



Thamesmead Medical Associates: Enter and View Report 2017



Executive summary

Details

<i>Service Provider:</i>	Thamesmead Medical Associates ¹
<i>Surgery address</i>	Gallions Reach Health Centre, Bentham Road, London SE28 8BE Heronsgate Medical Centre, 1A Goosander Way, London SE28 0ER
<i>Date(s) and Time(s):</i>	05.09.2017 3:00-5:00pm (Heronsgate) 14.06.2017 2:00-4:00pm (Gallions Reach)

Thamesmead medical associates are based at Gallions Reach Health Centre. They also have a branch surgery at Heronsgate Medical Centre. The Care Quality Commission carried out an announced comprehensive inspection at Thamesmead Medical Associates PMS on 15 November 2016 and the practice was rated as ‘Good’ overall.

Planned and announced Enter and View visits were 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:** Include hand sanitiser for patients at both GP surgeries.
- **Recommendation 2:** Install better signage at Gallions Reach Medical Centre to show the locations of the toilets throughout the building.

Appointment booking and punctuality

- **Recommendation 3:** Advertise the GP access hubs (out of hour services) which are available in the borough.

Treatment received by surgery staff

- **Recommendation 4:** Would be good to display the names (possibly including photos) of staff at the surgery or the names of clinical staff on duty at each surgery.

Involvement in decision making and information received

- **Recommendation 5:** Information about translation services and information being available in other formats should be displayed on a poster or flyer for patient’s attention.

Patient Participation Group (PPG) awareness

- **Recommendation 6:** Poster displayed or flyer available at reception or in the waiting area would be useful to inform patients of the group and how to join.



Details of the service

Surgery information * Information received from the practice manager

Service Provider:	Thamesmead Medical Associates ¹
Service address	Gallions Reach Health Centre, Bentham Road, London SE28 8BE Heronsgate Medical Centre, 1A Goosander Way, London SE28 0ER
Contact telephone:	020 8333 5000

Number of GPs:	9
Practice nurses:	3
Healthcare assistants:	2
Receptionists:	13
Registered patients:	17,000

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:	Closed
Sunday:	Closed

Services and clinics available:

Joint Injections, Travel Clinic, Wart Clinic, General routine appointments, HRT Clinic, Flu Clinics, Baby Immunisation Clinics, Practice Nurse Clinics, Cervical smears, Mental Health reviews, other clinics by other agencies

Details of the visit

Details

<i>Date(s) and Time(s):</i>	05.09.2017 3:00-5:00pm Heronsgate Medical Centre 14.09.2017 2:00-4:00pm Gallions Reach Health Centre
<i>Authorised Representatives:</i>	Clive Mardner - Volunteer Development and Outreach Officer, 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: info@healthwatchgreenwich.co.uk Website: www.healthwatchgreenwich.co.uk

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

Thamesmead medical associates are based at Gallions Reach Health Centre and has a branch surgery at Heronsgate Medical Centre. The Care Quality Commission carried out an announced comprehensive inspection at Thamesmead Medical Associates PMS on 15 November 2016 and the practice was rated as ‘Good’ overall.

Overview and CQC Inspections

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

CQC reporting information for Thamesmead Medical Associates²

Planned and announced Enter and View visits were 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 we ensured included transparent explanations on who we are and why we were carrying out these visits, and making it clear to any member of the public that talks to us that they can walk away at any time. During the visit to Heronsgate Medical Centre our Authorised Representatives spoke to/collected feedback from eleven individuals and fifteen during our visit to Gallions Reach Health Centre. 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 who we should not approach or who are unable to give informed consent. As a Healthwatch Greenwich Authorised Representatives, we are there as 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
- Medication and prescriptions
- Appointment booking and punctuality
- Treatment received by surgery staff
- Involvement in decision making and information received
- Patient Participation Group (PPG) awareness
- Overall service satisfaction

Results of visit

Premises: Herongate Medical Centre

Observation Criteria	Comment
<i>External Building Condition</i>	Good external signage. Well kept and maintained. Newer build.
<i>Internal Decoration</i>	Good layout. Clear signage. Clean and bright.
<i>Parking arrangements, Including Provision for Disabled Visitors</i>	Level access. Street parking. No designated parking.

