

**Details of visit**

**Service address:**

**Service Provider:**

**Date and Time:**

**Authorised**

**Representatives:**

**Contact details:**

**Runnymede Health Centre**

**Bond Street, Englefield Green, Surrey, TW20 0PF**

**The Health Centre**

**Friday 22<sup>nd</sup> November 2019, 9.30am-11.30am**

**Chris Taylor, Muriel Hanley and Paul Lavender**

**[info@healthwatchwam.co.uk](mailto:info@healthwatchwam.co.uk)**

**Acknowledgements**

Healthwatch Windsor, Ascot & Maidenhead would like to thank the service provider, patients and staff for their contribution to the Enter and View programme.

**Disclaimer**

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 patients and staff, only an account of what was observed and contributed at the time - supported by data drawn from an online patient survey, surveys completed at the surgery, NHS website, the national GP survey and a review of the surgery website.

**What is Enter and View?**

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 local 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 and dental surgeries. 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 Views are not intended to specifically identify safeguarding issues. However, if safeguarding or other serious concerns arise during a visit they are reported in accordance with Healthwatch escalation 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.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.

## Purpose of the visit

- Observe patients engaging with the staff and their surroundings.
- Capture the experience of patients and to record any ideas they may have for change to improve patient experience.

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## Strategic drivers

Healthwatch Windsor, Ascot & Maidenhead collects and collates feedback and intelligence on local services. Primary care, i.e. GP surgeries, is the service we receive the most information about. This is not surprising as it is the health service that the majority of the public access regularly.

A programme of Enter and View visits to all surgeries in the Windsor, Ascot & Maidenhead locality of the East Berkshire Clinical Commissioning Group (EBCCG) area was initiated in November 2019.

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## Methodology

At least two weeks prior to the visit a notification letter was sent to the Practice Manager. Information posters and flyers about the visit, which also included links to the online survey, intended for distribution to patients, were also delivered. The online survey was published on the Healthwatch Windsor, Ascot & Maidenhead website and notifications sent via e-bulletin and social media.

At the same time, a notification letter was sent to the Chair of the Patient Participation Group - again with flyers and posters. It also included a short survey asking questions about the membership of the group and how it feels it works with the practice to improve local services, promote health and wellbeing, improve communication with the wider patient group and ensuring the practice remains accountable and responsive to patient needs. A freepost envelope was enclosed for the return of the survey.

Two short surveys (which will be used in all GP Enter and View visits) had been prepared by authorised representatives and Healthwatch Windsor, Ascot & Maidenhead staff prior to the visit. The survey was split into two sections for the visit - pre and post consultation - but combined online. Questions include equalities data, questions regarding appointment booking, waiting times, appointment time suitability, use of the surgery website and patient satisfaction of any consultation time. There were also two questions which allowed for open ended text responses asking what people felt was good about the surgery and what, if anything, could be improved.

