

# Layton Medical Centre Blackpool

## Enter and View Report



**Monday 18<sup>th</sup> and Thursday 21<sup>st</sup> September 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:

**200 Kingscote Drive, Blackpool, FY3 7EN**

## Staff met during visits:

**Alison Hannon- Receptionist Team Leader**

**Lesley Penny- Receptionist**

**Dr Sarah Shaw - General Practitioner**

## Date and time of visits:

**Monday 18<sup>th</sup> September 2017 4pm - 6.30pm**

**Thursday 21<sup>st</sup> September 2017 at 9am - 12.30pm**

## Healthwatch Blackpool Authorised Representatives:

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

**Nick Colledge (Project Officer)**

**Lynn Yates (Volunteer)**



## CQC Report for Layton Medical Centre 26<sup>th</sup> August 2016

<http://www.cqc.org.uk/location/1-580155029>

Overall  
Good

Read overall  
summary

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

## Introduction

Healthwatch Blackpool is committed to listening to patients and members of the public in Blackpool. We make sure their views and experiences are heard by those who run, plan and regulate health and social care services. This is achieved through a core programme of work visiting health and social care services and speaking to individuals using the services.

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

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

On Monday 18<sup>th</sup> September 2017 at 4pm - 6.30pm and Thursday 21<sup>st</sup> September 2017 at 9am - 12.30pm, two Healthwatch Blackpool representatives gathered survey responses from patients at Layton Medical Centre in Blackpool, to obtain the views of people using the service and to observe the environment. This report summarises the reviews of 52 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 52 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 staff at the surgery, for their 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

Layton Medical Centre operates within the NHS Blackpool Clinical Commissioning Group area and has around 6,500 registered patients (figures from reception staff during visit).

The service's opening times are usually 8am - 6.30pm Monday - Friday. The service is closed on Saturday and Sunday.

There are three permanent GPs, two locum GPs, two practice nurses, two research nurses, an advance nurse practitioner, and a health care assistant. The Practice Manager is Samantha Mathers.

# Enter and View Observations

GREEN

## Overall Environmental Rating:



### Location and external environment

Layton Medical Centre is located in the Central East neighbourhood of Blackpool. The surgery is on the edge of a residential area and there is a bus stop a few hundred metres from the surgery. There is a pharmacy next door to the surgery with direct access from within the surgery building. The medical centre has a small amount of space in a car park behind the current building with one space specifically allocated for disabled badge holders. There is plenty of free on street parking.

### Internal environment and reception

At the time of our visit the surgery was still operating from within the older part of the building, however, Healthwatch representatives were informed a new purpose-built surgery attached to the current building was almost ready to be moved into. The current surgery building has a small entrance area with an electronic check-in kiosk. Through the doors is the waiting room which had no natural light and was instead lit artificially from ceiling lights. The reception desk is on the right with a double height desk with a lower level section accessible for wheelchair users. Three rows of chairs face a large flat screen television. Seating appeared ample although it was sometimes difficult to access central seating if chairs at either end of the row were occupied. The television was operational with scrolling news headlines at the bottom, some local campaigns, and information for patients about waiting times for each medical practitioner. This screen was also used to call patients through to their appointments, the name of the patient and the room number appeared in clear black font on a yellow background. This was accompanied by a noise to alert patients to the screen however this was occasionally missed by patients during our visit, particularly when the waiting room was busier and noisier.

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

There were no notice boards displaying information to patients, however there was a folder containing information leaflets from various services in the area, although they were out of date.

The surgery appeared to be clean, and in good condition. The poster sent to the surgery informing patients of Healthwatch Blackpool's visit was not displayed.

### Patient involvement in the surgery

Healthwatch representatives did not see any information about the practices Patient Participation Group around the surgery, although there was a link on the website. We had to ask at reception where patients were able to make a complaint. The receptionist redirected Healthwatch Representatives to the forms on the reception desk.

A link to the most recent CQC report (August 2016) was available on the surgery website, showing the surgery's overall score of "Good", although this was not displayed anywhere in the surgery.

The Enter and View at Layton Medical Centre took place on Monday 18<sup>th</sup> and Thursday 21<sup>st</sup> September 2017. 52 patients shared their views.

## Patient responses for getting to the practice

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

(51 patients answered)

Walk	Car	Bus	Train/Tram	Other
39%	51%	2%	0%	8%

Other included:

4% - Taxi

4% - Bicycle

### 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?'

(48 patients answered)

**13%** said Yes **88%** said No

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

**68%** of comments from those who would not consider using public transport to reach their appointment related to living too close to the practice to use public transport. **9%** of comments from those who would not consider using public transport to reach their appointment related to it not being suitable due to their health needs.

#### Comments about considering using public transport:

*"If I didn't have a car I would use a bus."*

*"I would get a bus if I needed to."*

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

*"I only live five minutes away."*

*"My journey route is too complicated for public transport."*

*"I'm not able to use a bus due to my disability."*

In total 25 comments were made about using public transport, these can be found in Appendix 1 on page 16.

## Patient responses for access and booking appointments

AMBER

**Overall access and booking appointment rating:**

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

Telephone	Online	At reception	Repeat appointment
80%	8%	12%	0%

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

**12%** said Yes    **78%** said No    **10%** Said Sometimes

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

*"More advertising of how to do it would be good."*

*"It's always two weeks ahead, so it's no good."*

*"80% of the time its fine."*

*"It's very good."*

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

Don't use a computer	Don't want to	Unaware of it	Don't have log in details yet	Unsuitable
13%	32%	24%	24%	8%

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

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

*"Don't know how, but would if shown."*

*"It's easier to pick up the phone and I think I would be concerned about whether it had been booked if I booked online."*

*"More advertising of how to do it would be good."*

In total 30 comments were made about online booking, these can be found in Appendix 1 on page 16.

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

(48 patients answered)

**58%** said Yes

**42%** said No

Comments about using a mobile app:

*"If it's easy to use."*

*"It's the way forward."*

In total 4 comments were made about using a mobile app, these can be found in Appendix 1 on page 16.

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

(47 patients answered)

**34%** said Yes

**55%** said No

**11%** were Not Applicable

Comments from patients about receiving reminders for their appointments:

*"It's very good - for remembering."*

*"No, and in fact I thought it was tomorrow, and only found out as I had rung to see if I could get an earlier appointment."*

*"I usually do but I haven't got one today."*

In total 14 comments were made about receiving reminders, these can be found in Appendix 1 on page 16.

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

(46 patients answered)

**67%** said Yes      **22%** said No      **11%** said Not Applicable

**Positive Comments about booking urgent appointments:**

*"For children its fine, always the same day."*

*"No problem, if you're prepared to get down to the surgery and queue at 8am which I do, if I need an urgent appointment."*

*"It's never a problem to get an appointment for the children, and even if I can't get an appointment I always get good advice. I often go the Walk-in Centre."*

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

*"I try to book on the day, but it's difficult."*

*"You've no chance of getting one on the day."*

**In total 16 comments were made about access to urgent appointments, these can be found in Appendix 1 on page 16.**

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

(43 patients answered)

**40%** said Yes      **44%** said No      **16%** said Not Applicable

**Positive comments about booking routine appointments:**

*"Its fine for regular check-ups."*

*"Not a problem because I do them online."*

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

*"Sometimes you have to wait up to four weeks for an appointment."*

*"I don't come very often so I could have done with having one sooner than I have been able to get one."*

*"It can take time, especially for a specific doctor. If you're not fussed who you see it can be quicker."*

**In total 16 comments were made about access to routine appointment, these can be found in Appendix 1 on page 16.**



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

(45 patients answered)

**87%** said Yes      **9%** said No      **4%** said Mostly

**Comments about the opening times:**

*"Its fine for me, but a shame it's not open on the weekend."*

*"They fit in with work but I don't know what they are."*

*"I don't know the times actually."*

In total 10 comments were made about opening times, these can be found in Appendix 1 on page 16.

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

(39 patients answered)

**41%** said Excellent      **46%** said Could Be Improved      **13%** said Poor

**Comments about overall experience of booking appointments**

*"It could be better."*

*"It's a bit difficult to get an appointment with my work shifts. I have to consider at least four weeks in advance - even for a minor matter."*

*"They're fine."*

In total 14 comments were made about overall access, these can be found in Appendix 1 on page 16.

## Patient responses for quality of care

AMBER

**Overall Quality Rating:**



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

(44 patients answered)

**70%** said Happy with Staff      **30%** were Happy with Most Staff

**0%** were Unhappy with Staff

## Positive comments about medical staff

"They're all very good, particularly the older ones. They are good with allowing time, I never feel pushed out."

"Most of them are alright, two of them are perfect."

## Negative or Neutral comments about medical staff

"I sometimes feel rushed during the appointment."

"They're fine."

"It depends who you see."

In total 14 comments were made about medical staff, these can be found in Appendix 2 on page 20.

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

(43 patients answered)

**47%** said Happy with Staff **42%** were Happy with Most Staff

**12%** were Unhappy with Staff

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

## Positive comments about non-medical staff

"The receptionists are lovely."

"They're helpful."

## Negative or Neutral comments about none medical staff

"Some of them think they are doctors."

"They're difficult to deal with and not helpful."

"They're okay, I've left a couple of scripts before and they weren't followed through. That's why I've gone online."

In total 18 comments were made about none medical staff, these can be found in Appendix 2 on page 20.

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

**83%** said Yes      **0%** said No      **17%** said Most of the Time

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

*"The doctor I see knows what they're doing."*

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

*"Not always."*

*"It depends who you see."*

In total 6 comments were made about feeling listened to, respected and understood, these can be found in Appendix 2 on page 20.

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

**68%** said Very Important      **17%** said Not at all Important

**15%** said Neither Important nor Unimportant

**Comments about seeing the same GP**

*"It would be nice to be able to book with the same GP, to avoid having to explain again and again about a health concern. This would save time for the GP too."*

*"They all know what they're doing, so I don't mind who I see."*

*"I think it's important to see the same GP if it's something you're concerned about, although if an emergency I'm happy to see anyone."*

In total 18 comments were made about the importance of seeing the same GP, these can be found in Appendix 2 on page 20.

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

**34%** said Yes, I saw the GP I wanted to see

**27%** said Yes but I was not able to see the GP I wanted

**39%** said I have never requested a specific GP

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

*"I've stopped asking for a specific doctor."*

*"I managed to see the GP I wanted, but had to wait a long time to get an appointment."*

*"You get to choose who you see when you book online."*

In total 13 comments were made about the ability to see the same GP, these can be found in Appendix 2 on page 20.

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

**43%** said Very Satisfied    **53%** said Satisfied    **5%** said Unsatisfied

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

#### Comments about overall satisfaction with care

*"It's average."*

*"As long as the children can be seen quickly - that's my priority."*

## Patient responses for patient involvement

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

**8%** said Yes    **93%** said No    **0%** said they were already a member

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

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

**23%** said Yes    **62%** said No    **15%** said Maybe

#### Comments about interest in the Patient Participation Group

*"Just haven't got time unfortunately".*

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

(12 patients answered)

Attend regular meetings only	Online only	Attend both meetings and online
17%	42%	42%

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

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

(46 patients answered)

**8% said Yes**

**92% said No**

**Comments about who the patient has shared information with**

*"I've spoken with the reception staff many times."*

*"Practice managers."*

*"The doctors and the practice manager."*

## Other Comments

### A number of patients made other comments

*"I'm the carer for my sibling who is disabled and gets very ill when they have to come to the doctors. We booked an appointment for one problem but had to wait for so long they became ill with something else too. We couldn't discuss both problems at this appointment even though we were well within the ten minutes appointment time. We were told to make a double appointment if we had more than one problem. We've just tried to do this and we were told that the receptionist has to ask the doctor's permission. It doesn't make any sense! I was trying to explain to the receptionist but she was looking past me, not interested, wanting to speak to the next person in the queue. I had to speak to the team leader to get what I'd asked for. It seems to always be about what's better for them not for us."*

