

**enter**  
and  
**view**



**Trent View Medical Practice**  
**Skippingdale Surgery**  
November 2015

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## What is Healthwatch North Lincolnshire?

Healthwatch North Lincolnshire is an independent consumer champion created to gather and represent the views of the public on health and social care. Healthwatch North Lincolnshire plays a role at both a national and local level, making sure the views of the public and service users are taken into account when reviewing service provision.

## What is Enter & View?

The Health and Social Care Act allows representatives of local Healthwatch organisations to enter and view premises and carry out observations for the purpose of local Healthwatch activity. Visits can include hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter & View visits can take place where people tell us there is a problem with a service, but they can also happen when services have a good reputation – so we can learn about and share examples of what they do well.

## Disclaimer

This report is based on the perceptions shared by patients, carers and staff at the time of the visit and as such these views are not able to be checked for factual accuracy. Our report relates to a specific visit to the service at a particular point in time, and is not representative of all service users, only those who contributed. A key characteristic of the Healthwatch Enter and View report is that it is based on a lay perspective rather than an expert assessment of the care provided.

## Acknowledgements

Healthwatch North Lincolnshire would like to thank the surgery, the staff, patients and carers for their contribution to the Enter & View programme.

## Service Details

Name and Address	Skippingdale Surgery Trent View Medical Practice Ferry Road West Scunthorpe North Lincolnshire DN15 8EA
Type of Service	General Practice
Practice Manager	Mrs Suzy Brocklesby
Latest CQC Report	19 March 2015 – Overall rating ‘good’

**Date of visit**            24<sup>th</sup> November 2015

## Authorised Representatives

Healthwatch North Lincolnshire authorised representatives carry out visits to health and social care services to meet patients, staff and carers and hear their views. The following authorised Healthwatch North Lincolnshire Enter and View representatives carried out this visit:

- Amie Carlyle
- Annabel Tindale

## Purpose of the visit

- To gather feedback from patients about their experience of using Skippingdale Surgery asking specifically about making an appointment and their overall experience of the service (good and bad).
- To find out if patients have any suggestions for improving the service provided at Skippingdale Surgery.

## Methodology

On arrival, Healthwatch representatives were greeted by a member of practice staff and then spent around 2 hours in the waiting room talking to patients and carers who agreed to be interviewed. Observations were made about the surgery environment including provision of information and physical access to the building.

## Findings

### The surgery environment

Healthwatch representatives spoke with 14 members of the public during the visit.

The surgery waiting area was found to be clean and tidy. During the visit it was noted that the waiting area can become very busy, however there was no room to add more chairs due to a need to maintain space for wheelchair access. It was encouraging to note that there was a sign advising people to keep a distance from reception whilst queuing for confidentiality purposes. There was also a sign saying a private room was available for discussions if needed.

Details of how to join the PPG were displayed alongside pictures of current members. Healthwatch were pleased to see that there was a notice board with details about why

patients might be asked about their illness when booking an appointment, explaining that this was to ensure that you see the right person. The names of staff within the practice were also displayed.

#### Awareness of procedure for booking appointments

Only three patients felt their experience of booking an appointment at the surgery was 'average' or 'poor'. Four people felt it was excellent and the remaining seven said it was a 'good' experience. 61% of those spoken to were aware that you could book appointments online for this practice, although 77% of people said they would prefer to use the telephone for booking a routine appointment. 77% of those spoken to said telephoning was also their preferred method for booking an urgent appointment. The majority of those spoken to, 83%, said they would telephone as soon as the surgery opens, however 17% had to redial the last time they phoned for an appointment, and 25% of those spoken to had waited on the phone between 5 to 10 minutes before they got through.

#### What happens if you are unable to book a suitable appointment?

Reception staff were thought to be 'extremely helpful' by 67% of those spoken to, whilst an additional 33% said they were 'quite helpful'. If an appointment was not available at a time to suit the patient, 30% said they would call again another day. One person said they would have a telephone consultation and one said they might attend A&E.

*Very helpful – the staff go over and above their jobs to help.*

*I have no complaints. I have been at this practice since 1938 and they are brilliant. I have routine appointments and the healthcare assistant books them in.*

#### Online booking

Only 17% of the patients spoken to had used online appointment booking at this practice. Those who hadn't used it said they had no internet access or hadn't registered for the service yet.

*It's quicker to phone.*

#### Opening hours

All of those spoken to were satisfied or very satisfied with the opening hours of the surgery, with one person being unsure of the opening hours.

*Happy with the opening hours as you can visit another surgery in the group if required.*

## **Recommendations**

Overall, it is important to share with staff the positive feedback from patients and visitors following this Enter and View visit, and to celebrate the areas of good practice identified in this report. The following recommendations for improvement are based on the findings of the visit on the day:

- To consider ways to further promote the use of the online booking system, through information displayed in the practice and communications with patients and carers. The experiences of those who have been happy with booking online could be shared in a practice newsletter, as could details of how the system works (e.g. how appointment slots are released).

## **Response from Practice**

We have not yet received a response from the practice.



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North Lincolnshire**

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