



Details of visit

Service address:	58 Kirby Road, Dunstable, LU6 3JH
Service Provider:	Kirby Road Surgery Surgery,
Date and Time:	22 nd June 2017 10:00-12:30
Authorised Representatives:	Brian Scott, Den Fensome, Linda Harrison Dave Simpson, David Debutts (Observers) Healthwatch Central Bedfordshire
Contact details:	Capability House, Wrest Park, Silsoe, Bedfordshire, MK45 4HR Tel: 0300 303 8554

Acknowledgements

Healthwatch Central Bedfordshire would like to thank the service provider, patients and staff (clinical and non-clinical), 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 patients and staff (clinical and non-clinical), only an account of what was observed and contributed at the time.



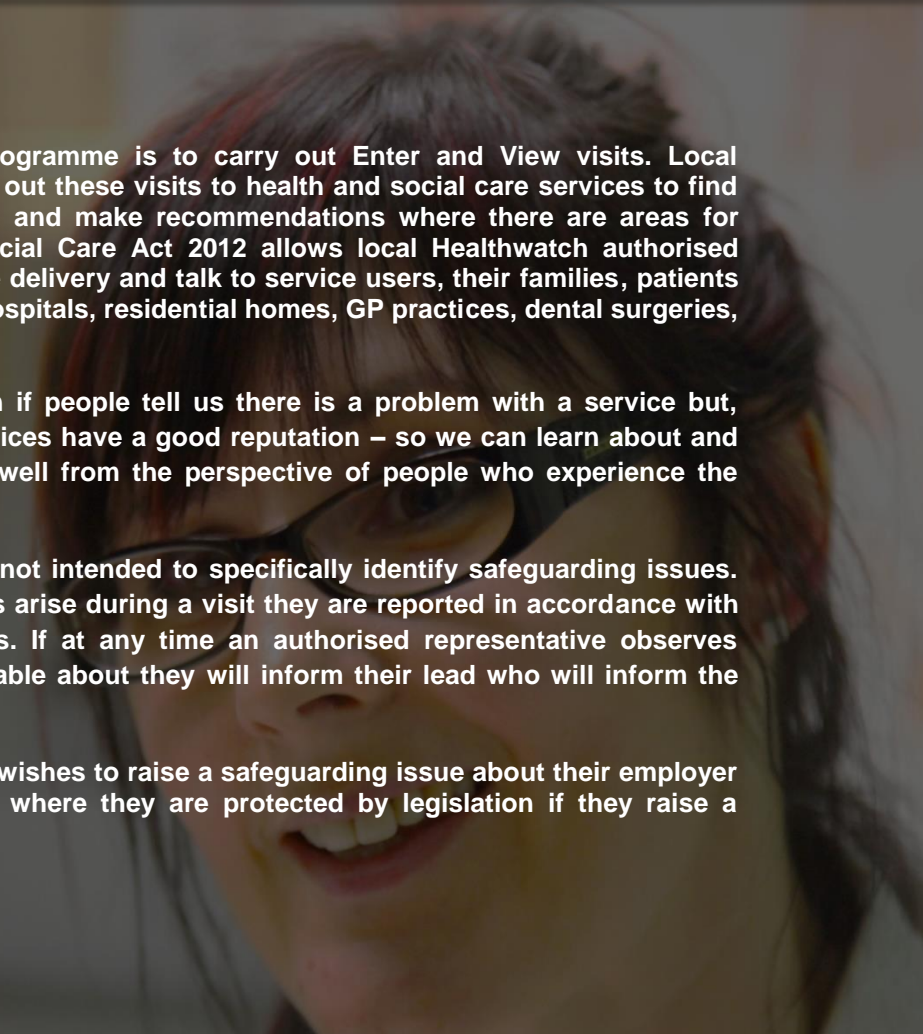
What is Enter and View?

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 managed and make recommendations where there are areas for improvement. The Health and Social Care Act 2012 allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families, patients 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 Views 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 will inform their lead who will inform the service Manager, ending the visit.

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 of GP Practices and understand how dignity is being respected;
- Identify examples of good working practice;
- Observe patients engaging with staff (clinical and non-clinical), and their surroundings.



