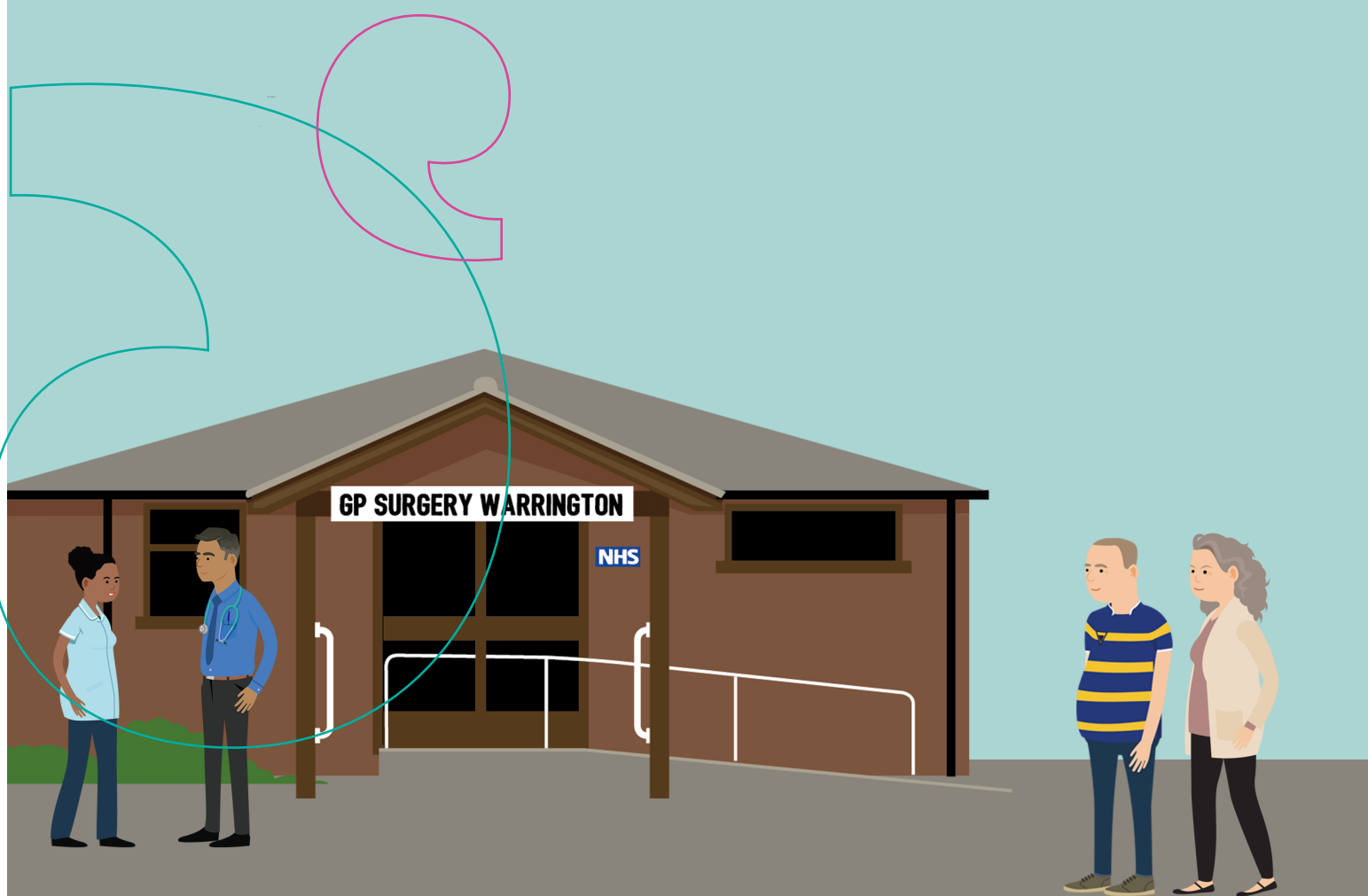




healthwatch  
Warrington

# Healthwatch Warrington Burtonwood GP Access Report-2020



# Introduction

Healthwatch Warrington is the independent voice of the public in health and social care services. We gather feedback from members of the public using health and social care services about their experiences. The feedback that we gather is shared with service providers and commissioners in order to improve health and social care services.

