

healthwatch

Kingston Upon
Thames

Enter & View Visit: Chessington Park Surgery

Report & Recommendations

Healthwatch Kingston upon Thames

26/03/15

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1. Introduction

1.1 About Healthwatch Kingston upon Thames

Healthwatch Kingston upon Thames (from hereon referred to as Healthwatch Kingston) is the local, user-led organisation for involving local people in the design and development of local health and social care services and help improve patient experience. It was established in April 2013 under the Health and Social Care Act 2012, following on from the work of the Local Involvement Network (LINK) for Kingston upon Thames.

It provides reports and updates about local services to Healthwatch England, a body that campaigns on national issues and raises concerns to the NHS and the Department of Health.

Healthwatch Kingston gathers information and feedback from patients and service users about the experiences they have of health and social services, and use this to make improvements and influence the development of those services. It works with health and social care services to make sure that the voice of local people is heard, and it goes out into the community to listen to what people have to say.

In addition, Healthwatch Kingston signposts people to local health and social care services and provides information on how to make a complaint or give feedback about those services.

Healthwatch Kingston is a registered Charity, and is funded by the Department of Health through the local authority, the Royal Borough of Kingston upon Thames. It is independent, and led by a board of voluntary trustees who are local people with a keen interest in improving the health and social care system for local people.

1.2 Enter & View

One of the methods Healthwatch can use is Enter & View, which is a statutory function. This means that Healthwatch can visit any health or social care service in the borough of Kingston upon Thames or any that serves people in the local borough and observe how this service is delivered.

During an Enter & View visit, Healthwatch will talk to patients and use surveys to gather feedback on patients experiences of the service.

After a visit, Healthwatch will prepare a report which will list its findings and any recommendations made.

Where there are serious concerns, such as a health and safety issue or a safeguarding issue, this will be reported immediately to the service provider or relevant body.

Enter & View participants receive full training, based on recommendations from Healthwatch England, and are DBS (Disclosure and Barring Service) checked.

1.3 The Enter & View Team

For this visit, we sent a small team of four people to Hook and Chessington Park Surgery. One is a member of staff, and 3 are volunteers. The team members are:

- Sophie Bird, Community Engagement Officer, member of staff
- Tulloch Kempe, Volunteer and Authorised Representative
- Caroline Cunliffe, Volunteer and Authorised Representative
- Keith Marshall, Volunteer and Authorised Representative

2. Objective

The purpose of this Enter & View visit was to gain insight into patient experience at Hook Surgery and Chessington Park Surgery. Patient experience was measured by elements such as ease and ability of appointments, waiting times, customer care and availability of health information and advice. This document reports on the patient experience elements which were positively perceived, and to provide recommendations for any elements of patient experience which could be improved.

3. Methodology

Hook and Chessington Park Surgeries share premises, the Merritt Medical Centre. Patients of both surgeries were included in the Enter & View visit on the day, the same questionnaire was completed by both groups of patients but the findings have been collated and reported on separately.

Hook and Chessington Park Surgery have their own reception desk and treatment rooms; however the waiting area is split into two sections for each of the surgeries' patients. It was stated that patients sometimes sit at the neighbouring surgeries waiting area so in order to gain accurate survey results for each surgery it was ensured that each patient would select the surgery they belong to on their questionnaire.

The questionnaire used to capture peoples' views can be seen in appendix A. The Authorised Representatives were allocated one surgery each to gather people's views. They approached each patient to briefly explain the role of Healthwatch Kingston and ask if the patient was willing to complete a questionnaire. It was also stated that all information collected is treated with confidentiality and is anonymous.

Depending on the preference of each patient, they would either be asked each question interview style and the answers were recorded by the Representative, or they would be left in private to fill in their questionnaire. Each patient was asked to check they had selected the correct surgery they were attending that day. In

addition to filling in the questionnaire the patients were asked if they would like a Healthwatch Kingston information leaflet, and if they enquired about the role of Healthwatch they were given an explanation to about the role of Healthwatch and why we were carrying out and Enter & View visit.

At the Merritt Medical Centre there is an information room to the side of the waiting area; it was here the Healthwatch Kingston information table held the questionnaires and Healthwatch Kingston Information leaflets. It also provided a quiet area if a patient wished to talk in private.

The decision to visit Hook Surgery was at random; Healthwatch Kingston will be visiting different GP Surgeries over the coming year and must ensure that different localities in the Borough of Kingston upon Thames receive GP Surgery Enter & View visits.

