

Patient Engagement Shanti Medical centre

September 2018

Carried out by Healthwatch Bolton on behalf of Bolton GP
Federation

This report is based on conversations or responses freely given by patients of Shanti Medical Centre. Where possible, quotations are used to illustrate individual or collectively important experiences.

Engagement officers collect responses verbatim. This is important in showing the accuracy of our analysis, and so that further work can be done by anyone wishing to do so.

A full explanation of the guiding principles and framework for how we do engagement and analysis can be found online on our website www.healthwatchbolton.co.uk.

Please note that this report relates to findings observed and contributed by patients of the Shanti Medical Centre in relation to the specific project as set out in the methodology section of the report.

Our report is not a representative portrayal of the experiences of all patients, only an analysis of what was contributed by patients within the project context as described.

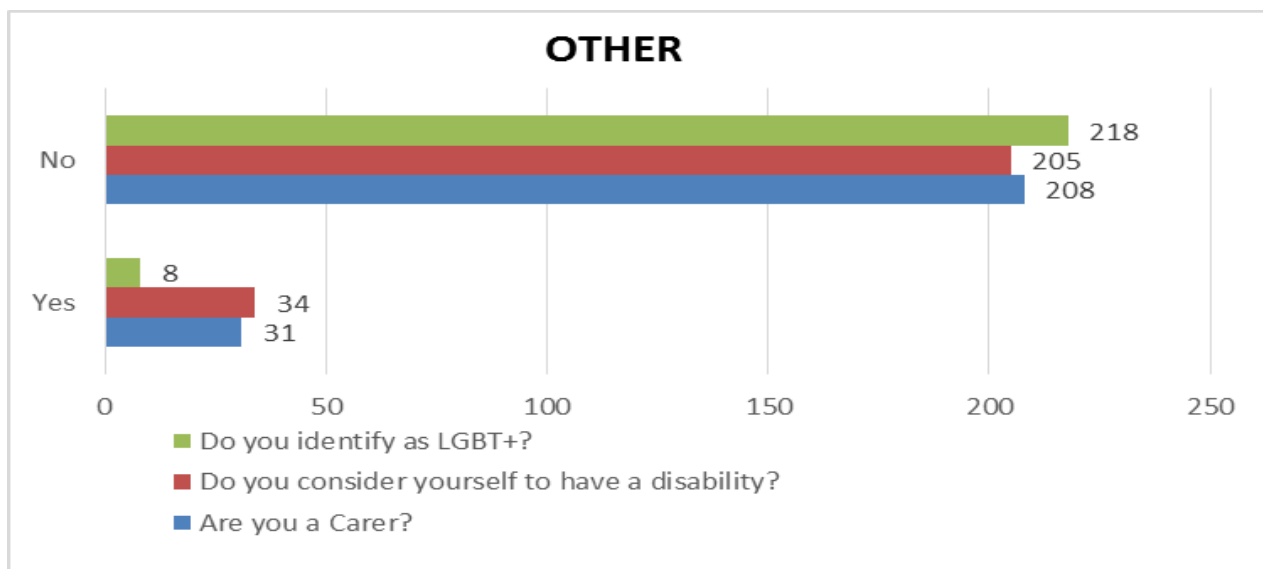
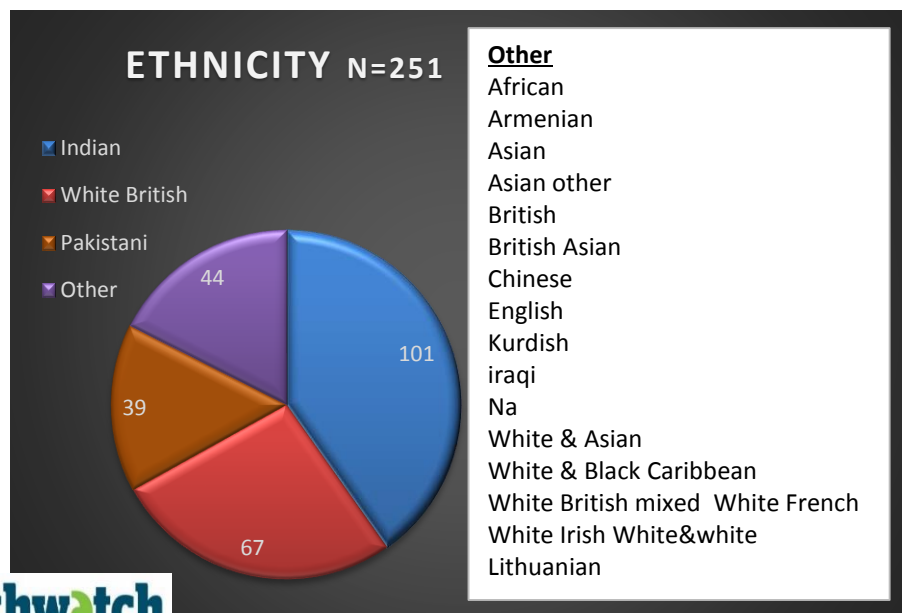
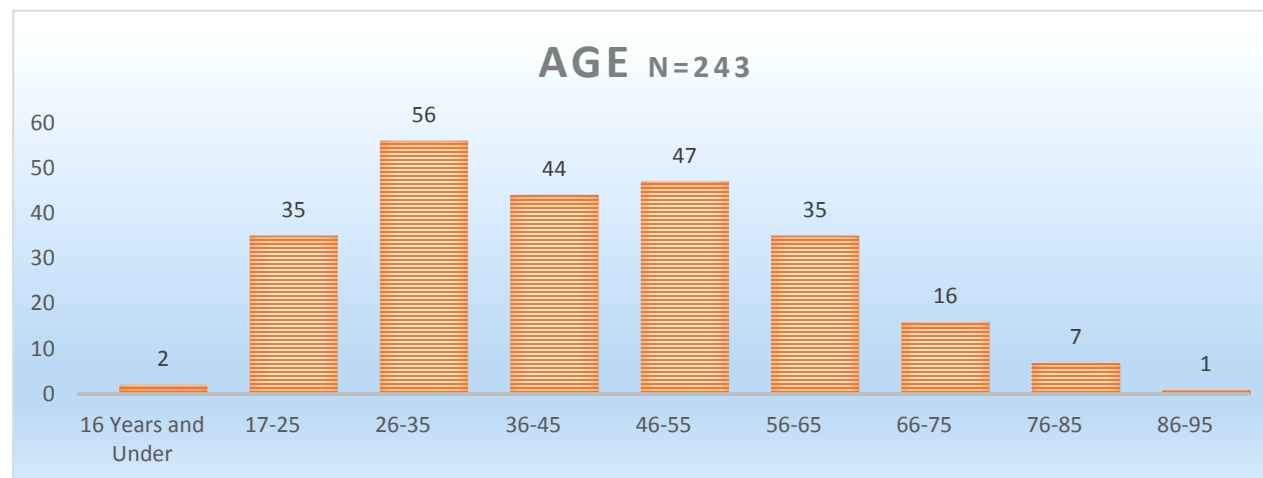
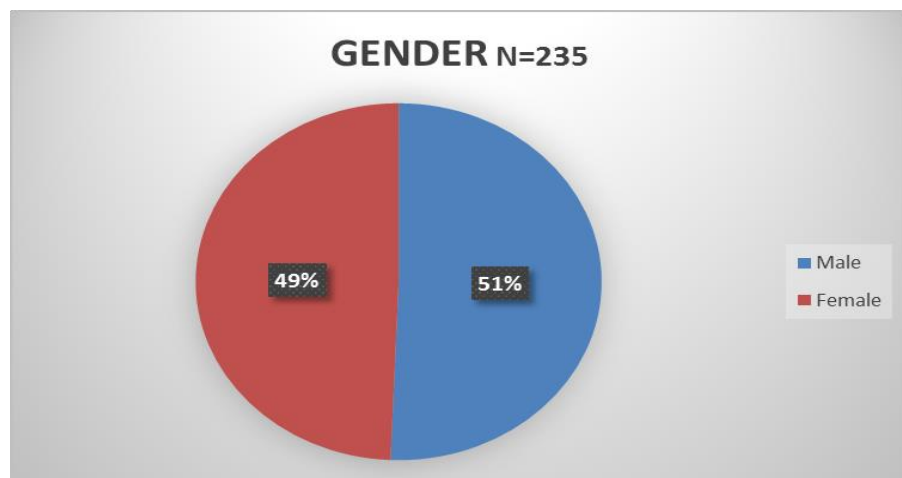
- Bolton GP Federation took over the running of the troubled Shanti Medical Centre in Daubhill, Bolton in late July 2018. The GP Federation wanted to engage with the patients registered at the practice on patient preferences with regards to the practical aspects of running of the centre.
- Whilst the GP Federation will continue to run primary care services from the current site as long as they are able to do so, it is possible that the centre will have to relocate. The GP Federation would therefore like to understand patient preferences with regards to any potential new site.
- The GP Federation wish to establish a PPG for the practice. They wanted to ask patients how they want to be involved and ask for the support of Healthwatch in running an opening event to help establish a group.
- Healthwatch Bolton is committed to promoting and supporting co-design among commissioners and providers and happy to work with organisations and programmes to facilitate co-design.

