

Details of visit

Service address:

Service Provider:

Date and Time:

Authorised

Representatives:

Contact details:

Woodlands Park Surgery

15 Woodlands Park Road, Maidenhead, SL6 3NW

Dr Hemanthe Kumar

Friday 29th November 2019, 9-30am-11.30am

Chris Taylor, Paul Lavender and Linda Tucker

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 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.

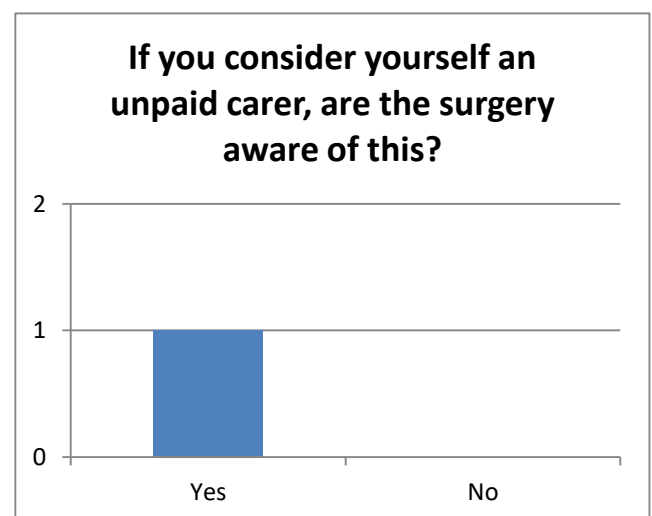
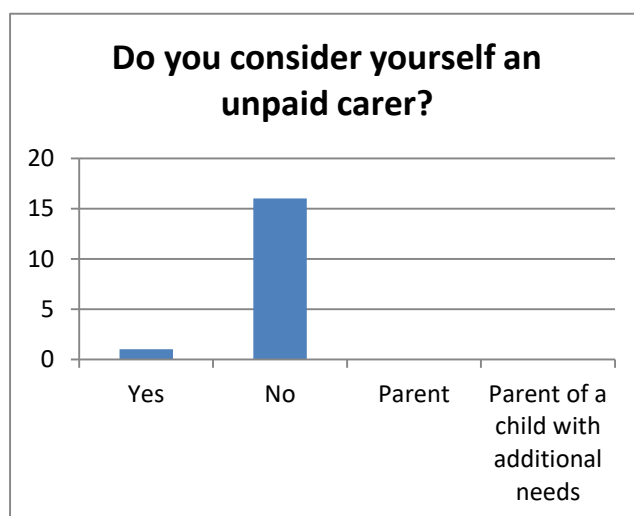
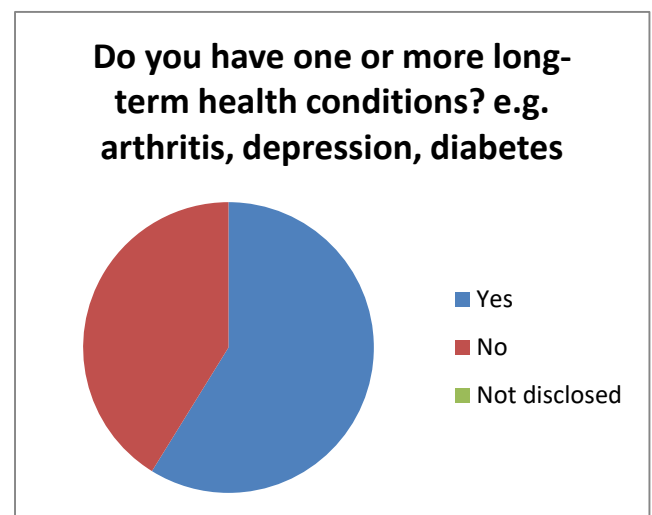
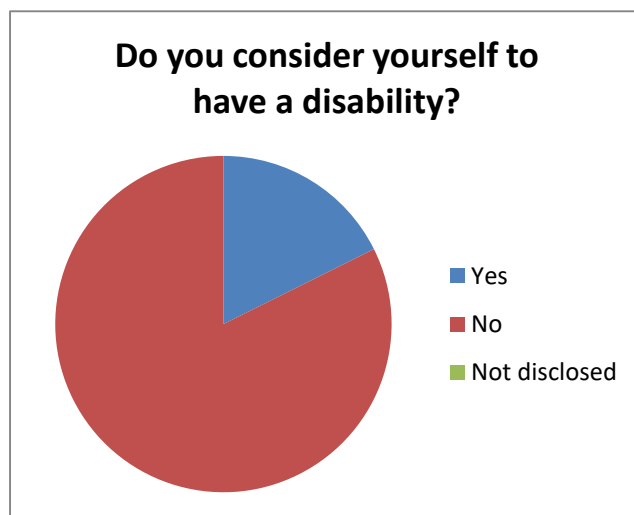
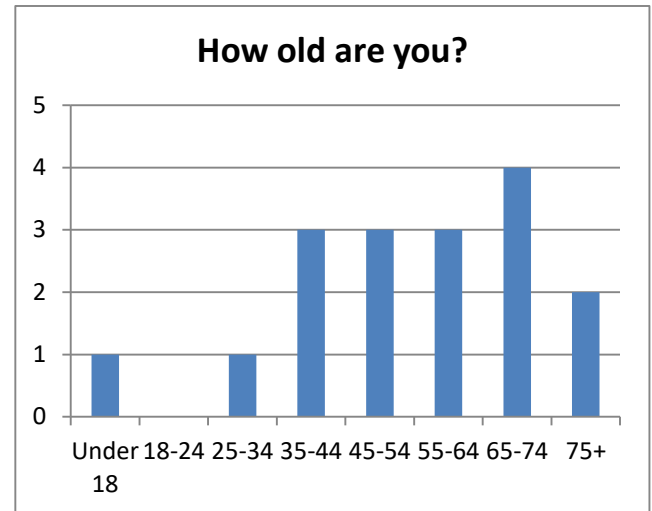
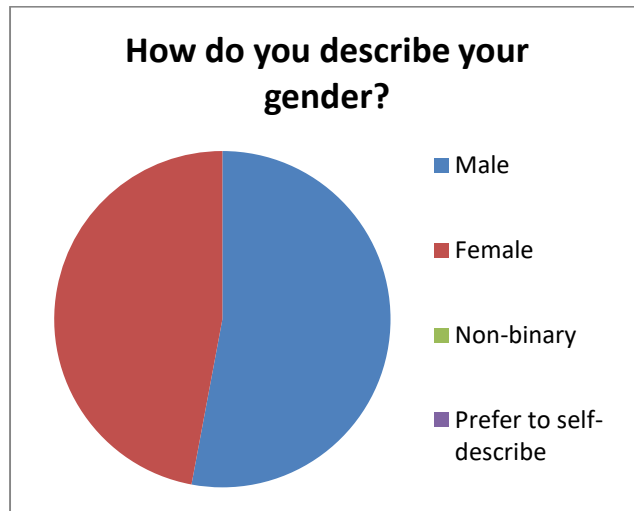
A proportion of the visit was also observational, allowing the authorised representatives to assess the environment and how patients engaged with staff members and the facilities.

