

Clifton Medical Practice

Enter and View Report

Contact details:

St. Annes Health Centre
Lytham St Annes
Lancashire
FY8 2EP

Date and times of visits:

Wednesday 22nd February 2017 – 2pm to 6pm
Tuesday 28th February 2017 – 9am to 12pm

Healthwatch Lancashire representatives:

Ilyas Patel (Lead Project Officer)
Amanda Higgins (Project Officer)
Aysha Desai (Project Officer)
Kim Rushton (Volunteer)

V3.1

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DISCLAIMER

This report relates only to the service viewed at the times of the visits, and is only representative of the views of people who met the Enter and View team on those dates.

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. This is achieved through a core programme of work visiting health and social care services and speaking to service users.

On Wednesday 22nd and Tuesday 28th February 2017, four Healthwatch Lancashire representatives gathered survey responses from patients at Clifton Medical Practice in Lytham St Annes, to obtain the views of people using the service and to observe the environment. This report summarises the reviews of 34 patients.

General Information

Clifton Medical Practice operates within Fylde and Wyre Clinical Commissioning Group area and has approximately 5,700 registered patients. The opening times are usually between 8.30am and 6pm. There are online facilities including booking and cancelling appointments, ordering repeat prescriptions and viewing medical records. The Practice Manager is Antonia Phillips.



Methodology

This was an announced Enter and View visit undertaken by authorised representatives from Healthwatch Lancashire who have the authority to enter health and social care premises, to observe and assess the quality of services provided by obtaining the views of people using the service.

These visits were arranged as part of Healthwatch Lancashire's Enter and View schedule in GP surgeries. The aim is to collate feedback from patients on the accessibility and ease of booking appointments, 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 during 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 34 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 completion of 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, Antonia Phillips, together with the staff at the surgery, for making us feel welcome during the visits.

Enter and View Observations

Location and external environment

The surgery is located within St Annes Health Centre in the town of Lytham St Annes. The health centre is close to bus routes and also has a car park including designated disabled parking bays. There were adequate spaces for parking on the days of our visits. There is a pharmacy onsite within the health centre. There is disabled access to the surgery with level access and automatic doors. The main external signage was for St Annes Health Centre, although there was a smaller sign at the entrance to the building with the surgery's details.



Internal environment and reception

The surgery shares the premises with other health services. All services at Clifton Medical Practice are provided on the ground floor which appeared to be clean, organised and in good condition. Large seating areas are shared with the other services and appeared adequate for the number of patients. There was a small area dedicated for children with table, chairs and books to read.

There was one receptionist on duty on the days of our visits, who appeared friendly, professional and helpful with patients. Patients booked in using a self-check in screen and were alerted to their appointments by a digital screen, which announced the details both visually and in audio. Some small queues did form at the reception desk, although patients were seen quickly.

Patient involvement

There were noticeboards, a TV screen and leaflets displaying information on exercise, support groups and public health updates. However, some noticeboards were obstructed by portable information boards. We could not find any information on the surgery's Patient Participation Group.

The latest Care Quality Commission report from 22nd January 2015 was displayed showing the surgery's overall score of "Good".



Healthwatch Lancashire Enter and View Report

The Enter and View at Clifton Medical Practice took place on Wednesday 22nd and Tuesday 28th February 2017. 34 patients shared their views.

Patient responses for access and booking appointments

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

Telephone	Online	At reception	Repeat appointment
91%	0%	9%	0%

(34 patients answered)

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

6% said Yes

94% said No

0% Said Sometimes

(33 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	Unsuitable
31%	24%	42%	3%	0%

(29 patients answered)

Comments received about the online booking service:

"I was unaware of online booking but I don't think I would want to use it anyway."

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

17% said Yes

35% said No

48% were Not Applicable

(29 patients answered)

Comments from patients about receiving reminders for their appointments:

"I got a text reminder."

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

73% said Yes

24% said No

3% were Not Applicable

(33 patients answered)

Negative or neutral comments about booking urgent appointments:

"It's difficult to get an appointment when you phone at 8.30am."

