



## Manor Brook PMS: Enter and View Report 2017



## Executive summary

### Details

<i>Service Provider:</i>	Manor Brook PMS <sup>1</sup>
<i>Surgery address</i>	Manor Brook Medical Centre, 117 Brook Lane, Blackheath, London SE3 0EN
<i>Date and Time:</i>	28.09.2017 2:00-4:00pm

Manor Brook Medical Centre is located in Blackheath, Greenwich. Due to the closure of Henley Cross Surgery there has been an increase in patients registering with Manor Brook. The Care Quality Commission carried out an announced comprehensive inspection at Manor Brook PMS on 21 June 2016. The practice was rated as 'Good' overall.

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:** The practice should look into purchasing some children's toys to make the waiting area more child friendly.
- **Recommendation 2:** Improve toilet signage throughout the building.

### Patient Participation Group (PPG) awareness

- **Recommendation 3:** The practice could introduce a 'you said, we did' display to show the impact comments left by patients and the work of the PPG has had.



## Details of the service

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

Service Provider:	Manor Brook PMS <sup>1</sup>
Service address	Manor Brook Medical Centre, 117 Brook Lane, Blackheath, London SE3 0EN
Contact telephone:	020 8856 5678

Number of GPs:	9 part-time (= 7.625 WTE)
Practice nurses:	3 part-time (=2 WTE)
Healthcare assistants:	1 part-time (= 0.8 WTE)
Receptionists:	Total Admin: 21 part-time (= 13.9 WTE)
Registered patients:	13,026

### Opening hours

Monday:	8:30 - 20:00
Tuesday:	8:30 - 18:00
Wednesday:	8:30 - 18:00
Thursday:	8:30 - 20:00
Friday:	8:30 - 18:00
Saturday:	Closed
Sunday:	Closed

### Services & clinics available:

Baby clinic, cervical smears, chest clinic, diabetic clinic, epilepsy, flu clinics, family planning, minor surgery clinic, smoking cessation, travel health clinic and phlebotomy service.

## Details of the visit

### Details

<i>Date and Time:</i>	28.09.2017 2:00-4:00pm
<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: <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

Manor Brook Medical Centre is located in Blackheath, Greenwich. Due to the recent closure of Henley Cross Surgery there has been an increase of patients registering with Manor Brook. The Care Quality Commission carried out an announced comprehensive inspection at Manor Brook PMS on 21 June 2016 and the practice was rated as ‘Good’ overall.

## Overview and CQC Inspections

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

*CQC reporting information for Manor Brook Medical Centre<sup>2</sup>*

## 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 this visit our Authorised Representatives spoke to/collected feedback from 14 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 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
- Appointment booking & punctuality
- Treatment received by surgery staff
- Involvement in decision making & information received
- Medication and prescriptions
- Patient Participation Group (PPG) awareness
- Overall service satisfaction

## Results of visit

<b>Observation Criteria</b>	<b>Comment</b>
<i>External Building Condition</i>	New build, well signed from main road.
<i>Internal Decoration</i>	Clean, airy neat, two waiting rooms (one upstairs and one up stairs)
<i>Parking arrangements, Including Provision for Disabled Visitors</i>	Car park to rear. New parking restrictions on the road. Good public transport links.

<b>Observation Criteria</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
<i>Wheelchair/Pushchair accessible?</i>	X		Fully accessible and lift access to second floor
<i>Clear guidance on how to inform the surgery of your arrival?</i>	X		Reception clearly marked
<i>Electronic check-in available in the waiting room?</i>	X		Check-in screen located straight ahead as you enter and before you get to the reception desk.
<i>Is there confidentiality/privacy at reception?</i>	X		Open to reception. Line to indicate where to stand to allow a distance for privacy.
<i>Are Reception Staff approachable and friendly?</i>	X		Yes, very friendly both in person or on the phone.
<i>Is there a call system for appointments?</i>		X	No, clinical staff come out to call patients when they are ready for their appointments.
<i>Are waiting times displayed/patients informed?</i>	X		Posters displayed explaining why appointments may be delayed.
<i>Is online booking advertised/available?</i>	X		Advertised on posters and on the tv screen and text message reminders sent.

