

Details of visit**Service address:****Binfield Surgery****Terrace Road North, Binfield, Bracknell,
Berkshire, RG42 5JG****Service Provider:****Dr Tong and Partners****Date and Time:****1st December 2015, 9.30am - noon****Authorised****Andrea McCombie, Muriel Hanley, Mark Savage****Representatives:****& Nigel Dumbrell****Contact details:****enquiries@healthwatchbracknellforest.co.uk****Acknowledgements**

Healthwatch Bracknell Forest would like to thank the service provider, patients and staff for their contribution to the Enter and View programme.

Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all patients and staff, only an account of what was observed and contributed at the time - supported by data drawn from an online patient survey, general feedback on the surgery that Healthwatch Bracknell Forest has received in the last 6 months, NHS Choices and a review of the surgery website.

What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices and dental surgeries. Enter and 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.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding or other serious concerns arise during a visit they are reported in accordance with Healthwatch escalation policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.

Purpose of the visit

- Observe patients engaging with the staff and their surroundings.
- Capture the experience of patients and to record any ideas they may have for change to improve patient experience.

Strategic drivers

Healthwatch Bracknell Forest collects and collates feedback and intelligence on local services. Primary care, i.e. GP surgeries, is the service we receive the most information about. This is not surprising as it is the health service that the majority of the public access regularly. Over the last 18 months trends have been identified including issues with - booking and access to appointments, waiting times, privacy (reception), staff attitudes, cleanliness and suitability of waiting areas, disability access and communication.

A programme of Enter and View visits to all surgeries in the Bracknell and Ascot Clinical Commissioning Group (BACCG) area was initiated in November 2015. All surgeries will receive an individual report and, at the end of the programme (March 2016), these will be collated to form one report to BACCG to inform future commissioning (such as extended hours), identify issues - specific to individual surgeries and also across the whole primary care service and finally, highlight areas of good practice leading to positive patient experience which can be shared across the area.

Methodology

This was an announced Enter and View visit.

Two weeks prior to the visit a notification letter was delivered to the Practice Manager. Information posters and flyers about the visit, intended for distribution to patients, were also delivered. An online survey was published on the Healthwatch Bracknell Forest website and notifications sent via e-bulletin and social media. This online survey was also promoted by the Practice Manager and a member of the Surgery Patient Group.

On arrival the Enter and View authorised representatives were greeted by the Practice Manager and the staff room was made available to them for refreshments.

A short survey, which will be used in all GP Enter and View visits, had been prepared by authorised representatives and Healthwatch Bracknell Forest staff prior to the visit. The survey contains questions to capture equalities data, questions regarding appointment booking, waiting times, appointment time suitability, awareness of extended hours opening, patient satisfaction of any consultation time and awareness of named GPs in the over 75s. There were also two questions which allowed for open ended text responses (these were also asked of the wider patient group online). In total we were able to speak to 29 patients on the day and ask them to complete the survey. An additional 97 online surveys were also completed. At the start of all interactions, the authorised representatives introduced themselves, showed their



identification and spoke about the purpose of both Healthwatch and the reasons for the visit. Healthwatch Bracknell Forest information leaflets were available for individuals.

The member of Healthwatch Bracknell Forest staff, Andrea McCombie, was able to spend some time with the Practice Manager and discuss a standard set of questions and requests for information (which will be used in all GP Enter and View visits) including GP rotas, emergency appointments and how these are triaged and accessed (where applicable) and charging policy for letters/services,

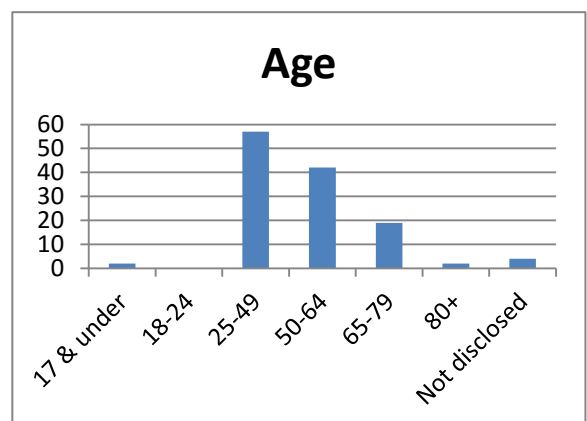
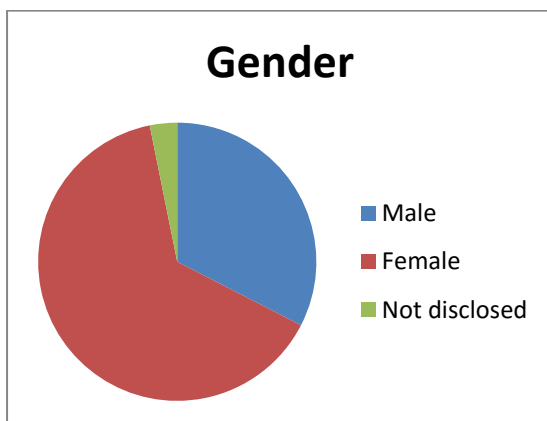
A proportion of the visit was also observational, allowing the authorised representatives to assess the environment and how patients engaged with staff members and the facilities.

