



Enter & View Report

The Surgery, Ashby

9 July 2015



Report Details

Address	The Surgery 30 North Street Ashby-de-la-Zouch Leicestershire LE65 1HS
Service Provider	Dr S J Shepherd
Date and time of visit	Thursday 9 July 2015 8.30am-11.30am
Authorised representatives undertaking the visit	1 - Visit Leader 2 - Authorised Representatives 1 - Staff Lead

Acknowledgements

Healthwatch Leicestershire would like to thank the service provider, patients and practice staff for their contribution to the Enter & View Programme.

Disclaimer

Please note that this report relates to findings observed on Thursday 9 July 2015. Our report relates to this specific visit to this service and is not representative of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

This report is written by volunteer Enter and View Authorised Representatives who carried out the visit on behalf of Healthwatch Leicestershire.



What is Healthwatch?

Healthwatch is the independent consumer champion created to gather and represent the views of the public. We have significant statutory powers to ensure the voice of the consumer is strengthened and heard by those who commission, deliver and regulate health and care services.

What is Enter & View?

Part of the local Healthwatch Programme is to carry out Enter & View visits. Enter & View visits are conducted by a small team of trained volunteers, who are prepared as 'Authorised Representatives' to conduct visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvements.

Enter & View is the opportunity for Healthwatch Leicestershire to:

- Enter publicly funded health and social care premises to see and hear consumer experiences about the service
- Observe how the service is delivered, often by using a themed approach
- Collect the views of service users (patients and residents) at the point of service delivery
- Collect the views of carers and relatives
- Observe the nature and quality of services
- Collect evidence-based feedback
- Report to providers, the Care Quality Commission (CQC), Local Authorities, Commissioners, Healthwatch England and other relevant partners.

Enter & View visits are carried out as 'announced visits' where arrangements are made between the Healthwatch team and the service provider, or if certain circumstances dictate as 'unannounced' visits.

Enter & View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Purpose of the visit

- To gather patient views of the service provided at The Surgery.
- Capture the experience of patients and any ideas they may have for change.
- To look at a number of key themes; reception and waiting areas, accessibility, information available to patients and patient facilities.
- To observe patients engaging with the staff and their surroundings.

Strategic Drivers

- Access to services are a local Healthwatch priority.

Methodology

This was an announced Enter and View visit.

We approached the Practice management team before we spoke to anyone in the surgery who advised us that we had access to the patients and the communal areas during our visit.

Authorised Representatives asked patients about their experiences of the surgery and completed 15 patient surveys. (The findings of which can be found in Appendix 1 and inform recommendations in this report). They explained to everyone they spoke to why they were there, left them with a Healthwatch Leicestershire leaflet and took notes.

A large proportion of the visit was also observational, involving the Authorised Representatives observing the surroundings to gain an understanding of how patients engaged with reception staff and the facilities.





Summary of Findings

- Information and notices for patients was very clearly displayed in the foyer and reception areas
- We observed The Surgery staff and doctors interacting well with patients
- We saw the patients using the self-service point quickly and efficiently
- Patients told us that they were happy with the service they received at the surgery
- We saw patients with mobility issues accessing the building with ease

Result of Visit

Location

This was a small practice located in the centre of Ashby-de-la-Zouch. The practice is set back from the main road and has 14 parking spaces in the front of the building including a disabled parking space close to the entrance.

The signage on approaching The Surgery by car is not very visible from the road. When you get close to the building the practice name and address is on the glass windows.

Reception and waiting areas

The Enter & View team arrived in advance of the surgery opening time. We noted that the doors were opened before the surgery start time so that the patients do not wait outside.

The building was modern with smart décor and has plenty of natural light. The building is on one level and there is a ramp and steps to access the building.

On entering the building there is a small foyer area with a self-service point and we observed patients using the self-service touch screen to register their arrival. Next to the screen was an automatic hand sanitiser with a sign that advised patients to 'please use hand sanitiser'.