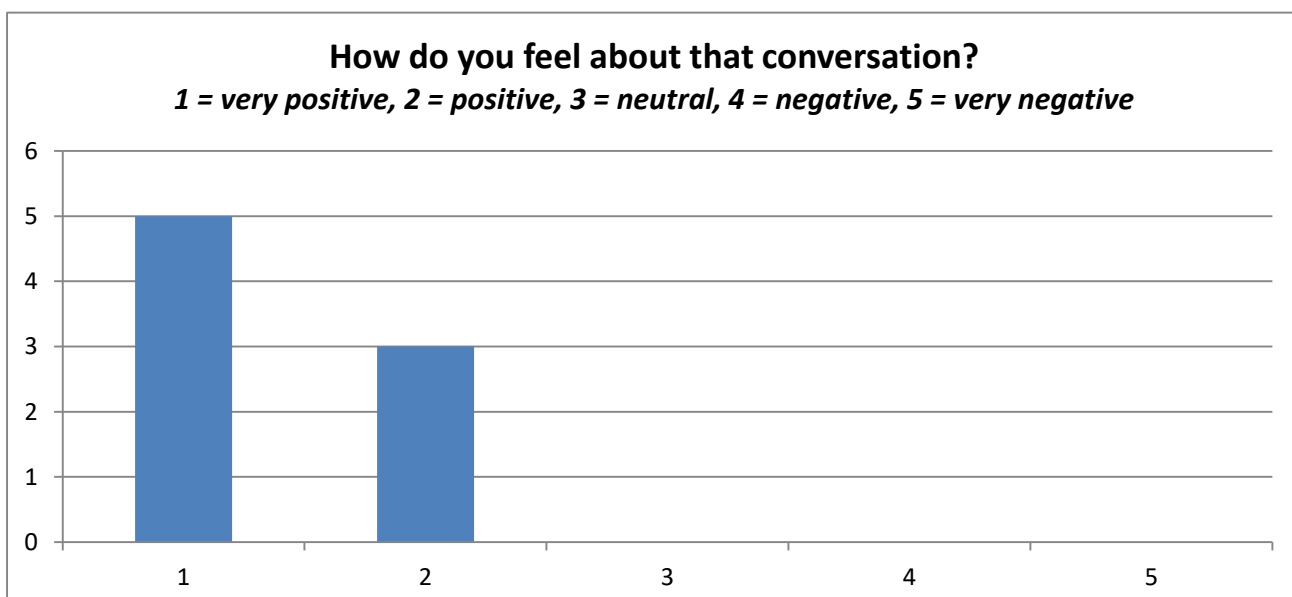
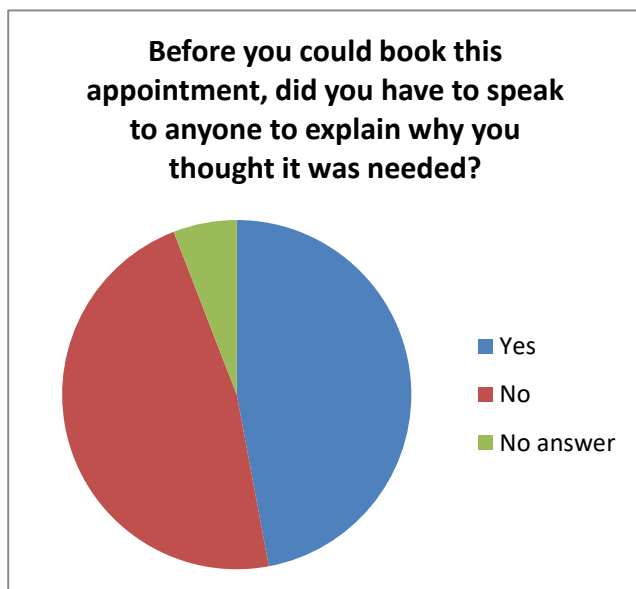
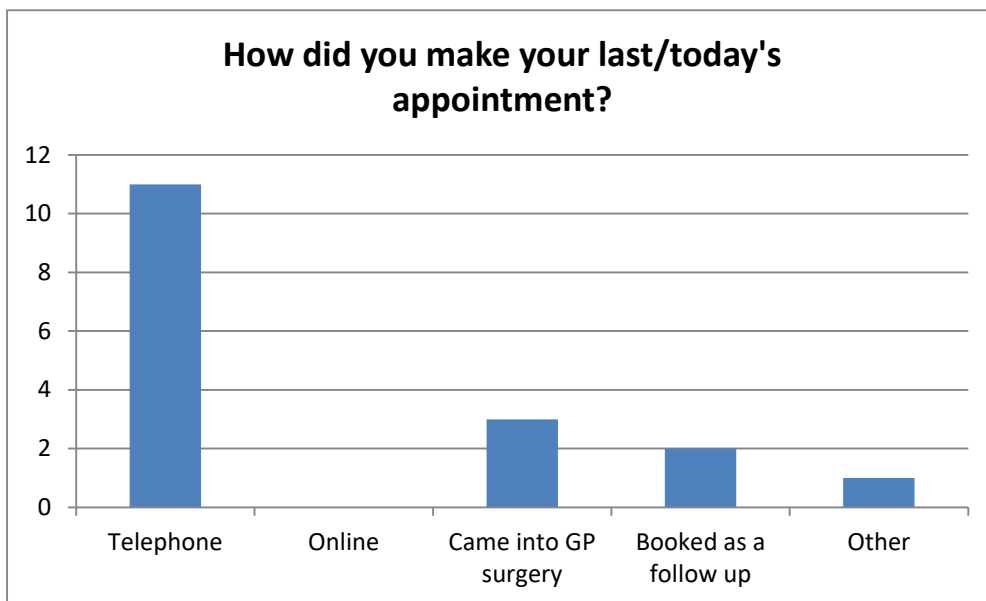
Alongside the visit Healthwatch Windsor, Ascot & Maidenhead staff reviewed NHS website reviews for the surgery over the last 6 months and the practice website.

