

Parkgate Surgery

Patient Engagement Day

Contact details:

Parkgate Surgery
28 St. Helens Road
Ormskirk
L39 4QR

Date and time of visit:

12th July 2016 - 3.00pm to 6.00pm
14th July 2016 - 9.00am to 12.30pm

**Healthwatch Lancashire
representatives:**

Aysha Desai (Lead Project Officer)
Amanda Higgins (Project Officer)
Linda Broomhead (Volunteer)
Lynn Yates (Volunteer)

V2.1

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 Tuesday 12th and Thursday 14th July 2016, two project officers and two volunteers from Healthwatch Lancashire gathered survey responses from patients at Parkgate Surgery in Ormskirk, to obtain the views of people using the service and to observe the environment.

This report summarises reviews from 33 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

Parkgate Surgery is a privately owned GP surgery with 6375 registered patients. It is currently accepting new patients. The surgery opening times are Monday to Friday 8.00am – 6.30pm. There are online facilities including access to medical records, booking appointments, ordering repeat prescriptions and viewing test results. The surgery offers annual health checks for patients with learning disabilities. The Practice Manager is Debbie Dobson.

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 33 people 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, Debbie Dobson, together with the staff at the surgery, for making us feel so welcome during the visits.



Patient Engagement Day Observations

Location

The facility is located near to the centre of Ormskirk. There are approximately six pharmacies in close proximity to the surgery and the main bus station is within a short walking distance.

External Environment

There are a limited number of allocated parking bays outside the surgery on the main road, which were restricted to a maximum parking time of one hour. There were no allocated disabled parking spaces. However, all patients that we spoke to said that they did not have any difficulties parking outside the surgery.

There is an incline leading to the building, although there is a hand rail assist patients.



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The GP surgery is located in a large Victorian house, with trees and shrubbery at the front of the property; all of which appeared well maintained. There was a sign at the front of the property which detailed the surgery name and contact details, however, we felt this could be more noticeable, as it was partly obstructed by shrubbery and facing in one direction.

Internal Environment

The surgery is on the ground floor of a three storey building. The surgery felt homely and was organised, clean and in good condition. The seating in the surgery appeared adequate and we did not see any patients struggling to find a seat. Music was being played in the waiting room via a portable stereo.

Due to the age of the building, the doorways were quite narrow and during the visits, we observed two patients with prams struggling to navigate their way from the entrance to the appointment rooms. This was not helped by some chairs being positioned in areas which obstructed the walkway and doorway. However, no patients expressed any difficulties getting to their appointment room.



Reception

There were two receptionists on duty during both visits to the surgery. Patients booked in to their appointments at reception. On the days of the visits patients were checked in quickly and we did not see a queue form at any point. Interactions between reception staff and patients appeared professional, friendly and personable at all times. Patients were alerted to their appointments by a screen which beeped for each patient.

Healthwatch Lancashire Patient Engagement Day Report

Patient Involvement

We felt that the waiting room made excellent use of noticeboards. Information displayed included advocacy support, support for carers, the use of antibiotics, children's services, charges for non-NHS services, advice on how to use the surgery appropriately. There was also a comments and complaints poster on display and information about the Friends and Family Test, Patient Access and Patients' Charter. In February 2016, the surgery received a rating of 'Outstanding' from the Care Quality Commission and the report, including a summary of the inspection and results, was clearly on display in the reception area.

Healthwatch Lancashire Patient Engagement Day Report

The Patient Engagement Days at Parkgate Surgery took place on Tuesday 12th and Thursday 14th July 2016. 33 people shared their views.

Healthwatch Lancashire Summary of Findings

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

- The majority of patients booked their appointments over the telephone and a small percentage booked online. No patients said that they booked at reception or had their appointment made via a repeat appointment. Of those that did not use online booking, the main reasons given were that they did not want to.
- No patients that we spoke to had difficulties getting to the surgery.
- The majority of patients did not have any difficulties booking same day or urgent appointments. Of the small minority that did have problems, issues were raised about having to phone at 8am and waiting in a queue on the telephone.
- Most patients did not need routine appointments. Of those that did, most did not have any difficulties getting routine appointments.
- Most patients found booking appointments excellent, although 42% felt that their experience of booking appointments could be improved. No patients felt that booking appointments was poor.
- The majority of patients were happy with the opening times of the surgery.
- The majority of patients were happy with the staff, felt listened to during their appointments and found the information they received in their appointments helpful.
- Most patients were either satisfied or very satisfied with the care provided.
- Most patients had not heard of their Patient Participation Group and most were uninterested in joining. Of those that commented on the reasons for not joining, lack of free time was the main reason given.

