

# Enter and View Report

Limefield Surgery, Blackburn



Patients and Staff have rated this GP Surgery



Visit: Tuesday 21 November 2017

Report Published: Monday 22 January 2018

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# 1 Introduction

## 1.1 Details of visit

Details of visit:	
Service Address	293-295 Preston New Road, Blackburn, Lancashire, BB2 6PL
Service Provider	Limefield Surgery
Date and Time	Tuesday 21 November 2017 9.40 am - 12.20 pm
Authorised Representatives	Sharon Hardman (Lead) and Diane Taylor
Contact details	Healthwatch Blackburn with Darwen, Suite 17, Kings Court, 33 King Street, Blackburn, BB2 2DH
GP Practice Staff	Lynda Marsh - Practice Manager

## 1.2 Service description

Limefield Surgery is a GP surgery at the main site with a branch surgery at Cherry Tree Surgery, Blackburn. This practice delivers primary medical services to a list size for 4194 patients under a general medical services (GMS) contract with NHS England and is part of the NHS Blackburn with Darwen Clinical Commissioning Group (CCG). It is currently accepting new patients. This practice is a teaching and training practice, taking medical students, foundation year doctors as well as registrars.

The average life expectancy of the practice population is in line with the national average (79 years for males and 83 years for females nationally). The practice caters for a higher proportion of patients over the age of 65 years (18.5%) and 75 years (9.6%) compared to local averages (14.2% and 6.2% nationally). However, the practice does cater for a lower percentage of patients who experience a long standing health condition (42.1% compared to the local average of 51.9% and national average of 53.2%). Less of the population in the practice’s catchment area are unemployed (3.8%) compared to the local average of 6.7% and national average of 4.4%.

Information also published by Public Health England rates the level of deprivation within the practice population group as four on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.



The NHS Choices users overall rating for this GP surgery is 1 out of five stars however, this is only based on 1 patient currently giving their rating. This rating collates scores on-line responses covering telephone access, appointments, dignity and respect, involvement in decisions and providing accurate information. This practice was undergoing the NHS Friends and Family test as there were questionnaires available in the waiting room.

The Care Quality Commission (CQC) rated Limefield Surgery as overall ‘requires improvement’ in its inspection on 21 June 2017. At this inspection the practice was rated ‘requires improvement’ for the key questions of safe, services well-led and responsive to people’s needs with ‘good’ ratings in key areas of caring and effective services.



### **1.3 Acknowledgements**

Healthwatch Blackburn with Darwen would like to thank the staff and patients of Limefield Surgery 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 Practice Manager for encouraging staff to complete our staff questionnaires. Thank you to our trained Enter and View authorised representatives for their contributions. Thank you to Ana Diaconu, work experience placement student from Darwen Academy Enterprise Studio for providing the graphic design throughout this report.

## 1.4 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.

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## 2 What is Enter and View?

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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.



Limefield Surgery achieved 85% overall patient satisfaction rating in this annual GP Patient Survey with variable results when compared with national averages. For the 2017 GP survey a total of 251 survey forms were distributed and 108 were returned. This represented a response rate of 43% and was just under 2.5% of the practice's patient list. Key results were:

- 85% of patients described the overall experience of this GP practice as good compared with the CCG average of 86% and national average of 85%.
- 73% of patients were able to get an appointment to see or speak to someone the last time they tried compared to the local average of 84% and national average of 84%.
- 73% 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%.
- 63% of patients found it easy to get through to this practice by phone compared to the local average of 73% and national average of 71%.

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 Limefield Surgery.

## 2.2 Research Methods

On Tuesday 14 November 2017, an unannounced Enter and View visit was undertaken by authorised Enter and View 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 posted to Lynda Marsh, the Practice Manager on 20 October 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 original Enter and View visit on 14 November 2017 on entering the building Sharon Hardman, Enter and View Co-ordinator spoke to Lynda Marsh on the telephone and she said that she had not received this information. The Healthwatch Blackburn with Darwen leaflets that were sent with the letter were on display in the waiting room. It was decided not to continue this Enter and View visit on this occasion. The Enter and View notice letter and Guide for Enter and View visits for service providers was resent to Lynda Marsh, Practice Manager via email on this date. This setting was then revisited on Tuesday 21 November 2017 for an 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](http://www.healthwatchblackburnwithdarwen.co.uk)

The team reviewed the Care Quality Commission (CQC) report which rated Limefield Surgery as overall 'requires improvement' in its inspection on 21 June 2017. At this inspection the practice was rated 'requires improvement' for the key questions of safe, services well-led and responsive to people's needs with 'good' ratings in key areas of caring and effective services. The team also reviewed the website and information on NHS Choices.