Results of Visit

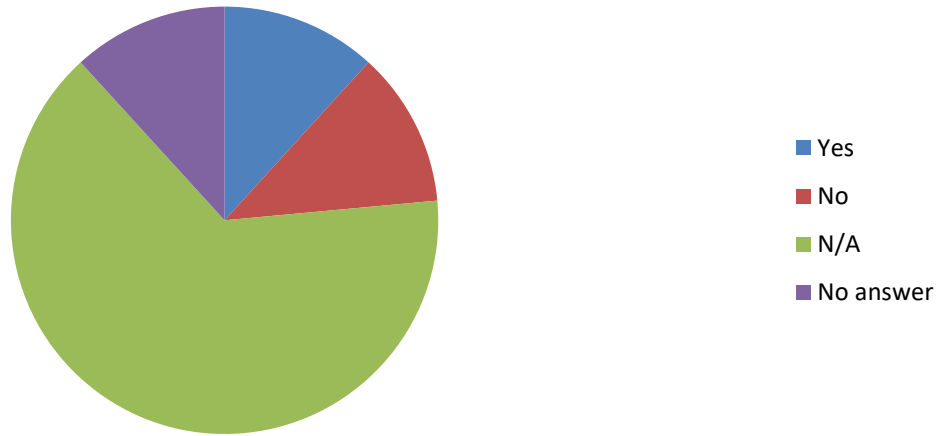
Survey results

17 surveys completed on the visit + 0 online



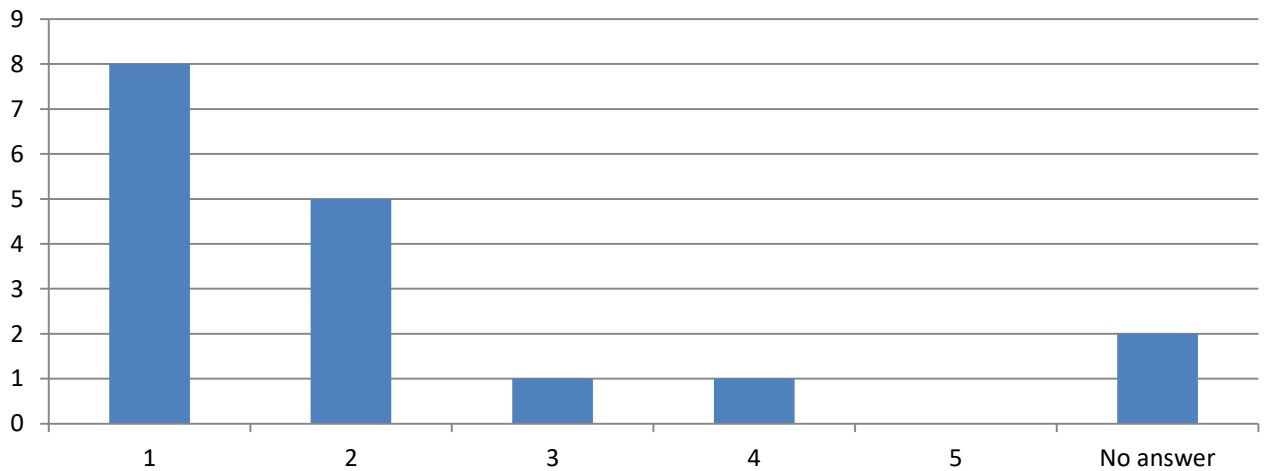


If your appointment was/is with a GP, were you able to make this with the GP of your choice/named GP?

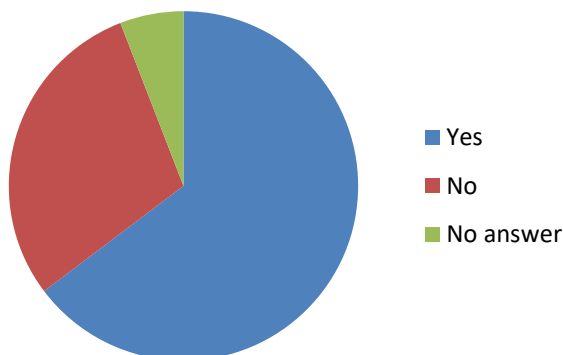


