



'Corridor Event' Report
Out of Hours Service at Waters
Meeting Health Centre

healthwatch
Bolton

Details of visit	Bolton GP 'Out of Hours' Service
Service address:	Waters Meeting Health Centre, Waters Meeting Road, Bolton BL1 8TT
Service Provider:	BARDOC (Bury and Rochdale Doctors On Call)
Date and Time:	26 January and 13 February 2014 between 19.00 and 23.00
Healthwatch Representatives/Staff:	Jim Fawcett/ Gail Gregory
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Disclaimer

Please note that this report relates to verbatim comments gathered during the time of the visit on the specific date set out above.



Acknowledgements

Healthwatch Bolton would like to thank the Service provider, staff and patients of the Out of Hours Service at Waters Meeting for supporting this piece of work.

What are Healthwatch Bolton 'Corridor Events'?

Each month Healthwatch Bolton meets patients, service users, families, carers and staff who access or work in particular local health or care services. This is an opportunity to meet with individuals who access services and listen to their views about the care they receive and provide information about Healthwatch Bolton.

All the comments recorded by Healthwatch Bolton are included in verbatim format in our reports and are analysed for common themes or trends. This information is widely circulated to local service providers and commissioners, the Care Quality Commission and Healthwatch England.

Healthwatch Bolton aims to influence local services by ensuring the views and experiences of those accessing health and social care services are heard by those organisations commissioning and providing them.

Purpose of the Visit

- To ask patients what factors they take into consideration when choosing to use the out of hours service and to elicit the views of patients about their experiences of using the service.

Strategic Drivers

- High level of demand at A&E Royal Bolton Hospital
- Discussions around 'winter pressures'
- Earlier feedback from patients experiencing difficulties accessing their GP
- Commissioning process for 'Out of Hours' Care in Bolton by Bolton Clinical Commissioning Group

Methodology

Monday and Friday evenings were established as the most favourable times to attend and engage patients at the 'Out of Hours' service at Waters Meeting Health Centre. Two sessions were held on 26th January and 13th February.

A proforma was devised with questions designed to probe patient's decision making and their views and experiences about their attendance. Both BARDOC and Bolton Clinical Commissioning Group suggested areas of interest for Healthwatch Bolton to explore with patients. Patients were also invited to return details of any actions they had taken after their consultation with the GP.

A separate comment sheet was devised for children based on the 'Kinda Magic' toolkit developed from the NHS Institute's Feedback Challenge. Both the proforma and comment sheet are included at the end of this report.



Sample Size

Total number adult patients: 53 plus 4 children.

Summary of Findings

Why do patients use the Out of Hours Service?

Difficulty in accessing GP services was the main reason given for attending the Out of Hours Service, with 39 people (68%) reporting this as their reason for using the service.

- 45% (24 people) reported they couldn't get a GP appointment or felt an existing appointment was too distant in time
- 29% (15 people) reported a need to contact a GP at a time when the surgery was, or would have been, closed
- For some patients it was work commitments or childcare issues were a factor in determining the time they could seek medical support.

"It's my son. I rang my GP at 8.00am.. I couldn't get in. I was sent to the pharmacist who gave me paracetamol and Sudafed. He's been off school today."

"My daughter is 8; she started being unwell at lunch time. I contacted the GP. I was told to ring the here (Out of Hours service) as my GP was full."

"There were no doctors' appointments today - I started ringing at 8.00am"

"My GP has extended medical hours but was closed tonight. They have previously been open late. Shanti Medical Centre at Deane can be open late, till 10pm but not today."

- 18% (10 people) did not report contact or attempted contact with a GP prior to their attendance
- 18% (10 people) were referred to the Out of Hours service by another healthcare professional including GP receptionist, Pharmacist or the NHS 111 Service.
- 3% (2 people) saw GP 'Out of Hours' service as an alternative to Accident and Emergency

"I didn't try the doctor as my child started being unwell about 4pm."

"111 has sent me here - I contacted them about 5pm"

"I needed a doctor urgently; I didn't want to go to A&E"

Some patients knew what intervention was required and simply needed a qualified practitioner to oblige.

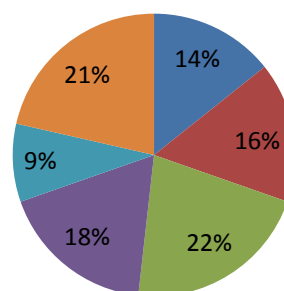
"It's an asthma attack. I know it's urgent. I tried to get the 'Out of Hours' about 6.30pm."

"My son had his tonsils out on Tuesday. The community nurses diagnosed an infection and told me to contact my GP. They rang my GP too. There seems to be a problem in communicating as my GP, Dr Gupta at Dr Jane's surgery wouldn't prescribe the antibiotic I was told my son needed."

