

**General Practice Roadshow**  
**a report by**  
**Healthwatch Telford and Wrekin**

**January 2019**

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## 2 Executive Summary

The Healthwatch Telford and Wrekin (HWT&W) Board decided, as one of its focused activities in 2018, to carry out a “General Practice (GP) Roadshow” format review of General Practitioner Practices (GPP). The longitudinal study covered all 14 listed Telford and Wrekin (T&W) individual or group Practices and 1 Practice with a Surgery in Telford. The GP Roadshow involved 22 visits to GPP locations.

The visits were conducted in a consistent format and lasted approximately 1.5 hours at each location.

The findings of the study have been consolidated into this Report and provide not only detailed commentary on the information collected but also a comparison of the pre-visit Healthwatch grading against the current grading as at January 2019.

All information collected was anonymised and separated into Appendices to allow easy circulation to individual practices. Only the Care Quality Commission (CQC), Clinical Commissioning Groups (CCG) and Telford & Wrekin Council are planned to receive complete sets of Appendices.

## 3 Introduction

As part of the core activities of Healthwatch Telford and Wrekin (HWT&W) the HWT&W Board decided that a significant portion of its engagement effort throughout 2018, would be focused on the 14 GPPs in Telford and Wrekin (T&W) to gather the views and experiences of patients using those services. A longitudinal study, entitled “GP Roadshow”, was to be conducted in conjunction with the general feedback that HWT&W routinely receive from the T&W Community. This would allow a comparison to be made against HWT&W feedback, as at January 2019, indicating any movement in performance and the views of patients with respect to a Practice.

This report is based on Information and data collated in 2018 and was accurate at the time. Some aspects of the report may have since changed.

## 4 Aim

The aim of the GP Roadshow was to cover the T&W GP Practices in a series of visits throughout 2018. The insights and feedback obtained would be brought together in a report, which HWTW feel could usefully support the GP Forward View initiatives, by highlighting how Practices can improve and also identifying where there is good quality of service provision to inform both providers and commissioners alike.

## 5 Methodology

This piece of work utilised a 'Roadshow' format by ensuring that HWTW engagement was specifically tailored to the general aim and clearly advertised as concentrating on each specific GP Practice. Feedback was collected in a consistent format directly from individuals and complimented by observations made by volunteers and HWTW staff. Each GP Practice was visited by at least 2 volunteers or staff for a concentrated period of approximately 1.5 hours coordinated by the HWTW Health and Social Care Engagement team.

Patients and staff were provided with detailed information on HWTW, together with standard feedback forms on which they were invited to share their comments and experiences. The rationale was only to incorporate into the analysis, information that was explanatory about the experience at the GP Practice. All feedback received was moderated for any safeguarding issues and where no explanatory information was offered, for example where only a rating was provided, that feedback was excluded from the study. To ensure Report consistency, the feedback was collated under the following main headings:

- Appointments
- Waiting times
- Staff Attitude
- Accessibility
- Information
- Prescriptions
- Suggestions
- Ideas for Change

- Observations

Roadshow visit reports were anonymised to ensure confidentiality, and any stories that could potentially lead to the identification of an individual who shared their feedback were also excluded from this report, although their insights were still considered appropriate in informing the development of themes.

## 6 Findings

The study covered all 14 GP Practices in T&W as well as the practice at Shifnal & Priorslee. This programme involved visits to 22 locations as listed below:

- Charlton (Oakengates) Medical Centre
- Court Street (Madeley) Medical Practice
- Dawley Medical Practice
- Donnington Medical Practice
- Hollinswood and Priorslee Medical Practice
- Ironbridge Medical Practice
- Linden Hall (Newport, Shropshire) Surgery
- Shawbirch Medical Practice
- Stirchley Medical Practice
- Sutton Hill Medical Practice
- TELDOC
  - Aqueduct Surgery
  - Hadley Health Centre
  - Highfield (Hadley) Clinic
  - Lawley Medical Practice
  - Leegomery Surgery
  - Lightmoor (not visited - written feedback only)
  - Madeley (Church Street) Medical Practice
  - Malinslee Surgery
  - Oakengates Medical Practice
- Wellington Medical Practice
- Wellington Road (Newport, Shropshire) Surgery
- Woodside Medical Practice
- Shifnal and Priorslee Medical Practice

The findings are contained in the individual appendices attached to this report and for ease of reference are ordered as above, correlating to the listings on the T&W CCG website.

In addition, HWTW have compiled a single report sheet for each Practice visited which usefully compares the pre-Roadshow “Star” grading with the current grading for January 2019 which have been duly anonymised and included in each Appendix.

## 7 Overall Themes

The overall themes that were recurrent through the survey period were:

### Appointments

- Extended, variable opening times (early mornings and later opening) would be beneficial to patients particularly shift workers and would free up day time appointments.
- Appointments can be hard to get for some patients and experiences often depend on individual Practices.
- Experience of pre-booking appointments can vary between Practices. Some patients reported a 20 to 30-minute wait on the phone just to make an appointment.
- Many patients reported that following early morning calls and the release of bookable appointments, appointments can be quickly taken, sometimes within minutes.
- Patients wanting to see their preferred Doctor could result in a wait of 2 to 3 weeks for an appointment.
- “Drop in” or “sit and wait” service was rated as a valuable service by patients and they suggested it can help alleviate telephone booking difficulties.
- Expanding housing developments can affect Practices ability to offer appointments. Patients will be competing for limited slots and patients may have to wait longer to see a Doctor.
- Some people reported, due to limited appointments and high demands to see a Doctor, that they have been forced to attend or have been advised by Practices to attend A & E for assessment and treatment.

### Waiting Times

- Waiting times varied between Practices with some offering appointments on same day. Practices with a “sit and wait” service resulted in some patients waiting for up to 2 hours to see a Doctor. However, patients prefer this rather than trying to book an appointment.
- Patients are generally happy to sit and wait for a Doctor if they take time to talk and examine patients.
- Practices that have joined up with other Practices to form a group, does not mean improved waiting times or better access to a Doctor. Some people rely on public transport and may have to travel around the Telford area so choice can still be limited.
- Triage services can be beneficial for patients and help signpost people appropriately.

## Staff Attitudes

- Doctors and staff need to be trained around mental health and take more time to talk to patients, this can be valuable to some.
- Overall, people experience of Practice Medical Staff was found to be good.
- Receptionist attitudes can vary between Practices, resulting in some negative experiences for patients.
- Staff need to be approachable and explain things fully, so patients fully understand.
- Approachable and friendly staff, who take time to listen and help patients enabled to people to have a positive experience.
- Reception staff need to be aware about patient confidentiality when discussing personal matters with patients.

## Accessibility

- Waiting times varied between Practices. Patients overall reported issues with booking appointments and using Patient Access on line.
- Practices should consider or continue to offer a range of services, such as blood testing, Healthy lifestyles advice, etc...
- Practice reception areas need to be accessible for all patients with normal or low height counters available.
- Very few practices indicated on NHS Choices that they offer accessible facilities, particularly braille translation services, RNID type talk and signing services.
- Practices need to offer suitable car parking facilities, especially disabled parking. Good access to all areas of the practice is required, this include automatic doors.
- Some waiting areas could be made more comfortable and accessible for patients, especially people with limited mobility.
- If more than one Practice in group, then when booking appointments, Reception Staff need consider patients who use public transport. Especially if Practices where appointment has been booked, is other side of the town or in a hard to reach area.

## Information

- Information available in Practices in Telford and Wrekin varied. Some Practices had various leaflets and information available on certain conditions, support groups; for example, cancer.
- Information on Patient Participation Groups (PPG) also varied. Majority of patients had not heard about their local Practice group. Some information boards also lacked current information about the group at the Practice. There appeared to be some under investment in supporting and raising

awareness. However, there were some very good examples of PPG's who were actively supported by the Practice.

- Information held on some Practice websites relating to PPG were found to be out of date and no evidence of recent minutes of meetings found in some cases.
- Confidentiality at reception areas remains a problem. People can be overheard during conversations between patients and reception staff - some related to sensitive matters.
- Information in various formats and languages should be widely available for patients. In some Practices we could not find paper versions while in other Practices this was not a problem and we found lots of information in different formats.

## Prescriptions

- Some patients reported a delay of 10 days around prescriptions being prepared by Doctor and being sent to a pharmacist.
- Overall, patients are happy with the way Practices and pharmacists' processes prescription.
- Some patients did not receive information they needed from Medical Staff in relation to medication changes.

## Technology

- We observed Self-check ins were out of order in some Practices which placed additional strain on patients and Receptionists.
- Some patients experienced issues with Patient Access online and when system was not available it seemed to take time to resolve issues.
- Patients who had a visual or hearing impairment reported issues with alerting them when medical staff had called them in. Staff need to consider people's preferred methods of communication.
- More investment was needed at Practices around information technology and for keeping systems in working order and up to date.
- Some Patient Information display screens were found not to be working on the day of our visit.

## 8 Next steps

This GP Roadshow was an initial broad look across the T&W community providing an overview of the status of each practice to calibrate against historic HWTW feedback scores. Consideration for further work around GP services be commissioned by the CCG to explore areas in more detail.

## 9 Appendix A – Charlton Medical Practice

Charlton Medical Practice is situated at Lion Street, Oakengates, TF2 6AQ. NHS Choices reports there are 15100 patients registered.

There are 4 male and 3 female GPs serving this Practice.

There are various Clinics and support services available via prior appointment.

Facilities include: standard/disabled car parking, wheelchair access, disabled WC, step free access and an induction loop.

Online appointment booking and ordering or reviewing of repeat prescriptions is also available.

Currently the practice is accepting new patients.

Routine opening times are Monday to Friday 08.30 - 13.00 and 1400 - 18.00.

Weekday evening and weekend appointments offered here or nearby, contact practice for appointment availability.

The average rating on the Healthwatch Telford and Wrekin Feedback Centre is 3.5 stars and was assessed as 4 stars for the feedback collected during the GP Roadshow. Please note that not all feedback included a rating.

We spoke to 16 patients on the day of our visit and received 11 completed feedback forms. The visit provided wider evidence for formulating the Healthwatch Telford and Wrekin GP Roadshow Survey 2018.

### *Appointments*

Some patients were discontent with the appointments service, others were more positive.

“Some difficulties getting appointments, today no problem.”

“Difficult to see a doctor - but can usually see triage - and referred if necessary.”

“Long waiting on phone, lady waited for 1h 15min before getting through.”

“Can't get in to see doctors. Two weeks wait.”

“Telephone service is bad - tried every 20mins from 9.00-1.00 yesterday, resumed today - got through at 10.00 and got appointment with Dr; P.M.”

“Appointments can take 2 weeks.”

“Visited to get assessment of wound - waited 20min then sent to A+E without being seen.”

“Always get appointment when necessary. Usually get appointments same day.”

“Appointment straight away. Phone up quickly.”

“No problems with appointments.”

### *Waiting Times*

Minimal comments received on waiting times.

“Some waits but ok.”

### *Staff Attitude*

Overall patient feedback on staff attitude was positive.

“Staff pleasant and helpful.”

“Good practice, good doctors, good receptionist.”

“Doctors listen and empathise.”

“Like doctors and staff.”

“Happy with Doctors sorting out problems.”

“Doctors polite, explain things to me.”

“Doctors can be dismissive.”

### *Accessibility*

Little evidence received on this topic.

“Sent appointment reminder by text.”

“Visited to get assessment of wound - waited 20min then sent to A+E without being seen.”

### *Prescriptions*

No feedback received on prescriptions.

### *Suggestions*

No suggestions received.

### *Change*

No changes reported.

### *Observations*

Bright/light Reception area.

Receptionist was expecting the Healthwatch visit.

Very easy to overhear patient/Receptionist conversations.

## 10 Appendix B - Court Street (Madeley) Medical Practice

Court Street Medical Practice is situated at Court Street, TF7 5EE. NHS Choices reports there are 6155 patients registered.

There are 1 male and 2 female GPs serving this Practice.

A learning disability health check is available via prior appointment.

Facilities include: standard/disabled car/cycle parking, wheelchair access, disabled WC, step free access and an induction loop.

Online appointment booking and ordering or reviewing of repeat prescriptions is also available.

Currently the practice is accepting new patients.

Routine opening times are Monday to Friday 08.30 - 18.00.

Weekday evening and weekend appointments offered here or nearby, contact practice for appointment availability.

The average rating on the Healthwatch Telford and Wrekin Feedback Centre is 4 stars and was assessed as 4.5 stars for the feedback collected during the GP Roadshow. Please note that not all feedback included a rating.

We spoke to 14 patients on the day of our visit and received 9 completed and 13 online feedback forms. The visit provided wider evidence for formulating the Healthwatch Telford and Wrekin GP Roadshow Survey 2018.

### *Appointments*

Patients provided mixed views on the appointments booking system.

“The appointments can take a week - although they will try their best to get appointments sooner.”

“Time to get appointment can be a problem. Will help in urgent cases.”

“Appointments - not too bad.”

“Gets appointments as and when needed.”

“Attended for diabetic for clinic- but got the wrong day should have been last week- but fitted in today so very helpful.”

### *Waiting Times*

No patient comments were received on waiting times

### *Staff Attitude*

Patients’ comments on staff attitude were extremely positive

“Staff friendly.”

“Daughter - recently transferred to this practice; have picked up on missed diagnosis missed by previous practice.”

“Professional Doctors & Nurses; friendly.”

“Doctors & nurses brilliant.”

“Staff friendly & helpful.”

“Always efficient, friendly services. Even when the doctors are coming late, they have time to listen. Reception staff are patient and always helpful.”

### *Accessibility*

No patient comments were received on accessibility.

### *Prescriptions*

No patient comments were received on prescriptions.

### *Suggestions*

A single comment was received from a patient on a problem with car parking.

“Need a parking space for now. Blue Badge Holders who need the level entry not the down the ramps- bottom car park is for blue badge & doctors- Doctors could use the ramp.”

### *Change*

No observations from patients on changed noted in the services provided.

### *Observations*

Emptied Feedback Box, contained 1 x feedback + 100 x NHS anti-biotic leaflets.

Receptionist had not been advised that we were coming but allowed us to carry on without checking.

Engaged with service users, obtained feedback from most.

One was a first-time visitor to Practice after moving into the area. Another had not visited for 8 years.

## 11 Appendix C - Dawley Medical Practice

Dawley Medical Practice is situated at King Street, Dawley TF4 2AA. NHS Choices reports there are 10140 patients registered.

There are 3 male and 2 female GPs serving this Practice.

A learning disability health check is available via prior appointment.

Facilities include car parking and wheelchair access.

Online appointment booking and ordering or reviewing of repeat prescriptions is also available.

Currently the practice is accepting new patients.

Routine opening times are Monday to Friday 08.30 - 13.00, 14.00 - 18.00.

Weekday evening and weekend appointments offered here or nearby, contact practice for appointment availability.

The average rating on the Healthwatch Telford and Wrekin Feedback Centre is 3 stars and was assessed as 3 stars for the feedback collected during the GP Roadshow. Please note that not all feedback included a rating.

We spoke to 32 patients on the day of our visit and received 28 completed and 2 online feedback forms. The visit provided wider evidence for formulating the Healthwatch Telford and Wrekin GP Roadshow Survey 2018.

### *Appointments*

There was strong evidence provided by patients on their dissatisfaction with the appointments booking system provided by this Surgery

“Can wait for a while to get one.”

“Place is disgusting, can't see doctor, can't get through on phone, rang yesterday 5 times 30mins each time.”

“3 week wait for appointment, came at 7:40 and queued 3rd in queue, got appointment to see Dr at 10:30, first time at Surgery.”

“3 weeks wait for an appointment; 45 min wait on the phone.”

“10/15 min wait on the phone to be told 4 weeks for appointment.”

“Difficult to get an appointment as they don’t pick up the phone. Came up at 8.00 to get an appointment without 2/3 weeks waiting.”

“Hard to get appointments.”

“45 mins to get through on phone.”

“Appointments are typically 3 weeks wait.”

“Cannot get through on the phone for an appointment, you can try all day, but the answer remains busy.”

“Appointments - Doctors’ appointments you have to wait a long time for these. It is easier to come in to book a Doctor’s appointment. My husband has waited up to 6 weeks for a certain doctor - to see a specific doctor at me surgery. Whether you come in or phone up you have to visit for a Doctor’s appointment”.

“Appointments are difficult to get - sometimes it is 3 weeks to get in and to get an appointment.”

“It is absolutely atrocious, unless you are here at 7.30am to book an appointment, you have to wait 2-3 weeks to see a doctor. I have to phone up at 8am to book a Doctors’ appointment.”

“I would like to be able to get an appointment here earlier. It can be 3-4 weeks before they can secure an appointment. Sometimes you can phone up for an appointment on the day and the Doctor phones you back and triages my care. He triages you before you get an appointment.”

Can't get an appointment for weeks on time.

“They do not book a month in advance for a blood test - then this causes problems with obtaining my medication.”

“It would be nice if you could get an appointment. You phone them up and you are on the phone for an hour and you still cannot get through. I am a diabetic and to get a diabetic appointment is difficult. I came in at 8.30am one morning and I was very poorly, the Receptionist told me to go home and the phone rang - it was the doctor.”

“You can book an appointment 2 weeks in advance or come in and book an appointment on the day, but you have to be very early when phoning up - it takes a long time for them to answer - you cannot get through.”

“Not being able to get an appointment quickly. It takes 3 weeks to get a Doctors’ appointment. You cannot get through on the phone as everyone is phoning in.”

“To make an appointment here you just cannot. It is very difficult as there is a queuing system”.

“I have been trying to see a doctor for 10 days. They do not answer the phone, they keep you hanging on the phone.”

“On top of all of this you can’t get through on the phones you can’t get an appointment, they don’t have any record when you do have an appointment.”

“Needed a doctor to certify death - unable to get through on phone - so had to run up to surgery.”

“I spend more money on my phone bill than on taxis.”

“This is the worst Doctors surgery in Telford. It is disgusting. It takes 2-3 weeks to see a doctor. There is a lot of coming and going with the doctors”.

“I have had the worst experience I have ever had at a surgery since joining this Doctors in 2018.

### *Waiting Times*

Some evidence of problems with waiting times linked to patients’ appointment booking issues

“Half hour late to see doctor after appointment time.”

“Phone bookings are for 2-weeks’ time.”

“6 Weeks appointment for diabetic.”

“If you have a problem it is hard to wait 2 weeks before you see a Doctor.”

### *Staff Attitude*

“They ask for respect for the reception staff (rightly so) yet the reception staff don’t give respect to the patients.”

“Receptionists polite.”

“Rude and unprofessional, reception staff are rude and no organisation, they don't listen to staff.”

“Doctors are actually fine when you get to see one.”

“I have faith in Doctors.”

“Staff attitude as they don't want to see you, so why would anyone bother going.”

“Some doctors fob you off others are helpful.”

“No complaints about nurses or doctors. Only problem in back room staff.”

“Receptionists are trying to be doctors- asking too many questions, doctors are fine.”

“Dr X is fantastic- will listen and explain, staff are good and will do best to help, previous doctors have not been good.”

“The nurses are pretty good, not bad at all.”

“The receptionists ask what the problem is - they are not medically trained, or a health professional. They should have more doctors working from 8am to 6pm.”

“The hospice nurses were brilliants - marvellous she was at home and that is where she wanted to be.”

“The doctors treat you very well, it is the Receptionist who keep you away.”

“Receptionist refused my wife to see a doctor when my wife was having a heart attack.”

“The reception was extremely rude as they often are here and when I explained calmly, she was very short “well what is your address then!? “Well, I don't know why this is a problem!” I've now got to go down to the surgery to try to get an emergency prescription.”

“The Receptionists have such bad attitudes and think they can talk to people like dirt, when I just rang to say my son has an ear infection but is complaining of a bad chest and has being vomiting for a week, I get answered with WHAT? Because of an

ear infection' with the tone of someone questioning me abruptly!! I witnessed a woman balling her eyes out and getting distressed at the desk last week and the receptionists did nothing to reassure her, something needs to be done about these receptionists as I am not the first to complain about their nasty little group, how unprofessional and the fact it's aloud to go on with complaints being ignored! If my son has another dangerous asthma attack because of this surgery's incompetence, heads are going to roll, and I will be getting the CQC Involved no doubt about that!"

"After being told different stories and diagnostics by different doctors, after 6 years I've finally been found to have gallstones."

"Diagnosed 6yr old with rash over the phone, called wrong patient; nurse had wrong notes."

"Excellent treatment for father-in-law, both practice and hospital."

### *Accessibility*

No patient comments were received regarding accessibility.

### *Prescriptions*

There was some dissatisfaction reported by patients on the prescription service.

"Two weeks ago I put in a prescription request (repeat) - was not at pharmacy when went to collect - when I got home there was a message on answer phone asking me to phone surgery - when I phoned was connected to automated system saying press 1 for... or 2 for with 6 options - as I didn't know why I was having to phone - didn't know which option to take so gave up."

"The surgery could not give me prescriptions, I needed to have a blood test first."

### *Suggestions*

"Need a system and a system that works."

"Better when had a morning walk in."

"When they had a morning drop-in session 8.30 to 10.00, which was good, because you could see a Doctor with no problems."

“When you use electronic checking - starts ok but then screen asks who you are seeing - very often you don't know who you are seeing so cannot complete the process and must queue for Receptionist.”

“If you are seriously ill then this appointment system is difficult. They need more Receptionists on the desk.”

“We thought we had booked an appointment, checked in on-screen, waited and waited and only to realise that I did not have an appointment at all. It was a lack of communication.”

“On the television in the waiting room we could have the tv on with the news on all day - sky news, and even magazines. Even old magazines donated would do.”

“Tuesday night surgery is always full, hard if working.”

“Letters sent from practice without identification of sender or why they want you to contact them - when you come in to surgery to follow up letter. they struggle to identify sender or reason to why you are asked to contact them.”

“The surgery is very good, they look after me.”

“I have had the worst experience I have ever had at a surgery since joining this Doctors in 2018.”

“Minor matters are taking up all the time, regarding patients”.

### *Change*

“I can understand why people are going to A&E, as 3 Doctors have left since TELDOC.”

“I was concerned when they changed the system from drop-in sessions with my Doctor to booking appointments.”

No drop-in service, different process each time.”

“Stopped doing walk-in surgery.”

“Better when had morning walk-in.”

“Since morning walk-in Surgery stopped practice has gone downhill.”

“Since stopping walk in clinic-gone downhill. High turnover of doctors.”

“My daughter has had poor service in here.”

“I needed a (word removed) blood test and it took them 3 weeks for them to book me in for this blood test. My daughter had (medical condition removed) in her arms, she has not received a good service here. This has been my surgery all my life and it has gone downhill. I feel that you are just a number. I had a strangulated hernia which burst - they were treating me for diverticulitis. The hospital told me that it was serious and that if I had not seen a doctor in 24 hours then it would have been serious. My daughter passed away 2 weeks ago and died of cancer. The breast cancer was in her lungs.”

“I have always been very happy, they have had good system. There is no drop-in, they have changed the system. It is an umbrella, there are many services under one roof which is very convenient.”

“There is a high turn-over of doctors.”

“The doctors phone number should be a free phone number - queuing system is very frustrating.”

### *Observations*

Reception area was clean and bright.

Receptionist was not aware HWT&W were coming but informed we can carry on.

Reception Desk far enough away for patient confidentiality.

At times, the queue for Reception was out the door and this could be a problem if the weather was cold outside.

## 12 Appendix D – Donnington Medical Practice

Donnington Medical Practice is situated at Wrekin Drive, TF2 8EA. NHS Choices reports there are 14000 patients registered.

There are 5 male and 3 female GPs serving this Practice.

Various clinics and support services are available via prior appointment.

Facilities include: standard/disabled/car and cycle parking, wheelchair access, disable toilet and induction loop

Online appointment booking and ordering or reviewing of repeat prescriptions is also available.

Currently the practice is accepting new patients.

Routine opening times are Monday to Friday (excepting Tuesday) 08.30 - 18.00 and Tuesday 08.30 - 1300, 14.00 - 18.00.

Weekday evening and weekend appointments offered here or nearby, contact practice for appointment availability.

The average rating on the Healthwatch Telford and Wrekin Feedback Centre is 4.5 stars and was assessed as 5 stars for the feedback collected during the GP Roadshow. Please note that not all feedback included a rating.

We spoke to 36 patients on the day of our visit and received 7 completed and 7 online feedback forms. The visit provided wider evidence for formulating the Healthwatch Telford and Wrekin GP Roadshow Survey 2018.

### *Appointments*

Minimal feedback from patients on appointments.

“If you want a specific doctor may have to wait up to 2 weeks but if ill, immediate appointment offered.”

“Appointments made within a week of the phone call, felt reassured”

### *Waiting Times*

No comments received.

### *Staff Attitude*

Universally positive feedback received from patients on staff attitude.

“Upon my discharge from RSH (with little information from them) I had more information from my GP about what to do next. They were brilliant, the several doctors I spoke to at the practice all good.”

“Care provided by doctors was excellent and fully explained.”

“I always find reception staff very helpful and friendly.”

“All staff deserve praise.”

Receptionist, doctors all very caring & considerate in what was difficult few days. Treatment and pain relief prescribed quickly.

Always had very good service, never find any fault.

I'm cool, had an injection, I was brave; nurse spoke well and provided reassurance (filled out on patient's behalf.)

“Contacted Medical Practice to arrange home visit for a parent who was clearly unwell. Receptionist was very professional, and Doctor arrived within 1 hour. All staff encountered in person or on phone had been very caring, open and honest.”

“I don't drive so really important to have nurse to take blood at practice. Nurse was professional, polite, felt involved and talked to me about what she was going to do. Receptionists very helpful.”

### *Accessibility*

No comments received.

