

Enter and View Report

Brookhouse Medical Centre, Blackburn

Relocated to Bangor Street Health and Resource Centre, Blackburn

from 1 December 2017



Patients, Carers/Families and Staff have rated this GP Surgery



Visit: Monday 23 October 2017

Report Published: Monday 15 January 2018

List of Contents

1	Introduction	3
1.1	Details of visit	3
1.2	Service description	3
1.2	Acknowledgements	5
1.3	Disclaimer	5
2	What is Enter and View?	6
2.1	Purpose of Visit	6
2.2	Research Methods	8
2.3	Executive summary	9
2.4	Findings	10
	Patients Views – Patient Experience	10
	Patients Views on the waiting room	16
	Patients Views on the environment	17
	Staff Views	19
	Practice Manager Views	20
	Carer/family Views – Carers Experience	23
	Carer/family Views on the waiting room	25
	Carer/family Views on the environment	25
2.5	Additional Findings	26
	Observations from Enter and View authorised representatives on external access and appearance	26
	Observations from Enter and View authorised representatives on Reception area	26
	Observations from Enter and View authorised representatives on Waiting room/seating area	27
	Observations from Enter and View authorised representatives on Additional Facilities	30
	Observations from Enter and View authorised representatives on Dementia Friendly Approach	30
	Observations from Enter and View authorised representatives on Cleanliness and Maintenance of Communal Areas	31
	Observations from Enter and View authorised representatives on Patient Voice and Feedback	31
	Observations from Enter and View authorised representatives on Safety	33
	Observations from Enter and View authorised representatives on Staffing, Leadership and Promoting Positive and Respectful Attitudes	33
	Observations from Enter and View authorised representatives on Appointments	33
2.5	Recommendations	33
2.6	Service Provider Response	35
2.7	Distribution List	36
2.8	Contact Details	36

1 Introduction

1.1 Details of visit

Details of visit:	
Service Address	Whalley Range, Blackburn, BB1 6EA
Service Provider	Brookhouse Medical Centre
Date and Time	Monday 23 October 2017 11.05 am – 12.25 pm
Authorised Representatives	Sharon Hardman (Lead), Diane Taylor and Eve Chidzungu
Contact details	Healthwatch Blackburn with Darwen, Suite 17, Kings Court, 33 King Street, Blackburn, BB2 2DH
GP Practice Staff	Sumayya Mayat – Practice Manager

1.2 Service description

Since this Enter and View visit Brookhouse Medical Centre has merged with Bangor Street Health and Resource Centre and relocated into one building at Bangor Street Health and Resource Centre, Bangor Street, Blackburn, BB1 6DY on 1 December 2017. This is to become more resilient and sustainable for the local population they serve through facing transformation of Primary Care Services within the NHS.

Brookhouse Medical Centre is situated close to the town of Blackburn at Whalley Range. It delivers primary medical services to a patient population of approximately 6,100 patients via a general medical services (GMS) contract with National Health Service (NHS) England. The practice is part of the NHS Blackburn with Darwen Clinical Commissioning Group (CCG) and is currently accepting new patients. This practice is a teaching and training practice, taking medical students as well as registrars.

The average life expectancy of the practice population is slightly below the national average - 77 years for males and 81 for females, compared to 79 years for males and 83 years for females nationally.

The practice has a higher proportion of younger patients than the average practice both locally and nationally. For example, 20% of the practice population are aged between 5 and 14 years, compared to the local average of 14% and national average of 12%. The proportion of patients aged under the age of 18 years at this practice is 33%, compared to the local average of 25% and national average of 21%. Consequently, this practice caters for a lower proportion of older patients, for example 5% are aged of 65 compared to the local average of 14% and national average of 17%.

Information published by Public Health England estimates that 70% of the practice's patient cohort is of Asian ethnic background. Information also published by Public Health England rates the level of deprivation within the practice population group as two on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

This practice is currently participating in a new nationwide research study by Lancashire Care NHS Foundation Trust and the University of Manchester for British South Asian mothers looking at group psychological intervention for postnatal depression.



The NHS Choices users overall rating for this GP surgery is 3.5 out of five stars. This rating collates scores from 58 patients' on-line responses covering telephone access, appointments, dignity and respect, involvement in decisions and providing accurate information. In the Family and Friends test 50% of patients using this practice would recommend it to friends and family. This practice was retaking the Family and Friends test with posters displayed and NHS Friends and Family feedback box located near Reception with postcards and pens available.



The Care Quality Commission (CQC) rated Brookhouse Medical Centre as overall 'good' in its inspection on 5 July 2017.



1.2 Acknowledgements

Healthwatch Blackburn with Darwen would like to thank the staff and patients of Brookhouse Medical Centre for their contribution to the Enter and View visit and for making us feel welcome during the visit. We would also like to thank the Receptionist for encouraging staff to complete our staff questionnaires. Thank you to our trained Enter and View authorised representatives for their contributions.

Thank you to Anna Diaconu, work experience placement student from Darwen Academy Enterprise Studio for providing the graphic design throughout this Enter and View report.

1.3 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 patients and staff, only an account of what was observed and contributed at the time.

2 What is Enter and View?





Part of the local Healthwatch programme is to carry out Enter and View visits. Healthwatch Blackburn with Darwen authorised 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 (2012) allows Healthwatch Blackburn with Darwen 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 Blackburn with Darwen 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 Blackburn with Darwen safeguarding policies.