Strategic drivers

- Care Quality Commission dignity and wellbeing strategy.
- GP Surgeries are a Local Healthwatch priority.

Methodology

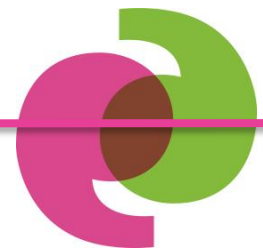
This was an announced Enter and View Visit carried out at Kirby Road Surgery in Dunstable.

A letter and posters announcing Healthwatch Central Bedfordshire's visit were previously sent to the practice. A questionnaire was also sent to the Practice Manager to complete prior to the visit. Healthwatch Central Bedfordshire delivered copies of a questionnaire for patients to fill in, together with a 'response box', to post their completed questionnaires prior to HWCB's visit. The purpose was to minimise disruption and inconvenience to patients during the visit.

On the day of the visit, HWCB representatives spoke with the General Manager and Business Manager at the practice. This was a particularly busy day at the Practice and HWCB representatives were only able to interview one Partner for a limited time. Non-clinical staff were also spoken to along with Healthcare Assistants.

Patients in the waiting area were spoken to about their experience at the surgery. Representatives also undertook a tour of the premises to observe accessibility, including disabled access, the availability of patient information and condition of the building.





Summary of findings

The Practice operates from a single-story building in Dunstable, which is owned by the Senior Partner and a retired partner, and serves 9,178 patients. The retired partner undertakes some part time locum work at the surgery. The building is well signposted, well illuminated and easy to see from the road. It is externally clean and tidy with good access for wheelchairs and disabled transport.

The interior appears to be in need of redecoration. The reception desk area is cramped and has room for one receptionist and one computer terminal. An electronic booking in system (SystmOne) is sited within the reception area. One corner of the waiting area is blocked off with an upturned table to prevent access to that area.

Representatives noted that the electronic display board is not visible from many seats in the waiting room and a fire exit sign in the staff room was missing at the time of the visit. Two members of staff currently use the staff room area for general IT office work, which is not an ideal working environment particularly when other staff use the room for break purposes. However, the general impression given by staff is that they are happy with the working environment and service delivery. Staff also appear to manage patients very well although they can be placed under pressure at busy times such as staff holidays.

Results of visit

Staff

The Practice has the following members of staff:

- 4 GPs – 3 male and 1 females, (no locums, retired Partner, part-time)
- 2 Practice Nurses
- 1 Practice Matron
- 1 Nurse Prescriber
- 3 Healthcare Assistants (HCA)
- 7 receptionists (one on maternity leave)
- 3 General administration staff

Specialist Services provided:

- Phlebotomy
- CHD
- Asthma Clinic
- Diabetes Clinic
- COPD
- Midwifery
- Flu Clinics
- Sexual Health
- Immunisations (ad hoc – HPV, Shingles)

Surgery Hours

Monday	8:30 am to 6:30 pm (weekly alternate up to 8.00pm)
Tuesday	8:30 am to 6:30 pm (weekly alternate from 7.00am start up to 8.00pm)
Wednesday	8:30 am to 6:00 pm
Thursday	8:30 am to 6:30 pm
Friday	8:30 am to 6:30 pm (weekly alternate from 7.00am start)
Saturday	8:30 am to 11:30am on alternate Saturdays
Sunday	Closed

NB: The Surgery opening hours displayed on the doors of the Surgery and on the Practice website differ slightly to those given by the General Manager.



Environment

The building is easy to spot from the outside and is well signposted. The entrance to the building is well lit and easily accessible. Reception is easy to locate on arrival. The reception staff are friendly and approachable, although staff information is not openly displayed. This would be helpful for patients to know the names and titles of clinical and non-clinical staff available at the Practice.

The surgery has a private area designated for those patients who wish to speak confidentially to a member of the team. The sign-in process is straightforward and clear for patients, to announce their arrival via an electronic booking in system. Fire exits are marked and clear of obstructions. The whole surgery area is accessible for scooters, wheelchairs and pushchairs. The surgery has a wheelchair for use by patients should they require it. Generally patients would need to request its use by asking reception staff.

