



Healthwatch Liverpool Enter and View Report The Village Surgery (GP Service) August 2013

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Section 1: Basic Details about the Service visited

Name of the Service that was Entered and Viewed:

Address: **The Village Surgery**
32 Church Road
Garston
Liverpool
Merseyside
L19 2LW

Tel: 0151 295 9021

Fax: 0151 295 9020

Section 2: General profile of the service that was Entered and Viewed

Independent GP Practice, 3 GPs, 7 Receptionist/Admin staff, 1 advanced Nurse Practitioner, 2 Practice Nurses, 1 Health Visitor attached to the Practice

6000 Patient

Section 3: Basic Details about the visit

The Date of the Enter and View Visit: Thursday 11th July 2013

The Time of the Enter and View Visit: 10:00am arrival

End time: 12:00 noon

Names of the members of the Healthwatch Enter and View Team that undertook the visit: Mavis Morgan, Anne Gorton, Lesley Davies (Observer).

The type of Enter and View Visit undertaken:

Standard unannounced visit ☒

Announced Visit ☐

Section 4: The reason for the Enter and View Visit

To verify service user feedback ☒

Responding to a request from a services regulator or commissioner ☐

Responding to a request from the service provider ☐

Other ☒

If other was ticked, the following states the reason for the visit: Fact finding visit by Healthwatch Liverpool to the surgery.

Section 5: The Methodology of the Healthwatch Liverpool Enter and View Visit

The visit is not designed to be a full inspection, audit or an investigation of the service, rather it is an opportunity for Healthwatch Liverpool to get a better understanding of the service by seeing it in action and talking to staff and service users. Healthwatch Liverpool seeks to identify and disseminate good practice wherever possible. However, if during a visit Healthwatch Liverpool identifies any aspects of a service that it has serious concerns about, then these concerns are to be referred to the appropriate regulator or commissioners of the service for investigation or rectification. Any safeguarding issues identified will be referred to the Local Authority for investigation.

The rectification of less serious issues may be pursued directly with the service provider.

Section 6: Ratings

The Healthwatch Liverpool Enter and View Team rated staff attitude at this service in the following way:

Star Rating Poor = 1, Star Rating Fair = 2, Star Rating Average = 3,
Star Rating Good = 4, Star Rating Excellent = 5

Patient/ Service user feedback collected during the Enter and View	
Staff attitude	4
Staff attitude excellent, pleasant and welcoming.	
Hygiene, cleanliness	4
Good, but this is not the responsibility of the practice, rather it is the responsibility of the building management.	
Access by public transport	3
Bus stops are right outside the centre for one route but there is a walk for other routes. There is a large car park, but it is often full. Parking for people with disabilities is adequate.	
Dignity in treatment, care	4
This was evident throughout. Both by the practice manager, GP and the patients also confirmed that this was a focus at the practice. The Dignity in Care Charter is also subscribed to.	
Ease of booking appointment	4

Appointments are available 8am to 6pm week days.

There are also early starts Monday and Tuesday 7:15am

And they open Late night on Monday till 8pm

The way appointments are booked causes frustration because telephones are often busy but if you get through you are guaranteed an appointment on that day.

There are three choices of appointments: visits to the surgery, telephone. consultation booked with GP, or duty doctor will speak to you at the time.

If you ring out of hours there is automatic transfer to out of hours service rather than having to redial.

Booking in system	3
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This is two fold; you can either book via reception or via a computerised system.

Both TV screens and verbal communication are used to call patients to appointments. This is useful for those who have a visual impairment.

Appointment Punctuality	4
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This can vary, based on the punctuality of the patients and the complexity of the issues being dealt with. This was not represented as a problem by patients.

Accessibility of information	2
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This was poor, there was one small notice board behind the waiting area, and there was one information carousel that was tucked behind a pillar and not so easy to see. However the positioning of this is decided by the building management rather than the practice. There were some posters on display behind the reception desk.

Respect for Equal Opportunities	3
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The practice is in the process of developing its Equality and Diversity policy. They have access to language line and will provide interpreters and accessible information as and when required.

Section 7: Anonymous Patient Experience Feedback collected during the Enter and View:

This from two separate patients and is rendered verbatim:

Patient1

Appointments sometimes cant get an appointment when you ring up at 8.30 you will by asked to ring back later but on the whole when you do get through you get an appointment that day. Sometimes appointments run a little late but usually good.

- Attitude of staff is excellent
- GPs Excellent
- Booking in I use computer it's fast and easy.
- Waiting area is quite pleasant
-
- Improve the phone system
- Practice overall 9 out 0of 10
- Yes I would recommend the service.

Patients 2

- No indication which practice is which when you go to the reception area
- Appointments system takes a long time to get though but then it's fine.
- Repeat prescriptions system is very good
- All services we need are within the building
- GPS are very good
- Staff are very good, polite and helpful
- Overall 4 out of 5
- I would recommend the service to others.

