

# healthwatch

## Kingston upon Hull

Enter & View Report  
Southcoates Medical Centre  
Newbridge Road





## Contents:

Purpose of Visit	4
Introduction	5
External	6
Reception & Waiting Areas	7
Lift & Stairwell	7
Facilities	8
General Observations	9
Recommendations	10
Verification of Report	10

## Appendices:

Appendix 1: Visit detail

Appendix 2: Visit record sheet





## **Enter and View**

One of Healthwatch Kingston upon Hull's key areas of work is to carry out Enter & View visits to Health & Social Care services across the City.

### **Enter & View is the opportunity for authorised representatives:**

- To visit Health & Social care premises to hear and see how service users experience the service
- To collect the views of patients and residents at the point of service delivery
- To collect the views of carers and relatives of service users
- To observe the nature & quality of services
- To collate evidence based feedback
- To report to providers, CQC, Local Authority & NHS commissioners as well as any other relevant partners

### **How can Enter and View benefit you?**

- Enter & View gives you the opportunity to share best practice and activities that work well as Enter & View Ambassadors report on the positive
- Enter & View gives you an opportunity to demonstrate to the CQC inspectors and commissioners that you are supporting patient engagement
- Enter & View gives service users the opportunity to give their views and opinions in order to improve service delivery





## Purpose of visit

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.

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 *GP practices* over a one year period.

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.

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.

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.





## Introduction

Southcoates Medical Centre in the east of the city, close to the main Holderness Road. It was established as a practice in these purpose built premises in 1995. Previously the practice had operated from converted premises nearby. This is the only practice housed in the building.

There is currently one GP partner at the practice. There is an average of 6 appointments not attended per week. Each GP appointment is scheduled for 10 minutes with the option to request a longer appointment. Extended appointments are automatically booked for patients who usually require extra time.

The practice is single story with all consulting rooms and facilities off a main reception area. Our visit took place during a time when there was no GP surgery.





## External

The building is located on a corner with the main entrance being on the side of the building. The entrance at the front of the building is not in use with a sign directing people to the alternative side entrance. The front of the building has two ground floor windows which had closed shutters during our visit, there were also a number of windows to the side shuttered. Some of the shutters were graffitied and appeared vandalised.

There is a car-park for patients at the rear of the building with approximately 8 spaces although there was no specific allocation for blue badge holders. The practice can be accessed from the car park by a path around the building. During our visit the car-park seemed overgrown and neglected with rubbish and debris collecting in corners and against the fence. A gate to the car-park suggests that this is locked outside of practice opening times.

Access to the surgery is on one level providing access for wheel chairs and prams although there are no power assisted doors to ease access to the practice.

Overall the exterior of the practice looks slightly neglected and not very welcoming.





## Reception & Waiting Areas

The main door is in an alcove which has shutters which are closed out of practice hours. The internal doors open onto a large bright reception area with a reception desk opposite the main door. The patient waiting area is to the right of the reception desk. Signage above the reception desk shows the names of several GP's no longer active within the practice, one of the names is partially obscured with paint.

The practice does not use an electronic booking in point. A hearing loop is available and clearly indicated by a sign on the reception screen. A sign on the door to the corridor leading to consulting rooms also advises that a portable hearing loop is available if required.

Due to the layout of the reception area there is a degree of privacy for patients to speak to reception staff at the desk without being overheard by patients in the waiting area. However the desk is immediately as you enter the door which means this area is crowded if someone enters whilst a patient is speaking to the receptionist a sign on the desk does offer the option to speak to a receptionist in private.

The main seating area is to the right of the reception desk with chairs being some distance from the reception desk with 13 available seats.

There is clear signage directing patients to consulting rooms.

Patients are called to appointments via a jayex style TV with an audible beep. The TV also runs a loop of relevant health information and notices.

There are 2 notice boards in the reception area which all have recent and mostly relevant information, although on one a notice from East Hull PCT was displayed. Posters and notices are also displayed on the walls and reception screen which may lead to difficulty for patients to find specific information. During our visit there were several drawing pins on one of the waiting area chairs. Patient experience data from the CQC is displayed on the reception screen.

There are leaflet racks in the reception and waiting area as well as leaflets on the reception desk and low tables. All of the information appears recent and relevant. There is lots of relatively recent reading material in the waiting area.

Our overall impression of the reception area was that it was bright and tidy with lots of patient information for patients awaiting appointments. We found the waiting area to be a very relaxed and calming environment.

