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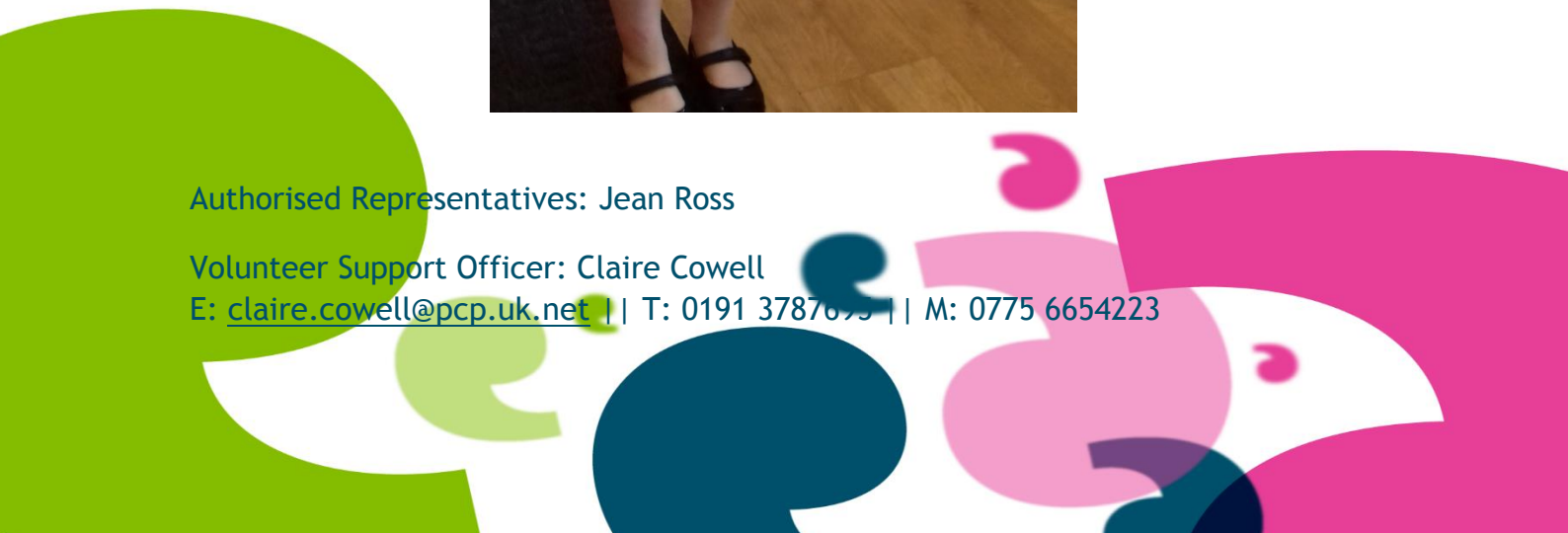
**Enter and View Report  
The Haven Surgery  
Burnhope, DH7 0BB**

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**Tuesday 23rd April 2019  
(9am-12pm)**



Authorised Representatives: Jean Ross  
Volunteer Support Officer: Claire Cowell  
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## Acknowledgements, disclaimer and context

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Healthwatch County Durham would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

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.

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 Healthwatch Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential 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 are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an Authorised Representative observes anything that they feel uncomfortable about, they need to inform their lead who will inform the service manager, ending the visit.

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## Purpose of the visit

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We ran a successful pilot with GP surgeries in 2017 and 2018, where we used ‘appreciative questions’ to explore what was working well in surgeries as well as areas for improvement. Key themes that were important to patients were shared with all practices and Enter and View visits were identified by the Clinical Commissioning Groups as a positive way to gather independent patient feedback.

*‘Your visit has certainly helped us focus our minds not only on what we are doing well, but also on areas where we knew we needed to improve, in addition it has also highlighted further areas where we need to develop and improve our service to patients.*

*The whole experience, from the initial approach by Marianne through to our involvement with Claire and then the volunteers on the day has been extremely pleasurable and informative; the staff here on the day have all been extremely complimentary of your approach and methods.*

*In our opinion the Enter and View visits are a great way to break down barriers, give practices an independent view on the success of their service and help them highlight areas for improvement. We would recommend an Enter and View visit to any practice.’*

**Brian Woodhouse, Practice Manager**

We wrote to all Practice Managers and Patient Reference Group Chairs to offer them the opportunity to request an Enter and View visit, to either gather overall patient feedback or explore a particular topic.

