



## Royal Arsenal Medical Centre: Enter and View Report 2017



# Executive summary

## Details

Service Provider:	Royal Arsenal Medical Centre
Surgery address	21 Arsenal Way, London SE18 6TE
Date(s) and Time(s):	23.06.2017 3:00-5:00pm

Royal Arsenal Medical Centre, previously Burrage Surgery, 213 Burrage Road SE18 7JZ, opened on 1 October 2012. Overall the feedback from all was very positive, including the feedback from the observations of our Authorised Representatives. A planned and announced enter and view visit was agreed to enable Healthwatch Greenwich to gather patients experience and feedback as well as enable the Authorised Representatives to observe the service from a patient perspective.

## Premises

- **Recommendation 1:** Introduce hand sanitiser in the spaces for all to use.

## Appointment booking and punctuality

- **Recommendation 2:** Online booking is available and information is displayed but more information on how to use it would be useful for patients registering for this service.
- **Recommendation 3:** The electronic check-in screen is located behind the reception desk queue. Signage to make patients aware they can use this as an alternative to waiting to be seen by a receptionist would be useful.

## Involvement in decision making and information received

- **Recommendation 4:** Information about translation services and information being available in other formats should be displayed.

## Medication and prescriptions

- **Recommendation 5:** Information on how to use the online repeat prescription service would be useful to ensure patients are confident to use the system.

## Patient Participation Group (PPG) awareness

- **Recommendation 6:** Patients who join the practice PPG should be contacted with information on the upcoming meetings in a timely manner.

## Overall service satisfaction

- **Recommendation 7:** Introduction of a comment/complaints box would be useful to receive regular patient feedback.



## Details of the service

### Surgery information \* Information received from the practice manager

Service Provider:	Royal Arsenal Medical Centre <sup>1</sup>
Service address	21 Arsenal Way, London SE18 6TE
Contact telephone:	020 8854 0356
Number of GPs:	9
Practice nurses:	3
Healthcare assistants:	1
Receptionists:	6
Registered patients:	9300

### Opening hours

Monday:	08:00-18:30
Tuesday:	08:00-18:30
Wednesday:	08:00-18:30
Thursday:	08:00-18:30
Friday:	08:00-18:30
Saturday:	09:30-12:30
Sunday:	Closed

### Services and clinics available:

GP Primary Care Services, Women's Services / Coil Fittings, Minor Surgery, Diabetics Clinic, Asthma and COPD Clinic, Spirometry, Dressings, Travel Advice, Phlebotomy Service, Dermatology Clinic, PIP Assessments, Podiatry, Time to Talk, Anti-Coag Clinic, Midwives, AAA Screening, Lifeline Basis (Alcohol and Drugs) and Private Physiotherapy

## Details of the visit

### Details

<i>Date(s) and Time(s):</i>	23.06.2017 3:00-5:00pm
<i>Authorised Representatives:</i>	Rikki Garcia - Chief Executive, Healthwatch Greenwich Sophie Patterson - Community Research Officer, Healthwatch Greenwich
<i>Contact details:</i>	Healthwatch Greenwich Gunnery House, 9-11 Gunnery Terrace, Woolwich, London SE18 6SW Tel: 020 8301 8340 Email: <a href="mailto:info@healthwatchgreenwich.co.uk">info@healthwatchgreenwich.co.uk</a> Website: <a href="http://www.healthwatchgreenwich.co.uk">www.healthwatchgreenwich.co.uk</a>

## Acknowledgements

Healthwatch Greenwich would like to thank the service provider, service users, visitors, and staff for their contribution to the Enter and View programme. Healthwatch Greenwich would also like to thank the Healthwatch volunteers and representatives who assisted with the visits.

## Disclaimer

Please note that this report relates to findings observed on the specific dates 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 an 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 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 need to 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 visit and strategic drivers

Royal Arsenal Medical Centre<sup>1</sup>, previously Burrage Surgery, 213 Burrage Road SE18 7JZ, opened on 1 October 2012. The latest CQC inspection report<sup>2</sup> for Royal Arsenal Medical Centre was published on 26 April 2017 and received an overall rating of ‘Good’.

## Overview and CQC Inspections

<p><b>Overall Good</b></p> <p>Read overall summary</p>	Safe	Good ●
	Effective	Requires improvement ●
	Caring	Good ●
	Responsive	Good ●
	Well-led	Good ●

### *CQC overview ratings and inspections for Royal Arsenal Medical Centre*

A planned and announced enter and view visit was agreed to enable Healthwatch Greenwich to gather patients experience and feedback as well as enable the Authorised Representatives to observe the service from a patient perspective.

