

Cleveleys Group Practice

Enter and View Report



Saturday 23rd and Thursday 28th 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:
Cleveleys Group Practice
Kelso Avenue
Cleveleys
FY5 3LF

Staff met during visits:
Mrs Janis Smith

Date and time of visits:
Saturday 23rd September, 9am - 12.30pm
Thursday 28th September, 9am - 12.30pm

Healthwatch Blackpool Authorised Representatives:
Katie Taylor (Senior Project Officer)
Lesley Miller (Administrator)
Nick Colledge (Project Officer)
Lesley Whitehead (Volunteer)



CQC Report for Cleveleys Group Practice **13th April 2016**

<https://www.cqc.org.uk/provider/1-199781530/services>

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

Read overall summary

Introduction

Healthwatch Blackpool is committed to listening to patients and members of the public in Blackpool and making 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.

On Saturday 23rd September 2017 at 9am - 12.30pm and Thursday 28th September 2017 at 9am - 12.30pm, Healthwatch Blackpool representatives gathered survey responses from patients at Cleveleys Group Practice in Cleveleys, to obtain the views of people using the service and to observe the environment. This report summarises the feedback from forty-four patients. The first visit coincided with a flu-clinic and this may have influenced the profile of respondents overall.

** It is normal practice to write to the practice to advise and give notice of the proposed visits in advance. Unfortunately, Cleveleys Group Practice indicated that they did not receive the advance communication from Healthwatch and were therefore unaware of the planned visits. We would like to thank the practice for their support in accommodating these Enter and View visits.*

Methodology

These visits have been arranged as part of Healthwatch Blackpool's Enter and View programme of work with GP Practices across the borough.

Our 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, we have spoken to members of the public at pop-ups (ad hoc engagement in public settings, such as shopping centres and libraries) and care circles (focus group engagement with existing community groups) at a variety of locations across Blackpool. These engagements provide an opportunity for people to give feedback about health and social care services. 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 considered 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 43 patients that we spoke to at the surgery, however, not all surveys were completed in full. This is often due to the patients being called into their appointments during completion of the questionnaire. As such the total number of people that answered each question is detailed in brackets within the reported results.

Acknowledgements

Healthwatch Blackpool would like to thank all the patients for taking part in this survey. We would like to thank Practice Manager, Mrs Janis Smith, together with the staff at the surgery, for making us feel welcome 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

Cleveleys Group Practice operates within the NHS Blackpool Clinical Commissioning Group area and has 11,528 registered patients.

The service's opening times are Monday to Friday 7:30am - 7pm and Saturdays 8:00am to 2:00pm. The service is closed on a Sunday.

There are five GPs, two Advanced Nurse Practitioners, three Practice Nurses, three Health Care Assistants, one Treatment Room Nurse and one Pharmacist. The Practice Manager is Mrs Janis Smith.

Enter and View Observations

GREEN

Overall Environmental Rating:



Location and external environment

Cleveleys Group Practice is based within Cleveleys Health Centre (shared with The Crescent Surgery) and is located close to Cleveleys town centre in the Far North neighbourhood. There is also a pharmacy within the health centre. The health centre has a dedicated car park for staff, patients and visitors. There is on street parking around the health centre. There is disabled access to the centre and all services are provided on the ground floor. The practice is located near to major public transport routes (five minutes' walk to the main bus routes).

Internal environment and reception

Once through the main entrance, there is a short left and right turn into the main reception. The reception is on the immediate left where staff sit behind glass shutters. During our visits, there were two receptionists at the desk who appeared friendly and assisted patients quickly. The main waiting area is immediately to the right of the reception and includes a self-check-in kiosk. The waiting area appears light and spacious with ample seating. A large TV shows relevant health promoting infographics. This screen was also used to call patients through to their appointments, with black font on a yellow background. The visual appointment details were accompanied by an audio announcement confirming the same appointment information.

