



Manor Park Surgery report October 2017

About us

Healthwatch Leeds is here to help local people get the best out of their local health and care services by bringing their voice to those who plan and deliver services in Leeds.

Introduction

We aim to find out the views and experiences from a wide range of people using different services. As part of our engagement we want to gather more views from people using GP surgeries.

We are currently testing models for engagement with people who use GP practices. Once developed, we will consider a rolling programme to cover a wide range of GP practices in Leeds.

Why we did it

In October 2017, we carried out the first pilot visits to two surgeries East Leeds Medical Centre and Halton Medical Practice. The report for these can be found on our website.

This report forms part of the second phase of the pilot that includes visits to a further three surgeries and relates to Manor Park Surgery.

The aim of this project was to better understand:

- How people access their GP services
- What will help to improve people's experiences of visiting their GP.

What we did

In April 2018 we carried out three visits to Manor Park Surgery. We gathered views and experiences from patients and carers in the surgery waiting areas. We also made observations about the environment. The questionnaire consisted of two parts:

Part 1 asked about patient's experiences before and during the appointment.

Part 2: asked about patient's experiences during the appointment.

We spoke to a total of 67 patients; 38 patients completed both parts of the survey. Not all of these answered all of the questions.

Summary of findings

Overall, 48 (72%) of patients said that they were either satisfied or very satisfied with Manor Park Surgery.

Experiences of appointment system (including access and booking)

- The vast majority of patients understood the appointment system.
- 41 (61%) of patients said it was either '*difficult*' or '*very difficult*' to make an appointment by telephone.
- More than half the patients were able to get a same day or next day appointment if they came in person to obtain an appointment.

Information and communication

- There was very low awareness amongst patients of the Patient Participation Group (PPG) with only 10 (15%) of respondents fully aware of it.
- Patients were aware that they could give feedback via the GP's feedback text they received after each appointment.

Quality of care and services

- 29 (43%) of patients were aware of the role of the Advance Nurse Practitioner.
- Most respondents experienced the staff as always welcoming and helpful.

Findings

The majority of respondents (72%) were either 'satisfied' or 'very satisfied', with 10 (15%) patients said overall they were either 'dissatisfied' or 'very dissatisfied'.

Experiences of appointment system

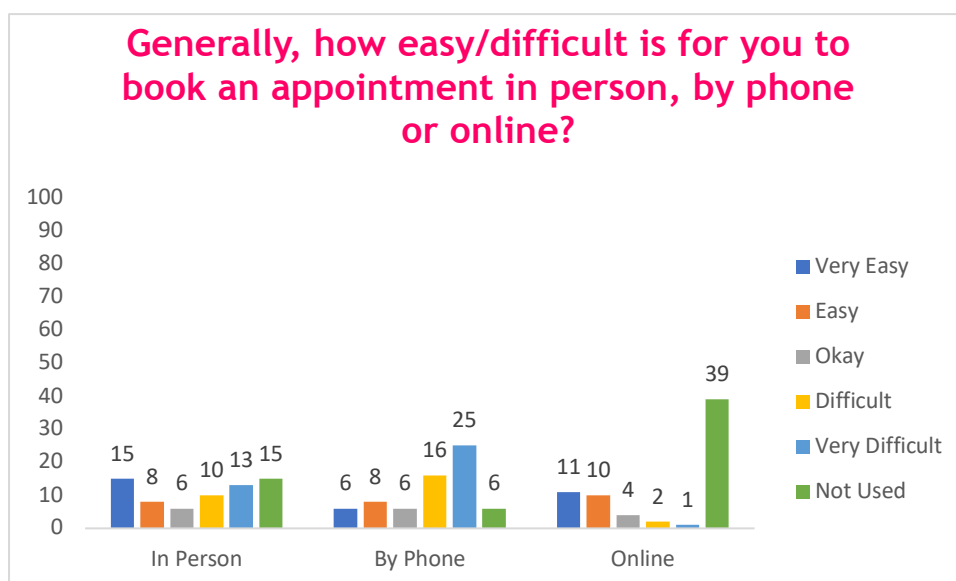
Do you understand the appointment system?		
Yes 58 (87%)	No 4 (6%)	Not sure 5 (7%)

All patients responded to this question with the majority (87%) understanding the appointment system.

Comments received were very mixed, with some people saying the appointment system was easy to understand and others saying it was not clear enough. One theme that came through was that patients generally felt

they had to come to the surgery in person and wait to get an appointment as they were unable to get through on the telephone:

‘Can’t get through on the phone. Come physically. Here at 6.55am. Waited until 8am appointments release’.



29 (43%) of patients said that booking an appointment in person was “very easy”, “easy” or “ok”), however 23 (34%) found it ‘difficult’ or ‘very difficult’.

A number of patients expressed frustration with the current booking system: *‘If urgent come and wait same day. Have to wait an hour before appointments are released’, ‘Here from 7.15am, 7th in queue, 45 mins before can book in’, ‘Due to working 7.30am-5.30pm I cannot usually visit the surgery in person to stand and queue for an appointment’.*

User satisfaction was significantly lower when asked about booking an appointment by telephone, with 41 (61%) of respondents reporting this as either ‘difficult’ or ‘very difficult’.

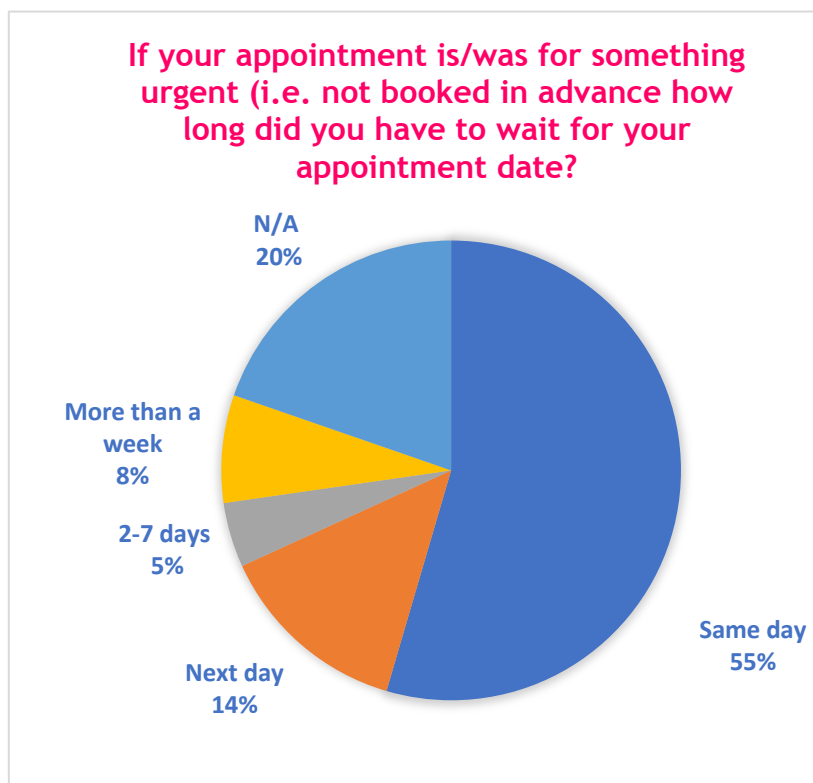
Themes coming through from the comments were that many patients were dissatisfied with the current appointment system, particularly the telephone booking system. : *‘Had to wait 20 minutes on the phone’, ‘impossible, ringing in the morning’, ‘Phone lines are always engaged’, ‘They never answer the phone’, ‘I tried for 3 days to get through - no-one answered’.*

A number of respondents commented that they had given up trying to book appointments by telephone and instead came in person, which was often unsatisfactory, particularly for working people or those with children: *‘In person you are sometimes turned away. Feel like sheep’, ‘You have to wait*

for a ticket from 7am then given appointment’, ‘Booked an appointment in person - very inconvenient’, ‘Frustrating at times to get an appointment; had to wait 3 weeks for an appointment. Difficult for working people’.

Patients suggested it would be better if morning appointments were released at 7am and that more appointments should be added outside of normal working hours. Patients also suggested that more appointments could be added to reduce waiting times.

