

Understanding what residents think of healthcare services in Orrell and Billinge

Survey Results April 2018

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1. Introduction

Wigan Borough Clinical Commissioning Group (CCG) is the local NHS organisation responsible for planning and buying (also known as commissioning) health care services for the residents of Wigan Borough.

Wigan Borough CCG has been involved in some discussions about improving healthcare services and facilities in Orrell and Billinge.

Between 2nd March 2018 and 9th April 2018 local residents and groups had the opportunity to complete a survey to tell us what they think about current services and what they thought could be improved.

This report summarises the results of the survey and what people told us.

2. Response rate

179 people completed the survey.

The survey was advertised and distributed in the following ways:

1. Posted regularly on Wigan Borough CCGs social media accounts (Twitter and Facebook)
2. Sent out to Wigan Borough CCG's Shape Your NHS engagement membership and to patient groups
3. Sent to local Voluntary Community Sector Groups
4. 2 sessions held at Orrell Book Cycle talking to local residents and handing out surveys
5. 1 session held at Greenslate Farm talking to local residents and handing out surveys
6. 10 copies of the survey with Freepost envelopes dropped off with the following services;
 - a. Church Street Dental Surgery
 - b. My dentist Moor Road
 - c. Well Orrell Church Street
 - d. Cohens Chemist
 - e. Bradshaw Street Pharmacy
 - f. Dean Wood Manor Care Home
7. 200 surveys and Freepost envelopes given to a contact at Orrell Methodist Church to hand out to local residents

3. Acknowledgements

Many thanks to the local residents of Orrell and Billinge who took the time to complete this survey. Thanks also to the local groups and businesses that helped to distribute the survey.

4. Response highlights

Everyone who responded to the survey said they were a local resident.

The majority of people (162) are registered with a GP practice in Orrell or Billinge.

The majority of people (137) are registered with the Billinge Medical Practice, which operates across two sites (Recreation Drive in Billinge and Church Street in Orrell).

A lesser number of people (15) are registered with Bradshaw Medical Centre in Orrell and the rest of people (12) are registered with other practices in Wigan Borough, Up Holland and Garswood. Some people choose to travel out of the local area for GP services.

When asked about local facilities and buildings the total number of people 'extremely satisfied' or 'satisfied' was equal to those who are 'dissatisfied' or 'extremely dissatisfied' (68).

When asked about how satisfied they are with the services on offer, most people are 'Dissatisfied' or 'Extremely dissatisfied' (119) compared to people who are 'satisfied' and 'extremely satisfied' (45).

For people registered at Billinge Medical Centre, the top things that people would like to improve are:

- Access to Appointments
- More GPs (including permanent GPs)
- Better telephone access
- A new medical centre
- Facilities (including modern, bigger, better access)
- Staff attitude

The number of people who commented on things they would like to improve at Bradshaw Medical Centre was small, but the appointment system was mentioned (4).

In terms of accessing other health services in Orrell and Billinge the majority of people (79) find it difficult and had travelled outside of the local area to access services within the past 12 months (131).

Travelling over to St Helens and into Wigan to access health services was most common for people who responded to the survey, and this was to local hospitals and a range of community clinics.

The types of services that people said they had travelled for was varied and extensive. The service people said they had travelled to access the most was a Walk in Centre (42).

The majority of people (103) feel there could be more healthcare services provided in Orrell and Billinge. Most people (23) would like more doctors and a new medical centre / clinic. There were a range of different community based services listed by people.

Many people highlighted difficulties getting an appointment with a GP locally, both in terms of the booking system and availability of appointments/service. Many people also commented on the need to improve local primary care services, in terms of the need for more GPs and better, bigger facilities to serve the growing population of Orrell.

5. Full survey Results

ABOUT YOU

Q1. Tell us who you are?

178 out of 179 people who completed the survey said they were local residents.

1 person who completed the survey skipped this question.

GP SERVICES

Q2. Are you registered with a GP practice in Orrell or Billinge?

178 people answered this question.

The majority of people who answered the question, 162, said that they ARE registered with a GP practice in Orrell or Billinge.

16 people said they ARE NOT registered with a GP practice in Orrell or Billinge.

Q3. If so, which practice do you attend?

164 people answered this question.