2.1 Purpose of Visit

Healthwatch Blackburn with Darwen made the decision to do Enter and View visits at several GP practices in the borough with a focus on the patient experiences following the publication of our recent Great Practice GP report in August 2017. We worked in partnership with GP surgeries in Blackburn and Darwen borough on this project to explore the views and experiences of their patients. The report details the findings which briefly found:

-  A good service provided by the majority of GP's & surgeries.
-  Receptionists attitude & decision making was sometimes challenging.
-  Waiting time both on the phone & for appointments was an issue for some participants.
-  Lack of time in appointments to address patient issues/symptoms.

In July 2017, the annual GP Patient Survey results for NHS Blackburn with Darwen Clinical Commissioning Group (CCG) were published which asked residents for their opinions on GP practices, measuring their experiences on a range of topics including how easy it was to get through on the phones at GP practices, ease of making appointments, waiting times, the quality of care given,

practice opening times and out of hours service. This survey found that one in three people (31%) living in Blackburn with Darwen felt they waited too long to be seen at their GP practice and that 95% of patients said that they trusted their GP.



Brookhouse Surgery achieved 58% overall patient satisfaction rating in this annual GP Patient Survey and was the lowest ranked GP surgery in Blackburn with Darwen. The results showed the practice was performing lower than local and national averages. However, this survey period related to a period of significant change for this practice, with the current provider delivering services at the practice since October 2016. The most recent survey forms had been distributed to patients in January 2017, which was during a transitional period for Brookhouse Medical Centre as survey forms were distributed three months after the current provider took over the practice. Brookhouse Medical Centre had analysed the results from the 2016 GP Patient Survey when the current provider had taken over the service and developed an action plan based on areas of concern highlighted by the patients. For the 2017 GP survey a total of 386 survey forms were distributed and 114 were returned. This represented a response rate of 30% and was just under 2% of the practice's patient list. Key results were:

- 58% of patients described the overall experience of this GP practice as good compared with the CCG average of 86% and national average of 85%.
- 42% of patients described their experience of making an appointment as good compared with the CCG average of 75% and the national average of 73%.
- 41% of patients said they would recommend this GP practice to someone who has just moved to the local area compared to the CCG average of 79% and national average of 77%.

As part of key area of our strategic work plan our authorised Enter and View representatives visit a variety of GP practices in Blackburn and Darwen to gather feedback directly from patients, staff, carers/families through Enter and View visits. Healthwatch Blackburn with Darwen wanted to observe GP practices themselves and engage with patients, carers/families and staff to understand their experiences at Brookhouse Medical Centre.

2.2 Research Methods

On Monday 23 October 2017, an unannounced Enter and View visit was undertaken by authorised representatives from Healthwatch Blackburn with Darwen who have the authority to enter health and social care premises, announced or unannounced, to observe and assess the nature and quality of services and to obtain the views of those people using the service. A letter was sent to Sumayya Mayat, the Practice Manager on 7 August 2017 explaining the intention to do an unannounced Enter and View visit at this setting in the next 3 months with the Guide for Enter and View visits for Service Providers and Healthwatch Blackburn with Darwen leaflets. At the day of the visit Sumayya Mayat explained that she had not received this information and she said she was happy for us to continue the Enter and View visit. The Enter and View notice letter and Guide for Enter and View visits for service providers was resent to the Practice Manager via email after the Enter and View visit.

The team of authorised Enter and View representatives recorded their observations using a pre-prepared observation sheet and questionnaires for Practice Manager, staff, carer, family and patients to allow feedback from all of these groups. The team compiled this report reflecting these observations and feedback. The report is sent to the Practice Manager for validation of the facts. Any response from the Practice Manager is included within the final version of the report which is published on the Healthwatch Blackburn with Darwen website at www.healthwatchblackburnwithdarwen.co.uk

The team reviewed the Care Quality Commission (CQC) report which rated Brookhouse Medical Centre consistently 'good' in all areas providing safe, effecting and caring services that are well-led and responsive to people's needs in their most recent inspection on 27 July 2016. The team also reviewed the website and information on NHS Choices.

At this Enter and View visit we engaged with 12 patients, 6 staff members including 1 Practice Manager, 1 Carer/Family and undertook 3 observations. The aim was to gather information concerning patients' experiences at Brookhouse Medical Centre and their suggestions for improvements.

Ethical considerations were made such as:

- We checked with the provider if there are individuals who should not be approached or are unable to give informed consent. It was stated that there were no patients, staff or family/friends that should not be approached, or have their views formally recorded.
- We were transparent about why we were there as each authorised Enter and View representative verbally explained why we were there and it was made clear to any member of the public that talked to us that they could stop the interview at any time.

- During the Enter and View visit the Practice Manager explained she would not be available during our visit so there was not the opportunity to discuss brief findings with her based on our visit recording a snapshot in time.

2.3 Executive summary

Healthwatch Blackburn with Darwen Enter and View representatives conducted an unannounced Enter and View visit at Brookhouse Medical Centre, Blackburn on Monday 23 October 2017 at 11.05 am - 12.25 pm to collect views directly from patients, staff and carers/families on their experience of this GP surgery. We spoke to 12 patients, 6 staff members including 1 Practice Manager, 1 Carer/Family and undertook 3 observations. The key findings were:



100% of patients said:

- There was enough space for prams, children's buggies, wheelchairs and mobility aids at Brookhouse Medical Centre.
- The seating was comfortable in the waiting area and they found it easy to find their way around this GP practice.
- They feel safe at this GP practice.
- This GP surgery is clean.
- The lighting and temperature was suitable at Brookhouse Medical Centre.
- This GP surgery is well maintained and decorated to an acceptable standard.
- They felt listened to at Brookhouse Medical Centre.

