



**NHS Doncaster CCG - Governing Body**  
**6th February 2020**  
**Patient Story - Access to Primary Care**

## Patient Details

- Steve Lyons
- Age 70
- Retired
- Volunteer at Healthwatch Doncaster
- Member of PPG
- Member of Doncaster PPG Network
- IT Graduate
- Lifelong history of asthma
- No other relevant health problems



## Friday 20/12/19

- Cough & tight chest - increased use of “preventer” for 2 days
- I was concerned I might develop a chest infection
- I would be away from home for Christmas from 23 Dec.
- I had required antibiotics and steroids last winter
- I called my GP Practice at 08:14 & was offered a triage call back, which I received at 10:52
- The ANP who called said: “Antibiotics are not given ‘just in case’, call 111 if concerned while away from home”
- No appointment was offered, however I did not ask for one. I would have gone if one had been offered



## Saturday 21/12/19

- During the night I woke several times coughing
- Called Doncaster Same Day Health Centre at 08:00
- I went through Care Navigation & a call back was offered
- Call back received at 08:38 & given appointment at 09:40
- Examined by ANP at 09:40
- Confirmed no sign of infection but steroids prescribed
- I was confident with the service I received
- I gave feedback on HWD Feedback Centre:  
“What a brilliant service”



# Christmas 2019

- Symptoms improved over Christmas
- I still had an irritating cough but was able to sleep
- I returned home on Boxing Day



## Monday 30/12/19

- Woke in the night several times coughing
- Practice phone engaged from 08:00 (140 attempts)
- At 08:17 the receptionist arranged a call back
- Triage call received at 08:50 & appointment made at 11:15
- I was seen by ANP who gave full examination: O<sup>2</sup> sats 95%
- Peak flow, temperature & chest all normal
- Given nebuliser & sats improved to 98%
- Prescribed steroids and antibiotics



## Monday 13/01/20

- Woke in the night coughing & with tight chest
- I was aware a change to appointment system had taken place on 06/01/20 because of my involvement with the PPG
- At 08:00 I booked an online appointment for 09:50 with a GP who I knew specialised in asthma treatment
- Seen and examined, chest clear, advised to continue with increased preventer and reliever
- Review appointment in a week made whilst with my GP



## What went well?

- My experience on 21/12/19 of the Same Day Health Centre was excellent:
  - Initial call
  - Triage call back
  - Reception
  - Examination by ANP
- I shared this experience in a review that was posted on the Healthwatch Doncaster website
- I had a positive experience at each appointment that I attended



## What did not go so well?

- My initial contact did not provide the outcomes I wanted - a prescription for over the Christmas period
- I did not feel that my symptoms were treated seriously and felt that the practitioner could have been more receptive to my needs
- I did not feel that the nurse was aware of my past history
- I knew I was not well and based my request on my previous experience



# Influences

- IT Literacy
- Member of Patient Forum (PPG) & PPG Network
- My awareness of service provision eg Same Day Health Centre, online services
- My knowledge of Care Navigation



# Thank You

## Any Questions?

