



Enter and View Report

**New Court Surgery
29th January 2018**



Contents

Details of the Visit	3
Acknowledgements	4
Purpose of the Visit	4
Description of the Service	4
Planning for the visit	4
How was the Visit Conducted?	5
How were findings recorded?	5
Communication with the Manager	5
Observations and Findings	6
External Building Condition.....	6
Internal Decoration, Cleanliness and Furnishings	6
Outside New Court Surgery	6
Access to New Court Surgery	7
Waiting Rooms	7
Information Boards/Leaflets/Files.....	8
Patient Contact	8
Communication with the Practice Manager at End of Visit	8
Good Practice	9
Out of Hours	9
Review of the Practice Website	9
Recommendations	10
Provider Response	10
About Healthwatch North Somerset	11
Enter and View	11
Key Benefits of Enter and View	12
Appendix 1	13



Details of the Visit

Location

New Court Surgery, 168 Locking Road, Weston-super-Mare, BS23 1AY

Date and Time of Visit

Monday 29th January 2018: 9am to 11am.

Enter and View Representative

Laurie Fineman
Sue Stone

Registered Provider

New Court Surgery

Type of Service

A General Practice surgery providing primary medical care

Specialisms

n/a

Practice Manager

Tracy Fitzpatrick

Acknowledgements

Healthwatch North Somerset Authorised Enter and View Representatives wish to thank New Court Surgery and in particular: Tracy Fitzpatrick - Practice Manager, the staff and patients we met at this Surgery.

Purpose of the Visit

Healthwatch North Somerset is carrying out a series of visits to GP Practices in North Somerset to ascertain the experience and opinions of local patients.

New Court Surgery, Weston-super-Mare was selected as part of our series of North Somerset GP Enter and Views of GP Practices in North Somerset.

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

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

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

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

Description of the Service

New Court Surgery is an Independent Practice situated in an urban area in North Somerset; it has approximately 11,700 registered patients.

New Court Surgery opens from 8.30am until 6.30pm five days a week with occasional Saturday openings - usually quarterly and announced in advance. In addition, this surgery opens at 7.15am on Tuesdays and Thursdays plus a late evening extended opening until 8.30pm on Wednesdays.

Planning for the visit

The visit was an announced visit with the Practice Manager being given two weeks' notice. We sent a confirmation of visit letter, Practice Manager questions, posters and leaflets to the Surgery to inform patients, relatives, carers and staff about the Enter and View visit and about the role of Healthwatch North Somerset. The Enter and View visit was planned at 9am until 11am to observe the Surgery during a busy period of their day. As part of the

planning the Enter and View Representative did some background research - online and out of hours.

How was the Visit Conducted?

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

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

The Enter and View Representatives noted comments made by a few patients in the waiting rooms and a member of staff. The information and evidence detailed in this report was mainly collated from speaking to the Practice Manager and from using the Enter and View Representatives' own observations.

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

How were findings recorded?

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

Communication with the Manager

The Enter and View Representatives met with the Practice Manager immediately before and after - see below for detail of the post visit meeting of the Enter and View. Three prompt questions were used to establish instances of good practice, evidence change occurring because of patient feedback and identify potential improvements. The three prompt questions and responses are recorded below.

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

- ➊ We have an active PPG who are planning a meet and greet session for patients
- ➋ We produce a quarterly letter with the PPG
- ➌ We ensure the waiting room meets health and safety standards - e.g blinds have hooks to tie up, aisles kept clear
- ➍ We have TV screens to call patients a deliver messages
- ➎ We have a Blood Pressure machine and scales in the waiting room for the patients use
- ➏ We employ a Reception Manager to enable the smooth running of the reception and waiting room

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

- Patient confidentiality- radio playing, queuing system introduced
- Reception manager employed to ensure reception runs smoothly

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

- We are currently looking at our current telephone system and appointment booking system.
- We are signing up to MJog (messaging system provider) for texting reminders and health messages
- Work flow optimisation - to ensure all post into the practice dealt with efficiently and effectively

Observations and Findings

The Enter and View Representatives observed the following:

External Building Condition

- This building was purpose built four years ago and houses two individual surgeries. There is a pharmacy which is accessible to the patients attending the surgeries and the public. The section of the building which houses New Court Surgery is also used by the Out-Of-Hours service.

Internal Decoration, Cleanliness and Furnishings

- The internal standard of decoration, flooring, signage for consulting/treatment rooms, Reception, waiting areas, toilets and baby changing facilities was good and well designed.
- A few minor issues were observed and these were discussed with the Practice Manager at the end of the visit. This included a loose toilet door handle on the disabled toilet with associated loose draught exclusion material and the condition of the chairs in the waiting areas.
- It was suggested to the Practice to look at the Exit or Way Out signage as it was observed that a patient was not sure which way to leave.

Outside New Court Surgery

- The surgery is located on a busy main road one mile from the centre of Weston-super-Mare.
- Large signage on the building announces the building in Locking Road as '168 Medical'. It is visible from a vehicle or foot as it is approached from either direction.
- There is a relatively large car park to the rear with marked disabled spaces for patients and staff. In addition, there are a number of stands for bikes.
- There are nearby bus stops, one of which has a shelter (No 3 town route, along with country services) with adequate signage for approaching traffic towards the Practice Car Park. Overflow parking is accessible in the local streets.
- There is a signpost at the perimeter of the complex giving directions to the respective areas ie car park and surgeries.

Access to New Court Surgery

- Signage to the surgery is clear when approaching from the direction of the town.
- Access to the Surgery for those in wheelchairs, on crutches or by foot is via a wide automatic (detector controlled) clear glass front door and then either by using a lift or nearby stairs to the 1st floor where the Reception is located with clear signage throughout.
- Once the front door has been negotiated no other doors need to be used.

Reception Area

- The Reception has three positions - all were staffed during the Enter and View observation, no more than one patient had to wait more than a few minutes to be attended.
- Staff greeting the Enter and View Representatives were wearing name badges.
- Reception desks are arranged in two levels.
- Clear signage for patients to use the touch-screen monitor for automatic signing in as an option for signing in.
- A Hand Sanitiser and Comment Box (Family and Friends Test) are located in this area.
- All staff encountered were approachable and friendly. One commented when asked about buses to the surgery that some patients had to change twice if coming from one part of the town.
- It was also observed that there was a sign requesting patients to 'queue here'.
- No confidential area was observed if patients wished to have a private conversation with reception.
- No waiting times were displayed, however the Practice Manager explained that the automatic book in indicates how many patients are waiting.
- Blue sign with modern "T" symbol indicated that a hearing loop is available.
- The name of GPs were visible, however there were no photographs.

Waiting Rooms

- There are two waiting room areas which are located a few steps from the Reception each with seating for a minimum of forty people.
- Most seating is on individual chairs arranged in rows facing towards a large television screen.
- Flooring was in good condition and no concerns over tripping or sliding.
- A TV screen is used to display useful information for patients and to enable them to be called for appointments with on-screen and audio announcements giving the name of the patient, room number, type (Consulting or Treatment) and Professional to be seen.
- A few seats have arms for those needing extra leverage, several chairs were showing a lot of wear and tear.
- In the main waiting room, due to the position of some of the chairs it could be difficult to manoeuvre a wheelchair or child's buggy.
- A blood pressure tester was available for patients to use.
- The waiting rooms were bright and well lit.
- Due to the design of the waiting room and reception area ie defined as separate areas there is minimal chance of overhearing conversations at the Reception desk.
- No water dispenser was available, although water is available if requested.

- The waiting rooms were quiet, apart from the low-level background music which was not at an obtrusive level.

Information Boards/Leaflets/Files

- Notices are posted on board and within glass wall cabinets in both waiting areas and adjoining hallway. With so much space the appearance of Notices was not overwhelming.
- The PPG was advertised.
- A Healthwatch North Somerset poster for the visit was visible
- A number of loose leaf A4 files were available in the waiting areas which held information on topics and useful contact details - such as for Carers, Practice Mission Statement.
- Patients can access information should they wish to make a complaint.
- Information about Patient Access ie on line appointments was observed.
- No Carers Board was seen, although information was in the folder.
- Information about translation services was noted.
- A “you said, we did” board was not visible.

Patient Contact

During the visit four patients spoke with the Enter and View Representatives. The comments made were very positive about the Practice and their experience of using its services:

- One patient commented that she was pleased to be able to phone in first thing and be given an appointment for later that morning.
- The friendliness and support offered by all at the Practice including Reception staff, Nurses and Doctors through to administration staff and managers. This point was volunteered without prompting by waiting patients in a waiting room area.

Communication with the Practice Manager at End of Visit

At the end of the Enter and View visit the Enter and View Representatives met with the Practice Manager to clarify any issues that were unclear or had been noted.

- The Practice had moved to the present address 4 years ago from The Boulevard in the centre of Weston-super-Mare with around 10,000 patients and had since grown to 11,700 patients.
- The PPG have regular meetings - less than once a month was jointly preferred - with the Practice Manager in attendance. The PPG Chair attends the Joint Chairs meetings organised by Healthwatch North Somerset.
- Work with the PPG is ongoing to further develop a set of ‘Frequently Asked Questions’ for sharing with all patients on the website and at the surgery. A copy of the current version of FAQs was given to both Enter & View Representatives (see Appendix 1) and the planned meet and greet sessions run by the PPG in the reception.
- The use of the TV screens to publish information about Carers and the PPG was discussed and will be taken forward.
- The issue of the door was noted and the Enter and View Representatives were reassured that this would be passed onto the person who looked after the fabric of building.
- The number of chairs requiring replacement in the waiting room was raised. It was explained that there was an ongoing replacement programme of the chairs, 12 at a time. It was concluded that a reason for this damage was due to the waiting areas being

accessible not just to the patients from New Court Surgery, but the Out of Hours patients and usage was well above the norm expected,

Good Practice

- There is an active PPG who are involved in improvements in the practice ie developing a meet and greet session and devising a Frequently Asked question sheet for patients
- The Practice and PPG working together to produce a quarterly news letter
- Provision of extended hours for patients
- Employed a Reception Manager to ensure smooth running of reception and waiting areas
- Ability to provide a range of rooms which can be made available for other Practices to use
- Reviewing the workflow process to optimise and ensure all post into the practice is dealt with efficiently and effectively.

Out of Hours

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

- When phoning the surgery message was that the GP Surgery was now closed (no indication that you had called New Court Surgery).
- Advice that if you require attention the options are to phone NHS 111 or 999.
- Informed that calls to NHS 111 are free from a landline or mobile.
- The call is terminated immediately after the message is delivered

Review of the Practice Website

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

- The website for the Practice is accessible on both a laptop/PC and iPad/mobile phone (Smart phone)
- When viewing on a smartphone it was noted that the screen was not optimised for use in this medium
- In the mobile view, out of hours is listed under the Contact Details.
- In the full version, the key information is visible with readable text displayed
- To locate the out of hours number, which is not immediately visible on the home page. Patients need to click onto the tab Opening Times. This then provides information under “when we are closed”
- In the detail of this information it explains when to use 111 and 999. No indication that the calls to 111 are free - patients are informed of this if they phone the Practice out of hours.
- There is reference to North Somerset Out of Hours service with a link to a website, the NHS 111 logo is working and when clicked onto this provides patients with full access to 111 information on NHS Choices.
- The opening hours on the website did not appear to mirror the out of hours message

- If patients wanted to make a complaint or raise a concern there is a link provided from the home page, navigated from the further information list under Complaints Procedure
- The information on this page provides details of the process of the stages and timeline.
- Information is provided in relation to independent complaints advocacy.
- There is reference to a complaint form available from reception.
- Noted that there is no option to contact NHS England if the person does not want to take up a complaint directly with the Practice.
- When registering as a new patient there are instructions from the home page. The Practice area does not give information about the catchment area only a reference to “covers an area within Weston-super-Mare”. There is a downloadable registration form.
- There are details about the staff on a tab “Practice Staff”, located with details of the staff. There is no direct dial number for the Practice Manager, need to go through main switchboard.

The Enter and View Representatives found the practice website clear and easy to navigate. Good practical website that functions well when using a laptop or PC, look to optimise for those who access using iPad/tablets/smartphone.