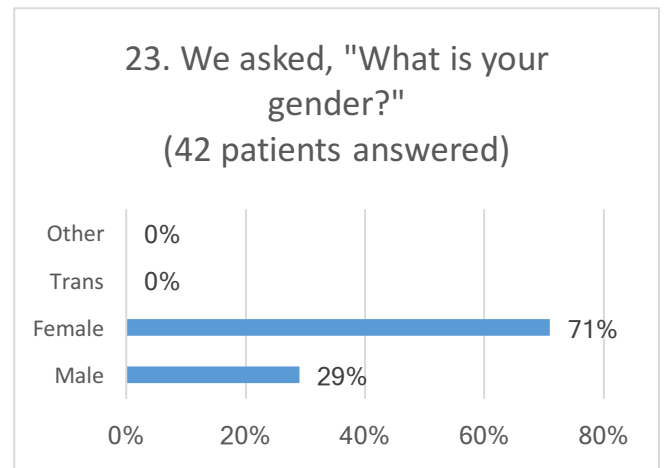
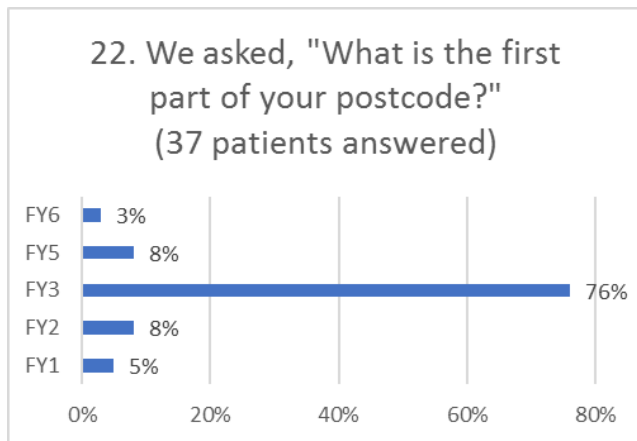
*"It would be better to get a text if they're running late so you're not sat here waiting for as long as you are. They know when they're late, it would probably only be 20 texts a day when they're late."*  
*"I came here for an asthma clinic. It was being delivered by a private company rather than the surgery. I had to sign to give them permission to have access to my records. Firstly, I think all the services should be delivered by the NHS and not by private companies. Secondly, I think I should have*

had advance warning because if I'd been given time to think about it I might not have given them all my private information."

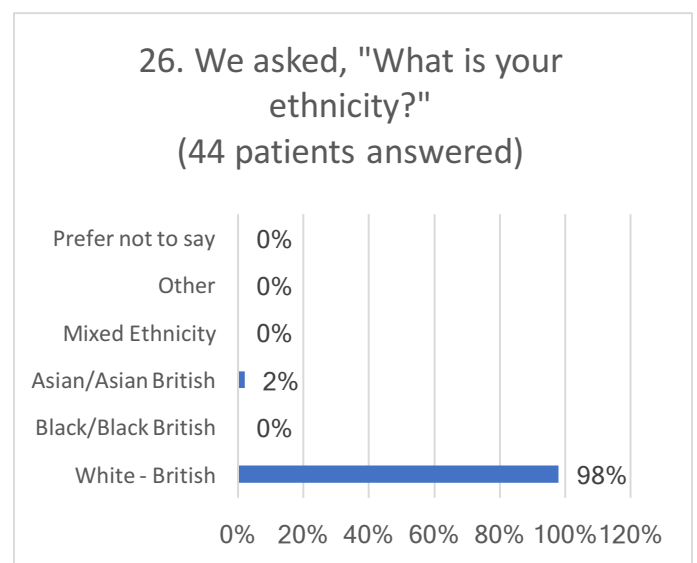
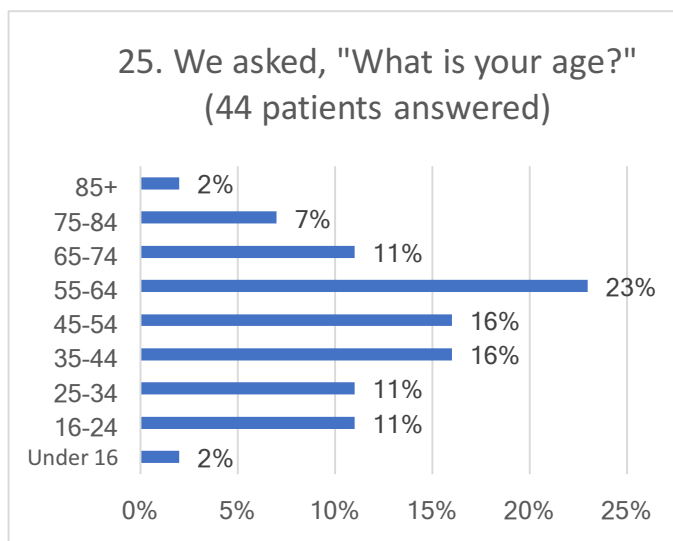
"My main issue with the practice, is the bottleneck at reception. There are never enough staff on duty. There always seems to be a queue and only one member of staff speaking to patients. This is particularly difficult when the automated check-in isn't working. On one occasion, I was waiting 45 minutes to check-in when the automated system wasn't working. This meant that I missed my actual appointment time, although I was still able to see the GP".