1. What are people's preferred opening times for the practice?
2. How would people like to access appointments (the practice did not previously have an appointment booking system)?
3. What professionals would people want to be able to access via the practice?
4. How would people like to communicate with the practice?
5. In case of the need to re-locate, what is important to people about the site?
6. How would people like to be kept informed about developments at the practice?
7. How would people like the PPG group to be run?

- The most popular appointment times were BEFORE 12 pm (Between 7am and 10am preferred). After 5pm was second most popular. The least popular were in the afternoon (between 12pm and 5pm). The most common appointment type required is either 'emergency on the day' or 'pre-booked within one or 2 days for something urgent'
- The telephone is by far the most popular method of making an appointment followed by 'on line'. Most people wanted to ring the surgery between 7am and 9am to make an appointment.
- Appointment reminders by text are very popular (97% of respondents want them to continue).
- Most people responding still want to see either a G.P. or nurse practitioner but the other services listed are also still needed (Mental Health, Pharmacist, Health Improvement, Dietician, Midwife).
- Having an accessible building was most important to respondents followed by translation services.
- Good parking and public transport links are very important for the future planning of this service.
- The majority of respondents were interested in being involved in a Patient Participation Group.

- An online survey was created. The practice manager sent a link to this survey to all the patients by text and publicised it on the practice website. Texting the link to patients was extremely effective with very high levels of responses received in the first couple of days. The text link was re-sent several times during September, on each occasion producing a flurry of responses.
- Engagement officers attended the practice and spoke to patients with the survey. They attended on two days at different times of the day - morning/afternoon and early evening in agreement with the practice manager. Paper copies of the survey were available in the surgery and a collection box was provided for people to post the surveys there.
- *For data protection reasons the GP Federation were responsible for promoting the survey to patients.*
- Feedback was collated and analysed to produce this report.
- A workshop was organised for people wishing to find out more/get involved in a Patient Participation Group (PPG). The workshop considered the practicalities of the planned PPG. The outcomes of the workshop are not included in this report.