Section 8: Observation Comments by the Enter and View Team

- Staff attitude was excellent. They were pleasant and welcoming and the patient that Healthwatch spoke with said the same.
- Hygiene and cleanliness was good but the practice has little access or no influence over this.
- Booking appointments is a cause of some frustration to some patients as they can be trying to get through on the telephone for some time but once through they are guaranteed an appointment that day. If a patient rings out of hours their call is automatically diverted to the out of hours provider.
- The booking in system is accessed via reception or via computer, however there is a concern about the location of the computer booking in system as it is too visible i.e. possible loss of confidentiality.
- Regarding appointment punctuality, if a patient is no more than 15 minutes late they will be seen, if more they are given the option of waiting until the end of the surgery or re-booking for the next day. This can lead to some patient's appointments running late but patients don't seem to be too concerned about this.
- The Enter and View Team observed that the computer booking in system in the reception area is easy to use
- The waiting area was observed to be pleasant but confusing due to it being shared with another practice. This can cause patients to be unsure as to where they are placed in the queue e.g. When they see other patients who come in after them being called to the GP ahead of them, they can think they have jumped the queue, when in fact they are in different queues.

Section 9: Comments from a GP at the practice

The GP was asked what works well and what does not work so well in the practice?

What does work well

We have a good team morale is good

We have a low turn over in the team both the GPs and other staff

The whole practice has a positive outlook and our main concern is providing a high standard of patient care.

It is also good when a patient needs a blood test

Can now say 'you only have to pop across the other side and you can have it done right away.' Before there was always some patients who would forget to go.

What doesn't work so well

There is no air conditioning and this can make things very uncomfortable for our patients both in the surgery and in the waiting room.

Section 10: Recommendations

Healthwatch Liverpool makes no specific recommendations for improvements to be made by the surgery solely in itself. However, there were a number of issues that were identified that Healthwatch Liverpool recommends that the surgery flag up to the organisation that manages the premises in which the surgery is located. These were as follow:

- Poor signage to the consulting and treatment rooms.
- Poor separation between reception areas for different practices in the building and clear identification of each.
- Poor access to information and health promotion materials.
- Poor signage to toilets.
- Inadequate indication of which waiting area is assigned to which practice.

Section 11: Safeguarding

There were no safeguarding concerns identified during the enter and view visit

Section 12: Contact Details

Healthwatch Liverpool Scrutiny

151 Dale St

Liverpool

L2 2AH

Main Number: 0151 227 5177 on prompt add extension number 3255 for direct contact

Fax: 0151 237 3998

Textphone: 0151 237 3999

Group email healthwatchliverpool@lcvs.org.uk

Website www.healthwatchliverpool.co.uk

Appendix: Introduction to Healthwatch Liverpool Enter and Views - Powers to Enter and View Services

Healthwatch Liverpool was established under The Health and Social Care Act 2012 and came into being in April 2013. Healthwatch Liverpool is the successor organization to Liverpool Local Involvement Network (LINK), and will carry forward the functions of LINK retaining the powers to scrutinize and Enter and View health and social care services, along with carrying out additional functions and exercising additional powers.

The aim of Healthwatch Liverpool is to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality.

Healthwatch Liverpool enables people to share their views and concerns about their local health and social care services and understand that their contribution will help build a picture of where services are doing well, and where they can be improved.

Healthwatch Liverpool is able to alert Healthwatch England to concerns about specific care providers.

Healthwatch Liverpool provides people with information about their choices and what to do when things go wrong; this includes signposting people to the relevant provider, and supporting individuals who want to complain about NHS services.

Healthwatch Liverpool provides authoritative, evidence-based feedback to organisations responsible for commissioning or delivering local health and social care services.

In order to enable Healthwatch Liverpool to gather the information it needs about services, there are times when it is appropriate for Healthwatch Staff and Volunteers to see and hear for themselves how those services are provided. That is why the Government has introduced duties on certain commissioners and providers of health and social care services (with some exceptions) to allow authorized Healthwatch representatives to enter premises that service providers own or control to observe the nature and quality of those services. Healthwatch Enter and Views are not part of a formal inspection process, neither are they any form of audit. Rather, they are a way for Healthwatch Liverpool to gain a better understanding of local health and social care services by seeing them in operation. Healthwatch Enter and View participants are not required to have any prior in-depth knowledge about a service before they Enter and View it. Their role is simply to observe the service, talk to service users and staff if appropriate, and make comments and recommendations based on their subjective observations and impressions in the form of a report. The Enter and View Report is aimed at outlining what they saw and making any suitable suggestions for improvement to the service concerned. The reports may also make recommendations for commissioners, regulators or for Healthwatch to explore particular issues in more detail. Unless stated otherwise, the visits are not designed to pursue the rectification of issues previously identified by other regulatory agencies. Any serious issues that are identified during a Healthwatch Enter and View visit are referred to the service provider and

appropriate regulatory agencies for their rectification. The Enter and View visits are triggered exclusively by feedback from the public unless stated otherwise.

In the context of the duty to allow entry, the organisations or persons concerned are:

- NHS Trusts, NHS Foundation Trusts
- Primary Care Trusts
- Local Authorities
- a person providing primary medical services (e.g. GPs)
- a person providing primary dental services (i.e. dentists)
- a person providing primary ophthalmic services (i.e. opticians)
- a person providing pharmaceutical services (e.g. community pharmacists)
- a person who owns or controls premises where ophthalmic and pharmaceutical services are provided
- Bodies or institutions which are contracted by Local Authorities or NHS Trusts, Primary Care Trusts or Strategic Health Authorities to provide care services.