

Longton Health Centre

Patient Engagement Day

Contact details:

Longton Health Centre
Liverpool Road
Longton
Preston
PR4 5HA

Date and time of visits:

8th June, 2016 - 8.00am - 1pm
14th June, 2016 - 1pm – 6.30pm

**Healthwatch Lancashire
representatives:**

Aysha Desai (Lead Project Officer)
Amanda Higgins (Project Officer)
Ilyas Patel (Project Officer)
Linda Brown (Senior Project Officer)
Linda Broomhead (Volunteer)
Sheena Thompson (Volunteer)

V1.3

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 8th and Tuesday 14th June, 2016, four project officers and two volunteers from Healthwatch Lancashire gathered survey responses from patients at Longton Health Centre, to obtain the views of people using the service and to observe the environment.

This report summarises reviews from 84 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

Longton Health Centre is a privately owned GP surgery with 10,925 registered patients. It is currently accepting new patients. The surgery opening times are usually between 8.00am and 6.30pm, with extended opening times on Mondays up to 8.00pm. There are online facilities including booking appointments, ordering repeat prescriptions and viewing test results. The Practice Manager is Wendy McNeice.

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 84 people that we spoke with at the surgery, however, not all surveys were completed in full. This is often due to patients being called in to their appointments 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 the survey. We would also like to thank the Practice Manager, Wendy McNeice, 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 in Longton, which is approximately five miles from Preston City Centre and is accessible by bus. There is a private pharmacy located in the village.

External Environment

The health centre has a car park with designated disabled parking spaces. The car park was busy at the times of our visits.

Internal Environment-First Impressions

Longton Health Centre is a single storey building. There is disabled access to the surgery with automatic doors at the entrance. On the days of the visits, the surgery was busy but appeared organised and clean. The seating in the surgery appeared comfortable and we did not see any patients struggling to find a seat.

Reception

There were three receptionists on duty during both visits to the surgery. Interactions between reception staff and patients appeared professional and friendly at all times. There appeared to be a lack of privacy when patients spoke with receptionists.

Patient Involvement

There were several informative and well-presented noticeboards in the waiting area. One noticeboard that was on display at the entrance to the surgery provided details of the next Patient Participation Group meeting. In the reception area, copies of the first Patient Participation Group newsletter were available.

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The Patient Engagement Days at Longton Health Centre took place on the 8th and 14th June, 2016. 84 people shared their views

Results - Access and Booking Appointments

1. We asked: 'How did you make your appointment for today?'

Telephone	Online	At reception	Repeat appointment
57 %	0 %	18 %	25 %

(Out of 76 people)

Of the patients who did not answer this question, this was either because they had received a letter for their appointment, their appointment was pre-booked, or they were attending the baby clinic which did not require an appointment to be booked.

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

9 % said Yes

91 % said No

(Out of 81 people)

3. We asked those that answered No to Q2: 'why is this?'

Don't use a computer	Don't want to	Unaware of it	Don't have log in details yet
14%	53 %	18 %	15 %

(Out of 66 people)

Most patients did not use online booking to make appointments because they did not want to. Some were unaware of the service, whilst others preferred to use the telephone or visit the surgery to make an appointment:

"I prefer to use the telephone than book online."

"The online system is difficult to use as you can't make multiple appointments. For routine appointments that I need to book every four weeks, I can't book these more than a couple of weeks in advance."

"I live very local so I make my appointments by coming to the surgery."

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

48 % said Yes

52 % said No

(Out of 73 people)

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5. We asked: 'Overall, how would you rate your experience of booking your appointment for today?'

20 % said Poor **17 %** said Could Be Improved **63 %** said Excellent

(Out of 71 people)

Almost two thirds of patients found the experience of booking appointments excellent, although 37% felt it was poor or could be improved.

"I like the new appointment system. It is better than the old system when you had to wait two to three weeks for an appointment. Through the triage system, the doctors phone you back and asks you to come in if needed. The only issue with this is you have to wait at home for the call back, which is usually in the afternoon."

"My appointment was made for me by the surgery. I received a letter."

"The system went down but someone phoned me back later and I was given an urgent appointment for today."

"I walked into reception and just got an appointment as someone had cancelled their appointment."

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

62 % said Yes **23 %** said No **15 %** were Not Applicable

(Out of 81 people)

Over half of the patients surveyed said they struggle to book same day or urgent appointments at the surgery:

"You can't get urgent/same day appointments unless it is an emergency. You still have to wait for a call back to arrange."

"I sometimes find it difficult to get urgent/same day appointments."

I find it difficult to get urgent/same day appointments because I work."

"I rang eight times to get someone to answer the telephone for an urgent appointment."

"I find it difficult to see a doctor when I need to."

Several patients felt that the surgery's new appointment booking system was problematic, with some patients struggling to get through to reception on the telephone:

"With the new system, I can no longer get through on the telephone."

"It is hard work getting through on the telephone and getting appointments."

"The new appointment system is more difficult. I was ringing all day yesterday but could not get through."

"At the moment it is difficult due to not being able to get through. It takes ages to get through and then I have to wait for a doctor to ring me back to see if they will see me."

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Some were unhappy that they could no longer see the doctor of their choice:

"I am not happy with the new booking system as you cannot see the doctor you want to see."

"Can't see the same GP. There is no choice given."

"Appointment made today. I don't like the new telephone system as you can't choose which doctor you want to see."

Some were unhappy that they had to discuss their health to the receptionists:

"The new booking system is not good. You have to give your symptoms to the receptionist first."

"I'm not happy with giving an explanation at reception as to why I need to see the GP."