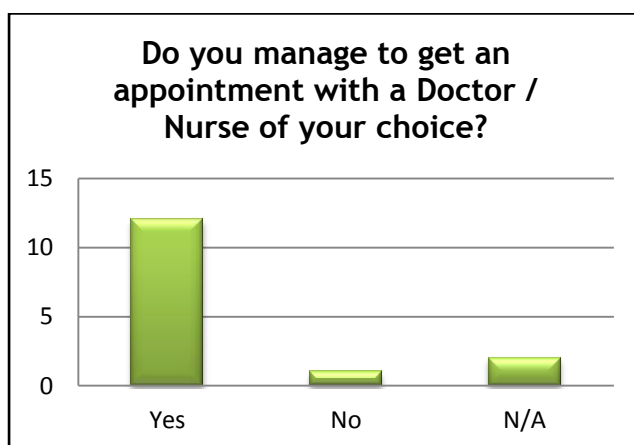
The visit took place on the 10th of March between 9am and 12.30. This report reflects the views and observations gathered for this specific date and time only. At this Enter & View visit 15 questionnaires were gathered from Chessington Park Surgery patients.

4 Survey results

4.1 Availability of appointments

When patients were asked if they could normally get an appointment at the time they wanted one, 73% of patients said yes they could, 27% said they sometimes could. No patients stated they could not get an appointment at the time they want one. It was commented that the phone lines can be very busy in the morning when people are trying to book appointments.

When asked if the patient could get an appointment with the GP or Nurse of their choice, 80% said they could, 7% said they weren't able to and the other 13% stated it didn't apply to them as some patients felt this was not something they they needed. See table below. It was commented by another patient that the Surgery has been helpful in arranging an appointment with a Doctor of their choice.



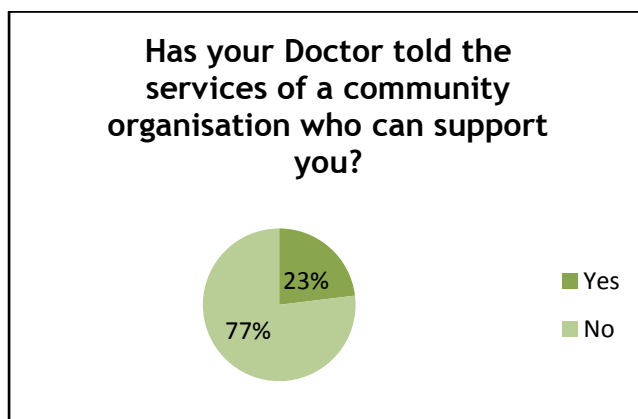
4.2 Duration of waiting times and appointments

When patients were asked how long on average they have to wait for an appointment the majority, 93%, said they usually have to wait up to half an hour, the other 7% said thirty to forty five minutes, no one stated they had to wait over this amount of time.

Patients were asked if they felt they got enough time with the GP or Nurse during their appointment. 87% of patients said they did feel they had enough time, 13% patients said they were unsure. A patient commented that they did not feel rushed or that there was a time limit to their appointment.

4.3 Information and advice

When asked had their Doctor told them about the services of a local community organisation that could support them, 77% of patients said they hadn't been told, 23% stated they had. See table below.



Patients were asked if there is enough information about local services available such as leaflets/posters. They were asked to grade 1- 5, see table 3.

39% stated that there is a poor amount of information available at the surgery. It was commented by some patients that they don't look for information at the Surgery as it is time consuming and not easy to access.

Amount of information available at Chessington Park Surgery

1 (poor amount) - 5 (excellent amount)

| grades | 1 | 2 | 3 | 4 | 5 |
|---------------|-----|-----|-----|----|-----|
| % of patients | 39% | 15% | 23% | 8% | 15% |

Patients were next asked to rate elements of their experience as good, average, poor, or choose n/a if not applicable to them.