The Haven Surgery requested a visit as they were keen to listen to their patients and learn from their feedback.

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## Planning and preparation

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Authorised Representatives who had taken part in the pilot were keen to be involved, as were new volunteers. The survey was carefully put together beforehand to reflect the 'positive approach' to be taken. This was circulated to staff, Authorised Representatives and the practice manager for comment.

We realised that there might be people who would like to make a comment about the services who were not going to be around on the day of the visit so the surveys were left one week before the visit in the waiting area, on a HWCD display table, with a box for completed surveys to be left in. We also prepared slips which could be handed to a user, if they were to leave mid conversation due to their appointment being called. This meant they could still complete the form, after they had been seen.

We advertised the visit in advance (Appendix C) and Dr Rina Miah (GP) briefed the staff, before the day.

We carried out a preparation visit one week before the Enter and View to do a risk assessment which considered areas such as layout, introductions, venue space and safety procedures, the process for taking photographs and we agreed use of a private space for conversations if needed.

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## Information and data

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At this surgery we used one authorised representative and carried out 14 individual conversations with patients and staff, using a set of appreciative questions to give people the opportunity to describe good practice they had experienced or seen. Two observation sheets were completed by authorized reps during the visit.

0 surveys were completed prior to the visit.

Representatives observed activity and spoke to people during our three hour visit to collect their own independent impressions of the practice and its services, which they recorded during and after the visit.

A private space was available if patients felt the need to talk in confidence to us.

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## What people told us

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People shared their experience and opinions of the practice, all are noted in Appendix E. Some are unique to individuals but there were several trends that we heard numerous times, which include:

### Professionalism and empathy of staff

“It's okay. Don't come often but reception staff are friendly and know me personally.”

“Always good. All staff listen to me. Been coming here for 33 years.”

“Good support for mental health issues.”

“Receptionists are very good - make this surgery what it is.”

“Doctors are caring - they listen to you and have time for you.”

“Staff are the best thing - they are absolutely excellent.”

“Staff know my little boy - if he's having a 'loud' day, they understand his issues and don't overreact.”

### Services and the environment

“Good service - prescriptions are ready promptly.”

“Flexible around prescriptions; if something is missing, they will sort it.”

“Airy and bright - nice feel to it.”

“Access to the service - everything that is needed is here.”

“Get prescriptions/medications here; saves going to other pharmacies.”

“If Seats were a little further away might help with anxieties.”(Reception area)

### Appointment availability

“Can ring up and get emergency appointment (as happened today).”

“Availability of same-day appointments.”

“Today I got an early appointment due to cancellation. Original appt. was for 4.30pm, surgery rang back with earlier appt.”

“Get sorted quite quickly - everyone's so nice. Don't wait long normally.”

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# What we observed

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The residents we observed in The Haven Surgery appeared to be very happy with the services overall

Observations considered the physical space and how it was managed, as well as communication with staff and users

Key areas of observation were:

## Effectiveness of the physical space and layout

Access to the surgery is good. However, due to the small space available, there is a potential lack of confidentiality - people in the waiting area could overhear what is being said at the reception area.

The waiting area included a children's play area (mainly for toddlers) and had some toys available. There was also a television available, which provides a useful distraction from the reception area and also something to engage people while waiting.

Noticeboards included updates about cancer and practice information and there were also separate leaflet holders to take information away. Some materials were focused on religion, including 'Churches Together' information, a memorial plaque and knitted crucifixes.

## Service and positive social interaction

The staff showed good interaction with patients and used people's first names. A nurse was friendly with patients and came out to greet people; the doctors also come out to collect people.

A positive community spirit was evident throughout the practice, from receptionists to patients and between patients while they were in & out of the waiting area.

The self-check-in was out of order but is normally in place.

## Issues that arose

During the time of our visit, there were delays to appointments and some people waited a long time to be seen. We did notice however that patients were kept informed and advised that there may be an hour wait.

Someone wanted to collect their prescription early as they were going away the next day. The surgery staff seemed to manage this well and ensure that it would be made available for the patient.

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# Recommendations

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We have listed the recommendations below based on what we were told and what we saw and heard, during the visit.

## 1. Staff/Social Interaction:

One of the most conveyed messages from the patients on the day, was how happy they were with the staff. The patients very much valued and appreciated the caring attitude of the doctors, nurses and reception staff. Patients spoke about how the staff were flexible, attentive and sensitive in order to make things work for them.

