



healthwatch
Suffolk

GP Practices in Suffolk

What people told us February 2017 - February 2018

Published April 2018

About Healthwatch Suffolk

Health and social care works best when people are involved in decisions about their treatment and care. But this does not always happen. We can make sure those running and regulating services listen to people's views and act on them.

We can help you, or someone you care for, to find out about local care and where to find support. We also:

- Use your views to shape, influence and improve services.
- Encourage people running NHS & care services to involve you when they are planning changes to local care.

For more information about Healthwatch Suffolk, including our range of statutory powers and how we have made a difference to local services, please visit www.healthwatchesuffolk.co.uk

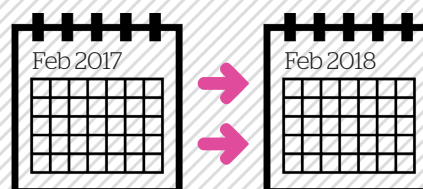
About this report

This report is a summary of all feedback shared with Healthwatch Suffolk about GP practices in Suffolk. It includes all data recorded to the Healthwatch Suffolk Feedback Centre (www.healthwatchesuffolk.co.uk/services) and the NHS Choices website within the period February 2017 to February 2018.

Feedback has been obtained from the following sources:

- Healthwatch Suffolk Community Development Team **(67%)**
- Healthwatch Suffolk Feedback Centre **(8%)**
- NHS Choices **(23%)**
- Other **(2%)**

The report also incorporates information extracted from the national GP patient Survey website commissioned by NHS England and



managed by Ipsos MORI (an independent research agency).

The survey asks people a range of questions about their practice, such as how easy or difficult it is to make an appointment, satisfaction with opening hours, amongst other things.

Visit www.gp-patient.co.uk to see how your practice compares with others in the county and nationally. You can also view our tables on pages 20 - 25 and 32 - 35 to see how the results compare with the sentiment of our feedback, feedback from NHS Choices and ratings from the Care Quality Commission (the regulator of health and social care services). For information, the Healthwatch Suffolk Community Development Team consists of three Community Development Officers (CDO) and one

Community Development Manager. They have been active this year attending many events, meetings and community groups across the county to obtain feedback about local services.

Throughout the period, the team has established positive and ongoing relationships with several practices that have enabled Healthwatch Suffolk to talk to patients using local services. There has been a consistent positive trend (over the past 2 years) in the willingness of GP Practices to engage Healthwatch Suffolk, with the support and encouragement from the Clinical Commissioning Groups and Suffolk GP Federation.

During such visits, the Community Development Team have the opportunity to engage with patients and carers about any plans for doing things differently within their practice and gathering views about their care. The team also shares information about what is happening within the practice or within the local CCG area.

You can read more about how Healthwatch Suffolk has been working with GP practices in Suffolk from page 12. It must be acknowledged that, with regard to the quantity of feedback obtained, there is variation between practices because the figures are influenced by the activity of the CD team.

This briefing will be shared on the Healthwatch Suffolk website. It will also be shared with organisations that hold responsibility for planning and regulating NHS services. This includes the Care Quality Commission, NHS England and local Clinical Commissioning Groups.

The briefing is structured under the following sections:

- Themes across all practices (see from page 4)
- In detail: NHS Ipswich and East Suffolk Clinical Commissioning Group area practices (see from page 18)
- In detail: NHS West Suffolk Clinical Commissioning Group area practices (see from page 30)

Whilst Waveney practices are included within the overall analysis of the total feedback (90 comments in total), there is not currently a practice breakdown section for this geographical area.

This is because the document reflects the current needs of the Care Quality Commission. The document will be developed over time to include the whole of Suffolk.

Please note: This briefing is not a full assessment of the performance of all GP practices in Suffolk. It is simply intended as a statement of patient experience data recorded by Healthwatch Suffolk within the period.

The quantities of feedback reported are not sufficient to claim that the opinions expressed are representative of the entire Suffolk population. It should be considered however that the feedback provided is nonetheless important and is likely to be a fair reflection of patient experience.

Enquiries concerning this report should be submitted to info@healthwatchesuffolk.co.uk or you can call to speak with a member of our team on 01449 703949.



Summary of themes (All practices)

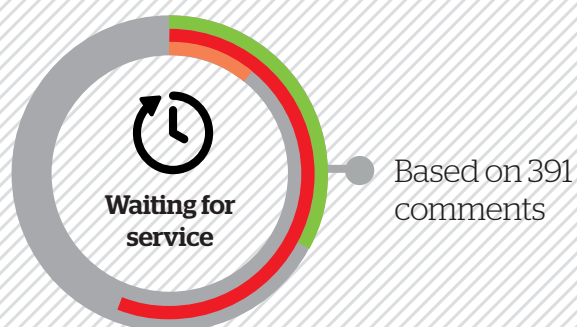
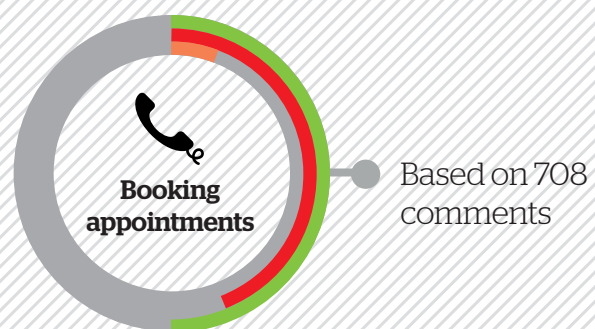
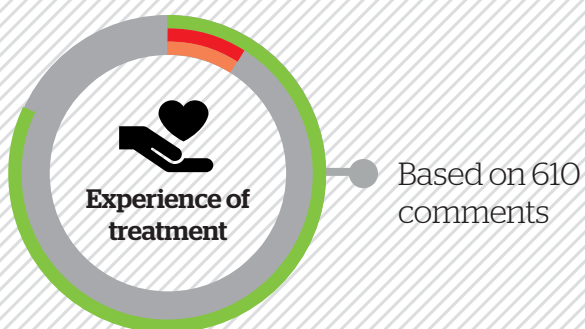
The following data relates to themes that have been attributed to feedback regarding GP practices in east, west Suffolk and Waveney. It is not related to any particular practice.

What have people told us?

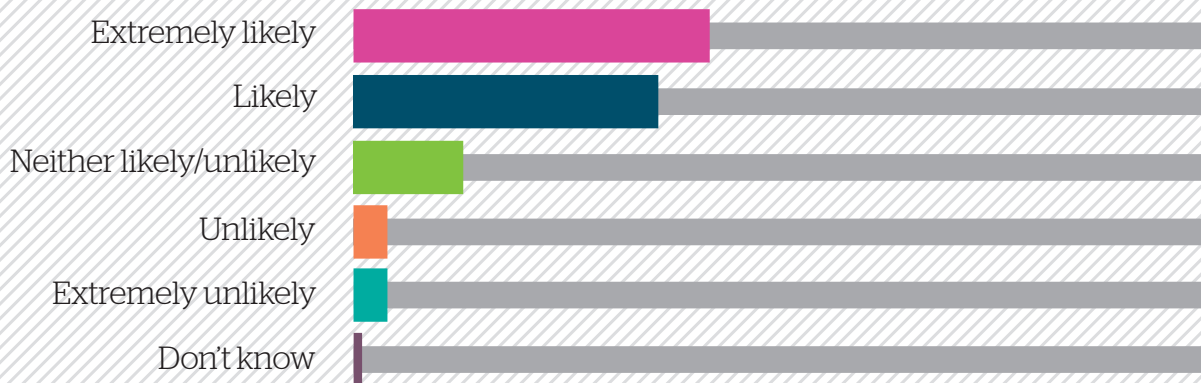
A total of **1,792** comments have been recorded onto the Healthwatch Suffolk Feedback Centre and NHS Choices about at least **92** services between February 2017 and February 2018. The overall star rating for practices in Suffolk is **3.84 stars**.

Our feedback indicates that most people in the county have a positive experience, once they can access the care they need.