## Lift & Stairwell

Not applicable as the practice is single level.

## Facilities

There are 2 toilets for patient use, these are kept locked and accessed via key-pad by the reception staff. The toilets are accessible by disabled patients however once inside the toilet a large basket containing sexual health testing kits blocks access. The male & female toilets are located off the main reception area and are not signposted but are clearly visible.

The facilities were well lit, clean and tidy although there was no evidence of routine cleaning. Soap & hand drying facilities were available in all toilets.

The baby changing facility is located in one of the consulting rooms and available on request.







## General Observations

The patient areas of the practice are very clean, bright and tidy with lots of patient information available. Our representatives felt that the exterior of the practice seemed neglected although the interior was very calm, relaxed and welcoming. Reception staff were very polite, offering help and assistance to both patients and ourselves.





## Recommendations

Further to our visit we would make the following recommendations:

- Out of date information to be removed from the patient notice board and reception
- Obstructions to the toilet be removed

The practice to look at cleaning up the appearance of the building exterior and car-park

## Verification of Report

Produced on behalf of HWKuH by		Date:
Signed on behalf of HWKuH Board		Date:



## Appendix 1

### Visit Details

The visit was carried out by the following Healthwatch Kingston upon Hull Enter & View Ambassador:

Jennifer Nicole

Accompanied by Healthwatch Kingston upon Hull Insight & Intelligence Officer:  
Gail Purcell.

All Enter & View Ambassadors are fully trained in accordance with Healthwatch policy and have undertaken Disclosure & Barring service (DBS) checks.

The visit was carried out on Wednesday 19<sup>th</sup> August and our representatives were at the premises for approximately one hour.

**Enter & View non-contact Visit record sheet**

Premises visited: Southcoates Medical Centre 225 Newbridge Road Hull	Date of visit: 19.8.15	HW reference: HWKuH15-08-03
	Arrival time: 2.00pm	Premises representative: Tracy Woodrow
Type of premise: GP Practice	Departure time:	HW Ambassador: Gail Purcell Jennifer Nicole

External		
	Yes/No	Response / Notes / Observations
On site parking		
Total number of spaces available		
Is the car park full?		
Number of spaces for disabled people in car park		
Legible signage (reception etc.)		
Adequate Lighting		
Disabled access		
Power assisted / automatic access doors		
Overall impression of exterior		

Reception		
	Yes/No	Response / Notes / Observations
Signage / directions to GP & consulting rooms		
Adequate lighting		
Is a hearing loop available and clearly signposted		
Privacy to speak to receptionist		
Can you hear receptionist speaking to other patients		
Is there an electronic booking in point		
Is the electronic booking in point signposted		
Do people appear to be using the electronic booking in point		
Is assistance offered for those using the electronic booking in point		
Do chairs in waiting area face reception		
Is there a children's play area		
Is there patient information available (leaflets etc.)		
Is available patient information relevant & recent		
Is there a patient notice board		
Are posters on the notice board relevant / recent		
Is there any reading material available in the waiting area		
Is any available reading material recent		
How are patients called through to the GP		
Are there power assisted automatic doors		
Is assistance offered to those who require it		
Overall impression of Reception area		

<b>Lift / Stairwell</b>		
	<b>Yes/No</b>	<b>Response / Notes / Observations</b>
Is there a lift available for public / patient use		
Is the lift accessible		
Is the lift legibly signposted		
Is the lift adequately lit		
Is there staircase for public / patient use		
Is the staircase accessible		
Is the staircase legibly signposted		
Is the staircase adequately lit		
<b>Overall Impression of Lift / Stairwell</b>		
<b>Facilities</b>		
	<b>Yes/No</b>	<b>Response / Notes / Observations</b>
Are there toilets for patients use		
Are the patient toilets easily accessible		
How many toilets are available for patient use		
Are there toilets available for disabled patient use and are they accessible		
Are the toilets legibly signposted		
Are the toilets adequately lit		
Is there soap available in all toilets		
Is there a hand dryer in all toilets		
Are paper towels available in all toilets		
Are the toilets clean/ tidy		
Is there evidence that toilets are routinely monitored for cleanliness		
Are there sanitary bins in the		

female toilets		
Are there baby changing facilities for patients		
Where are the baby changing facilities located		
Are the baby changing facilities clean / tidy		
Is there evidence that baby changing facilities are routinely monitored for cleanliness		

Overall impression of patient / public facilities



**General observations**

Large empty rectangular area for general observations.

Signed:

Date: