

GP ACCESS

WHAT YOU TOLD US (2021)



This report shares feedback that you, the residents of Sefton, shared with us regarding accessing services at your GP practice. We also heard from local Voluntary, Community & Faith (VCF) groups on your behalf.

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Who we are?

We are your health and social care champion. If you use GPs and hospitals, dentists, pharmacies, care homes or other support services, we want to hear about your experiences. We have the power to make sure leaders and other decision makers listen to your feedback and improve standards of care. We also help people to find reliable and trustworthy information and advice and have an independent Complaints Advocacy Service, to support residents who need support to make a complaint about an NHS service.

What are our core beliefs?

- We believe that health and social care providers can best improve services by listening to people's experiences
- We believe that everyone in society needs to be included in the conversation, especially those whose voices aren't being listened to
- We believe that comparing lots of different experiences helps us to identify patterns and learn what is and isn't working
- We believe that feedback has to lead to change, listening for listening's sake is not enough

The National picture

Healthwatch England published a report in March 2021 – 'GP access review must be part of NHS Covid 19 recovery'. The research showed that tens of thousands of people struggled to contact or see their doctor during the first year of the pandemic. Key areas raised by people included:

- Communication
- Booking an appointment
- Appointments not meeting people's needs
- Access to regular treatment and medication

To read the national report, click on the following weblink:

<https://www.healthwatch.co.uk/report/2021-03-22/gp-access-during-covid-19>

Listening to you

We wanted to give you an opportunity to share your feedback on accessing your GP surgery during Covid-19. We have listened to you, and you have shared both good experiences and those where improvements could have been made. Some of the key issues raised in Sefton mirror the issues raised in the national Healthwatch England report.

We have listened to you and shared your feedback within this report with the local commissioners of NHS services for Sefton residents (NHS South Sefton Clinical Commissioning Group and NHS Southport and Formby Clinical Commissioning Group) and Healthwatch England, our national body.

NHS 'Clinical Commissioning Group' is abbreviated to CCG within this report.

Overview of key findings

Many of the experiences you shared had a particular emphasis on:

Access to Services & Communication

You told us about:

- Booking appointments
- The consultation, including face-to-face, e-consult and phone
- Access to regular routine health checks
- Access to prescriptions

- Phone lines - Within the feedback received both from Voluntary, Community & Faith (VCF) groups and patients, a high number of comments relate to patients sharing how they have to ring their GP surgery each day at 8am and repeat this process daily to get an appointment. Long waiting times to get through on the phone, combined with long covid-19 messages were frustrating for patients.
- Consultations - the use of remote (eConsult) and telephone consultations have not suited all patients and concerns have been raised for patients who do not have access to the internet / limited or no on-line access. Whilst it is reported that both phone and e-consult appointments had been positive for some patients, others reported their concerns over not wanting to talk to a GP who they do not know over the phone, as they found it difficult explaining their problems to a complete

stranger. Some patients reported that they found it difficult to have their routine health check done over the phone e.g. asthma checks.

- *Access to routine health checks including asthma, diabetes and frailty has been raised with Healthwatch Sefton as a concern by a number of Voluntary, Community & Faith (VCF) sector groups on behalf of their members and clients. Healthwatch Sefton has progressed this issue through the Healthwatch Steering Group.

*Sefton Person's Older Forum raised access to routine health checks as an issue to Healthwatch Sefton requesting that this issue be escalated. The issue was formally raised by Healthwatch Sefton at the Joint CCG Primary Care Commissioning Committee. A formal response was recorded below:

- ✓ All GP practices have a recovery plan in place and this will include a return to getting annual medication reviews arranged. Priority will be given to those vulnerable patients on their lists.
 - ✓ This is the same for frailty checks.
 - ✓ The rates of practices getting back to routinely providing these annual checks will differ, given the different pressures on different practices and their patient populations.
 - ✓ In the future, practices may use care navigators in their roles within practices to provide these checks but this is just being discussed.
-
- GP surgeries offering services from different sites – This was a concern for residents living in South Sefton were some GP practices offered their services from a different GP practice. Both patients and a VCF group highlighted this as an issue as it caused patients stress having to travel and use public transport during Covid-19. Patients had to travel to locations that they were not familiar with increasing their anxiety.

Other key findings included:

Staff

You shared your feedback on staff attitude. You told us varying experiences some being positive and some experiences where staff attitude could be improved. All the feedback you shared on staff attitude can be found in Appendix 1.

- For South Sefton GP practices there was a mixture of feedback shared relating to staff, **50%** of the feedback was positive and **50%** of the feedback was negative
- For Southport & Formby GP Practices, **74%** of the feedback was positive and **26%** was negative

Treatment and Care

We asked you for your feedback on treatment and care. Again, there were both positive comments along with feedback demonstrating improvements that could be made.

- For South Sefton GP practices you shared both positive feedback **42%** and negative feedback **58%**
- For Southport & Formby GP practices the feedback you shared resulted in **77%** positive feedback and **23%** negative feedback

One of the concerns you told us about was that treatment and care could be affected depending on the type of appointment you were offered. You told us that both remote and telephone consultations did not work well for all patients.

Where our evidence came from

Between January – December 2021 we received **134** separate reviews, which shared your experiences of accessing GP practices. **43** reviews shared experiences of accessing GP practices across Southport and Formby. **91** were about GP practices based across South Sefton. During this time, we asked you to share your feedback in a number of ways including:

- ✓ We promoted the Healthwatch feedback centre to our community members, local residents and local Voluntary, Community and Faith (VCF) sector groups.
<https://healthwatchsefton.co.uk/services/>
- ✓ We held 3 online engagement sessions with local VCF groups.
- ✓ You telephoned us to share your feedback.
- ✓ We held a Healthwatch Sefton Community Champion network meeting for local VCF groups during November 2021 and invited along the NHS Commissioner to talk about their GP Access Survey. Members were given the opportunity to share feedback on GP Access. **Appendix 2**
- ✓ From the meeting, we also produced a case study, which detailed an in-depth experience of a resident requiring care from their GP practice and the difficulties they experienced accessing care and treatment from a number of services they contacted. This can be found **Appendix 3**

We spoke with local VCF groups across Sefton and asked them what feedback they were hearing from their clients / members.

In addition to the above, a number of GP Practices worked in partnership with Healthwatch Sefton and displayed a link on their website directly to the Healthwatch Sefton feedback centre, to make it easy for patients to leave their feedback.

****Please note this report relates to feedback specifically made by the patients and VCF groups who took part. Our report is not a representative portrayal of the experiences of all patients, only an account of what has been shared at the time.***

Feedback about Southport & Formby GP practices

Between January – December 2021, you shared 43 reviews about GP practices located in Southport & Formby.

In total there are **16** GP practices covering the Southport & Formby area and feedback within this report relates to **10** of those practices. The table below shows the number of reviews received for each of the 10 practices.

GP practice	No. of feedback reviews
Ainsdale Medical Centre*	13
Chapel Lane surgery	6
Christina Hartley Medical Practice & Roe Lane surgery	2
Churchtown Medical Centre	5
Cumberland House Surgery	2
Norwood Surgery	2
St Marks Medical Centre	7
The Corner Surgery	1
The Hollies	1
The Village Surgery	4

*Ainsdale Medical Centre worked in partnership with us and displayed a link on their website to the Healthwatch Sefton feedback Centre to make it easier for patients to leave feedback. As this was a pilot, not all GP practices were contacted to offer this service.

Access to Services and Communication

You told us that access to services and communication were key themes.

Issues which you raised included access to, and booking of appointments, access to routine appointments, prescriptions and communication.

From the **43** reviews you shared, there were **38** comments about your experience of accessing services. When we have reviewed the comments, **66%** detailed negative feedback, with **34%** sharing positive feedback.

31 comments shared issues relating to communication. When reviewing the comments, **45%** detailed positive feedback, with **55%** sharing negative feedback.

Some of the comments you shared with us are below:

St Mark's Medical Centre – *'Used E-Consult to get support and information. Sorted within 24 hours. Telephone consultation followed by face-to-face appointment with Alison (ANP). Excellent service'*.

Ainsdale Medical Centre – *'I have Type 2 diabetes and have never had a review. I can't get in to see a GP. I put my prescriptions in on-line and never go in to the surgery'*.

St Mark's Medical Centre – *'Husband asked by e-consult to contact GP for urgent appointment. Unable to access. Always seemed to be number 2 in the queue'*.

Chapel Lane Surgery – *'Great difficulty getting correct repeat prescriptions'*.

The Village Surgery – *'You can't get inside the practice building. If you have a prescription request you just post it in the box. I need regular checks which aren't happening since the pandemic. I feel diabetic checks should be done at my age. I haven't tried to get a face-face appointment for a long time'*.

The Corner Surgery – *'You have to try every morning at 8am to get an appointment on the phone and if there are no appointments when you eventually get through, it's tough, you have to try again the next day. If your problem is urgent there is no way to pre-book an appointment'*.

The Village surgery – *'When you call this surgery the answer service states that if you need an appointment that day you will be seen at the Freshfields site. How reassuring this is and makes the patient feel at ease when calling that they will not be trying to fight to get an appointment. Other surgeries could learn from this surgery because if this surgery can get it right for patients so can other practices'*.

Have a look at Appendix 1 to read through all of the feedback you have shared with us about Southport & Formby GP practices.

Staff

You also told us that staff attitude was a key theme. From the **43** reviews you shared, we found **34** comments about staff attitude. **74%** of the feedback was positive and **26%** of the feedback you shared was negative.

Some of the comments you shared with us are quoted below:

Ainsdale Medical Practice – *‘All staff, medical and support, are incredibly helpful and supportive’.*

Christina Hartley Medical Practice and Roe Lane Surgery – *‘Always able to get an appointment including face to face if needed.
Staff are very polite and engaging
All GPs are professional with empathy and understanding’.*

Churchtown Medical Centre – *‘Can't get a telephone consultation appointment even when I have been trying for days ringing at 8.30am until 10am. Two particular staff members on reception are very rude, one new receptionist is very helpful. Dr Greyner and Dr Kidd are both lovely.
Administration is very slow for referrals etc’.*

The Village Surgery – *‘This surgery is great. Staff are always helpful and the nurse and GP's are fantastic’.*

As you can see, a high percentage of comments you shared relating to staff attitude (**74%**) were positive. Please see Appendix 1 to read through all of the feedback you shared.

Treatment & Care

Another key area you told us about was your treatment & care with **32** comments received. In reviewing the comments, **77%** positive feedback was received with **23%** of the feedback being negative.

Below are some of the comments you shared:

Ainsdale Medical Centre – *‘Always treated as priority. Tests and procedures carried out quickly and communication excellent. Highly recommended to new patients’.*

St Marks Medical Centre – *‘Had text to get flu vaccination. Arrived on Sunday morning at surgery. Very efficient from staff at the front of the surgery directing through signage to nurse who gave me my vaccination. Excellent service’.*

The Village Surgery – *‘This surgery is great. Staff are always helpful and the nurse and GPs are fantastic’.*

Christina Hartley Medical Practice & Roe Lane Surgery – *‘Always able to get an appointment including face to face if needed
Staff are very polite and engaging
All GPs are professional with empathy and understanding’.*

Please see Appendix 1 for all the feedback you have shared in relation to treatment and care.

Feedback about South Sefton GP practices

Between January– December 2021, you shared **91** feedback reviews about GP practices located in South Sefton.

In total there are **29** GP practices covering the South Sefton area and the feedback in this report relates to **20** of those practices. The table below shows the number of reviews you shared for each of those 20 practices:

GP practice	No. of feedback reviews
15 Sefton Road	1
Aintree Road Medical Centre	1
Blundellsands Surgery *	20
Bridge Road Medical Centre	5
Concept House Surgery	1
Crosby Village Surgery	1
Crossways Practice	2
Eastview Surgery	3
Ford Medical Practice	2
Glovers Lane Surgery	2
High Pastures Surgery *	30
Kingsway Surgery	2
Litherland Practice	2
Netherton Practice	2
North Park Health Centre	3
Park Street Surgery	1
Rawson Road Surgery	4
The Strand Medical Centre	3
Thornton Practice	2
Westway Medical Centre	4

*Both Blundellsands Surgery & High Pastures Surgery worked in partnership with us and displayed a link on their website to our feedback Centre to make it easier for patients to leave feedback with Healthwatch. As this was a pilot not all GP Practices were contacted to offer this service.

Access to Services and Communication

You told us that access to services and communication were key themes.

Issues included access and booking appointments, access to routine appointments, prescriptions and communication.

From the **91** reviews you shared, there were **55** comments about access to services. When reviewing the comments, **96%** of feedback was negative and only **4%** of the feedback was positive.

24 comments relating to communication and when we reviewed them **13%** of feedback was positive with **87%** of the feedback being negative.

Some of the comments you shared are below:

Westway Medical Centre – *‘I emailed the surgery early on Friday morning to request an urgent repeat prescription. I called on Monday afternoon to check whether or not it had been done before going to the pharmacy. The phone call lasted 2 minutes including the time listening to the Covid message from Dr Chamberlain. Super quick and efficient service. Thank you!’*

Thornton Practice – *‘I have a review date of August on my prescription which has not been done with the GP. I have been told no reviews are being done until Nov. This should be done annually and they are just being pushed back which is not acceptable’.*

The Strand Medical Centre – *‘Trying to get through on the telephone is very difficult, with long wait times to speak to reception and all appointments gone for the day when you get through. You are told to ring the next day and it just goes on. The patient has huge concerns for herself and her peers about early diagnoses being missed. She said we are told to go early to the GP with any health worries, but cannot access a GP appointment. She sees the media message as very contradictory’.*

Blundellsands Surgery – *‘I booked a call with doctor via e Consult. Was told time slot when call would take place. Two hours past start of time slot and still no call! The service is not working and leads to heightened anxiety of patients!’*

Bridge Road Medical Centre – *‘I had an asthma review over the telephone which meant I had no physical health checks and I didn’t feel I got the correct inhalers’.*

High Pastures Surgery – *‘Receptionists are always pleasant and helpful. Excellent that the practice has many doctors so I always get an appointment when needed. Very happy with surgery’.*

Netherton Practice – *‘My surgery at Netherton, Magdalen Sq. stopped seeing patients face to face at the start of the pandemic. I have to travel to the Thornton surgery now which is really difficult, I am 73 and buses run once an hour. I would like to know if we will be able to go back to Netherton soon, and if patients who have difficulty travelling will take priority, if the surgery does re-open. The surgery advise they will let patients know future plans when they are decided’.*

All of the feedback you shared with us relating to Access to Services and Communication can be found in Appendix 1.