### *Prescriptions*

No comments received.

### *Suggestions*

No comments received.

### *Change*

No comments received.

***Observations***

Nobody seemed interested in Future Fit.

Best place for Healthwatch Banner was where it could be seen on exit (people don't stop on way in).

## 13 Appendix E - Hollinswood and Priorslee Medical Practice

Hollinswood and Priorslee parents 3 sites - Holliwell, Downmead both in Hollinswood TF3 2EW and The Glen in Priorslee. NHS Choices reports there are 6280 patients registered.

There is 2 male and 1 female GPs serving these Practices.

Car parking facilities are provided.

Online appointment booking and ordering or reviewing of repeat prescriptions is also available.

Currently the Practices are accepting new patients.

Routine opening times are Monday to Friday 08.30 - 18.00 but this will vary for the 3 sites.

Weekday evening and weekend appointments offered here or nearby, contact practice for appointment availability.

The average rating on the Healthwatch Telford and Wrekin Feedback Centre is 4.5 stars and was assessed as 4 stars for the feedback collected during the GP Roadshow. Please note that not all feedback included a rating.

We spoke to 22 patients on the day of our visits and received 13 completed and 2 online feedback forms. The visit provided wider evidence for formulating the Healthwatch Telford and Wrekin GP Roadshow Survey 2018.

### *Appointments*

Patients were in the majority dissatisfied with the appointments booking system.

“Previously I could always very quickly get an appointment. I have noticed that now it takes longer, I phoned up on Friday last week and I got an appointment the following week on Thursday.”

“I have been a patient at this Surgery for a very long time now, since my children were young. I think that the service is fine. It is enough to get an appointment here compared to Shifnal and Priorslee surgeries. My husband usually gets an

appointment at any one of the surgeries no problem - you can go to any one of the other 2 surgeries if you need an appointment.”

“I do not really have any problems or issues getting appointments.”

“It is hard for adults to get an appointment. It can take 2 weeks for me to get an appointment, unless you can phone up very, very early in the morning.”

“Sometimes it is hard to get an appointment, if you phone up during the day to get an appointment it is difficult to get a same day appointment. You have to phone up at 8:30am to get a same day appointment. It can be difficult to get a through on the phone number, the majority of the time you struggle to get through. I phoned up and got through just after 8:30am and they fitted me in this afternoon at 3:30pm. Sometimes when you phone up in the morning all the appointments have gone for that day. If all the appointments have gone for that day, you have to phone back the next day and hope that you will get one of them. Sometimes when phoning up, it rings and rings continuously or it goes to answer phone. I have both phone numbers that I try and switch between phoning these. This is very inconvenient as it clashes with the school run.”

“You can make an appointment at any 1 of the 3 surgeries, either the Holliwell Medical Practice, Hollinswood Medical Practice or the surgery on Priorslee. They really make an effort to put you into any one of the surgeries. We have been seen in all 3 surgeries above.”

“When coming here in the mornings there is a very long waiting time, and my daughter has been very ill (high temperature) I have had to go home.”

“It is not easy to get an appointment when you want one, but I think that is generic.”

“Sometimes I have to wait until the next day before I can get an appointment with the doctor. Sometimes I see the nurse if I have to.”

### *Waiting Times*

Patients reported some dissatisfaction with waiting times.

“During the mornings it is a very long wait to be seen to. “

“I have not been seen on time, because I did not go up to the desk. The Receptionists are saying that they do not know if I will be seen now.”

“Someone in the waiting area has gone in before me when I was booked in at 4:30pm for my appointment and hers was at 4:50pm. This is not very fair.”

### *Staff Attitude*

Patients were concerned about the attitude of specific staff.

“There is just one Receptionist who works at Priorslee surgery, I had a bit of an incident with them. They were very judgemental, and this was in front of other patients in the Surgery. There are other Receptionists who are absolutely fine. This individual is like this on the phone as well. They have been complaints from other patients as well.”

“The young Doctor X is absolutely fine, and Y member of staff is also fine.

“Doctor X is rude if you ask them a question - they can become rude and put you down.”

“The Receptionist is very good and explained everything well.”

“I do not like seeing Doctor X as I cannot understand them very well. I always find other Doctors easier to understand. Doctor X is a very nice person, but you need to be able to understand what someone is saying to you. I am not the only patient who feels like this.”

### *Accessibility*

No patient comments were received on this topic.

### *Prescriptions*

2 patients reported problems with the prescriptions service provided.

“Doctor X gave me a prescription for a different patient (it was a girl’s name). I took it home and realised when I got home that it was not the prescription for my son. Doctor X then phoned me up at home to tell me about this mistake. It was a very inconvenient time for me to return this prescription as I was giving my son a bath.”

“Prescriptions - the system is not good. Before the new system was introduced, I did not have any problems with it; with how it was previously. It is ever since they have introduced this new online system. There is almost 4 days for them to process your medication. you can go to the chemists and they still have not got your medications ready”.

### *Suggestions*

Mixed suggestions from patients on the level of service provided by these Surgeries.

“I have been a patient at this surgery for a very long time now, since my children were young. I think that the service is fine. It is enough to get an appointment here compared to Shifnal and Priorslee surgeries.”

“No problems with this surgery for me or my daughter.”

“Practice is very good overall. I have not got the time to sit by or on the phone when I have to be in Madeley to drop off my son who has Autism and ADHD”.

“Generally speaking, always happy with the service. It is a good practice. Holliwell Surgery is joined up with next door - Hollinswood Medical Practice. Friends of ours are patients at Stirchley Medical Practice and they told me they have to wait 2 weeks before getting to see a doctor. This is not the case here and patients are seen in a timely manner. 2 weeks is too long to wait - the condition may have got worse or better. You see the same doctors each time, so it is good for consistency of service. This is a nice quiet surgery.”

“Being a patient here is alright.”

“It has always been very good. It is very rare that I come to this practice. My blood pressure has now gone sky high. I am booked in for my medication review since 23/4/2018. This is not good service.”

### *Change*

Patients reported problems with changes introduced in the services provided.

“Ever since they have merged with Hollinswood Medical Practice it takes much longer to get to see a doctor. I have to phone up early in the morning to try and get through the phone lines.”

I have been a patient registered here for 8/9 years now, we have been transferred from Holliwell Medical Practice from Dr Z (when Dr Z retired). The treatment is very good here, sometimes I am struggling to get an appointment.”

“I came here yesterday to make an appointment with the doctor for a new patients health check. I sent my documents to the Doctor’s Receptionist yesterday, and after Saturday I cannot come in and I am having problems with getting this done. Not yet a registered patient.”

“It is not bad. We have been a patient here for 4 years. This is the longest surgery we have been at as it is usually 2 years at the most. We moved from Ketley to Donnington - we are being forced to move Doctors surgeries to Donnington. We would rather stay at this surgery for consistency of service, for us and the children. it is frustrating as we do not want to move. My wife is pregnant, so they are quite understanding. I do not agree with forcing young families out of a surgery due to adhering to catchment areas.”

*Observations*

Some patients took our forms away with them.

3.15 pm Doctors’ Surgery.

3.00 pm Nurses Clinic.

## 14 Appendix F – Ironbridge Medical Practice

Ironbridge Medical Practice is located in Coalbrookdale. According to NHS Choices reports 4521 patients are registered.

There are 3 female doctors and the practice is open Mondays to Fridays with a late opening every other Tuesday.

The average rating on the Healthwatch Telford and Wrekin Feedback Centre is 2.5 stars and was assessed as 3.5 stars for the feedback collected during the GP Roadshow. Please note that not all feedback included a rating.

We spoke to 25 patients on the day of our visit and received 16 completed and 2 online feedback forms. The visit provided wider evidence for formulating the Healthwatch Telford and Wrekin GP Roadshow Survey 2018.

### *Appointments*

Patient negativity was received on the appointments system.

“21 days to first available appointment. No continuity of care.”

“Waiting up to 3 weeks for appointment.”

“The appointment booking is poor.” and waiting times are also poor.”

### *Waiting Times*

Minimal patient evidence on this topic.

“Waiting times are also poor.”

### *Staff Attitude*

Patients’ comments were generally positive about staff attitude, although one adverse comment was noted.

“All the GPs are very friendly and show us proper concern to our medical issues.”

“Actual doctors and nurses are good.”

“When no appointments were available after ringing lots, doctor rang me back and asked to see me straight away.”

“My issue has been with a locum and nurse. One locum was very confused and kept asking if I was the mother. This happened twice, I refuse to see her. Another nurse kept discussing my daughter’s adopted status in front of her. It had nothing to do with either visit.”

### *Accessibility*

No comments were received regarding accessibility.

### *Prescriptions*

Little feedback on the prescriptions service.

“Prescription not sent to Pharmacy as promised and because of my contact in Birmingham where I spend late hour days.”

### *Suggestions*

The following suggestions were received from patients.

“Better reading material, more books, magazines etc.”

“Staff Adoption awareness and training is needed.”

(This followed on from the patient’s comments provided in ‘staff attitude.’)

### *Change*

No feedback was received from patients on perceived changes in the services provided by this Surgery.

### *Observations*

Well-presented Waiting Area.

Books and toys for children.

Board displaying leaflets and information.

Also, PPG information displayed.

Most patients seen promptly by Receptionist.

Some patients waiting a long time to go in to see Doctor.

Almost all patients spoken to complained of long waiting times for appointments - up to three weeks. Also, not having continuity of care was an issue.

Most patients were happy with the treatment received.

### 15 Appendix G - Linden Hall (Newport, Shropshire) Surgery

Linden Hall Surgery is in Newport and has 13,610 registered patients according to NHS Choices. There are four male doctors and three female doctors, and it is open Mondays to Fridays with late opening on Tuesdays. It offers disabled parking, a disabled WC, induction loop, wheelchair access and step free access along with car and cycle parking. According to the National Patient Survey, 86.7% of patients would recommend this surgery and 86% were happy with their experience booking an appointment.

The average rating on the Healthwatch Telford and Wrekin Feedback Centre is 4 stars and was assessed as 4.5 stars for the feedback collected during the GP Roadshow. Please note that not all feedback included a rating.

We spoke to 17 patients on the day of our visit and received 11 completed feedback forms. The visit provided wider evidence for formulating the Healthwatch Telford and Wrekin GP Roadshow Survey 2018.

#### *Appointments*

Patients at this surgery appeared to be content with the appointment bookings and were pleased that they were at convenient times.

"Really think it's great to have early morning GP appointments as it means you can see the GP before work."

"I was told that I could have an appointment with about an hour's wait time, due to the severity of my eye condition; which was fine for me."

"My daughter is asthmatic, and I can get an appointment asap."

#### *Waiting Times*

There was minimal patient evidence on waiting times

"On the whole the service is good, but it's not often I get to see a doctor at the appointed time."

#### *Staff Attitude*

Feedback from patients on staff attitude was overwhelmingly positive.

“I have been visiting this practice frequently. Always found everyone polite and efficient.”

“Staff are really friendly.”

“Helpful reception staff.”

“The staff go above and beyond.”

“No negativity from staff, very friendly and helpful.”

### *Accessibility*

There were no patient comments received regarding accessibility.

### *Prescriptions*

No feedback from patients concerning prescriptions,

### *Suggestions*

It was suggested that the ability to book an appointment in advance, on a particular day of the week, would assist in balancing patients' commitments.

“Ideally (as work in Shrewsbury) would have liked to confirm appointment time Tuesday or Wednesday so to rearrange work commitments but told could only have appointment today unless I ring again tomorrow.”

### *Change*

No patient comments noted on changes in the service provided by this Surgery

### *Observations*

Quiet today.

Healthy information available.

Patient booking in screen available.

Light and spacious.

Large car park and automatic doors to Surgery.

Book appointments online anytime, poster in Waiting Room.

Practice aware of our visit.

Comfortable seats and toilets available.

### 16 Appendix H - Shawbirch Medical Practice

Shawbirch Medical Centre is situated at 5 Acorn Way, Shawbirch TF5 0LW. NHS Choices reports there are 13150 patients registered.

There are 5 male and 4 female GPs serving this Practice.

A learning disability health check is available via prior appointment.

Facilities include: car parking and wheelchair access.

Online appointment booking and ordering or reviewing of repeat prescriptions is also available.

Currently the practice is accepting new patients.

Routine opening times are Monday to Friday (excepting Tuesday) 08.00 - 18.00, Tuesday 08.00 - 18.00, 18.30 - 20.00.

Weekday evening and weekend appointments offered here or nearby, contact practice for appointment availability.

The average rating on the Healthwatch Telford and Wrekin Feedback Centre is 4.5 stars and was assessed as 4.5 stars for the feedback collected during the GP Roadshow. Please note that not all feedback included a rating.

We spoke to 20 patients on the day of our visit and received 20 completed feedback forms. The visit provided wider evidence for formulating the Healthwatch Telford and Wrekin GP Roadshow Survey 2018.

#### *Appointments*

Patients reported positively on the appointments booking system.

“Appointments are trying to be met, however never guaranteed.”

“Easy to get an appointment even though busy.”

