



Enter and View Report

**Worle Health Centre
19th December 2017**



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Details of the Visit

Location:

High Street, Worle, Weston super Mare BS22 6HB

Date and Time of Visit:

19th of Dec 2017, 9.30am 11.30am

Enter and View Representatives:

Jane Towler
Shirley Rainey

Registered Provider:

The Cedars Group

Type of Service:

GP Practice

Specialisms:

N/A

Manager:

Carol Jones, Practice Manager
Livvy Pimm, Deputy Practice Manager

Acknowledgements

Healthwatch North Somerset Authorised Enter and View Representatives wish to thank The Cedars Group and in particular the staff and patients at Worle Health Centre.

Purpose of the Visit

Healthwatch North Somerset is carrying out a series of visits to GP Practices in North Somerset to ascertain the experience and opinions of local patients. Worle Health Centre was selected as part of our series of North Somerset GP Enter and View visits of GP Practices in North Somerset.

Healthwatch North Somerset made the decision to visit GP Practices in North Somerset to observe the patient experience of using the services. Feedback gathered from local people provides a lot of positive feedback and there are numerous examples of good practice. Access to primary care is a theme frequently identified in the intelligence gathered by Healthwatch North Somerset and Enter and View visits allow observation of the patient environment.

The purpose of this Enter and View visit was aimed at outlining what was observed and recognising, highlighting and sharing of good practice and making any suitable suggestions for improvement to the service concerned.

The report may also make recommendations for commissioners, regulators or for Healthwatch North Somerset to explore particular issues in more detail. Unless stated otherwise, Enter and View visits are not designed to pursue the rectification of issues previously identified by other regulatory agencies. Any serious issues that are identified during a Healthwatch Enter and View visit are referred to the service provider and appropriate regulatory agencies for their rectification.

This report relates only to this specific visit and feedback received directly by Healthwatch North Somerset during the two hours of the Enter and View visit. It is not representative of all service users, only those who contributed within the restricted time available, through interviews or other feedback.

Description of the Service

Worle Health Centre are linked with The Cedars Surgery as part of a group. Worle Health Centre is situated in the main High Street of Worle close to Weston super Mare, it has approximately 15,000 patients.

Worle Health Centre Surgery opens from 8.00am to 6.30pm Monday to Friday with pre bookable appointments available daily from 7.30am. The surgery operates a mixture of appointment systems with some being pre-bookable and others booked on-the-day there is also access to an on-call GP available for a telephone conference.

The Surgery has one Partner GP with the remaining being salaried GPs. The surgery is also supported by Nurse Practitioners, practice nurses, health care assistances (HCA) and a Practice Management team including administration staff, receptionists and secretaries.

Patients are encouraged to see the same doctor for continuity but patients are able to choose to see any doctor or to be seen at either of the two practices.

Planning for the visit

The visit was an announced visit with the Surgery Practice Manager being given two weeks' notice. We sent a confirmation of visit letter, Practice Manager Questions, posters and leaflets to the Surgery to inform patients, relatives, carers and staff about the Enter and View visit and about the role of Healthwatch North Somerset. The Enter and View visit was planned at 9.30am to observe the Surgery during a busy period of their day. As part of the planning the Enter and View Representative did some background research - online and out of hours.

How was the Visit Conducted?

Two Enter and View Representatives carried out the visit. The Enter and View Representatives met with the Deputy Practice Manager at the start and at the end of the visit.

The Enter and View Representatives observed the condition of the premises and the interaction between the staff and patients.

The Enter and View Representatives were approached by and talked to one staff member, the information and evidence detailed in this report is collated from speaking to the Practice Manager and the Enter and View Representative's own observations.

The Enter and View Representatives sought background information and reviewed the website to note the information available to patients and made a call out of hours to note the recorded information given to patients.

How were findings recorded?

Comments and quotes were recorded by the Enter and View Representatives whilst observing the Practice and previous contact with the Deputy Practice Manager. Observation and prompt record templates were used to make notes, these were typed up after the visit by an Enter and View Representative. The report was compiled and written based on the notes and records of the visit.

Communication with the Manager

The Enter and View Representatives did not meet with the Practice Management immediately before the Enter and View. The same answers were provided for both Worle Health Centre and the Cedars Surgery as they are run in the same manner.

Three prompt questions were used to establish instances of good practice, evidence change occurring because of patient feedback and identify potential improvements. The three prompt questions and responses are recorded below.

Q1. Are there any examples of good practice that you would wish to share with the rest of the primary care community?

- The surgery strives to provide excellence in all areas, while at the same time treating patients (and staff) as we would like our friends and family to be treated. Each of our clinician groups has regular meetings to discuss any issues ensuring patient care is treated as our top priority.

Q2. Do you have any examples of how the Practice made changes following feedback from patients?

- We have a Patient Participation Group, which meets quarterly. The GP Partners, Practice Manager and Deputy Practice Manager try to attend to ensure all feedback can be actioned as promptly as possible.
- When the Practice started offering online services we had a lot of patient feedback regarding how complicated it was to activate an account. One patient was speaking to the Practice Manager about this and together with the patient, the Practice formulated some step-by-step instructions to hand out with the log-in details. Difficulties seem to have lessened considerably since this. The patient that helped us with this issue went on to be an active member of our PPG.
- We have had a recent comment during a PPG meeting regarding the lack of seats by the reception desk making it very difficult for our elderly population if there is a queue at the front desk. We now try to ensure there are always three members of staff at the desk at busy times and are organising some chairs for people to sit down if needed.

Q3. From the Surgery's perspective, are there any changes or recommendations you would make to improve access to services at the practice for patients?

- There are many services we would like to offer to our patients that we currently can't. We have two sites; both sites function at full capacity. We would like to provide a more universal service to the Worle community, for example services such as leg ulcer clubs and offer more support to our patients with chronic disease, but currently we cannot accommodate this.

Observations and Findings

The Enter and View Representative observed the following:

External Building Condition

- Worle Health Centre Surgery is located in Worle High Street near to Weston super Mare. It is a building that fits within the surrounding shopping area even though it is purpose built, it is situated on the busy high street but is well marked and easily identifiable.

Internal Decoration, Cleanliness and Furnishings

- Worle Health Centre is a friendly surgery which is clean and tidy.
- The Enter and View Representatives received a warm welcome from the receptionists on duty that day although it was felt that the arrival was not expected by the Practice team and the Representatives were not asked to sign in.
- The waiting area has furniture which is a mixture of upholstered and plastic chairs situated around the edge of the room and through the middle of the room, with some chairs having arms for extra leverage for those who need a little extra help to get up from the seat.

Outside Worle Health Centre

- The surgery has a free public car park to the rear of the building which can get busy as it also serves the High Street but the Enter and View Representatives found it easy to park at 9.30am and there are good public transport links; with a bus stop right

outside the building and a zebra crossing to assist with crossing the busy road. There is off road parking and designated disabled bays in the car park.

- The main entrance has a slight incline to be negotiated, this was a little slippery as on the day of the Enter and View visit it was a cold icy day and in this weather the entrance has the potential to cause a Health and Safety risk.

Waiting Room

- The waiting room was of medium size with room for a number of wheelchairs or pushchairs to manoeuvre around.
- The flooring is laminate flooring and is in good condition.
- There is a mixture of seating and there was plenty of seating even when the waiting area became fairly busy.
- There are two doors to enter in order to access the waiting room, these doors are automated and easy to use.
- There is an automated sign-in service with a gel hand dispenser and the reception desk is located next to this service.
- The names and photographs of the staff are not displayed.
- The reception desk is waist height and the opening does not have glass screens.
- There was limited privacy for patients at the reception desk but there was a sign offering patient a more confidential service if required.
- There is no information system informing patients of waiting times or delays.
- Each professional comes in person to the waiting area to call the next patient for their appointment.
- During the time of the observation in the Practice patients moved fairly quickly through the system and did not appear to wait for very long before being called to their appointment.
- There were three members of the reception staff on duty at the time of the Enter and View visit and the manager said she was able to move staff to meet any demands that was put upon them.
- It was observed that the reception staff were very friendly and helpful.
- The reception area is a slight way away from the waiting area which ensured privacy and made phone calls and conversations impossible to be heard from the waiting area.
- There is a patient toilet with baby changing facilities and although this is not signposted in the waiting area it is very clear once entering the area beyond the waiting room.

Information Boards/Leaflets

- There is notice boards in the hallway and the waiting area providing information that is relevant and up to date regarding service provision and specific information on different long-term conditions. There is information regarding free NHS checks. This information is displayed in a number of different languages. There was also a Carers information pack available and the complaints process was displayed.
- Family and Friends information was not displayed nor were Healthwatch North Somerset leaflets; there was no visible comments box or Mission Statement.

Patient Contact

No patient contact took place during the Enter and View visit.

Communication with the Practice Manager at End of Visit

At the end of the Enter and View visit the Representatives spoke with the reception Manager to clarify any issues that were unclear. Please find responses to queries below.

- The Reception Manager commented that at 8.00am in the morning she has all available staff on desk and telephone duty to manage the early morning rush. Once this had been dealt with staff are moved to other duties as required leaving fewer staff on desk duty. During the visit no queue was observed at the desk and patients were dealt with promptly.
- The Enter and View Representatives did not see either the Practice Manager or deputy on the visit to Worle Health Centre as this Practice is part of The Cedars Group. The Deputy Practice Manager, when the Enter and View visit took place at the Cedars, informed the Enter and View Representatives that both services are aligned and managed in the same way.

Out of Hours

As part of the background research the Enter and View representatives noted the following details when they phoned the surgery out of hours: -

- The Practice does not provide out of hour's services to their own patients, this is provided by the local provider Brisdoc. Patients are directed to this service by the practice outside of normal practice hours via a telephone message advising patients to ring 999 for life threatening conditions or 111 if the patient cannot wait until the surgery reopens. This information is accessed both by the website and a telephone message.

Review of the Practice Website

As part of the background research the Enter and View representatives noted the following details when researching the website: -

- The web page is easy to access and has a great deal of information, it was up-to-date and relevant in the information provided.

