

Pendleside Medical Practice

Patient Engagement Day

Contact details:

Pendleside Medical Practice
Clitheroe Health Centre
Railway View Road
Clitheroe
BB7 2JG

Date and times of visits:

Wednesday 17th August - 7.15am to 1pm
Tuesday 30th August - 1pm to 5pm

**Healthwatch Lancashire
representatives:**

Amanda Higgins (Lead Project Officer)
Ilyas Patel (Project Officer)
Gill Green (Volunteer)

V2.1

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 17th and Tuesday 30th August 2016 two project officers and one volunteer from Healthwatch Lancashire gathered survey responses from patients at Pendleside Medical Practice in Clitheroe, to obtain the views of people using the service and to observe the environment.

This report summarises the reviews of 53 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

Pendleside Medical Practice is a privately owned GP surgery with 9,882 registered patients. It is currently accepting new patients. The surgery opening times are usually 8am – 6.30pm Monday to Friday with extended hours' appointments on Tuesdays and Thursdays. There are online services including booking appointments, ordering repeat prescriptions and viewing medical records. The surgery offers annual health checks for patients with learning disabilities. The Practice Manager is Linda Underwood.

The surgery offers a range of other services including acupuncture clinics, minor surgery and a young person's clinic including a confidential sexual health service.

The surgery shares the building and its Patient Participation Group with The Castle Medical Group.

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 53 patients 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, Linda Underwood, together with the staff at the surgery, for making us feel so welcome during the visits.

Patient Engagement Day Observations

Location

The surgery is in Clitheroe town centre with plenty of bus links nearby. There is a prescriptions dispensary in the waiting room of the surgery.

External Environment

The surgery is located within Clitheroe Health Centre, although the address online does not state this. External signage to the surgery says Clitheroe Health Centre with no details of Pendleside Medical Practice, however no patients expressed any difficulties in finding the surgery. There are two designated disabled parking spaces and all other spaces are reserved for staff and doctors. There is a large car park opposite the surgery which costs 60p for one-hour parking. The external area has flat surfaces and the building has wide automatic doors.



Internal Environment

There is clear signage at the entrance to Pendleside Medical Practice and The Castle Medical Group with the names of the surgeries. Patients of both surgeries shared the waiting room space. The surgery appeared clean, organised and in good condition. The seating appeared adequate for the number of patients and we did not see anyone struggling to find a seat.

Reception

Patients checked in to their appointments using a self-check in machine or at reception and were alerted to their appointments by a digital screen. Two receptionists were on duty in the morning and one in the afternoon, although other staff were visible and helped when needed. We did not see any queues forming at the reception desk. Staff were friendly and professional with patients.

Patient Involvement

Noticeboards were positioned all around the waiting room space. Details of the joint Patient Participation Group, named the Clitheroe Health User Group, were displayed in the waiting room. The latest Care Quality Commission report from 3rd March 2016 was displayed showing the surgery's overall score of "Outstanding".

Information leaflets were available on a range of public health messages including sugar in alcoholic drinks and screening services. A TV screen in the centre of the surgeries was showing clips of public health messages and where to go to get appropriate health care advice and treatment. There was also information on how to make a complaint and send compliments, community care navigator information including mental health support and NHS 111.

Healthwatch Lancashire Patient Engagement Day Report

The Patient Engagement Days at Pendleside Medical Practice took place on Wednesday 17th and Tuesday 30th August 2016. 53 patients 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 service
77%	4%	17%	2%	0%

(53 patients answered)

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

17% said Yes

83% said No

0% Said Sometimes

(53 patients answered)

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 log in details yet	Can't book urgent appointments using it / unsuitable
17%	54%	24%	5%	0%

(41 patients answered)

The majority of patients did not use the online booking service because they did not want to. Some felt that the service required improvements:

"I am unable to use online booking as I am partially sighted."

"When I use online booking, it says to put a description down of your illness but there are not enough words."

"There should be more slots available when you are booking online."

"I find it difficult to get an appointment with the doctor I want when I book online. The doctor I have does not seem to be available online."