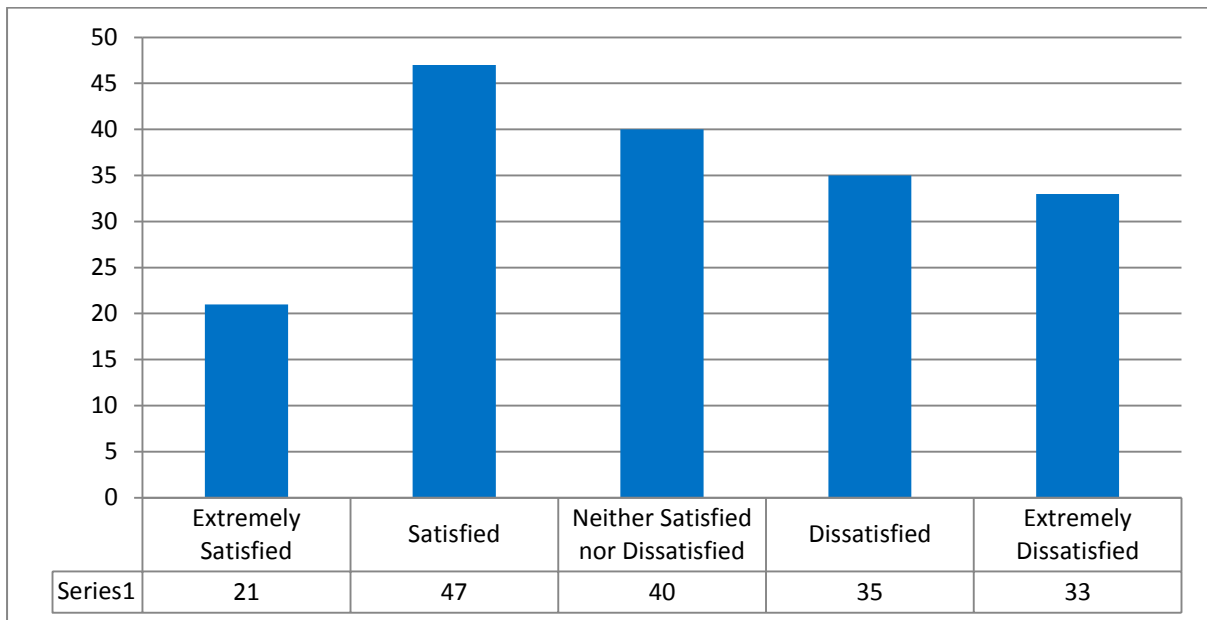
The majority of people who answered the question are registered with Billinge Medical Practice.

Practice	Number
Billinge Medical Practice (across 2 sites): <ul style="list-style-type: none">Recreation Drive, Billinge, WN5 7LYChurch Street, Orrell, WN5 8TQ	137
Bradshaw Medical Centre, Bradshaw Street, WN5 0AB	15
Intrahealth Marsh Green, Harrow Road, Wigan, WN5 0QL	2
Pemberton Surgery, Sherwood Drive Clinic, Sherwood Drive, Wigan WN5 9QX	2
Marus Bridge Practice, Chandler Surgery, Chandler House, Poolstock lane, Wigan, WN3 5HL	1
Hall Green Surgery, Ormskirk Rd, Up Holland, Skelmersdale WN8 0AB	2
Matthew Ryder Clinic, Dingle Rd, Up Holland, Skelmersdale WN8 0EN	3

Shevington Surgery, <i>Houghton Lane, Shevington, Wigan WN6 8ET</i>	1
Garswood Surgery, <i>Billinge Rd, Ashton-in-Makerfield, Wigan WN4 0XD</i>	1

Q4. How satisfied are you with the facilities available at your practice? (I.e. buildings and equipment).

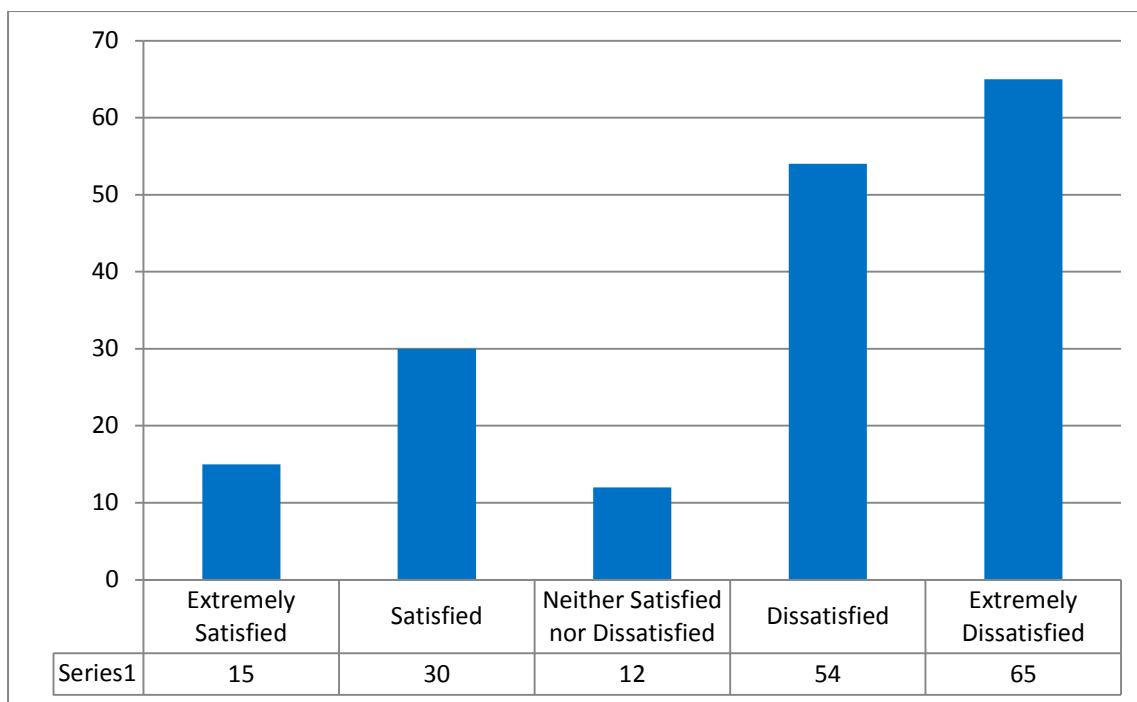
176 people answered this question. ‘Satisfied’ was the most popular answer. The total number of people ‘extremely satisfied’ or ‘satisfied’ was equal to those who are ‘dissatisfied’ or ‘extremely dissatisfied’.