The majority of patients 28 (58%) did not book their appointments online. However, for those that did 20 (88%) rated it as “ok”, “easy” or “very easy”. However, one person commented that it wasn’t easy to get an urgent appointment online. *“Online system great [for a] routine appointment, urgent ones more difficult”, “I have found the online booking easiest but it’s hard for people who aren’t online”.*

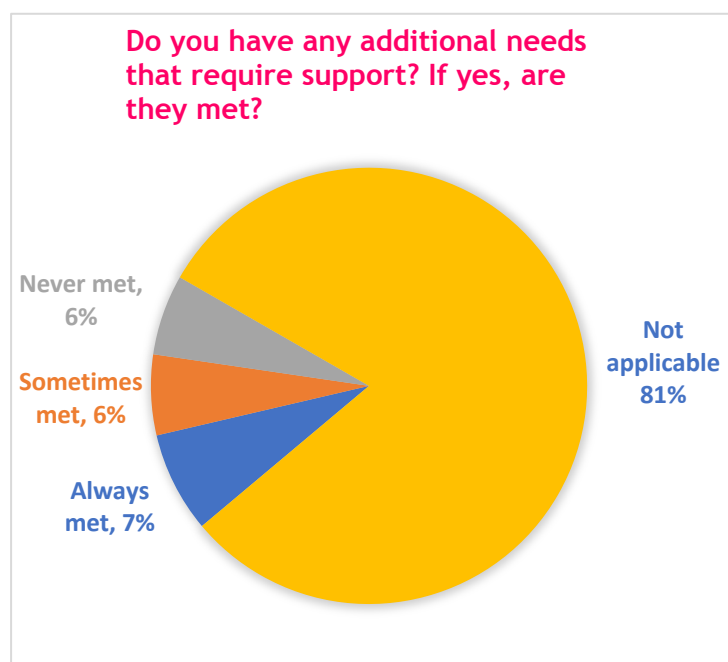


Of the 53 people trying to get an urgent appointment, 45 (69%) were able to get a same day or next day appointment, 3 (4%) had to wait 2-7 days and 5 (6%) had to wait more than a week.

How long after your appointment time were you seen?

On Time	Up to 10 min	11-20 min	Over 20 min
11 (29%)	14 (37%)	7 (18%)	6 (16%)

25 (66%) of patients said they were seen on time or up to 10 minutes after their appointment time. 13 (34%) had to wait between 11-20 min or over 20 minutes.



Only 13 (19%) of patients reported having additional support needs; of those roughly equal numbers reported their additional support needs were 'always', 'sometimes' or 'never' met. Only 6 comments were received, one concerning autism '*Low around autism, not many GPs understand*', whilst another commented that their support needs (hearing issues and diabetes) were always met.

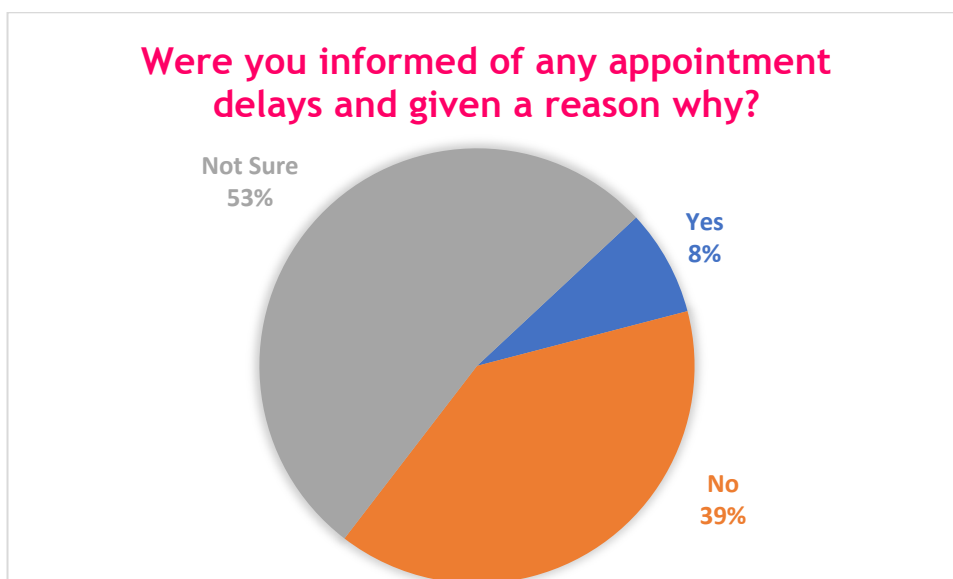
Information and communication

Does your surgery offer appointments on evenings or weekends?