Observation Criteria	Yes	No	Comment
<i>Wheelchair/Pushchair accessible?</i>	X		Level access. Electronic doors. One toilet which is accessible.
<i>Clear guidance on how to inform the surgery of your arrival?</i>	X		Reception clear and visible and electronic check-in screen also present.
<i>Electronic check-in available in the waiting room?</i>	X		Screen in entrance way.
<i>Is there confidentiality/privacy at reception?</i>		X	Reception desk is positioned along side of the waiting area. Good visibility but can be overheard.
<i>Are Reception Staff approachable and friendly?</i>	X		Very friendly and knows the patients well. Speaks with kindness and respect. Very helpful and approachable.
<i>Is there a call system for appointments?</i>		X	No electronic call system but the clinical staff come out to call patients in personally.

<i>Are waiting times displayed/patients informed?</i>		X	Not displayed but receptionist informs patients as they arrive.
<i>Is online booking advertised/available?</i>	X		Yes, posters displayed and receptionist informed patients.
<i>Is the waiting room child friendly?</i>	X		Childrens play area which is well looked after. Child friendly poster board about healthy eating that was created by a Patient Participation Group (PPG) member.
<i>Is a hearing loop installed?</i>	X		
<i>Toilets Available?</i>	X		Yes, one large accessible toilet available with changing facilitators. Key kept at reception.
<i>Hand sanitisers available?</i>		X	Not seen.
<i>Are there clear notice boards with up to date information displayed?</i>	X		Yes, all information was up to date, tidy and relevant.
<i>Are translation services available? Are they advertised?</i>	X		Posters in different languages displayed.
<i>Is the information provided available in other formats?</i>	X		Yes, they are available but not advertised.
<i>Is signage clear and up to date?</i>	X		
<i>Is there a comments/complaints box available?</i>	X		Comment box clearly visble. Friends and family test box with slips at the reception desk.
<i>Is there a Patient Participation Group? Is it advertised?</i>		X	Yes, and are very active but no poster displayed.
<i>Are the names/photographs of staff at the service displayed?</i>		X	Not displayed.

Other:

- New patients' health checks - Surgerypod for use by all patients. Measurement of vital signs and the use of validated health questionnaires and blood pressure monitor.
- You said, we did poster based on feedback from patient survey results.

Premises: Gallions Reach Health Centre

Observation Criteria	Comment
<i>External Building Condition</i>	Older building but well maintained.
<i>Internal Decoration</i>	Old tired décor but clean and tidy. (Full refurb is due to take place)
<i>Parking arrangements, Including Provision for Disabled Visitors</i>	Large car park with accessible bays.

Observation Criteria	Yes	No	Comment
<i>Wheelchair/Pushchair accessible?</i>	X		Level access throughout and lift to second floor.
<i>Clear guidance on how to inform the surgery of your arrival?</i>	X		Poster advising patients on reasons for possible lateness displayed and this is highlighted upon arrival.
<i>Electronic check-in available in the waiting room?</i>	X		Clear
<i>Is there confidentiality/privacy at reception?</i>	X		Reception desk clear and line to wait behind to ensure privacy at the window.
<i>Are Reception Staff approachable and friendly?</i>	X		Very friendly and approachable.
<i>Is there a call system for appointments?</i>		X	Different waiting areas and reception notifies which area to wait in. Clinical staff come to call patients personally
<i>Are waiting times displayed/patients informed?</i>		X	Not seen.
<i>Is online booking advertised/available?</i>	X		Posters displayed and flyers available.
<i>Is the waiting room child friendly?</i>	X		Main waiting room has two children's table toys.
<i>Is a hearing loop installed?</i>	X		Logo shown at reception.
<i>Toilets Available?</i>	X		Male, female (with baby change) and accessible (with baby change).
<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. Clear up to date information.
<i>Are translation services available? Are they advertised?</i>	X		Poster displayed.
<i>Is the information provided available in other formats?</i>	X		Poster displayed.

<i>Is signage clear and up to date?</i>		X	Not clear signage for the toilets. Reception very helpful but could be clearer.
<i>Is there a comments/complaints box available?</i>	X		Comment box and friends and family test with slips to complete.
<i>Is there a Patient Participation Group? Is it advertised?</i>		X	Not advertised but a very active PPG.
<i>Are the names/photographs of staff at the service displayed?</i>		X	Not seen displayed.

Other:

- Surgery pod available for use by reception in a private area.
- Many bins available.
- Flu vaccinations advertised.

How would you rate the cleanliness of the surgery?

Heronsgate Medical Centre



Good = 2 | Very Good = 4 | Excellent = 5

Excellent: "Always clean and tidy."

How would you rate the cleanliness of the surgery?

Gallions Reach Health Centre



Good = 5 | Excellent = 6 | Unanswered = 4

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

Heronsgate Medical Centre



Good = 1 | Very Good = 2 | Excellent = 8

Good: “Walking distance or if its an appointment at Gallions I can get the bus straight there.”

Very good: “On street parking but never hard to find spaces. Gallions Reach has a car park which is good.”

Excellent: “Very easy to get here by public transport. Can be difficult to park.”

Excellent: “I live on the same road so it’s very convenient for me.”

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

Gallions Reach Health Centre



Good = 3 | Very Good = 7 | Excellent = 1 | Unanswered = 4

Good: “Heronsgate closer but doesn’t do all the things for children so I come here.”

Good: “The bus stop is really near. Can drive but even though there are a lot of spaces 9 out of 10 times it is full.”

Good: “I drive and the carpark gets very full even when the surgery feels quiet. Only one or two spaces today.”

Medication and prescriptions

How would you rate the ease of getting your prescriptions?

Heronsgate Medical Centre



Good = 1 | Very Good = 6 | Excellent = 3 | Unanswered = 1

Very good: “So convenient and the pharmacy is across the road and sometimes they deliver.”

Excellent: “Great chemist over the road.”

Gallions Reach Health Centre



Poor = 2 | Good = 10 | Very Good = 3

Good: “Pharmacy on-site.”

Very good: “My prescriptions are sent to the supermarket pharmacy which is so convenient for me. Pharmacy on-site is not open at weekends so not so easy for me.”

Appointment booking and punctuality

How would you rate the surgery opening hours?



Poor = 4 | Good = 11 | Very Good = 5 | Excellent = 5 | Unanswered = 1

Poor: “Does not cater for everyone.”

Poor: “No late-night opening which would be good with work.”

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



Very Poor = 2 | Poor = 6 | Good = 8 | Very Good = 4 | Excellent = 3 | N/A = 3

Very poor: “Phone but don't get through. I sometimes come and queue outside at 7:30am to get an appointment.”

Very poor: “Very difficult. Need to call by 8:00am. If you do get through and can't get an appointment you have to call back in the pm.”

Poor: “Called yesterday but couldn't get through. Called again today and did manage to get an appointment but had to wait a long time (on hold for an hour).”

Poor: “Need to phone by 8:00am or will never get an appointment. Can't book in advance and its the same for the nurses.”

Good: “It's better now than before, I feel as though you get seen quicker.”

Very good: “Flexible; can call or make an appointment in surgery.”

How would you rate the punctuality of the appointments?



Poor = 2 | Good = 16 | Very Good = 5 | Excellent = 3

Poor: “Sometimes wait for 30mins. If not for the great Doctors I would have moved.”

Poor: “Sometimes appointments overrun.”

Good: “Not too bad and I never have to wait too long.”

Excellent: “Seen straight away.”

Treatment received by surgery staff

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



Poor = 1 | Good = 12 | Very Good = 8 | Excellent = 5

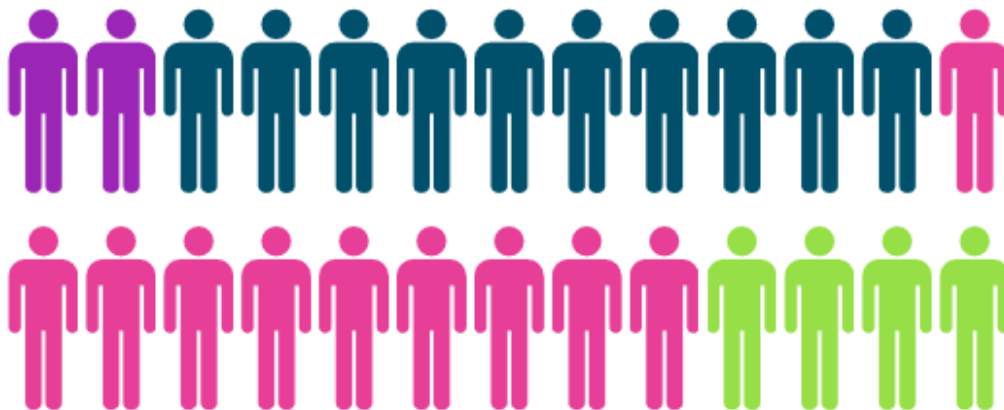
Poor: "Can feel like they think they are doctors."

Good: "Some are very polite and very helpful."

Very good: "Very good when speaking on the phone. Always friendly."

Excellent: "Know them by name and they know me which is lovely."

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



Poor = 2 | Good = 10 | Very Good = 10 | Excellent = 4

Poor: "See different everytime and there are a lot of doctors. It is also a GP training surgery and you aren't told if you are seeing a trainee. I think it is important to know and now I ask but if I had not found out they would not have told me."

Good: "Always see a different GP. Some are really good but it does depend. I ask for some and won't go to see others."

Good: "Depends on who you see - some give more time than others."

Excellent: "See two consistantly and they are excellent."

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



Poor = 1 | Good = 13 | Very Good = 4 | Excellent = 5 | Unanswered = 3

Good: “Very good and attentive. They really listen and pay attention.”

Excellent: “I come two times a week to see a nurse. There are 4 nurses and they are always fantastic.”

Involvement in decision making and information received

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



Poor = 2 | Good = 15 | Very Good = 7 | Excellent = 2

Very good: “My partner translate and I do feel involved. They did tell me that translation services are available too.”

Very good: “Always offer options and really discuss them in detail.”

Excellent: “Would always involve me in all decisions and explain everything to me well.”

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



Poor = 1 | Good = 9 | Very Good = 10 | Excellent = 3 | Unanswered = 3

Poor: "Communication from the Doctor to the hospital needs big improvement!"

Good: "I ask a lot of questions to ensure I will get all the info."

Very good: "Always know what to do and keep me informed of changes."

PPG awareness

Are you aware of the PPG at this surgery?



No = 22 | Yes = 1 | Unanswered = 3

Yes: "Group that works to the benefits of the patients."

Overall satisfaction

How would you rate your overall satisfaction of this GP surgery?



Poor = 1 | Good = 8 | Very Good = 10 | Excellent = 4 | Unanswered = 3

Poor: “Overall I’m satisfied. Only with communication with Heronsgate and the Hospital. My family members waited a long time to hear about certain things and has been told they are not even on a waiting list.”

Good: “Try and make space for booking. Telephone booking not good - very difficult.”

Good: “Did not know about 111 or out of hours services.”

Good: “Just the appointment booking system. I called at 8:03am this morning and I was already 12th in the queue.”

Good: “Improve the system to make appointments.”

Very good: “Doctors, Nurses and staff are very kind, helpful and supportive.”

Very good: “They always do their utmost. Nothing is too much trouble.”

Excellent: “I love this surgery. Dr Lia Cristofoli is excellent.”

Conclusion and recommendations

Premises

Both sites were praised for the parking and links to public transport. Patients seemed to have a preferred site which was based on their home location but everyone noted they were happy to attend either surgeries if necessary. The signage to both sites is good and the building is well maintained. The positive perception was that having two sites increased the number of appointments and increased the likelihood of getting an appointment. The surgeries were also noted to be clean and Gallions Reach has received a grant to carry out a full refurbishment well maintained. There was no hand sanitiser available at either site.

- **Recommendation 1:** Include hand sanitiser for patients at both GP surgeries.

A surgery pod is available at both site for use by all patients. It takes measurement of vital signs and the use of validated health questionnaires and blood pressure monitor. The results of these are linked and recorded on the patients' records. The signage within the Gallions Reach Medical Centre was noted as poor due to toilets not being clearly signed from the reception area.

- **Recommendation 2:** Install better signage at Gallions Reach Medical Centre to show the locations of the toilets throughout the building.

Medication and prescriptions

Both sites are located very near pharmacies (Gallions Reach has one located in the building). Overall patients were happy with the ease of getting their prescriptions and medications. It was noted that the surgeries are flexible with the methods of collection and they ensure it meets the needs of the individual patients.

Appointment booking and punctuality

Overall the feedback about the surgeries opening hours was positive. It was noted that there is no late-night opening which would benefit those who work weekdays but there is a Saturday morning clinic at Heronsgate Medical Centre. Almost half of the people we spoke to said it was difficult to get appointments at the surgeries. For emergency appointments patients will call at 8am but it was noted that it is difficult to get through. Some patients noted that they would queue outside Gallions Reach Health Centre at 7am

to try to get an appointment. Online services are advertised but the out of hour services (111 or the GP access hub) is not.

- **Recommendation 3:** Advertise the GP access hubs (out of hour services) which are available in the borough.