Staff

Your feedback also told us that staff attitude was a key theme. From the **91** reviews you shared, **50** comments provided feedback on staff attitude (**50%** positive feedback and **50%** negative feedback was shared).

Some of the comments you shared are below:

Blundellsands Surgery – *‘Phoned at 8, telephone call back by GP and fitted in with face to face appointment with daughter. GP had a wonderful bedside manner. Great service. Everyone is doing a great job in difficult times and I appreciate being seen today’.*

Concept House – *‘Wonderful staff, friendly and helpful’.*

Eastview Surgery – *‘This has been a hard year for us all. The staff at Eastview have always been so very kind and helpful’.*

High Pastures – *‘Alex was brilliant, kind and patient. Offering advice He is an asset to the surgery’.*

High Pastures – *‘I would like to raise my concerns as to how High Pastures Surgery in Maghull deals with their patients.*

I find the staff to be rude and completely ignorant to any concerns you raise. There is no transparency to how they handle your concerns and they fail to make contact when they say they will. I’m not sure as a patient what I am meant to do but as I go to them as an organisation I should be able to trust I am left feeling let down, anxious and disappointed in how I am treated’.

Litherland Practice – ‘It can take 3 weeks to get through to the surgery on the phone. I was sent to another surgery for a Covid booster but was given incorrect information and had a wasted journey. My wife and I are disabled, I am 82 and this was a wasted journey for us. Reception staff were very rude and defensive when I tried to sort this out’.

Rawson Road Surgery – ‘I contacted the surgery by telephone to chase up a test and was told to contact the hospital directly. The staff member was very rude and unhelpful and told me the information was in a link sent to my phone which had expired. I was trying to explain this and they hung up the phone on me. During another attempt to resolve this on the phone, I became upset and when I went to the surgery to try to resolve it, the staff were totally unprofessional, and I left very upset and without the information I needed’.

Above are just a selection of comments that you shared with us. For all feedback relating to staff attitude please see Appendix 1.

Treatment & Care

You told us about your experiences of treatment & care from the feedback you shared, **42%** was positive **58%** being negative.

Below are some of the comments you shared:

Blundellsands Surgery – ‘Emma Cashman is a fantastic nurse at Blundellsands surgery, she has given all of my children their routine vaccinations over the past few years and I cannot thank her enough for making the experience as positive as possible, she has a lovely way with children and goes above and beyond to ensure they are as calm and as happy as possible both before and after their needles. She is caring, understanding and everything a good nurse should be. We are extremely grateful to have her at our surgery’.

Blundellsands Surgery – ‘Right in the middle of lockdown I had an awful diagnosis and struggled to get any care through hospital channels - luckily for me, the GPs, pharmacist and reception staff were utterly amazing. I really cannot praise this surgery enough for going above and beyond so many times for me in the past 9 months or so. Each time Aintree let me down, they were

able to deal with my issues and made me feel a lot safer than the hospital managed. Thank you all so much’.

High Pastures Surgery – *‘If you are going to contact a patient who has symptoms of depression please at least act interested. This is not a job for an inexperienced Dr who did not even introduce themselves at the start of the call. I know we are going through strange times but at least please try and distribute the calls to the right Dr. The consultation was a waste of time and not at all helpful, I felt stupid trying to tell the Dr how I was feeling. It’s hard to admit you are not doing great at the best of times’.*

15 Sefton Road – *‘I am appalled by how low the standards have dropped in this practice. Since Dr Irvine has left the practice has gone downhill. No continuity of GP's just locums who don't know your patient history. The receptionist was as helpful as she could be, it was difficult to address my numerous health issues and I could only discuss one health issue on each telephone appointment. The locum didn't read my notes and I was prescribed medication that would make me worse’.*

For all the feedback you shared with us on Treatment and Care see Appendix 1

What Voluntary, Community & Faith (VCF) sector groups and organisations told us:

We work in partnership with Sefton VCF sector groups and organisations. We co-ordinate and continue to develop two Community Champion networks. You can find out more about both networks on our website using the following link;

<https://healthwatchsefton.co.uk/community-champions/> Both networks are made up of VCF groups who work with and support their local communities. The VCF groups raise awareness of Healthwatch and encourage residents to have 'Their Say' and share their feedback on health and social care services.

We worked with our community champions and asked them to share feedback on behalf of their members. Some responded by email and a small number held online engagement session with us so that we could talk directly to their members. We also held meetings during November 2021 for both Community Champion networks to hear from commissioners about the launch of their survey to find out about GP access and to provide an opportunity for our champions to ask questions about GP access.

Themes highlighted included:

- Issues for patients with access to health checks including frailty, asthma and diabetes.
- Issues for patients getting through on the phone lines.
- Mixed messaging and communication making it difficult for patients to understand the system.
- Patients who have no access to IT need to be considered and different options should be available to them. Not one size fits all.
- Communication issues when prescribing medication such as anti-depressants.
- eConsult – issues with no time given for call back from GP or practice staff. The patient has to be available all day.
- Staff not listening to patients but will take action when a professional calls on their behalf.
- GP surgeries offering services from different sites – This was a concern for residents living in South Sefton were some surgeries offered their services from a different GP practice. Both patients and a VCF groups highlighted this as an

issue as it caused patients stress having to travel and use public transport during Covid-19. Patients had to travel to locations that they were not familiar with increasing their anxiety.

Healthwatch also had an input into the meeting and reported a high number of calls into the signposting service from clients needing support to access their GP practice. During January – December 2021 there were 43 phone / signposting queries re: GP Access.

Members at the meeting wanted it noted that not all GP practices worked the same and some offered good services, whilst others needed to make improvements.

The full notes for this section of the meeting can be found in Appendix 2.

Conclusions & Recommendations

It is clear from reading the individual reviews which have been shared, that feedback differs between GP practices and according to the experience of the patient at the time they are accessing services. This report relates to the feedback specifically made by those patients and VCF groups who took part. Our report is not a representative portrayal of the experiences of all patients, only an account of what has been shared with us.

Although feedback was sought from residents across Sefton, in the main, feedback shared within this report, relates to those GP practices who accepted the offer to work in partnership with us:

- ✓ Ainsdale Medical Centre
- ✓ Blundellsands Surgery
- ✓ High Pastures Surgery

In reviewing the feedback, you have shared with us, it reflects the national feedback from the Healthwatch England report 'GP access review must be part of NHS Covid 19 recovery' which was mentioned at the beginning of this report. VCF groups also reported similar issues on behalf of patients including:

- Issues getting through on phone lines
- Appointments not meeting patient's needs
- Communication
- Access to regular health checks

GP practices work independently and will offer patient services according to their own procedures and policies, and we feel this can add to confusion, miscommunication and raise patient expectations as to how the patient anticipates or believes their GP surgery should operate.

Recommendations for commissioners

We ask commissioners (both NHS South Sefton CCG and NHS Southport and Formby CCG) to listen to and act upon the feedback shared within this report. We would recommend that you use the feedback independently captured by us by integrating it into the feedback and results you receive from your own survey to ensure that the feedback shared shapes the future decisions and recommendations you make to individual practices.

We ask that the final report produced along with copies of the individual GP reports are shared with us at Healthwatch Sefton.

We would like to work in partnership with commissioners and Primary Care Networks * so that we are all working towards the same goal of improving access to primary care for everyone registered with a Sefton based GP practice. We would like to receive a formal response from commissioners and leads from the networks to find out how they think we can best get involved in this area of work.

*Since January 2019, practices have been organising themselves into local networks, known as primary care networks to provide care at a greater scale by sharing staff and some of their funding. In Sefton we have 3 networks; one covers Southport and Formby, one covers Crosby, Bootle and Maghull and one covers Seaforth.

Response from our local NHS Commissioners.

The response we received from the local NHS Commissioners (NHS Southport & Formby Clinical Commissioning Group and NHS South Sefton Clinical Commissioning Group) is below



**South Sefton Clinical Commissioning Group
Southport and Formby Clinical Commissioning Group**

Southport & Formby CCG
5 Curzon Road
Southport
PR8 6PL

South Sefton CCG
Magdalen House
Trinity Road
Bootle
L20 3NJ

Tel: 0151 317 8456
email: southsefton.ccg@nhs.net

12th May 2022

Diane Blair
Manager
Healthwatch

Sent via email: diane.blair@healthwatchsefton.co.uk

Dear Diane

Healthwatch GP Access Report

Thank you for sharing the Healthwatch GP access report that shares patient feedback on their experiences of accessing General Practice during the pandemic in 2021. Demand for GP services remains higher than pre-pandemic levels for a multitude of reasons and we know this does impact on access.

GP practices continue to see more patients each month whether that be face-to-face, over the phone, or via a video link. In the six months between July 2021 and December 2021, 743,991 appointments were organised for residents in Sefton, an increase of 11.5% from the previous six months.

The report feedback covers a range of areas and I think it is safe to say none of which are a surprise.

To pick up on a few of these issues:

Telephony
Telephony is not a centrally funded nor specified by commissioners and each practice is responsible for the supply and design of their own system. The pandemic changed the way patients access services and moved the focus to a triage based approach which put significant pressure on telephony systems. We recognise this causes bottlenecks and pressure on reception teams. We will work with practices as they review the results from our CCG GP access survey to understand what can be done to improve the patient experience.

Models of Care
There were many comments about the use of online consultations. We recognise that this system will not suit all members of the population and that all online systems will have certain constraints due to the nature of the software. This theme is evident in our survey results also.

There are also comments regarding the lack of availability of health checks, it is worth noting that for long periods of time during the pandemic this element of routine care delivery was 'stood down' by NHSE to enable practices to focus on delivery of other services including COVID-19 vaccination.

NHS Southport & Formby CCG Chair: Dr Rob Caudwell
NHS South Sefton CCG Chair: Dr Peter Chamberlain
Chief Officer: Fiona Taylor



**South Sefton Clinical Commissioning Group
Southport and Formby Clinical Commissioning Group**

All practices now continue to offer a blended approach to access with a range of telephone, online and face to face appointments available. This will continue to be reviewed as part of the outcome of the CCG GP access survey.

Sites

There is also feedback on the temporary closure of sites, we are awaiting the results of the CCG GP access survey that specifically asks patients about their experiences of accessing other sites and will review this with providers shortly.

The feedback does demonstrate the work that we need to undertake, with partners to share the different roles of general practice with the public. There is clearly a need to describe the workforce and training that is given to practice teams and why interventions like triage are essential to get the patient to the right member of the team. We have done some press releases and toolkits for partners around this, including some videos of different practice staff members to try and help with this and will have a think about what else we can do to explain the different roles to the public.

I would like to take this opportunity to thank you and the team for the work that has gone into developing the report. It is very comprehensive report and we would suggest that we share the feedback with practices so they can consider this as part of the review of the CCG survey.

Yours sincerely

**FIONA TAYLOR
CHIEF OFFICER
NHS South Sefton CCG**

NHS Southport & Formby CCG Chair: Dr Rob Caudwell
NHS South Sefton CCG Chair: Dr Peter Chamberlain
Chief Officer: Fiona Taylor

Share your experiences and stories with us.

- ✓ We would like you to share your feedback on GP Access. Share this on our website (www.healthwatchsefton.co.uk/services/)
- ✓ It is really quick and easy to share your stories and experiences and they will remain anonymous.

Access information, support and guidance

- ✓ Get in touch with Mandy, our Signposting & Information Officer who can provide you with information and support. Telephone: 0800 206 1304 or email info@healthwatchsefton.co.uk.

Get involved

- ✓ You can join us to receive regular updates about both local and national health and care services. Sign up on-line <https://healthwatchsefton.co.uk/get-involved/online-membership/> Or give us a call on 0800 206 1304

Recommend us to your friends and family

Appendix 1

Southport & Formby GP practices

No.	Provider	Location	Date	Rating (1 star being lowest rating and 5 stars highest rating)	Title	Review
1	Ainsdale Medical Centre	PR8	2021-02-14	5	Wonderful GP Practice	All staff, medical and support, are incredibly helpful and supportive
2	Ainsdale Medical Centre	PR8	2021-03-02	5	A pleasant experience	I rang this morning to arrange to speak to a doctor and was dealt with by a lovely receptionist her name is either Carolyn or Caroline. She was so pleasant and helpful and a delight to deal with. I was later rung up by Dr Marnell who was also lovely to speak to. When you don't feel well it is so nice to be helped in this way and not made to feel a nuisance. I just wanted to let you know and say thank you.
3	Ainsdale Medical Centre	PR8	2021-02-07	5	Brilliant communication and lovely team.	Always treated as priority. Tests and procedures carried out quickly and communication excellent. Highly recommended to new patients.
4	Ainsdale Medical Centre	PR8	2021-06-29	5	Well cared for	After a sudden episode of breathlessness after having Covid I was really well cared for by HCA Karen and Dr Bennett and Dr Ozkan. All the staff are kind and despite being under a lot of stress are working harder than ever.
5	Ainsdale Medical Centre	PR8	2021-09-14	5	Visit to surgery for blood tests	First visit for over a year. Very well organised. Text to explain which entrance I was to use to the surgery. Very informative video explaining clearly what would happen in terms of entry to the surgery. Buzzed in by receptionist who asked me to use hand sanitizer then directed to waiting area for nurse. Clearly marked out flooring and chairs distanced. Only

						waited very short time. Saw nurse, excellent service from her. She then directed me out of the building through different door. For anyone worried about going to the surgery, pleased don't. It's efficient, well thought out and slick. Great to be able to visit. Well done
6	Ainsdale Medical Centre	PR8	2021-09-26	5	Very good	Great, all staff are very helpful and make you feel as if you're the only patient.
7	Ainsdale Medical Centre	PR8	2021-09-26	5	Excellent COVID jab service	Well organised to get as many people as possible immunised as quickly as possible.
8	Ainsdale Medical Centre	PR8	2021-10-28	3	Never had a diabetes review	I have Type 2 diabetes and have never had a review. I can't get in to see a GP. I put my prescriptions in on-line and never go in to the surgery.
9	Ainsdale Medical Centre	PR8	2021-11-25	5	Very helpful and efficient. 5 stars rating.	A visiting relative of mine was due for Covid and flu vaccinations. She has vascular dementia and is not registered with a GP in the local area. I approached Ainsdale Medical Centre for help and the issue was dealt with instantly and efficiently so she could register with them temporarily and receive the vaccinations she needed. The nurse practitioner was excellent. Other health providers in the area when asked for advice with this issue were not helpful.
10	Ainsdale Medical Centre	PR8	2021-11-09	1	Cannot see or speak to a doctor. E consult not available.	Trying to see or speak to a doctor as I've been told I'm going blind by an optician. This has been going on for nearly 3 months! E consult has been suspended until tomorrow despite the NHS website for Ainsdale Medical Centre explicitly stating, "You can submit e consult 24 hours a day and we will respond by the end of the next working day". Why do you claim to do something which you clearly do not do? How does anyone with a serious medical condition get to see a doctor at this surgery?
11	Ainsdale Medical Centre	PR8	2021-11-01	1	poor	There were no options to select on the telephone for my injury. I wanted advice following a fall which had left me in pain.
12	Ainsdale Medical Centre	PR8	2021-11-01	1	Mixed messages and long waits.	Received flu vaccine text saying last one of year this Saturday. This is the first and only invite I've received for the jab. Unable to make appointment on my NHS app. Called my

