

# Primary Care Report

January—July 2020



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# About this report

This report details experiences of Knowsley patients accessing Primary Care Services throughout the borough of Knowsley. The feedback has been captured between January – July 2020.

During this period, there have been 600 comments received for the Primary Care Services; this is following targeted outreach to the surgeries, as well as general outreach activities (prior to March 2020) and through patients leaving comments directly with the Healthwatch Knowsley Feedback Centre. The report also includes information received through a survey produced during the start of the Covid-19 pandemic.

The following report details the feedback captured by the patients spoken to by Healthwatch Knowsley. All comments are the actual words of the people who shared them and have not been changed in any way.

## Feedback Centre

This report has been compiled using the new Healthwatch Knowsley Feedback Centre. This web based tool enables members of the public to rate the services that they use and provides real time analysis of the feedback, enabling early identification of trends and issues.





# Healthwatch Knowsley

## What is Healthwatch?

Healthwatch is the independent community champion created to gather and represent the views of the public on Health and Adult Social Care. We play a part at both a local and national level to make sure that people's experiences of Health and Adult Social Care are taken into account by both service providers and commissioners.

## How do we make a difference?

- We are part of, and answerable to the community
- We improve local health and adult social care services through community feedback
- We provide information about the care choices the community have
- We talk and listen to people from every part of the community
- We hold services to account for the care they provide

## Why do we do it?

Healthwatch Knowsley has been developed to give the people of Knowsley a stronger voice in influencing and challenging how health and adult social care services are provided within our region.

## What we are responsible for

- Enabling people to share their views and concerns about health and adult social care services in Knowsley
- Helping build a picture of where services are doing well and where they can be improved
- Providing authoritative, evidence based feedback to organisations responsible for commissioning or delivering local health and adult social care services
- Working with Clinical Commissioning

Groups (CCG) and social care providers amongst others to help make sure that services are designed to meet local people's needs.

## Our Values

- **Inclusive** – working with all communities across Knowsley
- **Influential** – we are responsive, setting the agenda and making change happen
- **Independent** – we act on behalf of consumers, listening carefully then speaking loudly on their behalf
- **Credible** – we value knowledge, seeking information and challenging assumptions with facts
- **Collaborative** – we work in partnership with health and social care organisations to keep the debate positive and we get things done

**Healthwatch Knowsley will be an effective and clear voice for the community of Knowsley in relation to health and social care service provision and commissioning.**



## Our vision is simple

People are at the heart of everything we do. We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- Visiting services to see how they work
- Undertaking surveys and focus groups
- Going out in the community and working with partner organisations
- Receiving patients views through our online Feedback Centre.

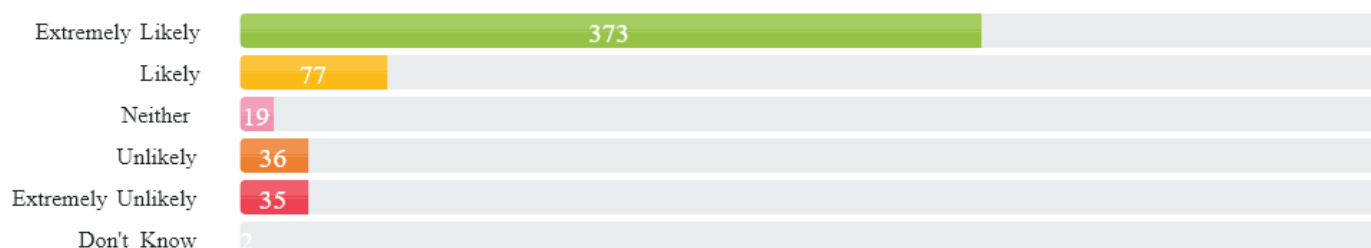
# Snapshot

In total 600 reviews were captured about the Primary Care Services within Knowsley, this is broken down further into individual services within this report. Based on this information primary care has scored just over a 4 (Good) star rating. The snapshot below provides a brief overview of the comments received.