How convenient was/is your appointment time with regards to any responsibilities you have? e.g. work, parenting, caring or other commitments

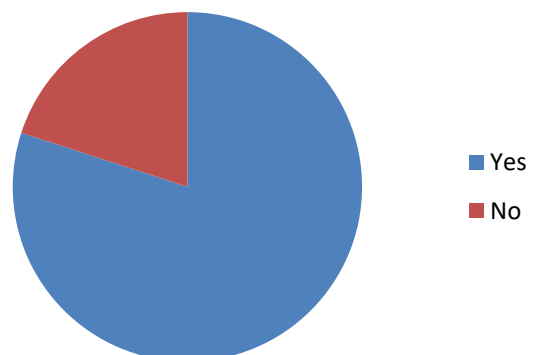
1 = very convenient, 2 = convenient, 3 = neutral, 4 = inconvenient, 5 = very inconvenient



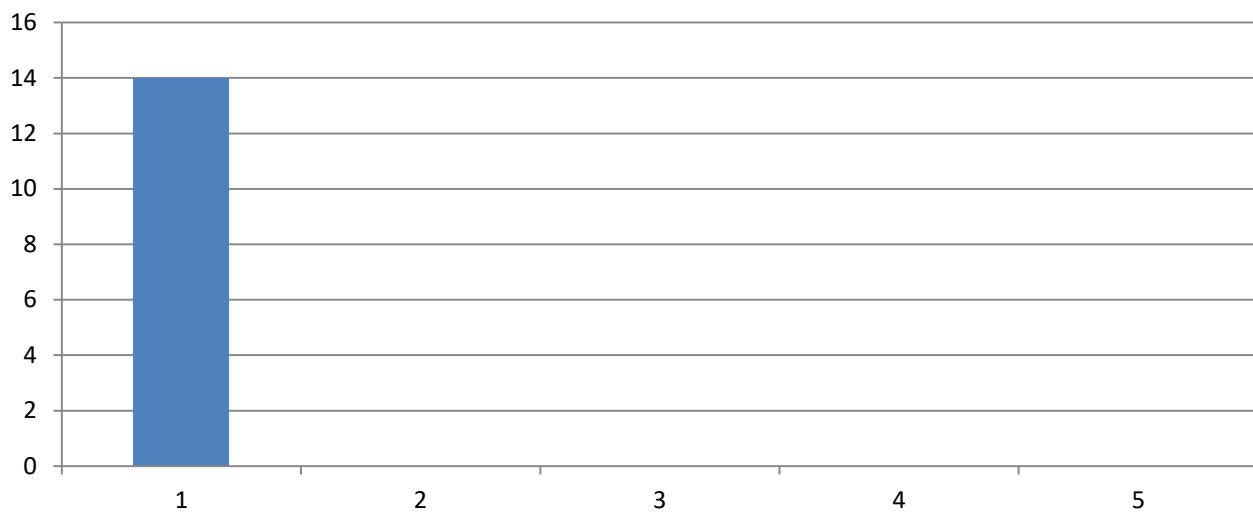
Did you receive a text reminder for your last/today's appointment?