Burtonwood village is situated in the north-west of Warrington nested in the west side of the Burtonwood and Winwick electoral ward. Burtonwood is on the border between Warrington & St Helens: Based on the latest population estimates there are approximately **3,900** people resident in the Burtonwood area. The population of Burtonwood is **older** than the Warrington average, with a lower proportion of children and young people (**20% v 23%**), and a lower proportion of adults of working age (**52% v 58%**). The proportion of Burtonwood residents who are 65 or over is much higher than the borough average: **28% v 19%**.

## What we did

The project made use of a survey to gather feedback from a range of Burtonwood residents. The survey was hosted online and sent out via a weblink to the Burtonwood resident Facebook group and on the Burtonwood community center's Facebook page. It was shared widely on social media targeting local groups as well as being shared through Healthwatch Warrington's networks. The surveys were made up of mainly closed questions with some open text questions that allowed respondents to expand on their answers.

In addition to the surveys, we held a Patient Transport Access event after we were approached by residents about their lack of

public transport to attend doctors appointments. At the time of this event the community bus wasn't in service.

We had several complaints and comments logged on our feedback website. They all referred to GP access in the Burtonwood area. When we researched this, we discovered that this is a historic issue. Healthwatch Warrington made the decision to do the survey to see if we can make recommendations to help the situation.

## Who took part?

There 183 were responses to the survey. This means that the number of respondents cannot be seen as being representative of all the Residents of Burtonwood who have recently accessed the GP surgeries and therefore, should be viewed as a snapshot of the views and experiences of those people who have taken part in the survey.



it starts with **YOU**  
healthwatch Warrington

**Are You A Resident of Burtonwood?**  
Would you like to have your say on  
**GP Access**  
in your Area?

**Make your voice count**  
fill out our short survey  
[www.healthwatchwarrington.co.uk/GP-Access-survey](http://www.healthwatchwarrington.co.uk/GP-Access-survey)

GP SURGERY WARRINGTON



it starts with **YOU**  
healthwatch Warrington

**Patient Access Transport**  
in Burtonwood  
Talk to  
**WBC Alyn Jones**  
Specialist Transport Services Manager

**Burtonwood Community Centre**  
5th November  
11.30am

**Have your Concerns & Comments heard**

ICV AMBULANCE  
GP SURGERY WARRINGTON

# Survey findings

## Q1. What surgery are you registered with?

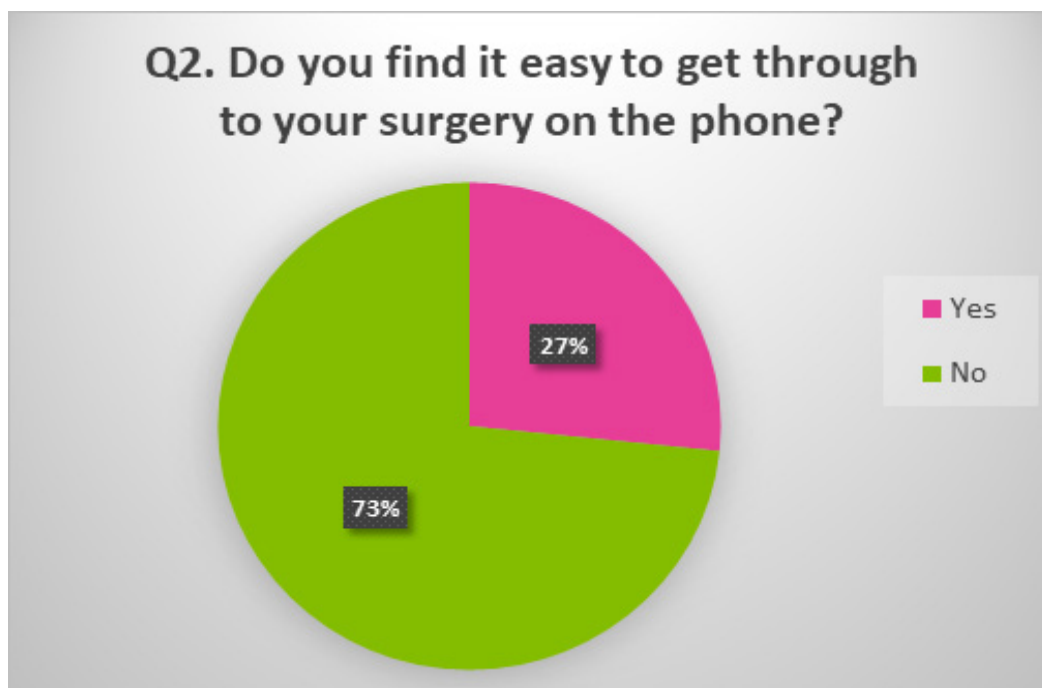
Burtonwood, Clay Lane	14
Patterdale Lodge	88
Vista Rd surgery	64
Kinnock Park	11
The 6 other respondents were not registered with GPs in Burtonwood	