Reviews		Services	
600	Total Reviews	31	Total Services reviewed
	6287		230
reviews for January 2020-July 2020	(Since January 2016)	services reviewed this period	(Since January 2016)
Average Rating		Average Individual Ratings	
Average rating for January 2020-July 2020 (4.0216666666667)		Quality of care	
		★★★★★	
Overall average (4.0139971369493)		Quality of treatment	
		★★★★★	
		Staff	
		★★★★★	
		Cleanliness	
		★★★★★	
		Communication	
		★★★★★	
		Discharge	
		★★★★★	
		Accessibility	
		★★★★★	
		Safety	
		★★★★★	














## Friends & Family Test

Within this period, patients were asked if they would recommend the service to their friends and family, 542 patients answered this question, with a total of 373 people saying they would be extremely likely to recommend; 77 people said that they would be likely to recommend; 19 people said neither; 36 person said that they would be unlikely to recommend; 35 people said they would be extremely unlikely to recommend and 2 people stated they didn't know.















# Services

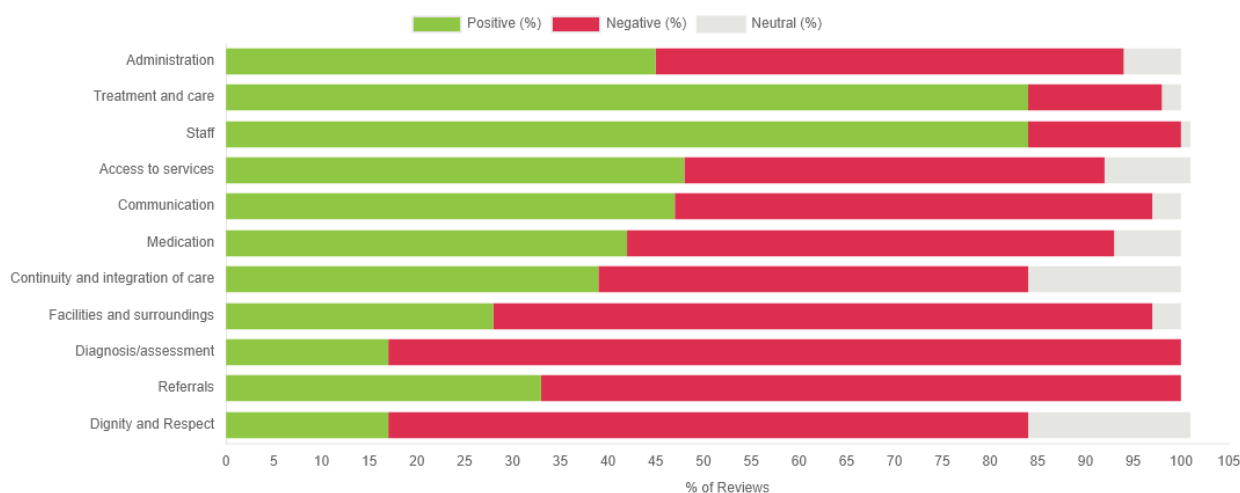
During this period, comments were received relating to 31 primary care services within Knowsley, the services are listed below and include the number of reviews for each service and the overall rating for the service.

>	Service	Service Type	Reviews	Rating	Positive	Negative	Neutral
+	Longview Medical Centre		67	★★★★★☆☆	60%	16%	24%
+	Millbrook Medical Centre		61	★★★★★☆☆	66%	11%	23%
+	The Hollies Medical Centre		55	★★★★★☆☆	69%	9%	22%
+	Cornerways Medical Centre		47	★★★★☆☆☆	43%	36%	21%
+	Nutgrove Villa Surgery		43	★★★★★☆☆	74%	12%	14%
+	Tarbock Medical Centre		43	★★★★★☆☆	63%	12%	26%
+	Pilch Lane Surgery (Dr M Suares\\\' Practice)		30	★★★★★☆☆	63%	17%	20%
+	Prescot Medical Centre (Dr Heath)		29	★★★★★☆☆	72%	7%	21%
+	Primrose Medical Practice		23	★★★★★☆☆	83%	4%	13%
+	Dr Maassarani and Partners (Towerhill & Melling Surgery)		22	★★★★★☆☆	64%	14%	23%
+	Park House Medical Centre		21	★★★★☆☆☆	71%	19%	10%
+	Bluebell Lane Medical Practice		21	★★★★★☆☆	67%	19%	14%
+	Wingate Medical Centre		16	★★★★★☆☆	63%	13%	25%
+	Hillside House Surgery (Dr Pervez Sadiq)		15	★★★★★☆☆	53%	13%	33%
+	Colby Medical Centre (Bluebell Medical Centre)		14	★★★★★☆☆	93%	0%	7%
+	Roseheath Surgery		14	★★★★★☆☆	57%	14%	29%
+	Trentham Medical Centre (Dr VK Tewari\\\'s Practice)		13	★★★★☆☆☆	8%	62%	31%
+	Whiston Primary Care Resource Centre (Aston Healthcare)		13	★★★☆☆☆☆	8%	54%	38%
+	Manor Farm Road Surgery (Aston Healthcare)		11	★★★☆☆☆☆	9%	45%	45%

