

Slaidburn Health Centre

# Patient Engagement Day

**Contact details:**

Slaidburn Health Centre  
Town End  
Slaidburn  
Clitheroe  
BB7 3EP

**Date and times of visits:**

Thursday 17<sup>th</sup> November 2016 – 9am to 12.30pm  
Friday 2<sup>nd</sup> December 2016 – 9am to 12.30pm

**Healthwatch Lancashire  
representatives:**

Amanda Higgins (Lead Project Officer)  
Ilyas Patel (Project Officer)  
Bob Harbin (Volunteer)

**V3.1**

# 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 Thursday 17<sup>th</sup> November and Friday 2<sup>nd</sup> December 2016 two project officers and one volunteer from Healthwatch Lancashire gathered survey responses from patients at Slaidburn Health Centre in Slaidburn, Clitheroe to obtain the views of people using the service and to observe the environment.

This report summarises the reviews of 21 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

Slaidburn Health Centre is part of East Lancashire Medical Services and has 1,059 registered patients. It is currently accepting new patients. The surgery opening times are between 8am and 5pm. 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 Heather Harrison.

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

This report reflects the views of 21 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, Heather Harrison, together with the staff at the surgery, for making us feel so welcome during the visits.

### Patient Engagement Day Observations

#### Location

The surgery is set in the rural village location of Slaidburn which does not currently have a bus route. There is a prescriptions dispensary within the health centre.

#### External Environment

The surgery is located on a quiet country road with a slight incline leading to the surgery. There were two designated parking spaces, one of which was disabled. There was also on street parking which seemed to be adequate for the number of patients using the service. There was clear external signage for Slaidburn Health Centre from the road.

#### Internal Environment

All patient services were on the ground floor of the building. The surgery appeared clean, organised and in good condition. There were books and magazines in the waiting room and toys for children. The seating appeared adequate for the number of patients and we did not see anyone struggling to find a seat.

#### Reception

Patients were usually known by the reception staff and were greeted by them as they walked through the door. The doctor or nurse alerted the patient to their appointment by entering the waiting room and welcoming the patient to their appointment. There was one receptionist on duty during both visits although other staff were visible and helped when necessary. We did not see any queues forming at the reception desk. All staff at the surgery appeared very personable and friendly with patients.



#### Patient Involvement

Noticeboards were positioned around the surgery with details of the surgery's Patient Participation Group, carers information and public health messages including flu vaccinations, mental health and children's illnesses.

The latest Care Quality Commission report from Wednesday 23<sup>rd</sup> September 2016 was displayed on a noticeboard in the waiting room showing the surgery's overall score of "Good". This was also detailed on the practice website.



## Healthwatch Lancashire Patient Engagement Day Report

The Patient Engagement Days at Slaidburn Health Centre took place on Thursday 17<sup>th</sup> November and Friday 2<sup>nd</sup> December 2016. 21 patients shared their views.

### Results - Access and Booking Appointments

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

| Telephone | Online | At reception |
|-----------|--------|--------------|
| 100%      | 0%     | 0%           |

(21 patients answered)

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

**0%** said Yes

**100%** said No

**0%** Said Sometimes

(21 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 |
|----------------------|---------------|---------------|------------------------------|------------------------------------------------------|
| 38%                  | 52%           | 5%            | 5%                           | 0%                                                   |

(21 patients answered)

**None of the patients surveyed used the online booking service, mainly stating that they did not want to or did not use a computer:**

*"It is easier to ring for an appointment rather than bothering online."*

*"I find it easier talking to someone on the phone to book appointments."*

*"Happy with booking over the phone so I don't need to use different methods."*

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

**33%** said Yes

**33%** said No

**34%** were Not Applicable

(21 patients answered)

**Of those that were applicable, half of patients received a reminder for their appointment and half had not:**

*"I usually get reminders for appointments but I didn't today."*

*"I normally get a reminder but I haven't today but I have only just booked it."*

*"I got a text reminder for today."*

*"I received a phone call reminder for my appointment today."*

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

**0%** said Yes

**90%** said No

**10%** said Not Applicable

(21 patients answered)

**A minority of patients had never attempted to book an appointment on the same day, however all that had said they did not have any difficulties booking urgent appointments on the same day:**

*"They get you in very quickly."*

*"I never struggle to get appointments on the day."*

*"If I need an appointment they'll always get me in on the day. That is the same for my baby and partner."*

*"It is brilliant, they always get you in."*

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

**0%** said Yes

**81%** said No

**19%** said Not Applicable

(21 patients answered)

**Of those that were applicable, none of the patients said they had difficulties booking routine appointments:**

*"I never struggle to get appointments here no matter what."*

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

**95%** said Excellent

**5%** said Could Be Improved

**0%** said Poor

(21 patients answered)

**The majority of patients felt their experience of booking appointments at the practice was excellent, although one patient felt it could be improved:**

*"Booking over the telephone works well."*

*"It is fantastic here. Everything is easy and the service is brilliant."*

*"It's very good."*

*"It is really good here. It is easy to book over the phone and staff are friendly when you ring. I made this appointment a couple of days ago."*

*"Everything is fine and straight forward here."*

*"One receptionist doesn't let you book appointments as much."*

*"I may have to wait a couple of weeks to get an appointment with the nurse but doctors are easier to see."*

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

**100%** said Yes

**0%** said No

(21 patients answered)

**All of the patients surveyed felt that the opening times were convenient:**

*"I'm a farmer's wife so it is flexible when I can come for appointments."*

*"I work from home so it is always convenient."*

## Results - Quality of Care

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

**95%** said Happy with staff **5%** were Happy with Most Staff **0%** were Unhappy with Staff

(21 patients answered)

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

**100%** said Yes

**0%** said No

**0%** said Most of the Time

(21 patients answered)

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

**100%** said Yes

**0%** said No

**0%** said Most of the Time

(21 patients answered)

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

**100%** said Very Satisfied

**0%** said Satisfied

**0%** said Unsatisfied

(21 patients answered)

**All of the patients surveyed were very satisfied with the care provided at the practice:**

*"Definitely very satisfied."*

*"Very pleasant. There's no battle with the receptionists."*

*"They are very helpful. They get to know you. It has a small village feel about it."*

*"Lovely staff."*

*"They are very approachable, knowledgeable and take notice of what you are saying."*

*"It's always like a party coming here which makes you feel better."*

### Results - Patient Involvement

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

**47%** said Yes

**53%** said No

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

(19 patients answered)

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

**21%** said Yes

**74%** said No

**5%** said Maybe

(19 patients answered)

**Over half of patients had not heard of the surgery's Patient Participation Group and 21% were interested in joining. The majority were uninterested in joining:**

*"I'm part of the Friends of the Practice"*

*"I'm happy with the surgery so I am not interested."*

*"I've heard of the Friends of the Practice group. I'm too busy anyway plus we live six miles away."*

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)

#### Additional comment from a patient:

*"We have fought very hard to keep the practice open, we don't want to lose it. We help pay for things through fundraising and donations. Things that we buy belong to the surgery and its patients."*

# Healthwatch Lancashire Summary of Findings

Here is a summary of findings from the visits to Slaidburn Health Centre:

- All of the patients booked appointments by telephoning the practice.
- None of the patients used the online booking service, mainly stating that they did not want to or did not use a computer.
- Of those that were applicable, half of patients received a reminder for their appointment and half had not.
- A minority of patients had never attempted to book an appointment on the same day, however, all that had said they did not have any difficulties booking urgent appointments on the same day.
- Of those that were applicable, none of the patients said they had difficulties booking routine appointments.
- The majority of patients felt their experience of booking appointments at the practice was excellent, although one patient felt it could be improved.
- All of the patients surveyed felt that the opening times were convenient.
- 95% of patients were happy with the staff at the practice, although one patient was happy with most of the staff.
- All patients surveyed said they were very satisfied with the care provided.
- All patients felt they were listened to during their appointments and found the information they received in their appointments helpful.
- 47% of patients had heard of the surgery's Patient Participation Group although 53% had not, with 21% being interested in joining. The majority of patients were not interested in joining the Patient Participation Group.

**Response from Provider**

**EAST LANCASHIRE MEDICAL SERVICES  
SLAIDBURN COUNTRY PRACTICE**

Dr Karen Massey (Principal GP)      Dr Jane Reeves (Associate GP)  
The Health Centre, Townend, Slaidburn, Clitheroe, Lancashire, BB7 3EP

Action Statement

| No. | Issues raised by patients                             | Response or action from provider                                                                                                                                            | To be addressed by | Name of manager responsible |
|-----|-------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|-----------------------------|
| 1.  | Patients not aware of our Patient Participation Group | At our next meeting of our patient participation group we need to look at ways of publicising the group. There is a large poster in the waiting room advertising the group. | June 2017          | Heather Harrison            |

Additional questions:

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

The report is factually accurate.

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

Previous questionnaires have indicated patients are happy with the services they receive at Slaidburn Health Centre and that the services are relatively easy to access. This report backs up previous results. We weren't aware that patients didn't know we have a Patient Participation group, although this is a relatively small sample of patients.

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

Healthwatch Lancashire carried out their interviews in a friendly manner and their presence didn't interfere with the running of clinics at the Health Centre at all.

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