## Q2. Do you find it easy to get through to your surgery on the phone?

This response would strongly indicate that many respondents have difficulty getting through via phone some of the comments we received from them to support this were.

*“You cannot get an appointment if you try to ring as an 82 year old, it is not easy to walk down at 8am and then go for appointment”*

*“Telephoning the surgery is a waste of time. No one ever answers the phone, so I have to go in person to get an appointment”*



### Q3. How do you usually get to your appointment?

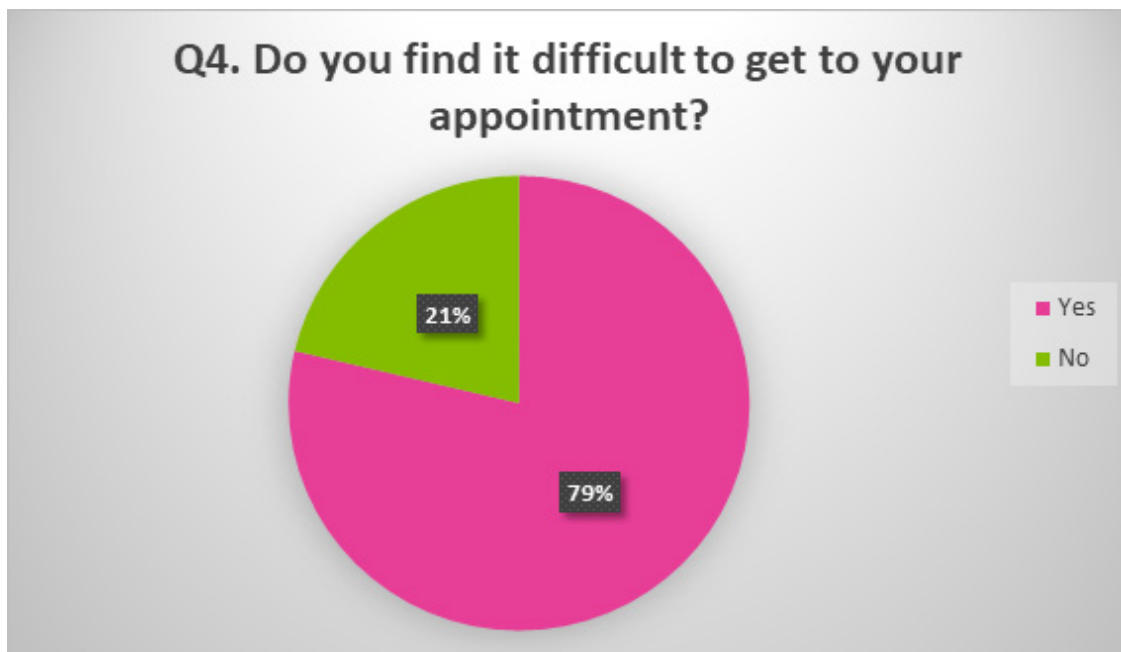
Walk	84
Car	118
Bus	22

Although most of the respondents replied to say that they used a car there are also a very high number that walk. The reason that the numbers are over the 183 responses is because some of the respondents ticked to say that they used both their car or walk. Here are some of the comments that we received about access via transport.

