

Public Feedback Report on GP Services for People in North Somerset January - September 2015

Introduction

Healthwatch North Somerset collects information from the general public about their experiences of local health and social care services. We call this information 'Intelligence'. Intelligence is gathered through a wide range of methods including letters, website, emails, surveys, telephone calls, meetings, social media, Enter and View visits, talking face to face and from partner organisations.

We also gather information on specific issues through surveys, meetings or by working with a specific group of people. Healthwatch North Somerset takes great care to treat all information objectively.

Once gathered, the intelligence is collated onto our information database, we analyse the data each month to ascertain trends. This information is shared with health and social care service providers, local commissioners and all other relevant bodies. All intelligence is shared with Healthwatch England.

Background

It was felt that an overall evaluation of the intelligence received regarding GP services for the year to date would provide a useful overview for both service providers and the general public.

The feedback contained within this report was received between January and September 2015.

It is of note that the feedback received in this report largely reflects the responses obtained in the Healthwatch North Somerset GP Survey Report dated March 2015. The report can be accessed on the Healthwatch North Somerset website:
<http://www.healthwatchnorthsomerset.co.uk/our-work/meetings-reports/>

Aims and Objectives of the Evaluation

The aim of this evaluation is to highlight the issues that the general public view as important with regard to GP services. The information gathered can be used to

indicate where service users feel GP services are not meeting their expectations and also to highlight best practice and positive recognition.

Methods

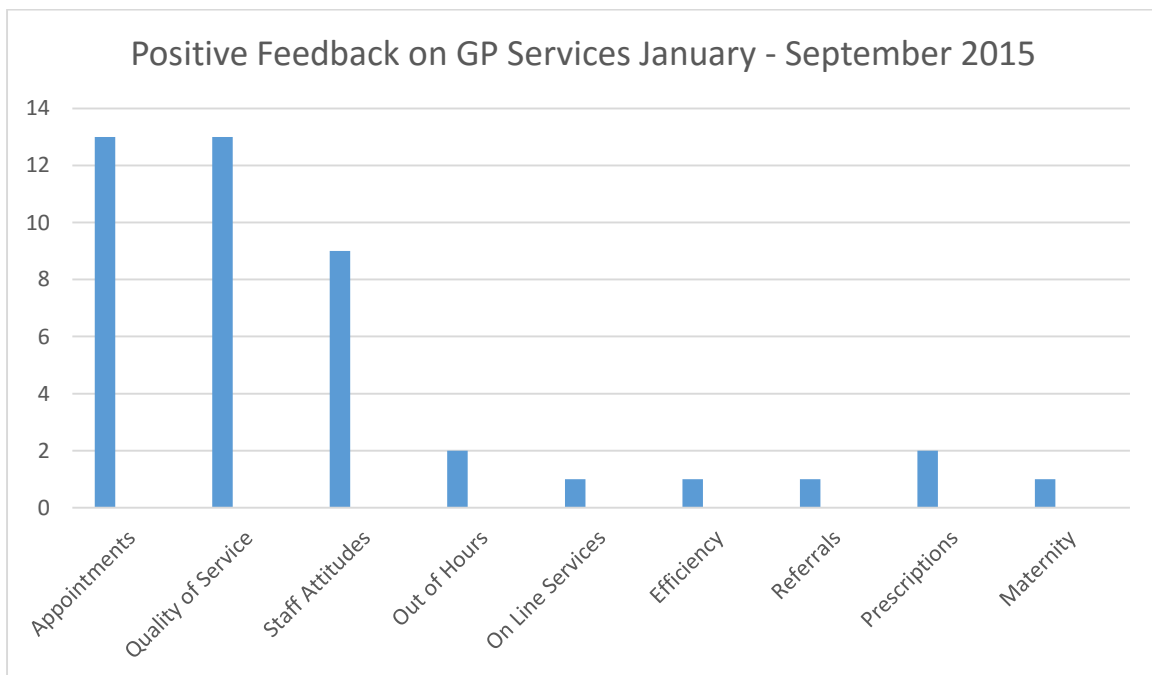
The information and feedback obtained was gathered through the following methods.