The sentiment circles below highlight some of the main themes identified within the feedback and provide an indication as to how positive, neutral or negative people are about them.



Q. Would you recommend this service to a friend or family member?



It must be noted that the majority of feedback has been obtained by the Healthwatch Suffolk Community Development (CD) Team, which introduces bias. With regard to the quantity of feedback obtained, there is variation between practices because the figures are influenced by the activity of the CD team. Some practices engage with the team more productively than others and therefore have more comments recorded about them.

Experience of treatment and care

In general, whilst there is variation between individual practices, it is clear that most people are generally positive about their experience of care.

Out of **609** comments identified as referring to an experience of treatment, **82%** are positive in sentiment.

Furthermore, automated sentiment analysis indicates that **76%** of the total Healthwatch Suffolk Feedback Centre comments (**1,373** comments) are either neutral or positive in sentiment.

In addition, out of **606** responses, **78%** said they were either “likely” or “extremely likely” to recommend their practice to a friend or family member.

Ipswich and East Suffolk CCG feedback indicates that **83%** of comments attributed to the theme of “experience of treatment” are positive in Sentiment. **92%** of comments related to NHS West Suffolk CCG practices are positive about the treatment and care provided.

Our data is supportive of national GP Patient Survey data (published July 2017 by Ipsos MORI), which indicates similarly high levels of satisfaction. **88%**



Healthwatch Suffolk and NHS Choices data combined indicates that people rate Suffolk practices at 3.84 out of a possible 5 stars overall (based on 1,792 ratings).

GP Patient Survey Data indicates that 88% of people rated their local practice as “good” within both NHS Ipswich and East Suffolk CCG and West Suffolk CCG areas. The national average is 85%. See more on www.gp-patient.co.uk.

rated their experience of NHS Ipswich and East Suffolk CCG and NHS West Suffolk CCG practices as “good”.

Booking appointments

Negativity within the feedback tends to be attributed to peoples experiences of booking an appointment or waiting for service (e.g. overrunning appointments).

It is important to consider our feedback within the context of other available data. GP Patient Survey data (July 2017) shows that **88%** of people surveyed in both the NHS Ipswich and East Suffolk and West Suffolk CCG areas said they were successful in getting an appointment to see someone at their GP practice. This is slightly higher than the national average.

There is a great deal of variation between peoples reported experiences of booking an appointment to attend their local practice. Of the comments identified within the theme (**708** in total), **50%** are positive, **44%** are negative and **6%** are neutral in sentiment.

Examples of negative feedback include:

“On telephoning the surgery today I was told there were no appointments now available for the rest of September to see a particular Doctor (some 25 days more to go) Could I phone back on Friday to see if October’s appointments are available to start booking. This happened to me in August and I dared go on holiday, to come back and find once again in the first week of a new month, there are yet again no appointments available.”

Being offered choice in how people access or receive care appears to positively impact on patient experience.

“The phone on the day to book an appointment system seems good in theory but in practice it is virtually impossible to get an appointment, especially if you need to see a specific doctor. I had a letter last Friday asking me to phone to make an appointment to speak to my doctor following some blood tests. Each day I’ve phoned just as the phone lines open, queue for up to 35 minutes only to be told by the receptionist that the doctors list is full and to call back the following day. Today is day 7 and today queued for 40mins on phone for receptionist to tell me the doctor is full and that they’re now on holiday for a week and no other doctor can help.”

“I have been at the surgery since birth but it has gradually been getting worse with how you are spoken to and how difficult it is to get an appointment, to the point where my children and I now have to sit and suffer instead of receiving the care needed and in fact sometimes making it a lot worse for ourselves because of this. After calling 70 times between 7.58 and 8.05 I finally get through, I understand this is due to high demand and I can’t hold the surgery responsible for this but this is only the start of my quarrel, I make my way through the automated menus to get to the appointment line to then be told all appointments are gone!”

Examples of positive feedback include:

"I was very reluctant to change doctors when I moved to Newmarket coming from a small village and doctors I had been with for 30 years. But everyone is lovely, it's easy to get an appointment and I feel I've got much better care here, I often get to see my doctor and they don't put off hospital recommendations. I highly recommend this surgery. The receptionist are lovely too and don't ask loads of questions when booking emergency appointments, I've had some difficult ones at my old surgery."

"I can always get an appointment when I need one. This GP practice is extremely professional and helpful. All of the staff are friendly and do their very best to help you."

40 comments logged onto the Healthwatch Suffolk Feedback Centre indicate that having some scope to make choices within the booking process (e.g. the opportunity to see a nurse, access GP+, appropriate signposting or booking advanced appointments online) does impact on people's experience of booking an appointment. **80%** of such comments (within the theme of booking appointments) are positive in sentiment.

Examples include:

"Getting appointments online easy but not on phone. Once there you are waiting for appointment as not in on time."

"Difficult to book appointments by phone but the care provided has been good, and they have referred to GP+ when unable to give an appointment."

"Never have any problems getting an appointment. It's great that there are two nurse practitioners to see if you can't or don't need to see a GP"

"I only see the nurse/ physio - not GP. Seeing a GP is hard but other services are easy to access when you need them."

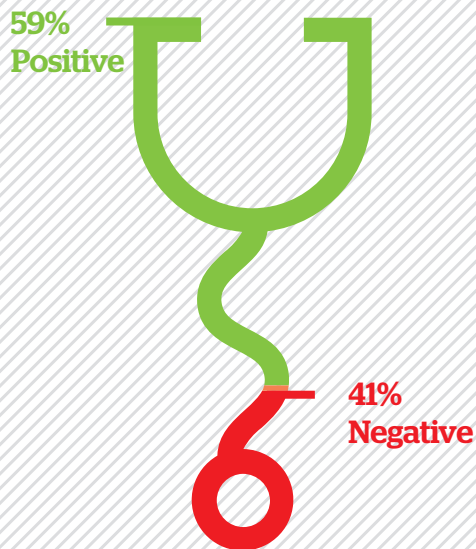
A clear frustration for people is getting through on the telephone. **123** comments make reference to this.

Examples include:

"Awful booking system. Ring up and can be 40th in the queue! Find reception staff very rude too."

"On the day appointments go very quickly. Phoned recently at 8.05 and there was only one appointment available. You don't get offered any other options than calling back the

"I have been a patient for some years and the increase in demand has been apparent. They all work hard and are very good. It does take between one and two weeks for an appointment but an urgent appointment is usually available on the day if needed."



Sentiment of comments that make reference to the attitude of doctors in east and west Suffolk (based on 158 comments).

next day even with the children.”

“Getting seen on time is much better than it used to be. It is very difficult to get through on the phone to make an appointment.”

Waiting for care

391 comments refer to “waiting”. Of these, **56%** are negative in sentiment. **119** comments relate to waiting within the practice setting and **281** relate to the appointment booking process (some make reference to both factors).

39% of the feedback regarding experiences of delays within the practice are neutral in sentiment, which appears to mirror a general acceptance that waiting is just to be expected with the increased demand on local services. People frequently balance the need to wait with positive feedback about the quality of care they subsequently receive. **44%** of the feedback within

this sub-theme is negative and **17%** is positive. Examples of neutral commentary include:

“Drs give everyone time during the appointments so there sometimes there is a slight delay in the waiting room. There isn’t much delay in getting an ‘on the day’ appointment but others can take 3-4 days for specific clinicians.”

“I like this surgery and get to see my own GP most of the time. Appointments do run a bit late most of the time.”

“When I need an appointment, most of the time I get one on the day. You very often have to wait though, but I understand that the GP likes to give patients more than the 10 minutes.”

With regard to appointments, there is a wide variation in reported waits from days through to weeks and months.

“I have been a patient for some years and the increase in demand has been apparent. They all work hard and a very good. It does take between one and two weeks for an appointment but an urgent appointment is usually available on the day if needed.”

“I have an ongoing eye condition which sometimes needs immediate medication when I get a ‘flare up’. I once had to wait 2-3 weeks to see a GP then 4-5 weeks for an appointment at West Suffolk Hospital. When I was seen I was told off by the clinician for waiting so long!”