100% of staff said they:

- 4 of the 4 members of staff (100%) who answered this question said they did have an appraisal every 12 month.

Key recommendations included:


-  **Recommendation 2:** Encourage patients to get involved in the Patient Participation Group.
-  **Recommendation 3:** All staff to be Dementia Friends trained, one member of staff to attend Blackburn with Darwen Dementia Alliance meetings regularly and for Brookhouse Medical Centre to work towards becoming a dementia friendly organisation.


Brookhouse Medical Centre is to inform Healthwatch Blackburn with Darwen of actions in regard to all recommendations by 31 March 2018.

2.4 Findings


Patients Views - Patient Experience


1. What star rating would you give this GP surgery? 1 is poor, 5 is excellent

 7 of the 12 patients (58%) rated this GP surgery as either average (two stars) or good (three stars). One patient commented, “When we ask for an appointment there is no time, and we had to wait for two to three days.”

 5 of the 12 patients (42%) rated this GP surgery as either 4 stars which is very good, or 5 stars, which is excellent. One patient said, “A lot of improvements have been made, things are going in the direction. I think they will need more time to improve things. Dr Tanveer Ahmed is doing an excellent job.” Another patient said, “Happy with GP.”

2. How would you rate the staff? 1 is poor, 5 is excellent

 7 of the 11 patients (64%) who answered this question rated the staff as 4 stars, which is very good or 5 stars, which is excellent. One patient said, “They speak nicely to you.”

 4 of the 11 patients who answered the question (36%) rated the staff as 2 stars, which is average or 3 stars, which is good. One patient said, “They don't try to give you an appointment as soon as you want for emergency or routine. Not helpful with this.”

3. How do you usually book your appointment?

Of the 10 patients who answered this question 9 patients (90%) said that they booked their appointments by telephone. Two of the 10 patients who answered gave two responses and also booked their appointments online sometimes and one patient said she also occasionally booked their appointment at Reception as well as by telephone.

1 patient (10%) said that usually booked their appointment at Reception only.

Recommendation 1: At the new premises continue to offer and promote on line services such as online appointment bookings and online access to order or repeat prescriptions. Brookhouse Medical Centre to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

4. How do you find getting a GP appointment on the same day?

6 of the 10 patients (60%) who answered the question found it difficult or very difficult to get an appointment with the GP on the same day.

4 out of 10 patients (40%) found it easy or very easy to get an appointment with a GP on the same day.

5. How do you find getting a routine appointment?

6 of the 10 patients (60%) who answered this question found it difficult or very difficult to get a routine appointment.

3 of the 10 patients (30%) who answered this question found it easy or very easy to get a routine appointment.

1 of the 10 patients (10%) answered not applicable to this question.

6. Do you feel treated with dignity and respect?

8 of the 10 patients (80%) who answered the question felt they were treated with dignity and respect at Brookhouse Medical Centre.

1 of the 10 patients (10%) who answered the question was unsure whether they were treated with dignity and respect at this GP surgery.

1 of the 10 patients (10%) preferred not to say whether they were treated with dignity and respected at this surgery.

Good practice example 1:

8 of the 10 patients (80%) felt they were treated with dignity and respect at Brookhouse Medical Centre.

This is evidence of NICE Guideline CG138 - Patient Experience in Adult NHS Services: Improving the experience of care for people using adult NHS services.

Respect for the patient

1.2.1 All staff involved in providing NHS services should:

- treat patients with respect, kindness, dignity, compassion, understanding, courtesy and honesty.
- respect the patient's right to confidentiality.
- not discuss the patient in their presence without involving them in the discussion.

7. At this GP surgery do you feel listened to?



9 of the 10 patients (90%) who answered the question said they felt listened to at Brookhouse Medical Centre.

1 of the 10 patients (10%) preferred not to say an answer to this question.

Good practice example 2:

9 of the 10 patients (90%) said they felt listened to at Brookhouse Medical Centre.

This is evidence of NICE Guideline CG138 - Patient Experience in Adult NHS Services: Improving the experience of care for people using adult NHS services.

1.2.4 Listen to and discuss any fears or concerns the patient has in a non-judgemental and sensitive manner.

8. Do you feel lonely and/or isolated?

7 of the 10 patients (70%) who answered this question said they did not feel lonely and/or isolated.

2 of the 10 patients (20%) who answered this question did feel lonely and/or isolated.

1 of the 10 patients (10%) preferred not to say an answer to this question.

9. Do you find the information you receive in your appointments helpful?

8 of the 10 patients (80%) who answered this question said they found the information received in their appointments helpful.

2 of the 10 patients (20%) answered unsure to this question.

Good practice example 3:

8 of the 10 patients (80%) said they found the information given in their appointments helpful.

This is evidence of two aspects of NICE Guideline CG138 - Patient Experience in Adult NHS Services: Improving the experience of care for people using adult NHS services.

1.5.11 Give the patient information, and the support they need to make use of the information, in order to promote their active participation in care and self-management.

1.5.17 Give the patient (and/or their family members and carers) information to enable them to use any medicines and equipment correctly. Ensure that the patient and their family members and carers feel adequately informed, prepared and supported to use medicines and equipment and to carry out self-care and self-management.