At this Enter and View visit we engaged with 17 patients, 3 staff members including 1 Practice Manager and undertook 4 observations. The aim was to gather information concerning patients' experiences at Limefield Surgery 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 carers/family 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 he would not be available during our visit so there was not the opportunity to discuss brief findings with him 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 Limefield Surgery on Tuesday 28 November 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 17 patients, 3 staff members including 1 Practice Manager and undertook 4 observations. The key findings were:

### 100% of patients said:

- They booked their appointments by telephone.
- They felt safe at this GP practice.
- They found it easy to find their way around this GP practice.
- The lighting was suitable at Limefield Surgery.
- They did not feel lonely and/or isolated.

### 100% of staff said:

- 2 of 2 members of staff (100%) who answered this question rated Limefield Surgery as very good.
- 2 of 2 members of staff (100%) who answered this question said they had enough time to spend with patients.

### Key recommendations included:

- Recommendation 1:** Offer and promote online appointment bookings and online access to order repeat prescriptions.
- Recommendation 2:** Encourage patients to get involved in the Patient Participation Group.
- Recommendation 9:** Patients and Enter and View representatives could hear conversations between doctor and patients in the disabled toilets. Limefield Surgery need to address this issue.

Limefield Surgery 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

- 11 of the 17 patients (65%) rated this GP surgery as good (three stars). One patient said, “Good doctors have left, they were brilliant. Want doctor here all the time.” Another patient wrote, “Big changes are occurring, so it will be just getting used to them.” One patient commented, “Sometimes response is very slow.” One patient answered, “Not sure as yet, just moved here so very new.”
- 6 of the 17 patients (35%) rated this GP surgery as either 4 stars which is very good, or 5 stars, which is excellent. One patients remarked, “GP surgery is v excellent.” Another patient replied, “The doctors I've had have always been very good.”

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

8 of the 15 patients (53%) who answered this question rated the staff as 4 stars, which is very good or 5 stars, which is excellent. One patient responded, “They have never been nasty, I have always got on with them.” Another patient stated, “Staff understand everything.”

7 of the 15 patients who answered the question (47%) rated the staff as 3 stars, which is good. One patient said, “We are not getting to see the doctor on time - when I ring for an appointment I have to wait a week or more or even suggest practice nurse instead of Doctor which they don't want.” Another patient answered, “Everyone very polite and respectful. Nurse very good. Children very comfortable and at ease.” One patient expressed, “Staff are very friendly & helpful” and another patient remarked, “Never had an issue with them.”



**3. How do you usually book your appointment?**

Of the 15 patients who answered this question 15 patients (100%) said that they booked their appointments by telephone. One of the 15 patients who answered gave two responses and also booked their appointments online.

**Recommendation 1:** To continue to offer and promote online services such as online appointment bookings and online access to order or repeat prescriptions. Limefield Surgery 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?**

9 of the 16 patients (56.25%) who answered the question found it difficult or very difficult to get an appointment with the GP on the same day.

6 out of 16 patients (37.5%) found it easy or very easy to get an appointment with a GP on the same day.

1 of the 16 patients (6.25%) answered not sure to this question.

**5. How do you find getting a routine appointment?**

- 9 of the 14 patients (64.5%) who answered this question found it easy or very easy to get a routine appointment.
- 3 of the 14 patients (21%) who answered this question found difficult to routine appointment.
- 2 of the 14 patients (14.5%) answered not applicable or unsure to this question.

**6. Do you feel treated with dignity and respect?**

- 14 of the 16 patients (87.5%) who answered the question felt they were treated with dignity and respect at Limefield Surgery.
- 1 of the 16 patients (6.25%) who answered the question was unsure whether they were treated felt they were treated with dignity and respect at this GP surgery.
- 1 of the 16 patients (6.25%) preferred not to say whether they were treated with dignity and respected at this surgery.

**Good practice example 1:**

14 of the 16 patients (87.5%) felt they were treated with dignity and respect at Limefield Surgery.

**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?



15 of the 16 patients (93.75%) who answered the question said they felt listened to at Limefield Surgery.

1 of the 16 patients (6.25%) answered unsure to this question.