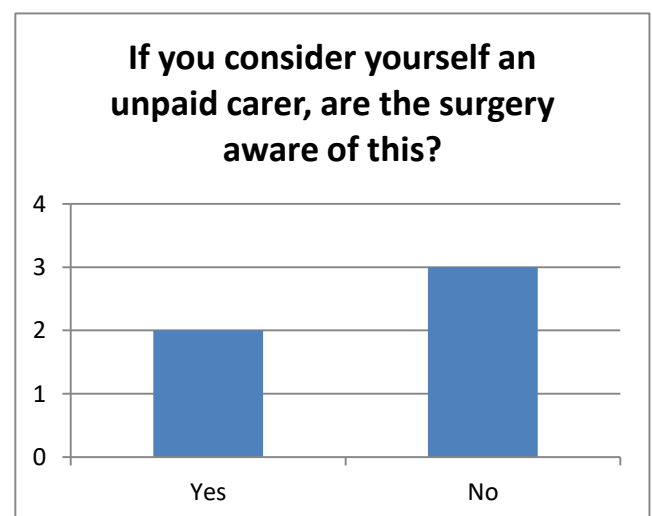
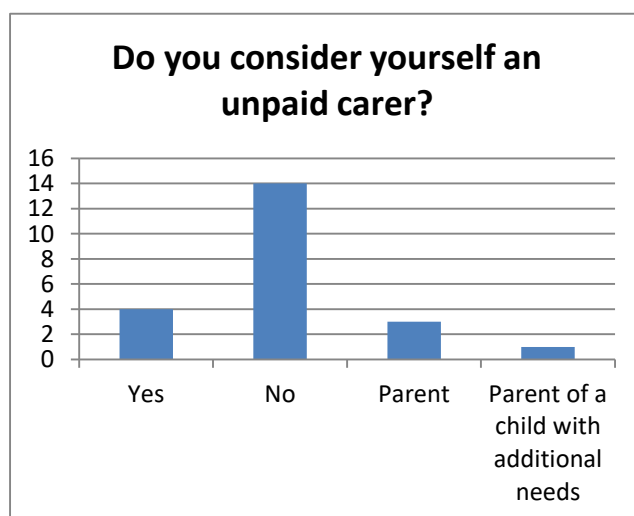
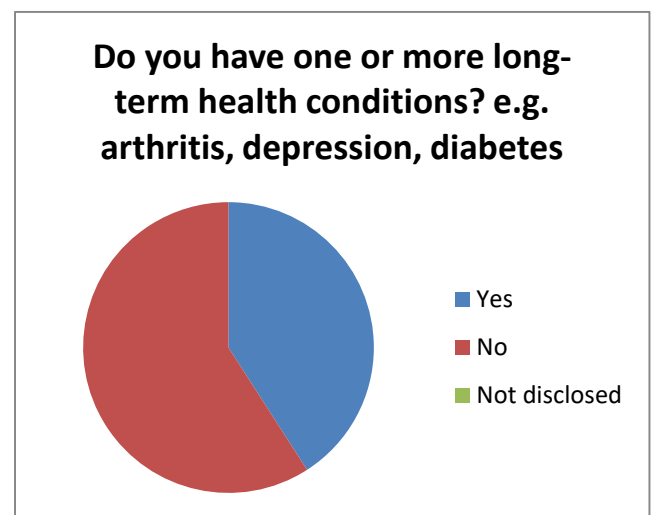
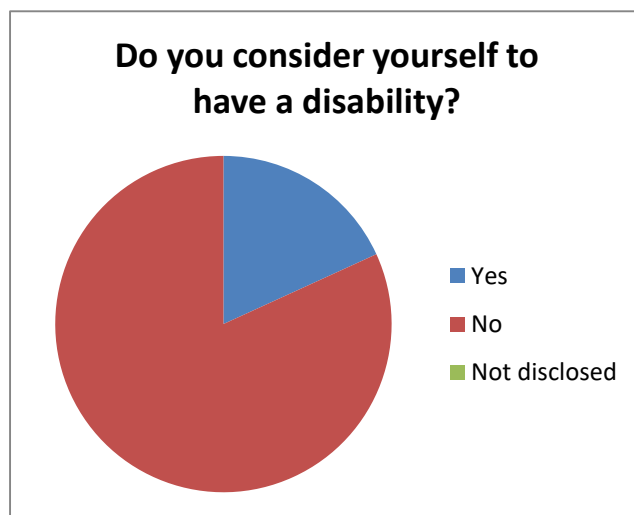
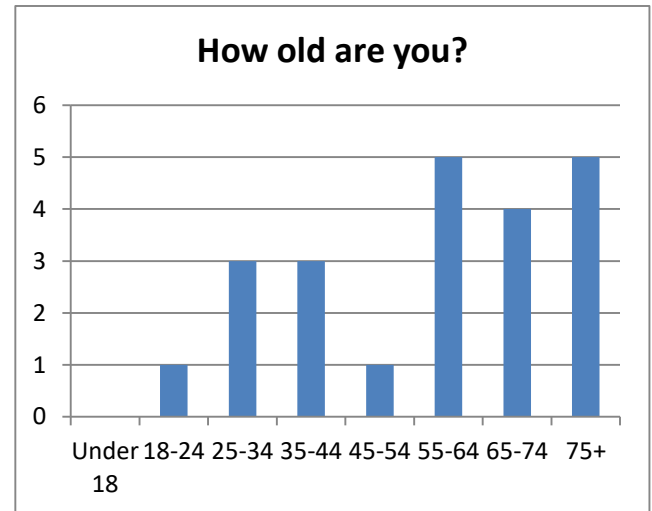
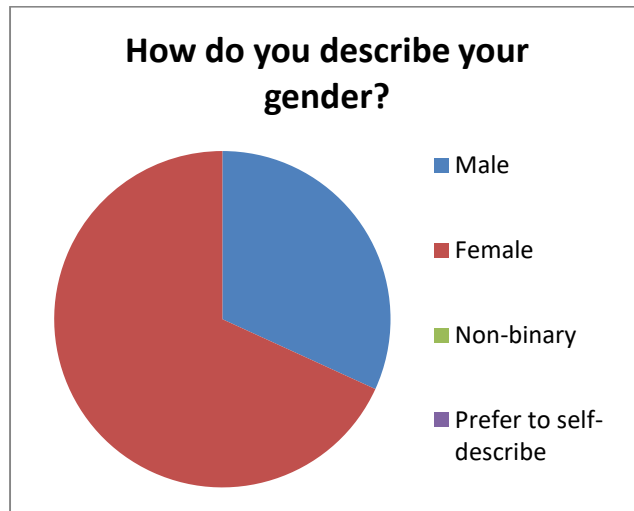
A proportion of the visit was also observational, allowing the authorised representatives to assess the environment and how patients engaged with staff members and the facilities.

Alongside the visit Healthwatch Windsor, Ascot & Maidenhead staff reviewed NHS website reviews for the surgery over the last 6 months and the practice website.

