

Healthwatch Plymouth - GP Patient Experience report November 17 to October 18



November 2018













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Report for GP Select Committee

Over the past 12 months, Healthwatch Plymouth have received 393 pieces of feedback about 40 GP Practices in Plymouth. This majority of this feedback has been taken during our engagement programme in the city, but also via telephone calls to our freephone number and via our feedback form on the Healthwatch Plymouth website. Our engagement programme has seen us visit the following GP Surgeries during the period of this report

- Lisson Grove (2 visits)
- Stirling Road (3 visits)
- Mount Gould Medical Centre
- Oakeside (2 visits)
- St Neots (2 visits)
- Devonport Health Centre (4 visits)
- Elm
- Crownhill (2 visits)
- Southway (4 visits)
- Estover (2 visits)
- Ernesettle Medical Centre (2 visits)
- Church View (2 visits)
- West Hoe (2 visits)
- Adelaide Street (2 visits)
- Knowle House
- St Levans Road
- Plympton Health Centre

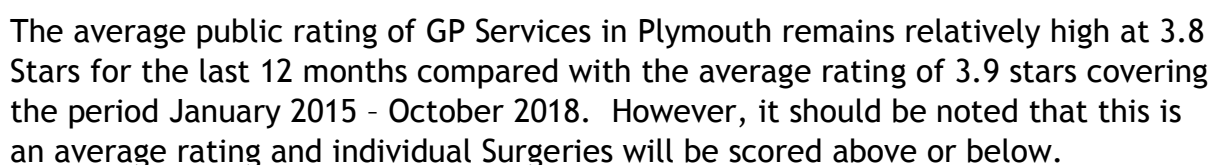
The top 10 surgeries where feedback has been given is as follows:

>	Service	Service Type	Reviews	Rating	Positive	Negative	Neutral
+	Access Health Care - Stirling Road Surgery		46	★★★★☆	33%	35%	33%
+	Southway Surgery		46	★★★★☆	78%	7%	15%
+	Devonport Health Centre		31	★★★★☆	68%	13%	19%
+	Church View Surgery		28	★★★★☆	43%	32%	25%
+	St Neots Surgery		27	★★★★☆	44%	41%	15%
+	Oakeside Surgery		23	★★★★☆	61%	13%	26%
+	Crownhill Surgery - Pathfields Group		21	★★★★☆	38%	43%	19%
+	Ernesettle Primary Care Centre		21	★★★★☆	52%	29%	19%
+	Lisson Grove Medical Centre		17	★★★★☆	53%	12%	35%
+	Adelaide Street Surgery		10	★★★★☆	80%	0%	20%

A full breakdown is available at Appendix A.

During the analysis process Healthwatch Plymouth, assigns Themes, Sub-Themes and the Sentiment of those themes to each piece of feedback received. This allows Healthwatch Plymouth to monitor trends. Equally once feedback has been approved, it is also subjected to an automatic analysis process that takes the context of the feedback and applies sentiment to it. This process also produces a positive and negative word map where the larger a word is portrayed the more times it has been used.

The overview below shows the automated sentiment analysis of all 393 GP reviews, the associated word maps and the overall star rating of GP services as given by the public.



Feedback Themes

As mentioned above, Healthwatch Plymouth assigns Themes and Sub-Themes to all feedback received. The diagram below shows the sentiment against those themes for all 393 reviews (Note: a review can have a maximum of 5 Themes).

>	Theme	Count	Positive	Negative	Neutral	Subthemes
+	Access to services	89	36%	47%	17%	Sub-Themes >
+	Administration	330	31%	61%	9%	Sub-Themes >
+	Communication	38	26%	68%	5%	Sub-Themes >
+	Continuity and integration of care	6	17%	83%	0%	
+	Diagnosis/assessment	23	22%	65%	13%	Sub-Themes >
+	Dignity and Respect	32	41%	53%	6%	Sub-Themes >
+	Facilities and surroundings	12	42%	25%	33%	Sub-Themes >
+	Making a complaint	1	0%	100%	0%	Sub-Themes >
+	Medication	25	32%	64%	4%	Sub-Themes >
+	Transport	1	0%	100%	0%	Sub-Themes >
+	Referrals	20	60%	30%	10%	Sub-Themes >
+	Staff	261	76%	17%	7%	Sub-Themes >
+	Treatment and care	150	75%	19%	5%	Sub-Themes >

Based on the table above, the negative themes being raised are predominately about the process for Booking Appointments including the triage process and lack of Routine Appointment availability, accessing the surgery by Telephone, being able to see the same GP and waiting times in the Surgery. Equally issues around requesting repeat prescriptions including delays in prescriptions getting to the pharmacy, being treated with dignity and respect, poor communication from the surgery and receiving results from diagnostic testing have also been raised.

Feedback also reflects on the attitudes of some receptionists and these are often commented upon in a negative or neutral way and can be seen by patients as a barrier to accessing the GP.

Once seen by a GP, Practice Nurse or other health professional, comments by patients are generally favourable about the treatment and care received and the health professional they were seen by.

Some examples of patient feedback

The Nurse was friendly and approachable, she was very efficient. When needed, I can get an appointment. It would have been useful to have been made aware that I needed a blood test before I booked - for my 5 year check. Ernesettle Primary Care Centre December 2017

My wife attends Barton Surgery. A few months ago they changed the frequency of her repeat prescription. The first month she got far too much of one item and not enough of another. I went to the Surgery and they changed the prescription. The same happened the next month. Each month since the same thing happens no matter how many times I tell them. Barton Surgery March 2018

You cannot get hold of anyone on the phone or get through the receptionist who tries to triage you. I have been refused a call back because I would not give my details, apparently "personal" is not enough. Plympton Health Centre -Pathfields Practice May 2018

I was a patient at Tothill Surgery. They were brilliant. But since merging with Beaumont Villa I have had problems. I had the flu bug over Christmas, I received a diagnosis of a throat virus over the phone. I waited 7 weeks to see my doctor. Then when the results of my ultrasound came in, I found out from the receptionist that my doctor had retired. I have just tried to make an appointment and have been told I can't make an appointment until 16th July as they are changing their systems. I can honestly say I am so disheartened with the lack of help or communication. I am going to have to change surgeries. I am so frustrated and disappointed with Beaumont Villa Surgery. Beaumont Villa Surgery July 2018

I needed an appointment re: my neck. Could not move it so could not drive. Impossible to get through on the phone and when you do all the appointments are gone. The Reception staff are quite rude as well. I understand they are under a great deal of pressure but they could at least be polite. They recently made a mess of my prescription, sending me the wrong tablets. When I told them they said it was my fault. I asked them to check and they had made a mistake. They did however apologise for this. Church View Surgery August 2018

I think it would be difficult to see the same Doctor but I do not really need this. I find the Nurse appropriate. The surgery has improved dramatically since the new group have started running it. Last year appointments were emergency only but it has improved. Stirling Road Surgery August 2018

GP Medical Groups - Patient Feedback

Mayflower Group - Access Health Care - Since Access Health Care took over the running of the former Ocean Health Surgeries (Stirling Road, Chard Road, Collings Park) in October 2017, Healthwatch Plymouth has gradually seen more positive feedback from patients about accessing services and GP availability at Stirling Road Surgery. However, there remain challenges particularly around the phone system. Healthwatch are aware that the phone system is due to be upgraded at the end of November. Some patient feedback still comments on the poor attitudes of some front desk staff.

Overall it would appear that Access Health have turned a corner with the delivery of the service to a large patient population, predominately within the St Budeaux area.

As part of the Mayflower Group, Healthwatch Plymouth is involved with NHS England's Patient Reference Group and Project Delivery Group as part of the commissioning process for a new permanent provider.

Pathfields Medical Group - Patient feedback about booking appointments and appointment availability within the Surgeries of this group remains quite negative. Whilst the group will try to offer an appointment at another surgery where capacity may exist, it is not always easy for the patient to travel. The decision about Crownhill Surgery and Beaumont Villa Surgery becoming members of the group, appears not to have been communicated well to patients. This has led to an initial period of quite negative feedback, particularly by Crownhill Surgery patients, who believe that the services they had previously been used to, had become a lot worse especially when trying to book appointments.

