

Towards a set of Patient Experience Outcomes

Conversations with the people of Farnworth
December 2016

This work was carried out by Healthwatch Bolton on behalf of Bolton GP
Federation



Field researchers; Gail Gregory and Karen Wilson
Report; Alice Tligui



Introduction

One of the new delivery models expected by GMHSCP and reflected in the Bolton Locality Plan is the development of a “Local Care Organisation” (LCO).

Primary Care activity is expected to be delivered within the framework of the LCO, as are certain aspects of community based health care.

At the time of commissioning this research thinking with regards to what the new delivery model might ‘look like’ remained relatively limited.

In Bolton, until now no other engagement activity has taken place with the public on the subject of LCO’s and so patients views on how a good Local Care Organisation would shape up were not known.

In this context the Bolton GP Federation approached Healthwatch Bolton to develop and deliver a small scale piece of public engagement that would open up this discussion with the public.

Purpose of the research

To engage with diverse patients in a defined geographical area on the subject of neighbourhood level health services.

To gather patients views and ideas about what aspects of such a service would improve their experience of accessing health and wellbeing services.

In particular to ask patients;

- what services they think a good neighbourhood level health organisation should offer,
- their views about who (in terms of practitioners) they feel would be best placed to help them,
- how and where they would like to interact with such an organisation and the professionals who work in it.
- what would such an organisation have to do in order to improve their overall experience of health and care services (patient experience outcomes)

To report the findings to the GP Federation and to the wider Bolton health and care economy in order to inform the next stage of development of the Local Care Organisation plan.

Field researchers used a semi-structured questionnaire and conducted informal interviews with individuals on a one to one basis. All comments were recorded verbatim against the relevant question prompts.

Comments were analysed against three sets of criteria;

1. Specific mentions of services and clinicians (People)
2. Comments elaborating patient experience outcomes (Service Standards)
3. Comments about buildings or sites (Place) *

There are three separate reports detailing the analyses against these three criteria.

In addition the work generated two separate snapshots on 'Acceptable Waiting Times' and 'Where people are at with Telehealth'

* Many comments were attributable in against more than one criteria and in more than one category and are separately counted in each.

Methodology

The Questions

1	Who are you seeing today? Were you given a choice of who to see today? E.g. nurse, telephone appointment, Is there another clinician/practitioner you feel you would be better seeing? Why is that?
2	What would new health/care arrangements look like locally ? Services you would expect to be able to find there? What other than health services would you like to see there? Who or what would help you stay well or manage your health in a new way/setting ?
3	How long do you currently wait to be seen by a healthcare professional? What do you feel is a reasonable length of time to wait? How could things work differently to get the timing right? Could technology help? How?
4	Location? Where locally? Would services need to be all on one site? How would that work? What type of building? New one? Within existing buildings - which ones?
5	Other suggestions for my local area.

Who we spoke to

We spoke to **59** people at **five** venues in Farnworth over four days in December 2016

This fieldwork produced **615** comments
60 comments are used in this analysis.

Four further reports have been produced from the data.

- Neighbourhood Hubs
- Acceptable waiting times
- Attitudes to tele health
- Thoughts on sites for public services in Farnworth

Venues and dates	Number of respondents
Health Sites	
Farnworth Health Centre	16
Farnworth GP	20
Community Venues	
Farnworth Foodbank	6
Age UK	13
Farnworth UCAN	4
Total	59

What would good patient experience look like ?

(Service Standards)

Patient Experience Outcomes

Number of times suggested n=60



The field researchers explored what non-clinical outcomes people would hope a new model of working would deliver.

These ideas might be described as

patient experience outcomes

and could be formulated, and monitored, as *general service standards* in a new delivery model commission.

Towards some patient experience outcomes

- 1. I expect to be able to access primary care and treatment clinics in my local area outside of 9-5 hours.**
- 2. I expect to be able to get a routine primary care appointment within two to five days , with some same day appointments reserved for emergencies.**
- 3. I don't expect to have to wait months for a routine referral.**
- 4. I expect services to respect my personal circumstances and to work with me.**
- 5. I don't want receptionists doing triage.**
- 6. I would really appreciate it if I didn't have to ring and run around so much to access services**
- 7. I expect better access and that means quicker, nearer, improved physical environments and more flexible criteria.**
- 8. I need more time with practitioners**
- 9. I want to be asked, I want some influence**

'Extended GP opening hours.'

