

healthwatch

Kingston upon Hull

Enter & View Report

Newland Group Practice

Alexandra Healthcare Centre

Hull





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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

Alexandra Group Practice is housed in the purpose built Alexandra Healthcare Centre on Alexandra Road in the west of the city. The Alexandra Healthcare centre houses 2 GP practices in a single story building. The Centre was opened in December 2006. Prior to moving to the new premises the practice had operated nearby since 1983.

The practice has access to consulting rooms, offices and facilities at the right hand side of the health centre.

There are currently 8819 patients on the practice list, with 8 GP's available, 4 of which are partners with the remaining GP's being salaried.

There are approximately 930 appointments available for patients per week, with an average of 94 appointments not attended. Each GP appointment is scheduled for 10 minutes with an option to request a longer appointment. Extended appointments can also be requested by the GP if they are aware of a need for extra time for a specific or vulnerable patient.

Many Thanks to Carole Robinson, Practice Manager, and members of her team and support staff who provided us with the opportunity to meet patients, and freely ask questions to enable us to observe both the practice and patient experience.





External

There is a car park to the side of the health centre that has 16 spaces with an additional 2 spaces for disabled parking. During our visit the car park was full, cars were also double parked and parked on double yellow lines. In some cases the parked cars were causing obstruction. We were advised by staff that if a car is obstructing emergency access they will be asked to move. There are an additional 10 spaces reserved for GP parking. Additional on street parking is available.

The entrance to the Health centre is on a single level with automatic access doors.

The exterior is clean and tidy with large pavements leading to the entrance. Gates to the Health centre site are locked on an evening and weekend.

Reception & Waiting Areas

The main Health Centre reception is very bright and airy with each practice having a reception desk to the rear of the building. Each practice housed in the Health Centre has its own waiting area. Newland Group practice reception is to the right, closest to the consulting rooms used by the practice. The reception desk is clearly marked as that of Newland Group practice. There are approximately 30 chairs in the practice waiting area. These face sideways from the reception desk, with the closest being approximately 15 feet from the reception desk. During our visit there were 10 - 12 patients in the waiting area.

The electronic booking in point is directly in front of the entrance. Although not signposted it is clearly visible and marked as being for Newland Group Practice.

A sign at the reception desk requests that patients wait a considerate distance from the desk in order to maintain privacy. In addition there is a rope style barrier indicating where patients should wait to be called to the reception desk.

There are toys available for children to play with in the waiting area. There is ample reading material for adults or children on a large bookcase in the waiting area. A charity bookcase with books for sale is also located in the waiting area.

There are 3 notice boards in the practice waiting area which display recent and relevant posters. One board gives details and feedback from the friends and family tests submitted by patients. Patient information leaflets were available both on the reception desk and a table in the waiting area and are recent and relevant.

Patients are alerted to appointments by a red LCD Jayex board with an audible beep.

Our overall impression of the reception area was that it was very well laid out, bright, calm and clean.





Lift & Stairwell

The practice sees patients in consulting rooms on the ground floor.

Facilities

There are 2 toilets for patient use in the reception area, 1 male & 1 female. These are shared by the 2 practices housed in the health centre. Each toilet is accessible for disabled patients. All toilets were lit with an automatic lighting system. There was no evidence that toilets were routinely monitored for cleanliness. During our visit the toilets were very clean and fresh. Soap and hand driers were available in the toilets, a sanitary bin is available in the female toilet. Toilets were well signposted and clearly visible from the reception area.

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





General Observations

As the practice is housed in the Alexandra Healthcare centre cleaning is undertaken through a central contract.

We found the area used by the practice to be clean, tidy bright and airy. The practice staff were very helpful during our visit, advising of recent re-decoration and further plans for the building.





Recommendations

Further to our visit our only recommendation would be to continue to review and update the practice information board on display in the reception area.



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:

John Wilkinson

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 Friday 24th April and our representatives were at the premises for approximately 45 Minutes.

Enter & View non-contact Visit record sheet

Premises visited: Newland Group Practice Alexandra Healthcare Centre 61 Alexandra Road Hull	Date of visit: 24.4.15	HW reference: HWKuH15-04-06
	Arrival time: 10.00am	Premises representative: Carole Robinson
Type of premise: GP Practice	Departure time:	HW Ambassador: Gail Purcell John Wilkinson

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		

Lift / Stairwell		
	Yes/No	Response / Notes / Observations
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		
Overall Impression of Lift / Stairwell		
Facilities		
	Yes/No	Response / Notes / Observations
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		

Appendix 2

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		
Signed:	Date:	