Yes 31 (46%)	No 7 (11%)	Not Sure 29 (43%)
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31 (46%) of patients were aware of the extended opening hours. A similar proportion 29 (43%) were unsure. One patient commented, '*Early*

mornings/late nights not sure about weekends'. 7 (11%) were unaware of extended hours.



Out of the patients who were delayed, 3 (8%) said they were informed of the delay. 15 (39%) said they were not informed of a delay to their appointment. Many patients commented that doctors often apologise for any delays.

Do you know how to feedback your comments or concerns about the surgery?

Yes 27 (40%)	No 27 (40%)	Not Sure 12 (18%)	NA 1 (2%)
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27 (40%) people did know how to feedback comments with a smaller number 39(58%) people who didn't know or were unsure. Some patients were aware they could feedback via the GP's feedback text they received after each appointment.

Are you aware of the Patient Participation Group at this surgery? If yes, do you know what they do?

Yes 10 (15%)	No 46 (69%)	Not Sure 10 (15%)	NA 1 (1%)
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Despite the presence of a dedicated noticeboard there was a very low awareness of the Patient Participation Group (PPG) with only 10 (15%) of respondents properly aware of it: One patient commented 'Asked to be a

member a while back but this was not followed up'. Another respondent was actually a member of the PPG but said they felt it was 'a waste of time, not making a difference... not seeing patient comments and concerns'.

Quality of care and services

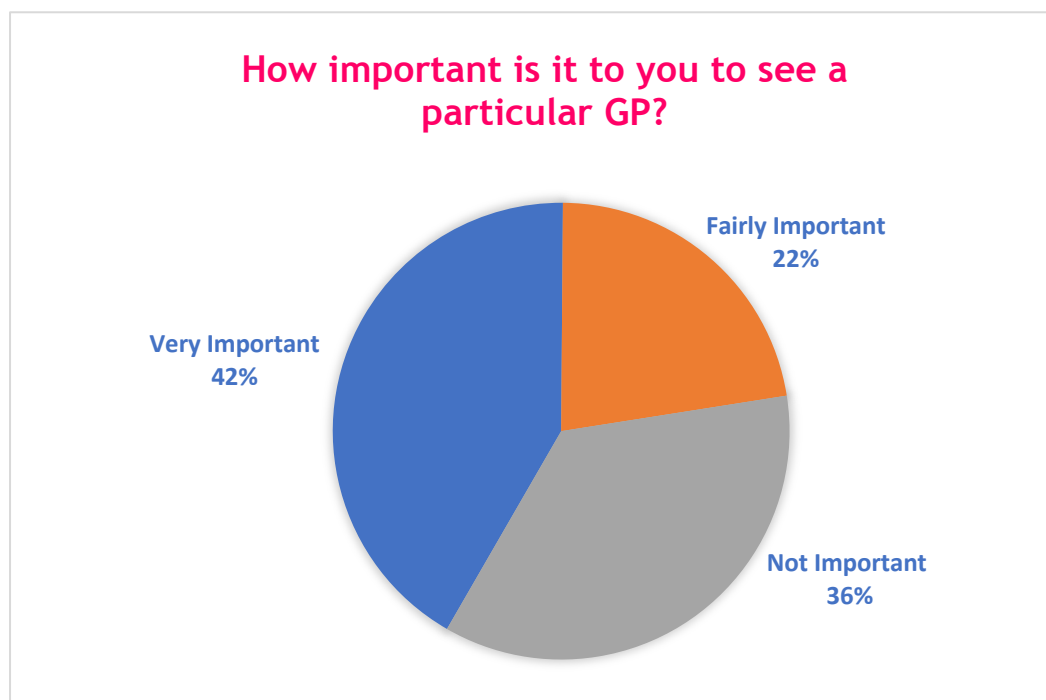
Are you aware of roles of staff and are they welcoming and helpful?

Most respondents were aware of the roles of Receptionist, Practice Nurse and GP but only 29 (43%) were aware of the role of the Advance Nurse Practitioner. Other roles mentioned included the Physiotherapist, Midwife and Diabetes Nurse (although most respondents were unaware of these).

'If Advanced Nurse Practitioner can prescribe antibiotics may be easier to see them than GP'.

Most respondents experienced the staff as always welcoming and helpful although a significant minority 23 (34%) felt that the reception staff were only sometimes welcoming and helpful. A smaller percentage (15%) felt that the GPs were only sometimes welcoming and helpful.

Patients mentioned that there were varied experiences with receptionist staff saying that some aren't as understanding.

