

York Bridge Surgery

# Patient Engagement Day

**Contact details:**

York Bridge Surgery  
5 James Street  
Morecambe  
LA4 5TE

**Date and times of visits:**

Tuesday 20<sup>th</sup> September 2016 – 9.00am–1.00pm  
Thursday 22<sup>nd</sup> September 2016 – 2.00pm – 5.30pm

**Healthwatch Lancashire  
representatives:**

Ilyas Patel (Lead Project Officer)  
Amanda Higgins (Project Officer)

**V1.1**

# 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 Tuesday 20<sup>th</sup> September and Thursday 22<sup>nd</sup> September 2016, two project officers from Healthwatch Lancashire gathered survey responses from patients at York Bridge Surgery in Morecambe, to obtain the views of people using the service and to observe the environment.

This report summarises reviews from 36 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.

### General Information

York Bridge Surgery is a privately owned GP surgery with 6,934 registered patients. It is currently accepting new patients. The surgery opening times are usually 8am to 6.30pm Monday to Friday. There are online facilities including booking appointments and ordering repeat prescriptions. The Practice Manager is Jenna Metcalfe.

### 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](http://healthwatchlancashire.co.uk/reports)

This report reflects the views of 36 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, Jenna Metcalfe, together with the staff at the surgery, for making us feel so welcome during the visits.

# Patient Engagement Day Observations

### Location

The surgery is based in Morecambe and there is a pharmacy within the building. The surgery is located close to the town centre and is accessible by bus.

### External Environment

All patient services areas are located on the ground floor. The car park has limited parking spaces including one designated disabled parking space.

### Internal Environment

On the days of the visits the surgery appeared clean and in very good condition. On arrival, the staff introduced themselves to the reception and were welcomed by the staff who were very 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 by the GP calling out the name of the patient.

### 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 self-check-in machine and had to speak to the reception. The reception staff helped with the matter and signed them in.

### Patient Involvement

There were information boards in the surgery which displayed leaflets and posters about local activities and support groups. The noticeboards were well presented and very colourful with plenty of useful information.

The latest Care Quality Commission report from January 2016 was displayed showing the surgery's overall score of "Good".

## Healthwatch Lancashire Patient Engagement Day Report

The Patient Engagement Days at York Bridge Surgery took place on Tuesday 20<sup>th</sup> September and Thursday 22<sup>nd</sup> September 2016 and 36 people shared their views.

### Results - Access and Booking Appointments

1. We asked: 'How do you usually book your appointments?'

| Telephone | Online | At reception | Repeat appointment | Walk-in |
|-----------|--------|--------------|--------------------|---------|
| 69%       | 6%     | 22%          | 3%                 | 0%      |

(36 people answered)

Most of the patients we spoke to booked their appointment by phone, although some booked at reception due to difficulties getting through on the phone:

*"I always walk to the surgery now as I found getting through on the phone was impossible."*

*"I walk to the centre in the morning to get an appointment as the phone lines are always busy."*

*"I have to come in person as I can't get an appointment over the phone. It is near enough impossible. There are two doctors at the moment that know my medical history but it is very hard to get to see them."*

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

**11%** said Yes

**89%** said No

**0%** Said Sometimes

(36 people answered)

The majority of patients we spoke with did not use the online booking service. Those who did shared their experience:

*"I think there should be more availability when you book on line."*

*"The only criticism I have against on-line booking is that there are never the right slots available."*

3. We asked those that answered No or Sometimes to Question 2: 'Why is this?'

| Don't use a computer | Don't want to | Unaware of it | Don't have login details yet | Can't book urgent appointments using it / unsuitable |
|----------------------|---------------|---------------|------------------------------|------------------------------------------------------|
| 21%                  | 64%           | 6%            | 6%                           | 3%                                                   |

(36 people answered)

The majority of patients did not use the online booking service because they did not want to and some did not use a computer.

