


Details of visit**Service address:****Service Provider:****Date and Time:****Authorised****Representatives:****Contact details:****South Meadow Surgery****3 Church Close, Eton, Berkshire, SL4 6AP****Drs Holliday, Brudney and Ostle****Wednesday 4th December 2019, 9.30am-11.30am****Sharon Bowden, Marian Troughton & Chris Taylor****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.

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.

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.

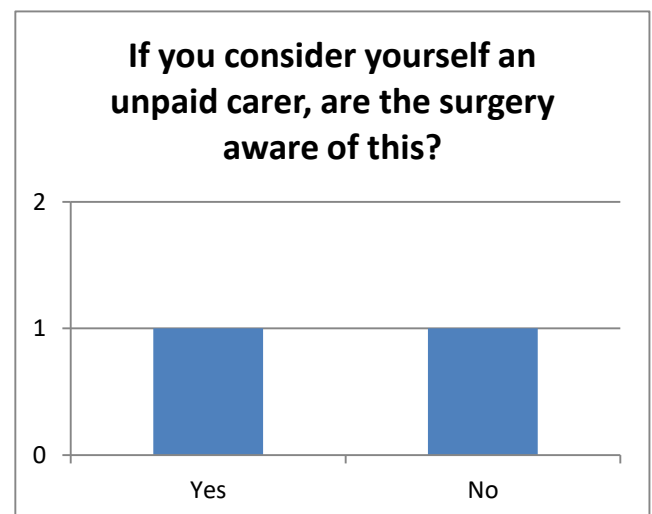
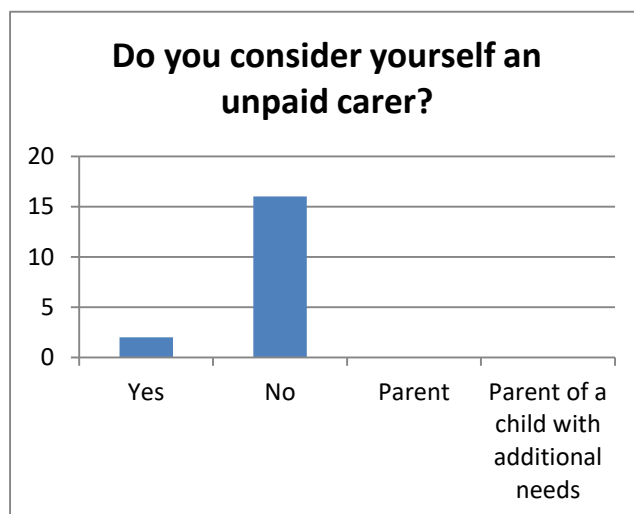
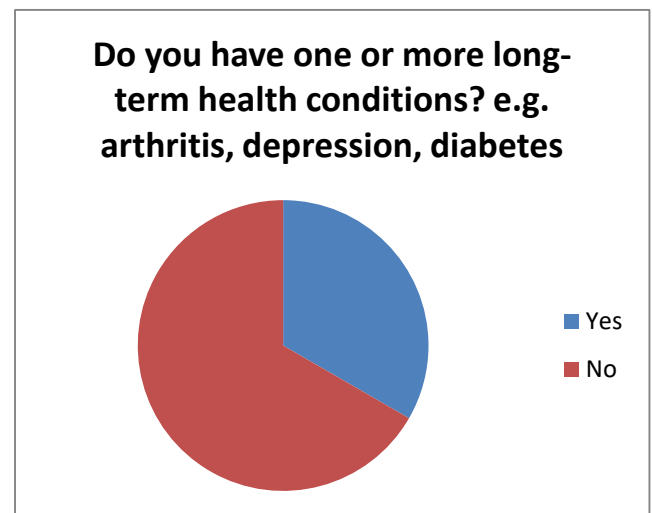
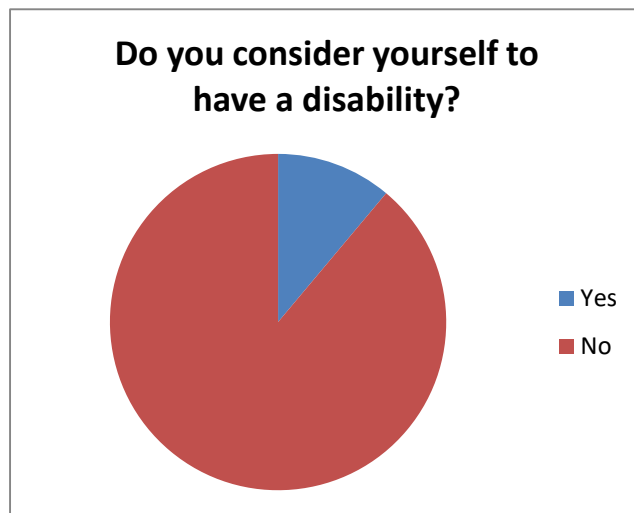
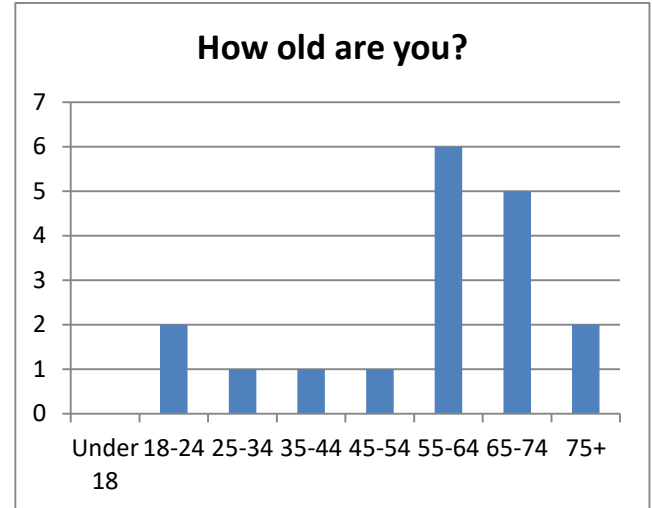
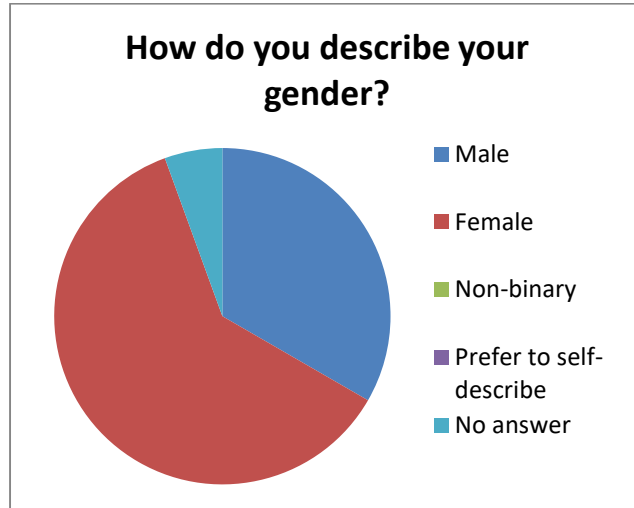
A proportion of the visit was also observational, allowing the authorised representatives to assess the environment and how patients engaged with staff members and the facilities.