"I have done online booking but it is much easier to get through on phone now so I don't bother."

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

42% said Yes

28% said No

30% were Not Applicable

(53 patients answered)

Healthwatch Lancashire Patient Engagement Day Report

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

18% said Yes

70% said No

12% said Not Applicable

(49 patients answered)

The majority of patients did not have any difficulties getting same day or urgent appointments. Some patients expressed some difficulties:

"It is fairly easy; it is very busy in the mornings so I have to keep redialling."

"I phone at 8am, I struggle later on in the day."

"The telephone booking procedure is frustrating – you have to listen to the pre-recorded message then it is engaged, so you have to phone again and listen to the recording again but it is still engaged."

"It takes a long time to get through on the phone."

"It depends on what time you ring up as to whether it is difficult."

"It will probably be better when I can get online to book appointments."

"I struggle to get same day appointments especially after work hours."

"I work shifts - if I don't phone at 8am I struggle. I haven't seen my own doctor for 12 months. My own doctor only works some days."

"You sometimes can't see your own doctor. I come down to book appointments but it is very difficult to be seen if there is a queue."

"I am usually able to get same day appointments, the new system recently started."



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

6% said Yes

60% said No

34% said Not Applicable

(52 patients answered)

Healthwatch Lancashire Patient Engagement Day Report

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

0% said Poor

22% said Could Be Improved

78% said Excellent

(50 patients answered)

Most patients felt that booking appointments at the surgery was excellent. Some felt that there could be improvements:

"It's fairly straight forward booking appointments."

"It is mainly okay."

"It is always straight forward."

"Getting more phone lines would improve the service."

"There is a high demand, it is sometimes difficult to book."

"I might not always see my own doctor but I'll be seen. I'm very happy."

"It is good if I can get through on the phone. I come in person if I am in town. It's close by so it's fine. They've something new where you can make bookings six weeks in advance which is good."

"It's good that you can book in advance now. There's a lot of people in this area which probably means less availability of appointments."

"I phoned on Monday and they gave me an appointment two days later."

"I have no problems here at all."

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

2% said Yes

94% said No

4% said Sometimes

(52 patients answered)

The majority of patients did not have any difficulties getting to the surgery. A minority had some difficulties with public transport:

"Parking can be difficult and there is no public transport as the buses have been stopped. There used to be four per day."

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

100% said Yes

0% said No

(49 patients answered)

All patients that we spoke to found the opening times of the surgery to be convenient, although a minority expressed some issues and difficulties:

"I do think the surgery should be available seven days a week to avoid A&E attendants. I wouldn't trust NHS 111."

"The surgery is not open weekends. I work shifts and I'm not always available during the week."

"I have some availability in the day so it's not so bad. Weekends would be good."

Results - Quality of Care

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

79% said Happy with staff **21%** were Happy with Most Staff **0%** were Unhappy with Staff

(52 patients answered)

Most patients were happy with the staff, although some said they were happy with most of the staff:

"Occasionally I think some staff are rude."

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

88% said Yes

0% said No

12% said Most of the Time

(49 patients answered)

The majority of patients tended to feel listened to during their appointments:

"I have a good relationship with the GP, I see the same one. I feel listened to if I see the same one."



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

88% said Yes

0% said No

12% said Most of the Time

(48 patients answered)

The majority of patients tended to find the information they received in their appointments helpful:

"I am confident in what they say."

One patient who had received some private treatment felt that communications between private and NHS services could be improved:

"Sometimes I don't receive any information. My private treatment is finishing soon but I have had no advice from the surgery and no care has been given with what to do next."

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

88% said Very Satisfied

12% said Satisfied

0% said Unsatisfied

(50 patients answered)

The majority of patients said they were very satisfied with the care they received at the surgery:

"This is the best health centre you will find in the county. You won't find a better service. Reception and all staff care."

"My doctor is extraordinary, exceptional and special."

"I feel very lucky here, I think people struggle more at The Castle Medical Group."

"I had a heart attack and the service I've had has been amazing."

"I wouldn't want to move away from this area because I wouldn't want to move surgeries. I have nothing but praise for the service provided."

Some expressed issues or suggestions:

"The blood clinic room is dark, there are no windows."

"There is limited time in appointments, it would be nice to have longer sometimes."

"GP's are not specialised enough in mental health, but this probably applies to GP's in general."

"They seem to be short of female doctors. I'd tell a female more about what was wrong with me."

"I am concerned about the rising population in Clitheroe with all the new housing being built and how this will increase patient numbers at the surgery."

Results - Patient Involvement

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

2% said Yes

98% said No

0% said they were already a member

(48 patients answered)

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

12% said Yes

72% said No

16% said Maybe

(49 patients answered)

The majority of patients had not heard of the surgery's Patient Participation Group – Clitheroe Health Centre User Group (CHUG) and most were uninterested in joining:

"I work in the NHS; it is a really demanding job so it would be too much on top to be involved with the PPG."

"I don't come often enough."

"I'm going to university, so won't be around."

"I don't have enough time."

"Everything is good here so there's no reason for me to join. It's always been great."

28% of patients said they were or may be interested in joining. One patient said they would like to join to improve services for mental health patients:

"I would like to join to help improve services in mental health."



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
56%	22%	22%

(9 patients answered)

Healthwatch Lancashire Summary of Findings

Here is a summary of findings from the visits to Pendleside Medical Practice:

- The majority of patients booked their appointments over the telephone and most did not use online booking. Of those that did not use online booking, the main reason given was that they did not want to.
- The majority received a reminder for their appointment, although 28% did not.
- The majority of patients did not have any difficulties getting same day or urgent appointments.
- Of those that were applicable, almost all patients had no difficulties getting routine appointments.
- Most patients felt that booking appointments at the surgery was excellent.
- Almost all patients had no difficulties getting to the surgery
- All of the patients we spoke with found the opening times of the surgery convenient.
- Most patients were happy with the staff at the surgery.
- The majority of patients felt listened to during their appointments and found the information they received in their appointments helpful.
- The majority of patients said they were very satisfied with the care they received at the surgery.
- The majority of patients had not heard of the surgery's Patient Participation Group and most were uninterested in joining. 28% of patients said they were or may be interested in joining.

Response from Provider



Action Statement

No.	Issues raised by patients	Response or action from provider	To be addressed by	Name of manager responsible
1.	The majority of patients booked their appointments over the telephone and most did not use online booking	This is a difficult one. On-line booking has been available for some years now. We have advertised it in newsletters, have put up notice boards etc. and it is on the website. The practice has an elderly population and this could be a contributing factor. It is not appropriate to put the nurse appointments online as they need differing lengths of time for each of the long term conditions, also some clinics are joint with the HCA's.		Linda Underwood
2.	28% didn't receive a reminder of their appointment.	The practice uses MJog to text patients and remind them of their appointments. Patient's mobile numbers are up-dated on a regular basis, by receptionists and clinicians. Numbers are recorded on registration with the practice. For minor surgery or theatre appointments patients are rung to confirm. From now on when booking appointments there is a box that appears with the patient's mobile number on, staff have been asked to check and amend at each contact.	On-going	Linda Underwood
3.	The majority of patients had not heard of the surgery PPG.	Clitheroe Health Centre User Group has been running for 15 years. It is advertised, we do put minutes on the website etc. The next is going to be on the 1 st November 2016 and notices will be put up, etc. In the past we have had invitations on reception which the receptionists have given out. It is mentioned on the practice leaflet and new patient questionnaire	1 st November 16	Linda Underwood

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Additional questions:

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

The premise the practice is in is owned by NHS Properties.
'The Health Centre' needs including in the address on the Website.
External signage has no details of the practice.

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

The practice was on the whole happy with the results. I do note the concern of an extra 2000 houses being built in the area, and we are presently working to address this.

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

It would have been useful to have an age profile of the patients you interviewed. We have an elderly population and the three issues that I have done the action plan on depend on patients having internet connections and mobile phones. The PPG is made up of mostly retired professionals despite efforts to entice young patients on.