						surgery to be told by answer machine only to come forward if over 65 years of age. I'm 50, I want the flu vaccine, I was extremely ill with Covid 19 beginning of Oct and still not fully recovered. I am not happy with Ainsdale Medical Centre services. I never bothered to call when I had Covid because there was no point. I would have gone straight to hospital if it was required. But any support after is hard to obtain as can't get through to even make an appointment. Now I've been contacted out of the blue to get flu vaccine, and the tone of text is it's me that hasn't done anything about it before now. Trying to do the right thing and getting told to go away. Thanks GP for no support and thanks NHS for nothing.
13	Ainsdale Medical Centre	PR8	2021-10-22	5	Excellent service all concerned	Answered phone within an acceptable time. Receptionist was very friendly and caring. Doctor Bennet telephoned back in two hours and took a telephone consultation and came to a diagnosis. What more could you ask for in this present climate.
14	Chapel Lane Surgery		2021-06-09	1	Trouble getting prescriptions	I am newly diagnosed with a disease and the hospital has been great reviewing my medication to ensure my condition improves. Unfortunately, it is a struggle to get my prescriptions from this surgery. I have to repeatedly ring or call in and I am left waiting to the point of running out of my old medication. It is very stressful as a patient to have to keep asking all the time. On average over my last 3 changes to my medication I have waited on average 7 - 8 working days and that is only because I am constantly having to contact them. If my condition is not managed it worries me I will have to have an operation therefore it is essential they prescribe my medication as they should do within their process of 3 working days. A patient should not have this worry every month!
15	Chapel Lane Surgery	L37	2021-06-09	4	Steroid injection after shoulder injury	Quite good except for a 4 week wait because I'd recently had my second Covid jab.

16	Chapel Lane Surgery	L37	2021-06-08	3	GP unpleasant and critical.	Great difficulty getting correct repeat prescriptions.
17	Chapel Lane Surgery	L37	2021-05-21	4	Not as good as it was.	2 items missing from reorder of prescription. I numbered i.e. 1,2,3 etc in my original request total 6 items but received 5 including one I'd not requested, Rang surgery eventually got through, 7th in queue. Very helpful receptionist sorted it. Emergency request to be picked up Monday 24th May. Originally requested 13th May.
18	Chapel Lane Surgery	L37	2021-07-21	3	Too much time waiting	45 min to get through, by which time no appointments/triage calls left. Told to phone 111.
19	Chapel Lane Surgery	L37	2021-11-04	1	Patient safety and access	<p>My sister is newly diagnosed with a condition that the hospital is treating her for. The hospital has been amazing and supportive but this GP surgery is letting her down and making her ill and anxious. Each time her prescription is changed by the hospital it is a fight to get it from this surgery. She has actually been told by staff that prescriptions now take 7 days due to staff working from home. She waits each month anywhere between 7 - 10 days to get a prescription after repeated calls.</p> <p>My sister needs this medication to treat her illness. She wants to look after her own health but the delays in medication from this surgery are preventing her.</p> <p>I went with her to the surgery to put in a letter about receiving her medication. There is a small entrance with one small window to reception. There was only one receptionist seeing to patients. We had to stand outside as my sister has been told prior that only one patient is allowed in that area. There are no signs to say this. The man being seen to was at the window for at least 20 mins and a queue started to form outside the building. Then patients started to go inside in front of us. When told that we were all in a queue one patient refused to come out and said she would not stand outside. My sister said this has happened before. The staff inside had no idea of the queue even though this one patient</p>

						<p>had been stood at their reception screen for that length of time. There is just no care for patients. The person directly behind us told us this was her 3rd time that day trying to queue to speak to reception. She also had waited 10 days for a prescription that when she had eventually got to pick up the chemist said that the medication was discontinued and to go back to the doctors. There was a gentleman in the queue who was anxious he would be late for his appointment. There is no system, it feels like a wall has been built and you cannot communicate with the surgery.</p> <p>Why is this surgery providing such a poor service when my surgery 'Formby Village Surgery' offers a great service? Why are they so different?</p>
20	Christina Hartley Medical Practice & Roe Lane Surgery (Christina Hartley site)	PR8	2021-05-20	2	Delay in getting an appt as phone lines down	I rang on a Friday for an appointment. I was told the system was down and advised to call back on Monday. Rang on Monday morning and was 16th in the queue. I waited a while before hanging up without booking appointment.
21	Christina Hartley Medical Practice & Roe Lane Surgery (Christina Hartley site)	L40	2021-05-20	5	Excellent surgery	Always able to get an appointment including face to face if needed Staff are very polite and engaging All GP's are professional with empathy and understanding.
22	Churchtown Medical Centre	PR9	2021-05-05	1	I can't get a telephone consultation	Can't get a telephone consultation appointment even when I have been trying for days ringing at 8.30am until 10am. Two particular staff members on reception are very rude, one new receptionist is very helpful. Dr Greyner and Dr Kidd are both lovely. Administration is very slow for referrals etc.
23	Churchtown Medical Centre	PR9	2021-05-24	1	Not able to get an appointment	Following calling 111 re health of 89-year-old woman was told she needs a GP consultation. Unable to access an appointment.

24	Churchtown Medical Centre	PR9	2021-09-08	1	Can't get an appointment, staff very rude.	I have tried for 3 days to get through on the phone. I was 27th in the queue. When I try to book on automated system there are never any appointments available for the same week. I am a cancer patient and need anti-biotics for an infection. I have been told to ring NHS 111 but can't get through there either. I have also been told to travel to the walk-in at Ormskirk but this is not possible. Patients are not getting the attention they need from GPs and can only get treatment at A&E.
25	Churchtown Medical Centre	PR9	2021-11-17	1	This Practice is going downhill	They have messed up my blood tests, and a referral to the hospital for a procedure. Certain Doctors speak to you like you are stupid and know nothing about your conditions. Luckily, I do know more than them so won't be fobbed off. I have had a locum GP ring me back who quite clearly couldn't read my test results and told me I didn't need my medication. He didn't like being challenged. The staff do not seem to know what is going on at the surgery.
26	Churchtown Medical Centre	PR9	2021-10-21	1	Tried for 3 weeks to get an appointment!	I have tried for 3 weeks to get through on the phone. I got through today after 50 minutes and was told there were no appointments. I was very upset and frustrated and did become angry. The receptionist terminated the call which is unacceptable after I have tried for so long to get through. I am a cancer patient, I need antibiotics and this cannot go on. I know others who have left the practice because of the way they have been treated by the reception staff.
27	Cumberland House Surgery	PR8	2021-11-25	5	Excellent care throughout Covid	I have had several telephone appointments and face to face appointments with the practice nurse and Doctor throughout Covid. I was very grateful. On one occasion I rang on Monday morning and spoke to reception for a telephone appointment and the GP rang me 20 minutes later. I was referred and booked in for further medical assessments at Hospital straight away.
28	Cumberland House Surgery	PR8	2021-11-25	5	All staff are really good.	I had to go in the surgery once a month for blood tests throughout Covid. They have been marvellous. You have to ring spot on at 8 am in the morning and if you keep ringing you normally get through. I was offered face to face GP

						appointments during Covid that I didn't attend due my own anxiety but I was offered them. The GP always rings me back on the same day for a telephone appointment. The entrance door is now open and you can use the screen log in.
29	Norwood Surgery	PR9	2021-02-11	5	Excellent, sympathetic and caring staff.	Prompt action by staff and especially Dr. Steve Fu. Usually see Dr. Byrne, who is also excellent. Thank you for your sympathetic and caring attitude while treating my wife.
30	Norwood Surgery	PR9	2021-09-03	5	Excellent care and compassion	I would like to say a big thank you to all of the reception staff and the GP for their fantastic support over the last 3 months. You all went above and beyond to help me during my recent illness and made the process of my recovery so much easier with your kindness, compassion, support and care. I cannot thank you enough.
31	St Marks Medical Centre	PR8	2021-01-06	5	Appointment via E-Consult	Used E-Consult to get support and information. Sorted within 24 hours. Telephone consultation followed by face-to-face appointment with Alison (ANP). Excellent service
32	St Marks Medical Centre	PR9	2021-04-16	2	Poorly organised	<p>(My observations of St Marks are from being an informal carer for a relative who is a patient at the practice)</p> <p>St Marks is certainly a very busy practice and this feedback is regarding the general atmosphere of the practice and not any individual staff member. The staff clearly aim do their utmost to help but i feel the system needs to improve in order to enable ease of access for all patients.</p> <p>The complaints/comments system seems to be not transparent or easy to access. The practice manager details are not listed on the website and the email to use to speak with the 'complaints manager' is the generic reception email. I have concerns that this on one hand adds to the reception teams' workload sifting through priority medical emails but also a potential conflict of interest as this email is presumably monitored by many staff?</p>

						<p>A solution may be a dedicated email for the 'complaints manager' if they have a dedicated staff member in this role i feel it should be separate from the main reception number, one to ensure calls can be triaged appropriately and people who are sick on the day are not help up on the phone by generic enquiries like mine.</p> <p>The website also states a small number of appointments are pre bookable however the staff member i have spoken too advises that they are unaware of this and the 'website needs changing'.</p> <p>I would value Healthwatch's' opinion on this. With thanks.</p>
33	St Marks Medical Centre	PR9	2021-06-10	2	I was text to make appointment for medication	<p>Despite numerous calls for 2 weeks now at 08:00 I am unable to do so... had to wait nearly an hour to be told all appointments are gone or the lady I have to make an appointment with is not in or off for another week. Really has become a nightmare this place and other people are suffering just read their reviews online. I signed up with Patient Access online to make things easier but you can't even book appointments on there now... this needs looking into my mental health can't cope with all this, I try my best to avoid stressful situations and thought it best to just make a share feedback. I just can't understand why it is so difficult to book an appointment when I was asked via text to do so.</p>
34	St Marks Medical Centre	PR8	2021-05-25	1	Unable to access by phone	<p>Husband asked by e consult to contact GP for urgent appointment. Unable to access. Always seemed to be number 2 in the queue.</p>
35	St Marks Medical Centre	PR9	2021-05-20	3	unable to get through by phone	<p>Long voice mail message to get to the options which is very distressing for clients with mental health issues such as anxiety.</p> <p>45 mins plus on hold only to be cut off, very distressing for clients who are anxious or have mental health issues as they will not make a re call.</p> <p>Very distressing for aging clients.</p> <p>Very time consuming to be on hold for this length of time.</p>

						Not all clients can access e-consult don't have access to the internet or unable to use it.
36	St Marks Medical Centre	PR8	2021-10-04	5	Flu clinic was excellent	Had text to get flu vaccination. Arrived on Sunday morning at surgery. Very efficient from staff at the front of the surgery directing through signage to nurse who gave me my vaccination. Excellent service.
37	St Marks Medical Centre	PR8	2021-11-11	5	Drug Review	Ordered routine medications and was contacted by phone by GP re drug review. Appropriate referral for review of condition (which had not happened even before Pandemic)
38	The Corner Surgery	PR9	2021-11-23	1	Can't speak to a GP, terrible communication.	You have to try every morning at 8am to get an appointment on the 'phone and if there are no appointments when you eventually get through, it's tough, you have to try again the next day. If your problem is urgent there is no way to pre-book an appointment. I was asked to contact the GP as I had a fracture, and then couldn't get through to arrange the appointment! At the surgery you have to speak through an intercom, describe your symptoms so anyone around can hear, this is just not acceptable. I was advised to go to A&E on occasion, which was not suited to my needs and would just have added to the huge burdens on this service. I have now moved GP to Churchtown Medical Centre who have an option on the phone menu to pre-book an appointment which is far better. This system should be in place at all GPs.
39	The Hollies	L37	2021-10-17	3	Wrong information given by receptionists	I have been with this practice for many years. Over a period of a couple of months, recently, I was given inaccurate information by a receptionist on four separate, consecutive occasions. These ranged from a print out of another patient's Covid vaccine passport information. Wrong information about the labelling required for sample testing: I was given conflicting info about the labels required on three occasions so when I returned to the surgery I asked the receptionist to check that the labels that I was given were correct and that I had attached them appropriately. She assured me they were correct. The samples were rejected as wrongly labelled and had to be repeated a week later. At the time I was the only one in the surgery and I had her full

						attention. When I returned with the second batch she gave me totally different instructions as to how to label the samples and said they had always needed to be done in that way. I needed blood tests to be done but was told the nurse was only at the surgery on Thursdays and Fridays. These days are not convenient for me so I went into the surgery to ask for an alternative option. I was given an appointment for a Monday, which surprised me but was reassured this was correct. A few days later I was informed this date was a mistake so I then had to make arrangements to attend a different surgery for the blood tests. Again this resulted in a week's delay. As these tests were specifically for cancer this was upsetting. I was alarmed by the level of inefficiency each time I contacted the surgery and am sure that I couldn't have been the only person who experienced this.
40	The Village Surgery - Formby	L37	2021-03-23	5	e-consult very good	<p>I was asked by the nurse via a text message to take my blood pressure readings for one week for the attention of DR Mortimer. I did this and was not sure how to pass the readings in so I checked the website to see if there was an option.</p> <p>The website via e-consult was very clear and I was able to give my blood pressure readings via this app. After submitting my readings I was told that I would receive a response and by when from the GP.</p> <p>Excellent service.</p>
41	The Village Surgery - Formby	L37	2021-10-12	5	This surgery is great	<p>This surgery is great. Staff are always helpful and the nurse and GP's are fantastic.</p> <p>Just one area re: Communication. I received a text message stating a telephone appointment had been made for me but I didn't know why so spent 36 minutes on the phone to get through to query it. Perhaps just to say what the appointment is for in the text message.</p> <p>This is just a recommendation to a surgery that is running great in difficult times.</p>