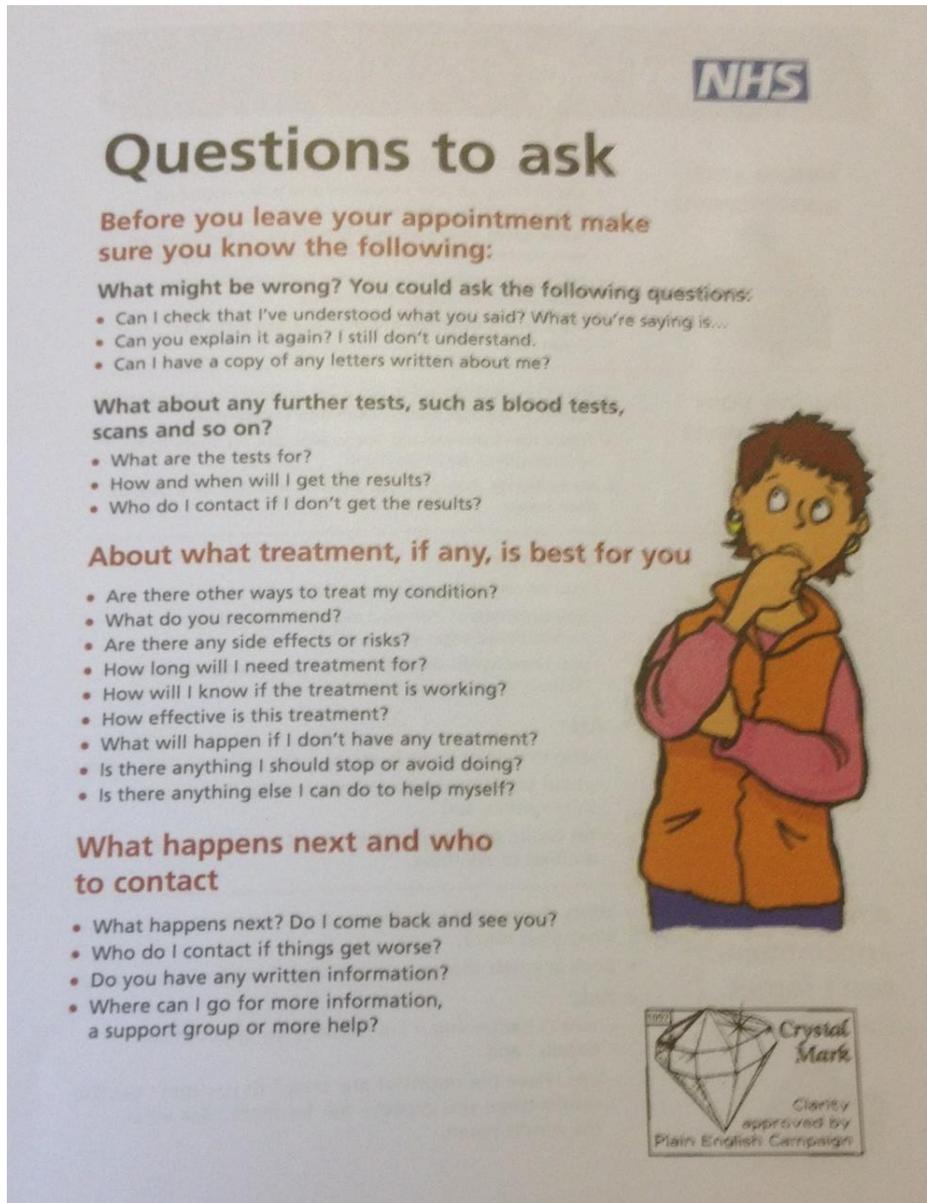
**Good practice example 2:**

15 of the 16 patients (93.75%) said they felt listened to at Limefield Surgery.

**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 find the information you receive in your appointments helpful?



15 of the 16 patients (93.75%) who answered this question said they found the information received in their appointments helpful.

1 of the 16 patients (6.25%) answered unsure to this question.

**Good practice example 3:**

15 of the 16 patients (93.75%) 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.

**9. Have you heard of the Patient Participation Group?**

 15 of the 16 patients (93.75%) who answered this question at Limefield Surgery said they had not heard of the Patient Participation group.

 1 of the 16 patients (6.25%) who answered this question said they had heard of the Patient Participation group.

