



**Enter and View Report
Great Lumley Surgery
Front Street
Great Lumley
County Durham
DH3 4LE
Friday 21st April 2017**



Authorised Representatives: Anne Glynn and Jean Ross

Volunteer Support Officer: Claire Cowell

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Contents

Acknowledgements, disclaimer and context.....	3
Purpose of the visit.....	4
Planning and preparation.....	5
Information and data.....	6
What people told us.....	7
What we observed.....	8
Recommendations.....	9
Service provider response.....	10
Appendices.....	11-20

Acknowledgements, disclaimer and context

Healthwatch County Durham would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

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.

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 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, dental surgeries, optometrists and pharmacies. 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 View 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. 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.

Purpose of the visit

The idea for this 'positive pilot' came from the Primary Care Commissioning Committee meeting, on 26th October 2016, when Gill Findley, Director of Nursing, presented the most recent GP Patient Satisfaction survey results. Co Durham had done better than the national average with some practices scoring highly and receiving Good or Outstanding ratings in their CQC inspections. The group discussed the importance of recognising the practices who had performed well, as well as finding ways of learning from and sharing that good practice.

During November and December 2016 Healthwatch County Durham then met or had conversations with Kim Lawther and Rob Milner from DDES Quality team, Gail Linstead, DDES Head of Engagement and Primary Care Development and Susan Hepburn, North Durham CCG Quality and Development Manager to look at how Healthwatch could identify and share good practice from high performing GP Practices. A 'positive Enter and View' pilot was proposed, where Authorised Enter and View Representatives would visit one GP Practice in North Durham, and one in DDES, to hear the patient stories, experiences and opinions behind the good results. The results would be shared with both CCGS, with recommendations rolled out to all GP practices in Co Durham, and the report published on the Healthwatch County Durham website.

In January and February 2017, the proposal was agreed by the Healthwatch County Durham Board, DDES Primary Care Steering Group and North Durham CCG Quality, Research and Innovation Committee. Great Lumley Surgery in Chester Le Street signed up for the pilot and a meeting took place to plan the visits with Helen King, the Practice Manager.

Planning and preparation

Three Authorised Representatives, Reg Davison, Anne Glynn and Jean Ross volunteered for the pilot and took part in refresher training on 9th March 2017 where we agreed a series of appreciative questions (appendix A) and roles and programme for day (appendix B). We advertised the visit in advance (appendix C) and left a comments box and Healthwatch display at the surgery so that patients who did not have an appointment on the day of the visit could also share their views.

The survey used was carefully put together beforehand to reflect the 'positive approach' to be taken. This was circulated to staff, Authorised Representatives and the practice manager for comment.

We realised that there might be people who would like to make a comment about the services who were not going to be around on the day of the visit so the surveys were left one week before the visit in the waiting area, on a HWCD display table, with a box for completed surveys to be left in. We also prepared slips which could be handed to a user, if they were to leave mid conversation due to their appointment being called. This meant they could still complete the form, after they had been seen.

Posters were displayed in the doctor's surgery two weeks before the visit and Helen King, the Practice Manager, briefed the staff before the day.

We carried out a preparation visit one week before the Enter and View to do a risk assessment and consider areas such as layout, introductions, venue space and safety procedures, the process for taking photographs and we agreed use of a private space for conversations if needed.

Information and data

Using three of the Authorised Representatives we carried out 33 individual conversations with patients and staff, using a set of appreciative questions to give people the opportunity to describe good practice they had experienced or seen.

We collected two surveys which were completed prior to the visit.

A representative observed activity and spoke to people during our four hour visit, to collect their own independent impressions of the practice and its services, which they recorded during and after the visit.

A private space was available if patients felt the need to talk in confidence to us.

What people told us

People shared their experience and opinions of the practice, all are noted in Appendix D. Some are unique to individuals but there were several trends that we heard numerous times, which include:

Appointment availability/system

“Good communication-ringing, texting etc. they will remind me about appointments”

“Appointments system-keeping some for on the day is fair. You are not queried and pressurised by receptionist on the telephone about why you want/need to see a doctor!”

Professionalism of staff

“All doctors are great. Don’t feel like your imposing. Great having more lady doctors. Doctors even give talks at WI and Mothers union mtgs.”

“Nurses are good-not condescending, encouraging. I am here for weight management, this makes me want to come back!”