- Letters
- Emails
- Website feedback
- Telephone calls
- Public engagement activities including:
 - Libraries
 - Markets
 - Local events
 - Children's Centres
 - Community Centres

Within this report we have captured 94 comments from North Somerset users of GP services. Of those responses 41 were positive 53 were negative.

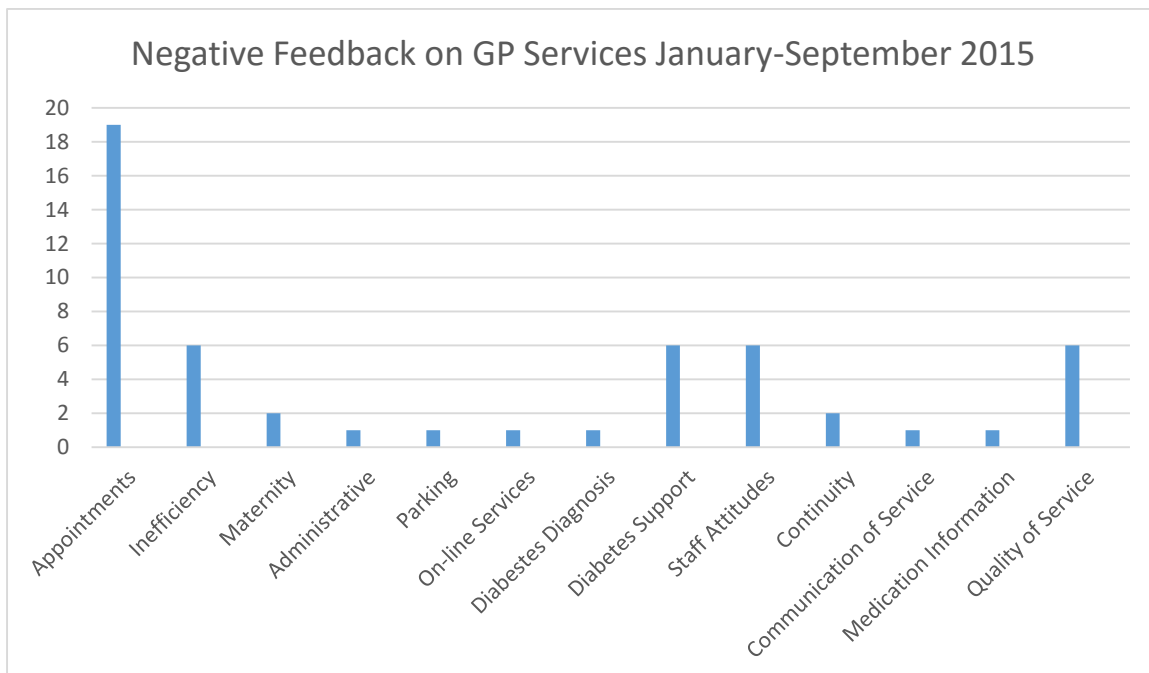
Findings

Positive Feedback



- Quality of service was considered to be good in 13 or 32% of the 41 respondents who provided positive feedback. This category includes mainly responses of a general nature such as ‘they are very good’ or ‘very pleased’.
- The ‘Appointments’ category included availability of both general appointments and emergency appointments and was highlighted by 30% of respondents providing positive feedback as a service aspect worthy of recognition.
- Staff attitudes featured highly in the service aspects that received positive feedback, amounting to 22% of responses.

Negative Feedback



- The accessibility of appointments was considered to be unsatisfactory for 19 of the respondents who gave feedback. This constitutes 36% of the total number of respondents who raised a concern about their GP service and indicates the importance of service aspects to the general public. This category incorporates mainly issues relating to availability of appointments but feedback also included difficulties getting through to the surgery to make an appointment.
- Inefficiency was also found to be a significant issue with 6 of the 53 respondents, or 11%, citing this as a cause for concern. The ‘Inefficiency’ category refers mainly to inefficient service coordination with other agencies.

