



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:

Practice Manager Miss Anne Meacock
Address: Margaret Thompson Medical Centre
 105 East Millwood Road,
 Liverpool,
 Merseyside,
 L24 6TH

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

There are 4 GP's who are all partners. There is 1 GP registrar, 1 Practice Manager, 2 Full time Practice Nurses, 1 Healthcare Asst., 5 Receptionists, 1 Admin Asst. and approx. 6000 patients

Section 4: Basic Details about the visit

The Date of the Enter and View Visit:

Monday 2nd September 2013

The Time of the Enter and View Visit:

2.30p.m - 4.15p.m

Names of the members of the Healthwatch Enter and View Team that undertook the visit:

Mavis Morgan	LEAD Volunteer
Eric Toke	Authorised Volunteer
Lesley Davies	Observer
Catriona Colwell	Observer

All Healthwatch volunteers displayed their badges and the practice received notification that morning including the DBS checks registration and authorisation.

The type of Enter and View Visit undertaken:

Standard unannounced visit

The practice was informed on the morning of the visit

Announced Visit

If the visit was announced, why this was the case:

The practice received an under 2 star rating on the Healthwatch Liverpool "Rate Our Services" website. Please note that such a rating does not necessarily mean that there are major issues with the practice. On this occasion it was access to the practice in terms of appointments. This piece of information was withheld from the visiting group so as to ensure objectivity.

Section 5: The reason for the Enter and View Visit

To verify service user feedback

The visit was as a result of patient feedback through Rate Our Services - scoring below 2 star rating as stated above

Responding to a request from a services regulator or commissioner

Responding to a request from the service provider

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, and an explanatory comment is entered in the relevant section (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
Physical Access	1	2	3	4	5
Upkeep of grounds	1	2	3	4	5
Upkeep of building's exterior	1	2	3	4	5
Hygiene, cleanliness	1	2	3	4	5
Exterior General Rating	1	2	3	4	5
General comments:					
Signage to the premises and the overall appearance on approach was very good					

There was no signage to indicate that parking was available and there were only 2 disabled parking spaces

In terms of physical access the car rated a 3 as the access was not clearly indicated to the patient. From this area to the ramped entrance rear door, patients were faced with one stable support rail and the other was not fully secure.

The physically access to the front of the building was rated as 4. It was a gradual slope with 2 fixed handrails which are very secure.

Recommendations:

- Better car parking signage guiding visitors to the entrance
- Attention to the hand rail at the rear of the building

7b.

Rating and comments regarding the Reception at the premises visited					
Information	1	2	3	4	5
Décor	1	2	3	4	5
Freedom from obstructions and hazards	1	2	3	4	5
Hygiene, cleanliness	1	2	3	4	5
Reception General Rating	1	2	3	4	5
<p>General comments:</p> <p>Signage denoting reception was very clear and it was easy for patients with visual impairments as it was large black text on a yellow background.</p> <p>The decor in the reception area looked rather tired and could do with a refresh</p> <p>Overall the visiting team gave this area a 4.</p>					
<p>Recommendations:</p> <ul style="list-style-type: none"> • A programme for redecoration is required (reception) 					

7c.

Rating and comments regarding the Corridors, Lifts and Stairways					
Physical Access	1	2	3	4	5
Décor	1	2	3	4	5
Freedom from obstructions and hazards	1	2	3	4	5
Hygiene, cleanliness	1	2	3	4	5
Corridors, Lifts and Stairways General Rating	1	2	3	4	5
<p>General comments:</p> <p>The corridor was wide enough to use a wheelchair and was on the level. There were handrails on both sides to support patients as they moved along the corridor. Doctors had their names on the consultation room doors so it was very clear for patients to get to the right room. This area included a leaflet rack on</p>					

the wall with up to date information for patients. Although there was a lift, it was clear that it was no longer used by patients as it was only used for access to administration areas.

Recommendations:
None

7d.

Rating and comments regarding the Waiting Room					
Physical Access	1	2	3	4	5
Décor	1	2	3	4	5
Freedom from obstructions and hazards	1	2	3	4	5
Hygiene, cleanliness	1	2	3	4	5
Waiting room General Rating	1	2	3	4	5
<p>General comments:</p> <p>Once again decoration looked tired and there were visible signs of the remains of Blutac on the walls</p> <p>It was noted that the play area was located in a safe and secure area in the design of the premises and the seating was arranged in a way that patients could view the area thus protecting children from escaping.</p>					
<p>Recommendations:</p> <ul style="list-style-type: none"> • Redecoration of this area is required (Waiting room) • To note the good practice in terms of the children's area 					

7e.

Rating and comments regarding the Treatment Room(s) (if applicable)						
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:						
Recommendations:						

Not rated

7f.

