

Hightown Village Surgery Report.

Healthwatch Sefton listening to patients, family and friends – ‘talk to us about Hightown Village Surgery’

Healthwatch Sefton

“We believe that health and social care providers can best improve services by listening to people’s experiences.”



This report shares feedback that you, the patients, family and friends shared with us on accessing services at Hightown Village Surgery.

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Who we are

We are your health and social care champion. If you use GPs and hospitals, dentists, pharmacies, care homes or other support services, we want to hear about your experiences. We have the power to make sure leaders and other decision makers listen to your feedback, and improve standards of care. We also help people to find reliable and trustworthy information and advice and have an Independent Complaints Advocacy Service, to support residents who need help to make a complaint about an NHS service.

What are our core beliefs?

- We believe that health and social care providers can best improve services by listening to people's experiences
- We believe that everyone in society needs to be included in the conversation, especially those whose voices aren't being listened to
- We believe that comparing lots of different experiences helps us to identify patterns and learn what is, and isn't working
- We believe that feedback has to lead to change, listening for listening's sake is not enough

Listening to you

During 2024 we received feedback from patients and family members concerning the difficulties they were having trying to book appointments at the surgery, it was reported that patients were being told there was no doctor or locum available and to try again. Other difficulties included access to services including blood tests.

We felt it was important to prioritise gathering your feedback and to give you the opportunity to share your views on Hightown Village Surgery, a local GP service provided Primary Care 24 (PC24).

We have listened to you, and you have shared both good experiences, and those where improvements could have been made.

We have shared your feedback within this report with the provider of services for Hightown Village surgery (PC24), the commissioner of NHS services for Sefton residents (NHS Cheshire & Merseyside and Healthwatch England, our national body).

Key findings

This report highlights a number of key findings and themes shared by you, the patient, family and friends. In total **46** Healthwatch Sefton feedback forms were completed.

We asked – ‘How would you rate your overall experience of Hightown Village surgery?’ 1 star being rated as poor and 5 stars being rated as excellent.



- The average rating based on 46 responses was **2 stars**.

You, the patient, family and friends shared positive feedback relating to:

- **Treatment & Care** was rated as **3 stars** (based on **32 comments**) – overall, you told us treatment & care was a positive experience, in particular with Dr Fletcher and Dr Travers.
- **Staff Attitude** was rated as 3 stars – overall you told us that that both the reception team and clinical staff at the surgery had a good attitude.

Areas for improvement:

- **Communication & Administration** was rated as **1 star** (based on **35 comments**) – you told us about:
 - Your concerns if the surgery will remain open?
 - Difficulties with the phone being answered – you told us about the hub system
 - You are unable to ring and speak with reception staff at the surgery
 - You are unable to book appointments on-line
 - You are unaware of what services the surgery provides
 - You don't know what clinical staff work at the surgery, you asked 'Is there a nurse'?

The website for Hightown Village surgery needs to be improved and populated with more information on practice specific information for patients on how to access services. From our own observations of the website there is a lack of information on a number of areas including:

- How to make a complaint, feel free to speak to the Practice Manager. There is a link to find details of the Practice Manager but unfortunately there is no information.
- View our Practice Leaflet – the link leads to 'page cannot be found'.
- Meet the team – there are no details of admin or clinical team members.

Key findings

Appointment waiting times was rated as **1 star** (based on **33 comments**). You told us:

- Doctors are only available two days a week
- You told us of difficulties trying to get nurse appointments / you are unaware if there is a nurse at the surgery
- You are not able to get through on the phone lines, you told us about having to go and queue outside between 7.30 – 8:00 am. Not being guaranteed to get an appointment was also a concern.

Health inequality and access to services: You told us about the lack of health services at the surgery. You shared not having access to services and support including:

- Asthma clinic
- Diabetes clinic
- Access to blood tests
- Blood pressure checks
- Smear tests
- Injections
- Maternity services

Continuity and integration of care:

- You told us about your difficulties when seeing different health care professionals for the same medical issues and the lack of continuity of care.
- You told us about referrals not being actioned and avoidable delays due to lack of knowledge and wrong information being provided to patients.

Other areas you told us about include:

- You told us, you are worried for the older community who live in Hightown. How they will manage if there is no longer a GP service in Hightown? Health and public transport links were highlighted as worrying factors.
- Repeat prescriptions – you have told us of time delays at the surgery when ordering repeat prescriptions.

How we gathered your views and feedback

Healthwatch Sefton's Hightown Locality Representative, Linda Munro worked with us and organised drop-in sessions at the Alt Centre located in Hightown.

During January 2025 we held four separate sessions, no appointment was needed for you to come along and share your experiences in person. We varied the drop-in sessions across morning, afternoon and evenings.

We shared the opportunity for residents to share feedback via social media including the Hightown Facebook page and Healthwatch social media channels.

Posters were distributed around Hightown venues and included details of the different ways you could leave your feedback including telephone, email, QR code, social media or attending a drop-in session. **(Appendix 2)**

Please note this report relates to feedback shared specifically made by patients, family and friends who took part. Our report is not a representative portrayal of the experiences of all patients, only an account of what has been shared at the time of this engagement.

What happened during the visits

Healthwatch Sefton feedback forms were used to gather your experiences and feedback. **(Appendix 1)**

As part of the Healthwatch feedback forms we asked:

- What works well at the surgery?
- What requires improvement?
- What is the impact on you / your family?
- What are your recommendations to improve the services?

Our visits were carried out by Healthwatch Sefton staff members. During each visit we spoke to people individually about why we were attending and offered our support to complete the feedback forms. We also handed out a leaflet that explained our services with our contact details.

This report provides a snapshot of feedback gathered during January 2025 only.

Primary Care 24 (PC24)

Primary Care 24 (PC24) are the provider of services for Hightown Village surgery.

The below information has been taken from Primary Care 24 (PC24) website:

Primary Care 24 (PC24) is a not-for-profit social enterprise established in 1990, delivering NHS contracts exclusively.

The majority of our surplus is reinvested in patients and staff. We believe that primary healthcare should be accessible for everyone and are committed to delivering the best quality care we can, challenging social exclusion and working locally, where and when we can, to support our communities. We combine the best of the NHS with social enterprise innovation, developing solutions for NHS primary care and caring for our clinicians so that they can, in turn, care for our patients. <https://primarycare24.org.uk/about-us/>

PC24 offers primary care services across Sefton, Knowsley, Liverpool and Halton.

GP practices within Sefton – 15 Sefton Road, North Park surgery, Great Crosby & Thornton, Seaforth, Litherland and Netherton, Maghull surgery and Hightown surgery.

Hightown Village surgery have a website for patients to access information and services at the surgery <https://www.hightownvillagegp.nhs.uk/>

Survey Responses

In total **46** feedback forms were completed.

We asked - 'How would you rate your overall experience?' 1 star being rated as poor and 5 stars being rated as excellent.



Administration & Communication

You told us that administration and communication were key themes.

Issues you told us about included; how the service is managed, booking appointments and appointment availability. You also shared that you felt there was a lack of communication with patients.

- There were **28 comments** about your experiences of booking appointments.
- **86%** detailed negative feedback with **14%** sharing positive feedback.
- There were **21 comments** about your experiences of appointment availability.
- **95%** detailed negative feedback with **5%** sharing positive feedback.
- You shared your feedback about the management of the service, with **94%** negative feedback, **6%** sharing positive feedback.
- There were **13 comments** shared relating to communication, resulting in **100%** negative feedback. Communication issues are also included within other sections of the report.

Please see below some of the comments shared. You can read all of the feedback in Appendix 3

"You ring and wait for about 30 minutes for someone in hub to answer. They give impression you are talking to someone in the surgery but it's someone at the hub. By time you speak to someone, all appointments are gone. You can queue outside at 8am and often others are already there when you arrive."

"Since the takeover, it has been almost impossible to see a Dr. For example, I recently had a chest issue, had to get out of bed to queue up as it is impossible to get an appointment over the phone. I got an appointment after queuing. As soon as I got home, the phone rang and I was told that the Dr couldn't see me. I was forced to go private, and it seemed the surgery didn't care."

"Getting appointments is horrendous both in terms of process and actual availability- there are no nurses available to conduct appointments. we are told to come in at 8am, but the upside is they are open late as I have to leave at 6:45 for work in the morning. When you ring up you are on hold for at least 25 minutes before getting an answer, and it is 12 months since I last saw a Dr, and I have tried to see one."

"People are moving to GPs in Formby and Crosby because of poor service here. Worry the village will have no surgery and people need a surgery here, especially due to demographic of community. Service was poor 2 years ago and has gone downhill since PC24 took over. Phones just aren't answered at the hub, so people can't get in touch with surgery."

Access to services & health inequality

Access to services was a key theme you told us about. In total there were **45 comments** received. **98%** detailed negative feedback with **2%** sharing positive feedback.

- Service picking up the phone – You shared **28 comments** about this, resulting in 100% negative feedback.
- Waiting times, queuing on arrival – You shared **10 comments** resulting in **100%** negative feedback.

Health inequality was a key theme. In total there were **23 comments** received resulting in **100%** negative feedback.

- Access to healthcare or treatment was the main issue raised in relation to inequality, **21 comments** resulted in **100%** negative feedback.

Below are examples of comments shared. You can read all of the feedback in Appendix 3

"Lack of access to the VSR injection. This is a preventative to stop respiratory infections. I have been trying to get access to this for my wife, who I care for, and myself. The surgery should invite you for this. I have tried and tried. I eventually had to take this higher and then we received a call and invited to have it. Are the government now allowing the surgery to offer services to patients because they don't have enough patients?"

"Service was poor 2 years ago and has gone downhill since PC24 took over. Phones just aren't answered at the hub, so people can't get in touch with surgery. People queue outside to get appointments as they feel it's the only way to speak to staff at the surgery and get an appointment. It's 8am, dark in winter, there are older people waiting, one person shared they were waiting to arrange a blood test so cancer treatment could start, it's appalling. The surgery is not running correctly."

Comments continued:

"My friend is 82 and housebound. Her phone bill for a 9-week period was £17 just for calls to the GP surgery. This was 37% of her bill. She had spent 107 minutes trying to get through to the GP. When she rings she just leaves the phone on loudspeaker waiting to speak to someone."

"I did have a heart operation and haven't been recalled for a review of medication or anything, but I suspect this is a problem due to the change of care provider."

"Blood Pressure – You are told to do your own. My elderly neighbour was told take it over the week and add it up and say what the average was for the week!"

"They are proactive with messages telling you to make appointments for checks, but when you ring there are no clinicians to do it. When is there a nurse there? We don't know or get told."

"My husband has been forced to go private for PSA tests; he is diabetic and asked for this procedure while getting his bloods done and he was refused this care."

"Blood tests – no staff to take them. Asthma nurse – not seen a nurse for at least 4 years."

Treatment and Care

Another key theme you told us about was your treatment & care with **27 comments** shared. In reviewing the comments, 73% of you told us you had a positive experience, with **27%** resulting in a negative experience.

Many of the experiences related to two doctors in particular providing exceptional care, Dr Fletcher and Dr Travers.

Please see below some of the comments shared. You can read all of the feedback in Appendix 3

"The human contact at surgery is good, if speak to doctor on the phone it is positive, they have excellent professional manner. I feel confident I am understood and happy with results plus location is great I can walk to surgery."

"Staff – Selina is really good on reception. Both doctors, Dr Travers and Dr Fletcher are both really good."

"After an appointment with Dr Fletcher, she rang us twice to follow-up and keep us updated. She is very popular."

"Mistakes with diagnoses of shingles, picked up on 2nd visit to same clinician. Mole on foot dismissed by one clinician, when I have previously had melanoma. Very worrying level of poor and failing care. No continuity unless you can see Dr Fletcher and she is so busy. Referrals not actioned or followed up, locum doctors who don't know systems and don't action things effectively. Waited 2 months for appointment for x-ray to find nothing had been actioned and I'd been given wrong information on how to proceed. Avoidable delay due to lack of knowledge, wrong information."

Continuity and Integration of Care

You shared feedback about the continuity of your care and integration of care. In total there were **16 comments** relating to a lack of continuity and having to see different health care professionals. This resulted in **100%** negative feedback.

Please see below some of the comments shared. You can read all of the feedback in Appendix 3

"Sometimes see different doctors about one issue so there is no continuity as doctors no longer know the history of the patients."

"My mother in law is housebound and has District nurses coming in to see her each week. When the nurse wants the doctor to prescribe medication for her, they email for it but the dr never seems to receive it or it takes many weeks for it to come through. She is still waiting for cream to be prescribed since before Christmas and this has happened several times. Once they were going to take her off the housebound list as a nurse had called round to take blood and she was not in on two occasions. Both of these occasions she was in hospital for a week or longer, surely there would be records that showed this. Once you manage to get a dr though, the service is good."

"Older people of Hightown need a rapport / continuity of care but they don't have it."

"Referrals also aren't great, often we are told to go to A&E. Continuity of care is really poor. I have had to follow up and chase things myself, I had bloods taken that weren't even tested, it shouldn't be on me to do this type of thing. Cross-functional communication is really poor, and the general sentiment from people around Hightown is that we think PC24 are trying to force people into Formby."

Staff attitude and staffing levels

Staff attitude was a key theme you told us about. In total there were 11 comments received. **82%** detailed positive feedback with **18%** sharing negative feedback.

Staffing levels was also a key theme with a total of **21 comments** resulting in **100%** negative feedback.

Please see below some of the comments shared. You can read all of the feedback in Appendix 3

"Reception staff are very friendly, maybe need some additional training."

"Receptionist always helpful and polite."

"Dr Fletcher, when you get to see her is excellent. She is very thorough and patient orientated. The majority of staff are pleasant. It is more about how stretched they are."

"Doctor only available 2 days out of 5. No doctor in surgery on a Monday, Wednesday or Friday. Sometimes they get locums but few and far between."

"We need more doctors. Patients have left due to the poor service over the years."

"Don't have clinicians available every day, should be someone available at the surgery every day, it's an ageing population in Hightown so they may need to see someone, why is there no practice nurse?."

"There aren't enough clinicians, they are only there on a few days but surgery is open every day, so it's not surprising there aren't enough appointments available."

Conclusion and recommendations

This report highlights a number of key issues shared by you, your family and friends.

Our role is to actively gather the views and experiences of patients and the public and to make these views known and heard by the commissioners and providers of the services.

Healthwatch Sefton

“We believe that health and social care providers can best improve services by listening to people’s experiences.”

We asked – ‘How would you rate your overall experience of Hightown Village surgery?’ 1 star being rated as poor and 5 stars being rated as excellent.



- The average rating based on 46 responses was 2 stars.

We ask the commissioner (NHS Cheshire & Merseyside) to provide a formal response to Healthwatch Sefton. We ask you to listen to the patient voice and request that you respond to the following actions / requests for information:

- Ensure that all 46 reviews shared with Healthwatch Sefton (**Appendix 3**) are read, assessed and used to evaluate current adherence to the contract in place with PC24 for the delivery of services from Hightown Village surgery.
- Provide Healthwatch Sefton with a copy of the contract that is in place with PC24 (Primary Care 24) for the delivery of primary care from Hightown Village surgery. This will support us to understand what services are contractual and what is currently being provided.
- Review the PC24 contract in place for the delivery of services from Hightown Village Surgery. We would specifically ask that the following questions be answered:
 - How do you ensure that PC24 deliver against the contract? How often is this undertaken? What is in place to ensure adherence if the provider is not delivering against contract requirements?
 - How can you provide Healthwatch Sefton and the patients registered at the surgery with assurance that service delivery is in line with expectations of the contract in place?
- To meet with Healthwatch Sefton to discuss your response (once received) and provide an update based on the findings following the review of the contract and assessment of current service delivery.

Conclusion and recommendations continued...

We ask PC24 (the provider) to read all of the feedback and recommendations for improvements from patients, family and friends and consider the impact that has had on each individual.

Below we share the key themes about what was identified as working well and areas identified for improvement. We request that you review each theme, providing a formal response which includes your response to each theme and plans to address the issues which patients, family members and friends have identified as requiring improvement:

Treatment & Care.

26 comments were shared, **70%** were positive experiences and 30% negative experiences.

What is working well. We were told that treatment & care was a positive experience, in particular with Dr Fletcher and Dr Travers.

What could be improved:

- Lack of continuity of care and integration with other NHS services.
- Locum doctors not aware of local referral processes.
- Staffing levels.

Communication.

Concerns were shared about the following aspects of communication with patients.

What could be improved:

- Communication about the future of the surgery, the main concerns being "will the surgery remain open?"
- Improve the website for Hightown Village Surgery. The website needs to be populated with more information on practice specific information and information for patients on how to access services.
- Improve how patients can contact the surgery reception team.
- Tell patients what services the surgery provides.
- Tell patients what clinical staff work at the surgery and what days. Patients do not know if the surgery employs a nurse.

Conclusion and recommendations continued...

Appointment availability and waiting times.

What could be improved:

- Doctors are only available 2-days a week.
- There is no access to nurse led appointments.
- Improvement of the hub phone system for patients. Patients are not able to get through to the surgery via the phone system and are queuing outside between 7.30 – 8:00 am, not being guaranteed to get an appointment.

Health Inequality and Access to services.

What could be improved:

We were told us about the lack of health services at the surgery. Concerns were shared about access to wider health and well-being services and patients would like to see this improved at the surgery. Services include:

- Asthma clinic
- Diabetes clinic
- Access to blood tests
- Blood pressure checks
- Smear tests
- Injections
- Maternity services
- Health screening – various

Continuity & integration of care.

What could be improved:

Difficulties when seeing different health care professionals was a concern shared with us. This is directly impacted by the surgery only having a GP available 2-days per week and the use of locum doctors. Patients told us that improve services they would like to see the surgery offer the following:

- Regular doctors / 5 days a week.
- Access to nurse services.
- Improved communication with secondary care.

Continuity & integration of care.

We were told about concerns in the delays to receiving repeat prescriptions.

What could be improved:

- Improvements required to the time it takes for patients to receive their repeat prescriptions.

Conclusion and recommendations continued...

We are aware that the surgery will collect patient feedback by asking patients to complete an NHS Friends and Family Test (FFT) following an appointment. While designed to collect patient feedback, the FFT's single, broad question ("How likely are you to recommend our service?"), does not capture any feedback about specific areas for improvement. We are aware that as a provider, PC24 undertook its own patient experience project at Hightown Village surgery towards the end of 2024, and we request a copy of the report which shares the information you captured from those patients who had already gained appointments at the practice.

Healthwatch Sefton request a formal response from PC24 addressing all the themes within this report. We would welcome the opportunity to meet with you and to work with you to co-produce an action plan to improve services for the patients of Hightown Village surgery.

**Healthwatch Sefton – Our Value ‘Partnership working’
We value strong partnerships with care providers and
Government – serving as the public's independent advocate.**

We would like to thank

We would like to thank you, your family and friends who took part in sharing feedback. This valuable feedback will support NHS Cheshire & Merseyside Primary Care and PC24 to shape their future services at Hightown Village surgery.

We would like to thank Linda Munro, Healthwatch Sefton Hightown Locality Representative for all her support and in organising the outreach session at 'The Alt Centre', in Hightown.

Response from NHS Cheshire & Merseyside.



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Waterloo
L22 0LG

Dear Wendy

Thank you for sharing with us the feedback about Hightown Village Surgery. We value the support and feedback that you share from patients and their families about our local services, it forms an essential part of our role as commissioners in being able to ensure that the services we commission meet the needs of the population.

Primary Care 24 (PC24) hold an Alternative Provider Medical Services contract (APMS) for Hightown Village Surgery. All GP contracts are based on a standard format issued by NHSE and I have enclosed a link to the website where a copy can be found:

www.england.nhs.uk/wp-content/uploads/2019/11/apms-contract-october-2019.pdf

GP contracts are quite high level and do not contain service specific details. Alongside the contract NHSE will also offer Directed Enhanced Services which practices sign up to annually to deliver (although these are not compulsory), examples of these are Advice and Guidance and Minor Surgery. The Quality and Outcomes Framework is also available for practices to sign up to. If you think it would be helpful I would be happy to arrange a session for you that describes the contract and the other schemes that are available and how they are related and funded. It might help in understanding the wider offer and we can share some Sefton data.

We meet with PC24 on a quarterly basis to review their contracts. In line with the ICB approach to commissioning and contracting actions with timescales are agreed within the meeting and these are reviewed either at the next meeting or earlier depending on the nature of the action.

PC24 have undergone a significant change in the way in which they operate with the introduction of their clinical hub model, it is an innovative approach to the delivery of primary medical care services and we are keen to work with them to ensure that the expected benefits of this model deliver the quality of services expected.

Clearly from the outcomes you have shared as part of this work (and the comments included within the appendix) the patient experience is falling short of what we would expect. We have agreed to review this in detail at the next contract meeting at the end of June 25. I would be happy to share more detailed feedback around the areas raised after this meeting.

Many thanks

Response from NHS Cheshire & Merseyside



Cheshire and Merseyside

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Jan Leonard

Jan Leonard NHS Cheshire and Merseyside	
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Response from Primary Care 24 (PC24)

PC24 Response to Healthwatch Sefton Report on Hightown Village Surgery

We would like to thank Healthwatch Sefton for sharing the recent patient and family feedback regarding Hightown Village Surgery. We are pleased to hear that many patients have experienced excellent care and treatment from our team, and we are committed to building on this positive foundation. We note that only 1% of the practice patients took part in this survey and we look forward to engaging with a wider cohort of patients in the future enabling us to take actions representative of the whole practice population.

We have carefully reviewed the report and are taking action to address the key areas identified for improvement. Below is an overview of the steps we are taking to enhance communication, access, and the overall patient experience:

Clear Communication and Practice Stability

We understand that some patients have expressed concerns about the future of the practice. We want to reassure the community that Primary Care 24 has no plans to close Hightown Village Surgery.

Improved Telephone Access

In response to feedback, we have upgraded our telephony system and adjusted staffing to reduce call wait times. As of May, the average wait time has improved to just over 10 minutes. We've also assigned consistent staff to handle Hightown calls each morning to ensure familiarity and continuity.

Appointment Navigation and Access

We've adopted the NHS England Modern General Practice Care Navigation Model, which ensures patients are directed to the most appropriate care provider. This model supports timely access to a wide range of services, not limited to GP appointments.

We offer a range of appointment types, including face-to-face and telephone consultations with GPs, Advanced Practice Nurses, Clinical Pharmacists, Practice Nurses, and HCAs. We also provide additional support for housebound patients and those nearing end-of-life through our nurse-led service.

A dedicated Practice Nurse is available for long-term condition management, immunisations, and smear tests. We are currently recruiting a permanent Healthcare Support Worker to further strengthen our team.

Our data indicates that 76 GP appointments per 1000 patients were made available for Hightown patients from April 2024 to March 2025. This is more than the BMA suggested guidance of 70 appointments per 1000 patients. We also note that only 71% of these

Response from Primary Care 24 (PC24)

appointments were taken up. Over the year 3000 GP appointments were not utilised by patients at the practice and on average 56 appointments remain unused per week.

Enhancing Patient Information

To improve awareness of available services, we will be:

- Installing a patient information board in the practice
- Displaying posters about in-house and community services
- Publishing regular newsletters to keep patients informed
- Conducting a full review of our website to ensure it is user-friendly and includes key information such as how to make a complaint

Access to Services

We want to clarify that services such as asthma and diabetes clinics, blood tests, blood pressure checks, smear tests, and vaccinations are all available at the practice. Maternity services are provided at a nearby GP practice and patients are signposted accordingly.

