

Peterloo Medical Centre

Enter and View Report

Contact Details:

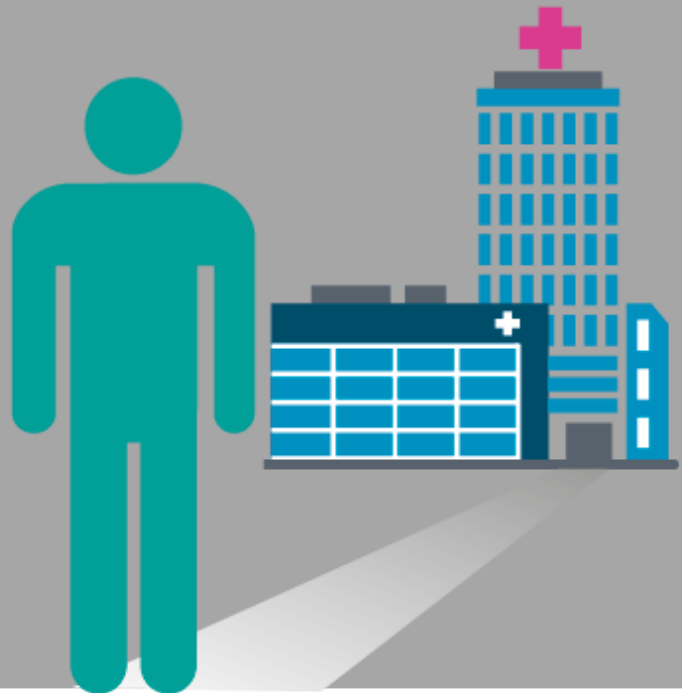
Peterloo Medical Centre
133-137 Manchester Old Road
Middleton
Manchester
M24 4DZ

Date and Time of Visit:

Wednesday 16th August 2017
10.00am - 12.00pm

Healthwatch Rochdale Representatives:

Alex Leach
Claire Birch
Emma Rattcliffe
Elizabeth Williamson



V.11

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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

You may also wish to look at The Local Authorities (Public Health Functions and Entry to Premises by Local Healthwatch Representatives) Regulations 2013 available to view at http://www.legislation.gov.uk/ukxi/2013/351/pdfs/ukxi_20130351_en.pdf

Acknowledgements

Healthwatch Rochdale would like to thank the assistant 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 Peterloo Medical Centre from patients. Therefore, as the independent Health and Social Care watchdog, Healthwatch Rochdale deemed it appropriate to use its statutory power¹ to Enter and View providers to observe matters relating to Health and Social Care services.

Visit Purpose

- To engage with Peterloo Medical Centre patients and staff members
- Observe patients and visitors engaging with the Peterloo 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 Peterloo Medical Centre

Methodology

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

On arrival for the visit at 10.00am, Healthwatch Rochdale representatives were met by Julie Dowling, 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 to the recommendations.

¹Organisations 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

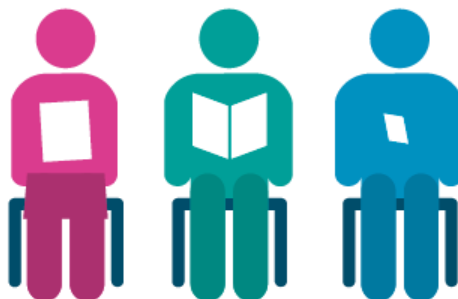
- The internal building conditions was classified as excellent, in very good condition
- The internal decoration was classified as excellent, very clean and well decorated
- Wheelchair and pushchair access was available
- There was very clear guidance on how to inform the practice of your arrival, with reception staff addressing patients in a friendly and helpful manner
- There was clear delineation for patient when at the reception desk
- The reception staff were very helpful and communicated well with patients
- There was a electronic call system in place within waiting rooms
- There was clear information on the staff on duty within the service on the day of the visit
- There was no information of waiting times or delays in appointments
- The on-line booking system is well advertised
- The waiting room was classified as child friendly, with a large area for children to play with the equipment provided
- There was a hearing loop installed at the main reception desk
- There were male and female toilets available, which were clean and modern
- There was a private baby changing facility which was clean and modern
- There were hand sanitising gel available throughout the building
- 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 patient participation group, which included resources and information on how to join the patient participation group
- There was information present on the notice board about complaints/complements
- In the reception area, there was a Health monitors which measured weight, height, body mass index and blood pressure
- Parking spaces for patient is limited, and patient have to cross a busy main road, with the use of a pelican crossing, to access the GP. The GP practice did have information boards up of all areas around Peterloo Medical Centre where patients could park free of charge
- Overall, the building was fit for purpose, maintained to a very high standard with facilities providing a very good patient experience. Informative information was present on the notice boards, staff communicated well with patients, and information could be provided in other languages. The patient journey which was observed by the representatives whilst in the surgery worked well, when observed on this visit.



Key Findings from Interview with Practice Manager

- The current Practice List Size is 9,546 patients
- The practice is open Monday to Friday from 8.30am until 6.30pm, although on Monday 4th September 2017 this will change to 8.00am until 6.30pm. The practice Manager highlighted that due to this early start time, a reduction of 2 administration staff answering the telephone until 8.30am will be in place
- The practice currently has no GP vacancies
- The appointments they offer are on the day routine , pre-bookable (up to 2 weeks in advance) and urgent on the day.
- Online patient access through the EMS system is available and is currently above the target requirement for uptake of patients
- The practice conducts both home and care/residential home visits when required
- The practice has a patient participation group, in which 3 patients attended the last meeting, and have been in place for a number of years. They have 15 members of the PPG and they have had 3 meetings in the last 12 months.
- 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 an equality and diversity policy in which staff are informed through there induction to the organisation.
- Interpretation service are available through language empire
- Peterloo Medical Centre has a appointment reminder system via text message to the patients mobile phone
- Peterloo Medical Centre produce a quartley newsletter which is available in paper and on-line format
- The practice train staff on a regular basis with the fundamental areas including customer service, information governance and health and safety

WAITING ROOM



Key Findings from Interviews with Patients

Patients responses for access and booking appointments

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

Telephone	Online	At Reception	Repeat appointments
70%	0%	30%	0%

(10 patients answered)

Comments received:

“Has to come in to make the appointment as phones always busy”

2. We asked: Do you use online booking?

0% Said Yes

100% Said No

0% Said Sometimes

(10 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
56%	33%	11%

(10 patients answered)

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

50% Said Yes

50% Said No

0% Said Not Applicable

(10 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?

34% Said Yes

66% Said No

0% Said not applicable

(10 patients answered)

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

80% Said Yes

20% Said No

0% Said not applicable

(10 patients answered)

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

44% Said Excellent

56% Said Could be Improved

0% Said poor

(10 patients answered)

Patients responses for patient involvement

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

10% Said Yes

90% Said No

0% Said Don't know

(10 patients answered)

Patients responses for quality of care

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

100% Said Yes

0% Said No

0% Said Mostly

(10 patients answered)

10. We asked How do you find the staff?

100% Said Happy with staff

0% Said Happy with most staff

0% Said Unhappy with staff

(10 patients answered)

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

100% Said Yes

0% Said No

0% Said most of the time

(10 patients answered)

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

100% Said Yes

0% Said No

0% Said most of the time

(10 patients answered)

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

40% Said Very Satisfied

60% Said Satisfied

0% Said Unsatisfied

(10 patients answered)

14. We asked What recommendations as a patient would you make to Peterloo Medical Centre to improve overall experience ?

Comments received:

“Water dispenser for the reception area”

“Urgent appointments difficult to get as have to come into the Centre to book due to phone lines being busy - this is difficult as I work. Improvements to appointment booking system”

“No, just sometimes hard to get a appointment”

“More staff members to answer calls”

“Improve appointment booking system, as difficult to make one at peak times”

“Improve waiting times to see a GP, I have been waiting 45-50 minutes today”

(6 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 by Peterloo 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 Peterloo Medical Centre.

Therefore, considering this visit we recommend:

Recommendation ID	Recommendation
1	Healthwatch Rochdale recommend that Peterloo Medical Centre should review there patient participation group to ensure there is a effective and establish group in place, with the over arching role to: <ul style="list-style-type: none">• being a critical friend to the practice;• advising the practice on the patient perspective and providing insight into the responsiveness and quality of services;• carrying out research into the views of those who use the practice;• organising health promotion events and improving health literacy;• regular communication with the patient population.
2	Healthwatch Rochdale recommend that Peterloo Medical Centre review there appointment booking procedure, due to the changes being enforced on the Monday 4th September, to ensure patient waiting times on the telephone when booking appointments in peak times, are not decreased due to staff reduction (a reduction of 2 administration staff answering the telephone from 8.00am until 8.30am).

Response from Provider

Peterloo Medical Centre

Action Statement

Peterloo Medical Centre did not provided comments in relation to the recommedations Healthwatch Rochdale issued, although the assissant practice manager informed Healthwatch Rochdale that they were happy with the report and thanked Healthwatch Rochdale for the visit.



Contact Us



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