

Dr Jha Surgery

Patient Engagement Day

Contact details:

Dr. Jha Surgery
Gutteridge Medical Centre
Deepdale Road
Preston
PR1 6LL

Date and times of visits:

Wednesday 23rd November 2016 - 9.00am to 12.00pm
Monday 28th November 2016 - 3.00pm to 6.00pm

**Healthwatch Lancashire
representatives:**

Aysha Desai (Lead Project Officer)
Ilyas Patel (Project Officer)
Amanda Higgins (Project Officer)
Sarah Wells (The Children's Society)
Sheena Thomson (Volunteer)

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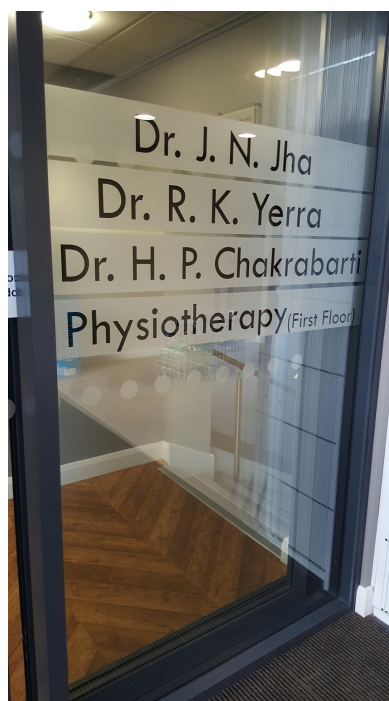
Healthwatch Lancashire Patient Engagement Day Report

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 23rd and Monday 28th November 2016 five staff and volunteers from Healthwatch Lancashire gathered survey responses from patients at Dr Jha surgery in Preston, to obtain the views of people using the service and to observe the environment.

This report summarises the reviews of 19 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.

Healthwatch Lancashire Patient Engagement Day Report

General Information

Dr Jha is a privately-owned GP surgery with 1,925 registered patients. It is currently accepting new patients. The surgery opening times are usually 8am and 6.30pm Monday to Friday and 9am to 12pm on Saturdays. There are online facilities including booking appointments, ordering repeat prescriptions and viewing medical records. The surgery does not offer annual health checks for patients with learning disabilities. The Practice Manager is Asha Jha.

Methodology

These visits were arranged as part of Healthwatch Lancashire's schedule of Patient Engagement Days. 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 19 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, Asha Jha, together with the staff at the surgery, for making us feel so welcome during the visits.

Patient Engagement Day Observations

Location

The surgery is located in the Deepdale area of Preston at the corner of a fairly busy junction and is accessible by bus. There is a pharmacy on site.

External Environment

The surgery has recently opened within a converted church. The building is shared with two other GP practices and a pharmacy. 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

The internal environment was very welcoming, spacious, light and airy with brightly coloured upholstered sofas in the waiting area. There was a ramp leading to the reception desk of the surgery. On the days of the visits, the surgery was quiet.

Reception

There was one receptionist on duty on the days of the visits, who appeared friendly, professional and helpful with patients. Patients were alerted to their appointments via the receptionist informing the 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. A poster on the surgery's Patient Participation Group was on display.

The surgery had not been inspected by the Care Quality Commission.

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The Patient Engagement Days at Dr Jha Surgery took place on Wednesday 23rd November and Monday 28th November 2016. 19 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
89%	0%	11%	0%

(19 patients answered)

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

6% said Yes

88% said No

6% Said Sometimes

(19 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
6%	78%	11%	6%	0%

(18 patients answered)

The majority of patients did not want to use the online booking service:

"My English isn't that good so I don't use online."

"I'm aware of online booking but find it easier to telephone."

"It's easier to telephone. I also sometimes book appointments by coming into reception."

"I would book appointments online with my mum's permission." (young person)

"I sometimes book appointments by coming into reception. It's easier to telephone than use online booking."

"It's easier to telephone than use online booking."

"I wasn't aware of it."

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

78% said Yes

22% said No

0% were Not Applicable

(18 patients answered)

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

50% said Yes

39% said No

11% said Not Applicable

(18 patients answered)

Half the patients we spoke to said they had difficulties getting urgent appointments on the same day but some patients didn't have any difficulties:

"I sometimes find it difficult to get urgent/same day appointments. You have to be there at 9am on the dot or there are no appointments left."

"I am 14 years old. I telephone for appointments. It's difficult to get appointments after 3pm or 4pm and Saturday appointments. I don't like getting up early on Saturdays."

"Sometimes booking is difficult. There's no time left. Children get appointments on the same day, it's very easy."

"Sometimes it's difficult. If it's really urgent, you can get one."

"They don't have any. We have to phone to see if there's been a cancellation but there never is."

"I've been trying every morning."

"Sometimes."