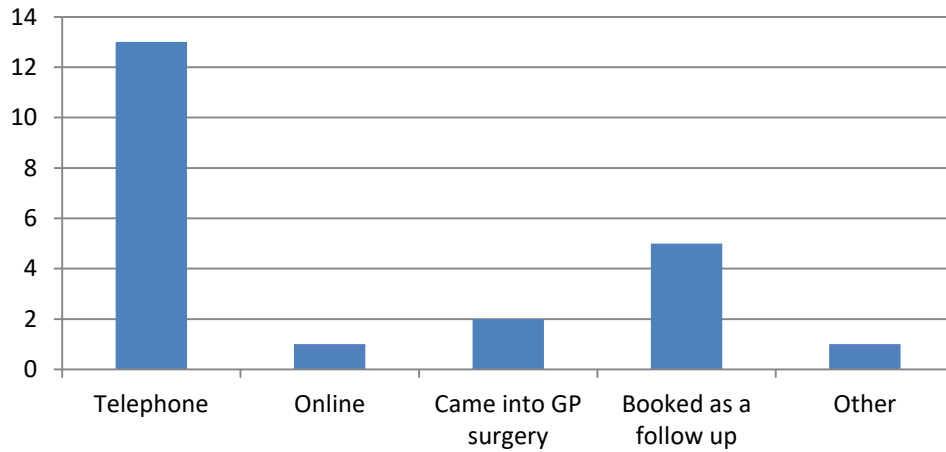
## Results of Visit

### Survey results

21 surveys completed on the visit + 1 online

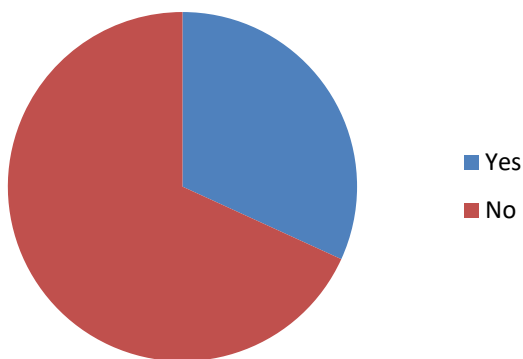


### How did you make your last/today's appointment?

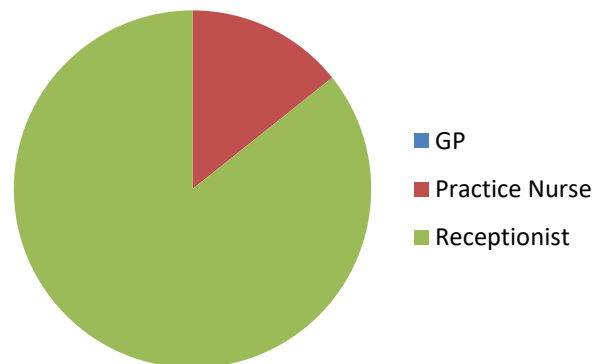


'Other' - the nurse called to ask the patient to make an appointment

### Before you could book this appointment, did you have to speak to anyone to explain why you thought it was needed?

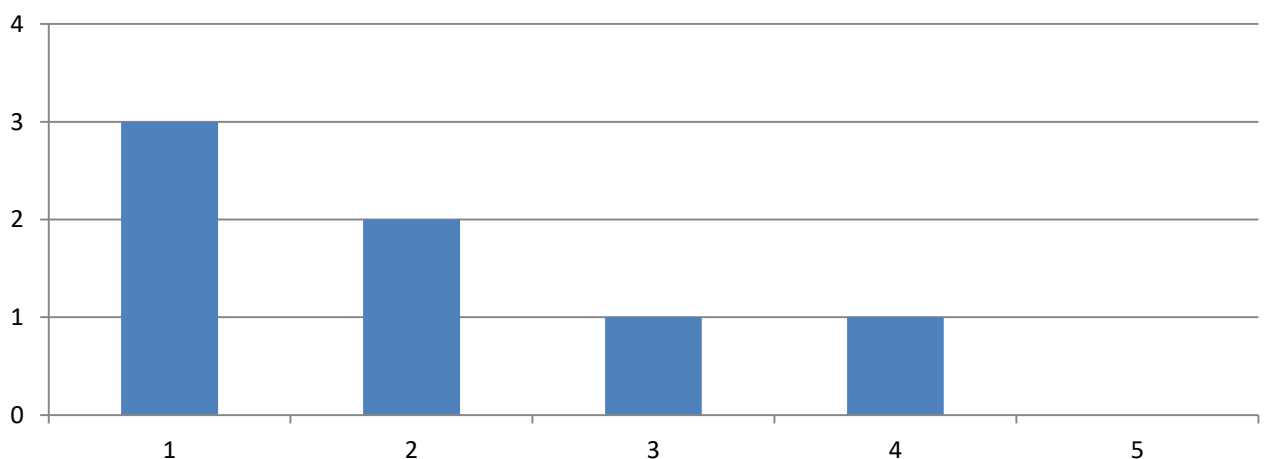


### If you answered yes, please tell us who you had to speak to

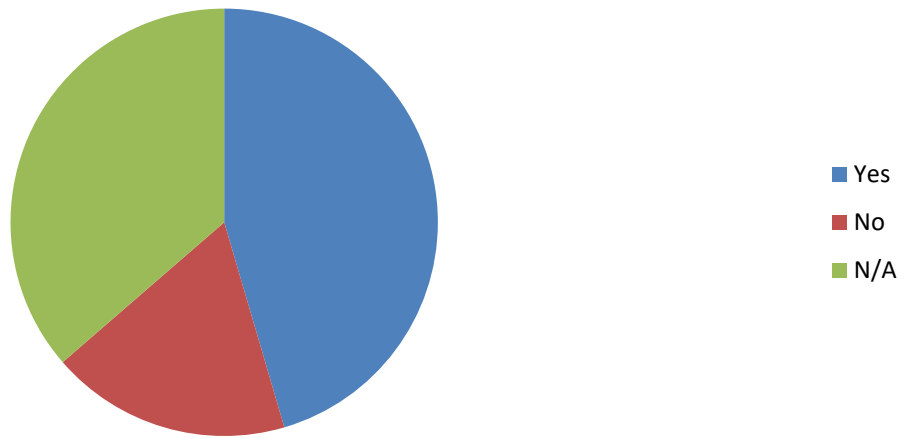


### How do you feel about that conversation?

1 = very positive, 2 = positive, 3 = neutral, 4 = negative, 5 = very negative

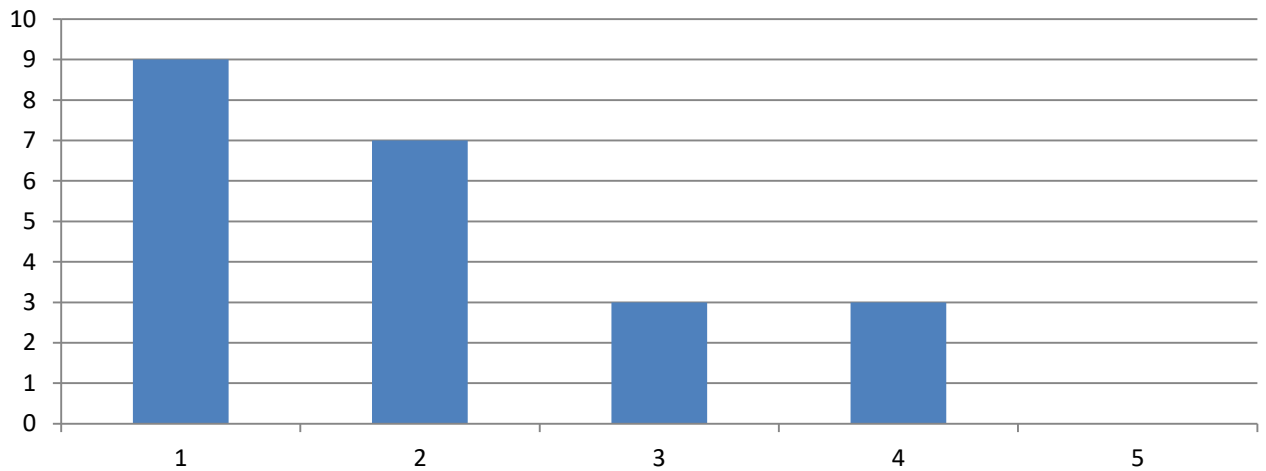


**If your appointment was/is with a GP, were you able to make this with the GP of your choice/named GP?**

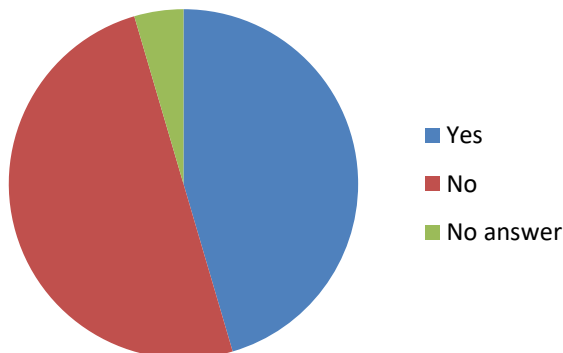


**How convenient was/is your appointment time with regards to any responsibilities you have? e.g. work, parenting, caring or other commitments**

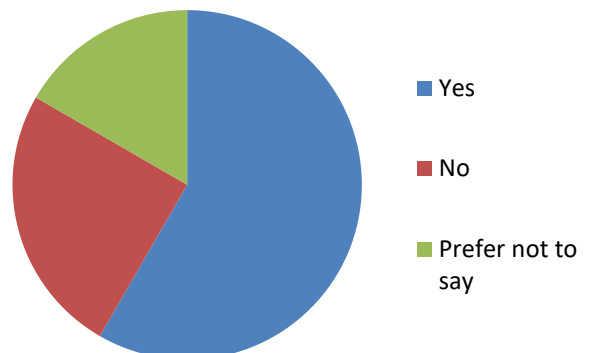
*1 = very convenient, 2 = convenient, 3 = neutral, 4 = inconvenient, 5 = very inconvenient*



