

Enter And View

Report

Moxley Medical Centre
Carried out 31st October 2018



Local voices
improving local
health and social care



Healthwatch Walsall is an independent consumer champion created to gather and represent the views of the public. Healthwatch plays a role at both national and local level and will make sure that the views of the public and people who use services are considered.

At a local level, Health watch Walsall will work to help people get the best out of the health and social care services in their area; whether it's improving them today or helping to shape them for tomorrow. Local Healthwatch is all about local voices being able to influence the delivery and design of their services - not just people for who use them, but for anyone who might need them in the future.

Part of the Healthwatch Walsall remit is to carry out Enter and View Visits. Healthwatch Walsall 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 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 Walsall 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 Walsall safeguarding policy, the service manager will be informed and the visit will end. The Local Authority Safeguarding Team will also be informed.



Provider Details

Name: Moxley Medical Centre

Address: 10 Queen St, Moxley,
Wednesbury
WS10 8TF

Telephone: 01902 409515

Service Type: Primary Care (GP)

Date of Visit: 31st October 2018

Authorised Representatives

Name: Emily Lovell

Role: Community Outreach Lead and Authorised Representative.

Name: Bobbi Owen

Role: Volunteer/Authorised Representative.

Name: Tom Collins

Role: Engagement and Information Lead and Authorised Representative.

Purpose of Visit

- To observe the physical environment of the practice.
- To listen to and capture the experiences of service delivery, from: patients, relatives and carers.
- There was no specific intelligence prior to the announced visit.

Physical Environment

External

- The car park has a number of spaces for approximately 20 cars.
- There are no designated disabled parking spaces visible on the car park.
- There is also a pharmacy next to the surgery.
- The exterior of the building and grounds are in good order.
- CCTV cameras are mounted to the exterior of the building positioned to view the car park.

Internal

- The reception area is in front as soon as you walk in. Which was attended by one receptionist.
- There is a patient seating area facing the reception.
- There is a self- 'booking in' screen.
- Hand sanitising bottles were next to booking in and reception. With additional units spread throughout the building.
- There is a TV/ display and patient notification point.
- There is a patient appointment notification display panel.
- There are a couple of patient notice boards and a selection of patient information leaflets.

- There are two levels to the building. The lower level locates the treatment areas with the upper level locating the administration and staff rest room area with additional conference room.
- Fire exits clearly marked and accessible. Fire extinguishers are available throughout and there was evidence of PAT testing.

About

There are currently circa 3,120 patients registered at the practice.

The practice opening hours are: 08.00 - 18.00 Monday, Tuesday and Thursday, Wednesday 8.00 to 17.00 and Friday, 8.00am -12.00pm.

Moxley Medical Centre website: <http://www.moxleymedicalcentre.nhs.uk/>

NHS Choices have 6 reviews of the surgery which has rated them as 3 out of 5 stars. Link to review section of NHS Choices: <https://bit.ly/2AE20aW>

We have no posted reviews on our “Experience Exchange”. If you wish to do so follow the link: <http://x2.healthwatchwalsall.co.uk/>

Moxley Medical centre has received a CQC inspection on 8th September 2017 and the report was published on 31st October 2017. Link to available CQC report: <https://www.cqc.org.uk/location/1-565445811>

We were informed that the CQC had revisited on the 3rd of October 2018, there is not yet a published report at this stage. The Practice Manager told us that there was some improvement and now they carried ‘Requires Improvement’ across 3 of the 5 standards.

The practice offers the following services and clinics:

- Services Provided.
- Child Immunisations and Parenting Advice.
- General Health Checks.
- Smoking.
- Well Woman Clinic.
- Foreign Travel.
- Ante-Natal Clinic.
- Home Visits.
- Repeat Prescriptions.
- Telephone Advice.
- Minor Surgery.
- Diabetic Health Checks.
- Asthma & COPD Health Checks.
- Phlebotomy.
- Cervical Screening.
- New Patient Checks.
- Contraceptive Services.
- NHS Health Checks (40 - 74).
- Over 75 Health Checks ECG Spirometry Lifestyle Services: Diet & Exercise.

