

## Inspire Medical Practice

# Enter and View Report

### **Contact Details:**

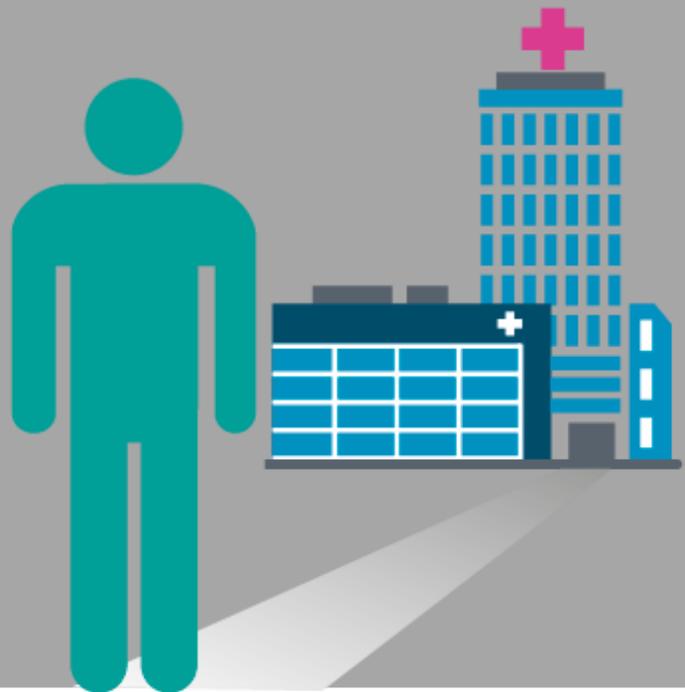
Inspire Medical Centre  
2nd Floor  
The Croft Shifa Health Centre  
Belfield Road  
Rochdale  
OL16 2UY

### **Date and Time of Visit:**

Friday 28th April 2017  
1:30pm - 3:30pm

### **Healthwatch Rochdale Representatives:**

Alex Leach  
Jane Jackson  
Monica Oliver  
Elaine Grace



**V.13**

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# Introduction

## About Healthwatch Rochdale

Healthwatch Rochdale is the independent consumer champion for children, young people and adults who use health and social care services in the borough.

- We work to ensure consumers views about services are represented both locally and nationally;
- We focus on local voices being able to influence the delivery and design of local services;
- We have statutory powers that enable local people to influence Health and Social Care services under the Health and Social Care Act 2012

Healthwatch Rochdale finds out what people want from their health and social care services such as hospitals, GPs, care homes and pharmacies. This is referenced against information gathered from health and social care providers, commissioners as well as national and local research sources. Healthwatch Rochdale also produces reports about services visited and makes recommendations for action where there are areas for improvement.

As part of this role Healthwatch Rochdale has statutory powers to undertake Enter and View visits of publicly funded Health or Social Care premises. Enter and Views are undertaken when Healthwatch Rochdale wishes to address an issue of specific interest or concern. These visits give our trained Authorised Enter and View Representatives the opportunity to find out about the quality of services and to obtain the views of the people using those services.

Our Enter and View policy is available to view at [www.healthwatchrochdale.org.uk](http://www.healthwatchrochdale.org.uk)

You may also wish to look at the Department of Health “Code of Conduct” relating to Enter and Views at:

## DISCLAIMER

This report relates only to the service viewed at the times of the visit, and is only representative of the views of people who met the Enter and View team on those dates.

[www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_087285](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_087285)

## Acknowledgements

Healthwatch Rochdale would like to thank Dr Sharma (General Practitioner) and Mrs Karzmi (Practice Manager) for helping to organise this Enter and View visit on the day. We would also like to thank all service users, visitors and staff who took the time to speak to us on the day and for their contribution to our Enter and View.

## Disclaimer

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Please note that this report relates solely to findings observed on the specific Enter and View visit date. This report is not a representative portrayal of the experiences of all service users and staff, but serves as an account of what was observed and contributed at the time of the visit.

## Visit Background & Purpose

### Background

Healthwatch Rochdale used our intelligence centre to highlight key trends in areas of quality, service and access in relation to GP services in the Rochdale Borough. The information was then used to create an Enter and View timetable which includes 12 GP surgeries in Heywood, Middleton, Rochdale and Pennines.