Alongside the visit Healthwatch Bracknell Forest staff reviewed NHS Choices reviews for the surgery over the last 6 months and the practice website.

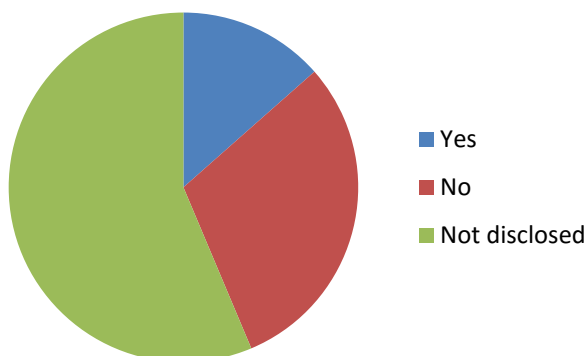
Results of Visit

Equalities data

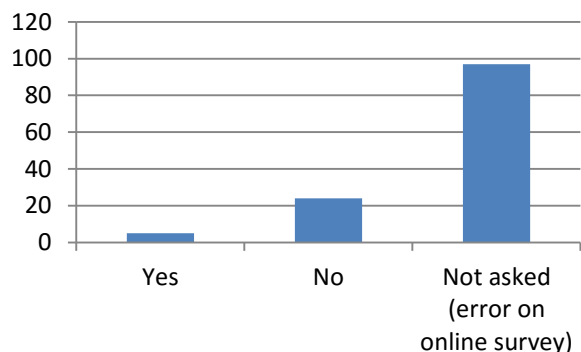
29 surveys completed on the visit + 97 online



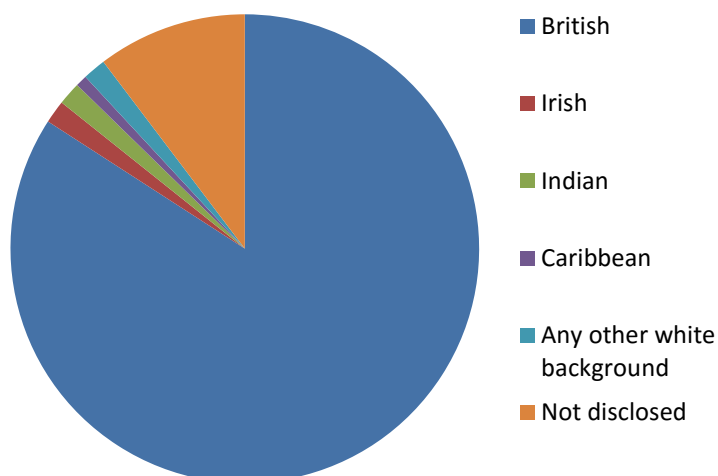
Do you have a disability or long-term health condition?



Do you consider yourself to be a carer?