There is a further small waiting area near specific GP consulting rooms and a shared waiting area (shared with The Crescent Surgery) for treatment rooms. In the main waiting area there are notice boards with relevant and up-to-date information about services available within the practice, local support groups for various needs and current health campaigns. Male and female single cubical toilets are available for patients to access, as well as a toilet with disabled access and disability friendly adaptations. We were informed that these had recently been refurbished. We were also advised that other improvements had also recently been made to the practice to make it more wheelchair friendly. In addition, the practice has a hearing loop for people with hearing problems and good signage for people with visual impairments. The flooring was non-reflective and was a different colour and easily distinguished from the walls.

The practice appeared to be clean, organised and in good condition. A CQC report from April 2016 was displayed in the main waiting area.

Patient involvement in the surgery

Cleveleys Group Practice has a booklet for patients giving full details of the staff and services available through the practice. The booklet also included details of the practice's Patient Participation Group (promoted as the 'Patient Representative Group') - this group only communicated as an online forum. Leaflets were also available for patients outlining the complaints procedure with the practice.

DISCLAIMER

Healthwatch Blackpool is committed to reporting the public's voice with accuracy and take appropriate steps to avoid misrepresentation. Unfortunately, on this occasion, when a draft of the report was sent to the provider, their response (attached) stated that one patient comment related to a service that was not available at Cleveleys Group Practice, but was available another practice within the same building. During the visits Healthwatch Blackpool representatives spoke to patients who were attending the flu clinic only open to patients of Cleveleys Group Practice, or those who were sat within the Cleveleys Group Practice waiting room. Other services within the building have their own waiting rooms. The response in question has been removed from the results and these have been recalculated below.

The Enter and View at Cleveleys Group Practice took place on Saturday 23rd September and Thursday 28th September 2017. 43 patients shared their views.

Patient responses for getting to the practice

1. **We asked: 'How did you get here today?'**
(43 patients answered)

Walk	Car	Bus	Train/Tram	Other
28%	60%	9%	0%	2%

Other included:

2% - Taxi

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

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?'**
(35 patients answered)

31% said Yes **69%** said No

Comments about considering using public transport:

"I quite often come by bus."
"I do get the bus occasionally."
"We could do."
"It's alright."
"I do sometimes."
"I don't always come by car, sometimes I come by bus."
"I could do, but I prefer the car."
"I wouldn't unless my car was broken."
"It was okay."

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

- "There's no need."
- "I have a car, so don't need to."
- "I live close by and prefer to use the car."
- "There are many reasons why I wouldn't use public transport."
- "I live too close to the surgery to bother with public transport."
- "Using the car saves me time."
- "I don't like public transport."
- "I live too close to get the bus."
- "It's only a 20-minute walk."
- "I'm quite local - just around the corner, so walking is fine."
- "I just drive - it's easier".
- "I prefer to drive."
- "I live close by, so I can easily walk"
- "It's quite a long walk from the bus stop to the practice (5 minutes)."
- "Parking can be a bit of a problem, but you usually find somewhere."
- "It's just easier to drive."
- "There wouldn't be any advantage to getting a bus when I can use the car."

Patient responses for access and booking appointments

GREEN

Overall Access Rating:

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

Telephone	Online	At reception	Repeat appointment
69%	5%	26%	0%

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

13% said Yes **75%** said No **13%** Said Sometimes

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

Comments from patients who use online booking:

"I use it to sort my prescriptions."

"I only use for prescriptions."

"It's quite limited and difficult to get in - I only use if for prescriptions."

"I use it as and when I have time."

"It's brilliant - for sorting everything."

"Online is really useful."

5. **We asked those that answered No or Sometimes to Question 4: 'why is this?'** (25 patients answered)

Don't use a computer	Don't want to	Unaware of it	Don't have log in details yet	Unsuitable
40%	60%	0%	0%	0%

Comments from patients who do not use online booking:

"If I was shown how to then I would use it."