**Recommendation 2:** Increase awareness and encourage patients to get involved in the Patient Participation Group.



The Patient Participation Group poster above also needs to be displayed at more prominent locations in the surgery. Limefield Surgery to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

### Patients Views on the waiting room

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

12 of the 15 patients (80%) who answered this question said there was enough space for prams, children's buggies, wheelchairs and mobility aids at Limefield Surgery.

3 of the 15 patients (20%) answered unsure or prefer not to say to this question.

## 11. Is the seating comfortable in the waiting area?

15 of the 16 patients (93.75%) who answered this question said the seating was comfortable in the waiting area.

1 of the 16 patients (6.25%) who answered this question said the seating was not comfortable in the waiting area and “could be more”.

A picture of the seating in the waiting area can be seen below:



**12. Do you feel safe at this GP practice?**

 16 out of 16 patients (100%) of patients who answered this question said they feel safe at this GP practice.

**Patients Views on the environment**

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

 16 of the 16 patients (100%) who answered this question said they found it easy to find their way around this GP practice.

**14. Is this GP surgery clean?**

 15 of the 16 patients (93.75%) who answered this question said this GP surgery is clean.

 1 of the 16 patients (6.25%) answered unsure to this question.

**15. Is the lighting suitable?**

 16 of the 16 patients (100%) who answered this question said the lighting was suitable at Limefield Surgery.

**16. Is this GP surgery at the appropriate temperature?**

 14 of the 15 patients (93%) who answered this question said this GP surgery was at the correct temperature.

 1 of the 15 patients (7%) who answered this question said this GP surgery was not at the appropriate temperature and described it as “too hot”.

**17. Are the floors and carpets in good condition?**

 14 of the 15 patients (93%) who answered this question said the floors and carpets at Limefield Surgery are in good condition.

 1 of the 15 patients (7%) who answered this question said the floors and carpets were not in good condition.

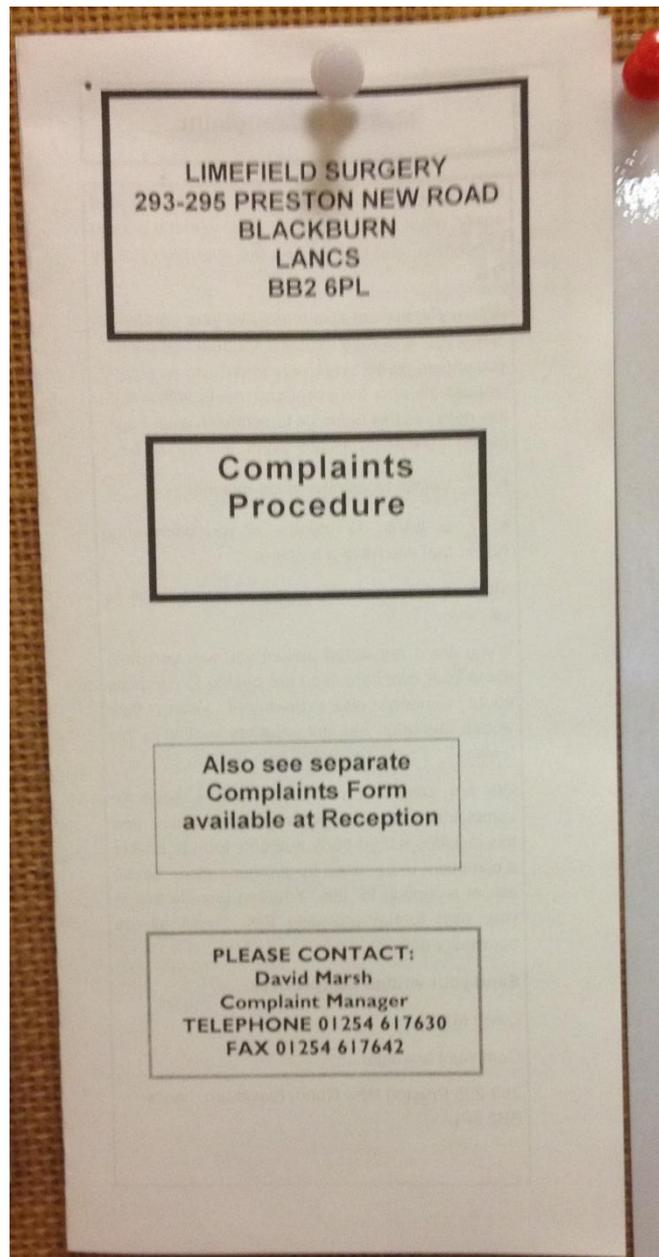
**18. Is this GP surgery well maintained and decorated to an acceptable standard?**

 11 of the 15 patients (73%) who answered this question said this GP surgery is well maintained and decorated to an acceptable standard.