42	The Village Surgery - Formby	L37	2021-10-28	3	Regular checks are not happening	You can't get inside the practice building. If you have a prescription request you just post it in the box. I need regular checks which aren't happening since the pandemic. I feel diabetic checks should be done at my age. I haven't tried to get a face-face appointment for a long time.
43	The Village Surgery - Formby	L37	2021-11-12	5	This surgery is fantastic	<p>This surgery is fantastic. I have recently had a telephone appointment with the practice nurse. She had arranged this appointment for me. She is so helpful and nothing is too much trouble. She provides advice and reassurance and has time for you.</p> <p>When you call this surgery the answer service states that if you need an appointment that day you will be seen at the Freshfield site. How reassuring this is and makes the patient feel at ease when calling that they will not be trying to fight to get an appointment.</p> <p>Other surgeries could learn from this surgery because if this surgery can get it right for patients so can other practices.</p>

South Sefton GP practices

No.	Provider	Location	Date	Rating (1 star being the lowest rating and 5 stars the highest rating)	Title	Review
1	15 Sefton Road	L20	2021-05-20	1	I can't get the support I need.	I am appalled by how low the standards have dropped in this practice. Since Dr Irvine has left the practice has gone downhill. No continuity of GP's just locums who don't know your patient history. The receptionist was helpful as helpful as she could be, it was difficult to address my numerous health issues and I could only discuss one health issue on each telephone appointment. The locum didn't read my notes and i was prescribed medication that would make me worse.
2	Aintree Road medical Centre	L20	2021-08-26	2	GP Access - not accessible for all	My brother has to take his prescription in to the surgery now and hand it in at reception. There used to be a box outside to put your prescriptions in which worked better. All appointments have to be made on the telephone triage system and you can't get an appointment. There is a sign by reception saying no appointments to be made at reception. I worry because my brother can't communicate very well, and won't ask for help. He recently had a health problem and he couldn't make an appointment to see a GP.
3	Blundellsands Surgery		2021-04-09	1	Dreadful service	Emergency eye problem. Already had antibiotic drops that haven't worked. Unable to secure an appointment even though the doctor advised me to go back if symptoms did not improve.
4	Blundellsands Surgery	L22	2021-04-29	1	Dramatically declined in all areas.	Staff have become rude, abrupt and combative. Never respond to queries. You need a letter from God to get an appointment. Blame everything on COVID. Overall a very poor service.
5	Blundellsands Surgery	L23	2021-06-18	1	Very poor. Cannot get through on the phone.	Cannot get through on the phone. Impossible to get a face to face appointment. Staff are very rude. Something has gone significantly wrong with this practice last 6-12 months. They need to take notice of the reviews. All patients are leaving the same feedback. We can't all be wrong!
6	Blundellsands Surgery	L23	2021-06-11	2	cannot get through by phone and e-mail	Tried several times to get through no joy. Also e-mail not working. Very disappointed.

7	Blundellsands Surgery		2021-06-11	2	Patient Access	Policy on re-registering is very unclear.
8	Blundellsands Surgery	L23	2021-06-08	2	NHS App? Why?	As it is becoming increasingly difficult to make appointments over the phone, if you look at the surgery website you are actively encouraged to use the NHS app. I have had the app for over 12 months and it is unable to contact to the surgery so it is pointless - I have contacted the surgery numerous times regards this matter and all emails are ignored. I just tried to use the contact us page on the website and that brings up an error message. Why push patients to use the NHS app when the surgery is not equipped to deal with any issues?
9	Blundellsands Surgery	L23	2021-06-03	1	Not acceptable	I phoned regarding my sons repeat prescription and they said it would be ready the next day and phoned chemist thinking it would be there and it wasn't the doctor had not signed them my son urgently needs his medication as he suffers with cerebral palsy and has outbursts a lot I'm disgusted to be honest.
10	Blundellsands Surgery	L23	2021-05-20	1	Shockingly bad	Dramatic decline in the standard of this practice. You cannot get an appt with the GP for several weeks. The receptionists are doing the clinical triaging (good luck sharing your embarrassing medical problem with a smirking disrespectful phone-answerer), who then decides if you need a doctor. Safe? I don't think it is. The worst thing though is the receptionists. They used to be lovely (10 years back). Now they're aggressive, combative, argumentative and one in particular is an absolute bully who I have seen reduce people tears. Acts more like she's picking a fight outside Yates' Wine Lodge than handling a professional conversation. Talk about gone downhill.
11	Blundellsands Surgery	L23	2021-05-18	5	Fantastic surgery, lovely staff members	Emma Cashman is a fantastic nurse at Blundellsands surgery, she has given all of my children their routine vaccinations over the past few years and I cannot thank her enough for making the experience as positive as possible, she has a lovely way with children and goes above and beyond to ensure they are as calm and as happy as possible both before and after their needles. She is caring, understanding and everything a good nurse should be. We are extremely grateful to have her at our surgery.
12	Blundellsands Surgery	L23	2021-05-17	2	Unable to book face to face consultation	Telephone consultations can take up to three weeks to book. Practically impossible to get the doctor you want as most only work

						part time. As face to face consultations are now allowed from the 17th May will this actually happen. I doubt it.
13	Blundellsands Surgery	L23	2021-05-16	1	Very disappointed with the services provided	I believe the service provided by this surgery has steadily declined over the last 10 years or so and reached a nadir during the Covid pandemic. I used to be able to make an appointment a few days ahead. Now one is lucky to get ANY type of appointment at ANY time. Doctors very rarely appear to be available when one tries to make an appointment. A personal face-to-face meeting seems impossible, a telephone consultation has to be made around 3 or more weeks in advance. Dr *** & Dr **** appear to be unavailable most of the time. I appreciate that certain Doctors have CCG and other commitments, but these should not take priority over caring for the sick and ailing. I get the impression that, despite Covid restrictions being eased in the near future, your priority will continue to be to AVOID contact with your patients. Please remember those you are here to serve and take urgent action to restore your services to the standard your patients were accustomed to in the past. Note: Healthwatch Sefton - removed named GP's.
14	Blundellsands Surgery	L23	2021-05-14	1	No call from doctor following e Consult request	I booked a call with doctor via e Consult. Was told time slot when call would take place. Two hours past start of time slot and still no call! The service is not working and leads to heightened anxiety of patients!
15	Blundellsands Surgery	L23	2021-07-03	5	Outstanding patient care	I called in relation to my daughter. From my encounter with a lovely receptionist who nothing was too much to ask to the GP appointment. In a very difficult time for the NHS they put my experience as a mother and my daughter as a patient first.
16	Blundellsands Surgery		2021-09-08 09:18:16	1	Can never get an appointment	Always told to ring for an appointment at 8 am which by the time they eventually answer no appoints left, no continuity with doctors, as you struggle to see the same doctor twice, or they have left the surgery.
17	Blundellsands Surgery	L23	2021-08-09	1	Poor - no empathy shown from staff	A blood sample appointment was made on behalf of myself to see if the newly prescribed BP medication has impacted on my kidneys (I do have CKD) I left work in plenty of time, only to be met by heavy traffic, I did try to call to let the receptionist know that I was stuck in traffic, however everyone who attends this surgery know how hard it is to get through to speak to someone! Therefore I arrived 14 mins

					<p>late and was told I had a DNA against my name put there by the blood nurse, however I did arrive and I tried to explain but this was met with such a poor attitude. I was informed that there was no further available appointments that day . When I asked if I could see a GP this was met 'all the GP's have patients with them but never asked me if I would like to wait. When I asked to speak to Surgery Manager I was met with ' we don't have anyone here to deal with this' when I persisted and questioned as why there was no such person there to deal any issues (at this point I was not wanting to make a complaint just someone I could speak to explain the knock on effects of not getting my bloods carried out) however the situation quickly deteriorated and I was told 'here's another appointment' which on another day.... but I was not consulted at the suitable of the day, date and time due to work commitments. The response was 'I haven't booked it yet'.</p> <p>The whole experience of this visit today was yet another example of rudeness, inflexibility and complete lack of empathy towards the patient and their needs. Personally, I believe if you do not challenge or question staff members and are subservient they will endeavour to treat you with respect.</p> <p>On the other hand if you are not prepared to put up with the poor standard of service and have your view known, your name is eternally marked and as a result staff members will make your life very difficult indeed going forward.</p> <p>There are other points and issues to be addressed regarding my experience today, however it would take too long and too much personal issues regarding my health.</p> <p>In the other reviews that I have read there seems to a pattern of poor service and continuously rudeness, yet no one senior staff member seems to be addressing this as it's still continuing?</p> <p>In addition a CQC review was recently carried out and they still think its graded as a GOOD? Does this commission as part of the report include patients views via a cohort conservation- how are these patients selected? Are they nominated by the practice or randomly selected?</p>
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						Finally, I would like to point out that some staff members are helpful and courteous.
18	Blundellsands Surgery	L22	2021-10-12	5	Excellent service	Always an excellent service, text messages are great addition.
19	Blundellsands Surgery	L23	2021-10-14	5	Exemplary service in Covid times.	Right in the middle of lockdown I had an awful diagnosis and struggled to get any care through hospital channels - luckily for me, the GPs, pharmacist and reception staff were utterly amazing. I really cannot praise this surgery enough for going above and beyond so many times for me in the past 9 months or so. Each time Aintree let me down, they were able to deal with my issues and made me feel a lot safer than the hospital managed. Thank you all so much.
20	Blundellsands Surgery	L23	2021-10-14	5	Excellent experience yesterday.	Phoned at 8, telephone call back by GP and fitted in with face to face appointment with daughter. GP had a wonderful bedside manner. Great service. Everyone is doing a great job in difficult times and I appreciate being seen today.
21	Blundellsands Surgery	L23	2021-11-01	2	Hard to get through on phone.	A neighbour of mine, **** age 80's, a diabetic told me it took 45 calls to get through to her doctors to order a prescription and although I hope to show her how to do it on line, she said it's very concerning for people more frail than her, as it means they would give up.
22	Blundellsands Surgery	L22	2021-10-18	1	Can't get answer to simple question.	On phoning the Drs I was advised by the recorded message to use e-consult. I just want to be called for a routine breast exam, which is overdue, after being directed to many different pages on this site, I now have to phone the Linda McCartney centre to make my appointment by phone. I could have done that in the first place, if this was a real e consult I should be able to make this overdue appointment on the system.
23	Bridge Road Medical Centre		2021-08-26	3	Issues when not getting medication.	A member said that he was left without his medication for 3 days. He had put in a request with his doctor for a repeat prescription over a week earlier and although the doctors said they had sent it through the chemist had not done it and made him come back 3 times. He says he believes the doctor sent it and thinks it's the chemist who were at fault. Not having his medication on time meant his mental health suffered for several days and took time for him to start feeling okay again. He feels there should have been something they could do to prevent him having to go without his medication.

24	Bridge Road Medical Centre	L21	2021-09-23	2	GP Access	The doctors are good, appointments are over the telephone though and patient has not seen a GP face to face in 4 years. He would prefer to see a GP in person and doesn't feel that you can be checked properly over the phone, the doctor can't really see how you are, it's just taking an educated guess, making a diagnosis over the phone. When you are on the phone rather than in person you tend to say everything is ok, you can't have a good, honest interaction. He has tried different medications which have given him side effects and then had to take other medication to combat this. He has also found it hard to access any drugs that can help with fibromyalgia pain.
25	Bridge Road Medical Centre	L21	2021-09-23	5	Happy with GP service	The patient contacted the GP for a repeat prescription which normally takes 48 hours. He received a text about changes to his medication and rang the GP to arrange a review. The doctor rang him the next day. He is happy with the GP, delays to medication are due to chemist.
26	Bridge Road Medical Centre	L20	2021-09-10	3	GP Access	I had lost a lot of weight and didn't feel well. I phoned the doctors and when I did get through I was booked for a telephone appointment for the next day. I had tests and was referred for a chest x ray and blood tests at the Litherland walk in centre the next day. Litherland Walk in Centre I had a X ray appointment and was seen on time. They made me feel at ease and safe.
27	Bridge Road Medical Centre	L20	2021-09-10	1	GP Access	I had an asthma review over the telephone which meant I had no physical health checks and I didn't feel I got the correct inhalers. Awarded NO Healthwatch Stars by patient.
28	Concept House Surgery	L20	2021-07-02	5	Wonderful staff	Friendly and helpful.
29	Crosby Village Surgery	L22	2021-10-07	2	Contact is through Crossways, can't see a GP!	Since Covid I have had to contact Crossways for my medical care. It is very difficult to get through on the phone and everything is on line. I only use a smartphone to text and call. Through good fortune my grandson found a voicemail relating to a hospital appointment I would have missed, but again this was a telephone appointment which I received before the planned time, and because my questions were upstairs I could not get them as it would have taken me too long, so it was a pointless exercise. I need a diabetes check and often

						I cannot get through on the phone, it just has an engaged tone. Or I get through and am told there are no face to face appointments available. I would like to know when or if I can go back to using Crosby Village rather than Crossways.
30	Crossways Practice	L21	2021-05-20	1	Transferred surgery and couldn't book appt	I contacted Crossways to attempt to make an appointment on behalf of a patient. I was told to phone in the mornings from 8am. Once I got through and spoke to the receptionist, she told me they could not see the patient as her registration details had not yet been put on the system. When I queried how long this may take, she couldn't give a timescale and just said 'it will be done when we can as we are busy. Try contacting her old practice in the meantime'. I tried to do this, but the phone numbers was ringing out constantly. In the end this patient ended up having a fall and significantly injuring herself. Feel this could have been avoided.
31	Crossways Practice	L22	2021-10-08	2	Have to contact Crossways	Since Covid I have had to contact Crossways for my medical care. It is very difficult to get through on the 'phone and everything is on line. I only use a smartphone to text and call. Through good fortune my grandson found a voicemail relating to a hospital appointment I would have missed, but again this was a telephone appointment which I received before the planned time, and because my questions were upstairs I could not get them as it would have taken me too long, so it was a pointless exercise. I need a diabetes check and often I cannot get through on the phone, it just has an engaged tone. Or I get through and am told there are no face to face appointments available. I would like to know when or if I can go back to using Crosby Village rather than Crossways.
32	Eastview Surgery	L22	2021-06-03	1	Can't get an appt...in terrible pain	I'm really disappointed with this doctors surgery. My elderly mother has had terrible pain her legs for weeks. She has phoned up a number of times at 8.30am as instructed (and also during the day), often waiting an hour to get through to speak to someone. She was told the doctors need to speak to her about her bloods but when she eventually gets through she is told there's no appointments and to phone back at 8.30am again. I know things are busy because of Covid, but this surgery clearly isn't working very well.
33	Eastview Surgery	L22	2021-05-20	2	All appointments gone!	GP has a system whereby they have a number of same day appointments, you phone at 8.30 am to get one. Early March my 10-