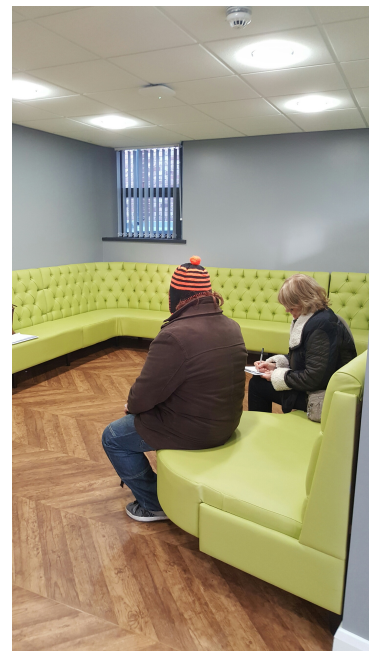
"I have never tried."

"I have never had to do that."

"It's difficult to get appointments. I managed to get an appointment today."

"The telephone lines are busy. I find it difficult to get through."

"Sometimes I'm very sick. I've cancelled many times because by the time I have the appointment, I am better."



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

39% said Yes

28% said No

33% said Not Applicable

(18 patients answered)

The majority of patients said they had difficulties making routine appointments, however some patients had no difficulties:

"I would prefer to get quicker appointments than having to wait. I had to go to Preston Primary Care at the hospital because I was unwell."

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

6% said Excellent

82% said Could Be Improved

12% said Poor

(17 patients answered)

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

"Fairly good."

"I would expect to see the doctor on the same day."

"I struggle to get appointments. There is nothing for people that work. I think they are disadvantaged."

"It depends who's on at reception. Some of the receptionists can be really abrupt."

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

78% said Yes

11% said No

11% said Mostly

(17 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. Some patients did not seem to realise that the surgery was open until 6.30pm and Saturday mornings:

"Could have openings on weekends and Bank Holidays."

"Evening appointments would be helpful when I am working."

"I would like evening appointment as I work. I finish work at 5.30pm which is too late to get an appointment."

"The surgery could do with opening longer."

Results - Quality of Care

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

78% said Happy with staff

22% were Happy with Most Staff

0% were Unhappy with Staff

(18 patients answered)

The majority of patients surveyed said they were happy with the staff at the surgery, although 22% said they were happy with most of the staff.

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

67% said Yes

11% said No

22% said Most of the Time

(18 patients answered)

The majority of patients said they tend to feel listened to during their appointments, although some said they felt listened to most of the time and 11% felt that they were never listened to:

"One time, I came to see my doctor. My ear was blocked. I booked an appointment. He said put oil in for two weeks. He told me to telephone if it didn't work. When I telephoned, they said the doctor is too busy. I was very upset by this. I cried. The pain was so bad."

"I'm happy with the doctor."

"I occasionally feel listened to."

"It is an ongoing problem. I don't feel that my mum is assertive enough which means she isn't taken seriously. Sometimes, the medicine doesn't solve the problem. I have come today with my mum because the GP isn't listening and my mum doesn't speak English."

"The medicine can take a long time to work."

"I occasionally feel listened to during my appointments."

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

72% said Yes

11% said No

17% said Most of the Time

(18 patients answered)

The majority of patients said they tended to find the information they received in their appointments helpful, although some found information helpful most of the time and 11% never found information helpful:

"The information provided is in adult language." (young person)

"It depends on which doctor I see. I will only see one doctor."

"It depends on the GP. I have had the same GP since birth."

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

39% said Very Satisfied

56% said Satisfied

5% said Unsatisfied

(18 patients answered)

Results - Patient Involvement

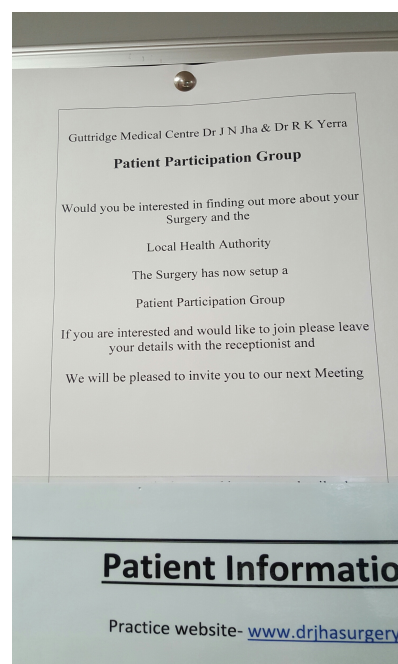
13. We asked: 'Have you heard of the surgery's Patient Participation Group?'

0% said Yes **100%** said No

0% said they were already a member

(17 patients answered)

None of the patients we spoke to said they had heard of the surgery's Patient Participation Group.



