

Mountview Practice Fleetwood



GP Services Enter and View Report

Tuesday 10th January 2023

10:00am – 14:00pm

DISCLAIMER

This report relates only to the service viewed at the time of the visit and is only representative of the views of the staff and people using the services who met members of the Enter and View team on that date.

Contact Details:

Fleetwood Health and Wellbeing Centre

Dock Street

Fleetwood

FY7 6HP

Tel: 01253 951999

Staff met during our visit:

Helen Carter – Practice Manager

Cath Houten – Assistant Practice Manager

Date and time of our visit:

Tuesday 10th January 2023

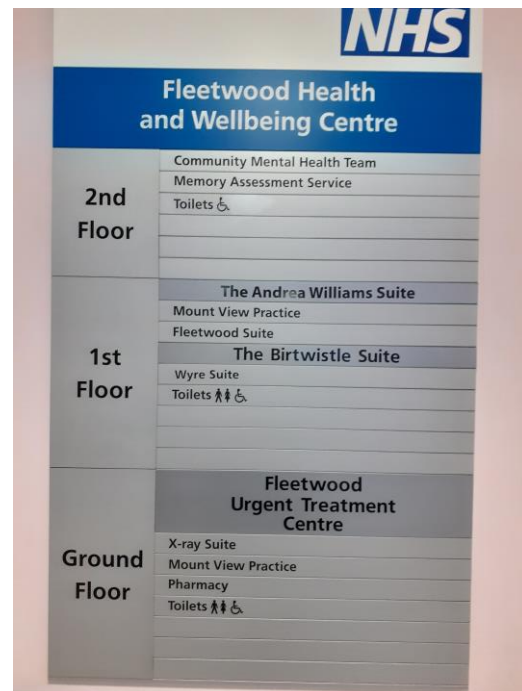
10:00am – 14.00pm

Healthwatch Lancashire Authorised

Representatives:

Sue Edwards – Senior Engagement Officer

Alison McAteer – Engagement Officer



Introduction

Our role at Healthwatch Lancashire is to gather people's views and experiences, especially those that are seldom heard, to give them the opportunity to express how they feel about a service. The aim of an Enter and View visit is to gather views and experiences of patients and staff of a service and observe the environment to assess the quality of the service.

This was an announced Enter and View visit undertaken by authorised representatives who have the authority to enter health and social care premises, announced or unannounced.

The team collate feedback gathered and observations made to compile a report. The report identifies aspects of good practice as well as possible areas of improvement. Healthwatch Lancashire is an independent organisation, therefore we do not make judgements or express personal opinions but rely on feedback received and objective observations of the environment. The report is sent to the manager for their opportunity to respond before being published on the Healthwatch Lancashire website at www.healthwatchlancashire.co.uk.

Where appropriate, Healthwatch Lancashire may arrange a revisit to check the progress of improvements. The report is available to the Care Quality Commission, Healthwatch England and any other relevant organisations.

Acknowledgements

Healthwatch Lancashire would like to thank management, staff, and people using the services for making us feel welcome and taking part in the visit.

General Information

Mountview Practice is a member of the Fleetwood Primary Care Network

They provide GP and Practice Nurse appointments, mental health services, physiotherapy, antenatal care and family planning, smoking cessation, a paramedic service primarily for care homes and the elderly, and a minor operations clinic.

Methodology

Healthwatch Lancashire obtain the views and experiences of patients and staff. Conversations with each are adapted to capture individual experiences to help assess the quality of services. Patients were asked about their general feelings about the GP practice including their experience of making an appointment, communications and the practice environment. Conversations with staff included their thoughts about provision, appointment management, communication, staffing levels and support including training. The team also recorded their own observations on the environment and staff-patient interactions.

The practice was sent a poster with a link to the Healthwatch Lancashire Feedback Centre for people to share their experiences of the practice prior to the visit. At the time of writing the report Healthwatch Lancashire have not received any response.

To retain confidentiality and anonymity of respondents, names, pronouns and any identifiable details have been removed from quotes; 'they/their' has been used throughout the report to refer to members of staff and patients.

Prior to the visit a discussion was held with a Practice Manager to establish the context of the visit and gather information on the practice. This included appointment making options, the patient demographic and staff structure at the practice.

Summary:

Mountview Practice is based in the Fleetwood Health and Wellbeing Centre on Dock Street, Fleetwood, and is a member of the Fleetwood Primary Care Network. Services provided include GP and Practice Nurse appointments, mental health services, physiotherapy appointments, a paramedic, minor operations clinic and other health clinics including asthma, antenatal and family planning. Within the Fleetwood Health and Wellbeing centre there is also an Urgent Care Centre for walk-in minor injuries, and a Pharmacy.

A pre-visit telephone call with the Practice Manager determined that Mountview Practice has approximately 12,500 patients registered within a diverse community including gypsy, roma and Irish travellers, as well as a large number of refugees and asylum seekers. Fleetwood is deemed to have a high level of deprivation and consequently there are various concerns around cancer in young adults as well as high levels of substance misuse.

"The surgery is the only practice in the centre of town, and patients only really attend the surgery when there is something seriously wrong. We have a lot of multi-disciplinary work involving urgent and non-urgent appointment, safeguarding and other long term conditions."

Healthwatch representatives spoke with six patients, and eleven members of staff provided feedback. Overall patients were satisfied with the services provided by Mountview Practice although some issues were raised around making appointments by telephone, and Klinik software, and parking. Staff feedback was positive with all staff stating that they felt well supported and able to meet the patients' needs.

Mountview Practice was seen to have good disability access throughout and has an interpreter service available via the telephone.

Pre-visit Contact

Prior to the visit Healthwatch Lancashire representatives contacted Mountview Practice via telephone to introduce themselves and discuss the purpose of the proposed visit.

The telephone menu offered options for various services and callers were directed to the relevant contact through these; there was a ten minute response time for the call. A discussion was held with the Practice Manager, Helen Carter, who was welcoming of the visit and talked about the services provided by Mountview Practice, their staff structure, patient demographics, appointment processes, and proposed improvements they are currently making.

The Practice Manager, was especially interested in patients views regarding their Patient Participation Group (PPG) as they currently have one but have had difficulties recruiting for it.

Enter and View observations

Location and external environment

Mountview Practice is located within the Fleetwood Health and Wellbeing Centre on Dock Street, Fleetwood. The centre has two entrances with the main entrance being on Dock Street and a second entrance to the rear of the building, both of which are step-free for easy disabled access.

There is a car park to the rear of the centre with disabled car spaces close to the rear entrance. There is drop off/pick up space to the front of the centre, as well as street parking availability along Dock Street and adjacent side streets. During the visit Healthwatch Lancashire representatives observed that the car park was busy with people waiting for spaces.

Internal environment and reception

Fleetwood Health and Wellbeing Centre includes Mountview Practice, an Urgent Care Centre, a pharmacy, blood clinic, mental health services, social prescribers, memory assessment services and other various clinics.

Services are primarily provided on the ground floor, with staff rooms and facilities, and some services such as mental health located on the first floor.

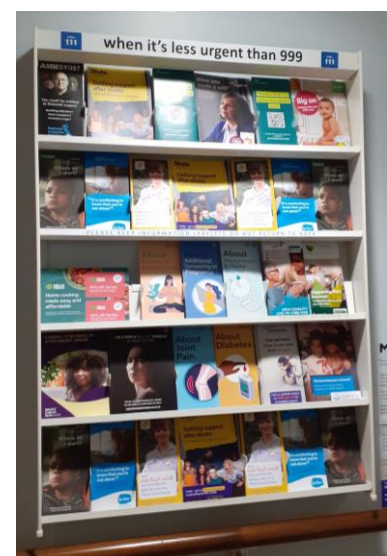


On entering the Health and Wellbeing centre there was clear signage directing patients to the location of the services offered and a central reception desk. All areas were easily identified and located around a central hub.

The reception desk was clearly identifiable and Healthwatch representatives observed that it was fully staffed during the visit. The reception desk also had a lower section for easier disability access to reception staff.

Information for patients was available throughout the centre, with leaflets and pamphlets around health conditions, advice and support, and other relevant information such as hospital contact details.