Patient toilets are easily accessible with appropriate signage. The general décor in the internal part of the surgery is in need of some decoration and the lighting in the waiting room is at a suitable level for reading and writing.

Generally the waiting room area is light and airy and at a comfortable temperature. It is breast-feeding and child-friendly with a play table for children. There is a call system for appointments and a TV screen on display.

Various literature and leaflets are displayed in the waiting area although many are out of date. Healthwatch Central Bedfordshire leaflets and posters are also on display. A comments box and pens are available and the complaints procedure is also displayed quite clearly.

Other environmental observations included:

- A strip of metal across the floor at the entrance doorway (threshold plate) is loose and is a trip hazard. HWCB representatives observed a youngster during the visit, who tripped and fell having caught his foot on it;
- Hand sanitisers are available for use by staff and patients;
- The surgery has the benefit of a hearing loop;
- The opening times notice is out of date and needs to be updated.
- The surgery is very accommodating and flexible with regard to out of hour's appointments with some appointments starting at 7am and late appointments up to 8pm, on specific days.

Car Parking

Car parking space is limited; there are 14 patient car parking spaces plus one for disabled use. Double yellow lines run for some distance in both directions outside the surgery. This gives patients accessibility problems when the car park is full and they need to park close by.

Patient Information

There is a range of patient information leaflets on display in the waiting room (although some are outdated). The Practice website also has a good range of information and links for the benefit of patients. The three large notice boards are overfilled with posters, which could mean that it may be difficult to pick out something specific that a patient might be looking for.

Registration at the Practice

The General Manager confirmed that new patients can register at the practice by filling out a form and providing proof of identity. New patient forms are available from Reception. Patients are not required to attend a 'new patient medical', but are asked to complete a questionnaire with all relevant medical information.

Patient Participation Group (PPG)

The Practice has established a PPG; a virtual PPG is in the process of being established. The former has eight active members and has been relaunched after a period of disbandment. The average age of members is 50+ and the group meets quarterly. The PPG is advertised in the Practice Newsletter however details are not available on the Practice website.

Patient Consultation

Patient opinions are gathered via the NHS Friends and Family Test and it is anticipated from the reformed PPG. Patients are encouraged to send feedback via articles in the newsletter.

Appointments System

The General Manager informed HWCB representatives that patients can book appointments in person, by telephone or online via SystemOne. Only GP appointments can be booked online. Appointments are for 5 or 10 minutes with the receptionist/telephonist using their discretion to best utilise appointment time without making patients wait too long.

Emergency appointments, bookable on the day, are covered by the duty doctor and a nurse. The duty doctor will have a small number of booked appointments at the start of the day and will then see emergencies.

Patients who are too unwell to go to the surgery can request a home visit by their usual doctor. The telephonist will initially triage the patient, and the doctor may make a triage phone call before attending.

The surgery has a text reminder service for appointments, as well as a 'did not attend' (DNA) text message which is sent out when an appointment is missed. 110 DNAs were reported last month.

Out of Hours Care

Patients are advised to call 111, the NHS emergency and urgent care service.

Medication & Prescriptions

Medication reviews are carried out annually by GPs. Patients can order repeat prescriptions in person or by posting prescription slips into the box in the reception area. Prescriptions cannot be ordered over the telephone. Prescriptions are ready for collection in 48 hours.

Patient Questionnaire Results

Patient questionnaires were delivered to the surgery two weeks prior to the visit to allow all patients visiting the surgery during that time the opportunity to complete, giving their views and experience of the surgery. HWCB also provide a sealed response box for patients to post their completed questionnaires to maintain confidentiality. However, HWCB is reliant on reception staff to encourage patients to complete a questionnaire. The results from all questionnaires can be found at Appendix I which includes additional comments from patients.

Interaction between Patients and Staff

HWCB representatives observed interactions between patients and staff, both administrative and clinical, and observed that all interactions were carried out in a courteous, professional and friendly manner.

Clinical and non-clinical staff

HWCB representatives were able to speak to several members of staff during the visit. All members of staff spoken to have worked at the surgery for a few years and in general the impression was that they enjoy working at the Practice, however it was felt their workload is increasing and it is becoming more of a challenge to deliver the best service possible for their patients.