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



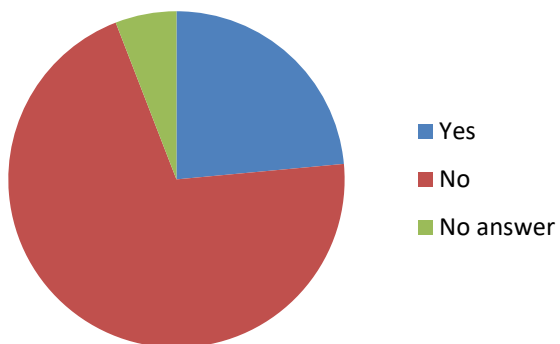
How would you rate the communication, care and treatment received during your last/today's appointment?
 1 = very positive, 2 = positive, 3 = neutral, 4 = negative, 5 = very negative



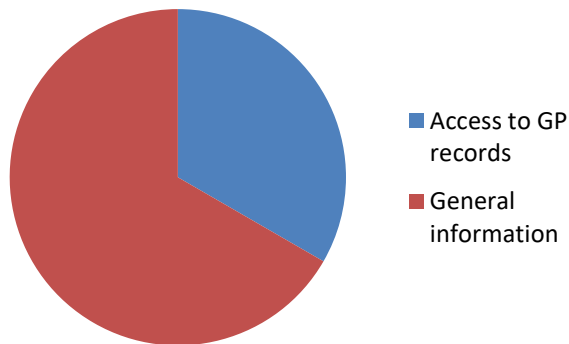
For the visit, the survey questionnaire was split in two (pre and post appointment) therefore, for these **two questions only**, the responses are based on 14 surveys from the visit)

<i>Is there anything else you would like to tell us about your last/today's appointment?</i>	
Comment category	No. of comments
Care and treatment received	5
Good/Excellent	2
Doctors empathy	1