“Sometimes there is an initial wait to be connected but arranging an appointment the same morning is always easy.”

“Called this morning and got an appointment for today.”

“Easy to get an appointment.”

“Very easy to get an appointment.”

“Sometimes have an appointment online, more convenient.”

“Always get an appointment.”

“Only problem is the time on the phone but find it acceptable.”

### Waiting Times

No feedback from patients on Surgery waiting times, however, onward referral for urgent hospital appointments received negative comment.

“Urgent hospital appointments requested by Doctors but waiting list of three months for a child.”

### Staff Attitude

Universal praise received from patients on staff attitude

“Always very satisfied with the doctors and receptionist. Dr always very thorough, receptionist polite and very helpful.”

“Sees a good interest in their patients to make sure that their appointments are made quickly. Thinks the doctor could have taken more time and care to find out how the patient was.”

“Staff very friendly.”

“Brilliant helpful staff.”

“Staff friendly and helpful.”

“Receptionist very helpful.”

“Very good staff, polite.”

“Rang in call handler very helpful. Reception staff cheerful, Doctor very helpful.”

“Receptionist are polite and very helpful.”

“Staff helpful, practice nurse very helpful. Doctor brilliant.”

“When calling in difficult to get an appointment call handler very nice, staff really kind.”

“Nurses and doctors explain the treatment.

“The Nurse thoroughly explains everything said.

“Was offered Pharmacy First, by Practice Nurse”.

“Was able to have my issues addressed straight away.”

“I found that it wasn’t really helpful when I went with symptoms that I was told weren’t as bad as I thought and encouraged to go to work, but my symptoms got worse and I was bedridden for the week.”

### Accessibility

No patient comments received on accessibility.

### Prescriptions

Minimal patient feedback received on this topic.

“The practice nurse notifies the Doctor for a prescription for a dressing, sometimes it takes up to 10 days to collect the prescription from Boots.”

### Suggestions

Patients indicated that were extremely satisfied with the services provided.

“Would prefer to see the same doctor every time, however don’t mind seeing another, just liked to have continuity of care”.

“Service is good.”

“Very positive surgery.”

“Saw the nurse first treatment didn’t work so I’m seeing the Doctor. So busy at times it feels cramped.”

“Very good service, excellent; best Surgery we have ever had.”

“Overall positive.”

“Long-time person at this practice. Lovely place.”

“Perfect. If a treatment explained by nurse is not helpful, always availability to come back and see a Doctor. Fantastic.”

### *Change*

Little patient evidence on changes to the service provided.

“NHS changing, too many wanting appointments since I was younger.”

“Medication review carried out by telephone by Doctor. When it is just a straightforward review and you wish to stay on the same meds it is convenient.”

### *Observations*

The car park services the local shopping area including the Medical Practice.

Patients book in through the booking in facility in the foyer.

Notice Boards displaying posters were visible in the foyer.

Inside the Practice there is a small waiting area and a Reception Desk.

There is limited space for manoeuvre when wheelchairs and pushchairs need to be accommodated at the same time.

AJX machine was being utilised and gave patients information on the NHS and local agencies. It also gave information on the Medical Practices.

The Patient Participation Group was promoted with their newsletter clearly visible on the Reception Desk.

Patients told us they could usually get appointments and that the Doctors were good and listened to them.

There were no high-backed chairs with arms on and it was noticed that one patient had difficulty getting up from their chair.

## 17 Appendix I - Stirchley Medical Practice

Stirchley Medical Practice is situated at Sandino Road, TF3 1FB. NHS Choices reports there are 14670 patients registered.

There are 5 male and 4 female GPs serving this Practice.

A learning disability health check is available via prior appointment.

Facilities include: standard/disabled car/cycle parking, a cycle stand is available in the Practice foyer.

Online appointment booking and ordering or reviewing of repeat prescriptions is also available.

Currently the practice is accepting new patients.

Routine opening times are Monday to Friday 08.30 - 18.00; Saturday 09.00 - 12.00.

Weekday evening and weekend appointments offered here or nearby, contact practice for appointment availability.

The average rating on the Healthwatch Telford and Wrekin Feedback Centre is 4 stars and was assessed as 3.5 stars for the feedback collected during the GP Roadshow. Please note that not all feedback included a rating.

We spoke to 52 patients on the day of our visit and received 35 completed feedback forms. The visit provided wider evidence for formulating the Healthwatch Telford and Wrekin GP Roadshow Survey 2018.

### *Appointments*

Patients' reported widespread difficulties with the appointment booking system at the practice.

“Extremely difficult to get appointments. Appointments for the day are released at 08:30. I arrived at this surgery at 08:31 and was told all appointments for all doctors had gone. I was offered a triage call, but it should not be this difficult to get an appointment.”

“Long wait for pre-booking appointments.”

“Waiting too long for appointment.”

“Difficult to get an appointment.”

“I have to wait 30 minutes at the phone.”

“Hard to get appointments. Need to improve getting appointments.”

“When you phone on the day, appointments gone at 8:30.”

“Hard to get appointment. Needed to see a doctor, I had to walk three days to get in.”

“Never get an appointment.”

### *Waiting Times*

Patient dissatisfaction with appointment waiting times was evident.

“I sometimes find I am waiting for more than I hope after my appointment time but accept this as a consequence of doctors taking time to listen and examine.”

“Bad waiting time.”

“Appointments never on time.”

“Kept waiting for appointment.”

### *Staff Attitude*

Feedback from patients was largely positive on staff attitude.

“Very good. My doctor is really good.”

“Nice reception staff and nurses.”

“Reception staff are helpful.”

“Very helpful staff.”

“Good, listening productive doctor.”

“Staff helpful and polite, good experience.”

“Greeted quickly, friendly staff”.

“Don't think doctor listens.”

“The Doctor doesn't listen to the patient properly.”

“Listening issues with reception.”

#### *Accessibility*

No significant problems with accessibility were reported.

“Car parking could be better.”

#### *Prescriptions*

No comments received on this topic.

#### *Suggestions*

Patients' suggestions for required improvements were received.

Issue with chairs provided

Check in system could be improved

On the time waiting in the queue to be booked-in, I was told there will be a wait because I got booked in late after waiting time, and self-check-in was broken.

#### *Change*

No comments were received from patients on changes noticed in the services provided by the Surgery.

#### *Observations*

A patient was talking and sharing confidential issues with the Receptionist, all could hear.

No recent PPG minutes had been added to Website. Last Annual Report was 2015.

## 18 Appendix J - Sutton Hill Medical Practice

Sutton Hill Medical Practice is a medium sized medical practice with 2 male and 2 female doctors and is open Mondays to Fridays from 0830 to 1800. NHS Choices reports there are 8919 patients registered.

The surgery premises are fully accessible for wheelchair users and there are disabled toilets by the main surgery waiting-room and in the health visitor extension block. All consultation rooms for doctors, practice nurses, health Visitors and district nurses are on the ground floor.

There are baby-changing facilities available at the practice. They also have a secluded area with a comfortable environment for breastfeeding mothers. Please ask at reception.

The average rating on the Healthwatch Telford and Wrekin Feedback Centre is 3.5 stars and was assessed as 3.5 stars for the feedback collected during the GP Roadshow. Please note that not all feedback included a rating.

We spoke to 21 patients on the day of our visit and received 17 completed feedback forms. The visit provided wider evidence for formulating the Healthwatch Telford and Wrekin GP Roadshow Survey 2018.

### *Appointments*

Several patients reported severe difficulties with making an appointment.

“Every time you phone to see a doctor, 9 out of 10 you can't be seen, it's either booked or no doctors.”

“Being turned away even in an emergency.”

“Could be improved, ease of getting appointment, have to call repeatedly at 8:30am or no appointment.”

“Booking an appointment can be quite hard, sometimes getting through on the phone, then when you do, all the appointments are gone.”

“Advised have to call in at 8:30am, by which time appointments have usually gone.”

“Can phone same day and get an appointment, phone lines are good.”

### *Waiting Times*

Inconclusive patient response on waiting times.

“Waiting times too long.”

“See you on time.”

### *Staff Attitude*

Patients were generally positive about staff attitude.

“When my husband came up with what he thought was a chest infection, it turned out he had pneumonia and sepsis, the doctor called an ambulance to take him straight to hospital, thanks to doctor.”

“Receptionists approachable + friendly, doctors + nurses very good.”

“Come to surgery to get treatment and they have been fantastic.”

“Nice staff.”

“The doctors are great, nurses are great.”

“Only had 2 bad experiences with the service, however generally good, some GP need to be more empathetic rather than not bothered.”

### *Accessibility*

Mixed feelings from patients on accessibility.”

“Attended an emergency from work when taken ill, unable to see doctor as she was on telephone call, very disappointed, doctor should have seen me even if only for a few minutes.”

“I like the opportunity to see a lady doctor although one had to wait up to 3 weeks!”

“Accessible good car parking + public transport.”

“Privacy at reception.”

“Before I could get appointment had much more severe dizzy spell entailing emergency trip to the doctors, then refused appointment with doctor.”

“Good self-check in.”

### *Prescriptions*

Minimal patient feedback was received on the prescription service.

“Report prescription service poor, I should be able to leave message, was on hold over 20 minutes.”

### *Suggestions*

No suggestions for improvement received from patients.

### *Change*

One noticeable comment was received.

“Perfect at one time, change of staff has found it much difficult, staff work like trojans, staff try to look after people who come here, some changes may be due to teaching (student, doctors).”

### *Observations*

All areas viewed were nice and clean.

Surgery light and bright.

Can call up at 08.30 and get an appointment.

Late night appointment for workers only. Open 8.45 om one day a week for appointments only.

We observed, mixed response over waiting times.

Information on various subjects in Waiting area.

No PPG information viewed on wall but there was a leaflet.

The Practice is a Teaching Surgery and patients were asked if they minded having a student doctor present.

Practice offered and advertised that they operate a chaperone service to patients.

Patients commented that general staff and Doctors were very polite.

Patients liked the long-standing doctors.

Patents were not aware if the Surgery had a PPG.

There was a big focus on healthy lifestyles.

Display Board was working, nice and clear when calling patients' names out.

Patient access online booking service doesn't always appear to work or is not available.

Disabled toilet available on site.

Automatic door to enter Surgery.

A low-level Reception Desk was available in addition to a conventional height Desk.

Car Park accessible and disabled parking bays available.

Children play area - plastic and wooden toys available.

## 19 Appendix K – TELDOC

NHS Choices reports there are over 45500 patients registered with TELDOC, which is an amalgamation of several local Practices and was formed in 2017. The National Patient Survey states that 67.8% of their patients would recommend this surgery but only 59.3% rate their experience of making an appointment as good. Online appointment bookings and online repeat prescriptions are available across all TELDOC Practices.

### 19.1 Aqueduct Surgery

Aqueduct Surgery is a relatively small practice open from Monday to Friday with two male GPs and one female GP. NHS Choices reports there are over 45500 patients registered with TELDOC, which is an amalgamation of several local Practices. It has car parking - no other facilities were noted.

The average rating on the Healthwatch Telford and Wrekin Feedback Centre is 3.5 stars, which reflects the average rating of 3.5 stars collected during the GP Roadshow. Please note that not all feedback included a rating.

We spoke to 8 patients on the day of our visit and received 7 completed and 1 online feedback forms. The visit provided wider evidence for formulating the Healthwatch Telford and Wrekin GP Roadshow Survey 2018.

#### *Appointments*

Every person that shared their feedback found making appointments difficult. They were unable to get suitable appointments.

“Very difficult to get appointments. Online appointments in local practice system variable in whether available or if so, then not many at end of day for working people”

People also had trouble getting through on the telephone, a problem across all TELDOC practices.

“I also found getting through on the phone difficult - was on hold for 15 minutes before speaking to a person.”

“Once was 28<sup>th</sup> in queue could not wait as at work.”

### *Waiting Times*

One person found that waiting times could be improved.

“Shorter waiting times for appointments would be good.”

### *Staff Attitude*

All the feedback from patients was positive regarding the attitudes of the staff at the Aqueduct Surgery.

“Staff are polite.”

“Very friendly reception staff in Aqueduct and Malinslee.”

### *Accessibility*

There was feedback regarding difficulties in travelling to other TELDOC practices to attend appointments.

“May have to travel far and may see different doctor each time.”

“For me personally I find travelling difficult, so I was very disappointed. The lady on the phone did her best to find a closer appointment however this was also at a different surgery.”

### *Prescriptions*

Patients found that using the online system for prescriptions was useful.

“Easy to get prescription online.”

Others found that the process of repeat prescriptions was easy and quick.

“It is easy to get repeat prescriptions, via receptionists and two days later to collect via pharmacy as it is sent electronically.”

### *Suggestions*

One patient found that the intro played when telephoning the doctors was not friendly.

“Also dislike intro re no aggressiveness towards staff etc. not very friendly for people who do not act in this way - would be best on screen in surgery and not telephone.”

Another patient suggested that within recent years it had been harder to gain access to the doctors.