						<p>year-old daughter seemed to have a throat infection, she'd had it for a few days but it seemed to be getting worse. I started trying to phone the GP at 8.30 and was on hold for 40 minutes. When I spoke to the receptionist she said that all the appointments for the day had gone, and the next appointment available was on 30th March. She said if I needed anything more urgently I should phone 111. I phoned 111, who spoke to me and my daughter and decided she needed an appointment with a GP. She booked an appointment with our GP for half an hour later! (The GP phoned and advised it sounded like a viral infection, to keep taking paracetamol, etc, and it cleared up after a couple of days.) It did seem like an unnecessarily longwinded way to get an appointment!</p>
34	Eastview Surgery	L23	2021-08-03	5	Staff always kind and helpful	<p>This has been a hard year for us all. The staff at Eastview have always been so very kind and helpful. Even at busier times they have helped with patience and courtesy and always go out of their way to help. I have been at this surgery for a number of years and the Doctors and nurses have always been very thorough. In the last 16 months or so I have received letters about shielding, been able to see my doctor if needed, attended blood tests and had my COVID vaccinations arranged. Phone lines can be busy at times and waiting at the door to speak to someone can be frustrating at times but I am a very happy patient at Eastview Surgery.</p>
35	Ford Medical Practice	L21	2021-06-30	1	no service	<p>Can never get through, number 1 forever. Used to be okay now I HATE this practice.</p>
36	Ford Medical Practice	L21	2021-08-26	1	GP Access impossible to get a GP appointment	<p>The practice is offering some face to face appointments, but when trying to book you have to ring on the day from 8am, you join a queue in position 19 for example, and by the time you speak to a receptionist, all appointments for the day are gone. You are told to do the same thing again tomorrow, it is impossible to get an appointment with a GP.</p> <p>The patient had received a message from her GP telling her she needed to make an appointment and despite telling reception staff this; they did not offer to make her an appointment for a future date.</p>

						<p>She spoke to the Practice Manager to try to resolve this but did not get any outcome.</p> <p>The patient feels that service at her GP has become worse since Covid. She is also frustrated that the NHS media messages tell us to go to our GP with any problems, but we cannot access an appointment anyway. Communication and systems aren't working.</p>
37	Glovers Lane Surgery		2021-06-22	1	Referral to First Point Practitioner	<p>Whilst initially I was referred and had a telephone triage appointment with the FPP relatively quickly, I was told to attend the FPP in person for physical assessment at Litherland Town Hall. I mentioned two MSK issues. When I attended I was only seen for one and told I needed a second appointment for the other issue.</p> <p>I was told I would need to be referred for physiotherapy and a scan of my ***. I waited about 2.5 weeks and heard nothing further so I e-consulted my GP and advised I have not been assessed by anyone re my 2nd area and could I be updated re whether referrals have been made. I was told that it was unclear in the notes as to what the outcome was.</p> <p>Again, I heard nothing further from either GP or the FPP so I sent a further e-consult a week later asking for an update. I received a reply simply stating I have been booked in for a telephone call that day with the FPP with no other update. I then tried to ring Litherland Town Hall where I was passed from department to department to speak to the relevant service. I got through to a 'GP review service' who said they deal with the FPP appointments. I was told that they cannot access my notes as the FPP work for the GP and he has recorded the notes on their systems. I was told if I want to speak to the FPP, it has to be via my GP.</p> <p>I then rang the GP surgery and explained all the above. She told me that the FPP had stated he had tried to contact me when I e-consulted my GP. I had no missed call from the FPP, no voicemail left, no further attempt at contact. The FPP had apparently told the surgery that if I contact again then to book me in for appointment</p>

						<p>with him again. No one had attempted to contact me directly. I asked to therefore book me in and was told that she could not and to await telephone call in the afternoon today (date provided). I explained to the staff member that it is not accessible to patients the fact that I have no point of contact for the FPP and I am being passed back and forth between GP and Litherland town hall with no one taking ownership for lack of assessment for my ** and lack of update/information to the patient following first consultation.</p> <p>I am now in a position where it has been a month since I originally consulted my GP regarding pain I have in my ***. This has not been assessed. Whilst the pain in my **** has been assessed, I await knowledge of when/if I will undertake physio and scans. I am now going to pay privately myself for treatment given the ongoing delay and lack of communication and I have lost faith in the service.</p> <p>I feel that this is going to lead to inequalities in the community if patients are not being assessed but simply triaged to tick a box. The fact that I have had to undertake three E consultations and phone calls to Litherland town hall and phone calls to the GP surgery (where I am often on hold up to 20-20 mins) is really a poor standard of care as other patients may not have the capacity or time to do this. Note: Healthwatch has removed identifying information).</p>
38	Glovers Lane Surgery	L30	2021-08-26	2	GP Access - cannot get a face-to-face appt	<p>The patient telephoned the GP to try to get an appointment. The phones are always busy with waiting time to get through to someone up to 30 minutes. You can't get a face to face appointment.</p> <p>The patient was finally offered a telephone appointment with a nurse who prescribed some medication. These did not help and the patient then secured a telephone appointment with a GP, who told her if the alternative medication prescribed did not work, to go to A&E.</p> <p>The patient wanted to see someone face to face and was surprised to be told to go to A&E as we are told to avoid burdening these departments via the media. This does seem to be the only way for patients registered at some practices to see someone in person.</p>

						The patient's experience with her GP before Covid was far better and she lost all confidence in her GP.
39	High Pastures Surgery	L31	2021-01-21	2	Disinterested Dr	If you are going to contact a patient who has symptoms of depression please at least act interested. This is not a job for an inexperienced Dr who did not even introduce themselves at the start of the call. I know we are going through strange times but at least please try and distribute the calls to the right Dr. The consultation was a waste of time and not at all helpful, I felt stupid trying to tell the Dr how I was feeling. It's hard to admit you are not doing great at the best of times.
40	High Pastures Surgery	L39	2021-01-24	3	I had couple of medical problems	On ringing high pastures this in itself is quite a frustrating thing to do as I have still waited 30 mins just to speak to a receptionist (and I was no 2 in the queue) I did get to speak to a "clinician" but not to a doctor. Why is this are there not any doctors at High Pastures. I don't even know what a "clinician" is I have been at this surgery for many years and never had any complaints however this last year or so the standard of care seems to have dropped I know all surgeries are having problems at this time but High Pastures seems to be worse than a lot of other 4 local surgeries.
41	High Pastures Surgery	L31	2021-01-25	4	Very efficient helpful staff and doctors	Receptionist are always pleasant and helpful. Excellent that the practice has many doctors so i always get an appointment when needed. Very happy with surgery.
42	High Pastures Surgery	L31	2021-02-03	5	Practice Nurse appointment with Sue	Have had a health problem for many months, seen by Practice nurse Sue in Dec/Jan and new treatment began. I feel like a new person. She is very caring/helpful and experienced. I feel like I can talk to her about many things, nothing is too much trouble.
43	High Pastures Surgery	L31	2021-02-03	5	A visit to nurse Sue and a talk.	Really pleased after visiting/talking to Sue, she is very pleasant, efficient and professional, thank you Sue.
44	High Pastures Surgery	L31	2021-02-11	1	Impossible to see a doctor.	Despite having 2 painful chronic conditions I have not seen a doctor since before March last year. The e consult about 4 times has told me to ring 999 or go to A and E neither of which I am prepared to do. Once I was provided with antibiotics and just recently I saw a very unhelpful nurse who would not let me speak and told me that she was there just to take a swab. I had filled in a detailed e consult but none of it was addressed. Oh how I wish it had been the wonderful Nurse Sue. Which doctors are seeing patients I wonder? Also I have

						<p>tried to get my prescription for a certain product to have just one word added as requested by the pharmacy and have visited the receptionist three times and been assured that this would be altered but each time this has not been done and I have a bag of useless medication. Some of the receptionists are very nice and helpful but something is wrong with the system.</p> <p>Note: Healthwatch changed some wording to protect the identity of the author.</p>
45	High Pastures Surgery	L31	2021-03-04	5	I would like to thank Laura at High Pastures.	I would like to thank Laura at High Pastures. For me she goes above and beyond and nothing is too much trouble for her. I rate the service 5 Star. All in all Dr.Clarkson is fabulous and the entire staff are so helpful.
46	High Pastures Surgery	L31	2021-03-09	2	Terrible service	You cannot see a Dr at high pastures anymore since the pandemic it has changed completely. Yes it's tough but we are all going through it and have the right to see a Dr. Countless e consults later still no nearer seeing one, there are going to be a lot of seriously ill people who could have been helped but was let down by their GPs.
47	High Pastures Surgery	L31	2021-03-19	1	Can't get an appointment	<p>My parents are patients here. They struggle so badly to use the e consult booking that they haven't been able to get appointments when needed. There is no other way to book. This discriminates against older people and those who don't have Internet access. It is ridiculous to deny people access to GP appointments. We are paying the same, but getting nothing, not even the most basic healthcare. This has actually caused both my parents real health issues. Even when they do get an appointment, the doctors don't act on the results of tests. Lumps left undiagnosed, markers of infection, or possibly cancer ignored. We get told these results, there is never a diagnosis and never treatment. I'm sure it will become apparent some day and we will find out the causes when it is too late to get medical help. Unfortunately, I don't think there are any more competent doctors around. The evidence is in the life expectancy for the area.</p> <p>The staff are absolutely lovely. Which is great, but not enough.</p>
48	High Pastures Surgery	L31	2021-04-08	5	NURSE practitioner Alex	Alex was so personable and was able to put me at my ease immediately. He spent time actively listening and offering his advice.

					was so professional	My family moved to this practice recently after having spent 20 years with our last doctors and in all that time had never experienced such care and attention. In these strange times is it almost worth waiting to see someone who 'knows their stuff' and can spend that little extra time assessing you. Nursing is a vocation and Alex has definitely found his!
49	High Pastures Surgery	L31	2021-04-09	1	Can't input my repeat prescription	Every site I've been on allows me to input my details to get my repeat prescription yours does not.
50	High Pastures Surgery	L31	2021-04-09	5	Very good experience	This is just what this practice needs , saw AP Amber, professional, knowledgeable and very personable , by the time I was home Amber had done exactly what she promised, this is like a different surgery and TBH it needed to be, has deteriorated so much over the last couple of years , very pleased with my experience and would definitely recommend, thank you.
51	High Pastures Surgery	L31	2021-04-10	4	GP was thorough providing correct medication	Following a terrible experience in hospital wrong diagnosis my GP provided the correct medication for a water infection. Followed by diagnosis of extremely low vit D. I am now feeling fit and well with no anxiety thanks to DR Rashid.
52	High Pastures Surgery	L31	2021-04-20	5	Blood pressure check	Alex was brilliant, kind and patient. Offering advice He is an asset to the surgery.
53	High Pastures Surgery	L31	2021-04-27	1	Why can't we see a GP at high pastures? ?	After online form completed my family have only had calls from clinical staff & not our GP. When I have gone to surgery for nurse appointment the place is empty! What has happened?
54	High Pastures Surgery	L31	2021-06-11	1	No telephone appts.	The inability to access an appt except by e consult. I find this very discriminatory against people who find the whole online process very stressful as there is no facility to describe your symptoms just an endless list of questions that require an answer to move on to the next one when the question is often not relevant to your symptoms. Hence being told in the past to ring 999 when I knew this was not an emergency situation. I certainly didn't want to put any further stress on the ambulance service or A&E when an appt with your own GP was all that was required.
55	High Pastures Surgery	L31	2021-06-04	5	Great GP	During COVID they have continued to provide services when other GPs have not. Seen the physician associate Bilal. Was a bit sceptical seeing him but he was brilliant was really thorough and very helpful.

						They are doing the best they can and more in really difficult times. Only worry is with e consult certain high risk patients may be overlooked as GPs can pick up things patients may not disclose on an e consult also worry elderly or those not computer savvy would put off completing or cant complete e consult. Also there is quite a delay being contacted from time of submitting e consults.
56	High Pastures Surgery	L31	2021-05-29	1	Very poor service by Drs and receptionists	I'm am very asthmatic and completed an e consult at approximately 8.30 as no one can get appointments. I had not heard all day so called the surgery about half 3, 7 hours after completing online form. I was told they will get back to me when Dr ** has gone through my form. When I questioned needing to speak to either a doctor or asthma nurse as I felt it was getting worse and I was taking my Ventolin every 2hours I was told by the receptionist that GP's are not there for emergencies. Ended up phoning 111, spoke to a doctor within 10 mins of making the first call and was given antibiotics and steroids. (Healthwatch note: Doctors name removed)
57	High Pastures Surgery	L31	2021-05-23	3	Wait too long for appointments	My review is based on pre-pandemic service as I haven't needed to visit recently. Trying to get an appointment at surgery has always been nigh on impossible, there has always been a 10-14 day wait for an appointment & always told to go to the walk-in centre if you couldn't wait that long. Not everyone seeking an urgent appointment has the capacity to be sitting in the walk-in centre for hours waiting to be seen with bored toddlers! Also the website leaves a lot to be desired. I am very confident with technology however the site is difficult to navigate. The surgery doesn't use the "my gp" service as you can't access your medical records or vaccination status etc as can the rest of the city. Instead you are referred to their own web service which is pretty useless. E consult service has frequently told me to call 999 based on my results but thankfully I have used my own common sense! Having said all of this High Pastures is a good surgery with nice staff, they just need bringing into the 21st century!
58	High Pastures Surgery	L31	2021-05-20	2	Missed call after e Consult	Patient called surgery and followed advice to complete an e Consult on line. GP rang a few days later but patient missed call. Long voicemail left by GP on patient's mobile. No call back from GP.

