

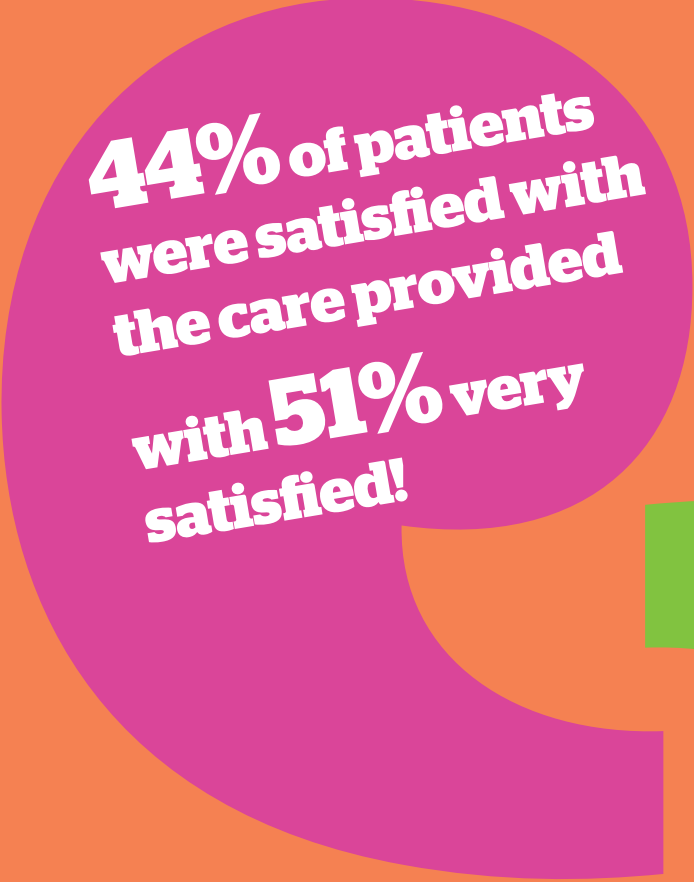
healthwatch

Lancashire

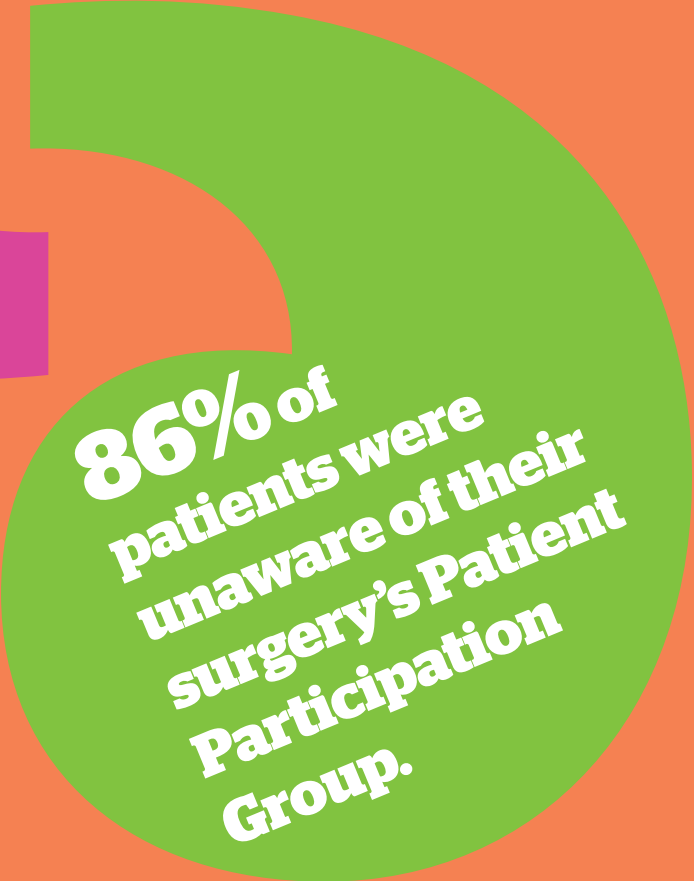
Your Voice

GP surgeries across Lancashire

October 2017



44% of patients
were satisfied with
the care provided
with **51%** very
satisfied!



86% of
patients were
unaware of their
surgery's Patient
Participation
Group.

Report summarising the findings of Healthwatch Lancashire's patient engagement activities in GP surgeries across the county.

Visit: www.healthwatchlancashire.co.uk Call: 01524 239100 Twitter: @HW_Lancashire Facebook: @lancshealthwatch

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Disclaimer

This report relates only to the service viewed at the times of the visits, and is only representative of the views of the people who met members of the Patient Engagement Day team on those dates.

Why are we undertaking this project?

“Through our engagement with existing community groups, we were aware of some of the challenges patients have faced when attempting to access health care within their GP surgeries.

“We also found that issues with primary care were frequently raised within engagement activities which is why we set out to explore these issues in more detail by accessing GP surgeries across Lancashire.

“Healthwatch Lancashire has ensured that local communities have had the opportunity to have their say and for us to gain a better understanding of the main barriers to accessing quality health care and what matters most to patients.”

Statement from Amanda Higgins, Senior Project Officer, Healthwatch Lancashire



Introduction

This report brings together feedback and findings from the 25 individual GP reports that Healthwatch Lancashire conducted during May 2016 to February 2017. See appendix six within this report for the list of GPs visited.

The 25 GP services visited were chosen based on feedback from the public through our community engagement activities and via comments left on our website. The aim of this nine-month programme of work was to investigate in more detail people's views and experiences of using their GP services, particularly in relation to:

- Access to appointments and ease of booking appointments, including online booking awareness and usage
- Quality of care provided
- Awareness of patient involvement via Patient Participation Groups

In summary:

- 851 patients shared their experiences
- 25 different GP surgeries were visited across Lancashire
- Each GP surgery was visited twice, once in the morning and once in the afternoon/evening. Two were visited three times
- In total 52 visits were undertaken
- 22 out of the 25 GP surgeries provided a response to their reports
- A link to all individual reports can be found on our website here: <http://healthwatchlancashire.co.uk/reports/reports/>

In addition, Healthwatch Lancashire, through its programme of work in GP Surgeries, felt that spending a week in a GP practice would provide a 360-degree insight into the challenges patients and GP staff face regarding making appointments and using GP services.

Our aim was to observe the working environment and collate the experiences and perspectives of staff working at the GP practice. This was considered an opportunity to provide a snapshot of the day to day workings within a GP practice.

The findings were interesting and highlighted some problem areas such as issues with the appointment booking systems and high demands on service. We also found wide gaps in understanding of perspectives between staff and patients. Thus, potentially creating a significant misunderstanding from both the provider and the patient in terms of perceptions, expectations and experiences. A significant observation has been the lack of understanding and willingness to be involved in Patient Participation Groups and therefore there may be the need for alternative ways to engage patients and GP staff to come together to gain a shared view on how services should be improved or redesigned.

For the full report of “A Week in the Surgery” can be found on our website here: http://healthwatchlancashire.co.uk/wp-content/uploads/2014/06/20170104_GPweek_v5.1-1.pdf

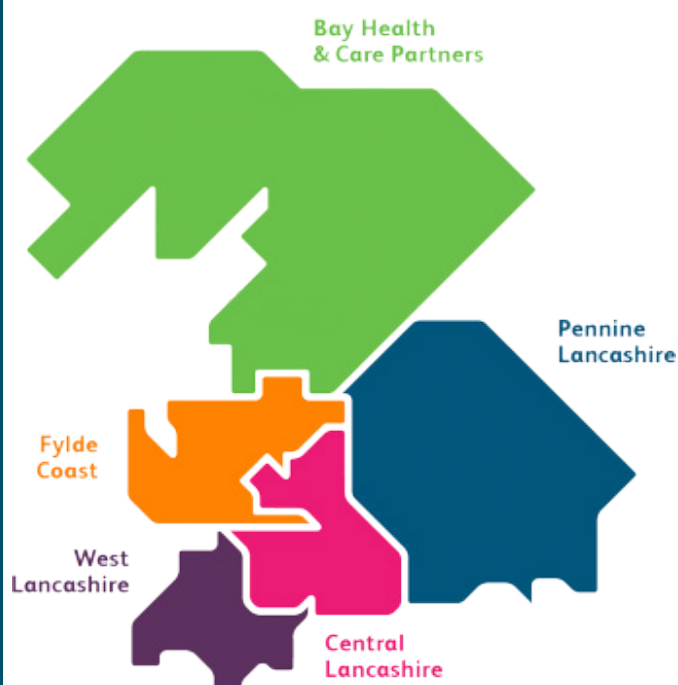
Reference for the reader: STP and LDPs explained

Throughout this report, we refer to Local Delivery Plan (LDP) areas. The five LDPs operate as part of the Healthier Lancashire and South Cumbria Sustainability and Transformation Partnership also known as the STP.

The STP is a group of organisations including Local Healthwatch who work together to improve health and care in our region. For more information visit www.lancshiresouthcumbria.org.uk.

Information in this report is provided to organisations within the STP to ensure that the public voice is used to influence change in service improvement and redesign.

Map of Local Delivery Plan area



Below are the LDP areas in Lancashire:

- **Bay Health & Care Partners:** Lancaster and Morecambe
- **Pennine Lancashire:** Burnley, Pendle, Rossendale, Hyndburn, Ribble Valley and Blackburn with Darwen
- **Central Lancashire:** Preston, Chorley and South Ribble
- **West Lancashire:** Ormskirk and Skelmersdale
- **Fylde Coast:** Blackpool, Fylde and Wyre

Acknowledgements

Healthwatch Lancashire would like to thank the patients and relatives for taking part in this survey. We would also like to thank the staff at the GP surgeries for supporting our visits.

Summary of project findings

When we asked about access to appointments and ease of booking appointments

Patients told us:

They generally liked to telephone the surgery, but long telephone queues meant they struggled to get through and often when they did get through there were no appointments left for the day.

Sometimes this meant that people had to book appointments in person at reception.

People that worked often struggled to phone in the morning at a set time, (usually between 8am and 8.30am) and were less able to stay in the phone queue for long periods during work hours.

Some surgeries only allow patients to book appointments on the day, which caused problems for booking non-urgent appointments or routine appointments.