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



# Healthwatch Blackpool Summary of Findings

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

Healthwatch Blackpool gave the following ratings:

**Overall Environmental Rating:** GREEN 

- The environment appeared clean and tidy. The surgery was in the process of moving into a new building.

**Overall Access Rating:** AMBER 

- The majority of patients booked their appointments by telephone (80%).
- Of the patients surveyed most of them do not use the online booking service (78%) but most would consider using a mobile phone app (58%).
- Over half of the patients told us they have difficulty getting urgent appointments (67%) although fewer patients said they have difficulty getting routine appointments (40%).
- The vast majority of patients found the opening times convenient (87%).
- Overall, the majority of patients felt that their experience of booking appointments 'Could be improved' (46%), although some (13%) said it was 'poor'.

**Overall Quality Rating:** AMBER 

- The majority of patients told Healthwatch representatives they were happy with medical staff (70%), and none patients (0%) were unhappy with medical staff.
- A small number of the patients we spoke to said they were unhappy with non-medical staff (12%), with patients saying they were happy with none medical staff (47%), or happy with most none medical staff (42%).
- Many patients told Healthwatch representatives they felt listened to, respected and understood during appointments (83%) with a small number saying they felt like this most of the time (17%).
- Most patients told us they felt seeing the same GP was important to them (68%).
- Overall, a small number patients we spoke to were 'unsatisfied' (5%) with the care provided to them, most (96%) said they were 'satisfied' or 'very satisfied'.

## Other Findings Included;

- Most patients got to the surgery by car (51%) and most patients would not consider using public transport to attend their appointments (88%) with most of those citing that they lived too near to get a bus (68%).
- Most patients said they had not heard of the surgeries Patient Participation Group (93%), and most said they would not be interested in joining (62%).
- Of those who did say they were interested in joining most said they would want to be involved online only (42%) or by a mix of attending meetings and online involvement (42%).

## Appendix

### Appendix 1

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

(48 patients answered)

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

*"If I didn't have a car I would use a bus."*

*"I would get a bus if I needed to."*

*"I'd get a bus."*

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

*"No public transport available to get here from where I live."*

*"No point - live too close."*

*"It's not worth it, as the practice is so close."*

*"I live nearby."*

*"No need to as I live locally."*

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

*"I only live five minutes away."*

*"I have a wheelchair, so it's easier to get a taxi."*

*"I got a lift in the car today because it was raining, but I usually walk."*

*"I don't live far away, so just walk."*

*"My journey route is too complicated for public transport."*

*"I live locally and need the exercise."*

*"Probably wouldn't get a bus."*

*"I only live nearby."*

*"No need, I live nearby and can walk to the surgery."*

*"I'm close by."*

*"I live around the corner."*

*"I'm very local."*

*"I live really close."*

*"I'm not able to use a bus due to my disability."*

*"I just prefer to drive."*



*"I'm close enough to walk really."*

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

(46 patients answered)

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

*"It's always two weeks ahead, so it's no good."*

*"The online booking is okay, but it's difficult for repeat prescriptions as this goes to the doctor rather than the chemist."*

*"80% of the time its fine."*

*"It's okay, it's not brilliant."*

*"It's okay but the times that are available are limited."*

*"It's very good."*

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

*"I would need more information on this."*

*"It's easier to call."*

*"It's easier to phone."*

*"Don't know how, but would if shown."*

*"I'm not set up yet."*

*"I forget the option is available."*

*"I don't know why I don't use it really."*

*"Not got time."*

*"I can't work it."*

*"It's difficult to use - it won't let me log in."*

*"I've not got around to it yet."*

*"It's easier to pick up the phone and I think I would be concerned about whether it had been booked if I booked online."*

