

Draft

## Primary Care Report

January - June 2020



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## About this Report

This report details experiences of Knowsley patients accessing Primary Care Services throughout the borough of Knowsley. The feedback has been captured between January – June 2020.

During this period, there have been 587 comments received for the Primary Care Services; this is following targeted outreach to the surgeries, as well as general outreach activities and through patients leaving comments directly with the Healthwatch Knowsley Feedback Centre.

The following report details the feedback captured by the patients spoken to by Healthwatch Knowsley. All comments are the actual words of the people who shared them and have not been changed in any way.

## What is Healthwatch?

Healthwatch is the independent community champion created to gather and represent the views of the public on Health and Adult Social Care. We play a part at both a local and national level to make sure that people's experiences of Health and Adult Social Care are taken into account by both service providers and commissioners.

## How do we make a difference?

- We are part of, and answerable to the community
- We improve local health and adult social care services through community feedback
- We provide information about the care choices the community have
- We talk and listen to people from every part of the community
- We hold services to account for the care they provide

## Why do we do it?

Healthwatch Knowsley has been developed to give the people of Knowsley a stronger voice in influencing and challenging how health and adult social care services are provided within our region.

## What we are responsible for

- Enabling people to share their views and concerns about health and adult social care services in Knowsley
- Helping build a picture of where services are doing well and where they can be improved
- Providing authoritative, evidence based feedback to organisations responsible for commissioning or delivering local health and adult social care services
- Working with Clinical Commissioning Groups and social care providers amongst others to help make sure that services are designed to meet local people's needs.

## Our Values

- **Inclusive** – working with all communities across Knowsley
- **Influential** – we are responsive, setting the agenda and making change happen
- **Independent** – we act on behalf of consumers, listening carefully then speaking loudly on their behalf
- **Credible** – we value knowledge, seeking information and challenging assumptions with facts
- **Collaborative** – we work in partnership with health and social care organisations to keep the debate positive and we get things done

## Our vision is simple

**Healthwatch Knowsley will be an effective and clear voice for the community of Knowsley in relation to health and social care service provision and commissioning.**

People are at the heart of everything we do.

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- Visiting services to see how they work
- Undertaking surveys and focus groups
- Going out in the community and working with partner organisations
- Receiving patients views through our online feedback centre.

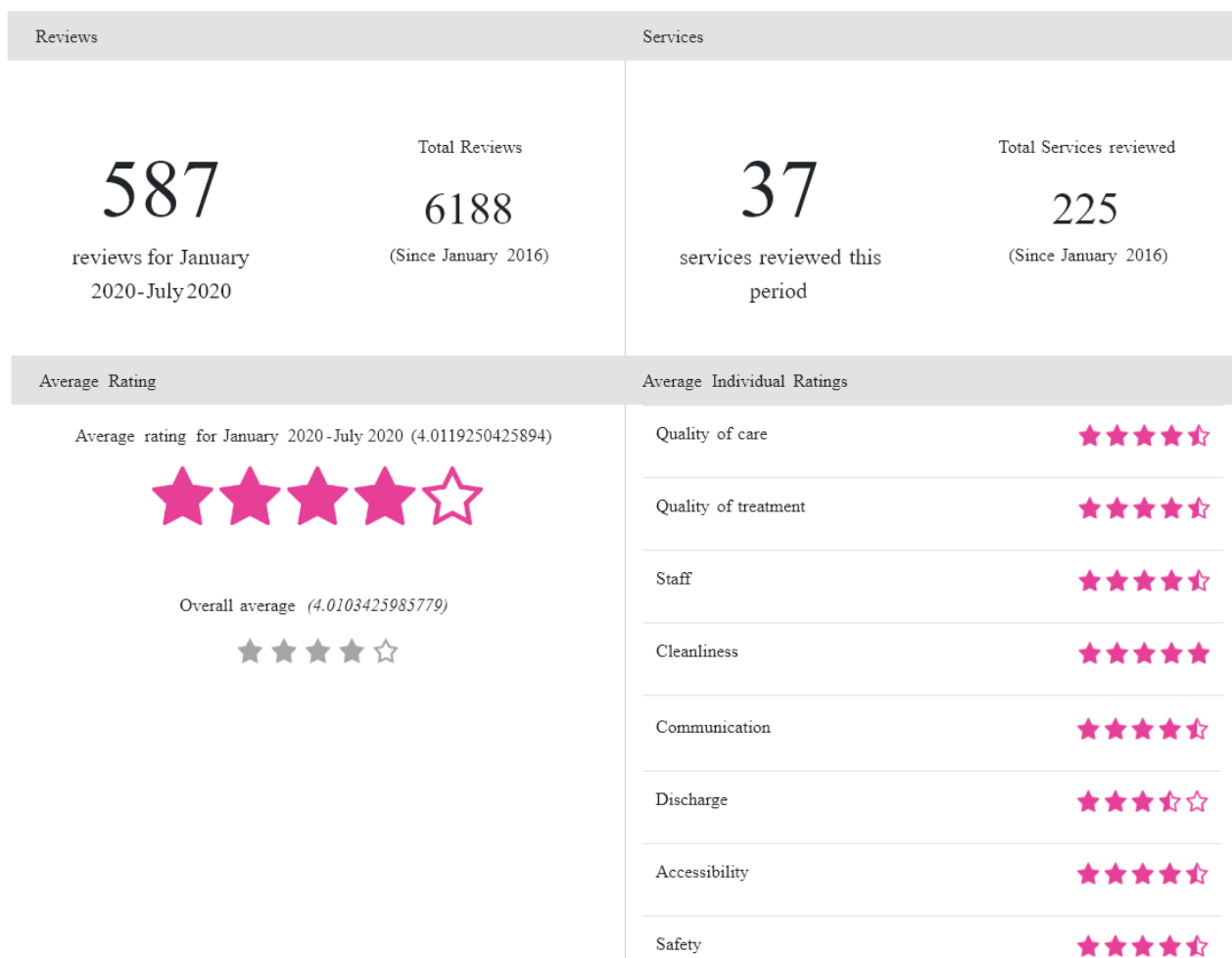
# Feedback Centre

This report has been compiled using the new Healthwatch Knowsley Feedback Centre. This web based tool enables members of the public to rate the services that they use and provides real time analysis of the feedback, enabling early identification of trends and issues.



## Primary Care Snapshot – January – June 20

In total 587 reviews were captured about the Primary Care Services within Knowsley, this is broken down further into individual services within this report. Based on this information primary care has scored just over a 4 (Good) star rating. The snapshot below provides a brief overview of the comments received.



Patients are also asked to comment on a range of individual ratings which focus on quality of care, treatment, staff, cleanliness, communication and accessibility. As shown in the infographic above, within the individual ratings the average scores are 3.5 – 5 stars (Good/Excellent).





















## Friends & Family Test



As a further indicator, patients were asked if they would recommend the service to their friends and family, a total of 540 (out of 587) people answered this question, with a total of 370 people saying they would be extremely likely to recommend; 77 people noted that would be likely to recommend; 20 people said neither; 35 people saying they would be unlikely to recommend; 35 people stating that they would be extremely unlikely to recommend and 3 said don't know.

## Services

The comments received relate to 37 different surgeries; the infographic below shows the individual ratings for each surgery. The informatics system generates the ratings for all primary care comments, therefore practices which are over the border in Liverpool are included in the list.

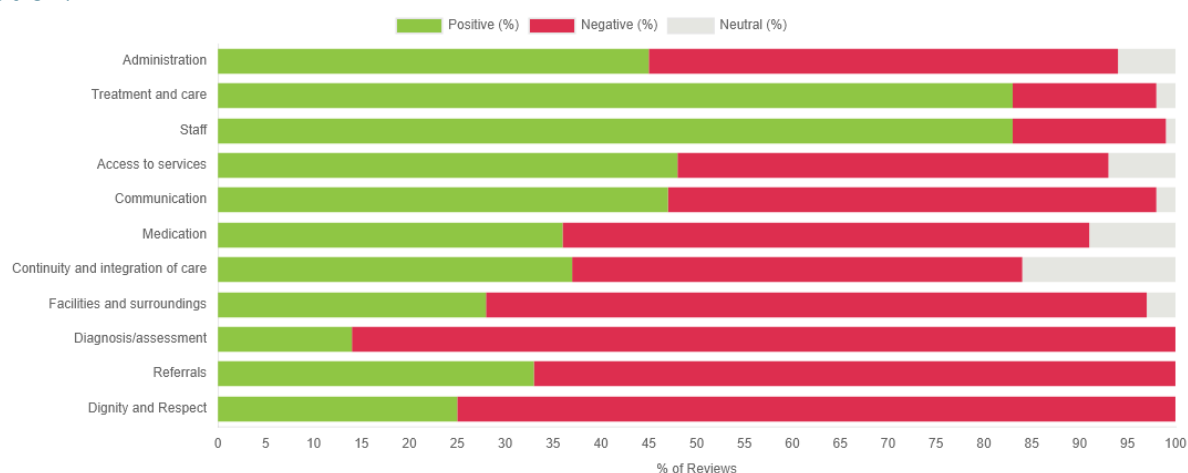
>	Service	Service Type	Reviews	Rating	Positive	Negative	Neutral
+	Longview Medical Centre		67	★★★★☆	60%	16%	24%
+	Millbrook Medical Centre		59	★★★★☆	68%	12%	20%
+	The Hollies Medical Centre		54	★★★★☆	69%	9%	22%
+	Cornerways Medical Centre		47	★★★★☆	43%	36%	21%
+	Nutgrove Villa Surgery		43	★★★★☆	74%	12%	14%
+	Tarbock Medical Centre		43	★★★★☆	63%	12%	26%
+	Pilch Lane Surgery (Dr M Suarez's Practice)		29	★★★★☆	59%	17%	21%
+	Prescot Medical Centre (Dr Heath)		28	★★★★☆	71%	7%	18%
+	Primrose Medical Practice		23	★★★★☆	83%	4%	13%
+	Dr Maassarani and Partners (Towerhill & Melling Surgery)		21	★★★★☆	62%	5%	24%
+	Park House Medical Centre		21	★★★★☆	71%	19%	10%
+	Bluebell Lane Medical Practice		21	★★★★☆	67%	19%	14%
+	Hillside House Surgery (Dr Pervez Sadiq)		15	★★★★☆	53%	13%	33%
+	Wingate Medical Centre		15	★★★★☆	67%	7%	27%
+	Colby Medical Centre (Bluebell Medical Centre)		14	★★★★☆	93%	0%	7%
+	Roseheath Surgery		14	★★★★☆	57%	14%	29%
+	Whiston Primary Care Resource Centre (Aston Healthcare)		13	★★★☆☆	8%	46%	38%
+	Manor Farm Road Surgery (Aston Healthcare)		10	★★★☆☆	10%	50%	40%
+	Trentham Medical Centre (Dr VK Tewari's Practice)		9	★★★★☆	11%	44%	22%
+	Gresford Medical Centre (Aston Healthcare Limited)		7	★★★☆☆	0%	57%	43%

+	The Health Centre Surgery (The Halewood Centre) Dr Simo		5	★★★★☆	40%	20%	0%
+	Knowsley Medical Centre (Aston Healthcare)		5	★★★★☆	40%	60%	0%
+	The Halewood Centre (Aston Healthcare)		4	★★★★☆	0%	75%	0%
+	The MacMillan Surgery (St Chads Centre)		3	★★★★☆	67%	33%	0%
+	Cedar Cross Medical Centre		2	★★★★★	50%	50%	0%
+	Dinas Lane Medical Centre		2	★★★★★	50%	0%	50%
+	Dr Fatin Karam		2	★★★★☆	50%	50%	0%
+	Hunts Cross Health Centre		2	★★★★☆	0%	100%	0%
+	Dr Tree, Dr Sood and Dr Jacobs - Longton Medical Centre		1	★★★★☆	0%	0%	100%
+	Holly Bank Surgery		1	★★★★☆	0%	100%	0%
+	Rainhill Village Surgery		1	★★★★★	100%	0%	0%
+	St Laurence's Medical Centre (Dr RI King's Practice)		1	★★★★★	100%	0%	0%
+	Stoneycroft Medical Centre (Dr EA Bainbridge's Practice)		1	★★★★☆	0%	100%	0%
+	The Spinney Medical Centre		1	★★★★★	100%	0%	0%
+	Camberley Medical Centre (Aston Healthcare)		1	★★★★☆	0%	100%	0%
+	Unknown GP - Prescott, Whiston & Cronton		1	★★★★★	100%	0%	0%
+	Unknown GP - Halewood		1	★★★★☆	0%	100%	0%



## Overall Key Themes

Further analysis on the main themes that have been commented on has generated the following information.