## Methodology

To collect information, we produced a patient questionnaire which included transparent explanations on who we are and why we were carrying out these visits, making it clear to any member of the public that talks to us that they can walk away at any time. During this visit our Authorised Representatives spoke to/collected feedback from twelve individuals. We also created an observation form for Authorised Representatives to complete, which gathered their view of the service from a patient’s point of view.

We made sure to check with the staff if there were individuals we shouldn't approach or who are unable to give informed consent. As a Healthwatch Greenwich Authorised Representatives, we are lay persons, and are not considered to have the expertise to know whether a patient has the capacity to give informed consent to having their views presented.

# Summary of findings

- Premises
- Appointment booking and punctuality
- Treatment received by surgery staff
- Involvement in decision making and information received
- Medication and prescriptions
- PPG awareness
- Overall service satisfaction

## Results of visit

### Premises

<b>Observation Criteria</b>	<b>Comment</b>
<i>External Building Condition</i>	New build, opening hours displayed, clear window signage. Very good condition.
<i>Internal Decoration</i>	Clean, fresh, light and air conditioned.
<i>Parking arrangements, Including Provision for Disabled Visitors</i>	Disabled parking bays available. No designated car park or street parking.

<b>Observation Criteria</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
<i>Wheelchair/Pushchair accessible?</i>	X		Electric doors, level access, accessible toilets and baby changing.
<i>Clear guidance on how to inform the surgery of your arrival?</i>	X		Clear reception desk and in view of waiting area and marked queuing.
<i>Electronic check-in available in the waiting room?</i>	X		Electronic check-in is located behind the queuing area for reception.
<i>Is there confidentiality/privacy at reception?</i>	X		Marked line to stay behind. Reception desk is big and open so may still be heard.

<b>Observation Criteria</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
<i>Are Reception Staff approachable and friendly?</i>	X		Yes; very informative, friendly and approachable.
<i>Is there a call system for appointments?</i>	X		There are different waiting areas. A screen in the main waiting area and Dr's and Nurses' come out to get patients waiting.
<i>Are waiting times displayed/patients informed?</i>		X	Not displayed but patients are told upon check-in. Clock on the wall.
<i>Is online booking advertised/available?</i>	X		Posters displayed.
<i>Is the waiting room child friendly?</i>	X		Small children's play area with toys and books for adults.
<i>Is a hearing loop installed?</i>		X	Not installed but they have a portable device which can be used.
<i>Toilets Available?</i>	X		Men, women, accessible and baby changing.
<i>Hand sanitisers available?</i>		X	Not seen
<i>Are there clear notice boards with up to date information displayed?</i>	X		Lots of notice boards around displaying clear and tidy information. All the posters are laminated and up to date.
<i>Are translation services available? Are they advertised?</i>		X	Not advertised
<i>Is the information provided available in other formats?</i>	X		Yes, but not advertised
<i>Is signage clear and up to date?</i>	X		Large site with 4 separate waiting areas which are clearly sign posted.
<i>Is there a comments/complaints box available?</i>		X	Not seen
<i>Is there a Patient Participation Group? Is it advertised?</i>	X		Yes, posters advertising the PPG.



<b>Observation Criteria</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
Are the names/photographs of staff at the service displayed?	X		Names of the practice staff are displayed but no photos.

How would you rate the cleanliness of the surgery?

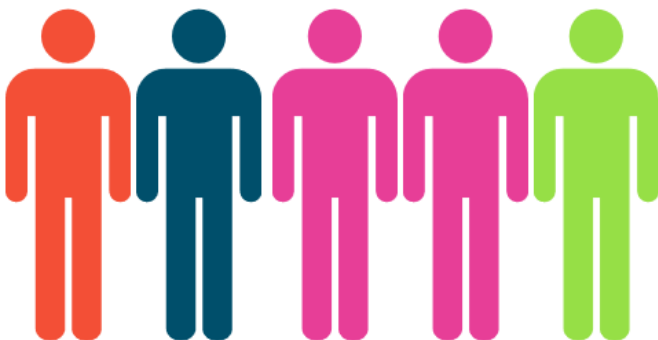


Good = 1 | Very good = 2 | Excellent = 5

*“How nice, clean and fresh it is in comparison to Burrage Road Surgery. Last surgery was like someone’s front room.”*