TOTAL NUMBER OF PATIENTS WHO COMPLETED THE SURVEY N = 269



Findings

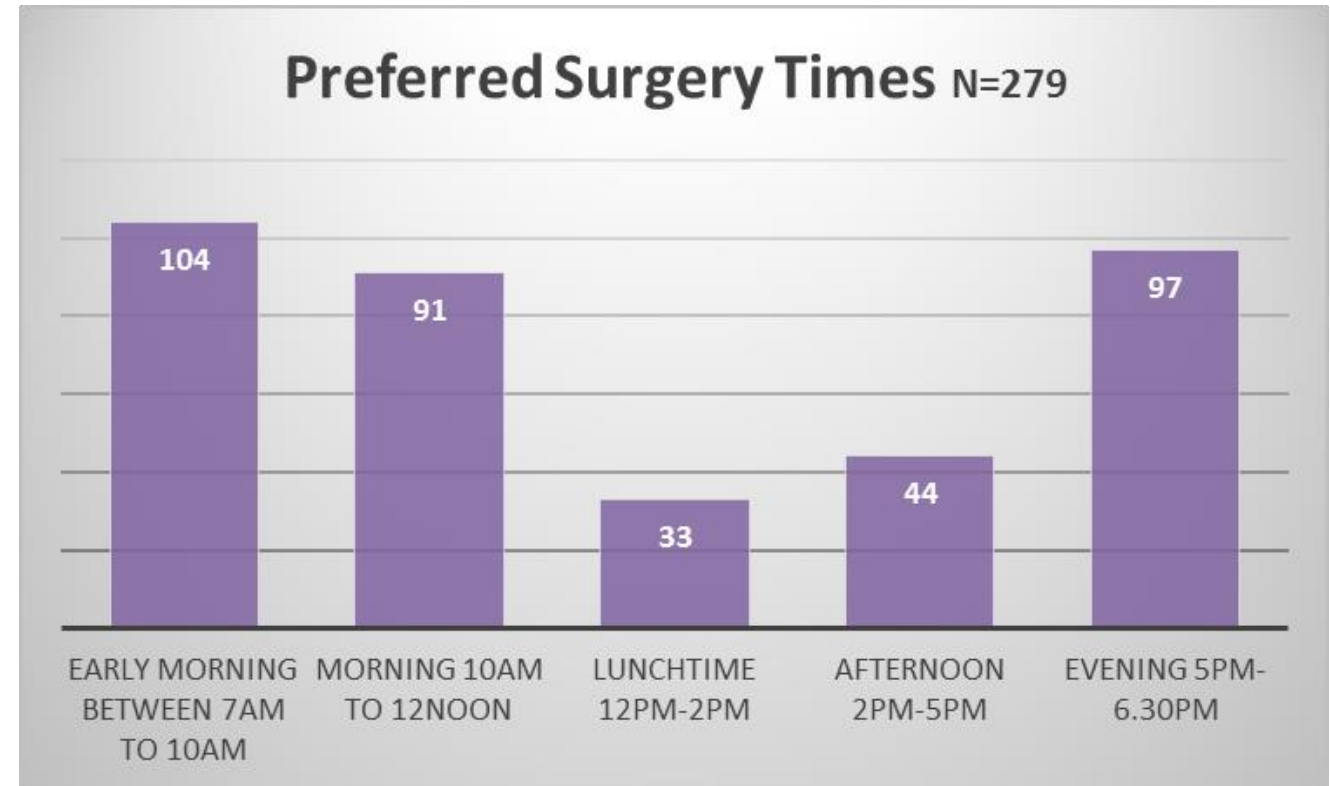
Preferred times for visiting the surgery?

For this question, people were allowed to choose multiple answers – this allowed the choosing of a ‘part of the day’, as well as more specific ‘time slots’.

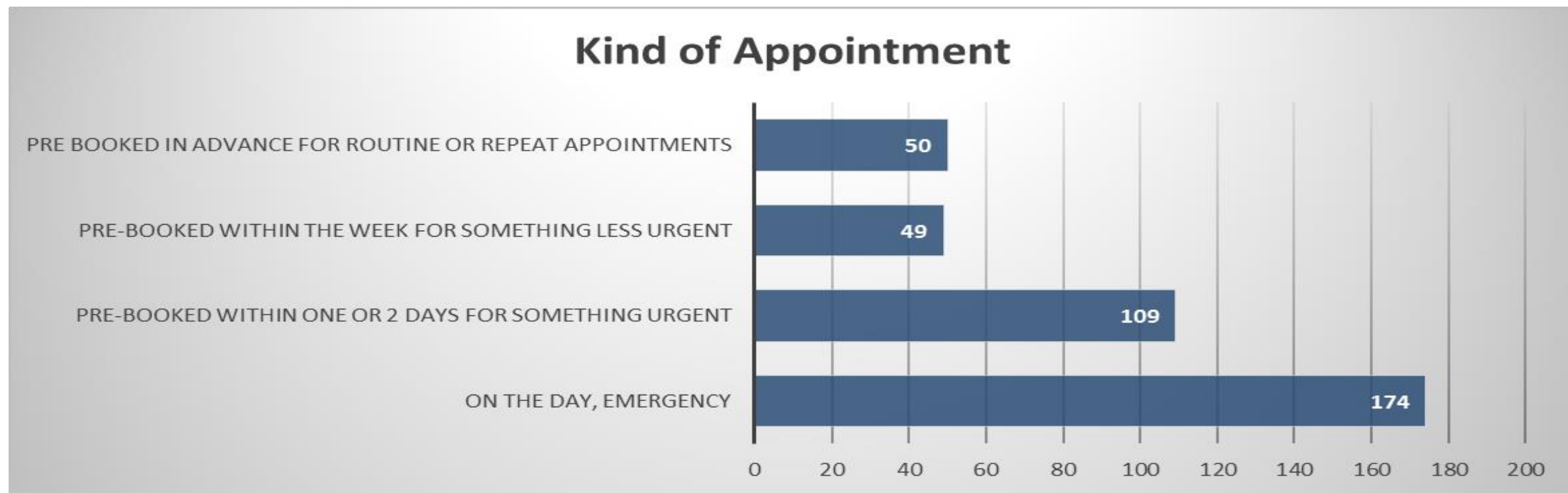
SUMMARY

It is clear from the answers that the most popular appointment times were either BEFORE 12 pm, or AFTER 5pm.

The least popular appointment times were between 12pm and 5pm.



What kinds of appointments do you usually need?



From the above it is clear that the most common appointment type required is either 'emergency on the day' or 'pre-booked within one or 2 days for something urgent'.

About a fifth of the participating patients sometimes needed advance booked routine appointments.

What kinds of appointments do you usually need?

People were then given the option to add reasons for their choice. The answers have been broken down into three sections:

Emergency or Urgent - Pre booked and non urgent - OTHER

Emergency or Urgent

- *After one week it's too late always*
- *Depends on the kids, it's usually them who need to come and they've woken up with something*
- *Don't visit often so usually just need one on the day*
- *I appreciate that I am able to book an appointment on the day - without having to wait a week for an appointment as is the case with other surgeries*
- *I didn't know you could pre-book appointments, they are always on the day when I call.*
- *I have not had an appointment for along time as I don't usually require to see the doctor but when I do it's is usually urgent*
- *I have routine checks and periodically injection. Occasionally I need see GP for any urgent unforeseen visit. I had excellent service in Shanti Medical Centre & hope it will be satisfactory.*
- *I have to book it at 8:30 in the morning*
- *I normally contact the surgery by phone on my required date and arrange a suitable appointment.*
- *I would like appointments on the day that I ring, however I ring as soon as the surgery opens, no one picks up, I get put on hold and then all the appointments are gone.*
- *If I'm poorly I need to see the doctor quickly because I can go worse quickly*
- *It's first come first served so I just walk across*
- *It's sometimes very difficult to get a same day appointment*
- *Mostly require same day appointments or appointments within 24 hours for emergencies which is difficult at this surgery.*
- *Need on day for morning sickness with waking up with coughs and chest pains*
- *Never get a same day appointment though, only got one for my child as there was a cancellation*
- *No point seeing a doctor a few days after you become ill. Same day appointments have worked well in the past*
- *on the day also if not an Emergency*
- *Urgent ones are difficult to obtain and staff at reception are very noseey acting as doctors*
- *We have always been able to see either Dr X or Dr X the same day not just in an emergency .*
- *Would like to book the day before. It's hard to get same day apt*

Pre booked and non urgent

- Bloods, routine
- Currently can't book unless a nurse or GP does it, it's a bit awkward
- I do work 6 days a week and weekend only have one day off work on some week day
- I have never been able to book a pre-booked appointment. Always told you couldn't book it
- I have routine checks and periodically injection. Occasionally I need see GP for any urgent unforeseen visit. I had excellent service in Shanti Medical Centre & hope it will be satisfactory.
- I'd like to book to appointments when it's not an emergency to fit around my work., it's hard to book on the day as phone lines are constantly busy as soon as 8am approaches!!! Can ring around 50 times + and still engaged
- They will never let me pre book an appointment.
- Usually can't get an appt for in the day so would like to book in advance by a few days and if I can get one in the day than you cancel the one booked previously
- Usually for blood pressure check ups for contraceptive pill.
- We should be able to pre book appointment which shanti never allowed us

OTHER

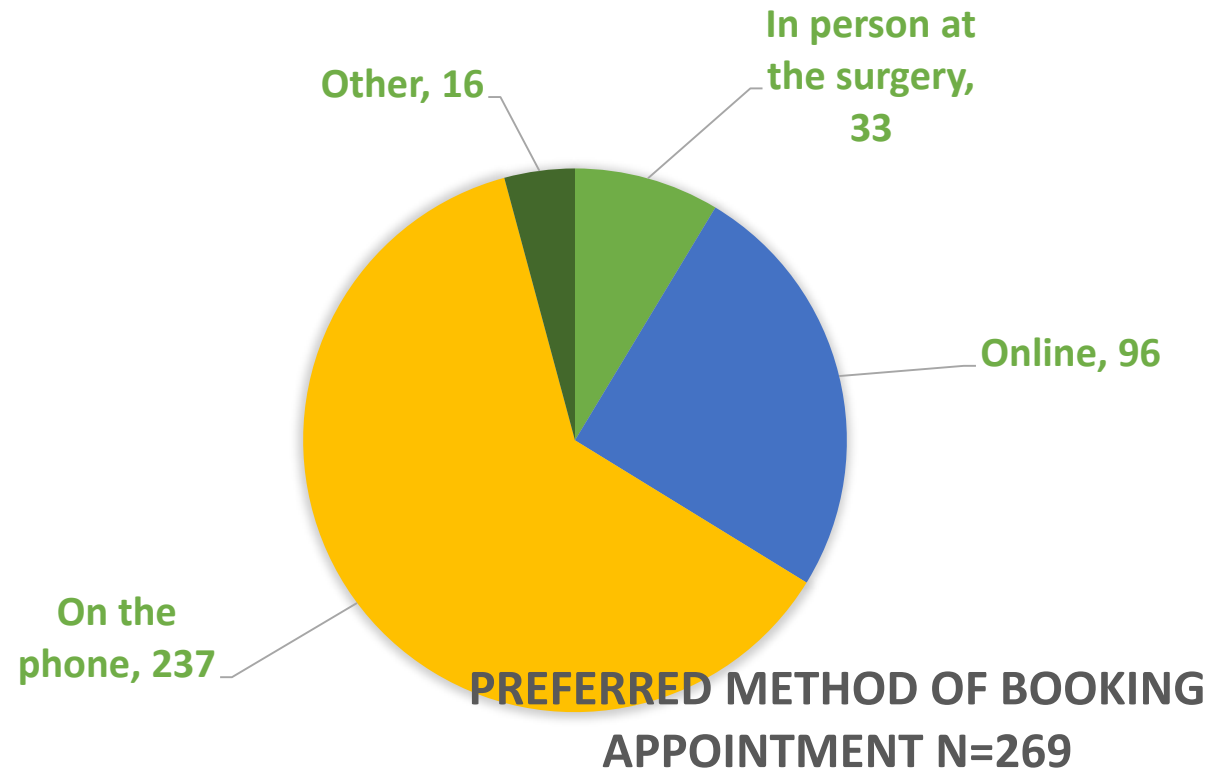
- The staff is not good, I asked someone's name and she said her name was toffee. When I asked when I came in they were all laughing. That is not good. I don't know what's going on here anymore
- Preferably when the kids are at school 12.30-2
- Home visit as i am house bound.
- I'm here for a check up, normally I'm healthy I don't need an appointment
- In good health
- Depend

