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Premises visited: Dr Gopal Bransholme Health Centre Goodhart Road Hull HU7 4DW	Date of Visit: 11.2.15	HW Reference: KuH15-02-01
	Duration of visit: 1 Hour	
	HWKuH Representatives: Gail Purcell Veronica Miller	Staff met during visit: Michelle Wilkinson - Practice Manager Reception staff

Purpose of visit: <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>
Introduction: <p>Dr Gopal has a single handed GP practice in the purpose built Bransholme health centre. The centre was opened in September 2012 and replaced a much smaller health centre on the same site, previously Dr Gopal practised in the old Bransholme health centre. The centre houses 8 GP practices as well as a minor injuries unit, community services, Hull City Council help desk and housing advice.</p> <p>The practice has access to consulting rooms, offices and facilities on the third floor of the health centre.</p> <p>There are currently 1924 patients on the practice list. There is single GP partner at the practice as well as a practice nurse. In total there are 143 appointments available each week with an average of 6 GP & 14 nurse appointments not attended. Each appointment is scheduled for ten minutes with the option to request an extended appointment.</p>

External:

There is a health centre car park which has 63 spaces including 5 spaces for disabled parking and a space for motorcycles. There are an additional 26 staff parking spaces. The car park is accessed through a barrier and a code is required to exit the car-park, this is available from reception or security staff. There is a large car park for the North Point shopping centre immediately opposite the health centre available for patient parking.

There are 2 entrances to the health centre, both with automatic doors. The entrance from the car-park has several steps and a platform style lift for access. We were advised by practice staff and patients that there had previously been issues with this lift but these were not evident during our visit. The doors from Goodhart Road open onto the main reception level.

Reception:

The main building reception area is open plan and has a number of central pods for use by the Hull City Council services, there is also a tea bar and some tables and chairs. Overall the main atrium is very bright and busy.

In order to access the practice you must use a specific lift or set of stairs, this is explained on a board near the entrance to the main atrium.

There is uniform signage to direct patients to specific consulting rooms, there are numbers at the base of each door and GP names at eye-level.

Each floor of the building has different coloured signage and notices, we found this made it easier to navigate the large building.

The practice reception area is shared with another practice, there is a long desk along one edge of the reception area. Reception staff for both practices use the section of desk furthest from the lift. The desk is open to the office behind.

There are approximately 40 chairs in the reception area facing away from the desk towards the corridor leading to treatment rooms, the rear row of chairs is approximately 12 feet from the reception desk. There is very little privacy for patients to speak to reception staff however this is available on request. During our visit there were 5 -7 patients in the shared waiting area.

An electronic booking in point is available and although this is not signposted it is clearly visible and marked as being appropriate for this practice. Patients are alerted to appointments by a TV style information screen, this screen also has patient information messages on a loop.

There was no children's play area or reading material available during our visit. In addition to suitable and relevant reading material in the waiting area there was also a large selection of recent and relevant leaflets for patients. Leaflets are also available on the unused side of the reception desk. The practice has a notice board in the reception area which has a number of posters relating to both the practice and general issues. Posters are also fixed to the rear of the modesty panel in front of the toilet doors.

Lift / Stairwell:

As the practice is on the third floor you use either the lift or stairs to access all practice facilities. There are several lifts & staircases in the building taking patients to different practice areas, this is explained on signs near the main building entrances. In addition there is a staircase and lift to access the practice at the rear of the minor injuries department although is not clearly signposted from the main building reception.

All lifts and staircases were clean, accessible and adequately lit during our visit.

Facilities:

There are 2 toilets for patient use in the shared reception area, 1 male & 1 female. Each toilet is accessible for disabled patients. Both toilets were clearly signposted, clean and well lit, although there was no evidence that toilets were routinely monitored for cleanliness. Soap and paper towels were available in all toilets with a sanitary bin in the female toilet. There was a coloured privacy screen in front of the toilet doors.

Baby change facilities are available off the main reception and are clean, bright and well signposted. There was no evidence that the baby change area was routinely monitored for cleanliness.

General Observations:

As the practice is housed in the Bransholme health 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 with different floors having different colour themes, we found this to be very useful when looking at signage.

We found the area used by the practice to be clean, tidy and very welcoming.

Recommendations:

Further to our visit the following recommendations are made:

- It is recommended that the practice look at additional signage for the staircase
- It is recommended that any notices in the shared waiting area that are practice specific be marked as such

Produced on behalf of HWKuH by	Insight & Intelligence Officer	Date: 1.4.15
Signed on behalf of HWKuH Board	Board Approval	Date: 14.4.15