2 of the 15 patients (13.5%) who answered this question said this GP surgery is not well maintained and decorated to an acceptable standard and commented, “Need to update bathrooms.”

2 of the 15 patients (13.5%) answered preferred not to say or unsure to this question.”

**19. Do you know how to find the complaints procedure?**



10 of the 15 patients (66.5%) who answered this question said they would not know how to find the complaints procedure.

3 of the 15 patients (20%) who answered this question said they would know how to find the complaints procedure.

2 of the 15 patients (13.5%) answered unsure or prefer not to say to this question.

**Recommendation 3: To increase awareness of the complaints procedure which adheres to:**

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

1.3.1 Provide patients with information about complaints procedures and help them to access these.

**Limefield Surgery to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.**

## 20. Do you feel lonely and/or isolated?

14 of the 14 patients (100%) who answered this question said they did not feel lonely and/or isolated.

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

Three patients suggested changes about the doctors. One patient said, “More doctors - only one doctor, have to borrow (doctors). If more doctors then you'd get in quicker.” Another patient commented, “Sometimes would prefer to see doctor instead of getting a call back and the doctor to decide over the phone”. One patient remarked, “Permanent doctor here all the time. Prefer Asian doctor as need someone to speak language (Urdu) as we always have to come with family to translate.”

Two patients commented about the appointment system. One patient stated, “Routine appointments - in the past it was a lengthy wait if you needed one but I think it's changed more recently. Just repeat prescriptions usually which I picks up or gets sent to chemist.” Another patient requested, “Make appointment service better. Phone is always busy and appointments available on website are not very suitable sometimes they have weeks and months delay. So please do something about it.”

Two patients expressed a wish for modernisation. One patient suggested, “Modernisation - building & staffing & more good manners.” Another patient felt the same and said, “It needs to be modernised with brighter colours.”

- One patient answered, “Maybe another member of staff in the reception area.”
- One patient disclosed, “There are big changes coming for the practice. We will have to see how they work out.”

## 22. Further comments

- One patient commented, “All friendly, I had Dr Burn and she was lovely.” Another patient said, “Very good nice.”
- Another patient responded, “When ring up can get appointment on the same day especially for children. It’s very hard to get appointment. Nurses are excellent - Pat - Practice Nurse can say anything to her & it would get sorted out straight away.”
- One patient wrote, “I’ve been a patient here for 50 years. First time (I was) late by 8 minutes was turned away & wouldn’t see them, had to wait further 3 weeks for appointment. If dying would be dead before seen.”

## Staff Views

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

2 of 2 members of staff (100%) who answered this question rated Limefield Surgery as very good.

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



2 of 2 members of staff (100%) who answered this question said they had enough time to spend with patients.

### Good practice example 4:

2 of the 2 staff (100%) said they had enough time to spend with patients.

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

1.3.4 Hold discussions in a way that encourages the patient to express their personal needs and preferences for care, treatment, management and self-management. Allow adequate time so that discussions do not feel rushed.

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

2 responses from staff were:

- Choose and Book - within the last 6 months.
- Vacc & Imm - November 2017.

### 4. Do you have an appraisal every 12 months?

2 of the 2 members of staff (100%) who answered this question said they did have an appraisal every 12 months.

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

- One member of commented, “Lots of positive changes have been made already.”
- Another member of staff said, “All seems fine for the time being.”

## Practice Manager Views

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

The Practice Manager rated Limefield Surgery as 4 stars, which is very good.”

### 2. Please describe the job titles and number of staff in each job role in this GP practice



The Practice Manager said there were 4 Reception, 3 Admin, 2 Assistant Practice Manager, 1 Practice Manager and 1 Secretary. On 13 December 2017 the Practice Manager confirmed via email there was also 1 Health Care Assistant, 2 Practice Nurses, 2 Doctors and 1 Advanced Nurse Practitioner.

**3. How is this GP surgery dementia friendly?**

The Practice Manager said, “We have a dementia register and annual review all patients with this condition.”

**Recommendation 5:** All staff to be Dementia Friends trained, one member of staff to attend Blackburn with Darwen Dementia Alliance meetings regularly and for Limefield Surgery 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, “8.30 am - 5.30 pm with on call GP/clinician cover until 6.30pm. 7.30am clinician appointments Tuesday, Wednesday and Thursday.”

**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, “Language Line.”

**8. How often do you use this translation service?**

The Practice Manager said the translation service was as many and as often as needed.

**9. How many patients do you have registered today?**

The Practice Manager said there were 4,194 patients registered on 28 November 2017.

**Recommendation 6:** The CQC said there are 4305 patients registered at their visit on 21 June 2017 which indicates 111 patients have left this practice in 5 months. Clarification about this data has been requested by Healthwatch Blackburn with Darwen and to date no response has been received. To respond to requests for information from Healthwatch Blackburn with Darwen. Limefield Surgery to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

**10. How many patients have additional needs?**

 The Practice Manager did not answer this question.

**Recommendation 7:** To provide the number of patients with additional needs registered. Clarification about this data has been requested by Healthwatch Blackburn with Darwen and to date no response has been received. Limefield Surgery to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

**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, “In house training is provided on an annual basis. Both through online (Bluestream) and also outside training if appropriate. On 13 December the Practice Manager confirmed via email that “the clinical staff also attend LD training as this is mandatory for us with the QoF payments.”

**Recommendation 7:** To provide the titles of the training courses provided to all staff on disability awareness. Limefield Surgery 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 3 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, “Integrated locality team meetings monthly - patients can be referred to Age UK for support.”

**14. How many staff are working during this visit?**

 The Practice Manager said, “7 staff admin/reception staff.”

**Recommendation 8:** There are no clinical staff included in this response and clinical staff were working at the time of this Enter and View visit. Clarification about this data has been requested by Healthwatch Blackburn with Darwen and to date no response has been received. To respond to requests for information from Healthwatch Blackburn with Darwen. Limefield Surgery to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

**15. Further comments**

 The Practice Manager did not make any further comments.

## Carer/family Views - Carers Experience

There were no carers/family available at this Enter and View visit to answer our questionnaire. This GP is a Carer Friendly GP practice as shown by the certificate below.



## 2.5 Additional Findings

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

- The signage on approach to Limefield Surgery is clear. The external environment is pleasant and well maintained.
- There is a bus stop nearby, which is on one side of the road only.
- There were no clear disabled car parking spaces available for people with disabilities accessing this GP surgery. The entrance to the building was on one level with a handrail available, shown in the picture below.



- 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 signage around the Reception desk with a prescription box available. The impression of this Doctor's surgery was calm, friendly, caring and professional.
- There was no noise observed that would affect privacy of patients in person or who are speaking on the telephone at the Reception and waiting room area. The radio was playing quietly in the Reception area. However, in the disabled toilet next to the consultation room conversations could be clearly heard between the doctor and patient.

**Recommendation 8:** Patients and Enter and View representatives could hear conversations between doctor and patient in the disabled toilet. This issue needs to be addressed by Limefield Surgery as this adheres to:

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

1.2.1 All staff involved in providing NHS services should respect the patient's right to confidentiality.

1.5.1 Ensure that the environment is conducive to discussion and that the patient's privacy is respected, particularly when discussing sensitive, personal issues.

**Limefield Surgery to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.**

 On the entrance to Limefield Surgery there is a patient notice board near reception as shown below:



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

There was enough space for prams, children's buggies, wheelchairs and mobility aids. There was a separate pram bay in the waiting area for patients who access the baby clinic only as shown below:



There was not a variety of seats available in the waiting room at different levels with arms available.

The current CQC report was not displayed in Limefield GP Practice.

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

The notice boards were well thought out as they were themed for example patient information, health and wellbeing information, safeguarding, carers and bereavement and staff pictures. Pictures of the notice boards are shown on the next page:



🌱 The waiting area has a television on the wall and a speaker in the waiting area that was not working at the time of our visit. There was a range of magazines available and interesting leaflet on a variety of topics such as;

Amplify, Advice and Information for Unpaid Carers - Blackburn with Darwen Carers Service, Does somebody you care about use drugs or have an alcohol issues? - Blackburn with Darwen Carers Service, Let's be clear. Bowel cancer screening saves lives - Cancer Research UK, Do you have either of these symptoms? Tell your doctor - NHS, Claiming free prescriptions? - NHS Business Services Authority, iCare Solutions Ltd, Should you book a flu jab today?, Peek-A-Flu - UK national Flu vaccination programme, Healthwatch Blackburn with Darwen, Positive Minds Learn for Wellbeing, Self Referral to Mindsmatter Services - Minds Matter and Lancashire Care NHS Foundation Trust, National Ankylosing Spondylitis Society, Do you have a long-term condition or are you 65 or over? - NHS, Rethink Carers East Lancashire, Carers Link Lancashire.