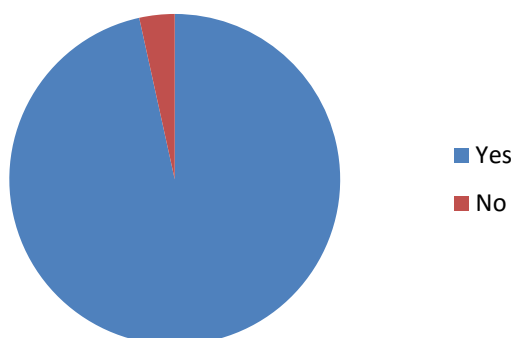


Ethnic Origin

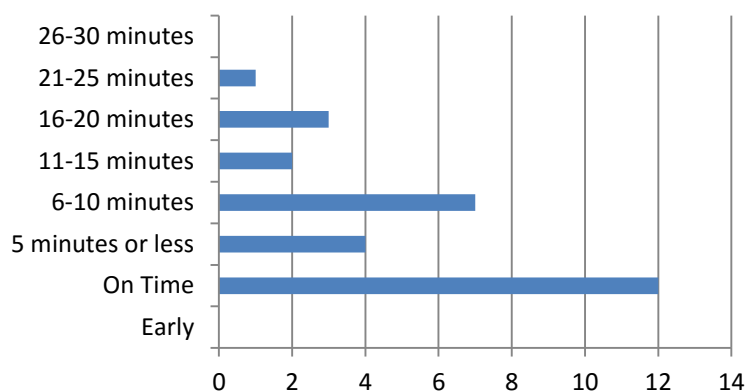


Survey questions (29 responses)

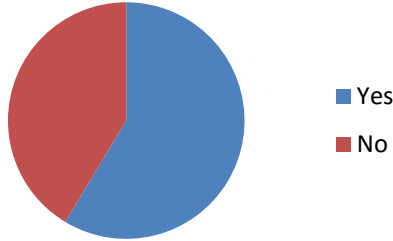
Did you get an appointment when you wanted/needed one?



How long did you wait today for your appointment?

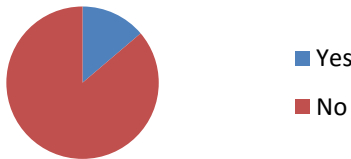


Did you use the electronic booking in system today?



| If YES, was it easy to use? | | | |
|---------------------------------|----|----|---|
| Yes | 17 | No | 0 |
| If NO, why did you not use it? | | | |
| Not Specified | | | 6 |
| Not a patient here (ear clinic) | | | 3 |
| Previous console unreliable | | | 1 |
| Hygiene concerns | | | 1 |
| Not easy to use | | | 1 |

Did you have difficulty fitting the appointment time given into your day?

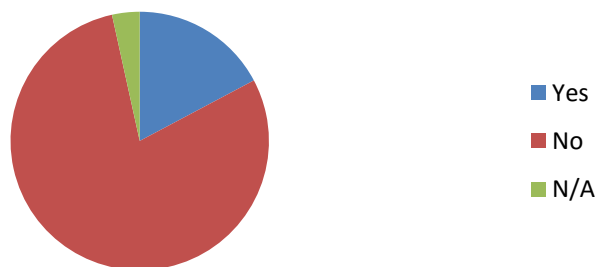


Of the four people who responded yes, the reasons given were:

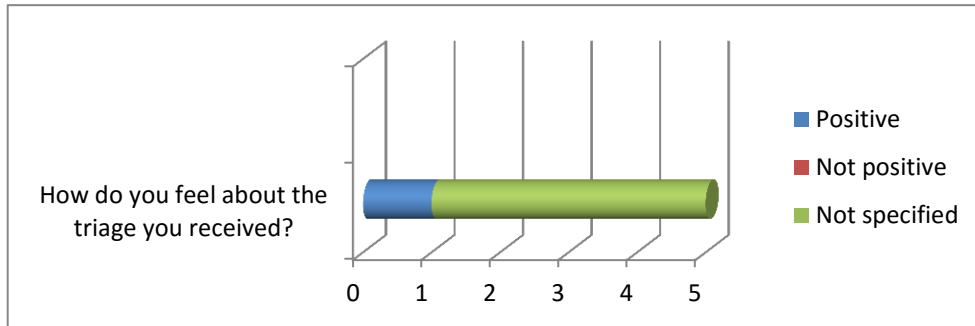
- Childcare (x 2)
- Busy
- Not specified

| Do you know whether you could have made an evening and/or weekend appointment? | | Would you have used this if an option? | | | |
|--|----|--|----|----|---|
| Yes | 13 | Yes | 10 | No | 3 |
| No | 16 | Yes | 12 | No | 4 |

Were you triaged before you received your appointment?

