

# Mayflower Medical Group



**You Said**   
**We Did** 

## **Accessing services at Mayflower Medical Group**

Healthwatch Plymouth, are the independent champion for people using health and care services in Plymouth. Healthwatch listens to what people like about services and what could be improved, sharing those views with those who have the power to make change happen.

In May 2022, Healthwatch Plymouth (HWP) were approached by the new provider of Mayflower Medical Group (MMG) to undertake a patient survey. The survey's focus was to address long established patient concerns and frustrations in accessing GP services at the 5 surgeries (Mannamead surgery, Sterling Road surgery, Ernesettle primary care centre, Mount Gould primary care centre and Trelawny surgery) that form MMG and to ask for suggestions on generally improving the service and in particular improving access.

The engagement took place from 25th July to 11th September 2022, and the survey was co-produced between Healthwatch Plymouth and Mayflower Medical Group

The survey was distributed and publicised online via the Facebook pages of Healthwatch Plymouth. Promotion was also done through Healthwatch's weekly e-Bulletin and via Mayflower Medical Group communications channels. In addition, the survey link was also shared with local councilors.

A total of 338 people responded to the survey with respondents spread across the 5 surgeries:

Mannamead surgery – 128 respondents (37.87%),  
Stirling Road surgery – 117 respondents (34.62%),  
Ernesettle primary care centre – 52 respondents (15.38%),  
Mount Gould primary care centre – 21 respondents (6.21%)  
Trelawny surgery – 20 respondents (5.92%).

In addition, Healthwatch received 42 comments via our social media pages and a further 11 feedback reviews through our website feedback centre.

The total responses, comments and reviews were 391 equating to approximately 1% of the patient population.

## Key findings

One of the main concerns raised by patients was the difficulty in accessing their surgery. Primary access routes for patients have been phone contact or E-consult.

228 respondents stated they had waited in a telephone queue to access their surgery, with 40% of those (99 respondents) stating they waited longer than 40 minutes. 96 respondents (42%) stated they felt 5-10 minutes was an acceptable waiting time.

294 respondents had used an e-consult to access treatment and of those nearly 50% had found the process not easy to use.

Of those respondents using an e-consult 65% (193 respondents) stated that they had not received contact back from their surgery within the specified time frame.

Of those telephoning, 70% (182 respondents) stated that telephone multi options was useful, but multiple comments were made that the current options need reviewing along with welcome messaging to speed up the process.

68.4% (184 respondents) found online services such as booking an appointment or ordering repeat prescription easy or OK to use.

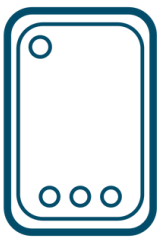
## Healthwatch observations

There remains considerable patient frustration in accessing services, particularly by phone and by eConsult especially around extended waits in phone queues or the length of time to receive a response to an eConsult. As a result, some patients have lost or are losing confidence in the service. Other issues with online video consultations maybe out of scope for the practice to resolve themselves, but feedback needs to be given to the provider of this service about the issues being experienced. A proactive and regular communications plan needs to be maintained to keep patients informed of changes.

## Patient feedback survey July – September 2022



**391** patients shared their feedback.  
this was the equivalent of **1% of the patient population**



Most patient phone calls  
to their surgery were  
made  
on a **Monday & Friday.**



Nearly **83%** of patients  
waited in a telephone que  
when trying to contact their  
surgery,  
with **42%** of those waiting  
**longer than 40 minutes.**



**65%** of patients called  
their surgery before  
12pm.



Nearly **90%** of patients  
have used E-consult,  
of those that used it over  
**50%** found it was  
**not easy to use.**



**42%** of patients felt  
**5-10 minutes** was an  
acceptable telephone  
waiting time.



**60%** of patients use  
online services to request  
repeat prescription.



Nearly **75%** of  
patients were  
directed to a GP after  
their initial enquiry.



**65%** of patients did not  
receive contact from their  
surgery with in the  
**specified time frame** after  
an E-consult.



Nearly **75%** of patients  
received messages or  
information from their  
surgery.  
**90%** of these received this  
via text/sms.

## Patient feedback survey July – September 2022

A selection of patient comments;

"I can understand that there is a shortage of doctors etc, but I find the current systems in place are complicated, difficult to use take a lot of time. Simple easy communications are required."

"Disgusting I rang twice yesterday and after pressing the options I got disconnected"

"Often the admin staff/reception staff are quite rude as if you have inconvenienced them by simply contacting them. However, there is a reception staff member who is always helpful and kind"

"I have no confidence in the service I will receive from the Mayflower Group. In the last couple of years, it has deteriorated significantly. This is currently a failing service as far as I am concerned"

"Needs some improvement but am so happy with the treatment I received last week, everyone is struggling especially the NHS and so much uncertainty, my faith has been restored in the Group."

"The GP and the phlebotomist were both extremely friendly, helpful, and professional. It is getting to arrange an appointment that takes a long time."

"Had an appointment on the Livi app my appointment was 5.15pm. I checked in and waited, an hour later still no doctor was assigned, terrible service"

"Every time I need an appointment, they're 'full to capacity' whatever time of day I call."

"I think your medical team are great but sadly the access through to them is pretty poor - make the website more user friendly, put an extra receptionist on during your busy times (the queue was out the door when I went) the signage is poor, remember you have new patients from another surgery, and they might not have used your facilities before."



## Mayflower Medical Group response

"Mayflower Medical Group would like to thank Healthwatch Plymouth for their support to work in collaboration and to gather a wider scope of patient feedback.

Whilst Mayflower Medical Group continue to receive patient feedback through our governance team, it was imperative that a wider audience had been reached and sought for feedback and interaction on their experience of the primary care services.

Following the outcome of the survey the team have put in place an action plan to address the concerns that have been raised, in regard to access to the surgery.

The main themes that came to fruition in regard to access were the telephone and eConsultations. Some clear examples were provided regarding access and where improvements were needing to be made.

Mayflower Medical Group will over the coming weeks and months work through the action plan with the key accountable individuals to start to explore what resolution could be put into place. Mayflower Medical Group will work closely with Healthwatch Plymouth to provide feedback on those areas so that this may be shared with our patients and the wider community.

Thank you for taking the time to contribute and feedback regarding your experiences."

## Contact us:

Jan Cutting Healthy Living Centre  
Scott Business Park  
Beacon Park Road  
Plymouth  
PL2 2PQ

[www.healthwatchplymouth.co.uk](http://www.healthwatchplymouth.co.uk)  
t: 0800 520 0640 (Freephone)  
e: [info@healthwatchplymouth.co.uk](mailto:info@healthwatchplymouth.co.uk)  
tw: @HealthwatchPlym  
fb: [facebook.com/HealthwatchPlymouth](https://facebook.com/HealthwatchPlymouth)



Scan to visit our website