

Details of visit**Service address:**

Malling Health - Wrekin. Grainger Drive,
Apley, Telford, Shropshire, TF1 6WL

Service Provider:

Malling Health (UK) Ltd, part of Integral
Medical Holdings Group.

Date and Time:

Friday 20th January, 2017, 10:00am - 12.00
Friday 27th January, 2017 10:00am - 12:00

Contact details:

Healthwatch Telford and Wrekin, Meeting Point House,
Southwater Square, TELFORD, TF3 4HS

Publication Date:**Acknowledgements**

Healthwatch Telford and Wrekin would like to thank the service provider - Malling Health - Wrekin patients, relatives/visitors and carers, 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 service users and staff, only an account of what was observed and contributed at the time.

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 care/nursing homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell Healthwatch that there is a problem with a service but, equally, they can occur when services have a good reputation - so Healthwatch 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 View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. 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

- To engage with patients as service users of Malling Health - Wrekin (GP services and Walk-In service) to hear about their experiences of care, and to understand how patient dignity is being respected in practice environment.
- To hear about the experiences of relatives/carers and friends.
- Observe the patients and relatives/visitors engaging with the staff and their surroundings.
- Identify examples of good care practice.

Strategic drivers

- The visit is part of a Healthwatch Telford and Wrekin programme of work on 'Dignity and Respect' in health and care settings, and specifically on emergency/urgent services including 'out-of-hours' and extended hours GP walk-in services.
- The visit is also in response to evaluations of feedback received by Healthwatch Telford and Wrekin from community engagements, and service provider / local council / CQC liaisons, and requests.
- Hospital Wards, Community Health Trust Services, GP Surgeries, Dental Practices, Optometrists, Pharmacies, and Health Clinics are a strategic focus of regional / national programmes of the CQC, PHE / NHS, local Councils, and the local Healthwatch organisations.



Methodology

This was an announced Enter and View visit.

3x Authorised Representatives and 1x 'in-training' were assigned to 2x visits to Malling Health - Wrekin Surgery. At the time of the Enter & View visits, representatives took advice on whether any patients should not be approached due to their inability to give informed consent, or due to safety or medical reasons. A questionnaire survey was developed for the visit, with different questions included for Walk-in patients, and those attending registered patient

GP/Surgery appointments. Patients and their relatives/carers/friends could decline participation. Posters and Healthwatch flyers as well as 'Feedback forms' were also provided ahead of the visit, and a post-box for pre-visit feedback from patients and completed questionnaires not handed to the healthwatch representatives.

During the visits, Healthwatch representatives explained about Healthwatch to the people they spoke to, and why they were there. Completion of the survey was the primary evidence gathering approach which would be put aside when patients were called to their appointment with doctor (or nurse). Patients were asked to complete unfinished survey responses after their appointment, or to post them into the Healthwatch Box which was left after the visit and collected after the final visit.

Representatives spoke with 54 patients during the 2x visits (some with relatives/friends or carers present). A small number of people did not complete all questions on the survey.

Representatives also talk to staff present at the time of the visit to hear about their contributions to the service provided - quality of care, safety, being treated with dignity and respect, and acknowledging patient and families' wishes. During the visit, representatives also observed the delivery of the service from the waiting room (reception, patients invited to their appointment) to gain an understanding of how the services work, and how the patients initially engaged with staff members and the practice facilities (though this was limited to the patient waiting area). After the visits, key summary findings were shared with the practice manager

Summary of findings

- Patients told us the Malling Health - Wrekin GP Practice and Walk-in services were very good, local, and met their needs.
- We observed staff treated patients with dignity and respect, though heard that on rare occasions a few patients felt this could have been better (appointment booking, confidentiality at reception).
- Patients told us staff were very helpful, friendly, kind, efficient and informative; they do their best, though 'stretched and overworked' - the staff are 'excellent under pressure'.
- Most Patients found they could book an appointment on the same or next day, but a small number reported difficulties in making appointments, and for some the availability of appointments was sometimes concerning.
- Patients who used the walk-in service appreciated that it was available and said the service was good.
- Staff liked working at the practice - a nice place to work, where colleagues supported each other despite current high levels of work and low morale. Staff believed they offered a good service to the patients and



were proud to support the walk-in service, though they felt it needed more resources-staff and treatment facilities.