“Happy with the surgery. I very rarely

visit but I do I get to see a doctor when I need to but on one occasion it was 4 weeks."

Staff within GP practices

696 comments have been identified as referring to members of staff within GP practices in Suffolk.

Within the theme of staff, **512** comments are attributed to the sub-theme of "staff attitude". Of these comments, **64%** are positive, **7%** are neutral and **28%** are negative. **145** comments refer to the attitude of reception staff of which, **53%** are positive, **6%** are neutral and **41%** are negative.

Negativity associated with reception staff attitude are frequently related to the perception of being spoken to abruptly or in a rude manner.

Example comments include:

"Not able to get appointments when needed and when you discuss it with reception they become rude."

"There is one member of staff, a receptionist, who is quite rude most of the time. My daughter is very reluctant to phone for an appointment. I have to do it for her. this should not be. Rest of staff are very nice."

"I wish to change surgeries due to rudeness of staff - reception."

158 comments mention doctors. **30%** are negative and **69%** are positive in sentiment. Positivity is associated with the perception that doctors have spent adequate time with patients, listening to their concerns and responding in

a caring, friendly or compassionate manner. As with reception staff, negativity appears to be related to instances where patients have considered a doctors response to be rude or dismissive of their concerns.

Examples of positive feedback include:

"GP listened to my concerns. He explained two of the conditions that two of our residents have and what has been done to assist their wellbeing and has followed up with a family member. Interacts well with the residents and listens to them."

"The Dr visited two of our residents and was extremely respectful to our residents, calling them by their full names and communicating in a very caring and understanding tone at all times."

"The Dr visited Britton Court to see a resident, he then had to break the news to the gentleman's wife that he was 'End of Life'. He done this with such compassion and sensitivity. When he then left, the gentleman's wife commented on how lovely he was in the way he delivered this news."

Examples of negative feedback include:

"When I did eventually see a Doctor, I was made to feel that I was wasting his time. I was there because of a real concern; it may not have been serious in the grand scheme of issues, but it was important to me and I needed some advice and reassurance - none of which I received. I have rarely seen such bad manners from a so called professional. The Doctor

was arrogant and condescending beyond the point of being rude. I certainly hope that I never have to visit this surgery again and will be looking to register elsewhere.”

“My appointment was on time. The GP kept asking me questions and not allowing me to answer the questions. My support worker tried to answer on my behalf due to GP not allowing me to, but the GP continued to override explanations. I felt I wasn't being heard and easily dismissed and felt the same for my support worker. GP needs to listen to what is being told, allow more time for patient to answer and not to dismiss concerns. More training required with supporting individuals with learning difficulties”

“I really like my female GP but dislike the attitude of another GP whose bedside manner is not great. I would not open up to him about much, which is not an ideal situation”

Many comments are generally positive about staff within practices. **111** comments have been recorded about other professionals including nurses, nurse practitioners and practice staff. **78%** are positive, **12%** are neutral and **10%** are negative.

Example comments include:

“Really helpful staff. Quite friendly, try not to make you feel awkward. They will usually always see my child when ill but if appointments are full they will do a call back and then ask us to come in, normally straight away. This doesn't allow you to plan.”

“Always professional, caring and supportive.”

“Staff are friendly and approachable.”

Information and advice

Comments attributed to this theme range from general references to information obtained from a practice through to comments about the extent to which information is readily offered and under what conditions.

For example, positive comments may relate to circumstances where the patient has perceived that the doctor has taken sufficient time to discuss symptoms, treatment options, medication and any need for onward review.

Example positive comments include:

“...the young doctor I saw was, I have to say, the best doctor I have ever had an appointment with. Not only did they have a lovely manner but also was very informative in dealing with my problem. In short, Well done to all staff at the practice!”

“Booked by phone however supplies did not arrive but rearranged with us for anytime after 11 am the next day. Very pleasant service waited less than 5 minutes. All information collected re health for both of us. Info re side affects discussed, and info leaflet given.”

“I have changed GP twice in past year due to relocation. The warm professionalism and time taken to give me the information needed, face to face and on the phone, is the best I have experienced and has

given me confidence in the service provided. Thank you”

Negativity has been attributed to a number of factors. For example, some comments relate to the provision of care navigation and signposting. People sometimes feel that it is inappropriate for non-clinical administrative staff to ask about symptoms and offer advice.

Other negative feedback may be related to a perception of being misinformed about process (e.g. particular treatment pathways or practice procedures). It may also allude to situations where the patient disagrees with the advice offered by a doctor or instances where expected answers have not been forthcoming.

Examples of negative feedback include:

“...What I don't expect is for the 'Non Medically Trained' Receptionist to then give advice and cures over the phone...was asked had I tried this/that? and could I do this/that...Was then told that it 'usually gets better in 3-4 weeks'...was eventually given an appointment, rather begrudgingly!!! I understand that 'Some' people may call for unnecessary appointments - but surely just pulling up the patients medical notes/appointment history will show the last time the surgery was attended and with it being a year + ago does this show a time waster/appointment blocker?”

Following on from 8 sessions of physiotherapy I had little improvement and bad side effects from the prescribed medication. I thought it would be wise to discuss where I can go now with my options for recovery or investigations. I

booked an appointment on the 02.06.2017. Once in the consultation room I discussed when and why I'd previously attended and my current situation. I was informed there was no records of me attending the surgery on my file. To say I was shocked was an understatement. This was only my second time attending the surgery and no record of my first appointment at which time I was given a prescription. I was barely in the consultation room for 5 minutes. I was not assessed at any stage, I was advised that I would need to be seen by an NHS physiotherapist before any other routes would be offered, with or without the referral documentation from the private clinician I had been seeing. If I had been advised this in April I could have set the wheels in motion and be on the waiting list rather than being 8 weeks down the line and back at square one possibly waiting another 6-8 weeks for an appointment. I then had to ask/request if there was any other medication I could be provided due to the side effects from the previous I had been taking.”

Continuity of care

There are a number of individuals that have expressed frustration at not being able to book an appointment with a named GP that is familiar with their care needs and circumstances.

Example comments include:

“...my family Doctors since the 1950's and we have seen several Doctors from start of practice till retirement, those days are long gone. I had to ask who my Doctor is now! plus I

have never seen her. Continuity No chance my car has more chance of seeing the same mechanic than of I seeing the same Doctor. Several health problems? well that will be 7 appointments then, In pain? Tough, you'll need to re-book to have that looked at. I have now lost count of the amount of times I have contacted the Surgery to chase up my requested medication, you get an apology... Again and again and again....”

“...the united practice has haemorrhaged GPs and struggles to offer a full service. Appointments are a 10-12 week wait minimum and only then for a nurse practitioner.

There are few GPS, despite repeated assurances they are recruiting. No continuity of care, frequent medication errors, data errors - some serious...”

What do we think?

Overall, satisfaction with our local practices remains high and that is to be celebrated.

Whilst we know most people are able to make an appointment to see someone at their practice, there remains too much variation in peoples experiences. The NHS desperately needs to make booking and cancelling appointments much simpler across the county.

In 2016, NHS England published the General Practice Forward View, which set out a number of ambitions for increasing the time that doctors have to care for patients. It included things like active signposting (e.g. training GP receptionists to become Care Navigators), new types of consultations (e.g. telephone and E-consultation),

partnership working, improved advice to help people to self-care, social prescribing and reducing “did not attends” (DNAs).

Our feedback indicates that patients are beginning to experience these new approaches, which is certainly to be welcomed. In general, where people have made reference to being offered choice (e.g. booking online or seeing a professional that is not a GP), their feedback appears to be more positive.

With the above considered, there is undeniably some dislike expressed within the feedback. For example, a number of individuals expressed dissatisfaction at having to explain the purpose of their call to a GP receptionist.

The reality is that patients must accept that a sustainable future for primary

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care will mean new approaches but that cannot be a one-way process of communication. People are more likely to accept changes to the way they access care from their practice if those changes are explained to them in a way they can understand. Patients may respond more positively to Care Navigators, for example, if they understand more about the aim of the role, the training involved and the benefits to them.