Q5. How satisfied are you with the services available at your practice? (I.e. things like appointments, booking systems, the range of treatments)

176 people answered this question.

‘Extremely dissatisfied’ was the most popular answer followed by ‘Dissatisfied’.



Q6. If you could improve one thing about your GP practice what would it be?

156 people answered this question.

We looked at the data by practice.

The themes emerging from people registered at **Billinge Medical Centre** (Across the 2 sites on Recreation Drive in Bilinge and Church Street in Orrell):

1. Access to Appointments - mentioned 86 times
2. More GPs (including permanent GPs) – mentioned 36 times
3. Better telephone access – mentioned 15 times
4. A new medical centre – mentioned 13 times
5. Facilities (including modern, bigger, better access) – mentioned 14 times
6. Staff attitude – mentioned 12 times

Other things people thought could be improved;

- Car parking
- A better check in / call in system when you go for an appointment
- Better access to see a GP of your choice
- More time with the GP
- Better access to see a female GP
- Improved repeat prescription ordering process
- Longer opening times (including for evening, weekends for those who work)

- Better Clinical Care
- Better access to Mental Health services

Looking at the responses from people registered at **Bradshaw Medical Centre**, the number of responses was relatively low:

1. The appointment system – mentioned by 4 people.

Other things people thought could be improved;

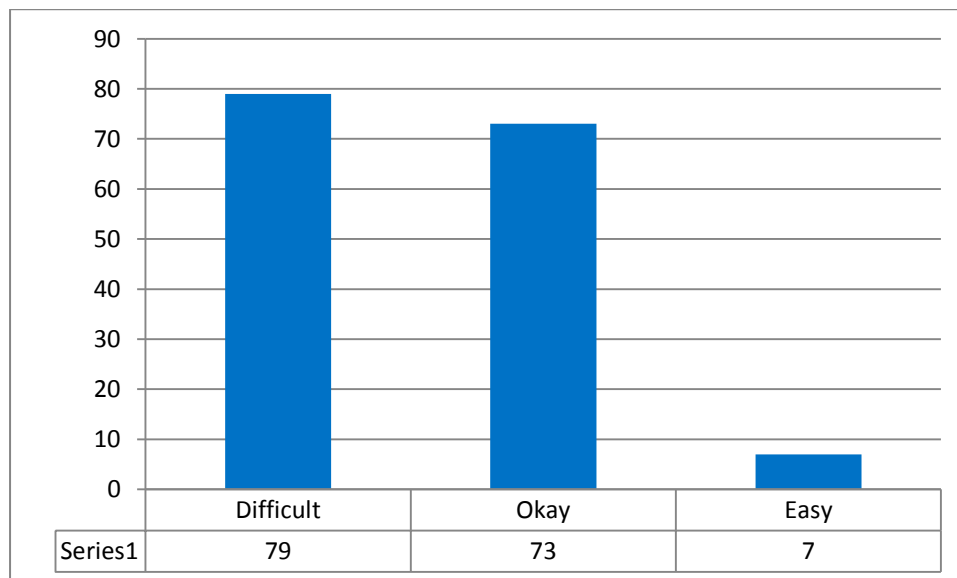
- Earlier appointments
- Minor treatment facilities
- Parking
- Administration
- Staff attitude

We had a few responses from people registered at other practices outside of Orrell or Billinge but the numbers were very low.