When asked specifically what factors patients took into account when deciding to use the Out of Hours Service people identified multiple factors.

What factors did you take into account ?

- Work/School pressures
- Health knowledge
- Previous use of OOHs
- Increasing symptoms
- Advice from others
- Navigating health services



21% (11 people) had tried numerous alternatives and had been either directed to or opted for Out of Hours as a way of achieving an appointment as noted above GP surgeries and 111 were prime sources of referrals. Other patients, however had come to Out of Hours as either an alternative to A and E or as a result of other parts of the health system not providing the hoped for response.

"I decided not to wait until the Wednesday appointment I'd been offered by my GP as I know it will only get worse and I felt I needed to see a GP tonight. If we hadn't been able to get an appointment here we would have gone to A&E."

"I had taken my son to see his GP with a similar problem earlier today. Although my son's GP couldn't help me they told me the Out of Hours would. I rang the Out of Hours number given on the GP phone. I spoke to a nurse - she said I could come down here or go to A&E. If I could have been seen quicker it would have helped or if my son's GP would have treated me."

"I rang here at 7.30pm after I rang the ambulance."

"I rang the triage service at the Royall Bolton Hospital Maternity Service who thought it could be a urine infection so I rang the Out of Hours. I would have thought I would have been seen by the Maternity Service Triage Service but instead I was told to contact the Out of Hours. My baby is due in 10 days."

"I tried four times to get some help. I phoned the 111 service and eventually I got this number."

14% of patients (27 people) spoke about the competing priorities of childcare, work and school as well as the health needs of different family members. In this context the Out of Hours Service is sometimes considered to be the most feasible option for getting timely treatment or advice.

"I needed to think about work. I've used Out of Hours before."

"I've used Out of Hours before. I want to get her back into school tomorrow. She's in year 6 do its important if she misses."

"I have 3 young children and have been unable to pick them up or drive today. It's urgent tonight to get some pain relief so I can do the school run tomorrow. My partner has been able to bring me tonight but is in work tomorrow."

"Work would not release me for a GP appointment so I had to come to the Out of Hours."

"I've been sent by 111 service and am very worried. I had to wait until his Dad got home from work to bring us."

Experiences of Accessing the Out of Hours Service

79% of patients (41 people) responded to question about the appointment booking system. Comments in this regard were largely positive, access to the service appeared to be straightforward, the telephone number is widely accessible and patients feel able to access the service with confidence. Those being referred from the 111 service reported a helpful system aware of the Out of Hours service and when to refer.

"If you need to be seen they will see you"

"I phoned up. Good experience; an appointment within an hour." "I got an appointment be phone - all was fine."

"I had a good reception from staff. The appointment was made quickly."

"I phoned up. Good experience; an appointment within an hour."

"I rang my GP to get the number. We know about this service as we have children. Someone rang us back and told us to come tonight."

"A good experience through the 111 service."

"I phoned the 111 - no problems"

"No problems by phone"

82% of patients (42 people) arrived by car. 10% of those attending (5 people) had come by taxi. Reported fares ranged from £3.50 to £23. 18% of patients (9 people) raised concerns, or potential concerns, for those not able to access a car in getting to Waters Meeting Health Centre from the areas of Westhoughton, Great Lever, Kearsley and Stoneclough.

"I travelled from Westhoughton by car. It would have cost me £23 - I have previously paid that."

"No problems this evening but, without a car, I would struggle from Stoneclough."

"I drive. It took me 5 minutes."

"I've come by car from Kearsley - it would have been difficult without the car."

"I come from Farnworth. I've travelled by bus, two buses. It's now ¼ to 9 - I'll make the last bus home."

"I had to get a lift; it wasn't convenient"

"We came by car; the journey was ok"

Overall Experiences of the Out of Hours Service

Overall experiences of the service were reported as being good. Staff were considered to be friendly and helpful and the service offered in the main responded well to patient's needs.

"Very good excellent service - only if I could of got in at doctors at 08.00 this morning when I rung I wouldn't of needed (the) service"

"Was very good and answered all our questions."

"Excellent. Thorough examination and medication prescribed"

"Excellent. Doctor was very friendly yet professional. Doctor listened to what I had to say."

"It's always top quality here."

"It's a good place to be seen. It's my 'Out of Surgery' (service) from my doctors"

"It's always top quality here. At my GP's I was told "only the elderly are a priority". I've been told here (Out of Hours) that they would rather see them (children) sooner rather than later under the age of 5"

It was noted that the pharmacy at Waters Meeting Health Centre closed at 9pm. Both the security guard/caretaker and Receptionist were able to advise patients where their prescription could be accessed in Bolton.

A small number of patients commented on waiting times - this seemed to be a particularly problematic issue for those with young children.