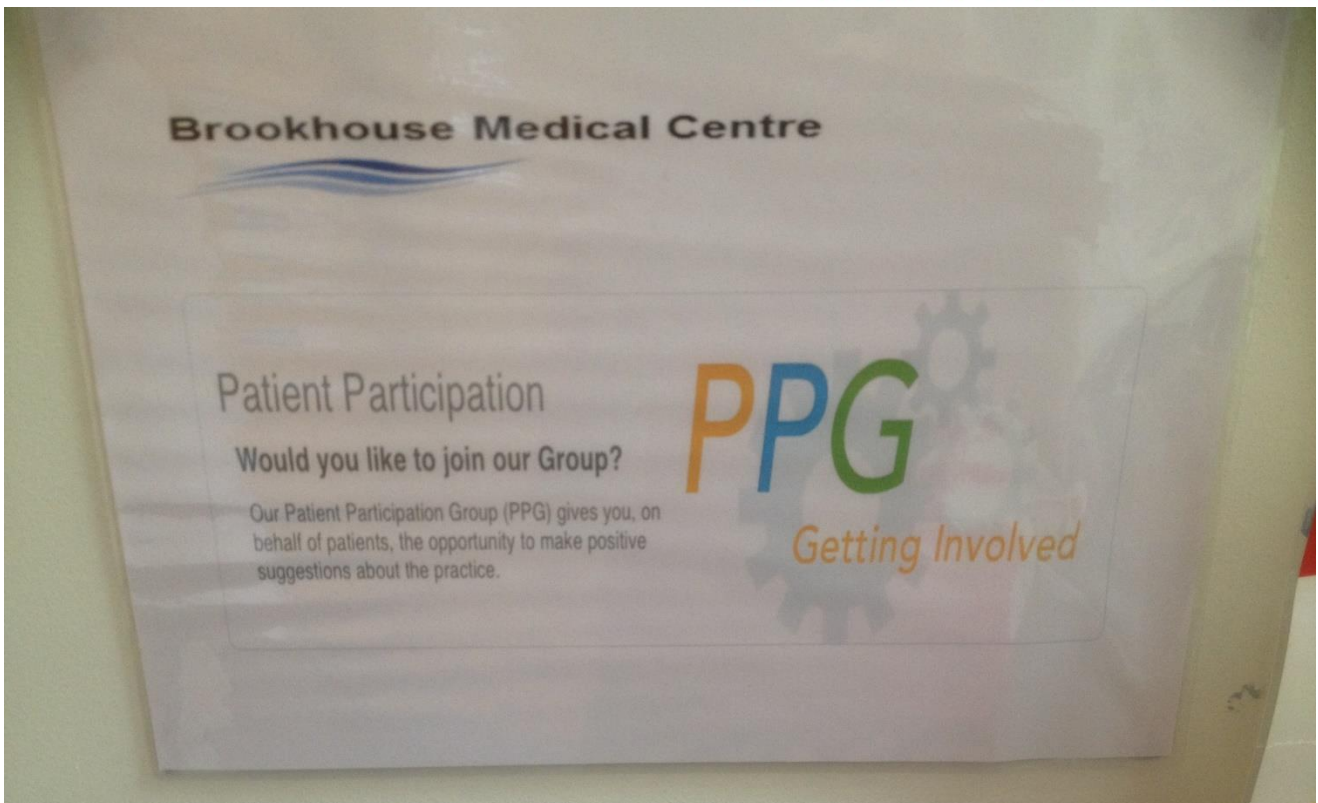
10. Have you heard of the Patient Participation Group?

5 of the 10 patients (50%) who answered this question at Brookhouse Medical Centre said they had not heard of the Patient Participation group.

3 of the 10 patients (30%) who answered this question said they had not heard of the Patient Participation group.

2 of the 10 patients (20%) said they were unsure when they answered this question.

A photograph of the Patient Participation group poster displayed at Brookhouse Medical Centre at its previous premises is shown on the next page.



Recommendation 2: At the new premises encourage patients to get involved in the Patient Participation Group through displaying clear contact details on your Patient Participation Group poster. You need to include information about how patients can join the Patient Participation group, for example “If you would like further details please contact Reception” or “Please ring 01254 287130 and speak to the Practice Manager for further details.” The Patient Participation Group posters also need to be displayed at more prominently locations in the surgery. Brookhouse Medical Centre to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