Within the foyer area were a variety of health information leaflets, two wheelchairs and a 'scripts and suggestion box' available to patients although we did not see any forms for patients to write their suggestions. We did also note that Chlamydia kits were on the table in this area.

There is one waiting room with a selection of chairs. We noted that only one of the chairs had armrests and the chairs were quite small and there was no wide seat. The chair with armrests had a higher back but was quite low to the floor.

There was a high reception desk, which gave the receptionists some privacy. There was a large clock behind the reception desk, which was visible from the waiting area.

There were paintings on the wall by local artists and a model train that ran on a high shelf round the seated waiting area.

There is a designated children's play area with plastic children's toys and a wide selection of books. We asked about the cleaning of the toys and were informed that there was a documented cleaning regime and the toys were steam cleaned every evening. We noted in the staff kitchen that there was a detailed cleaning regime for the facilities.

There were a section of magazines on a low table and second hand books that could be purchased by patients in aid of a charity.

Accessibility

The practice had disabled access and a wheelchair ramp. There is a doorbell outside and a sign that reads 'please ring for attention' with Braille written underneath.

The team observed two wheelchairs in the foyer that were available for patients.

All the doors within the surgery are well signposted. All the rooms had nameplates above the doors and there are handrails around the corridor.

Although the kitchen was not for patient use, we did note that the door was wedged open. As the kitchen was next to one of the doctor examination rooms, patients could potentially access the kitchen.

Patients were notified of their appointment via an intercom system. We asked the receptionist how hard of hearing or deaf patients are notified of their appointment and we were informed that the doctor would come to the waiting room to fetch the patient or the receptionist would let them know.

We noted that a hearing loop system was in operation.

Information available to patients

We noted that there was a newsletter for patients with informative updates about the practice.

In the waiting room, there was a noticeboard with important information for patients. We noted that there were leaflets with information on data protection, complaints procedure, 'how we use your health records', access to medical records and the practice charter. We did note that there was no information about the Patient Participation Group (PPG) on the noticeboard, however there was information about the next meeting in the patient newsletter.

Patient facilities

There are three public toilets in the surgery; female, male and disabled toilet. All the toilets were clean, however there was no toilet roll in the female toilets. We informed the receptionist and this was immediately rectified.

We observed that both the female and male toilets had Chlamydia test posters but the testing kits were not in the toilets but in the foyer area.

The tap water was very hot in the public toilets however there were no warning signs to alert patients to this in the ladies toilet.

We did note that the pull cord in the disabled toilet was not down to the floor and if a patient fell and needed assistance they would be unable to reach the cord.

Recommendations

1. Consider a wider selection of wipe clean chairs in the waiting room including high back chairs, chairs with arms and a wide seat.
2. Publicise details of the Patient Participation Group (PPG) meetings on the noticeboard and include leaflets about the PPG in the waiting room.
3. Although there are posters about Chlamydia screening in the toilets, the kits are in the foyer entrance and we recommend that the kits should be placed in the toilets.
4. Place forms in the foyer for patients to leave their suggestions.
5. Lengthen the pull cord in the disabled toilet so that it is down to the floor.
6. Keep the staff kitchen door shut to prevent access by patients.
7. Provide 'warning hot water' signs in the female toilets.

Service Provider Response

This report was agreed with The Surgery as factually accurate.

They have provided the following responses to the recommendations:

Thank you for your helpful and constructive report. We are delighted that nearly all our patients are happy with our service. Our aim is to provide a modern surgery but with old fashioned friendliness and continuity of care and we will endeavour to continue improving. Sadly our main constraint at present is the very limited resources provided by the NHS to general practice.

With regard to the issues raised about our waiting room chairs, the hot water tap labelling, our kitchen door and the disabled pull cord, these are all in hand or in the process of change. We already had new signs on order for the practice and these will be installed in the very near future.