“In the last few years with population expansion it is getting harder to access the doctors.”

Another patient stated that they “prefer to see a doctor in person rather than telephone consultation.”

### *Change*

Since the Surgeries amalgamated patients found difficulties in travelling to other TELDOC practices to get to provided appointments, as mentioned previously.

### *Observations*

Volunteers noted that no PPG information was displayed on Notice Boards.

Notice Boards, however, were cluttered.

Patient information screens not operational on the day.

Patient self-check-in was not working.

Patients booked in via Receptionist.

The Reception Desk was low and therefore accessible for wheelchair users.

A large crack was apparent in the Waiting Room wall and paint was missing in places, despite this it had a light and bright aspect.

Reading material on table for patients to read whilst waiting.

Lady called in, she had the block taken of her mobile phone so that the Doctor could call her back. The Doctor did not call her back, so she called into Surgery. Doctor came to Waiting room to call patient through, so could hold door open if required.

No sign to explain Blood Pressure Machine in waiting area.

Information available to patients on various things.

Patient comment. Telephone conversation does it save much time? Get No, phone, discuss treatment, advise, finish call. Face to face to discuss issue could be quicker?

One Doctor seeing patients today.

Conversation between Receptionist and patient, no screen.

Lady came in with child, she had received a telephone consultation and told to come down to see the Doctor.

Overheard a lady patient say it is the best Doctor she has seen in years.

### 19.2 Hadley Health Centre

Hadley Health Centre is a Practice situated at High Street, Hadley TF1 5NG. It forms part of the TELDOC group of Practices. In 2017 TELDOC was formed, an amalgamation of Practices throughout Telford and Wrekin. NHS Choices reports there are over 45500 patients registered.

There are 11 male and 3 female GPs serving this Practice.

Facilities include: car parking and wheelchair access.

Online appointment booking and ordering or reviewing of repeat prescriptions is also available.

Currently the practice is accepting new patients.

Routine opening times are Monday to Friday 8.30am - 1.00pm and 2.00pm - 6.00pm.

Weekday evening and weekend appointments offered here or nearby, contact practice for appointment availability.

The average rating on the Healthwatch Telford and Wrekin Feedback Centre is 3 stars and was assessed as 3.5 stars for the feedback collected during the GP Roadshow. Please note that not all feedback included a rating.

We spoke to 17 patients on the day of our visit and received 15 completed feedback forms. The visit provided wider evidence for formulating the Healthwatch Telford and Wrekin GP Roadshow Survey 2018.

#### *Appointments*

Some people found it hard to get appointments whilst others were pleased with them.

“Appointments take a long time to get, although surgeries have merged.”

“Easy enough to get an appointment”

“Difficult to get through in the morning.”

### *Waiting Times*

One person related being able to get a same day appointment after a call-back, but others had mixed feelings about the waiting times.

“My daughter has been having head pains for last 2 days, after requesting a call at 9:20am at surgery this morning I received a call back at 14:10 off doctor offering an appointment for 17:00.”

“The waiting times are long”

“Normally 2-3 weeks before we get an appointment.”

### *Staff Attitude*

People were positive about the staff here.

“Reception staff good, kind.”

“Well spoken. Treat patients well. Explain things to me.”

### *Accessibility*

Some found that, as with other TELDOC Surgeries, when an appointment was at a Surgery further away that it could be problematic.

“It's difficult to get to another Surgery, and no transport you're stuck.”

However, one person commented on how they had changed the lock on the disabled toilets, so it can now be used.

“It's the first time I've been in the disabled toilets and managed to lock the door. The bolt although difficult to operate actually fits the locks”

One person also felt that staff should “be more trained in Mental Health” which reflects some of the recommendations made in our Health and Social Care Providers Awareness of Mental Health Report.

### *Prescriptions*

One patient was concerned that the doctor was decreasing their medication without reading through their notes.

“Here doctor did not read my notes, he wanted to decrease my medication, which has caused my palpitations. I'm here today to sort it out. What have they done with my records or why didn't he read them before?”

### *Suggestions*

Patients at this Practice made similar suggestions to those at other TELDOC Practices.

“Appointment at own doctors and not the other side of Telford”

“Be able to see a doctor, not talk on the phone”

Some wondered why the Practice was sometimes empty when appointments were still so difficult to get.

### *Change*

Many of the patients attending TELDOC Practices compared their experiences with those prior to the merger. Changes had not brought about a better service.

“I am a mum of 3. We rarely need to visit the Dr, however considering that there are now multiple Surgeries we have not found it any quicker to get an appointment.”

### *Observations*

Car park available for patients.

Bus route and bus stop close by.

Surgery is close to Hadley centre.

### **19.3 Highfield Clinic, Hadley (Managed by Oakengates Medical Practice, Limeswalk)**

Highfield Clinic is a satellite practice situated in Waterloo Road, Hadley which is managed by Oakengates Medical Practice (Limeswalk). Highfield Clinic is part of the TELDOC group, NHS Choices reports there are over 45500 patients registered with TELDOC; which is an amalgamation of several local Practices and was formed in 2017. There are six general practitioners at the practice, five are male and one female. This Practice is open Mondays, Wednesdays and Thursdays. Online appointment bookings, and online repeat prescriptions are available across all

TELDOC practices, including Highfield Clinic. Highfield Clinic's numerous facilities include; car parking, wheelchair access, disabled WC, and induction loop.

Highfield Clinic does not have a rating on the Healthwatch Telford and Wrekin Feedback Centre and was assessed as 3.5 stars for the feedback collected during the GP Roadshow. Please note that not all feedback included a rating.

We spoke to 6 patients on the day of our visit and received 4 completed feedback forms. The visit provided wider evidence for formulating the Healthwatch Telford and Wrekin GP Roadshow Survey 2018.

### *Appointments*

Patients at Highfield Clinic experienced difficulties in booking appointments at the practice.

"Since the change-over to TELDOC, maybe even before, I find it difficult to get an appointment. Even when you come over before they open appointments are still few and far between."

"Impossible to get appointments, phones never get answered."

### *Waiting Times*

No feedback was given regarding waiting times at Highfield Clinic.

### *Staff Attitude*

Most of the feedback regarding staff attitudes at Highfield Clinic was positive.

"I find the service very good and staff very helpful."

"Receptionist was very good, she has left".

"Sometimes the doctor you see doesn't read up properly on your notes, and you spend most of the time explaining."

### *Accessibility*

No feedback by patients was given regarding accessibility at Highfield Clinic.

### *Prescriptions*

No feedback by patients was given regarding prescriptions at Highfield Clinic.

### *Suggestions*

Suggestions included improvements to booking appointments.

“It would be nice to get an appointment on the day you’re ill, not days or weeks later, when you feel better.”

Other suggestions included altering the opening hours of the clinic.

“Opening hours here are bad for elderly people”.

“Open daily.”

“Highfield Clinic to be open more days.”

### *Change*

No change comments were received.

### *Observations*

A lady had to wait over an hour past appointment time as Doctor running late.

Again, today Doctor late arriving at Surgery and running late this morning.

This is a regular thing, he doesn’t hurry; so, laid back but efficient. Would like Receptionists to inform us when doctor is running late.

NHS family and friends Test Box in Reception.

No patient information screen or booking in system. Patients book in via Receptionist.

Lots of information available.

Doors not automatic and hard to push. Difficult regarding access for infirm or disabled people.

Ramp to door.

Public transport from Leegomery to Oakengates takes 30 mins.

No PPG information viewed.

Children’s Play-station and books available.

Small Waiting Room.

Nurse, someone arrived and went straight in. First patient to see the nurse here.

Small car park either side of building.

Doctor or nurse chaperone to see Doctor or nurse, it would be good to have both. Otherwise need to go to Oakengates.

Reception Desk you can hear conversations.

Wound Care nurse rents a room 5 days a week.

Doctor availability 1 or ½ a day per week.

Very warm in Waiting Room.

Could hear conversations

### 19.4 Lawley Medical Practice

Lawley Medical Practice is situated at 27 Farriers Green, TF4 2LL. It forms part of the TELDOC group of Practices. In 2017 TELDOC was formed, an amalgamation of Practices throughout Telford and Wrekin. NHS Choices reports there are nearly 45000 patients registered.

There are 11 male and 3 female GPs serving this Practice.

Various clinics and support services may be accessed via prior appointment.

Facilities include: standard/disabled car parking, wheelchair access, disabled WC, step free access and an induction loop.

Online appointment booking and ordering or reviewing of repeat prescriptions is also available.

Currently the practice is accepting new patients.

Routine opening times are Monday to Friday 8.00am - 1.00pm and 1.00pm - 8.00pm.

You can see a GP or other healthcare professional during weekday evenings between 6.30pm and 8.00pm, also on Saturdays and Sundays

To book an appointment, talk to your GP practice or visit their website. You may be able to get an appointment on the same day if required.

Extended access appointments for any patient registered in the Telford area (including TELDOC patients) are available Monday to Friday 8.00am - 8.30am and 6.30pm - 8.00pm. These appointments can be booked by calling 01952 661190 between the hours 10.00am - 5.00pm Monday to Friday. Appointments are also

available on weekends and bank holidays. These appointments can be booked by calling 0333 222 6649.

The average rating on the Healthwatch Telford and Wrekin Feedback Centre is 4 stars and was assessed as 3.5 stars for the feedback collected during the GP Roadshow. Please note that not all feedback included a rating.

We spoke to 15 patients on the day of our visit and received 11 completed and 5 online feedback forms. The visit provided wider evidence for formulating the Healthwatch Telford and Wrekin GP Roadshow Survey 2018.

### *Appointments*

Patients provided mixed views, but some were critical about the appointments system.

“Txt message appointment good, can be waiting to speak to reception quite a while via phone.”

“If you ring you can’t get an appointment for weeks.”

“Waiting time for appointments is getting longer due to increase of housing in area. Drs always good if it’s my son with a problem - will see him quite quickly. Prompt at calling back.”

“Back was hurting. Was able to get a phone consultation straight away. Prescribed medication and was able to book an appointment straight away. I’m always able to get through to a doctor when needed.”

“Had to book an emergency appointment for my daughter who is (age removed).”

“Daughter sty on eye. Phoned in the morning, very helpful Receptionist, call back service and seen the same day.”

“Appointments made over 3 weeks ago - unable to obtain appointment when telephoned with symptoms. Rec’d nurse call and assessed. Neither (word removed) believed it was urgent but still disappointing as a patient not to be able to see doctor for 3 weeks. More out of office hours appt would be beneficial to full time working patients.”

“Very full surgery. I like it that you can get an appointment on the day after speaking to doctor.”

“It is almost impossible to get an appointment at this surgery. When you phone, they pick up and put it down again, so you rarely get to speak to anyone. When you do, there is never an appointment available and if you call back, you might get one in four weeks.”

“If you are lucky enough to see a doctor, the care is not bad but there is a rationing of service and you could well be dead before getting to see a doctor.”

### *Waiting Times*

Minimal feedback received on waiting times

“Not quick enough - can keep me waiting.”

### *Staff Attitude*

Feedback was largely positive on staff attitude.

“The receptionists are rude, they are not Doctors and I don’t see why you have to explain what you need to see a doctor for.”

“I have had nothing but great service from Lawley practice. From the reception to the nurses and doctors. I have a preference to see Dr (name removed), as an RAF veteran of 22yrs, I can talk to him like an “erk”, or squaddie, as he's a military doc, although I have no worries about any of them, male or female.”

“Normally staff are polite to me. I saw the doctor but had an appointment to see nurse, but some practices would have sent me away; but they didn’t. We only waited for 20 minutes. Doctor gave a lot time to listen to me.

“Happy with treatment received. Good job from all the staff. Thank you!”

“Phoned in to get a phone consultation with a Doctor, as I didn't want to bother A&E as it wasn't an emergency. Getting a face-to-face consultation has a longer wait, so I knew I needed a phone consultation to begin to get to the root of the problem. However, I called in again for another over the phone consultation. Doctor was able to see me that day, checked me over and was able to prescribe medication and rest for the next three days. Medical problems don't just go away

overnight, so seeing the medication through its course is needed, but I am able to get in touch again if my problems persist.”

### *Accessibility*

One critical response received regarding accessibility.

“More parking needed.”

### *Prescriptions*

No comments received regarding prescriptions

### *Suggestions*

Two patient suggestions were received

“The NHS needs to invest more money in Lawley practice so that there is no need for being part of TELDOC. Lawley is one of the largest developments in the UK, yet we have such a small practice.”

“Just need a bigger practice.”

### *Change*

Feedback from 1 patient was received on this topic.

“Practice is the best in Telford, however, I feel that since the merge with TELDOC the care of existing Lawley patients has been affected.”

### *Observations*

Automatic doors to Reception.

Easily accessible Waiting Room, not overcrowded.

Notice Board/ Screen displayed information on: Cottage Care, dealing with cancer, recognising mental health problems in older people, healthy lifestyles and preventative services.

Health visitor information available.

Information on hearing difficulties and end-of-life pathways.

Accessible reception desk.

Patient booking in system.

Toilets available.