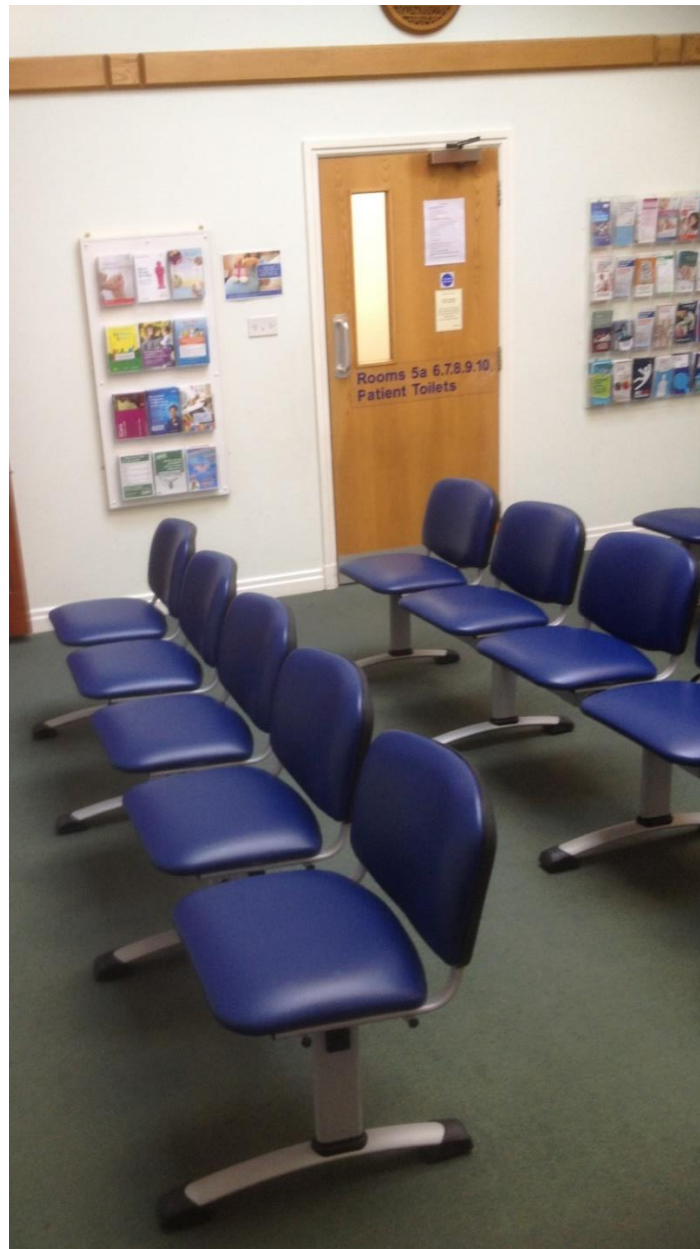
Patients Views on the waiting room

11. Is there enough space for prams, children's buggies, wheelchairs and mobility aids?

8 of the 8 patients (100%) who answered this question said there was enough space for prams, children's buggies, wheelchairs and mobility aids at Brookhouse Medical Centre.

12. Is the seating comfortable in the waiting area?

9 of the 9 patients (100%) who answered this question said the seating was comfortable in the waiting area at the previous premises, which can be seen below:



13. Do you feel safe at this GP practice?

9 out of 9 patients (100%) of patients who answered this question said they feel safe at this GP practice.

Patients Views on the environment

14. Do you find it easy to find your way around this GP practice?

10 of the 10 patients (100%) who answered this question said they found it easy to find their way around this GP practice.

15. Is this GP surgery clean?

10 of the 10 patients (100%) who answered this question said this GP surgery is clean.

16. Is the lighting suitable?

10 of the 10 patients (100%) who answered this question said the lighting was suitable at Brookhouse Medical Centre.

17. Is this GP surgery at the appropriate temperature?

10 of the 10 patients (100%) who answered this question said this GP surgery is at the correct temperature.

18. Are the floors and carpets in good condition?

8 of the 10 patients (80%) who answered this question said the floors and carpets at Brookhouse Medical Centre are in good condition.

1 of the 10 patients (10%) who answered this question said the floors and carpets were not in good condition.

1 of the 10 patients (10%) preferred not to say an answer to this question.

19. Is this GP surgery well maintained and decorated to an acceptable standard?

10 of the 10 patients (100%) who answered this question said this GP surgery is well maintained and decorated to an acceptable standard.

20. Do you know how to find the complaints procedure?

7 of the 10 patients (70%) who answered this question said they would know how to find the complaints procedure.

2 of the 10 patients (20%) who answered this question said they would not know how to find the complaints procedure.

1 of the 10 patients (10%) who answered this question would be unsure where to find the complaints procedure.

21. What changes would you like to see in this GP surgery?

Two patients commented about appointments with one patient saying, “Want an appointment on the same day.” and another patient said, “If the doctors would make appointments within the week and not just on the day.”

One patient wrote, “With the help of the Patient Participation Group things will improve. Repeat prescriptions need to be monitored also patient abuse.”

One patient stated, “Serves my purpose of visit and not had any problems. So sorry nothing to suggest.”

One patient said, “Don’t like being on hold in a queue when on the phone.”

One patient said, “Carpet needs to be cleaned. Need a clock in the waiting area.”

One patient would like the seating area improved.

22. Further comments

One patient commented, “I feel the patients need educating. All problems cannot be solved by medicine. Dr Ahmed is fully committed to the surgery. He has taken over a very difficult situation. Give him more time. I think things will improve even further.”

One patient wrote, “I like this surgery. Happy with the amount of doctors available. Sometimes hard to get appointments. This one (appointment) booked for today as emergency. Hard to get one (appointment) for next week.”

One patient wrote, “Average condition of surgery is good.”

Staff Views

1. What star rating would you give this GP surgery? 1 is poor, 5 is excellent

4 of 6 members of staff (66%) who answered this question rated Brookhouse Medical Centre as 5 stars, which is excellent.

1 of 6 members of staff (17%) rated this GP surgery as 3 stars, which is good.

1 of 6 members of staff (17%) who answered this question rated this GP surgery as 2 stars, which is average.

Comments from staff were, “Organised and well-run practice,” and “Not welcomed by a member of staff until I said I was a ‘stand in’. However, when I needed assistance it was given immediately.”

2. Do you have enough time to spend with patients?



2 of 5 members of staff (40%) who answered this question said they had enough time to spend with patients.

2 of 5 members of staff (40%) said they did not have enough time to spend with patients. One member of staff commented, “No, would prefer 30-minute slots.”

1 of 5 members of staff (20%) said they had enough time to spend with patients most of the time.

3. What was your last training and development opportunity and when did this occur?

5 responses from staff were:

- Emodule April 2017
- Elearning/BLS/Appraisal April/June 2017
- Cancer Champion August 2017
- Imms & Vaccs, Smears September 2017
- At my place of work monthly emergency drills

4. Do you have an appraisal every 12 months?

4 of the 4 members of staff (100%) who answered this question said they did have an appraisal every 12 months.

One member of staff who didn't answer the question commented, "Don't work here all the time."

5. What do you feel could be improved in this GP practice?

Two members of staff felt there was nothing that could be improved in this GP practice. One member of staff commented, "Nothing really. There are a lot of improvements being done by the new management and they are working well." Another member of staff said, "Nothing."

One member of staff said, "Need better knowledge patients to read the posters."

One member of staff wrote, "Telephone in the room I was using as I have had to use my own personal mobile phone all session."

One member of staff stated, "More signs to inform patients about having patience to wait when coming to the front desk."

Practice Manager Views

1. What star rating would you give this GP surgery? 1 is poor, 5 is excellent

The Practice Manager rated Brookhouse Medical Centre as 5 stars, which is excellent and commented, "Organised and well-run practice."

2. Please describe the staff structure in this GP surgery



The Practice Manager said there were 2 GPs, 2 Advanced Practitioners, 2 Practice Nurses, 2 Health Care Assistants, 1 Practice Manager, 1 Office Manager and 6 Admin staff at Brookhouse Medical Centre.

3. How is this GP surgery dementia friendly?

The Practice Manager said, “We are working towards becoming dementia friendly, starting with clinical staff being trained.”

Recommendation 3: At the new premises all staff to be Dementia Friends trained, one member of staff to attend Blackburn with Darwen Dementia Alliance meetings regularly and for Brookhouse Medical Centre to work towards becoming a dementia friendly organisation and inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.



4. What times are the surgery and clinic appointments?

The Practice Manager said, “8.00 am - 12.30 pm and 1.30 pm to 5.00pm. Mondays, we work evenings.”

5. Is there a disabled toilet?

🟡 The Practice Manager said there was a disabled toilet.

6. Is there a disabled parking available?

🟡 The Practice Manager has said there was disabled parking available.

7. What translation service do you use?

🟡 The Practice Manager said, “Staff and telephone interpreting.”

8. How often do you use this translation service?

🟡 The Practice Manager said the translation service was used when required.

9. How many patients do you have registered today

🟡 The Practice Manager said there were 6,100 patients registered on 23 October 2017.

10. How many patients have additional needs?

🟡 The Practice Manager said 19 patients who have additional needs on 15 November 2017.

11. What training is provided to staff to support patients with additional needs? Physical disabilities, learning disabilities and mental health conditions

The Practice Manager replied:

🟡 “Physical disabilities - Health & Safety, Manual Handling, Infection Control, Online training.

🟡 Learning disabilities - Training provided to clinical and administrative staff.

🟡 Mental health conditions - MCA update on line.”

Recommendation 4: To provide specific details of training courses provided to all staff on disability awareness. Brookhouse Medical Centre to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

12. How many patients regularly attend the Patient Participation group?

🟡 The Practice Manager said 6 people regularly attended the Patient Participation Group and this started in 2016.

13. What support is given to those patients who are socially isolated?

🗨️ The Practice Manager said, “Awareness of other services, home visit service available.”

14. How many staff are working during this visit?

🗨️ The Practice Manager said 8 staff were working during this visit.”

15. Further comments

🗨️ The Practice Manager said, “None - unfortunately did not receive any information about a visit.”

Carer/family Views - Carers Experience

1. What star rating would you give this GP surgery? 1 is poor, 5 is excellent

🗨️ One carer/family rated this GP surgery as 2 stars, which is average. This carer/family commented, “Very hard to get an appointment, even if you ring 8 o’clock in the morning.”

2. How would you rate the staff? 1 is poor, 5 is excellent

🗨️ One carer/family rated the staff as 2 stars, which is average.

3. How do you usually book your appointment?

🗨️ One carer/family usually books their appointments by telephone.



4. How do you find getting a GP appointment on the same day?

🗨️ One carer/family said they found it very difficult to get an appointment on the same day.

5. How do you find getting a routine appointment?

🗨️ One carer/family said they found getting a routine appointment easy.

6. Do you feel treated with dignity and respect?

🗨️ One carer/family said they were unsure when asked if they were treated with dignity and respect at Brookhouse Medical Centre.

7. At this GP surgery do you feel listened to?

One carer/family said they were unsure if they felt listened to at this GP surgery.

8. Are you recorded as a Carer on your medical records?

One carer/family said they were not recorded as a carer on their medical records.

Recommendation 5: At the new premises ensure carers are recorded as carers on their GP medical records at Brookhouse Medical Centre and to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

9. Have you been provided with information about the person you care for?

One carer/family did not answer this question.

10. Have you ever had a home visit to you or the person you care for?

One carer/family did not answer this question.

11. Are your repeat prescriptions delivered by your local pharmacy?

One carer/family did not answer this question.

12. Do you feel lonely and/or isolated?

One carer/family did not answer this question.

13. Has this GP practice ever provided you with supporting letters and/or information to enable you and the person you care for to access benefits such as Attendance Allowance or for local housing department or blue badge scheme?

One carer/family did not answer this question.

14. Have you heard of the Patient Participation group?

One carer/family did not answer this question.

Carer/family Views on the waiting room

15. Is there enough space for prams, children's buggies, wheelchairs and mobility aids?

One carer/family did not answer this question.

16. Is the seating comfortable in the waiting area?

One carer/family did not answer this question.

17. Do you feel safe at the GP practice?

One carer/family did not answer this question.

Carer/family Views on the environment

18. Do you find it easy to find your way around this GP practice?

One carer/family did not answer this question.

19. Is this GP surgery clean?

One carer/family did not answer this question.

20. Is the lighting suitable?

One carer/family did not answer this question.

21. Is this GP at the correct temperature?

One carer/family did not answer this question.

22. Are the floors and carpets in good condition?

One carer/family did not answer this question.

23. Is the GP surgery well maintained and decorated to an acceptable standard?

One carer/family did not answer this question.

24. Do you know how to find the complaints procedure?

One carer/family did not answer this question.

25. What changes would you like to see in this GP surgery?

One carer/family did not answer this question.

26. Further comments

- One carer/family did not answer this question.

2.5 Additional Findings

Observations from Enter and View authorised representatives on external access and appearance

- Signage on approach to Brookhouse Medical Centre was clear. The external environment is pleasant and well maintained.
- There is a bus stop nearby which may mean a long walk to Brookhouse Medical Centre for anyone travelling by bus.
- There were clear disabled car parking spaces available for people with disabilities accessing this GP surgery. There was also a disabled ramp as an alternative to steps at the entrance of the building to enable people with disabilities to access the building.
- We requested to sign in on entrance to the building and sanitising hand gel was available on entry.


Observations from Enter and View authorised representatives on Reception area

- There was a clear entry route to the Reception. The impression of this Doctor's surgery was calm, friendly, caring and professional.
- There was not a prescription box available on or near the Reception desk.
- There was no noise observed that would affect privacy of patients in person or who are speaking on the telephone. The Receptionist closed the clear partition when privacy was needed at the Reception desk.
- The Reception and waiting room area hosted leaflets in 2 leaflet display areas about;

Worried about your memory - Alzheimer's Society, Alzheimer's and memory loss - Alzheimer's Research UK, NHS Bowel Screening Program, Be Smoke Free Cut Your Cancer Risk - Cancer Research UK, Spotting the signs of cancer for women - Cancer Research UK, Your Cancer Guide - Cancer Research UK, A quick guide to childhood immunisations for the parents of premature babies - NHS,

Cervical Cancer - Cancer Research UK, Be clear on Cancer - NHS, Advice and Information for Unpaid Carers - Blackburn with Darwen Carers Service, Advice and Information for Carers - Blackburn with Darwen Carers Service, Cervical Screening - Jo's cervical cancer trust, Creative and Support Therapies - East Lancashire Hospice, Do you have Type 2 Diabetes? Then Meet Desmond - NHS, Why is flu serious for people with diabetes? - Flu Protect, Diabetes: Safe Driving and the DVLA - Understanding Diabetes, Do you have diabetes? - Understanding Diabetes, Diabetes and your kidneys - Understanding Diabetes, Disability Information Service - Your Support Your Choice, We need volunteer patients - University of Central Lancashire, Does somebody your care about use drugs or have an alcohol issues? - Blackburn with Darwen Carers Service, Falls Stop - re:fresh, Don't underestimate the risks of flu - Flu Protect, Calling out to the Blackburn Community - Blackburn Rovers, Healthwatch Blackburn with Darwen, iCare Solutions Limited, Do you have a long-term conditions or are you 65 or over? - NHS, Protecting your baby against meningitis and septicaemia - NHS, Are you 40-74? Find out about your free NHS Health Check - NHS, Do you know the way to a healthier future? - NHS Blackburn with Darwen, Policy for procedures of Limited Clinical Value - NHS Blackburn with Darwen Clinical Commissioning Group, Positive Minds, Pregnant - NHS Public Health England, Thinking of getting pregnant - NHS, If you are in your seventies don't let shingles become a burning issue, Baby on the way, quit today, Making our home smoke-free has been great for me and her - Smoke Free, Blackburn with Darwen Wellbeing Service and Whooping cough and pregnancy - NHS.

Observations from Enter and View authorised representatives on Waiting room/seating area

 The waiting area was very light and had a television on silent displaying short health promotion messages, for example information on asthma, stroke, MMR vaccinations, tips on how to get the best out of a 10-minute appointment, chaperone service. There was a range of magazines available, leaflet displays and noticeboards displaying health messages. A picture of the leaflet display is shown below and picture of noticeboards from the previous premises are shown on the next page.





- The seating was wipe clean helping with infection control. However, there was not a variety of seats at different levels with arms available.
- At the entrance of the surgery there was an electronic signing in point. Patients were called for their appointment when the doorbell rings and their name is displayed on the TV screen with information about who their appointment was with and which room to go to for their appointment.
- There was enough space for prams, children's buggies, wheelchairs and mobility aids.
- There was a poster about the complaints procedure clearly displayed.
- The current CQC report was not displayed, however there was poster showing a link to the CQC website.

Recommendation 6: At the new premises display the most current CQC report from July 2017 CQC visit and to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

Observations from Enter and View authorised representatives on Additional Facilities

- There were a number of additional features in place to support those patients, staff, carers/family and visitors with additional needs. For instance, a disabled toilet was accessible fitted with washing facilities, an emergency cord and support arm for the toilet. Although this toilet was not directly visible from the seating/waiting area there was clear signage visible with large black text on a white background.
- There was no evidence of access to British Sign Language support or a hearing loop. There was no evidence of a translation service for Asylum Seekers and Refugees.
- Some of the leaflets and posters displayed were in different languages.

Observations from Enter and View authorised representatives on Dementia Friendly Approach

- The waiting area and Reception area were clutter free and on one level which is dementia friendly.
- Flooring inside the waiting area was all on one level, easy to clean and compromised of grey carpet for immediately in front of the reception and green carpet for the waiting area with contrasting white walls.
- There were no clocks visible on the walls of the surgery's waiting area or Reception.

Recommendation 7: At the new premises provide a large coloured clock in the waiting area and to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

Recommendation 3: At the new premises all staff to be Dementia Friends trained, one member of staff to attend Blackburn with Darwen Dementia Alliance meetings regularly and for Brookhouse Medical Centre to work towards becoming a dementia friendly organisation and inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.



Observations from Enter and View authorised representatives on Cleanliness and Maintenance of Communal Areas

🟢 This GP surgery was very clean in the Reception and in the waiting area. There were no maintenance issues that required attention.

Observations from Enter and View authorised representatives on Patient Voice and Feedback

🟢 There were Patient Participation Group posters displayed although the poster did not provide contact details of where to go if patients, carers/families were interested in getting involved in this group. This could be better promoted, and patient participation encouraged if this information was provided, placed at eye level and in prominent spot in the waiting area.

Recommendation 2: At the new premises encourage patients to get involved in the Patient Participation Group through displaying clear contact details on your Patient Participation Group poster. You need to include information about how patients can join the Patient Participation group, for example “If you would like further details please contact Reception” or Please ring 01254 287130 and speak to the Practice Manager for further details.” The Patient Participation Group posters also need to be displayed at more prominently locations in the surgery. Brookhouse Medical Centre to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

There were NHS Friends and Family postcards for patients, carers/families to complete and the NHS Friends and Family poster was displayed. The response box was clearly displayed on Reception.

A picture of the NHS Friends & Family response box at the previous premises is shown below.



Observations from Enter and View authorised representatives on Safety

🟡 All floors were clear of obstructions and trip hazards. Upon arrival, all the Enter and View authorised representatives were asked to sign in as visitors.

Observations from Enter and View authorised representatives on Staffing, Leadership and Promoting Positive and Respectful Attitudes

🟡 During the Enter and View visit the Reception desk was manned by one member of staff who was very calm, showed positive professional interactions between patients and talked to all patients respectfully. The staff we spoke to were very warm and friendly, very obliging, positive and co-operative throughout our visit. There were no negative interactions observed by Enter and View representatives at Brookhouse Medical Centre.

Observations from Enter and View authorised representatives on Appointments

🟡 Brookhouse Medical Centre advertises its opening hours and booking procedures on its website. Patients are able to book appointments by telephone, on-line or in person.

2.5 Recommendations

Recommendation 1: At the new premises continue to offer and promote on line services such as online appointment bookings and online access to order or repeat prescriptions. Brookhouse Medical Centre to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

Recommendation 2: At the new premises encourage patients to get involved in the Patient Participation Group through displaying clear contact details on your Patient Participation Group poster. You need to include information about how patients can join the Patient Participation group, for example “If you would like further details please contact Reception” or Please ring 01254

287130 and speak to the Practice Manager for further details.” The Patient Participation Group posters also need to be displayed at more prominently locations in the surgery. Brookhouse Medical Centre to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

Recommendation 3: At the new premises all staff to be Dementia Friends trained, one member of staff to attend Blackburn with Darwen Dementia Alliance meetings regularly and for Brookhouse Medical Centre to work towards becoming a dementia friendly organisation and inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.



Recommendation 4: To provide specific details of training courses provided to all staff on disability awareness. Brookhouse Medical Centre to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

Recommendation 5: At the new premises ensure carers are recorded as carers on their GP medical records at Brookhouse Medical Centre and to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

Recommendation 6: At the new premises display the most current CQC report from July 2017 CQC visit and to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

Recommendation 7: At the new premises provide a large coloured clock in the waiting area and to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

2.6 Service Provider Response

Comments from Sumayya Mayat, Practice Manager received on 2 January 2018 are:

“1. Is this report factually accurate? If not, please state what needs to be changed and why.

No there are a few inaccuracies. Firstly, the Practice Manager is Sumayya Mayat and it was myself who you spoke to on the day. Junaid is my Office Manager and was not on site during the visit.

To join the PPG group, patients need to contact the Practice liaison officer who will provide all the information they require about the group and keep patients informed about the Practice. This is also a direct link for patients to be able to come and have a one to one conversation with about any concerns or compliments or suggestions.

2. Is this a fair report? Yes/No

Yes.

3. What learning has happened as a result of this Enter and View report?

Many good things have come as a learning outcome which the Practice is taking on board to make improvements to the services being provided.

4. What was your impression of Healthwatch Blackburn with Darwen? Do you think we could have done anything better?

Unfortunately, because there was no background information about the visit. But the staff were very polite and friendly and didn't disturb the working of the Practice.

5a. What actions are you going to do as a response to this Enter and View report?

Brookhouse Medical Centre has since closed but the comments will be taken on board for the new site.

Patient to become PPG members are being actively encouraged.

We are working towards becoming a dementia friendly Practice with some staff already trained.

Online appointments are offered and this will continue.

5b. What date are you going to complete these actions?

These will be continuous improvements as we are always looking to better the services we offer.

5c. Who is responsible for implementing and reviewing these actions?

Sumayya Mayat - Practice Manager

2.7 Distribution List

This report will be distributed to the following:

- Blackburn with Darwen Borough Council Public Health
- Blackburn with Darwen Borough Council Adult Social Services
- CQC
- Healthwatch England
- CCG Blackburn with Darwen

2.8 Contact Details

If you would like more information about Healthwatch Blackburn with Darwen, a hard copy of this report or to find out how you can get involved in future projects please get in touch.

Address: Healthwatch Blackburn with Darwen, Suite 17, Kings Court, Blackburn, BB2 2DH

Telephone: 01254 269080

Email: info@healthwatchbwd.co.uk

Website: www.healthwatchblackburnwithdarwen.co.uk