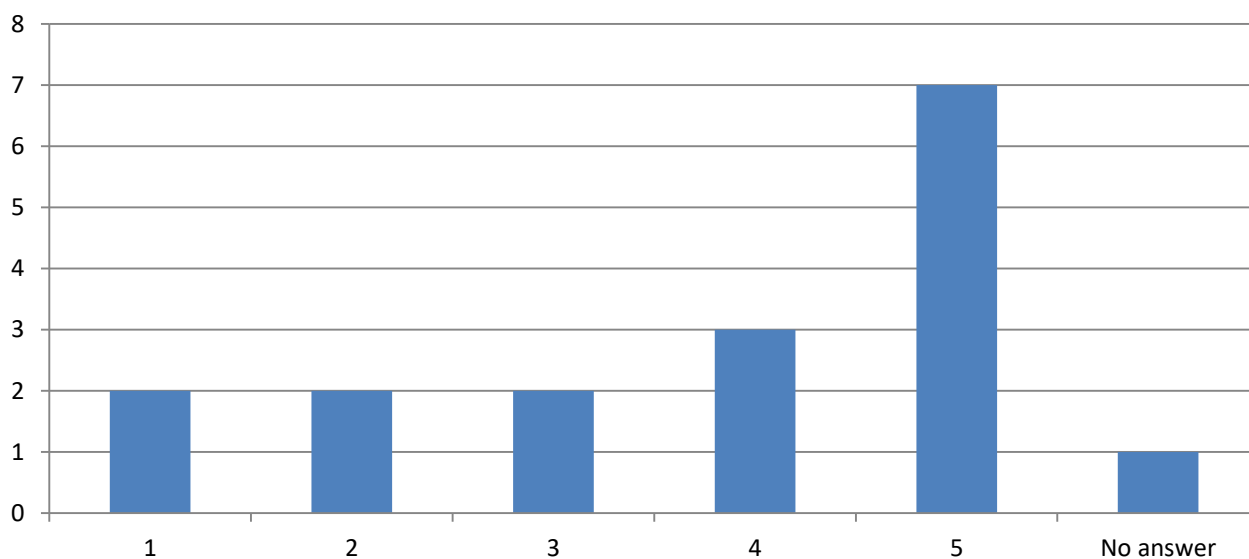
Do you use the surgery website?



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? 4

<i>What do you find really good about this surgery?</i>	
Comment category	No. of comments
Appointment access/availability	8
Friendly, helpful staff	5
General positive comments	4
Patient centred	3
Doctors	3
Choice of clinician/different specialities	2
Location	1

<i>What, if anything, could be improved at this surgery?</i>	
Comment category	No. of comments
Parking	2
Rushed appointment	1
No access to online services (requested one year ago)	1

Authorised representative observations

The authorised representatives made the following observations:

Cleanliness

- The surgery was clean and tidy throughout, including the toilets
- Hand sanitiser was available for patients to use
- All seating was wipe able, in good condition and clean

Condition/appearance

- The condition and appearance of the surgery reflected its age and it was in good order
- The waiting room was bright and well lit
- The waiting room was very warm. The radiator was very hot; it does have a table in front of it but could still be touched. Some of the patients commented how hot it was

Facilities

- There are only four parking spaces but there is unrestricted parking on the road outside and a residential street opposite the surgery
- Although we did not see it used, there is a sliding window between reception and the waiting room
- There is a toilet
- There was a sign on the wall that said 'Welcome' in different languages
- There was no automatic check in; patients were collected from the waiting room
- There was a place to put wet umbrellas
- The signage on the walls in the surgery was useful for finding your way around
- There was a box encouraging people to put feedback about the surgery into it

Accessibility

- There is a disabled parking bay outside the surgery
- The outside area and approach to the surgery is in good condition with a ramp and handrails to the entrance
- The surgery is a converted house and the door is a regular sized UPVC front door. It has a plastic surround which creates a step into the surgery
- Outside there was information about the surgery provided in different languages
- The reception area is small as are the internal doorways. A patient using a wheelchair would probably find it difficult to enter and move around the building
- The front door had a door bell and there was a hearing loop
- There was a variety of seating including high backed chairs with arms, sofa and chairs

- The toilet in the surgery is accessible and has an emergency alarm

Information available

- There was a variety of information available to patients including health campaigns, local groups and social care services
- Posters had been grouped and had the headings 'Patient Information' and 'Surgery Information' however, due to the number of posters the surgery information board also contained patient information posters and some posters were obscuring others. This made it difficult to see what might be useful
- Leaflets were presented in different ways; leaflet holders, on tables and in a file
- There was a sign informing patients to ask for a translator if they wanted one
- Positive comments about the surgery were displayed
- Outside there was a banner wrapped around the handrail about flu. This was well placed to ensure patients saw it
- Outside there was a chalk board displaying daily information; at the time of our visit it was informing patients about the flu clinic
- The 'message in a bottle' tubs provided by the Lions Club were on the reception desk for patients to take
- The current Friends and Family feedback comments were on display for patients to see