>	Theme	Count	Positive	Negative	Neutral	Subthemes
+	Administration	449	45%	49%	6%	Sub-Themes >
+	Treatment and care	403	83%	15%	2%	Sub-Themes >
+	Staff	377	83%	16%	1%	Sub-Themes >
+	Access to services	216	48%	45%	7%	Sub-Themes >
+	Communication	167	47%	51%	2%	Sub-Themes >
+	Medication	55	36%	55%	9%	Sub-Themes >
+	Continuity and integration of care	49	37%	47%	16%	
+	Facilities and surroundings	36	28%	69%	3%	Sub-Themes >
+	Diagnosis/assessment	29	14%	86%	0%	Sub-Themes >
+	Referrals	15	33%	67%	0%	Sub-Themes >
+	Dignity and Respect	4	25%	75%	0%	Sub-Themes >
+	Making a complaint	3	0%	100%	0%	Sub-Themes >
+	Unspecified	1	0%	0%	100%	

The most commented area for this service are Administration with 49% negative comments, this suggests concerns relating to booking appointments and appointment availability. In terms of staff and treatment and care these are highly rated areas with both receiving a majority of 83% of positive comments. Both access to services and communication have had a lot of mixed responses during this period, with patients commenting on issues such as patient choice and waiting times,

as well as lack of communication. Some other themes that are mostly showing negative responses are continuity of care, referrals, medication, diagnosis/assessment.

Please note that some comments have multiple themes.

## **Sub Themes**

The key themes are further drawn down into sub themes, as highlighted in the graphic below to provide further information.

>	Theme	Count	Positive	Negative	Neutral
➔	<b>Administration</b>	449	45%	49%	6%
➔	Admission Procedure	2	0%	50%	50%
➔	Appointment availability	352	51%	44%	5%
➔	Booking appointments	83	27%	66%	7%
➔	General	7	14%	86%	0%
➔	Management of service	5	20%	80%	0%
➔	<b>Treatment and care</b>	403	83%	15%	2%
➔	Effectiveness	12	42%	50%	8%
➔	Experience	362	85%	13%	2%
➔	Quality	18	72%	22%	6%
➔	Treatment Explanation	11	82%	18%	0%
➔	<b>Staff</b>	377	83%	16%	1%
➔	Attitudes	352	86%	14%	0%
➔	Capacity	2	0%	100%	0%
➔	District Nurses/Health Visitors	1	100%	0%	0%
➔	General	13	69%	31%	0%
➔	Midwives	1	100%	0%	0%
➔	Staffing levels	3	0%	100%	0%
➔	Suitability	3	0%	67%	33%
➔	Training and development	2	0%	100%	0%

+	Service Delivery/Opening Times	2	100%	0%	0%	
+	Waiting times	93	34%	58%	8%	
+	<b>Communication</b>	167	47%	51%	2%	Sub-Themes >
+	General	148	53%	45%	3%	
+	Lack of	17	0%	100%	0%	
+	<b>Medication</b>	55	36%	55%	9%	Sub-Themes >
+	Pharmacy Repeat Prescriptions	19	42%	42%	16%	
+	Medicines Management	36	33%	61%	6%	
+	<b>Continuity and integration of care</b>	49	37%	47%	16%	
+	<b>Facilities and surroundings</b>	36	28%	69%	3%	Sub-Themes >
+	Buildings and Infrastructure	1	100%	0%	0%	
+	Car parking	10	0%	100%	0%	
+	Cleanliness (Infection Control)	2	0%	100%	0%	
+	Cleanliness (Environment)	13	69%	23%	8%	
+	Disability Access	3	0%	100%	0%	
+	Food & Hydration	1	0%	100%	0%	
+	General	6	0%	100%	0%	
+	<b>Diagnosis/assessment</b>	29	14%	86%	0%	Sub-Themes >
+	General	3	67%	33%	0%	
+	Lack of	7	0%	100%	0%	
+	Late	4	0%	100%	0%	
+	Mis	4	0%	100%	0%	
+	Tests/Results	11	18%	82%	0%	
+	<b>Referrals</b>	15	33%	67%	0%	Sub-Themes >
+	General	13	38%	62%	0%	
+	Timeliness	1	0%	100%	0%	
+	Waiting times	1	0%	100%	0%	

+	<b>Dignity and Respect</b>	4	25%	75%	0%	<a href="#">Sub-Themes &gt;</a>
+	Confidentiality/Privacy	2	0%	100%	0%	
+	Death of a Service User	1	100%	0%	0%	
+	Equality & Inclusion	1	0%	100%	0%	
+	<b>Making a complaint</b>	3	0%	100%	0%	<a href="#">Sub-Themes &gt;</a>
+	Complaints Management	2	0%	100%	0%	
+	General	1	0%	100%	0%	
+	<b>Unspecified</b>	1	0%	0%	100%	

In terms of the sub-themes, it shows that in terms of access to services, both booking appointments and appointment availability are areas of concern, with a majority of negative comments. However, staff attitude and patients' experiences of treatment and care are rated highly by service users. The table also highlights some areas of concern in relation to access to services, specifically in relation to waiting times and patient choice.