Healthwatch Rochdale have received intelligence around Inspire Medical Centre from patients. Therefore, as the independent Health and Social Care watchdog, Healthwatch Rochdale deemed it appropriate to use its statutory power<sup>1</sup> to Enter and View providers to observe matters relating to Health and Social Care services. The intelligence received was also shared with the Care Quality Commission, Heywood Middleton and Rochdale Clinical Commissioning Group and Rochdale Council.

### Visit Purpose

- To engage with the Inspire Medical Centre patients and staff members
- Observe patients and visitors engaging with the Inspire Medical Centre staff and their surroundings
- Capture the experience of service users as well as any ideas they may have for service improvement and/or change
- Identify examples of good and poor working practice within Inspire Medical Centre

### Methodology

Before we carried out the announced visit, Healthwatch Rochdale hand delivered pre-visit documentation to Inspire Medical Centre. This information was addressed to the practice manager and hand delivered to the receptionist.

On arrival for the visit at 1.30pm, Healthwatch Rochdale representatives were met by Dr Sonal Sharma (General Practitioner) and Mrs Iram Karzmi (Practice Manager). The representatives were given a tour of the facilities and introduced to all staff members.

The visit was then split into sections as documented in this Enter and view report:

- Observation
- Interview with Practice Manager
- Interviews with Patients and Visitors

After the visit was completed, the lead representative held a debrief with Dr Sharma and informed that a report will be sent for comments within 20 working days of 28/04/2017.

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<sup>1</sup>Organisations must allow an authorised representative to Enter and View and observe activities on premises controlled by the provider if this does not affect the provision of care or the privacy and dignity of people using services.

(The Local Authorities (Public Health Functions and entry to Premises by Local Healthwatch Representatives) Regulations 2013)

## Key Observation Findings

### Environment

- The building is a multi-purpose Health Centre with Inspire Medical Centre located on floor 2
- In the parking area, eight disabled parking space were available
- The building is both wheelchair and push chair accessible with two lifts available One lift had some damage to the mirror but this was cordoned off appropriately and representatives were informed by the building manager that parts have been ordered to replace the mirror
- The buildings internal decorations were currently undergoing maintenance and the building manager presented the decorating plan for the centre to the representative
- Both men's and women's toilets were available at Inspire Medical Centre. The representatives noted that there was a water spillage in the women's toilet with no wet floor sign present. Both men's and women's toilet areas were clean and hand sanitisers were available
- The patient waiting areas were clean and tidy and small chairs were available for young children
- The staff reception areas and consultation rooms were all deemed clean, tidy and fit for purpose. The staff stockroom was very cluttered with boxes and material on the floor. This was deemed a health and safety risk to representatives and therefore Dr Sonal Sharma would not let the team access this area
- We saw evidence of staff interacting with patients in a friendly and positive way

### Documentation and Notices

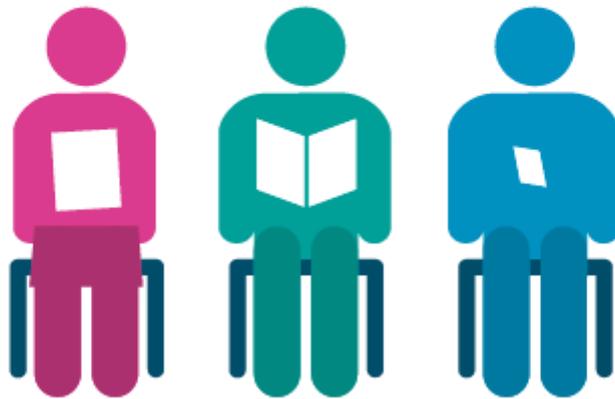
- The pre-visit documentation a Healthwatch Rochdale representative delivered by hand was not received by the practice manager
- There was clear guidance and signage on how to inform Inspire Medical Practice of your arrival
- The insurers liability insurance in the waiting area notice board expired in May 2016.
- A complaint's procedure was located in the notice board, in a very prominent position
- Inspire Medical Centre did appear to have an online booking system but this did not appear to be in use
- Information posters were available in other languages
- Patient participation group information was available and posters were located in the waiting area informing patients and visitors how to get involved

- Inspire Medical Centre also have a website which can be accessed at <http://www.inspiremedicalcentre.co.uk/index.aspx>

## Key Findings from Interview with Practice Manager

- Inspire medical centre are fully compliment with the staffing levels for GP. They have 1 receptionist post available. This will be being advertised in the next month
- The practice conducts both home visits and residential/nursing home visits
- The practice holds 2 specialist clinics which include family planning and minor surgery
- Health trainers hold weekly sessions which give diet and exercise advice to patients
- The practice has a patient participation group (PPG) which holds meetings on a quarterly basis. The information about the PPG and how to join is available on the [website](#) and notice boards within the reception
- The complaints procedure is advertised both on the [website](#) and on the notice board within the reception
- Some staff members speak other languages. Interpreters can be booked upon request

**WAITING ROOM**



# Key Findings from Interviews with Patients

The Enter and View at Inspire Medical Practice took place on Friday 4<sup>th</sup> April. 9 patients shared their views.

## Patients responses

1. We asked: How easy is it to get an appointment when you need it?

Very easy	Easy	Ok	Difficult	Very Difficult
0%	22%	34%	22%	22%

(9 patients answered)

Comments received

*“Had to make an appointment 2 weeks ago. This is a regular occurrence. Always difficult to get an appointment”*

*“A week of waiting, I had to use the walk-in centre in Rochdale with my son as I could not get an appointment when he needed one, he is 3 and half years old”*

*“Near impossible only way to get an appointment is to come in which is really difficult”*

2. We asked: Are there any problems communicating with staff or doctors?

**12%** Said Yes

**88%** Said No

(8 patients answered)

3. We asked: Are you satisfied with the treatment and service you receive here?

**50%** Said Yes

**25%** Said Yes, usually

**25%** Said No

(8 patients answered)

Comments received

*“Happy with service but it’s very difficult to get an appointment. Good rapport with the Doctors”*

*“It just works”*

*“Mum had appointment. Doctor was rude - inappropriate customer service skills”*

4. We asked: Are you aware that your GP Practice has a PPG?

**11%** Said Yes

**89%** Said No

(9 patients answered)

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5. We asked: If you have been unable to obtain an appointment at your GP practice for same day appointments have the receptionist signposted you to HMR 7-day access service?

**11%** Said Yes

**89%** Said No

(9 patients answered)

If no, what service was used:

“Urgent Care Centre”

“Urgent Care Centre”

“Urgent Care Centre”

“Urgent Care Centre”

(4 patients answered)

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6. We asked: Overall how would you rate the service you received at your GP Practice?

Very Poor	Poor	Satisfactory	Good	Very Good
11%	33.5%	11%	33.5%	11%

(9 patients answered)

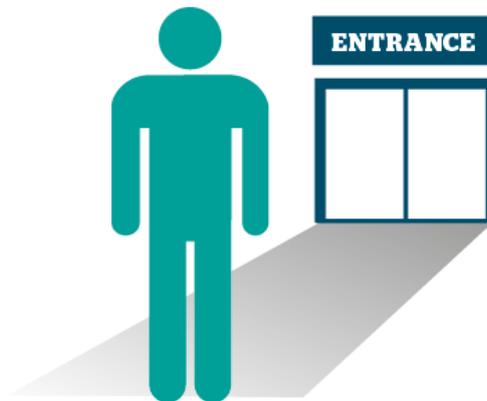
Comments received

“Communication needs to be improved, 82 attempts to get through by phone today”

“The phones - you can never get through to get an appointment even at 8.30am”

“It’s so difficult to get an appointment”

“Appointment Service - all over the place took 2 weeks to get appointment - this happens on a regular basis”



## Recommendations

This report highlights the good practice that the representatives observed on this Enter and View visit and reflects the appreciation shown by the majority interviewed in relation to the care and treatment provided at Inspire Medical Centre.

The observation and interview findings also serve to highlight some areas for Improvement and helpful suggestions to make the experience even better for patients at Inspire Medical Centre.

