

## Enter & View Visit Report

<b>Premises visited:</b>  The Calvert Practice 110a Calvert Lane Hull HU4 6BH	<b>Date of Visit:</b> 27.1.15	<b>HW Reference:</b> HWKuH15-01-05
	<b>Duration of visit:</b> 35 Minutes	
	<b>HWKuH Representatives:</b>  Gail Purcell Mary Smelczczyk	<b>Staff met during visit:</b>  Reception staff

<b>Purpose of visit:</b> <p>There are a huge range of buildings which house GP practices in the City, ranging from purpose built health centres housing multiple practices, to converted houses which are used as surgeries by single practices. In premises that host more than one practice there are sometimes variances in layout and process.</p> <p>There is variation in both types of premise and the facilities provided at those premises. In order to be fully aware of the variation in standards and facilities offered we are carrying out observation only visits to all <i>GP practices</i> over a one year period.</p> <p>Subsequent to any visit a report is prepared, factual detail agreed by the manager of the facility visited, and then shared with the HWKuH Board before distribution.</p> <p>The visit was pre-arranged. We used a prepared visit recording sheet to log relevant facts, observed practice premises, facilities and access and spoke to staff, residents and visitors as relevant.</p> <p>Disclaimer: This report relates only to the service viewed on the date of the visit, and is representative of the views of the service users who contributed to the report on that date.</p>
<b>Introduction:</b> <p>The Calvert Practice was established in 2007/8 and is housed in the purpose built Calvert Health Centre. The centre houses 2 GP practices as well as the Hull City Council West area team. The centre was opened in 2007.</p> <p>The practice has access to consulting rooms, offices and facilities on the first floor of the health centre.</p> <p>There are currently 2613 patients on the practice list, with one whole time equivalent salaried GP available. There are no GP partners at the practice.</p> <p>There are 288 appointments available for patients per week, with an average of 5 appointments not attended. Each GP appointment is scheduled for 10 minutes with an option to request a longer appointment. In addition there are 22 telephone appointments available per week.</p>

**External:**

There is a health centre car park which has 15 spaces including 1 space for disabled parking and 1 for motorcycles. There are an additional 20 staff parking spaces.

The entrance to the centre is on one level with a gentle slope to the automatic doors.

The exterior is clean, tidy & quiet. Access to the centre is from a small road off the main Calvert Lane.

**Reception:**

The Calvert Practice is based on the first floor with access being by public lift or staircase, both are clearly signposted, visible and accessible.

The practice reception area is in a large open area with in the region of 12 chairs facing towards the reception desk at an approximate distance of 10ft. During our visit there were no patients in the waiting area as a surgery was not running at the time.

The electronic booking in point is to the left of the reception desk and although not signposted is clearly visible. There were no signs offering assistance to use the booking in point.

There is no privacy for people to speak to the reception staff, however a sign indicates that this is possible if requested.

There is uniform signage to direct patients to specific consulting rooms. There was no children's play area or books, also adult reading material was dated 2013 /2014.

The reception area has three notice boards with additional posters and pull up style signage. Some of the posters in the reception area were out of date and advertising events that had already happened. Patient information leaflets were available on the reception desk and appeared recent and relevant.

Patients are alerted to appointments by a red LCD board, there is also a TV screen on the wall but this was not on during our visit.

Our overall impression on the reception area was that it was very clean, spacious, quiet and calm.

**Lift / Stairwell:**

As the practice is on the first floor you use either the lift or stairs to access all practice facilities.

During our visit we used the both the staircase and lift to access the practice. Both were bright and clean as well as adequately lit and signposted.

**Facilities:**

There are 2 toilets for patient use in the reception area, 1 male & 1 female. Each toilet is accessible for disabled patients. Both toilets were clean and lit with an automatic lighting system, although there was no evidence that toilets were routinely monitored for cleanliness. We saw no signage for toilets. Soap and hand driers were available in all toilets with a sanitary bin in the female toilet.

Baby change facilities are available off the main reception and are clean and bright with appropriate waste bins. There was no evidence that the baby change area was routinely monitored for cleanliness.

**General Observations:**

As the practice is housed in the Calvert Centre cleaning is undertaken through a central contract, although there was no indication as to the frequency of cleaning.

Signage and style is uniform throughout the building, we found this to be very useful when looking at signage.

We found the area used by the practice to be clean, tidy, bright and airy.

**Recommendations:**

Further to our visit we would make the following recommendations:

- It is recommended that notice boards be reviewed in order that patient accessible information is up to date
- It is recommended that reading material be reviewed in order that patient accessible information is up to date
- It is recommended that the practice review signage for toilet & baby change facilities

Produced on behalf of HWKuH by	Insight & Intelligence Officer	Date: 7 <sup>th</sup> April 2015
Signed on behalf of HWKuH Board	Board approved	Date: 14 <sup>th</sup> April 2015