

**Healthwatch Liverpool Enter and View Report  
Mersey View GP Led Walk-in Surgery  
45 Everton Road  
Liverpool  
L6 2EH  
September 2014**

**Contents**

**Section A: Introduction to the Enter and View - page 1**

**Section B: The Enter and View Observations - page 4**

**Section c: Summary/conclusions and recommendation - page 17**

**Section A**

**Introduction**

**Date and Time of Visit: 10.00am - 12.00pm on the Wednesday 23/07/2014**

Mersey View is a GP Walk in Centre providing general medical services on a walk-in basis. This means that patients do not have to be registered with the service to use it, and they don't have to make an appointment in order to be treated.

**Opening hours are:**

**Monday 08:00am - 08:00pm**

**Tuesday 08:00am - 08:00pm**

**Wednesday 08:00am - 08:00pm**

**Thursday 08:00am - 08:00pm**

**Friday 08:00am - 08:00pm**

**Saturday 08:00am - 08:00pm**

**Sunday 08:00am - 08:00pm**

**Practice Manager: Susan Pilling**

# The reason for the Enter and View Visit

The Enter and View visit was part of the Healthwatch Liverpool activities of:

- identifying whether, and how, local health and social care services could be improved
- identifying whether, and how, local health and social care services ought to be improved
- identifying recommendations to improve the standards of health and social care services

On this occasion Healthwatch was specifically interested in observing if there was any noticeable impact on the service as a result of the recent closure of another local GP surgery.

## The Methodology of the Enter and View Visit

The Enter and View visit was undertaken in accordance with the remit of Healthwatch Liverpool and will assist Healthwatch Liverpool in carrying out its statutory functions under the Health and Social Care Act 2012.

The visit only entered communal areas and facilities. We did not enter any non-communal areas. We spoke to both staff and service users where appropriate.

The visit was conducted by 2 Authorised individuals from Healthwatch Liverpool, Andrew Lynch and Inez Bootsgezel. These authorised individuals displayed the requisite identification and provided proof of DBS clearance for the visit.

Healthwatch Liverpool classed this as an announced Enter and View, meaning that the service provider was given notice some days prior to the Enter and View taking place. This is a reflection of the fact that on this occasion Healthwatch was not following up any specifically indicated quality issues regarding this service, and the main focus was to let patients have their say. This meant that there would have been no advantage by conducting an unannounced visit on this occasion. Announcing the visit also had the advantage of Healthwatch being able to arrange the visit at a time likely to minimize the chances of any disruption to the service that might be caused by our being there.

# General parameters of a Healthwatch Liverpool enter and view.

Healthwatch Enter and View visits are not designed to be systematic inspections of a health or social care services. Such inspections are carried out by the Care Quality Commission and relevant service commissioners. The Care Quality Commission has the role of assessing and informing the public regarding the general standards of care provided by health and social care services.

Healthwatch conducts Enter and View visits in order to observe a service in action and where practicable, to hear the voices of patients. At best, such Enter and View visits can only offer a strictly time limited snapshot of a service. Healthwatch Enter and View representatives are not health professionals, and so undertake these Enter and View visits from the perspective of a lay-person.

# The Enter and View Observations

Because of the walk-in nature of this service it was not possible to accurately predict a time when the service would be particularly busy. On the occasion of the Enter and View the service was relatively quiet, so we only managed to speak to a small number of patients. We therefore agreed, with the cooperation of the service provider, to do some supplementary patient experience gathering. This work was conducted by asking the service provider to distribute a number of freepost self-addressed Healthwatch questionnaires to patients, and by allowing Healthwatch to do some more face-to-face patient experience work on the afternoon of Monday 4<sup>th</sup> August 2014, 4.00pm - 5.30PM. It was not necessary to carry out this supplementary patient experience gathering under Healthwatch Enter and View regulations, i.e. there was only one Enter and View conducted.

There were a number of pre-identified questions that we asked during the Enter and View and these were the same ones that we distributed via the questionnaire. On occasions where large amounts of feedback is obtained Healthwatch Liverpool routinely makes use of sophisticated statistical methods to illustrate trends and patterns in the feedback. However, in instances such as this, where there is a relatively small sample size, such statistical illustrations become relatively redundant and so it has not been employed in this report.

**Here are the questions that we asked of patients at Mersey View along with the answers we got back from patients**

We spoke with 6 patients, and a further 25 patients returned completed or partially completed forms to us by freepost. This is a total of 31 responses in all. The number of postal questionnaires distributed was 40.

(Please note that though patients were all asked all of the questions they sometimes did not all respond to particular questions, which causes the number of answers to each question to vary accordingly).

**Question 1** Why did you choose to come here rather than your own GP practice today (e.g. waiting time, nearer to your home, parking at GP practice, not registered with a GP)?

Answers to Q1

(This group of answers was obtained from face to face feedback)

- No GP appointments left
- Can't get appointment until next week
- Can't get an appointment
- No appointment at GP
- Could not get a GP medical appointment at Walton Practice Breeze Hill
- It's the closest

(The group of answers immediately below was obtained by questionnaire)

- Made an appointment and they told me I was no longer a patient and couldn't register
- I didn't get the time I wanted for my GP appointment
- Waiting Time
- Waiting Time
- No appointments
- No appointments at GP practice

- Long waiting time for appointment
- No appointments
- Location
- Nearer to Home
- Waiting Time
- Because I did not have appointment at doctors
- Quicker
- Be seen to quicker
- No appointments
- Can't get an appointment when required
- No appointment at GP
- GP said to, so
- No appointments
- Couldn't get an appointment
- Just moved house
- Get seen quicker
- No appointments
- Waiting time
- The doctor would not see my child

**Question 2** Would you normally try to get an appointment with your GP first or would you come here first?

Answers to Q2

(This group of answers was obtained from face to face feedback)

- Yes - Try appointment first
- Yes - appointment at GP first
- Yes - Tried first but couldn't
- Yes
- Yes
- No - Just come here

(This group of answers immediately below was obtained by questionnaire)

- Yes - GP
- Yes - at fist
- Yes - GP first
- Here
- Sometimes
- Yes - GP
- Yes - GP first
- Yes - Try to get an appointment with GP
- No
- Try my own GP first
- Yes - GP
- Yes - Doctors first
- Both

- No
- Yes
- Yes - GP
- Yes - GP
- Yes
- Yes - GP
- Yes
- Yes - GP first
- No just come here
- Yes - GP
- Yes - appointment first
- Yes



**Question 3** In the past year how often have you used this walk in centre?

Answers to Q3:

(This group of answers was obtained from face to face feedback)

- Whenever I can't get an appointment
- Once
- Very rarely
- 6 times last year about 10 times this year - normal practice is Breeze Hill
- With the children 4 or 5 times
- Once or Twice

(This group of answers immediately below was obtained by questionnaire)

- Once
- Fantastic
- None
- Once
- Twice
- Three or Four times
- Twice
- Twice
- Once
- Not used it before
- Twice
- Never
- Three Times

- Four Times
- Four Times
- Not sure
- None
- Three to Five
- Five approximately
- Twice
- Never
- Loads
- Three Times
- Twice
- Six Times

**Question 4** How happy are you with the service provided by this walk in centre?

Answers to Q4:

(This group of answers was obtained from face to face feedback)

- It's good
- At least you get seen to
- Alright
- *(Illegible answer)*
- Good
- Great

(This group of answers immediately below was obtained by questionnaire)

- Very
- Nothing
- Great
- Yes
- Very
- Very happy
- Good
- Very happy
- Very happy
- Was good
- Very
- Very Happy
- Very

- Rather happy
- Happy
- Happy
- Very happy
- Very
- Very good
- Very Happy
- ?
- Very
- Yes
- Very Happy
- Very Happy

**Question 5** Have you ever used any of the other walk in centres in Merseyside?

Answers to Q5:

(This group of answers was obtained from face to face feedback)

- No
- Old Swan 5 years ago
- No
- No
- No usually just come here
- No

(This group of answers immediately below was obtained by questionnaire)

- No
- No
- Yes
- No
- No
- Yes
- No
- Yes Old Swan
- No
- Yes Litherland
- Yes Old Swan
- Yes
- Yes
- Kirkby

- Yes
- Yes
- Yes
- No
- No
- No
- No
- No
- Yes
- No
- No

**Question 6** How did you get here today (bus/car/walk)?

Answers to Q6:

(This group of answers was obtained from face to face feedback)

- Car
- Car
- Bus
- Car
- Car
- Walked

(This group of answers immediately below was obtained by questionnaire)

- Walked
- Car
- Car
- Bus
- Car
- Car
- Taxi
- Car
- Bus
- Bus
- Bus
- Car
- Car
- Walk

- Bus
- Walk

**Question 7** Please tell us anything else you would like us to know about Mersey View Walk in Surgery.

Answers to Q 7:

(This group of answers was obtained from face to face feedback)

- It's a good thing to have
- It's a good service and you are seen quickly
- The best

(There were no responses obtained via questionnaire relating to this section)



## Section C

# **Summary/conclusions of the patient experience that Healthwatch gathered relating to this Enter and View.**

Taking into account the remarks outlined in the introduction about the general parameters of Healthwatch Enter and Views, nothing was observed during this Enter and View visit which gave Healthwatch cause for serious concerns regarding the quality or safety of the service being offered to patients using Mersey View.

However, Healthwatch Liverpool does have some reservations about the level of information being provided to the public about the existence and nature of this service. The online information about this service that Healthwatch sought in preparation for the Enter and View lacked detail about what the service offers.

Conclusions from the feedback from patients on the questions asked by Healthwatch Liverpool:

1. The main conclusion from feedback obtained on question 1 is that waiting times and difficulties in obtaining an appointment with the patient's own GP practice were the main reasons the patients who Healthwatch heard from were using this service.
2. The main conclusion from the patient feedback received in response to question 2 is that the majority of patients usually try to get an appointment with their own GP before using this walk-in service.
3. The main conclusion from feedback on question 3 is that the most patients who Healthwatch heard from only use the service once or twice a year, but there is a significant minority who use the service an additional couple of times, with a small group who used the service five or six in times in a year.
4. The main conclusion from feedback on question 4 is that the large majority of patients who Healthwatch heard from were either happy or very happy with the walk-in service. There was no evidence of dissatisfaction obtained.

5. The main conclusion from feedback on question 5 is that the large majority of patients who Healthwatch heard from have only used this walk-in service, and no other walk-in services on Merseyside.
6. The main conclusion from feedback on question 6 is that a clear majority of patients who Healthwatch heard from travelled to the walk-in by car.
7. The main conclusion from the general comments/feedback in response to question 7 is that the patients who Healthwatch heard from say that this is a good service.
8. The Enter and View identified no observable impact on this service caused by the re-arrangements of any other GP services in the local area.
9. The Enter and View observed no noticeable impact on the service resulting from the recent closure of another local GP surgery.

### **Recommendation**

In order to ensure that demand on this service is not being suppressed by the possibility that people who might otherwise use the service, currently don't use it because they are not aware of it, Healthwatch Liverpool recommends that the service provider and commissioners conduct a review of the online information available about the service in order to ensure that as many local people as possible know about its existence.

Healthwatch Liverpool is always keen to hear more from patients about services, whether those stories are about positive or negative experiences. Patient feedback helps Healthwatch to identify and acknowledge good practice, or issues that call for improvements. To give Healthwatch further information, or to discuss this report further please find us using the contact details below.

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