

Sandy Lane Surgery

Patient Engagement Day

Contact details:

Sandy Lane Surgery
Sandy Lane
Leyland
PR25 2EB

Date and times of visits:

6th September 2016 9.00am-1.00pm
21st September 2016 1.00pm-6.00pm

**Healthwatch Lancashire
representatives:**

Aysha Desai (Lead Project Officer)
Ilyas Patel (Project Officer)
Jess Wood (Project Officer)
Peter Osbourne (Volunteer)
Liz Housden (Volunteer)
Bev Evans (Volunteer)

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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 6th and Wednesday 21st September 2016 three project officers and three volunteers from Healthwatch Lancashire gathered survey responses from patients at Sandy Lane surgery in Leyland, 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

Sandy Lane Surgery is a privately owned GP surgery with 11,491 registered patients. It is currently accepting new patients. The surgery opening times are usually between 8.00am and 6.00pm Monday to Friday. The surgery is open on Saturday between 8.45am and 11.45am for pre-booked appointments only. The surgery is also open on the second, third and fourth Sunday of each month between 9.00am and 3.00pm for urgent and pre-booked appointments. There are online facilities including booking appointments, ordering and viewing repeat prescriptions and viewing medical records. The Practice Manager is Jane Balchin.

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.

Figures in this report are rounded to the nearest percentage.

Acknowledgements

Healthwatch Lancashire would like to thank the patients for taking part in this survey. We would also like to thank the Practice Manager, Jane Balchin, 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 a residential area, not too far from the centre of Leyland and a large supermarket. The surgery is accessible by a number of buses which stop at the supermarket. There is a pharmacy adjoining the surgery.

External Environment

Sandy Lane Surgery is situated in a self-contained building on ground level. There is disabled access to the building with automatic doors. There is a small car park at the front of the surgery which includes four disabled parking spaces. Spaces filled up quickly on the days of the visits and many patients either parked in the nearby supermarket car park or in the neighbouring streets. There was clear signage to the surgery from outside the building.

Internal Environment

The internal environment was very welcoming, spacious, clean and in good condition. On the days of the visits, the surgery was busy. However, it was quieter later on in the afternoon. There were two waiting areas, the main large area for patients waiting to see either the GP or physiotherapist and another smaller area for patients waiting to see the practice nurse. 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 sound and television screen showing patient's name and directing them to a named room.

Reception

There was one receptionist on duty during the morning visit. On the afternoon visit, there were two receptionists on duty but this dropped to one later on in the afternoon. Whilst there was a self-service automated booking in service, this was out of order during the afternoon visit. A small queue formed at reception during both visits.

Patient Involvement

There were five noticeboards with a range of informative information provided including information results of a patient survey and poster about the Patient Reference Group. There was also rolling information on the television screens. There was also abundant information on flu jabs in the reception area.



Healthwatch Lancashire Patient Engagement Day Report

The Patient Engagement Days at Sandy Lane Surgery, took place on Tuesday 6th and Wednesday 21st September 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
75%	2%	15%	8%

(53 patients answered)

Most of the patients booked their appointments by telephone, although some booked at reception due to difficulties getting through on the telephone.

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

9% said Yes

87% said No

4% Said Sometimes

(53 patients answered)

The majority of patients we spoke with did not use the online booking service.

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
31%	65%	0%	2%	2%

(45 patients 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:

"It's easier to phone or come in."

"It's easier to phone."

"I am not confident in using online booking."

"I find it a struggle to use, due to my IT skills."

"Online is good, but can't get appointments when I want them and then have to ring."

"Too complicated. I have tried it."

Healthwatch Lancashire Patient Engagement Day Report

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

49% said Yes

19% said No

32% were Not Applicable

(53 patients answered)

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

40% said Yes

45% said No

15% said Not Applicable

(53 patients answered)

**45% of patients we spoke to said they did not have difficulties getting same day or urgent appointments.
40% patients said they had difficulties:**

"Generally, no but you don't get to see the doctor of your choice."

"Can be a long time to wait for an appointment here."