Pringle machine in Reception.

Reception area clean and tidy.

### 19.5 Leegomery Surgery

Leegomery Surgery is a Practice situated at 27 Lawton Way, TF1 6PP. It forms part of the TELDOC group of Practices. In 2017 TELDOC was formed, an amalgamation of Practices throughout Telford and Wrekin, NHS Choices reports there are over 45500 patients registered within the TELDOC group of Practices.

There are 12 male and 3 female GPs serving this Practice.

Various clinics and support services may be accessed via prior appointment.

Facilities include: standard/disabled parking, wheelchair access, disabled WC, step free access and an induction loop.

Online appointment booking and ordering or reviewing of repeat prescriptions is also available.

Currently the practice is accepting new patients.

Routine opening times are Monday to Friday 8.30am - 1.00pm and 2.00pm - 6.00pm.

Extended hours appointments for TELDOC patients only are available Monday to Friday 8.00am - 8.30am and 6.00pm - 8.00 pm. Also, on Saturdays and Sundays. These appointments can be booked by calling 03300 536 456 between the hours of 8.30am - 6.00pm Monday to Friday.

Extended access appointments for any patient registered in the Telford area (including TELDOC patients) are available Monday to Friday 8.00am - 8.30am and 6.30pm - 8.00pm. These appointments can be booked by calling 01952 661190 between the hours 10.00am - 5.00pm Monday to Friday. Appointments are also available on weekends and bank holidays. These appointments can be booked by calling 0333 222 6649.

The average rating on the Healthwatch Telford and Wrekin Feedback Centre is 2.5 stars and was assessed as 3.5 stars for the feedback collected during the GP Roadshow. Please note that not all feedback included a rating.

We spoke to 19 patients on the day of our visit and received 11 completed feedback forms. The visit provided wider evidence for formulating the Healthwatch Telford and Wrekin GP Roadshow Survey 2018.

### *Appointments*

Patients were generally critical about the appointments booking system, reporting unacceptable delays when telephoning for an appointment.

“It is a nightmare to get through on phone and be charged a fortune to do it.”

“Depends on where you are in the queue on the phone as to how quickly you get through on the phone.”

“Unable to contact local surgery on the phone.”

“It can take over an hour to get through on the phone just to get an answer to a simple query.”

### *Waiting Times*

There was strong evidence from patients that they were frustrated by long and increasing waiting times when they needed to see a Doctor.

“It’s now harder to get an appointment, you have to wait up to two weeks and for a child that is not good.”

“I have been trying to get an appointment since 1st April and can't get one until the (date removed).”

“Pretty good waiting times to see GP.”

### *Staff Attitude*

Patients had mixed feelings about staff attitude.

“Reception staff attitude not very good but medical staff are excellent.”

“Receptionists some nice and friendly, some very rude.”

“The doctors and staff at reception are very friendly.”

“I think all care that is given is great and the staff here try their hardest and present the best care possible for their patient.”

### *Accessibility*

Problems with accessibility were reported. This was a particular issue when patients were referred to other local surgeries that are part of the same practice.

“I have to go to other practices to see chiropody etc. Its ok when I have transport but when I haven't it is very difficult.”

“They like to send you away from the area to other far away surgeries. What if you don't drive?”

### *Prescriptions*

There was little evidence regarding prescriptions, although 1 patient commented:

“I have trouble getting my controlled drugs (CD) only 4 per month so pharmacy have to ring to find out where my CD drug is, and it means I have to travel to obtain it”

### *Suggestions*

Patients offered the following:

“Treatment explanation not very good due to language barriers. Not fully explaining what I want to hear.” Can this matter be addressed somehow?

“It can take over an hour to get through on the phone just to get an answer to a simple query.” Could more phone lines or Receptionists be employed during peak times?

### *Change*

Patient comments received on perceived changes in service.

“When Dr X was here it was easy. Now we see different doctors.”

“It's now harder to get an appointment.”

“The doctor has changed my medication without seeing me and that is very bad.”

### *Observations*

No mention of PPG in surgery that we could see.

Some patients not able to read leaflets as English not their first language.  
Patients unsure about repeat prescriptions request and which box they go into.  
Notice boards are clear and not cluttered.  
Poster on TELDOC Information board on wall: Book GP appointments at any time, ask at reception, yet we are being told that appointments are difficult to obtain.  
No privacy at reception.  
Self-check in out of order.  
No clock in surgery.  
Easy access to surgery.  
Automatic doors to aid entry and push button for wheelchair access available on first door but not on second door.  
A patient had requested a prescription. It had not been issued and he ended up in hospital for 3 months, so came in person to ensure the medication would be prescribed as requested by hospital ward. He stressed the importance of it to the Receptionist in front of other patients.

### 19.6 Lightmoor Surgery

Lightmoor Surgery is situated at 2 Lightmoor Way, Lightmoor TF4 3EG. It forms part of the TELDOC group of Practices. In 2017 TELDOC was formed, an amalgamation of Practices throughout Telford and Wrekin. There are 11 male and 3 female GPs serving this Practice.

A learning disability health check is available via prior appointment.

Facilities include: car parking.

Online appointment booking and ordering or reviewing of repeat prescriptions is also available.

Currently the practice is accepting new patients.

Routine opening times are Monday and Tuesday 08.30 - 14.00.

Weekday evening and weekend appointments offered here or nearby, contact practice for appointment availability.

No rating is available on the Healthwatch Telford and Wrekin Feedback Centre and no feedback was collected during the GP Roadshow.

### *Observations*

No patient feedback is currently available to assess Lightmoor Surgery's overall performance from a patient perspective.

### **19.7 Madeley (Church Street) Medical Practice**

Madeley Medical Practice is a relatively small practice open Monday to Friday with one male doctor and late opening on a Wednesday. NHS Choices reports there are over 45500 patients registered with TELDOC, which is an amalgamation of several local Practices and was formed in 2017. It is wheelchair friendly and has car parking - no other facilities were noted.

The average rating on the Healthwatch Telford and Wrekin Feedback Centre is 4.5 stars and was assessed as 3.5 stars for the feedback collected during the GP Roadshow. Please note that not all feedback included a rating.

We spoke to 5 patients on the day of our visit and received 8 completed feedback forms. The visit provided wider evidence for formulating the Healthwatch Telford and Wrekin GP Roadshow Survey 2018.

### *Appointments*

Patients reported long waiting times on the telephone when trying to make an appointment with TELDOC - they often sought to resolve this by visiting the Surgery.

“I tried to phone up this morning for an appointment for my 13-month old baby. I came in to see the Doctor at 09.00, only to be told to phone another number to book an appointment with the Doctor. I explained to the Receptionist that I was not happy with the service and that I was not leaving until I had seen a Doctor. Then a Doctor called us in. The doctor advised me during my consultation that the Surgery was shut this afternoon and that if I have any problems that I would have to go to A&E at PRH.”

“Came to Surgery at 8:30 am for advice, they called back within 10 minutes to offer an appointment so happy. Not happy overall with how long it takes TELDOC to answer the phone at 8:30 am hence me driving in today”

### *Waiting Times*

One patient reported negatively regarding waiting times.

“Rubbish; if you can get in since TELDOC. Nightmare.”

### *Staff Attitude*

Limited patient feedback was received on staff attitude.

“I was advised by the Receptionist that the Practice Manager was not in today, yet I have just heard the same Receptionist speaking to her on the internal phone

### *Accessibility*

There was no feedback from patients regarding accessibility to the surgery.

### *Prescriptions*

No patient evidence on prescriptions.

### *Suggestions*

Patients did not offer any suggestions for the practice.

### *Change*

Little patient evidence on changes to the service provided.

“Rubbish if you can get in since TELDOC nightmare”

“I have suffered for years with various problems with no support but since joining TELDOC have been referred to different services and actually have a diagnosis now”

### *Observations*

Receptionist was not aware that we were coming, but it was not a problem.

The reception area was clean.

Blood test being cancelled as HCA/Nurse off sick.

Siting in Waiting room, furthest from Reception, could hear all conversation between patient and Receptionist.

First patient was 15 minutes late being called.

09.00 to 10.30 Doctor was doing telephone calls. Patients at Practice were attended to from 10.30 onwards.

Rather pointless doing 9.00 to 11.00 as only 1 Doctor on site.

Most of the doctor's work seemed to involve telephone calls.

A small number of patients gave their feedback.

There was concern raised by a female patient who was seen by a male Doctor, as a chaperone was not offered or present. A female Receptionist did come into the Room, but it was not made clear whether it was in a chaperone capacity. The practice was aware of the Chaperone policy.

Only one doctor was on site during the visit so only a small number of patients gave their feedback. Most of the doctor's work seemed to involve telephone calls.

An incident occurred whilst our volunteers were attending that involved a prescription for a baby that was inappropriate.

Patient returned with baby later. Had taken prescription to Pharmacy, Pharmacist picked up that the prescription was for a lactose-based medicine for a lactose intolerant baby - doctor had been advised during consultation., Well done pharmacist.

Staff did not explain what treatment they were providing to their patients.

### 19.8 Malinslee Surgery

Malinslee Surgery is part of the TELDOC group with over 45,500 registered patients at the practice (figures taken from NHS Choices). TELDOC is an amalgamation of several local practices and was formed in 2017. The National Patient Survey states that 67.8% of their patients would recommend this surgery but only 59.3% rate their experience of making an appointment as good. Online appointment bookings and online repeat prescriptions are available across all TELDOC practices. The practice has three male general practitioners. The practice offers weekday, evening and weekend appointments. Currently the practice is accepting new patients.

The average rating on the Healthwatch Telford and Wrekin Feedback Centre is 3 stars and was assessed as 4 stars for the feedback collected during the GP Roadshow. Please note that not all feedback included a rating.

We spoke to 23 patients on the day of our visit and received 16 completed feedback forms. The visit provided wider evidence for formulating the Healthwatch Telford and Wrekin GP Roadshow Survey 2018.

#### *Appointments*

Patients were generally critical about the appointments booking system. The major problem appeared to be the telephone appointments booking system.

“Appointments are really hard to get, you ring and can be on the phone over hour before they answer.”

“There is no holding line, so I think I ended calling 100+ times to get through.”

“I don’t like service for phoning Malinslee Doctors, takes hours to get answered or in a queue most of day.”

“Not easy at all to get an appointment, the Trinity Health care number to call is ridiculous to get through.”

“I work, and it is very difficult to get appointments. Appointment has been cancelled when I have been in surgery or I have received a telephone call on the day of appointment to cancel it. As I have booked time off it is not very good.”

Where patients were able to visit the Surgery to book an appointment, they were more positive about the service provided.

“It is very easy to get an appointment staff are really nice.”

“Usually getting appointments are difficult and frustrating. However, I was lucky this morning and got one. The telephone was not working correct this morning & I couldn't get through and had to visit.”

“I find it's easy to book appointments on a day by visiting/calling in the morning.”

“Getting an appointment is easy. I am happy to travel to other GP surgeries as I drive.”

### *Waiting Times*

Limited feedback was received on this topic, there was discontent on delays experienced or lack of choice in timings for Doctor referrals.

“Can wait 2-3 weeks to get an appointment.”

“Not given preferred time for appointments.”

Where a patient was receiving ongoing treatment, appointments were reliably scheduled in advance

“34 weeks pregnant so here to see midwife for regular check-up. Able to get same times quickly.”

“Regular appointments mean they know me by name and this makes me feel relaxed. I get results and appointments through the post.”

### *Staff Attitude*

Patients were largely positive about the Surgery's staff.

“Always nice friendly and chatty staff.”

“all the staff are lovely and happy to help.”

“Some staff are ok and polite. Some not so good.”

“The telephone/reception staff are extremely rude and obnoxious.”

“Very friendly reception staff in Aqueduct and Malinslee.”

Regarding the Doctors and Nursing staff:

“He is amazing, caring, understanding and make you feel comfortable.”

“Always got time for patients, listens to you tries his very best every time I see him.”

“Doctors always explain any care in great detail, so I don't go away not knowing what to expect. Malinslee Doctors are a great doctors, that I am happy with as are the rest of the family.”

### *Accessibility*

As part of TELDOC referrals to other local Surgeries in the group, received mixed patient reactions.

“Being offered an appointment at a Surgery miles away is a big problem.”

“Difficult to access other surgeries in TELDOC as my husband drives the car and I do not have access to it.”

“I am happy to travel to other GP surgeries as I drive. I prefer to have my blood tests at the surgery rather than the hospital especially as I have to pay hospital car parking charges.”

### *Prescriptions*

Minimal patient response on prescriptions.

“Repeat prescriptions for children are difficult to obtain.”

### *Suggestions*

The following responses were received from patients.

“As I am diabetic this service needs to improve. Diabetic nurses need to be in each practice.”

“Feel more lines to phone in, all people to answer them.”

“I feel staff deserve a pay rise, for what they do. GPs need more funding. More services should be based in Malinslee to save hospitals.”

### *Change*

Patients' responses to changes in service.

“My original surgery was closed, and my file transferred to Malinslee so have only had 2 appointments so far; I have found the surgery very good.”