"I know about this service - I brought the kids last year. I spoke with a nurse earlier today - she took the details and a nurse rang me back with an appointment. What would have helped is an appointment on time. I was told to come for 9.40 but on arrival told there would be an hour's wait. I was told that there were 3 doctors here which would be going down to 1. I'm not sure I can wait till my appointment there are 9 in front of me. It would have been better if they rang you and told you there was an hour's wait. It's a nightmare keeping a 1 year old in this environment for an hour. It would have been quicker going to A&E. I initially rang between 7 and 8pm and now it's 10pm - I feel I would have been seen there by now."

"When we arrived we were told it was a 50 minute wait. We had to bring our other child who is 2."

What factors are important in an Out of Hours service?

We asked patients what factors should be taken into consideration when commissioning an Out of Hours Service. The responses are listed below.

"Access to Pharmacy"

"Numbers of doctors on duty"

"I think if your child is ill it doesn't matter where you go, quite central to the area it covers"

"People with no transport - i.e. local"

"Round the clock /24 hour service"

"Car park/bus route/chemist on site"

"The use of buses late at night"

"I don't think a town centre location would help. It would be too convenient and get packed."

What does 'Urgent' mean to you?

In the light of our wider work within the health system and an appreciation that a) patient's perceptions do not always match the definitions of clinicians and b) messages about how to use the health system are often confusing, we asked patients what the word 'urgent' meant to them'.

The responses to this question show that patients tend to define 'urgent' as either relating to time, priority or life style pressures:-

- *"Something to be done quickly - in a second"*
- *"If you need something you need it now. I've got to deal with the children tomorrow and do the school run. If you think it's urgent - you aren't the doctor. If you feel it is at the time."*

or severity of illness:-

- *"If its bone breaking or heart attack - Something life threatening"*

Though people came to the Out of Hours Service for a number of reasons one patient articulated how they feel about their situation:

"I think everyone who comes here thinks it's 'urgent'".

Conclusions

Patients reported a variety of symptoms and all said they were unwell. All in their own opinion, needed to consult a doctor and were grateful that there was a facility open.

Patients cited a number of reasons for using the Out of Hours Service, principally the paucity of same day GP appointments, the inability to get a GP appointment, when calling after a certain time, the want of a skype/e-consultation and a desire to stay away from A and E.

Overall patients reported a good level of satisfaction with the service and care they received as well as good experiences in contacting the service in the first place and arranging to be seen. Patients reported a friendly and helpful attitude from staff though some patients did have to wait in excess of thirty minutes above the time they were asked to attend. Those with young children reported the most difficulty with having to wait.

The location of the facility is not always convenient for all residents of Bolton and is in an area that can be difficult to reach residents of some areas Westhoughton, Blackrod, Kearsley, Stoneclough, Horwich, Little Lever, Great Lever and Farnworth may experience a difficult journey and/or expensive journey.

The Out of Hours Service is well known and well-liked by patients. The service overall responds to a number of issues including difficulties in accessing GP appointments, need for speedy treatment so as to be able to meet other essential commitments (school, work), need for timely support in managing long-term health problems, desire to be seen by a clinician but to avoid going to A and E.

Recommendations

Recommendations for the system

GP appointment systems and extended hours regimes need to take account of the fact that people may need to make an urgent appointment outside of the normal appointment booking times.

Some patients attending at out of hours felt that they could have had their issue resolved by a telephone/skype consultation. Perhaps this option is worth serious consideration as part of future out of hours/GP contract options.

Specific Recommendations for Out of Hours Service

Location. Though Waters Meeting was considered an acceptable and convenient location for many it should be noted that for those from more distant areas, and without private transport, the cost and difficulty in accessing the service was considerable.

Those with small children sometimes found waiting times too long and difficult to manage, this especially as the whole family sometimes had to come together to the facility. We recommend that some thought be given to facilities in the waiting room to respond to this problem.



ANNEX 1

'Corridor Event' Report Out of Hours Service at Waters Meeting Health Centre : Verbatim Comments

Question - "What has happened to you today?" - 26 January 2015

- "No doctor's appointment - I rang at 8.00am this morning"
- "I realised my daughter was unwell about lunch time. I contacted my GP who told me they were full and to ring the ~"Out of Hours" number"
- "I started feeling unwell last night. About 8pm tonight I thought I needed to be seen."
- "My wife isn't well"
- "It's my son. I rang my GP at 8.00am.. I couldn't get in. I was sent to the pharmacist who gave me paracetamol and Sudafed. He's been off school today."
- "My GP was fully booked for this evening - I started to feel unwell at about 2.30pm"
- "I've had an increasing loss of voice since yesterday. I've tried all day at the doctors to get an appointment. I'm just told they are full. My GP is on Crescent Road in Great Lever."
- "I rang the 'Out of Hours' at 7.15pm. It was either that or A&E."
- "I phoned the doctor 3 times from 12.30 today - felt I needed to be seen because of my chest."
- "It's an asthma attack. I know it's urgent. I tried to get the 'Out of Hours' about 6.30pm."
- "I have two children one 2½ and one 4½. They've been unwell this morning and for the previous 4 days. I rang the GP this morning; there were no appointments. I am a patient with Bolton Community Practice."
- "My daughter is 8; she started being unwell at lunch time. I contacted the GP. I was told to ring the here (Out of Hours service) as my GP was full."
- "There were no doctors' appointments today - I started ringing at 8.00am"
- "I felt unwell at 4.30pm with stomach and back pain."
- "My son has had tummy ache for a several days - its constipation. He was upset tonight with the symptoms - he's only 5"
- "111 has sent me here - I contacted them about 5pm"
- "I started on Sunday with eye problems. Initially they went. I was sent home from work today at 1pm. I tried myself then to get an appointment but there were no appointments left."
- "I didn't try the doctor as my child started being unwell about 4pm."
- "My daughter started being unwell at 5.30 when she came home from school"

- “I rang my GP this morning (Monday); I was told there were no appointments till Thursday - I at Dr Lyons practice. Whilst out today I felt I couldn’t breathe - it’s never been like that before.”
- “I needed a doctor urgently; I didn’t want to go to A&E”
- “My baby is 11 months old and has had nappy rash for 3 or 4 days. They have a sore ear too”
- “My daughter has been unwell for approximately a week but is worsening today.”
- “There were no GP appointments - I rang here about 6.30pm”
- “I’ve been unwell over the weekend. The earliest appointment With a GP at my practice was going to be on Wednesday. I rang here After 6 o’clock but had rung my GP this morning.”
- “It’s my neck; I can’t move. I contacted my GP at 3pm but couldn’t be seen by my GP till tomorrow and I would have needed to ring back.”
- “I’ve been ill at work. I rang at 17.40.”
- “The doctor could not see my baby it was too late”

Question - “What has happened to you today?”- 13 February 2015

- “My GP is closed so I came here - I’ve got bad pains in my stomach.”
- “My baby is ill and my GP is closed.” “We think he is teething.”
- “I was unwell two days ago but thought it was a passing thing that would get better.”
- “I went to the chemist after work - I spoke to her and she advised me to find the number for the ‘Out of Hours’”
- “Baby ill - GP closed”
- “I’ve brought my granddaughter - the GP was closed.”
- “My wife is poorly and the doctors is closed”
- “I have a bad foot. My GP is closed and I needed to see a doctor. I am a patient of Dr Falouji”
- “Baby is not well and needed to see a GP. Couldn’t be seen and weekend is here.”
- “I’m not well but don’t have a GP. Dr Barua has taken me off his list.”
- “My Mother is ill. I phoned the doctor who advised this service.”
- “I rang my GP - Dr Singh on Wyresdale Road. There were no appointments today and their advice was to ring back on Monday morning.”
- “I rang the doctors this afternoon with chest pains - I was told to contact the GP ‘Out of Hours’. I rang here at 7.30pm after I rang the ambulance.”
- “I called the GP at 5pm. I was told to wait till after 6.30pm and call here. It’s normal to wait 2-3 weeks for an appointment. I’m at Garnet Fold Surgery.”
- “I’ve been unwell for a week. I rang my GP this morning and they told me there were no appointments till next Friday.”
- “I knew all the emergency appointments would be gone so I went to see the pharmacist this afternoon. If the Pharmacist could have given me something It was very straightforward advice. Its bad nappy rash. She didn’t tell me to buy this and that which I appreciate.”



- “I felt unwell 3 days ago. I tried to get a GP appointment but there was a 2 week wait. I’m with Bolton Community Practice.”
- “I have an eye problem and my GP, Dr Arya, is closed.”
- “I felt short of breath. Dr Watson was closed.”
- “I phoned my GP (4pm) but there were no appointments. Nothing else was offered but I was told to ring here.”
- “When my Mum came home at 5pm she thought I should see a doctor so she rang Alastair Ross surgery. There were no appointments till Tuesday.”
- “My child has been unwell since last night - they’ve not been playing.”
- “I’ve not been feeling good and surgery was closed”
- “I’m feeling bad with asthma”
- “My son had his tonsils out on Tuesday. The community nurses diagnosed an infection and told me to contact my GP. They rang my GP too. There seems to be a problem in communicating as my GP, Dr Gupta at Dr Jane’s surgery wouldn’t prescribe the antibiotic I was told my son needed.”
- “I phoned my GP this morning but it was fully booked.”
- “I tried my GP at 1pm to tell me to ring back at 5pm. There were no appointments at 5pm so I was told to ring here at 6pm.”

