



Healthwatch Liverpool Enter and View Report Storrsdale Medical Centre

February 2016

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Section 1: Introduction

Healthwatch Liverpool has powers to carry out so-called ‘Enter and View’ visits (see the Appendix for more information about this). These visits are carried out by small teams of trained members of Healthwatch staff and volunteers to observe a health and social care service at work, for example at a GP practice, a care home, or a hospital. These services have to be publicly funded, e.g. through the NHS or via local authorities.

During an Enter and View visit Healthwatch talks to people using the service, whether patients or residents, and their relatives where appropriate. We also speak to staff to find out where they think the service is working well, and where it could be improved. Feedback and observations are collated in a report, which is sent to the provider of the service, as well as regulators like the Care Quality Commission (CQC), and the local authority where appropriate. If there are recommendations in the report, the provider is asked for a response.

Section 2: Basic Details about the Enter and View

Name of the service visited:

Storrsdale Medical Centre

Address: 1 Storrsdale Road
Liverpool
L18 7JY

The Date of the Enter and View Visit: **29th January 2016**

The Time of the Enter and View Visit: **9am - 11am**

The names of the members of the Healthwatch Enter and View Team that undertook the visit were:

Julie Anderson - Healthwatch Information and Project Officer

Inez Bootsgezel - Healthwatch Information and Project Officer

This visit was announced, i.e. a date and time had been agreed with Storrsdale Medical Centre beforehand.

Healthwatch Liverpool would like to thank Storrsdale Medical Centre staff for facilitating the visit, and the patients we spoke to for taking the time to talk to us. We also want to thank the members of the practice’s Patient Participation Group (PPG) for their time and for sharing their thoughts and feedback.

Section 3: General profile of the service that was entered and viewed

Storrsdale Medical Centre is a small family practice in the L18 area of

Liverpool. Opening hours are:

Mondays and Tuesdays: 8am -1pm, 2pm-7pm

Wednesdays, Thursdays, Fridays: 8am-1pm, 2pm-6.30pm

The practice provides pre-booked only appointments Mondays and Tuesdays 6.30pm to 7pm, and additionally Tuesday mornings 7.30am to 8am.

Section 4: The reason for the Enter and View Visit

Enter and view visits can take place for a variety of reasons, for example to find out more about a particular service, or in response to public feedback. The Enter and View visit to Storrsdale Medical Centre was carried out to learn more about the service generally, but also related to a project Healthwatch Liverpool is carrying out about continuity of care for patients with long-term conditions. Healthwatch had learned that the practice runs monthly lunch clubs for elderly patients with 'Contact the Elderly', and wanted to learn more about this. The visit was not in response to any feedback or concerns identified relating to the quality of this service.

Section 5: What Healthwatch Liverpool observed at Storrsdale Medical Centre.

Healthwatch representatives were met and made welcome by the practice manager on arrival.

Healthwatch representatives found that the waiting room and reception area were clean and bright. There were 2 types of seating, standard seats as well as comfortable armchairs with seats that were a bit higher and easier to get up from. There was a child-size table and chairs with some toys for smaller children.

Patients could use a touch screen on arrival for their appointment, and were called to their appointments by their name appearing on the two screens in the waiting room. These screens displayed practice messages as well as general health information. Additionally there was a board on the wall displaying information about the GPs and other staff on duty. Up to date information leaflets were available, including details about the phlebotomy service and the Alzheimers Society.

A Care at the Chemist poster was displayed, as well as a feedback box for patients who wanted to leave written comments about the GP practice. At the reception desk a notice about the Healthwatch visit had been put up to alert patients.

Treatment rooms were on the same floor; Healthwatch representatives were shown one of them, which again was very clean, and had sufficient room for anyone using a wheelchair.

Section 6: Feedback from staff

Healthwatch representatives spoke with the practice manager, two receptionists, a GP and a nurse practitioner at the practice.

They told Healthwatch representatives the following about Storrsdale Medical Centre:

- Being a smaller practice, patients are more known to staff. Some reception staff have been with the practice for many years. There are opportunities for staff to be trained in different roles within the practice and learn different skills. For example 2 receptionists are being trained to take on health care assistant tasks; they will work 16 hours on reception, and 4 hours performing tasks such as taking blood pressure etc.
- The practice is always pleased to get positive feedback from patients, including comments left on the NHS Choices website. There is also an active Patient Participation Group (PPG) at the practice.
- The practice sends text message reminders to patients with pre-booked appointments the night before. Since this was implemented the number of missed appointments has reduced.

About treating patients with long-term conditions at the practice:

- The practice nurse explained that patients with long-term conditions are monitored by the practice. There is a monthly diabetes clinic for reviews which starts at 8.30am, or occasionally 8am, and finishes at 6pm, so it is easier for patients who work during the day to attend.
- Patients who have been newly diagnosed with COPD or diabetes get an information pack, and are referred to 'Expert patient' courses to find out more about how to manage their condition.
- The practice nurse explained that patients can often manage their own conditions with good results, but this depends on how motivated the patient is. The 'Expert Patients' programmes are good at helping patients better manage long-term conditions themselves, which enables the practice to focus more on the management of physical symptoms. The practice nurse said that the uptake for the courses is good.
- The practice aims to see patients with diabetes at least once every 6 months; however it is not automatically flagged up if people haven't attended their checkup. If patients are not attending the check-ups they will be sent reminders, and when they do attend, the practice offers as many tests as possible to be done there and then. The practice monitors that patients with diabetes receive the nine key processes of diabetes care as recommended in NICE guidelines.

Healthwatch representatives had learned before the visit that Storrsdale Medical Centre works with a charity, Contact the Elderly, to provide monthly lunches at the practice for several patients over 75 years of age who live alone. This is hosted by the practice, and a GP told Healthwatch that many volunteers are involved in this, including the GP as well as his family.

Healthwatch representatives felt this was a great initiative. Research has shown that loneliness and isolation have a negative impact on people's health and wellbeing (for more information please see: <http://www.campaigntoendloneliness.org/threat-to-health/> last accessed 12/02/16).

By working with Contact the Elderly and bringing people together, the practice also supports patients to keep well, including those who may have one or more long-term conditions.

6.1 Feedback from patients

Healthwatch representatives spoke with members from the Patient Participation Group (PPG) at Storrsdale practice. PPG members said they liked that it was a small practice, and that staff were very helpful, even when under pressure. Staff were pro-active and even on very busy days every effort was made so patients could be seen or be offered a phone consultation. The feeling was that the practice worked to maximum efficiency.

PPG members also said that changes had been made to the appointment system, and although one system couldn't suit every patient, overall it had been an improvement. The online repeat prescription system was praised as 'quick and easy'.

One PPG member said that they had had a telephone appointment booked after blood tests, but finds it difficult to hear on the phone. They were pleased to report that as soon as the practice was aware of the difficulty they were offered an appointment at the practice instead.

Another member said a relative needs home visits regularly and that they take place without fail.

One member fed back that their annual medication review is carried out by a nurse, and that they would sometimes like to see the GP instead.

Healthwatch also spoke with 12 patients in the waiting room at Storrsdale Medical Centre. A short set of questions had been prepared to ensure consistency; questions are shown below with the collated responses.

1) What do you think is good about this GP practice?

- Lots, I've been coming here for a long time. It's friendly, clean, easy to get an appointment, the doctor is lovely, usually see the same doctor, and the nurse is good, the midwife is good, it's a good family service.
- The appointment system, it's easy to get an appointment. It's clean, and the staff are excellent. Many years with the practice.
- Get an appointment quickly, especially for children. Midwives here

are good. Good access. Familiarity, they remember the children's names.

- I don't come here very often so couldn't say.
- Doctors are wonderful, great. Get an appointment on the day, it's very accessible.
- It's well-run, GPs listen to you, can't find fault with it.
- The whole lot, they're smashing people. I always come in, see the receptionist who is marvellous. I'm always seen by either the GP or practice nurse. They're approachable, no problems, they take their time.
- It's easy to get an appointment, and somebody takes control when I'm sick. It's small, more personal than larger ones. Staff are very friendly, and the doctors very good.
- GPs are very good, but it's difficult to get an appointment with the GPs, most of the time it's with a nurse.
- They take their time with you, they know you personally, and ask after the family, the children. They give you the time and will refer you. It's clean and you can get an appointment the same day, I like the appointment system.
- You can get an appointment when you phone on the day.

2) What, if anything, could be improved?

- Don't know, can't say anything, they helped a relative a lot as well.
- Nothing - maybe too many posters?
- Maybe an extra GP. It's good for children, but not as flexible for adults and takes longer to get an appointment.
- I find it difficult to get an appointment. You have to ring and then appointments are usually gone or the phone is ringing out.
- I've only registered in the last year so I'm not able to say.
- Difficult sometimes to get appointment, have to ring and it can be difficult.
- A tea bar! I've never got a complaint.
- No problem, everything is ok.
- Not really, nothing.
- Maybe more doctors, sometimes I really want to see a doctor, not a nurse.
- I don't, I think it's great.

Healthwatch Liverpool is currently working on several projects, including continuity of care for people with long-term conditions like diabetes or COPD.

3) If you or a relative or friend has a long-term condition, what would you like to see from your GP practice to help you with that? (For example,

seeing the same GP, getting information about how to care for your condition, etc.)