“A while ago you could walk in to get an appointment but not now. Can wait 2-3 weeks to get an appointment.”

### *Observations*

Reception area clean.

Magazines on table for people to read.

Stand with leaflets and information.

Complaints protocol and PPG found but too high on wall board.

No PPG information.

Staff member got a pregnant patient some water.

Another staff member asked if all wanted a drink.

Receptionist aware of our visit.

Could do with a bigger gap between desk and line. You can hear conversations between people and Receptionist if in queue, but while sitting down.

Screen on wall for patients to book through - people use for reception appointments.

Information screen on wall not working.

CCTV in reception area.

Light and bright.

Chairs make an air escaping sound when you sit on them which can be embarrassing.

Car park tarmac, clearly lined and disabled access near door.

Automatic doors for easy access.

### 19.9 Oakengates Medical Practice

Oakengates Medical Practice is situated at 27 Limes Walk, TF2 6JJ. It forms part of the TELDOC group of Practices. In 2017 TELDOC was formed, an amalgamation of Practices throughout Telford and Wrekin. There are 11 male and 3 female GPs serving this Practice.

Various clinics and support services may be accessed via prior appointment.

Facilities include: standard/disabled car parking, wheelchair access, disabled WC, step free access and an induction loop.

Online appointment booking and ordering or reviewing of repeat prescriptions is also available.

Currently the practice is accepting new patients.

Routine opening times are Monday to Friday 8.30am - 1.00pm and 2.00pm - 6.00pm.

You can see a GP or other healthcare professional during weekday evenings between 6.30pm and 8.00pm, also on Saturdays and Sundays

To book an appointment, talk to your GP practice or visit their website. You may be able to get an appointment on the same day if required.

Extended access appointments for any patient registered in the Telford area (including TELDOC patients) are available Monday to Friday 8.00am - 8.30am and 6.30pm - 8.00pm. These appointments can be booked by calling 01952 661190 between the hours 10.00am - 5.00pm Monday to Friday. Appointments are also available on weekends and bank holidays. These appointments can be booked by calling 0333 222 6649.

The average rating on the Healthwatch Telford and Wrekin Feedback Centre is 3 stars and was assessed as 3.5 stars for the feedback collected during the GP Roadshow. Please note that not all feedback included a rating.

We spoke to 29 patients on the day of our visit and received 29 completed and 1 online feedback forms. The visit provided wider evidence for formulating the Healthwatch Telford and Wrekin GP Roadshow Survey 2018.

### Appointments

Considerable difficulties in making appointments were reported by patients.”

“Sometimes hard to get appointments.”

“Nightmare trying to get appointment - yesterday phoned 41 times starting at 8:30, got through 9:30, phoned 111 - advised to make appointment with GP. Called in yesterday told receptionist what 111 had said - appointment made for today - don't think I would have got it if I had phoned.”

“Used to get appointments within 2 days, now 2-3 weeks.”

“Hard to get appointments when required.”

“Has got worse to get appointments.”

“Hard to get through on Phone - would prefer to walk down and see receptionist.”

“Trying to get an appointment for non-emergency appointments is rubbish. Having to call at 8:30 in the morning when trying to take children to school is useless, on hold for 30 minutes then all appointments gone, try again tomorrow.”

“What is really frustrating is that you cannot get a Doctors' appointment easily at all, you cannot get through on the phone lines either. Even if you come down here to the surgery and queue you still may not get an appointment on the same day.”

“Trying to get an appointment is a struggle, I had to wait 2 weeks to see a doctor today, I had to come in to get an appointment. When you finally get through on the phone, the receptionists tell you to phone the next day as all the appointments have gone.”

“When you phone up for an appointment, you have to wait too long to wait to see a doctor, 3 weeks for an appointment.”

“Appointment - hard to get - queue outside from 7:50 - when I get to the desk, they offer triage call back - when they phone, I am at work and miss the call.”

“If you want to see a doctor normally and if you phone up on the day you cannot get an appointment on the same day. We cannot get an appointment in advance anymore, staff advice you to phone up on the day. So, by the time you get through the phone lines, the appointments have all gone.

“My wife finds it very difficult to make an appointment with the doctor. She is constantly on the phone trying to get through the phone line.”

“They tell you to phone at 8:30am for an appointment, the only way I can get through is to check it, clear it and re-dial and it takes me up until 9:10am/9:15am until I get through, it is also the cost of dialling and re-dialling the phone number, when you get through the appointments have all gone.”

“I find it very difficult to get an appointment on the same day, sometimes it is 3 weeks. This appointment I have today was made 2 weeks ago.”

“My doctor will book me in for an advance appointment (if the details have been released) because it is easier to do it through him rather than speaking to someone.”

### *Waiting Times*

Considerable concerns were generated by patients on the length of waiting times.

“Late appointments. Appointment 8:50 - called at 9:40, screen said 3mins late on check in.”

“Slow to see Doctor.”

“Some appointments are called late - but this is because Dr takes time and listens.”

“After making an appointment and given a time, it is never a set given time. Today I have an appointment with Dr and they are running 46 minutes late. This happens most of the time. They should not give out so many appointments with such a long delay.”

“I had to wait 2 weeks to see a doctor today, I had to come in to get an appointment.”

“It is too long to wait to see a doctor... you have to wait too long to wait to see a doctor, 3 weeks for an appointment.

“Sometimes she has to wait a very long time to see the doctor. When the 2 boys are sick, my wife brings them down here and she finds out they are made to wait.”

“Today my appointment was scheduled at 9:43 but the doctor is running 46 minutes late, so the waiting times to see a doctor is very long.”

“This appointment I have today was made 2 weeks ago, today the doctor is running over her patient list, you cannot get an appointment very quickly at all.”

### *Staff Attitude*

Mixed feedback received from patients on Staff attitude

“No complaints about Doctors.”

“Very good service from GPs.”

I am a new patient here and have just registered at the surgery, I have been in the UK since 2002 and living in Telford for the last 3 months.

“Some of the Doctors alright to deal with, but others not so good. This Doctor is a good Doctor, we have lost all of the good Doctors since it has gone to TELDOC.”

“Doctors - no problem.”

“This wasn't the first time that staff at this Medical Practice have been rude, but it was the last. I couldn't help that my pain didn't present itself at an acceptable time to ring in and book an appointment; and I certainly already knew this, it almost become standard practice to ring in early. At this point I was only enquiring about what I could do to manage the pain, so there was no reason for the Receptionist to tell me this. To be honest I don't think it should matter what time I call my GP when I'm in pain.”

### *Accessibility*

Little evidence received from patients on accessibility.

“Parking is a problem.”

“I am a new patient here and have just registered at the surgery, I have been in the UK since 2002 and living in Telford for the last 3 months. I do not mind the surgery as it is local to me and I have not much experience of it as yet.”

### *Prescriptions*

One adverse comment was received on prescriptions.

“Prescriptions - requests get lost (twice) or cancelled then have to wait another 48 hours. Talk to phone operator and told to collect prescription in morning - but when I came in no script and no notes on screen, cancelled due to request for 2nd set due to personal arrangement was detailed.”

### *Suggestions*

Several suggestions received from patients on possible areas of improvement.

“Biggest problem is transport to hospital appointments.”

“Closing Hadley Surgery was not a good idea.”

“They need to be more efficient, possibly have more Doctors seeing patients.”

“Why not have 2 separate time slots, one for morning and one for afternoon.”

“There are 2 or 3 Doctors, but I feel that they need more Doctors here so more patients are seen on time - the time patients are given.”

“Go to Doctors that you prefer.”

### *Change*

Patients reported on 2 changes in the services delivered by the Surgery.

“I think previously a long time ago you used to be able to build up a relationship with the doctors, but you cannot do this now, it is not possible. What is good is that the Doctor's refer you on to another professional.”

“Confusing since joining TELDOC. Questioning if I need emergency appointment would I have to visit another practice in TELDOC group. I would be nice to have explanation of how TELDOC work.”

### *Observations*

Reception clean and bright.

Could hear some conversations between Reception and patient.

At times queue back to door but did bring out second Receptionist

## 20 Appendix L - Wellington Medical Practice

Wellington Medical Practice is situated at Chapel Lane, TF1 1PZ. NHS Choices reports there are 14570 patients registered.

There are 3 male and 2 female doctors serving this Practice.

Various clinics and support services are available via prior appointment.

Facilities include: standard/disabled car parking, wheelchair access, disabled WC, step free access, baby changing facility and an induction loop.

Online appointment booking and ordering or reviewing of repeat prescriptions is also available.

Currently the practice is accepting new patients.

Routine opening times are Monday to Friday 08.30 - 18.00.

Weekday evening and weekend appointments offered here or nearby, contact Practice for appointment availability.

The average rating on the Healthwatch Telford and Wrekin Feedback Centre is 3 stars and was assessed as 3 stars for the feedback collected during the GP Roadshow. Please note that not all feedback included a rating.

We spoke to 54 patients on the day of our visit and received 48 completed and 5 online feedback forms. The visit provided wider evidence for formulating the Healthwatch Telford and Wrekin GP Roadshow Survey 2018.

### *Appointments*

Patients were in the majority dissatisfied with the appointments booking system.

“Getting through (*on the telephone-added*) to see appointments is getting worse.

Appointment are hard to get; if you phone, they give you nothing.”

“Getting an appointment is a nightmare. Serious recent health concern and trying to get an appointment is hard, frustrating that we cannot see GP when requested.”

“Next to impossible to get an appointment with a Doctor. Never any GP appointments online ever. When you call in the morning very rare you get an appointment.”

“Not impressed by not being able to make an appointment. The last 2 times had to physically come to the Surgery and queue to get seen. This is not a practical solution.”

“Waited for 18 minutes for someone to answer the phone.”

“Unable to get Doctor to ring me to discuss, no appointments available. I have to queue at Surgery to get next day appointment. I have nothing positive to say, it is a constant battle. They offer you appointment when it is impossible to get child to appointment, but they have ticked the box by offering stupid appointment.”

“Not able to get an appointment in the morning waiting in the line. It’s the same during the day.”

“Now I can get an appointment. That gentleman couldn’t get an appointment, all gone by the time they answer.”

“Can get to see a Doctor in an emergency.”

“Phone, no apology for kept waiting. Only after an appointment, sometime in the future for my husband; to be told no pre-bookable appointments available he will have to keep on.”

“Patient rings at 8.30 on hold a long time.”

“Have always had appointments when requested.”

“Get appointments straight away.”

“Services have improved, didn’t get cut off when on the phone. Got an appointment straight away. Service is a lot better than before.”

### *Waiting Times*

Patients were generally unhappy with waiting times.

“Once rang the Surgery with a serious mental health issue and both the Receptionist and Doctor passed it on. Saying if it was bad, I could wait one more day. I can wait up to 50 minutes to be seen by the Doctor.”

“For 2 years I have been trying to get an appointment online.”

“Waiting a month to see preferred Doctor, which could be a Locum.”

“Running late for an appointment.”

### *Staff Attitude*

Patients generally reported positively on staff attitude.

“Doctors good.”

“If I need to see a Nurse, they normally book it in advance.

*(Staff-added)* spoke nice and patient.”

“The reception staff can be helpful when motivated but appear to be very passive with explanations.)

“Staff communication has improved.”

“Absolute disgraceful members of staff have no customer services.”

“No morals, no politeness.”

“This morning a gentleman couldn’t sit, he was on sticks, staff refused to assist him to sit; so I did. Couldn’t get up off the chair, staff refused to help again.”

“Doctors have been nice, receptionists have been nice; I can’t complain.”

“Staff speak to me nicely.”

I find staff to be pleasant and helpful considering the amount of pressure they are under to serve local growing community.”

### *Accessibility*

Patients reported various issues on this topic.

“I am visually impaired, cannot see the screen. I need someone from the practice to call my name and to be told what room it is.”

“Feel victimised older people as I am not able to do online appointment booking.”

“The queues aren’t very well managed.”

“Don’t like coming to the Surgery at all and avoid it if necessary.”

“I was seriously anaemic, dehydrated + diarrhoea daily for 10 weeks and needed help. Ended up going private at a cost of £3000. What is good about the service I was provided with by NHS? It was a complete battle from start to finish.”

“Now in my later life I am suffering from severe pain in this ankle. I have health-related problems associated with my ankle but am not receiving the correct treatment. I cannot get a referral to the Chiropractor through my GP. I need their help and physiotherapy.”

“Saw a doctor, needs blood test, no form sheet but advised to go to PRH, went to PRH, as no form (unreadable) couldn’t take it but advised that nurse was to be at surgery tomorrow, they couldn’t do here this week when asked surgery, called a surgery to get a form, receptionist brought one, so need to go back to PRH. Gave me a prescription for spray.”

### Prescriptions

Patients reported some difficulties with the prescription service.

“Last week we needed to speak to a Doctor, but a Pharmacist called back and was unable to answer our questions.”