Results of Visit

Malling Health - Wrekin provides a range of Doctor/GP practice NHS Primary Care Services for registered patients (including pharmacy), and the benefits of a walk-in service when required for those people who have acute problems and require urgent non-emergency care. The GP practice services are available between 8.00am to 22.00pm from Monday to Saturday (closed on Sunday). The Walk-In service is advertised as 8.00am to 22.00pm from Monday to Sunday.

Approximately 40% of patients using the walk-in service were registered with other GP practices, and 60% were registered Malling Health - Wrekin patients entitled to use the service. Some patients attending the walk-in service had been directed there by PRH A&E/ED (triage), and some directed by other local Telford and Wrekin GP practices. Occasionally some Walk-in patients use the service due to the close proximity of the Princess Royal Hospital on the site. When appropriate, Malling Health staff will call emergency services (Ambulance for A&E) for a walk-in patient where there is a need that cannot be met by the practice.

The Surgery premises are a single story of 'pre-fab' construction, with waiting room and reception, patient toilet facilities (including disabled access), and several consultation, treatment and administrative rooms leading from the reception. Free parking facilities are provided for patients and Malling Health visitors.

(NOTE: The decision by Telford and Wrekin CCG of their intention not to renew the contract in July 2017 had been discussed 'in confidence' with the Malling Health - Wrekin management. Registered Malling Health patients were due to receive an official communication (as agreed between Malling Health and T&W CCG) of this decision after the end of January, however after our first visit, information about the closure had been published by a local newspaper. Some of the patient feedback comments collected at the second visit referenced their views following this publication. Staff feedback was also collected during this second visit; staff morale was very low resulting from this publication.)

Observations

The "automatic" front door entrance was not working on both visit occasions; while patients and visitors observed during our visits could manage this, unaccompanied patients/visitors in motorised chairs or with 2x walking sticks/crutches would have difficulties. There was no obvious means to communicate their difficulty with the reception, and they could remain outside until another patient arrives.

The waiting room/reception area was warm and clean, and had several information and notice boards as well as a TV/display screen providing practice information, NHS health information videos (including sexual health, cancer self-examination, and post-natal exercises), and cartoons (to distract waiting children). There was a Patients Participation Group (PPG) notice board clearly signed with various patient leaflets in racks. Another notice board had Dementia awareness information

Reception staff interaction with patients was friendly, calm and positive. We observed that patients appeared to have plenty of time to talk with a member of the reception staff. The reception/waiting area is open; sometimes conversations could be overheard by people sitting on the nearby waiting area seats. During our visit a receptionist was heard on the phone conveying to the caller that she was not medically qualified to answer their questions, and so would book an appointment for that person; the receptionist's demeanour was friendly. Walk-In patients were given a form to complete that also provides confidentiality for describing the issues that brought the patient to the Walk-in appointment that day, rather than be required to discuss with receptionist. The staff were aware of patients checking in for their appointment, or waiting to request a walk-in appointment.

When clinical/nursing staff are ready for the next patient appointment, the patients name is called out aloud from the door leading to the consultation/treatment rooms. The staff member then conducts the patient to the correct room. There does not appear to be any automated information board that broadcasts readiness for the next patient. The screen provided for 'booking in' was not working on the days of our visit.

During one visit a walk-in patient (*unsure if the patient had registered presence with Reception*) who was suffering from the effects of intoxication, though was quiet, slumped while waiting, urinated on the chair, and was sick. Reception did not notice his deterioration and it was the action of a waiting patient's relatives that alerted reception to his plight. Reception staff and nursing staff acted quickly to called for medical assistance, and soon after, an ambulance was called. Later, staff cleaned the waiting room after the patient had left. There did not appear to be any mirror or CCTV that could give staff visibility of the whole waiting area, or outside the front door. This could be an issue for the evening appointments/walk-in.

Survey Results

54 patient survey responses in total were collected across both visits, with 40x respondents indicating they were practice patients, and 4x responded as walk-in (*though they completed the registered patients survey questions, not walk-in*) and 2x were relatives of these patients. 10x respondents were present for the "Walk-in" service, of whom 3 indicated they were registered patients (*they completed the "Walk-in survey questions*). Some incomplete surveys were not included where patients were called to their appointment and did not return to complete the survey afterwards. A few surveys did not have answers provided to a few questions, and some patients/ carers/ relatives did not leave comments. Details of questions and answers are included in **Appendix A: Walk-In Patients Service** responses, and **Appendix B: Registered GP Patient Service** responses.