Therefore, considering this visit we recommend:

Recommendation ID	Recommendation
1	Review current triage and communications systems for accessing and booking appointments within Inspire Medical Practice
2	Inspire Medical Practice should ensure that all members of their reception team, as the initial point of contact, have excellent communication skills with other members of their staff team and management as the practice manager did not receive the pre-enter and view visit information
3	Purchase a replacement wall mounted sharps box holder or sharps bin for consultation room 4
4	Store room to be organised so it can be accessed by appropriate personal and not deemed a health and safety hazard in accordance with <u>Health and Safety at Work Act 1974</u>
5	To up to date the Employers Liability Insurance in the patient waiting area in accordance with <u>Employer's Liability (Compulsory Insurance) Act 1969</u>

6	Practices should review the information on display, group posters according to theme and select posters with good pictures, large font size and limited text. Practices could ask their Patient Participation Group to assist with the task
7	Practice should ensure reception staff are aware of the HMR 7 Day Access to a GP or Nurse Service. Reception staff, where possible, should signpost to the HMR 7 Day Access to a GP or Nurse Service
8	Practice should actively share information about PPG meetings and events to enable more patients to share their views and opinions at Inspire Medical Centre

## Response from Provider

### Inspire Medical Practice

#### Action Statement

Recommendation ID	Response or action from provider
1	<ul style="list-style-type: none"> <li>Practice holds level 3 - in Primary care quality standard ( PMQS) of HMR CCG. In relation to appointments which means we offers more then -75/1000 GP appointments - evidenced to local CCG.</li> <li>Modes of booking appointments and prescriptions are - <ul style="list-style-type: none"> <li>Online</li> <li>Telephone</li> <li>face to face</li> <li>other clinical sectors like midwife /health visitor etc.</li> </ul> </li> </ul> <p>With each booking or cancellation or notification of investigation results— those patients who have updates their mobile numbers on system receive text message notifying about appointments and information about investigations.</p> <p>Types of appointments -- We offer:</p> <ul style="list-style-type: none"> <li>Advance booking of appointments up to two weeks with GP's/nurse and Health Care Assistant.</li> <li>Same day access appointments</li> <li>Family planning clinics and minor surgery appointments</li> <li>Telephone appointments</li> <li>Online booking of appointments</li> <li>On- site Extended hour services one day of week for GP and nurse.</li> </ul>

- Admission avoidance enhance service - under which all our patient identified in this group if ring in -will get same day telephone triaging and if clinically appropriate would get same day appointment or home visit.
- Children under 12 and elderly above 75 access -under level 3 PMQS—once request for appointment is made -telephone triaged and if clinically appropriate would be seen on same day or otherwise based on clinical needs appropriate signposting or guidance would be done.
- We offer longer appointments to our vulnerable and special needs patients, we plan with the carer appointments such that during very early hours /lunch hours /last appointments so that we can give longer time and equally prevent impact on the on-going clinic.

Practice has identified, discussed recurrently and worked closely -about the access and demand issues historically to the PCT and now the local CCG. Practice had been very transparent with CQC in the visit around the appointments /access issues - unfortunately despite triaging even by clinician our practice population demands the access with own GP for minor ailments ,minor eye conditions etc -- leading to strong impact on our access.

Sorry but we do beg to differ to Healthwatch Rochdale report about signposting - we have been raising awareness about all our local services for many years now:

- The minor ailment scheme- which was called “ care at chemist” - some our patients also used to of calling it “voucher schemes” with chemist still.
- Minor eye conditions services
- 7-Day GP access - we noted the comments about ‘urgent care centre’ in the report -but we would like to bring to attention of Healthwatch Rochdale that Kingsway hub is moved to urgent centre and patient identify it by same name—this problem had been reported recurrently by central Rochdale GP’s - as patients attending for hub when access Urgent care centre if they are not clearly vocal/language barrier - end up with Pennine UCC service.

I am afraid this used to happen with GP Care -GP access - also in the past due to sharing or same reception desk by the both UCC and GP care and now the hub despite appointments been booked by practice with in the service.

we try our best to explain to patient with help of our multilingual reception/admin team- about the different services - due to hub services being moved to urgent care centre - our team reports - the term commonly used by patients is urgent care centre (like it used to be Morrison near practice when the hub was based in Kingsway) - we are happy to share anonymised data if needed with health watch about -7-day access presentation from our practice.

Search done on Emis -Web- medical recoding system shown we have had 467 face to face presentations in out 7-day access hub.

Unable to run search on minor eye clinics as we do not get notifications of the outcome unless further referral been done and neither from the minor ailment scheme

Healthwatch Rochdale can obtain such information from both minor ailment provider's eye and minor illnesses through CCG business intelligence to understand the presentation at these services.

