

Prompt & Professional

Mystery shopper review
of telephone access to
McCartney House services

August 2022

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Recommendations

1. The staff at McCartney House should continue to operate the prompt, professional and efficient approach to telephone access of the services at McCartney House.
2. Greater Manchester Mental Health NHS Trust are to be congratulated by Healthwatch Manchester on the delivery of this essential service for our citizens.

1. Introduction

1.1 This report aims to provide a review of telephone access to services at McCartney House. McCartney House is host to psychotherapy services provided by the Greater Manchester Mental Health NHS Trust (GMMH).

In June 2022, Healthwatch Manchester received a proportionately high level of complaints regarding access to the psychotherapy services at McCartney House.

The complaints were all related to telephone access and included:

- Lack of response from the telephone number
- The telephone message system not being in service and
- Failure to ring back after leaving a message when the message was in operation.

1.2 Healthwatch Manchester employs an Information Team which met to discuss the telephone access issue. It was decided to triangulate the information received at the Healthwatch Manchester office with other sources of information which included:

- Care Quality Commission (CQC)
- GMMH website Complaints Compliments and Suggestions
- NHS website ratings and reviews
- Patient Opinion website

1.3 Key commissioned functions of Healthwatch Manchester are to:

- Inform and signpost people to local health and care services
- Respond to and investigate information received from local people regarding these services where there is cause for concern.

Following the desk-based research noted in 1.2 it was decided that there was sufficient reason to investigate telephone access to the service.

1.4 The review of the service was carried out using the 'Mystery Shopper' assessment model and was conducted by Healthwatch Manchester staff and volunteers over a period of 2 weeks in July 2022.

1.5 The main objectives of this report are to:

- Present an analysis of the service through review methodology and key findings and
- Make recommendations regarding areas for improving access to the psychotherapy service at McCartney House.

1.6 It was noted that the service at McCartney House had recently encountered a temporary relocation and that this may have caused some disruption to telephone access.

2. Methodology

2.1 Mystery shopper style phone calls were used as the method of investigation. This provided an opportunity for Healthwatch Manchester to understand the actual, everyday experience of contacting McCartney House to enquire about psychotherapy services.

2.2 Healthwatch Manchester values individuals' experiences with, and feelings about, health services. A qualitative method such as this means we can better understand some of the issues patients face.

2.3 Healthwatch Manchester conducts investigations with the aim of collecting data that is of practical use. We believe research should be used as a starting point to suggest service improvements.

2.4 Healthwatch Manchester staff and volunteers were deployed to conduct this research and analyse its findings.

2.5 McCartney House was telephoned each operational day for two weeks between 27th June and 8th July.

2.6 Callers did not disclose they were speaking on behalf of Healthwatch Manchester.

2.7 Callers used Healthwatch Manchester mobile phones. If a call was picked up the caller hung up immediately and noted:

- The length of time for a response
- The date and time of day this occurred

2.8 If the message service activated, a message was left with callers followed an agreed script. This is included in appendix one and helped ensure a valid comparison across data. If the service called back the details of the return call were noted as per 2.7.

2.9 If nobody answered the telephone and the message service failed to activate after a set period of time, the caller hung up and this was noted as per 2.7.