“Was told to go straight to hospital for blood tests and given antibiotics as a precaution. My husband has never received any medication for diabetes. We are trying to find out whether or not my husband has diabetes. Am considering at present whether to make a complaint.””

“Need more tablets. Mondays are the worst (*for appointments-added*); running out of tablets.”

### Suggestions

Suggestions were received from patients together with possible service improvements.

“Trying to get through to book an appointment is difficult, need more times.”

“I think it would still be helpful to talk to a Doctor over the phone as they are able to resolve (*concerns-added*).”

“If you work, they don’t understand that you just cannot come and sit and wait at 8.30 in the morning.”

“Two years back I came in UK as I have small child and last year, he got sick; so we register to NHS through one of my husband’s colleagues who told us to visit NHS. We are very happy with whatever service they gave to my child and staff is so friendly and co-operative. Thank you so much. “

### Change

Varied comments from patients regarding changes to the service provided.

“Service has improved, service is a lot better than before.”

“System is better than previous.”

“Didn’t get cut off when on phone

“2 days later received a letter inviting my husband to attend a course on how to manage his type 2 diabetes. My husband has never been told he has this so rang the surgery. Dr told my husband that his glucose was slightly high and that he could have another blood test to recheck the results. Before my husband had the 2nd blood test we received another letter advising my husband that his type 2 diabetes was well managed and there was no need to change his medication.”

### Observations

Booking in system.

A couple with a young baby reported that in 2017 (August) they had serious concerns regarding the Practice. It was all put in a complaint to the Practice and they didn’t get a response from the Practice Manager. It appeared to have been due to a breakdown in internal communications between staff, Doctor and the inhouse pharmacy. The couple were advised that when they did not get a reply within 21 days, they should have contacted Telford CCG and/or T&W Healthwatch for help and advice.

Online appointments, there weren't any. Where people phoned there was no appointments available or after considerable time on-hold they got cut off. Some

people phoning were on a pay-a-you-go tariff and they can be waiting on-hold for 30 minutes.

Why isn't Surgery honest about number of appointments available on the day?

How many are available on the day am and pm?

How many are offered general appointments, as the Surgery lists how many appointments are wasted?

What about a daily total or PA information on screen, 30 appointments available, 10 appointments taken; 20 remaining?

When am appointments have gone, display on Information screen that all appointments have gone.

Practice has turned a corner and is improving.

Busy environment.

Clean and spacious.

3 Information screens.

Chairs in Waiting Room would be more comfortable if they were repositioned to allow small space in between them.

Patients wait here post/sign not out, a bit confusing at first when waiting to see Receptionists.

4 to 6 weeks wait after patients registering for online Patient Access before they can get information/access services online.

## 21 Appendix M - Wellington Road (Newport) Surgery

Wellington Road Surgery is in Newport, Shropshire and has 15,181 registered patients according to NHS Choices. There are eight doctors at the practice, five are male and three are female. The practice has online facilities for booking appointments and repeat prescriptions. According to NHS Choices, the practice offers weekday and evening appointments including weekends.

The average rating on the Healthwatch Telford and Wrekin Feedback Centre is 4.5 stars and was assessed as 4.5 stars for the feedback collected during the GP Roadshow. Please note that not all feedback included a rating.

We spoke to 25 patients on the day of our visit and received 18 completed feedback forms. The visit provided wider evidence for formulating the Healthwatch Telford and Wrekin GP Roadshow Survey 2018.

### *Appointments*

Many patients at this Surgery appeared to be positive regarding booking appointments. Whilst some experienced difficulties with booking appointments.

“Always get an appointment in reasonable time. Find the phone gets answered quickly.”

“Always get you an appointment.”

“Appointments not so good.”

“Getting appointments ‘on the day’ is ok if you can be available 8:30-9:00 and have endless time on the phone.”

### *Waiting Times*

Feedback from patients showed that they had experienced short waiting times within the Practice.

“Can get urgent appointments same day if needed. When in Surgery you can wait up to 20 minutes to see Dr (*name removed*).”

“Never had to wait long for an appointment.”

### *Staff Attitude*

Most patients had positive feedback about staff at Wellington Road Surgery.

“Staff brilliant. Understanding, easy to talk to (name removed) professional, polite, explains things to you including telephone conversations. Takes time with everyone.”

“Doctor can be hit or miss, can be defensive before finishing talking.”

“All doctors are very good.”

### *Accessibility*

The lift inside the surgery was found to be beneficial to patients.

“Lift is very useful with having a baby.”

Some patients found difficulties with access regarding the car park.

“Car parking is very tight.”

### *Prescriptions*

No comments or feedback were made regarding prescriptions at Wellington Road Surgery.

### *Suggestions*

Suggestions for the practice were varied.

“Evening appointments for shift workers would be good”.

“Communication between different trusts need to be improved.”

“No general improvements suggested for surgery other than a bigger car park.”

### *Change*

No patient comments noted on changes in the service provided by this Surgery

### **Observations**

Nice and clean - floors and walls.

PPG - neighbourhood working. Meet at Newport cottage care - look at care services as-a-whole in Newport area.

Professional and polite.

New phone lines to be installed to increase number of lines.

Bright waiting rooms in ground and first floor

Disabled access to floors available.

Automatic doors.

## 22 Appendix N - Woodside Medical Practice

Woodside Medical Practice is situated at Wensley Green, TF7 5NR. NHS Choices reports there are 6600 patients registered.

There are 3 male and 1 female GPs serving this Practice.

A learning disability health check is available via prior appointment.

Facilities include: standard car parking and wheelchair access.

Online appointment booking and ordering or reviewing of repeat prescriptions is also available.

Currently the practice is accepting new patients.

Routine opening times are Monday to Friday 8.30am - 12.30pm and 2.00pm - 6.00pm.

Weekday evening and weekend appointments offered here or nearby, contact practice for appointment availability.

The average rating on the Healthwatch Telford and Wrekin Feedback Centre is 2.5 stars and was assessed as 4 stars for the feedback collected during the GP Roadshow. Please note that not all feedback included a rating.

We spoke to 20 patients on the day of our visit and received 17 completed and 1 online feedback forms. The visit provided wider evidence for formulating the Healthwatch Telford and Wrekin GP Roadshow Survey 2018.

### *Appointments*

Mixed evidence was received from patients on the appointments booking system.

“Rang up this morning for an appointment, got one same day.”

“Always been able to get an appointment on the same day if not within a week.”

“Had to wait 2 weeks to see doctor.”

“Generally bad, very difficult to get an appointment.”

“can wait up to 2 weeks to see named GP.”

“Referred for acupuncture appointment, this is a long awaited apt, waited 5 months for this.”

### Waiting Time

Evidence of patient discontent with waiting times was received.

“Appointments are never on time.”

“Waiting times could be better.”

“Good experience with everything.”

“Had to wait 10 mins to be called through.”

### Staff Attitude

Patients were generally positive regarding staff attitude, although some negativity was indicated.

“Doctors, nurses are good and explain so you understand.”

“Dr's and staff speak to me well.”

“Staff pleasant, helpful.”

“Staff brilliant, very helpful. They're all good, receptionist on this morning is very good.”

“Personally, have no problems with my GP. Reception staff friendly.”

“Staff attitude also often very un-helpful.”

“Came for a mental health check due to issues and was completely dismissed by 2 GPs. Given the wrong information and numbers to mental health teams I didn't need dues to the lack of listening.”

“Tried going here due to mental health on numerous occasions and just get sent away every time.”

### Accessibility

No accessibility issues were raised.

### Prescriptions

No comments regarding prescriptions.

### *Suggestions*

No suggestions received.

### *Change*

No comments on perceived changes in the Surgeries' service were received.

### **Observations**

Surgery aware of visit, greeted by Receptionist and Practice Manager.

Surgery pleasant, light, bright and in good order.

Good interaction between Carer and patient of Care-home.

One lady phoned up for an appointment this morning; got one this morning.

Patient booking in screen located by main door and large patient info screen in Waiting Room.

Childrens' playing area with small fence.

Notice boards x2 on one wall with PPG information.

Hand-gel available.

Information for patients available on wall/table by Reception.

Seating arrangements ok, two high backed chairs if needed in front row; the rest low backed.

Notice at Reception to go to Reception if you have been waiting for more than 15 mins.

Slow start, but then got busy.

Mixed responses.

Healthy lifestyles information, monthly newsletter available.

Chaperone information and complaints procedure prominent on wall.

Patient toilets.

NHS Friends and Family feedback on wall by Reception.

A range of GP appointments available.

5 GPs at Practice.

Offered sit and wait slots with each GP, twice a day, people will be seen if there is time. On top of this, nurse appointments, HCA appointments and Nurse Triage were provided.

Book on day; am/pm for each GP.

Extended GP opening times: at consultation, issue will be about adequate resources/GPs to provide services.

Extended access - GPs are not able to work 365. Named GP but should still be able to see any GP in the practice.

Appointments; can wait up to 2 weeks.

4 members on PPG.

Patient input in relation to topical events, questionnaires etc - themed approach.

Surgery has Newsletter

Cautious concerns over Future Fit - difficulties in patients travelling. Practice tries to provide required services as much as possible. If these services are transferred to RSH, more difficulties will be created for patients.

## 23 Appendix O - Shifnal and Priorslee Medical Practice

Shifnal and Priorslee Medical Practice is situated at Gatcombe Way, Priorslee TF2 9GZ. NHS Choices reports there are 10700 patients registered.

There are 3 male and 0 female GPs serving this Practice.

A learning disability health check is available via prior appointment.

Standard car parking is available..

Online appointment booking and ordering or reviewing of repeat prescriptions is also available.

Currently the practice is accepting new patients.

Routine opening times are Monday to Thursday 08.00 - 13.00, 14.00 - 1800 and Friday 0800 - 1300, 1400 - 1700.

Weekday evening and weekend appointments offered here or nearby, contact practice for appointment availability.

The average rating on the Healthwatch Telford and Wrekin Feedback Centre is 3 stars and was assessed as 3.5 stars for the feedback collected during the GP Roadshow. Please note that not all feedback included a rating.

We spoke to 21 patients on the day of our visit and received 10 completed feedback forms. The visit provided wider evidence for formulating the Healthwatch Telford and Wrekin GP Roadshow Survey 2018.

### *Appointments*

Patients were largely critical about the appointments booking system.

“Booking service is terrible - too long to wait to book - made 88 calls to wait for book on day.”

“Difficult to get an appointment to see a certain doctor.”

“Phone waiting time are long and by the time you get through urgent appointments have gone - with young children this needs improving.”

“I tried to book an appointment on the 10/05/18 at Shifnal but the earliest appointment was a week later at Priorslee. I just wish I could book an appointment in Shifnal without having to wait 2 weeks.”

“For appointments every time is a speed dialling contest.”

“I have two children and they (the Surgery) are great when I need an appointment.)

### *Waiting Times*

Feedback from patients indicated that their appointment times regularly overran.

“When I see the doctor most of the time your appointment is never on time.”

“Always seem to have to wait past your appointment time.”

“Can wait up to an hour past your appointment time with no reason offered.”

### *Staff Attitude*

Patients were largely complimentary about staff demeanour, although staff stress - because of time pressures - was a concern.

“The staff are very friendly and helpful.”

“Staff have good attitude.”

“Very pleasant and always ready to help.”

“Staff generally very good, receptionists sometimes too inquisitive about medical issues (they are not nurses).”

“Need more time with patients - if they do a good job they will run over and may have more than one issue. Some doctors get a bit 'stressy' at times puts GPs under pressure.”

“When you go into see the doctor you feel like you're being rushed, not listened to properly & feel you're not getting proper care.”

### *Accessibility*

Minimal feedback on accessibility, although apparent limited appointment availability at Shifnal Surgery was reported.

“I tried to book an appointment on the 10/05/18 at Shifnal but the earliest appointment was a week later at Priorslee. I just wish I could book an appointment in Shifnal without having to wait 2 weeks.”

### *Prescriptions*

Patients had mixed feelings on the prescription service provided.

“No repeat prescriptions over the phone - have to fax in can't accept emails. Very frustrating system.”

“Triage very helpful if you can't get a doctor. You're not rushed, they can prescribe certain drugs which helps me. Service is excellent, and they are efficient.”

### *Suggestions*

One suggestion was received regarding better communication on expected waiting times.

“Can wait up to an hour past your appointment time with no reason offered. It would be useful for staff to come and let us know.”

### *Change*

No patient comments were received regarding change to the service provided.

### **Observations**

The Practice was clean and tidy, the décor was bright.

Boards and Posters on wall, with a Board presenting the staff present.

Magazines for adults were available.

No information for PPG.

A bell was available to call staff if no one was present in Reception area.

Background music playing in Reception area.

One person reported it took them 88 attempts to get through to book an appointment.

Electronic information screen working.

Book-in screen on patient arrival - working and accessible.

Pull doors to Reception Desk.

Car park for patient parking.

Automatic doors would be useful as we observed a lady with a pram trying to get in.

Reception Desk was high and there was no low part for easy access.

Corridors spacious.

Chairs in rows in Waiting area.

Low tables and chairs for children but no activity toys.