"Just the time it takes to get through to make appointment."

"Phone lines are always busy so I use online to book appointment. Maybe surgery should have more staff handling calls."

"You can't choose which GP you see."

"Only booking on phone can be a problem. Having to phone at 8.00am and getting told to phone the next day."

"I couldn't get an appointment yesterday and was told to ring at 8.00am today, otherwise it would be two weeks before I could be seen."

"There are long waits on the phone, then you are told there aren't any appointments and to ring back next day."

"When I telephone in the morning, it has to be at 8am in the morning, if any later there are no appointments left."

"When trying to book an urgent appointment, staff can be a little off hand with me."

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

20% said Yes

50% said No

30% said Not Applicable

(50 patients answered)

Half of the patients we spoke to said that they did not have any difficulties making routine appointments. 20% said they had difficulties:

"There is wait of three weeks when no particular doctor is asked for. There are long waits on the telephone before you can even ask for an appointment."

"If I need to see a specific GP, it's hard to get in."

"My GP usually books my appointment because I can't book with reception for appointments two weeks in advance. Receptionists have refused to do this despite my GP telling me to book on my way out."

"There is a long wait to see a specific doctor, you have to wait weeks."

"Depends on who you want to see. You may have to wait."

Healthwatch Lancashire Patient Engagement Day Report

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

42% said Excellent

54% said Could Be Improved

4% said Poor

(48 patients answered)

42% of patients said that they found their experience of booking appointments excellent. However, the majority of patients said that their experience of booking appointments could be improved:

"Staff are very friendly and helpful."

"No problems at all."

"I have had no real problems."

"I am very confused these days as to whether I should visit a GP surgery, A&E, walk-in centre or clinic if I need help."

"At times, the diabetic clinic is difficult to get an appointment with."

"I don't like the new reception desk set-up. It's too impersonal and embarrassing to use."

"I don't like using the phone as I don't like personal questions asked by the receptionists and that they then ask things like Can't it wait?"

"When you ring to book on appointment, reception staff can be rude and abrupt."

"Offer more support on appointments."

"Maybe have more staff."

"Get more doctors and nurses if possible."

"Reasonable in this day and age. Aware of restrictions and funding cuts."



A number of people said that they found it difficult to see a particular doctor:

"I find it difficult to see the one doctor I want to. I have to wait sometimes."

"I never see the same doctor when I come."

"You can never see the same GP. Others say the same thing."

Some patients commented on the long wait on the telephone:

"It's better than it was. At least you now know where you are in the queue although it can still take ages to get through."

"Phone waiting times can be very long."

"Telephone waits and urgent appointments having to be done on the day only could be improved."

"Long phone waits and personal questions asked."

Healthwatch Lancashire Patient Engagement Day Report

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

16% said Yes

76% said No

8% said Sometimes

(50 patients answered)

Although the majority of patients had no difficulties getting to the surgery, those that did said car parking was the main reason:

"People find it difficult to park and often have to use the supermarket and then walk through. The bus services in Leyland are being cut or reduced so it is difficult to get here at times."

"Car parking is difficult."

"I mainly walk to the surgery but if I come in the car, I use the supermarket car park as there usually no spaces available."

"When I use the bus, it's not direct so I have a bit of a walk."

"Parking can be bad."

"I park on supermarket car park as parking is bad on surrounding streets."

"Bus is terminating before home so now I have to walk more."

"Parking is very hard. It causes us to panic about missing appointments. We can never get a space. We need a disabled space too."

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

100% said Yes

0% said No

(48 patients answered)

All the patients surveyed said that they found the surgery's opening times convenient.



Results - Quality of Care

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

69% said Happy with staff **29%** were Happy with Most Staff **2%** were Unhappy with Staff

(48 patients answered)

69% of the patients we spoke to said they were happy with all the staff, although 29% were happy with most staff and 2% were unhappy with all staff:

"The staff are very pleasant but could do with a bit more time during appointments."

"Some receptionists can be pushy and noseey."