<i>Is the waiting room child friendly?</i>		X	No toys or books, just magazines for adults.
<i>Is a hearing loop installed?</i>	X		Logo displayed at reception.
<i>Toilets Available?</i>	X		Accessible unisex toilets and a separate baby change room.
<i>Hand sanitisers available?</i>	X		Located by the electronic screen in reception.
<i>Are there clear notice boards with up to date information displayed?</i>	X		Notice boards are neat and up to date. TV screen with useful surgery information also displayed.
<i>Are translation services available? Are they advertised?</i>	X		Services available and poster displayed.
<i>Is the information provided available in other formats?</i>	X		Notice displayed on the electronic screen in the waiting area.
<i>Is signage clear and up to date?</i>		X	Not clear where the toilets or baby change room is without asking at reception.
<i>Is there a comments/complaints box available</i>	X		Comments box and friends and family box with slips to complete well displayed.
<i>Is there a Patient Participation Group? Is it advertised?</i>	X		Posters advertising the group displayed.
<i>Are the names/photographs of staff at the service displayed?</i>	X		Names of clinical staff are displayed on a board as you enter the building.
			<b>Other:</b> <i>Flu vaccinations advertised.</i>



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How would you rate the cleanliness of the surgery?



Good = 1 | Very good = 9 | Excellent = 4

Comment:

Very good: "Always clean and well maintained."

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



Poor = 1 | Good = 6 | Very good = 4 | Excellent = 3

Comments:

Poor: "Parking is very difficult because of the parking meters. I bring my mother with dementia and she has mobility issues and I can't drop her off because I can't leave her to go and park the car."

Good: "Good public transport links. Parking is poor as the car park is always full and you have to pay on the meters on the street."

Very good: "I drive and I used the car park. It's quite full but I got a space."

Very good: "Can just walk here from my house."

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## Appointment booking and punctuality

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How would you rate the surgery opening hours?



Good = 1 | Very good = 9 | Excellent = 4 | Unanswered = 2

Comment:

Excellent: “Been coming for year. Try to see same doctor because they know us already - make a difference. I try to see one or two regularly.”

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



Good = 5 | Very good = 5 | Excellent = 4

Comment:

Good: “Can wait about 10 mins on the phone before they pick up but can ring back at anytime.”

Good: “Could send a text to remind me of my appointment.”

Good: “If you want an emergency appointment you need to come in to book either in the am or pm. If you want to see a specific gp you have to wait a little longer.”

Good: “Difficult to get same day but can book with my GP in a week.”

Excellent: “I can always get an appointment quickly and at a time that suits.”

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How would you rate the punctuality of the appointments?



Good = 5 | Very good = 4 | Excellent = 5

Comment:

Good: "Usually wait around 15-20mins."

Good: "Does vary can be between 10-30mins."

Excellent: "Never have to wait too long."

Very good: "10-15mins and am happy to wait."

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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 = 3 | Very good = 5 | Excellent = 6

Comment:

Very good: "Helpful."

Very good: "Polite and with a really good attitude."

Excellent: "Always ready to help and never intrusive."

Excellent: "Really nice and approachable. Always willing to help."

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



Good = 2 | Very good = 6 | Excellent = 4 | N/A = 2

Comment:

Very good: “Really helpful, caring and attentive.”

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



Good = 2 | Very good = 6 | Excellent = 4 | N/A = 2

Comment:

Excellent: “Been coming for year. Try to see same doctor because they know us already - make a difference. I try to see one or two regularly.”

### Involvement in decision making and information received

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



Good = 4 | Very good = 5 | Excellent = 5

Comment:

Good: “Always feel involved and listened to.”

Very good: “When I have the appointments they like to discuss options and this makes me feel involved.”

Very good: “I always feel very involved.”

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



Good = 4 | Very good = 5 | Excellent = 5

Comment:

Excellent: "Feel informed and that is priceless."

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### Medication & prescriptions

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How would you rate the ease of getting your prescriptions?



Good = 3 | Very good = 6 | Excellent = 5

Comment:

Very good: "They send my prescription to the pharmacy."

Very good: "Regular prescriptions can be picked up."

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### Patient Participation Group (PPG) awareness

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Are you aware of the PPG at this surgery?



Good = 13 | Very good = 1

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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 = 5 | Excellent = 8

Comment:

Good: “Apart from parking everything is great.”

Very good: “One of the best GP practices I have been with.”

Excellent: “Really great...been here years. I would highly recommend to everyone.”

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## Conclusion and recommendations

### Premises

The signage to the surgery is good and the building is well maintained. There are good public transportation links to the surgery with a bus stop located very near by. The surgery has a car park which can be used by all patients, however this gets very busy and therefore spaces may not be available. There are parking restrictions on the road and tickets must be purchased to park on the road.

The interior of the medical practice is clean and bright (good natural light). The waiting room is split into two with one downstairs and one upstairs. The whole building is accessible and has a lift to the second floor. When patients register their attendance at reception they are notified which waiting room they will need to wait in. Neither of the waiting areas are particularly child friendly, with no toys or games to play with.

- **Recommendation 1:** The practice should look into purchasing some children's toys to make the waiting area more child friendly.

The signage within the Manor Brook Medical Centre was noted as poor due to toilets not being clearly signed from the reception area.

- **Recommendation 2:** Improve toilet signage throughout the building.

### Appointment booking and punctuality

The feedback we received was that appointments are relatively easy to make and can be done by ringing anytime or visiting the practice. They offer appointments up to a week in advance. They do not book appointments beyond a week, to try and reduce the number of 'Did Not Attends'. Patients also noted that they are seen punctually, and if they do have to wait, it is not long.

### Treatment received by surgery staff

The treatment patients receive from all staff was described extremely positively. All staff were described as caring, approachable, and attentive. Names of clinical staff are displayed on a board as you enter the building.

### Involvement in decision making and information received

All the patients we spoke to felt involved in the decisions around their care, and are given good information during their appointments. Translation services are available as well as information in accessible formats and posters are displayed on the notice boards and on the electronic screen in the waiting area.

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## Medication and prescriptions

The collection method for medications is flexible and patients can choose the most convenient.

## Patient Participation Group (PPG) awareness

Only one patient was aware of the PPG at the surgery. A poster was displayed that informed patients of the PPG.

- **Recommendation 3:** The practice could introduce a 'you said, we did' display to show the impact comments left by patients and the work of the PPG has had.

## Overall satisfaction

Overall the feedback 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. Comment and 'friend and family test' boxes are displayed with slips that can be completed, and feedback is welcomed.



## Service provider response

**Recommendation 1:** suggests that we should have toys in the waiting room. We used to have toys in the waiting area but were advised to remove them for infection control purposes.

**Recommendation 2:** states that the practice should improve toilet signage. In the upstairs waiting room the patient toilet is actually in the waiting room (with a sign on the door). However we note the comment in relation to the downstairs waiting room and will take steps to improve signage to both the patient toilet and also the baby changing facilities.

**Recommendation 3:** suggests that the practice should a 'you said, we did' display to illustrate the impact of patients' feedback. This link shows that such a report is available on our website - it is accessible from the home page in order to make it easily accessible to our patients and covers various sources of patient feedback:

<http://www.manorbrookmedicalcentre.co.uk/practices/manorbrook/Patient-Participation-Report-and-Survey.pdf>

Also to note:

page 7

- Consideration has been given to the installation of a patient call system, but clinical staff prefer to walk to the waiting room and personally call the patients.

page 10

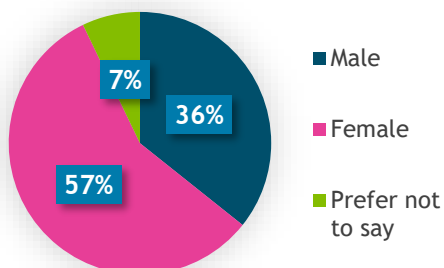
- A comment states that a text could be sent as an appointment reminder. The practice does in fact send texts to remind patients of appointments. The exception would be patients under 18, unless they have provided their own personal mobile phone number.
- A comment states that you need to come into the surgery to book an emergency appointment. This is not correct. On the day appointments can be made over the telephone.
- A comment states that it is difficult to get same day appointments. I presume the patient is referring to a request to see a specific GP. On the day appointments are available, but they would be with the GP who is Duty Doctor on that day.

**Manor Brook Medical Centre**

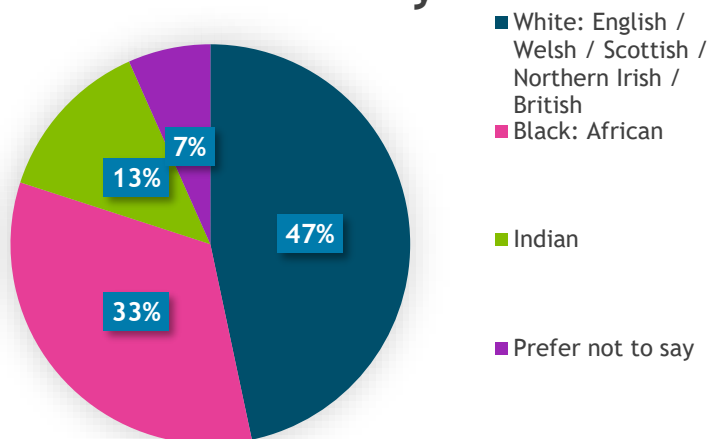
**Demographics\***

\*of the people we spoke to on the visit

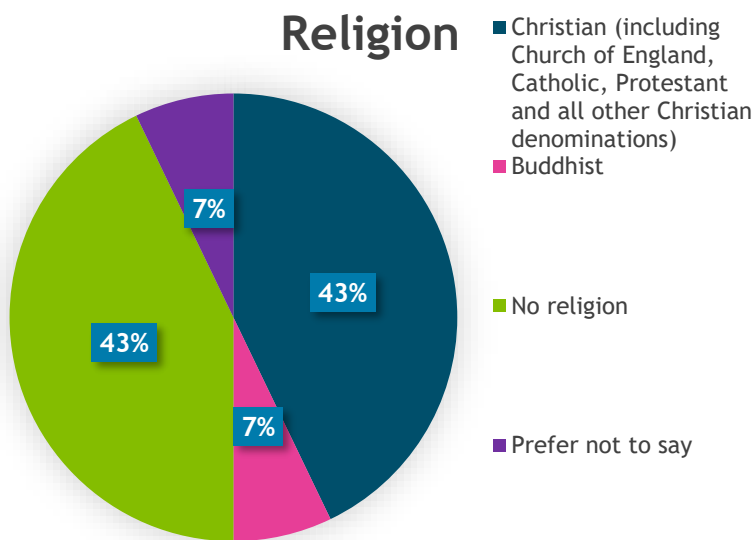
**Gender**



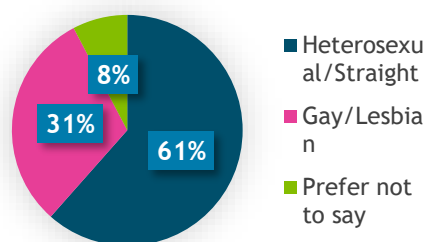
**Ethnicity**



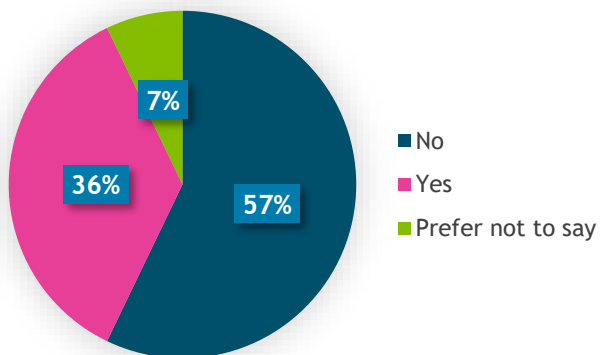
**Religion**



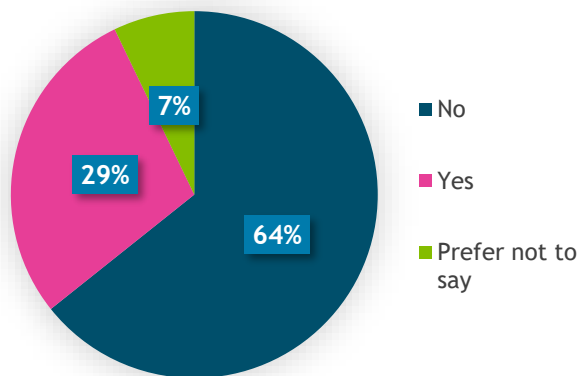
**Sexual Orientation**



**Disability?**



**Carer?**



## References

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

<sup>2</sup> <http://www.cqc.org.uk/location/1-585133416>

## Contact us



### Get in touch

Address: Gunnery House, Gunnery Terrace, Woolwich, London SE18 6SW

Telephone: 020 8301 8340

Email: [info@healthwatchgreenwich.co.uk](mailto:info@healthwatchgreenwich.co.uk)

Website: [www.healthwatchgreenwich.co.uk](http://www.healthwatchgreenwich.co.uk)

Twitter: @HWGreenwich

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