Results - Access and Booking Appointments

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

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

(33 people answered)

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

30% said Yes

67% said No

3% said Sometimes

(33 people 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	Can't book urgent appointments using it / unsuitable
8%	42%	25%	8%	17%

(24 people answered)

Most patients did not use online booking to make appointments because they did not want to. Some patients were unaware of the service whilst others did not find it met their needs for booking appointments:

"Timescales for appointments online are around 3 weeks."

"The website is poor and I've had problems with getting my password."

"I don't want to use online booking as it is easier to get a negotiated time by telephoning. Appointments could be improved by having a better choice of times."

"The earliest appointment you can get when booking online is 4-5 weeks. Getting prescriptions online is good."

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

3% said Yes

39% said No

58% were Not Applicable

(33 people answered)

Healthwatch Lancashire Patient Engagement Day Report

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

18% said Yes

67% said No

15% said Not Applicable

(33 people answered)

The majority of patients did not have any difficulties getting same day or urgent appointments:

"If I telephone at 8am, I usually get an appointment."

"It might have been easier for me to get appointments because I am making them for my children. They ask what the problem is and squeeze them in."

Six patients felt that they did struggle to get same day or urgent appointments. Of those that commented further, issues raised were in relation to having to phone at 8am and waiting in a queue on the telephone:



"There is a long waiting time in the queue at 8am; this is an ongoing problem. There are only three doctors. I usually get a choice of two I can see as one is usually fully booked. I am happy to see any of the doctors as they are all known to me."

"If you don't ring at precisely 8am, you can't get an appointment that day. I have telephoned at 8.05am in the past and not been able to get an appointment."

"If you telephone a few minutes past 8am, it's difficult to get through and there are no appointments left."

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

12% said Yes

42% said No

46% said Not Applicable

(33 people answered)

This question did not apply to the majority of patients surveyed. Of those that it applied to, most did not have any difficulty getting routine appointments:

"I have always been able to get an appointment within a reasonable amount of time."

"No problem, as I always book in advance."

Healthwatch Lancashire Patient Engagement Day Report

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

0% said Poor

42% said Could Be Improved

58% said Excellent

(33 people answered)

The majority of patients found the experience of booking appointments excellent, however, 42% felt there could be some improvements. Of those that commented further, it was felt that some improvements were required in the availability of appointments, the telephone waiting times and the flexibility of appointment times:

"If I want to see a particular doctor I can usually see them within a few days."

"The only issue at the surgery is having to wait two weeks for an appointment, although, the booking system has improved and I can now book appointments six weeks in advance."

"I sometimes have to ring the day after as there are no available appointments on the day I ring. There is a time factor. You always have to book a long way in advance. I also always have to take time off work to attend as no appointments are available online after 4.30pm."

"I have difficulty getting through on the phone sometimes."

"Waiting time on the telephone before you get through could be improved."

"I usually get seen but the times are not flexible. I work for myself so I tend to be flexible."

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

0% said Yes

100% said No

(32 people answered)

None of the patients surveyed had any difficulties getting to the surgery.

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

94% said Yes

6% said No

(32 people answered)

The majority of patients felt that the opening times were convenient.

Results - Quality of Care

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

75% were happy with staff **25%** were happy with most staff **0%** were unhappy with staff

(32 people answered)

The majority of patients were happy with the staff:

"You get very good advice from receptionists. It's a very good service. Staff are very good."

"I'm impressed with all of the doctors and nurses here."

"All of the doctors are good; I am happy to see any one of them."

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

97% said Yes **3%** said No **0%** said Sometimes

(31 people answered)

Almost all of the patients tended to feel listened to in their appointments.

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

90% said Yes **0%** said No
10% said Sometimes

(31 people answered)

The majority of patients tended to find the information they received in their appointments helpful.



Healthwatch Lancashire Patient Engagement Day Report

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

3% said Unsatisfied

23% said Satisfied

74% said Very Satisfied

(31 people answered)

The majority of patients were either satisfied or very satisfied with the care provided:

"I would recommend this surgery. I was at another surgery before but there was no continuity with the GP as I was seeing different GPs every time. When you're getting older, you want to see the same GP."