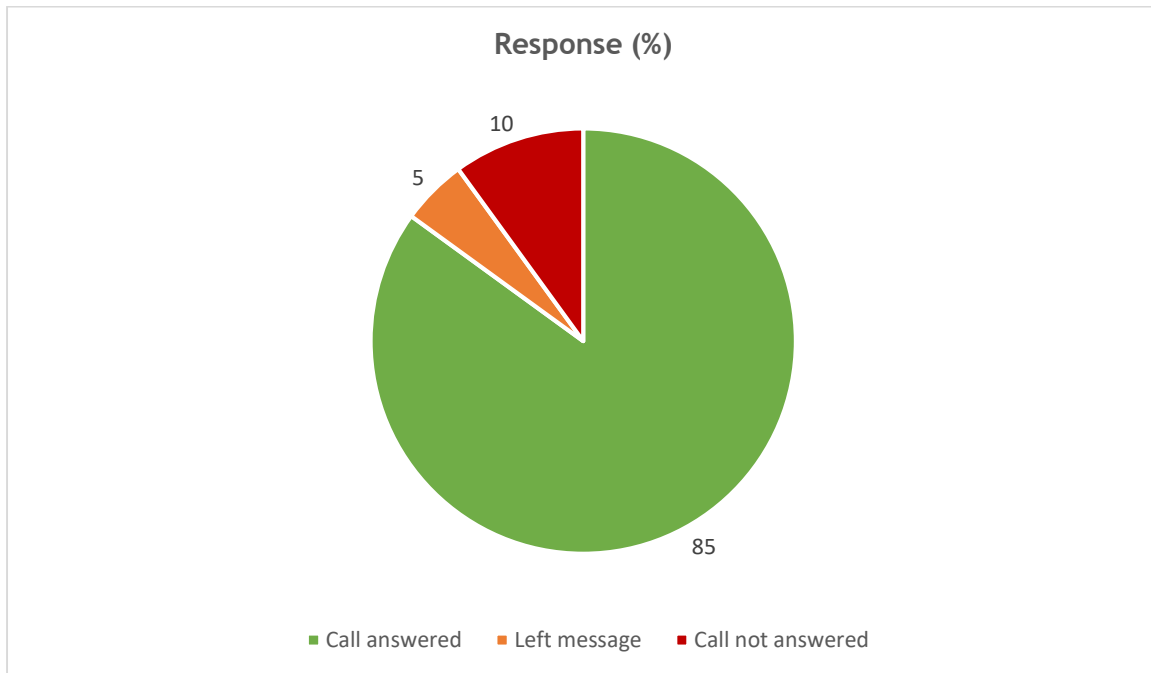
2.12 On the first day of mystery shopper calls, eight calls were made. As the calls were all answered promptly this was reduced to four for the following day. For the same reason the calls were reduced to one per day throughout the remaining mystery shopping period of two weeks. This course of action was taken in order to minimise disruption to staff activity.

3. Key Findings

3.1 There are no apparent issues regarding access to McCartney House services via telephone.

3.2 Figure 1 shows the proportion of outcomes to mystery shopper calls.

Figure 1. Responses to telephone calls



3.3 On the one occasion a message was left this was responded to promptly within one hour.

3.1.3 On the two occasions the calls were not answered, this occurred on the same day at 12:30pm and 4:25pm. At 2:52pm and 4:30pm on the same day the call was answered.

4. Conclusions

4.1 There is no significant issue with the response to enquiries by telephone from McCartney House. The majority of calls are answered promptly and otherwise dealt with professionally.

4.2 Where a call is not answered it is possible to contact the service within a few hours on the same day.

4.3 There is no cause for concern regarding access to the services at McCartney House via telephone and there are no recommendations for improvement.

Appendix

Procedure used by the callers from Healthwatch Manchester:

1. Call the number
2. If call answered, hang up and record the date and time.
3. If telephone answering machine leave a message and record the date and time.
4. If message is responded to on the same day record date and time.
5. If message is not responded to within two days record the date and time.
6. If no response after 1 minute hang up and record date and time

Tabulated data

Table 1. Details of responses by date and the result of each call.

Date		Time	Result
27.06.2022	1	09:57	Call answered
	2	10:05	Left message
	3	11:24	Call answered
	4	11:57	Call answered
	5	12:30	Ring out
	6	14:52	Call answered
	7	16:25	Ring Out
	8	16:30	Call answered
28.06.2022	1	09:30	Call answered
	2	13:25	Call answered
	3	14:30	Call answered
	4	16:12	Call answered
29.06.2022	1	09:30	Call answered
30.06.2022	1	09:45	Call answered
01.07.2022	1	13:30	Call answered
02.07.2022			
03.07.2022			
04.07.2022	1	16:00	Call answered
05.07.2022	1	15:30	Call answered
06.07.2022	1	10:30	Call answered
07.07.2022	1	12:30	Call answered
08.07.2022	1	11:00	Call answered

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