The table below shows that overall Chessington Park Surgery has been rated as good across all the patient experience elements. The highest grades were given for dignity and respect in the treatment of patients and transport/ parking. The second highest graded was the service provided by reception staff. The table shows that lower graded elements include the display of community information.

| Patient experience | good | average | poor | n/a |
|----------------------------------|-----------|-----------|----------|----------|
| Reception staff | 12 | 3 | 0 | 0 |
| Transport / parking | 13 | 0 | 0 | 2 |
| Dignity & respect | 13 | 1 | 0 | 0 |
| Involved in decisions | 11 | 3 | 0 | 1 |
| Display of community information | 9 | 6 | 1 | 0 |
| Total | 58 | 12 | 2 | 3 |

4.4 Observations

- The waiting area at the Merritt Medical Centre was clean and tidy with clear walkways and well positioned chairs; during the time we visited there was not a shortage of space and seating.
- The waiting area is well lit and well signposted to advise which reception desk is Chessington Park, and which is Hook Surgery.
- The Merritt Medical Centre is accessible by wheel chair and has automatic doors for wheel chair users.
- The toilet facilities were clean and easily accessible with access for wheel chair users.
- The Merritt Medical Centre has a good amount of parking outside, all comments received about access and parking were positive. There are good local transport links with a bus stop outside the entrance.
- Reception staff at Chessington Park Surgery were busy but very friendly and helpful. Patients were called in using an electronic board rather than in person.

- There is an information room at the side of the waiting area, which is ideal if a patient requires more privacy. This room also had a blood pressure machine and was the designated area to display advice and information materials. It was observed that during the time of the visit, no patients entered the room to look at the health information displayed.
- At the time of the visit the Surgeries were distributing their own Patient Experience Surveys; these were being submitted by the patient into feedback boxes on the reception desk.

5. Findings

Overall patients felt they could book an appointment easily when they wanted one, but it was commented that patients find the busy phone line is a barrier to booking appointments in the mornings.

The majority of patients surveyed said they could get an appointment with their preferred GP or Nurse; patients commented that this does not seem to be a problem for the surgery to arrange. The majority of patients felt they did not have to wait an unreasonable time before being called into their appointment. The majority of patients said they felt their time with their GP or Nurse was adequate for their needs. It was commented by a patient that they didn't feel rushed during the appointment, and that there is time to talk about their concerns more in depth with the Doctor.

Nearly 3 quarters of the patients surveyed said their GP had not told them about a community support service. 77% of patients surveyed graded the amount of information available as being average or below, with 39% grading it as poor.

When grading the different elements of patient experience from 1 to 5, patients graded Chessington Park Surgery overall as good. The information room within the waiting area is an asset to the Merritt Medical Centre, however it was observed that the display of information materials made it difficult to use for this purpose, there were a wide range of information leaflets but they were not organised, the tables had information also but this was untidy, it was felt this is a missed opportunity as it seems to be off-putting for patients. These observations are backed up by patients comments received in the surveys and the grading of the information available as being poor.

6. Recommendations

Overall it was found that patients are happy with their experience at Chessington Park Surgery. There are no identified areas of concern. The following recommendations are generated from the survey results and findings on the day.

- As it was identified that many patients had never been told about the services of community organisations, Chessington Park surgery could implement a system for GPs so that all staff are aware of the local health support services. This information could be collated in hard copy or on the IT system so that the GPs are able to access the information and sign post a patient who they feel could benefit from the support of a service.
- Although Chessington Park Surgery is displaying information leaflets and posters in the side room for patients, this could be utilised in a more productive way to help patients stay well and be empowered to improve their own health and wellbeing. The information materials and resources could be evaluated and checked for relevance and quality. The information could then be displayed in a way which is well signposted and easily accessible for people's different health needs. As an example, there could be a section for older people's health, young people's health, advice for mothers and babies, children's health, and mental health. A member of staff at the Surgery could be designated with the role of keeping information tidy and up to date with local community groups/ events. Members of staff could also be encouraged to use the room regularly to show and inform their patient about local services which help individuals keep well.
- Chessington Park Surgery could also recruit volunteers to specifically carry out the role of managing the healthcare information and informing patients of the resources at the surgery. The Merritt Medical Centre Patient Participation Group could assist in developing this volunteer role.

7. Next steps

This report will be sent to the Practice Manager and we would expect the surgery to respond within a month. The aim of our report is to provide the surgery with an independent snapshot of patient views and what areas can be improved in a reasonable and low-cost way.

We accept not all recommendations can be implemented but we would like the surgery's response to reflect why.

8. Acknowledgements

Healthwatch Kingston would like to thank all the patients for taking the time to answer the survey questions and give their feedback during the visit. We would also like to thank the Staff team at Chessington Park Surgery for their cooperation during our visit.

Finally we thank Healthwatch Kingston Volunteers Caroline, Keith and Tulloch for their time, input and professionalism in conducting the visit.