Distribution

The report has been distributed to the following:

- The Surgery, Ashby
- Care Quality Commission (CQC)
- Leicestershire County Council (LCC)
 - Adults & Communities
 - Health & Wellbeing Board (HWBB)
 - Overview & Scrutiny Committee (OSC)
- East Leicestershire & Rutland Clinical Commissioning Group (ELRCCG)
- West Leicestershire Clinical Commissioning Group (WLCCG)
- NHS England (Leicestershire and Lincolnshire) Local Area Team
- Healthwatch England and the local Healthwatch Network

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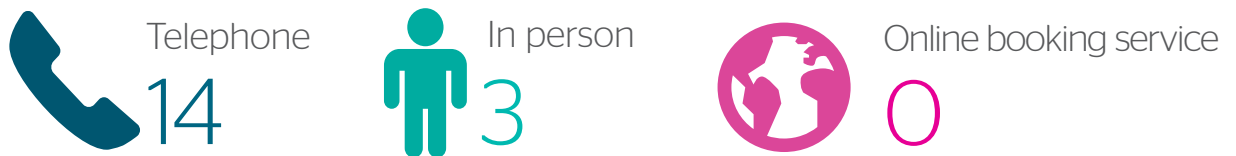
Appendix 1 - Survey Findings



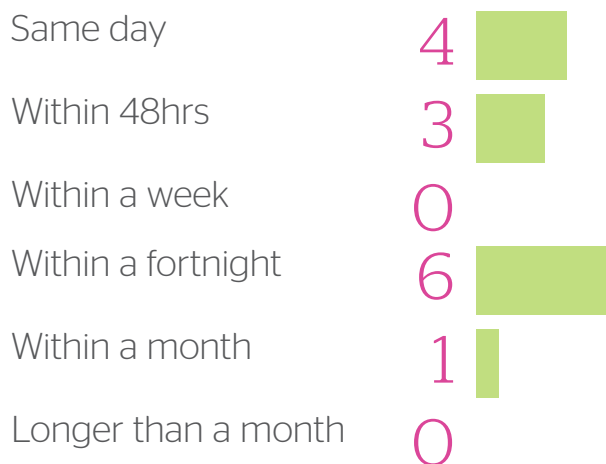
Q1. Is it easy to get through to your surgery on the telephone to make an appointment?

13 YES **1** NO **1** NOT ANSWERED

Q2. What methods do you use to book an appointment? (Multiple responses)



Q3. How long did it take you to book an appointment?



1 NOT ANSWERED

Q4a. When making your appointment, are you given the option of seeing the doctor or nurse of your choice?