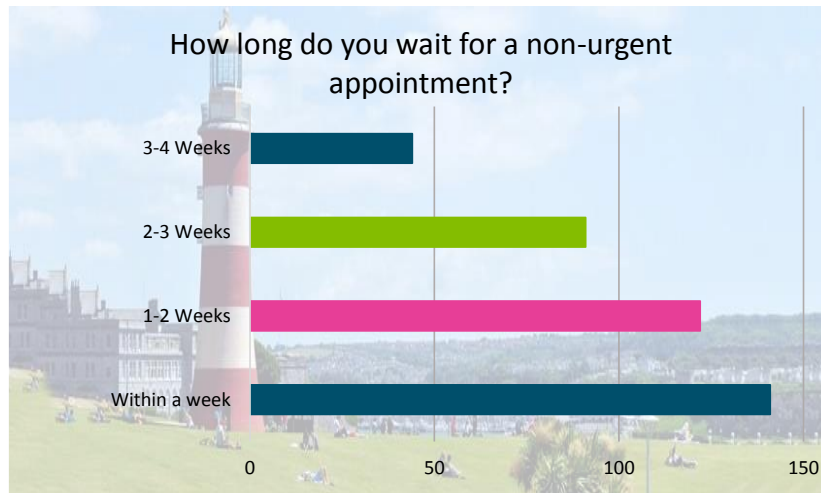
Healthwatch Plymouth have been engaged by Pathfields around a proposal to withdraw services from Tothill Surgery and the University Medical Centre to then centralise at Beaumont Villa Surgery. We met with them to discuss a consultation exercise that Healthwatch were happy to assist in publicising to patients. We have also helped publicise a proposal to formally merge Plympton Health Centre, Laira, Efford, Crownhill and Armada Surgeries under a GMS contract from 1 January 2019. The purpose of this is to improve how the Group operates. Healthwatch understand that patients will not see any change to services provided or how they are accessed.

Healthwatch Plymouth GP Access Survey 2018

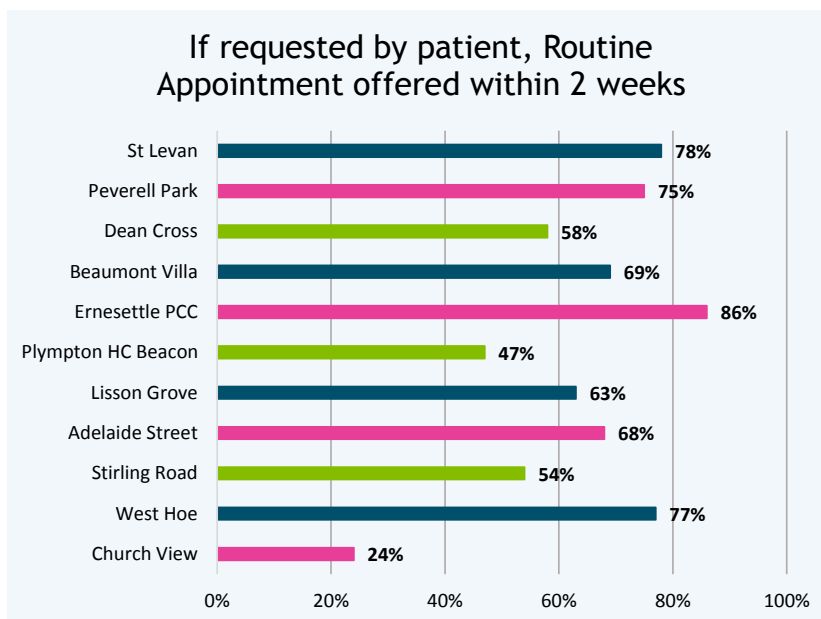
Healthwatch Plymouth conducted a survey between January and April 2018 around access to GP Services for Urgent and Non-Urgent appointments. We received 424 responses to our questions, the analysis of these are in the diagrams below.

Q1 How long do you wait for a non-urgent appointment?