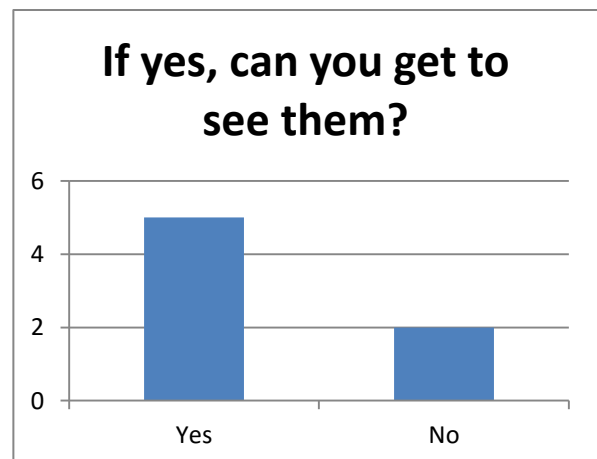
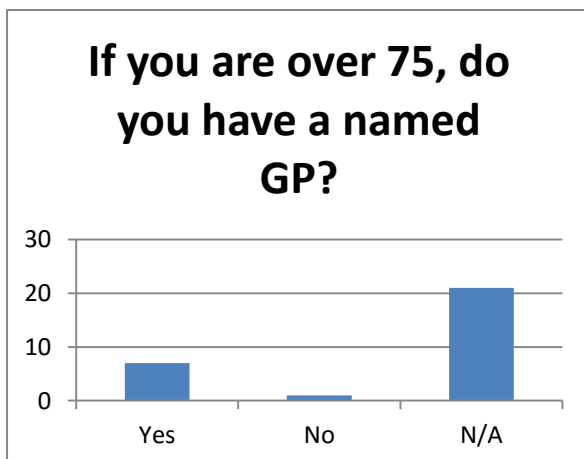
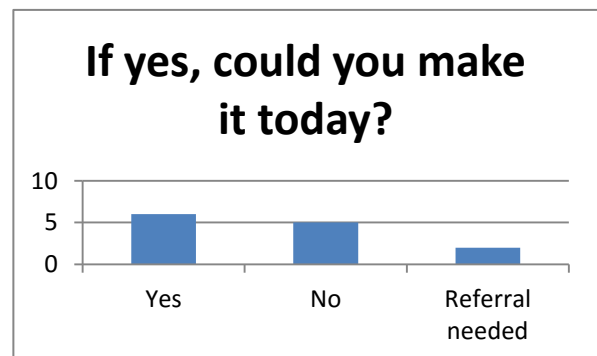
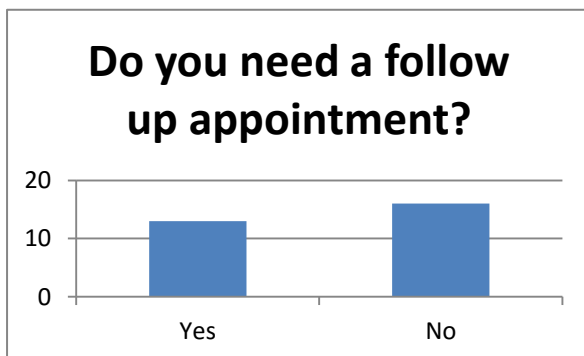


Of the 5 patients who stated they received triage, 3 said this was conducted by the receptionist, 1 said it was conducted by a nurse and 1 did not specify.

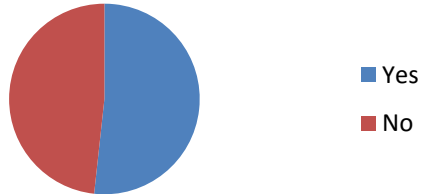


During your appointment do you feel you had enough time to address your concerns? Did the GP/Nurse listen to you? Did you feel you received all the information you needed etc.

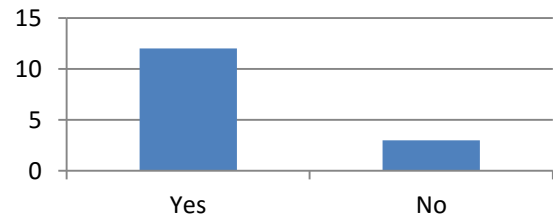
| | | |
|-----|----|--|
| Yes | 28 | Routine blood test with nurse, to the point, great, excellent, very good |
| No | 1 | Not enough time with GP. |



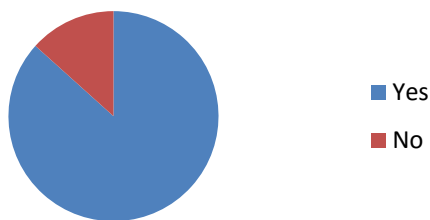
Have you visited the surgery website?



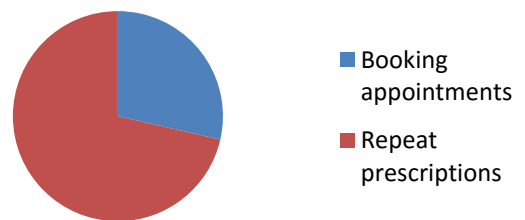
If yes, was it easy to navigate?



