointment bookers could do with some manners. I was once advised incorrectly by them which led to complications."

"They sometimes think they're doctors."

"They're absolutely appalling. They don't seem to care and they've got an attitude."

"They're alright. It's trying to get past them that's difficult but they're only doing their job."

"Most of them are okay."

"Certain staff can be a bit short-tempered on the phone and at the reception desk."

"I have no contact with them, my wife makes my appointments."

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

(41 patients answered)

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

"Very nice - they're all very good."

"They put you very much at ease. They are very friendly."

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

"Certain GPs are very good, whilst others are more inexperienced."

"I do with my preferred GP."

"Sometimes I don't."

"If they're not listening I make sure I'm heard. I used to abuse drugs and they treat me differently when they see that."

"I felt very rushed in explaining my health concern - I was told to speed up. They weren't very sensitive."

"Yes, here at the practice they are very good, but not at the day clinic at Newton Drive."

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

(41 patients answered)

Comments about seeing the same GP:

"My GP knows my medical history."
"A doctor is a doctor, so I don't mind who I see."
"If it's a reoccurring problem it's very important."
"Happy to see anyone."
"They know my story, they know what's going on."
"It would be really nice to see the same GP."
"It would be nice to get continuity but you don't."
"It's very important but I've never seen the same one twice in a row."
"It's quite impossible. I don't ever expect to see the same person, getting an appointment is more important."
"If I am returning with the same health problem then it's easier to see the same GP as I then don't have to re-explain the problem."
"You don't get to see the same person. Some of the doctors I haven't even heard of."
"It's not at all important, it might be more important if I was always coming about the same problem."
"It doesn't really matter, they can read the notes on the computer."
"It's not really important to me who I see."
"Normally I'd see any doctor but due to medical issues I want consistency."
"I feel like I would like to build up a rapport with the doctor."
"It's irrelevant for me."
"I had to wait for four weeks to see the same doctor, I'm not very happy about that."
"Getting an appointment quickly is more important."
"It's been a long time since I've seen my own doctor."
"In an ideal world it would be good, but it's not possible."
"I feel continuity of care is very important for my medical problem."
"It can't always happen which is frustrating."
"It's very important when you need it."
"You don't really get that here."

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

(41 patients answered)

Comments about requesting to see the same GP:

"Yes, but you have to wait!"
"Yes, but you have to wait to get one."
"Yes, but you have to wait about a month, and see other GPs if really urgent."
"I had to wait two-three weeks."
"I would have had to wait a long time so I chose someone else."
"Yes, but a long wait of two-three weeks."
"I'd rather see a doctor than a nurse with the children. You shouldn't have to wait three-four weeks."
"I have had more success by booking online to see a specific GP and then have to wait a long time to see them!"
"I was but I had to wait a month."

*"I was given the choice of waiting for the person I wanted or seeing someone else sooner."
"You have to wait for a really long time."
"I wasn't able to see the person I'd asked to see and I wasn't given a reason."*

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

(41 patients answered)

Positive comments about overall satisfaction with care:

*"They've always been good."
"I feel well cared for!"
"Excellent."*

Negative or neutral comments about overall satisfaction with care:

*"I will only book to see certain GPs."
"They do try."
"Everything has always been really good."
"They are very much on the ball. When I changed to this practice and had my first appointment the GP rang my old practice while I was there to get my full medical records sent through."
"My annual check-up was not done, it could definitely be improved."*

Response from provider

A response from Glenroyd Medical can be found below.

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Action Statement

No.	Issues raised by patients	Response or action from provider	To be addressed by	Name of manager responsible
1.	Not able to book appointments online with a Nurse	Unfortunately, we are not able to offer nurse appointments on line. As we do not operate standard clinics of set times, this is not compatible with online access		Sharon Orr
2.	Issues about non-medical staff and attitude of staff on the reception	I am very surprised with these comments, as our staff often receive praise from patients. I shall have a meeting with the staff to discuss the contents of the Healthwatch report and reiterate the importance of customer service.	October 2017	Sharon Orr

Additional questions:

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

Page 3 – General Information – we have One Assistant Practitioner and 4 Practice Nurses

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

Overall there were no surprises within the report. If a patient is requesting to see a GP of choice, they may have to wait 2- 3 weeks for a routine appointment. The Practice does have a number of urgent appointments available each day with our Advanced Nurse Practitioners and

we always offer urgent same day appointments for children under the age of 12. There is nothing that we wish to change following this report as we are actively trying to recruit GP's to the Practice to address some of the issues raised within the report.

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

Healthwatch were professional and I do not think they could have done anything better.