**Did you receive a text reminder for your last/today's appointment?**

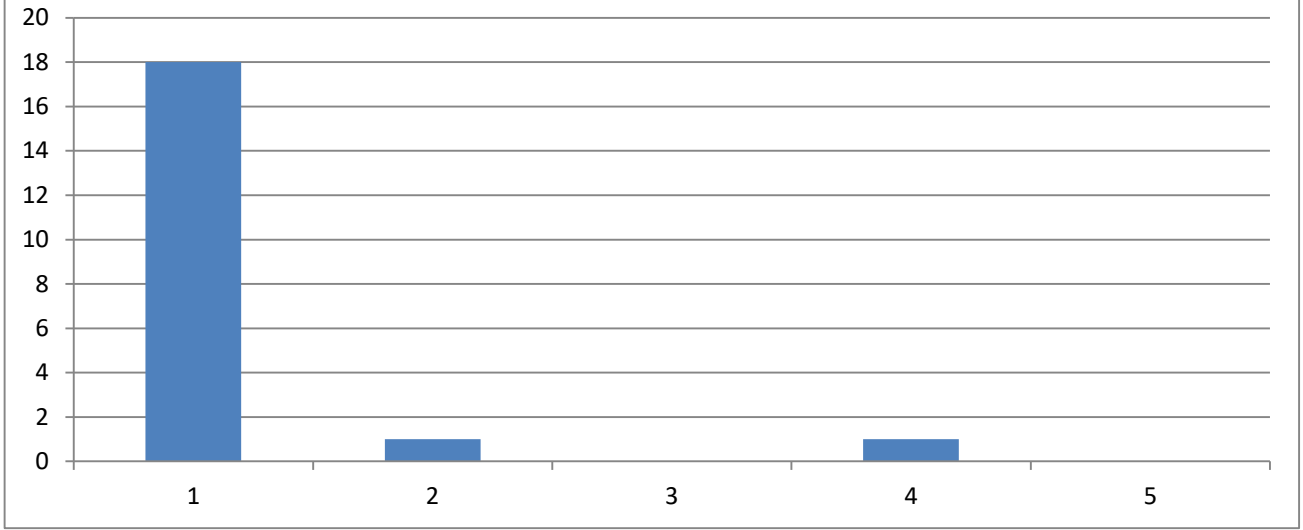


**If you answered no, do you have a mobile phone that you use daily?**



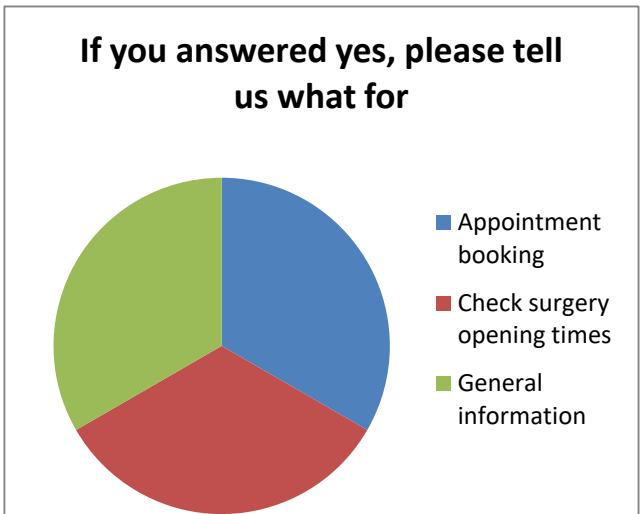
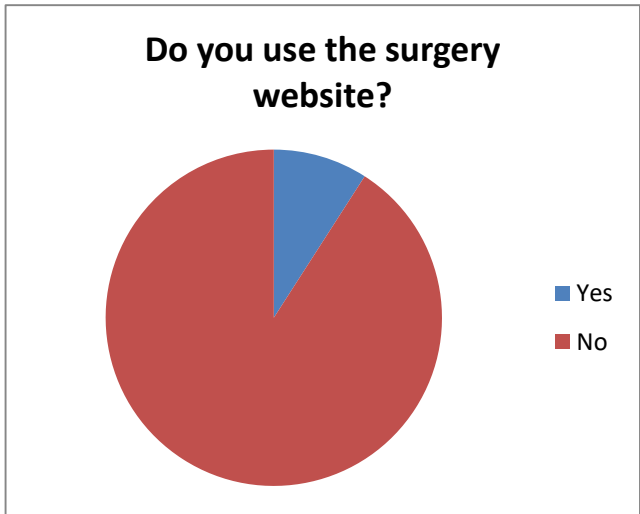
**How would you rate the communication, care and treatment received during your last/today's appointment?**