OTHER SERVICES

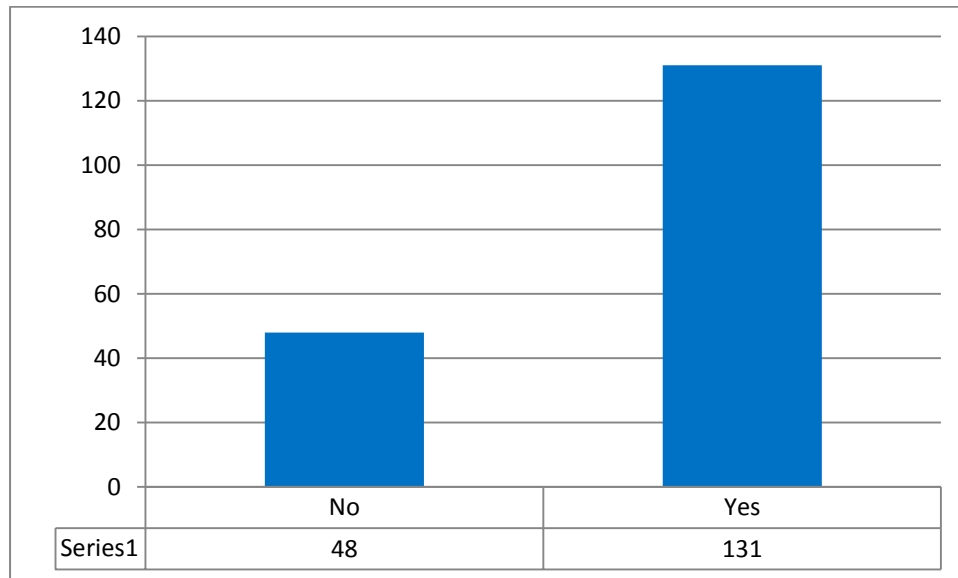
Q7. How easy do you find it to access other health services in Orrell and Billinge? (I.e. non GP services such as Community Nursing and Therapies, Health and Wellbeing support)

159 people answered this question.



Q8. In the past 12 months have you had to travel outside of Orrell or Billinge to access any health care services?

179 people answered this question.



Q9. If so, where did you travel and what was it for?

131 people answered this question.

Where people travelled to, in alphabetical order:

There were a number of different locations people travel to outside of Orrell and Billinge to access services. The majority of people responding to the survey said that they travel into St Helens or into Wigan, both hospital and community clinic locations.

Location	Service	No. of times mentioned	Total
Aintree Hospital	Lymphedema	1	5
	Sleep	1	
	Eyes	1	
	Not stated	2	
Albion Street, St Helens	Not stated	3	3
Chavey Hospital – Specialist Unit	Not stated	1	1
Christies	Cancer care	2	2
Euxton	Stitches	1	1
Fairfield Hospital	Physiotherapy	1	1

Garswood Clinic	Blood tests	1	3
	Out of hours	1	
	Not stated	2	
Haydock	Midwife appointment	1	1
Leigh Infirmary	Injections	1	2
	Foot check	1	
Liverpool	Walk in Centre	2	5
	For surgery	1	
	Women's services	1	
	Not stated	1	
Location not stated	Blood tests	1	27
	Ear clinic	1	
	Eye infection	1	
	Private healthcare	2	
	Health visitor	1	
	Walk in Centre	9	
	Dentist	1	
	Doppler Clinic	1	
	Chiropodist	2	
	Out of Hours	2	
	A&E	2	
	Hospital appointment	2	
	Counselling	2	
Manchester	Brain scan	1	1
Manchester Children Hospital	EEG	1	1
Newton	Stitches	1	6
	Audiology	1	
	Physiotherapy	2	
	Ear Care	1	
	Bursitis	1	
Ormskirk	Not stated	1	4
	Diabetic retinopathy	1	
	Children's service	1	
	Pain injection	1	
Salford Royal Hospital	Not stated	1	1
Skelmersdale	Walk in Centre	7	9
	Breast screening	1	
	Not stated	1	
Southport	Not stated	1	2

	Eyes	1	
St Helens	Scan	1	45
	Ears / Audiology	2	
	Walk in Centre	23	
	Cardiology	1	
	X-ray	2	
	Dermatology	1	
	Prostate Cancer	1	
	Dietetic Services	1	
	Physiotherapy	2	
	Rheumatology	1	
	Blood tests	1	
	Family planning	1	
	Not stated	4	
	Out of hours	4	
St Helens, Lowe House Health Centre	Audiology	1	5
	Speech therapy	1	
	Smear test	1	
	Family planning	1	
	Not stated	1	
Whiston	Plastic Surgery	1	6
	A&E	1	
	Not stated	1	
	Hip replacement	1	
	Not stated	1	
	Blood tests	1	
Widnes	Walk in Centre	1	1
Wigan, Ashton Clinic	Cardiac monitoring	1	1
Wigan, Boston House Health Centre	Physiotherapy	2	4
	Podiatry	1	
	Eyes	1	
Wigan, Chandler House Clinic	Ear Care	1	1
Wigan Hospital (Royal Albert Edward Infirmary)	A&E	5	21
	Inpatient (children's)	1	
	For regular infusions	1	
	Maternity	3	
	Blood tests	3	
	Consultant appointment	2	
	Maxillo-facial surgery	1	