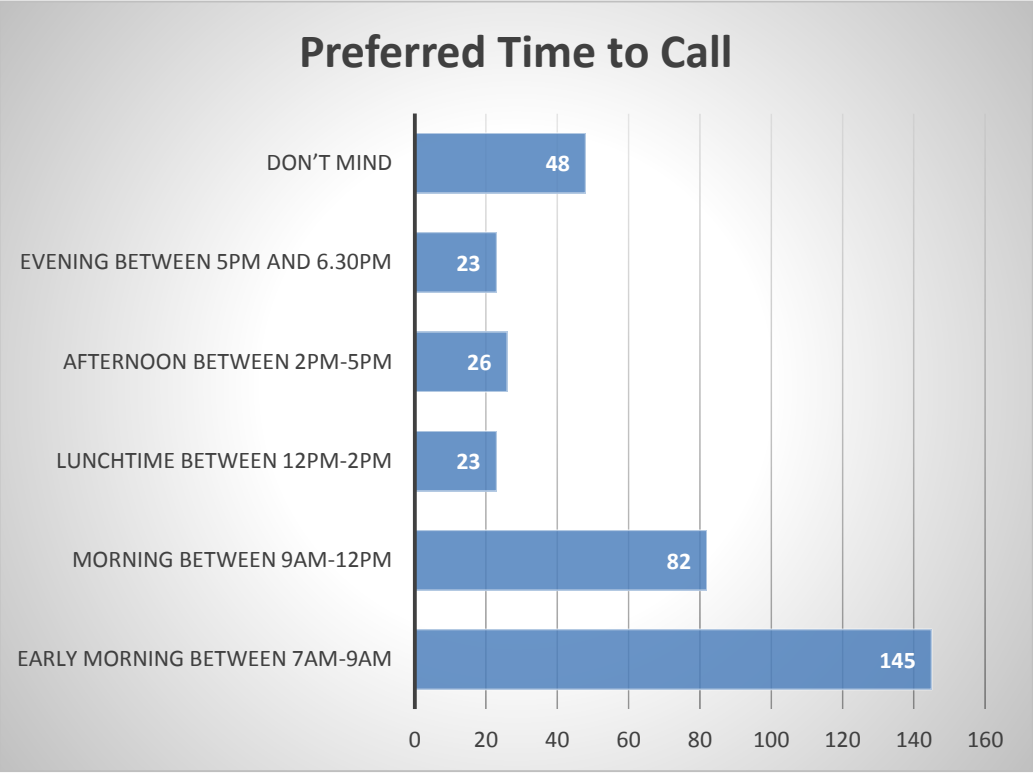
How would you like to book an appointment?

This question allowed multiple answers as some people liked the option of using different/multiple methods of booking.

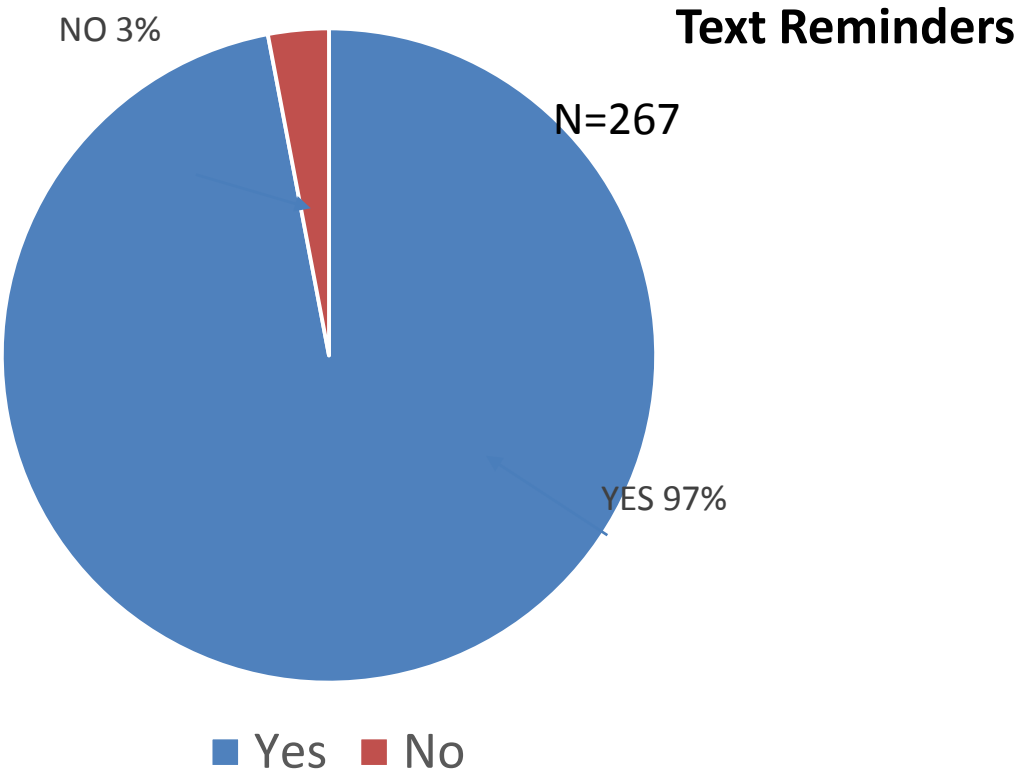
It is clear that booking an appointment by telephone is still, by far, the most popular method.

Online booking is becoming more popular and is nearly 3 times more popular than booking in person.