Healthwatch Suffolk has been able to offer practices support in communicating such changes to patients. At the same time, it can engage with people and offer insights from patients to inform service planning and practice decision making.

“We have always found working with Healthwatch Suffolk a very positive experience. They understand the pressures that general practice is facing and where it's been needed they have offered constructive advice to ensure we are communicating with patients in a clear and effective way. It is a relationship that we are keen to develop further moving forward and we very much hope it continues in the same manner.”

David Pannell (Chief Executive of Suffolk GP Federation)

Whilst there are clear pressures within the system, Healthwatch Suffolk considers that there are a variety of approaches that can be taken by GP practices to improve patient experience. These might include:

- Local Clinical Commissioning Groups continuing to support practices in implementing the ambitions outlined within the General Practice Forward View (e.g. exploring new options for patient consultation, active signposting and other initiatives that aim to free up doctors time to care).
- Smarter communication with patients about planned changes to services and the pressures faced by the practice. This must include compliance with the NHS Accessible Information Standard and ensuring communication with patients who visit the practice less frequently as well as those who may be more vulnerable.
- Establishing a Patient Participation Group (PPG), ensuring that it is active and that the practice is responsive to issues raised by patients. Spending time on this will be of real benefit to the practice.

- Improve active signposting to alternative support when appointments with a doctor are not available or are not appropriate.
- Ensure staff are communicating with patients in a way they can understand and in a friendly manner.
- Reduce the reliance on telephone communication with patients and seek to learn from other practices taking different approaches to appointment management.
- Nominating a lead GP or a practice manager to be the voice recording on the practice telephone system.
- Greater transparency with patients about problems faced by practices, particularly unexpected circumstances that may impact upon the level of service offered on a given day.

Practices should give due consideration to how well they are communicating with patients. That includes all aspects of practice communication, from the contact people have with receptionists through to the information doctors provide during a consultation and how they provide it.

The frequency of feedback regarding poor patient interaction with practice staff is of concern and perhaps indicative of the pressure our services are under. That said, it is not true to say that patients report such problems consistently about every practice.

Practices should ensure receptionists

are suitably trained and empowered to manage difficult calls with patients. There should be no cause to resort to rudeness or confrontation with patients if staff are supported by robust procedures and training. Equally, practices should make certain that doctors have the best possible understanding about the importance of patient engagement. Clinical Commissioning Groups could be more active in supporting practices to achieve this.

Particular effort must be made to communicate with people in a way they can understand. Healthwatch Suffolk is promoting awareness of the NHS Accessible Information Standard, which all organisations that provide NHS care and / or publicly-funded adult social care are legally required to follow since August 2016. Unfortunately, many health and care services are typically unaware of the standard and what is required.

More information about the NHS Accessible Information Standard can be found by visiting www.england.nhs.uk/ourwork/accessibleinfo/.

Taking simple steps like improving signage within a practice building, offering double-appointments and pre-appointment reminder texts can, for example, make all the difference to a person who has a diagnosis of dementia. Reducing the reliance on telephone communication with patients will better support somebody that may find using the telephone difficult. There are many such steps that can be taken with little cost.

Practices need to be particularly aware of any additional accessibility needs their Black and Minority Ethnic and vulnerable patients have and accommodate these. This might include, for example, people who are homeless, those with learning disabilities or dementia. This might mean booking longer consultations for some patients (or at least offering to do so) and checking whether telephone interpretation services such as Language Line or face to face services will be needed.

Written information may also need to be in easy read or translated. This is made easier if practices have forged good links with their local community support organisations who may be able to support patients with their appointments or with explaining information given.

Understanding the Health Literacy of patients is also of fundamental importance. Recent research widely reported within the health system tells us that between **43%** and **61%** of English working age adults routinely do not understand health information. This can have a major impact on peoples health and on the NHS and care system as a whole.

Improving population health literacy, together with increasing system and practitioner awareness of the challenges faced by people with lower levels of health literacy, is seen as essential to achieving all ambitions set out in the Five Year Forward View and General practice Forward View.

As the first point of NHS contact for the majority of people, GP practices have

a fundamental role in this respect. A focus on improved signposting and information sharing can only help to support people to care for themselves. After all, we cannot reasonably expect people to look after their health unless they are equipped with the right tools and have a good understanding about where to find support in their community.

Co-production should be a priority for all NHS and care services. Within GP Practices, Patient Participation Groups offer an ideal opportunity for the practice and patients to work together to improve services in a number of ways. For example, some PPGs we work with put on health talks and work with other patients, the GPs and Practice Manager to decide on a topic, book speakers and arrange the event. Others organise Health and Wellbeing events for their communities and some work with patients and practice staff to produce newsletters for everyone.

Practices could also encourage patients to become members of Healthwatch. As part of the process people are asked to identify what (if any) areas of health and care particularly interest them in order that they can be involved in any service changes within these services if at all possible.

Examples of how Healthwatch Suffolk has worked with practices:

Our Community Development Officers visit many GP practices throughout the county and engage with patients and carers in the waiting rooms to gather feedback about health and care services. Such visits are often guided by access that is facilitated by GP Practice

Managers with an understanding of the benefits working with Healthwatch Suffolk can bring to their practice.

In addition to recording feedback, the team may encourage patients to complete Friend and Family Test feedback. They are happy to feed back to the Practice Managers about the session, which means there is an opportunity for the management team to understand more about their service from the patients' perspective and take on board patient suggestions for improvements. This has included things like suggesting a water fountain in the waiting room and identifying hygiene lapses in the public areas.

Healthwatch Suffolk can also offer practices support with information sharing. This includes raising awareness of services such as GP+, Suffolk Wellbeing and mental health link workers (where available within practices). CDOs may also support practices by helping people to understand more about record sharing and sometimes completing forms with them.

The team has also worked with practices to better support the establishment of effective Patient Participation Groups (PPGs). This includes mentoring for PPG members, support with selecting a Chair or practical support with drafting Terms of Reference. Having involvement from our team can introduce an independent view on what is feasible and practicable based on experience elsewhere.





How well do practices engage with Healthwatch Suffolk?

The picture is varied, with some practices very much seeing the value in working with Healthwatch Suffolk and enjoying the benefits of the support outlined above. Other practices have not been willing to engage at all.

These practices can, when faced with unexpected difficulties, 'batten down the hatches' and seem to become inward looking due to the pressures they are experiencing.

Practices like Debenham Group Practice, Combs Ford Surgery, Chesterfield Drive, Constable Country Rural Medical Practice and practices within the Deben Health Group are now open and welcoming and value the support we can offer.

Links to useful resources:

-  [The NHS Accessible Information Standard](#)
-  [A local guide produced by NHS West and Ipswich and East Suffolk Clinical Commissioning Groups about how to engage patients when making changes to services](#)
-  [Healthwatch Devon guide to becoming a dementia friendly practice](#)
-  [Healthwatch Lambeth report - "How supportive are GP waiting rooms for those with mental health concerns?"](#)

