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Premises visited:  <b>South Holderness Practice</b> St. Nicholas Surgery, Queen Street, Withernsea, HU19 2PZ	Date of Visit: 15 <sup>th</sup> October 2015	HW Reference: 20151015
	Duration of visit: 2 hours	
	HWEY Representatives: Denise Lester Steven Mottershaw	Staff met during visit: Business Manager Receptionist Finance Admin Health Care Assistant

**PURPOSE OF VISIT**

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

**INTRODUCTION**

South Holderness Group Practice is housed in the purpose built St. Nicholas Health Centre next to Withernsea Hospital in Withernsea which is on the east coast of the county. South Holderness Health centre houses 1 GP practice and community services as well as its own Dispensary.

The practice has access to consulting rooms, offices and facilities on the ground floor of the health centre. Upstairs there are administration, meeting rooms and staff rooms, this section is for staff only.

There are currently 8 GPs active in the practice with 6 of those being partners. The surgery cares for 12,357 patients and runs plenty of clinics to ensure patients are regularly cared for, particularly those with chronic conditions. Each GP appointment is scheduled for 10 minutes with an option to request a longer appointment.

**ENVIRONMENT**

The Practice is well maintained outside; the car park and surrounding area were tidy. Inside the building was clean and tidy throughout.

There is a main waiting area for GP appointments to the right of reception and a second waiting area to the left of reception for the dispensary.

There is electronic signage to let patients know when it is their turn and this flashes up in the main waiting area. The sign indicates which room to go to. All the rooms are clearly marked.

The toilets were clean and in good condition. Drinking water is provided if asked for at reception.

The building is spacious and provides every facility needed from treatment rooms to theatres and office space, storage and parking. The staff all appeared friendly and caring.

## **PRIVACY/CONFIDENTIALITY**

Patients can register their arrival at reception or by using electronic monitors. The reception is very big. There is a children's area and assorted information about health services such as the health trainers. On the day we attended the Patient Champion was present to help any patients. The electronic signage flashes up the person's name when they are called to see the GP or Nurse. There is a separate waiting area for other clinics and the Dispensary.

Patients' data is kept on the computer system but there are filing cabinets for old paper records upstairs in a locked room. The surgery use System One as their main system. Staff indicated this system works well and is easy to operate.

The practice has its own guide to complaints which is available on reception. It tells you how to complain to the practice and where to go next if you are not satisfied.

## **STAFF / RESPECT FOR PATIENTS**

The staff we spoke to were all friendly, positive and upfront. Julie Withey who showed us around was pleasant and very forthcoming in answering all of our questions.

There are a number of staff who work at the practice including 8 GPs and 7 Nurses.

The staff appeared relaxed and friendly. Several had worked there for a number of years, one for 22 years. The staff we spoke 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.

All the staff spoken to said that they felt adequately trained to carry out their role (dementia trained, first aid trained etc.) 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 regular training such as Fire and Health & Safety where the practice is closed for the afternoon.

## EASE OR DIFFICULTY GETTING APPOINTMENTS

The surgery is open from 8 am to 6 pm Monday to Friday. Appointments between 8 and 8:30 are emergency appointments only. 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. The practice offers a same day service and sees a high number of patients this way. They also offer same day telephone consultations.

It can take up to a week to get a non-urgent appointment but most are seen on the same day.

## EASE OR DIFFICULTY GETTING REPEAT PRESCRIPTIONS

The practice employs trained dispensers to dispense the patient's medicines and to manage repeat prescriptions at its dispensary. This service is available to patients who live more than a mile from the Practice. They use a "manage repeat" system and also electronic prescriptions.

Patients can request repeat prescriptions by:

- Calling into the surgery and leaving a form at the dispensary.
- Calling the dedicated telephone number at the surgery
- Order them on-line but they have to come to the surgery with ID and sign up in order to have access to this.

## 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, Minor Surgery.

## CONCLUSION

This is a well-run surgery offering an impressive range of services to patients. There is a good team spirit and positive atmosphere. The building is clean and purpose built with some excellent facilities. Training is easily available and well received.

Signed on behalf of HWERY	<i>T. Smith</i>	Date: 19/11/2015
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Disclaimer: This report relates to the service viewed on the date of the visit and is representative of the views of the people we spoke to who contributed to the report on that day.