"It has always been good here. I'm happy to see any of the doctors. If I want to see a particular doctor, I can usually see them within a few days."

Some patients who were less satisfied with the care made the following comments:

"I was given medication which had side effects of a cough when I could have taken one that didn't have side effects."

"I asked for my blood pressure to be tested and the GP said he didn't have time to do it."

Results - Patient Involvement

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

23% said Yes

74% said No

3% said they were already a member

(31 people answered)

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

11% said Yes

79% said No

10% said Maybe

(29 people answered)

Most patients had not heard of their Patient Participation Group and most were uninterested in joining. Of those that commented on the reasons for not joining, lack of free time was the main reason given:

"I haven't got the time."

"Time constraints and other commitments."

"My time is precious."

"I don't visit the GP enough."

Some patients had been involved in the Patient Participation Group or had read about it at the surgery:

"I have read the information on the notice board about it."

"I complete online questionnaires."

One patient expressed an interest to contact the Patient Participation Group:

"I would like to discuss the problems I have faced whilst trying to use the internet site."

One patient was not interested as the group was online:

"As this surgery's PPG is an online group, I would not be interested."

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
0%	100%	0%

(6 people answered)

Response from Provider



Parkgate Surgery

Action Statement

No.	Issues raised by patients	Response or action from provider	To be addressed by	Name of manager responsible
1.	Online booking	We have been advertising online access for the last two years. We are currently actively promoting the benefits for our patients and we plan to target patients on attendance at flu vac clinics in September. We have a dedicated member of staff available to resolve any issues or problems patients experience when trying to register or access the online services. We constantly review the appointments available for online booking. Online bookable appointments are available over a full range of GP surgery times and are equally available to both online and telephone bookings. Appointments can be booked up to six weeks in advance.	Ongoing	Sue Hagan Assistant Practice Manager
2.	Same day or urgent appointments	We have an allocated number of same day/urgent appointments. We continually review and audit demand and availability of appointments to maximise access to our services for our patients. All additional urgent requests are directed to the Duty GP for prioritisation/advice.	Ongoing	Debbie Dobson Practice Manager
3.	Appointment reminders	We send appointment reminders to all patients who have opted to receive SMS messages and who have provided a valid and up to date mobile phone number.	Ongoing	Sue Hagan Assistant Practice Manager
4.	Patient Participation Group	We advertise our Online Patient Participation Group on the Practice noticeboard, in our quarterly newsletters, our Parkgate Surgery website and via our annual patient survey. We are lucky to already have 88 patients engaged and who are active members of our Patient Participation Group. We value the input and benefit from working in collaboration with our patients to continually improve the service we provide. We are always keen to welcome new members to our group.	Ongoing	Sue Hagan Assistant Practice Manager

Healthwatch Lancashire Patient Engagement Day Report

Additional questions:

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

Yes, we are happy with the report. However, there are a few points we would like to clarify. We would question the observation made by Healthwatch that patients struggled to navigate their way from the entrance “not helped by some chairs being positioned in areas”. There is a clear route through the waiting room not obstructed by chairs. We are tied by the restraints of being in a large Victorian house rather than a purpose built building and always endeavour to make the best possible use of the space available.

In the observations there is a comment relating to the sign at the front of the building not being noticeable, unfortunately we are tied by planning regulations and the signage we feel is acceptable, we also have a large sign at the entrance to the building signposting patients.

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

No.

We regularly encourage comments from our patients. We have many sources of feedback which include responses from a much larger cohort of patients. We undertake regular surveys via both our Patient Participation group (88 members) and our annual Patient survey (321 responses in 2016); this gives a broader response and understanding of our patients’ views and needs. We have good uptake of the Friends and Family survey and we have a patients’ suggestions and comments box available for patients to access. We have open dialogue with patients if they have any issues or concerns on a one to one basis. We have recently undertaken a CQC inspection, at which the views of a large range of patients and service users were sought. The CQC awarded the Practice an “outstanding” rating.

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

We were pleased to have Healthwatch Lancashire in the Practice. The opportunity for an additional independent survey completed to help us monitor performance is always welcome.

It would have been beneficial if any patient concerns had been raised with the Practice Manager at the time for response and clarification pre the report being drafted so that Healthwatch had a rounded understanding of any issues prior to drafting the report.

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