# Services

>	Service	Service Type	Reviews	Rating	Positive	Negative	Neutral
+	Gresford Medical Centre (Aston Healthcare Limited)		8	★ ★ ★ ★ ★	0%	50%	50%
+	The Health Centre Surgery (The Halewood Centre) Dr Simo		6	★ ★ ★ ★ ★	83%	17%	0%
+	Knowsley Medical Centre (Aston Healthcare)		6	★ ★ ★ ★ ★	50%	50%	0%
+	Cedar Cross Medical Centre		4	★ ★ ★ ★ ★	25%	50%	25%
+	The MacMillan Surgery (St Chads Centre)		4	★ ★ ★ ★ ★	75%	25%	0%
+	The Halewood Centre (Aston Healthcare)		4	★ ★ ★ ★ ★	0%	75%	25%
+	St Laurence's Medical Centre (Dr RI King's Practice)		3	★ ★ ★ ★ ★	67%	0%	33%
+	Dinas Lane Medical Centre		2	★ ★ ★ ★ ★	50%	0%	50%
+	Camberley Medical Centre (Aston Healthcare)		2	★ ★ ★ ★ ★	50%	50%	0%
+	Unknown GP - Prescott, Whiston & Cronton		1	★ ★ ★ ★ ★	100%	0%	0%
+	Unknown GP - Halewood		1	★ ★ ★ ★ ★	0%	100%	0%
+	Out of Hours - GP Service		1	★ ★ ★ ★ ★	100%	0%	0%

# Key Themes



	Theme	Count	Positive	Negative	Neutral	Subthemes
+	Administration	447	45%	49%	6%	Sub-Themes >
+	Treatment and care	411	84%	14%	2%	Sub-Themes >
+	Staff	378	84%	16%	1%	Sub-Themes >
+	Access to services	231	48%	44%	9%	Sub-Themes >
+	Communication	177	47%	50%	3%	Sub-Themes >
+	Medication	57	42%	51%	7%	Sub-Themes >
+	Continuity and integration of care	51	39%	45%	16%	
+	Facilities and surroundings	36	28%	69%	3%	Sub-Themes >
+	Diagnosis/assessment	30	17%	83%	0%	Sub-Themes >
+	Referrals	15	33%	67%	0%	Sub-Themes >
+	Dignity and Respect	6	17%	67%	17%	Sub-Themes >
+	Making a complaint	3	0%	100%	0%	Sub-Themes >
+	Unspecified	1	0%	0%	100%	

The theme that has received the most comments during this reporting period is Administration, which shows a mixed response of both positive and negative themes.

Examples of Administration comments received, specifically relating to appointment availability and booking appointments:

**“The GP's are really helpful and thorough. If you want an appointment you have to ring**



# Key Themes

**first thing for same day or it is a two week wait. The drop in is good."**

**"The GP's are attentive and thorough. The only downside is trying to get an appointment but I can usually get one for the baby. If they can't give you an appointment they refer you to out of hours. The online service is convenient. My appointments have been delayed by up to 30 minutes a couple of times."**

**"If you want a certain GP you can't get an appointment. I made this appointment a week ago"**

**"Unable to book ahead for appointments, need to wait for the day to book, which is frustrating as don't use the online service as I am not online."**

Treatment and care, as well as staff are both the highest rated themes within this period, with a majority of positive comments. Examples below:

**"I am happy with everything. Everyone is so kind and polite. The surgery is really clean. The staff are very supportive and I don't wait long for an appointment. This surgery is the first place I came to in England that really cares."**

**"It is an excellent service. I always get an appointment, the service I have received is marvelous. The staff are lovely and always try and help."**

**"The Dr's are really approachable and friendly. I use the walk in service as I work . I love the GP's. Mandy the nurse is brilliant. The surgery is a real family surgery."**

Access to services has received a mixed response of comments within this period, with a majority relating to waiting times and patient choice, examples of comments received are highlighted below.

**"Am happy with the doctors just would like an on the day appointment if call at 8 rather than having to sit and wait with a young baby."**

**"Sometimes I can wait a while to go in for an appointment, i have previously waited 1 and a half hours but the majority of the time it is ok."**

**"The drop in works as you know you will definitely be seen. There is a wait if you want to make an appointment."**

Other themes that have received mixed responses include, communication, medication and continuity.

Please note that some comments have multiple themes.

# Sub-Themes

The key themes are further drawn down into sub themes, as highlighted in the graphic below to provide further information. The most commented theme is administration with appointment availability being the most mentioned issue, as well as booking appointments. This also shows that both people's experience of treatment and care, as well as staff attitude are highly rated by patients.

>	Theme	Count	Positive	Negative	Neutral	Subthemes
+	<b>Administration</b>	447	45%	49%	6%	<a href="#">Sub-Themes &gt;</a>
+	Admission Procedure	2	0%	50%	50%	
+	Appointment availability	350	51%	43%	5%	
+	Booking appointments	83	27%	66%	7%	
+	General	7	14%	86%	0%	
+	Management of service	5	20%	80%	0%	
+	<b>Treatment and care</b>	411	84%	14%	2%	<a href="#">Sub-Themes &gt;</a>
+	Effectiveness	12	42%	50%	8%	
+	Experience	368	86%	13%	2%	
+	Quality	18	72%	22%	6%	
+	Safety of Care/Treatment	1	100%	0%	0%	
+	Treatment Explanation	12	83%	17%	0%	
+	<b>Staff</b>	378	84%	16%	1%	<a href="#">Sub-Themes &gt;</a>
+	Attitudes	353	86%	13%	0%	
+	Capacity	2	0%	100%	0%	
+	District Nurses/Health Visitors	1	100%	0%	0%	
+	General	14	64%	36%	0%	
+	Midwives	1	100%	0%	0%	
+	Staffing levels	2	0%	100%	0%	
+	Suitability	3	0%	67%	33%	
+	Training and development	2	0%	100%	0%	

# Sub-Themes

Another theme raised during this period is access to services, with waiting times raised as an issue, patient choice is also mentioned, which relates to services who provide different options, such as open access. Communication has shown a mixed response, as has medication, specifically relating to both medicines management and repeat prescriptions; continuity is a key issue for patients, especially being about to access appointments with the same GP. Facilities and surroundings has shown a majority (69%) of negative responses, as highlighted below.

+	<b>Access to services</b>	231	48%	44%	9%	<a href="#">Sub-Themes &gt;</a>
+	Convenience/Distance to travel	10	50%	30%	20%	
+	Inequality	1	0%	0%	100%	
+	Information and Advice	9	67%	33%	0%	
+	Lack of	27	0%	100%	0%	
+	General	15	60%	33%	7%	
+	Patient choice	72	76%	13%	11%	
+	Service Delivery/Opening Times	4	75%	0%	25%	
+	Waiting times	92	34%	59%	8%	
+	<b>Communication</b>	177	47%	50%	3%	<a href="#">Sub-Themes &gt;</a>
+	General	155	54%	43%	3%	
+	Lack of	20	0%	100%	0%	
+	<b>Medication</b>	57	42%	51%	7%	<a href="#">Sub-Themes &gt;</a>
+	Pharmacy Repeat Prescriptions	20	45%	40%	15%	
+	Medicines Management	37	41%	57%	3%	
+	<b>Continuity and integration of care</b>	51	39%	45%	16%	
+	<b>Facilities and surroundings</b>	36	28%	69%	3%	<a href="#">Sub-Themes &gt;</a>
+	Buildings and Infrastructure	1	100%	0%	0%	
+	Car parking	10	0%	100%	0%	
+	Cleanliness (Infection Control)	2	0%	100%	0%	
+	Cleanliness (Environment)	13	69%	23%	8%	
+	Disability Access	3	0%	100%	0%	
+	Food & Hydration	1	0%	100%	0%	
+	General	6	0%	100%	0%	

# Sub-Themes

Further sub-themes are highlighted below, with diagnosis/assessment and referrals showing a majority of negative comments.

