Enter and View Report

Tudor Medical Centre

Unannounced Visit

27th July 2018

Engaging Communities
Inspiring Change, Improving Outcomes

healthwatch Wolverhampton

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What is Enter and View

Part of Healthwatch Wolverhampton's remit is to carry out Enter and View visits. Healthwatch Wolverhampton Authorised Representatives will carry out these visits to Health and Social Care premises to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act allows Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as Hospitals, Residential / Nursing Homes, GP Practices, Dental Surgeries, Optometrist and Pharmacies. Enter and View visits can occur if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation so that we can learn about and share examples of good practice from the perspective of people who experience the service first hand.

Healthwatch Wolverhampton's Enter and View visits are not intended to specifically identify Safeguarding issues. However, if Safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Wolverhampton's Safeguarding Policy, the service Manager will be informed, and the visit will end. The local Authority Safeguarding Team will also be informed.

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Provider details

Address: 1 Tudor Road, Heath Town, Wolverhampton, West Midlands WV10 0LT.
Managing Partner: Dr S Agrawal.

Acknowledgments

Healthwatch Wolverhampton would like to thank the Managing Partner, staff and patients for their co-operation during the visit.

Disclaimer

This report is related to findings and observations made during our visit that took place on Tuesday 27th July 2018 at 10:30-12:00. The report does not claim to represent the views of all service users, only those who contributed during the visit.

Authorised Representatives

Rose Urkovskis, Lead Authorised Representative
Mary Brannac, Authorised Representative
Ashley Lovell, Observer

Who we share the report with

This report and its findings will be shared with Tudor Medical Centre, Wolverhampton City Council, Councillors, Wolverhampton Clinical Commissioning Group (CCG), NHS England, Care Quality Commissioning (CQC) and Healthwatch England. The report will also be published on the Healthwatch Wolverhampton website.

Healthwatch Wolverhampton details

Address:
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Healthwatch principles

Healthwatch Wolverhampton's Enter and View programme is linked to the eight principles of Healthwatch, and questions are asked around each one.

1. **A healthy environment:** Right to live in an environment that promotes positive health and wellbeing

2. **Essential Services:** Right to a set of preventative, treatment and care services provided to a high standard to prevent patients reaching crisis

3. **Access:** Right to access services on an equal basis with others without fear of discrimination or harassment, when I need them in a way that works for me and my family

4. **A safe, dignified and quality services:** Right to high quality, safe, confidential services that treat me with dignity, compassion and respect

5. **Information and education:** Right to clear and accurate information that I can use to make decisions about Health and Social Care treatment. I want the right to education about how to take care of myself and about what I am entitled to in the Health and Social Care system

6. **Choice:** Right to choose from a range of high-quality services, products and providers within Health and Social Care

7. **Being listened to:** Right to have my concerns and views listened to and acted upon. I want the right to be supported in taking action if I am not satisfied with the service I have received

8. **Being involved:** To be treated as an equal partner in determining my own health and wellbeing. I want the right to be involved in decisions that affect my life and those affecting services in my local community

Purpose of the visit

Whilst patient feedback is used to prompt an Enter and View visit to take place, the feedback we receive does not inform the actual visits that take place as we use a standard set of questions.

The factors which prompted this Enter and Visit including:

- Feedback from patients regarding perceived discrimination by GP's at the practice from both Black, Asian Minority Ethnic (BAME) and Lesbian, Gay, Bisexual, Trans (LGBT) patients
- Feedback from patients stating that they were unable to access appointments in a timely fashion
- Feedback from patients regarding the communication that took place during a merger with another practice

Tudor Medical Practice

What we did

On arrival we introduced ourselves we were asked to sign in, we then asked to speak with the Manager. We explained who we were and the reason for our visit which was to better understand that patient experience of using the service. We took some time to observe the general environment as well as talk to patients, Receptionist, Business Consultant and a GP.

Findings:

Environment

The external environment was in good condition with clear signage. There is a disabled entrance in the carpark, but the main entrance has steps and a ramp. The ramp is narrow, and one patient did struggle and was helped up the steps by one of the Authorised Representatives. Parking was observed as an issue during the visit which senior managers are aware.

The waiting room is light and well decorated. It has a TV screen on the wall displaying the names of patients and the room number to go to with a sound to alert patients. The TV also has information scrolling across the screen which includes waiting time delays. There is information displayed around the waiting room about a range of topics including, sleep apnea, mental health awareness, anti-biotics and the zero tolerance of violence towards staff.

There is a self-check in point which has multiple language options and a separate prescription pick up point before the entrance to the main waiting room.

Due to the number of seats in the waiting room it was observed that is was difficult for pushchairs and anyone with mobility needs to navigate around the room.

There is a poster showing how many 'Did Not Attends' have occurred in a set amount of time; the senior management team were concerned about the impact of non-attendance on appointments. They use a text system to send reminders which can be time consuming and has a cost associated but it is necessary to keep the numbers of did not attends to a minimum.

There was a meet the team poster in the waiting room with photographs and roles, it is understood that this is currently out of date. The Practice mission statement, complaints procedure, CQC rating, information on chaperones and baby changing facilities are also displayed.

During the visit, we were shown one of the recently refurbished consulting rooms, which was very clean, spacious and comfortable.

The day of the Enter and View visit was the hottest day in the year to that point during a heat wave, the waiting room was very hot, and several patients were physically struggling with the heat, having to leave the waiting room and stand outside. The windows were closed and there were no fans for patients or water provided. The senior management team responded very quickly to the observation directing a member of the reception staff to open the windows and door.

The senior management team were very enthusiastic about the quality of care offered and had a vision to continually improve facilities and opportunities to improve patient care.

They have a vision to regenerate an area of Heath Town and they have recently bided for support from the CCG and NHS England to provide a purpose-built health

and wellbeing centre to extend their offer to include, Dental and Ophthalmology facilities.

They are aware that the car parking facilities that serves the Practice in its current position is not fit for purpose and the proposal for a purpose-built centre would incorporate this. However, they were not successful in gaining any support and so to ensure that they further develop the facilities and patient care the Practice has invested £720,000 of its own resource into the Practice across its four sites. The recent addition at Tudor Medical Centre will provide three additional consulting rooms and offer enhanced facilities to their patients.

Despite not being a purpose build facility, the Authorised Representatives were very pleased with the physical environment.

Essential services

The Authorised Lead met with two of the senior management team and was shown the appointment booking system. There was on average five or six Doctors available each day at Tudor Medical Centre alone with other clinicians for specialist appointments such as Diabetes etc. There were a number of appointments released to be booked in advance, some left available to book on the day and a few more appointments available for emergencies released as needed.

One patient did explain that they did not know how to access out of hours appointments, and they had not received any communication about this from the practice.

Another patient told us that if patients want a same day appointment they need to call at 8am, otherwise there is a 3-week waiting time.

Access

The community that the practice serves is very diverse, and all staff undertake mandatory training which includes Equality and Diversity training.

One patient was accompanied by a family member for the purposes of interpretation, it is understood that the practice would arrange interpretation services when needed. The whole family use Tudor Medical Practice and are generally happy with the service they receive.

Patients were asked if they ever felt they were discriminated against. The feedback from some patients that took part during the visit was that sometimes staff have difficulty pronouncing some of the patient's names, but the patients also understood that their names were difficult to pronounce for some English speakers. They did not feel that they were being discriminated against.

Safe, dignified and quality services

An observation made by one of our Authorised Representative during the visit was of one patient who had gone to an appointment for herself and had brought her child with her. From the discussion the patient had with the receptionist, it was clear she had asked the Doctor/ Nurse to take a look at her child during the appointment, but that this had been refused as the appointment was not for the child. There was confusion as the receptionist was explaining to the patient that she had missed an appointment which was not the case. The receptionist informed that patient that she could book another appointment for later that day for the child. The conversation was heard clearly from the back of the waiting room with other patients commenting. It is understandable that in waiting rooms it is difficult to maintain privacy due to the open plan nature of the room.

The Authorised Representatives did not observe anything that would cause any concerns about the safety of patients or the level of compassion and respect that patients are treated with.

Information

The Authorised Representatives observed a wealth of information available to patents in the waiting room, which had multiple information points around the room and plenty of informative posters as mentioned in the Environment section of this Report.

One patient did point out to us that they had moved to Tudor Medical Practice because of a merger, but the patient had not received any information of communication about this before it had happened.

Choice

The receptionist explained that in their experience, the majority of patients did see the Doctor of their choice, where it was not possible an alternative Doctor was offered. However, if the patient wished to travel to another surgery where their Doctor of choice was on duty, an appointment could be made.

The senior management team are passionate about offering choice to patients and the secretaries at the practice send information to patients that have referrals. The letter was viewed along with the system used for referring patients. There were no leaflets explaining patient choice on display however there was an extensive array of patient information leaflets available such as GP online services, Stroke, Back pain, Alzheimer's, Eye testing etc.

The Receptionist thought that they had a delivery of new leaflets from Wolverhampton CCG about patient choice but that they had not had chance to put out yet.

Being listened to

Patient feedback is valued by the senior management team and there is a system in place where the patient can leave feedback when either arriving or leaving the Practice premises. The results for the past few months were shown to Healthwatch and there was over 95% satisfaction. The results from these surveys are displayed as a Family and Friends poster in the waiting room together with qualitive feedback It. was not clear on the poster how many patients had participated. It is understood that the Practice has the highest level of Family and Friend test returns in the city.

On the NHS Choices website 91.8% of patients stated that they had confidence in the Doctor they saw. 22% of patients said they had seen their Doctor of choice (as of 30 July 2018). It is understood that since the visit these results have improved.

There were also ten reviews on the site, eight were negative and two positives. The majority of concerns related to appointments and the level of customer service received when booking appointments. The reviews were dated between 2016 and 2018 and there was response from the Practice was dated March 2018.

The practice has found that the latest National Survey showed an improvement in patient satisfaction and they had the fewest number of complaints during the last 12 months. All complaints were dealt with thoroughly and in line with NHS guidance.

Being involved

Patients that took part in our Enter and View did not know if there was a Patient Participation Group (PPG) which would allow patients the opportunity to have their say and get involved with the practice. No information was observed during our visit which promoted a PPG.

It is understood from discussions with the Practice that there is a PPG, but that it is difficult for them to get patients involved. It was clear that the practice is keen to have patient involved but there are a number of challenges including the very diverse nature of the community which has over 20 language.

A draft version of this report was sent to the practice, who felt that there may be some inaccuracies and some areas needed clarification, including the process of Enter and View. A follow up meeting was arranged with he practice and representatives of Healthwatch, this was a positive meeting and their feedback has been taken in to account when finalising this report.

We would like to thank the practice for their cooperation with the Enter and View visit and for their engagement with us following the receipt of the draft report.

Recommendations

Overall Authorised Representatives felt that this was a positive visit, and it was clear that the practice is keen to deliver excellent patient care, choice and involvement. It is also recognised that there are challenges such as a building which is not purpose built and a large and diverse patient community.

There are a number of recommendations and these are:

1. Give responsibility to senior receptionists to oversee patient experience in the waiting area. This would include comfort, temperature and mobility around the waiting room.
2. Promote that patients have the option to be seen in a private room to discuss any concerns to ensure the privacy of patients
3. Include the number of patients involved in the Family and Friends Test Results poster, this would have more impact due to the high numbers that are involved
4. Ask patients how they want to get involved and investigate ways of growing the PPG with patient's involvement, Healthwatch Wolverhampton would be happy to assist in talking to patients about how best they want to get involved
5. Whilst the practice has invested its own money in to improving the facilities for patients, more investment is needed from NHS England / Wolverhampton CCG to enable to practice to grow and have purpose built facilities that serve the community

Provider feedback

The Practice has reviewed this report and were happy with its contents, no further feedback was received.

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