Question - About Travelling to Waters Meeting? - 26 January 2015

- “I came by car - my journey was ok”
- “I came by car from Egerton”
- “I travelled from Westhoughton by car. It would have cost me £23 - I have previously paid that.”
- “No problems this evening but, without a car, I would struggle from Stoneclough.”
- “My mother-in-law brought me in her car - it was quite a drive across town.”
- “I drive. It took me 5 minutes.”
- “It’s a 10 minute drive. It’s easy to get here.”
- “My Dad brought me by car.”
- “I only live around the corner in Heaton”
- “The drive is ok; it’s only 10 minutes”
- “My partner brought me in a car - the journey was ok”
- “I’ve come by car from Kearsley - it would have been difficult without the car.”
- “I came by taxi; it cost £3.50 to get here”
- “No problems; I travelled from Brightmet.”
- “I live locally”
- “A taxi cost me £3.50 to get here. I live in Tonge Moor.”
- “I came by taxi from Farnworth.”
- “We live in Tonge Moor so journey was ok.”
- “If we can’t get here by car, if my partner isn’t around, it’s a £10 taxi.”
- “I came by car from Westhoughton care of a friend - there is nothing in Westhoughton - it’s too far to travel.”

- “I’m a 5 minute car journey away.”
- “We live in Halliwell. Getting to Waters Meeting is ok by car. My partner had to bring me and I had to leave my 3 children at home with a babysitter.”
 - “I came by taxi from Astley Bridge.”
 - “Car from Lostock”

Question - About Travelling to Waters Meeting? - 13 February 2015

- “I can walk here”
- “I can drive here but it’s still a distance from Great Lever”
- “It’s nearby and I came by car.”
- “I’m local to here - I’ve driven here.”
- “By car - I live locally”
- “I came by car - no problems getting here.”
- “I came by car”
- “It took me 10 minutes by car.”
- “By car. No problem.”
- “I came by car”
- “Came by car as I live locally”
- “Driving was no problem”
- “I come from Farnworth. I’ve travelled by bus, two buses. It’s now ¼ to 9 - I’ll make the last bus home.”
- “Have driven here”
- “Came by car - my husband brought me”
- “By car”
- “I had to get a lift; it wasn’t convenient”
- “We came by car; the journey was ok”
- “No problems in getting here. It took me 6 or 7 minutes. I don’t think a town centre location would help. It would be too convenient and get packed.”
- “I came by car; my Father-in-law knows Bolton.”
- “I live in Farnworth. I got a lift.”
- “I came down Halliwell Road by taxi. No problems.”
- “It’s very convenient getting here.”
- “Our journey by car was ok.”
- “I know of a deaf mother with a one year old. They had problems accessing here and finding Waters Meeting due to their sensory impairment.”

“I had previously seen our GP who had diagnosed a viral infection, about a week ago. Today I rang the GP which was closed - the Out of Hours number was given on the



Question - How did you get an appointment here today? How did that work? Did you feel you needed something else? If so what would that have been? - 26 January 2015

- “We’d been given medicine over the counter but the children are no better. They need to see a doctor. The GP gave us the Out of Hours number.”
- “We phoned. There were no problems”
- “We phoned up one hour ago at 6pm.”
- “No problems.”
- “I rang the GP after 6 and got the Out of Hours number. We were given a time to come down after a nurse had spoken to my partner as my voice wouldn’t let me speak. Seeing a normal doctor earlier today would have helped.”
- “I rang my GP; I was told they were fully booked to wait until 6.30 and then to ring the Out of Hours. I would have liked to have been seen at 2.30 as I have a young son who has needed to have been looked after.”
- “I rang my GP after 6 and was given this number. I was told to come down about 7.30 but was seen at 7.15.”
- “My family advised me to contact the GP first. I felt I possibly should have gone to A&E. I rang the number on the GP phone and an hour later someone rang me back. They told me to come here for 9.45. I didn’t contact the pharmacist and I didn’t know about the 111 number.”
- “My GP is nice but couldn’t see my daughter. I would have preferred just to go to the doctors. I have been here before - they’ve always been good. If you need to be seen they will see you.”
- “The appointment system is ok. I had a telephone conversation with the doctor before coming here.”
- “I rang the GP - they told me to ring the Out of Hours or wait till morning. I rang the triage service at the Royall Bolton Hospital Maternity Service who thought it could be a urine infection so I rang the Out of Hours. I would have thought I would have been seen by the Maternity Service Triage Service but instead I was told to contact the Out of Hours. My baby is due in 10 days.”
- “My GP was closed. Longer opening hours would have helped tonight. Although the chemist is open my son is not allowed to take over the counter laxatives.”
- “We are full of praise for the system.”
- “I was offered an appointment at my own GP later on in the week. I had taken my son to see his GP with a similar problem earlier today. Although my son’s GP couldn’t help me they told me the Out of Hours would. I rang the Out of Hours number given on the GP phone. I spoke to a nurse - she said I could come down here or go to A&E. If I could have been seen quicker it would have helped or if my son’s GP would have treated me.”
- “I got an appointment by phone - all was fine.”
- “I had a good reception from staff. The appointment was made quickly.”
- “I’d been unwell with a bad chest since the New Year. I thought it had gone on long enough. If I could have got rid of it myself I would’ve done but I’ve previously had pneumonia. If something else would have helped it would have been a GP appointment. Years ago a GP would have come out.”
- “I made the appointment by phone - the staff were helpful.”
- “My wife couldn’t take our child to the GP as we have two children. She had to wait until I got home from work. We rang the Out of Hours service and we are here now.”
- “I had previously seen our GP who had diagnosed a viral infection, about a week ago. Today I rang the GP which was closed - the Out of Hours number was given on the

