

Leesbrook Surgery

Matron Survey Analysis and Report September 2022



Introduction

Healthwatch Oldham has worked in conjunction with Leesbrook Surgery to survey the views of people who use their Matron Service. In December 2019, Leesbrook Surgery implemented a change to an all-day Matron Service and following this change they have worked with us to take steps to better understand patient satisfaction and experience. Prior to this, Leesbrook Surgery had only one matron that was employed part time, with the new all day Matron Service they now employ 3 matrons, covering Monday – Friday, which ensures there is access to the Matron Service alongside GP's. This report represents the feedback of 20 patients who undertook the survey titled, 'Understanding your experiences of the Matron Service at Leesbrook Surgery'.

We would like to take the opportunity to thank those who have completed the survey and help contribute to these findings. Whether it has been sharing your own experiences or whether you have promoted this survey with other patients in the practice.

We would also like to thank Leesbrook Surgery for partnering with us, to better understand patients' experiences of the Matron Service, and for allowing us to bring an independent and impartial focus to this survey.

Disclaimer: about our research

The responses in this survey are from a self-selected sample of local people and as a result, should be considered as indicators of Leesbrook Surgery patients' views and not as a robustly balanced statistical analysis, they do not represent the views of Healthwatch Oldham. Healthwatch Oldham carries out research in line with accredited guidelines set out in Healthwatch England's Research Framework. We aim to identify what matters most to people and use our findings to ensure that people's voices influence and improve the quality of local services.

If anyone has any queries relating to the content of this report, please contact a member of the Healthwatch Oldham team via info@healthwatcholdham.co.uk.

Reasons for being referred to the Matron Service

Community Matrons aim to support patients who have complex long-term conditions and may currently have a high-intensity use of the health care system. Through their role Matrons, provide advanced specialist nursing care, support patients to remain at home longer and also enable them to have more choices about their health care. Matrons, work proactively with patients and carers to coordinate the individual health and social care a patient needs.

Patients who took part in our survey gave several reasons for using and being referred to the matron service facilitated by Leesbrook Surgery. Respondents, circumstances such as following up on test results, needing to discuss new medication and a partner needing help with the care of their husband because he was suffering from dementia and Parkinson's disease. Two different family members shared with us, they were able to make a self-referral for their loved ones, one patient was recovering from a stroke and the other had just been diagnosed with dementia. From the feedback we have received, through the referrals into the Matron Service, it is evident overall

that patients can experience a focused intervention, whilst also having the opportunity to have their unmet health and social care needs to be addressed, at times through complex health and social care interventions.

Period Patients have used the Matron's Service

Patients who responded to the survey were able to share the length of time they had engaged with the Matron Service. This varied from it being the very first time, right through to someone having used the Matron Service for 2-3 years. From the 19 responses to this question, a total of 5 responses indicated 12 months or more. In terms of those who had engaged with the Matron Service for the first time, this was a total of 4, from the 19 responses to this question. Therefore, since the implementation of the full-day Matron Service in December 2019, there is evidence to date of patients still picking this service for the first time.

Appointment/Contact from the surgery Matron

As part of the survey, we asked patients if they managed to get an appointment/home visit and or phone call from the surgery matron when they needed it. From a total of 20 responses, 19 patients reported, Yes, they did, with one saying, that this was only "*sometimes*", with no further explanation provided.

Satisfaction with Treatment/Care received by Patients

From a total number of 20 responses, all 20 patients reported back that they were satisfied with the treatment and or care they received, either as patients or on behalf of loved ones. An example of the many compliments that were fed to us includes one respondent saying this, "*I requested a call from the Matron service following my mum in laws hospital discharge. I received a call back the following day and am more than impressed with the service, professionalism and knowledge of the matron. We have just moved GP practice and have never had this service previously. Dawn, the matron, made me feel comfortable and was easy to chat with. She answered my questions and came up with a plan that suited us all. I would use this service again without a doubt. Thank you.*"

One respondent was able to comment specifically on the implementation of the Matron Service at Leesbrook Surgery, they said, "*We feel it has been a great asset to Leesbrook Surgery having the excellent Matron service. We have full confidence in them & their attention has been highly commendable. Long may it continue.*"

Involvement in Decision Making and Planning of Care

Respondents to the survey were asked if they were satisfied with the treatment/ care that they received. From a total of 20 responses, 19 responses expressly said, "Yes" they were satisfied, with one expressing this was only "sometimes".

Needs being Met by Surgery Matron

Within the survey, patients have been given the chance to express their opinion as to whether their 'Needs' were being met by the Surgery Matron. From a total of 20 responses to the survey, all 20 reported that "Yes" their needs were being met.

Experience in the Matron Service

During the survey respondents were asked, if they could give a view on the following statement, 'I thought my experience of the Matron Service was really good'. From a total number of 20 respondents, 16 said they 'strongly agree', whilst 4 said they 'agree.' This illustrates the level of confidence that patients and carers have in the Matron Service.

Matron Service and Impact on Health and Care

As part of the survey, respondents were asked if they felt having a Matron within the surgery was a benefit to their health and care. Out of a total of 20 responses, all 20 answered, "Yes".

Patient Management of Health and Care

Respondents were asked if there had been a positive change in the management of their health by having a Matron Service within the Surgery. Over 50% (11 responses) of those who took part in the survey said they 'strongly agreed' that they had seen a positive experience in the management of their health as a result. Other responses included, (3) people saying they 'agreed' with this statement, whilst (5) said they neither agreed nor disagreed. One respondent chose not to answer this question. Therefore, the majority of respondents were of the view that the offer of the Matron Service has impacted positively on their health and care.

Prevention of Hospital admission

Respondents were asked if they felt the Matron Service at the surgery had prevented them from presenting at the hospital or needing to be admitted to a hospital. From the total 20 responses (13) responded "Yes" they felt the matron service was preventing them from presenting at hospital or being admitted, however (6) responded "No" they did not, and one chose not to respond to this. Therefore over 50% of total respondents felt the service did contribute to preventing demand and admission at the hospital.

General Reflections of the Matron Service

Upon concluding the survey, respondents were given the chance to express any other views they had about the experience of the Matron Service at Leesbrook Surgery. All of these comments have been positive, and very complimentary in nature. One example includes, *"We feel it has been a great asset to Leesbrook Surgery having the excellent Matron service. We have full confidence in them & their attention has been highly commendable. Long may it continue."*

Furthermore, other comments also reflect the high regard the service is held, another respondent said, *"The matron service is top class and a massive improvement to the surgery. The Matrons are very informed, kind and caring"*.

In total 15 respondents gave their general reflections, with (14) very much in line with the above and (1) reporting as feeling the service to be 'All very satisfactory.'

Demographics

Of the total 20 respondents, (13) reported to us that they were over the age of 80, which is over 50%. In total there were more women (17) than men (3) who took part in the survey, In terms of ethnicity a total number of (13) respondents, therefore well over half identified as 'White British.' In terms of those identifying as having a disability, a total of (5) respondents said they had a disability, and a total of (11) respondents have said they have a long-term condition. A total of (18) respondents identified as heterosexual.

Conclusion

There is a high satisfaction rate amongst the patients/carers who engaged in this survey about the all-day Matron Service. This survey highlights broad satisfaction with the overall experience of using the Matron Service, the impact it has on respondents' health and care needs and management of their care.

This survey represents only a small sample size of the users of the Matron Service and detail has been provided about the demographic reach of the survey.

It would be beneficial for the Matron Service to develop its ability to obtain feedback on an ongoing basis from users of the service as part of its quality assurance measures. It may also be beneficial to do further analysis of the demographic make-up of the users of the Service and consider action that can strengthen its equality, diversity and inclusion.