- Most people surveyed were registered patients of Malling Health -Wrekin Practice (83%), with 19% attending the walk-in service. 91% of the Malling Health - Wrekin registered patients surveyed were aware of the walk-in service.
- 7 people using the walk-in service were registered with another GP Practice, all within Telford post code areas. Of those using the walk-in

service, half had already tried to get an appointment with their GP (Malling, or other GP practice).

- 2 people had been advised to attend the walk-in service by Shropdoc, and 1 person by Wellington Medical Practice. 1 person had come to the walk-in service as suggested by A&E triage following a wait of several hours.
- Most walk-in patients could see medical staff within an hour, with only 1 person reporting a wait of more than 1 hour.
- Of the walk-in patients, 50% responded that they were not treated at the Malling Surgery; 2 were referred to their own registered GP, 1 to a Pharmacist, and 1 to NHS111/Shropdoc.
- 60% of Malling Health registered patients found it 'easy' or 'very easy' to make an appointment, while 13% said it was very difficult.
- 29% have found appointments available on the 'same day' or the 'next day', while 49% reported a wait of '1' to '3 weeks or more' for the next available appointment.
- 66% of patients were not asked if they preferred who the appointment would be with (*ie named doctor*).
- 76% of Malling Health registered patients responded that they were reassured that staff at the Surgery had taken steps to listen to them and resolve their health issue.

Patients were given an opportunity to comment on the services and staff they interact with.

Walk-in patients said the service was 'very good', had 'always been helpful when needed', and 'a good alternative to (*their*) doctors'.

Registered patients of Malling Health - Wrekin Surgery commented on their experience of staff when booking an appointment, the reception staff, and the Surgery services.

Most comments about staff who support the appointment-booking were very complimentary, describing them as 'very good', 'excellent', 'outstanding', 'helpful', 'friendly', 'pleasant' and 'obliging'. One person indicated problems 'getting through', and several said 'staff do their best to help though there were problems with availability of appointments', acknowledging that 'staff were stretched and overworked'. One patient described that they found appointment booking staff 'rude' on one occasion - seeming 'put-out being asked for an appointment'.

Registered patient's comments on reception staff were mostly very favourable. 'They are always friendly and helpful', 'excellent', 'good/very good', 'nice', 'pleasant', 'polite' and 'efficient'. A small number of negative comments included 'sometimes they can be rude' and 'dire'. One patient was concerned at

'being asked to give some personal information' when at the reception desk (*within hearing of others in the queue/waiting room*).

Registered patient's comments on the service were positive, saying 'fantastic service - all staff are excellent under pressure', 'helpful service', and 'excellent Doctors and Nurses'. Many are 'happy with the service' describing it as 'excellent', 'very good' and 'very informative' while acknowledging staff under 'growing pressures'. Some experiences were not so good, with most of those referring to problems with 'availability of appointments', and one patient mentioned a problem with 'a referral' suggesting an administrative error from the surgery. Improvements desired included a 'better booking system', 'more on-day appointments', and giving better priority for those with a baby. Several patients indicated support for the Malling Health - Wrekin Surgery services, and concerns about the planned surgery and walk-in closure.

Additional Patient Feedback

Patients were also encouraged to provide verbal feedback. One patient indicated she had many problems trying to get an appointment for treatment that day from her registered GP practice (Wellington) due to persistent phone call interruptions, so the patient decided to come to Malling for help. Another patient was originally a walk-in patient, but was so impressed by the service and care received they had now "signed up" as a registered patient. Several patients said they had come to this GP practice because of its location which was easy for them to get to and was local to their homes.

Some patients were concerned at rumours about possible closure (our first visit). Several patients said they had registered here from another local GP practice due to problems and concerns with the service provided there. These patients expressed their concerns that with the planned closure of Malling Health - Wrekin, they would be re-assigned back to the same practice and were concerned about the problems they had previously experienced with those services.

Staff Feedback

We did not survey staff about delivery of the service, however a representative was invited to talk with staff about the current services provided and current issues. Representatives talked with a few staff and a representative of the PPG.

Staff liked working at Malling Health - Wrekin surgery and they commented that patients say 'it is a good practice and offers and good service'. Though staff reported they were increasingly busy with a high level of staff sickness (low cover levels), additional staff needs, and very low morale, staff felt 'colleagues supported each other and it is a nice place to work'. Staff were pleased with the walk-in service and reported that over 500 patients had been seen at Malling Health - Wrekin from 26-Dec-2016 to 2-Jan-2017 (8.00 to 12 midnight), avoiding patient use of Shropdoc and A&E.