*"I consider myself to be quite technical, but I've not managed to get my head around this online system yet."*

*"I was given the password, but it's too difficult to use."*

*"It's easier and quicker to phone."*

*"More advertising of how to do it would be good."*

*"It's better to book face to face."*

*"It's easier and quicker to use the telephone."*

*"I never think to do it. I just ring up."*

*"I haven't got round to setting it up so it's better to ring."*

*"It's easier to ring, my disability makes it difficult to use a computer."*

*"I don't use it because I don't come that often."*

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

(48 patients answered)

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

*"If it's easy to use."*

*"I'm not interested, but my mother might be".*

*"It's the way forward."*

"That I would use!"

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

(47 patients answered)

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

"I didn't today, but I normally do."

"I got a text message and an email."

"Normally, I get a text message, but not today."

"It's very good - for remembering."

"I booked my appointment two weeks ago, but didn't get a reminder."

"I don't normally get one."

"No, and in fact I thought it was tomorrow, and only found out as I had rung to see if I could get an earlier appointment."

"Yes, got a text, its brilliant for reminding me."

"I normally get one, but didn't for today."

"I got a text or an email."

"I usually do."

"I got a text."

"I was expecting one but didn't get one."

"I usually do but I haven't got one today."

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

(53 patients answered)

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

"For children its fine, always the same day."

"No problem, if you're prepared to get down to the surgery and queue at 8am which I do, if I need an urgent appointment."

"It wasn't hard today; the appointment is for my child."

"It wasn't hard because it's an appointment for a child."

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

"This is the first time today that I have got a 'same day' appointment."

"Yes, it's difficult, but is easier with getting appointments for the children."

"It's an unfair booking system. 'He who shouts loudest' is more likely to get an appointment."

"I try to book on the day, but it's difficult."

"Yes, it is difficult."

"You have to wait ages to get an appointment."

"I can always get appointments for the grandchildren. If personally I can't get an appointment then I'll just go to the walk-in centre."

"It's never a problem to get an appointment for the children, and even if I can't get an appointment I always get good advice. I often go the Walk-in Centre."

"You've no chance of getting one on the day."

"Phoned for myself every day and I've not got an appointment, but I phoned today for my daughter and got one today."

"If it's for babies it's not hard but for adults it is."

"Oh yeah, you can't get your named doctor on the day."

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

(43 patients answered)

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

*"Its fine for regular check-ups."*

*"Not a problem because I do them online."*

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

*"Sometimes it's a problem."*

*"It can take up to three weeks to get an appointment."*

*"You have to book a long time in advance and that's not even for a specific GP."*

*"It's occasionally a problem."*

*"I find it difficult to get to see a female doctor. There is only one female GP at the practice. There needs to be more doctors."*

*"Sometimes you have to wait up to four weeks for an appointment."*

*"It's quite hard to see a specific doctor. You have to wait at least a month to six weeks".*

*"I find it difficult to get one with my doctor of choice."*

*"The wait is at least two weeks."*

*"It can be four weeks!"*

*"They tell me I can't book in advance. They said you can only do it if you are in with the doctor and they ask you to re-book."*

*"When we can't get in we have to go to the walk-in centre. It's alright but its full of druggies which isn't good for kids."*

*"I don't come very often so I could have done with having one sooner than I have been able to get one."*

*"It can take time,. especially for a specific doctor. If you're not fussed who you see it can be quicker."*

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

(45 patients answered)

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

*"Its fine for me, but a shame it's not open on the weekend."*

*"I've had to swap my work days to get this appointment. I can never get a late appointment or early evening - even if booked weeks in advance."*

*"I don't know what the opening times are."*

*"They fit in with work but I don't know what they are."*

*"I'm not sure what they are but seem convenient."*

*"Opening at weekends would be helpful because I work."*

*"I don't know the times actually."*

*"I can't understand how so much money is spent and they're not open on a Saturday. Same with pharmacies, even five hours on a Saturday would be good."*