Recommendations

Healthwatch regulations stipulate that service providers and commissioners have a duty to respond to local Healthwatch reports and recommendations within 20 working days, in writing, to acknowledge receipt and to explain what action they intend to take; or if they do not intend to take action they must explain why. (Health and Social Care Act 2012: Addendum to summary report: issues relating to local Healthwatch regulations).

Healthwatch North Somerset recommends the following based on the Enter and View Representative's observations and feedback received by the public in North Somerset.

We believe the following recommendations to be achievable, affordable and evidence based:

- Information regarding the Patient Participation Group (PPG) was not visible, the Enter and View Representative was informed by the Deputy Practice Manager that the Practice encouraged and engaged with their PPG but it was felt that the role of advertising this meeting was the responsibility of the PPG members themselves and not the practice. The practice could allocate board space in the waiting area for in order that the PPG can post visible information.
- There is no information providing names or photographs of the surgery staff displayed, a name board with photographs displayed in the waiting area would give a more personal touch for patients.

Providers Response

Emailed Response received from the Practice Manager Carol Jones

There is an alteration needed to the Worle Medical Practice report - there was a poster up in the waiting room for Friends and Family, this must have been missed by the Enter and View people.

Thank you
Carol Jones
Practice Manager
The Cedars Surgery

About Healthwatch North Somerset

Healthwatch North Somerset is the local independent voice for health and social care services. We work with local people to improve services for people who live, or access services in North Somerset, gathering local views and experiences and acting on them to make local services better, now and in the future.

Healthwatch North Somerset's statutory function and remit, which is laid out in The Health and Social Care Act 2012, is to provide a voice for people who use health and adult social care services, by:

Influencing

- Giving people an opportunity to have a say about their local health and social care services, including those whose voice isn't usually heard
- Taking public views to the people who make decisions - including having a Representative on the Health and Wellbeing Board (People and Communities Board in North Somerset)
- Feeding issues back to government via Healthwatch England and the Care Quality Commission (CQC)

Signposting

- Providing information about health and social care services in the local area
- Advising people on where to go for specialist help or information (signposting)
- Helping people make choices and decisions about their care
- Working closely with other groups and organisations in the local area.

Enter and View

To enable Healthwatch North Somerset to gather the information it needs about services, there are times when it is appropriate for Healthwatch North Somerset staff and volunteers to see and hear for themselves how those services are provided. That is why the government has introduced duties on certain commissioners and providers of health and social care services (with some exceptions) to allow authorised Healthwatch North Somerset Representatives to enter premises that service providers own or control to observe the nature and quality of those services.

Healthwatch North Somerset Enter and Views are not part of a formal inspection process, neither are they any form of audit. Rather, they are a way for Healthwatch North Somerset to gain a better understanding of local health and social care services by seeing them in operation. Healthwatch North Somerset Enter and View Authorised Representatives are not required to have any prior in-depth knowledge about a service before they visit. Their role is to observe the service, talk to service users and staff if appropriate, and make comments and recommendations based on their subjective observations and impressions in the form of a report.

Legislation allows 'Enter and View' activity to be undertaken with regard to the following organisations or persons:

- NHS Trusts
- NHS Foundation Trusts
- Local Authorities
- a person providing primary medical services (e.g. GPs)

- a person providing primary dental services (i.e. dentists)
- a person providing primary ophthalmic services (i.e. opticians)
- a person providing pharmaceutical services (e.g. community pharmacists)
- a person who owns or controls premises where ophthalmic and pharmaceutical services are provided
- Bodies or institutions which are contracted by Local Authorities or the NHS to provide health or care services (e.g. adult social care homes and day-care centres).

Key Benefits of Enter and View

- To encourage, support, recommend and influence service improvement by:
- Capturing and reflecting the views of service users who often go unheard, e.g. care home residents
- Offering service users an independent, trusted party (lay person) with whom they feel comfortable sharing experiences
- Engaging carers and relatives
- Identifying and sharing 'best practice', e.g. activities that work well
- Keeping 'quality of life' matters firmly on the agenda
- Encouraging providers to engage with local Healthwatch as a 'critical friend', outside of formal inspection
- Gathering evidence at the point of service delivery, to add to a wider understanding of how services are delivered to local people
- Supporting the local Healthwatch remit to help ensure that the views and feedback from service users and carers play an integral part in local commissioning.

Relevant Legislation

- The Local Authorities (Public Health Functions and entry to Premises by Local Healthwatch Representatives) Regulations 2013. (18 February 2013).
- The arrangements to be made by Relevant Bodies in Respect of Local Healthwatch Regulations 2013." (28 March 2013).
- The Local Authorities (Public Health Functions and entry to Premises by Local Healthwatch Representatives) Regulations 2013. (18 February 2013).
- The arrangements to be made by Relevant Bodies in Respect of Local Healthwatch Regulations 2013." (28 March 2013).



Healthwatch North Somerset
3rd Floor
The Sion
Crown Glass Place
Nailsea
BS48 1RB

01275 851400

contact@healthwatchnorthsomerset.co.uk

www.healthwatchnorthsomerset.co.uk



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