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

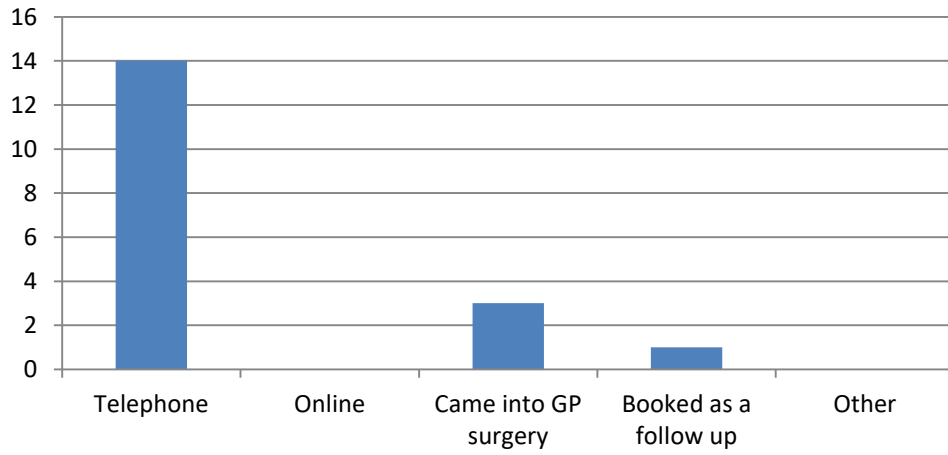
Results of Visit

Survey results

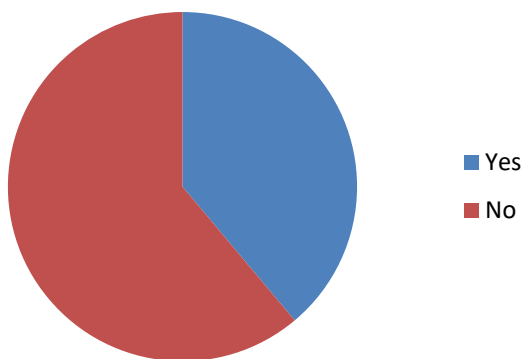
16 surveys completed on the visit + 2 online



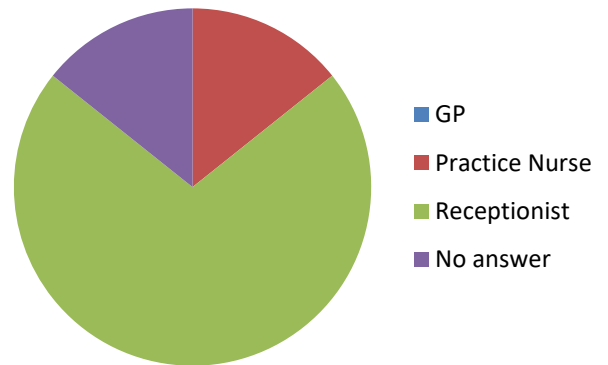
How did you make your last/today's appointment?



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

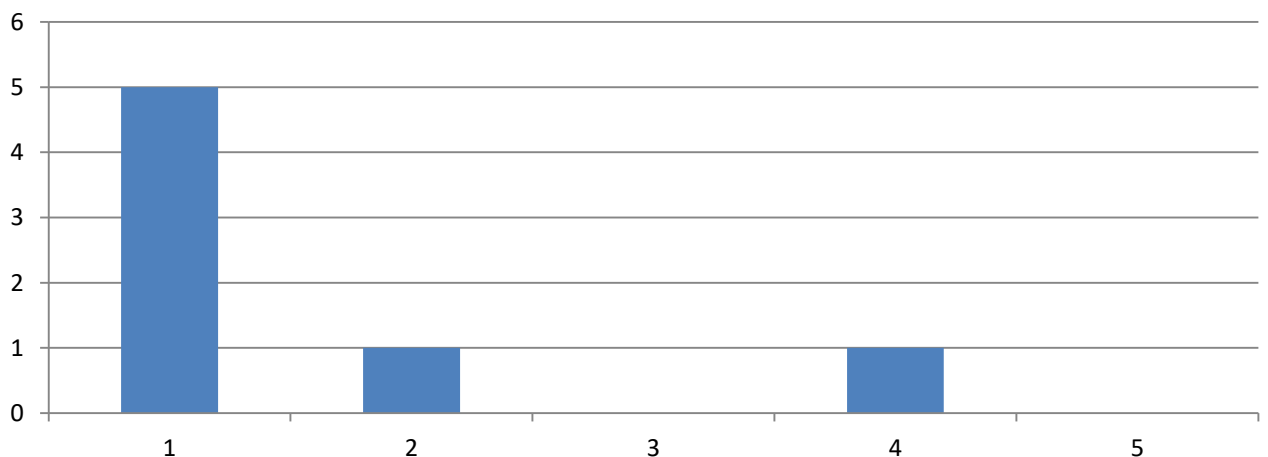


If you answered yes, please tell us who you had to speak to

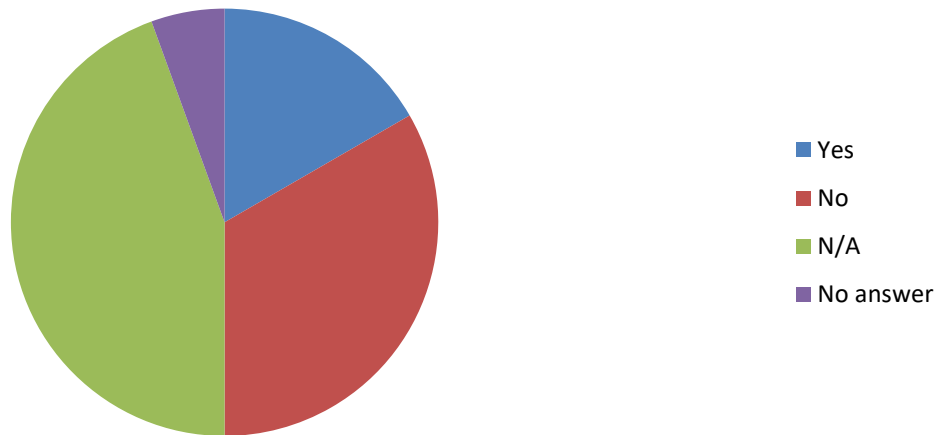


How do you feel about that conversation?

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

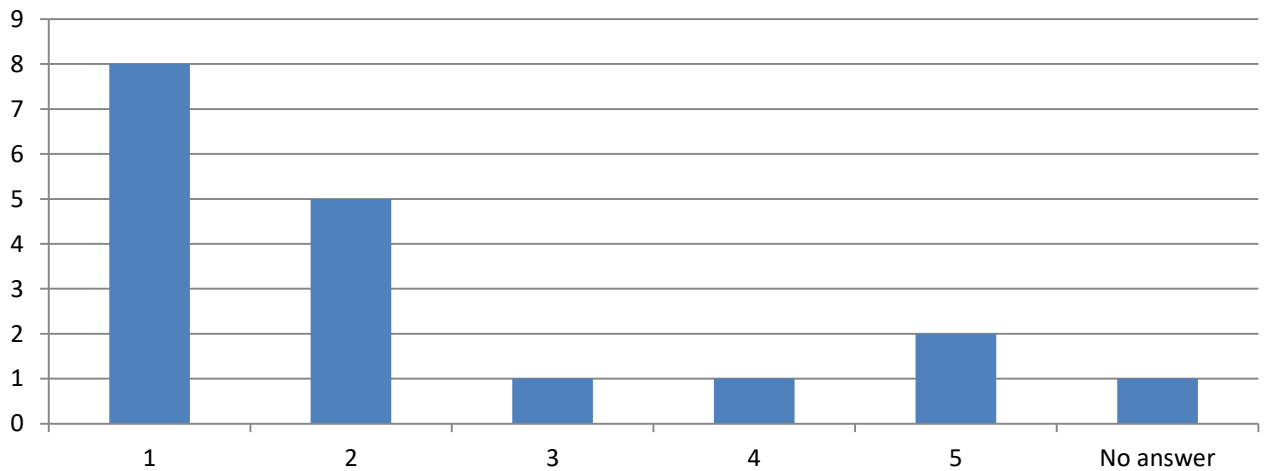


If your appointment was/is with a GP, were you able to make this with the GP of your choice/named GP?

