

# healthwatch

## Kingston upon Hull

Enter & View Report  
St Andrews Group Practice  
Bransholme Health Centre  
Goodhart Road, 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

The practice is housed 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. The centre houses 8 GP practices as well as a minor injuries unit, community services, Hull City Council help desk and housing advice.

The practice has access to consulting rooms, offices and facilities on the third floor of the health centre.

There are currently 5783 patients on the practice list. There are currently 9 GP partners at the practice, 8 of which are active in the practice. In total there are 420 appointments available each week with an average of 20 appointments not attended. Each appointment is scheduled for ten minutes with the option to request an extended appointment.

Many Thanks to Karen Kenney, 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 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 during our visit that this lift was difficult to use, mainly due to the controls being at the opposite side to where a person is positioned within the lift. During our visit it was also raised with our Ambassadors that it the reach of the open door was not marked and this causes problems when accessing the lift.

The doors from Goodhart Road open onto the main reception level.

## Reception & Waiting Areas

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.

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.

The practice reception and waiting area is shared with another practice, there is a long desk along one edge of the reception area. Reception staff for St Andrews Group practice use the section of desk closest to the lift from the main atrium. The desk is open to the office behind. It was unclear whether a hearing loop system is in use by the practice.

There are approximately 35 chairs in the reception area facing away from the desk towards the corridor leading to treatment rooms, the rear row of chairs is approximately 15 feet from the reception desk. There are an additional group of chairs facing towards the reception area at a distance of approximately 20 feet. There is very little privacy for patients to speak to reception staff however this is available on request. During our visit there were 15 - 20 patients in the shared waiting area.

There are two electronic booking in points in the waiting area although it is unclear which is appropriate for each practice. Neither booking in point was working during our visit. Patients are called to appointments by the GP. A jayex LCD board provided practice related notices and information on a loop system.

There was no children's play area or reading material available during our visit. The practice has no notice board in the shared waiting area, all notices are fixed to the panel behind the reception desk. Posters appeared recent and relevant. Patient information leaflets were available both on the reception desk and a rack as you enter the waiting area. Over half of the leaflets available were product related with only 25% being NHS condition related information leaflets.





## Lift & Stairwell

As the practice is on the second floor you can 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. 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 busy and efficient, whilst remaining quiet & calm.





## Recommendations

Further to our visit we would make the following recommendations:

- It is recommended that any notices in the shared waiting area that are practice specific be marked as such
- Practice information to be displayed including performance, patient experience and Friends & Family test outcomes
- Electronic booking in points to be marked for relevant practice



## 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:

Graham Gedney

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 Monday 13<sup>th</sup> April and our representatives were at the premises for approximately 45 Minutes.

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

Premises visited: St Andrews Group Practice Bransholme Health Centre Goodhart Road Hull	Date of visit: 13.4.15	HW reference: HWKuH15-04-01
	Arrival time: 9.30am	Premises representative: Karen Kenney
Type of premise: GP Practice	Departure time:	HW Ambassador: Gail Purcell Graham Gedney

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		

## Appendix 2

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		

## Appendix 2

<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		

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: