



Chiltern House Medical Centre Enter and View



December 2017

What was the project about?

Healthwatch Bucks wanted to talk to patients about their experiences of Chiltern House Medical Centre, including the main surgery at Temple End and the branch at Dragon Cottage.

Why did we do the project?

One of Healthwatch Bucks' three priority areas in 2016-17 primary care. We had received concerning feedback via our website from members of the public about the surgery at Dragon Cottage. We also knew that the Care Quality Commission had visited the practice more than once and rated its performance as inadequate. We know that the practice has been working hard to improve its performance. We wanted to talk to patients to find out more about their views on how the surgery is doing. We also wanted to highlight success and make recommendations to support the surgery in its improvement work.

What did we do?

On 26th September 2017, we visited Chiltern House Medical Centre to carry out an "enter and view." Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. For more details on Healthwatch Enter and View and full details of the visit including the names of our authorised representatives please see Appendix 1.

We visited both the surgeries run by the centre - Temple End and Dragon Cottage - covering morning, afternoon and evening sessions. We also spent time observing what went on at the surgeries, helped by a short observation sheet. We talked to 22 people (see Appendix 2 for more detail). Our authorised representatives used a set of questions to guide their conversation with patients. It covered three main areas:

- Making an appointment
- Visiting the surgery
- After the visit

Not all patients, however, had the time to cover the three topics.

What did we discover?

We heard a range of opinions and individual examples during our conversations. The sections below pull out the main themes from these.

Overall

There was a general feeling that things were improving. Some people had thought about changing their GP practice but were glad they had not.

“A few months ago, I was going to change doctors’ surgery but it has got much better now”

“There has been a slight improvement recently.”

“Much better run”

There was a large noticeboard providing information for patients about improvements at the surgery using “You said... We did”.

Making an appointment

Clearly, the patients we spoke to on the day had been successful in making an appointment and their feedback reflected that. Eight patients felt the process of telephone booking was easy with a couple commenting that it had improved recently.

“Today was fine, but previously it has been bad”

“Today was fantastic”

Four of the patients we spoke to said they came in to make an appointment in the belief that this was the easiest way to get an appointment (rather than phoning). It was commented that this could also be difficult. Eight patients talked about the difficulties of making an appointment by phone; the phone line being engaged, long waits in a queueing system and a lack of availability of appointments when they did get through.

“You can never get an appointment.”

“Treatment is good, getting in the door is a problem.”

Only one of the patients we spoke to used the online booking system and had found it very convenient. Not everyone was aware that evening appointments were available. One patient suggested that email reminders of appointments would be useful.

Generally, people accepted that receptionists should ask them about the reason for their visit although six people we spoke to were not happy with this approach.

“They are just doing their job.”

“It’s intrusive. The receptionist can’t help you.”

One person at Dragon Cottage felt that talking to the receptionist was not very private (the music was turned off at this point).

Visiting the surgery

With two exceptions, most patients accepted that they would not see the same GP on each visit, although some did express concerns about the high turnover of staff including GPs and receptionists.

While we were there people did not have to wait long for their appointments:

“In the past, I’ve always had to wait for my appointments but it was really good today.”

Eleven patients felt listened to by medical professionals and trusted the advice that they received. They did not feel the appointments were rushed. Three patients were less sure and mentioned that had had trouble understanding the accent of one locum. One had been asked by a locum why her daughter who had a learning disability was not speaking.

“They listened to me”

“Very attentive and takes time to understand”

From our observations, the receptionists were friendly and courteous - with lots of patients coming in and out to talk to them. At Dragon Cottage, music was played to give privacy because one consultation room was next to the reception area.

We also looked to see if we could find a range of information which could be useful to patients (see Appendix 3). We did note that the self-check in machine at Temple End (which was not working at the beginning of the day) was not well used.

After the visit

Eight out of the ten patients who commented in this area were confident with what they needed to do after the visit or what was going to happen next. One patient wondered if it would be possible to email with test results to confirm that everything was ok. Another patient said that repeat prescriptions often ended up at the wrong surgery.

No-one we spoke to knew how to feed back to the surgery via the Patient Participation Group, the complaints process or other ways of feeding back on GP Services.

“It’s not something I’ve ever thought of”

Based on our observations Patient Participation Group posters were easy to find and prominently positioned in both surgeries.

Our recommendations

Based on what patients said to us and our observations, we recommend that:

- The surgery shares with its staff that the improvements that they are making are being noticed and appreciated by patients
- The surgery works with the Patient Participation Group to promote the following to patients - with a view to improving patient feedback about booking appointments:
 - improvements being made to support patient experience
 - the online booking system
 - the availability of evening appointments
 - the importance of patient feedback in supporting the surgery and how to give it
 - the reason for receptionists asking for information when an appointment is made.
- The surgery canvasses views on the position of the self-check in machine at Temple End to maximise its use
- The surgery reviews the check list at Appendix 2 to see if information could be made easier to find/provided for patients
- The Dragon Cottage surgery ensures that music is used consistently to ensure patient privacy throughout the day
- The surgery continues to work with the Patient Participation Group and use mechanisms such as the Friends and Family test as well as its own “Improving our Practice Questionnaire” to understand what patients think about the services it provides and the improvements that it is making

Service Provider Response

Nabeel Asghar, Practice Business Manager from Chiltern House Medical Centre, said:

Chiltern House Medical Centre has made significant improvements since our first CQC inspection in January 2016. We are pleased to see our patients are noticing the improvements made at the Practice across both sites. We have shared the report with our Practice Leadership Team and are working with our Patient Participation Group to action the recommendations made within the report. Chiltern House Medical Centre is committed to make continuous improvements to patient care, across both sites.

Acknowledgements

Healthwatch Bucks would like to thank Chiltern House Medical Centre, service users, visitors and staff for their contributions to this Enter and View.

Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

Appendix 1: Enter and View Background and Visit Details

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act allows local Healthwatch authorised representatives to watch how service is delivered and talk to service users, their families and carers on premises such as hospitals, care homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and View visits are not intended to specifically identify safeguarding issue, however, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.

Details of visit:	
Service Provider	Chiltern House Medical Centre
Service Address	45-47 Temple End High Wycombe Buckinghamshire HP13 5DN
Date and Time	Temple End - 0900-1100 - 1830-1930 Dragon Cottage - 1400-1600
Authorised Representatives	Jennifer Cassidy Liz Baker Alison Holloway Helen Smith

Appendix 2: We spoke to...

Gender

Female	10
Male	10
Not Asked	2

Age

18-25	1
26-35	1
36-45	
46-55	9
56-65	3
66-75	1
76-85	4
85+	1
Not asked	2

Ethnicity

Asian/British Indian	1
Black British/Caribbean	1
Black British/African	1
North African Arab	2
White British	13
White Irish	1
White Other	1
Not Asked	2

Appendix 3: Check List - Could we find information on?

Surgery	Dragon Cottage	Temple End
Accessing Services		
Repeat prescription service	Yes	No
Out of hours services	No	No (on screen not noticeboards)
Access to medical records	No	No
Making an appointment online	No	Yes
How to get test results	No	No
How to have a private conversation with reception staff	Yes	Yes
Service Access		
Patient Transport	Yes	Yes
Hearing Loops	Yes	Yes
Alternative formats and translation/signing services for surgery information*	No	No
Advice in other languages about the surgery*	No	No
Availability of chaperones	Yes	Yes
Signposting to further advice (e.g. on healthy living)	Yes	Yes
Encouraging patient involvement		
Making a complaint	No	No
Patient Participation Group	Yes	Yes
Friends and Family	Yes	Yes
Performance or patient satisfaction	Yes	Yes

* in both cases some leaflets in other languages and easy read were available from other organisations.

If you require this report in an alternative format, please contact us.

Address: Healthwatch Bucks

6 Centre Parade,
Place Farm Way,
Monks Risborough,
Buckinghamshire
HP27 9JS

Phone number: 0845 260 6216

Email: info@healthwatchbucks.co.uk

Website URL: www.healthwatchbucks.co.uk

Twitter: @HW_Bucks

Facebook: HealthWatchBucks

Governance: Healthwatch Bucks Ltd. is a company (Registration number 08426201) which is a wholly owned subsidiary of Community Impact Bucks a Charity (Registration number 1070267).

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

© Copyright Healthwatch Bucks 2017