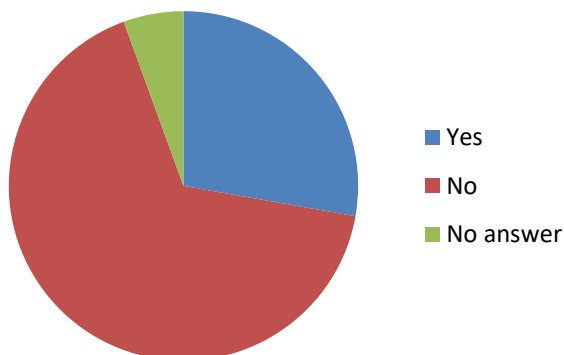


How convenient was/is your appointment time with regards to any responsibilities you have? e.g. work, parenting, caring or other commitments

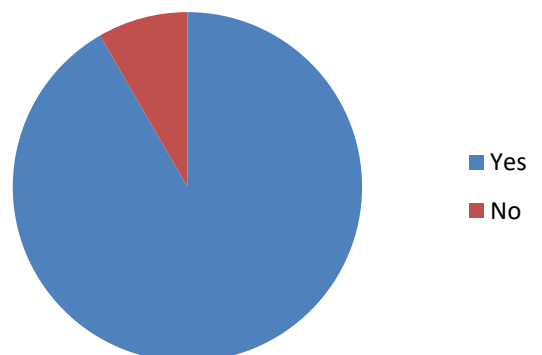
1 = very convenient, 2 = convenient, 3 = neutral, 4 = inconvenient, 5 = very inconvenient



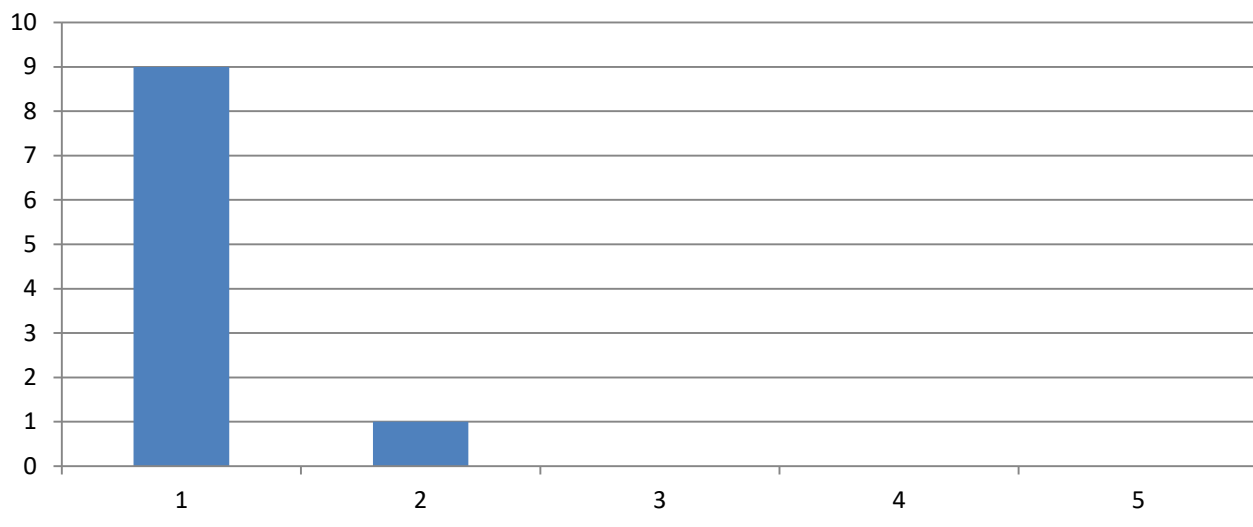
Did you receive a text reminder for your last/today's appointment?