	Scans	2	
	Not stated	2	
	Smear	1	
Wigan, Ince Clinic	Podiatry	1	1
Wigan, Platt Bridge Health Centre	Blood tests	1	1
Wigan, Sherwood Drive Clinic in Pemberton	Foot care / Podiatry	3	9
	Wound dressing	1	
	District Nurses	2	
	Retinopathy	1	
	Diabetes services	2	
Wigan, Thomas Linacre Centre	Specialist nurses	1	6
	X ray	1	
	Not stated	1	
	Blood tests	3	
Wrightington Hospital	Rheumatology	1	8
	Physiotherapy	4	
	Surgery	2	
	Not stated	1	

What services people travelled for, in order of most popular:

There are a number of different services that people said they travelled out of Orrell or Billinge to access. The majority of people said they travelled to go to a Walk in Centre.

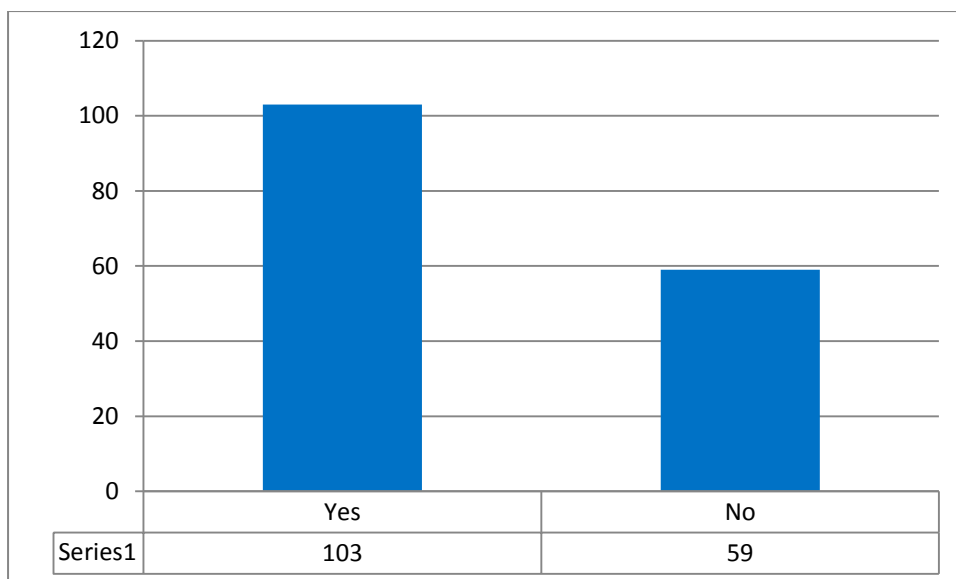
Service	No. of times
Walk in Centre	42
Service not stated	24
Blood tests	11
Physiotherapy	11
A&E	8
Out of Hours	7
Ear services	5
Eye services	5
Diabetes Services	4
Foot care / podiatry	4
Maternity	4
Nurse Service, including stitches & wound dressing	4
Surgery	4
Cancer care	3
Scans	3

X-ray	3
Audiology	2
Cardiology	2
Chiropody	2
Consultant appointments	2
Counselling	2
District Nurses	2
Family planning	2
Hospital Appointment	2
Injections	2
Podiatry	2
Private healthcare	2
Rheumatology	2
Smear Test	2
Brain scan	1
Breast Screening	1
Bursitis	1
Children's inpatient service	1
Children's services	1
Dentist	1
Dermatology	1
Doppler Clinic	1
EEG Test	1
Health Visitors	1
Infusions	1
Lymphedema	1
Maxillo-facial surgery	1
Plastic Surgery	1
Sleep	1
Speech Therapy	1
Women's services	1

Q10. Are there any health services that you think should be available in Orrell and Billinge that currently are not?

162 people answered this question.

The majority of people think there are some services that should be available in Orrell or Billinge that currently are not.



Q11. What services do you think those should be?

96 people answered this question.

A majority of people said that they would like to see a new medical centre and clinic in Orrell and Billinge. There were a number of comments around this including having better facilities and more services in it.

Service people think should be available locally	No. of times mentioned
A new medical centre / clinic / doctors surgery	23
Podiatry	11
Blood tests	9
Wellbeing clinic (including well Women clinic)	9
Physiotherapy	8
Better access to GP appointments and services (including more appointments and better online booking)	8
Mental Health / counselling	6
Nurse services, including stitches / dressings / offer advice	6
Baby clinic	6
Family planning and sexual health	5
Diabetes services	4
Chiropody	4
Walk in Centre	4
Scans and diagnostic tests, including X ray and mammograms	3
Minor surgery	3
Ear care	3

Eye services / Opticians	3
Health visitors	1
Occupational Therapy	1
More female doctors	1
Children's centre	1
Drug and alcohol services	1
Telephone advice for non-urgent issues	1
Blood monitoring	1
Dentist	1
Dermatology	1
Facilities for older people	1
More local hospitals with A&E	1
Home based care	1
Dieticians	1

FINALLY

Q12. Is there anything else you would like to tell us?