*"They don't really do them outside of work time."*

*"It would be good if they could open later, until like 9pm."*

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

(39 patients answered)

## Comments about overall experience of booking appointments

*"It's okay."*

*"There are never any appointments."*

*"The reception staff are unhelpful."*

*"It could be better."*

*"It's a bit difficult to get an appointment with my work shifts. I have to consider at least four weeks in advance - even for a minor matter."*

*"They're fine."*

## Appendix 2

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

(44 patients answered)

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

*"They're all very good, particularly the older ones. They are good with allowing time, I never feel pushed out."*

*"I tend to see one of the two nurses and they are really good."*

*"The GP I just visited was fantastic - generally they are all very good."*

*"They're very nice."*

*"Most of them are alright, two of them are perfect."*

#### **Negative or Neutral comments about medical staff**

*"Some doctors will only discuss one problem at an appointment."*

*"I sometimes feel rushed during the appointment."*

*"Happy with all but two GPs and I think they were locums. I just stopped short of making a complaint about the manner of one of them."*

*"One doctor had an unhelpful attitude towards my three-year-old."*

*"They're alright but one misdiagnosed my son."*

*"They're fine."*

*"Fine."*

*"It depends who you see."*

*"Most of them are alright, there are lots of new faces."*

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

(43 patients answered)

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

*"The receptionists are lovely."*

*"They're helpful."*

*"Very much better than they used to be."*

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

*"Some improvements are needed."*

*"Some of them think they are doctors."*

*"I think they ask too many questions."*

*"Some are really friendly, but certain ones are difficult."*

*"Generally, they're okay."*

*"It depends who you get."  
"Sometimes they're a bit abrupt."  
"One receptionist has a poor attitude."  
"They're difficult to deal with and not helpful."  
"They need some training. They have a bit of an attitude of superiority."  
"They can be rude sometimes."  
"I don't think I should have to tell them my personal information, that's between me and the doctor. I know they're not supposed to gossip but they don't have the same rules."  
"I find most of them rude."  
"They're okay, I've left a couple of scripts before and they weren't followed through. That's why I've gone online."*

#### **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**

*"I think it's a lot better than it used to be."  
"The doctor I see knows what they're doing."*

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

*"Not always."  
"Yes, but with the exception of the one GP/locum that I saw".  
"Apart from the odd occasion I do."  
"It depends who you see."*

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

(49 patients answered)

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

*"I prefer to see the same GP, but it's not always possible."  
"I have a long-term illness, so it would seem to make sense to see the same GP."  
"It's hard to see the same GP - you have to wait three weeks to get an appointment."  
"I'd rather talk to the same person."  
"It's impossible to see the same doctor regularly."  
"I think it's important in terms of building a relationship with your doctor."  
"It gives you confidence when you're seeing the same doctor."  
"I always like to see the same GP or nurse practitioner."  
"It's important to build some rapport, and to avoid wasting time explaining the same medical issue to different GPs."  
"It would be nice to be able to book with the same GP, to avoid having to explain again and again about a health concern. This would save time for the GP too."  
"I've never seen the same GP twice - although I would like to."  
"As long as I can be seen within a reasonable time then I don't mind who I see."  
"They all know what they're doing, so I don't mind who I see."  
"It's difficult, but I always try to see the same GP."  
"I don't think it's essential, although it's nice to have a named GP. I don't even know who my named GP is."*

*"I think it's important to see the same GP if it's something you're concerned about, although if an emergency I'm happy to see anyone."*

*"I like to see the same person. they know you. The kids get to know them and feel safe and relaxed. It helps if the doctors have families. They should have a course for the doctors to understand what it's like to be a parent."*

*"It would be better but it's not always possible. It's hard to get an appointment with the doctor I want, the wait is months."*

#### **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**

*"I really like the new GPs."*

*"Yes, but I am not always successful."*

*"I've stopped asking for a specific doctor."*

*"It can take weeks to get to see your doctor of choice."*

*"I do manage to get to see the nurse practitioner."*

*"Due to shift working, and their availability."*

*"I wouldn't know who to ask for."*

*"I managed to see the GP I wanted, but had to wait a long time to get an appointment."*

*"Generally."*

*"I did eventually."*

*"I never got an appointment with the person I wanted."*

*"I will wait but it might take three months."*

*"You get to choose who you see when you book online."*

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

(40 patients answered)

*"It's average."*

*"As long as the children can be seen quickly - that's my priority."*

*"There could be improvements. I usually end up seeing the clinician rather than the GP, and they can't always advise on particular matters."*

*"I'm mainly satisfied but referrals can be slow."*

*"They're alright, they don't just try to fob you off."*

## **Response from provider**

A response from Layton Medical Centre can be found below.

