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Premises visited: Field House Surgery 18 Victoria Rd, Bridlington, YO15 2AT	Date of Visit: 11 th November 2015	HW Reference: 20151111A
	Duration of visit:	
	HWERY Representatives: Steve Mottershaw Sheena Withers	Staff met during visit: Practice Manager 1 GP Receptionist

PURPOSE OF VISIT

The visit was part of a HWERY programme to review the quality of provision of General Practice provision in East Yorkshire.

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 and patients as relevant.

INTRODUCTION

The practice is situated in a large Grade 2 listed building. The practice is run by One medical group, who took over the practice in November 2014 and are providing medical care for approximately 7,800 patients in the Bridlington area.

ENVIRONMENT

Although the building is old it is well maintained. However, its listed status imposes limitations on what adaptations can be made. There are two entrances into the building; one at the front the other to the side next to the pharmacy. Surgery is spacious, clean and welcoming with hand cleaning facilities immediately inside the doors and a large reception desk. The building is on 2 floors and but all clinical treatment takes place on the ground floor. There is also a pharmacy actually situated in the building at the rear of the patient waiting area. The building has a baby changing room and plenty of toilets, which all clean and tidy. There was signage indicating surgery hours and there is a sign showing the opening hours of the pharmacy.

There is a main waiting area for GP appointments in front of Reception

There is electronic signage to let patients know when it is their turn and this flashes up so no one misses their turn. The sign indicates which room to go to. All

the rooms are clearly marked. During our visit the GP would come to reception to call the name in case someone had missed the sign.

Literature provided in other languages is available upon request to the surgery.

There was plenty of health literature to read and some toys/activities to keep children amused.

PRIVACY/CONFIDENTIALITY

Patients can register their arrival at reception or by using electronic monitors. The reception is situated in the waiting area so it is possible that personal/medical details could be overheard, although there some distance between the reception desk and seats, there is also clear signage requesting patients to stand a distance away when someone is at the desk. The electronic signage flashes up the person's name when they are called to see the GP or Nurse.

Patients' data is kept on the computer system but there is a cupboard for old paper records upstairs in the Secretaries' room. The surgery use System One as their main system.

STAFF / RESPECT FOR PATIENTS

All the staff were friendly and approachable and the Reception staff were polite and helpful. Administration staff and the Practice Manager spoke about patients with respect.

EASE OR DIFFICULTY GETTING APPOINTMENTS

The surgery is open from 8 am to 6 pm 5 days a week. The surgery also runs a drop/walk in Tuesday to Thursday 8:30am till 11am. They do not open on a Saturday except when running the flu clinic.

Patients can contact the surgery by phone or call in and book an appointment with a Receptionist. Patients can also access and book appointments on line.

If an appointment is not available for an urgent case they will be offered a telephone appointment with a GP who can then make them an appointment if the GP feels they need to see them or they can attend the drop in.

It can take up to seven to ten days to get a non-urgent appointment.

Most patients spoken to about the appointments system indicated that they'd had no difficulty getting a same day appointment when they needed on.

One patient said they had to see several different GPs (with the same complaint), but said the locum they saw was very good.

EASE OR DIFFICULTY GETTING REPEAT PRESCRIPTIONS

Patients can order repeat prescriptions any time if they order them on-line but they have to come to the surgery with ID and sign up in order to have access to this.

The surgery can pass prescriptions through to the on-site pharmacy or patients can have prescriptions picked up by other pharmacies of their choosing.

SERVICES AVAILABLE AT SURGERY

The surgery provides a wide range of clinics including Well Man and Well Woman, Chronic Disease, Bloods, Family Planning, Travel Vaccinations; Long term conditions and Minor surgery to name some. The Surgery has also started to use Patient champions. These are volunteers who are able to help people look for support groups, help with inquiries or even just have a chat. The surgery is also looking at having health organisations into the surgery when certain clinics are on, for example Diabetes UK will be present during the Diabetes clinic to offer any additional information and support to patients.

WELL LED

There are no partner GP's at the practice as it is run by One Medical Group. The Group try to provide a complete spectrum of essential care services within the local community, helping patients to manage problems that often combine physical, psychological and social components.

The Practice manager had been in the post 10 weeks but was already making changes.

The staff appeared relaxed and friendly. Several had worked there for a number of years. The staff spoken to all said that they were a close team and that if anyone had any problems they would speak to the practice manager who they found very approachable. One GP even commented that since the practice manager came into post things have improved greatly.

All the staff spoken to said that they felt adequately trained to carry out their role and that if they wanted additional training they would just speak to the Practice Manager who has an "open door" policy.

Training is always provided when new systems come in and there are monthly workshops provided by the CCG which they are able to book on to. In addition they have access to training provided by One Medical group.

EFFECTIVE

The building is spacious and provides every facility needed from treatment rooms to theatres and office space, storage and ample parking. The staff all appeared friendly and caring. The surgery cares for 7,800 patients which is currently open for new patients; runs plenty of clinics to ensure patients are regularly cared for, particularly those with chronic conditions. There is a pharmacy on site and the provision of a bespoke Prescriptions Clerk frees up reception staff to deal with patients promptly and ensures that the repeat prescription service runs smoothly.

CARING

Most of the patients spoken to indicated that they were happy with the care provided, although some questioning about continuity of seeing the same GP was a concern.

All the patients spoken to said they felt that GPs listened to their concerns and explained their condition and any medications needed.

RESPONSIVE TO NEED

The Practice has a PPG that is active and is advertised in the surgery and on the website.

CONCLUSION

Although the surgery has had difficulties in the past, changes are being made and the service offered continues to improve. This surgery offers an impressive range of services to patients, and support through social prescribing. There is a good team spirit and positive atmosphere.

The building is clean but due to its Grade II listing will be hard to make adaptations

Training is easily available and well received.

Signed on behalf of HWERY	<i>T. Smith</i>	Date: 14.01.2016
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