

Frenchwood Surgery

Patient Engagement Day

Contact details:

49 Frenchwood Avenue
Preston
PR1 4ND

Date and times of visits:

Wednesday 19th October 2016 – 1pm to 6pm
Tuesday 25th October 2016 – 9am to 1pm

**Healthwatch Lancashire
representatives:**

Aysha Desai (Lead Project Officer)
Ilyas Patel (Project Officer)
Ann Clarke (Volunteer)
Beverley Evans (Volunteer)

V1.2

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 19th October and Tuesday 25th October 2016 two project officers and two volunteers from Healthwatch Lancashire gathered survey responses from patients at Frenchwood Surgery in Preston, to obtain the views of people using the service and to observe the environment.

This report summarises the reviews of 22 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

Frenchwood Surgery is a privately-owned GP surgery with 1,965 registered patients. It is currently accepting new patients. The surgery opening times are usually between 8am to 6pm Monday to Friday. There are online facilities 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 Kath Wild.

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 22 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 staff at the surgery, for making us feel so welcome during the visits.

Patient Engagement Day Observations

Location

The surgery is located in Preston and there is a bus stop currently located outside the surgery. There is a pharmacy approximately three minutes' walk away.

External Environment

The surgery is within a converted detached house. All patient services areas are located on the ground floor. The surgery does not have its own car park, although parking was available on the surrounding streets. There was clear external signage and a ramp to the building to assist patients.

Internal Environment

Internally the surgery was described as clean although not in very good condition, due to stained carpets and poorly maintained décor and paintwork. On the days of the visits the surgery was quiet. 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 or nurse calling out the name of the patient.

Reception

There were one to two receptionists on duty on the days of the visits, who appeared friendly, professional and helpful with patients. We did not see any queues forming at the reception desk.

Patient Involvement

There were noticeboards and leaflets displaying information on support groups and public health updates. Details on the surgery's Patient Participation Group was displayed although information was out of date, stating that the group was held online although we were told that the group members do have meetings bi-monthly.

The latest Care Quality Commission report from 31st March 2016 rated Frenchwood Surgery as "Inadequate". The report was not clearly displayed on the noticeboard, although we did find it underneath other information.

Healthwatch Lancashire Patient Engagement Day Report

The Patient Engagement Days at Frenchwood Surgery took place on Wednesday 19th October and Tuesday 25th October 2016. 22 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
100%	0%	0%	0%

(22 patients answered)

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

0% said Yes

100% said No

0% Said Sometimes

(22 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 login details yet	Can't book urgent appointments using it / unsuitable
9%	62%	29%	0%	0%

(21 patients answered)

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

29% said Yes

59% said No

12% were Not Applicable

(17 patients answered)

Healthwatch Lancashire Patient Engagement Day Report

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

36% said Yes

64% said No

0% said Not Applicable

(22 patients answered)

The majority of patients did not have any difficulties making urgent appointments on the same day, however some patients did have difficulties:

"It is very easy if you phone before 9am."

"It is usually difficult but the last few times it has been easy."

"It is often booked up."

"It is difficult having to ring by 8.30am."

"It is easy to get an appointment on the same day if I ring at 8.30am."

"If you ring by 8.30am you will get an appointment the same day."

"If you don't ring at 8am you won't get an appointment."

"I usually have to come at the end of surgery and sit and wait but will get seen."

"I might not get an appointment on the same day, but will always get one the next day."

"If the phone is engaged it is difficult to get an appointment."

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

14% said Yes

50% said No

36% said Not Applicable

(22 patients answered)

The majority of patients did not have any difficulties making routine appointments, however some patients did have difficulties:

"The nurse only comes every two weeks. There is no permanent nurse."

Healthwatch Lancashire Patient Engagement Day Report

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

64% said Excellent

27% said Could Be Improved

9% said Poor

(22 patients answered)

The majority of patients said that their experience of booking appointments at the surgery was excellent, although some felt it could be improved and a minority felt it was poor:

"I always get appointments when needed."

"They usually slam the phone down on me when appointments are made."

"I do not have any difficulties in the morning with reception but afternoon is a struggle."

"It is very poor; the attitude of reception staff is a problem. Communication from reception is not good, messages do not get passed on. There is no privacy when booking appointments."

"Staff asked me why I needed an appointment, it's personal stuff. They shouldn't be asking me over the phone or at the reception desk. One of the reception staff has been rude at times."

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

91% said Yes

9% said No

(22 patients answered)

The majority of patients said that the opening times of the surgery were convenient, however a minority felt evening and weekend opening times would be helpful:

"As I work, weekends may be helpful."

"Late evening and weekend surgery would help."

Results - Quality of Care

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

73% said Happy with staff **27%** were Happy with Most Staff **0%** were Unhappy with Staff

(22 patients answered)

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

91% said Yes **0%** said No **9%** said Most of the Time

(22 patients answered)

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

91% said Yes **0%** said No **9%** said Most of the Time

(22 patients answered)

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

59% said Very Satisfied **36%** said Satisfied **5%** said Unsatisfied

(22 patients answered)

The majority of patients were very satisfied with the care provided at the surgery, although some said they were satisfied and a minority said they were unsatisfied:

"Dr Webster is the only doctor that has ever listened to me. He is the best doctor I have had."

"I feel like my appointments with the GP are too rushed."

"The GP is "old school" and is amazing."

"I am happy with the doctor."

"One staff member spoils it for the surgery - attitude and arrogance."

"Dr Webster is amazing and helpful."

"Very satisfied with my doctor."

"The doctor is fantastic."

Results - Patient Involvement

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

9% said Yes

91% said No

0% said they were already a member

(22 patients answered)

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

18% said Yes

77% said No

5% said Maybe

(22 patients answered)

Some patients were interested in joining the Patient Participation Group although the majority were not interested:

"No time because of young children."

"I would use a suggestion box if they had one."

"I work and I have no time."

15. 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 patients answered)

Healthwatch Lancashire Summary of Findings

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

- All the patients we spoke to booked their appointments by telephoning the surgery.
- None of the patients we spoke to use the online booking service. The main reason given was that they did not want to, although some said they were unaware of the service and a minority did not use a computer.
- The majority of patients did not receive a reminder for their appointment on the day.
- The majority of patients did not struggle to get urgent appointments on the same day.
- The majority of patients did not struggle to get routine appointments on the same day.
- The majority of patients said that their experience of booking appointments at the surgery was excellent, although some felt it could be improved and a minority felt it was poor.
- The majority of patients said that the opening times of the surgery were convenient, however a minority felt evening and weekend opening times would be helpful.
- The majority of patients were happy with the staff although some were happy with most of the staff.
- The majority of patients felt listened to during their appointments and found the information they received in their appointments helpful.
- The majority of patients were very satisfied with the care provided at the surgery, although some said they were satisfied and a minority said they were unsatisfied.
- Some patients were interested in joining the Patient Participation Group although the majority were not interested.

Response from Provider

Please see response from provider below.

Action Statement

No.	Issues raised by patients	Response or action from provider	To be addressed by	Name of manager responsible
1.	The Nurse only comes every 2 weeks	We have a Practice nurse who works 3 days a week with appointment bookable at least 2 weeks in advance.		
2.	Staff ask me why I need an appointment	The receptionist will ask this question to determine 1. the length of appointment to book for the nurse 2. If the Dr is fully booked whether it is an emergency		
3.	Patient Participation group	The Practice has organised these but they are poorly attending with no one attending the last two.		

Additional questions:

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

Opening Hours - We have the front door open from 8.30am till 6pm however our receptionist is available between 8- 8.30 and 6-6.30pm via the telephone.

CQC – we have now been revisited and have received an overall rating of “needs improvement”

The Dr knows that the Practice needs improvement and is working on a Strategy to decorate and modernise the Practice. We updated and refurbished the Practice Nurse room this summer and are looking at the waiting room and reception area early next year.

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

The Practice was interested in all the comments made by the Patients and know of their concerns and is working to continually improve the service we provide. The Practice would welcome comments from patients and does a practice questionnaire every 6 months to monitor patient feedback.

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

The team from Healthwatch were very professional in their work. The receptionist commented on how polite and pleasant both teams were. We appreciate them coming into our practice to get an independent view of our Practice, thank you.