Have you used any of the online functions?

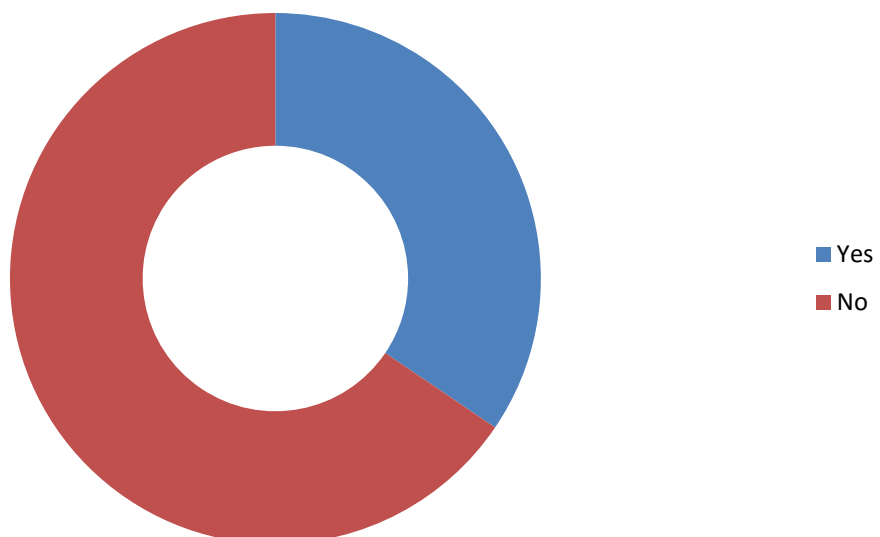


If yes, what have you used?



| Comments about the website | Number of comments |
|---|--------------------|
| Easy to use | 1 |
| Fine | 1 |
| Not easy, given up | 1 |
| can't do online booking for children and it wasn't easy to register | 1 |

Are you aware of the Surgery Patient Group?



Text comments

126 patients (29 during the Enter and View visit and 97 online) were asked two questions - what was good about the surgery and what could be improved - allowing them to give feedback on the surgery beyond the scope of the questions already asked in the survey.

The text comments were coded into categories. The number of comments did not equal the number of participants as some individuals did not provide responses (to one or both questions) and some participants gave more than one comment per question. The total number of comments from the responses that were coded was:

What is good? 237

What could be improved? 223

| <i>What is good about the surgery?</i> | |
|--|------------------------|
| Comment category | No. of comments |
| Attitude of non-medical/reception staff | 48 |
| Doctors: attitude and clinical care | 34 |
| Appointment accessibility | 23 |
| Same day / emergency appointment system | 23 |
| General comments (helpful, friendly etc.) | 20 |
| Nurses | 18 |
| Location/convenience | 14 |
| Online repeat prescriptions | 12 |
| Online appointment bookings | 10 |
| Communication | 6 |
| Telephone consultations | 5 |
| Electronic booking in system | 5 |
| Parking | 3 |
| You can see your own GP | 3 |
| Online health information | 3 |
| Management | 2 |
| Clean | 2 |
| Maternity services and midwife attached to surgery | 2 |
| Waiting room/facilities | 2 |
| Waiting time | 1 |
| Disabled son given named GP | 1 |

| <i>What could be improved at the surgery?</i> | |
|---|------------------------|
| Comment category | No. of comments |
| Doctors* | 62 |
| Access to non-emergency/routine/follow-up appointments | 33 |
| Access to the surgery by telephone (especially mornings) | 21 |
| Car parking | 15 |
| Waiting room / facilities | 14 |
| Reduce the use of locums/short-staffing | 13 |
| Capacity ** | 7 |
| Personalisation | 6 |
| General negative comments | 5 |
| Diagnosis of cancer (not listening to patients with early symptoms) | 5 |
| Waiting times | 5 |
| Receptionists | 5 |
| Communication | 5 |
| Online appointment booking | 3 |
| Accuracy of medical records | 3 |
| Cleanliness | 3 |
| Automatic renewal of emergency medication | 2 |
| Online repeat prescription service | 2 |
| Maternity care | 2 |
| 0844 number *** | 2 |
| Alternative patient call in system needed (e.g. digital) | 2 |
| Data Protection | 1 |
| Too much focus on flu jabs | 1 |
| More health checks | 1 |
| Access to holiday vaccinations | 1 |
| Electronic booking in system | 1 |
| Use of triage to reduce need for appointment | 1 |
| Complaint handling | 1 |
| Additional services available at the surgery and locally | 1 |

* Due to the volume and content in the 'doctors' category, Healthwatch Bracknell Forest will be taking further action to ensure patients concerns are dealt with appropriately. This will initially be through a meeting with the senior partner and a representative from the East Berkshire quality team. If Healthwatch Bracknell Forest is not satisfied that this will resolve the issues that have been raised by patients, it will escalate accordingly to other organisations.