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

30% said Yes

47% said No

23% were Not Applicable

(Out of 81 people)

Patients tended to find it easier to make routine appointments than same day or urgent appointments, however some patients struggled to book routine appointments:

"I have not had trouble with routine appointments in the past but I don't know how the new system will work as I cannot make appointments in advance and I need repeat appointments once every three months."

"I make my appointments with the doctor as I have had difficulties getting appointments with the nurse due to a shortage of nurses."

"I have to wait two to three weeks for a routine appointment."

"I had to ring the practice manager as I was trying for a long time to get a referral for a long standing problem."

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

3% said Yes

97% said No

(Out of 78 people)

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

97% said Yes

3% said No

(Out of 78 people)

The majority of patients felt that the opening times were convenient with one patient saying they were happy with the weekend opening hours. However, one patient felt that they should be longer:

"The opening times could be improved."

"I am happy that the surgery is also open on a Saturday morning."

Results - Quality of Care

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

84% said Caring **0%** were Unhappy with Staff **16%** were Unhappy with Some Staff

(Out of 76 people)

The majority of patients found the staff caring, although a minority of patients were unhappy with some of the staff at the surgery:

"I find the receptionists caring and compassionate but only sometimes with the GP."

I tend to find the receptionists caring and compassionate but not the GP."

"I find the GPs caring and compassionate but only find the receptionists caring sometimes."

"Certain staff are abrupt."

"Some of the staff are lovely, others leave a lot to be desired. The nurses are okay."

"Doctors and nurses are caring and compassionate. The receptionists can be distant."



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

88% said Yes

0% said No

12% said Sometimes

(Out of 73 people)

Most patients tended to feel listened to in their appointments, although some felt that this depended on the doctor they had an appointment with:

"I sometimes feel listened to during appointments. The problem is that you can't always see the same doctor, so there is no continuity. The doctors do not always know their patients."

"I feel listened to sometimes but this depends on the GP I see."

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

90% said Yes

3% said No

7% said Sometimes

(Out of 70 people)

Most patients tended to find the information received in appointments helpful, although some felt that this depended on the doctor they had an appointment with:

"The information received in my appointments is sometimes helpful but this depends on which GP I see."

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

4% said Unsatisfied

45% said Satisfied

51% said Very Satisfied

(Out of 73 people)

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

"For my kids, I am satisfied with the care provided. For myself, I am unsatisfied."

"It's a really nice surgery and the doctors are lovely. It's just the booking system that is the problem."

"GP's are lovely. It's excellent."

"I have to say that if it's for a child, the GP usually phones me back and discusses the symptoms over the telephone. They will then advise me whether or not to bring my child in."

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Results - Patient Involvement

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

30% said Yes

70% said No

(Out of 71 people)

15. We asked those that answered No to Q14: 'Is this something you would be interested in?'

6% said Yes

61% said No

32% said Maybe

1% were already a member

(Out of 71 people)

Most patients had not heard of their Patient Participation Group and most were uninterested in joining:

"I have heard of the Patient Participation Group but don't really know about it well."

"I am a member of the PPG. I access information by email and have the opportunity to contribute but I don't attend meetings."

"I didn't know there was a PPG."

"I would consider joining if it was online."

Healthwatch Lancashire Summary of Findings

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

- Most patients booked their appointments over the telephone and most did not use online booking. Of those that did not use online booking, the main reasons given were that they did not want to or were unaware of it.
- 97% of patients said that they did not have any difficulties getting to the surgery.
- 63% of patients found the appointment booking system excellent, although 37% felt it was poor or could be improved.
- 62% of patients said that they found it difficult to book same day or urgent appointments. The main issues raised were that the new appointment booking system made it harder to book urgent/same day appointments, concerns about not being able to see the GP of choice, and having to explain their symptoms to receptionists.
- Most patients found the staff caring, felt listened to during their appointments and found the information they received in their appointments helpful.
- The majority of patients found the opening times convenient.
- 96% of patients said they were either satisfied or very satisfied with the care received.
- Most patients had not heard of their Patient Participation Group and most were uninterested in joining



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Response from provider

No.	Issues raised by patients	Response or action from provider	To be addressed by	Name of manager responsible
1.	Lack of privacy at front desk	There is a sign up already saying if you want to talk privately to the receptionist please ask, there are also in response to patient feedback privacy slips for patients to write on at the front desk	In place	Wendy McNeice
2.	New appointment system issues	All now addressed in a Q+A sheet. This is available in-house and on the web site. Feedback forms that are located on front desk continue to be positive	In place	Wendy McNeice
3.	Urgent appointments – can't get one or on the day appointments	This is not the case - The telephone triage is in place by the GP. If the GP and the patient identify a need for the same day appointment face to face, this will be given. A system is in place at the surgery to see urgent on the day patients	In place	Wendy McNeice
4.	Continuity of Care	If the GP seeing the patient wishes to see the patient again, they will inform reception that this is the case and the patient will be booked into that GP	In place	Wendy McNeice
5.	Not aware of PPG	Details on website / newsletter available / information on board outside, and will be on in-house TV monitor	In place except for TV. TV in use by end August 2016	Wendy McNeice
6.	All of the above	Discuss the issues raised above with the PPG	September 2016	Wendy McNeice

Additional questions:

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

Yes, that patients are not really concerned about having a PPG and as we have a high over 65 demographic, quite a lot are not interested in seeing their health record on Patient Access. It would have been interesting to get an age breakdown on the PPG questions as it is an NHS plan to become more digitised, but currently it is the younger generation who see this as an advantage. The elderly would like more face to face consultations and be able to identify their own need seeing which GP they want when they want.

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

No - they were friendly, approachable, on time and easy to identify.

www.healthwatchlancashire.co.uk

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