Booking routine appointments was usually considered easier than booking urgent appointments.

Most people did not want to book appointments online, although many were unaware of this option and said they would try it for future bookings.

Most people found the opening times of their GP surgery convenient.

When we asked about quality of care provided

Patients told us:

They were quite happy with the quality of care provided at their GP surgery.

They usually felt listened to in their appointments and found the information they received in their appointments helpful.

Some felt that the quality of care depended on which doctor they saw or whether they could see their own doctor.

Many patients felt that reception staff should not ask why an appointment was needed and often described this as a barrier to them getting appointments. These patients often felt that reception staff are not qualified to say whether they need an appointment and many patients felt that reception staff had an unpleasant attitude.

When we asked about patient involvement in their GP surgery

Patients told us:

They were mostly unaware of Patient Participation Groups (PPG) with 86% saying they had not heard of their Patient Participation Group. However, out of the 726 patients that did not know about Patient Participation Groups, 30% said they were or may be interested in joining.

A detailed breakdown of results in Lancashire and by Local Delivery Plan areas can be found in appendix one and two from pages 18 and 21.

Notable findings

Appointments

50% of patients said they struggled to get urgent appointments on the same day. 46% said their experience of booking appointments at their GP surgery was excellent, 39% said there could be improvements and 15% felt the service was poor.

The following GP surgeries scored particularly high on questions relating to access to appointments:

- **Croston Village Surgery in Croston** (0% of patients struggled to get urgent appointments on the same day and 97% said the appointment booking service was excellent)
- **Slaidburn Country Practice in Clitheroe** (0% of patients struggled to get urgent appointments on the same day and 95% said the appointment booking service was excellent)

The following GP surgeries scored relatively worse than others on questions relating to access to appointments:

- **Peel House Medical Practice in Accrington** (86% of patients struggled to get urgent appointments on the same day and 27% said the appointment booking service was poor)
- **Brierfield Health Centre in Brierfield** (81% of patients struggled to get urgent appointments on the same day and 38% said the appointment booking service was poor)
- **Pendle Valley Mill in Nelson** (86% of patients struggled to get urgent appointments on the same day and 46% said the appointment booking service was poor)
- **Skelmersdale Family Practice in Skelmersdale** (86% of patients struggled to get urgent appointments on the same day and 47% said the appointment booking service was poor)

Quality of care

On average for our quality of care findings across Lancashire, the vast majority of patients said they were either satisfied (44%) or very satisfied (51%) with the care provided at their GP practice.

The following GP surgeries scored particularly high on quality of care:

- **Pendleside Medical Practice in Clitheroe** (88% of patients said they were very satisfied with the care provided)
- **Slaidburn Country Practice in Clitheroe** (100% of patients said they were very satisfied with the care provided)
- **Croston Village Surgery in Croston** (96% of patients said they were very satisfied with the care provided)

The following GP surgeries scored relatively worse than others on the quality of care provided:

- **Brierfield Health Centre in Brierfield** (17% of patients said they were unsatisfied with the care provided)
- **Pendle Valley Mill in Nelson** (17% of patients said they were unsatisfied with the care provided)
- **Skelmersdale Family Practice in Skelmersdale** (15% of patients said they were unsatisfied with the care provided)

Patient Participation Groups

It emerged that there was a trend across Lancashire that patients were unaware of their GP surgery's Patient Participation Group with 86% of patients unaware of the service. There was some variation between GP surgeries which suggests good practice in promoting patient involvement.

The following GP surgeries scored particularly high on patient awareness of their GP surgery's Patient Participation Group:

- **Slaidburn Country Practice in Clitheroe** (47% of patients had heard of their GP surgery's Patient Participation Group)
- **Queensway Medical Centre in Poulton-le-Fylde** (32% of patients had heard of their GP surgery's Patient Participation Group)
- **Longton Health Centre in Longton** (30% of patients had heard of their GP surgery's Patient Participation Group)

15 GP surgeries scored worse than the average score. The following GP surgeries scored far lower than average on awareness of Patient Participation Groups:

- **Croston Village Surgery in Croston** (100% of patients did not know about their Patient Participation Group)
- **Owen Road Surgery in Lancaster** (100% of patients did not know about their Patient Participation Group)
- **Dr Jha Surgery in Preston** (100% of patients did not know about their Patient Participation Group)

- **Rossendale Valley Medical Practice in Haslingden** (100% of patients did not know about their Patient Participation Group)
- **Pendleside Medical Practice in Clitheroe** (98% of patients did not know about their Patient Participation Group)
- **Brierfield Health Centre in Brierfield** (96% of patients did not know about their Patient Participation Group)
- **The ELMS Practice in Ormskirk** (96% of patients did not know about their Patient Participation Group)

Healthwatch Lancashire observations

It was noticeable to Healthwatch Lancashire that the surgery's that performed better were in districts where there were fewer issues relating to:

- Employment
- Income
- Education, skills and training
- Health deprivation and disability
- Crime
- Deprivation

All of the surgery's that did not perform as well were in districts that are considered within the **10% of most deprived areas nationally**.

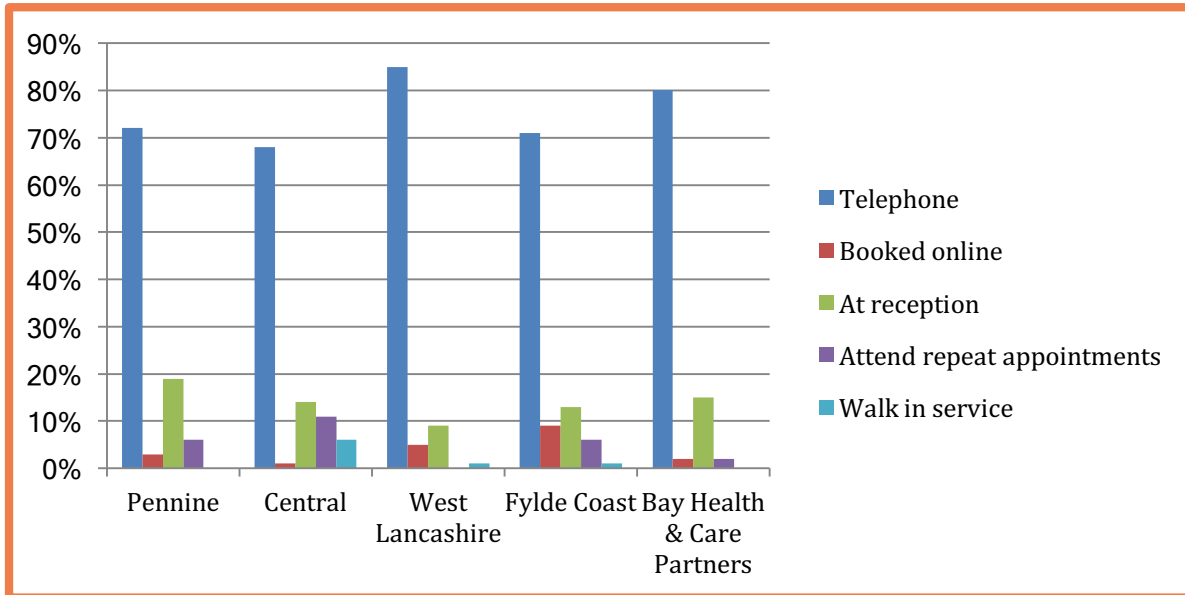
When looking at the findings of the Lifestyle Surveys (2015) undertaken in the relevant districts Healthwatch Lancashire found that:

- **Those surgery's that performed better were in districts that had significantly lower smoking rates.** Chorley district (Croston Village Surgery) had the lowest smoking rates at 14% compared to Pendle at 21%
- **Those surgery's that performed best were in districts that had significantly lower regular binge drinking rates.** Chorley (Croston Village Surgery) and Ribble Valley (Slaidburn Country Practice/Pendleside Medical Centre) had the lowest percentages of regular binge drinking (less than 18%) compared to Hyndburn at 22%
- **Those surgery's that performed best were in districts that had lower rates of obesity.** Pendle (Brierfield Health Centre/Pendle Valley Mill) had the highest level of obesity at 21% compared to Ribble Valley at 17%
- **There did not appear to be any difference in drug use across the relevant districts, although Hyndburn came out with the lowest percentage of people who said they never use drugs (93% said they do not use drugs compared to Ribble Valley/West Lancs/Pendle where 96% said they do not use drugs)**
- **Pendle (Brierfield Health Centre/Pendle Valley Mill) reported the highest percentage of people who did not use a condom last time they had sex (41%) compared to Chorley at 33%**

Findings broken down into Local Delivery Plan areas

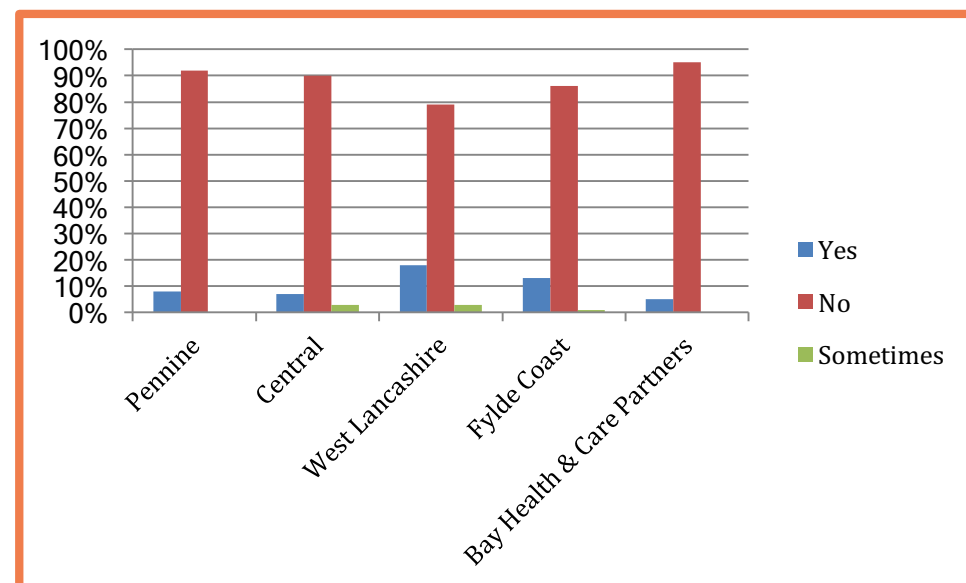
The charts below show comparisons to the questions we asked during this project between the different LDP areas in Lancashire. The full results on these can be found in appendix two from page 21.