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



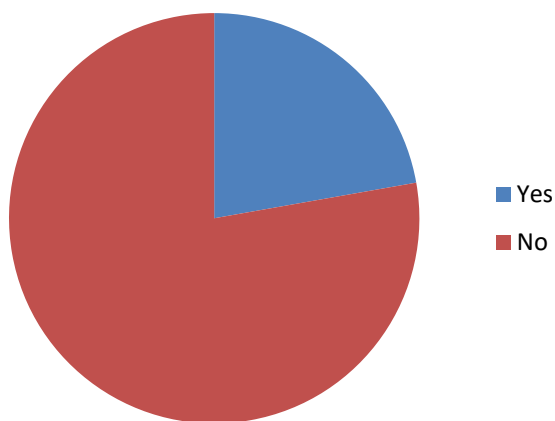
How would you rate the communication, care and treatment received during your last/today's appointment?
 1 = very positive, 2 = positive, 3 = neutral, 4 = negative, 5 = very negative



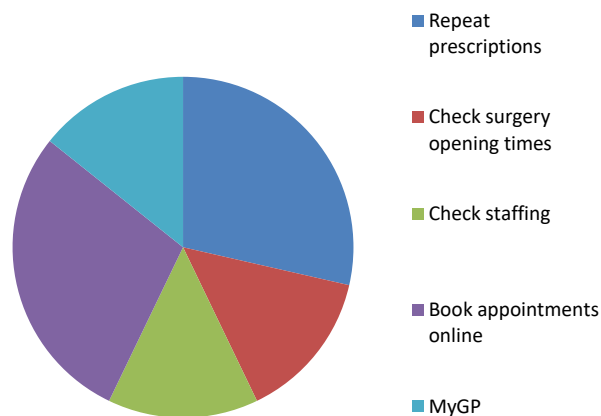
For the visit, the survey questionnaire was split in two (pre and post appointment) therefore, for these **two questions only**, the responses are based on 8 surveys from the visit and 2 online surveys)

<i>Is there anything else you would like to tell us about your last/today's appointment?</i>	
Comment category	No. of comments
Did not get a text reminder but only made appointment this morning.	1
I seem to see a different doctor each time.	1
Appointment time today is okay as working from home but usually very difficult as cannot take time off from work and surgery times are not convenient.	1

Do you use the surgery website?

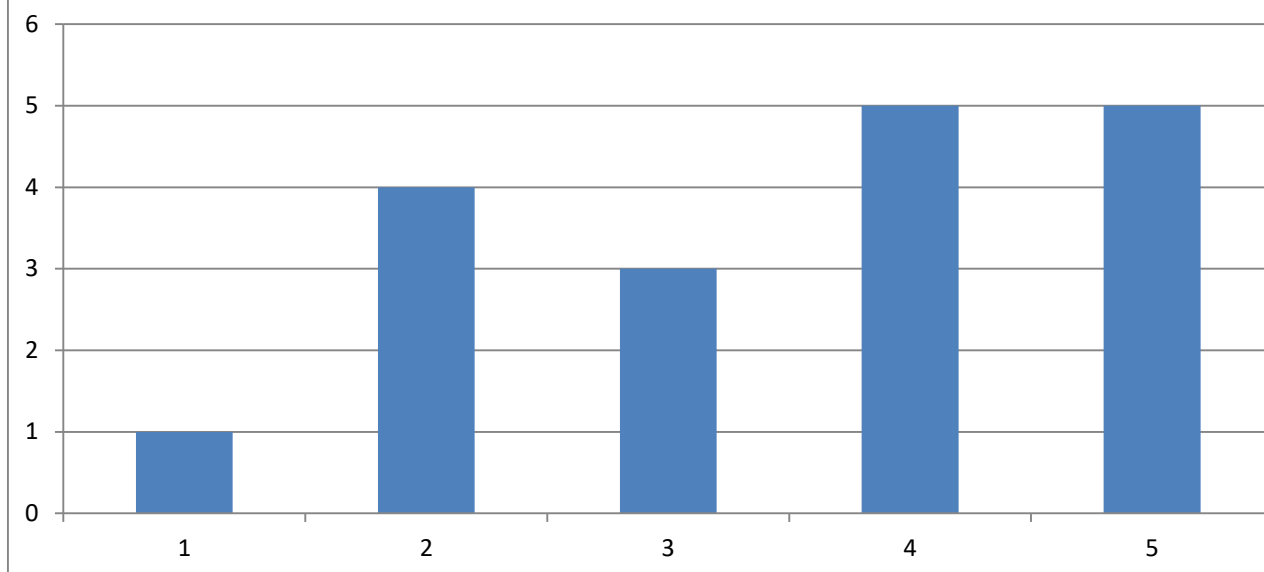


If you answered yes, please tell us what for



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>	
Comment category	No. of comments
Appointment availability (particularly urgent/same day)	5
Friendly, helpful	4
Continuity of care	4
Doctors	2
Clean	2
Receptionists	2
General positive comments	2
Waiting times	2
Nurses	1

Location	1
Care & treatment received	1

<i>What, if anything, could be improved at this surgery?</i>	
Comment category	No. of comments
Appointment availability (particularly routine, bookable in advance)	4
Referrals/communication with hospitals	2
Doctors	2
Need modernising (décor etc.)	2
Parking	1
Opening hours	1
Receptionists	1
Online system/services	1
Wi-Fi availability	1
TV screen for children	1
General negative comments	1

Authorised representative observations

The authorised representatives made the following observations:

Cleanliness

- The surgery was mainly clean and tidy - dusty skirting boards in accessible toilet
- Most of the seating was not wipeable but fabric - some showing signs of wear
- The toys available in the play area for children were clean but a few older ones looked worn
- Hand gel is available at reception

Condition/appearance

- The waiting room was well decorated - unique building (church)
- Some signs of wear and tear (marks on radiator from chairs, marks on lower walls, stained ceiling tiles)
- Dull, low lighting
- Art work on walls
- Men's toilets - very 'tired' looking décor

Facilities

- Magazines available for patients
- No parking available, closest car park (which is not free) is 0.1 miles away and there is some on street pay and display parking
- There was an old TV screen in the waiting room but this was not in use
- There is no automatic patient check in screen
- The ladies' toilet, accessible toilet and baby changing facilities are combined.
- There is a clock in the waiting room
- There is an air conditioning unit

Accessibility

- There is a drop off bay but no disabled parking
- If you were accessing the surgery in a wheelchair you would have to use the single track road to gain access as the pedestrian pathway begins with a step
- Infrequent bus service
- Big heavy church entrance door followed by two sets of double doors. These are not automatic, no assistance bell and no view of the main entrance door from reception
- No accessible reception desk
- No high backed chairs or chairs with arms for people with mobility issues
- There is an accessible toilet (pull down bar on one side) combined with the lady's toilet and baby change facilities
- Low level dull lighting not ideal for people with visual impairment

Information available

- Lots of information available on 3 separate notice boards although these do not seem to be organised in any particular way
- Lots of leaflets available, these appeared to be up to date
- We did not see any information about the Patient Participation Group (PPG)
- Information about our visit was displayed
- There was no information about the surgery's staff or photographs
- Promotional bunting for flu vaccinations displayed in waiting room

Interactions

- Patients were collected from the waiting room for their appointment, doctors apologised to patients for any delays (most people were seen promptly)
- GP showed representatives a thank you letter and flowers just received from a patient
- Reception staff were friendly and welcoming

Confidentiality

- Reception is separate from the waiting area so no conversations between reception staff and patients can be overheard

Other information and observations

- The surgery is part of a practice that also includes Dedworth Surgery. There is also provision for Eton College (including in-patient facilities) at this location.
- A patient registered with the Dedworth practice was given an appointment to attend South Meadow surgery and had not been told about alternatives (hub appointments at King Edward Hospital).
- There is a sign requesting no mobile phone use but during our visit several patients received/made calls. Due to how quiet the waiting room is and the acoustics it made it hard not to 'listen' to these calls.

Response from the Patient Participation Group survey

We have not received a completed survey or communication from the chair or other representative of the Patient Participation Group.

We were unable to find any minutes or documents relating to the group after 2012 (when an action plan was shared) No information about the group was seen at the surgery.

Website review

The Dedworth Medical Centre and South Meadow Surgery website was reviewed on the 10th December 2019 and looked at the following areas:

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

Easy to find and clear information about the practice boundaries. There are new patient forms available to print and fill in prior to visiting the surgery. All the links tested worked.

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

Easy to find, clear information about what to do including links to the online appointment booking. The practice is also using eConsult, which enables patients to contact the surgery online. It would be useful to add some information about eConsult in the appointment section of the site.

- **Information about staff**

A list of the people who work at the practice is easy to find. 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 linked to at the bottom of the website.

- **How does the practice share information with patients; e.g. newsletters, news section?**

The practice has a news section on it's website. Within this section there is a link to the newsletter. There is also an option to sign up to receive the newsletter.

- **Contact information**

Contact information for both surgeries are clearly displayed at the top of the site and on a 'Contact us' page.

- **Out of hours' information**

This is available within the 'Opening Hours' section of the site.

- **Information about PPG**

The surgery has a page about the group which invites people to join a virtual patient group. There is an action plan from 2012 included in this section; this should be updated. There are no minutes of meetings available - these would be useful for patients to see what the group discusses and answers to responses to questions raised. There is also the Friends and Family Test available to complete online.

- **Ease of use**

The information is clear and easy to find and the site scales well on a desktop, tablet and mobile phone.

- **Accessibility tools / features**

The website includes an accessibility statement which links to AbilityNet. Colours contrast well with one another which makes it easy to see the information. The site has a language changer but no 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. South Meadow Surgery and another local surgery, Dedworth Medical Centre, form one practice. These reviews/survey data are for them both.

There were no recent reviews.

National GP survey

The full results for the surgery can be found at:

<https://www.gp-patient.co.uk/PatientExperiences?practicecode=K81630>

Where the results for South Meadow Surgery significantly vary (more than 10%) from the national average results are:

85% of patients were satisfied with the type of appointment they were offered (national average 74%).

81% of patients describe their experience of making an appointment good (national average 67%).