*“It would be good for the Burtonwood sub branch to have appointments available and be open. There is no bus service now to the main surgery so it makes it increasingly difficult to get to the doctors easily”*

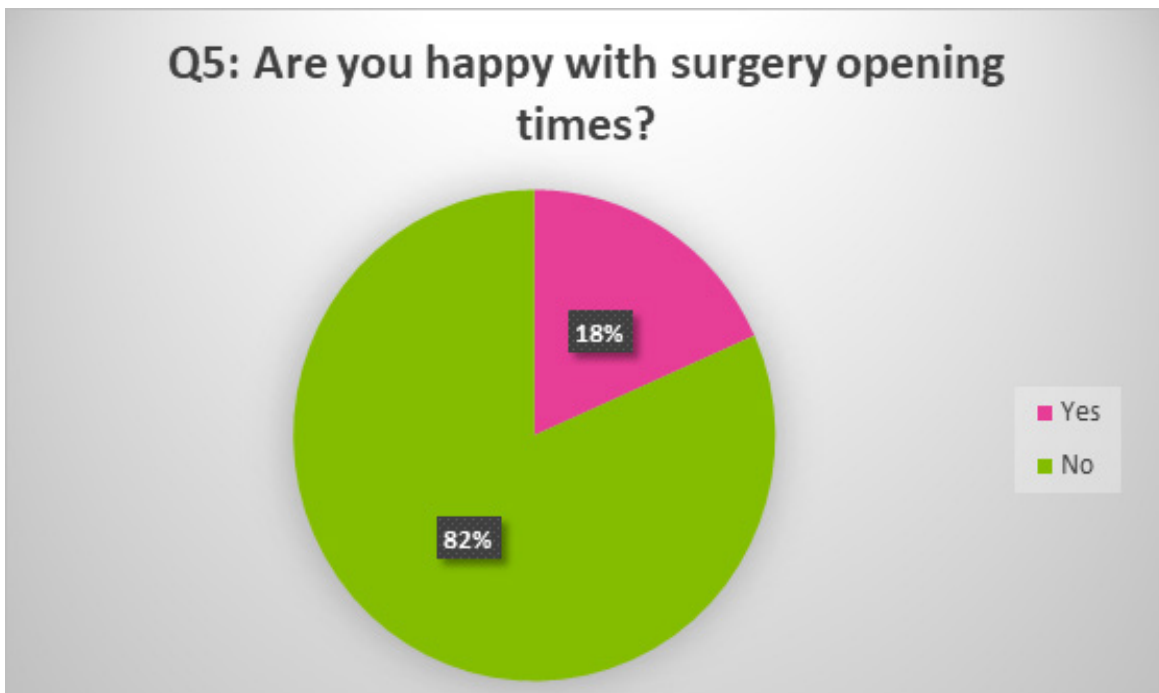
*“As I use a walking aid, appointments at Kinnock Park are easier. If I have to go to Vista Road I would have to get on and off 4 buses and the bus to Earlstown is now only every 2 hours”*

### Q4. Do you find it difficult to get to your appointment?



This supports question 3 with the majority **79%** of the respondents again saying that they have difficulty getting to the GP appointments. General comments overwhelmingly related to the accessibility of GP appointments.