Patients noted that they were mostly seen very quickly and if they do wait it will only be around 10-15mins which is understandable. Also, it was noted that the Doctors and Nurses do take their time during their appointments and patients were happy to wait as they were pleased with the care and attention that is given by the clinical staff.

Treatment received by surgery staff

Receptionists at the surgeries are friendly, approachable, and attentive. They know regular patients by name and are genuinely interested. The Doctors and Nurses were praised for their treatment of patients and the time they give individuals. Patients noted they may not see the same Doctor or Nurse every time but they always received good treatment and the clinical staff prefer to come and call the patients in for their appointments personally. There are a large number of staff across two surgeries.

- **Recommendation 4:** Would be good to display the names (possibly including photos) of staff at the surgery or the names of clinical staff on duty at each surgery.

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. One patient we spoke to had their partner with them to translate but said that translation services were offered to them by reception staff.

- **Recommendation 5:** Information about translation services and information being available in other formats should be displayed on a poster or flyer for patient's attention.

PPG awareness

Only one patient was aware of the PPG at the surgeries. The PPG is active and has done great things at the surgeries including a healthy eating notice board at Heronsgate Medical Centre. However, we did not find the PPG advertised at either surgery.

- **Recommendation 6:** Poster displayed or flyer available at reception or in the waiting area would be useful to inform patients of the group and how to join.

Overall satisfaction

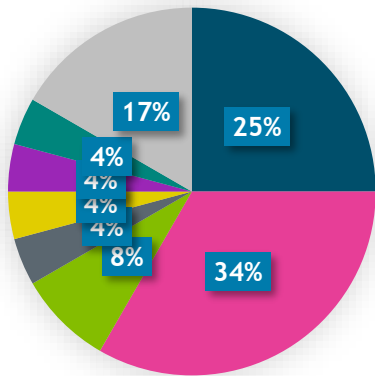
Overall the feedback from all was very positive, including the feedback from the observations of our Authorised Representatives. It is essential to collect and act on patient feedback, comments, and concerns to improve services delivered for all. Both surgeries had comment boxes displayed and feedback is welcomed. Also noted was a 'you said, we did' poster at Heronsgate Medical Centre that noted the changes or improvements that were introduced due to the feedback received by patients and the work of the PPG.

Service provider response

Thamesmead Medical Associates did not provide a response to this Enter and View report.

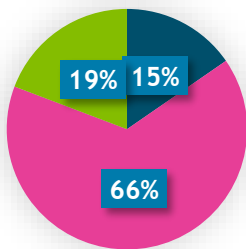
Demographics

Ethnicity



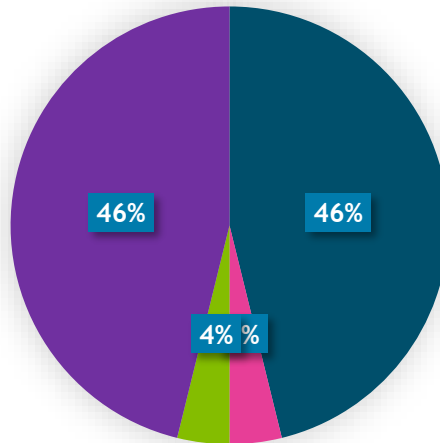
- White: English / Welsh / Scottish / Northern Irish / British
- Black: African
- Black: Caribbean
- Chinese
- Indian
- Pakistani
- European
- Prefer not to say

Gender



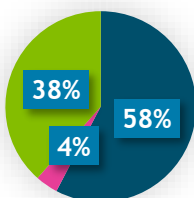
- Male
- Female
- Prefer not to say

Religion



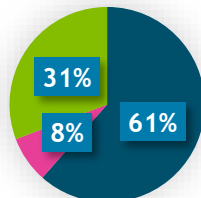
- Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
- Muslim
- No religion
- Prefer not to say

Disability?



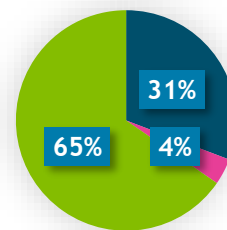
- No
- Yes
- Prefer not to say

Carer?



- No
- Yes
- Prefer not to say

Sexual orientation



- Heterosexual/Straight
- Gay/Lesbian
- Prefer not to say

References

¹ <http://thamesmeadmedical.org/>

² <http://www.cqc.org.uk/location/1-598717401>

Contact us



Get in touch

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

We know that you want local services that work for you, your friends and family. That's why we want you to share your experiences of using health and care services with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

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