						Patient then had to call surgery, waited 20 minutes before speaking to admin staff to explain he wanted to speak to or see GP.
59	High Pastures Surgery	L31	2021-05-20	3	Surgery responding to emails	A patient I'm supporting has tried a number of times to call to book an appointment but was on hold for too long. I ended up sending an email to surgery. I did get a reply to book appointment albeit a number of days later.
60	High Pastures Surgery	L31	2021-05-20	2	On hold for 45 minutes.	On hold for 45 minutes trying to get appointment for a patient I'm supporting.
61	High Pastures Surgery	L31	2021-06-30	1	Awful	You have to speak to a receptionist via an intercom outside. As I got to the front of the building I could see a man trying to talk to the intercom but getting more frustrated. As he left he told me it's a total waste of time and asked what's he meant to do now. Anyone in the queue can hear you as you have to shout to be able to have your voice heard over the traffic noise. If there is any traffic and you manage to hear a full sentence from the receptionist it will be difficult as the noise of the cars drowns out their voice. The intercom cuts out like a bad phone signal often and then it seems the receptionist gets fed up of you and cuts you off. Went with a simple query about a form I had submitted and left full of anxiety and frustration. Why can't you speak to someone behind a screen like everywhere else in the country.
62	High Pastures Surgery	L31	2021-07-19	3	Routine blood test -Follow up appointment	Having completed a blood test as requested by the Practice Nurse I attempted to make an appointment for a follow up appointment. On phoning, I was referred to e consult but unless I had a new condition to be triaged it could not allow me to make it. Eventually I phoned the surgery again and on explaining the issue, to a very pleasant receptionist, was informed that routine appointment such as mine could only be made directly by phone. I was given an appointment next week. The issue is confusion between e consult and direct phone contact.
63	High Pastures Surgery	L31	2021-07-13	1	Awful Staff experience on numerous occasions.	I would like to raise my concerns as to how High Pastures Surgery in Maghull deals with their patients. I find the staff to be rude and completely ignorant to any concerns you raise. There is no transparency to how they handle your concerns and they fail to make contact when they say they will. I'm

					<p>not sure as a patient what I am meant to do but as I go to them as an organisation I should be able to trust I am left feeling let down, anxious and disappointed in how I am treated.</p> <p>I have been at High pastures for around 3 years. When moving from my previous surgery I was told my medical notes had gone missing and they instructed me it was up to me to obtain them again. On speaking to my previous surgery they advised they had been sent on and now had no records. Due to being medically retired a year before I had a full paper copy of my medical records. I provided these but have since been advised by the doctor the records have not been added to the system.</p> <p>I also had a problem where High pastures have also sent medication which was meant for my dad (same name, different address) to a chemist. As I was isolating during lock down my wife went to collect a prescription for me not knowing there should only be one. It was only once I received it I realised this was not for me and upon speaking to my dad recognising I now know his medical concerns and was out of pocket for the privilege.</p> <p>I highlight these issues as it provides a good basis as to why I struggle to trust them. On this occasion I had received a private medical form which I needed a doctor to sign and make brief comment as to my condition. I posted the form with a brief letter of explanation on the **** date. I had to post it through the surgeries letter box as they were not allowing any access at that point into the surgery unless you had a GP appointment. A week later I returned and tried to speak with the reception through an awful intercom on the wall. It was difficult to hear the lady and embarrassing to have to talk about my conditions when other people were around. I managed to understand she said that requests such as mine take 2 weeks to be completed.</p> <p>A week later (2 weeks since posting) I returned and managed to speak to a receptionist. She basically told me it had not been done and</p>
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					<p>moved my form to the top of the pile advising she would send a note to the doctor to remind them and will advise me when it will be completed. Upon hearing nothing from the surgery I returned 5 days later. Fortunately as I approached the door opened to allow someone out. I spoke with an angry receptionist asking why I was there. I advised about the letter and how I was waiting for contact as had been promised. The lady went in to a back room area and returned with a colleague. As she approached the desk whilst talking about me she closed the sliding window so I could not hear. I found this to be very rude. What would they have to hide? Why would they not be transparent? The only response she could give me was that it had not been done. It was still on top of the pile. The lady said she would send a note to the doctor? I asked what this does as last time I was told this and advised I would be contacted but have received nothing. The lady just said these requests are done in order of importance. I asked how they know mine isn't so important? How they can't keep up with their own 2 week schedule. She basically told me there was nothing further they could do. I requested to be contacted when they know how or when the form could be done. On leaving the surgery I noticed a note on the door (one of many) asking people not to attend unless they have an appointment. What if you have difficulties using a phone? Why are they trying to push everyone away when the rest of the world is opening up? I have not been contacted by the surgery since my last visit.</p> <p>I wonder how they order these requested in a matter of importance? How is one person's request more important than others? Would losing you house because you can't pay the mortgage be a reasonable matter of importance?</p> <p>I was Medically retired with Conditions ***** and find it so difficult when I am let down by people or organisations who I should be able to trust. The surgeries failure to progress this matter along their own 2 week time limit is so frustrating. I understand there may be reasons but to be provided with no information and no date as to when the request would be completed just leaves me in limbo.</p>
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						<p>I feel the surgery are handling the Covid response in a poor way. They seem to want to push their patients away rather than treating them with the dignity and respect they should. Overall I am satisfied with the dealings I have had when I have managed to speak with a doctor but anything involving the office staff is just met with rudeness, problems and delays.</p> <p>I trust my concerns will be taken seriously and the problems I have can be rectified so others don't have to feel the way I am right now. (Note Healthwatch Sefton has taken out dates and medical conditions)</p>
64	High Pastures Surgery	L31	2021-09-06	1	Totally inadequate not fit for purpose	<p>Impossible for my ** (elderly) year old mother who suffers from ill health to be seen or consulted by her GP. Instead is seen by a clinician who has no clue and gives a diagnosis of water retention even though my mother disagrees as she has suffered with water retention for many years. After contacting the surgery the following day numerous times to try and speak to the GP was eventually told by the receptionist that the doctor concurs with the clinician (without even speaking to my mother) and if she is concerned to go to A&E . The clinician had replied in the meantime to my mother via a text message (which in my opinion is a totally inadequate way of communicating with an elderly patient)</p> <p>We subsequently end up in A&E and after a 10 hour wait my mother was diagnosed with a ruptured cyst.</p> <p>I am absolutely appalled at the treatment and lack of care given by this surgery that they are shirking their duty of care and using the pandemic as an excuse. How they think it's okay to dump their patients on to already overwhelmed hospitals. This is not the first time this has happened to my mother over the last 18 months either. Shame on you get you're act together and give your patients a service they deserve.</p>
65	High Pastures Surgery	L31	2021-10-29	4	Not informed ear syringing would cost £55!	<p>I am a patient at High Pastures in Maghull and I am trying to make a complaint about a referral that has been made for having my ear syringed.</p>

						I have been to the GP regarding dizzy spells and was recommended to have my ear syringed asap, I have tried to make an appointment but there was nothing available. I then went back to the practice and was told to go to SpecSavers in Southport. I did this and attended the appointment only to be given a bill of £55. Not at any point was this explained to me and I am aware that the other services in the health centres are free of charge and I feel that this should not have happened and would like to make sure that nobody else is sent via this route.
66	High Pastures Surgery	L31	2021-11-10	1	Not great before Covid, absolutely awful now	Spent months being fobbed off with physician associates, finally get text to say the Dr will phone me today, phone up to find out what time, on hold for nearly 30 mins only to be told I can't be given a time. I explained that I work in a clinical environment and cannot wait by my phone all day, ask for call between 9 and 11 to be told they would put the request in but couldn't guarantee it, I was unable to do any clinical work all day in case phone rang, but luckily have very good colleagues who allowed me to be office based. I called the reception at 4.30 and was on hold for 30 minutes to be told they would message the Dr to get him to call by 6.30 but did not receive a call. This is absolutely unacceptable and shows a complete lack of respect for the fact that you have commitments of your own.
67	High Pastures Surgery	L31	2021-11-18	1	Wont book appointments at reception	I took a prescription request into the surgery today as it wasn't possible to do online. Whist there I tried to make an appointment to discuss an ongoing medical complaint. Reception staff told me they don't book appointments at the desk! However, they have helped elderly people to do so before, so I asked if they could help me! I was told someone from the office would call me! I was advised to either phone up or go online. I went online and the link said 'we can't book appointments online, please phone our front desk'... hence me going in to speak to someone! In the end I completed an e Consult and now need to wait for someone to contact me. This process to book appointments is very unclear, very time consuming and very discriminatory... why will reception only help elderly people?
68	High Pastures Surgery	L31	2021-11-19	1	Absolutely appalling	No one ever answers the phone and the e consult is appalling and gets you so frustrated it's beyond belief and when you do get to speak to anyone they are rude offensive so unhelpful it's staggering.

						Note: This review contained information which may be regarded as libellous and has been changed by Healthwatch Sefton prior to it being published
69	Kingsway Surgery	L22	2021-08-30	1	Extremely poor	Can't get even a fit note completed accurately, aren't interested in patients wellbeing or providing quality referrals or care, get lectured on non GP related issues rather than meaningful support.
70	Kingsway Surgery	L22	2021-11-24	1	No concern for proactive care, rude staff.	Rude, and abusive staff who don't want to listen then when you make online complaint it gets ignored, you have to put complaints in writing to put through the door. Not inclusive, told only about the pressures they are under, no concern for proactive care. Don't encourage young people to take control of their own medication for long term conditions. Some staff are great and really supportive, the **** member of staff is lecturing and overbearing and then ends call when you don't concur with her / his opinion. Neuro diverse children and the needs of their carers are not consistently understood here, I would swap to a more compassionate GP practice but none are taking on in the area due to Covid and letters to advise my child who has anxiety alongside ADHD will be struck off if DNA x 3 is not helpful or appropriate. Note: Healthwatch Sefton has taken out the named staff member.
71	Litherland Practice	L30	2021-11-02	1	Impossible to get through on phone.	It can take 3 weeks to get through to the surgery on the phone. I was sent to another surgery for a Covid booster but was given incorrect information and had a wasted journey. My wife and I are disabled, I am 82 and this was a wasted journey for us. Reception staff were very rude and defensive when I tried to sort this out. I have had items on my prescriptions that should not be there and am really unhappy. There only seem to be locums there so are never seen by the same GP.
72	Litherland Practice	L21	2021-10-18	1	Negligent Care	I had a consultation with GP following an emergency consultation at the hospital for prolonged bleeding and pain. The GP told me in May he was putting in a referral for gyno as urgent. After not hearing anything for a few months I called the hospital in October who informed me no referral was ever made, meaning I now must suffer for longer. GP also failed to refer me to ear, nose and throat, despite requests from both myself and the dentist and when I explained this

						to receptionist, she told me that 'if those consultations happened, they would have been recorded'. So essentially called me a liar, no apology and questionable why they were not recorded, as the hospital will have it on record that I was seen and that they recommended a re-referral. I'm also the carer of a disabled child and just been left with zero care. I finally managed to speak with the practice manager who was very understanding and has reassured me these concerns will be investigated. She informed me that my consultations were listed but they just did not show in the same system. Had the receptionist explained this in the same way I would not have panicked so much thinking my medical details were not being recorded or had been lost. As someone who suffers with a mental health condition. The way information is explained makes a massive difference to one's anxiety levels and to their reaction to what is being said. I am still concerned that two referrals were not made/one cancelled as I already moved surgery once due to feeling my health was not being taken seriously. I hope the surgery can learn from this moving forward because when you're in pain and waiting months for consultations, it's not pleasant. The last thing patients need is to then have a longer wait due to mistakes made or because a GP doesn't deem your pain as being that urgent. The patient knows their body and so for a doctor/patient relationship to be constructive. GPs need to listen more and not rush patients or dismiss ongoing systems that whilst on the surface may seem harmless. In tandem with other ongoing systems could be serious.
73	Netherton Practice	L30	2021-07-08	2	GP appointments at Thornton practice only.	My surgery at Netherton, Magdalen Sq. stopped seeing patients face to face at the start of the pandemic. I have to travel to the Thornton surgery now which is really difficult, I am 73 and buses run once an hour. I would like to know if we will be able to go back to Netherton soon, and if patients who have difficulty travelling will take priority, if the surgery does re-open. The surgery advise they will let patients know future plans when they are decided.
74	Netherton Practice	L30	2021-08-26	1	No service at Netherton, only Thornton.	Netherton Practice - Before Covid, I went to my GP at Netherton but now I have to travel to Thornton. I have epilepsy and do not want to wait 30 minutes for a bus. A taxi costs £6 which I can't afford to pay, so I need to attend

						the GP closer to home. It is very difficult to get an appointment even for a telephone consultation. It can take 40 minutes to get through to a receptionist and the only appointment I have had was on the telephone with a nurse. I can't get to see a GP face to face. We have had no communication about when we can go back to being seen at Netherton Practice.
75	North Park Health Centre	L20	2021-03-29	2	Inadequate communication	I've been trying to book my Dad, who is almost 93 in to get his 2nd Covid jab. When I could get through I was repeatedly told wait to be contacted. Times up next week, to remind them of this. I typed a letter to hand deliver. There was no letterbox, so I left it secured in the security grill. Went fine today; knew I couldn't go in but no way to contact staff inside (they've gone mad with notices) tried phoning and no one's picking up. If the deadline goes over the 12 weeks which, next week it will, I will complain without hesitation. Very very poor indeed
76	North Park Health Centre	L20	2021-09-14	1	Can't get an appointment	Rang at 8am for an appointment and at 8.50 and 200 plus calls later, still no answer. Had to leave for work then. What a waste of time!!
77	North Park Health Centre		2021-10-14	1	If I could give no stars I would	Impossible to get an appointment, must be the worst GP's practice in Bootle.
78	Park Street Surgery	L20	2021-09-29	4	No stock of medication prescribed	I am registered at Park Street surgery and my chemist is Park Street Pharmacy. I receive a prescription order of liquid Metformin. I cannot take the tablet form. Yesterday my husband went to pick up my prescription from the chemist to be told it was not available and not in stock. My husband came home without it so I sent him back to ask what was I supposed to do. The chemist said they would cancel the prescription and give me another prescription to take to any other chemist. We phoned all the local chemists and even further afield but we located it nowhere. One chemist said it was an issue with the liquid metformin and that it had been re-called. I am prescribed liquid metformin and I have not been notified by my GP or Chemist that it has been re-called. What about patients who rely on this and don't know yet that they won't receive it? I don't think it is good enough to say not supplied anymore with no notification.

