healthwatch
North Lincolnshire

enter and view

Ashby Turn Primary Care Centre

February 2016

Contents

What is Healthwatch North Lincolnshire?	3
What is Enter & View?	3
Acknowledgments	3
Visit Details	3
Purpose of the Visit	4
Methodology	4
Findings	4
Recommendations	6
Response	8

What is Healthwatch North Lincolnshire?

Healthwatch North Lincolnshire is an independent consumer champion created to gather and represent the views of the public on health and social care. Healthwatch North Lincolnshire plays a role at both a national and local level, making sure the views of the public and service users are taken into account when reviewing service provision.

What is Enter & View?

The Health and Social Care Act allows representatives of local Healthwatch organisations to enter and view premises and carry out observations for the purpose of local Healthwatch activity. Visits can include hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter & View visits can take place where people tell us there is a problem with a service, but they can also happen when services have a good reputation – so we can learn about and share examples of what they do well.

Disclaimer

This report is based on the perceptions shared by patients, carers and staff at the time of the visit and as such these views are not able to be checked for factual accuracy. Our report relates to a specific visit to the service at a particular point in time, and is not representative of all service users, only those who contributed. A key characteristic of the Healthwatch Enter and View report is that it is based on a lay perspective rather than an expert assessment of the care provided.

Acknowledgements

Healthwatch North Lincolnshire would like to thank the surgery, the staff, patients and carers for their contribution to the Enter & View programme.

Service Details

Name and Address	Ashby Turn Primary Care Centre The Link Ashby Scunthorpe North Lincolnshire
Type of Service	General Practice
Practice Manager	Mrs Kathryn Terreros

Latest CQC Report	Not inspected yet

Date of visit

23rd November 2015

Authorised Representatives

Healthwatch North Lincolnshire authorised representatives carry out visits to health and social care services to meet patients, staff and carers and hear their views. The following authorised Healthwatch North Lincolnshire Enter and View representatives carried out this visit:

- Annabel Tindale
- Denise Fowler
- Nadia Reisa

Purpose of the visit

- To gather feedback from patients about their experience of using Ashby Turn Primary Care Centre asking specifically about making an appointment and their overall experience of the service (good and bad).
- To find out if patients have any suggestions for improving the service provided at Ashby Turn Primary Care Centre.

Methodology

On arrival, Healthwatch representatives were greeted by a member of practice staff and then spent around 2 hours in the waiting room talking to patients and carers who agreed to be interviewed. Observations were made about the surgery environment including provision of information and physical access to the building.

Findings

<u>The surgery environment</u>

Healthwatch representatives spoke with 22 members of the public during the visit. The building was found to be clean and tidy with good wheelchair access and sufficient parking facilities. Signage was clear and an area was defined for queuing to see a receptionist within the spacious waiting area. The electronic facility for signing in for an appointment was

accompanied by instructions on how to use the system. The names and pictures of practice staff were not displayed for patients to see.

The reception area was located within the waiting room, therefore privacy for conversations was limited when the room was quiet even though the radio was playing very softly in the background.

Healthwatch representatives were unsure whether the practice Patient Participation Group (PPG) details were displayed, as information relating to a Patient Reference Group (PRG) was shown and it was not clear whether this was the same as a PPG.

Awareness of procedure for booking appointments

There were almost half of those spoken to (48%) who felt their experience of booking an appointment at the surgery was 'average' or 'poor'. One person felt it was excellent and the remaining ten said it was a 'good' experience. Only 37% of those spoken to were aware that you could book appointments online for this practice, although 45% of them prefer to telephone for an appointment, with 79% saying telephoning was their preferred method for booking an urgent appointment. The majority of those spoken to, 83%, said they would telephone as soon as the surgery opens, however 62% said they did have to redial the last time they phoned for an appointment because they were unable to get through the first time.

What happens if you are unable to book a suitable appointment?

Some patients spoke about difficulties getting through on the phone:

Booking via phone can be stressful – on hold for a long time.

Unable to pre-book appointments which limits the choice of doctors. Due to job, I do not have time to ring 61 times on a morning.

Pre-booking is not available. I called and got through after 50 minutes and 71 calls.

Reception staff were thought to be 'extremely helpful' by 32% of those spoken to, whilst 58% said they were 'quite helpful'. Only one person said they were not helpful at all. If an appointment was not available at a time to suit the patient, 39% said they would call again another day. Five patients would do nothing or take what was offered, therefore making adjustments to their day.

Three patients said they would attend A&E instead, whilst two would call NHS111 for advice. Once person said they would visit a pharmacist.

Online booking

Few patients spoken to had used online appointment booking at this practice. Only one out of the 19 patients had tried online booking and they said that they did not find it useful. Those who had not used online booking were asked to say why they had not used it. 80% of them did not know that this service was available at the practice and two said it was because they hadn't yet registered. A variety of comments reflected the view that it was considered 'easier' to telephone and quicker:

Unsure how quick it is – how long would you wait for an appointment?

I wouldn't know how to do this.

The practice doesn't offer it yet.

I wasn't aware of online booking until recently but this is not useful as it only includes appointments with new doctors.

Opening hours

Over half of those spoken to felt very satisfied with the opening hours of the surgery (53%) and a further 42% were 'satisfied'. Nobody was dissatisfied with the opening hours. Patients spoke positively of the 'emergency no appointment' session offered in an afternoon which was thought to be useful if you had been unable to book one for that day and were willing to sit and wait.

