

Enter And View

Report

Little London Surgery
Carried out 26th November 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: Little London Surgery

Address: Little London
Caldmore
Walsall
WS1 3EP

Telephone: 01922 628280

Service Type: Primary Care (GP)

Date of Visit: 26th November 2018

Authorised Representatives

Name: Emily Lovell

Role: Community Outreach Lead and Authorised Representative.

Name: Manisha Patel

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 3 car parks have a number of spaces for approximately 18 cars.
- There was one designated disabled parking space visible on the car park.
- There is also a pharmacy attached to the surgery with 4 car park spaces.
- The exterior of the building and grounds are generally in good order.
- CCTV cameras are mounted to the exterior of the building positioned to view the car park.
- The entrance is through an automated door system.

Patient comment: "Not much parking". "Parking, winter ice and snow on the hill is deadly".

Internal

- The reception area is in front as soon as you walk in. Which was attended by one receptionist.
- CCTV cameras are mounted in the patient waiting area and main corridor.
- 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 which was not on.
- There is a patient appointment notification display panel.
- There are a number 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 are clearly marked and accessible. Fire extinguishers are available through out and there was evidence of P.A.T. testing.
- Fire extinguishers were due to be maintained/ checked December 2018. Portable Appliance Testing (P.A.T.) is due to be checked September 2019. The surgery held Employer and Public liability insurance up to August and September 2019 respectively.
- We were told that Legionella checks/ visits are carried out monthly.

About the practice

There are currently circa 8,390 patients registered at the practice.

The practice opening hours are: 08.00 - 18.00 Monday to Friday. Extended hours Tuesdays 18:30 to 20:00.

GP treatment times are: 08.30 to 11.30am and 15.50 to 18.00 Monday to Friday.

Little London Surgery website: <https://www.littlelondonsurgery.co.uk/>

NHS Choices have 10 reviews of the surgery which has rated them as 3 out of 5 stars. Link to review section of NHS Choices: <https://bit.ly/2P7pOYq>

We have 2 posted reviews on our “Experience Exchange”. Follow the link to see the reviews: <https://bit.ly/2E2mwoA>

Little London Surgery CQC inspection on 8th September 2016 and the report was published on 31st October 2016. Which rated them as “Good” across all of the five standards. Link to available CQC report: <https://bit.ly/2ztHpFe>

We are unaware of any additional CQC inspection visit or draft report that may have been undertaken at this time by the CQC.

The practice offers the following services and clinics:

- Coronary Heart Disease Clinics
- Diabetic Clinics.
- Asthma Clinics
- COPD Clinics (Chronic breathing problems)
- Minor Surgery
- ECG Clinic
- Contraception
- Maternity
- Child Health Surveillance
- Childhood Immunisation
- Travel Advice/Vaccination (incl. Yellow Fever Vaccination)
- Well Person Checks

- New Patient Checks
- Help for Drug Misuse

New patients receive a new patients 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 triaged by the doctor as necessary or not on a case by case basis.

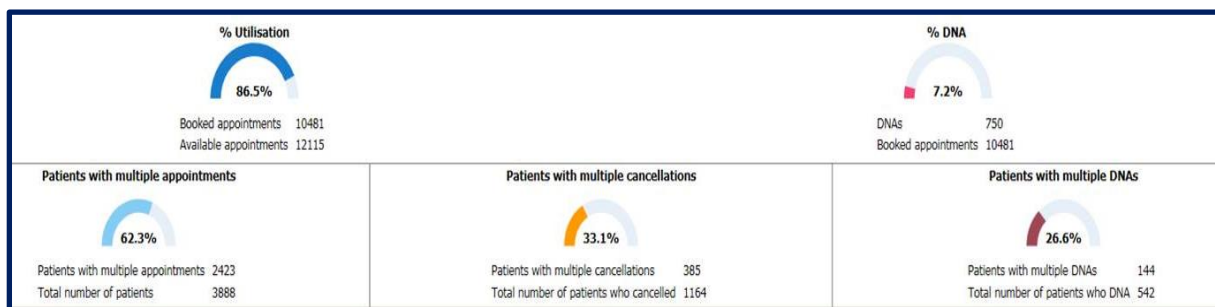
People can book appointments by telephone, in person and online.

Other Online patient access is:

- Order repeat prescriptions.
- Book or cancel appointments.
- View medical record details online.

The surgery also uses a text reminder for patient appointments and cancellations called 'M-Jog'.

Did Not Attend statistics supplied by the surgery from 1st September to November 28th, 2018.



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) attended by patients. Who meet on a quarterly basis. The last meeting was September 2018 but plans for the next one is not until February 2019.

Patient service experiences of the surgery are collected via Family and Friends Test and CFEP surveys which will be rolled out shortly.

The surgery has a high rate of interpreter utilisation to meet the patient needs for the diverse surrounding communities. Language has been identified as a barrier hence high use of interpreters.

Staff Numbers

4 GPs, currently 1 Locum GP, 3 Locum Advanced Nurse Practitioner (ANPs), 1 CPN, 2 Practice Nurses, 1 Health Care Assistant, 1 Practice Manager, 1 Deputy Practice Manager, 2 Secretaries, 9 Reception Staff, 5 Data Staff and 1 Practice Pharmacist.

This practice is also a training practice with 1 registrar.

Patient Experiences and Observations

We managed to speak to 12 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 receptionists ask what the patient ailment details are so patients can be signposted and dealt with 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

7 of the 12, 58.5% of patients found it fairly OK to get an appointment. 4 out of 12, 33% of respondents found it poor, 1 out of 12, 8.5% found it very easy to get an appointment.

Though, when asked how long they had to wait for an appointment it ranged from: same day to almost 3 weeks.

7 of the 12, 58.5% of patients found it difficult to very difficult to get an appointment, 2 out of 12, 17% of respondents found it fairly easy, 3 out of 12, 25% of respondents found it easy to very easy to book an appointment.

Getting through on the telephone

9 out of 12 respondents, 75% found it very poor too poor to be able to get through on the phone, 3 out 12, 25% rated it as good.

Note: HWW representative spoke to one patient who commented that it had got better to get through on the phone. After a brief discussion with the Practice Manager it was apparent that the surgery was trialling an extra telephone line (now 3 instead of two).

Waiting time for appointments

9 out of the 12 respondents, 75% felt the waiting time for appointments was very poor to poor, 3 out of 12 respondents, 25% of respondents felt it was fair to good.

Online appointments

12 out of 12 respondents, 100% had not booked online appointments.

Seeing the doctor of your choice

3 out of 12 respondents, 25.5% found it good to very good to see their doctor of their choice. 3 out of the 12 respondents, 25.5% found it fair, 5 out of 12, 40.5% respondents

did not comment or record a response, 1 out of 12, 8.5% of respondents felt that they could not get to see the doctor of their choice.

Waiting Area

11 out of 12, 91.5% 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, 8.5% felt the waiting area was not easily accessible but did not state why.

Toilet Facilities

10 out of 12, 83% of respondents rated the toilet facilities as good to very good, in terms of comfort, cleanliness and ease of access with 2 of 12, 17% respondents who had not used the toilets in the surgery so could not comment.

Receptionists

10 out of 12, 83% of respondents rated Receptionists as good or very good in terms of friendliness, helpfulness and informative. 1 out of 12, 8.5% of respondents did not find them helpful. 1 of 12, 8.5% of respondents did not return a comment.

Patient Comment: “Depends who is on”. “Reception area is not private people are right behind you.”

Doctors

10 out of 12, 83% of respondents rated Doctors as good or very good in terms of friendliness, helpfulness and informative. 1 out of 12, 8.5% of respondents found them fairly helpful and informative. 1 out of 12, 8.5% of respondents did not return a comment.

Patient comment: “Feel doctor meets my needs”.

Nurses

11 out of 12, 91.5% of respondents rated Nurses as good or very good in terms of friendliness, helpfulness and informative. 1 of 12 respondents, 8.5%, did not comment as they had not been seen by a Nurse yet.

Healthcare Assistants

7 out of 12, 59.5 % of respondents had not seen a Health Care Assistant. 2 out of 12, 17% respondents whom had seen a Healthcare Assistant rated them as very good. 1 out of 12, 8.5% of respondents felt that they were very poor. 2 out of 12, 17% had not been seen by a Health Care Assistant so did not comment.

Patient Participation

6 out of 12, 50% of respondents said they were totally unaware of Patient Participation Groups, Patient Voice Panels and Patient Reference Groups. 3 out of 12, 25% of respondents were aware of the PPG but not aware of the Patient Voice Panel and Patient Reference Group. 1 out of 12, 8.5% of respondent was unsure. 1 out of 12, 8.5% of respondents was involved with the surgery PPG. 1 out 12, 8.5% did not respond.

Ease of Cancelling Appointments

3 out of 12, 25.5% of respondents said they found it was very easy to cancel an appointment. 1 out of 12, 8.5% of respondents couldn't cancel their appointment. 1 out of 12, 8.5% of respondents found it difficult to cancel their appointment. 1 out of 12, 8.5% of respondents felt it was OK. 6 out of 12, 51% of respondents had not sought to cancel an appointment so could not comment. The patients that had, seemed to try the telephone to do so.

Patient comment: “Need more phone lines”.

Surgery Recommendation

10 out of 12, 83% of respondents said that they would recommend the practice to others. 2 out of 12, 17% of respondents had not been at the surgery that long so felt that they could not offer an opinion at this time.

Opening Hours

11 out of 12, 91.5%, of respondents said that the opening hours of the practice suited their needs. 1 out of 12, 8.5% of respondents stated that the opening hours didn't suit their requirements.

Complaints

8 out of 12, 66% of respondents said that they did not know how to make a complaint, 2 out of 12, 17% of respondents stated they did know how to make a complaint, 2 out of 12, 17% of respondents did not return an answer.

There is mention of complaints process and a complaints co-ordinator in the practice leaflet but no information of how to raise a complaint in same leaflet or in surgery by poster.

Staff Experiences and Observations

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

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.

Summary, Comments and Further Observations

The infrastructure and facilities as provided are clean and in very good condition. Though a small number of patients raised the amount of parking spaces as limited.

Waiting times time for a GP appointments ranges from; same day to a waiting time of up to 3 weeks. With a couple of patients attending the Urgent Care Centre instead.

Patient ability of seeing a GP of their choice appears to be varied. With only a couple of patients able to see the GP of their choice.

Some patients were not aware or did not use the Online appointment booking system. This may suggest a lack of knowledge of the system or how to use it.

The majority of patients said that they would recommend the surgery to others.

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. Or promote the Online services that patients can access including appointments.
- Promote PPG and other information such as how to access 'online appointments' via TV display in surgery to be viewed by waiting patients.
- Include PPG information and how to join PPG in practice leaflet.
- Clearly display to patients, available (if still available) surgery extended hours; Tuesdays 18.30 - 20.00 as stated in practice leaflet.
- Display a surgery complaints process to patients in the surgery and identify clearly the 'complaints co-ordinator'.

Provider Feedback

- Yes, the visit highlighted a few improvements regarding patient communication and displaying.
- posters for PPG, extended hours and complaints process, which we have noted and will act upon.
- However, we disagree about promoting other information such as how to access online, appointments as this is already displayed in the corridor with posters and banners *
- Our next PPG meeting will be on 21st February recommendation for PPG doing in house promotion will be added to the agenda.

*Response by Healthwatch Walsall.

We are glad to see that online appointments are being promoted more noticeably since our visit. We trust that the posters and banners are being displayed in the main patient access and waiting area also.

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

