



Healthwatch Liverpool Enter and View Report (GP)

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Section 1: 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.

Section 2: Basic Details about the Service visited

Name of the Service that was Entered and Viewed:

BENIM MEDICAL CENTRE
2 Penvalley Crescent
Liverpool
L6 3BY
Telephone: 0151 263 6588

Section 3: General profile of the service that was Entered and Viewed

Benim Medical Centre shares a modern building provided by the Liverpool Clinical Commissioning Group (CCG) with another GP Practice.

Benim Medical Centre currently has 2 male GPs working full-time and 1 female GP working part-time (2 afternoons per week).

A female practice nurse is available on two days per week.

Surgery opening times:

Monday 08:00 - 18:30

Tuesday 08:00 - 18:30

Wednesday 08:00 - 18:00 late evening 18:30 - 20:00

Thursday 08:00 - 18:30

Friday 08:00 - 18:30

Saturday & Sunday Closed

Section 4: Basic Details about the visit

The Date of the Enter and View Visit:

Friday 19th July 2013

The Time of the Enter and View Visit:
11am until approx. 12pm

Names of the members of the Healthwatch Enter and View Team who undertook the visit:
John Bruce
Anjam Anwar
Inez Bootsgezel

The type of Enter and View Visit undertaken:

Standard unannounced visit ✓
(the practice was notified the afternoon before)

Section 5: 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.

Section 6: 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 directly with the service provider.

The Healthwatch Liverpool Enter and View Team rated aspects of the services that they viewed in the following way:

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

If at any stage it is not possible to rate against a particular aspect of a service then 'Not Rated' is entered (Please note that 'Not Rated' is not used here as an evaluative expression - it simply indicates the absence of a rating). The Healthwatch Liverpool Enter and View Team are given the option to comment or make a recommendation immediately below the ratings. If the Enter and View Team chooses not to comment this should not be taken as a negative or a positive indication regarding relevant aspects of the service.

Section 7: Ratings and Comments

7a.

Rating and comments regarding the Exterior of the premises visited						
Parking	1	2	3	4	5	Not rated
Physical Access	1	2	3	4	5	Not rated
Upkeep of grounds	1	2	3	4	5	Not rated
Upkeep of building's exterior	1	2	3	4	5	Not rated
Hygiene, cleanliness	1	2	3	4	5	Not rated
Exterior General Rating	1	2	3	4	5	Not rated
<p>General comments:</p> <p>The practice is housed in a purpose-built building owned by the Clinical Commissioning Group (CCG). The building has been occupied since December 2012 in its current state. On the Sheil Road side of the building, a sign is prominently displayed stating 'Sheil Park Family Health Clinic and Doctors Surgery'. Near the entrance a sign is displayed naming the actual 2 GP practices inside the building. For a first-time visitor this could lead to some confusion.</p> <p>There are 3 disabled parking bays, 3 parking bays reserved for GPs, and around 12 standard bays in a secure gated car park. Patients also park on the road outside the surgery, but as this is a residential street patients are encouraged to park on Sheil Road instead and walk around the corner.</p> <p>Recommendations:</p> <ul style="list-style-type: none"> One disabled parking bay also has a 'reserved for GP' sign. The assistant practice manager confirmed the bay is earmarked as a disabled parking bay, so the 'reserved for GP' sign ought to be removed. 						

7b.

Rating and comments regarding the Reception and waiting room at the premises visited						
Information	1	2	3	4	5	Not rated
Décor	1	2	3	4	5	Not rated
Freedom from obstructions and hazards	1	2	3	4	5	Not rated
Hygiene, cleanliness	1	2	3	4	5	Not rated
Reception and waiting room General Rating	1	2	3	4	5	Not rated
<p>General comments:</p> <p>The entrance to the practice waiting room and reception has automatic sliding doors with ample room for wheelchair users to get in. The reception</p>						

and waiting room area are spacious, modern and well lit, with a large LCD screen used for practice and public health notices. Signs above the reception desk indicate clearly who to speak to for the Benim Medical Centre.

As it is a combined space, there may not be a lot of privacy for patients speaking at the reception desk. However, a 'visit protocol' notice about confidentiality was prominently displayed on the day of our visit.

There are 2 booking-in terminals for the practice, alternatively patients can speak to a receptionist on arrival. There are 3 notice boards for posters and a well-filled leaflet display on the walls.

There is a little play table available for children, but no children's seats, books or other toys.

The visit took place on a very hot day - the surgery doesn't have air conditioning.

Recommendations:

- To provide a few childrens' seats and books/toys.
- The Assistant Practice Manager mentioned the PCT used to provide a calendar with public health events (e.g. diabetes week), and she would make an effort to have a relevant display at the surgery. A similar calendar would be useful for the surgery to be able to raise awareness and improve public health.

7c.

Rating and comments regarding the Corridors, Lifts and Stairways						
Physical Access	1	2	3	4	5	Not rated
Décor	1	2	3	4	5	Not rated
Freedom from obstructions and hazards	1	2	3	4	5	Not rated
Hygiene, cleanliness	1	2	3	4	5	Not rated
Corridors, Lifts and Stairways General Rating	1	2	3	4	5	Not rated
General comments: No lift access to upstairs rooms, including to the Common Room used by staff and for Patient Participation Group meetings.						
Recommendations:						
<ul style="list-style-type: none"> • In a new building it is disappointing there is no lift access to rooms upstairs. Plans should be in place showing suitable adjustments and arrangements are made for staff and visitors with limited mobility. 						

7d.

Rating and comments regarding the Treatment Rooms						
Physical Access	1	2	3	4	5	Not rated
Décor	1	2	3	4	5	Not rated
Freedom from obstructions and hazards	1	2	3	4	5	Not rated
Hygiene, cleanliness	1	2	3	4	5	Not rated
Treatment room General Rating	1	2	3	4	5	Not rated
General comments:						

The treatment room the Healthwatch visitors were shown was quite spacious at approximately 4m x 5m, with adequate circulation space for wheelchair users and an adjustable height examination plinth. Although there is no mobile hoist for patient transfers on the premises, there would be room if required. Additional seating is available for a patient's family and/or carers.

Recommendations:

- None

7e.

Rating and comments regarding the Toilet Facilities						
Physical Access	1	2	3	4	5	Not rated
Décor	1	2	3	4	5	Not rated
Freedom from obstructions and hazards	1	2	3	4	5	Not rated
Hygiene, cleanliness	1	2	3	4	5	Not rated
General comments: Standard accessible toilet, clean and tidy.						
Recommendations:						
<ul style="list-style-type: none"> • None 						

7f.

General Questions for the Management/ General comments

At the time of the Healthwatch visit no patients were available to speak to, so no patient feedback was collected. The comments below are based on the Assistant Practice Manager's responses to questions asked by the Healthwatch visitors.

Appointment system:
 Appointments can be made in advance, but the system is weighted towards a commitment in providing same-day appointments. Morning and afternoon emergency appointments are available, and any child under 5 years of age will be seen the same day.
 For the evening appointments on Wednesdays it is advised to book at least one week ahead. The evening appointments are mainly aimed at working people, but are open to mothers too.
 Appointments can be made for telephone consultations.

GP cover:
 Cover for GPs on leave gets arranged well in advance - there is a list of locum GPs. There are no reciprocal arrangements in place with other GP surgeries.

Clinics:
 Several clinics have moved away to the new 'Love Life' Kensington Neighbourhood Health Centre on Edge Lane approx. 1mile away, which means that some patients now have to travel a bit further. The Benim Surgery currently offers a range of clinics including:
 Baby clinic

<p>Immunisation clinic Diabetes Smoking cessation Childhood immunisations Well Man Well Woman Asthma Healthy eating/lifestyles COPD (Chronic Obstructive Lung Disease) clinic</p> <p>There is a register of patients with long-term conditions, and patients get notified when check-ups are due (for example patients with diabetes).</p> <p>Patient Participation Group: The practice has an active Patient Participation Group that usually meets on a monthly basis. The practice manager co-ordinates these meetings.</p> <p>Electronic Communication: The practice is awaiting electronic prescribing and electronic discharge reporting by EMISS web. Currently, Phlebotomy results arrive electronically, and the practice receives electronic Pathology reports from the Royal Liverpool hospital but not from Alder Hey and Aintree hospitals. Electronic discharge summaries are not yet received.</p> <p>Access to interpreters/translators: When patients register, the Profile they complete asks whether an interpreter is required. With pre-booked appointments an interpreter will be provided to attend the appointment. Occasionally it has been difficult to find an interpreter for certain languages.</p> <p>Recommendations:</p> <ul style="list-style-type: none"> Some of the practice details on the NHS Choices website are out of date (e.g. the practice manager's name). To encourage engagement with patients, disseminate health promotion information and other updated information (for example minutes from patient participation group meetings), it would be useful for the practice to have its own website. This could also be useful platform to provide some information in community languages if required.
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Section 8: Collated scoring

Hygiene, cleanliness General Rating	1	2	3	4	5	Not rated
Physical Access General Rating	1	2	3	4	5	Not rated
Freedom from obstructions and hazards General Rating	1	2	3	4	5	Not rated
Information General Rating	1	2	3	4	5	Not rated
Décor General Rating	1	2	3	4	5	Not rated
7a. Exterior General Rating	1	2	3	4	5	Not rated
7b. Reception General Rating	1	2	3	4	5	Not rated
7c. Corridors, Lifts and Stairways General Rating	1	2	3	4	5	Not rated
7d. Waiting Room General Rating	1	2	3	4	5	Not rated
7e. Treatment Room General rating	1	2	3	4	5	Not rated

Section 9: Collated Recommendations:

- One disabled parking bay also has a 'reserved for GP' sign. The assistant practice manager confirmed the bay is earmarked as a disabled parking bay, so the 'reserved for GP' sign ought to be removed.
- To provide a few children's seats and books/toys in the reception/waiting room area.
- In a new building commissioned by the Liverpool CCG, it is disappointing there is no lift access to rooms upstairs. Plans should be in place showing suitable arrangements are made for staff and visitors with limited mobility.
- To encourage engagement with patients, disseminate health promotion information and other updated information (for example minutes from patient participation group meetings), it would be useful for the practice to have its own website. This could also be used to provide some information in community languages if required.
- Although not in the practice's remit, the Assistant Practice Manager mentioned the PCT used to provide a calendar with public health events (e.g. diabetes week), and she would make an effort to have a relevant display at the surgery. The CCG could provide a similar calendar, as it helps the surgery to raise awareness around, and improving public health.

Section 10: Safeguarding

Were there any safeguarding concerns identified during the enter and view visit:

Yes/**No**

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies, and the Local Authority will be notified on the same day as the Enter and View visit.

Section 11: Contact Details

Healthwatch Liverpool Scrutiny

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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

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