## Q5. Are you happy with surgery opening times?

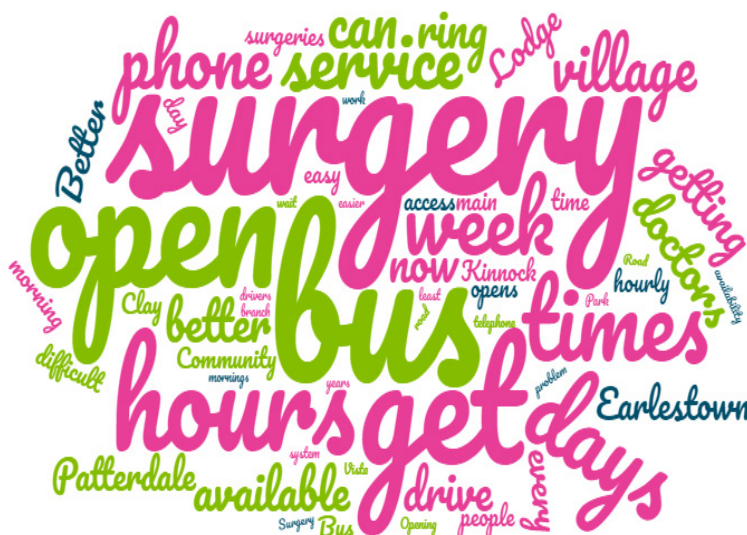


This was one of the main issues that respondents wished to express. This was also fed back to us during outreach in Burtonwood. The surgery opening times differ from other surgeries in Warrington. They are branches of St Helens GPs therefore they have limited opening times. The patients however can access later and earlier appointments at their St Helens branches although if you do not have access to a car, transport can be difficult due to bus times and routes.

*“Drs in Burtonwood more opening times - 3 days a week is not enough for the size of the village”*

*‘Need to be open more. What use is 3 days a week. Have needed an appointment in the past and had to wait 2 weeks’*

Alongside this there was 16 comments that directly stated ‘Burtonwood surgery needs better opening times’



## Burtonwood Surgery opening Times

### Patterdale Lodge

Monday	08:00 - 18:30
Tuesday	08:00 - (late surgery 18:30 - 20:00)
Wednesday	08:00 - 18:30
Thursday	08:00 - 18:30
Friday	08:00 - 18:30

### Burtonwood Surgery

Monday	08:30 - 12:30
Tuesday	08:30 - 12:30
Wednesday	08:30 - 12:30
Thursday	Closed
Friday	Closed

### Kinnock Park Surgery

Monday	08:30 - 12:30	14:30 - 17:30
Tuesday	08:00 - 12:00	
Wednesday	08:00 - 12:00	
Thursday	08:00 - 12:00	
Friday	08:00 - 12:00	

### Vista Road Surgery

Monday	08:00 - 18:30	19:00 - 20:00
Tuesday	08:00 - 18:30	20:15 - 21:30
Wednesday	08:00 - 18:30	
Thursday	08:00 - 18:30	
Friday	08:00 - 18:30	

### Westbrook Medical Centre

Monday	8.00am - 6.30pm
Tuesday	8.00am - 6.30pm
Wednesday	8.00am - 6.30pm
Thursday	8.00am - 6.30pm
Friday	8.00am - 6.30pm



## Q6. Are you aware of the community bus that can help you attend GP appointments?

The community bus is a not-for-profit community interest company operating in the Warrington villages of Burtonwood and Winwick. There is a small charge made to passengers, to cover; fuel, maintenance, training and other running costs. The drivers and passenger assistants are all volunteers. The community bus was started in September 2017, using a borrowed minibus. In this time passenger numbers have risen quickly.

**62%** were aware that there was a community bus available which is more than half of our respondents. Many thought that it was a great initiative however feel that it isn't always available due to lack of volunteers or limited numbers permitted on the vehicle.



It is clear from our results some of the respondents have accessed the community bus. Some of the comments we collated on the service are:

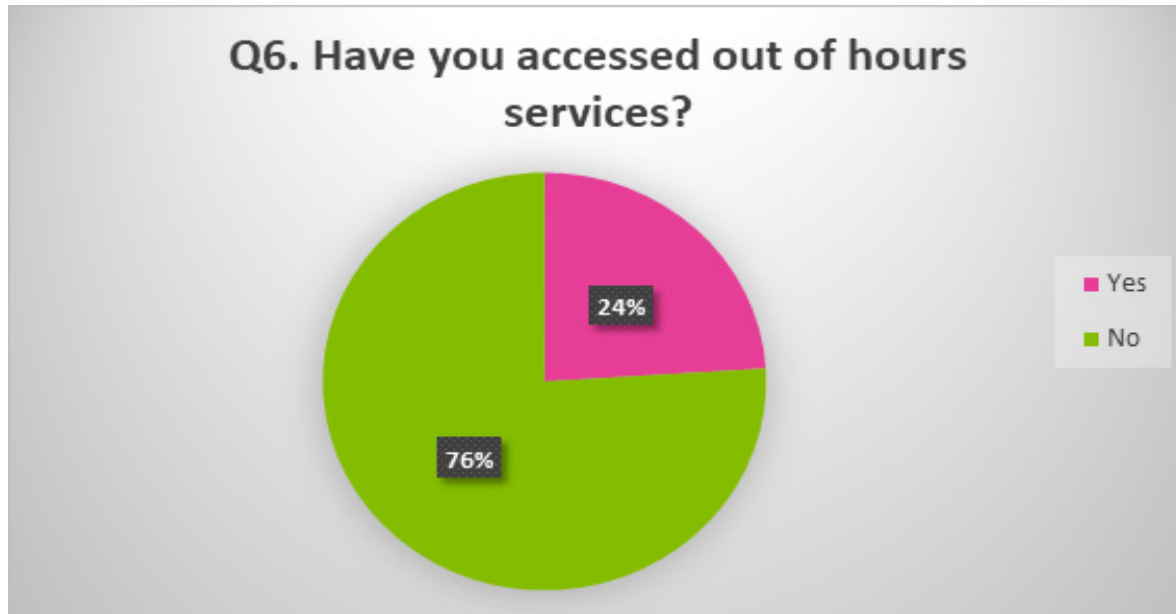
*“Community Bus is available when volunteers are available and can only carry 10-11 people at a time so can only go so far to help the situation. We have no car and both disabled”*

*“Community bus is not always available, it is a fantastic service”*

## Q6. Have you accessed out of hours services?

More than 3 quarters of the respondents to the service have not accessed the out of hours service whilst being residents of Burtonwood.

*“The surgery in Burtonwood being open more, more pre bookable appointments. Out of hours is miles away 15.00 in a taxi to Guardian street from Burtonwood that's 30.00 return”*



## Conclusion

In conclusion it is evident that residents who responded to our survey are not happy with their overall primary care. The respondents were confused that a Warrington Village is operated by St Helens CCG making it complicated when trying to access primary care services. Although there are services set up in the Burtonwood area - the opening times are not sufficient and when they are able to get appointments they are normally in the other practices situated in St Helens/ Earlestown/ Newton Le Willows - this causes issues as access to the town via public transport is not sufficient and although the community bus goes some way to ease the situation it isn't available all the time, due to being well utilised and volunteer led.

Clarity is needed when booking appointments for Burtonwood residents ensuring that patients are aware that they will be attending the main surgery as opposed to the Burtonwood branch.

During our Patient Access Transport event many people raised their concerns regarding new housing plans in the village and how the infrastructure for primary care for Burtonwood is already stretched and that adding more housing will only add to the stress if it isn't rectified.

## Recommendations

1. More flexible and longer opening times in Burtonwood.
2. For the GPs to promote the new Community Bus to help keep independence for residents.
3. Improved access to telephone appointments. Improve the telephone systems with more options including online appointments.
4. CCG's to communicate to residents and clarify the GP Boundaries.
5. Healthwatch Warrington to Work with Healthwatch St Helens & CCG around GP Access in Burtonwood.