9. Further details

This report was produced by Healthwatch Kingston upon Thames and will be made available to the public on our website, and hard copies will be made available on request. Should you require this report in a different format, please contact the Healthwatch Kingston office at:

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Chessington Park Surgery
The Merritt Medical Centre,
Merritt Gardens ,
Chessington
Surrey
KT9 2G

10. Appendices

Appendix A Questionnaire

Chessington Surgery

Hook Surgery

1. Can you normally get an appointment when you want one?

Yes No Sometimes Not applicable

2. Do you manage to get an appointment with the doctor/ nurse of your choice?

Yes No Not applicable

3. How long on average do you have to wait for your appointment?

0-30 mins 30-45 mins 45-60 mins more than 1 hour Not applicable

4. Did/ do you feel you have enough time with the doctor/ nurse?

Yes No Unsure Not applicable

5. Has your Doctor told you about the services of a community organisation which could support you, for example Staywell, Mind in Kingston or Kingston Carers ?

Yes No

6. Is there enough information about local support services, leaflets/posters etc? (1- doesn't have any information) to (5 - has an excellent amount of information)

1 2 3 4 5

Please rate the following

| | Good | Average | Poor | Not Applicable |
|----------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Reception staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Transport/parking | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Dignity & respect | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Involved in decisions | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Display of community information | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Is there anything else you would like to tell us?

Equalities Monitoring Form

All the information you give us is treated in the strictest confidence. We enter your feedback onto our database, but we don't use any personal details. We use your feedback to analyse findings and identify trends in patient experience.

Please tell us the following information for monitoring purposes:

Postcode: _____

Medical condition: _____

Ethnicity:

- British Irish Any other white background
- White & black Caribbean White & black Asian
- Any other mixed background
- Indian Pakistani Bangladeshi Any other Asian background
- African Caribbean Any other black background
- Chinese Gypsy/Traveller Any other ethnic group
- Do not wish to disclose

Nationality: _____

Disability: Physical Learning Disability Sensory disability
None Do not wish to disclose

Religion: Buddhist Christian Hindu Jewish Muslim
Sikh Atheist Other None
Do not wish to disclose

Age: 17 & under 18-24 25-49 50-64 65-79 80+
Do not wish to disclose

Gender: Male Female Other Do not wish to disclose

Marital Status: Married Divorced Single Widowed
Co-habiting Civil Partnership Do

Appendix B Healthwatch Kingston fact sheet

Healthwatch Kingston upon Thames

What is Healthwatch?

All health and social care services must give the people that use those services the opportunity for their views to be heard, and take them into account when they review and plan them.

Healthwatch has been created to do just that, it is the local body that works with services in and around Kingston.

We gather and represent the views of the public and use this feedback to influence, improve and shape services.

Healthwatch England is the national body that works on government level, and each area has a local Healthwatch that focuses on local services.

Healthwatch Kingston upon Thames

What do we do?

Healthwatch has a number of ways of working.

- Gathering feedback & evidence- we collect views and evidence to help improve services
- Representation - we represent the view of local people on health and social care committees and contribute to strategic health and social care work
- Involving local people - we have local people involved in our work including task groups, research, Enter & View and to help gather feedback
- Task Groups - we invite local people to join us to use their experiences of specific health and social care issues to work towards making improvements
- Information - we keep local people informed of developments in health and social care through newsletters, website, outreach work and meetings
- Engagement in the community - we go out in the community to promote what we do, gather feedback and get people to join us
- Signposting - we signpost people to local health and social care services, and provide advice about how and where to make a complaint

Who runs Healthwatch Kingston?

Healthwatch Kingston is funded by the local authority but it is an independent organisation.

It has a board of directors, who are volunteers and local people, which is responsible for setting the strategy.

There is a small staff team that carry out the day-to-day work and who provide support to the Board, volunteers and people involved in our activities.

It is a local organisation of and for local people.

Getting people involved

Healthwatch gives a voice to people in the community, and will speak up for people who are seldom heard and hard to reach.

Healthwatch is working with organisations such as Refugee Action Kingston and Learn English at Home to gather evidence of how local health services are supporting people from ethnic minority communities in Kingston.

Information is collected in many ways, such as by visiting community organisations and speaking to different members of the community, through surveys, group discussions and visiting Doctors surgeries and Hospitals.

Want to know more?

Joining us is free and you can decide how much involvement you want.

Our website has more information, or you can call our office or email.

Contact details

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