Choice and access to GP’s

“To see the same doctor is the most important aspect to maintain here”

“Able to see my own doctor is important as otherwise sometimes feels that doctors that don’t know me, put everything down to nerves/anxiety”

Professionalism and empathy of doctors

“Doctors listen to me, I don’t feel like I’m on a conveyor belt”

“My last surgery fobbed me off, I feel listened to here”

Satisfaction

“Nothing to improve-keep just as it is”

“It’s not that this surgery is wonderful, as such, it’s that other surgeries have become too authoritarian, “you do what we say, fit in to what we do!”- attitude, rather than patient centred, first!”

What we observed

The patients we observed in Great Lumley Surgery appeared to be happy with the services in general

Observations considered the physical space and how it was managed, as well as communication with staff and users

Key areas of observation were:

Effectiveness of the physical space and layout

There was no television but soft radio music playing. There were books and magazines available for patients.

There seemed to be a lack of privacy at the reception because of available space.

There was a touch screen log in-monitor.

There were many information leaflets and notices including information on surgery procedure.

We, as visitors, were not asked to sign in.

Other than there not being water/coffee machine available, the set out seemed comfortable.

Positive social interaction and communication

The reception staff came across as friendly and helpful as well as having time to talk generally to patients.

GP's came and personally called patients to their appointment. Patients were happy to talk to us.

Patients were advised about waiting times and were seen very quickly, on arrival.

There was a patient rep attended specifically to talk to us.

There were lots of thank you cards on display and people were keen to tell us about the local Community Centre and its facilities, which created a 'Family/Village Doctors' feel.

Dealing with issues that arose

It was observed that the practice manager was able to help at reception- because of short staffing. Also patients could very easily overhear what another patient was saying at reception, which could prove awkward.

Patients were informed of waiting timescales and therefore advised to return later on- seen as a positive use of managing everyone's time.

Recommendations for Primary Care

We have listed the recommendations below based on what we were told and what we saw and heard, during the visit.

1. Retaining the clear procedure around appointments was a priority for patients as they felt the present system was, and is, very effective. They told us that this practice has a system that works for them. They valued being able to get a prompt appointment, felt that they were dealt with quickly, did not wait long and that there was good follow up care after treatment or surgery. There were lots of examples of staff being responsive and taking action quickly, where necessary.
2. Patients at this practice feel listened to by doctors, nurses and reception staff. They felt that staff were friendly and helpful. As a consequence of this people felt 'human' rather than a 'number'. Maintaining a personal touch is valued here and seen as what is appealing.
3. We were told that there is a good, quality service provided here, so much so that nothing should be changed. People said that the surgery and its service should be kept as it is. Some suggestion was made that in fact, what made this service effective was that any changes to policy/procedure had not been allowed to overpower/dissolve the patient centred focus here, where it might have elsewhere.
4. Patients valued having choice and flexibility around seeing a particular GP. Potential to see the same doctor was raised as important especially where patients had an underlying medical support need (i.e.-mental health issue). To see someone who understood and had some sort of prior relationship, gave people confidence around effective diagnosis.

Service provider response

I would like to thank Healthwatch for visiting our practice and was delighted with the fabulous report received. Hopefully our areas of good practice were visible to those who attended and used moving forward to help benefit others; making any recommendations for practices to help achieve high standard results. The day itself had its own problems with a last minute cancellation from a locum however the whole team pulled together to ensure our services were well maintained. The Enter & View experience gives an overall independent view of how practices run and highlight areas of improvement across the board.

Many thanks to the team, the staff and the patients who were involved.

Helen King, Practice Manager

Appendices

Appendix A

Enter and View Questions for high performing GP practices in County Durham

Thank you for your time today. Your practice has scored really well in both CQC inspections and the most recent GP satisfaction survey. Healthwatch are here to speak to patients about their practice and to hear the stories behind the good results. We will share that learning with other practices and make recommendations about how others could achieve better results.

Please can you tell me about a good experience that you have had at your GP practice? (Prompt questions if needed: What made it a positive experience? Who was involved? How did you feel?)

What is the best thing about your GP practice? (Prompts: What makes it stand out for you? Why have you chosen this?)

If you could make sure your GP practice kept one thing, what would it be? Why is that? (Prompt if needed: one thing could be a service, facility, process, behavior or person)

If your practice could do one thing to make it even better, what would that be?