"It is awful trying to get to see the GP."

"You ring at 8.30am and go straight into the queue and have to wait a long time, if you hang up and ring later hardly anything is available."

No positive comments were received about booking urgent appointments.

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

28% said Yes

34% said No

38% were Not Applicable

(32 patients answered)

Negative or neutral comments about booking routine appointments:

"It is almost impossible to book a repeat appointment, such as if the doctor says they want to see me again in a few weeks."

"Appointments are made by the doctor at consultation."

"Unless the GP makes me an appointment it's really difficult to make a non-urgent appointment."

"I get stressed and frustrated because I can't get to see the same doctor."

Positive comments about booking routine appointments:

"You might have to wait but that's okay."

"It is easy to get an appointment with the nurse."

"There is not a long wait for routine appointments, it is about two weeks."

Healthwatch Lancashire Enter and View Report

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

19% said Excellent

62% said Could Be Improved

19% said Poor

(31 patients answered)

Negative or neutral comments about booking appointments:

Reception:

"It is very difficult. Reception ask too many questions."

"Sometimes I have had difficulty. I have to be very persuasive."

"Sometimes it is a bit difficult to get through reception to get an appointment but otherwise it is fine."

"I once phoned for a blood test but they said there was no availability and they couldn't interrupt anyone. When I said I'd go to the hospital I suddenly turned into a priority and they got me in. One of the problems is that reception staff are not in caring roles; it's not their fault, they are just doing what they are told to do, but they don't have empathy and they don't see the patient, just speak to them over the phone."

"The receptionist who answered my call did not ask me any questions, if she had have asked I could have been seen by the nurse instead of the doctor."

Phone queues and lack of availability:

"I have always made appointments by coming in. I've never managed to get appointments if I phone. The telephone lines are constantly engaged and when you get through there are no appointments left. I have not been a patient here very long, about 18 months or so. I would also prefer to see the GP of my choice but can't always get to see them. If it's urgent, I'm not bothered."

"I have to ring at 8.30am."

"You have to come early before 8.30am or appointments are not available."

"I sometimes find it difficult to get urgent appointments on the same day. When you telephone, it is variable on getting through."

"I wait outside from 7.30am in order to get an appointment when the surgery opens. If you come later, all the appointments are gone. I wasn't aware there was a facility of booking appointments online."

"Sometimes you have to wait for 20 minutes before you can speak to someone."

"It's difficult getting through on the telephone. I sometimes come to the surgery at 8am to book an appointment. The surgery opens at 8.30am"

"It's difficult when you are working as I don't have time to telephone and wait a long time in the queue."

"If I am desperate, I queue in the line at reception in the morning; because mostly I don't get them on the same day if I phone. In the past I have phoned up early but within ten minutes they have all gone."

"Getting through on the telephone at 8.30am is difficult, I have sometimes been waiting an hour or so before getting through. Not being able to see a specific doctor is also an issue."

"I have to phone at 8.30am in order to get an appointment on the same day."

"I have to ring at 8am and then nothing is available."

"Getting thorough on the telephone at 8.30am is difficult, I have sometimes been waiting an hour or so before getting through. Not being able to see a specific doctor is also an issue."

"I have to phone at 8.30am in order to get appointment for the day."

"I think some people should have priority. I have heart problems. Recently I was on hold for 15 minutes and the automated message kept saying I was number ten in the queue and then an automated message said there are no appointments left. I had to turn up at reception and then got an appointment. The system they have doesn't work."

Healthwatch Lancashire Enter and View Report

No option to book appointments in advance:

"It is easier to get appointments on the day than getting one in advance."

"It has been absolute hell for a couple of years. You ring at 8.30am and get cut off. There is no call back. When you phone back there are no appointments available. You are unable to book appointments for the following day. If you want to go the walk-in centre in Blackpool it takes one hour to get there."

"I can ring up but only to get an appointment for the day. I think there should be the option to get an appointment for the following day. I rang at 8.30am today to get an appointment for today. I have been trying to get an appointment for three months. Quite often I will be waiting to get through to them at 8.40am and there are no appointments left."