+	<b>Diagnosis/assessment</b>	30	17%	83%	0%	<a href="#">Sub-Themes &gt;</a>
+	General	4	75%	25%	0%	
+	Lack of	7	0%	100%	0%	
+	Late	4	0%	100%	0%	
+	Mis	4	0%	100%	0%	
+	Tests/Results	11	18%	82%	0%	
+	<b>Referrals</b>	15	33%	67%	0%	<a href="#">Sub-Themes &gt;</a>
+	General	13	38%	62%	0%	
+	Timeliness	1	0%	100%	0%	
+	Waiting times	1	0%	100%	0%	
+	<b>Dignity and Respect</b>	6	17%	67%	17%	<a href="#">Sub-Themes &gt;</a>
+	Confidentiality/Privacy	3	0%	67%	33%	
+	Death of a Service User	1	100%	0%	0%	
+	Equality & Inclusion	2	0%	100%	0%	
+	<b>Making a complaint</b>	3	0%	100%	0%	<a href="#">Sub-Themes &gt;</a>
+	Complaints Management	2	0%	100%	0%	
+	General	1	0%	100%	0%	
+	<b>Unspecified</b>	1	0%	0%	100%	

# Response to COVID-19

During this reporting period (Jan—July 20), with the emergence of Coronavirus a number of changes were made to our normal everyday activities. Much of our work is undertaken with vulnerable groups who are potentially at greater risk if they were exposed to the virus. Therefore, following guidance from our colleagues at Healthwatch England, Healthwatch Knowsley took the decision to cancel meetings and other face-to-face activities until further notice, this included regular outreach activities within GP surgeries.

## Health and Wellbeing during the Coronavirus (Covid-19)

Based on a template provided through Healthwatch England and with support from Healthwatch Sefton regarding access to surveying software, Healthwatch Knowsley has undertaken a survey to ask local people how the Covid-19 pandemic is affecting them.

This has been shared across social media; the Local Authorities 'Knowsley News' and through the GP practices social media routes. The survey has received 368 responses and this activity has provided key messages about how people are managing during this time, which will be fed into the work of the Health and Wellbeing Board and the recovery planning activities across Knowsley. Some of the responses received from the survey have mentioned the use of both online services and alternative methods of consultation, as well as addressing some concerns about the lack of service available during the pandemic within primary care services.

## Survey Responses

Below are a number of comments received via the Health & Wellbeing during Coronavirus Survey:

**"I am due blood tests necessary because of regular medication but the surgery is closed and only telephone advice available. Also, my Consultant hospital appointment usually has a spirometry breathing test afterwards but as I had a telephone consultation this couldn't happen."**

**"Telephone consultations with medical professionals whilst essential are not as effective as face to face ones."**

**"A number of clinic appointments have been postponed. GP appointment changed to telephone consultation. Hospital appointment due in two weeks. Intend to query if this can take place on phone. Blood tests due in five weeks time, will need to check the position closer to time. Need a podiatry appointment but not sure the present situation."**

**"GP reviews for illness and medication, My GP has spoken to me over a phone consultation I can at any time ring my Doctor with any concerns and I get my medication direct now from the chemist. normally I would attend surgery and collect own medication."**

**"I'd just like to say, telephone appointments with my Doctor are much more convenient"**



# Response to COVID-19

for both me and him. It saves a lot of time traveling to surgery I understand this isn't always possible, and sometimes Doctor needs to see a patient face to face."

"I have been updating regularly by my gp surgery - Dr Rashid at Tarbock Medical Centre. I had been hoping to get an appointment with Listening Ear as I had my telephone appointment on 16th March but with everything going on, I haven't been able to and haven't had any communication from them."

"Gp practice has been very helpful and very accessible for telephone advice and prescriptions, the telephone appointments were efficient and saved waiting weeks for appointments. Online questionnaire prior to gaining telephone appointments were easily accessed. Maternity care- it was worrying going into labour and having to attend triage alone, however hospital was much quieter and more efficient in providing services without all the people being present in hospitals. Have received limited follow up support from midwifery and health visiting services (only telephone follow ups for me and baby), breastfeeding telephone support service were in more contact and more reassuring."

"It was very early on, before lockdown. Telephone appointment. Very dismissive. No advice. Now I know we met all symptoms including the new lesser known ones (even thought they were being talked about at the time). Whole family and some colleagues who had contact with me, got it too. I have been crying out for help, I am not in good health, I have tried several times to get reviewed however via telephone is very difficult, GP was extremely dismissive I need urgent review."