** Comments about capacity mentioned the planned new housing developments

*** The surgery now has a local number which is advertised on the website but the old 0844 number still works and puts you through (at a higher cost)

Authorised representative observations

The authorised representatives made the following observations:

- First impression of the waiting room was that it was cluttered with unnecessary furniture (low tables which also prevents accessibility), had lots of leaflets and posters displayed in a haphazard way and the decoration and seating looked old and tired. This gave an impression of uncleanliness too.

- On closer inspection although there were some good information initiatives such as a carers information board and a lending library these contained out of date and sometimes conflicting information. For example there were leaflets for the current NHS complaints advocacy service but there were also leaflets from the previous provider. One poster was for information from 2004.
- Patient feedback - the suggestion box was tucked up high in a corner and, apart from the table set up for the Enter & View visit, no general Healthwatch leaflets previously supplied were on display.
- In addition to the GP and nurse appointments the surgery was also hosting an ENT clinic for patients not registered at the surgery. It was very busy but the receptionists handled this level of activity well.
- The reception desk has no disability access.
- Gel for the electronic booking in system was not accessible to all.
- The majority of interactions between patients and receptionists were positive however one member of staff did not greet patients in a particularly friendly manner. This observation is not reinforced by patient feedback so there is a possibility our presence had an impact on this individual's manner (possibly nervous)
- When patients arrived at reception to pick up prescriptions/letters, identification was asked for.
- A secure door between the waiting area and the offices was ajar for at least 15 minutes.
- When accessing the staff room upstairs, the representatives noticed the bottom stair post was very grubby (from peoples' hands/fingers)
- There was a machine for patients to test blood pressure in the waiting room. This was not used by any patients during our visit. There were not any notices to state what it was for/the purpose of it being there, the instructions for use were not clear and it did not look particularly clean. It added to the cluttered feel of the waiting room and anyone using it would not have privacy.
- Patients are called into their appointment by the health professional coming to the waiting room.
- The sign informing patients of their right to a chaperone was clearly visible.
- The surgery has CCTV cameras and a sign informing patients of this was on display.
- The Practice Manager, receptionists and Dr Tong (Senior Partner) all spoke to the authorised representatives and were welcoming.

Meeting with Practice Manager

Information about GP rotas and charging for services was requested and was supplied. This information request will be made of all surgeries and will be utilised in the final, combined report to help inform BACCG and NHS England in future development work.

During the meeting with the Practice Manager the system for emergency/same day appointments was discussed. All patients are guaranteed a same day appointment if they request this in the morning; these patients do not undergo a triage system. Patients can

also request a telephone call back. The Practice Manager stated they had not had, as far as she was aware, a situation/time where they have been unable to see someone on the same day due to all appointments being full etc; they make accommodations if necessary. Patient feedback seems to confirm this and the majority like this same day service although it appears to have had some negative impacts; patients report that getting through to the surgery by telephone in the morning is very difficult with some patients reporting they actually physically attend the surgery at opening time to make their same day appointment. Patients also report that making a convenient routine (not on the same day) or follow up appointment is also difficult.

Healthwatch Bracknell Forest feedback

In the six months prior to the Enter and View visit Healthwatch Bracknell Forest did not receive any items of feedback specifically relating to Binfield Surgery.

Website review

The Binfield Surgery website was reviewed on the 16 December 2015. The site has a good layout and information such as surgery opening times, staff, new patient registration and out of hours services was easy to find. The online services available were also well placed for easy navigation.

Surgery opening times were clearly shown but it was not clear what the appointment times were, which is useful information for patients when planning to make an appointment.

The site has good accessibility functions for those whom English is not their first language and the accessibility statement includes details for configuring web browsers to further aid accessibility. The accessibility statement would benefit from the inclusion of the information about changing the language.

The Patient Group section on the website was comprehensive however this could benefit from an update.