From the question, how do you usually book appointments at this surgery:



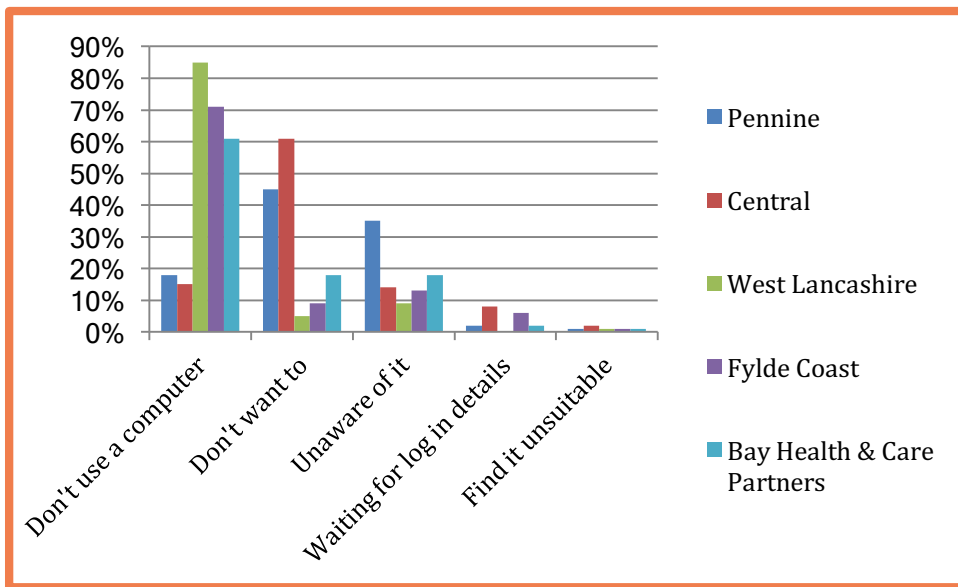
West Lancashire scored highest at 85% of patients saying they telephoned the surgery with Bay Health and Care Partners slightly less at 80%. Fylde Coast scored the highest of people booking online at 9% of patients. Pennine Lancashire scored the highest for patients booking appointments at reception at 19% with Bay Health and Care Partners at 15%. Central scored highest with 6% of patients accessing a walk-in service available at their GP surgery.

For the question, do you use online booking:



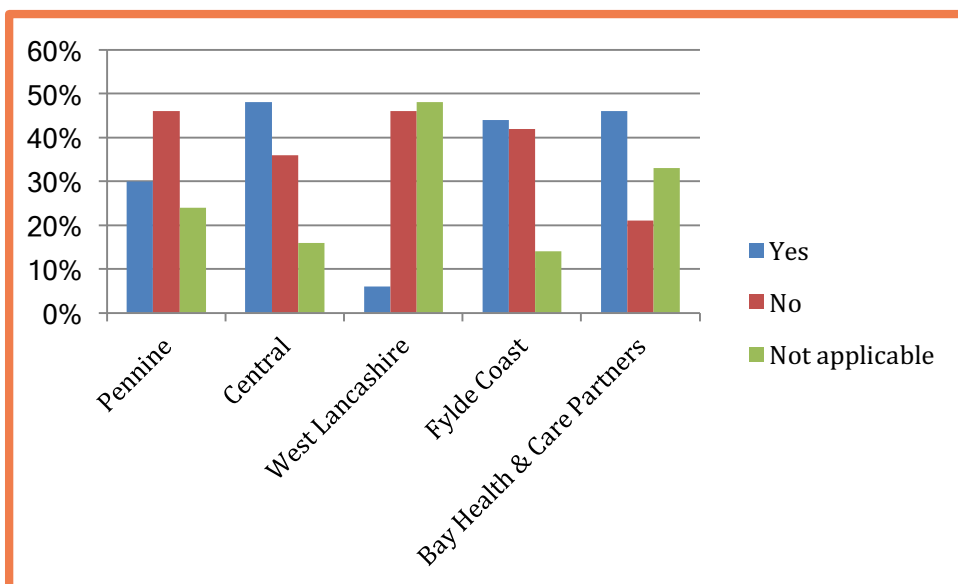
West Lancashire scored the highest with 18% of patients saying they use online booking, and Fylde Coast at 15%.

When asking patients why they do not use online booking or only use it sometimes:



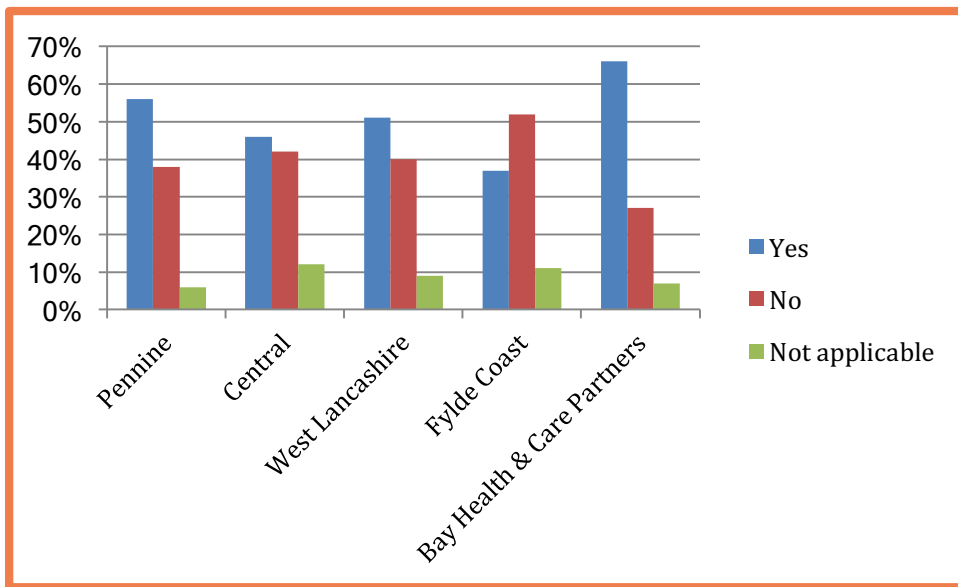
85% of patients in West Lancashire said they don't use a computer, followed by Fylde Coast with 71% and Bay Health Care and Partners with 71%. 61% of patients in Central said they did not use online booking because they did not want to, followed by 45% of those asked in Pennine. Pennine Lancashire has the highest number of patients saying that they don't use online booking with 35% of patients saying they were unaware of it.

When asking patients if they received a reminder for their appointment:



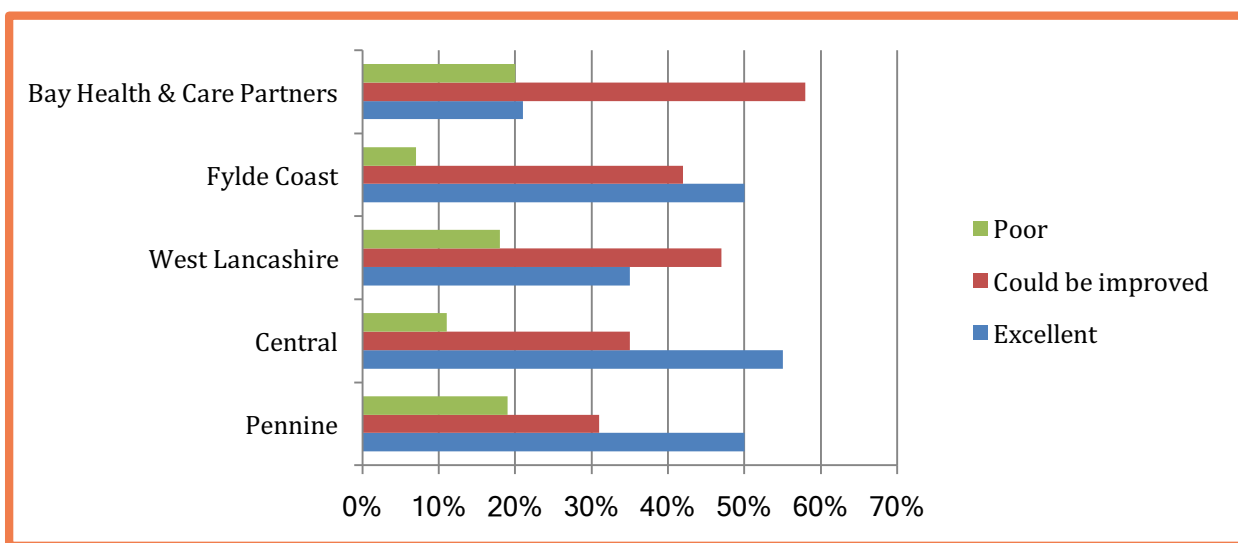
Bay Health and Care Partners had the fewest with 21% not receiving a reminder.

When asking patients if they struggled to get urgent appointments on the same day:



66% of patients within the LDP area of Bay Health and Care Partners said they had difficulties, followed by Pennine at 56%, West Lancashire at 51%, Central with 46% and Fylde Coast with 37%.

When asking patients for their overall rating of booking appointments:



Excellent:

Central scored the highest with 55% of patients saying the service was excellent, followed by Pennine and Fylde Coast with 50%. West Lancashire scored lower with 35% of patients saying the service was excellent and Bay Health and Care Partners with 21%

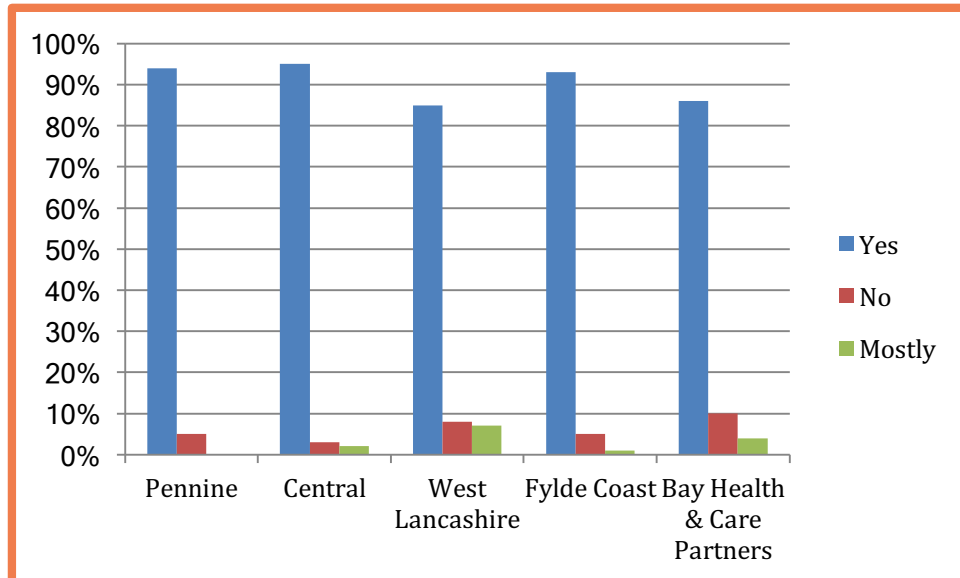
Could be improved:

The LDP area with the highest number of patients saying the service could be improved was Bay Health and Care Partners with 58%, West Lancashire resulted at 47%, Fylde Coast 42%, Central 35% and Pennine 31%

Poor

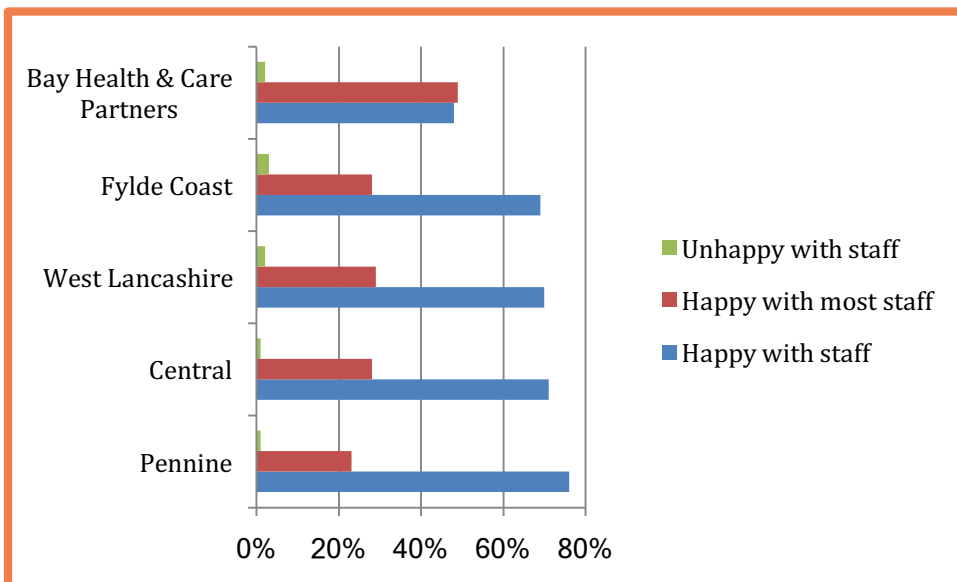
The LDP area with the highest number of patients saying the service was poor was Bay Health and Care Partners at 20%, followed closely by Pennine at 19% and West Lancashire at 18%. Central resulted at 11% and Fylde Coast 7%.

When asking patients if the opening times of their GP surgery were convenient for them:



Bay Health and Care Partners and West Lancashire scored around 10% less than the other LDP areas.

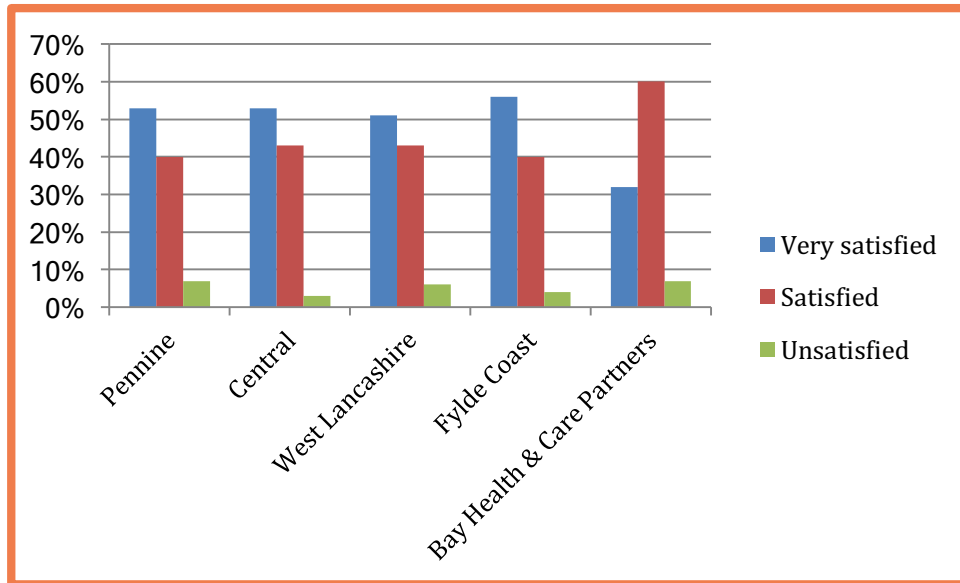
When asking patients how they find the staff at their GP surgery:



Happy with staff

Pennine scored the highest with 76% of patients saying they were happy with the staff, followed by Central with 71%, West Lancashire with 70%, Fylde with 69% and Bay Health and Care Partners with 48%.

When asking patients for their overall rating of quality of care:



Very Satisfied:

Fylde Coast scored the highest with 56% of patients saying they were very satisfied with the quality of care provided, Pennine and Central scored 53%, West Lancashire 51% and Bay Health and Care Partners had the lowest score of 32%.

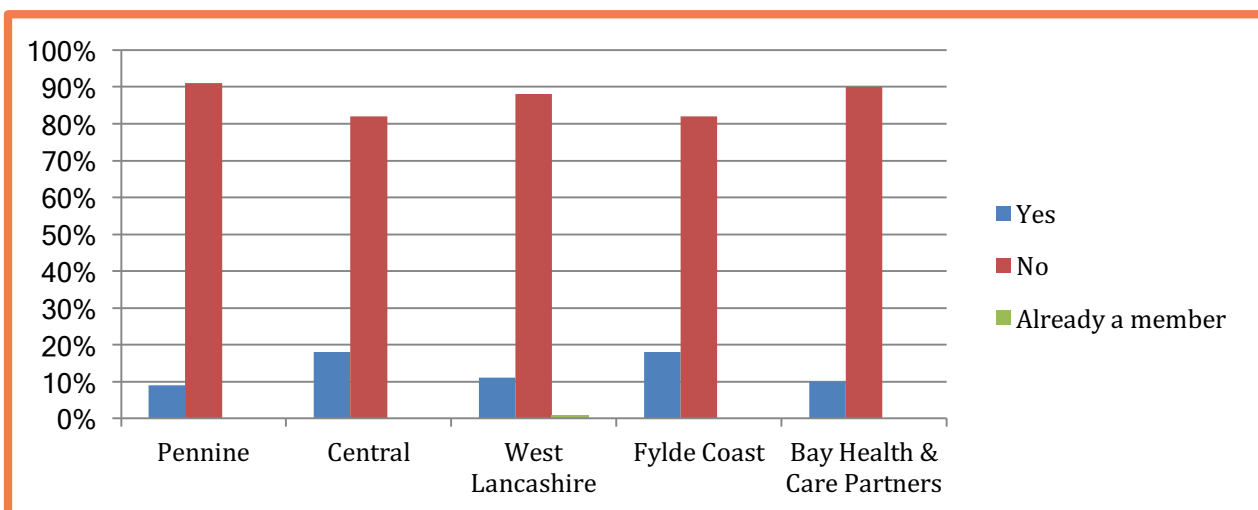
Satisfied:

60% of patients in the LDP area of Bay Health and Care Partners said they were satisfied with the quality of care at their GP surgery, Central and West Lancashire scored 43% and Pennine and Fylde scored 40%.

Unsatisfied:

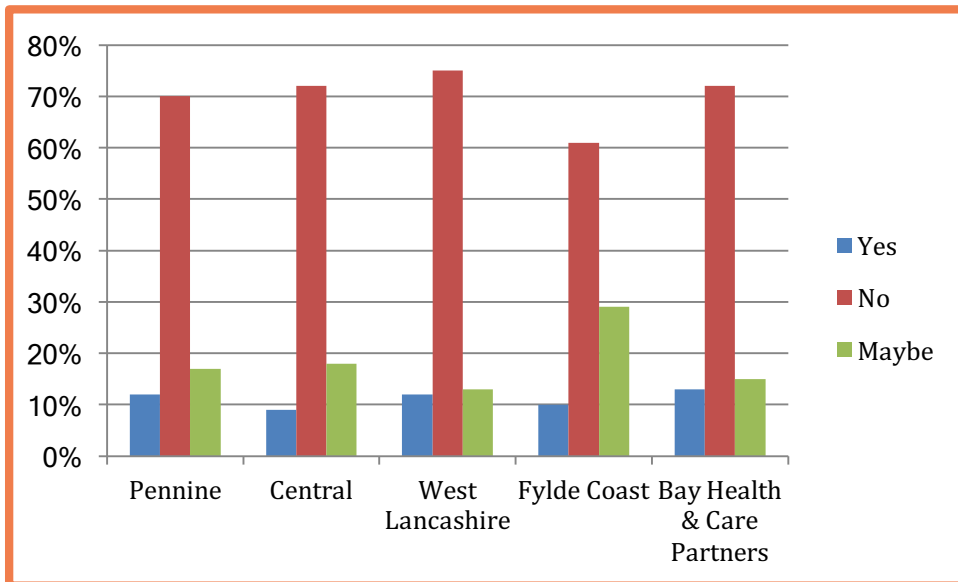
A small number of patients said they were unsatisfied with the care provided. Pennine and Bay Health and Care Partners each scored 7%. West Lancashire 6%, Fylde Coast 4% and Central had the fewest number of patients saying they were unsatisfied with the care provided at 3%.

When asking patients whether they had heard of their GP surgery's Patient Participation Group:



Central and Fylde Coast scored highest with 18%, followed by West Lancashire at 11%, Bay Health and Care Partners at 10% and Pennine at 9%.

When asking patients that had not heard of their Patient Participation Group whether they would be interested in joining:



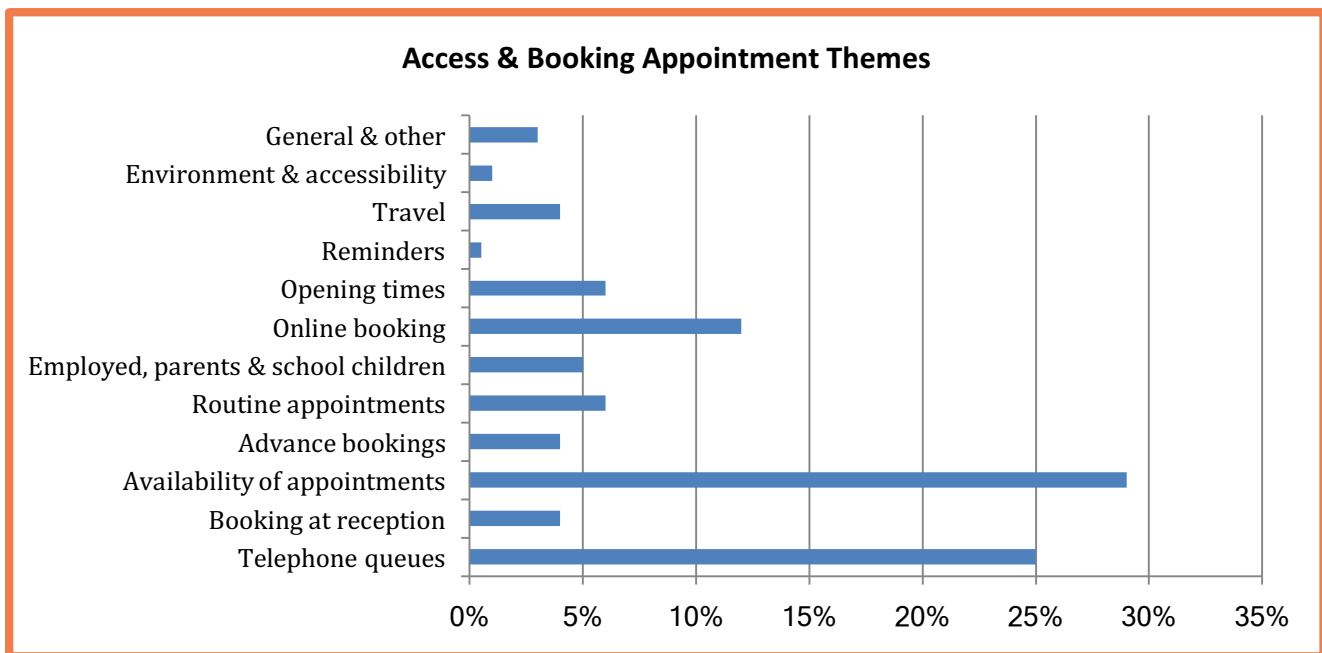
Fylde Coast scored the highest with a combined score of those answering yes or maybe at 39%, followed by Pennine at 29%, Bay Health and Care Partners at 28%, Central at 27% and West Lancashire at 25%.

Additional comments received

In addition to answering our questions, the majority of patients offered additional comments about their experience of using their GP, often discussing how certain issues had affected them.

We received a total of 709 additional comments in relation to access and booking appointments, of which 85% were negative and 15% positive. These comments were shared after patients were asked how they usually book appointments, their use of online booking, getting reminders for appointments, difficulties in booking urgent appointments on the same day and routine appointments, their overall experience of booking appointments and opening times.

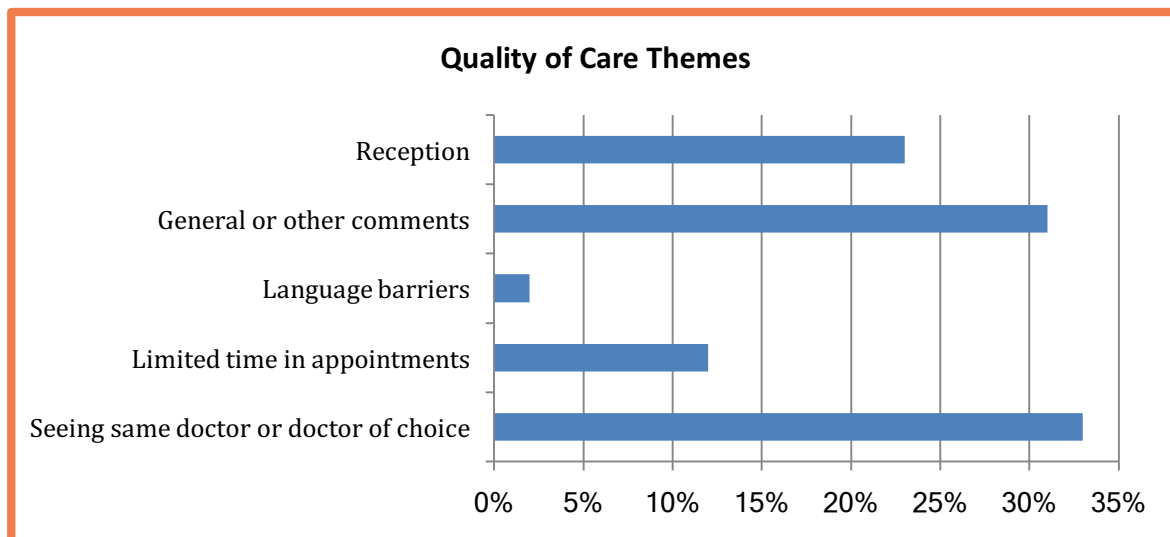
324 of the negative comments referred to telephone queues when phoning to book appointments or the availability of appointments. Other comments were received on booking appointments at reception, booking appointments in advance, booking routine appointments, availability and booking appointments for people in employment, parents or school children, online booking, opening times, appointment reminders, travelling to their GP surgery, the internal environment and accessibility and general or other comments.



A detailed breakdown of these comments can be found in appendix three on page 36.

We received a total of 291 additional comments in relation to quality of care, of which 64% were negative and 36% positive. These comments were shared after patients were asked how they find the staff, whether they feel listened to in their appointments and find the information they receive in their appointments helpful and overall, how satisfied they are with the care provided.

Comments gathered referred to seeing their own GP or doctor of choice, limited time in appointments, language barriers, reception and general or other comments.

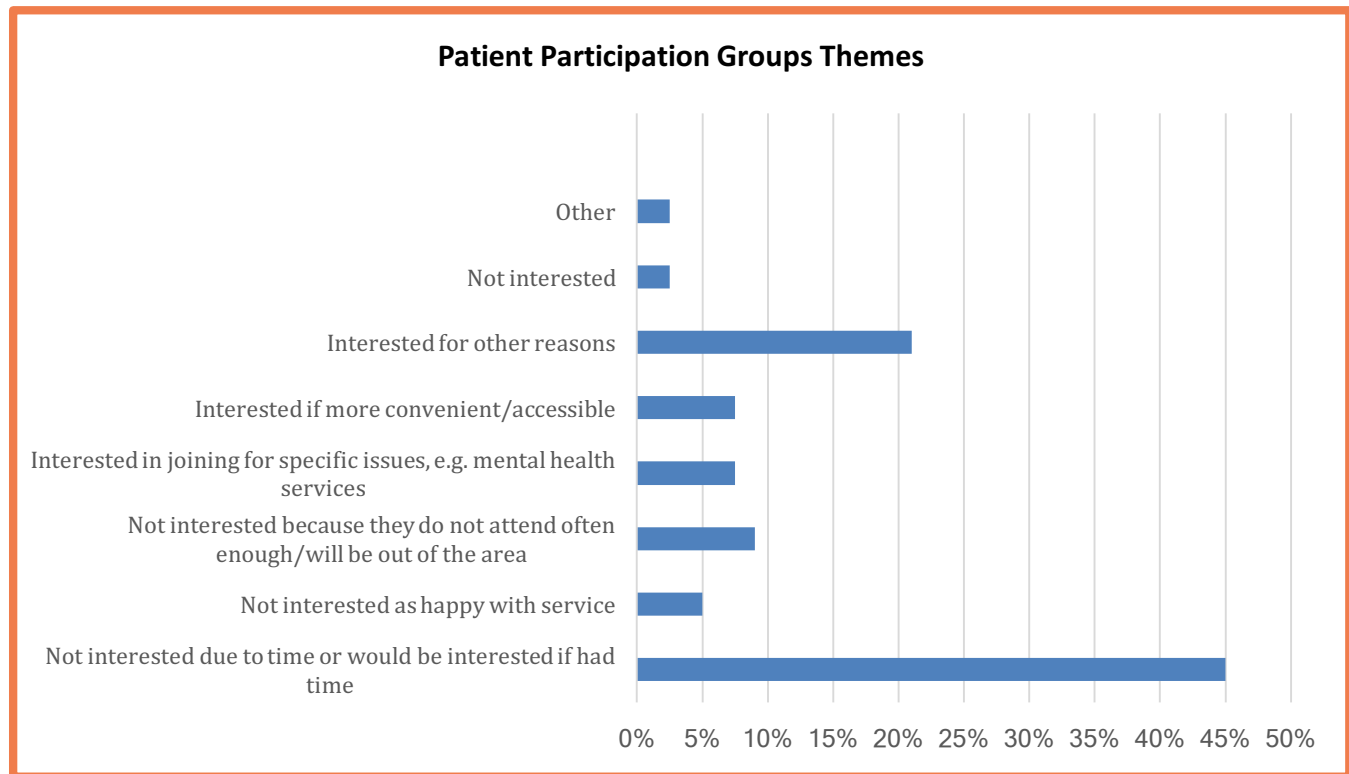


A detailed breakdown of these comments can be found in appendix four on page 40.

We received a total of 80 additional comments in relation to Patient Participation Groups. These comments were shared after patients were asked if they had heard of their GP's Patient Participation Group and if they were interested in joining. On some visits, patients that said

they were interested in joining were asked how they would like to be involved; either online only, attend meetings only or both.

36 of the 80 comments referred to patients saying they were not interested because they did not have any time, or that they would be interested if they had more time. Other comments included not being interested in joining because they do not attend their GP often enough or are moving away or not interested because they are happy with the service. Other comments were received saying they would be interested if participation was more convenient or accessible or would join if their involvement was meaningful or would join for the purpose of improving services to specific illnesses such as mental ill health.



A detailed breakdown of these comments can be found in appendix four on page 41.

So what?

Of the 25 GP surgeries that we visited, 22 provided a response to our report. The vast majority of the responses provided to Healthwatch Lancashire included with a list of actions to be implemented by the GP surgery in order to improve their service as a direct reaction to the public voice.

Of the 41 actions, the reoccurring themes include improving:

Access to appointments	The environment	Awareness of Patient Participation Groups	Information
51%	15%	24%	10%

A number of revisits took place in May and June 2017, to the GP surgeries that scored the highest and those that scored the lowest, based on the feedback gained from patients across the sample of 25 GP surgeries to ascertain if these actions had been implemented.

In total seven GP surgeries were contacted through a revisit or telephone conversation to discuss the following:

- The surgery's view on their performance in relation to access to appointments and quality of care
- The changes undertaken because of our visit and report of findings
- How the surgery rated their Healthwatch Lancashire experience

How will we use this report?

The experiences and views provided by patients in this report will be shared with the following stakeholders:

- Local Clinical Commissioning Groups
- NHS England
- Care Quality Commission
- NHS Improvement
- Joint Strategic Needs Assessment (JSNA) in Lancashire
- Healthwatch England

Responses from stakeholders

NHS East Lancashire CCG

NHS East Lancashire CCG would like to thank Healthwatch Lancashire staff for undertaking this valuable work and producing such a comprehensive and useful report.



We acknowledge that there is still work to be done to improve access to General Practice and as such, we will continue to work with our GP providers to achieve this.

We were absolutely encouraged and pleased to see that 22 out of 25 GP practice responded to their Healthwatch report and have as a result developed action plans based on direct feedback from patients.

Primary Care achieves good levels of satisfaction and we are pleased with this, particularly given that approximately 90% of the contact that patients have with the NHS is through their local GP practice. We were interested to see that the level of awareness about PPGs was lower than expected; and we will work hard with our patient representatives who are members of our Patient Partners Board to continue to raise awareness of PPGs and the valuable work they do.

We will continue to work with Healthwatch and our GP practice colleagues to ensure that Primary Care is supported to continue to deliver consistent, high quality Primary Care services.

NHS West Lancashire CCG

NHS West Lancashire CCG welcomes this report from Healthwatch. All patient and public insight helps us as commissioners and offers us a perspective that is important we listen to.



We have made some ground work around Patient Participation Groups (PPGs) with the formation of our new West Lancashire wide PPG Forum which is open to any local patients who are registered with their practice's PPG.

The group meets several times a year to discuss broad issues relating to primary care and the wider local health economy. It is early days but if we can continue to establish this group, the patients will play an important role in the future of local services.

We have requested practices to actively promote this PPG Forum opportunity among their own PPG members. The level of engagement at each practice PPG varies i.e. some meet face to face and some are virtual groups reliant on e-communication.

Our CCG communication team can support local practices to develop their groups on request.

We understand that patients would like improved access to their practice. This issue has been addressed during CCG practice visits and the CCG has gained assurance that practices have actions in place to combat this.

In addition, the CCG has launched an extended hours initiative in winter 2016 which creates weekend and evening appointments for patients, which can be booked via their own practice.

If anyone reading this report would like more information or has any questions, please contact us via myview@westlancashireccg.nhs.uk 01695 588000.

Healthier Lancashire and South Cumbria

Healthier Lancashire and South Cumbria, which is the Sustainability and Transformation Partnership for the region, welcomes this 'Your Voice' report by local Healthwatch in Blackpool and Lancashire.



GP services are facing a number of challenges which are evident in this report.

These include managing the health needs of an ageing population and an increasing number of patients with complex care needs and multiple long-term conditions who need ever longer and more demanding GP appointments.

The General Practice Forward View, published in April 2016, nationally commits to an extra £2.4 billion a year to get general practice back on its feet by 2020/21. Its focus is to improve patient care and access and to invest in new ways of providing primary care.

Care and Quality:

Dr Malcolm Ridgway, Senior Responsible Officer for Primary Care for the Sustainability and Transformation Partnership in Lancashire and South Cumbria commented: "In relation to the results for access and quality of care for practices across the region in this Healthwatch report, it is gratifying that most people find the quality of care good and opening hours convenient.

"Sustaining and transforming primary care will underpin changes in the GP Forward View across the whole of the health and social care system that are intended to make sure patients continue to receive high quality care while managing rising demand.

"We agree that we should develop opportunities for greater patient and public involvement in how practices are run, including increasing awareness of patient participation groups. It is noteworthy that this report highlights the fact that deprivation is associated with greater demand on services and with reduced satisfaction in those services with greater demand. We aim to work across the region to reduce the stark differences between people's health dependent on where they live."

Access to Services:

The GP Forward View set out plans to enable clinical commissioning groups (CCGs) to commission and fund additional capacity across England to ensure that, by 2020 everyone has

improved access to GP services including sufficient routine appointments at evenings and weekends to meet locally determined demand, alongside effective access to out of hours and urgent care services.

Dr Ridgway adds: “There is clearly more that we can do to improve telephone waiting times and receptionists asking the nature of the problem when patients contact surgeries. Most areas across Lancashire and South Cumbria are now looking to increase the use of online booking along with many other services and products that can often be more readily accessed in this way.

“Receptionists are trained to ask appropriate questions so that patients can be directed to the most appropriate health or care professional. There are many more of these new health professional roles now available who are more than capable of delivering care and treatment which can free up GPs to concentrate on those patients with more complex issues.

“We are also working with practices to support them in providing better use of IT systems, online consultations, email and electronic ordering of prescriptions that will improve patients’ access to the right person, providing the right care, in the right place at the right time.”

An exciting digital initiative taking place across Lancashire and South Cumbria has so far seen over 10,000 patients from more than 30 surgeries signing up to use GP online services up to August 2017. Healthier Lancashire and South Cumbria has worked with GPs, practice managers, patient participation group members and patients to promote the use of online services including ordering repeat prescriptions and booking GP appointments from the comfort of homes and on mobile devices.

Primary Care workforce:

Workforce is the biggest issue for general practice. There are not enough GPs and workload is ever increasing as demand continues to grow. Creating a wider primary care workforce is one of the ways we can tackle this.

Dr Ridgway comments: “In Lancashire and South Cumbria, new roles in general practice are already helping patients and enabling GPs to focus on their skills where they are most needed. We have a number of initiatives are looking at new types of healthcare professionals. For example, physicians associates, care navigators and medical assistants. Evidence shows that medical assistants can make a significant impact and allow GPs to spend more time with patients.”

Greater partnership working across Lancashire and South Cumbria provides the opportunity to share the learning between organisations and spread best practice to improve local care.

Healthier Lancashire and South Cumbria would like to thank Healthwatch Lancashire for undertaking this report and also thank members of the public who participated by sharing their experience which is important for helping to improve services.

More information about the Sustainability and Transformation Partnership across Lancashire and South Cumbria is available at www.healthierlsc.co.uk

APPENDICES

Appendix one: Results for Lancashire

Activities within GP surgeries across Lancashire took place between May 2016 and February 2017. The below findings represent the views shared by 851 patients from 25 different GP surgeries.

Patient responses for access and booking appointments

1. We asked: 'How do you usually book your appointments?'

Telephone	Online	At reception	Repeat appointment	Walk-in service
74%	4%	15%	6%	2%

(839 patients answered)

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

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

10% said Yes

89% said No

2% Said Sometimes

(840 patients answered)

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

3. We asked those that answered No or Sometimes to Question 2: 'why is this?'

Don't use a computer	Don't want to	Unaware of it	Waiting for log-in details	Find it unsuitable
17%	51%	23%	5%	3%

(777 patients answered)

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

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

35% said Yes

40% said No

25%

were not applicable as they had booked their appointment that morning

(813 patients answered)

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

50% said Yes

41% said No

9% were not applicable as they had never tried to get an urgent appointment

(833 patients answered)

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

21% said Yes

48% said No

31% were not applicable as they did not have routine appointments

(822 patients answered)

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

46% said Excellent

39% said Could Be Improved

15% said Poor

(801 patients answered)

8. We asked: 'Are the opening times at your GP surgery convenient for you?'

92% said Yes

5% said No

2% Mostly

(803 patients answered)

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

Patient responses for quality of care

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

70% said Happy with staff **29%** were Happy with Most Staff **2%** were Unhappy with Staff

(805 patients answered)

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

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

83% said Yes

3% said No

14% said Most of the Time

(793 patients answered)

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

83% said Yes **3%** said No **13%** said Most of the Time

(771 patients answered)

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

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

51% said Very Satisfied **44%** said Satisfied **5%** said Unsatisfied

(789 patients answered)

Patient responses for patient involvement

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

14% said Yes **86%** said No **0%** said they were already a member

(736 patients answered)

14. We asked those that answered No to Question 13: 'Is this something you would be interested in?'

11% said Yes **70%** said No **19%** said Maybe

(726 patients answered)

15. We asked those that answered Yes or Maybe to Question 14, 'How would you like to be involved?'

Attend regular meetings only	Online only	Attend both meetings and online
45%	42%	14%

(96 patients answered)

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

Appendix two: results by Local Delivery Plan area

Pennine

The below findings show the feedback gained from patients within the Pennine Local Delivery Plan area. 232 patients shared their views.