- Issues relating to poor follow up procedures were categorised under ‘Quality of Service’ and again amounted to a significant proportion of the respondents who provided negative feedback.
- Concerns relating to ‘Staff Attitudes’ accounted for a further 11% of the issues raised. This issue related to both medical and non-medical staff at all levels.
- Diabetes diagnosis and support appears to be a cause for some concern, and although only 3 respondents offered negative feedback relating to this issue, this is notable in a small pool of 53 respondents.
- A significant amount of general negative feedback was received from respondents who did not disclose the specific GP surgery to which they referred. This may indicate a reluctance to raise issues for fear of some form of repercussion from their GP surgery.

Conclusion

‘Quality of Service’, ‘Appointments’ and ‘Staff Attitudes’ all featured highly on the service aspects that received significant negative and positive feedback. This shows that these issues are recognised not only when they are absent or unacceptable, but more encouragingly when they are present and exceed expectations.

Staff attitudes are raised as important aspects of service provision by the public for both GPs and hospitals, indicating that the ‘softer’ skills of communication, listening and displaying empathy are of significant importance.

Open, honest feedback from service users is a way for service providers to find out what really matters to people and can provide a basis for planned service improvement.

This report include the specific feedback received for individual practices. It is important to note that the amount of feedback received for each practice may be influenced by a number of factors, including the location and frequency of engagement activity during this particular reporting period. There are many very positive pieces of feedback highlighted by the public; these provide a good insight into what is important to the public in their interaction with their GP Practices.

Negative Feedback - Surgery Specific

GP Practice	Feedback Received
Clevedon Medical Group	No communication about free health check for over 40s.
Graham Road Surgery	Long waiting time. Difficult to get an appointment.
Harbourside Practice	Parking difficult. Two week wait to see GP. Difficult to get through on the phone. Eye Problem. Two GPs unable to diagnose and waiting to see if problem corrects itself. Patient concerned and unhappy. Difficult to get through on the phone in the mornings.
Heywood Practice	Two and a half weeks to get a telephone appointment.
Locking Castle	Lack of information provided.
Long Ashton Surgery	Can only get a same day appointment if you call at 8am. Difficult to get appointment. Two week wait. Run a same day emergency appointment system but receptionists don't tell you about it. Can only access it if you call at 8am. GPs nice but reception staff can be brusque and unhelpful.
Longton Grove Surgery	Not happy with receptionist attitude. Advised that receptionists ask what's wrong before making appointment. Does not feel this is appropriate.
New Court Surgery	Young person felt patronised at surgery when attended with sexual health issue. Made to feel at fault.
Portishead Medical Group	Difficulty getting an appointment. Sometimes the next appointment is a three week wait. Can be difficult to get an appointment when needed. GP left the surgery but patient was not informed. Appointments difficult to get. Young person's view that doctors can be patronising and don't take young people seriously. Problems getting smear test appointment. Appointments offered in blocks and get booked up quickly. Was told that cannot have an appointment booked more than one month ahead and to keep ringing daily in case an appointment became available.
Sunnyside Surgery	Difficult to get an appointment if working. Visited GP for irritable bladder, told to drink more. Upset by this and complained to Practice Manager.
Tower House	Midwives helpful but only offer one three hour antenatal class. Home visits unreliable. Difficulty getting follow up appointment. Offered telephone appointment but insufficient. GP did not refer for scan.

	More evening appointments would be great for working people.
	Have to see two different doctors for asthma with an hour wait in between. Would be better if could coordinate into one appointment.
	On-line booking for appointments on website confusing/frustrating. Difficult to get desired appointment date, does not give a choice.
Tudor Lodge Surgery	Not impressed.
	No longer have a named doctor and sees lots of different doctors which can be exhausting as has to go through the same information with each one.
	Young person considered they had been treated disrespectfully.
Winscombe and Banwell Family Practice	Elderly man promised a GP phone call which didn't happen. Nurses busy and not always available to visit to change dressing. Wife has physical disability and difficulty getting to surgery so husband often does it himself
Worle Health Centre	Difficult to get an appointment. Concerns about continuity of treatment.
Yeo Vale Medical Practice	Continuity of care is problematic. Unable to see the same GP each time.
	Negative attitude from doctor at Congresbury surgery.
	Poor treatment. Problem with knee and told just take Tramadol. Had ligament damage that required surgery. Said the GPs seem happy to just move people on.
	Not happy with service. Recently had a baby. Has post-partum hernia causing a lot of pain. Feels the male GPs not empathetic and has more or less been told that there are lots of people out there with the same thing so just get on with it.
	Long waiting times for appointments.