GP Access Better Access Doctors

Older People

Telephone Access Earlestown Travel  
Car

Burtonwood Surgery Families

Weekend Appointments

More Appointments in Burtonwood Bus

Patterdale Lodge  
Kinnoch Park  
Village Better Bus Connections  
Better Opening  
Clay Lane Elderly  
Longer Opening  
Burtonwood  
Village

Vista Road

Better Access Working  
Community Bus

## Additional Comments

“Being given appointments at Burtonwood surgery and not being sent to Patterdale Lodge. I don’t drive and this is not always possible to get there”

“A zebra crossing outside Burtonwood surgery as it is horrendous to cross that road”

“As I use a walking aid, appointments at Kinnock Park are easier. If I have to go to Vista Road I would have to get on and off 4 buses and the bus to Earlestown is now only every 2 hours”

**“Bus every 2 hours, not ideal. A bus from Burtonwood to Newton Cottage Practice every hour as it used to be”**

“I still drive so don’t have a problem getting to appointments”

“As I don’t drive, and the bus service is now only 2 hourly”

“We need more volunteer community bus drivers - bus often out of service. More frequent bus (now 2 hourly) to Earlestown surgeries”

“A public bus service and more appointment times”

“A bus that goes over Junction 8 of the M62 would help”

**“The bus to Earlestown has been withdrawn so no way to get to doctors if not in Burtonwood. Just have to phone every morning and hope for appointment in village”**

“It would be good for the Burtonwood sub branch to have appointments available and be open. There is no bus service now to the main surgery so it makes it increasingly difficult to get to the doctors easily”

“I’m ok as I can drive but when my Dad was alive it was difficult to get an appointment for him in Burtonwood”

“More opening times at Burtonwood so we don’t have the problem of getting to Patterdale Lodge”

“Opening times better, being able to get an appointment when you ring up as you get told none today ring up tomorrow”

“An evening surgery once a week for people who work full time also getting advanced appointments”

“Burtonwood Surgery to open five days a week, shorter wait for appointments”

**“Better opening hours in Burtonwood so I could register there”**

“Extended surgery times at Kinnock Park - Burtonwood surgery have been cutting times down”

“Being open in the afternoon at Burtonwood-longer opening hours”

**“Dr’s in Burtonwood, more opening times - 3 days a week is not enough for the size of the village”**

## Additional Comments

“More opening hours - only open 2 days a week Monday-Wednesday morning for doctors and Tuesday mornings for nurse”

“Longer opening times at Clay Lane surgery”

“Clay Lane surgery being manned 5 days a week for at least 5 hours per day”

“Better opening hours- only open three days a week- more GP’s”

“If the surgery in the village was open more as it shuts at 12pm on the days it is open”

**“The surgery in Burtonwood being open all week to make it easier for the elderly to get to their appointments”**

“More appointments in the Burtonwood surgery it is hardly ever open and very rarely has a doctor on site”

**“Either a local Burtonwood surgery that is actually open and appointments available or a regular reliable bus service to Earlestown to access appointments at that branch”**

“Better opening hours. More late hour appointments for workers and at least a full-time surgery in my Burtonwood village”

“The surgery in Burtonwood being open more, more pre-bookable appointments. Out of hours is miles away , £15.00 in a taxi to Guardian street from Burtonwood that’s £30.00 return”

“If Kinnock Park was open more hours I would visit there, Vista Road is not easy to get to when working in Birchwood”

“More accessible appointments for people who work Mon to Fri 9-5. Vista Road constantly have doctors ‘off ‘need better cover for doctor’s sickness and holidays”

“Need to be open more. What use is 3 days a week. Have needed an appointment in the past and had to wait 2 weeks”

**‘The village used to be served much better than it is these days as both our surgeries have cut their open hours significantly in the last decade’**

“The current opening times and GP availability is unacceptable at Burtonwood surgery. Not everybody can attend Patterdale Lodge main practice”

**“GP access in Burtonwood is a disgrace, only opens 3 mornings per week, if the main surgery is a GP short they cancel the Burtonwood surgery which isn’t acceptable for those who can’t drive”**



**healthwatch**  
Warrington

Healthwatch Warrington  
The Gateway  
Sankey Street  
Warrington  
WA1 1SR

[www.healthwatchwarrington.co.uk](http://www.healthwatchwarrington.co.uk)  
t: 01925 246 893  
[contact@healthwatchwarrington.co.uk](mailto:contact@healthwatchwarrington.co.uk)  
tw: @HWWarrington  
fb: Healthwatch Warrington