A self-check-in system was available close to the reception desk for patients of Mountview Practice, and observations indicated that the majority of patients use this on arrival; although reception staff were seen to be available for anyone not wishing to or unable to use the system. It was explained to Healthwatch Lancashire representatives that there are plans to develop a second check in device which will be more easily accessible for those with disabilities.



Patients had access to a private consultation room, located next to the reception desk and waiting area should they require/wish to talk to staff in confidence.

Disabled access was seen throughout the centre with a lift being available for anyone requiring access to the second floor. There was also a disabled toilet, baby changing area and hand washing facilities accessed from the main lobby area. Access to hearing loops was clearly displayed at the reception desk.

Seating in the waiting areas mainly consisted of standard linked together chairs that can be seen at most NHS practices; there were a few chairs adapted for those who require a higher level seat. Observations during the visit highlighted the need for more varied seating as patients were seen to struggle if none of these were free; one patient informed Healthwatch Lancashire representatives that they would opt to stand rather than use the standard seating as they would be in pain.

The environment was clean and free from clutter and patients were able to move around easily. The visit was carried out during a rainy day and health and safety measures for wet floors was seen to be in place.

A large digital screen was located in the waiting area adjacent to Mountview Practice which was being used to call patients to their appointment; this showed the patient name, who they were seeing, and which room the appointment was being held in, there was no audio. Staff were observed calling patients into their appointments in the event they were unable to see the screen or missed their appointment notification.



Patient interactions

Mountview Practice utilises the online booking system 'Klinik' in order for patients to arrange appointments online. Cath Houten, Assistant Practice

Manager, explained that GP's triage patients as first contact to ensure the best course of action for the patient's needs *"patients can be assessed and triaged quickly 24/7"*. Patients can telephone the surgery or speak to the receptionists if they are not comfortable/confident with technology. Patients can also access Klinik through a device which is available at the practice. Klinik is due to be replaced in the foreseeable future with the system 'Patches' which has the ability for patients with limited or no English to use their own language with the in-built translation service it provides.

Healthwatch Lancashire representatives were informed that there are approximately two hundred appointments available per day across the multi-disciplinary team, with sixty to eighty same day appointments, although this can often be exceeded; with services covering evenings and weekends. Individual GP appointments are currently allocated ten minutes, although there are proposals for this to increase to fifteen minutes per appointment as staff have found that ten minutes can be insufficient time to deal with more complex cases.

Patients were observed being dealt with quickly and appointment waiting times were seen to be low during the visit.

Staff were observed being respectful and courteous to patients, as well as being pleasant and helpful. There appeared to be a good relationship between staff and patients.

Patient involvement

Mountview Practice were eager to hear from their patients around their Patient Participation Group (PPG) as there is currently a low up-take on this, although it was explained by the Practice Manager, Helen, that one of the Social Prescribers based at the Health and Wellbeing Centre was actively talking with patients about the group and had some potential new members.

Healthwatch Lancashire representatives were informed that information regarding the group was on display in the reception/waiting areas but were unable to locate this. However, it has been seen to be prominently displayed on the practice website.

Four of the patients who engaged with Healthwatch Lancashire representatives were aware of the Patient Participation Group but did not wish to be involved. One patient said their spouse would be interested in joining and one said they weren't aware of it but now they know what it is they would like to join.

Feedback from Patients

General feedback

Feedback was gained from six patients whilst they were attending for appointments. Overall patients were satisfied with Mountview Practice and services provided. Issues patients raised were around contacting the practice via the telephone, using the Klinik software accessed through the website, and parking.

Many patients were not keen to speak with Healthwatch Lancashire representatives as they were worried about missing their appointments, several were happy to talk but were called into their appointments and only two returned to complete their survey following their appointment.

Appointment making

Four of the patients who fed back had made their appointments via the telephone, one had made their appointment face to face and one patients appointment had been made for them during a previous appointment.

There was varied feedback on the telephone system with one patient stating *"difficult to get appointment. Phone process fine but have to persevere, sometimes tenth in queue"*. Other patients comments included: *"by phone – a long process"*, *"telephone – short queue"*, *"phoned, six weeks later I got my appointment, miss prompt every time"* and *"telephone appointment fine... we understand how busy [Mountview Practice] is"*.

