

## ENTER AND VIEW VISIT REPORT

Hawthorns Medical Centre

9<sup>th</sup> October 2019



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[94 Lewisham Road, Smethwick B66 2DD]

## Healthwatch Remit

Part of Healthwatch Sandwell's remit is to carry out Enter and View visits. Healthwatch Sandwell 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 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 Sandwell 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 Sandwell's safeguarding policy, the service manager will be informed, and the visit will end. The Local Authority Safeguarding team will also be informed.

### **Acknowledgements:**

Healthwatch Sandwell would like to thank the Practice staff and the patients for their cooperation during the visit.

### **Disclaimer**

Please note that this report relates to findings during our visits made on 20<sup>th</sup> September, 25<sup>th</sup> September, 3<sup>rd</sup> October and 9<sup>th</sup> October 2019. The report does not claim to be representative of all patients, only of those who contributed within the restricted time available.

This report and its findings will be shared with Hawthorns Medical Centre, the Care Quality Commission (CQC), Sandwell MBC, Sandwell and West Birmingham Clinical Commissioning Group (CGG) and Healthwatch England. The report will also be published on the Healthwatch Sandwell website ([www.healthwatchesandwell.co.uk](http://www.healthwatchesandwell.co.uk)).

## GP Surgery – Hawthorns Medical Centre

Service Address: Hawthorns Medical Centre 94 Lewisham Road, Smethwick B66 2DD

Hawthorns Medical Centre is situated in Smethwick area of Sandwell. It provides care for 3,500 patients with the support of the HUB that was initiated by the Sandwell and West Birmingham Clinical Commissioning Group (CCG). The HUB links them with Lodge Road Surgery and Victoria Health Centre, both in Smethwick.

### Hawthorns Medical Centre Opening times:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
8.00am - 6.30pm	8.00am - 6.30pm	8.00am - 1.00pm (1.00pm - 6.30pm*)	8.00am - 6.30pm	8.00am - 6.30pm	9.00am - 12.30pm	9.00am - 12.30pm
6.30pm - 8.00pm	6.30pm - 8.00pm	6.30pm - 8.00pm	6.30pm - 8.00pm	6.30pm - 8.00pm		

\*at Village Medical Centre, 58A Crankhall Lane, Wednesbury WS10 0EB

### Purpose of the report:

This report will detail, where appropriate, a range of recommendations based on the findings of our Enter and View visit and it is anticipated that these recommendations will contribute to improving service delivery within the Practice and in turn improve the service experience for patients registered with the Practice.

In keeping with Healthwatch Sandwell's role of sharing 'good practice' in service delivery within the Sandwell Borough we visited Hawthorns Medical Centre.

Prior to the Enter and View visit we conducted a desk top review of the most recent CQC report, based on an inspection undertaken in January 2019. The Surgery was rated as 'good' across areas of 'safety', 'caring', 'well-led', 'effective' and 'responsive' - with an overall rating of good <https://www.cqc.org.uk/location/1-526970498#accordion-1>

The purpose of our visit was to observe the environment and explore first-hand with the patients present their experiences of using the Hawthorns Medical Centre.

### What we did

A team of three authorised representatives visited the Surgery on four occasions with a range for mornings and afternoons. The Practice Manager was available and copy of the questionnaire was given for her records. During our visits, we completed 31 surveys with

patients of mixed ethnicities and observed the environment. The visit was unescorted and at no time during the visit did we enter consulting rooms.

## Environmental observations

There was one waiting room that was clean, tidy and well maintained. It had displayed a variety of promotional and advertising materials on several noticeboards. There was a vast array of information on the notice boards, which included general information on the practice, health awareness, interpreters service and a Carers Corner. We observed a poster for Cares that has closed in February this year. This was raised with the staff during our visit. Another notice board had some information on Patient Participation Group and it was requesting members of a certain age range to join.



**[Waiting area PPG noticeboard]**

The patients were provided with suggestion/complaints and repeat prescription boxes in reception.

It was observed during one of the visits that the front door was locked, and when discussed with the practice manager it was explained that it was controlled access, but it was unclear why this was the case.

