



**Enter and View visit: The Hoxton Surgery, Hackney
26 June 2017**

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Service	GP surgery
Service address	12 Rushton St, London N1 5DR
Provider name	The Hoxton Surgery
Date/Time of visit	26 June 2017
E&V representative/s	Lloyd French Kanariya Yuseinova
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About Healthwatch enter and view visits

The Local Government and Public Involvement Act 2007 as amended by the 2012 Act and directed by Local Healthwatch Regulations 2013 imposes a duty on health and social care providers (including the independent sector) to allow authorised representatives of Local Healthwatch to enter premises that they own or control to observe the services that are being provided. These are legally binding directions and are often referred to as ‘the right to enter and view’.

Purpose of the visit

The purpose of our visit was to observe services being provided at The Hoxton Surgery and interview patients about their experiences. We wished to:

1. Follow up on comments from service users received during our routine comment collections across various health venues in Hackney.
2. Compile a report highlighting good practice and recommendations for improvement
3. Visit the surgery because its last [Care Quality Commissioning \(CQC\) inspection](#) took place in February 2015 when the surgery received a 'Good' rating
4. Explore aspects of good practice reflected in the surgery's 2016/17 [Patient Experience Survey](#) where 89% of ratings were 'good', 'very good' or 'excellent'

Acknowledgements

Healthwatch Hackney would like to thank the practice manager and staff for accommodating our visit. We would also like to thank the patients for participating in our interviews. We are also grateful to our volunteer authorised representatives for conducting the visit.

Important Information for management/provider

- We expect The Hoxton Surgery to provide an 'Action Plan and Response' on issues raised under the 'Recommendations' section.
- Copies of this report will be circulated to City and Hackney CCG, the CQC and will be made available on the Healthwatch Hackney website
- We will publish The Hoxton Surgery's Action Plan and Response along with our report

Disclaimer

- Observations made in this report relate only to the visit carried out at The Hoxton Surgery on 26 June 2017 which lasted for a total of 5.5 hours.
- This report is not representative of all patients of The Hoxton Surgery. It represents the views of 19 patients and one member of staff who were able to contribute within the restricted time available and our own observations.
- The visit conducted in two parts. The first part started at 10am and second part of too place after 1pm when the surgery was running its baby clinic and child monitoring service.

Key information about this provider

- The Hoxton Surgery has 6,832 registered patients and is open to new registrations. Some patients were moved to the surgery after a nearby practice closed
- NHS Property Services is responsible for the property facade maintenance and the surgery is responsible for the interior
- The Practice has 3 partners who do 6-7 sessions a week and 1 salaried GP who does 5 sessions.
- The practice has 2 trainee GP who work 6 - 7 sessions per week. Locum GPs are used 'as and when'.
- Two doctors are male and two female. Two nurses and one health assistant are available every day
- Hoxton surgery is open for patients all day from Monday to Friday from 8am to 6:30pm and has extended hours until 8pm from Monday to Wednesday
- Duty doctor is available every day.
- Telephone consultations are also available.
- The surgery offers home visits for those who have mobility issues and are too unwell to visit the surgery
- 20 regular appointments available each morning
- Emergency appointments available every day from 8am.
- The time slot for regular appointment is 10 minutes.
- The practice has completed 280 'time to talk' sessions for specific patients who need more time during a consultation
- The practice is aiming for the same target this year offering two Time to Talk sessions each day.
- Other clinics and services provided are:
 - Electronic prescribing
 - Repeat prescriptions
 - Counselling
 - Cervical cytology
 - Emergency Contraception
 - Baby Clinic, Antenatal Care
 - Health Monitoring
 - Diabetic clinic
 - Anticoagulation clinic
 - Medication review clinic
 - Teenagers
 - Sexual Health
 - Foreign Travel Information
 - Drugs and alcohol

- A Turkish clinic runs on Thursdays and Friday, 9am to 12 pm) to cater for the high number of Turkish patients
- The practice has a Patient Participation Group (PPG) with 4-5 active members who meet almost every month.
- User friendly website
- Hoxton Surgery is accredited as a F2 training practice

Summary of findings/observations

The following observations were noted during the visit:

- The surgery is in a purpose-built block on the edge of Shoreditch Park with good transport links.
- Narrow footpath and badly maintained paving to the main entrance.
- Cramped access to the lift
- Inside the practice is clean, bright and well maintained.
- The website is fully accessible and user friendly including software for people who have a hearing impairment. It has google translate and font size flexibility
- Inadequate direction signs to the practice
- Well stocked leaflets. Most with up-to-date information
- During the visit we did not see any leaflets in languages other than English
- Reception and clinical staff were friendly and welcoming

Physical environment/ cleanliness/hygiene

- The surgery forms a separate unit within a modern purpose built health centre
- Building has step-free access to the reception and all consulting rooms.
- The building is uncluttered and clean and tidy throughout with a limited range of seating and vibrant decor.
- The accessible toilets were clean and tidy.

Transport

The surgery is on the edge of a Haggerston Park with good transport links. It is close to the overground network and many bus routes. No parking spaces are available for patients but pay and display parking is available in front of the practice.

Patient centred care/dignity/safety

- The reception area is a suitable size for the number of patients using the surgery with adequate seating and good lay-out
- The automatic booking in system is new, well designed and easy to use.
- The reception has a low counter suitable for disabled patients
- Free drinking water is available for visitors and patients.
- Seats for patients located very close to the reception counter with no glass screen which could compromise patient confidentiality
- A few patients complained that particular doctor was rude and made patients feel uncomfortable. Non-one had complained and instead avoided being seen by him

Communication with patients/ Information

- The surgery has a user friendly website used by a growing number patients. Most of the information was updated apart from information on the PPG which dated from 2015
- The leaflet stands and notice boards were well stocked with up-to-date and relevant information for patients.

- The surgery produces a regular newsletter and provides a news page on the website that seeks to keep patients up-to-date with developments in the surgery and in medicine.
- Many patients appeared not to be aware of the process and procedure for registering comments and making complaints although the details are provided on the website and displayed in the reception area.
- The surgery had a display and announcement board to call the patients for the consultation with their GP
- The patients interviewed on the day were unaware of the existence of the surgery's Patient Participation Group.

Access issues (physical or accessible information)

- The surgery is on the first floor of the complex with lift for patients with mobility needs.
- The lift lobby area is cramped which makes operating the access door from a wheelchair or with a pushchair very difficult
- The pathway to the surgery was found to be narrow and the paving poorly maintained
- Most telephone interpreting is provided by Language Line
- The surgery has a specific interpreting contract with Derman who provide health-related services to Kurdish, Turkish, Turkish Cypriot and Eastern European Turkish people - mainly refugees and asylum seekers
- There is no hearing loop available at the reception area

Appointments system

- Some patients talked about the long wait to receive a date for a routine appointment
- Patients find the text message reminder useful
- Few patients felt the consultation time with the GP was long enough.

Other comments:

- Some patients said that services has improved and the majority (13/18) patients rated the practice as very good - 5/5
- Most patients find the receptionists behaviour as satisfactory

Patient feedback

Patient 1 *'According to my own experience some GPs here are good. English is not my first language and this can be a problem sometimes in serious situations unless I use an interpreter or someone from the family. Year ago I requested an allergy test because of my asthma and the reception then said that the doctor who is available to do the test does not work with interpreters so the appointment wasn't given to me. I usually walk in to book my appointments but they are not always easily available. For example I booked the appointment for today 12-15 days ago, but nothing urgent. Is about checking my last medications so the doctor can explain to me how to take them. But sometimes I feel rushed. Not enough time to spend with the doctor unfortunately. I don't really know how to complain and who to complain to about this. Otherwise the place is clean and newly refurbished. The reception staff are great. The place in general is much better than 2 years ago. Not aware of the PPG. Would recommend more interpreters and doctors to be trained on better understanding the patient needs'.3/5*

Patient 2 *'I am quite happy with my GP here. A month ago I came here for an emergency. The doctor examined me immediately. My English is not great, that's why when the doctor sees I struggle to understand he will connect me to the telephone interpreters for better understanding. The place is nice and clean, newly refurbished. I never had any complaints, therefore not aware how to complain if needed, I rely on my kids for this. Never heard of the PPG, but this practice is doing well. I would recommend it to everyone. Great and helpful reception staff'. 5/5*

Patient 3 *'It's quite hard to book an appointment here. It can take up to a month. One of the doctors can be very rude and make you feel stupid. I avoid booking appointments with him. I don't always feel I have time to spend with the doctors. Year and a half ago I had a stroke and was depressed for quite a long time. Only now I have started recovering slowly but I still feel the need of some more time to explain and understand. Once the doctor advised me to book a double appointment and when I did and went to see him again he said I don't have 20 minutes for you today as he was very busy, will do it next time. At the time of the stroke I came here with my husband who was talking on my behalf because I wasn't in a condition to do it. But this particular doctor was ignoring my husband and insisted talking to me even though it was obvious I can't. He was very rude and made me feel even more ill, like disabled. But on the other hand some of the doctors can be great. They can give you quick info even when you are passing through the corridor. All the doctors should be trained to the same level and especially for showing empathy to patients because they are in pain. They should be able to make us comfortable not uncomfortable. Otherwise the place is very clean and I like the new look of it'.3/5*

Patient 4 *'I don't speak English. Can understand only the basic things, that's why need interpreter most of the time. It is good that they have interpreter twice a week. But getting a referral takes quite long'.4/5*

Patient 5 *'I booked my appointment for today two weeks ago. But is good that there are available also same day appointments if it is an emergency. Otherwise the doctors are good, the receptionists are nice and kind and helpful. I always have enough time to spend with my doctor. Never had to complain about anything may be that's why I don't know the complaints' procedure here. Never heard of PPG. Everything here works well for me, I am pleased'.5/5*

Patient 6 *'I never managed to book a decent appointment in a reasonable time. It always takes me at least 2 weeks to get an appointment. Almost always I feel rushed, never spent more than 5 min in the consulting room. I live close by and usually walk in to book an*

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appointment but had to call them once and it took them ages to answer. Otherwise the doctors are good and caring. Just not enough time to spend. Will be nice if somehow they apologise for the short time rather than saying bye before I finish my sentence. I would recommend they look at their appointment system, try to manage it better so more appointments are available and more time with the doctors'. 2/5

Patient 7 *'Everyone here is very caring. The reception staff recognise my voice every time I call. I feel well looked after, well listened and never rushed by the doctors. I usually book my appointments in the morning and can get one for the same day. The only time that getting an appointment may take longer is when I ask to see a specific doctor. The reception area is always nice and tidy. The chairs are comfortable. It might be good if they have some more toys for the kids. The reception ladies are great. Always very helpful. I never had to make an official complaint, but if there is something I am not happy with I will speak with the receptionists and they will tell me what to do'.5/5*

Patient 8 *'This place is very good and efficient. I have my care plan here and can get an appointment for anytime I need it. Only if I require a specific doctor can it take a bit longer. But all doctors here are good at listening, explanation and care. The referral system is pretty quick too. I really feel well looked after. I also like the text reminder system here. The receptionists are great, very helpful. I am member of the PPG at Hoxton and I can say that patients' views are taken into account. The phone system has been changed after consulting at the PPG – this made the call answering more organised which of course has its positive impact on booking an appointment. The surgery has improved a lot in the last two years. The practice manager is very efficient. The nurses are also great here. It's easy to book an appointment with them to'.5/5*

Patient 9 *'I have asthma and that's why I can have an appointment any time I need it. The great part is that a few days after the appointment they call me to follow up and see how I feel. I feel well looked after in this. My asthma gets worse often because of my living conditions. I live in one bedroom apartment with my husband and 2 kids and it is damp all over the room. This triggers my asthma. The council is asking me for proof that this affects my health but the GP doesn't want to provide me with a letter sending me to the hospital for this. From the hospital send me back to the GP practice and the walk is endless. I wish I could get this paperwork sorted from my GP'.4/5*

Patient 10 had been a patient of the surgery for 6 years. Registering as a patient with the surgery was not problematic. Her appointment was to visit the nurse for medical tests. She confirmed that she received text reminders for the appointment. She now books all her none urgent appointments on line via the surgery website as she found being able to book an appointment 24 hours a day very convenient. Consultation with the GP was good with enough time for the condition to be explained and diagnosed. She rated the surgery good although she was not aware of the PPG or complaints procedure. The patient rated the service 5/5

Patient 11 had been a patient of the surgery for 6 months. She was referred to the surgery by her local pharmacist and found registering as a patient with the surgery ok. Her appointment was to visit the GP which she had made by phone and was given a same day appointment. She confirmed that she received text reminders for the appointment. Consultation with the GP was professional but felt she had been given more detailed advice by the pharmacist. She rated the surgery 'good' although she was not aware of the PPG, the website or complaints procedure. She lived in Islington but chose this surgery because of its professional and caring service. The patient rated the service 5/5

Patient 12 had been a patient of the surgery for 4 years, registering when the previous practice closed. She was happy with the process of registering with the surgery. Her visit was to see the nurse. She made the appointment in person at the reception because she prefers to speak to someone face-to-face and she confirmed she received text reminders for the appointment. The patient rated the service 5/5.

Patient 13 had been a patient for over 22 years. Her appointment was to visit the GP. The appointment was made at the reception in person as it was what she preferred. She confirmed that she received text reminders for the appointment. Consultation with the GP was good in all respects and her appointments were always with her preferred GP. She rated the surgery good = 5/5 although she was not aware of the PPG, she was aware of the suggestion box on the reception counter and only used the website for general information.

Patient 14 had been a patient for over 11 years. Her appointment was to visit the GP. The appointment was made at the reception in person. She confirmed that she received text reminders for the appointment. She rated the surgery 5/5 and was aware of the PPG, complaints procedure and the website.

Patient 15 had been a patient for over 11 years. Her appointment was to visit the GP. The appointment was made at the reception in person. She confirmed that she received text reminders for the appointment but felt there could be too many reminders at times. Consultation with the GP was good and she always saw the same GP. She rated the surgery good 5/5 although she was not aware of the complaints procedure but was aware of the PPG, the suggestion box on the reception counter and the website.

Patient 16 had been a patient for over 6 years. Her appointment was to see the health visitor. The appointment was made over the phone. She did try to book using the website but it didn't work. She confirmed that she received text reminders for the appointment. Consultation with the GP was good. She rated the surgery good 5/5 although she was not aware of the complaints procedure or the PPG. She had used the website but didn't find it useful in accessing personal data and she recalled that her husband, who was also a patient at the surgery, wanted to complain about the delay in receiving his test results but staff were helpful in letting him know what how the process worked so he gave up.

Patient 17 has been a patient for over 49 years. He came to surgery to be interviewed by Healthwatch. His appointments were made by telephone. He confirmed that he received text reminders for the appointment. Consultation with the GP in respect of time spent and manner was good. He rated the surgery good 5/5. He was aware of the complaints procedure and website. He was chair of the PPG and felt staff were very responsive to patients' concerns. He felt changes in the CCG contract would reduce the service the surgery could provide to patients.

Patient 18 has been a patient for over 15 years. Her appointment was to visit the nurse. The appointment was made by telephone and was very disappointed that she had to wait 2 weeks for the appointment even though she had just been discharged from hospital. She confirmed that she received text reminders. Consultation with the GP was good and she always saw the same GP. She rated the surgery 2/5 although she was aware of the complaints procedure as she had complained in the past but was not aware of the PPG, the suggestion box on the reception counter and the website.

Patient 19 had been a patient for over 4 years. She found registering with the surgery good overall. Her appointment was an emergency made over the phone, which was easy and efficient. She confirmed that she received text reminders for the appointment but felt there

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could be too many reminders at times. Consultation with the GP was good and she always saw the same GP. She rated the surgery good 5/5 although she was not aware of the comments and complaints procedure, the PPG or the website. She had no problems with translation as the GP spoke the same language as she does.

Staff comments

Following the visit we spoke to the practice manager asking him questions about the issues below

PPG (Patient Participation Group)

Response: The surgery had monthly PPG meetings with 5 active members. The surgery had a large number of patients from the local student population and city workers. The surgery is actively recruiting new group members by sending invitations to patients or inviting them in person

Accessible Information Standard

Response: The surgery has implemented a system where alert shows on when entering information of a patient with special needs. The information is also available on the website

Staff training

Response: All staff members completed relevant safeguarding training. The practice trains nurses and two doctors each financial year.

Other comments

The practice manager expressed concern that the switch from the current PMS contract to the new GMS contract would impact negatively on patient care.

Every year staff from Hoxton Surgery visits student accommodation to raise awareness among students on how to register with NHS GP Practices

Recommendations

All recommendations are based on patient feedback and our observations

Recommendation 1

The practice take steps to ensure that pathway immediately in front of the main entrance is repaired to ensure patients with mobility and visual impairments can navigate safely to the practice

Recommendation 2

The surgery considers fitting an automatic door opening system to the lift lobby doors.

Recommendation 3

The Surgery provides leaflets and advice sheets in other languages

Recommendation 4

The PPG is promoted more effectively to patients for example during GP consultations, via text. PPG posters could be more prominent in the reception area.

Recommendation 5

Comments and complaints procedures need promoting more effectively. Information on the procedures can be displayed in the reception area.

Recommendation 6

The practice considers steps to address issues relating to inconsistent approaches by GPs
The practice should consider patient-led/patient focused training for all clinical staff in the practice to improve the consistency and quality care that patients receive from practitioners

Recommendation 7

Out of Hours Urgent Healthcare to be publicised and promoted more effectively such as making the posters more visible at the reception area.

Recommendation 8

The surgery considers installing an induction loop system to the reception

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Summary of demographic/equality information collected

Ethnic category	
White	7
White Other	4
Mixed	
Black or Black British	2
Asian or Asian British	5
Other Asian	1

Gender	
Male	2
Female	17

The Hoxton Surgery Action Plan April 2018

ACTION AGREED	COMMENTS	TIMESCALE	
To ensure the pathway immediately in front of the main entrance is repaired so patients with mobility and visual impairment can navigate safely/smoothly	A call was logged with NHS Property Services on Fri 20 th April 2018 to arrange the repair works of the pathway in front of the Surgery.	1 - 3 months	In progress
The surgery considers fitting an automatic door opening system to the lift lobby doors	The lift lobby doors have a latch on top and can be fully opened, which gives a full access to patients with buggies and wheelchair users. It is well looked after by NHS Property Services.		Completed
The Surgery provides leaflets and advice sheets in other languages.	The Surgery already has leaflets in different languages available in the reception area. There are leaflets in Turkish for our Turkish population. More leaflets in other languages have been ordered via our online ordering system.	1 – 3 weeks	In progress / ordered
The PPG is publicised more effectively to patients e.g. as being promoted by the GPs during their consultations. The PPG posters could be more prominent in the reception area.	The PPG poster and leaflets are available in the reception area for the patients as well as detailed information on PPGs and on how to join the group is available for patients online on The Hoxton Surgery website www.hoxtonsurgery.nhs.uk		Completed
Comments and complaints procedure need promoting more effectively. Information on the procedure can be displayed in the reception area.	The Hoxton Surgery has a robust complaints procedure in place including a complaints policy. The complaints poster and forms are available for patients in the reception and on entering the Surgery.		Completed

<p>The Practice considers steps to address some of the issues regarding the treatment from different GPs patients reported on and share information with Health Watch Hackney. Considering patient focused training for all clinical staff in the Practice to improve consistency and quality of the care that patients receive from practitioners.</p>	<p>The Hoxton Surgery is a learning organisation. We regularly receive feedback from our patients and service users to improve our service. Patient complaints, suggestions and feedback are regularly discussed with The Hoxton Surgery team. Appropriate actions are taken following these discussions. Clinicians and administrative staff undergo regular training to refresh their skills</p>		<p>Completed</p>
<p>Out of Hours Urgent Healthcare to be publicised and promoted more effectively such as making the posters visible at the reception area.</p>	<p>The Hoxton Surgery has recently started operating as a Hub Practice offering patients appointments from 4 – 8 pm on weekday and from 8 am - 8 pm on weekends. Childhood immunisations and wound care are also carried out at The Hoxton Surgery on Thursday evening and weekends. The poster listing Out Of Hours CHUHSE service telephone number is well visible in the reception area and on entering the Surgery.</p>		<p>Completed</p>
<p>The surgery considers installing an induction loop system to the reception.</p>	<p>The induction loop system is already available in the reception area and the clinical room at The Hoxton Surgery.</p>		<p>Completed</p>