"Tarbock Medical Practice - amazing support as always to provide me with an injection I must get every 8 weeks. Worked with me to get this done."

"Doctor unable to get feedback for advice on getting a tetanus injection. I phoned 111 who said call the doctor. Doctors said call 111. I told them I had. They said they would call me back but didn't so I followed up. They said they would call me back the next day but didn't I followed up. Doctor said I should have a tetanus but the nurse couldn't do it until Thursday, this was now Tuesday and the accident happened on Sunday. I voiced my concerns about this and the receptionist double checked with the doctor and I was advised to go to A&E. A&E wondered why I was there and not at the walk-in but I was told to go to A&E. I feel if I had taken the doctors advice and waited until Thursday it would have been too long after the accident. Very confused why they would give me an appointment so far into the week. I get the feeling they just do it to want to see people."

"My GP has been great getting prescription sent over quickly to pharmacy, an ringing when I had been took to hospital with Anaphylactic shock, My hospital appointments have been cancelled."

"GP appointment. Handled by phone very well. Easier than going to the surgery."

# Response to COVID-19

**"Gp - text elderly father to download nhs app to get his prescription ????? So he thought he would not be able to obtain further medication. However once I realised he was short on medication and rang surgery they did sort his prescription."**

**"GP Surgery cancelling appointments despite being told I would need regular monitoring for new concern."**

**"You have to ring for prescription as surgery not open, but then have to go to pharmacy in person to collect? Unable to get new or existing treatment, diagnostic tests, or access support for new symptoms or existing/worsening conditions. Difficulty accessing sickness fit notes in a timely manner."**

**"Had regular text messages to update us. Bit upsetting the smear tests have been cancelled & could not get an appointment."**

**"GP. Can't get thru on phone. And delay in prescriptions. Poor co ordination also."**

**"I am 85 and have multiple medical problems. I have a great GP surgery who go out of their way to make sure I speak to a GP every time I need to. I receive calls with results and they also phone my daughter with them as I don't always remember what they say. Always kind and the ladies on the desk are brilliant."**

**"My wife's GP is not supportive normally with her long term chronic issues and has been even less supportive during the pandemic."**

**"GP practice. Tried to make an appointment but couldn't get through because of coronavirus. Didn't actually get to speak to anybody before the line disconnected."**

**"I have found no problem contacting my GP surgery during lockdown, Macmillan Surgery, Dr Thong. Rowlands pharmacy has provided friendly helpful service & advice. There are no words to thank all of the wonderful people working in both these areas , they have been exceptional, caring human beings. Thank you so much."**

Since the beginning of the Covid-19 pandemic a number of the concerns raised about primary care services have related to medication, access to the service and lack of communication. However, some people have noted that their surgery has been supportive and made changes to meet their needs during the pandemic, including making changes to prescription services and providing further communication to patients who are vulnerable.

# Conclusions

## Appointment Availability & Booking Appointments

The report identifies that there is an ongoing concern with patients in relation to accessing appointments, from the information collected with patients a majority of the people Healthwatch Knowsley spoke to mentioned having issues with appointments. The issues range from having to wait several weeks to be seen, to issues accessing emergency appointments, as well as concerns over trying to get through to the surgery to book appointments. Some concerns were specifically mentioned regarding changes to booking systems within some surgeries, with patients feeling that the changes had made getting an appointment worse.

During the pandemic, although some patients did raise concern about accessing appointments, other comments noted the use of telephone consultations had been helpful in accessing GP services.

It is worth noting that patients were positive when it came to providing other options when booking appointments, for example, e-consult, telephone triage and open access. While some patients welcome the benefits of using online systems, other patients are unable to access these services or find them difficult to access.

**"I am unable to complete the e form due to the firewall on my phone, I was advised there's nothing they could do. Advised could not call to make the appointment due to COVID lockdown. There needs to be other options for customers to seek medical advice."**