It was also observed that patients were having to wait for attention to be checked in for appointments or drop off or collect repeat prescriptions. The receptionist was in the back of the reception when this happened.

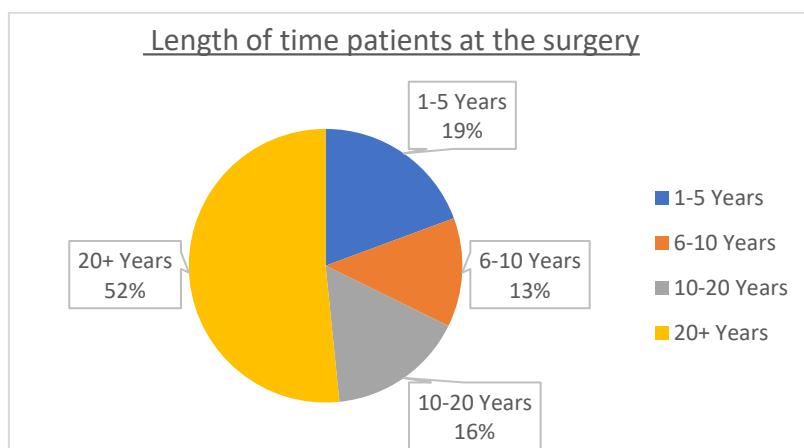




[Waiting area noticeboard]

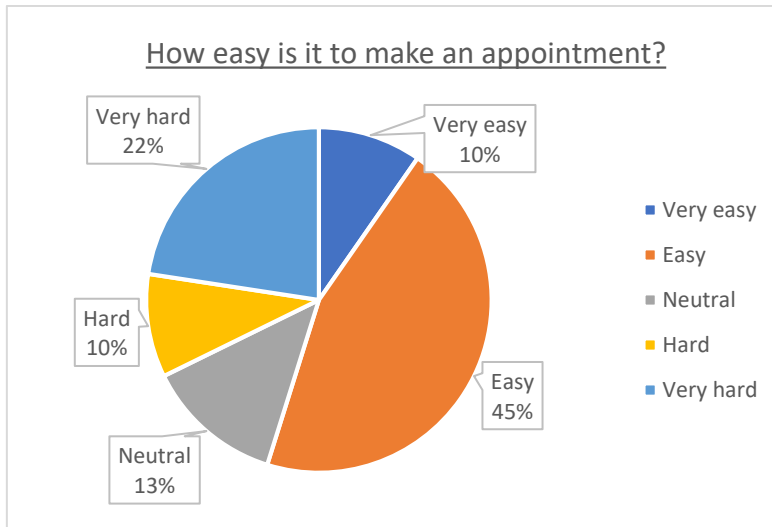
How long have you been a patient at this GP Practice?

From the information given, most patients have been registered with Hawthorns Medical Centre for over 20 years.



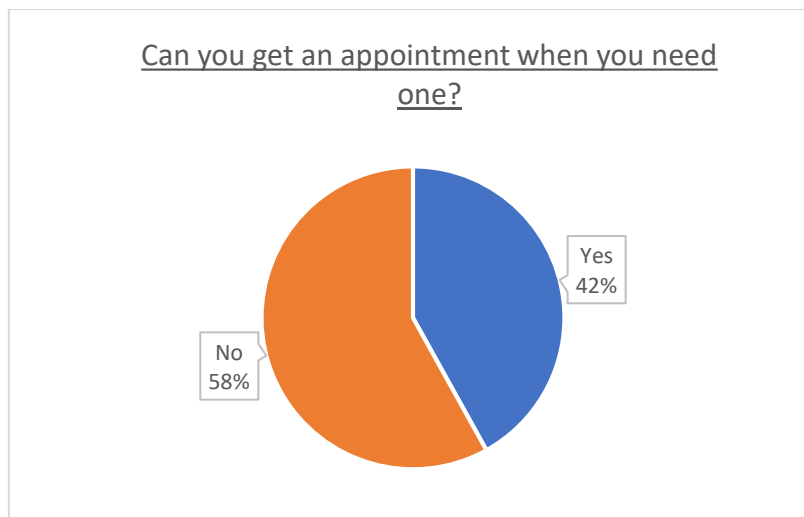
### How easy is it to make an appointment?

45% responded that it was it was easy to get an appointment, while a 23% stated it was hard to get an appointment.



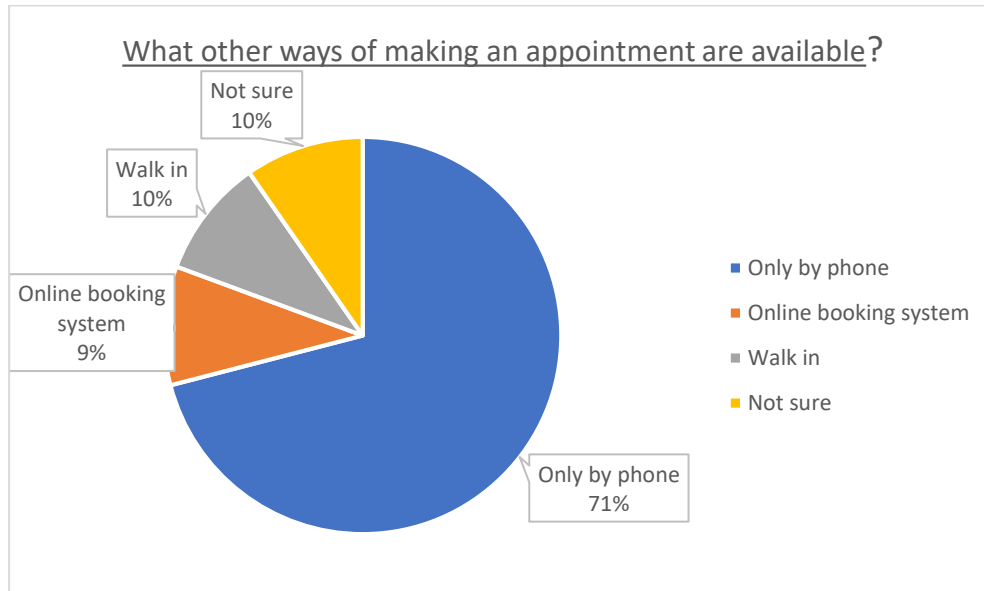
### Can you always get an appointment when you need one?

42% responded that they can get appointments when needed, while 58% said they couldn't.



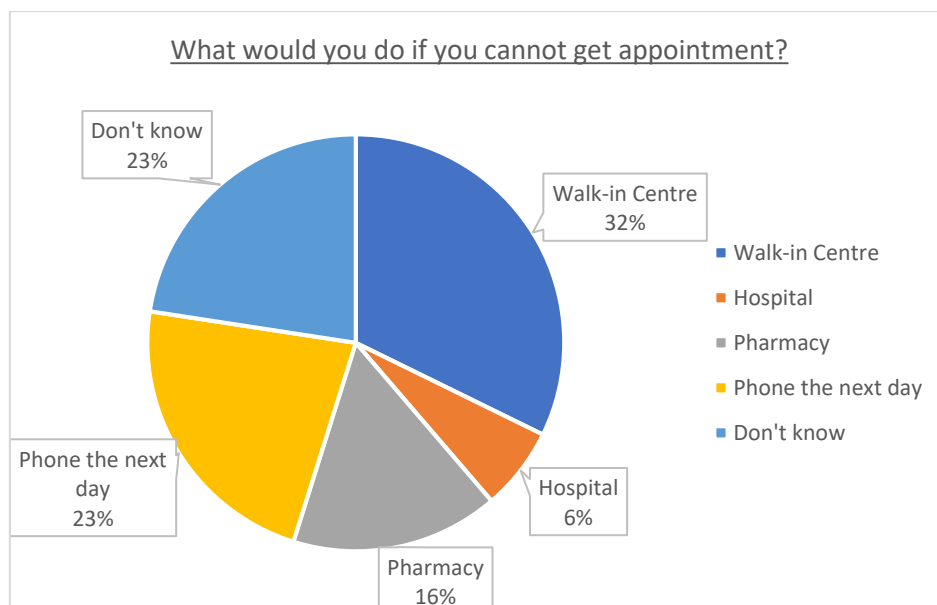
### What other ways of making an appointment are available?

71% of patients stated that the phone was the only way to make an appointment, only 9% stated that they could use online booking system, 10% thought they could have a walk in appointments and 10% was unsure what was available.



### What do you do if you cannot get an appointment?

32% of respondents said that they would go to the walk-in centre. 23% said that they would phone the next day. 16% said they would use the pharmacy and 7% said would go to the hospital A&E and 23% didn't know what they would do.

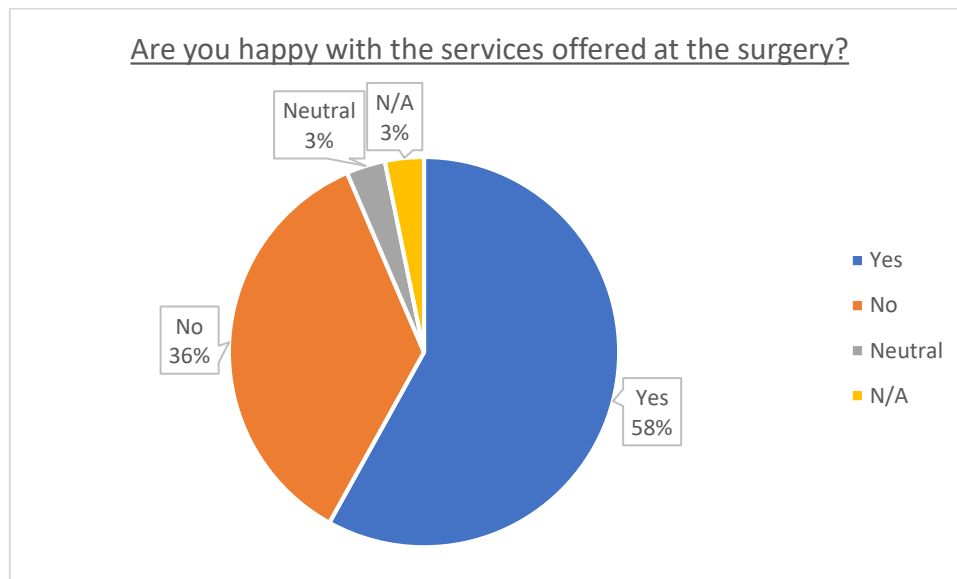




### Are you happy with the services offered at this surgery?

58% of respondents said that they were happy with the service they received from the surgery. Patients comments include; 'Able to get appointments for long term condition' and 'Nurse lovely, approachable and nice.'

While 36% said they were not happy. Patients comments include; 'Hard to get appointments in the morning. I've tried all day and couldn't get through until afternoon' and 'Gives antibiotics but doesn't say what is wrong.'



\*Not applicable, one patient left before answering the question.

### Are you able to get a medication review?

Many of the patients spoken to did not require a medication review, as they were not on any medication. From the patients that were on medication, this showed that 80% of the patients were able to get a medication review when it was required.

\*Not applicable (3%), two patients left before answering the question.

### Do you think anything could be improved?

71% of the patients would like to see improvements with the practice and these included:

- Better access to appointments
- Waiting time for appointment
- Better manner towards patients from the reception staff and doctors
- More doctors

Appointments seemed to be the main area that patients wanted to see improvement. Better access to appointments covered issues such as, more telephone lines and a telephone queuing system. Patients would like double slots and walk ins appointments made available. Also, more home-visits for the elderly.

The waiting time to get into appointment was also highlighted. Once the appointment was booked patients would have to wait past the allotted time.

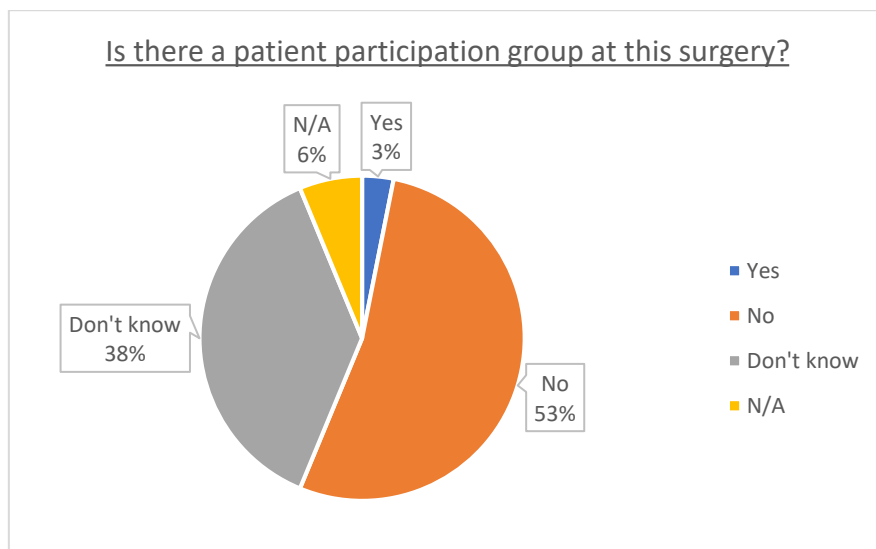
Some patients have requested better manner towards patients from reception staff and doctors. They mentioned that reception staff could be sometimes rude and abrupt. They were unhappy that reception staff wanted to know what was wrong with them when they tried to make an appointment and would refuse to give an appointment if patient does not disclose. It did not feel very confidential stating this personal information. They also mentioned the doctors and their manner towards patients could be better and more empathetic.

Some patients said more doctors would help improve the service.

#### Is there a Patient Participation Group at this surgery?

53% of patients stated that there was no Patient Participation Group and 38% said didn't know if there was one. Only 3% had heard of one.

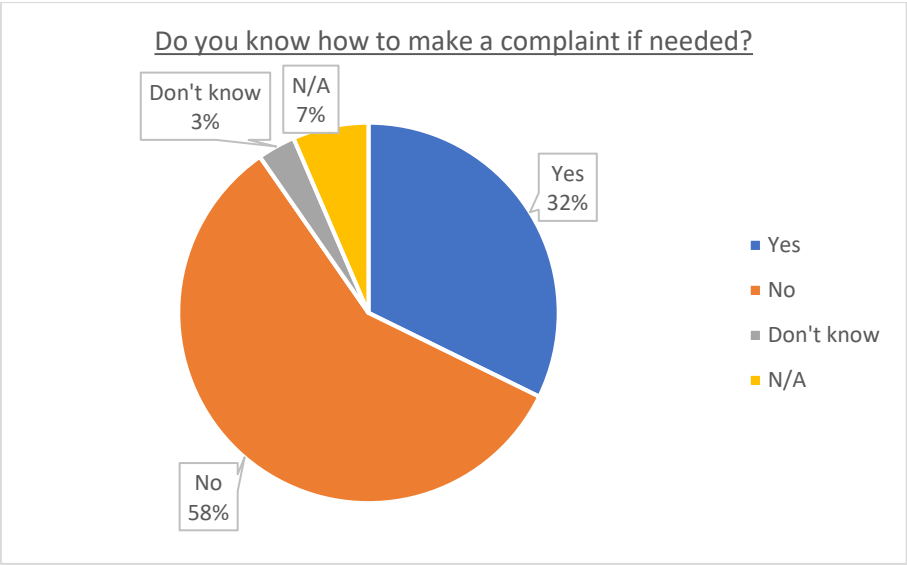
\*Not applicable, two patients left without answering that question.



#### Do you know how patients can make a complaint if needed?

58% of respondents said that they were unaware of how to complain. The patients that were aware (32%) stated they would: 'write a letter to the practice manager' or 'write review online.'

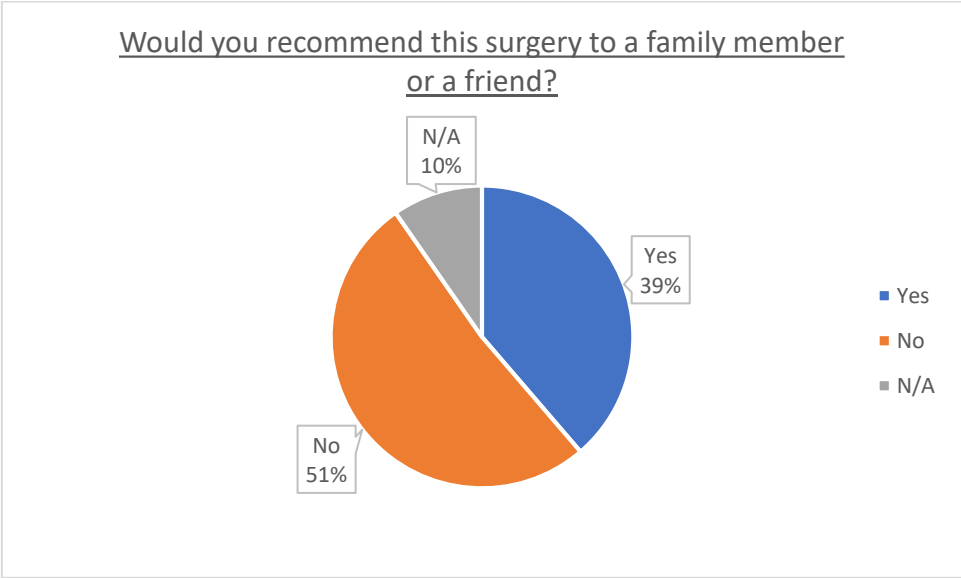
\*Not applicable, two patients left without answering that question



Would you recommend this surgery to a family member of a friends?

At the end of the survey, we asked patients to rate their overall experience of their visit that day. 39% of patients stated they would recommend the practice to a family member or friend, while 51% stated they would not recommend.

\*Not applicable, two patients left without answering that question.



## Recommendations and Follow-Up Actions:

At this stage of our report we usually detail a range of recommendations identified through surveys completed by patients and our observations. Overall, our perceptions of the Hawthorns Medical Centre are quite mixed views and the findings of the survey highlight areas for improvement, some of the recommendations are based on patient suggestions.

### **We would recommend that:**

- The online booking system be better promoted and how to book online be fully explained to patients in a simple and effective way, taking into consideration the diversity of languages. Also make sure patients are made aware of all the ways they can make an appointment.
- A bell or device that can be put in place to help patients gain the attention of reception when they are working in the back of reception.
- Patients are made aware of 'controlled access' to surgery and as they may think the surgery is closed.
- Further promotion of Patient Participation Group with the full meaning of group notice board, instead of PPG.
- Advertising, information and publicity posters and leaflets to be reviewed and to ensure the information is current.
- The surgery to continue to encourage patient feedback, whether positive or negative and to share with staff at the surgery. Actions taken in relation to feedback are also communicated back to patients.

## Provider Feedback

### **1. Online booking system promotion to patients:**

#### **Leaflets, Info on website, face to face, notice boards**

The practice has designed an easy read poster to promote online access to patients. The staff will encourage face to face in surgery for patient to join online access.

### **2. Bell or device to be put in place to help patients gain attention of reception**

The practice has installed a bell at the front desk with a notice asking patients to ring for attention which will allow staff to know that assistance is required at the front desk.

### **3. Patients to be made aware of "controlled access" to the surgery**

A poster is placed in the window easy to read telling patients the practice is open and if they need to speak to the receptionist to speak through the intercom.

**4. Further promotion of Patient Participation Group with full meaning on the notice board instead on PPG**

The abbreviation PPG has been removed and a poster with the full wording is displayed.

**5. Information and publicity posters need to be reviewed to ensure info is correct**

Posters have been checked in the waiting room and the practice has removed the old posters with new contact numbers

**6. Continue to encourage patient feedback, positive or negative and share with staff and action taken and communicate back to patients**

The practice will do another survey next year and try to encourage patient to give feedback positive or negative. We believe it is important to hear patients' views on service they have received. We can make their voice heard by taking part in surveys, when we get the opportunity. Some of these are national and some are for individual clinicians.

We also find out what patients think through feedback tools, such as the Friends and Family Test. The information we gather is key to helping our staff working in the NHS to make improvements where necessary. Positive feedback helps too because it provides a morale boost for hard-working NHS staff.

The practice found Healthwatch Sandwell very supportive in how patients see the practice. It was good to listen and get some helpful tips to help our patients.