Negative Feedback - General (GP Practice not specified)

Physiotherapy referral not made.
GP forgot to refer for bone density scan.
Difficulty getting an appointment.
Would have liked GP to make contact calls to check on health after cancer treatment.
GPs no longer provide medical history reports for housing. There is nowhere that people can now get this information.
Concerns about lack of treatment follow up.
Instructions from nurse conflicted with instructions given on prescription.
Prescription review has had overdue written on it for more than a year but told doctor will advise when wants to review the prescription.
Reluctant to provide a longer appointment with GP.
GP slow to recognise and diagnose diabetes.
Lack of clarity provided to diabetes sufferers over provision of glucometers.
Suggest GPs should refer to dieticians for newly diagnosed diabetics.
After diagnosis of diabetes received conflicting advice from GP.
Concern expressed that if responsibility passed from hospital to GP but care delivered by a nurse there will be problems if not a specialist diabetes nurse.
Suggest GPs provide newly diagnosed diabetes patients with information regarding support groups.
GPs in North Somerset don't appear to pass details on to diabetes sufferers re support groups.
Difficult with access to GP. Specifically making an appointment and GP calling back.

Positive Feedback - Surgery Specific

GP Practice	Feedback Received
Backwell Medical Centre	Doctor comes out to the waiting room to greet patients which is helpful for a lady in a wheelchair.
Banwell Surgery	Receptionist is excellent, ability to get an appointment excellent and GP course of care very efficient.
Green Practice	Very good.
	Needed to be referred and this happened really quickly so that within a couple of days had an appointment. Very impressed.
Harbourside	Very good with emergency appointments when needed.
	Praise for GP services.
	Positive experience, appointments available fast, sees same doctor every time.
Locking Road Surgery	Excellent GP services.
	All staff are helpful and respectful.
Long Ashton Surgery	Aware of needs and give individual, personalised care.
Longton Grove Surgery	Excellent care provided.
Nailsea and Backwell Surgery	Excellent service. Can always get an appointment within three days or same day if an emergency.
	Happy with service. We are lucky in many respects.
	Good. Can usually get an appointment on the same day.
	Repeat prescription service very reliable and straight forward. Can usually get an appointment for a desired time.
New Court Surgery	The doctors are amazing.
	Good health visitor service.
Portishead Medical Group	They are good.
	GP called the day after discharge from Southmead. Great feeling of care.
	Can always get an appointment if not asking for a named GP. Recently saw GP for stomach problem. Got same day appointment and urgent blood tests and then endoscopy at hospital within 12 days.
Riverside	Happy with surgery, convenient to book appointments.
Sunnyside Practice	Diabetes nurse excellent and always goes the extra mile.
Tower House	Dr Mann always excellent, goes above and beyond for his patients. A faultless family doctor.
	Excellent antenatal and maternity.
	Excellent GP.
	Very good.
	Needed an urgent appointment and got an appointment 1 hour later. Doctor was excellent and

	followed up with phone call later in the day. Advised to go to A&E and when we arrived the doctor had faxed over all the details to them already.
	Efficient service for repeat prescriptions. Surgery works seamlessly with the pharmacy and items are often ready before the 72 hours specified.
	Rang 111 and told to ring GP for referral. Out of hours GP rang Tower House and GP sent from surgery instead. This was really helpful.
	Brilliant. They do on-line appointments which is great and the pharmacy open on Sundays is great.
	Out of hours very helpful.
	Very efficient service for flu jab.
Tudor Lodge Surgery	Friendly and caring midwives with excellent knowledge.
	Can usually get quick appointments.
Yeo Vale Medical Practice	Very good. Always able to make an appointment when you want at Yatton.
	Easy to get an appointment.
	Very pleased.
	Positive experience.
	Positive staff attitude at Congresbury.
	Very happy with Yatton. Always see doctor of choice and if need to be seen urgently can always get an appointment.
	Very happy with service in Congresbury.
Wrighton Vale Surgery	Good GP services.