"I'd be interested to use it, if shown how."

"I prefer to ring."

"I'm not so good on a computer, I'm too old."

"It was alright, but I lost my password."

"My daughter could benefit from this but it's not for me."

6. **We asked: 'Would you consider using a mobile app to communicate with the service?'** (40 patients answered)

28% said Yes

73% said No

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

Comments about using a mobile app:

"I'd rather speak to a person."

"Yes, maybe - if shown."

"I would be interested, if I was shown how to do it."

"I never use the mobile."

"I would if it was easy."

"I find that apps just clog up my phone."

7. **We asked: 'Did you get a reminder for your appointment today?'**
(29 patients answered)

45% said Yes **28%** said No **28%** were Not Applicable

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

Comments from patients about receiving reminders for their appointments:

"I only got an appointment today, but I normally get a text if I book in advance."

"I always receive a text message, but it always arrives just after the appointment has been booked. It would be much better if the text was delivered a day or two before the actual appointment to remind me."

"I got a letter for my flu jab."

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

26% said Yes **33%** said No **40%** said Not Applicable

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

Positive Comments about booking urgent appointments:

"It's not a problem to get the children an appointment, but more difficult for me".

"No problem - got one straight away".

"They have an open surgery between 8:30am and 11am with the Nurse Practitioner. If it's more urgent, then they sort me a GP. It works well".

"Not a major problem, they're quite accommodating."

"They're usually quite helpful, and sort me out."

Negative or neutral comments about booking urgent appointments:

"Usually yes, but got an appointment for today."

"Occasionally it's a problem, but that's not a criticism."

"They are very good here, but seeing a doctor can be very difficult. On one occasion I saw the Nurse Practitioner and I didn't get the correct information."

"Usually fine, but there was one occasion where I had a problem with bleeding (because of my medication). I asked the practice if I could see someone urgently, but they couldn't get me an appointment for a week. I was really concerned and rang the NHS number. They advised me to go to the Walk-in Centre in Fleetwood. When I got there, they rushed me to Blackpool Victoria and I was there 8 days until it was resolved."

"Yes, it is quite difficult."

"Sometimes I've been waiting over a week. They could do with more appointments or more doctors."

"It's always busy."

"It's very difficult to get an appointment with the same GP."

9. **We asked: 'Do you find it difficult to get routine appointments?'**
(41 patients answered)

15% said Yes **79%** said No **7%** said Not Applicable

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

Positive comments about booking routine appointments:

*"It's no problem - I usually get one really quickly."
"I usually get a letter and then book."
"I book every four weeks with the nurse - it's fine."
"I only come to the practice twice a year for routine appointments and it's not a problem."
"Yes, it's fine."
"It's no problem - I sort it online or on the phone."
"It's fine for me - the GP books the appointment at the end of the previous one."
"It's no problem - I book online."*

Negative or neutral comments about booking routine appointments:

*"Sometimes it is difficult."
"It can take up to a week."
"You can't usually see a named doctor for a couple of weeks. You also can't book further ahead than a month, which is quite frustrating as I need to schedule in certain appointments at regular intervals."*

10. **We asked: 'Are the opening times here convenient for you?'**
(42 patients answered)

98% said Yes **0%** said No **2%** said Mostly

Comments about the opening times:

"The practice opening times are very good - very accommodating for people who are working too."

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

86% said Excellent **14%** said Could Be Improved **0%** said Poor

Positive comments about booking appointments

"They're very good."

"It's fine."

"Absolutely fine - I've had no problems. They really go the extra mile. I missed the flu jab clinic on the weekend, but they slotted me in today."

"It's as good as anywhere."

"We've never had any trouble."

"It's good."

"It's very good."

"I'd give it 8/10, it lets you down every now and then."

"I've never had any problems."

Negative or neutral comments about booking appointments

"It's good but there are long waiting times for appointments."

"Yes, could be improved."

"It's in the middle, it's okay."

"It's okay."

"I don't come that often, I'd say 6/10."

"It's alright."

Patient responses for quality of care

Overall Quality Rating:



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

85% said Happy with Staff **15%** were Happy with Most Staff

0% were Unhappy with Staff

Positive comments about medical staff

"They are brilliant".

"They're super".

"They're smashing".

"They're very attentive. I came in for flu jab on the weekend and whilst I was there they did other checks and booked me in for another appointment today".

"Very happy with staff - I'm well looked after".

"They're excellent".

"Very happy - brilliant".

"All very good. I find them helpful."

"They're alright, they're friendly."

"They're very good."

"Pretty good. It depends who you see."

"They're great."
"They're fine."
"They're very polite and pleasant."

Negative or Neutral comments about medical staff

"I'm not happy with one GP."
"Mainly okay, depends which one you see."

13. **We asked: 'How do you find the none medical staff e.g. receptionists, administrators, practice management?'**

(39 patients answered)

79% said Happy with Staff **21%** were Happy with Most Staff

0% were Unhappy with Staff

Positive comments about non-medical staff

"They are lovely."
"They're brilliant."
"They're great."
"The receptionists are very helpful."
"They're equally good!"
"They're smashing, they're lovely - they know their job, they are very courteous."
"They're lovely / fine - always try to accommodate."
"They're very helpful."
"Always pleasant."

Negative or Neutral comments about none medical staff

"I don't really see them."
"Sometimes they want to know too much about your health concern."
"I don't have much interaction, but they seem fine."
"I don't have much interaction."
"They're alright, I find some of them a bit nouty."
"They're okay, they don't always listen."
"There are a few that are a bit iffy."
"It's fine now - I've had my word."
"It's moderate, they can be nosy."

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

(40 patients answered)

90% said Yes

0% said No

10% said Most of the Time

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

"Yes, I've been coming to this practice for years - they're good."

"Always."

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

"I have some concerns around the medication that I'm on."

"Some will rush you through, whilst others will give you the time you need. We are limited to only two health matters per appointment, but sometimes I don't know if certain concerns are linked so I always want to raise these at the same appointment."

"One doctor is very over the top, one is negative and very to the point."

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

(39 patients answered)

41% said Very Important

8% said Not Important

1% said Sometimes

Comments about seeing the same GP

"I don't mind, but I usually see the same GP - who is my own doctor."

"If you see the same person, then they get to know you."

"I think it's important for continuity and particularly for the kids."

"I prefer to see the same doctor."

"I've seen the same GP for the last 20 years."

"I'd prefer to see the same GP if it's an ongoing problem."

"Seeing any doctor is better than a specific one. I would rather see a doctor - a triage nurse is not always suitable."

"At the moment its quite important."

"I don't mind seeing different people."

"We do normally, but it doesn't matter."

"It would be important to see a female doctor for some complaints. You find you get on better with some than others, sometimes you don't need sympathy, you need understanding."

"I do try to get the same person."

"It depends what it's for. If it's for something I've been for before I would like to see the same person."

"It's important if you're following up."

"I prefer the same GP but it's not important."

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

63% said Yes, I saw the GP I wanted to see

3% said Yes but I was not able to see the GP I wanted

34% said I have never requested a specific GP

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

Comments about requesting to see the same GP

"If I'm really ill, then I like to see the same GP".

"Not always necessary - depends on their availability".

"It can take longer to see the person I want."

"I might have to wait a day or two."

"I have to wait a little bit."

"I had to wait for a week."

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

83% said Very Satisfied **17%** said Satisfied **0%** said Unsatisfied

Positive comments about overall satisfaction with care

"Very satisfactory - there are challenges on both sides (the patient and practice), and overall this is a good practice".

"Very good."

"I'd say 9/10."

"Pretty satisfied, 8/10."

"100% satisfied."

"It's very good."

Patient responses for patient involvement

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

28% said Yes **70%** said No **3%** 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?'

(39 patients answered)

5% said Yes

85% said No

10% said Maybe

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

Comments about interest in the Patient Participation Group

"I am already using it - it's very helpful".

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

(5 patients answered)

Attend regular meetings only	Online only	Attend both meetings and online
20%	60%	20%

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

(38 patients answered)

5% said Yes

95% said No

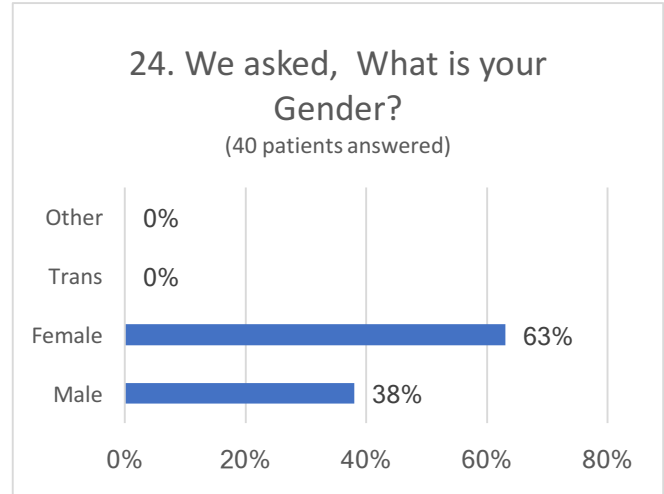
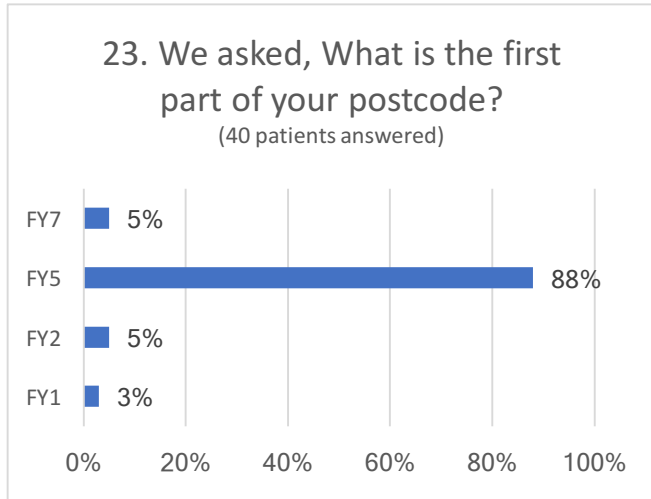
Yes -

"I told CQC when they came."

"I saw the practice manager."

Demographics

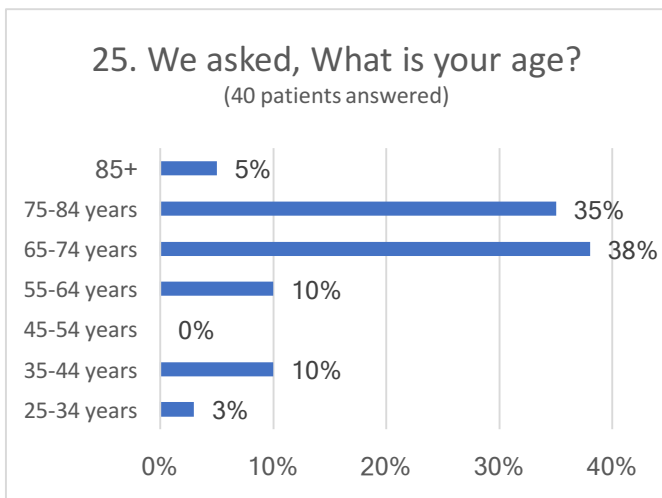
Please note, percentages have been rounded to the nearest whole number and therefore do not add up to 100%.