answerphone. I rang their nurse and someone from the Out of Hours rang me back. I was told then to bring her down. When we arrived we were told it was a 50 minute wait, we had to bring our other child who is 2."

- "We had a good reaction from staff"
- "My GP has extended medical hours but was closed tonight. They have previously been open late. Shanti Medical Centre at Deane can be open late, till 10pm but not today. My own GP would have helped had I been able to get an appointment."
- "I know about this service - I brought the kids last year. I spoke with a nurse earlier today - she took the details and a nurse rang me back with an appointment. What would have helped is an appointment on time. I was told to come for 9.40 but on arrival told there would be an hour's wait. I was told that there were 3 doctors here which would be going down to 1. I didn't know about the 111 - if there had have been NHS Direct I would have rung that number. I'm not sure I can wait till my appointment there are 9 in front of me. It would have been better if they rang you and told you there was an hour's wait. It's a nightmare keeping a 1year old in this environment for an hour. It would have been quicker going to A&E. I initially rang between 7 and 8pm and now it's 10pm - I feel I would have been seen there by now."
- "Staff were very helpful in arranging my appointment"
- "There was a good reception from staff."

Question - How did you get an appointment here today? How did that work? Did you feel you needed something else? If so what would that have been? - 13 February 2015

- "I phoned through - there was no problem"
- "I phoned up. Good experience; an appointment within an hour."
- "I rang my GP to get the number. We know about this service as we have children. Someone rang us back and told us to come tonight."
- "I rang the number. My details were taken and I was told someone would ring me back within the hour; told to come to Waters Meeting at 9.20pm. At my GP if I'd have rung unless it was an emergency I would have had to wait. I have used the Walk-in-centre n Bury. I've taken the girlfriend to Bury Walk-in-centre although we live in Bolton as there is nothing here. I know there is a petition to open the Walk-in-centre again here in Bolton. It was in the Bolton Evening News."
- "A good experience through the 111 service."
- "I phoned the 111 - no problems"
- "A phone call and then 25 minutes for an appointment. It's been very good."
- "A good experience by phone"
- "No problems by phone"
- "I tried four times to get some help. I phoned the 111 service and eventually I got this number."
- "It's been good and no problems."
- "Bolton needs more than this centre - I'd have two or three. If we could have had a GP appointment it obviously would have helped."
- "I was going to go to the hospital but I rang the doctors instead. The hospital is literally two minutes away from me."
- "There should be telephone appointments - this is a prescription issue. It's frustrating that Skype couldn't be used and would have been easier and more convenient. We've been to the Walk-in-centre at Manchester but we waited and waited to be told that the one nurse on duty couldn't prescribe. It's a lack of communication - it's often what you

are not told. If you ran a business that way...”