## Healthwatch Lancashire Patient Engagement Day Report

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

**61%** said Yes

**28%** said No

**11%** said Not Applicable

(36 people answered)

**Most of the patients we spoke to got a reminder regarding their appointment, although 28% did not.**

---

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

**78%** said Yes

**22%** said No

**0%** said Not Applicable

(36 people answered)

**78% of the patients we spoke to said they had difficulties getting same day or urgent appointment. 22% said they did not have any difficulties:**

*"As long as I get to see my GP I am happy but it is particularly difficult to see your own designated GP the same day."*

*"It is very difficult to get an urgent appointment. Sometimes you have to wait over ten minutes on the phone just to get through. I usually have to book in advance, which is about six weeks and wait."*

*"Getting same day appointments is very hard."*

*"It is almost impossible to get through on the phone from 8am to 9am."*

*"The phone line being constantly engaged does not help. You have to ring from 8am and try up to 9am to get through, by the time you get through all the slots are gone."*

---

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

**25%** said Yes

**19%** said No

**56%** said Not Applicable

(36 people answered)

**25% of the patients we spoke to said they had difficulties when it came to booking routine appointments, 19% did not have any difficulties:**

*"I never have any issues with routine appointments."*

*"I need to be seen every month by my GP but there is no availability for 6-8 weeks. I end up not coming half the time."*

*"I once saw my GP and he said to go to the reception and book a follow up appointment for two weeks' time, when I went to the reception I was told there was nothing available for that period. May be the GP should book the appointment for me whilst I am in the room with him rather than sending me to the reception."*

*"I have to have two separate appointments for diabetes, sometimes they can fit them together and sometimes I have to come down twice."*

## Healthwatch Lancashire Patient Engagement Day Report

7. We asked: 'Overall, how would you rate your experience of booking appointments at this surgery?'

**25%** said Poor

**53%** said Could Be Improved

**22%** said Excellent

(36 people answered)

**The majority of the patients said their experience of booking appointments could be improved, 22% felt it was excellent although 25% said it was poor:**

*"They cannot get you in with the doctor you want to see. You end up seeing someone else and I don't feel comfortable seeing anyone besides my designated GP."*

*"There are never any slots available for same day appointments. I do get offered an appointment with the nurse but I do not prefer that. Most of the time after an argument I am offered a slot but why do I have to argue?"*

*"I think the phone rings far too long before it is answered."*

*"Telephone service could be improved."*

*"Takes a long time to get through on the phone."*

*"I feel no matter what time you ring it is always busy. Also, I do have issues trying to see my own designated GP."*

*"I have realised that if you are an adult it is hard to get an appointment, If the appointment is for a child then you can get one straight away."*

*"I once tried 68 times to get through on the phone."*

*"The phone is constantly engaged from 8am. By 9am all the slots are gone. You can never see your designated GP that day, normally it takes weeks so you end up booking an appointment in advance with the chance you might not see your GP as he might be on leave or ill."*

*"The appointment system needs to change. My partner is who is old was shown no compassion when she rang to request an appointment and was given an appointment for seven days later."*

*"The booking system is very poor and needs to change. You never get to see the same GP twice."*

*"There is no continuity, appointments run late by 30 - 45 mins, if you are late then you get shouted at. One time I had to wait an hour and was not seen, so I complained at the reception and got told "Oh sorry we do not have you booked in."*

*"They cannot fit you in as nothing is available, cannot get through on phone, had to call between Tuesday to Friday to get an appointment. It is particularly difficult when you want to see a certain GP as I do not like to see anybody else."*

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

**0%** said Yes

**97%** said No

**3%** said Sometimes

**The majority of the patients did not have any difficulties getting to the surgery, although a minority did have some difficulties:**

*"Parking is an issue; I have had to wait ten minutes for a space today."*

## Healthwatch Lancashire Patient Engagement Day Report

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

**91%** said Yes

**9%** said No

(33 people answered)

The majority of the patients we spoke to said the opening times of the surgery were convenient. Some felt evenings and weekend appointments would be helpful:

*"Due to work commitments I cannot come between 9am and 5pm, but I can never get through at 8am as the lines are so busy."*

*"Appointment system is very poor, when you work they should be more considerate and keep those times available or open longer hours and at weekends."*

---

## Results - Quality of Care

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

**46%** said Happy with all staff

**48%** were Happy with Most Staff

**6%** were Unhappy with Staff

(33 people answered)

48% of the patients we spoke to were happy with most of the staff, although 46% said they were happy with the staff:

*"The only thing that lets me down is when the receptionist asks you too many personal questions."*

---

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

**73%** said Yes

**3%** said No

**24%** said Sometimes

(33 people answered)

Most of the patients we spoke to felt listened to during their appointments:

*"I feel like I can talk to my GP."*

*"Sometimes I feel rushed and I don't get much out of the appointment."*

*"I always feel it depends which GP you see in order to be listened."*

*"One time I visited my GP and he showed no compassion to me."*

*"Most of the time the appointment runs smoothly but the odd occasion there is a big delay or the GP you end up seeing is not that helpful."*

## Healthwatch Lancashire Patient Engagement Day Report

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

**79%** said Yes

**6%** said No

**15%** said Sometimes

(33 people answered)

The majority of patients said that they found the information they received in their appointments helpful, although 6% said they did not find information helpful and 15% said sometimes:

*"Sometimes they just don't understand, if you have multiple illnesses you should be able to talk about them, not just one issue and then have to book another appointment."*

---

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

**9%** said Unsatisfied

**58%** said Satisfied

**33%** said Very Satisfied

(33 people answered)

The majority of patients were either satisfied or very satisfied with the care provided, although 9% said they were unsatisfied:

*"I always feel it depends on which GP you see whether you will be listened to or treated appropriately."*

*"I struggle to see the same doctor. This causes problems - it seems like a waste of an appointment if we see someone else who is not up to date with my health issues."*

*"I can never get through on the phone, may be take on more staff."*

*"I have been with the practice for years and still do not know who my designated GP is."*

*"I always feel the service could be better but having too many locums does not help."*

*"Appointments could be a bit longer but I think the doctors are overworked."*

*"I always end up seeing the nurse even though my appointment has been booked with my GP. Due to swollen ankles I requested to the nurse that she change my medication but she said this can only be done by the GP so I ended up seeing the GP anyway."*

### Results - Patient Involvement

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

**10%** said Yes

**90%** said No

**0%** said they were already a member

(31 people answered)

The majority of the patients said they had not heard about the surgery's Patient Participation Group, although 10% had heard of it.

15. We asked those that answered No to Question 14: 'Is this something you would be interested in?'

**20%** said Yes

**70%** said No

**10%** said Maybe

(30 people answered)

Most of the patients that we spoke to were not interested in joining the Patient Participation Group, although 20% said they were interested and 10% said they may be interested.

16. We asked those that answered Yes or Maybe to Question 15, 'How would you like to be involved?'

| Attend regular meetings only | Online only | Attend both meetings and online |
|------------------------------|-------------|---------------------------------|
| 100%                         | 0%          | 0%                              |

(5 people answered)

# Healthwatch Lancashire Summary of Findings

**Here is a summary of findings from the visits to York Bridge Surgery:**

- The majority of the patients we spoke to made their appointment by phone, however, although some booked at reception due to difficulties getting through on the phone.
- The majority of the patients did not use the online booking facility. The main reason given was that patients did not want to use the service, although some did not use a computer.
- The majority of the patients received a reminder for their appointments on the days of the visits.
- The majority of the patients we spoke to said they had difficulty getting same day /urgent appointments, although 22% did say they had no difficulties. The main issues raised were having to wait longer in order to see your designated GP, trying to get through on the phone and the lines being constantly engaged.
- 53% of the patients we spoke to said their experience of booking appointments could be improved, 25% said it was poor and 22% said it was excellent.
- The majority of patients did not have any difficulties getting to the surgery.
- The majority of patients found the opening times of the surgery convenient. However, some patients said evening and weekend appointments would be helpful.
- The majority of patients were happy with most of the staff at the surgery.
- The majority of patients felt that they were listened to during their appointments and found the information they received helpful. However, some patients felt that the time allocated was not enough to talk about your health related issues, felt rushed and had to make two appointments to talk about two different issues.
- 58% of the patients we spoke to were satisfied with the care provided whilst 33% were very satisfied.
- 90% of the patients had not heard of the surgery's Patient Participation Group and most were not interested in joining. 30% said they may or were interested in joining.

### **Response from Provider**

The practice manager was given the opportunity to address the views and experiences of patients, however chose not to provide a response.