New Patients receive a ‘New Patients Registration Information Pack’ which contains a variety of information. Patients are assigned a named GP when they register with the practice. Carers are coded specifically.

Home visits are available but assessed by the doctor as necessary or not on a case by case basis.

People can book appointments by telephone, in person and online.

Other Online patient access is:

- Order repeat prescriptions.
- Change your address details.
- Send secure messages to your practice.
- View medical record details online.

Did Not Attend (DNA) rates for August, September and October 2018.

Month	Staff	Appointments Available	Booked	Not Booked	Utilisation rate %	Did Not Attends (DNA)	DNA Rate%
Aug. 2018	GP	480	443	37	92.3%	11	2.5%
	Practice Nurse	539	428	111	79.4%	27	6.3%
	Health Care Assistants	475	417	58	87.8%	48	11.5%
Sept. 2018	GP	489	446	43	91.2%	16	3.6%
	Practice Nurse	586	506	80	86.3%	37	7.3%
	Health Care Assistants	599	494	105	82.5%	66	13.4%
Oct. 2018	GP	414	372	42	89.9%	6	1.6%
(up to 30.10.18)	Practice Nurse	752	621	131	82.6%	25	4%
	Health Care Assistants	693	476	117	80.3%	34	7.14%

Appointments with GPs appear to be being kept by patients at a very high level, though other clinical or preventative staff appointments are less kept. This may reflect the value placed on such appointments by patients locally.

Appointments, we were told, are a 10 minute session per patient. Should a patient require longer or wish to discuss another medical need then they can book double sessions.

The practice has a Patient Participation Group (PPG) which are attended by 5 -6 patients per meeting. Which meet on a monthly to Bi-monthly basis.

Staff Numbers

2 GPs (1 GP undertaking 9 sessions and another GP undertaking 2), Currently 1 Locum GP (undertaking 1 session). 1 Practice Nurse, 2 Health Care Assistant (Part Time), 1 Practice Manager, 2 Administration Staff (Part Time), 1 Reception staff member with a vacancy for a further part time receptionist.

A Lifestyle trainer from Mytime Active attends and carries out sessions with patients on Wednesday afternoons.

Patient Experiences and Observations

We managed to speak to 9 patients during our visit, gathering their feedback in the form of a set questionnaire.

We asked the practice manager about the care navigation process for patients. We were told that does not ask what the patient ailment details are but asks if other clinical staff may be able to help if the GP is not the first call. This way the patient may be signposted to a more suitable clinical person and outcome in a timely manner.

The subjects covered were:

- Appointments (Getting appointments, waiting time, getting through on the telephone, Online appointments, seeing a GP of your choice and cancelling appointments).
- Waiting area.
- Toilet facilities.
- Receptionists.
- Doctors.
- Nurses.
- Healthcare Assistants.
- Patient Participation Groups.
- Ease of Cancelling Appointments.
- Surgery Recommendation.
- Opening Hours.
- Complaints.

Appointments

Getting an appointment

5 out of the 9 respondents, 56% rated getting an appointment as good to very good, 2 out of the 9 respondents, 22% rated it as fair and the remaining 2 out of 9 respondents rated it as poor to get an appointment.

Though when asked how longed they had to wait for the appointment it ranged from: 1 day to a few days.

Booking an appointment.

8 of the 9, 89% of patients we spoke to had booked their appointment by telephone. 6 out of 9 respondents, 66% saying it was easy to very easy to do so. 1 patient 11% said it was fairly easy to book an appointment and 2 of the 9, 22% patients found it very difficult to difficult to do so.

Getting through on the telephone

6 out of 9 respondents, 66% found it good to very good to get through on the telephone. 3 out of 9, 33% found it fair.

Waiting time for appointments

3 out of the 9 respondents, 33% felt the waiting time for appointments was good to very good. 4 out of 9 respondents, 44% felt it was fair and 2 out of the 9 respondents, 23% felt it was poor.

Online appointments

9 out of 9 respondents, 100% had not booked online appointments.

Patient comments: Doesn't work.

Seeing the doctor of your choice

4 out of 9 respondents, 44% found it good to very good to see their doctor of their choice. 3 out of the 9 respondents, 33% found it poor to fair and the remaining 2 out of 9 respondents, 23% did not comment.

Waiting Area

8 out of 9, 89% of respondents rated the waiting area as good to very good in terms of comfort, cleanliness and ease of access to the building. 1 respondent, 11% felt the waiting area was fairly comfortable.

Toilet Facilities

7 out of 9, 78% of respondents rated the toilet facilities as good, in terms of comfort, cleanliness and ease of access with 2 respondents who had not used the toilets in the surgery representing 22% could not comment.

Receptionists

5 out of 9, 55 % of respondents rated this as good or very good in terms of friendliness, helpfulness and informative. 4 respondents, 45%, rated receptionists as fairly friendly helpful and informative.

Patient Comment: "Don't have to spill your beans at reception".

Doctors

7 out of 9, 78% of respondents rated Doctors as good or very good in terms of friendliness, helpfulness and informative. One respondent, 11% did not find the doctor helpful another 1 respondent, 11% did not feel the doctor was informative.

Patient comment: Dr Vitarana is fantastic, Locum not so good.

Nurses

7 out of 9, 78% of respondents rated Nurses as good or very good in terms of friendliness, helpfulness and informative. 2 of 9 respondents, 22%, rated them as fair in terms of friendliness, helpfulness and informative.

Healthcare Assistants

6 out of 9, 66% of respondents had not seen a Health Care Assistant. 3 out of 9, 33% respondents whom had seen a Healthcare Assistant rated them as fair to good.

Patient Participation

6 out of 9, 66% of respondents said they were totally unaware of Patient Participation Groups, Patient Voice Panels and Patient Reference Groups. 2 out of 9, 22% of respondents were aware of them all but were not a member of any. 1 out of 9 respondents, 11% is actively involved in the PPG and was aware of the Patient Voice Panel and Patient reference Group.

Patient comments: Text patients about PPG.

Ease of Cancelling Appointments

5 out of 9, 55% of respondents said they found it was easy to very easy to cancel an appointment. Most patients seemed to use the telephone to do so. 4 out of the 9, 45% had not cancelled appointments so could not comment.

Surgery Recommendation

8 out of 9, 89% of respondents said that they would recommend the practice to others. 1 out of 9, 11% of respondents would not recommend the surgery and wish to change practices.

Patient comments: Patient 20 years plus

Opening Hours

7 out of 9, 78%, of respondents said that the opening hours of the practice suited their needs. 2 out of 9, 22% of respondents stated that the opening hours didn't suit their requirements.

One patient commented that a few evening appointments would be better. Another patient had attended one of the Urgent Care Centres over a weekend (it was unclear if they know about the GP additional out of hours arrangements. HWW had observed the poster with this information on at the main entrance to the surgery and inside). Another patient had found it difficult to get out of school hour appointments.

Healthwatch Walsall representatives noted that the sitting/ waiting time for patients to attend their arranged appointment was 0-10 minutes.

Complaints

7 out of 9, 78% of respondents stated they did not know how to make a complaint, 2 out of 9, 22% of respondents did not know how to make a complaint but did not wish to.

Patient comment: "Wouldn't want to".

Patient comments: "One of the best in the West Midlands"

Staff Experiences and Observations

We spoke to two staff members. The Practice Manager and an Administration Assistant.

The Practice Manager has been in post for a number of years.

We asked what they were most proud of about the practice? The reply was 'the staff, they work hard and can take up any role when needed' non-clinical based.

The Administration Assistant has joined the practice in the last two years but has a number of years' experience in other surgeries.

Training is a mix of online and external delivery. Training is recorded and appraisals we were told happen every 12 months.

Staff meetings are held roughly on a 2-week basis. But should any issues arise there is an open-door policy. Which can resolve issues more quickly rather than wait till another staff meeting.

We spoke to Dr Vitarana who highlighted some of the issues that the practice face. One great concern is the length of time a patient has to wait for a hospital appointment with a consultant when referred. This can be up to a six month wait for a patient. Cardiology Consultant appointment waiting times are a concern.

Summary, Comments and Further Observations

The infrastructure and facilities as provided are very clean and in very good condition.

Patient ability of seeing a GP of their choice appears to be very good. Waiting time for appointments also appears to be low. The reduction has been due to the hard work of staff and tweaking their own appointment booking system.

Some patients were not aware of online appointment booking. One patient mentioned that it did not work when they tried to use it. It was mentioned to the Practice Manager who was going to test the system.

There has been a recent CQC Inspection, 3rd October 2018 which was assessed under a new CQC format and system. We were told that the surgery was rated as 'Requires Improvement' from 3 out of the 5 standards. An improvement, but the surgery we were told is addressing and undertaking actions to meet and address the CQC findings.

We thank the patients, relatives, staff, management and owners for their Co-operation and contributions during our visit.

Recommendations and Follow-Up Action

- Consider holding PPG meetings in an evening to allow access/ attendance by workforce patients and parents.
- Consider PPG members doing in house PPG promotion of PPG to waiting patients in surgery.
- Promote PPG and other information such as how to access 'online appointments' via TV display in surgery to be viewed by waiting patients.
- Consider if any evening appointments for workers/ parents may be offered in the future.
- Display a surgery complaints process to patients.
- Identify disabled parking spaces on car park more clearly.
- Check Online appointments system is working and monitor this.

Provider Feedback

- The TV/Display was on at the time of the visit the Patients are called via the same display, it was the educational material that was not being shown as the supplier was updating the service; this has now been updated
- There are 2 Notice Boards in the Reception Area, one displays Health Promotion, the other is for the PPG which displays the Date, time of next meeting and Date and time when PPG Members will be available to discuss any Concerns, Comments, Compliments or Complaints about the Practice with the Patients. CQC accreditation, fire procedure and complaints procedure. There is a leaflet display unit at the entrance of the Practice that includes both Health and Social leaflets to take away for reference.
- The CQC Report has been received: The Practice is rated as 'Requires Improvement'.
- The PPG Notice board displays the date and time the PPG Members will be available to discuss any "Concerns, Comments, Compliments or Complaints about the Practice".
- This was not possible on the day as TV Display was not fully operational due to changes by the Provider. This information is now displayed as the software has now been updated; the 'Patient Online and PPG are now advertised.
- Evening appointments available Monday to Thursday as half day on Friday.
- Complaints process -This is already displayed on the PPG Display Board. Additional Healthwatch Walsall comment: Displaying on the PPG board, patients may think this relates to PPG members. It may need to be on ALL patients notice boards.
- Practice Manager has checked and Patients are able to book appointments online

If you have any NHS or Social Care service experiences that you wish to share, you can visit our online 24/7 “Experience Exchange”. Whether it’s a “compliment, concern or complaint”.

Use our web link or QR Code below.



Web link: <http://x2.healthwatchwalsall.co.uk/>



DISCLAIMER

Please note that this report only relates to findings we observe on the specific date of our visit. Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed at the time.



healthwatch
Walsall

Office 10, Bridge House
47-55 Bridge Street
Walsall
WS1 1JQ

Tel: 0800 470 1660

Email: info@healthwatchwalsall.co.uk

Visit our website: www.healthwatchwalsall.co.uk

Part of (ECS) Engaging Communities Staffordshire

**Engaging
Communities**
Inspiring Change, Improving Outcomes

A graphic for Engaging Communities consisting of a speech bubble shape filled with small, colorful human figures.