Appendix B

Enter and View-21.4.17

Great Lumley Surgery

Programme

9.30-9.45am	Photographs/Brief/Programme	
9.45-10.30am	Survey	Claire
	Survey	Jean
	Observation	Anne
	Stand/photos	Reg.
10.30-11.15am	Survey	Reg.
	Survey	Claire
	Observation	Jean
	Stand/photos	Anne
11.15-11.30am	15 minutes 'out'-thoughts/issues?!	
11.30-12.15pm	Survey	Anne
	Survey	Reg.
	Observation	Claire
	Stand/photos	Jean
12.15-1.00pm	Survey	Jean
	Survey	Anne
	Observation	Reg
	Stand/photos	Claire
1.00-1.30pm	Evaluate/Findings/Recommendations	

Talk to us about your GP surgery

Friday 21 April 9.00am-12.00noon

Great Lumley Surgery

Healthwatch County Durham is your local, independent health and social care champion. We are visiting your GP Surgery to find out what you think about the services it offers and would like to hear from residents, visitors and staff about your experiences.

www.healthwatchcountydurham.co.uk
enquiries@healthwatchcountydurham.co.uk

Tel: 0191 3787694, Text: 07756 654218

Whitfield House, Meadowfield Industrial estate,
Durham, DH7 8XL



Appendix D

Enter and View Notes (Great Lumley Surgery) 21.4.17

Preparation/before the day

- Survey used was carefully put together beforehand to reflect the 'positive approach' to be taken. This was circulated to staff, volunteer reps and practise manager for comment.
- Surveys were left one week before the visit in the waiting area, on HWCD display table/stand, with a box for completed surveys to be deposited in. We realised that there might be people who would like to make a comment about the services who were not going to be around on the day of the visit.
- We also prepared slips which could be handed to a user, if they were to leave mid conversation due to their appointment being called. This meant they could still complete the form, after they had been seen.
- Posters were displayed in the doctors surgery two weeks before the visit
- The Practise Manager (Helen King) briefed the staff before the day
- Volunteer Support Officer (Claire Cowell) visited the centre one week before to consider areas such as layout, Introductions, venue space and safety procedures (CC carried out Risk Assessment), procedures for taking photographs and agreed use of a private space.

Information Gathering

- How we collected information, comments and observed!
- 2 Surveying/1 Observing/offering general info about HW and recording via photographs

Numbers/Data

- 33 written Surveys were completed on the day
- 2 written surveys were completed prior to us arriving
- Observation notes were taken by 1 rep
- Photographs were taken

On the day

Volunteers were briefed on:-

1. The physical/available space
2. How to introduce what we were doing
3. How the rota would work
4. The programme for the day
5. Refreshments and toilets
6. The use of Photographs
7. Introduced to staff

8. Sensitivity on when and when not to approach a person/user

Results/what people said/what we saw (where there is a number next to a comment, this indicates how many people said this)

- Survey

Good Experience:-

“Just amazing”

“Flexible-sorted emergency appointment quickly for me”

“All good experience”

“Can get an appointment quickly”////////

“Set appointments-really important”

“Doctors are easy to talk to –always have time to explain!”

“Fantastic surgery”//

“Being a village it’s very friendly. The staff are all nice and easy to talk to-can ask anything. Hard working staff. I have been using here for 42 years. Very popular-sometimes have to wait 1-2 days. Dr Fleming-greatly missed”

“Great staff”////////

“Good service, always friendly”////////

“Change in reception staff-good training, no problem”.

“Nothing bad to say about the surgery”

“Good service as no waiting, they have time to listen to you”

“Care-dedication by all the staff. Very high rating, impressed following care after serious illness. Wonderful practice”

“Treated as a human not a number, being a smallish area, have more time to talk. Funding is a big issue-needs review!”

“Had a problem so was given a 30 minute appointment”

“Love the midwife”

“Good service for children”//

“Saved my life at age 9 years”

“Great care following surgery”

“Sometimes ok but not always. New doctors-didn’t check me over properly. Have to see new doctor-wasn’t so confident with this”

“It’s a teaching surgery but all fit in”. I am happy to see any doctor. Nurses are good-not condescending, encouraging. I am here for weight management, this makes me want to come back!”

“Couple year’s back I had a very poorly knee but was due to go to a Royal visit on behalf of WI, but they squeezed me in and accommodated me personally so I could still go”

“My last surgery fobbed me off, I feel listened to here”

“Seen quickly-not waiting around”

“Great response to worries, pain in chest, had ECG here, had suffered a heart attack. 100% good service”

“Always helpful, I rang half an hour ago and got an appointment, being supported well with mental health issues/care!”

Best thing about the practise:-

“Everyone”

“Can always see your GP”////

“Accessibility-same day appointments”

“All doctors are great. Don’t feel like your imposing. Great having more lady doctors. Doctors even give talks at WI and Mothers union mtgs.”