"The appointment system is very poor because there is no option to pre-book."

"I would prefer to see my doctor of choice and I am prepared to wait a few weeks if it's not an emergency, but it's difficult to get an appointment in advance. You have to ring up at 8.30am and queue in the phone line. I was tenth in the queue this morning. Also, I am not always "compos mentis" at 8.30am at my age so I would like the option to phone in the afternoon to make an appointment."

"There are not enough appointments and patients cannot pre-book. We can only book on the day."

"It's very frustrating not being able to get an appointment for the next day when you feel ill late in the day or if there are no appointments for the day. The surgery isn't flexible."

"There is no option to book appointments that are not urgent. You have to come in or ring on the day for an appointment. It's a system problem. Also, when you get through on the telephone, there are no appointments available."

"Not happy with not being able to book for non-urgent appointment."

"There is only one option to book appointments and that is to phone, because you can't book in advance. I have to persist if I am really poorly. I can't even book routine appointments in advance."

"There should be an option to pre-book, I used the online service once and did not find it useful. The appointments are only available for the day you ring, you cannot book in advance and this needs to change."

Positive comments about booking appointments:

"I haven't had any problems so far. I have recently moved to the area."

"I would rate my experience of booking appointments here as good."

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

87% said Yes

10% said No

3% Mostly

(31 patients answered)

Negative or neutral comments about the opening times:

"It would be better if there were more late finishes to help people who work."

"If the surgery had a longer day or a Saturday opening, it might help."

"I could do with later appointment times after 6.30pm."

"It would be good if the surgery was open late and weekends if possible and Saturday mornings for workers."

"It would be helpful if the surgery was open Saturday mornings."

"The opening times are convenient although weekends would be nice."

Positive comments about the opening times:

"Anytime is good for me."

Patient responses for quality of care

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

56% said Happy with staff **44%** were Happy with Most Staff **0%** were Unhappy with Staff

(32 patients answered)

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

84% said Yes **0%** said No **16%** said Most of the Time

(31 patients answered)

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

90% said Yes **0%** said No **10%** said Most of the Time

(30 patients answered)

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

45% said Very Satisfied **52%** said Satisfied **3%** said Unsatisfied

(31 patients answered)

Negative or neutral comments about the quality of care:

"It depends on who you get."

"Once you get through it's fine. It's just getting to speak to someone. It's sometimes harder over the telephone so you have to physically come in. Some staff can be difficult over the telephone."

"There is one particular receptionist who has been rude."

"I wasn't happy that I was unable to see a specific doctor even after a hospital appointment. The surgery doesn't even offer seeing the same GP after two or four weeks. I find this upsetting."

"Not all doctors are receptive to young children's illness."

"It's difficult to get prescriptions via the consultant. There is poor communication within the surgery."

"The doctors are fabulous. One or two reception staff are a bit strict."

"Once you get through the first barrier at reception, the medical staff and nurses are super. They are always nice to speak to."

"The reception staff are better than they used to be. They used to be abrupt but they are not as much now."

Sometimes I don't want to tell reception what I need an appointment for, particularly if it is personal. They are always running behind with appointment times, it is usually around 25 minutes."

Positive comments about the quality of care:

"Wonderful practice. It's excellent."

Healthwatch Lancashire Enter and View Report

"All the staff are very nice."

"I haven't experienced anything that I could grumble about."

"The first doctor I saw was awful but since then I am happy with all staff."

"One of the doctors is terrific."

"I am very satisfied with the doctors."

"The GP is excellent. It is the availability to see them that is poor."

Patient responses for patient involvement

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

17% said Yes

83% said No

0% said they were already a member

(29 patients answered)

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

14% said Yes

75% said No

11% said Maybe

(28 patients answered)

Comments received about joining the surgery's Patient Participation Group:

"I have no time."

"I'm too old, I'm in my 80s now."

"I might be interested but it just depends on time."

"I have time constraints."

"I will try to join again but I have problems with my eyesight."

"I have no time."

"I don't have time now as I have an active life. I wouldn't want to join and not be able to commit fully."

"I try not to come to the doctors."

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
0%	50%	50%

(2 patients answered)

Healthwatch Lancashire Summary of Findings

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

- The majority of patients (91%) booked their appointments by telephone whilst 9% of patients book their appointments in person at reception.
- The majority of patients did not use the online booking service.
- Of the 94% of patients that do not use online booking, 42% said they were unaware of it, 31% said they did not use a computer, 24% said this is because they don't want to. One patient was waiting to get their login details.
- Of those that were applicable, the majority of patients said they had not received a reminder for their appointment, although 17% had received a reminder.
- 73% of patients said that they had difficulties booking urgent appointments on the same day. 24% said they had no difficulties.
- 28% of patients said that they had difficulties booking routine appointments. 34% of patients said they had no difficulties. 38% were not applicable because they did not have routine appointments.
- 19% of patients rated their experience of booking appointments at this surgery as excellent, whilst 62% said it could be improved. 19% rated their experience as poor. Patients raised issues with receptionists, long telephone queues and lack of availability of appointments, and no option to book appointments in advance, with the only option to book urgent and non-urgent appointments on the same day.
- A large majority of patients (87%) said that the opening times of this surgery were convenient for them, although 10% said they were not convenient. Some patients said that evening and weekend appointments would be better.
- 56% of patients said that they were happy with all staff at the surgery, although 44% said they were happy with most of the staff.
- A large majority of the patients (84%) said they tend to feel listened to during their appointments. The remaining 16% said they felt listened to most of the time.
- A large majority of the patients (90%) said they tend to find the information they receive during their appointments helpful, although 10% said they mostly find the information helpful.
- Overall, 45% of patients said they were very satisfied with the care provided at this surgery, 52% said they were satisfied and 3% said they were unsatisfied. The main issues raised were with receptionists and the inability to see the doctor of choice.
- Only 17% of the patients surveyed said they had heard of the surgery's Patient Participation Group. Most patients (83%) had not.
- The majority of patients (75%) said they would not be interested in joining the surgery's Patient Participation Group. 14% of patients said they would be interested and a further 11% said maybe. The main reason for patients not wanting to join was time constraints.
- The latest Care Quality Commission report from 22nd January 2015 was displayed, showing the surgery's overall score of "Good".

Response from Provider**Clifton Medical Practice, Durham Ave, St. Annes**Action Statement

No.	Issues raised by patients	Response or action from provider	To be addressed by	Name of manager responsible
1.	Online booking	91% of our patient book appointments by telephone. It is our intension to raise the % of patients using online booking significantly. The PPG are promoting this and have arranged an event within practice to this end.	September 2017	Antonia Phillips, PM and PPG
2.	Surgery Times	Patient expressed a wish for evening and weekend appointments. This service is provided by our Extended Access Service at Freckleton Health Centre 3 evenings a week and at weekends. Patient Education is needed here.	August 2017	Antonia Phillips
3.	Appointment System	Patients are currently unhappy with not being able to book routine appointments in advice. Routine appointments are provided on our online system. The appointments system is currently being total restructured following the recruitment of an Advance Practitioner. More routine appointments will become available for those who genuinely need to see a GP.	June 2017	Antonia Phillips
4.	Receptionists asking for information	All receptionists have been formerly trained in Non-clinical Triage. The recorded message on our phone is Dr Jepson asking patients to co-operate with the receptionist in these questions and to be assured that all information is treated confidentially. It is not possible for all patients to just be booked in with a GP at their request. Demand would not be met.		

Additional questions:

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

Patient involvement – the portable notice was a temporary measure for a cancer awareness campaign. This has been removed and will be placed in a more appropriate position when next used. There are PPG news letters dotted around the waiting room and there is PPG information on the notice boards.

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

No, as our own PPG survey and interaction I receive from patients is similar

Healthwatch Lancashire Enter and View Report

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

I was unaware that Health Watch were coming, perhaps that was intentional for obvious reasons.

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