

Fleetwood Surgery

Patient Engagement Day

Contact details:

Fleetwood Surgery
West View Health Village
Fleetwood
FY7 8GU

Date and time of visits:

Wednesday 1st June, 2016 – 8.30am to 12noon
Tuesday 7th June, 2016 – 1.00pm to 6.00pm

**Healthwatch Lancashire
representatives:**

Ilyas Patel (Lead Project Officer)
Amanda Higgins (Project Officer)
Aysha Desai (Project Officer)
Peter Osborne (Volunteer)

V2.1

Healthwatch Lancashire Patient Engagement Day Report

Introduction

Healthwatch Lancashire is committed to listening to patients and members of the public in Lancashire and making sure their views and experiences are heard by those who run, plan and regulate health and social care services.

On Wednesday 1st June and Tuesday 7th June 2016, three project officers and one volunteer from Healthwatch Lancashire gathered survey responses from patients at Fleetwood Surgery, to obtain the views of people using the service and to observe the environment.

This report summarises reviews from 39 patients.



DISCLAIMER

This report relates only to the service viewed at the times of the visits, and is only representative of the views of the patients who met members of the Patient Engagement Day team on those dates.

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General Information

Fleetwood Surgery is privately owned and has 4,534 registered patients. It is currently accepting new patients. The surgery opening times are usually between 8.30am to 6.00pm Monday to Friday. There are online facilities including booking appointments, ordering repeat prescriptions and viewing test results. The surgery offers annual health checks for patients with learning disabilities. The Practice Manager is Liz Thompson.

Methodology

These visits were arranged as part of Healthwatch Lancashire's Patient Engagement Day schedule. From September 2015 to May 2016 these were undertaken in hospital settings and revealed the value of speaking with the public within the health setting being discussed. This enabled the public to influence hospital services through Healthwatch Lancashire discussing the findings with hospital trusts, and requesting responses and action plans where necessary. As such a new phase of Patient Engagement Days began in June 2016, focusing on patients' experiences of GP surgeries.

The focus of this phase of Patient Engagement Days is to gather patients' views on the accessibility of their GP surgery, the quality of care provided and the awareness of patient involvement via Patient Participation Groups. The team of project officers and volunteers speak with patients in the waiting room and record their feedback. The team also collates observations of what is seen on the visits.

The team compile a report reflecting these observations and the feedback gained. The report is sent to the manager of the facility for validation of the facts. Any response from the manager is included with the final version of the report which is published on the Healthwatch Lancashire website at:

healthwatchlancashire.co.uk/reports

This report reflects the views of 39 people that we spoke with at the surgery, however, not all surveys were completed in full. This is often due to the patient being called in to their appointment during the questionnaire. As such, the total number of people that answered each question will be detailed in brackets under the results of each question.

Acknowledgements

Healthwatch Lancashire would like to thank the patients for taking part in this survey. We would also like to thank the Practice Manager, Liz Thompson, together with the staff at the surgery, for making us feel so welcome during the visits.

Patient Engagement Day Observations

Location

The facility is situated in West View Health Village in Fleetwood and has a pharmacy on site. The surgery is located close to the town centre and is accessible by bus.

External Environment

The surgery is on ground level and has disabled access. The car park appeared to have adequate spaces for patients, including designated disabled parking and pedestrian crossings.

Internal Environment - First Impressions

On the days of the visits the surgery appeared clean and in good condition. The staff were friendly and welcoming. The seating in the surgery appeared adequate and we did not see any patients struggling to find a seat. Patients were alerted to their appointments via a television screen which detailed which doctor they were seeing and which room to go to. One doctor called a patient to his appointment in person, as the patient had not seen his name on the screen.

Reception

The majority of patients used a self-check-in machine to notify the surgery that they had arrived for their appointment. However, it was observed that a minority of patients were unable to check-in using the machines, and so, had to check-in at reception. This seemed to be due to the machine not displaying their name. The reception staff appeared friendly and welcoming to patients.

Patient Involvement

There were several leaflets displayed in the surgery, including information on the surgery's Patient Participation Group. There were also posters in the surgery providing local information, activities and support groups.



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The Patient Engagement Days at Fleetwood Surgery took place on the 1st and 7th June, 2016. 39 people shared their views.

Results - Access and Booking Appointments

1. We asked: 'How did you make your appointment for today?'

Telephone	Online	At reception	Repeat appointment
62%	5%	18%	15%

(Out of 39 people)

2. We asked: 'Do you use online booking?'

11% said Yes

89% said No

(Out of 37 people)

3. We asked those that answered No to Q2: 'why is this?'

Don't use a computer	Don't want to	Unaware of it	Don't have log in details yet
13%	61%	19%	7%

(Out of 31 people)

The majority of patients said that they did not want to book their appointments using the online booking system. Some patients were either unable to access the online booking system or were unaware that it was available:

"I did not get help from staff regarding resetting password for online booking."

4. We asked: 'Did you get a reminder for your appointment today?'

37% said Yes

63% said No

(Out of 38 people)

The majority of patients said that they did not receive a reminder about their appointment, however one patient told us that they had received a reminder despite their appointment being cancelled:

"Initially the surgery rang to cancel an appointment, but I still received a text reminder for the appointment."

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5. We asked: 'Overall, how would you rate your experience of booking your appointment for today?'

0% said Poor

19% said Could Be Improved

81% said Excellent

(Out of 37 people)

The majority of patients found their experience of booking appointments excellent, although some encountered problems. Some patients commented that it is sometimes difficult to get through to reception via telephone:

"They always get me in straight away."

"You never have to wait long for an appointment."

"We came in off the street with my grandson who had fallen. There was no problem getting the doctor to see him, but we had to wait a while."

"I do not like to ring to make an appointment."

"Sometimes it is difficult to get through on the phone."

Some patients were unhappy with the role of reception staff in making appointments:

"I do not like the way the reception staff quiz me before letting me have an appointment."

"When I book online I get a call back to see if I qualify for an appointment. I think this is a waste of time."

Some patients were unhappy to book their appointments online:

"I do not like to go on the internet to book appointments."

One patient had to rearrange their appointment due to an error in the booking:

"I booked an appointment to see the nurse, when I arrived I was told the nurse was not available and the appointment would need to be rearranged."

6. We asked: 'Do you find it difficult to get same day/urgent appointments?'

11% said Yes

84% said No

5% said Not Applicable

(Out of 38 people)

7. We asked: 'Do you find it difficult to get routine appointments?'

8% said Yes

74% said No

18% said Not Applicable

(Out of 39 people)

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8. We asked: 'Do you have any difficulties getting to the surgery? E.g. transport, walking distance, parking'

8% said Yes

92% said No

(Out of 36 people)

Most patients had no difficulties accessing the surgery, however 8% did encounter some problems and some patients had observed the disabled parking bays being misused:

"I have mobility issues and struggle to get around."

"Access is good as there is plenty of parking. However, I have seen cars parked in disabled bays without a blue badge on their dashboard, which should not be allowed."

9. We asked: 'Are the opening times here convenient for you?'

95% said Yes

5% said No

(Out of 37 people)

The majority of patients said that the surgery's opening times were convenient, however one patient suggested extending the opening hours for people who work:

"I feel that the hours of opening should be extended to accommodate those who work full-time."

Results - Quality of Care

10. We asked: 'How do you find the staff?'

82% said Very Caring **5%** were Unhappy with Staff **13%** were Unhappy with Some Staff

(Out of 38 people)

The majority of patients were happy with the staff at the surgery, however one patient was unhappy with the reception staff:

"I do not like the reception staff here, they are not considerate and show no compassion."

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11. We asked: 'Do you tend to feel listened to during your appointments?'

84% said Yes

3% said No

13% said Sometimes

(Out of 37 people)

Most patients felt listened to during their appointment, however one patient commented that a doctor does not listen enough:

"I feel that the doctor looks more at the computer screen than me."

12. We asked: 'Do you tend to find the information you receive in your appointments helpful?'

81% said Yes

5% said No

14% said Sometimes

(Out of 37 people)

Most patients found the information received in appointments helpful, although one patient commented that they struggled to understanding the GP, as English was not his first language:

"Sometimes I struggle with language barriers due to the first language of the GP, and so do not feel listened to in that respect or come away with as helpful information."

13. We asked: 'Overall, how satisfied are you with the care provided?'

3% said Unsatisfied

27% said Satisfied

70% said Very Satisfied

(Out of 37 people)

Most patients felt satisfied or very satisfied with the care provided at the surgery, however one patient felt that there is not enough time per appointment:

"The care provided here is good."

"The doctor is great; he is very good. I have only been once but very good."

"I am not happy here; there is not enough time in appointments and patients can only talk about one issue per appointment."

"My previous GP practice treated me like a number, but it is not like that here."



Results - Patient Involvement

14. We asked: 'Have you heard of the surgery's Patient Participation Group?'

14% said Yes

86% said No

(Out of 36 people)

15. We asked those that answered No to Q14: 'Is this something you would be interested in?'

11% said Yes **46%** said No **43%** said Maybe **0%** said they were already a member

(Out of 36 people)

Healthwatch Lancashire Summary of Findings

Here is a summary of findings from the visits to Fleetwood Surgery:

- The majority of patients booked their appointments at the surgery via telephone, with most patients choosing not to use the online booking system. 19% of patients were not aware that they were able to book appointments online.
- The majority of patients said that they had not received a reminder about their appointment.
- Most patients felt that their experience of booking appointments was excellent, with a few comments being made, such as the reception staff should not ask you your reason for the appointment.
- Most patients did not have any difficulty in booking urgent/same day appointments, and this was also the case with routine appointments.
- The majority of patients did not experience any difficulties in accessing the surgery.
- The opening times of the surgery were generally convenient for patients, however one patient suggested that it would be beneficial if the surgery extended their opening hours to accommodate people who are in full-time employment.
- Most patients found the staff caring, felt listened to during their appointments and found the information they received in their appointments helpful. Most patients said they were very satisfied with the care provided.
- Most of the patients we spoke to had not heard of the surgery's Patient Participation Group, although 54% said that they may be interested in joining.

Response from Provider



FLEETWOOD SURGERY

Action Statement

No.	Issues raised by patients	Response or action from provider	To be addressed by	Name of manager responsible
1.	Patients unaware of availability of online booking	We are going to try to make patients more aware of our online booking system in order to ensure that the process of making appointments is more accessible and convenient for them. This will be done if possible using a 'tablet' in the waiting room so staff can help patients register and be given a demonstration of services available.	December 2016	Lian McCann – Reception Supervisor
2.	Appointment reminders	These are sent to every patient who has opted in to receive SMS messages and who have provided a valid and up to date mobile number. We often find patients change numbers and do not keep us informed. A reminder of keeping details up to date is shown on the TV screen in the reception area and is checked with patients when possible. Appointment information is uploaded to the reminder service 48 hours beforehand – unfortunately on some occasions, appointments cancelled within this window can still have reminders sent.	Ongoing	Lian McCann
3.	Getting through by phone Patients unhappy with reception triage – i.e. asking the reason for an appointment	We have had a vacancy in the reception team for 3-4 months being unable to appoint a suitable candidate. As they are a small team, there has been some unavoidable delays in answering/missing calls. All staff have been working hard to pick up the extra work and a new receptionist has been recently appointed so this should improve. There will be some local publicity to show the new ways of working in the Fleetwood area, and patients will hopefully be informed why it helps to know what their appointment is for, possibly if they can be cared for in a different way e.g. using Pharmacy Plus scheme or appointments at the Same Day Health Centre. It also helps us to triage the appointment and sometimes may save an unnecessary appointment for when a patient really needs one; hence we are able to offer same day appointments in most cases. We also use this triage system to assess	September 2016	Practice Management

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		the urgency of a patient's needs.		
4.	Reception staff showing no compassion	This is not pleasant to hear. As stated above, the reception team have been under pressure due to a staff vacancy, but this should not be reflected in any communications with patients, however we would also try and remind patients that reception staff are acting under the instructions of the GPs and have limited powers to undertake patient's requests.	Ongoing	GPs & Practice Management
5.	Patients unaware of Patient Participation Group	We will try to make patients more aware of the PPG and its role, however there is a PPG noticeboard in the Waiting Area, the bi-monthly newsletters are produced by the PPG and posted on the Practice website.	Ongoing	PPG

Additional questions:

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

Yes, we are happy with the report.

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

We would like patients to let us know when we aren't getting it right, and give us the chance to do so. However, we do generally get excellent feedback and will continue to strive for excellence.

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

We were pleased to have Healthwatch Lancashire in the Practice, and this also gives us the opportunity to have an independent survey completed to monitor performance.

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