						I have contacted the diabetic clinic and I am awaiting a call back. I just want to note that the doctors and chemist are always most helpful this is just one issue.
79	Rawson Road Surgery	L22	2021-05-20	5	Problem during Lock Down	Called Surgery - Spoke to Reception - Call back form GP - Asked me to send photos - Called me back and asked me to attend - Surgery was in full lock down / One seat - Staff in PPE - Felt quite austere - Saw GP F2F - Problem dealt with.
80	Rawson Road Surgery	L22	2021-07-19	1	Unprofessional	I'll start off by saying that the nurse and most of the receptionists are lovely, however whoever sorts out the repeat prescriptions decided to delay my medication by over a week! I have always ordered mine, my mums and dads repeat prescriptions together online until last month only my mums and dads prescription went through but mine got delayed and wasn't given a reason when I called them about it. The same happened again this month so I called Rawson Road surgery again and was told that they don't know why mine got delayed and that I just have to put up with the fact that I now have to pick up all our medications at separate times. The worst thing is someone there thought it was ok for patients not to get their medication and no apology was given for this. On top of that, the male doctor there now isn't helpful either as he hears but doesn't listen and smirks at your symptoms and then will ignore your questions and clearly has no idea what he's talking about or what he's doing. He even said that my opticians couldn't possibly know that I have dry eyes! Everyone I know that goes or has been there, has always had problems and have always complained about various things. You get an appointment there quickly while other doctors are booked up because they're much better hence why I never go to the see the doctor anymore despite being in pain everyday but I'd rather deal with it myself than have someone ignore me and think my pain is a joke. Btw Dr Cook was a brilliant doctor there who actually listened and genuinely cared and is how a doctor should be.
81	Rawson Road Surgery	L21	2021-09-10	1	GP Access	I saw the practice nurse and then went to reception to make an appointment at reception for a telephone appointment for two weeks later. On the telephone appointment the doctor asked me what was wrong with me? I went on to explain I had knee pain. The doctor then gave me options of treatments and asked me which

						treatment I wanted? I felt I was self-diagnosing myself and then having to decide my own treatment.
82	Rawson Road Surgery	L21	2021-10-11	1	Unprofessional reception staff, hung up phone	I contacted the surgery by telephone to chase up a test and was told to contact the hospital directly. The staff member was very rude and unhelpful and told me the information was in a link sent to my phone which had expired. I was trying to explain this and they hung up the phone on me. During another attempt to resolve this on the phone, I became upset and when I went to the surgery to try to resolve it. The staff were totally unprofessional, and I left very upset and without the information I needed.
83	The Strand Medical centre	L20	2021-08-26	1	GP Access - never appointments available	<p>Patient scored this practice as NO Stars.</p> <p>There is not enough capacity in the surgery to treat and deal with all the patients registered with them. The surgery is not doing blood tests and I have to travel to other GP Practices to get a blood test done. There are more locum doctors who don't know my history and two doctors have retired in the last 18 months. There are more administrator staff than doctors. The reception staff are very polite when I ring but there are never any appointments available. When I told them my symptoms they said ring back for an appointment tomorrow but next day there were no appointments still so I was referred to Litherland Town Hall. When I complained however they made me an appointment straight away with a GP for the next day through my surgery.</p>
84	The Strand Medical centre	L30	2021-08-26	1	GP access - Lost all confidence	<p>This patient has been with the surgery for 53 years, but has now lost all confidence in it.</p> <p>The surgery has limited resources and most doctors seem to be junior or trainees. The patient doesn't want to use e-consult, which seems to be the only option offered. There are some priority face to face appointments but it is very difficult to book one of these. The patient has not seen a GP for 18 months.</p> <p>Trying to get through on the telephone is very difficult, with long wait times to speak to reception and all appointments gone for the day when you get through. You are told to ring the next day and it just</p>

						<p>goes on.</p> <p>The patient does not feel that receiving a text message from a GP, telling her that a medication is going to be removed from a prescription is appropriate. There should be a discussion with the patient. She had to reply via text to say she did not want the medication to be removed, this isn't acceptable.</p> <p>The only way the patient has been able to have a verbal interaction about her health was with a nurse at Litherland Town Hall UTC.</p> <p>The patient has huge concerns for herself and her peers about early diagnoses being missed. She said we are told to go early to the GP with any health worries, but cannot access a GP appointment. She sees the media message as very contradictory.</p>
85	The Strand Medical centre	L20	2021-09-10	4	GP Access	<p>When telephoning I can't get through for ages on the telephone line. When I do get through the staff are nice though and I explained I needed a repeat prescription and they sorted it straight away.</p>
86	Thornton Practice	L23	2021-10-19	1	Made to miss insulin	<p>Been fighting my GP for around a year, because they refuse to provide me with enough insulin needles. Can anyone actually believe this!?</p> <p>It has got to the point where they have agreed, each time but only after the fact, forcing me to get a second script every single month.</p> <p>I get my diabetic consultant to write them a letter, to tell them to provide the needles, it actually takes that. Today they claimed to have not received the letter, the letter I have, as it was also sent to me, with me being ccd in.</p> <p>I'm actually even more angry now than before, not because they are disputing an instruction from a consultant, so much as they are now formally arguing over the provision of needles.</p> <p>What kind of sick joke is this!?</p> <p>How exactly do they expect me to take insulin?</p>

						<p>Do they think everything is fine and I don't need insulin? Or do they think I should just give it a miss some days?</p> <p>Offering me 50 needles every month despite the fact that I tell them every single month that I take a minimum of two injections a day and as many as 4 daily injections.</p> <p>2+2 doesn't equal 3, it never equals 3!</p> <p>Why should I suffer for their inadequate logic/math or care? I have gone days without insulin because if their actions, does that sound good to anyone?</p>
87	Thornton Practice	L30	2021-10-28	4	Cancelled prescription reviews	I have a review date of August on my prescription which has not been done with the GP. I have been told no reviews are being done until Nov. This should be done annually and they are just being pushed back which is not acceptable.
88	Westway Medical Centre	L31	2021-05-20	3	GP great but reception waiting area chaos	<p>I had a GP appointment in May. When I arrived, a receptionist gave me a card to pop on chair as I left which prompts someone not to sit there until the chair has been cleaned. There was nowhere to sit! Besides half the chairs covered with tape, the rest had these cards on them. I had migraine and dizzy spells so wasn't happy to stand up. Another gent came in who needed to sit so I asked reception to clean the chairs only to be told 'were a bit busy'. Then 2 parents came in with a baby in a pram so with 4 adults and a pram now with standing room only, there wasn't room to socially distance! Only then did the chairs get cleaned allowing us to sit down.</p> <p>When I went through to see the GP, she was fantastic. Nothing felt rushed, she was very thorough.</p>
89	Westway Medical Centre	L31	2021-05-20	2	Safeguarding concern, can't speak to GP	I rang the surgery wanting to raise safeguarding concern with patient's GP. Put on hold for over 20 minutes, phone cut off and had to repeat the process before getting through to be told that GP wasn't in that day.
90	Westway Medical Centre	L31	2021-07-19	5	Quick turnaround on prescription	I emailed the surgery early on Friday morning to request an urgent repeat prescription. I called on Monday afternoon to check whether

						<p>or not it had been done before going to the pharmacy.</p> <p>The phone call lasted 2 minutes including the time listening to the Covid message from Dr Chamberlain. Super quick and efficient service. Thank you!</p>
91	Westway Medical Centre	L31	2021-10-28	3	Changes to my prescription without seeing me	<p>I had been in hospital for 6 days and the pharmacy rang me about a change in medication. I had a real struggle to get the drugs re-instated because they had been prescribed by a consultant. I have received texts from my GP surgery suggesting that I may wish to go on statins and would I like to complete a survey. I don't think it's right that because I am a certain age, I receive a text message suggesting that I may wish to take statins when I haven't been in to the surgery about it. When I spoke to the GP surgery re: this a really helpful receptionist chased my blood results up from May. She rang me back and booked me in for a face to face appointment, which was really good.</p>

Appendix 2



South & Central Community Champion Network Meeting

Thursday 25th November 2021

Zoom meeting themed:

GP Access

Chair

Barbara Rouse (BR)

Bootle YMCA / Bootle Action group

Attendees

Maurice Byrne (MB)

Maghull Locality Representative

Louise Heritage (LH)

Sefton CVS Community Connector Maghull & Lydiate

Justine Shenton (JS)

Sefton Advocacy / Older Person's forum

Bob Wilkinson (BW)

The Samaritans

Simon Walker (SW)

People First Merseyside

Jan Comer (JC)

People First Merseyside

Peter Davies (PD)

Liverpool & Sefton Age Concern

Sandra Bell (SB)

The Reach Men's Centre

Joan McArdle (JMc)

The Swan Women's Centre

Rosemary Hart (RH)

Kindhearts Café

Debbie Rogers (DR)

Sean's Place

Nikki Thomas (NT)

The Venus Centre

Healthwatch staff member(s)

Wendy Andersen (WA)

Engagement & Participation Manager

Amanda Williams (AW)

Signposting & Information Officer

Guest Speaker (s)

Jan Leonard (JL)

NHS Southport & Formby and South Sefton CCG

Lyn Cook (LC)

NHS South Sefton CCG

Apologies

Helen Roberts (HR)	Seaforth & Litherland Locality Representative (also covering Hightown & Ince)
Kevin Halewood (KH)	Crosby Locality Representative
Debbie Kelly (DK)	The May Logan Centre
Vikki Martlow (VM)	Sefton Opera
Mandy Lewtas (ML)	Kindfulness Café
Caroline Hesketh (CH)	Sefton Carers
Lesley Curran (LC)	People First Merseyside
Nicola Hall (NH)	People First Merseyside
Chris Dale (CD)	Crosby Age Concern
Helene Santamera (HS)	British Red Cross Refugee Support

1. Introductions & Housekeeping

BR welcomed all members and guest speakers to our Community Champion network zoom meeting.

BR started the meeting with a tribute to Jennie Meehan, Bootle Locality Rep who has sadly passed away. BR asked members to observe a silence and to remember Jennie.

Guest speakers and topics planned for today's meeting:

- Jan Leonard & Lyn Cook – GP Access survey

The last south and central Community Champion network meeting was held September 2021 themed on:

- Amber Hirshman – GP Website survey
- Lindsey Smith – Community Dermatology
- Dave Marteau – NHS 111 service

Housekeeping was covered and BR introduced the guest speakers and welcomed new Community Champion network members.

2. Code of Conduct / Declarations of Interest

BR informed everyone that the Healthwatch Sefton Code of Conduct had been circulated and all members should have signed and returned this. Members were asked if they are yet to do this to complete this asap. During this meeting all members were informed that they were to abide by the Code of Conduct and Kindness and Respect Guidelines.

BR asked if there were any declarations of interest.

No declarations of interest were declared.

3. GP Access – Jan Leonard & Lyn Cook

JL and LC introduced themselves to members.

A presentation was shared with the group re: General Practice Access and the GP Access survey. A video was also shown to members on 'A day in the life of a GP'.

The presentation included areas:

- The challenge – in still keeping patients safe in-line with national guidance and coping with the rising demand.
- GP activity between January 21 – June 21
- A day in the life of GP DR Rob Caudwell
- GP Access Survey
- Next Steps
- Questions

JL informed members that there was a national piece of work to look at GP practices telephony systems as upgrades were needed.

The GP Access survey – The survey will start to be rolled out firstly across Southport & Formby with South & Central Sefton following a couple of weeks later. An email will be sent to Healthwatch Sefton with information to share with the network prior to patients receiving the survey.

Following the presentation, a number of comments and feedback were put forward by members:

BR commented on the video and asked when the GP would have time to eat or drink with the long hours worked. BR went on to say that in her experience all medical practice staff are trained to deal with conditions and that she had always been impressed.

Question / Comments: BR, Bootle YMCA, asked what the size of the practice was the GP on the video was from? Answer: The practice has approx. 3,000 – 4,000 patients and that the GP was also responsible for an additional practice.

Question / Comments: BR asked if LC or JL knew how many PPG's (Patient Participation Group's) were active across Sefton GP practices? Answer: LC stated that this had been mapped and would be presented at the PPG meeting being held on 1st December that BR will be attending.

Question / Comments: JS, Sefton Advocacy and Sefton Older Person's forum stated that in her experience working with members people are having terrible problems mainly with getting through on the phone lines. JS stated that she felt the video was saying 'not to complain as GP's are working hard'. Three members echoed their agreement with this comment.

Answer: JL said that she understood this and that they took on the feedback that phone lines are hard to get through on, in addition patients used to be able to walk in to book appointments. The video was made and promoted in relation to adverse media saying that 'GP Practices were closed'. The purpose of the video was to let patients know that they are open and working hard on behalf of patients.

JL went on to explain that access issues had been long term and that the pandemic and made this issue worse. There is no uniformity on the telephone systems across the GP practices as they are small businesses. There is no contractual oversight. The new national steer will help improve the systems across Sefton. In addition, it was pointed out new telephony systems will also need additional staff to support and the impact of this is being evaluated. GP access is something the CCG are working to improve.

Question / Comments: JS stated that they are trying to encourage their older members not to give up when trying to see practice staff and that messaging / communication is needed on this. JL said that they are looking at where GP's have to refer patients and can access be elsewhere for patients.

Question / Comments: MB, Maghull Locality Rep stated that other professions within the GP practices need to be communicated better to patients e.g. physician associates. The public do not know who they are therefore there is no confidence in the service. Communication is the problem with this. Also, culture is an issue as

patients used to see a named GP and some still think this is how it should work. MB gave an example of front desk staff sometimes not having accurate information to be able to inform patients. The 7-day access service needs to be better communicated. There are vulnerable people with no IT and this can lead to people giving up. In response LC thanked MB and stated that they realise communicating is key and that the 'Day in the life of a GP' was just one video and that they will be producing more comms information to provide necessary information and education to patients. The CCG are working to communicate and raise awareness of the roles in practice and that more videos will follow. This will include: What the roles are and how they can refer and triage. A culture change is also needed. LC stated that the video today will not be on its own and that the message is that GP practices are open to see patients.

Question / Comments: AW, Healthwatch Sefton Signposting Officer stated that she felt it was really good to hear that telephony is being looked at and reviewed. Many of the calls to Healthwatch Sefton are about this issue and that this is a welcomed piece of work. AW asked if a patient has tried to call a practice e.g. for 3 days in a row and each day told no appointments call tomorrow will there be a process to identify this patient as being a priority as they had tried each day? As this often happens patients they can be anxious and distressed and kindness and respect needs to be two ways. Patients are sometimes not getting the empathy they need. MB stated that front line staff maybe not receiving the training or resources that they need to deal with patients.

JL stated that they had been in talks with practices and as they each work differently there is not currently a system to deal with patients who have been ringing each day but that this was a good point and would be taken back to the team. Funding is available for training and this can be captured in the on-going work. **Action: JL to take the issue raised back to the team.**

Question / Comments: DR from Sean's Place thanked JL & LC and said that she felt the video was useful to see. DR went on to say that a lot of issues causing concern for their members are the prescribing of medication and lack of communication re: side effects. DR stated that a lot of their members are not told when prescribed medication such as anti-depressants that suicidal thoughts can increase during the first 2-week period of taking the medication. DR stated that she has known people who have committed suicide during this period. DR said that she has already written to the CCG and asked if they would have a conversation about the Ollie Foundation and how this system could benefit patients in Sefton. This is within the NICE guidelines. JL said it would be good to have a conversation on this and the best person to speak with would be Susanne Lynch, Head of Medicines Management. **Action: WA to share contacts for this to be arranged.**

The Ollie Foundation web link <https://theolliefoundation.org/>

Question / Comments: RH said that she represented Kindhearts Café and also visited elderly people in their homes. RH said that she agreed with DR comments about prescribing and communication issues and said she would like to know more about the Ollie Foundation. RH gave her feedback on accessing the GP not only as a patient but also a carer. RH stated she rang 96 times to get through for the person she cares for and 104 times to get through as a patient herself. When asked the receptionist if she knew how it felt to keep ringing that many times the response was 'I would not know how it feels because I am never sick'. Both RH and the person she cares for ended up being seen at the walk-in centre.