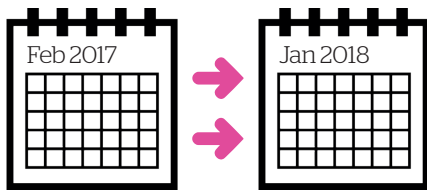




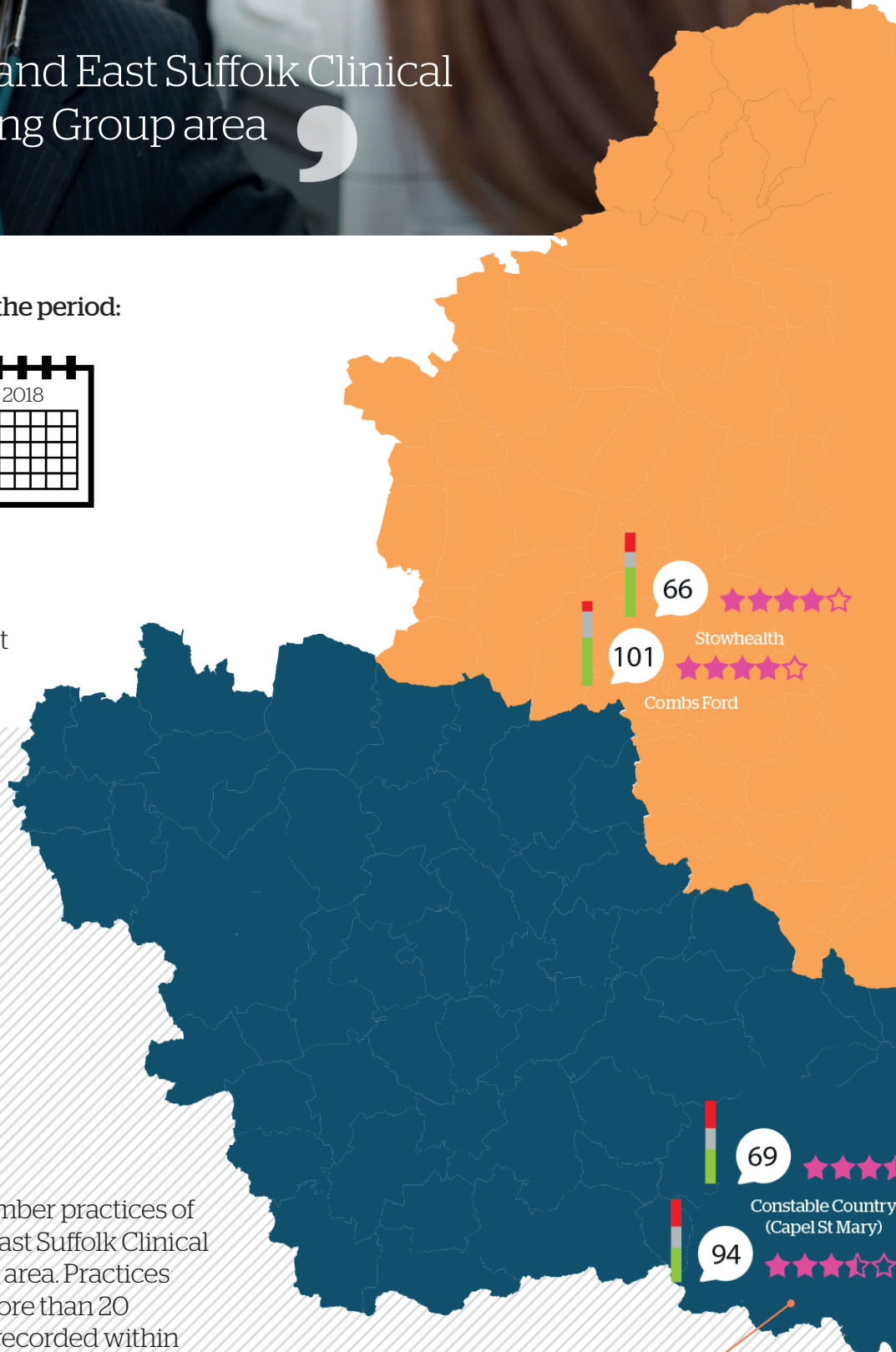
In detail:

NHS Ipswich and East Suffolk Clinical Commissioning Group area

The data shown is for the period:



- Positive sentiment
- Neutral sentiment
- Negative sentiment



This map includes member practices of the NHS Ipswich and East Suffolk Clinical Commissioning Group area. Practices are only displayed if more than 20 comments have been recorded within the period.






Table of practices (Ipswich and East Suffolk)

The table below brings information together from multiple sources for comparison between practices. Practices are only listed if Healthwatch Suffolk has recorded feedback about them. The data shown in


































- Healthwatch Suffolk feedback recorded between February 2017 and February 2018 (dark blue)
- NHS Choices comments recorded between February 2017 and February 2018 (orange)
- Care Quality Commission ratings are as available on the regulators website March 2018 and relate
- The National GP Survey 2017 (Published by Ipsos Mori in July 2017)

Practice	Link	Comments	Star rating	Positive	Neutral	Negative
Debenham Group Practice (All branches)	Link	114	4	69%	20%	11%
	Link	0	N/A	0	0	0
Combs Ford Surgery	Link	101	4	57%	31%	12%
	Link	8	4	7	0	1
Constable Country (East Bergholt)	Link	94	3.5	41%	26%	33%
	Link	See below.				
Constable Country (Capel)	Link	69	3.5	41%	26%	33%
	Link	10	2	3	1	6
StowHealth	Link	68	4	59%	18%	23%
	Link	14	4	11	0	3
Deben Road Surgery	Link	51	4	54%	22%	24%
	Link	7	2	2	0	5
Haven Health	Link	40	4	43%	33%	23%
	Link	4	4	2	0	2
Howard House Surgery	Link	33	4	48%	30%	21%
	Link	0	N/A	0	0	0
The Leiston Surgery	Link	32	4	78%	6%	16%
	Link	5	5	4	1	0
Framlingham Surgery	Link	30	4	37%	30%	33%
	Link	2	4	1	0	1
Walton Surgery	Link	28	4	57%	21%	21%
	Link	0	N/A	0	0	0
Two Rivers Medical Centre	Link	26	3	35%	30%	35%
	Link	30	2	9	1	20
Landseer Road Surgery	Link	23	4	43%	30%	24%
	Link	4	1	0	0	4

s (sorted by Healthwatch Suffolk feedback quantity).
 includes:

-  Below CCG area average
-  Equal to CCG area average
-  Above CCG area average


































to the latest inspection reports.

Practice	National GP Survey 2017 (Ipsos Mori)				Care Quality Commission	
	Surveys completed	Booking appointments "good"	Overall experience "good"	Got an appointment last time tried	Rating	Link
	127	89% 	93% 	93% 	Good	Link
	113	73% 	84% 	79% 	Good	Link
	123	55% 	61% 	81% 	Good	Link
	123	86% 	92% 	93% 	Outstanding	Link
	111	72% 	86% 	84% 	Good	Link
	110	84% 	86% 	85% 	Good	Link
	111	87% 	85% 	93% 	Good	Link
	122	79% 	91% 	94% 	Good	Link
	127	90% 	94% 	92% 	Good	Link
	106	86% 	97% 	92% 	Good	Link
	126	75% 	91% 	85% 	Good	Link
	See Chesterfield Drive below.				Good	

The Norwich Road Surgery	🔗	20	3.5	30%	45%	25%
	🔗	5	1	0	0	5
Mendlesham Medical Group	🔗	19	5	95%	0%	5%
	🔗	3	3	2	0	1
Hadleigh Boxford Group Practice	🔗	17	4.5	76%	12%	12%
	🔗	3	4	3	0	0
Needham Market Country Practice	🔗	16	4	38%	31%	31%
	🔗	9	2	3	0	6
Framfield House Surgery	🔗	16	4	38%	38%	25%
	🔗	9	4	5	1	3
Ravenswood Medical Practice	🔗	12	3.5	50%	8%	42%
	🔗	15	2	3	0	12
Ixworth Surgery	🔗	12	4	42%	42%	17%
	🔗	0	N/A	0	0	0
Eye Health Centre	🔗	10	4.5	70%	10%	10%
	🔗	2	5	2	0	0
Mendlesham Medical Group (Bacton Surgery)	🔗	9	5	67%	22%	11%
	🔗	0	N/A	0	0	0
The Peninsula Practice (All branches)	🔗	10	4.5	100%	0%	0%
	🔗	3	5	3	0	0
The Barham and Claydon Surgery	🔗	8	4	50%	13%	38%
	🔗	5	3	2	0	3
Orchard Street Medical Practice	🔗	7	5	86%	14%	0%
	🔗	3	4	2	0	1
Bildeston Health Centre	🔗	7	5	71%	14%	14%
	🔗	12	4	12	0	0
Barrack Lane and Stoke Park Medical Centre	🔗	9	4	71%	29%	0%
	🔗	13	3.5	10	0	3
Felixstowe Road Medical Practice	🔗	6	5	50%	33%	0%
	🔗	0	N/A	0	0	0
Burlington Road Surgery	🔗	6	4	33%	17%	50%
	🔗	12	2	2	0	10
Ivry Street Medical Practice	🔗	6	4.5	50%	33%	17%
	🔗	3	5	3	0	0
Martlesham Heath Surgery	🔗	5	4.5	80%	20%	0%
	🔗	11	3	4	1	6
The Derby Road Practice and Pinewood Surgery	🔗	11	3.5	64%	9%	27%
	🔗	16	3	7	2	7
Holbrook and Shotley Surgery	🔗	12	4.5	75%	25%	0%
	🔗	1	5	1	0	0