There was no popup requesting acknowledgement of cookies, The Cookie Law is a piece of privacy legislation that requires websites to get consent from visitors to store or retrieve any information on a computer, smartphone or tablet.

We consider this to be a good website and an example of best practice for others to follow.

NHS Choices reviews

Healthwatch Bracknell Forest staff looked at the surgery's reviews on NHS Choices for the last 6 months and overall statistics.

Key facts

Registered patients

10,328_{patients}

Friends and Family Test score: **General Practice**

69% Patients recommend this practice. 35 responses.

Ratings

2 Stars



NHS Choices users' overall rating

Based on 11 ratings for this GP surgery

Telephone access



(13 ratings)

Appointments



(13 ratings)

Dignity and respect



(13 ratings)

Involvement in decisions



(13 ratings)

Providing accurate information



(12 ratings)

The practice received 9 reviews in the six months prior to the Enter and View visit. Three of these did not give the surgery any stars, three gave the surgery 1 star, one gave the surgery 2 stars, one gave the surgery 4 stars and one gave the surgery 5 stars. The reviews are consistent with the patient feedback Healthwatch Bracknell Forest has received. Until August 2015, reviews were not always responded to. Responses to reviews, from a patient perspective, are not constructive and will not help to resolve issues. Responses need to be more person-centred and seek a positive resolution to issues raised by patients; not just remind them they have a choice to register elsewhere - particularly when for many patients this is not the case.

Summary of findings

At the time of our visit, the evidence is that:

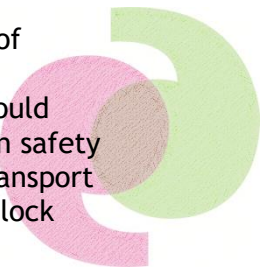
- Patients are, overall, happy with the quality of the care and treatment they receive and felt they had enough time in their consultation to address their concerns however; this was often expressed with a caveat such as they know who to make an appointment with to ensure this outcome.
- Patients have raised serious concerns about being treated with dignity and respect and concerns about the quality of care received from some members of the practice.
- Patients are, overall, very happy with the interaction and the service they receive from non-clinical members of staff (receptionists).
- The surgery does not triage patients before appointments are offered; this is not the perception of some patients.
- Patients are very happy that they are guaranteed a same day appointment if they contact the surgery in the morning but this has had a direct detrimental effect on two other areas; accessing the surgery by telephone and availability and access to routine/follow up appointments.
- The waiting room is cluttered, has old unhygienic seating and although there is a wealth of information displayed for patients some of this is out of date.
- The clutter in the waiting room and the design of the reception desk causes accessibility problems for those with mobility difficulties, particularly wheelchair users.
- Patients are concerned about the surgery's capacity in light of planned housing developments particularly as the surgery is already short-staffed and utilises locums which reduces consistency of care.
- Some patients have expressed concern about waiting times. On the day of our visit 41.5% of patients were seen on time, 38% were seen within 10 minutes of their appointment time and 20.5% had a longer wait (Maximum wait was 25 minutes).
- The surgery website is a really good, practical and useful website for patients and an example of good practice for others to follow. Of the patients we spoke to, 52% were aware of the website and, of these, 87% had used the online functions such as booking appointments and requesting repeat prescriptions.
- Car park accessibility can be difficult, particularly at peak times. Some patients have highlighted that the car park can be dangerous for pedestrians.
- 34% of the patients we spoke to have an awareness of the Surgery Patient Group and/or its purpose.
- The surgery does not appear to respond to feedback perceived as negative or complaints in a constructive, helpful manner.
- Although the surgery has adopted a local telephone number, the old 0844 number is still operational.

- The majority of patients find the regular emails issued by the surgery informative and useful but the surgery's openness about staffing issues and use of locums has caused anxiety in some patients, particularly the messages about not attending the surgery unless absolutely necessary.

Recommendations

- The senior partner needs to work with Healthwatch Bracknell Forest to address the serious concerns raised by patients about being treated with dignity and respect and concerns about the quality of care received from some members of the practice.
- The practice should review its appointment booking system to try to achieve a balance between the successful elements of the service (same day appointments) and the negative impacts (telephone access to the surgery and access to routine/follow up appointments).
- In the short term the surgery should remove unnecessary furniture (low tables) in the waiting room to improve accessibility and also remove out of date posters and leaflets. Longer term the surgery should consider new seating and redecoration of the area.
- The surgery should consider, in consultation with patients, the advantages of purchasing an electronic patient call in system (to save practitioner time)
- Although the surgery cannot easily extend the car-parking facilities, they could look at some measures to alleviate the capacity problems and/or pedestrian safety such as providing alternative staff car parking or incentives to use public transport (where suitable), clear road markings and not allowing delivery drivers to block bays.
- Awareness campaign for the Surgery Patient Group.
- The surgery should continue with its regular information emails/texts to patients however there should be an awareness of the anxiety that can be caused by the language/tone of communication around the issues of short staffing and appointment access and the possible impact on other local services (e.g. use of the Urgent Care Centre).
- The surgery should make the ways that patients can feedback about the service clear and should respond to all feedback in a constructive manner; suggesting a patient exercise their right to register elsewhere is not usually helpful.
- Make sure the website complies with legislation and continue to promote to patients.
- To disconnect or put a redirection message on the 0844 line.

In the longer term, given the concerns raised about capacity, we would like to see the surgery - working with ourselves and other partners - proactively raising the issue with the relevant authorities.



Service Provider response received 25th January 2016



We are unable to agree that the report is factually correct as we do not have the information available to us to enable this.

We await the details of patient concern about not being treated with respect/dignity. This was not a concern raised by the Care Quality Commission. We are not aware of any concerns about quality of care, and we are unsure how this judgment can be made from patient questionnaires rather than from clinical audit. All patient complaints and critical incidents are logged, and discussed at the individual doctors' appraisal. There will be a meeting to discuss some parts of the report with Healthwatch and the partners, but as this information has not yet been available to us, we are unable to make any comment.

Unfortunately there does not appear to be a perfect appointment system. We have monitored ours and it appears that it currently works well. This is apparent by the fact that we are able to see all patients on the same day, when this is what is requested, and on some days we have spare appointments. We believe that our access arrangements are as good as those of any local practice, but we will continue to strive to do even better.

We are currently awaiting implementation of our new telephone system which has been held up by BT's national fibre installation programme. Unfortunately we cannot disconnect the 0844 number as this would disconnect the entire telephone system. We are advertising the local 01344 number everywhere possible.

We do not feel that any furniture in our waiting room is unnecessary. We feel that by having children sized furniture, as well as adult, that we are catering to all of our patients. We do agree that the furniture could cause accessibility problems if it were in the middle of the waiting room and this is why we always ensure that the lower items are placed alongside the fixed seating so that it is not a problem. We will tidy the posters and leaflets appropriately, but we have resisted too much spending on decoration due to looking for new premises and this is the same reason that we have not been able to make any changes regarding disability access. Any new building would be designed to take the issues into consideration.

We have been attempting to find a site for a new surgery for about three years. It is not credible that we would be unaware of capacity issues of our building.

We would welcome any ideas about how to provide staff parking in Binfield village. There is no public transport that is suitable for our staff to use. Whenever a delivery driver is blocking a bay they will be challenged, but it must be noted that they are present only for a few

minutes and this hardly interferes with parking capacity.

We have a BP machine in the waiting area for the use of patients following recommendation by a GP. The GP may see a patient and request that they come in regularly to record their BP readings. The GP will have explained to the patient how to use the equipment, and all receptionists are available to help too. Admittedly it is not the most attractive piece of equipment, however they are very expensive to replace and it does its job. We would of course prefer to have it in a private area, but this is not possible and therefore patients are given a choice as to whether they wish to use it or not.

We have hand gel available to all patients in the reception/waiting area.

We have considered the advantages of an electronic patient call in system, and we have rejected the idea. The system of walking down the corridor to call patients is not time consuming, and there is no doubt that it adds a personal touch to the start of the consultation. It provides exercise to the doctors, who would otherwise be completely sedentary for up to three hours at a time.

We maintain that we do respond to feedback in a constructive manner, and have evidence of such responses to complaints. We maintain that it is entirely appropriate to suggest to a complainant that they may perceive better care at another practice, particularly when the complaint is anonymous thereby preventing investigation.

We have been in touch with our website designers who assure us that we do not have to display a cookies message, as we do not use them. There is a message on our website that tells the users this.

We have considered the anxiety that appears to be being caused by the texts and emails that we send out. We have taken on board that this may be the case and will either not send them, or word them more appropriately, whichever is the most appropriate for the message being given.

We advertise our patient group in reception, in our practice leaflet, on our website and we have an entire notice board in the waiting room dedicated to the group.

Drs Tong, Koefman & Platt, and Liz Kerr (Business Manager)