'Being seen later in the day.'

'Extend the hours.'

'For people who are working its extended hours over the evening and weekend that's needed. Perhaps specifically for people who cannot get other appointments.'

'Evening treatment clinic services'

'It would be better for people to have extended hours at their GP's up to 7 and Saturdays.'

'Run services over 7 days and make local people aware of the offer.'

'Everything at some time over a week.'

'There would need to be a recognised programme of when services are available.'

**I expect to be able to access
primary care and treatment
clinics in my local area outside of
9-5 hours**

'Out of Hours Services'

'Out of Hours would be good. We have to go to Waters Meeting which is a trek from here.'

'Specialised Children's Services with their own Out of Hours team.'

'It would be a massive convenience for people from Farnworth to see a GP Out of Hours at the Royal Bolton Hospital. It's a £16 taxi to Waters Meeting.'

I expect to be able to get a routine primary care appointment within two to five days

I'd expect some same day appointments to be reserved for emergencies

'If it's serious it should be the same day.'

'If it's an emergency it should be the same day otherwise a week is a reasonable length of time.'

'If its urgent it should be the same week.'

'Same day.'

'If it's an emergency it should be the same day otherwise a week is a reasonable length of time.'

'Two days for me.'

'Couple of days.'

'If its urgent it should be the same week.'

'Five days is reasonable.'

'One week at the most for a non-urgent.'

'I think for a routine appointment about a week is alright.'

'I would like an on-line appointment within a week.'

I don't expect to have to wait months for a routine referral

'Waited 12 weeks for the 1st physio appointment'

'I waited 6 months to see a physio since my consultant appointment'

'ENT was a 2-month wait far too long to just get in the system when someone is suffering. I said we would accept an appointment at short notice if someone else cancelled but I was told the system did not recognise cancelled appointments.'

'I am currently waiting to see a specialist but it's been 5 weeks and no one has got back to me. They give you a number and you have to ring yourself. My doctor has had to write a second letter. In Rochdale I had more confidence in their referral system and I would be prepared to travel under these circumstances.'

'There is a long wait for ear syringing; it would be good if those services were more local and could be in Farnworth. To get an earlier appointment you need to go to Brightmet which is still 5-6 weeks.'

'My recent experience has been good: I needed a neurological scan. The appointment came quickly and I was seen for the scan on time. I was happy with the service at Brightmet Health Centre when I went for my appointment.'

'It's taken 3 months to get an appointment at podiatry; it all comes down to money'

'The biggest issue is access to a GP. It's not acceptable for a receptionist to tell individuals to ring back repeatedly as there are financial constraints for some people.'

'The people we see here in Farnworth are on a low income and can't keep ringing – they are often told to ring back at 3pm. Clients are turning up at A&E as they need medical help. People here suffer from deprivation...A lot of people here suffer financial hardship.'

'Sometimes it takes a little time to get through to make an appointment. Getting through on the phone to make an appointment costs me a lot. It mounts up as you have to hold on.'

I expect services to respect my personal circumstances...

'It's access to appointments that's the problem. I'm offered appointments whilst I'm at work; I really need and evening or weekend appointment.'

'(partner) can't get into see a GP as all appointments are gone because he's in work and can't pre-book.'

'I get a negative response when I try to arrange a convenient appointment and I don't feel the practice will work with me to fit in.'

'My relative works but because of that his symptoms are passed off. He has some worrying signs of mental illness. He can't seem to access support or diagnosis. It's as if he is in work so he is well. He has been referred by the GP for services but they say he's ok as he is working.'

...and to work with me

'Any location would have to take into account the needs of those patients on a Methadone programme. The current Methadone patients use Asda which is a very public place. It's plainly obvious there what's going on. People are seen there waiting for the pharmacist to come back after lunch; any service would need to be more discreet.'

I don't want receptionists doing triage

'Receptionists ask you for medical information over the phone. '

'On occasion I've been told it's not important by the receptionists – they are not medically trained to make those decisions.'

'Receptionists attitude sometimes difficult.'

'Receptionists ask "What do you need to see a doctor in relation to?" If you ask why the reply is "I need to know". A decision is being made by them and they are not medically trained. They don't know my medical history.'