Continuity of Care

We are pleased to welcome Dr Travers, who joined as a salaried GP in March 2025, working alongside Dr Fletcher. Our multi-disciplinary team also includes Clinical Pharmacists and a Practice Nurse, with plans to expand further. A senior administrator has been appointed recently to improve referral management.

Prescription Services

Our Clinical Pharmacists manage repeat prescriptions, with most processed within three working days. Urgent requests are assessed individually and, if approved, processed within 24 hours. We recently shared medication communication with patients to clarify the process.

We are grateful to all patients, families, and carers who contributed their feedback. Your voices help us shape and improve the services we provide. Primary Care 24 remains committed to listening, learning, and delivering high-quality care to the Hightown community.

If you have any further questions or suggestions, please don't hesitate to contact us.

Share your experiences and stories with us.

- We would like you to share your feedback on NHS services or Adult Social Care. Share this on our website (www.healthwatchsefton.co.uk/services/)
- It is really quick and easy to share your stories and experiences and they will remain anonymous.

Access information, support and guidance

- Get in touch with Mandy, our Signposting & Information Officer who can provide you with information and support. Telephone: 0800 206 1304 or email info@healthwatchsefton.co.uk.

Get involved

- You can join us to receive regular updates about both local and national health and care services. Sign up on-line <https://healthwatchsefton.co.uk/get-involved/online-membership/> Or give us a call on 0800 206 1304

Recommend us to your friends and family

Healthwatch Sefton – We act on feedback and drive change. Listening has to positively affect outcomes and influence important decisions about people's care.

Appendix One – Healthwatch Sefton Feedback Form Questions

Appendix 1 – Healthwatch Sefton feedback form: page 24–27

Appendix 2 – Healthwatch Sefton promotional poster: page 28

Appendix 3 – Patient feedback: page 29–44

Have your voice heard

This is your opportunity to influence health and social care services. Your feedback will be anonymously featured on our feedback centre (www.healthwatchsefton.co.uk) and used to make recommendations for change.

You can also call **0800 206 1304** with your feedback.



Hospital



Doctors



Ambulance



Clinic



Dentist



Diagnosis



Community
Services

Leave feedback

What service would you like to comment on?

For example care at home, GP practice, hospital or any other health or social care service.

Can you give us more information

For example which department, ward, clinic, community team or council department.

Date(s) of your experience

How would you rate your overall experience? (Please circle)



1
Poor

2
Average

3
Good

4
Very Good

5
Excellent



Your ratings (Please circle)



Quality of treatment



Staff attitude



Cleanliness



Quality of food and drink (if applicable)



Communication



Discharge (if applicable)



Quality of environment



Appointment (waiting times)

Alternatively if you would like to leave your feedback via our website please visit www.healthwatchsefton.co.uk

Summary of your experience (a few key words)

Please tell us about your experience

In relation to your comments are you a (please tick)

☐ Patient ☐ Carer ☐ Staff ☐ Relative ☐ Visitor

Stay in touch

Would you like to sign up to our newsletter? (please tick) ☐

Would you like to sign up as a community member? (please tick) ☐

Please ensure you leave your details below

Name:

Address:

Email:

Phone:

In sharing the above, your details will be recorded on the Healthwatch Sefton CIVI CRM database.
Please refer to the Data Protection statement below and the Healthwatch Sefton Privacy Statement.

Are you Male or Female(please tick)

☐

Male

☐

Female

Age

Do you consider yourself to have a disability?(please tick)

☐

Yes

☐

No

☐

Prefer not to say

How would you describe your sexual orientation?(please tick)

☐

Heterosexual

☐

Gay

☐

Lesbian

☐

Bisexual

Do you currently live in the gender you were given at birth?(please tick)

☐

Yes

☐

No

☐

Prefer not to say

Contact us

If you would like more information about Healthwatch Sefton please contact us using the details below:

Email: info@healthwatchsefton.co.uk

Phone: 0151 920 0726 extension 240

Website: www.healthwatchsefton.co.uk

Text: 07434 810438

Freephone: 0800 206 1304

This leaflet is available in alternative formats on request including different languages, audio format, large print and easy read.

Please return this form to us using the address below (no stamp required):

Healthwatch Sefton Registered Office: FREEPOST RTCG-HGXH-LHRS,
Sefton Council for Voluntary Service (CVS), 3rd Floor, Suite 3B, North Wing,
Burlington House, Crosby Road North, Waterloo, L22 0LG.

Healthwatch Sefton. Company Ltd. by Guarantee Reg. No: 8453782

Data Protection

Healthwatch Sefton adheres to Sefton Council for Voluntary Service (CVS) Data Protection policies and procedures. Any personal or sensitive information is stored safely and securely by Healthwatch Sefton. Please see our Privacy Notice for further details at www.healthwatchsefton.co.uk/privacy. If you have any concerns or queries, please contact us.

Hightown Village Surgery: Would you like to provide feedback on your experiences?

Have you or a family member accessed Hightown Village surgery recently?

We want to hear about:

- Your experience. Good or bad.
- How has this impacted on you / family members?

All feedback is anonymous and your details will not be shared with the provider. Drop in to one of our sessions below, no appointment needed.

Join us on the following dates:

- Tuesday 14th Jan, 12–2 pm
- Wednesday 15th Jan, 5 – 7pm
- Thursday 23rd Jan, 12.30 – 2.30 pm
- Monday 27th Jan, 12 – 2 pm

Location:

The Alt Centre
23 Lower Alt Road, Hightown,
Liverpool L38 0BU

Who we are?

Healthwatch Sefton is your health and social care champion. If you use GPs and hospitals, dentists, pharmacies, care homes or other support services, we want to hear about your experiences.

We have the power to make sure NHS leaders and other decision makers listen to your feedback and improve standards of care.

**If you are unable to attend, but want to leave
feedback please visit:**

[https://healthwatchsefton.co.uk/services/
Hightown_Village_Surgery](https://healthwatchsefton.co.uk/services/Hightown_Village_Surgery)



If you would like to know more, please email
info@healthwatchsefton.co.uk or call us **0800 206
1304**



Star Rating	Title	Review
5	Always a positive experience	Receptionist always helpful and polite. Can usually get an appointment the same day unless you want to see a particular doctor.
2	Not the best	Getting through on the phone is a joke. Then it's the hub and not the surgery. Staff don't have a clue about medication when asked. Not always a doctor in the surgery which I find strange! The doctors I have seen have been locum doctors and have been good as well as the nurse but would be nice to have a surgery doctor who knows the patients and the history. Not on the NHS app for repeat prescriptions so difficult getting prescriptions in when working full time, the same time as the surgery. We need a surgery in the village but it needs major improvements. I must say the chemist is brilliant.
1	Terrible service	Doctor only available 2 days out of 5. No doctor in surgery on a Monday, Wednesday or Friday. Sometimes they get locums but few and far between. There are two regular doctors on a Tuesday and Thursday who are great however that is it. Virtually no nurse service. No immunisations for children available. Extremely limited blood service. It's the worst provider that we have ever had in Hightown. They have also let residents down- i.e. book appointments and then no doctor available but they don't call to cancel- they let you turn up and then turn you away. Someone needs to sort it out- please! We queued on a Tuesday out the door to get an appointment only to be told when we got to the front of the queue that no appointments left. My husband urgently needed to see a doctor and was basically told tough. Staff on reception can be rude and standoffish. Please fix this.
2	Can't book an appointment over the phone.	Since Covid it's been very difficult to get a face to face appointment. You ring and after 10 minutes of lines being open all the appointments are gone. How can this be after 10 minutes? A couple of weeks ago I was unwell and needed to be seen and was sent to see a GP at Litherland Town Hall surgery. Why can't I get to see a GP at my own surgery? To see the same GP regularly would be good. Doctors are fine when you see them but it's too difficult to get an appointment. Before Christmas I couldn't get through on the telephone lines at all. I drove to the surgery in desperation and they fitted me in. Not everyone can get to the surgery though.
1	Telephone line just rings out, very expensive	My friend is 82 and housebound. Her phone bill for a 9-week period was £17 just for calls to the GP surgery. This was 37% of her bill. She had spent 107 minutes trying to get through to the GP. When she rings she just leaves the phone on loudspeaker waiting to speak to someone. She has also made £3.60 worth of calls to the chemist asking them to query things with the GP. She can't get in to the surgery, it's difficult to get anyone to come out even though she is listed as housebound, communication just isn't there.
1	No consideration for elderly patients	GP surgery has been atrocious. It's hard to telephone, my BP readings were sent in by the chemist and the surgery said they hadn't received them. There is a long wait for appointments and no consideration for elderly people waiting outside for appointments.