“Doctors are great-even the locum and trainees always have time to explain and answer questions”

“Always have time for you”

“Manage to keep an old fashioned family practice”

“Nice staff-friendly and helpful”//////////

“Have to have daily dressings-nurses will call to home sometimes”

“Good care following surgery”

“Seen on time (sometimes before appointment time)”

“Have used this surgery for over 40 years-looked after my husband before he died, sent a letter and card after his death”

"If referral needed to specialist, this is done very quickly"

"Called in by staff personally"

"Working well-can get a same day appointment, urgent appointment available"//

"Short waiting times"///

"Clean, always welcome"

"Should listen more to what I have to say, I know my body"

"Better that you are called personally by the doctor. People then don't know my business and I would miss my name on a digital screen"

"Quality of the care-all aspects from doctors to reception staff"

"Service is very thorough"

"Whole thing-not one aspect!"

"Doctors listen to me, I don't feel like I'm on a conveyor belt"

"Well set out-nice and open!"

If you could make sure your GP practice kept one thing, what would it be?

"Keep just as it is"////

"All good"

"Nothing"/////

"Can't improve on perfection"

"Helen works too hard-often she is here in the evening in her own time (not overtime)"

"Staff"

"Always friendly-get an appointment quickly"//

"Relationships with staff and community feel"

"Continuity of care to stop in place"

"To see the same doctor and to be listened to"///

"Turnover of doctors, if problem ask to see particular doctor"

"Layout is fine-whole set up!"//

"Being dealt with quickly"//

“Doctors listening to me”

“Good communication-ringing, texting etc. they will remind me about appointments etc.”

“Appointments system-keeping some for on the day is fair. You are not queried and pressurised by receptionist on the telephone about why you want/need to see a doctor!”

“It’s not that this surgery is wonderful, as such, it’s that other surgeries have become too authoritarian, “you do what we say, fit in to what we do!”-attitude, rather than patient centred, first!”

One thing to make it better

“Nothing, keep it as it is”//////////

“All good”

“Better seating”//

“Patients using online service”

“Less paperwork for staff”//

“Improved IT system/service”

“Had to have physio in Chester Le Street, could have better”

“Hours extended to 7pm, once a week”

“Receptionist training for new staff”

“Able to see my own doctor-put everything down to nerves/anxiety.-sometimes I feel like they put all my problems down to anxiety”

“Not keen to have to ring at 8am, bit inconvenient”

“The turnover of doctors-I like to see the same doctor who knows my back problem”//

“Coffee machine!”

“More slick with systems-but really good surgery”

“Don’t always have a male doctor on”

“Do away with 8am calls, as can’t always get an appointment then. Keep swapping doctors, would be best to keep same doctors, especially when supporting someone with mental health issues like myself!”

- **Observations**

We were not asked to sign in and no health and safety brief.

There was no television but nice to have the radio playing.

Patient group representative also attended, and spoke to one of the volunteers which was useful!

The practice manager was helping in the reception area because of short staffing.

There were books and magazines for patients to use and enjoy whilst waiting.

Touch screen to log in for patients.

CQC report was not on display but notice was displayed showing the practice was placed at no 8 well performing, out of well 7000 surgeries

There were lots of information leaflets on display

GP's came to collect patients rather than using a digital display

Rather than patients hanging around reception staff notified that the appointment would be 45 min's, advised to go away and come back

Comfortable lay out

Reception staff came across as friendly and helpful

There was notice stating that if you were waiting more than 20 minutes after your allotted appointment time, then you should notify the receptionist!

Patients in the main, were seen almost straight away once signed in.

There was lots of information for carers support

Patients were happy to talk to us

Very positive comments from patients

No water or coffee machine

There were lots of thank you cards displayed

There were notices on the doors where there was trainee doctors around

Reception staff had time to talk to patients and answer queries.

Patients seemed happy with the layout of the surgery

There was a lack of privacy at reception, when it gets busy people can hear what is being said

People spoke to us about the local Community Centre and its facilities-seemed very supportive of it!

Patients happy with booking online system

Seemed to put an extra 'personal touch' made it feel like a family doctors

- **Photographs**

We took XX photos (we consciously chose to take a picture with the customer's back to us, where possible)

- **After the event**

We sat down with the practise manager to de-brief her around what we'd heard and seen.

The practise manager was not surprised to hear that all patients said you could readily get an appointment at the surgery. He did recognise that they are slightly 'over doctored' here with regard to patient/doctor suggested ratio's. He also felt though that they had a robust system with regard to appointments which he thought was straight forward, to replicate elsewhere.

It was agreed that having someone observe had proven valuable in capturing moments and information that would have gone unnoticed, if all of us had been talking to people.