Improvement challenges were described as:

- the need for more space for treatment rooms,
- more staff including doctors to support the walk-in services,
- absence of CCG clarity on registered patient use of the walk-in service,

- addressing the issue of those patients who do not turn up for their appointments.
- the appointments and phones could also be improved including phone appointments for those who did not want to (*or need to*) visit the surgery in person.

Low staff morale was described to us as recently made worse affected by the miss-management of communication of the closure decision (both to staff, and to their patients). Staff and the PPG felt the Malling Health services had been misrepresented to the public in a negative way with inaccuracies in information including about the walk-in service, and a failure to highlight the good services and improvements that had been made as well as the challenges and reasons given for closure.

Recommendations

- Investigate any short-term improvements that could be made to the appointment process, including the use of phone appointments, to improve patient experience.
- Investigate how patient confidentiality can be further supported when additional information is required by the staff at reception.
- Review appointment priorities when patients are attending with a baby or young child.

Appendix A: Walk-In Service Patient Survey Results Data

Note: Some respondents omitted answering some questions, and so the sum of those question results may be less than total of surveys completed.

Not all respondents chose to leave a comment about the service, or staff.

Q1. Are you visiting Malling Health - Wrekin Surgery as a relative, patient or friend/other?

Patient	Relative	Friend
10	-	-

Q2. Are you a registered patient, walk-in or other?

Registered Patient	Walk-In	Other
3	6	1

Q3. Who advised you to use the walk-in service at Malling Health - Wrekin?

GP Practice	Shropdoc	Word of Mouth	Wellington Medical Practice	Own decision	A&E/ED
1	2	1	1	2	1

Q4. Have you sought any advice before using the walk-in service at Malling Health - Wrekin?

Yes	No	Prefer not to say
3	5	-

Q5. Who did you seek advice from first?

Shropdoc	NHS111	Your own GP	Pharmacist	Dentist	Optician	ED/A&E	Other None of these
2	-	2	-	-	-	1	1

Q6. Are you registered with another GP Practice, but using this service today?

Yes	No	Prefer not to say
7	1	-

Q7. Have you tried already to get an appointment with your own GP to talk about your medical concern?

Yes	No	Don't know
4	4	-

Q8. How long did it take you to see a clinician from the time you attended the service?

Less than an hour	1 to 2 hours	3 or more hours
5	1	-

Q9. How long have you waited to see a clinician at the walk-in service?

Less than an hour	1 to 2 hours	3 or more hours
6	-	-

Q9. How long have you waited to see a clinician at the walk-in service?

Less than an hour	1 to 2 hours	3 or more hours
6	-	-

Q10. Have you received treatment here at Malling Health - Wrekin?

Yes	No	Don't know
3	3	1

Q11. Have you been signposted to another service in order to receive treatment following your consultation today at the walk-in service?

Own Doctor	Shropdoc / NHS111	Pharmacist	ED / A&E	Other or No
2	1	1	-	3

Q12. Do you have any comments to make about the service?

<ul style="list-style-type: none"> • Good alternative to the Doctors • Always been helpful when I've needed it (<i>this walk-in service</i>) • Very Good

Q13. How old are you?

Under 16	18-24	25-34	35-44	45-54	55-64	65-74	75 & over
2	1	3	-	1	3	-	-

Q14. Where do you live?

TF1	TF2	TF3	TF6	TF7
5	1	2	1	1

Q15. Gender?

Male	Female	Transgender	Prefer not to say
5	5	-	-

Q16. Ethnicity?

White British	White Other	Asian or Asian British	Other
8	1	1	-

Q17. Do you care for somebody at home?

Yes	No	Prefer not to say
1	9	-

Q18. Do you have a long-term health condition?

Yes	No	Prefer not to say
5	5	-

Q19. Do you have your own transport?

Yes	No	Prefer not to say
8	2	-

Appendix B: GP Practice Services Registered Patient Survey Results Data

Note: Some respondents omitted answering some questions, and so the sum of those question results may be less than total of surveys completed.

Not all respondents chose to leave a comment about the service, or staff.

Q1. Are you visiting Malling Health - Wrekin Surgery as a relative, patient or friend/other?

Patient	Relative	Friend
42	2	-

Q2. Are you a registered patient, walk-in or other?