112	62%	72%	78%	Good	
136	98%	100%	97%	Good	
129	89%	97%	95%	Good	
128	52%	82%	83%	Good	
124	81%	93%	86%	Good	
122	78%	86%	88%	Good	
116	86%	89%	95%	Good	
135	89%	89%	95%	Good	
See Mendlesham Medical Group above				Good	
120	82%	93%	88%	Outstanding	
142	81%	93%	94%	Requires improvement	
98	94%	98%	90%	Good	
133	89%	99%	94%	Good	
110	66%	79%	88%	Good	
118	62%	90%	74%	Good	
90	78%	85%	90%	Good	
116	88%	93%	92%	Good	
126	86%	93%	92%	Good	
118	68%	85%	81%	Good	
139	92%	93%	96%	Good	

The Birches Medical Centre	🔗	4	3.5	50%	0%	50%
	🔗	7	2	5	0	2
Wickham Market Medical Centre	🔗	4	4.5	50%	25%	25%
	🔗	4	5	4	0	0
Hawthorn Drive Surgery	🔗	4	3.5	25%	50%	25%
	🔗	6	3	3	0	3
The Chesterfield Drive Practice	🔗	4	4.5	75%	0%	25%
	🔗	6	2	1	1	4
Saxmundham Health	🔗	4	3	0%	25%	75%
	🔗	16	3	10	0	6
Grove Medical Centre	🔗	4	3.5	0%	75%	25%
	🔗	8	3	6	1	1
Earl Soham Surgery	🔗	4	4.5	50%	50%	0%
	🔗	0	N/A	0	0	0
Fressingfield Medical Centre	🔗	4	4.5	100%	0%	0%
	🔗	2	5	2	0	0
Little St John Street Surgery	🔗	3	5	100%	0%	0%
	🔗	1	5	1	0	0

	123	54% 	70% 	78% 	Good	
	115	92% 	90% 	92% 	Good	
	116	71% 	79% 	78% 	Good	
	120	81% 	91% 	96% 	Good	
	130	79% 	88% 	86% 	Good	
	119	73% 	86% 	86% 	Good	
	See Framlingham Surgery above				Good	
	144	93% 	99% 	96% 	Good	
	129	93% 	96% 	94% 	Good	

Practice breakdown...

The following section includes practice specific data (where in excess of 30 comments have been recorded) within the period February 2017 to February 2018. Please note the following key:



Automated sentiment analysis - Healthwatch Suffolk comments



Percentage of people that rated their overall experience as "Good" (GP Survey 2017)



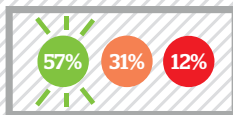
Total comments recorded (Healthwatch Suffolk and NHS Choices total combined)



Link to feedback on the Healthwatch Suffolk website

Combs Ford Surgery

109



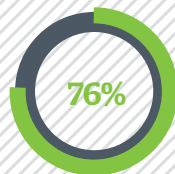
CQC
"Good"



Themes (% positive):



Booking appointments
(52 comments)



Staff attitude
(25 comments)



Treatment experience
(45 comments)



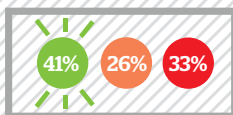
Perception of Waiting
(13 comments)



View comments

Constable Country Rural Medical Practice

173



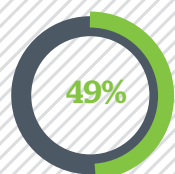
CQC
"Good"



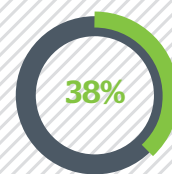
Themes (% positive):



Booking appointments
(83 comments)



Staff attitude
(47 comments)



Treatment experience
(34 comments)



Perception of Waiting
(14 comments)

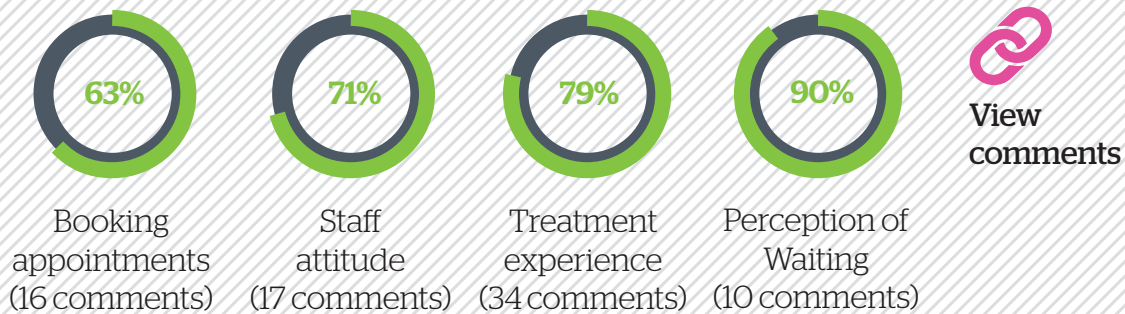


View comments

Stowhealth



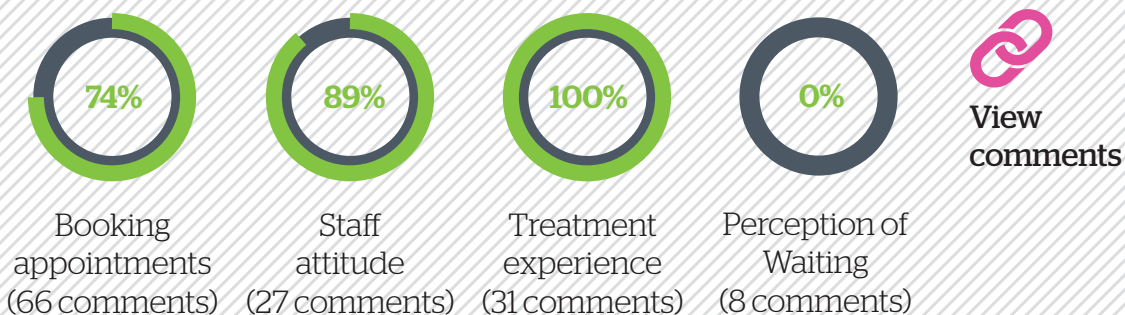
Themes (% positive):



Debenham Group Practice



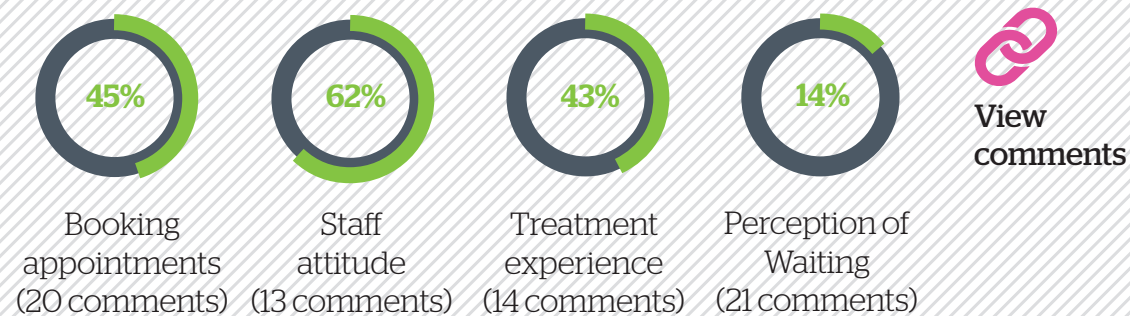
Themes (% positive):