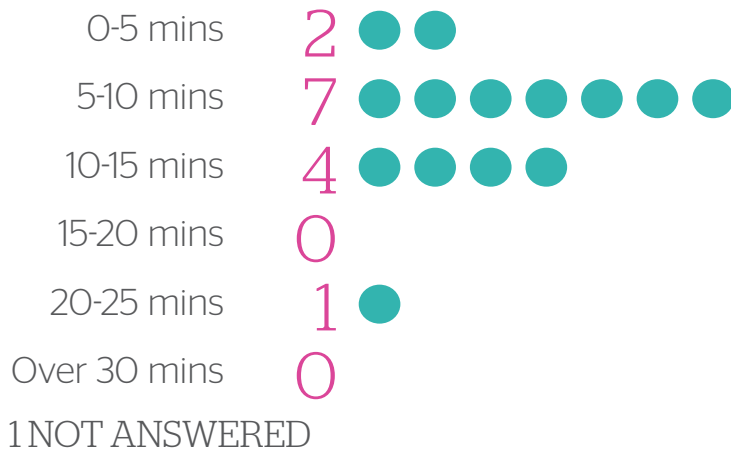
8 YES **5** NO **2** DON'T MIND



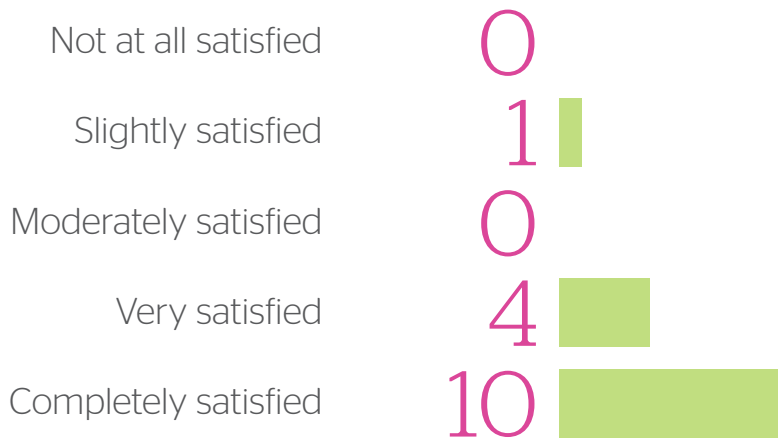
Q4b. For urgent appointments, can you normally see the doctor or nurse on the same day?

13 YES 1 NO 1 NOT ANSWERED

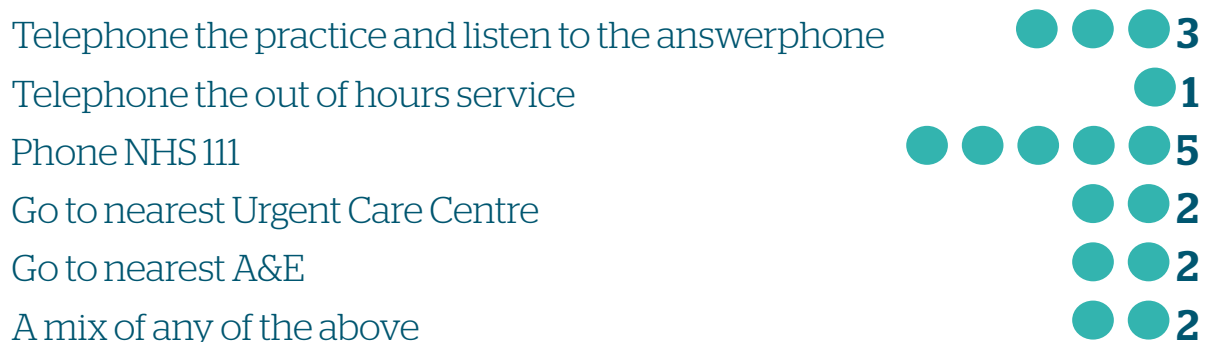
Q5. How long after your appointment time, do you normally wait to be seen?



Q6. How satisfied are you with the practice opening hours?



Q7. If you needed to contact a doctor or nurse when the GP Practice is closed what would you do?





Q8. Does your GP practice have a Patient Participation Group (PPG)?



13 patients did not know if the practice has a PPG Group.

Q9. Are the staff (receptionists/ practice manager) at the surgery helpful and understanding?

On a scale of 1 to 7, 1 meaning extremely unhelpful and 7 meaning extremely helpful, patients rated the staff overall at an average of 6.07

6.07



Q10. Is there enough privacy to talk to reception in confidence?

8 YES

4 NO

3 NOT ANSWERED

Q11. Overall, are you happy with the quality of care and treatment (clinical) you receive at the surgery?

On a scale of 1 to 7, 1 meaning extremely unhappy and 7 meaning extremely happy, patients rated the staff overall at an average of 6.27

6.27



Q12. Overall, are you happy with the service (non-clinical) you receive at the surgery?

On a scale of 1 to 7, 1 meaning extremely unhappy and 7 meaning extremely happy, patients rated the staff overall at an average of 6.53

6.53



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Healthwatch Leicestershire

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