# Conclusions

## Appointment Availability & Booking Appointments

The report identifies that there is an ongoing concern with patients in relation to accessing appointments, from the information collected with patients a majority of the people Healthwatch Knowsley spoke to mentioned having issues with appointments. The issues range from having to wait several weeks to be seen, to issues accessing emergency appointments, as well as concerns over trying to get through to the surgery to book appointments. Some concerns were specifically mentioned regarding changes to booking systems within some surgeries, with patients feeling that the changes had made getting an appointment worse.

It is worth noting that patients were positive when it came to providing other options when booking appointments, for example, e-consult, telephone triage and open access. While some patients welcome the benefits of using online systems, other patients are unable to access these services or find them difficult to access.

## Staff

Staff within surgeries, both reception and medical staff are highly regarded by patients, with comments relating to the care and support they receive from staff. The report does highlight some minor concerns about staffing levels and capacity, which is particularly the case for surgeries that have a larger number of patients.

## Treatment & Care & Communication

Both treatment and care, as well as communication have been highly commended by service users, with patients noting the quality of their care, as well as the fact that they feel listened to by their doctor.

## Medication

A theme that has started to show a trend recently, has been some issues relating to medication, specifically within Primary Care services, from the comments received the following themes are apparent:

- Waiting for medication due to problems accessing appointments
- Dosage issues
- Communication
- 'Ordering' prescriptions
- Missing Medication
- Access to medication
- Pain Management
- Delays in prescribing medication
- Mental Health Medication
- Patient App for medication

Again issues in this area often relate to patients finding it difficult to see their GP in the first instance, particularly when they need to see a specific GP or require a medication review, which can mean that patients are often left without access to their regular medication.

Another issue that has come through some of the comments relate to delays into repeat prescriptions, with patients stating they are waiting a lot longer due to system changes within a group of surgeries, again this is leaving patients without access to their medication. It is worth noting that some people also have stated that they haven't had any issues receiving repeat prescriptions and they are happy with the timeliness of the prescription service within the GP Surgery.

## **Continuity**

A continuing theme throughout the comments received is that patients would prefer to see the same doctor, as it helps to build a relationship and also means they don't have to constantly replay their health concerns every time they visit their surgery. Patients have noted that if they want to speak to a specific GP they often have to wait or alternatively see another GP and in some cases have an appointment with a locum. However, some patients also stated that they are not concerned about seeing the same GP, as long as they are seen by a health professional.

## **Facilities & Surroundings**

Car parking and disabled access is a theme that has been noted within this report, the comments often suggest that they have had a good experience of their care but often struggle to park, due to lack of space with some specific surgeries. St Chad's Medical Centre, is mentioned on a number of occasions, specifically highlighting the lack of disabled access within the car park.

## **Diagnosis/Assessment**

From the comments received, a few patients have mentioned issues relating to late or misdiagnosis, as well as problems accessing test results, this has generally originated from issues accessing appointments that have caused further delays for patients. There is also a recurring issue relating to the diagnosis of mental health issues, with patients feeling that there is a lack of training and support in this area, specifically in primary care.

## **Issues relating to support for people with disabilities**

During this period there has been a concern raised regarding the level of support for people with learning disabilities, this relates to access to the service, as well as communication with patients who may need further support and communication needs.

## **Covid 19**

Since the beginning of the Covid-19 pandemic a majority of the concerns raised have related to medication, access to the service and lack of communication. However, some people have noted that their surgery has been supportive and made changes to meet their needs during the pandemic, including making changes to prescription services and providing further communication to patients who are vulnerable.

## **Overall**

Throughout the report an overall theme suggests that access is the overriding concern, as this can lead to further issues for the service user, specifically around medication, continuity and diagnosis. It is apparent that there's not a one size fits all approach to dealing with the issue of access, though some surgeries are looking at other methods of contact with patients, as well as providing some open access within the surgery, which may be beneficial in other surgeries. Despite concerns over accessing services, a large majority of patients have stated that they are happy with the care and treatment that they receive from their GP.



# **Contact us**

## **Healthwatch Knowsley**

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