Another experience shared by RH was regarding a gentleman who needed an appointment. He was told to ring after 6.30 pm to get through to the out of hours. He needed help as he is terminally ill and his wife has dementia. To be told by your surgery to ring out of hours is not good. This gentleman thought he was dying that night and then to be told to ring the chemist in the morning.

RH also commented that she thought E-consult was a good service but that the call back time needs to be looked at. People have to wait all day for that call and then if you miss it, it is a missed appointment. Can patients be given an hourly slot? RH stated that she does promote E-consult but had a receptionist laugh at her saying E-consult was weeks behind.

JL responded to say she was sorry to hear about some of the experience's RH had shared and that she would be happy to support RH in raising any of them as a complaint. JL said that she will take forward RH suggestion of time slots for E-consult appointments. JL stated she would be happy for her contact details to be shared with RH.

Action: JL to take forward the suggestion of time slots for E-consult. WA to share contact details between JL and RH.

LH stated she was the Sefton CVS Community Connector for Maghull & Lydiate. LH said that she agreed with AW about the telephone systems and most of the feedback being about this from clients. LH stated that their clients are elderly and often cannot get through and this resulted in LH having to try and get through for them. LH stated that when she gets through and asks for the GP to call she often gets told yes, but feels this does not happen for the clients when they get through, it feels like staff do not take patients seriously. LH also said E-consult is a problem with no time of when the call will take place and then the patient has lost their chance. LH gave feedback concerning one client who repeatedly asked the receptionist not to call back on the mobile and to please use the house phone. This continued to happen until LH rang

and asked that this be changed to the house phone and they then listened and changed it. They will listen to a professional ringing but not the patient and this causes so much stress for patients.

JL thanked LH for her comments and sharing the feedback. [Action: JL stated that this would be taken back to the team and incorporated into the training for front line staff.](#)

Question / Comments: JC from People First Merseyside said that she had heard lots of feedback with similar stories. JC wanted to say though that she felt not every surgery was the same. At her own surgery they will offer an appointment on the day either on site or at their other site. JC said that she agreed more training was needed for the front-line staff. Another area to comment on was the privacy for patients if they are being directed to see the chemist. A confidential space should be offered and not asked what the problem is over the counter.

Question / Comments: JS from Sefton Advocacy / Older Person's forum stated that she felt communication issues was a theme. JS wanted to share information re: consultant letters that are sent out to patients. JS stated that the letters should indicate on them that the letter is just for information and not for them to have to do anything with it. JL asked if the letters were coming from a certain team / department? A discussion ensued that patients have opted into this service and just don't realise.

Question / Comments: MB, Maghull Locality Rep asked about the NHS app. MB stated that patient medical records accessible on the app differed between GP surgeries. There is a lack of consistency as to what GP's have recorded for patients to see. One person can see their medical records and another in a different GP cannot. [Action: JL will take this question back to the team.](#)

Question / Comments: BW, from The Samaritans stated that his own GP practice was fine and that he had not experienced any problems seeing different health professionals. BW said that he felt communication was an issue based on calls they receive into the service. The frustration of not being able to get to speak with a health professional and that this was also for patients with mental health issues. BW stated he could see that NHS staff must also find it frustrating and tiring too.

BW also stated that he agreed about communication being an issue when it comes to medication. BW suggested that communication be more user friendly and professionals not only have titles but say what it is they can do.

[Action: JL stated this was valuable feedback to take back to the team.](#)

Question: BR asked if they knew what the Covid rates were currently in Sefton? JL stated that she would be getting an update on this later in the afternoon but that there had been a bigger rise in younger people. They are now vaccinating younger people.

JL told members that they are available to come out and speak to groups. There is a lot of working going on re: Covid Boosters and if network members needed any support encouraging people to take up the vaccine to let them know.

Question / Comments: DR, from Sean's Place said they had seen an increase in referrals for men who had been to a GP and told to go home and google local support. DR stated that they do not expect GP's to know of all services available in an area but that if GP's were aware of signposting services that this would help. E.G Sefton in Mind directory. GP's need to be aware of local signposting services as it is not good practice to tell patients to go home and google and look for themselves.

LC said that they currently promote the CVS directory along with some others and agreed signposting services are a good way to help patients. [Action: CCG to review what Signposting services are promoted to GP's.](#)

LC promoted the Winter themed event being held on 8th December. WA stated she would share the email with the details of this later on in the day.

The full presentation is attached to the notes.

BR thanked both JL and LC for their presentation today and providing members with the opportunity to feed in their feedback, concerns and questions. [Action: WA will type up all the questions to take forward and share contact details were this was requested during the meeting.](#)

BR also thanked all of the network members and told members how valued they were and what they say, ask, share and comment on is valuable and important to everyone that they represent. BR stated that each member of this group was very appreciated.

4. Community Champion updates

BR asked for each member to provide an update on the work they / their organisation had been involved in during COVID-19:

Kindhearts Café – RH reported that their Christmas lunch was being held on 16th December at St Faiths, Crosby. People are asked to donate if they are able to.

Kindhearts café offer people a place to come in for lunch, cup of tea and chat. This is aimed for people who are lonely, vulnerable and isolated.

Liverpool & Sefton Age Concern – PD updated members that the service is operating their befriending service face-to-face in their own home. PD thanked Healthwatch for bringing everyone together and for their encouragement.

Sean's Place – DR stated they would be opening their new building in January 2022. Referrals were now closed until January 2022 but that they would signpost anyone in need. The centre is open Christmas day 11 – 12.30 pm for a mince pie, tea and chat. Towards the end of January there will be an event to show people the new building and meet clients. DR will share the invite with network members.

Healthwatch Sefton Signposting & Information Officer – AW reported that the main themes coming through the signposting line relate to GP Access and dentists. AW said she felt it was useful to hear from the CCG at today's meeting and have the opportunity to feed in feedback re: GP Access.

Sefton CVS Community Connector – LH stated she was the Community Connector for Maghull & Lydiate and that they were a team of 3 staff. One of the Community Connectors for the south, Helen Hagan, had left and the post was now out for recruitment. LH stated if anyone identifies a client who needs support from the service who are isolated or lonely to get in touch. The service can support in many ways including: Help in getting out to groups, buddy up, help to connect clients with services and help with collecting prescriptions.

Maghull Locality Representative – MB updated members on a particular issue concerning a patient attending her GP practice to get advice on where to get the Covid vaccination and was sent to / not given clear information of where to go in Seaforth. Instead of attending the Seaforth Village surgery the patient ended up at the SWAN Centre. MB felt lessons should be learned and that precise and clear directions should be given to patients. MB also raised the issue of housebound patients receiving their Covid boosters and asked if there is confirmation on who is being commissioned to deliver this service?

Bootle YMCA / Bootle Action Group – BR reported that this Saturday would be the Christmas light switch on outside Bootle library. Event is between 2 – 5 pm with the switch on at 5pm

People First Merseyside – JC introduced herself and said she was attending today with SW. JC has taken over from Joanne English and will be attending the network

meetings with the members moving forward. SW said hello to everyone and had no further updates.

The Venus Centre – NT introduced herself and said she was the Operational Project Lead and that the centre was based on Linacre Lane in Bootle. The centre provides and supports:

- Women and families
- Homeless accommodation for men
- Syrian resettlement

The centre are working to support people over the Christmas period and currently are running a toy appeal campaign.

5. Healthwatch Sefton updates

- Healthwatch Sefton Signposting & Information – Amanda Williams has joined us today. Please contact Mandy for any signposting and information requests info@healthwatchsefton.co.uk or 0800 206 1304
- The Healthwatch Sefton Steering group meeting was held on 27th October 2021. The work plan has been reviewed and revised in-line with COVID. To access Steering Group minutes visit: <https://healthwatchsefton.co.uk/about-us/steering-group-minutes/>.
- Sefton Council Adults Social Care Day Opportunities Consultation - <https://healthwatchsefton.co.uk/news/sefton-council-adults-social-care-day-opportunities-consultation/> link also shared with network members on 21/10.
- Community Champion review – thank you to everyone who has completed the form and provided the information. I will continue to follow up with groups over the next couple of weeks. This will help us to link in better with you all and we are going to be revamping our Healthwatch website which will include a Community Champion page for you to share your services with links to your services. It will also help us to plan the meetings and invite guest speakers. So far as network members you have requested:
 - Occupational therapists – exercises and aids
 - Community services – in particular an update on podiatry
 - Sefton CVS crisis café hubs
 - CCG – Mental health commissioner
 - In addition, we have invited Liverpool CCG to talk about the new Stroke services – January 2022 meeting.

- GP Access project – WA has offered the opportunity for Community Champion network members to take part in on-line zoom engagement sessions. A big thank you to the groups who have been able to organise sessions:
 - Sefton Opera
 - The Reach Men’s Centre
 - Sefton Older Person’s forum

Please get in touch if you would like your members to take part in an on-line engagement session.

- GP Patient Participation Groups (PPG’s) – The next session is being held on 1st December. We will be looking at the draft PPG support packs for both the practice and patients. A survey has been sent to GP practices to find out who has an active PPG and who would like support.
- Long Covid – Healthwatch Sefton are working in partnership with other local Healthwatch to carry out a consultation on patient access to long Covid clinics at LUFT and what they would want from the service as it transfers to Mersey Care.
- Access to Dentists – the report was shared with you all.

6. Emerging Health or Social Care themes

Identified during this meeting:

- Covid booster vaccinations for house bound patients
- GP Access – areas of concern recorded and noted to take back by the CCG representatives.

7. Community Champion network notes for approval

The notes from the meeting held on Wednesday 29th September were previously circulated to all members for comments or amendments and were today agreed as accurate at the meeting.

There were no outstanding actions following the September 2021 meeting.

8. Previous emerging issues / questions taken forward to Healthwatch Steering group.

All emerging themes from the September 2021 meeting were noted at the Steering Group.

Note: If members would like any emerging issues discussed on the Steering Group agenda then please complete the 'Tell us what we should focus on' form.

9. Feedback to be taken forward to Steering Group

Identified emerging health and social care themes as below:

- Covid booster vaccinations for house bound patients
- GP Access – areas of concern recorded and noted to take back by the CCG representatives.

Emerging issues identified during this meeting will be added to the Steering Group work plan to be noted.

Please note: emerging themes will only be noted at Steering group. The form 'Tell us what we should focus on' needs to be completed for themes to be discussed at the meeting.

10. Information exchange/ Any Other Business

None recorded.

Date and Time of Next Meeting:
Tuesday 25th January at 10.00 am
Venue: ZOOM

Your health and social care champion

Patient – 'My story'

It was a Friday during August 2021 I became very unwell. I tried to ring my doctor's surgery, Westminster Medical Centre to make an appointment.

I made repeated calls between 8 – 8.30 am (the time we are supposed to ring) I tried a total of **83** times to get through. I did not get through and I gave up at this point. I started to call again at approx 9.30 am and it didn't take too long this time. I asked for an emergency appointment but I was told there were none and I had to wait until Monday and ring back again or go on-line and use the e-consult. I was not asked why it was an 'emergency appointment'.

I went on-line straight away (lucky I can use this as not everyone can). After completing the e-consult on-line I was advised to ring my doctors or ring 111. This time I chose to ring NHS 111.

This is now approx 11.30 am - 12 noon. I then phoned NHS 111. I had to go through it all again! To be told that I needed to speak to someone (not sure if they said 'out of hours' doctors or 'out of hours' chemist).

They said I would get a call back. I never received a call back on the Friday.

I phoned NHS 111 again on the Saturday and explained what had happened. They said an 'out of hours' doctor would call me back. This was about 12 noon. They said a doctor would call me within 5 hours. This meant a call before 5 pm Saturday evening. I did not get a call. I gave up and went to bed. I was feeling I was having a heart attack the pains were so bad. I didn't feel well at all.

On the Sunday about 10 am I got the call back and they apologised saying they were overwhelmed by calls. I had to go over it all again on the phone with the doctor. He said straight away that I needed to see a doctor and asked me if I could get to an appointment at Litherland Town hall as an emergency appointment. I had

half an hour to get dressed and get there. My husband drove me there. I was lucky I had someone to take me as I could not have driven myself.

I went to the 'out of hours' service at the Litherland Town Hall for the appointment. I saw the doctor and went through it all again. He did a heart test, blood pressure check etc. He said I needed to go to hospital for an ECG to rule out a heart attack.

Whilst I was sat there I thought he was making me an appointment. When I got to the hospital I was told the department that he mentioned that I would be going to was closed as it was Sunday so I had to go to A&E. A&E was not expecting me. My husband drove me there but he was not allowed to come in with me. I was expecting that as knew family are not allowed in.

It was only 5 mins or so once I told them how I was feeling and I was triaged for first check over with an ECG. Then I had to sit and wait for results about 10 mins or so. They did lots of tests so you have to wait between tests but overall I was a couple of hours. I received good treatment. I spoke to a girl doctor after the results and she explained it was not a heart attack but they needed to rule out other things so I had a lot more tests.

The treatment I received at A & E was very good.

Healthwatch Sefton -

We recognise the value of listening to people and making sure their voices are heard.

Following the feedback Healthwatch Sefton asked the following questions in relation to GP Access:

GP Access question:	Patient answer:
Are you aware of what appointment system your GP surgery offers e.g. E-consult, telephone appointments or face-to-face appointments	I don't know. Apart from repeat prescriptions I have not seen a doctor for over 2 years
Have you accessed each type of appointment during the pandemic?	As above - No
Does the GP appointment system work for you as a patient?	It did not work on this occasion

How easy do you feel it is to get in touch with your surgery?	Pre Covid - It was hard to get through on the phone but I used to always drive there to make an appointment at the desk. You cannot make an appointment at the desk now as they have a big sign on the desk to say you cannot make an appointment at the desk
Do you have a choice in how you can make an appointment?	As above - no
Due to Covid GP's had to put restrictions in place – is there anything they could do now to improve GP access for patients	I don't understand why they are not open as before. Why are the doctors not back to normal and making appts at the desk and being able to phone and get face-to-face appointments?

Healthwatch Sefton Star rating

The patient scored each service using the Healthwatch Sefton Star rating system. 1 star scoring the lowest and 5 star scoring the highest.

Westminster Medical Centre - 2 stars

NHS 111 - 2 stars

Litherland Town Hall 'Out of Hours' Service - 4 stars

Aintree Hospital A&E - 4 stars

Healthwatch Sefton -

We believe that feedback has to lead to change.

Listening for listening's sake is not enough.