- “If my GP Dr Odie could have seen me today.”
- “The pharmacist gave me the number for ‘Out of Hours’ - they were very helpful.”
- “I rang the 111 service who told me to ring my GP again. My GP practice told me to ring the ‘Out of Hours’. If something could have helped it would have been a GP appointment.”
- “It’s been sorted by telephone. There’s not been any problems getting an appointment.”
- “I phoned for an appointment”
- “I was told to ring here. I rang at 6pm and again at 6.30pm. Someone rang back and told me to bring him down. What would have helped is getting in to see my GP or being able to get to a Walk-in-centre.”
- “My symptoms got worse as the days have gone on; now it’s very painful. If the Walk-in-centre had been open it would have helped. It would have avoided this tonight.”
- “My GP only has appointments till 12; it’s difficult to get an appointment. My GP is Dr Singh. If they say ring at 9 you are on the phone ages. I haven’t rung today as I prefer coming here as they help more than my GP. The receptionist if they can’t do anything they recommend coming here.”
- “I just came here. I don’t have an appointment. I’ve got a water infection. It’s painful and I know I need treatment. I’ve been to where the Walk-in-centre was but it’s not there now so that’s why I came here. I know it’s weekend and I need something.”
- “I phoned. There were no problems.”
- “There was a need for my son to be seen following him being seen by the community nurses. He had his tonsils out on Tuesday. I’ve been waiting all day for the doctor to ring me as the nurses said that they would speak to my GP about some antibiotics. I was worried and spoke to the GP at 5.10pm. The GP wouldn’t prescribe and wouldn’t come out. The GP said why had I not rung this morning and that I had been offered an appointment this morning but I hadn’t. The doctor’s attitude wasn’t good or helpful. The consultant who did my son’s operation said that he shouldn’t go out anywhere because of the risk of infection. My GP said my son could go out and asked if my house was sterile and said as my son already had an infection it didn’t matter. If the community nurse who came out earlier today could have prescribed or if I had been sent home with antibiotics it would have helped.”
- “Someone rang back within 10 minutes of my call and told me to come down for 7.30. I phoned my GP this morning to find they were fully booked. If they could have seen me today it would have been ideal. An appointment had been offered to me in 2 or 3 days but I’ve been unwell since last weekend. If I could have been seen by my GP tomorrow (Saturday) I probably would have waited till then.”
- “I rang at 6pm and the doctor rang back within 10 minutes. They told me to come for 7.30pm. I’m constantly not able to get into the GP’s but would have helped today. It’s flagged up with your own GP if you come here so many times. The Health Visitor is also informed. You feel very uncomfortable about it all when all I need is to be able to see my GP.”
- “Some patients do walk-in. We provide a private room for them to be able to speak to a nurse for triage or advice. If they need to be seen it can mean that they have to go home and then come back. It depends on the waiting time. Some doctors here finish at 10pm and then patients can find themselves waiting a bit longer. It’s always best to ring first. We don’t turn anyone away.”

How did you decide what to do? What factors did you take into account? - 26 January

2015

- “The children haven’t been able to go to school.”
- “I knew it was an asthma attack and attention was needed.”
- “”I knew it was a serious chest infection which was a key point.”
- “Needed to see the doctor straight away”
- “I didn’t feel like going to the Chemist as I didn’t feel well. Instead my mum-in-law brought me paracetamol. I’ve used Out of Hours loads - there’s no alternative when you are feeling so bad.”
- “Asked by my GP if they could make me a further appointment in the week but I felt I needed to be seen today. I have a son who is 16 weeks old. If he had been unwell I know the practice would have seen him. I know that happens both at Dalefield (Surgery) and at Peter House (Surgery). I don’t mind coming here if it means appointments are freed up for children so they can be seen at the GP surgery.”
- “He’s not eating and has been coughing badly at home. I think he needs anti-biotic. He’s missing school, he’s not eating and he’s not getting better.”
- “I took Dad’s advice and to come here rather than go to A&E. I don’t know about 111.”
- “I’ve used the service before. I spoke to the GP receptionist at 5.45 and they were fully booked. The Out of Hours isn’t on till 6.30pm so I rang them and was given the option of coming here. I knew she didn’t need to go to hospital but she has been unwell since Saturday and I knew she would need to see a doctor”
- “My child needed to see a doctor.”
- “I’ve been here a few times. The Out of Hours service is brilliant. I also have a 3 year old and whenever I’ve called them they’ve been brilliant.”
- “My son has been to school today and when he came home he was upset (due to his tummy ache) so because of that I felt he needed to be seen by a doctor.”
- “I’ve been sent by 111 service and am very worried. I had to wait until his Dad got home from work to bring us.”
- “My son was prescribed anti-biotic eye drops earlier today. Mine might be the same although it feels like there is something behind my eye. Work have sent me home because it’s a dusty environment. Hopefully if I can use some eye drops and a patch I could go into work.”
- “My child needed attention”
- “My daughter came home from school unwell; I haven’t tried my own doctor.”
- “I took my previous ill health into account and I have been worrying about not being able to breath - it’s not like me. I have been taking things I can get over the counter but if anything it’s made it worse. I’ve found I can’t take cough medicine as it can make me worse. It can be up to a week till you can get a GP appointment - what are you supposed to do till then?”
- “I needed a doctor urgently and did not want to go to A&E”
- “I needed to think about work. I’ve used Out of Hours before.”
- “I’ve used Out of Hours before. I want to get her back into school tomorrow. She’s in year 6 do its important if she misses.”
- “I’d thought about going to A&E but my mother persuaded me to come to the Out of Hours service.”
- “I decided not to wait until the Wednesday appointment I’d been offered by my GP as I know it will only get worse and I felt I needed to see a GP tonight. If we hadn’t been able to get an appointment here we would have gone to A&E. Previously I’ve had the

same problem and that time I'd been to the GPs and wasn't getting any better so I went to A&E."

- "I have 3 young children and have been unable to pick them up or drive today. It's urgent tonight to get some pain relief so I can do the school run tomorrow. My partner has been able to bring me tonight but is in work tomorrow.
- "Work would not release me for a GP appointment so I had to come to the Out of Hours."
- "My baby is ill and we thought he needed to see a doctor."

How did you decide what to do? What factors did you take into account? - 13 February 2015

- "I have had previous experience of the service"
- "Previous experience"
- "Previously used the service."
- "Previously used."
- "Used before"
- "I've come before."
- "I'm desperate to see a doctor."
- "I felt a doctor was immediately needed."
- "My son's increasing ill health brought us here tonight."
- "It wasn't something for the pharmacist but I did need medical advice."
- "The Pharmacist thought it more appropriate to get antibiotic tonight. I would possibly have waited till Monday."
- "I took the advice of family and friends."
- "It's a good place to be seen. It's my 'Out of Surgery' (service) from my doctors."
- "I know I have an infection - why do patients have to wait under these circumstances? I have used this service before for children. I am self-employed - I can't wait 2 weeks."
- "It's always top quality here. At my GP's I was told "only the elderly are a priority". I've been told here (Out of Hours) that they would rather see them (children) sooner rather than later under the age of 5"
- "I've made an appointment today because a GP couldn't see me till next Friday."
- "I needed to see a doctor before weekend"
- "Information given by the doctors about the 'Out of Hours' service"
- "It's more difficult at 'Alastair Ross' to get an appointment since they have their new surgery. I used to be able to get one the same day. I think what's wrong with him (today) is something to do with the dental treatment he needs. (Previously)He has been seen by the Emergency Dentist but if they couldn't have seen him we were told he would have had to go to A&E. The Emergency Dental Service referred him for treatment to the hospital after two courses of antibiotics."
- "GP appointments are hard to get."
- "I needed treatment; am feeling very sick"
- "Had to come here because GP appointment wasn't available"
- "As the day went on I felt I should see someone. I felt I didn't want to leave it over the weekend till Monday."

Question - What does "Urgent" mean to you? - 26 January 2015

- "Serious- it depends on what is going on?"

- “Urgent immediate medical treatment”
- “Urgent treatment”
- “Immediate medical advice”
- “You need it there and then~”
- “I would think it means go to A&E”
- “It’s different for everyone”
- “Getting treatment tonight and not waiting till tomorrow as I’m in too much pain”
- “Go to hospital”
- “Immediate”
- “Being seen as soon as possible”
- “If my child is upset and quite sick and there is nothing else I can do at home”
- “Worried”
- “Something to be done quickly - in a second”
- “Worried and needing urgent attention”
- “Concerning”
- “Definitely need to see a doctor straight away. Emergency means hospital”
- “Quick treatment”
- “If it’s serious. I think everyone who comes here thinks it’s ‘urgent’”
- “If it’s bone breaking or heart attack - Something life threatening! I took my son to A&E at 9pm last night and there were only about 5 people there - he’d banged his head and cut his ear”
- “Really ill or in agony”
- “Needing to be seen when you are ill and not having to wait 3 or 4 days”
- “If you need something you need it now. I’ve got to deal with the children tomorrow and do the school run. If you think it’s urgent - you aren’t the doctor. If you feel it is at the time.”
- “Really bad times”
- “A&E treatment”

Question - What does “Urgent” mean to you? -13 February 2015

- “Immediate”
- “Straight away - the baby is ill”
- “Immediate care or immediate advice”
- “Something that can’t wait”
- “My baby needed help”
- “Very concerned”
- “Can’t wait till normal surgery times”
- “Immediate attention”
- “Quick particularly with a baby”
- “When in pain”
- “”Quick”
- “Done there and then”
- “Emergency - a stroke, or a road accident”
- “A&E supposed to be for emergencies. Difficulties are caused by not being able to get a GP appointment so things become ‘urgent’. It gets to the point where you are sick of waiting for a GP.”

- “If you are unwell and you cannot cope”
- “Same day”
- “Immediate attention”
- “Immediate”
- “Really ill”
- “As soon as possible”
- “Straight away”
- “Immediate treatment”
- “Patient deterioration needing urgent attention”
- “Right away”

What happened next? – 26 January 2015

“I went to the chemist for antibiotics and went home”

“2 days later we ended up back at ‘Out of Hours’ as the baby was given the wrong diagnosis.”

What happened next – 13 February 2015

“Chemist on the premises was open – medication received immediately. Follow up appointment was advised at my own GP as a result of the examination.”

“Go to Chemist and got a prescription/medication. Went home.”

Comments from children

A comment sheet for children based on ‘Kinda Magic Children’s Feedback Tool’, NHS Institutes Feedback Challenge, was utilised on the visit on 26 January 2015. Four children were asked for their views about their care and using ‘stickers’ indicated their satisfaction about:-

- Feelings of anxiety whilst at Waters Meeting Health Centre
- Being listened to
- Kindness demonstrated by the clinician
- Having something to occupy them whilst waiting