3	Worried surgery will close, ageing community.	<p>I'm concerned about the future of the surgery. We need to campaign to keep our surgery. It's an ageing population in Hightown and we need a local surgery people can get to. GP surgeries in Formby are very busy anyway with many new houses built. How can people in their 90s get to Formby?</p> <p>Booking over the phone is hard, you queue for half an hour and there's no appointments. You can walk in and pre-book but not everyone can do this. The phone system isn't workable.</p> <p>The personnel are great. Prescriptions are a bit slow, is this because GPs only there 2 days a week? Order them on line and they take 4-5 days to come through.</p> <p>Sometimes see different doctors about one issue so there is no continuity as doctors no longer know the history of the patients.</p>
2	Can't get through on tel. have to go in.	<p>You ring the hub no. and choose our surgery and it just rings, no one answers, you can wait for 30 mins. I've been told to go to physically go to surgery before 8am if I need to book an appointment for my husband when he is ill.</p> <p>My husband is housebound and sometimes I've been told I'll have to wait over weekend for a doctor to come out. Once I contacted the hub and they did send a doctor out.</p> <p>Prescriptions sometimes take longer than 7 days to process or the pharmacy have helped sort things out. I keep a list of what I ask for and the staff help me tally it up.</p> <p>We need a surgery in Hightown which is local and we can get to, we don't want it to close. We need the communication system to be changed and made workable for us.</p>
1	Can't book appointments no one answers phone.	<p>My wife is ill and lots of health issues. The surgery has gone downhill since PC24 took over. When you ring, it just rings out you aren't told you are in a queue or what position. I went to the surgery when my wife was on phone to surgery and the reception said they had received no calls that morning, how can this be?</p> <p>The receptionists are good if you go in person, they try to get you an appointment with the doctor but it's nearly impossible. They only have doctors there 2 or 3 days a week so you can't get an appointment on the day. My wife sees Dr Fletcher and occasionally she'll book an appointment for her.</p> <p>The telephone system needs to be workable so someone answers and you know you are in a queue and how long it is. It's beyond a joke, people are moving to Formby GPs but I wouldn't do that.</p> <p>Reception staff at surgery are good.</p>
4	Good treatment, poor communication.	<p>The human contact at surgery is good, if speak to doctor on the phone it is positive, they have excellent professional manner. I feel confident I am understood and happy with results plus location is great I can walk to surgery. It would be bad if surgery wasn't there, need to keep it in Hightown.</p> <p>Negatives are the phone system at the hub, you wait ages and are told nothing, there are no holding messages to tell you how long you'll be waiting.</p> <p>Don't have clinicians available every day, should be someone available at the surgery every day, it's an ageing population in Hightown so they may need to see someone, why is there no practice nurse?</p> <p>Blood tests are done in Formby and sent to Southport. It took 3 times</p>

		<p>for my bloods to be done correctly. I was told they were in wrong coloured tubes, possibly right if going to Aintree hospital but they were going to Southport as I can't have bloods taken at Hightown surgery. Two systems in place in north and south don't fit together and cause delays errors for patients. I am comfortable with the service in main, prescriptions ordered online are a generally good.</p>
1	lack of access to services/ communication	<p>The surgery is not running correctly.</p> <p>Lack of access to the VSR injection. This is a preventative to stop respiratory infections. I have been trying to get access to this for my wife, who I care for, and myself. The surgery should invite you for this. I have tried and tried. I eventually had to take this higher and then we received a call and invited to have it. Are the government now allowing the surgery to offer services to patients because they don't have enough patients?</p> <p>Dr Fletcher is so good, but only part time.</p> <p>IMPROVEMENTS</p> <p>The surgery needs to communicate with patients, it has all now changed to a Hub, it is too difficult to get an appointment. You are offered sister surgeries but this is not suitable, they are too far. I have now started to queue outside between 7.30 – 8.00 am. There used to be no patients there but now so many are in the queue and no appointments are left.</p> <ul style="list-style-type: none"> - Improve your communication with patients - We need the surgery to run consistently - Tell patients when a nurse is available in advance - Don't have restrictions on injections (that should be offered) <p>It is too difficult for residents who don't drive to change GP practice. It all makes me so frustrated.</p>
1	Feel they are running the place down.	<p>People are moving to GPs in Formby and Crosby because of poor service here. Worry the village will have no surgery and people need a surgery here, especially due to demographic of community.</p> <p>Service was poor 2 years ago and has gone downhill since PC24 took over. Phones just aren't answered at the hub, so people can't get in touch with surgery.</p> <p>People queue outside to get appointments as they feel it's the only way to speak to staff at the surgery and get an appointment. It's 8am, dark in winter, there are older people waiting, one person shared they were waiting to arrange a blood test so cancer treatment could start, it's appalling.</p> <p>One person on reception often run off their feet, I've had blood forms missed due to inexperienced staff mistakes.</p> <p>Poor communication and systems in place, services being withdrawn. I needed blood pressure checked, made an appointment and then received a text telling me they don't do it anymore and I should go to a local pharmacy to have it checked and printed out. Couldn't find anywhere, why is there no practice nurse or a machine in the surgery where you can check BP?</p>

		<p>Mistakes with diagnoses of shingles, picked up on 2nd visit to same clinician. Mole on foot dismissed by one clinician, when I have previously had melanoma. Very worrying level of poor and failing care. No continuity unless you can see Dr Fletcher and she is so busy. Referrals not actioned or followed up, locum doctors who don't know systems and don't action things effectively. Waited 2 months for appointment for x-ray to find nothing had been actioned and I'd been given wrong information on how to proceed. Avoidable delay due to lack of knowledge, wrong information.</p> <p>Could improve by having more than one receptionist and if they could see waiting area from desk. I've seen an older resident waiting 40 minutes because he hadn't checked in and reception didn't ask if he had. Again, just communication lacking, and wasting clinician's and patients' time</p>
1	Poor service, locums, no appointments, errors	<p>I've been here for 3.5 years and have been unwell during my recent pregnancy. You ring and wait for about 30 minutes for someone in hub to answer. They give impression you are talking to someone in the surgery but it's someone at the hub. By time you speak to someone, all appointments are gone.</p> <p>You can queue outside at 8am and often others are already there when you arrive. I had to really insist on an appointment once to be seen. Once I was told I would get a call by 6.30pm, it didn't happen so I rang next day and they said they were full. The receptionist did apologise but they didn't fit me in. I had to travel to Bootle to see a GP.</p> <p>There aren't enough clinicians, they are only there on a few days but surgery is open every day, so it's not surprising there aren't enough appointments available.</p> <p>Why don't calls come through to the reception at the surgery? You never see the same GP, lots of locums on duty don't know the area or the systems. They had no idea of maternity services locally, so I ended up contacting hospitals and organising this myself.</p> <p>There is no nurse on site, and no practice manager. You have to chase everything up. There are no maternity clinics at all.</p> <p>I have tried the triage online form and didn't get a response. The Health visitor was with me one day and rang the GP, explained I was a new mum and I got a tel. appointment. Just no support.</p> <p>I needed a letter from GP at one point and I was given a two line note, it was totally unsatisfactory, I asked was it for real? It had to be redone as it wasn't fit for purpose, the second one was fantastic.</p> <p>My young daughter is registered at another surgery and I won't move her as I want to be able to get her seen if I need to.</p>
4	Satisfied with my personal care	<p>Doctors never seems to have time to review the notes on file, which needs to change. It also seems that you need a letter from the holy ghost to secure an appointment, but when you do get one, treatment and care is really good, although I did have a heart operation and haven't been recalled for a review of medication or anything, but I suspect this is a problem due to the change of care provider.</p>
2	Telephone calls are a problem	<p>Waiting on the phone is a big issue and booking online is not an option- we need resources for this. There is also a lack of professionalism in the Hub, nobody seems bothered.</p> <p>I was invited to the asthma clinic and told to ring up, couldn't get through all day, so my husband went in person and was told there were</p>

		<p>no appointments.</p> <p>Also, I had a seizure in August and asked for the results, these were not reviewed for 3 months and the Dr was very curt when he eventually rang up.</p> <p>My husband has been forced to go private for PSA tests; he is diabetic and asked for this procedure while getting his bloods done and he was refused this care.</p> <p>This surgery has nosedived since the takeover, not picking up the phone is a huge problem, but we are reliant on this service that we are not receiving, we cannot get to Formby and we don't want to go there even if we could. The care is impersonal and when you do get to go, you are seeing a different doctor each time. We have neighbours who have had similar issues. That being said, we would like to give thanks to Dr Fletcher, who has been great every time we have seen her.</p>
1	Inadequate access to healthcare	<p>My husband and I have lived in Hightown for 13 years, and for the first 10, everything was fine, there was even continuity of which Dr you would see. Since the takeover, it has been almost impossible to see a Dr. For example, I recently had a chest issue, had to get out of bed to queue up as it is impossible to get an appointment over the phone. I got an appointment after queuing. As soon as I got home, the phone rang and I was told that the Dr couldn't see me. I was forced to go private, and it seemed the surgery didn't care. I know lots of people that have had to move to Formby, which is something I don't want to do. I have also had to go for bloods 3 separate times as the communication between the lab and the surgery is so disjointed; the lab insist that my results have been getting sent back but I keep having to get them done. It is so disorganised. I also was refused an over 50s health check despite being entitled to one.</p>
4	I think it is working quite well.	<p>I think it is working quite well.</p> <p>The ring back system works well. A receptionist calls you back and if you want to speak to a doctor, they will arrange this. I have used these 2 or 3 times and it works usually within about 20 minutes.</p> <p>Staff – Selina is really good on reception. Both doctors, Dr Travers and Dr Fletcher are both really good.</p> <p>Phone consultations – are really good.</p> <p>Respiratory hub May Logan – This was really good because I can drive. Residents with no transport would find this really difficult.</p> <p>IMPROVEMENTS</p> <p>Blood test system – If you go to Formby they use a different colour blood test tube to going to Liverpool. The patient needs to tell the clinician.</p> <p>Phone line – I would like to be able to speak to the reception team at the surgery rather than having to walk to the surgery. I don't mind the hub but sometimes you need to speak to a receptionist at the surgery.</p>

		<p>On-line appointments – The system to book on-line appointments has disappeared.</p> <p>Doctors – I would like to see a doctor available each day at the surgery, we need to know when they are going to be there. The phone consultations are good.</p> <p>Prescriptions – Take too long to authorize, they take a week if you do it via the app.</p>
3	Difficult to get in touch with the Doctors	<p>When attempting to call the surgery you ring up, press the relevant number to get into the queue, then the call isn't answered, waiting on the line for over 10 minutes. My husband also had the same experience of not being able to get through. He had to attend the surgery in person, which isn't easy when working long full-time hours. This was to obtain a print out so that he could attend a clinic for blood samples. These tests have been cancelled on multiple occasions. This leads us both to want to move surgery to one that gives us a better chance of getting through and making an appointment, this is simply a basic requirement.</p>
2	Can't get an appointment	<p>First of all, I want to mention Dr Fletcher and Dr Allam, both were great but the latter doesn't run the surgery anymore and it is increasingly more difficult to see the former. When you do get treatment, it is average, but the communication is awful. You have to queue up, there is very little point in ringing. The surgeries seemed to be stove piped, you can't go elsewhere. It feels like the surgery is prepped to do as little as possible to get their money; the surgery has very little empathy. In order to improve, the surgery needs to be ran as a surgery as it does not fulfil its purpose, it is not committed to healthcare and is being ran as a business.</p>
1	Dr Fletcher brilliant, the offer is abysmal.	<p>The surgery is a cardboard cut-out. The hub often takes over an hour to get an answer. Very often it is only a receptionist on duty at the surgery. Being forced to ring at 08:00 is a joke, sometimes appointments have all already gone. People are queuing at 07:30 awaiting the receptionist's arrival. Each surgery is stove piped, there is no polyvalence between the other units in the group. We need a provider that is prepared to run the surgery properly.</p>
2	Poor communication between Drs and DN's	<p>My mother in law is housebound and has District nurses coming in to see her each week. When the nurse wants the doctor to prescribe medication for her, they email for it but the Dr never seems to receive it or it takes many weeks for it to come through. She is still waiting for cream to be prescribed since before Christmas and this has happened several times. Once they were going to take her off the housebound list as a nurse had called round to take blood and she was not in on two occasions. Both of these occasions she was in hospital for a week or longer, surely there would be records that showed this. Once you manage to get a dr though, the service is good.</p>
2	Impossible to get an appointment	<p>Getting appointments is horrendous both in terms of process and actual availability- there are no nurses available to conduct appointments. we are told to come in at 8am, but the upside is they are open late as i have to leave at 6:45 for work in the morning. When you ring up you are on hold for at least 25 minutes before getting an answer, and it is 12 months since I last saw a Dr, and I have tried to see one. Referrals also aren't great, often we are told to go to A&E. Continuity of care is really</p>

		poor. I have had to follow up and chase things myself, I had bloods taken that weren't even tested, it shouldn't be on me to do this type of thing. Cross-functional communication is really poor, and the general sentiment from people around Hightown is that we think PC24 are trying to force people into Formby.
2	Stressing my brother out	I used to live in Hightown and am giving feedback on my brother's behalf. He has various learning difficulties, dyslexia, dyspraxia, communication problems etc. It is important that he is in contact with me when at the Drs. Ringing up is a nightmare, this needs to be quicker; I had to give up after 30 minutes. The hub is fine. Seeing the same Dr is very important, and Dr Fitch has been good when seen. A locum has stressed my brother out in the past and wouldn't allow him to call me. Dr Fletcher has also been good. My brother has been diagnosed with Motor Neuron Disease, but his referrals kept getting rejected. It took from January to July for Rheumatology to come through and was eventually referred to neurology. The Walton Centre have been excellent, as have the MND clinic. Getting Dr Fletcher is important to my brother, and I need to plan in advance due to living in the south, and the surgery makes this hard.
1	Bad handling of diagnoses	I have already raised a complaint about the surgery. My daughter was diagnosed with autism but her referral in January wasn't sent. She is a young person so should have been sent to CAMHS but was not. Protocols are supposedly in place, that is definitely not the case. My husband is also waiting on test results that he hasn't received for a while, it is so disorganised. My daughter's referral took 11 months, it has taken 6 weeks and counting for my husband's results and I have huge concerns. The surgery isn't offering basic services, such as smear tests, and even with limited transport I had to go to Litherland. I think it's a training issue, they aren't even signposting, which is simple procedure
1	Had to change provider it's so poor	It's difficult to get through and when you do there are no appointments. I have had appointments cancelled 2 or 3 times and it is really important that I get seen when I do go due to my spina bifida. I eventually decided to leave the service when they inexplicably cancelled an appointment at the last minute and moved to a different provider. There needs to be an improvement in clarification that you are going to be seen, communication and reliability.
2	Can't get an appointment	It is impossible to get an appointment, there is no point in phoning as they don't answer the phone or ring you back, you need to go and wait in person. They don't take for appointments in advance and there is often no Dr. Dr Fletcher is good when there, they are all good if you can see them. When you ring the hub, they say go to Litherland or wherever else but I am not mobile so I can't. It is not a great, user-friendly service like it should be. Prescriptions can take up to a week and it shouldn't be this way. Receptionists are good and it's not their fault. I keep being told to ring 111 and my prescriptions are late, I need them when I need them. The previous owners were great. The service would improve if they took appointments in advance.
4	Positive feedback from 12 residents	Feedback - One resident shared that she put on her what's app residents' group 'What they felt about the surgery'. It was shared with 16 residents. 12 responded to the message and were all positive.

3	I think the surgery is fine	<p>I think the surgery is fine. They have a GP twice a week. There is a national shortage of GP's. The last time I tried I got an appointment. My son has also got an appointment same day. It is working ok for us, but we have not had anything urgent.</p> <p>If you had something urgent they would refer you to NHS 111.</p> <p>After an appointment with Dr Fletcher, she rang us twice to follow-up and keep us updated. She is very popular.</p> <p>IMPROVEMENTS: Everyone I know is on a repeat prescription. I would like to see this process speeded up as currently it is a 4 day wait.</p>
1	Concerns for elderly patients	<p>I have concerns for my mum and dad, they are both elderly and dad is housebound. They don't use social media or apps. When trying the hub for a prescription, you don't get an answer, it can take 2 days to get through. The surgery takes too long to process prescriptions, then another issue is stock in the chemist. Prescriptions can then be very delayed. This puts pressure on the pharmacy and there is a risk of error.</p> <p>My parents cannot get through on the phone.</p> <p>Reception staff are very friendly, maybe need some additional training.</p> <p>IMPROVEMENTS: A dedicated line for elderly / housebound patients. Not everyone has the credit if they have to use pay as you go mobile to wait on the phone lines. Some people are choosing between heating and eating.</p> <p>Need continuity of care with staff and a regular doctor.</p> <p>Telephone line in general needs to be more accessible. The ring back system does not always work.</p>
1	GP access is difficult	<p>The reception staff are lovely, I feel quite sorry for them. I have to go and try and make an appointment today. I have no faith I will get one, even though it is the doctor who has said I need to make the appointment.</p> <p>I hear people so frustrated and they go to reception. Reception cannot do anything when they have no GP's on site. The reception has to ring the Hub to try and arrange prescriptions on the patient's behalf. It should not be them having to do this.</p> <p>I have never been in the waiting room and seen another patient. We are about number 8 on the phone line and you have to wait. You then speak to someone who does not know Hightown.</p> <p>The Family & Friends feedback – It is specific and no room to actually record what the problems are.</p> <p>IMPACT</p> <p>A family member suffers with high blood pressure, you feel like you are begging. It makes me feel so anxious, just thinking I have to go and try and make an appointment makes me anxious.</p> <p>GP's used to be able to treat you, but now everything is a referral.</p> <p>IMPROVEMENTS</p> <p>There should be a doctor on site each week day (5 days).</p> <p>Tell patients to phone at 8 am and you will be seen, so patients don't</p>

		<p>have to go to A&E. It would be nice to have a GP who knew me.</p> <p>Note- 5 stars for treatment and care because if you get to see a doctor they are good.</p>
1	Improve patient communication	<p>I was referred by the receptionist to the pharmacy with an UTI. Next day the pharmacy phoned me to say they could not treat me as over 65 and to go back to my surgery. This resulted in delayed treatment.</p> <p>IMPROVEMENTS: Better training for reception staff. Improved communication with patients. Improve telephone system. Think about elderly or patients who do not understand a triage system. They need to produce a patient leaflet so that patients have knowledge of the surgery, how it is working, what is triage. Older people need accessible information.</p>
1	The surgery could be heading for closure	<p>Some patients have moved GP elsewhere and this surgery could be heading for closure. If they close, they need a strategy in place, how will elderly patients / housebound patients manage?</p> <p>Friends and Family – It is specific questions and nowhere to leave feedback to say how it is working.</p>
2	GP Access - poor	<p>I have recently had to start accessing the service but luckily, I can persevere due to job commitments. There is no point in ringing. You have to go and queue outside. It can be 10 deep and there are elderly people queuing up outside. A few times I have been in the queue to be told no appointments. It used to be try again tomorrow but now it is try again in a couple of days. I have realised only a GP in two days a week.</p> <p>It is even difficult to get blood / scan results. I kept hearing the word ICE, is this a new system? Why are the staff all saying something to patients that they don't know about or understand?</p> <p>I needed an appointment for my blood pressure before I could order my repeat medication. I could not get an appointment and I was running low on medication. Apparently, the pharmacy is not keen to do your blood pressure.</p> <p>A doctor referred me to Aintree for an ECG. He said I could just turn up. I questioned this but was told, yes just turn up. I travelled to Aintree hospital to be told no, you need the paperwork from the GP surgery. I had to go home, back to the GP to get necessary paperwork to go back to hospital.</p> <p>Reception staff are nice.</p> <p>IMPROVEMENTS We need a doctor at the surgery every day. I don't know how the system works, none of it makes sense. Improve communication to patients. They need a Practice Nurse – even to do bloods.</p>

2	GP Access difficult/ treatment good	<p>Dr Fletcher, when you get to see her is excellent. She is very thorough and patient orientated. The majority of staff are pleasant. It is more about how stretched they are.</p> <p>Why has Dr Fletcher been reduced to one day.</p> <p>The telephone has improved slightly. You can wait a long time. I have waited 35 minutes off peak.</p> <p>There is a lack of communication with patients.</p> <p>Difficulties trying to get an appointment, unless you are not bothered who you see. If you ring at 8 am, you cannot get through. If you walk to queue up outside, you have to get there early. I have had to do this for my husband, it really is not easy to get an appointment.</p> <p>I have had a referral that did not go through, GP was a locum and did not understand system or area.</p> <p>Difficulties and poor communication getting an RSV injection, struggle to get at all.</p> <p>IMPROVEMENTS We want continuity of care.</p> <p>They need to improve their complaints procedure and they need to log the complaints. They leave feedback forms out at the desk. I filled in a form and I said 'This is a complaint'. I got no response. How many complaints have they had? They are not logging them. They need to standardize how this is done.</p> <p>We would like to be able to see Dr Fletcher</p>
2	Worry about the future of the surgery	<p>My main worry is about the future of the surgery.</p> <p>There is a lack of action and follow up for patients. I was told I was possibly diabetic, but have since had not follow-up.</p> <p>If you have a blood test, there is no follow up with the patient. What happens to your results when they come back?</p> <p>There is no follow-up between different GP contracts who run the surgery. There is no continuity of care or anyone really interested.</p> <p>IMPROVEMENTS I would like to be assured the surgery will stay open with some permanent doctors allocated.</p>
2	The surgery is not functioning	<p>The surgery is not functioning.</p> <p>I don't like having to stand outside in the freezing cold early morning to get an appointment. If you phone, there are no appointments left. You are more likely to get an appointment if you queue.</p> <p>I received a phone call from the surgery, to tell me I was getting a call. I waited and a doctor phoned me, he was a locum doctor. He said to me 'Why I'm I calling you?' I didn't know why, and he didn't know why. He</p>