Two Rivers Medical Practice



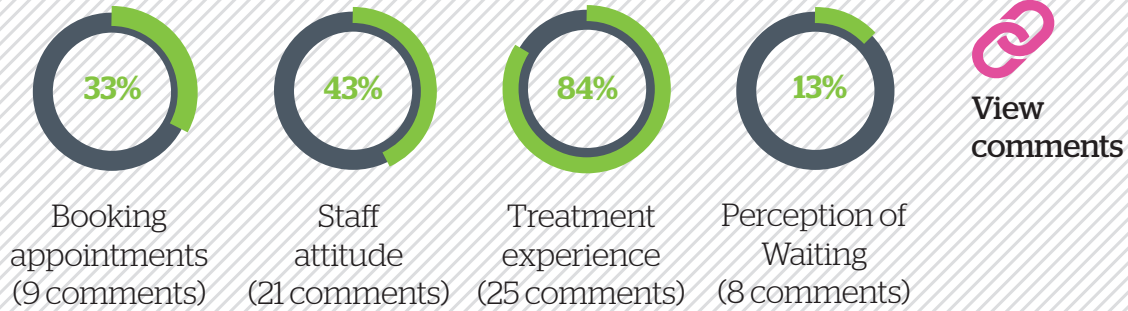
Themes (% positive):



Deben Road Surgery



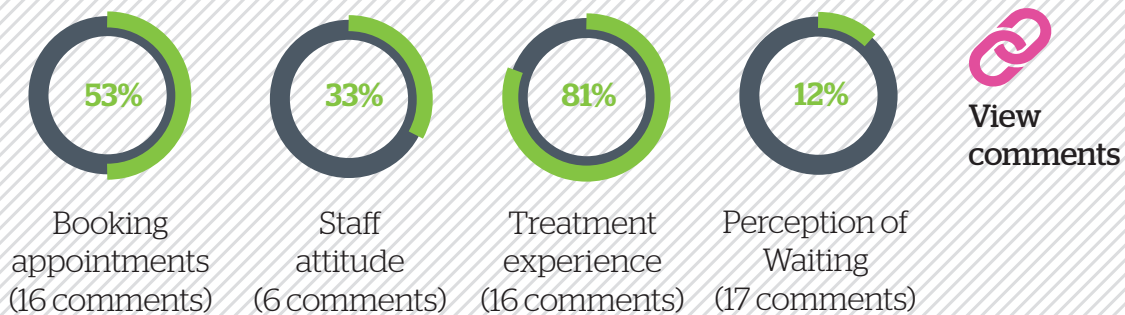
Themes (% positive):



Haven Health



Themes (% positive):



The Leiston Surgery



Themes (% positive):



Howard House Surgery



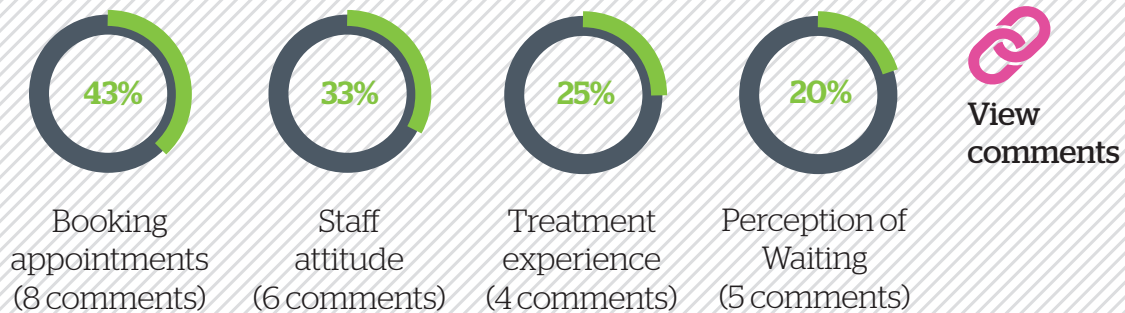
Themes (% positive):



Framlingham surgery

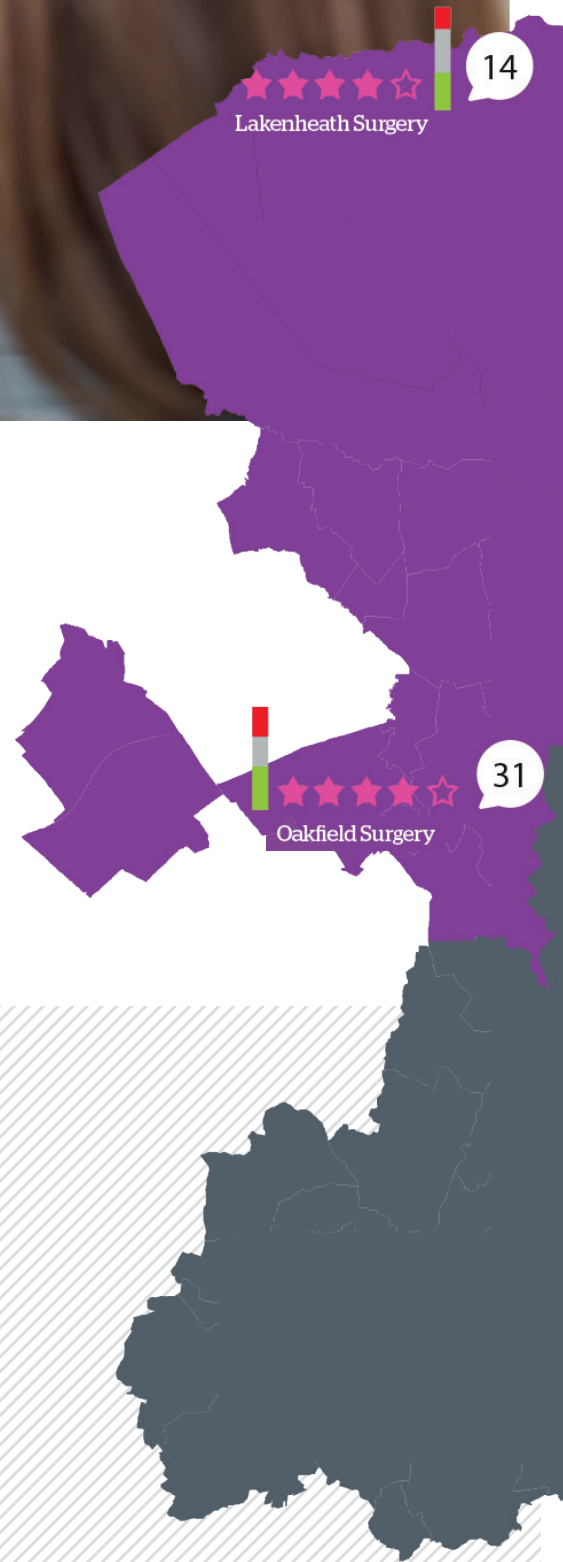


Themes (% positive):

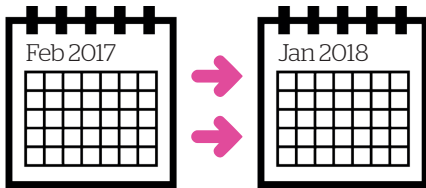




In detail:
 NHS West Suffolk Clinical
 Commissioning Group area



The data shown is for the period:



- Positive sentiment
- Neutral sentiment
- Negative sentiment

This map includes member practices of the NHS Ipswich and East Suffolk Clinical Commissioning Group area. Practices are only displayed if more than 20 comments have been recorded within the period.



Brandon Medical Practice

43

5 stars

A purple map area in the top left corner. To its left is a vertical bar with red, grey, and green segments. To its right is a row of five pink stars, with the fifth star being smaller and outlined.



Swan Surgery

19

5 stars

A dark grey map area in the middle left. To its left is a vertical bar with red, grey, and green segments. To its right is a row of five pink stars, with the fifth star being smaller and outlined.



Woolpit Health Centre

16

5 stars

An orange map area in the middle right. To its left is a vertical bar with red, grey, and green segments. To its right is a row of five pink stars, with the fifth star being smaller and outlined.



Long Melford Surgery (Long Melford)

11

5 stars

A dark blue map area in the bottom left. To its left is a vertical bar with red, grey, and green segments. To its right is a row of five pink stars, with the fifth star being smaller and outlined.



Siam Surgery

36

5 stars

A dark blue map area in the bottom left. To its left is a vertical bar with red, grey, and green segments. To its right is a row of five pink stars, with the fifth star being smaller and outlined.




Table of practices (West Suffolk)

The table below brings information together from multiple sources for comparison between practices. Practices are only listed if Healthwatch Suffolk has recorded feedback about them. The data shown includes:


























- Healthwatch Suffolk feedback recorded between February 2017 and February 2018 (dark blue)
- NHS Choices comments recorded between February 2017 and February 2018 (orange)
- Care Quality Commission ratings are as available on the regulators website March 2018 and relate to the practice
- The National GP Survey 2017 (Published by Ipsos Mori in July 2017)























Practice	Link	Comments	Star rating	Positive	Neutral	Negative
Siam Surgery	Link	45	4.5	87%	11%	2%
	Link	2	1	0	0	2
Brandon Medical Practice	Link	43	4	51%	21%	28%
	Link	25	4	22	0	3
Oakfield Surgery	Link	31	4	42%	29%	29%
	Link	3	5	3	0	0
Swan Surgery	Link	19	4.5	58%	11%	32%
	Link	11	3	5	0	6
Hardwicke House Group (All branches)	Link	22	4	60%	20%	20%
	Link	6	3	3	0	3
Woolpit Health Centre	Link	17	4.5	47%	18%	35%
	Link	6	4	4	0	2
Glemsford Surgery	Link	15	4.5	80%	13%	7%
	Link	1	5	1	0	0
Lakenheath Surgery	Link	14	4	36%	43%	21%
	Link	0	N/A	0	0	0
Orchard House Surgery	Link	14	5	79%	14%	7%
	Link	0	N/A	0	0	0
Long Melford Surgery	Link	19	4	63%	16%	21%
	Link	9	2	1	0	8
Market Cross Surgery	Link	8	3.5	88%	13%	0%
	Link	3	4	2	0	1
Forest Surgery	Link	8	4.5	100%	0%	0%
	Link	7	3	3	0	4
Botesdale Health Centre	Link	6	5	83%	0%	17%
	Link	2	5	2	0	0































s (sorted by Healthwatch Suffolk feedback quantity). Practices

-  Below CCG area average
-  Equal to CCG area average
-  Above CCG area average

to the latest inspection reports.

Practice Name	National GP Survey 2017 (Ipsos Mori)				Care Quality Commission	
	Surveys completed	Booking appointments "good"	Overall experience "good"	Got an appointment last time tried	Rating	Link
	99	77% 	84% 	89% 	Good	Link
	100	73% 	77% 	82% 	Good	Link
	126	73% 	89% 	87% 	Good	Link
	123	94% 	97% 	93% 	Good	Link
	111	76% 	92% 	88% 	Good	Link
	142	82% 	93% 	92% 	Good	Link
	138	93% 	97% 	95% 	Good	Link
	118	74% 	88% 	85% 	Good	Link
	132	91% 	92% 	94% 	Outstanding	Link
	123	79% 	85% 	92% 	Good	Link
	129	81% 	90% 	88% 	Outstanding	Link
	105	90% 	89% 	89% 	Good	Link
	133	85% 	98% 	90% 	Good	Link

Stanton Surgery		7	4.5	86%	14%	0%
		2	4.5	2	0	0
Angel Hill Surgery		3	4.5	100%	0%	0%
		2	5	2	0	0
Christmas Maltings Surgery		3	1	0%	33%	67%
		17	2	1	0	16
Mount Farm Surgery		3	4	67%	30%	33%
		4	4.5	4	0	0
The Guildhall and Barrow Surgery		2	4	50%	0%	50%
		5	3	2	0	3
Guildhall Surgery (Clare)		2	5	100%	0%	0%
		0	N/A	0	0	0
Victoria Surgery		1	3	0%	0%	100%
		8	4	5	2	1
Rookery Medical Partnership		1	5	100%	0%	0%
		7	5	7	0	0
The Reynard Surgery		1	5	100%	0%	0%
		1	5	1	0	0
Haverhill Family Practice		0	N/A	0%	0%	0%
		4	2	0	0	2
Wickhambrook Surgery		0	N/A	0%	0%	0%
		3	5	3	0	0

	0	0	0	0	Good	🔗
	128	72% 	88% 	80% 	Good	🔗
	119	41% 	63% 	68% 	Good	🔗
	112	78% 	94% 	93% 	Good	🔗
	125	88% 	98% 	93% 	Good	🔗
	124	88% 	92% 	95% 	Good	🔗
	121	79% 	87% 	88% 	Good	🔗
	148	76% 	83% 	88% 	Good	🔗
	101	88% 	86% 	95% 	Good	🔗
	108	62% 	80% 	81% 	Good	🔗
	135	95% 	97% 	96% 	Good	🔗

Practice breakdown...

The following section includes practice specific data (where in excess of 20 comments have been recorded) within the period February 2017 to February 2018. Please note the following key:



Automated sentiment analysis - Healthwatch Suffolk comments.

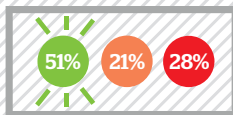


Percentage of people that rated their overall experience as "Good" within the GP Survey 2017



Total comments recorded (Healthwatch Suffolk and NHS Choices total combined)

Brandon Medical Practice



Themes (% positive):



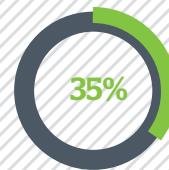
Booking appointments
(20 comments)



Staff attitude
(29 comments)



Treatment experience
(28 comments)

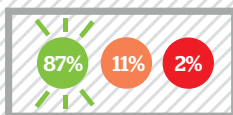


Perception of Waiting
(20 comments)



View comments

Siam Surgery



Themes (% positive):



Booking appointments
(9 comments)



Staff attitude
(13 comments)



Treatment experience
(34 comments)



Perception of Waiting
(8 comments)



View comments

Oakfield Surgery



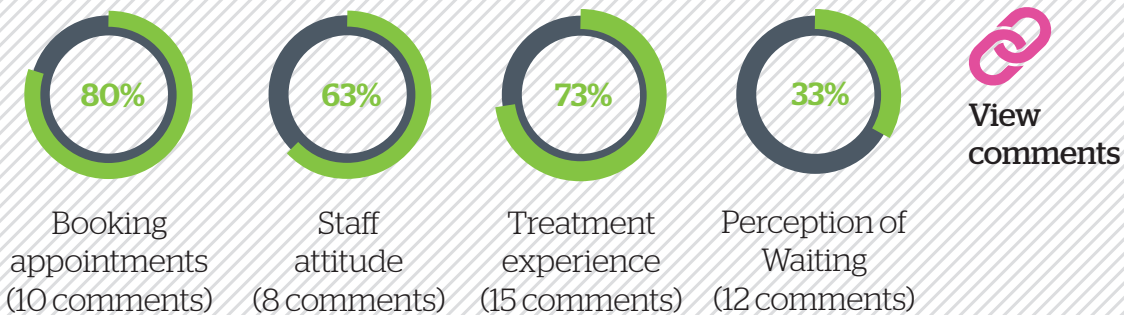
Themes (% positive):



Swan Surgery



Themes (% positive):



Woolpit Health Centre



Themes (% positive):



We will be making this report publicly available by publishing it on our website and circulating it to the Care Quality Commission, Suffolk Clinical Commissioning Groups and other bodies responsible for monitoring the quality of health and social care in the county.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us on 01449 703949 or by email to info@healthwatchesuffolk.co.uk.

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