- Often if you go in with a problem, they say it's your long-term condition, and don't explore if it's anything else.
- I'm not concerned with continuity, just happy to see any member of staff.
- The same GP for continuity and loads of leaflets. It varies, but I tend to see the same GP.
- Seeing the same GP. I'd like to just see the GP, not have to go through pre-assessment by another member of staff.
- Difficult to say, I don't have a long-term health condition.
- So doing a good job at the moment. I see the nurse practitioner sometimes, the nurse is very good. Sometimes it's not possible to see the GP but the nurse is good so that's ok.
- Brilliant, they help me manage my condition. They phone me up.
- Control and analysis, checks - don't always need to see the same doctor.
- I've got COPD and came in for a spirometry test. You can find all the information you want on the internet. The doctors here are very good at explaining things.
- I hope the GP can provide some very practical advice on how to prevent long-term conditions, once it's there it seems to stay. Maybe they can give information, for example about support to lose weight.
- I don't know. Sometimes it can be good to get a new perspective, from a different GP, not to see the same one all the time.
- I've got diabetes. I get a medication review. They're good in supporting my condition, it's managed. I prefer a small practice, it's more manageable, you know who you're seeing.

Healthwatch also asked respondents for equality and diversity data. The collated data shows as follows:

Age: Ages varied from 29 to 81 years of age, with 4 people in their 40s and 3 in their 70s. One person did not state their age.

Disability: Two respondents considered themselves to have a disability, nine said they did not, and one person did not answer this question.

Religion: Eight respondents said they had a religion; 4 said they were Catholic, 3 Christian, and 1 Church of England. Four people said they had no religion.

Situation: Five people said they were retired, 4 in full-time employment, one said they were a housewife, one self-employed, and one currently unemployed.

Race/ethnicity: Six people described themselves as White British, two as 'white other', one as Chinese, one as English and one as British. One person

preferred not to say.

Sexual orientation: Ten respondents described themselves as heterosexual, one as bi-sexual, and one preferred not to say.

Sex: Six respondents said they were female, and six male.

Gender identity: All 12 respondents said their gender identity was the same as that they had been given at birth.

The patient feedback received by Healthwatch representatives during the visit is only a small sample and not statistically significant. However, it was positive to see that patients were mostly very happy with the service, especially about the staff, the time given by staff at appointments, and about the appointment system. A few patients mentioned they did not think it was that easy to get an appointment.

Section 7: Summary/Conclusions & Recommendations

Overall, Healthwatch representatives gained a positive impression of this service during the Enter and View visit. Nothing was observed that gave grounds for concern about the quality of the service.

Patients had many good things to say about the service, and the impression Healthwatch representatives were left with after speaking to patients and staff was that the service was friendly and personable, although a few people did mention it was not always easy to get an appointment.

Additionally, it was good to see that the practice has an active and involved Patient Participation Group.

Finally, Healthwatch Liverpool was particularly pleased to find out more about the practice's involvement with Contact the Elderly in organising the monthly lunch at the practice for patients over 75 who live alone. This is a great initiative that, if replicated by other GP practices, could prevent many more people across Liverpool from living in isolation, thus potentially supporting their health and wellbeing.

Recommendations:

Healthwatch Liverpool does not have any recommendations for the practice at this current time.

Section 8: Safeguarding

There were no safeguarding concerns identified during this enter and view visit.

Section 9: Healthwatch Liverpool Contact Details

Healthwatch Liverpool

*151 Dale St
Liverpool
L2 2AH*

*Main Number: 0300 77 77 007
Fax: 0151 237 3998
Email enquiries@healthwatchliverpool.co.uk
Website www.healthwatchliverpool.co.uk*

Appendix I:

Healthwatch Liverpool - Powers to Enter and View Services

Healthwatch Liverpool was established under the Health and Social Care Act 2012 and came into being in April 2013. Healthwatch Liverpool works to give local residents a stronger voice to influence and challenge how health and social care services are provided. Healthwatch Liverpool enables people to share their views and concerns about local health and social care services to help build a picture of where services are doing well, and where they can be improved. Healthwatch Enter and View visits are undertaken in accordance with the remit of Healthwatch Liverpool, and assist Healthwatch Liverpool in carrying out its statutory functions under the Health and Social Care Act 2012. Healthwatch Enter and View visits are not designed to be full inspections, audits or an investigation of the service, rather they are an opportunity for Healthwatch Liverpool to get a better understanding of the service by seeing it in action and by talking to staff and service users.

Healthwatch Liverpool seeks to identify and share good practice wherever possible. However, if during a visit Healthwatch Liverpool identifies any aspects of a service that it has serious concerns about, then these concerns are referred to the appropriate regulator or commissioners of the service for investigation or rectification. Any safeguarding issues identified will be referred to the Local Authority for investigation. Addressing issues of a less serious nature may be done directly with the service provider.

For more information about Healthwatch Liverpool please visit our website www.healthwatchliverpool.co.uk or contact us using the details at the end of this report.