'I would like to see receptionists take not such an inquisitive approach.'

'My wife is in recession from cancer – the side effect from her medication has meant she has pain in her feet, legs and hands. Receptionists don't know enough to understand the importance of symptoms - if I need to be asked that prior to an appointment then it should be a nurse. Patients at my practice are routinely asked "what's wrong"; they are not qualified.'

'I've been visiting all the treatment rooms in Bolton; thankfully my husband can drive. For the last 2½ weeks I've managed to get here which is much more convenient for me.'

'I wasn't told that if I book in advance I could get my appointment in Farnworth. It's better for me if I can get all my appointments here. I can't fault the care I've had here.'

'My daughter is diabetic and has to go into Bolton. She needed stitches removed and had to go to Breightmet and Waters Meeting even though I asked for Farnworth when the appointment was made. She wasn't well so we needed to use taxis. Nothing seems co-ordinated locally and we have to travel all over the place.'

'Any services would be good as my GP doesn't have any.'

'We live 2 minutes from here (Farnworth) and were sent to Fairfield to the Out of Hours on a Saturday. We were told by the receptionist that one of the doctors didn't like seeing children. We are back at the GPs as today she's no better.'

'Everything locally so we don't need to travel.'

I would really appreciate it if I didn't have to ring and run around so much to access services

I expect better access and that means quicker, nearer, improved physical environments and more flexible criteria.

Better access and improved reception

Access to health needs to change.

Better access to public services in Farnworth

People feel they are being left behind in some areas of Bolton; People are being ignored in Little Lever

I am a diabetic patient - do my feet have to become gangrenous before I qualify for Podiatry services ?

I need more time with practitioners

'I feel services are restricted time wise not on how well you are.'

'Having the time to speak to the doctor or nurse is important. At Farnworth Health Centre there is a notice on the door that says you have a 10 minute appointment - when I saw the nurse last time it took longer than that.'

'10 minutes for an appointment isn't long enough; the GP needs to spend longer with some patients.'

I want to be asked, I want some influence

' More opportunities for local people to influence their local services'

The Comments

Out of Hours Services/extended Hours (16)

- *Out of Hours Services*
- *Out of Hours Services*
- *Out of Hours Services*
- *Out of Hours would be good. We have to go to Waters Meeting which is a trek from here*
- *Specialised Children's Services with their own Out of Hours team*
- *It would be a massive convenience for people from Farnworth to see a GP Out of Hours at the Royal Bolton Hospital. It's a £16 taxi to Waters Meeting.*
- *Out of Hours, Hospital appointments, Dentists*
- *Extended GP opening hours*
- *For people who are working its extended hours over the evening and weekend that's needed. Perhaps specifically for people who cannot get other appointments*
- *Evening Treatment Clinic Services*
- *It would be better for people to have extended hours at their GP's up to 7 and Saturdays*
- *Being seen later in the day*
- *Extend the hours*
- *Run services over 7 days and make local people aware of the offer*
- *Everything at some time over a week*
- *There would need to be a recognised programme of when services are available*

Acceptable waiting times for primary care (10)

- *Same day*
- *If it's serious it should be the same day*
- *If it's an emergency it should be the same day otherwise a week is a reasonable length of time*
- *2 days for me*
- *Couple of days*
- *If its urgent it should be the same week*
- *5 days is reasonable*
- *One week at the most for a non-urgent*
- *I think for a routine appointment about a week is alright*
- *I would like an on-line appointment within a week*

More respect for people and their circumstances (7)

- *The biggest issue is access to a GP. It's not acceptable for a receptionist to tell individuals to ring back repeatedly as there are financial constraints for some people.*
- *The people we see here in Farnworth are on a low income and can't keep ringing – they are often told to ring back at 3pm. Clients are turning up at A&E as they need medical help. People here suffer from deprivation - Waters Meeting is too far. A lot of people here suffer financial hardship.*