### Observations from Enter and View authorised representatives on Additional Facilities

🌱 There was an accessible disabled toilet with handwashing and drying 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 to the disabled toilets.

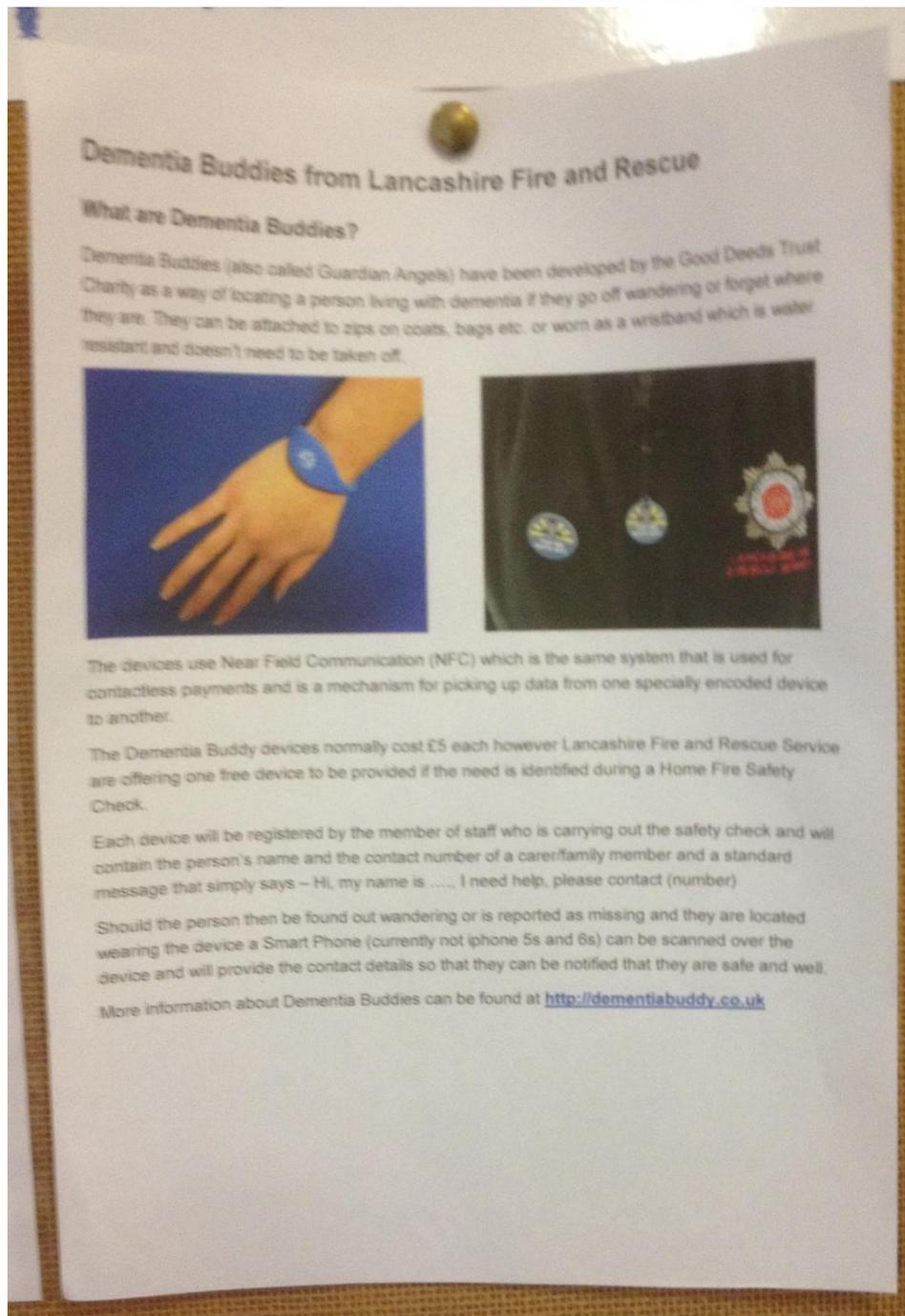
🌱 There was evidence of access to British Sign Language support or a hearing loop. There was no evidence of a translation service for Asylum Seekers and Refugees.