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

76% said Yes **4%** said No **20%** said Most of the Time

(49 patients answered)

The majority of patients we spoke to felt listened to during their appointments, although 20% of patients felt listened to most of the time and 4% said they never felt listened to:

"Two doctors sit and listen. Others stare at computer screen. It depends who you get. I don't often feel satisfied. If you ask for a particular doctor, you can have a very long wait."

"I mainly feel listened to but one particular GP, we don't like as they don't listen and you're in and out in no time."

"I am aware that the clock is ticking."

"Screen staring by GP's means not always sure have listened so I repeat myself sometimes to be sure."

"I feel the GP's don't always listen to me. They always look at the computer screen and scroll through my history."

"Feel I am not taken seriously sometimes – especially during my pregnancy."

"Depends on who you see."

Healthwatch Lancashire Patient Engagement Day Report

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

78% said Yes

7% said No

15% said Most of the Time

(46 patients answered)

The majority of patients said they found the information they received in their appointments helpful, although 15% said they found information helpful most of the time and 7% said they have never found the information helpful:

"I am not rushed at all."

"The last time I came, the wrong antibiotic was given and my condition then got worse."

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

51% said Very Satisfied

45% said Satisfied

4% said Unsatisfied

(47 patients answered)

The vast majority of patients were either satisfied or very satisfied with the care provided, although 4% were unsatisfied with the care provided:

"Fantastic. I have been with the surgery for years. I would not change."

"Good annual checks. Get reminders."

"I wish the receptionists had more training to recognise people in distress who may need a quicker appointment."

"My wife is blind and deaf so I have to come with her. The staff are good and take time to explain so we both understand."

"Never had any issues."

"I think appointment times should be longer. We only get five minutes with the doctor each time and I need more to discuss other things."

"I hurt my leg recently and came here for a dressing to be done. The surgery couldn't do it due to financial cuts and sent me to the health centre."

"I don't like the lack of privacy not at reception so I will not talk to the staff at the front desk."

"The ten minutes' rule is not good enough to see GP."

"Appointments are often running late."

"I would like to have continuity of care with GP because I have a complex history with hospital appointments and I have to go through it all with doctor each time I come in. This is a waste of GP time."

"Feel like I want to change surgery. My daughter came three times with a lump in her breast. She was just sent away and told it was nothing. After six months of persistence she was sent for tests and she needed to have the breast removed. I have lost confidence in the GP's and the surgery."

"Doctors keep leaving. You get used to one, then they leave and they don't tell you."

Results - Patient Involvement

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

20% said Yes

80% said No

0% said they were already a member

(50 patients answered)

The majority of patients said that they had not heard of the surgery's Patient Participation Group, although 80% had heard of the Patient Participation Group.



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

12% said Yes

78% said No

10% said Maybe

(50 patients answered)

Most of the patients that we spoke to were not interested in joining the Patient Participation Group, although 12% said they were interested and 10% said they may be interested:

"I have seen the posters."

"I have no problems with service so nothing to change."

"I don't have a lot of time."

"I would be interested if it's during school hours."

"No time."

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
33%	67%	0%

(6 patients answered)

Healthwatch Lancashire Summary of Findings

Here is a summary of findings from the visits to Sandy Lane surgery:

- The majority of the patients we spoke to made their appointment by phone. Some patients booked their appointments 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, as it was easier to telephone.
- Marginally more patients we spoke to said they had no trouble getting same day /urgent appointments. Of those patients that said they had trouble, the main issues raised were having to wait longer in order to see your designated GP and trying to get through on the telephone.
- 54% of the patients we spoke to said their experience of booking appointments could be improved, 42% said it was excellent and 4% said it was poor.
- The majority of patients did not have any difficulties getting to the surgery. Of those that did, car parking and bus services were the main issues cited.
- All of the patients we spoke to found the opening times of the surgery convenient.
- The majority of patients were happy with all 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.
- 51% of the patients we spoke to were very satisfied with the care provided whilst 45% were satisfied.
- 80% of the patients we spoke to had not heard of the surgery's Patient Participation Group and most were not 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.