*“Excellent especially in comparison to Burrage Road which a bit shabby and grimy in forgotten corners.”*

How would you rate the access to the surgery? E.g. parking, public transport links etc



Very poor = 1 | Good = 1 | Very good = 2 | Excellent = 1

*“The building has brilliant access for wheelchair users.”*

*“I walk here but there are very good transport links available.”*

*“Public transport access can be difficult if you have mobility issues.”*

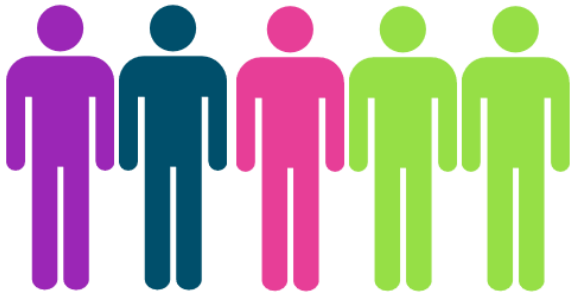
*“No parking available for patients.”*

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## Appointment booking and punctuality

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How would you rate the appointment booking system at the surgery?



Poor = 1 | Good = 1 | Very good = 1 | Excellent = 2

*“Called and got an appointment the same day.”*

*“It depends, I call at 8-8:30am and sometimes can't get through at all. I have tried the online booking system but I find it really confusing to complete.”*

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How would you rate the surgery opening hours?

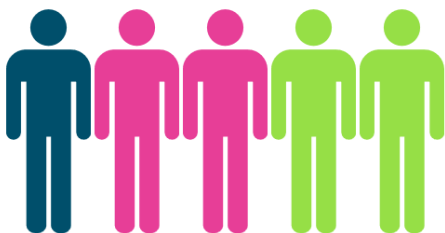


Good = 3 | Very good = 1 | Excellent = 1

*“Opening hours are good but I would like Saturday morning.”*

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How would you rate the punctuality of the appointments?



Good = 1 | Very good = 2 | Excellent = 2

*“Never have to wait too long.”*

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## Treatment received by surgery staff

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How would you rate the treatment you receive from the receptionists?



Good = 1 | Very good = 2 | Excellent = 2

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How would you rate the treatment you receive from the GPs?



Good = 2 | Very good = 1 | Excellent = 2

*“Good but always see different GP.”*

*“My GP [Dr Spurgeon] is fantastic.”*

*“See different ones every time but always good.”*

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How would you rate the treatment you receive from the nurses?



Good = 1 | Very good = 2 | Excellent = 1 | N/A = 1

*“Don't seen often but always good.”*

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## Involvement in decision making and information

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How would you rate the involvement you feel in the decision making around your care and treatments?



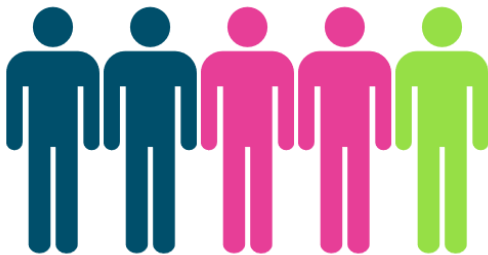
Good = 2 | Very good = 2 | Excellent = 1

*“Feel very involved and the decisions are never rushed.”*

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How would you rate the information you receive during your appointments?



Good = 2 | Very good = 2 | Excellent = 1

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## Medication and prescriptions

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How would you rate the ease of getting your prescriptions?



Poor = 1 | Very good = 2 | Excellent = 3 | N/A = 1

*“Chemist on-site so very convenient.”*

*“Pharmacy onsite and they could not be more helpful.”*

*“Was fine before but the new online system that has been introduced has made it more complex.”*

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## PPG awareness

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Are you aware of the PPG at this surgery?



No = 8 | Yes = 1

*“Completed the joining form several weeks ago but have not heard anything back yet.”*

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## Overall satisfaction

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Overall how would you rate your overall satisfaction of this GP surgery?