		<p>then ended the call.</p> <p>I cannot get to Formby to go to a surgery, but you don't feel cared for here. The female GP, Dr Fletcher, does her best for patients.</p> <p>IMPROVEMENTS</p> <p>Provide regular doctors on a regular basis.</p>
3	GP access poor / treatment good	<p>The staff are ok. The doctors provide good treatment. If a doctor tells you they will ring, they do.</p> <p>The problem is trying to get an appointment. We try by phone. We start ringing at 8 am, we can be trying for 30 mins+. We sometimes give up. When you do get through, there are no appointments and you have to start again on another morning.</p> <p>It would help if the phone system could tell you when there are no appointments left, then we can to go A&E or elsewhere.</p> <p>The phone system does not give the option to call you back.</p> <p>We can at least get to the surgery, there are a lot of older residents in Hightown, how do they get there to queue outside?</p>
2	GP access / and access to services	<p>Two of the doctors are fantastic – Dr Fletcher and Dr Travers, both are brilliant. It is the rest of it that's the problem.</p> <p>Trying to get an appointment. I try both via phone and queue. I got there at 7.45 am and already people waiting outside. If you ask to book ahead, you are mostly told no, it is very difficult.</p> <p>IMPROVEMENTS</p> <p>We need more doctors. Patients have left due to the poor service over the years.</p> <p>There was a doctor prior to PC24 and he wanted to provide the surgery, he was brilliant but didn't get the contract.</p> <p>PC24 do not provide cortisone injections because of the expense, even though one of their doctors can do this.</p> <p>Approx. 18 months ago PC24 said they would have trained staff to do cortisone injections, now the answer is no. I have to pay private for them as I cannot get this on the NHS with this provider.</p>
2	GP access - poor	<p>When I queued up outside early morning there was a man with portable oxygen in the queue. He was having to queue outside. The rate he needed to use his oxygen, I was worried it would run out, he told me he had tried ringing but could not get through. He used more oxygen as stood up. He didn't get an appointment.</p> <p>They tell you to queue outside, so at least put a bench outside for patients. I got there at 7.50 am and already people waiting. You are told to queue on a Tuesday and Thursday as there are doctors on site.</p> <p>They have no practice nurse. There is no privacy when at the desk</p>

1	Poor GP Access	<p>I am keen to see good processes and systems in place for the surgery.</p> <p>You have to queue outside or be in a long phone queue, then told no appointments left.</p> <p>2 or 3 days they have a GP at the surgery, other days what are patients supposed to do?</p> <p>When you can't get an appointment, the options are 12+ hour wait in A&E or get progressively worse at home.</p> <p>We are losing patients at the surgery because of the poor service, then if they don't have enough patients they will close. We have no public transport, tomorrow is a storm and the trains will be off. How would patients get to a GP outside of Hightown?</p> <p>When you go into this surgery, the waiting room is always empty.</p> <p>Bloods – I have had to take both my husband and neighbour to Litherland for bloods.</p> <p>Blood Pressure – You are told to do your own. My elderly neighbour was told take it over the week and add it up and say what the average was for the week!</p> <p>Summer 2023 - My neighbour should have been on palliative care, we had to fight to get a GP out from the surgery, but no palliative care commenced. He should have been treated better. He was so frightened, and he didn't get the help. The receptionist laughed at me when I was crying.</p> <p>RECOMMENDATIONS: I would like a palliative care forum or a liaison officer. GP's to be available 9 am – 7 pm, 5-days a week.</p> <p>There is no consistency of care or sympathy. Everything is at their own convenience, and not the patients. The CCG does not commit to Hightown residents.</p>
2	Trying to get an appointment is an issue	<p>Trying to get an appointment is an issue. The telephone system, we do not get told where we are in the queue, we used to, now we just get music. You should not have to stand and queue outside.</p> <p>Some of the GP's are fantastic. Dr Fletcher and Dr Travis. They are both so good at following up and repeat prescriptions.</p> <p>The main issue is trying to get an appointment. If you do go to the surgery, it is always empty. How many patients do they see in a day / week?</p> <p>They are proactive with messages telling you to make appointments for checks, but when you ring there are no clinicians to do it. When is there a nurse there? We don't know or get told.</p>

2	Too long to respond to complaints	<p>The reception staff need to believe you are sick. You need to give the reception staff a say in supporting patients.</p> <p>Summer 2023 – I had been the pharmacist with an infection on skin, and I was told I needed to be seen by a doctor. I was told no appointments and go the walk-in. I showed them the infection but doctor refused to see me as he was phoning patients. There were no patients in the waiting room. I put a complaint in, but in October I was advised there was a delay, then I received a late response a couple of months after this.</p> <p>Summer 2023 – We needed an appointment for a child. We knew she was not well and not herself. We ended up having to take her Ormskirk walk-in. We put in a complaint, but again delays in responding. Overall it was taking approx. 4 months to respond to complaints.</p> <p>On another occasion we had good treatment, we were initially refused an appointment as no doctor in the surgery that day. The receptionist asked the nurse if she would see him when she came in later and she agreed.</p> <p>The Practice don't always know if they will have a nurse in. It is very confusing who does the blood tests? You are mainly sent to Litherland. They have poor communication with patients.</p> <p>Recommendations: They need to make allowances for children. If a young person is sick, they should be given consideration.</p> <p>Healthwatch Sefton has made changes to protect the anonymity of the author. With permission</p>
2	Access to results - negative	<p>The surgery staff cannot see results from Aintree hospital on the ICE system. He keeps asking but reception say they cannot access it until the GP accesses it. The GP said he could not access it. Then he rang the hub. They said no one in today to access it. He then went back to reception she said 'it is here, but we can't see it'. The system does not work. I feel the issues are for patients with acute issues. If a patient is in the system (long term condition) they get a better service.</p>
4	Doctors are great	<p>IMPROVEMENTS</p> <p>To answer the phone. It does not ring at the Hightown surgery, you have to keep waiting.</p> <p>The doctors are great, Dr Fletcher and all the others are nice. The reception staff are all lovely.</p> <p>I have never had a problem with appointments or prescriptions. I have had 2 major operations over the last 2 years and been very ill, but I don't have a bad word to say about them. I have phoned and got appointments. Dr Fletcher has phoned me late, she works late and she is excellent.</p> <p>It is a worry that patients are moving to Formby surgeries, if we end up with less and less patients, we might lose our surgery.</p>

2	Difficult to get seen for long term condition	<p>Blood tests – no staff to take them.</p> <p>Asthma nurse – not seen a nurse for at least 4 years</p> <p>There is no point ringing. My daughter tried last week and was on hold for an hour, then told no appointments. The earliest was for 3rd Feb, we ended up at the walk-in.</p> <p>The week leading up to Christmas, I had a flare up of a condition. I contacted the surgery to ask for antibiotics. I had had them before, on the last flare up. I had been the hospital a month before and told that it had flared up. On the Monday when I tried I could only get a telephone appointment for the Thursday. On the Thursday, I was told I had to be seen. I was then told to come and queue outside Friday morning and wait for an appointment. On the Friday morning, I queued outside and the Receptionist said 'Who is telling patients to do this?' and only offered me another telephone appointment. That was no good as I needed to be seen to get the antibiotics. I had to get through Christmas and hope for the best.</p> <p>Once you get to see a doctor, you are dealt with. You just can't get through on the phone, you have to go down and queue. It is difficult to get to see someone and the phone system does not work.</p> <p>I should have yearly screening for ovarian cancer. I get nothing from them.</p> <p>I think I should change doctors, but what about all the elderly residents, they need a GP here.</p> <p>It is poor communication to patients.</p>
2	Need to improve communication and GP access	<p>They changed the phone number and didn't tell the patients. They did not update their website. They have poor communication to patients. It took them a while to sort, and why did they have to change the landline? When you ring now, you can't get through. You have to get in your car and drive to the surgery. They say the phones don't work there, the calls go to a hub, we cannot speak to our own reception team.</p> <p>They don't have doctors every day. Dr Fletcher and Dr Travers are both very good.</p> <p>You really struggle to get an appointment and the phone system needs improving. Why do all patients have to ring at 8am? How do you get an appointment when everyone in Hightown has to ring at 8 am? Of course, you can't get through!</p> <p>Fridge – have they got one on site for vaccines etc.? One resident was told to bring in their sample and it could go in the fridge. When they took it in, they were told there is no fridge.</p> <p>Recommendations Older people of Hightown need a rapport / continuity of care but they don't have it. Bloods – do they have a nurse? It would be good if they could communicate to patients when a nurse will be at the surgery.</p>

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