Registered Patient	Walk-In	Other
40	4	-

Q3. How easy was it to make an appointment?

Very easy	Easy	Difficult	Very difficult
9	18	11	6

Q4. How long was it before the next available appointment?

Same day	Next day	Within 5 days	Within 7 days	1-2 weeks	3 weeks or more
9	4	2	5	10	12

Q5. Were you asked who you wanted to make an appointment with?

Yes	No	Don't know
12	29	3

Q6. How would you describe your experience of the staff, who made the booking?

<ul style="list-style-type: none"> • Helpful (x4) • Helpful and obliging • Helpful and friendly (x3) • Very helpful (x2) • Friendly (x2) • Friendly and accommodating • Very helpful and pleasant • They were very pleasant and helpful • Nice and helpful • Very pleasant • Pleasant and helpful • Staff are very kind and helpful • Good (x2) • Very good (x7) • Very good, efficient • Very satisfied • Excellent (x2) • Helpful once you can get through. • Very helpful; they do their best to help • Tried the best they could.

- Helpful as best as they could be. Appointment books not open often.
- All good; not their fault you cannot get an appointment.
- Excellent. We all know how stretched and overworked they all are.
- Good today
- Reasonable
- OK (x2); just no appointments.
- Outstanding
- Rude and sounded put-out that I asked for an appointment
- I attend daily 365 for insulin, so I am always booked in.

Q7. *How would you describe your experience of the reception staff?*

- Obliging; Reasonable
- Ok; All Ok
- Friendly (x2)
- Helpful and friendly; Nice and helpful. They are always friendly and helpful
- Very pleasant; Polite and fast
- Overall, normally good
- Good (x7); Very good (x6)
- Very nice
- Excellent (x4); Efficient
- The staff are very kind and try their best to help me
- They are very informative
- No problems at all (x2); at any time. Everyone is very helpful. Sometimes they can be rude (x2)
- Average. Having to deal with patients rather than appointments
- Dire
- I don't like the fact that they ask you for personal information when at the desk (*in hearing of others*)

Q8. *Did you know the surgery offered a walk-in service to patients registered, or non-registered, with the Malling Health - Wrekin Surgery?*

Yes	No	Don't know
41	2	1

Q9. *Do you feel reassured that Malling Health -Wrekin Surgery has taken steps to listen and resolve your or your relative's medical and personal needs?*

Yes	No	Don't know
34	1	5

Q10. *Did you feel involved in the decisions and plans made in relation to resolving the reason for your visit today?*

Yes	No	Don't know
37	3	2

Q11. *Do you have any comments to make about the service?*

- This is my first visit as a registered patient - I have not received any treatment yet. (x2)
- Excellent service; Excellent (x2).

- Great; Very good (x3).
- Happy with the service
- Excellent Doctors and Nurses, and referral to hospital C.O.N
- Fantastic service -All staff are excellent under pressure; they can accommodate everyone.
- Under pressure but good
- Over several years this clinic has looked after my needs very well, but now it seems to be under pressure
- Convenient and easy to get to. Helpful service. Couldn't something more permanent be put in its place?
- I really cannot manage without this service. I and my husband have had a lot of medical problems.
- Could do with a better 'booking system'. Need more on-day appointments and more doctors for the walk-in if it continues; we have waited 3 hrs with a baby.
- They do their job, but not reassured. The service we receive is normally good until people (staff) don't read on-going problem notes.
- Time taken to be referred for an Eco-Cardiogram was exceptionally prolonged by errors from the surgery.
- I am thinking about moving, never any appointments; walk-in full yet your ring to complain and they can fit you in.
- I have concerns about the rumours regarding possible closure
- This service should stay open
- Pity they are closing.
- Good service - sick that it's closing
- Not happy at the closure - I was happy here.

Q12. Age of patients who responded

Under 18	18-24	25-34	35-44	45-54	55-64	65-74	75 & over
0	2	11	4	2	6	11	6

Q13. Where do you live?

TF1	TF4	TF5	TF6
38	1	1	1

Q14. Gender?

Male	Female	Transgender	Prefer not to say
18	23	-	1

Q15. Ethnicity?

White British	White Other	Asian or Asian British	Other
37	3	1	-

Q16. Do you care for somebody at home?

Yes	No	Prefer not to say
9	32	-

Q17. Do you have a long-term health condition?

Yes	No	Prefer not to say
23	14	3

Q18. Do you have your own transport?

Yes	No	Prefer not to say
29	12	-