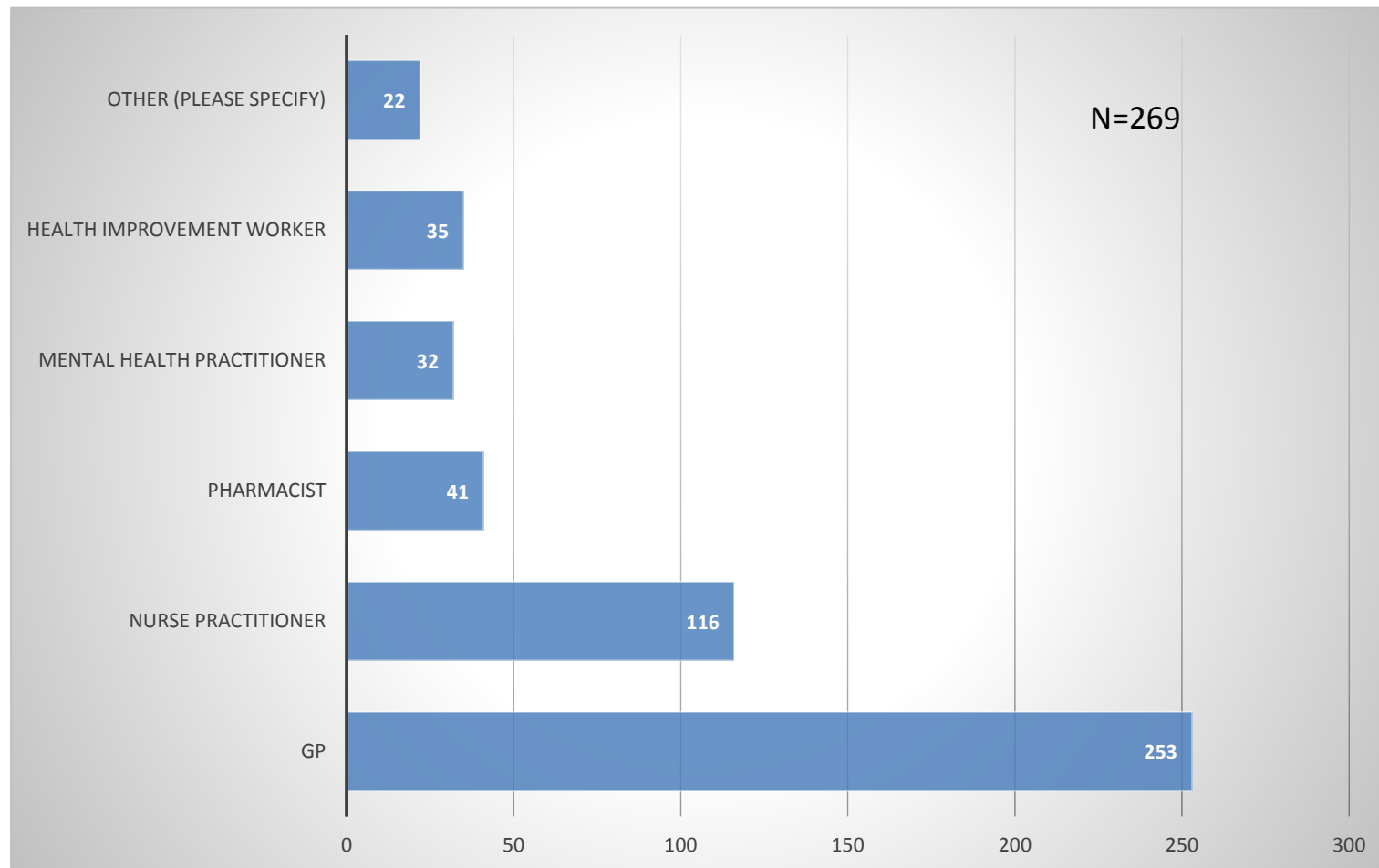
For telephone bookings the majority of people preferred to call in the early morning (7am-9am) or morning (9am – 12noon)



It is clear that text reminders for appointments are very much valued by patients with a whopping 97% of respondents saying they would like this.

Who would you like to be able to see at the surgery?

This question allowed multiple answers as some people sometimes need to see more than one professional



The majority of respondents want to see the GP or nurse practitioner.

OTHER

The 'Other' answers are broken down as follows:

- Depends on what you need 9
- Named doctor 3
- All of them 2
- Midwife 2
- Dietician 1
- Consultant 1
- *Don't want an appointment as I've been seen with, been for an x-ray results come clear just something i don't understand with the stat*
- *Have specified nurses who can provide depo injection after 5pm for those who work*
- *Maybe if I was going through something but I can't think of anyone now*

Do you have any access requirements?