84 people answered this question.

Theme	No. of mentions
Difficult to get an appointment; including appointment system and availability	38
Need to improve local Primary Care services; Need for more GPs and better facilities to serve a growing local population	35
Staff attitude / behaviour	8
Concerns about clinical care / advice	6
Seeing the same doctors, not Locums is important	4
Happy with service / care received	4
Prescription service (both positive and negative comments for it)	2
Lack of services for people who need follow up tests and monitoring	1
Care at local hospitals	1
Would think about changing GP practice if facilities were improved	1
Not sure what services the local GP practice provides	1
Need for services for older people	1
Need for community rooms	1
Difficulty / cost associated with travelling to other places to access services	1
Issue about NHS Dentist charge	1

Q13. Would you want to be contacted about this again?

92 people answered that they would be willing to be contacted again about their views on services in Orrell and Billinge. We will make sure these people get a copy of this report.

6. Demographic Information

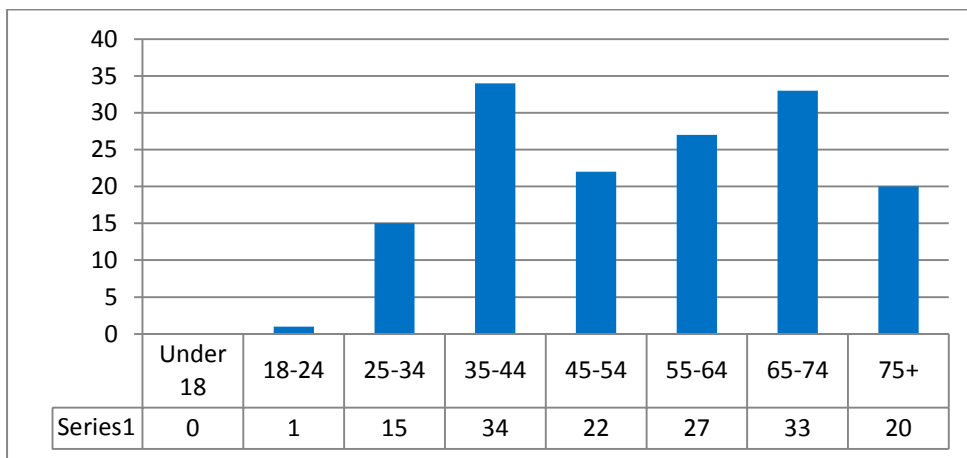
Ethnicity

141 people answered this question.

100% identified as White / British or Caucasian.

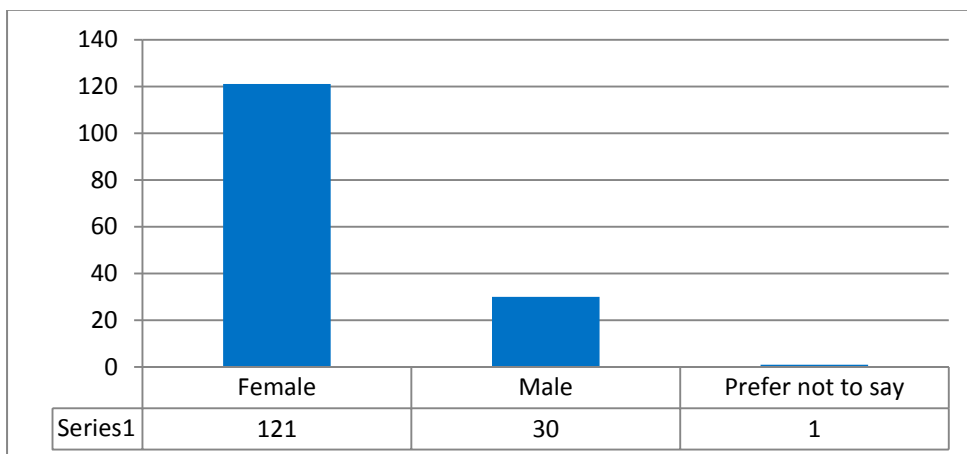
Age

152 people answered this question.



