

**Dr I K Babar & Partners**

# Enter and View Report

**Contact Details:**

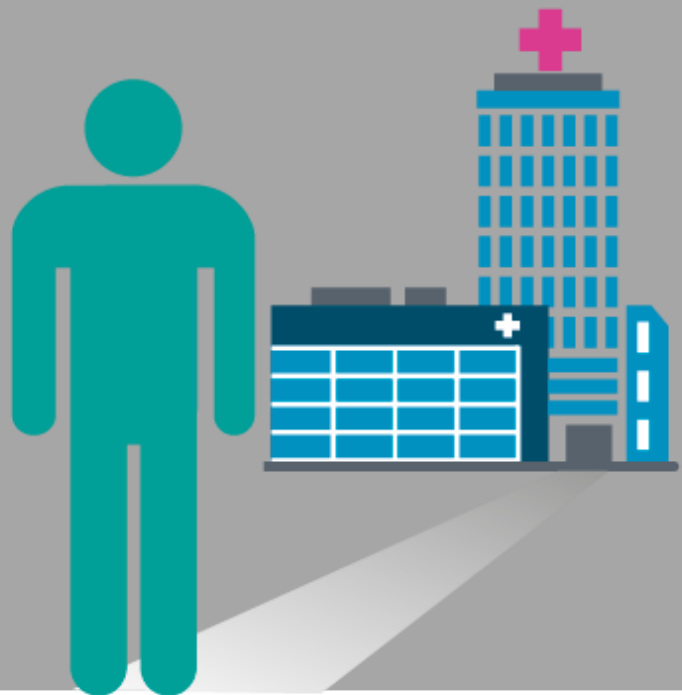
Dr I K Babar & Partners  
2nd Floor  
The Croft Shifa Health Centre  
Belfield Road  
Rochdale  
OL16 2UY

**Date and Time of Visit:**

Thursday 25th May 2017  
9.00am - 11.00am

**Healthwatch Rochdale Representatives:**

Alex Leach  
David Logan  
Elaine Grace



**V.11**

© 2017 Healthwatch Rochdale

**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.

# 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:

[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 Mrs Akkhtar (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

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 Dr I K Babar and Partners 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.

## Visit Purpose

- To engage with Dr I K Babar and Partners patients and staff members
- Observe patients and visitors engaging with the Dr I K Babar and Partners 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 Dr I K Babar and Partners

## Methodology

Before we carried out the announced visit, Healthwatch Rochdale hand delivered pre-visit documentation to Dr I K Babar and Partners. This information was addressed to the practice manager.

On arrival for the visit at 9.00am, Healthwatch Rochdale representatives were met by Mrs Akkhtar (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:

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

After the visit was completed, the lead representative held a debrief and informed that a report will be sent for comments within 20 working days of 25/05/2017.

*<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

- The internal building conditions was classified as excellent, in good condition
- The internal decoration was classified as excellent, very clean and well decorated
- Wheelchair and pushchair access was available and the building had working lifts
- There was very clear guidance on how to inform the practice of your arrival
- There was no clear delineation for patient when at the reception desk
- The reception staff were very helpful and communicated well with patients
- There was a call system in place for reception through a LED screen system
- There was no information of waiting times or delays in appointments
- The online booking system is advertised
- The waiting room was classified as child friendly
- There was a hearing loop installed
- There were male and female toilets available
- There were hand sanitisers available but not obviously available to patients
- Information on the notice board was deemed up to date and available in other formats
- Information was available about translation services
- There was information present on the notice board about the PPG, although in small type
- There was information present on the notice board about complaints/complements, although in small type
- Overall, informative information was present on the notice boards, although grouping of information may increase up take in reading the documents by the patients

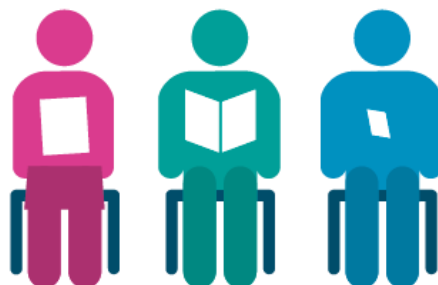


# Key Findings from Interview with Practice Manager

- The current Practice List Size is 8,600 patients.
- The practice is open Monday to Friday from 8.00am until 6.30pm
- The practice provides specialist diabetics services
- The practice currently does not have any staff vacancies and is fully compliant
- The practice has a set criteria from booking appointment which range from urgent (seen on the day), 48-hour access appointments, and pre-bookable appointments 2 weeks in advance.
- Online patient access through the EMS system is at a current up take of 10 percent of the list size.
- The practice conducts both home and care/residential home visits when required.
- The practice has a patient participation group, in which 6 patients attended the last meeting.
- The practice has a complaints policy in place which is available at the reception desk and on the website. Complaints can be raised both verbally and by formal letter/email.
- The practice has received 6 complaints in the last 12 months.
- The practice has an equality and diversity policy in which staff are informed through there induction to the organisation.
- Interpretation service are available through an organisation called language line.
- The practice train staff on a regular basis with the fundamental areas including customer service, information governance, Health and Safety and Life Support.

The practice manager made recommendations that a central triage point for the HMR 7 Day Access service, were patients could be directly transferred by receptionist would improve GP access problems and therefore decrease complaints.

## WAITING ROOM



# Key Findings from Interviews with Patients

The Enter and View at Dr I K Babar and Partners took place on Thursday 25<sup>th</sup> May. 12 patients shared their views.

## Patients responses for access and booking appointments

1. We asked: How do you usually book your appointments??

Telephone	Online	At Reception	Repeat appointments
92%	0%	8%	0%

(12 patients answered)

Comments received:

*“Sometimes difficult to get through, usually 10-15 minutes”*

2. We asked: Do you use online booking?

**0%** Said Yes

**92%** Said No

**8%** Said Sometimes

(12 patients answered)

3. We asked: If answered No or Sometimes to Question 2: why is this?

Don't use a computer	Don't want to	Unaware of the online system
36%	55%	9%

(11 patients answered)

4. We asked: Do you find it difficult to get urgent appointments on the same day?

**67%** Said Yes

**33%** Said No

(12 patients answered)

5. We asked: If you have been unable to obtain an urgent appointment have you been signposted to the HMR 7 Day access service?

**25%** Said Yes

**67%** Said No

**8%** Said not applicable

(12 patients answered)

6. We asked: Do you find it difficult to get routine appointments?

**50%** Said Yes

**42%** Said No

**8%** Said not applicable

(12 patients answered)

Comments received:

*“Had to ring so many times”*  
*“Generally wait over a week”*

---

7. We asked Overall, how would you rate your experience of booking appointments at this surgery?

**27%** Said Excellent

**73%** Said Could be Improved

**0%** Said poor

(11 patients answered)

---

## Patients responses for patient involvement

8. We asked Are you aware the GP practice has a patient participation group?

**9%** Said Yes

**91%** Said No

**0%** Said Don't know

(11 patients answered)

---



## Patients responses for quality of care

9. We asked Are the opening times here convenient for you?

**73%** Said Yes

**0%** Said No

**27%** Said Mostly

(11 patients answered)

Comments received

---

10. We asked How do you find the staff?

**55%** Said Happy  
with staff

**45%** Said Happy with  
most staff

**0%** Said Unhappy with  
staff

(11 patients answered)

---

11. We asked Do you tend to feel listened to during your appointments?

**78%** Said Yes

**0%** Said No

**22%** Said most of the  
time

(9 patients answered)

---

12. We asked Do you tend to find the information you receive in your appointments helpful?

**78%** Said Yes

**0%** Said No

**22%** Said most of the  
time

(9 patients answered)

---

13. We asked Overall, how satisfied are you with the care provided?

**30%** Said Very  
Satisfied

**70%** Said Satisfied

**0%** Said Unsatisfied

(10 patients answered)

---



# 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 Dr I K Babar and Partners.

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 Dr I K Babar and Partners.

Therefore, considering this visit we recommend:

Recommendation ID	Recommendation
1	Healthwatch Rochdale recommend the practice should delineate the area around the reception desk to ensure patients' privacy, dignity and confidentiality.
2	Healthwatch Rochdale recommend the practice should review the information on displays and on the information boards in the reception area, group posters according to theme and select posters with good pictures, large font size and limited text.
3	Healthwatch Rochdale recommend the practice should ensure hand sanitising gel is available in view of patients; to use when accessing medical areas or to use when appropriate.
4	Healthwatch Rochdale recommend the practice should review PPG recruitment information and publications with the overall aim to increase membership to the group.

# Response from Provider

## Dr IK Babar and Partners

### Action Statement

Recommendation ID	Response or action from provider	To be addressed by	Name of person(s) responsible
1	Arrange meeting with buildings manager to organise a glass screen to be constructed or cordon off the reception area to only allow single file queing	Practice manager and buildings manager	Yasmin Akhtar and Janet Howarth
2	Designate staff member to organise and review on regular basis	Practice Manger	Yasmin Akhtar
3	Arrange with buildings manager	Practice manager and buildings manager	Yasmin Akhtar and Janet Howarth
4	Review and organise poster in prominent position in patient waiting area	Practice manager and current PPG lead	Yasmin Akhtar and Razia Shamim

# Contact Us



**Healthwatch Rochdale**  
Unique Enterprise Centre, Belfield Road  
Rochdale  
OL11 2YW  
Tel 01706 249 575  
[info@healthwatchrochdale.org.uk](mailto:info@healthwatchrochdale.org.uk)  
[www.healthwatchrochdale.co.uk](http://www.healthwatchrochdale.co.uk)



Healthwatch Rochdale LTD. Registered Company Number: 08429721

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.