**"I supported a lady who has a sight impairment to fill in an e-consult form. I was directed to the website to fill in the form and it was not on there. I rang again and was told to google 'Knowsley Medical Centre e-consult form'. I started to fill it in and asked me if I was registered at Manor Farm - said no and it kicked me out. Rang again and they told me I had to say yes. The lady is over 80 and not feeling very well - it was a long conversation. She had a number of symptoms, some relating to the issue and some not. On some occasions it was telling me to ring 999. It was frustrating for her. There was no indication that there was another way for someone from the practice to call her - I explained she could not do it and the reception asked if I could do it. People shouldn't be put in the situation where they have to fill it in for them - you don't know what questions are popping up and they are put in a situation where they have to answer quite personal questions. It is not a flexible way to access services - where is the alternative route. Even if I was a family member, people have the right to privacy around their medical conditions from family and friends. It took about an hour to fill it in. All for some feedback from a GP appointment she had already had. A GP could have looked at her notes and a 5 minute phone call. The receptionist was very polite, but it didn't seem there were any other options."**

## Staff

Staff within surgeries, both reception and medical staff are highly regarded by patients, with comments relating to the care and support they receive from staff. The report does highlight

# Conclusions

some minor concerns about staffing levels and capacity, which is particularly the case for surgeries that have a larger number of patients.

## Treatment & Care

Treatment and care, has been highly commended by service users, with patients noting both the experience and quality of their care.

## Communication

Since the pandemic, the theme of communication has changed, with patients stating that their experiences of the general communication of their surgery was negative. Though some patients welcomed the use of text messaging to keep them updated about the current situation with their surgery.

## Medication

A theme that has started to show a trend recently, has been some issues relating to medication, specifically within Primary Care services, from the comments received the following themes are apparent:

- Waiting for medication due to problems accessing appointments
- Dosage issues
- Communication
- 'Ordering' prescriptions
- Missing Medication
- Access to medication
- Pain Management
- Delays in prescribing medication
- Mental Health Medication
- Patient App for medication

Again issues in this area often relate to patients finding it difficult to see their GP in the first instance, particularly when they need to see a specific GP or require a medication review, which can mean that patients are often left without access to their regular medication.

Another issue that has come through some of the comments relate to delays into repeat prescriptions, with patients stating they are waiting a lot longer due to system changes within a group of surgeries, again this is leaving patients without access to their medication. It is worth noting that some people also have stated that they haven't had any issues receiving repeat prescriptions and they are happy with the timeliness of the prescription service within the GP Surgery.

# Conclusions

## Diagnosis/Assessment

From the comments received, a few patients have mentioned issues relating to late or misdiagnosis, as well as problems accessing test results, this has generally originated from issues accessing appointments that have caused further delays for patients, which has been an increasing concern during the pandemic. There is also a recurring issue relating to the diagnosis of mental health issues, with patients feeling that there is a lack of training and support in this area, specifically in primary care, please see comment below:

**“My son has just joined (a new surgery), I took him from his previous surgery as it was awful - would rather go the PDSA. They made promises they didn't keep and it is always a different GP. The GP was supposed to put mental health practice in place and they never. My son went 4 days with no medicine.”**

## Issues relating to support for people with learning disabilities

During this period there has been a concern raised regarding the level of support for people with learning disabilities, this relates to access to the service, as well as communication with patients who may need further support and communication needs. A key question remains relating to what additional reasonable adjustments could have been made for people with learning disabilities during the pandemic period.

## Overall

Throughout the report an overall theme suggests that access is the overriding concern, as this can lead to further issues for the service user, specifically around medication, continuity and diagnosis. It is apparent that there's not a one size fits all approach to dealing with the issue of access, though some surgeries are looking at other methods of contact with patients, as well as providing some open access within the surgery, which may be beneficial in other surgeries.

There has been an increased amount of concern during the pandemic, however many patients have appreciated that there are alternative methods of communication, through text messaging, e-consult and telephone appointments, there still remains some gaps with the more vulnerable members of the community being able to access primary care services. Despite some concerns over accessing services, a large majority of patients have stated that they are happy with the care and treatment that they receive from their GP.



# Control Sheet

<b>Date Submitted</b>	
<b>Date Response due</b>	
<b>Date Response Received</b>	
<b>Follow up actions</b>	

## Submitted to:

<b>Trust</b>	
<b>NHS Knowsley CCG Lead Nurse</b>	
<b>NHS Knowsley CCG Lay Advisor</b>	
<b>NHS Knowsley CCG Accountable Officer</b>	
<b>NHS Knowsley Patient Engagement Manager</b>	
<b>Local Authority Commissioner</b>	
<b>Cabinet Member for Health &amp; Social Care</b>	
<b>NHS England Quality Surveillance Group</b>	
<b>Healthwatch Knowsley Website</b>	

## Contact us

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