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

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

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

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

## Action Statement

No.	Issues raised by patients	Response or action from provider	To be addressed by	Name of manager responsible
1.	More advertising for online booking	<p>Once our renovations are complete, we will re-instate our noticeboards. These will contain all the information pertaining to the Patient Participation Group and our online services.</p> <p>We do have a Facebook page which we actively encourage our patients to use, this has all the up to date surgery information and is updated weekly.</p>		
2.	Appointments booking online always 2 weeks ahead	<p>We fulfil our contractual requirements given to us by Blackpool CCG. They advise that patients should be able to book a routine appointment up to 4 weeks in advance. Unfortunately we have a high number of missed appointments via this method and this “blocks” appointments for those people who need to be seen more urgently.</p>		
3.	Don't know how to book online	<p>We have recently held a number of events in practice with the NHS Digital Transformation team. They have been in the waiting room raising awareness of the benefits of online access to patients. They also helped patients register online whilst in the surgery.</p> <p>We are hoping they will be returning soon to hold more sessions, when this has been arranged we will advertise it in practice, on the website and our Facebook page.</p> <p>All of our newly registered patients are informed about online access when they join the practice.</p>		
4.	Appointment reminders	<p>We have a text messaging service that sends appointment reminders to patients at the time of booking the appointment and a reminder 24 hours prior to the appointment. Text messages are sent out to all patients who have provided a mobile number and are aged 18 and over. The reception team routinely check with patients to ensure the contact details are up to date.</p>		



5.	Booking urgent / routine appointments	<p>We endeavour to accommodate patients wherever possible to stop them having to ring back or call in the next day for an appointment. The demand for urgent appointments is always increasing. We are currently looking at our appointment booking process to allow for more appointments to be available for urgent requests. We have recently taken on another GP to meet the demand in appointments with a growing list size. Children under 12 years are always seen on the same day.</p>		
6.	Receptionists asking questions	<p>Our receptionists do not triage patients. They do ask if the patient is able to say what they are coming in for, in order to place the patient with the appropriate clinician. Our clinical team includes Doctors, Nurse Practitioner, Pharmacist and Practice Nurses who can all see a wide variety of medical problems. The reception team aim to book patients with an appropriate clinician so the patients who do need to be seen by the GP are able to book with them.</p>		
7.	Waiting 45 minutes at reception to be booked in	<p>This is something we are unaware of as a problem. The reception desk can get busy at times and patients are dealt with as soon as possible. We would like the patient who had to wait 45 minutes at the desk to arrange a meeting with the practice manager as this is highly unusual.</p>		

### Additional questions:

1. Is the report factually accurate? If not, please state what needs to be changed and why
  - Unfortunately, notification was not received by the PM prior to the first visit. Had notification and materials been received they would have been displayed in the waiting room, on the website and Facebook page.
  - Our current list size is 6900
  - As the reception area and building as a whole has been extended and renovated we are still in the transitional stage. 3 Notice boards have been ordered, 1 for Layton Medical Centre & NHS Campaign, 1 for the Patient participation group and 1 for public health / social events that are held locally and within practice in our purpose built room for community use. The CQC report and practice information will once again be displayed in surgery once the renovations are complete.

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

- We are aware patients find it difficult to book routine / urgent appointments; the appointment system is something we look into on a regular basis and are currently reviewing it again to meet the increased demand in urgent appointments. We will be working with the PPG to determine the best way to reduce the number of pre-booked appointments that are not attended by the patient; this in itself will help tremendously for patients who need to be seen.

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

We welcomed Healthwatch to the practice as we are always looking at ways we can improve our services for the patients. The staff that visited were friendly and discreet and did not obstruct the running of the surgery during their visit.