Rating and comments regarding the Toilet Facilities					
Physical Access	1	2	3	4	5
Décor	1	2	3	4	5
Freedom from obstructions and hazards	1	2	3	4	5
Hygiene, cleanliness	1	2	3	4	5
General comments:					
<p>There were 2 toilets, one of them clearly for disabled patients. Physical access to this area was rated a 3 as the door was very heavy which could cause difficulty for disabled patients. The general toilet was rated as 4 as that was easy to access.</p> <p>In terms of décor, the team rated the disabled toilet as 2 because it needs redecorating there is mould on the walls, near the ceiling and floor - this needs attention. Paint on the pipes was peeling badly. However it was very clean and had the appropriate support rails and general equipment.</p> <p>The general toilet was rated 4 as the décor was good and it was well stocked for use.</p>					
Recommendations:					
<ul style="list-style-type: none">• Door to disabled toilet needs attention• Redecoration of disabled toilet area, the mould needs attention					

7g.

General Questions for the Management	
Staff attitude?	4
Hygiene, cleanliness?	3
Access by public transport?	0
Repeat prescriptions service?	4
Dignity in treatment, care?	4
Ease of booking appointment?	3
Advice re: condition, treatment?	3
Booking in system?	4
Appointment punctuality?	4
Accessibility of information?	3
Respect for equality, diversity?	4
General comments:	

There was a nice atmosphere in the building, a relaxed ambience both with patients and staff. The Practice Manager was knowledgeable and all members of staff spoke about team building including the GP, which came across that they clearly work together as a team.

One receptionist is involved in palliative care

Although the following is beyond the control of the practice it was noted that the premises were not easily accessible by public transport as the nearest bus service was by Morrisons Supermarket approx. 0.75 mile, a long journey for patients, particularly those with mobility issues.

The booking of appointments can be made on the day either by phone or coming into the surgery. The system of block bookings seems to work very well and this was endorsed by the patients that we spoke with. There is only an issue when a patient wants to book ahead as they are offered an appointment 1.5 - 2 weeks in advance. In a shorter space of time they are asked to ring on the day. This was not viewed very helpful by patients. E.g "If you try to pre-book you are offered 1.5 to 2 weeks in advance or the alternative is to ring up on the day". The GP and Practice Manager thought that the booking system would be identified as a weak point and they are trying to rectify the issues with more staff on the telephone lines and available in the morning.

There were no comments about the prescription service and it was deemed that this was working well.

It was good to note that on the automatic appointment system that the screen displayed if a Doctor was running late. Very helpful and reassuring to patients visiting.

Good practice was recognised in terms of alerts to the staff when a patient with a physical, hearing or visual impairment was booked in for any appointment and then treated appropriately to their condition - very good. The staff have been trained on equality and diversity which now may need a refresh in view of the new view of the Equalities Act of 2010 and the protected characteristics mentioned within it.

There is a Patient Participation Group with 3 to 4 regular members which is in the process of evolving. The practice recognizes the need for more members and stronger involvement which is patient led.

The staff seem very committed and are always willing to welcome the views of patients and factor that into their plans for continuous improvement.

The Doctor reported that there is good team work and they have worked together for a long time. They have in place a practice development plan. It was reported to the Healthwatch team that the practice receives regular feedback from patients and conducts a patient questionnaire to which they have a good response. There is a lot of feedback on the appointment system which they are working to improve. There are scheduled lunch time sessions for

the staff where speakers come in to provide information and raise awareness about different topics. The Doctor felt that the appointment system would always be an issue as it's difficult to please everyone.

Recommendations:

- The importance of patient participation in the design of the appointment system that shows inclusivity and involvement of patients.

Section 8: Collated scoring

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

Section 9: Collated comments:

The issues identified during the visit mostly related to the need to decorate areas as outlined in the report.

The development of the Patient Participation Group will help the practice to improve the appointment system

The good practice i.e. the children's area, the information available to patients and the lunch time development sessions for staff could be shared with other practices.

Section 10: Collated Recommendations:

- Better car parking signage guiding visitors to the entrance
- Attention to the hand rail at the rear of the building
- A programme for redecoration is required (reception)
- Redecoration of this area is required (Waiting room)
- To note the good practice in terms of the children's area
- Door to disabled toilet needs attention
- Redecoration of disabled toilet area, the mould needs attention
- The importance of developing the Patient Participation Group would be useful in the design of the appointment system that shows inclusivity and involvement of patients.

Section 11: Safeguarding

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

No safeguarding issues were identified.

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.

If any safeguarding issues are identified during a Healthwatch Enter and View the Local Authority will be notified on the same day as 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:

The 8 Consumer Rights to keep in mind when carrying out an Enter and View visit are:

- 1. The right to satisfaction of basic needs**
- 2. The right to safety**
- 3. The right to be informed**
- 4. The right to choose**
- 5. The right to be heard**
- 6. The right to redress**
- 7. The right to consumer education**
- 8. The right to a healthy and sustainable environment**