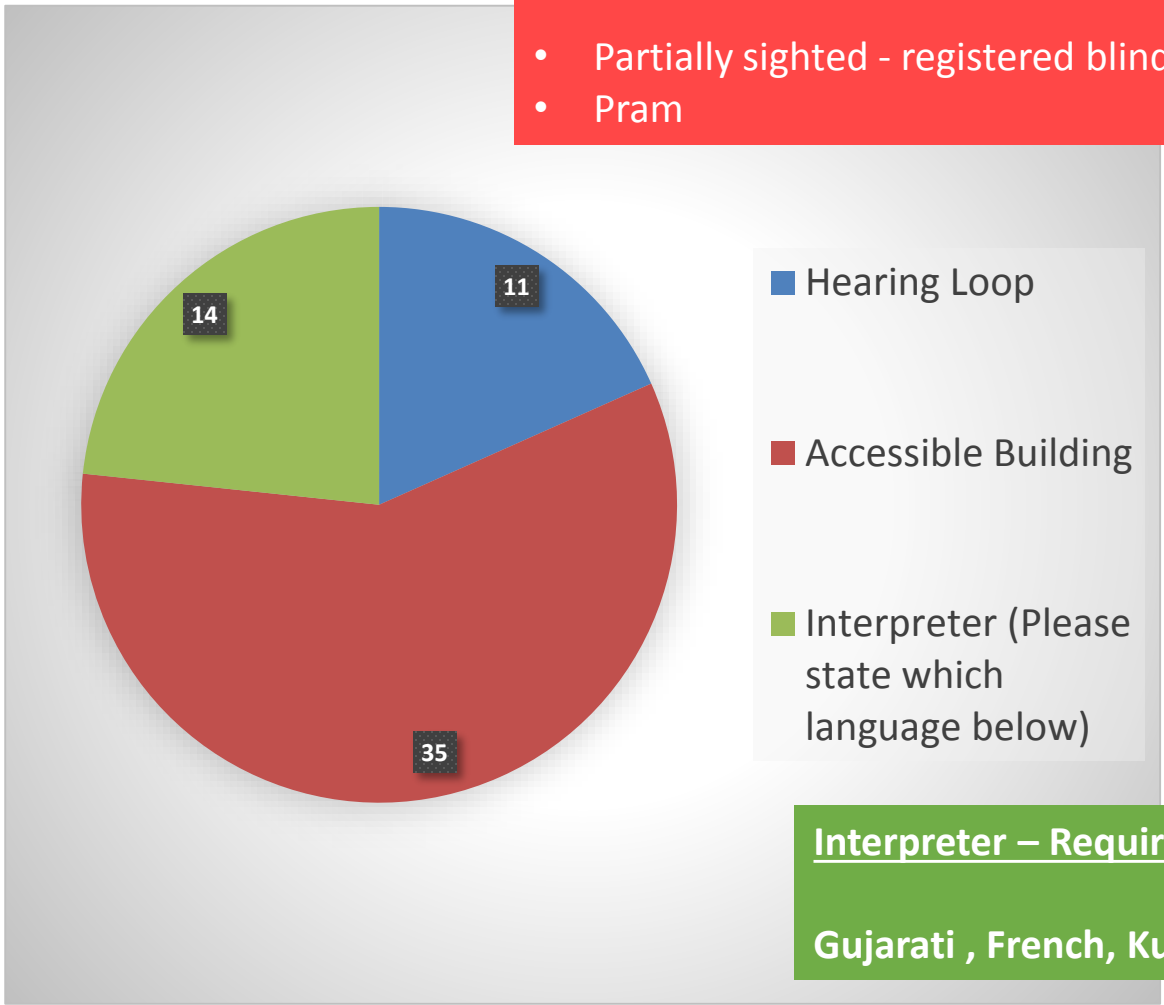
Accessible Building Requirements

- Partially sighted - registered blind.
- Pram

There were 60 responses to this question suggesting around 22% of respondents had additional access requirements. Multiple answers were allowed for this question.

14 (5%) required an interpreter
11 (4%) required an hearing loop

There was also a 'free type' box where people could explain their choice in more detail.



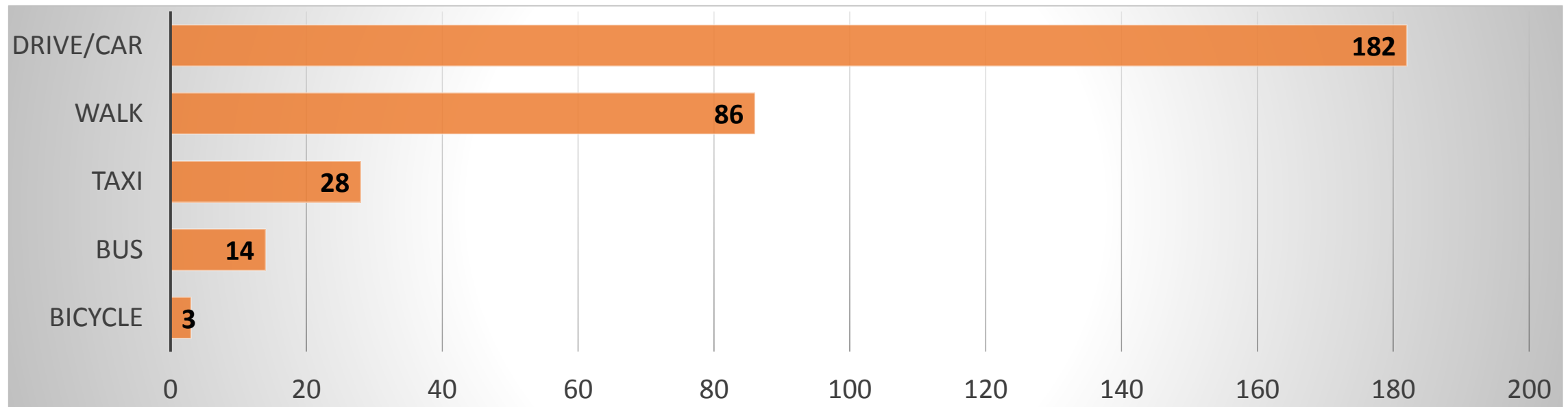
Interpreter – Required Languages

Gujarati , French, Kurdish, Lithuanian, Russian , Tamil

How do you normally get to the surgery?

Multiple answers were allowed for this question.

N=269

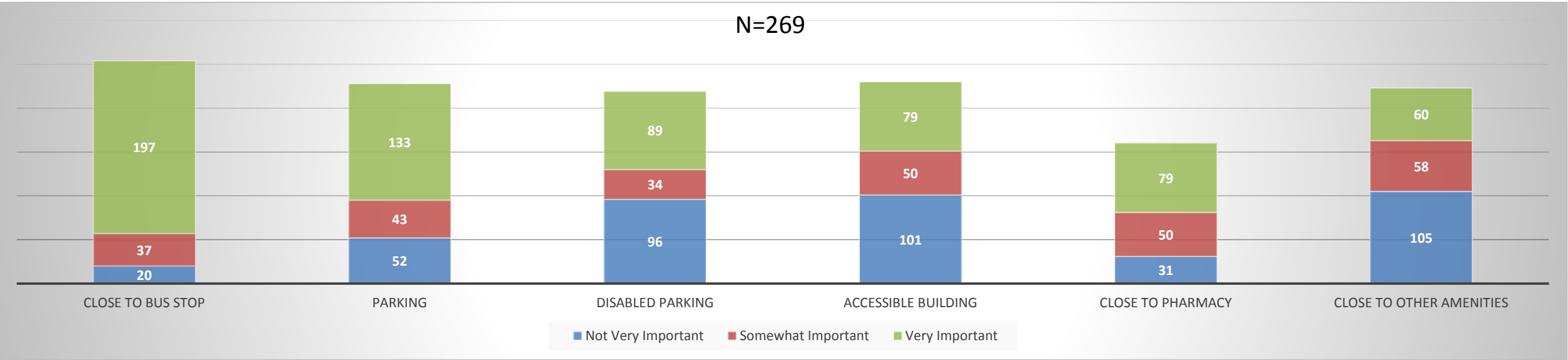


It is clear that most people use a car – either driving themselves or being dropped off by family / friends. It would be safe to assume that any re-design should allow for plenty of parking near to the surgery.