Patient responses for access and booking appointments

1. We asked: 'How do you usually book your appointments?'

Telephone	Online	At reception	Repeat appointment	Walk-in service
72%	3%	19%	6%	0%

(232 patients answered)

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

8% said Yes

92% said No

0% Said Sometimes

(231 patients answered)

3. We asked those that answered No or Sometimes to Question 2: 'why is this?'

Don't use a computer	Don't want to	Unaware of it	Waiting for log-in details	Find it unsuitable
18%	45%	35%	2%	1%

(207 patients answered)

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

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

30% said Yes

46% said No

24%

were not applicable as they had booked their appointment that morning

(226 patients answered)

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

56% said Yes

38% said No

6%

were not applicable as they had never tried to get an urgent appointment

(226 patients answered)

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

18% said Yes

48% said No

33%

were not applicable as they did not have routine appointments

(224 patients answered)

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

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

50% said Excellent

31% said Could Be Improved

19% said Poor

(226 patients answered)

8. We asked: 'Are the opening times of your GP surgery convenient for you?'

94% said Yes

5% said No

0% Mostly

(224 patients answered)

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

Patient responses for quality of care

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

76% said Happy with staff **23%** were Happy with Most Staff **1%** were Unhappy with Staff

(227 patients answered)

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

80% said Yes

4% said No

16% said Most of the Time

(223 patients answered)

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

80% said Yes

4% said No

16% said Most of the Time

(219 patients answered)

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

53% said Very Satisfied **40%** said Satisfied **7%** said Unsatisfied

(223 patients answered)

Patient responses for patient involvement

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

9% said Yes **91%** said No **0%** said they were already a member

(187 patients answered)

14. We asked those that answered No to Question 13: 'Is this something you would be interested in?'

12% said Yes **70%** said No **17%** said Maybe

(186 patients answered)

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

15. We asked those that answered Yes or Maybe to Question 14, 'How would you like to be involved?'

Attend regular meetings only	Online only	Attend both meetings and online
57%	24%	19%

(21 patients answered)

Central

The below findings show the feedback gained from patients within the Central Local Delivery Plan area. 255 patients shared their views.

Patient responses for access and booking appointments

1. We asked: 'How do you usually book your appointments?'

Telephone	Online	At reception	Repeat appointment	Walk-in service
68%	1%	14%	11%	6%

(250 patients answered)

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

7% said Yes

90% said No

3% Said Sometimes

(255 patients answered)

3. We asked those that answered No or Sometimes to Question 2: 'why is this?'

Don't use a computer	Don't want to	Unaware of it	Waiting for log-in details	Find it unsuitable
15%	61%	14%	8%	2%

(222 patients answered)

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

48% said Yes

36% said No

16% were not applicable as they had booked their appointment that morning

(239 patients answered)

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

46% said Yes

42% said No

12% were not applicable as they had never tried to get an urgent appointment

(254 patients answered)

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

23% said Yes

50% said No

27%

were not applicable as they did not have routine appointments

(250 patients answered)

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

55% said Excellent

35% said Could Be Improved

11% said Poor

(233 patients answered)

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

8. We asked: 'Are the opening times at your GP surgery convenient for you?'

95% said Yes

3% said No

2% Mostly

(240 patients answered)

Patient responses for quality of care

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

71% said Happy with staff **28%** were Happy with Most Staff **1%** were Unhappy with Staff

(237 patients answered)

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

86% said Yes

2% said No

12% said Most of the Time

(232 patients answered)

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

88% said Yes

3% said No

8% said Most of the Time

(225 patients answered)

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

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

53% said Very Satisfied **43%** said Satisfied **3%** said Unsatisfied

(231 patients answered)

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

Patient responses for patient involvement

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

18% said Yes **82%** said No **0%** said they were already a member

(228 patients answered)

14. We asked those that answered No to Question 13: 'Is this something you would be interested in?'

9% said Yes **72%** said No **18%** said Maybe

(225 patients answered)

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

15. We asked those that answered Yes or Maybe to Question 14, 'How would you like to be involved?'

Attend regular meetings only	Online only	Attend both meetings and online
48%	43%	9%

(23 patients answered)

West Lancashire

The below findings show the feedback gained from patients within the West Lancashire Local Delivery Plan area. 127 patients shared their views.

Patient responses for access and booking appointments

1. We asked: 'How do you usually book your appointments?'

Telephone	Online	At reception	Repeat appointment	Walk-in service
85%	5%	9%	0%	1%

(127 patients answered)

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

18% said Yes

79% said No

3% Said Sometimes

(127 patients answered)

3. We asked those that answered No or Sometimes to Question 2: 'why is this?'

Don't use a computer	Don't want to	Unaware of it	Waiting for log-in details	Find it unsuitable
85%	5%	9%	0%	1%

(119 patients answered)

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

6% said Yes

46% said No

48% were not applicable as they had booked their appointment that morning

(127 patients answered)

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

51% said Yes

40% said No

9% were not applicable as they had never tried to get an urgent appointment)

(126 patients answered)

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

16% said Yes

46% said No

38% were not applicable as they did not have routine appointments

(125 patients answered)

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

35% said Excellent

47% said Could Be Improved

18% said Poor

(123 patients answered)

8. We asked: 'Are the opening times at your GP surgery convenient for you?'

85% said Yes

8% said No

7% Mostly

(122 patients answered)

Patient responses for quality of care

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

70% said Happy with staff **29%** were Happy with Most Staff **2%** were Unhappy with Staff

(122 patients answered)

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

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

83% said Yes

5% said No

12% said Most of the Time

(122 patients answered)

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

79% said Yes

2% said No

18% said Most of the Time

(121 patients answered)

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

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

51% said Very Satisfied

43% said Satisfied

6% said Unsatisfied

(121 patients answered)

Patient responses for patient involvement

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

11% said Yes

88% said No

1% said they were already a member

(115 patients answered)

14. We asked those that answered No to Question 13: 'Is this something you would be interested in?'

12% said Yes

75% said No

13% said Maybe

(113 patients answered)

15. We asked those that answered Yes or Maybe to Question 14, 'How would you like to be involved?'

Attend regular meetings only	Online only	Attend both meetings and online
20%	72%	8%

(25 patients answered)

Fylde Coast

The below findings show the feedback gained from patients within the Fylde Coast Local Delivery Plan area. 144 patients shared their views.

Patient responses for access and booking appointments

1. We asked: 'How do you usually book your appointments?'

Telephone	Online	At reception	Repeat appointment	Walk-in service
71%	9%	13%	6%	1%

(144 patients answered)

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

13% said Yes

86% said No

1% Said Sometimes

(141 patients answered)

3. We asked those that answered No or Sometimes to Question 2: 'why is this?'

Don't use a computer	Don't want to	Unaware of it	Waiting for log-in details	Find it unsuitable
71%	9%	13%	6%	1%

(144 patients answered)

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

44% said Yes

42% said No

14%

were not applicable as they had booked their appointment that morning

(136 patients answered)

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

37% said Yes

52% said No

11%

were not applicable as they had never tried to get an urgent appointment

(141 patients answered)

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

24% said Yes

55% said No

20%

were not applicable as they did not have routine appointments

(139 patients answered)

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

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

50% said Excellent

42% said Could Be Improved

7% said Poor

(135 patients answered)

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

8. We asked: 'Are the opening times at your GP surgery convenient for you?'

93% said Yes

5% said No

1% Mostly

(136 patients answered)

Patient responses for quality of care

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

69% said Happy with staff **28%** were Happy with Most Staff **3%** were Unhappy with Staff

(138 patients answered)

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

85% said Yes

3% said No

12% said Most of the Time

(135 patients answered)

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

84% said Yes

3% said No

12% said Most of the Time

(129 patients answered)

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

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

56% said Very Satisfied **40%** said Satisfied **4%** said Unsatisfied

(133 patients answered)

Patient responses for patient involvement

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

18% said Yes **82%** said No **0%** said they were already a member

(129 patients answered)

14. We asked those that answered No to Question 13: 'Is this something you would be interested in?'

10% said Yes **61%** said No **29%** said Maybe

(124 patients answered)

15. We asked those that answered Yes or Maybe to Question 14, 'How would you like to be involved?'

Attend regular meetings only	Online only	Attend both meetings and online
44%	33%	22%

(18 patients answered)

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

Bay Health & Care Partners

The below findings show the feedback gained from patients within the Bay Health & Care Partners Local Delivery Plan area. 86 patients shared their views.

Patient responses for access and booking appointments

1. We asked: 'How do you usually book your appointments?'

Telephone	Online	At reception	Repeat appointment	Walk-in service
80%	2%	15%	2%	0%

(86 patients answered)

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

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

5% said Yes

95% said No

0% Said Sometimes

(86 patients answered)

3. We asked those that answered No or Sometimes to Question 2: 'why is this?'

Don't use a computer	Don't want to	Unaware of it	Waiting for log-in details	Find it unsuitable
61%	18%	18%	2%	1%

(85 patients answered)

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

46% said Yes

21% said No

33%

were not applicable as they had booked their appointment that morning

(85 patients answered)

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

66% said Yes

27% said No

7%

were not applicable as they had never tried to get an urgent appointment

(86 patients answered)

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

24% said Yes

36% said No

40% were not applicable as they did not have routine appointments

(84 patients answered)

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

21% said Excellent

58% said Could Be Improved

20% said Poor

(84 patients answered)

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

8. We asked: 'Are the opening times at your GP surgery convenient for you?'

86% said Yes

10% said No

4% Mostly

(81 patients answered)

Patient responses for quality of care

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

48% said Happy with staff **49%** were Happy with Most Staff **2%** were Unhappy with Staff

(81 patients answered)

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

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

77% said Yes

1% said No

22% said Most of the Time

(81 patients answered)

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

81% said Yes

4% said No

16% said Most of the Time

(77 patients answered)

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

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

32% said Very Satisfied **60%** said Satisfied **7%** said Unsatisfied

(81 patients answered)

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

Patient responses for patient involvement

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

10% said Yes **90%** said No **0%** said they were already a member

(77 patients answered)

14. We asked those that answered No to Question 13: 'Is this something you would be interested in?'

13% said Yes **72%** said No **15%** said Maybe

(78 patients answered)

15. We asked those that answered Yes or Maybe to Question 14, 'How would you like to be involved?'

Attend regular meetings only	Online only	Attend both meetings and online
78%	11%	11%

(9 patients answered)

Appendix three: breakdown of comments received on access and booking appointments

Below is a breakdown of the comments recorded about access, which were collated during the completion of the questionnaires. In total, 709 comments were received with over 300 comments relating to telephone queues when phoning to book appointments or the availability of appointments.