### 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.

🌱 The flooring in the Reception area and waiting room was on one level, easy to clean and different colours that contrasted with the wall colour. The chairs were a different colour to the walls and floors which is dementia friendly.

🌱 Limefield Surgery advertised the dementia buddies system from Lancashire Fire and Rescue as shown in the poster on the next page:



There were no clocks visible on the walls of the surgery's waiting area or Reception.

**Recommendation 7:** To 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:** All staff to be Dementia Friends trained, one member of staff to attend Blackburn with Darwen Dementia Alliance meetings regularly and for Limefield Surgery 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 on the patient noticeboard near reception as shown on the next page:



**Recommendation 2:** Increase awareness and encourage patients to get involved in the Patient Participation Group. The Patient Participation Group poster above needs to be displayed at more prominent locations in the surgery. Limefield Surgery to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

 The NHS Friends and Family test was currently being undertaken and there were questionnaires available in the waiting room for patients to complete.

### 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 there were some lovely interactions from Emma Di Francesco, Practice Nurse who greeted people with a smile in the waiting room before she said their name. She was very accommodating to the patients for example she said, “Now you don’t have to rush - take your time.” Denise Haworth, Advance Nurse Practitioner also showed positive professional interactions with the patients and was very warm and friendly. The Reception staff were very helpful. All the staff we spoke to were very obliging, positive and co-operative throughout our visit. There were no negative interactions observed by Enter and View representatives at Limefield Surgery.

## Observations from Enter and View authorised representatives on Appointments

 There has been a recent change to the appointment system at Limefield Surgery from 4 September 2017 with patients advised to ring before 11.30am for urgent appointment and the appointment would be triaged by a senior clinician. Patients will be seen that day by a clinician if necessary. For other appointments patients can ring and book in with a clinician of their choice up to four weeks in advance. 00% of patients at Limefield Surgery book their appointments by telephone and the majority (64%) found getting routine appointments easy/very easy and 56% found it was difficult or very difficult to get a same day appointments. Alternative booking methods such as online booking are promoted and would help reduce an over reliance on telephone bookings, it would also help widen access to those groups who may prefer to use non verbal and flexible booking methods.

## 2.5 Recommendations

**Recommendation 1:** To continue to offer and promote on line services such as online appointment bookings and online access to order or repeat prescriptions. Limefield Surgery to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.



**Recommendation 2:** Increase awareness and encourage patients to get involved in the Patient Participation Group.



The Patient Participation Group poster above also needs to be displayed at more prominent locations in the surgery. Limefield Surgery to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

**Recommendation 3:** To increase awareness of the complaints procedure which adheres to:

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

1.3.1 Provide patients with information about complaints procedures and help them to access these.

Limefield Surgery to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

**Recommendation 4:** 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 5 :** The CQC said there are 4305 patients registered at their visit on 21 June 2017 which indicates 111 patients have left this practice in 5 months. Clarification about this data has been requested by Healthwatch Blackburn with Darwen and to date no response has been received. To respond to requests for information from Healthwatch Blackburn with Darwen. Limefield Surgery to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

**Recommendation 6:** To provide the number of patients with additional needs registered. Clarification about this data has been requested by Healthwatch Blackburn with Darwen and to date no response has been received. Limefield Surgery to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

**Recommendation 7:** To provide the titles of the training courses provided to all staff on disability awareness. Limefield Surgery to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

**Recommendation 8:** There are no clinical staff included in this response and clinical staff were working at the time of this Enter and View visit. Clarification about this data has been requested by Healthwatch Blackburn with Darwen and to date no response has been received. To respond to requests for information from Healthwatch Blackburn with Darwen. Limefield Surgery to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

**Recommendation 9:** Patients and Enter and View representatives could hear conversations between doctor and patient in the disabled toilet. This issue needs to be addressed by Limefield Surgery as this adheres to:

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

1.2.1 All staff involved in providing NHS services should respect the patient's right to confidentiality.

1.5.1 Ensure that the environment is conducive to discussion and that the patient's privacy is respected, particularly when discussing sensitive, personal issues.

Limefield Surgery to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

**Recommendation 10:** To display the most current CQC report from June 2017 CQC visit and to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

**Recommendation 11:** To 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

The Practice Manager was provided with a draft copy of this report to check for factual inaccuracies and to respond to the findings. To date no response has been received.

## 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

## 2.9 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:

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Telephone:

01254 269080

Email:

[info@healthwatchbwd.co.uk](mailto:info@healthwatchbwd.co.uk)

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