Recommendations

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

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

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

- Continuing replacement of heavily worn waiting room chairs for patients.
- Continuing to develop a practical and up to date list of Frequently Asked Questions for use on the Practice website and available in the waiting room areas.
- To review the out of hours pages on the Practice website and check the links to external webpages ie North Somerset Out of Hours and to see if possible to put an external link to NHS 111 on this page.
- Update complaints page ie NHS England details and a downloadable form (usually will have to pick up from Reception)
- Investigate the possibility of putting a map/interactive map on the website that covers the detail of the practice catchment area.

Provider Response

- There were no response received from the Practice to the content of this report

About Healthwatch North Somerset

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

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

Influencing

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

Signposting

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

Enter and View

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

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

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

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

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

Key Benefits of Enter and View

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

Relevant Legislation

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

Appendix 1

Frequently Asked Questions

What are the opening hours?

OPENING HOURS

Monday: 8.00 – 18.30

Tuesday: 7.15 - 18.30

Wednesday: 8.00 – 20.30

Thursday: 7.15 – 18.30

Friday: 8.00 – 18.30

Saturday clinics announced in advance, usually quarterly

We anticipate that these opening hours will meet our patient's needs but we will review this if there is demand for alternative opening hours.

Is there any car parking on site?

There are parking spaces in the car park at the rear of the building . There are also disabled spaces available.

Can I use public transport?

Yes. The number 3 stops outside the surgery, the X1 also travels along the Locking road.

How do I book an appointment at the new surgery?

By ringing reception on 01934 624242

By calling into the surgery when it is open

By booking online with Patient Access- ask at reception to get set up

Appointments will be available to book 6 weeks in advance for routine appointments. As appointments are for 10mins each, and are always in short supply, we would ask that you try to turn up in plenty of time, and inform reception if you are unable to attend. Please bear with us if we are running late.

What if it's an emergency?

If it is a medical emergency, eg chest pain, stroke, then you should call 999.

If you feel able to wait, the surgery will operate a drop in clinic for all urgent same day appointments. This will run from 10-11 am every week day. You can either call reception and inform them you will be attending the drop in clinic, or register with reception on your arrival. Patients will be seen on a first come first served basis, unless medical need takes precedent, so please be patient.

Outside these times, we will do our best to accommodate your needs. We may ask for additional information to help us best place your needs, or advise the duty doctor to ring you back. Please do not be offended by this.

What if I need a home visit?

The doctors will visit housebound patients if necessary, but the most appropriate place for your care is at the surgery. We would ask you to avoid home visits wherever possible. For those patients who do require a home visit, the GPs will visit between morning and afternoon surgery - 11am-3pm. Please ring reception before 11am to allow the doctors to plan the days visits. Do not be offended if the receptionist asks for some information to relay to the doctor. The GP's may ring you before visiting first.

What if I just have a quick question/ query that doesn't really need a face to face appointment?

The surgery has a limited number of telephone appointments if you feel telephone advice will suffice. Alternatively our receptionists will do their best to assist.

How do I order a repeat prescription?

You can order a repeat prescription using your repeat prescription slip at the box on reception, or via your regular chemist. You can also order online. We do not accept telephone requests. On request

via reception we can also organise a prescription for someone off minor ailments, eg cystitis, thrush, eczema, without the need for an appointment.

What services will you offer?

The surgery will offer:

- Routine and Urgent Care
- Chronic Disease management including diabetes
- Minor Operations
- Full range of contraceptive services
- Antenatal and postnatal care
- Child Health including health visitors
- Full nursing support
- Weight management
- Travel Vaccinations
- Community Nurses
- Blood clinic

Who are the healthcare team at the surgery?

The GP Team

Dr Christopher Clarke
Dr John Chitty
Dr John Heather
Dr Kate Fretwell
Dr Nichola Friend
Dr Mohammed Alam
Dr Catherine levers (Salaried GP)

The Nursing Team

Nurse Caroline Shawyer
Nurse Allison Nutt
Nurse Jackie Walters
Nurse Sarah Cowlin
HCA- Julie Snelgrove
HCA- Chelsea Snelgrove
HCA- Claire Turner
HCA- Amie Pulsford

Practice Manager

Tracey Fitzpatrick



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Local voices improving local
health and social care services.

Your voice counts!