14. We asked those that answered No to Question 13: 'Is this something you would be interested in?'

12% said Yes **71%** said No **17%** said Maybe

(17 patients answered)

Some patients were interested and may be interested in joining the surgery's Patient Participation Group, although the majority were not interested:

"If I had time then I would definitely."

"I work and have children to look after so I have no time."

15. We asked those that answered Yes or Maybe to Question 14, 'How would you like to be involved?'

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

(3 patients answered)

Healthwatch Lancashire Summary of Findings

Here is a summary of findings from the visits to Dr Jha surgery:

- The majority of patients booked their appointments by telephoning the surgery.
- The majority of patients did not 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 small minority either did not use a computer or did not have their log in details.
- The majority of patients received a reminder for their appointment on the day.
- Half of the patients struggled to get urgent appointments on the same day.
- 39% of patients we spoke to struggled to get routine appointments.
- The majority of patients said that their experience of booking appointments at the surgery could be improved.
- 11% of patients said the opening times of the surgery were not convenient. Some patients did not seem to realise that the surgery was open until 6.30pm and Saturday mornings.
- The majority of patients were happy with the staff although some were happy with most of the staff.
- 11% of patients did not feel listened to during their appointments and the same number did not find the information they received in their appointments helpful.
- The majority of patients were satisfied with the care provided at the surgery, although some said they were very satisfied and a minority said they were unsatisfied.
- None of the patients we spoke to were aware of the surgery's Patient Participation Group. Some patients were interested in joining the group although the majority were not interested.

Response from Provider

Please see response from provider below.

www.healthwatchlancashire.co.uk
info@healthwatchlancashire.co.uk
Twitter: @HW_Lancashire
Facebook: facebook.com/lancshealthwatch

Action Statement

No.	Issues raised by patients	Response or action from provider	To be addressed by	Name of manager responsible
4.	Reminder of appointments to patients	Patients who already have mobile numbers recorded in their computer medical record automatically receive a reminder of an appointment booked 24 hrs before. We also do telephone reminders to our patients for specific clinic appointments which are booked in advance i.e. podiatry/baby/COPD clinics these patients are telephoned the day before. A poster is displayed within the surgery asking patients to update their current mobile telephone number and address. Action from Provider;- Admin staff to keep updating mobile phone numbers when booking appointment.	February 2017	GO
5.	Urgent/same day Appointments	We feel that this is not a true picture of our urgent appointments. Each morning at 8am 5 appointments are released for patients to book on the day. We also have 2 telephone consultations that can also be booked with the doctor, should the doctor speak to the patient and feels the patient needs to be seen that day he will ask the patient to come to the surgery immediately. We also have 2 urgent appointments that can be offered for evening surgery. We always try to accommodate urgent appointments either by visit or telephone consultation with Doctor. Saturday appointments half are pre-bookable and half are booked on the same day. Afternoon appointments Monday-Friday do tend to get booked up in advance due to workers and school children. We do direct them to Saturday clinic whenever possible. If a patient expresses a medical emergency the receptionist will prompt the patient for more information, the receptionist will not hesitate to book the patient in at the end of surgery if she feels the emergency appointment is needed.		

Please add your logo

6.	Patient finds it difficult to get routine appointment	Again, this is not a true picture of practice routine appointment policy. Patient can book an appointment up to 4 weeks in advance by telephone, in person or online. We also release appointments on the day for the same day.		
7.	Patients booking appointments	Form 1.7.2016 telephone line opens at 8am (instead of 9am) for booking/cancelling appointments. We encourage patients to cancel their appointments if they are not needed but unfortunately they rarely do. We encourage patients to book on-line. We have advertised new opening hrs on the website, poster in the practice, printed scripts and tell patient when in contact. Action from provider;- We are going to work towards improving on-line access so patients can book appointments and cancel.	Re advertise to Encourage patient to register and use online facilities	PM
8.	Opening times	Alternate Saturday morning appointments are available if patients cannot come in Monday-Friday in the afternoon after work.		
12.		All our medical and administration team try our best to provide a caring and good service to all our patients.		
13	Patient Participation Group	We have a PPG which has been in place for the past 4 years. We have a poster displayed continuously within the surgery asking patient to join in the group. There is information about the PPG in our practise leaflet and on our web site too. We were disappointed that the patients you asked about our PPG were not aware of it. New patients are given a slip which asked them to join our PPG and register for online service. Action from provider;- We will re-advertise by asking patient when in contact personally about our PPG.	All admin team	Head receptionist

Additional questions:

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

Some of the information is not accurate picture of our system, for example, booking routine appointment in advance and joining PPG

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

Yes, that not all patients are aware of our opening times, PPG and the booking of routine appointments.

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

Not really, except that they could have asked at least 30-40 patients instead of just 19.

We would like to thank you for your time you spent at our surgery. We found the information you gathered was valuable and we will try and improve and meet the demands of our patients.