Our receptionists and GP's unfortunately face constant verbal abuse when signposted to minor ailments schemes for illness like example -hay fever/verruca's/ colds and cough/ paracetamol- despite repeated education and awareness by medical team.

Recently HMR CCG collected data about the type of clinical presentations which will clearly highlight the above mentioned issues, we have recurrently discussed these issues around practice has majority practice population with specific cultural beliefs around minor ailments. Despite significant triages and signposting's and patient being advised about minor ailment management - If patient decline other services we are obliged to respect patient autonomy.

DNA ( did not attend ) numbers despite making same day access appointment in the last 12 months are : 1245

DNA for online appointments -21 -bearing in mind this is used very limitedly by our patient population.

Practice intensively worked to raise awareness about the online access. - we had dedicate days whereby our two staff members held awareness clinic-- invited each patient attending surgery and demonstrated and helped registration for online booking of appointments. Despite that the online appointments are used minimally.

Both of us clinician have been personally involved in telephone triaging patients in past and learning taken were:

- Majority of our patients prefer face to appointments.
- GP's experienced constant verbal abuse / more than longer to consult patient then seeing face to face due to language barriers / threats /demands of same day urgent appointments for face to face consultations despite clinical assessment suggesting different.
- Whilst working on similar issues with PCT in past --we did employ Advanced nurse Practitioner and ultimately those sessions were need to be stopped - it was evidenced that it caused increase work load on GP's , patients were making same day or very next day appointments again to see GP as they were not satisfied seeing the nurse ( despite the nurse being very competent and having roaring practice in of the local training practice ) –“comments were around she is nurse not doctor”.

	<ul style="list-style-type: none"> <li>Practice is located in highly deprived area of central Rochdale and practice population have certain strong cultural beliefs around managing various clinical conditions</li> </ul> <p>Our learning over years have been:</p> <ul style="list-style-type: none"> <li>Most appointment request are for same day access</li> <li>All clinical condition are urgent following clinical triage and assessment patients are well educated about being minor ailment, yet again next time for the similar problem urgent appointment is asked for .</li> <li>Following triage -when explained about the minor ailment management and guided around self-management of minor ailments - or alternative service -either patients decline as cannot afford to travel/ or demands seeing own GP/or confront why should I travel when I have my own GP.</li> <li>Despite repeated requests it is common theme that appointments are booked and patient has not requested or declined interpreter– just want the reception member speaking similar language -to leave their work and attend to interpret - which again does not get requested (despite asking at desk )at arrival but once the patient is settled inside in the clinical room -thereby causing delay impact on clinic.</li> </ul> <p>We had taken measures of cancelling appointment and re-booking, pre offering with each appointment, educating with each attendance about interpreter service options etc -unfortunately not been to able achieve much change. We both GP's speak some common languages but within one language the dialects can be different. We do employ staff who can be multilingual. We do safeguard staff and patients by educating about need of qualified interpreter, but we find the theme is recurring.</p> <p>Practice further actions -</p> <ul style="list-style-type: none"> <li>we have signed up for now CORE Plus programme with our local LCO to help improve the access further</li> <li>We will be having all five day opening of the surgery instead of four and half days.</li> <li>We have split our onsite- extended hour service over two days for GP's, half of which is accessible for online booking.</li> <li>We have one extra locum session booked for Friday mornings</li> <li>We are signed up for participating in borough wide standardized triage system for access as part of core plus - LCO in process of organising training for practices.</li> <li>We have now started coding each signposting contact to evidence that practice is raising awareness regularly</li> </ul>
2	<p>Inspire medical team feels very sorry and embarrassed about this finding, we have since investigated and we feel that we have been very unlucky. Due to one of the staff member who had been very notorious chose not to share information with the practice manager , we did start the disciplinary procedure following the findings of the investigation but this staff resigned from the post.</p>