Recommendations

Overall, it is important to share with staff the positive feedback from patients and visitors following this Enter and View visit, and to celebrate the areas of good practice identified in this report. The following recommendations for improvement are based on the findings of the visit on the day:

- To consider ways to further promote the use of the online booking system, through information displayed in the practice and communications with patients and carers. The experiences of those who have been happy with booking online could be shared in a practice newsletter, as could details of how the system works (e.g. how appointment slots are released).

- To raise awareness of the emergency no appointment clinic, highlighting when this is operational and the benefits of this for those unable to telephone first thing in the morning to make an appointment for that day.
- To consider providing information to explain other roles within the practice such as nurse practitioner, to try and ease pressure on GP appointment booking.

Response from Practice

ASHBY TURN PRIMARY CARE CENTRE

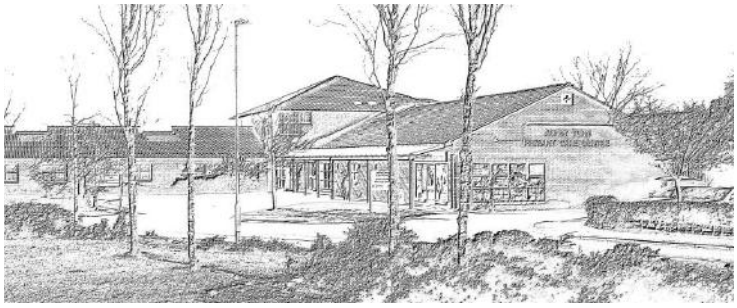
Dr C Trueman

Dr J Widders

Dr O Terreros

Dr M K Nasim

Dr M N Akhtar



The Link

Scunthorpe

North Lincolnshire

DN16 2UT

"Holistic family healthcare easily accessible to all"

Date:- 22nd March 2016

Healthwatch North Lincolnshire
Unit 25
Queensway Business Centre
Dunlop Way
Scunthorpe
DN16 3RN

Dear Ms Spark

I am writing as required, to confirm receipt on 14th March 2016 of the draft report of the Healthwatch Enter & View visit which was undertaken at our practice on 23rd November 2015. This has now been reviewed by the Partners and myself and I am providing our response accordingly.

Firstly, under the section "The surgery environment" it was identified that *"the reception area was located in the waiting room, therefore privacy for conversations was limited when the room was quiet even though the radio was playing very softly in the background".* We would like to highlight that there is also a private Interview Room located next to the reception desk, which is available for this specific reason, if needed.

The information displayed relating to our Patient Participation Group (PPG), was displayed, but at the time of it's formation, a few years ago, it was known as the Practice Representative Group (PRG) and has now changed it's name to PPG, and all the information is now displayed under PPG headings.

In terms of the recommendations made, it has been suggested we consider ways to further promote the use of the online booking and sharing details of how the system works, however we do in fact already have quite a concerted & on-going campaign to promote and raise awareness around the online system. We have information displayed in the practice in the waiting area and information packs are also available at the front desk. We have also had information about the system in our quarterly practice newsletter as a

permanent item for long time, in our practice booklet which is provided to all new patients, and also on our practice website. In addition, all reception staff are aware to opportunistically inform patients when they are collecting or ordering prescriptions of the availability of the service. We obviously intend to continue with all our efforts to promote and increase the online booking service availability, and will continue to try and increase awareness of patients about it.

It is also recommended that we raise awareness of the emergency no appointment clinic and the benefits for patients, and again we have been doing this since introducing the service almost 3years ago. Starting with consultation with the PPG, when it was decided to introduce the new service, we have advertised it in the waiting area, in our practice leaflet, in our quarterly newsletters, and on our website. Also, whenever all our same day routine appointments have been booked, we have a message playing on the surgery telephone lines, informing patients of the availability, details and timings of the emergency clinic, before they are offered the other telephone options e.g. to book a GP appointment etc. Once again it is intended to continue with all awareness-raising strategies about the emergency clinic and it's benefits.

Another recommendation was to consider providing information to explain other roles within the practice such as nurse practitioner, to try & ease pressure on GP appointment booking. Once again this is something we have been doing within our practice since the introduction of the role of nurse practitioners into the practice in 2001. We currently have information about our nurses, HCA's and nurse practitioners displaying in the waiting room on our AMscreen system which scrolls through a variety of information screens for patient to view whilst waiting. We have also put an explanatory summary about the role & scope of our nurse practitioners in our practice leaflet, and on our website. We also include in the training of all our receptionists, how to "signpost" all requests for appointments appropriately. By them enquiring of patients an idea of the reason for the appointment request, and ensuring they have the knowledge of the whole practice clinical team skill mix, to be able to make the most appropriate appointment for the patient, ensures every appointment is utilised effectively and for the benefit of patients.

At Ashby Turn we are committed to try to continually improve the patient services we provide, and we hope our response highlights that we have striven to raise awareness and patient information about all our services, and that we intend to continue to do so, alongside all our attempts at continuous improvement.

I hope this response is what you require but please do not hesitate to contact me if I can be of any further assistance.

Yours sincerely

Kath Terreros
Practice Manager

healthwatch
North Lincolnshire

Healthwatch
North Lincolnshire
Unit 25, Queensway Business Centre
Dunlop Way, Scunthorpe, DN16 3RN
Tel 01724 844986
enquiries@healthwatchnorthlincolnshire.co.uk
www.healthwatchnorthlincolnshire.co.uk