Patients felt that there is a good balance of professionalism and friendliness (personable, sociable and polite) between staff and patients and that they are listened to, not rushed, made to feel at ease and encouraged to come back if unsure. Staff behaviours and culture is clearly to be celebrated and retained here.

## 2. Environment:

Patients told us how important the location of the surgery was to them and we observed an accessible, airy and bright, comfortable clean surgery with well thought out information and notices being displayed (at the point of the visit there was a lot of religious based notices). There was mention of the potential for the floor being slippery when wet and higher level chairs for people with back problems in the reception area.

Although there is not a lot of room at reception, which might mean you could be overheard, patients liked the reception area and appreciated having a TV and play area/toys for children. Patients were satisfied that onsite parking was good and you can always get a parking space.

## 3. Communication:

We witnessed examples of good and effective communication especially where services were delayed/running late. Patients told us that they were happy that you could book online and also appreciated text messages to confirm details. The electronic monitor running in the surgery, giving information on associated services and calling people to appointments, seemed to work well.

## 4. Appointments:

Easy to access with no long waiting times and cancelled appointments quickly and effectively offered up. Being able to make an appropriate appointment



was a priority for patients who generally said that you could get an appointment quickly and that this system worked well for them. Patients valued where they can get a same day appointment and spoke about understanding that sometimes appointments run late, but were happy that they still were kept up to date, listened to and not rushed out of their appointment, where this had happened.

#### 5. Services:

There were lots of positive comments about good ‘services’ here-issues such as ‘good support for mental health issues’, ‘Counselling was very good’ and ‘good referral to physio’ resulting in confidence in getting appropriate care when and where it was needed. Referral to further types of complimentary services would be valued/welcomed. Retaining the systems and resources that allow for the services to remain at a high standard seems very important, and is clearly recognised as one of the most important aspects when it comes to patient’s confidence here.

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## Service provider response

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*“The staff at The Haven Surgery are very pleased to hear that our patients have said such positive things about the services we offer. We thank Healthwatch County Durham for facilitating this valuable exercise.*

*Regarding improvements to our small waiting area, we have already installed an anti-slip mat to prevent the floor being slippery when wet. A higher level chair has also been ordered for patients with back problems in the reception.*

*We offer acupuncture at the practice for patients who may benefit, especially if this would reduce the intake of strong oral painkillers. Certain vulnerable and palliative care patients, as well as their carers, are able to access complementary therapies. We signpost eligible patients to these services where and when appropriate.*

*It was also very satisfying to hear that patients were happy with making an appointment, whilst we are a village surgery with 2 doctors - serving over 1600 registered patients - we try our best to make sure we accommodate as many people as possible, in a way that meets their personal and medical needs. We will continue to monitor the system so that this part of the service is maintained”*

# Appendices

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## Appendix A: Letter

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Rina Miah  
The Haven Surgery  
Burnhope Court  
Burnhope  
DH7 0BD

Tuesday 29<sup>th</sup> January 2019

Dear Rina

### Positive Enter and View Visit - The Haven Surgery

Healthwatch County Durham is the statutory, independent consumer champion for health and social care. It makes sure the views of patients and service users are heard by those who run, plan and regulate health and social care services.

Healthwatch County Durham may, under certain circumstances, enter and view premises where publicly funded health and social care services are provided. As we discussed in our meeting, the purpose of this visit is to observe good practice and hear the patient stories and views about services.

Healthwatch County Durham's Enter & View Authorised Representatives would like to visit on Friday 29<sup>th</sup> March from 10am-1pm. Authorised Representatives attending will be myself-Claire Cowell (Volunteer Support Lead), Anne Glynn and Jean Ross. We will all have ID badges.

During the visit we would like to speak to patients and staff, using a standard set of questions as prompts. We will provide a display stand and information prior to and during the visit. We are happy to provide brief verbal feedback to you on the day if you are available. We will then write a report that will include examples of good practice that we have observed and heard about. You will receive this report 20 days before it is published on our website and shared with CCGs.

I would be grateful if you could display the enclosed poster and promote the visit to staff and patients.

Thank you for agreeing to be part of this pilot. We look forward to working with you.

Yours sincerely

Claire Cowell

(Volunteer Support Lead)

Healthwatch County Durham  
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Durham DH7 8XL  
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Email: [healthwatch@pcp.uk.net](mailto:healthwatch@pcp.uk.net)



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## Appendix B: Questions

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### Enter and View Questions for GP practices in County Durham

Thank you for your time today. Healthwatch are here to speak to patients about the service and to hear the stories behind your views. We will share that learning with other service providers and make recommendations about how others could achieve better results.

Please can you tell me about a good experience that you have had at your GP practice? <i>(Prompt questions if needed: What made it a positive experience? Who was involved? How did you feel?)</i>
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What is the best thing about your GP practice? <i>(Prompts: What makes it stand out for you? Why have you chosen this?)</i>
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If you could make sure your GP practice kept one thing, what would it be? Why is that? <i>(Prompt if needed: one thing could be a service, facility, process, behaviour or person)</i>
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If your practice could do one thing to make it even better, what would that be?
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## Appendix C: Programme

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23.4.19

The Haven Surgery (Burnhope)

Enter and View Programme

9.00am	Photographs/Brief/Programme	
9.20-10.20am	Survey	Claire
	Observation	Jean
10.20-10.40am	Break/thoughts	
10.40-11.40am	Survey	Jean
	Observation	Claire
11.40-12.00pm	Debrief	



## Tell us about your Surgery!

Tuesday 23rd April 2019

9.00am - 12.00pm

**The Haven Surgery (Burnhope)**

*Healthwatch County Durham is your local, independent health and social care champion. We are visiting your Surgery to find out what you think about the services it offers and would like to hear from residents, visitors and staff about your experiences.*

**Come and tell us what you think is so good about  
The Haven Surgery**

[www.healthwatchcountydurham.co.uk](http://www.healthwatchcountydurham.co.uk)

Tel: 0191 3787695, Text: 07756 654218

Healthwatch County Durham  
Whitfield House  
Meadowfield Industrial estate  
Durham, DH7 8XL



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# Appendix E: Notes

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## Enter and View Notes (The Haven Surgery) - 23.4.19

### Preparation/before the day

- Survey used was carefully put together beforehand to reflect the 'positive approach' to be taken. This was circulated to staff, volunteer reps and lead GP for comment.
- Surveys were left one week before the visit in the waiting area with a box for completed surveys to be deposited in. We realised that there might be people who would like to make a comment about the services who were not going to be around on the day of the visit.
- Posters were displayed in the surgery two weeks before the visit
- The lead GP (Dr Rina Miah) briefed the staff before the day
- Volunteer Support Lead (Claire Cowell) visited the surgery one week before, to consider areas such as layout, Introductions, venue space and safety procedures (CC carried out Risk Assessment), procedures for taking photographs and agreed use of a private space.

### Information gathering

- How we collected information, comments and observed!
- The authorised representative and staff lead jointly collected surveys and observed on the day

### Numbers/Data

- 14 written Surveys were completed on the day
- 1 Individual came specifically on the day to give their views
- 0 written surveys were completed prior to us arriving
- Observation notes were taken by all reps.
- Photographs were taken (and have completed consent forms)

### On the day

#### Volunteers were briefed on:

- The physical/available space
- How to introduce what we were doing
- How the programme would work
- Refreshments and toilets
- The use of photographs
- Introduced to staff
- Sensitivity on when and when not to approach a person/user

## Results/what people said/what we saw

### Survey

#### Good Experience:

- “Doing their job competently”
- “Do their best for you”
- “Can ring up and get emergency appointment (as happened today)”
- “Get the care you ask for when needed.”
- “Every time I come it's good.”
- “Today I got an early appointment due to cancellation. Original appointment was for 4.30pm, surgery rang back with earlier appt.”
- “After parents died, couldn't do enough for me. Used side entrance for privacy once when returning medication from parents, staff gave hugs and reassurance; really appreciated this.”
- “Get appointments when needed.”
- “Helpful.”
- “Never has to wait - prompt.”
- “Good time - had issues with an overrun appointment but not pressured to leave.”
- “Good support for mental health issues.”
- “It's okay. Don't come often but reception staff are friendly and know me personally.”
- “Always good. All staff listen to me. Been coming here for 33 years.”
- “Get appointment really easily.”
- “Quickness of getting appointments.”
- “Flexible around prescriptions; if something is missing, they will sort it.”
- “Get sorted quite quickly - everyone's so nice. Don't wait long normally.”
- “More airy and bright - nice feel to it.”
- “Good service - prescriptions are ready promptly.”
- “Can normally get an appointment quickly.”
- “Prescriptions - flexible around this too; going away tomorrow, so managed this for me. It makes a big difference.”

#### What is the best thing about the practice?

- “Same day appointments - urgent and seen.”
- “Same day when you ring up.”
- “Local - prescriptions sorted.”
- “Susan is good - very alert. Blood pressure checked as she noticed I looked a little unwell.”
- “Always attentive.”

- “Good appointments.”
- “Have struggles for self but no problems with children.”
- “Local - within walking distance.”
- “Staff are the best thing - they are absolutely excellent.”
- “Nurse (Claire) really good.”
- “Reception staff excellent.”
- “Get prescriptions/medications here; saves going to other pharmacies.”
- “Generally get an appointment when needed.”
- “Local and can get appointment either same day or next day.”
- “Don't push care navigation so that's good.”
- “Round corner to where I live, so very convenient. My partner lives in Newcastle so I stay over sometimes as he has dementia but haven't changed doctor.”
- “Flexible and friendly.”
- “Receptionists are very good - make this surgery what it is.”
- “Access to the service - everything that is needed is here.”
- “Dr Prestwick is fantastic.”
- “Doctors are caring - they listen to you and have time for you.”
- “Staff know my little boy - if he's having a 'loud' day, they understand his issues and don't overreact.”
- “Getting an appointment when you need it.”
- “Get an appointment on the same day.”
- “Being able to book online is very useful for me.”

**If you could make sure your GP practice kept one thing, what would it be?**

- “Complimentary things - anything above treatment would be beneficial.”
- “Staff - don't lose doctors.”
- “Keep everything as it is as wouldn't be able to get anywhere else.”
- “Counselling was very good.”
- “Good referral to physio.”
- “Dr Myer - keep her here; not here as much as she used to be.”
- “Don't change the staff.”
- “Values of the public.”
- “Public demand. Downside, you do have a little while to wait once here.”
- “Seats a little further away to help with anxieties.”
- “Where it is - handy as I can walk here.”
- “Don't want doctor to change. I feel at ease and I can talk - so between us we can fix it.”
- “Where it is - staff and location (can walk here - there's a lot of old people in the village who can get here easily).”
- “Text messages to confirm appointments are good.”
- “Collect medication - makes life so much easier for me.”
- “The whole team (reception to doctors) - nothing's too much trouble.”



- “Staff are friendly - receptionists and doctors are all good.”
- “Being able to book appointments online.”
- “Availability of same-day appointments.”

**If this surgery could do one thing to make it even better, what would that be?**

- “As good as it's going to get for a village surgery.”
- “More regular follow-ups.”
- “Only one doctor on a Friday.”
- “Better referral process to specialist needs to be sorted.”
- “No improvements needed.”
- “No improvements needed.”
- “Change the floor - it's very slippery when it's wet.”
- “More comfortable chairs needed for people with bad backs.”
- “Electronic signing-in machine.”
- “Water machine would be useful due to long waiting times.”
- “Sometimes expectations are not met for being listened to and being able to further explore issues. This stops me coming as I feel that some of my concerns are put down to 'getting older' and to just 'ride it out' but I wish we could have the opportunity to explore what could be happening, even if I was signposted to another service/support. I worry about not understanding what's happening to me.”
- “No, all good. Fine with it all.”
- “Not really; can see it might be difficult when talking to reception as close to others who are waiting.”

## Observations

### **Environment/Access/Layout**

- Good use of television
- Long wait in waiting room from appointment time.
- Lack of confidentiality due to small space - people overheard when talking to reception staff
- Children's play area (toddlers) good
- Strong focus on the church (religion) - publicity, memorial plaque, crucifixes, Lanchester Churches Together
- Self-check in out of order, but normally in place

### **Staff/Communication**

- Good interaction with patients
- Use people's first names
- Reception staff came across as friendly
- Nurses and doctors come out to greet and collect patients
- Staff informed patients about delays / 1-hour wait for appointments

## **Dealing with issues / other**

- Someone asking to collect a prescription early
- Telling people that there's a delay (managing expectations)
- People waited a long time to be seen
- Electronic monitor running - giving information on relevant services and calling people to their appointments

## **Photographs**

- We took photographs (where we obtained consent from individuals)

## **After the event**

- Staff were happy to hear that patients had said positive things about the services.

## **Have your say cards**

- Two cards were in the box left to leave comments which included general statements 'It would be good if services were not constantly at risk.ie-Shotley Bridge Urgent Care, DMH Accident and Emergency-local services for local people' and 'It would be good if it was advertised more in local papers'