Summary of key findings

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

- During our visit 2 patients told us they were unpaid carers but only 1 said that the surgery was aware of this.
- The majority of people we spoke to made their appointment by telephone.
- Less than half (39%) of people we spoke to said they had to speak to someone before they booked an appointment to explain why they thought it was needed (triage). Those that did usually spoke to a receptionist and the majority felt *very positive* or *positive*.
- 6 people were unable to make an appointment with the GP of their choice however this was two thirds of the people with a relevant (GP) appointment.
- Most people found their appointment time *very convenient* or *convenient* with regards to their other responsibilities but some people, particularly those who worked, still found their appointment time inconvenient.
- Although only 5 patients received a text reminder for today's appointment (despite most patients having a mobile phone they use daily), we were told, in both the survey and in conversation, that many appointments had been made today (urgent, same day).
- Everyone who rated the care and treatment they received during today's/their last appointment said it was *very positive* or *positive*.
- Only 4 people we spoke to (22%) use the surgery's website. Those that do use it to order repeat prescriptions, check surgery information and book appointments.
- Most people we spoke to had low awareness of the Patient Participation Group. We cannot find any recent information about the group and they did not respond to our letter and information request.
- Appointment availability does not seem to be a major issue when it comes to urgent, on the day appointments but some people told us there are issues booking routine appointments in advance.
- People told us, and we observed, friendly and helpful staff and doctors.
- The surgery was mainly clean and tidy but not all seating is wipeable.
- Although well maintained, some of the décor and seating does look worn. Some patients commented on this too.

- There are toys and books for children and magazines for patients to read while waiting for their appointment.
- There is a clock and air conditioning unit in the waiting room.
- There is an old television screen in the waiting room but this was not on.
- There is a baby changing facility.
- There is no automatic check in screen for patient use.
- There is no parking for patients - this includes disabled parking although there is a drop off bay.
- The public transport service is infrequent.
- The lighting is of a low level which is not good for people with visual impairment.
- Access to the surgery for wheelchairs, those with mobility impairment and prams is not good.
- There is a heavy church entrance door plus additional doors. None of these have assistance bells and the main entrance door is not visible from reception.
- Although there is an accessible toilet this is combined with the ladies' toilet and the baby changing facility.
- There is no accessible reception counter/desk.
- There is no seating suitable for people with mobility issues; high backed with arms.
- There was lots of information, posters, leaflets and banners, available. It all appeared to be in date but some of it was not displayed in an accessible way.
- Reception is separate from the waiting area and this protects patient confidentiality.
- The acoustics and silence in the waiting room amplifies any noise/conversations.
- Within the building, but entirely separate, are medical facilities for Eton College run by the same provider.
- The website is easy to use on any device and contains lots of useful information. The Patient Participation Group section of the site does not contain any

information. The site has a language changer, a link to AbilityNet but no other accessibility tools.

Recommendations

- To run a campaign for unpaid family carers to identify themselves to the surgery; including more prominent information in the surgery.
- 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.
- Healthwatch Windsor, Ascot & Maidenhead would like to offer the Practice Manager a meeting to explore how we could help and support the surgery in the development of an active Patient Participation Group.
- Replace the seating to include more seating that is suitable for people with mobility issues and to make it wipeable for hygiene purposes.
- If the television screen is not going to be in use remove it from the surgery.
- Consider if an automatic sign-in screen would be beneficial.
- Information in the surgery could be presented in a more accessible way e.g. grouping information on notice boards. Focus could be directed on certain areas e.g. carer identification, Friends and Family Test, certain conditions during awareness months.
- Have a radio in the waiting room providing low level background noise.
- Freshen up the décor (paint).



Access issues

The main issues identified by both patients and the observations of Enter & View Authorised Representatives concern access - particularly for those with disabilities.

Many of these issues cannot be resolved given the location and the type of building therefore, to ensure compliance with legislation (Equality Act 2010), the providers should consider alternative premises in the locality.

There are however, some measures that can be taken to make the surgery more accessible:

- Make sure there is some seating available that is suitable for people with mobility issues (as mentioned in above recommendations).
- Improve the lighting in the surgery.

- Replace step with a ramp on pedestrian access to surgery.
- Assistance bell on heavy church entrance door.
- Assistance bells or automatic doors on internal entrance doors.
- Install an accessible reception counter.

Service Provider response

Healthwatch Enter & View Report - Practice Response

Sent by Rachel Procter, Practice Manager on the 18th February 2020

The Practice would like to thank Healthwatch for taking the time to visit us and chat with some of our patients. We welcome any constructive feedback as to how we can improve our services for patients. As is recognised within the report, we are working from a listed converted Church building and therefore we have had to make the most out of our building; however recognise that there are some areas where we could improve things. We were pleased that patients felt that staff were friendly and welcoming, and this was reflected in the 2019 National Patient Survey results that are mentioned in the report.