Overall;

- 85% of comments were negative
- 15% of comments were positive

Telephone queues

Of the eight positive comments received;

- 50% said the phones are good if you ring early
- 38% said it's a good service and works well
- 12% said the staff on the phones are friendly

Of the 149 negative comments received;

- 60% said it's difficult getting through on the phones (either a long wait for an answer or constantly engaged)
- 19% said once you get through on the phones there's no appointments left
- 7% said it depends when you ring
- 5% suggested there should be more staff to answer the phones
- 5% said they don't like ringing and prefer to come in person
- 3% said the overall appointment booking system requires improvement
- 1% said staff had bad attitudes

Booking appointments at reception

Of the two positive comments received;

- 50% said if you come in early enough it's fine
- 50% said it's close by and convenient if they're already in town

Of the 21 negative comments received;

- 52% said they come in person because they can't get through on the phone
- 19% said they come to the surgery in person early and wait for an appointment
- 15% said they try coming to the surgery and phoning up at the same time
- 15% said if they come in to the surgery they are often told to phone anyway as they have no appointments

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

Availability of appointments

Of the 37 positive comments received;

- 30% said they had no problems with appointment availability
- 27% said they can usually get an appointment
- 22% said it's a good booking system

- 16% said they can always get an appointment
- 5% said they didn't have to wait long for their appointment

Of the 175 negative comments received;

- 29% said they struggle to get an appointment at all due to lack of availability
- 28% said the booking system itself is difficult and inefficient
- 23% said they have a long wait for an appointment and the surgery is too busy
- 12% said they can't get an appointment to see their chosen GP
- 3% said they can't book appointments in advance
- 3% said they had so much difficulty with appointments they either changed surgery or just attend walk-in centres
- 1% said the appointment times are not flexible
- 1% suggested the surgery needs more doctors and nurses

Booking appointments in advance

Of the 22 comments received;

- 82% said they cannot book an appointment in advance
- 10% said it's difficult to book an appointment with their chosen GP
- 4% said it's easier to book same day appointments than getting them in advance
- 4% said their advanced booking system works well

Booking routine appointments

Of the 20 positive comments received;

- 75% said they had no problems with routine appointments
- 20% said it's usually okay to get a routine appointment
- 5% said it's easier to book a routine appointment with a nurse rather than a doctor

Of the 38 negative comments received;

- 43% said it's too long of a wait to get a routine appointment
- 22% said it's difficult to get a routine appointment
- 14% said it depends who you want to see
- 8% said it's difficult to book a routine appointment due to a shortage of permanent staff
- 5% said they can't book routine appointments in advance
- 3% said they can't get through on the phone to book a routine appointment
- 5% made other comments

Availability and booking appointments for people in employment, parents or school children. The majority of these comments were made from people that were employed.

Of the one positive comment received:

- 100% said they were happy with weekend opening hours

Of the 31 negative comments received;

- 41% said it's difficult to fit appointments in around work, shift workers in particular would like more options to book in advance as it's sometimes difficult to phone up at 8am.
- 34% said there needs to be more flexibility in the evenings due to working 9am-5pm
- 17% said there needs to be more weekend or 24/7 availability

- 4% said there needs to be more early morning availability
- 4% said it's always a long wait for an appointment

Online booking

Of the four positive comments received;

- 50% said online booking is better than phoning up
- 25% said online booking is good for non-urgent appts
- 25% said online booking is really good

Of the 72 negative comments received;

- 29% said it's easier to ring up
- 21% there needs to be more slots available online
- 14% said the online booking system doesn't work
- 11% said they don't know how to use online booking
- 9% said they wouldn't bother using it
- 6% said they can't see their chosen GP if they book online
- 4% said they can't use it due to lack of facilities/IT skills
- 4% said they weren't aware of it
- 2% said they don't want to use it because you can't book urgent appointments through it

Opening times

Of the 9 positive comments received;

- 45% said the opening times don't affect them as they can attend any time
- 22% said having appointments available after 5pm is good
- 22% said the opening times are flexible/convenient
- 11% said the opening times are good

Of the 36 negative comments received;

- 81% said they would like to have longer opening hours and better evening availability
- 7% said they would like more weekend/bank holiday opening times
- 4% said the surgery closing over the lunch time period is an issue
- 4% said they weren't aware of the surgery's opening hours
- 4% said it's always difficult to fit appointments around work

Appointment reminders

Of the seven positive comments received;

- 58% said they like text reminders
- 14% said they like phone call reminders
- 14% said they received a print off of their appointment time when booking
- 14% said they usually get one but didn't as the appointment was only booked that day

Of the three negative comments received;

- 33% said they usually receive a reminder but didn't that day
- 33% said they receive a reminder some of the time
- 33% said they still received a reminder even though they had cancelled the appointment

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

Travelling to the surgery

- No positives were received on travelling to the surgery

Of the 23 negative comments received;

- 48% said that car parking is an issue
- 17% said the bus route is not convenient so they have to walk further
- 17% said they struggle with poor mobility
- 13% said they have to pay for a taxi/rely on lifts
- 5% said the traffic is heavy

Internal environment and accessibility

- No positive comments were received on the environment of GP surgeries

Of the eight negative comments received;

- 22% said they struggle with the environment because they are hard of hearing
- 22% said there's a lack of disabled access
- 22% said the check in machine doesn't work or the reception desk is too busy
- 12% said the signage in the surgery is bad and they are unsure where to go
- 11% said there's a lack of privacy at the reception desk
- 11% said there's not enough light in the surgery

General

Of the 16 positive comments received;

- 48% said the service they receive is good
- 26% said the booking system is good
- 26% said the service is okay

Of the 17 negative comments received;

- 40% said the appointment booking service is bad
- 33% said their GP was running late which caused further issues
- 13% said there is a long waiting time for appointments
- 7% said the surgery is not big enough for the amount of patients
- 7% said they never know which health care service they should attend

Appendix four: breakdown of comments received on quality of care

Below is a breakdown of the comments recorded about the quality of care received, which were collated during the completion of the questionnaires. In total, 291 comments were received.

Overall

- 64% of comments were negative
- 36% of comments were positive

Seeing same GP or doctor of choice

Of the ten positive comments received;

- 60% said they were happy with all of the doctors at their surgery and would be happy to see anyone
- 40% said they have a good relationship with their chosen GP

Of the 66 negative comments received;

- 45% said they wanted the continuity of seeing the same GP but can't do this
- 24% said the quality of care depends on who you see
- 11% said there are too many different/locum doctors at their surgery
- 9% said it takes too long to see their chosen GP
- 8% said they don't feel listened to by the GP
- 3% said a nurse appointment is not a sufficient replacement for a GP appointment

Limited time in appointments

Of the two positive comments received;

- 100% said they don't feel rushed during their appointment

Of the 23 negative comments received;

- 42% said they would like longer than ten minutes
- 29% said they feel rushed during their appointment
- 29% said they don't feel they have enough time to address their issues during their appointment

Language barriers in appointments

- No positive comments were received about language barriers

Of the four negative comments received;

- 25% said the language barriers means they have to rely on someone else to translate
- 25% said they do not speak English as a first language
- 25% said the information from the GP is not accessible because of a language barrier
- 25% said they feel that they are not listened to due to language barriers

General or other comments

Of the 72 positive comments received;

- 64% said they are happy with the staff
- 25% said they are happy with the service

- 8% said they had no problems
- 3% said the service has improved

Of the 61 negative comments received;

- 32% said the GP doesn't listen to them
- 24% said the information they receive from the GP is wrong or not useful
- 18% said they had problems with overall staff attitudes
- 14% said they had no confidence in GPs
- 8% said there are long delays in the surgery
- 4% said they had no choice in which GP they saw

Reception

Of the eight positive comments received;

- 76% said the reception staff are friendly
- 12% said the reception staff are efficient
- 12% said the reception staff give good advice

Of the 45 negative comments received;

- 42% said they are unhappy with reception staff attitudes
- 28% said they do not like being asked personal/triage questions by reception staff
- 19% said they struggle to book appointments through the reception staff
- 9% said the reception staff need more support/training
- 2% said the reception staff do not give them privacy

Appendix five: breakdown of comments received on Patient Participation Groups

Patient Participation Groups

Of the 80 comments received about Patient Participation Groups;

- 46% said they don't have time to join the PPG
- 18% said they are not interested in joining the PPG
- 18% said they might be interested in joining the PPG
- 7% said they live too far away to join
- 7% said they hadn't heard of it/would need more information
- 4% said they don't attend the surgery enough to contribute to the PPG

Appendix six: GP surgeries visited

Below shows the different GP surgeries Healthwatch Lancashire attended, divided into their Local Delivery Plan area:

Pennine (Burnley, Pendle, Rossendale, Hyndburn and Ribble Valley):

1. Colne Road Surgery, Burnley
2. Slaidburn Country Practice, Clitheroe
3. Rossendale Valley Medical Practice, Rossendale
4. Pendleside Medical Practice, Clitheroe
5. Peel House Medical Practice, Accrington
6. Brierfield Health Centre, Brierfield
7. Pendle Valley Mill, Nelson

Central (Preston, Chorley and South Ribble):

8. Regent House Surgery, Chorley
9. Avenham Lane Practice, Preston
10. Dr Jha Surgery, Preston
11. Frenchwood Surgery, Preston
12. Sandy Lane Surgery, Leyland
13. Croston Village Surgery, Croston
14. Longton Health Centre, Longton

West Lancashire (Ormskirk and Skelmersdale):

15. Ormskirk Medical Practice, Ormskirk
16. Skelmersdale Family Practice, Skelmersdale
17. The ELMS Practice, Ormskirk
18. Parkgate Surgery, Ormskirk

Fylde Coast (Fylde and Wyre):

19. Clifton Medical Practice, Lytham St Annes
20. Queensway Medical Centre, Poulton-le-Fylde
21. Ansdell Medical Centre, Lytham St Annes
22. Fleetwood Surgery, Fleetwood

Bay Health and Care Partners (Lancaster and Morecambe):

23. Owen Road Surgery, Lancaster
24. York Bridge Surgery, Morecambe
25. Westgate Medical Practice, Morecambe

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