Other considerations when re-designing:

- Pick up / drop off point for taxi's
- Proximity to public transport
- A secure place for bicycles to be stored.

The GP Federation hope to be able to keep the surgery in the current building, if this is not possible what is most important to you about the location of the surgery?



The results here clearly show that having a bus stop nearby and adequate parking are very important to the majority of respondents.

An accessible building is also considered important as is a pharmacy close by.

The previous question suggested that a large majority of people used their own transport to get to the surgery, These results suggest the majority of people use public transport. After speaking to the researchers it would seem a lot of people answering this question were using their own transport but still felt it important the surgery have a bus stop nearby. Some of the reasons for their answer being : If they were unable to drive due to health / car breakdown, Unable to get a relative/friend to drop them off, People who do not have access to their own transport.

The GP Federation hope to be able to keep the surgery in the current building, if this is not possible what is most important to you about the location of the surgery?

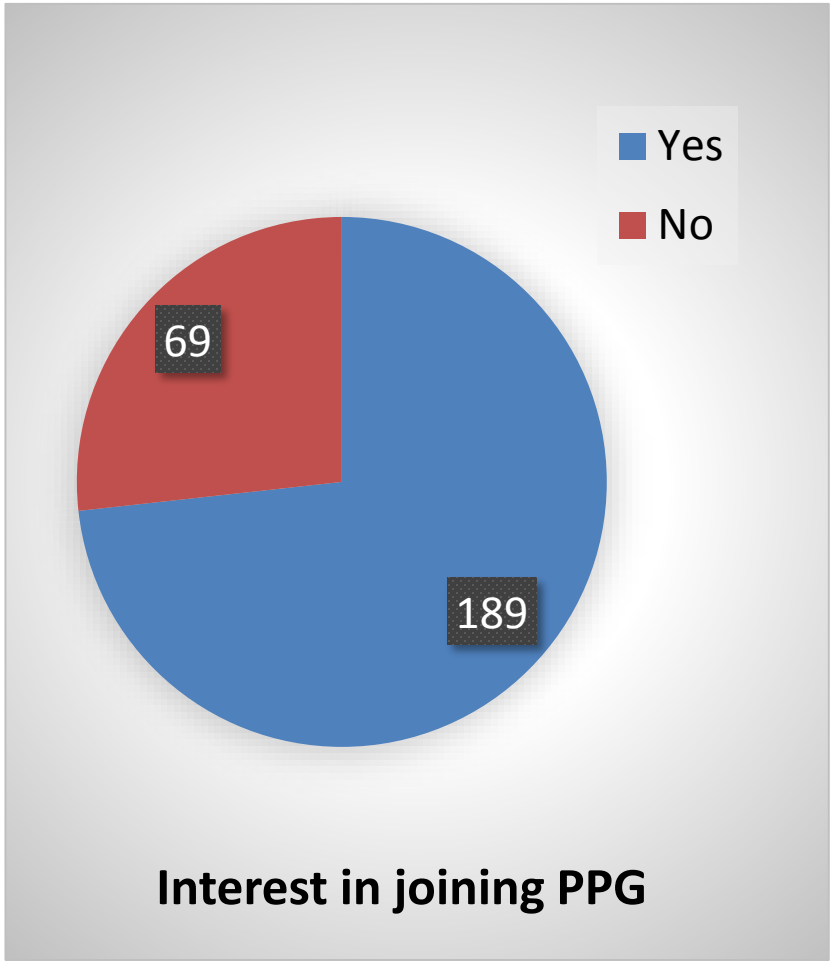
Respondents were then given the opportunity to add other comments to this question.

(22) People made a comment here, all of them wanted the surgery to either stay in it's current location or not move very far away.

LOCATION

- *Depends how far away it would move, so many variables like kids traffic needs to be convenient*
- *Don't get rid of the surgery*
- *GP federation must make every effort to keep current location It is the best site for all health services essential for the local population*
- *I want in my area if is not in my area then I would like to change*
- *I will use the closest to my address*
- *Keep the practice on same site. Thanks*
- *Locality, if the surgery moves too far from the area it becomes too inconvenient, even though I drive I would look for a GP surgery more local. Joined this practice over 27 years ago*
- *Needs to be nearby*
- *If not applicable I am going to change GP.*
- *Same area as it is in*
- *Same doctors*
- *Stay close by not a different area*
- *Stay in this location(area), it's perfect*
- *Stay local, not too far away.*
- *Stay near to where it is, I can't go too far, needs to stay in this area*
- *That I can get to it If it's too far I'd move to another surgery to stay in the area. It's convenient to be near*
- *If this GP goes further away from me I will leave*
- *The current surgery is a great location and provides all the services i need i would like to stay as a patient here.*
- *Walking distance to home*
- *Needs to stay within walking distance*
- *The building is perfectly suited to keep the practice. It is in the perfect location for its patients many of whom walk from surrounding streets to the surgery. The pharmacy is already there and the facilities such as accessible building, parking and proximity to bus stop are all there. It would be a very poor decision to move the practice and would adversely impact patient care by forcing patients to change GP. Patients have built a rapport with the staff and forcing them to go to a different location (at great inconvenience and great expense given the cost of public transport and motoring) or to change GP if they cannot go to a different location would be a very poor decision that omits patients' best interests.*

Are people interested in being involved in a Patient Participation Group (PPG)



There were strong levels of both active and passive interest in getting involved with the PPG.

189 people (70% of respondents) said they would be interested. There seems to be a lot of interest in a Patient Participation Group.

Of the 189 respondents that answered “Yes” 63 (24%) left contact details. Healthwatch Bolton have contacted all of those who gave contact details and invited them to future workshops concerning the PPG.

A method of keeping interested parties informed about the developments at the practice can be discussed at the future workshops.

Preferred times for visiting the surgery	0
What kinds of appointments do you usually need	38
How would you like to book an appointment	17
Who would you like to be able to see at the surgery	21
Do you have any access requirements	10
The GP Federation hope to be able to keep the surgery in the current building, if this is not possible what is most important to you about the location of the surgery?	30
TOTAL	116

Thank you to all the Shanti Medical Centre patients who participated in this survey.