	<p>We have since put further strong measures in place -</p> <ul style="list-style-type: none"> <li>• Goods and Communication receiving diary /log will need counter signing by office or practice manger with each item.</li> <li>• We already have very robust prescription log system -which was cross checked.</li> <li>• We have identified two named staff for reception duties the shifts will rotate every three months, instead of daily rotating rota.</li> <li>• We have also reviewed our relevant communications protocols.</li> </ul>
3	<p>Inspire medical centre is located in a PFI building under a tenancy agreement soon to be changed to lease and with such LIFT buildings practice has no control of structural and goods supply like the sharps bin etc. These are funded by either NHSE or CCG directly to CHP</p> <p>We have checked the wall mounted sharps holder and it is not faulty but it is the type of sharps bin supplied to us by LIFT -we have recurrently requested for the right ones suitable to the holders unfortunately we have not had much luck .Following Healthwatch Rochdale report we have re-requested same. We equally would like to reiterate that none of them were deemed unsafe with recent infection control audit.</p>
4	<p>We would like to thank Healthwatch Rochdale in acknowledging the fact that building decorations were on going.</p> <p>We would like to request rectification in report that it was not storage cupboard but it was store room - which has strictly no patient access but only designated staff access.</p> <p>In our response we would like to raise the awareness of the reader that practices like Inspire medical which are located in LIFT buildings have limited control over certain contracts or soft furnishing/structural work/cleaning/bins and waste disposal etc.</p> <p>The Healthwatch Rochdale visit took place on Friday afternoon and we had painting decorating been done over previous four (weekdays) days in the practice. Which meant each morning practice team needed to come to surgery very early organise the rooms for the clinic and then move the goods and contents back out late evening.</p> <p>Recognising that it could cause service disruption. We did request the building manager about if the work could be conducted over weekends but he request was declined with no suitable reasons.</p> <p>Unfortunately neither the service disruption was given ear about nor the fact that - All team had impractically long days /lifting and moving goods /staff longer hour funding, were recognised - we as practice team rather feel proud that we ensured least service disruption.</p> <p>We did display information about decorations and apologies shared for inconvenience cause in the form of notices for our patients.</p>

	<p>We did place lot of important things like- notices, Leaflets, equipment's etc from other rooms and waiting area into store room -temporarily and immunization service was limited due to fridges being in same room. We did not allow access to any staff member and small safe path was created purely to get vaccine form the fridge so that the advanced booked patients who declined to move appointments could be provided the service.</p> <p>We follow very strictly health and safety procedures and hence we did not even allow access to the Healthwatch Rochdale team.</p> <p>Friday afternoon was actually planned for the store room and as a whole, practice set up back to its normality.</p> <p>We had been unlucky that one of our notorious staff did not inform us about Healthwatch Rochdale visit -as we would have certainly requested either visit -pre decorations or post decorations.</p>
5	<p>We would like to reassure all the readers and all practice population that we have always been fully insured ,we feel that this aspect of report is bit unfair to us, with decorations on-going the staff who had put the certificates had accidentally shuffled the latest one below as we keep two years display one on top of other. When this was brought in attention by one of the health watch representative - we immediately changed it and also prior to that did show him the right one as we display the copy of Employer Liability Insurance certificate in main office area too.</p>
6	<p>Inspire medical unfortunately had decorations on going at the time health watch visited us hence most of our posters and notices were not on display.</p> <p>We would like to reassure all readers, Healthwatch Rochdale and practice population that we have posters /leaflet with exactly same descriptions as recommended by health watch. We have had approval in past from the PRG .</p> <p>Since the Healthwatch visit we have had our PRG meeting and have had very keen member helping us further with the posters and suitability.</p> <p>Unfortunately due to limited resources practice had found it difficult to obtain them in different languages, our PRG members agreed that due to different dialect it is difficult to manage.</p> <p>We did discuss in past difficulties in establishing the PRG and did seek Local CCG support and advice in organising same.</p> <p>We had our CQC visit on 2march 2016 - it was proud moment for our practice when most our PRG members attended and supported the practice.</p>



	<p>Especially recognising that our practice population is diverse and we care for 96% ethnic groups who speak different languages.</p> <p>We do display our PRG minutes of meeting on the main notice board. We would be very delighted to have more members joining and we will continue take recommendations on board.</p>
<b>7</b>	Please see the response to recommendation 1.
<b>8</b>	Please see response to recommendation 6.

We are thankful to health watch Rochdale to give us time in collating the response to the report -acknowledging School holidays and staffs breaks

□

We managed to do detailed response with factual information - not for being defensive but rather to avail opportunity to assure all our patients and readers that not just the 9 patients representing 0.2% practice population but all even one of them is important for us.

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We also wanted to take opportunity to raise awareness about minor ailments and their management and realistic expectations and equally sharing with our patients the different challenges practice teams are facing with limited support and resources.

Best wishes

Inspire Medical Team.

# Contact Us



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