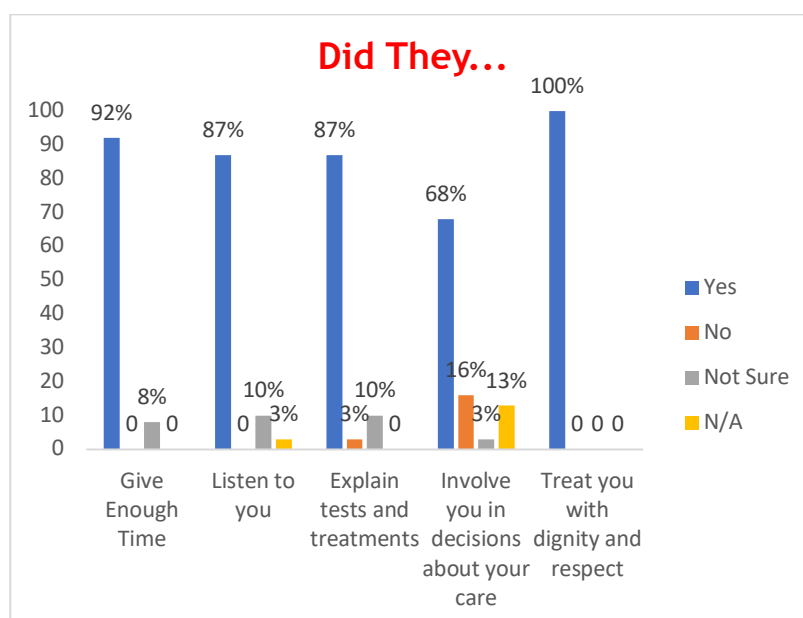


About two thirds of patients (64%) said it was 'very' or 'fairly' important for them to see the same GP. This often seemed to be dependent on whether

the appointment was for a long-term health condition or not: *“Continuity of care for patients with long term health problems, especially if problems are complex, you don’t want to have to explain conditions to different GPs every time”.*

At your appointment who did you see?

GP	Practice Nurse	Advanced Nurse Practitioner	Other	N/A
18 (48%)	7 (18%)	7 (18%)	5 (13%)	1 (3%)



In part 2 of the survey patients were asked about how their appointment went. 38 (100%) of patients said they were treated with dignity and respect. 35 (92%) patients also said they were given enough time during their appointment, 33 (87%) patients felt listened to during their appointment and 33 (87%) patients felt that tests and treatments were explained. There was less satisfaction regarding being involved in decisions about their care (68%).

Patients commented, that doctors could explain tests more and treat the entire person rather than isolated ailments.

Other comments and observations

When patients were asked for further comments or suggestions for improvements about the surgery, the following were common themes that were highlighted.

Patient Information and communication:

- Patients told us that the notice board had lots of information but it was hard to read because text was small and it needed more pictures.
- Patients commented that the surgery's website had recently been made more attractive.
- Patients told us that information about the PPG could be posted.
- One patient mentioned, that they had not been informed about their long-term GP leaving the surgery.

Quality of care and services:

- Patients told us that there had been an increase in the number of doctors available which improved same day appointments. They had also noticed the introduction of other services such as physiotherapy and optometry.

Waiting room and the environment:

- Patients told us that they liked the completely refurbished surgery and new equipment.

Recommendations and Conclusion

Based on our findings and suggestions from patients and their relatives/carers, we suggest the following areas can be improved to increase the level of patient satisfaction with Manor Park Surgery.

Experiences of appointment system

- Review staffing of the telephone appointment system to make it easier for patients to get through on the phone.

- Consider staggering the time appointments are released to ensure flexibility for patients unable to book appointments during normal working hours.
- Consider introducing more out of hours appointments.
- Look into promoting the online booking system widely to increase its use.

Information and communication

- Improve and update the patient notice board to make text larger and incorporate pictures.
- Consider how promotion of the purpose, meeting and minutes of the PPG could be improved to raise awareness.
- Regularly update patients about any changes relating to the surgery, preferably in advance.

Quality of care and services

- Review training programme for all receptionists to include customer service.
- Ensure GPs are explaining the purpose and results of examinations and tests.

Next Steps

This report will be shared with Manor Park Surgery and Leeds CCG. The report will also be published online at <http://www.healthwatchleeds.co.uk>

Acknowledgements

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