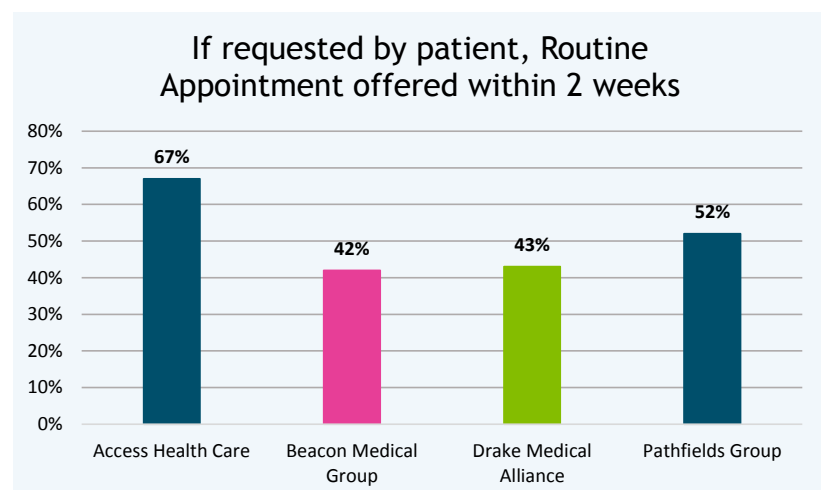
All Responses



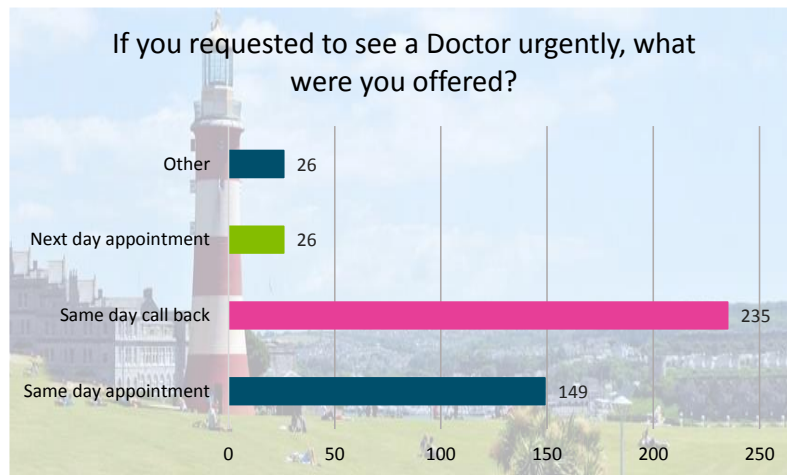
Top 11 Surgeries by number of responses



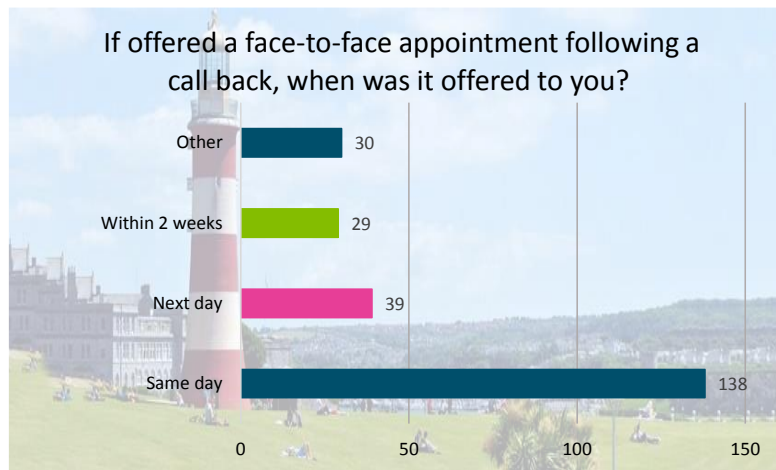
By Medical Group/Alliance



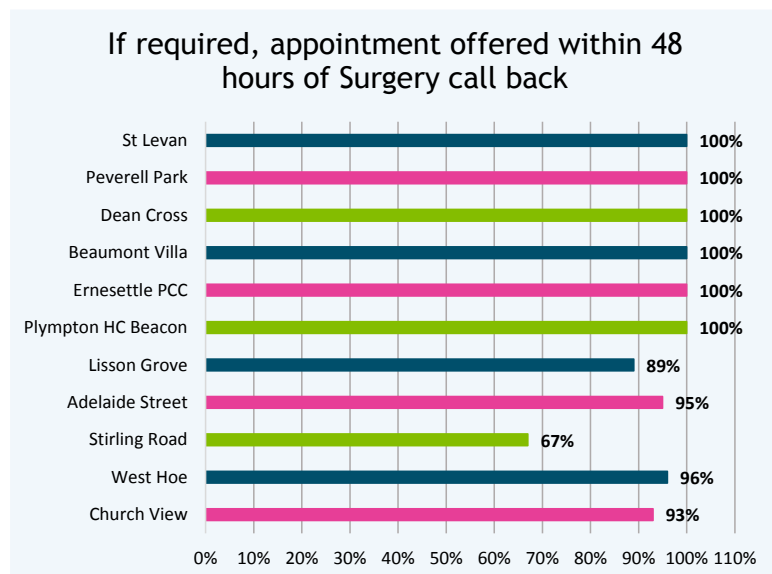
Q2 If you requested to see a Doctor urgently, what were you offered?



Q2b. If offered a face-to-face appointment following a call back, when was it offered to you?



Top 11 Surgeries by number of responses



By Medical Group/Alliance