As a result of your visit and report we have prepared the below action plan so that we can be very clear on areas where action was already in progress that Healthwatch may have been unaware of and where we have taken note of the findings;

Recommendation	Action
To run a campaign for unpaid family carers to identify themselves to the surgery including more prominent information in the surgery.	The Practice appointed a Carers Champion from within the Reception team in 2019 and they are working with local surgeries on how to improve the information available for patients and raise awareness amongst staff. The Windsor Primary Care Network, of which the Practice is a member, has a specific project working on identifying and supporting carers that we will be fully engaged with.
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.	Since the visit by Healthwatch the Practice website has changed format and had an external review. As a result of this it is being updated again and we hope will be far more user friendly and accessible. There is a digital strategy on both how we promote online services including at the point of registration and engage with our patients in eConsultations. We have given consideration to social media and will continue to do so.
Healthwatch Windsor, Ascot & Maidenhead would like to offer the Practice Manager a meeting to explore how we could help and support the surgery in the development of an active Patient Participation Group.	Healthwatch may be unaware of what has occurred with our Patient Participation Group; however the old group wound up some time ago. During 2019 we completed a project to identify new patients who would be suitable PPG members and as such have a new PPG that has met twice since the summer of 2019. There is dedicated admin support from within the Practice for this group. We have engaged with the CCG Lay Person for Public Involvement and they have attended one of our meetings to provide support and advice. Should Healthwatch feel that

	have anything further to add to the developing group we would welcome their attendance at a future meeting.
Replace the seating to include more seating that is suitable for those people with mobility issues and to make it wipeable for hygiene purposes.	As a Practice during 2019 we had identified a number of areas of improvement in the building both at South Meadow and Dedworth. Once such item was replacing the fabric seating at South Meadow and we are pleased to report that new furniture including chairs with arms has now been ordered and we expect to be installed in the Practice within the coming weeks.
If the television screen is not going to be in use remove it from the surgery.	The television remains for now whilst we consider its upgrade and how we can develop a useful presentation to be displayed on the screen. We are liaising with other local Practices on what we can learn from their information screens.
Consider if an automatic sign-in screen would be beneficial.	We have considered this in the past; however the layout of the reception area means that there is nowhere for the check-in screen to go.
Information in the surgery could be presented in a more accessible way e.g. grouping information on notice boards. Focus could be directed on certain areas e.g. carer identification, Friends and Family Test, certain conditions during awareness months	We agree that work needs to be done on improving the notice boards in the waiting rooms as often they are full of far too much information. Once we have recruited a new Healthcare Assistant they will be working with the Receptionist Lead and Administration Staff on what information should be displayed and making sure this is always current, reflecting awareness months and national campaigns.
Have a radio in the waiting room providing low level background noise.	We are exploring whether this is a workable solution within one of our waiting rooms at Dedworth Medical Centre and how the noise from the radio may travel into consulting rooms.
Freshen up the décor (paint).	As mentioned above, there is a plan in place for the improvement of aspects of the building and this includes painting; however we need to work out when this can be done as the surgery is open Monday to Saturday.
Make sure there is some seating available that is suitable for people with mobility issues (as mentioned in above recommendations)	As mentioned above this was already a known issue and new furniture is expected imminently.
Improve the lighting in the surgery.	Unfortunately the building layout is as it is, without an opportunity to change, and the waiting room has no windows; however we have asked an electrician whether replacing the fluorescent lightbulbs with new LED ones may improve the lighting in the waiting room. This is not as simple as just replacing

	as technical work needs to be done.
Replace step with a ramp on pedestrian access to surgery	We assume you mean the step from the pavement into the memorial grounds to the front of the surgery. Unfortunately this is not within our ability or remit to alter; however we have noted this and will advise Eton Council and Eton College.
Assistance bell on heavy church entrance door	Noted and although there is a bell at the letterbox this is not obvious as it is not on the front door and we will liaise with our landlord to see what might be possible to be installed.
Assistance bells or automatic doors on internal entrance doors	There is a bell for assistance to the left of the internal door.
Install an accessible reception counter.	Unfortunately with the nature of the building it is not possible to alter the layout of our reception desk and to protect confidentiality of the information within the reception area; however our reception staff are very aware of the issues and will greet patients and assist them at the door to the internal reception area if required.

In addition to the above recommendations there were some comments within the report that we believe worthy of a comment from the Practice;

Comment	Response
The surgery was mainly clean and tidy - dusty skirting boards in accessible toilet	Our cleaning company were informed of this very shortly after your visit and have completed a full deep clean now. We have regular walk arounds of the building between administration staff and the cleaning company to ensure that standards are being met.
The toys available in the play area for children were clean but a few older ones looked worn	Our Infection Control Lead is conducting a review and removing any worn, damaged or non-wipeable toys.
There is a drop off bay, but no disabled parking	As stated on our website and practice leaflet, disabled patients are able to park at the front of the building, and very often do. It is not simply a drop-off area; however we will speak with our landlords about the signage to this shared building.
It would be useful to see photos and know a bit about the members of staff at the practice on the website	This is planned as part of the website upgrade process.
Although only 5 patients received a text reminder for today's appointment...	Patients would not receive reminders for appointments booked on the day, but as long as mobile numbers are correct do receive reminders the day before appointments. This is an automatic process by software installed at all local GP

	practices.
The Patient Participation Group section of the website does not contain any information	As mentioned above the PPG is in the process of being redeveloped and relaunched. As they group develops their plan of what their purpose and vision is this page on the website will be populated.

Report published 30th January 2020