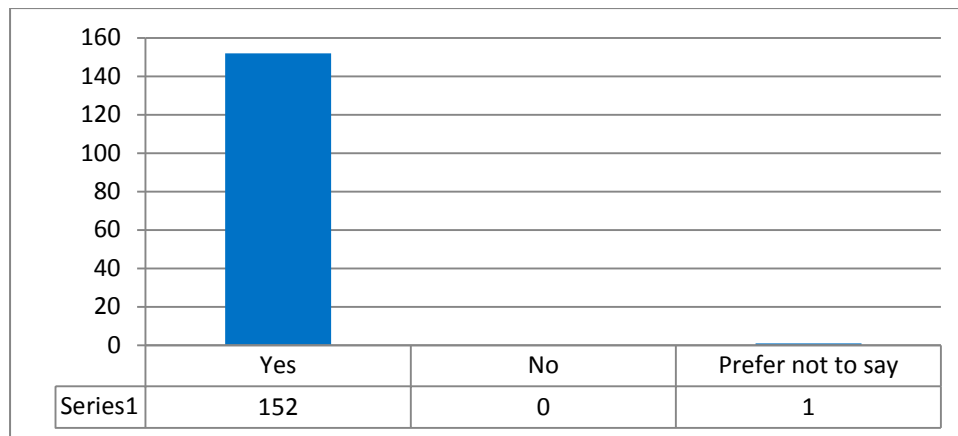
Gender

152 people answered this question.



Is your gender identity the same you were assigned at birth?

153 people answered this question.



Relationship Status

147 people answered this question.

Married	96
Widow	14
Single	13
Divorced	6
Living with partner	6
Co-habiting	4
In a relationship	3
Engaged	2
Common Law	1
Partner	1
No Comment	1

Faith

130 people answered this question.

Atheist	3
Church of England	32
Roman Catholic	24
Christian	44
Evangelical Christian	1
None	22
Methodist	3
Yes	1

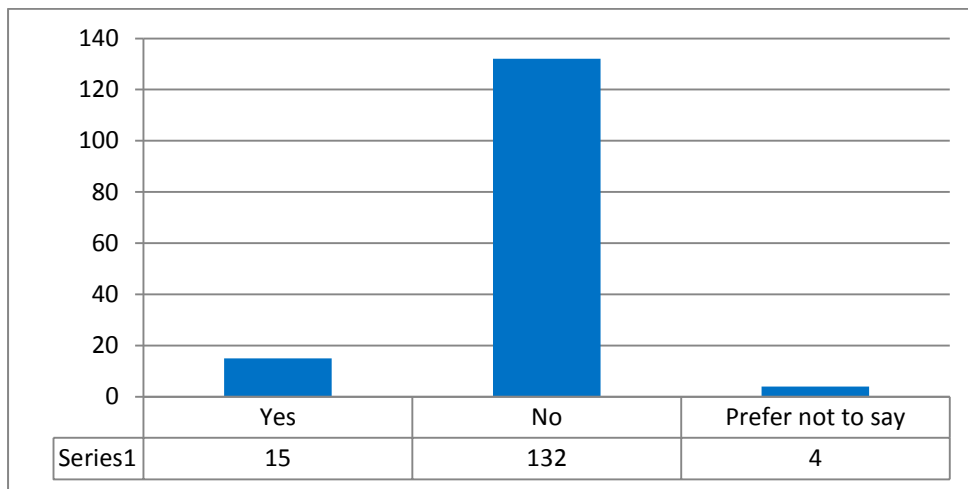
Sexual Orientation

109 people answered this question

Bisexual	1
Heterosexual	104
My own	1
No comment	3

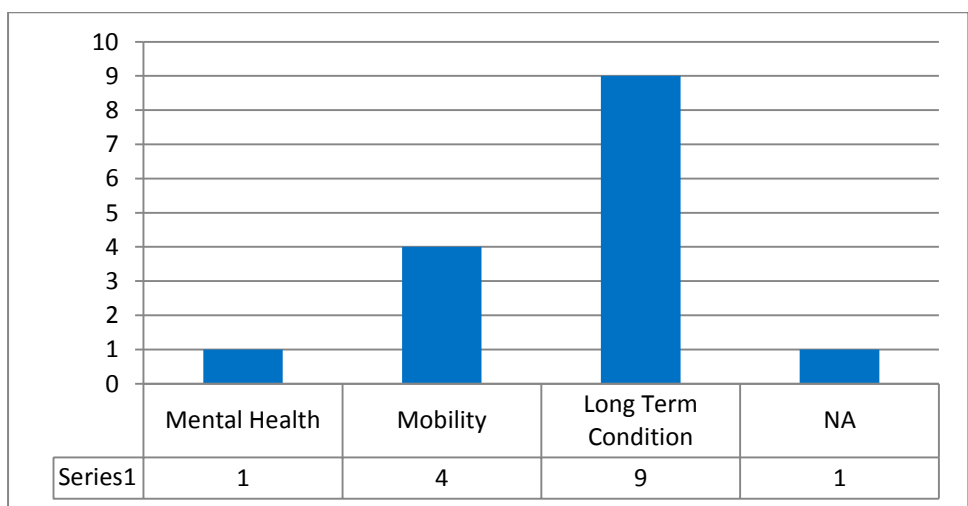
Do you consider yourself to be disabled?

151 people answered this question.