Good = 1 | Very good = 2 | Excellent = 2

*“Mobility is an issue for accessing the medical centre. Would be good to have lessons or easy instructions on how to use the new online systems.”*

*“Long wait at reception to let them know I’m here for my appointment can mean I end up being late for it. I have only just noticed the electronic check-in screen. Maybe a sign as you queue to say: ‘if you are waiting to check-in for your appointment you could use the electronic check-in screen instead’ would be useful.”*

*“I would recommend my surgery to everyone.”*

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# Conclusion and recommendations

## Premises

The observations of the Authorised Representatives and the feedback received from patients was very positive about the layout and accessibility of the GP practice. It was noted to be light and open and very clearly sign posted. The only slight issue was the location which, although ideal for residents of the Royal Arsenal, and has good transport links, does not benefit from parking for patients to the practice. The only thing that was observed by the Authorised Representatives was a lack of hand sanitiser available in the reception/waiting areas or near the electronic check-in screen.

- **Recommendation 1:** Introduce hand sanitiser in the spaces for all to use.

## Appointment booking and punctuality

Most of the patients we spoke to were pleased with how easy it is to get an appointment if you call in the morning. However, if you would like to see your named GP this can result in a longer wait to be seen. One patient we spoke to tried to book via the online booking system but found it very confusing to use.

- **Recommendation 2:** Online booking is available and information is displayed but when patients register for the online service they should receive more information on how to use it. <sup>3</sup>

Patients were impressed by the punctuality of the appointment times and said they never have to wait too long to be seen. There are many waiting areas for different services which means patients are more aware of when they will be seen. However, there is only one queue to reception for all enquiries. One lady said she was waiting in the queue for quite a while which almost made her late for her appointment time. She had not seen the electronic check-in that she could use which would have been quicker and easier for her.

- **Recommendation 3:** The electronic check-in screen is located behind the reception desk queue. Signage to make patients aware they can use this as an alternative to waiting to be seen by a receptionist would be useful.

## Treatment received by surgery staff

Treatment from all staff was commended. Patients noted they may not see the same GP every time but they always received good treatment and the clinical staff prefer to come and call the patients in for their appointments personally.

## Involvement in decision making and information received

Patients expressed their feelings of being involved in their care. They felt informed and able to make decisions. It is vital for patients to be involved but also empowered with the information necessary to make decisions. Translation services are available as well as information in accessible formats are available but not advertised to patients.

- **Recommendation 4:** Information about translation services and information being available in other formats should be displayed.

## Medication and prescriptions

As there is a pharmacy located within the building most patients were pleased with the ease of collecting medications and prescriptions. One patient did try the online repeat prescription service but found it very difficult to use.

- **Recommendation 5:** Information on how to use the online repeat prescription service would be useful to ensure patients are confident to use the system.

## PPG awareness

Posters and flyers were available in the reception/waiting areas advertising the PPG. One person we spoke to was aware of the role of the PPG and had completed the application form but was awaiting to hear back from the practice.

- **Recommendation 6:** Patients who join the practice PPG should be contacted with information on the upcoming meetings in a timely manner.

## Overall satisfaction

Overall the feedback from all was very positive, including the feedback from the observations of our Authorised Representatives. It is essential to collect and act on patient feedback, comments, and concerns to improve services delivered for all.

- **Recommendation 7:** Introduction of a comment/complaints box would be useful to receive regular patient feedback.

# Service provider response

All visited services are sent a draft copy of the report to check for accuracy and the opportunity to respond. Responses received are detailed below:

*1: We will not be providing hand sanitiser in public places; all clinical rooms have these.*

2 - *This [online booking system] is explained at our patient registration and the online site has guidance on the site. This is a service that has been agreed nationally.*

3 - *This unit is in direct line of sight when patients arrive and patients are made aware of the check-in service when registering and when the reception is busy.*

4 - *Additional signage has been displayed.*

5 - *This [online repeat prescription service] is explained at our patient registration and the online site has guidance on the site. This is a service that has been agreed nationally.*

6 - *Once the PPG meeting dates have been arranged, patients will be informed.*

7 - *Comments and complaints are taken at reception, in addition to NHS Choices, Google and verbal feedback to clinicians' and staff. Friends and Family Test texts are sent out each day and reported on each month.*

***Additional comments:***

*We have been doing a Saturday morning clinic here for the last three years.*

*There is some patient parking available in Duke of Wellington Avenue, parking permits available at reception.*

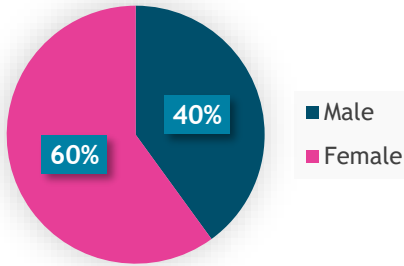
**Royal Arsenal Medical Centre**



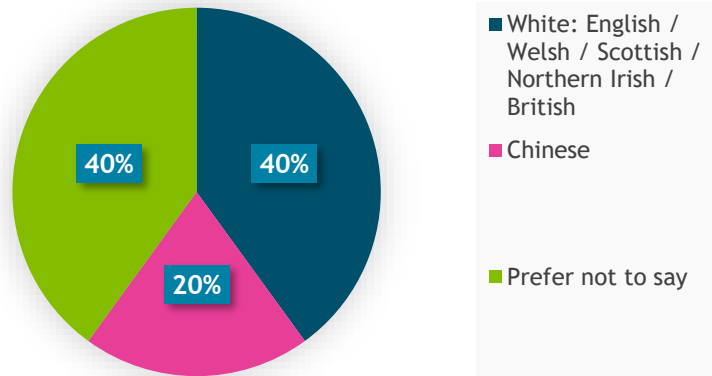


**Demographics**

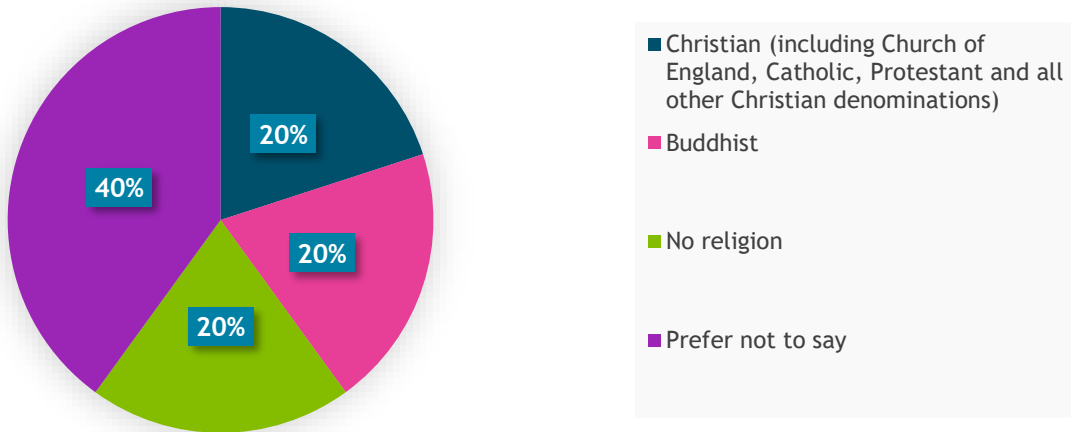
**Gender**



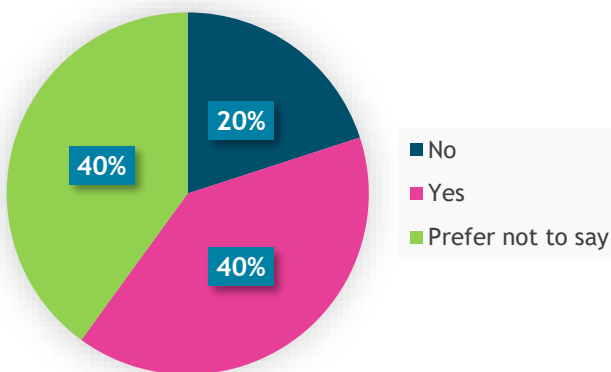
**Ethnicity**



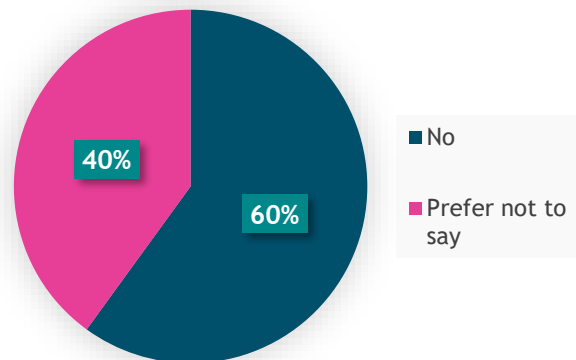
**Religion**



**Do you consider yourself to have a disability?**



**Are you a carer?**



## References

<sup>1</sup> <http://www.royalarsenalmedicalcentre.co.uk/>

<sup>2</sup> <https://www.cqc.org.uk/location/1-551736200>

<sup>3</sup> <https://www.england.nhs.uk/wp-content/uploads/2016/11/pat-guid-getting-started-gp-online.pdf>

## Contact us



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

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