- *Sometimes it takes a little time to get through to make an appointment. Getting through on the phone to make an appointment costs me a lot. It mounts up as you have to hold on.*
- *It's access to appointments that's the problem. I'm offered appointments whilst I'm at work; I really need an evening or weekend appointment.*
- *I get a negative response when I try to arrange a convenient appointment and I don't feel the practice will work with me to fit in. I know now that the pharmacist would have been an option for my flu jab but they (the practice) didn't flag that up.*
- *My step-father works but because of that his symptoms are passed off. He has some worrying signs of being bi-polar. He can't seem to access support or diagnosis. It's as if he is in work so he is well. He has been referred by the GP for services but they say he's ok as he is working. He isn't coping well at work although if he was at home we feel he would be worse.*
- *Any location would have to take into account the needs of those patients on a Methadone programme. The current Methadone patients use Asda which is a very public place. It's plainly obvious there what's going on. People are seen there waiting for the pharmacist to come back after lunch; any service would need to be more discreet.*

Better access to services (5)

- *Better access and improved reception*
- *Access to health needs to change.*
- *Better access to public services in Farnworth*
- *People feel they are being left behind in some areas of Bolton; People are being ignored in Little Lever*
- *I am a diabetic patient - do my feet have to become gangrenous before I qualify for Podiatry services ?*

More time with practitioners (3)

- *I feel services are restricted time-wise, not on how well you are*
- *Having the time to speak to the doctor or nurse is important. At Farnworth Health Centre there is a notice on the door that says you have a 10 minute appointment - when I saw the nurse last time it took longer than that*
- *10 minutes for an appointment isn't long enough; the GP needs to spend longer with some patients*

I'd like to see more opportunities for local people to influence their local services (1)

More streamlined activity and less necessity to travel around (5)

- *We live 2 minutes from here (Farnworth) and were sent to Fairfield to the Out of Hours on a Saturday. We were told by the receptionist that one of the doctors didn't like seeing children. We are back at the GPs as today she's no better.*
- *I've been visiting all the treatment rooms in Bolton; thankfully my husband can drive. For the last 2½ weeks I've managed to get here which is much more convenient for me. I wasn't told that if I book in advance I could get my appointment in Farnworth. It's better for me if I can get all my appointments here. I can't fault the care I've had here.*
- *My daughter is diabetic and has to go into Bolton. She needed stitches removed and had to go to Breightmet and Waters Meeting even though I asked for Farnworth when the appointment was made. She wasn't well so we needed to use taxis. Nothing seems co-ordinated locally and we have to travel all over the place*
- *Any services would be good as my GP doesn't have any*
- *Everything locally so we don't need to travel*

Less dependence on reception staff for gatekeeping (6)

- *Receptionists ask you for medical information over the phone.*
- *On occasion I've been told it's not important by the receptionists – they are not medically trained to make those decisions*
- *Receptionists attitude sometimes difficult*
- *Receptionists ask "What do you need to see a doctor in relation to?" If you ask why the reply is "I need to know". A decision is being made by them and they are not medically trained. They don't know my medical history.*
- *I would like to see receptionists take not such an inquisitive approach*
- *(partner) can't get into see a GP as all appointments are gone because he's in work and can't pre-book*
- *My wife is in recession from cancer – the side effect from her medication has meant she has pain in her feet, legs and hands. Receptionists don't know enough to understand the importance of symptoms - if I need to be asked that prior to an appointment then it should be a nurse. Patients at my practice are routinely asked "what's wrong"; they are not qualified*

Less dependence on reception staff for gatekeeping (6)

- Receptionists ask you for medical information over the phone.
- On occasion I've been told it's not important by the receptionists – they are not medically trained to make those decisions
- Receptionists attitude sometimes difficult
- Receptionists ask “What do you need to see a doctor in relation to?” If you ask why the reply is “I need to know”. A decision is being made by them and they are not medically trained. They don't know my medical history.
- I would like to see receptionists take not such an inquisitive approach
- (partner) can't get into see a GP as all appointments are gone because he's in work and can't pre-book
- My wife is in recession from cancer – the side effect from her medication has meant she has pain in her feet, legs and hands. Receptionists don't know enough to understand the importance of symptoms - if I need to be asked that prior to an appointment then it should be a nurse. Patients at my practice are routinely asked “what's wrong”; they are not qualified

Healthwatch Bolton and Bolton GP Federation would like to thank staff, volunteers, patients and service users at:

- Farnworth Health Centre,
- Kearsley Medical Centre,
- Farnworth Foodbank,
- Age UK Farnworth
- Farnworth UCAN

for their participation in the this project.