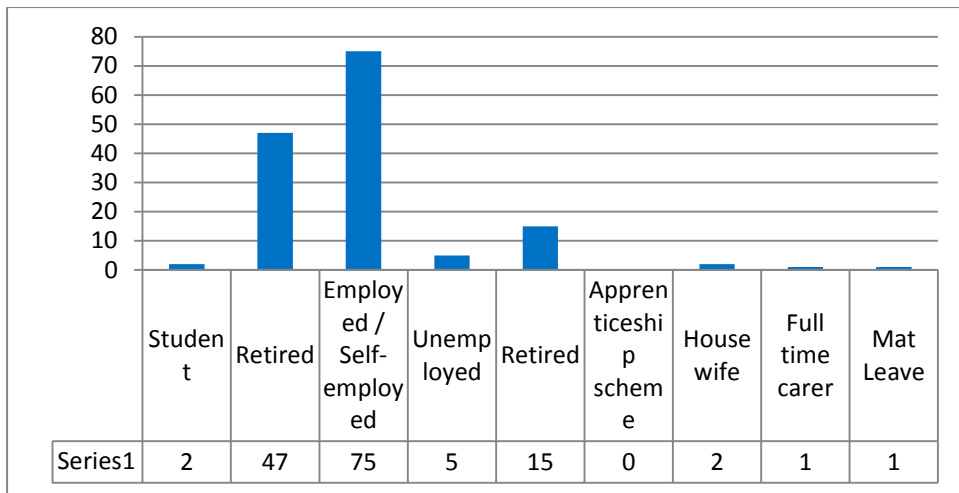
If yes, what is your disability?

14 people answered this question.



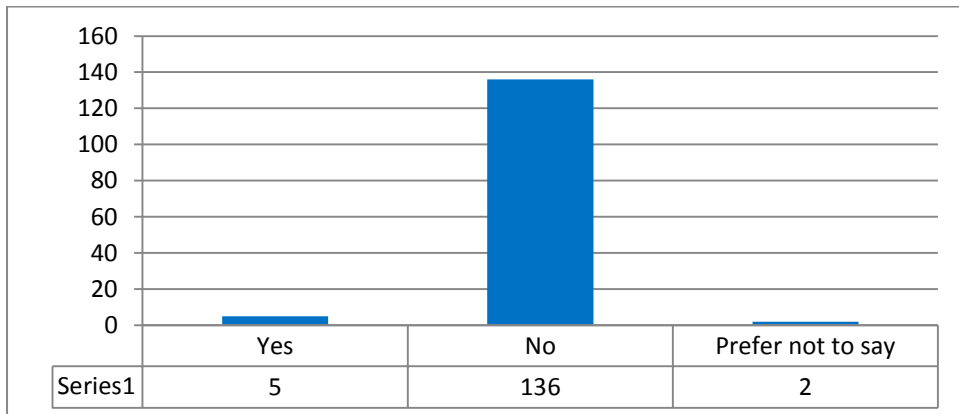
Employment Status

148 people answered this question.



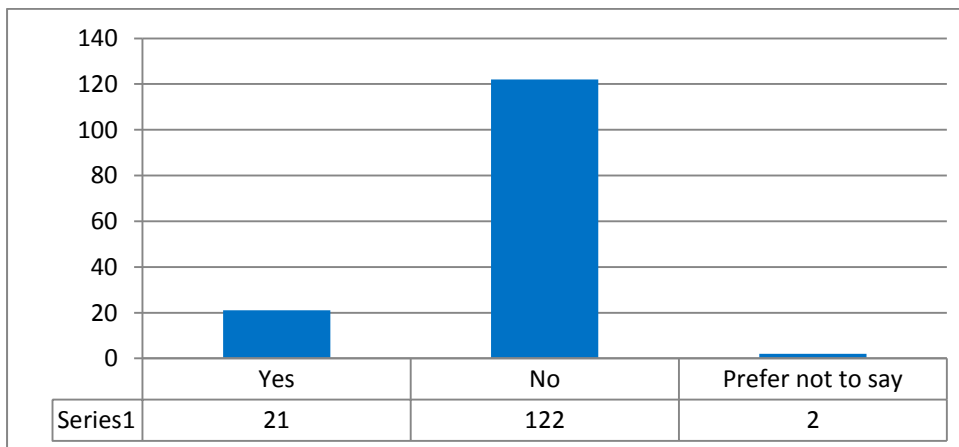
Veterans

143 people answered this question.



Carers

145 people answered this question.



7. Conclusion

The results of this survey will be made available to the Primary Care Team at Wigan Borough CCG.

There are some clear themes emerging around dissatisfaction with local services and things local residents would like to see improved:

- Access to appointments
- More GPs
- Better, modern facilities

Many people fed back that they would like to see more services in the local area, particularly Primary Care services.

The Primary Care Team will be asked to review the results of this survey and to provide feedback that can be shared with local residents who took the time to give us their feedback.