*1 = very positive, 2 = positive, 3 = neutral, 4 = negative, 5 = very negative*



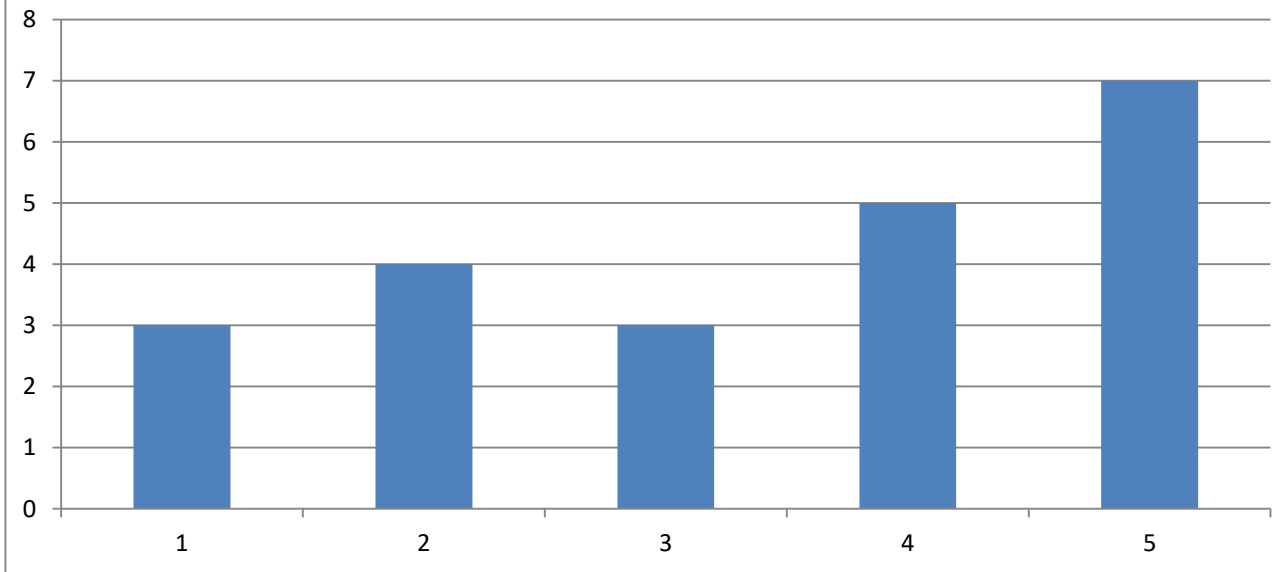
For the visit, the survey questionnaire was split in two (pre and post appointment) therefore, for these **two questions only**, the responses are based on 18 surveys from the visit and 2 online surveys)

<i>Is there anything else you would like to tell us about your last/today's appointment?</i>	
Comment category	No. of comments
Good treatment and communication during appointment	4
Staff	2
Car Parking	1



### How aware are you of the surgery's patient group and its work?

1 = very aware, 2 = aware, 3 = neutral, 4 = unaware, 5 = very unaware



#### Text comments

Patients were asked two questions - what they find really good about the surgery and what, if anything, could be improved - allowing them to give feedback on the surgery beyond the scope of the questions already asked in the survey.

The text comments were coded into categories. The number of comments did not equal the number of participants as some individuals did not provide responses (to one or both questions) and some participants gave more than one comment per question. The total number of comments from the responses that were coded was:

What is good? 26

What could be improved? 17

<i>What do you find really good about this surgery?</i>	
<b>Comment category</b>	<b>No. of comments</b>
Location	8
Doctors	4
Nurses	3
General comments (helpful, friendly etc.)	3
Appointment access	2
Information available to patients	1
Range of services	1
Social prescriber	1
Paramedic	1
Receptionists	1
Parking	1

<i>What, if anything, could be improved at this surgery?</i>	
<b>Comment category</b>	<b>No. of comments</b>
Appointment access	6
Receptionists	3
Information available to patients	1
Waiting times	1
More reception staff needed	1
Communication	1
Staff stability/continuity	1
Improved telephone queuing system	1
More patients signed up to receive texts/emails	1
Doctor attitude to mental health	1

As demonstrated by these responses, location is very important to a lot of patients; 3 people voiced concerns about the impact of closure of the surgery on themselves and others.

### **Authorised representative observations**

The authorised representatives made the following observations:

#### *Cleanliness*

- All general patient areas (reception, waiting room, toilets) were really clean, tidy and spacious
- The windows were clean and did not have blinds
- All chairs were wipe able and in good condition

#### *Condition/appearance*

- The surgery interior decoration was in good order and light and airy
- All lights were working

#### *Facilities*

- Three toilets, one of which is an accessible toilet. There was a broken toilet roll holder in the men's toilet
- The car park was not easy to find. The sign for the car park said 'North Surrey Primary Care Trust. Health Centre Only parking. Token controlled exit.' However, the exit is not token controlled - it is a key code. One patient commented they do not even try to use the car park as it is often full and instead use a pay & display car park nearby. This was not our experience today; there was adequate parking
- No automatic sign-in screen for patients
- Hand sanitiser available for patients
- Water cooler in waiting room
- Waste bin in waiting room
- Pay phone in reception
- There was a TV screen in the waiting room but it was not switched on
- Blood pressure self-check and weighing machines available to use
- There is a courtyard garden area with plants and seating. This was created by the Patient Participation Group



### *Accessibility*

- Automatic main doors
- Low gradient entrance ramp with hand rails
- Accessible toilet
- Reception desk has an accessible section (in waiting room)
- Large, open waiting area
- Some chairs had arms and there were 2 high backed chairs with arms
- The car park had a large disabled bay which was well signposted
- Although the car park is difficult to find (whilst driving), it is next to the surgery and very easy to get to as a pedestrian
- No steps throughout
- Patients were called in verbally over a speaker system or collected from the waiting area

### *Information available*

- There was lots of information available to patients
- Posters were grouped together on boards. The information seemed up to date and timely
- There was information about how to make complaints
- The chair of the Patient Participation Group was present during our visit and told us they were working on updating the boards.
- Information leaflets available

### *Interactions*

- There was a positive, friendly atmosphere created by staff and patients
- Staff were observed being helpful and friendly; reception staff were approachable
- There is a suggestion box for patient feedback
- The doctors made a point of speaking to us and were encouraging their patients to feedback to us

### *Confidentiality*

- The reception is separate from the waiting room (with the exception of the accessible desk)

## **Response from the Patient Participation Group survey**

Runnymede also has a branch surgery, Newton Court Medical Centre. There is one Patient Participation Group, one website, one CQC registration etc.

The survey was completed by the Chair and they were able to consult with other members (7) to complete the survey at their meeting on the 18<sup>th</sup> November (GP partners from the surgery were not present)

## **How many active members are in your group?**

**How often and when does your group meet?**

Five full meetings per year, all at 6pm. Members also arrange and attend meetings organised for patients throughout the year

**Does your group have a Governing Document/Terms of Reference?**

Yes - Terms of Reference

**Do members complete a volunteer agreement or similar document?**

No

**Do you think your group is representative of the diversity of your practices' patients? e.g. age, disability, gender, parents, unpaid carers, ethnicity**

No, although the group includes members of different genders and includes parents and unpaid carers. We are very open to new members joining.

**Do you have a wider Patient Reference Group who can be consulted?**

We do not have a formal wider Patient Reference Group but we arrange open Q & A sessions in both surgeries on an ad hoc basis and provide opportunities for open and one on one discussion at our Health Talks for example.

**How much do you agree with the following statements, please provide us with an example/short statement to support your rating.**

*1 = strongly agree, 2 = agree, 3 = neutral, 4 = disagree, 5 = strongly disagree*

**Our group works with GPs and practice staff to improve local services and the quality of care**

1

The PPG has an excellent rapport with GPs and Practice Manager, and a relationship which allows for constructive feedback. Our suggestions are valued by GPs and staff and we work together to deliver service improvements. Recent examples: enhanced information on the screens in the waiting rooms, Health Talks.

**Our group works with GPs and practice staff to improve the communication between the surgery and the patients**

1

Our members, identifiable by badges, visit the surgeries regularly and talk to patients. Concerns are raised with GPs. Rumours and concerns about the future of the Englefield Green surgery were addressed by a number of public meetings in Englefield Green and Old Windsor. Subsequent updates have been provided in our newsletter which also gives information on staff changes, specific clinics and vaccination programmes, help for carers etc.

The biggest response is to communication by text and email but GDPR limits this as permission needs to be gained.

### **Our group works with GPs and practice staff to promote health and wellbeing to patients**

1

The PPG has Health Talks during the year on specific subjects such as diabetes, women's health, mental health. There are also specific sessions for carers and we are working together to form a carers alliance for the community.

### **Our group ensures that the practice remains accountable and responsive to patient needs**

2.5

The PPG flags up concerns and issues raised by patients, many of which receive a positive response. However, "accountable" is a strong term and it is not clear to me what form this "accountability" would take. It must be remembered that ultimately the budget is with the Partners, not the PPG.

### **Website review**

The Runnymede Medical Practice (Newton Court is a branch of this practice) website was reviewed on the 27th November 2019 and looked at the following areas:

- **Information about how to join the surgery**

Easy to find with clear information about the practice boundaries. There is no new patient form available to print and fill in prior to visiting the surgery. The links for non-English speaking patients do not work.

- **Information about how to make an appointment**

Easy to find, clear information about what to do and also a link available to online booking. There is also information about the extended hours service and how to book an appointment with the service.

- **Information about staff**

Easy to find; the different staff who work at the surgery have been separated into their disciplines. It would be useful for patients to see photos and know a bit about the members of staff at the practice.

- **CQC rating displayed**

The CQC rating is displayed on the home page and there is a link to the full report

- **How does the practice share information with patients, such as newsletters, news section?**

The practice has a news section on its website. This does not appear to be updated often. The Patient Participation Group also produce a newsletter which is available for all patients.

- **Contact information**

Address details and telephone number are included in the header on the website. There is a contact page with address, map and contact information for both surgeries. There is no mention of 111 for out of hours.

- **Out of hours' information**

There is information available about what to do when the surgery is closed. This should be reviewed, for example Heatherwood Hospital no longer has a minor injuries unit.

- **Information about PPG**

There is detailed information about the Patient Participation Group; including contact information. Newsletters produced by the PPG are uploaded to the site however the last one in this section was in Autumn 2017. There is also another page with newsletters linked from the bottom navigation of the site, this section is up to date. There is a patient surveys section this has also not been updated for a while. There is also a web form where patients can contact the Patient Participation Group with feedback, suggestions, comments or questions. Within this section there is also an online Friends and Family Test.

- **Ease of use**

The information is clear and easy to find, but would benefit from being updated and broken links fixed. The site scales well on a desktop, tablet and mobile phone.

- **Accessibility tools / features**

The website includes an accessibility statement. Colours contrast which makes it easy to see the information. The site does not have a language changer or any other accessibility tools.

## Nhs.uk reviews

Healthwatch Windsor, Ascot & Maidenhead staff looked at the surgery's reviews on nhs.uk for the last 6 months. These reviews and the National GP survey data were about the Runnymede Medical Practice -Runnymede Health Centre (Englefield Green) and Newton Court Medical Centre (Old Windsor) surgeries combined.

There was a total of 1 review. This had not received a reply or comment from the service provider but earlier (positive) reviews had.

The review gave the surgery 2 stars with the issues being around communication between the two surgeries leading to a wasted appointment.

## National GP survey

The full results for the surgery can be found at:

<https://www.gp-patient.co.uk/PatientExperiences?practicecode=H81047>

Where the results for the Runnymede Medical Practice significantly vary (more than 10%) from the national average results are:

80% of patients find it easy to get through to this GP practice by phone (national average 68%).

Only 26% of patients usually get to see or speak to their preferred GP when they would like to (national average 48%).

## Summary of key findings

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At the time of our visit, the evidence is that:

- 5 people we spoke to identified themselves as unpaid carers / parent of a child with additional needs, yet only 2 of them said the surgery were aware of this.
- Most patients did not report any significant problem with getting through to the surgery by telephone.
- Only a third of people we spoke to said they were triaged before they were given appointments (mainly by a receptionist) and the majority reported their feelings about this as *neutral* to *very positive*.
- Just under half (45%) of the people we spoke to were able to make an appointment with the GP of their choice/named GP. This finding was supported by the results of the National GP Survey where only 26% of patients from this surgery said they could see/speak to their preferred GP when they would like to. Continuity of staff, including doctors, was an area identified as where the surgery could 'improve'.
- The majority of people we spoke to found their appointment time convenient and easy to fit around their other responsibilities. Those who did not were mainly of working age or had parenting responsibilities.
- Appointment accessibility, for non-urgent appointments, is an issue for some of the people we spoke to.
- Just under half (45%) of people we spoke to did not have a text reminder for their appointment - of these 58% told us they had a mobile phone they use daily.
- Almost all patients were very positive about the communication, care and treatment they received during their last appointment.
- Only 9% of the patients we spoke to use the surgery website.
- Awareness of the Patient Participation Group is low in over half the people we spoke to.
- The Patient Participation Group is active, has a membership of 10 and is open to new members. Although not fully reflective of the diversity of the surgery's patients it includes parents and unpaid carers.
- Members of the Patient Participation Group meet with the wider patient group at large events (such as Health Talks) but also visit the surgery, in their official capacity, to talk to patients.

- The Patient Participation Group has a good relationship with the surgery and feels it works well with GPs to improve communication with patients and promote health and wellbeing. They feel valued and listened to when advocating for the wider patient group.
- The Patient Participation Group reports constraints on communication with other patients due to General Data Protection Regulations (GDPR).
- The location of the surgery is very important to many of the people we spoke to, particularly those without transport.
- The surgery is very clean and tidy in appearance.
- The surgery provides equipment for patients to weigh themselves and check their blood pressure.
- The surgery has a pay phone, garden and a water cooler for use of patients. These facilities are not available in most surgeries.
- The surgery is very accessible with automatic doors, low gradient ramp with hand rail, accessible reception desk, disabled parking bay, an accessible toilet and provision of chairs with arms and high backed chairs with arms.
- Although close in terms of pedestrian access from car park to surgery, when driving the car park can be difficult to find (for new visitors). We did not see any signage from the surgery to the car park for cars.
- The sign in the car park does not give the correct instructions for exit and an out of date organisational name (PCT) is included on the sign.
- There is no automatic sign-in screen for patients.
- The TV screen was not switched on/operational.
- There was a lot of information available to patients in the waiting room and it appeared well presented and up to date.
- There are different ways for patients to feedback on their experiences of the surgery and these are promoted.
- A recent review (negative) on nhs.uk has not been responded to; earlier, positive reviews have been responded to.
- Due to the separate areas, reception is a private area - with the exception of the accessible desk area.

- The website is easy to use but some information is out of date and some links are broken. There are areas where additional information could be included/expanded. The site does not have a language changer or any other accessibility tools.



## Recommendations

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- To run a campaign for unpaid family carers to identify themselves to the surgery; including more prominent information in the surgery.
- To run a campaign to get patients to provide a mobile number to the surgery and sign up to the text messaging service.
- Continue to promote the website and online functions available to patients. Different approaches, such as promotion on social media, may reach those that rarely need to attend the surgery or book an appointment.
- Continue to promote the Patient Participation Group (PPG) to patients. Social media, as above, could be utilised and more visible information in the surgery.
- To look at ways which remove the obstacle of GDPR in the communication of the PPG such as an NHS email account for the group.
- Continue to work with the PPG to reassure patients about their concerns the surgery will be closed in the future.
- Provide instructions (such as alternative postcode) on the website for the car park.
- Update the car park sign with correct information.
- Utilise the TV screen to present information to patients.
- Consider if an automatic sign-in screen would be beneficial.
- Respond to all reviews on nhs.uk in a timely manner.
- Review the website and update and expand information and fix broken links. Add accessibility features.



### *Longer term considerations*

- To continue to work with the Patient Participation Group to improve appointment access and continuity of care.

## Service Provider response

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The report was sent to Gemma Baverstock, Practice Manager, on the 17<sup>th</sup> December 2019 to check for any factual errors and a response to the report's findings and recommendations.

We received the following response on the 9<sup>th</sup> January 2020.

*“Many thanks for the enter and view report.*

*Firstly let me say how helpful this is to the Practice and to the Patients, so I thank you for that.*

*I have read the reports and the suggestions for the things that we could change, I am working through them all to make changes where I can.”*