All staff explained that they felt supported by their manager and colleagues and it was obvious to representatives that there is a very friendly working environment at the surgery. The majority of staff indicated they are aware of the complaints procedure and receive regular staff training.

Concerns/Complaints Procedure

Of those interviewed in the groups of staff and patients, most were aware of the complaints procedure and how to make a complaint or give a compliment to the surgery.



Recommendations

HWCB recommends that as a matter of some urgency, the loose metal strip across the entrance doorway be secured and clearly marked, and that measures are taken to remove the hazard element of the raised strip.

HWCB also recommends that the Practice takes steps to ensure that there is consistency and accuracy when reporting opening hours of the surgery.

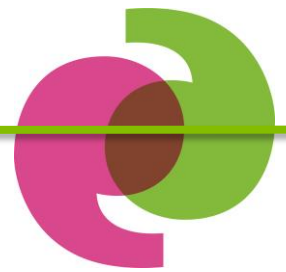
Representatives noted that many of the leaflets and the 'Health Information' folder in the waiting area were out of date, and would recommend these are checked and removed or replaced regularly.

HWCB recommends that the surgery gives consideration to a display which details all members of staff at the Practice including photographs, in the main waiting area and on the Practice website, to assist all patients in recognising staff members at the Practice.

It was noted that the surgery environment and décor would benefit from redecoration and updating. HWCB would therefore recommend that the surgery consider redecoration as a priority to create a more pleasant atmosphere for patients visiting the surgery.

HWCB noted that 110 DNAs were reported last month and HWCB therefore recommends that the Practice provides regular updates to patients, either via display within the practice or through the Practice Newsletters, of the time and financial cost of DNA's to the Practice, with a view to encouraging patients to cancel their appointment if they are unable to attend which will also help to free up appointments for other patients.

Finally, Healthwatch Central Bedfordshire recommends that this report is shared with the patients and staff (clinical and non-clinical) of the Practice and to advise that if they should wish to contribute any additional comments about the report, to contact Healthwatch Central Bedfordshire direct.



Service Provider response

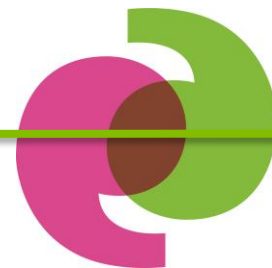
Having read the report the Practice Management Team have taken on board your recommendations.

We have nothing further to comment on.

Kind regards

Lynn
Practice Management Team
Kirby Surgery





APPENDIX 1

Results of Pre-Visit Questionnaire

All questionnaires were completed by patients prior to the Enter and View visit taking place. A total of 29 completed questionnaires were deposited in a secure response box by visitors to the surgery within the timeframe given. A summary of the results is as follows:

1. Did you find it easy to register at the practice?

28 of the 29 completed survey forms showed that patients felt it was easy to register at the practice. This result would indicate that the registration process for this surgery is straightforward and user friendly.

2. When registering at the Practice did you receive a Practice leaflet/handbook?

16 patients stated they could not remember having received a practice leaflet/handbook, while four indicated they did receive one. Seven clearly stated they did not.

3. Are all staff at your practice (reception/practice manager etc) polite, helpful and sensitive to your needs?

All respondents answered 'Yes' to this question.

4. How do you book an appointment at the surgery?

Patients ticked more than one answer to this question. The majority of those who answered (26) said that they used the telephone to book an appointment, 12 would book in person at the surgery and four people would use the online booking system.

5. If there is a recorded message when you call the surgery, is this clear, easy to understand and pleasant?

26 of the respondents answered 'Yes'. Four stated they did not know.

6. Are there appointments available in unsociable hours? (before 8am or after 6.30pm)

15 respondents did not know whether or not there were unsociable hour's appointments available; nine stated they were aware of earlier or later appointments; four replied they did not believe there were earlier or later appointments and one declined to answer.

7. Can you get an appointment at the surgery when you need one?

19 respondents felt they could get an appointment when they needed one, while 10 stated they could not.

8. Do you receive a reminder text message about your appointment on your mobile?

16 people answered 'Yes' to this question, seven indicated they do not use this service and one person declined to answer.

9. When booking an appointment are you given the choice of doctor, nurse or other health practitioner?

17 people said they felt they were given the choice, 11 said they were not given the choice and one person declined to answer.

10. What do you do if you need out of hours care?

Of the 29 patients who answered this question only 18 responded, as follows:

- Ring surgery – 6
- Go to Hospital – 1
- Urgent GP – 1
- A & E – 1
- Ring 111 – 1
- Walk in Centre – 6
- Not applicable – 2

The two respondents who replied 'not applicable' stated they did not use the out of hours care service.

11. Do you feel you have enough time with the GP, nurse or healthcare assistant to discuss your issues?

21 felt they *did* have enough time, three thought they *did not* have enough time, two were unsure and one declined to answer.

12. Do you feel the GP, nurse or healthcare assistant listens to you and considers your opinion?

27 of the 29 patients who responded to this question felt that they are listened to and had their opinion considered and two were unsure.

13. Would you recommend the surgery to other people?

26 people said they would recommend the surgery however two were unsure and one declined to answer.

14. Do you know how to make a complaint about the surgery?

20 respondents replied 'No' to this question; eight people replied 'Yes' and one declined to answer.

15. Are you a member of the Patient Participation Group (PPG) at this surgery?

26 people stated they were not a member of the PPG and two declined to answer.

A summary of the answers given by patients who were spoken to by Volunteers/Staff of Healthwatch Central Bedfordshire, within the surgery on the morning of the Enter and View visit, are as follows:

- All patients interviewed at the time of the visit indicated that they felt it was easy to register at the practice and the majority confirmed they had received a practice handbook at the time of registration.
- Patients responded that they have been registered with the practice between 5 years and 15 years.
- Of the patients interviewed, the majority confirmed that they had taken part in a patient survey in the last year.
- All those interviewed are aware that there are early morning/late evening appointments available.
- When asked how they would book an emergency appointment, most said they would do so by phone, although some would do so in person at the surgery.
- All patients interviewed felt that the answerphone message at the surgery was clear, easy to understand and pleasant in tone.

- Only a few of the patients spoken to felt they could ***always*** get an appointment when they needed one whereas the majority stated that they could get an appointment ***'sometimes'***.
- All respondents stated:
 - They receive a reminder of their appointment by text message.
 - They do not have to wait long for their booked appointment.
 - They are given a choice of doctor, nurse or practitioner.
 - They collect their prescription from the pharmacy.
 - They wait 3 days for their repeat prescription.
 - They feel confident that they can discuss their needs with their GP.
 - They feel confident that their GP listens to them and considers their opinion
 - They feel involved in decisions about their own care and treatment
 - Staff wash their hands before they are examined.
 - Staff wear gloves when taking samples.
 - There are no practitioners they would prefer not to see.
 - The staff at the surgery are polite, helpful and sensitive to their needs.
 - There are no language barriers to communication with GPs or staff.
 - They were not aware of any immediate changes that need to be made to improve services at the surgery.
- When asked what they would do if they needed out of hours care, the majority said they would dial 111 and only one patient felt they would not need it.
- When asked whether they feel involved in decisions about their care and treatment, a few stated that they do, a minority indicated they sometimes do, and a very small number said they do *'most of the time'*.
- When asked were they able to choose to see a male or female GP, most answered 'Yes' however a small minority answered 'No' to this question.
- When asked to rate the overall quality, care, treatment and service at the surgery, the majority answered *'Excellent'* and some answered *'Very Good'*.
- Patients were asked if they knew how to make a complaint and the majority answered 'Yes' however others stated they had *"never had to do this"*.
- When asked whether they knew whether or not the surgery has a PPG (Patient Participation Group), the majority answered 'Yes', a few had *'Never Heard of It'*, and some said that there was *'not a PPG'*.
- All patients spoken to stated they are not a member of the PPG.

Finally patients were asked to add any additional comments about the surgery.

Responses recorded as follows:

- *'Excellent surgery, always happy with the service received';*
- *'Excellent staff and services at all times';*
- *'Always been very pleased with the services here, better than our last surgery';*
- *'Excellent service and standard of care'.*