None of the patients who had made their appointment for that day had used the Klinik system. One patient stated they tried it but couldn't get it to

work, staff set it up for them but that they still would not use it as they do not use/like technology. One patient said they had problems setting it up despite being tech-savvy and had given up trying to use it. Another patient stated that they had used it in the past, but when using it recently there was no option for what they believed was the most appropriate service and instead diverted them to 111 which they felt was unwarranted/unnecessary.

One patient stated that they had used the Klinik software in the past and commented *"the app is smashing"*.

One patient discussed how they used to telephone to make an appointment but struggled to get through, tried Klinik but was unable to get it working, so opted to call in a few minutes before the practice opened to arrange an appointment and was advised to telephone to make an appointment when the practice opened. They found this to be particularly frustrating.

When asked what they would like to change about making appointments one patient stated *"staff are nice but it takes too long to get through"* (telephone), and one said *"they are doing ok"*, no other comments were forthcoming around this.

Would you be open to other methods of appointment making? Online or using the iPad at the surgery?

No patients made any comments around alternative methods of making appointments, with all preferring to either telephone or see the receptionists to make appointments.

Do you feel that you receive care and treatment that meets your needs?

Overall patients spoken with were satisfied with their care and treatment, with patient comments including *"all staff are lovely"*, *"easy and quick"*

service”, and “all the staff are so good, the doctors are so nice and kind. Reception staff very helpful and cannot do enough”

One patient stated *“long walk for GP”* referring to the walk from the waiting area to the consultation room.

One patient stated that there had been several delays in their appointment and that they felt like they were being *“fobbed off”*.

One patient stated that they don't always get to see their preferred GP, but that all the GPs were good so it was not a problem.

Communication

Feedback on communication between the practice and patients was mixed with comments including *“could be better”, “it's ok”* and *“it's very good, I get reminders by text”*.

Do you think the premises are well maintained, accessible and clean?

All patients who provided feedback felt that the premises are well maintained and clean with comments including *“yes very”,* and *“yes great”*

One patient commented *“it's very handy for us”*.

Three patients commented about parking with one patient stating *“parking an issue”,* and one stating *“parking is good”*. One patient discussed how they had been fined for not parking fully within the parking space, which they felt was unfair due to the fact that spaces are tight and they had parked the best they could between other parked vehicles.

Do you know who to speak to if you are not happy with the service or want to complain about something?

Four patients stated that they would speak to the practice manager. Two patients stated they would not know who to speak with *“I don't know how to get in touch with the Practice Manager, if I did I would tell her the problems”* and *“not really, but nothing to complain about except for the phones”*

Any other comments?

Other comments included:

“Happy with Practice Nurses”

Big problems in communication between chemist (in Health and Wellbeing Centre) and surgery. I've changed my Pharmacy now and is better”

Staff views

General feedback

Written feedback was provide by eleven members of staff. Some staff were unable to fill in the staff survey due to their busy work schedule but gave verbal feedback by way of quick conversation. Staff members spoken with included GPs, nurse practitioners, administrative and reception staff.

There was discussion round the Klinik system and how staff are finding this an effective tool with the GPs having the ability to phone the patients direct whilst triaging and being able to refer the patient directly to the appropriate services rather than needing a GP appointment beforehand. This was also seen as a positive for taking reception staff off the frontline when patients are looking to make appointments.

One member of staff discussed Mountview Practice in relation to the Primary Care Network and how they felt that as the Primary Care Network is

the main recipient of funding in the area there can be some frustration around autonomy for the practice. One member of staff talked about how they would like to work more core hours, however, this is not financially viable due to current tax and pension implications.

Do you have enough staff when on duty?

All staff felt there was sufficient staffing levels *"Yes, we have more than enough to cover all stations and any sickness"; "Yes we have enough staff in and if any sickness members of the team come in as extra hours when needed"; and "Increase in staff have enabled correspondence to be dealt with the same day"*.

Do you feel supported to deliver a person-centred experience?

All staff stated that they felt well supported, *"supportive Manager and Deputy Manager"; "Great teams"; "...other team members always willing to cover you while you complete what you need to do to support the patient"; "...always feel supported or have a go to if I feel support needed"; "everyone supportive of each other..."; "the GPs and management are extremely generous and understand how to make their staff feel appreciated" and "...management are open to discussion of any concerns and do address these"*.

One staff member stated *"not always, appointments often too short for complex patients with multiple problems"*

Do you feel that you have enough training to carry out your duties well?

All staff stated that they felt they had sufficient training to undertake their duties and that further training was available should they require it, with comments including *“very open to staff members training and ensuring correct certification and qualifications before seeing those patients safely”* and *“we can always ask management if we feel further training needed or would like to go on a training course to help us carry out our roles”*.

What is your experience of working here?

All staff stated that they were happy working at Mountview Practice, *“I have enjoyed my time working at Mountview”*, *“I’ve enjoyed 95% of my days”*, *“I really love my job”* and *“very positive”*.

One member of staff stated *“due to post-pandemic stresses and rising demands it does feel like fire-fighting most days”*.

One member of staff stated *“I think we offer good access via phone or internet, and all contacts are triaged/signposted, nearly all patients who need an urgent appointment get one and the majority are seen face to face”*.

Are there any changes that can be made to improve the patient experience?

Several staff discussed how they are returning to more face-to-face appointments which they are finding is having a positive impact on the patients.

There was discussion around the Klinik triage system and how this is seen by staff to be working well for patients; with the imminent switch to Patches

seen by staff as a further improvement on services for those with little or no English.

Discussion with several staff highlighted the current proposals to increase appointment times from ten minutes to fifteen; whilst some staff saw this as positive others were concerned on how they would continue to meet the patient demand for daily appointments.

One member of staff stated *"training on areas for staff"*

Any other comments?

Other comments included:

"I feel our patients get a lot of support from GPs, Nurses etc, and know they can always ring up if any problems / queries".

"On the front desk sometimes it gets busy and you can feel pressured from the patients in the queue to hurry up the patient you are dealing with".

"I think we offer good access via phone or internet, and all contacts are triaged/signposted, nearly all patients who need an urgent appointment get one and the majority are seen face to face".

"I would be extremely happy if I was registered at Mountview...".

"We all go above and beyond to help [the] patient".

Recommendations for improvement

The following areas for improvement have been highlighted from patients and staff feedback. These are not Healthwatch Lancashire recommendations but rather areas for improvement suggested by patients and staff.

- Consider alternative prompts for calling patients to their appointment for those with visual impairments, dyslexia or other reading difficulties who may be unable to use the digital monitor
- Consider how patients experiences of the telephone system can be improved
- Consider how the software accessed through the website can be more user friendly, and how to support patients who may be wary of using new technology but would like to try
- Promote the Patient Participation Group more within the surgery by use of posters, leaflets etcetera and actively seek to sign up patients to participate
- Consider more varied types of seating in the waiting area to accommodate differing patient needs

Response from provider

Areas identified for improvement	Action from provider	When by	Comments
Consider alternative prompts for calling patients to their appointment for those with visual impairments, dyslexia or other reading difficulties who may be unable to use the digital monitor	Patients are checked in by the Receptionist if they have any problems ie visual impairment etc. We also now have a receptionist located in the back office who can assist patients if needed		Currently in place
Consider how patients experiences of the telephone system can be improved	We have raised this issue with our IT provider. We have also recently increased our call taker staff to enable calls to be answered asap		Currently in place
Consider how the practice online software system can be more user friendly	We will shortly be transferring to a new front door triage called Patches, at which time all patients will receive a letter advising and asking them to contact us if they have any problems using this system.	31.3.23	
Promote the Patient Participation Group more within the surgery	WE are currently in the process of allocating other roles ie “champions” to current members of staff, one of which is the PPG lead.		Currently processing
Consider more varied types of seating in the waiting area	WE are in the process of trying to locate the 4 high back chairs that went missing when we locked down in covid. If we are unable to locate we will consider purchasing new ones	31.3.23	
Completed by	(Name)Cath Houten	Date	14.3.23

Questions

Is the report factually accurate? If not please state what. – Yes

Did you learn anything new about patients views and experiences, or anything else, as a result of the Enter and View undertaken by Healthwatch Lancashire?

We have reported back to our team with your report and all are very pleased with the results, however, all agreed that there is always room for improvement which we will take on board

Any other comments?

www.healthwatchlancashire.co.uk



info@healthwatchlancashire.co.uk



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