24. We asked, 'Is this the same gender as the one on your original birth certificate?' (34 patients answered)

Yes – 97%

No – 3%



Healthwatch Blackpool Summary of Findings

Here is a summary of findings from our visits to Cleveleys Group Practice:

Healthwatch Blackpool gave the following ratings.

GREEN

Overall Environmental Rating:



- The environment appeared clean and tidy with up-to-date information provided. There is disabled access into the centre and recent improvements have been made within the building to improve overall accessibility of services.

GREEN

Overall Access Rating:



- Most patients booked their appointments by telephone (69%) or in person, at reception (26%)
- Of the patients surveyed most of them do not use the online booking service (75%) and would not consider using a mobile phone app (73%).
- Just over a quarter of patients (26%) told us they have difficulty getting urgent appointments and 15% of those we spoke to also said they had difficulty getting routine appointments
- Nearly everyone we spoke to (98%) found the opening times convenient.
- Most patients that we spoke to rate their experience of booking appointments as 'Excellent' (86%)

GREEN

Overall Quality Rating:



- None of the patients that we spoke with were unhappy with either medical or non-medical staff.
- The majority of the patients that we spoke with felt listened to, respected and understood during appointments (90%) with the rest of patients (10%) saying they felt this way 'most of the time'
- Less than half of patients told us they felt seeing the same GP was important to them (41%) and slightly fewer reported never asking to see a specific GP (34%).
- None of the patients that we spoke with reported being 'unsatisfied' with the care provided to them, with the majority being very satisfied (83%).

Other Findings Included;

- Most patients got to the surgery by car (61%) and most patients would not consider using public transport to attend their appointments (69%).

- Most patients (70%) said they had not heard of the practice's Patient Participation Group (known as the Patient Representation group), and most said they would not be interested in joining (85%).
- Of those who did say they were interested in joining more than half said they would want to be involved online only (60%).

Response from provider

A response from Cleveleys Group Practice can be found below.

www.healthwatchblackpool.co.uk

enquiries@healthwatchblackpool.co.uk

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

Facebook: facebook.com/healthwatchblackpool

Action Statement

No.	Issues raised by patients	Response or action from provider	To be addressed by	Name of manager responsible
EXAMPLE	<i>Discussing need for appointment with receptionist</i>	<i>The practice has a policy to where receptionists confidentiality take this information, in order to book the most appropriate appointment for the patient. However, we will re-train reception staff to explain the reason for asking this when a patient phones the practice.</i>	August 2017	J. DOE
1.				
2.				
3.				
4.				

Additional questions:

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

NO – page 8 Positive comments about booking urgent appointments

‘They have an open surgery between 8:30 and 11:00 with the Nurse Practitioner. If it’s more urgent, then they sort me a GP. It works well.

This is incorrect as this service is **NOT** offered by Cleveleys Group Practice. In fact this service is offered by the adjoining practice, The Crescent Surgery. Therefore I have concerns that patients registered with The Crescent Surgery were interviewed by your enter and view team. In light of this I am concerned the findings in your report are not an accurate reflection of the services viewed and the views of patient’s registered with Cleveleys Group Practice.

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

I am unable to comment in view of the concerns raised above

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

unable to comment in view of the concerns raised above

Healthwatch Blackpool Response

Healthwatch Blackpool is committed to reporting the public's voice with accuracy and take appropriate steps to avoid misrepresentation. During the visits Healthwatch Blackpool representatives spoke to patients who were attending the flu clinic only open to patients of Cleveleys Group Practice, or those who were sat within the Cleveleys Group Practice waiting room. Other services within the building have their own waiting rooms. Unfortunately, on this occasion, when a draft of the report was sent to the provider, it appeared that one response may have been describing a different service.

Healthwatch Blackpool contacted the practice manager and it was agreed that the response in question would be removed from the results and the findings would be reproduced to reflect the more accurate data set.

Healthwatch Blackpool asked if the practice manager would like another opportunity to respond with the alterations made. They declined stating that the report was positive and that they were happy with these changes.