Interactions

- Throughout our visit patients said they liked the surgery. One patient told us reception staff have been there for a long time so knew patients when they called; this was very important to the patient

Confidentiality

- Confidentiality in the surgery was good because it has a separate waiting room from reception and there was also low level music playing in the waiting room

Response from the Patient Participation Group survey

We did not receive a completed survey or communication from the chair or other representative of the Patient Participation Group; although we did meet a representative of the group on the day of our visit. After we received the Practice Manager's response (see end of report) we agreed to send another survey as the first had been lost,

The survey was completed by one of the founding members and they were able to consult with the chair to complete the survey. No examples of work undertaken were given to support the scores given and we were unable to find any minutes or documents relating to the group after 2016/17.

How many active members are in your group?

How often and when does your group meet?

6 monthly - Wednesday evenings

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

Yes

Do members complete a volunteer agreement or similar document?

Yes

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

No, we struggle with recruiting young patients.

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

Yes.

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

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

1

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

1

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

1

Website review

The Woodlands Park 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, clear information, forms available and the option to do them online. The link to the guide to GP services does not work. There is also a minor error that reads "...about you is correct8***". Also the links for non-English speakers no longer work.

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

Easy to find, the information provided is clear. There is limited information about the different types of services available, such as the extended hours service. The site also only says about booking an appointment with a GP, presumably appointments with other health professionals are bookable, such as a nurse. It would be useful for patients using the online booking to see the Practice ID to make it easier to log in and include some basic instructions. The site is also using patient-services.co.uk; it is not clear what this is on the site.

- **Information about staff**

This section is easy to find. Staff have been listed with a bit of information about them. It may be useful to add photos of the people who work for this practice.

- **CQC rating displayed**

We were only able to find the latest inspection result (2016) by entering a search where it came up in the latest news section.

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

The practice has a practice newsletter issued quarterly. There is also a news section which does not appear to be updated frequently.

- **Contact information**

Contact information is clearly displayed at the top of the site and on the contact details page.

- **Out of hours' information**

Out of hours' information is available within the opening times section of the site. The wording should be changed here as it reads "in an emergency you should ring 111". We suggest you change this to "If you need medical advice outside of surgery opening hours please call 111"

- **Information about PPG**

The surgery has a page about the patient group which invites people to join a virtual group. There are minutes and newsletters in this section but these are old. The latest minutes are from 2017 and the latest newsletter is from 2016. Survey results and survey reports pages also have old information.

- **Ease of use**

When viewed from a mobile phone the site defaults to some basic information for patients, this is useful and offers a link to the main site. The main site does not scale well on a mobile phone but because of the other version of the site this is not necessarily required. Using a tablet and a laptop the information for the main site is clear and easy to find. The site would also benefit from some wording changes and some links being updated. It would be useful to have more information about the different external organisations being use for prescriptions and patient services for example.

- **Accessibility tools / features**

The site is using an older style template; despite this information was easy to find and the colour scheme is reasonable. The site has a language changer and an accessibility statement linking to AbilityNet and no other built in accessibility tools.

Nhs.uk reviews

Healthwatch Windsor, Ascot & Maidenhead staff looked at the surgery's reviews on nhs.uk for the last 6 months.

There were a total of 3 reviews. All had received a response on the same day.

Two reviews gave the surgery 1 stars and one review gave the surgery 5 stars but, when reading the review, it became clear that one of the 1 star reviews was meant to be a 5. The thoroughness of assessment, treatment and action was mentioned in the positive reviews as was the same day appointment accessibility, personalised care and good staff both medical and receptionists.

The issues with the 1 star review was generated by a patient attempting to register as a temporary 3 month patient. There were issues in the accuracy of information received and the manner of the receptionist. It resulted in the patient going elsewhere. However, in the response, the Practice Manager apologised and stated how they would rectify the issue - with refresher training.

National GP survey

The full results for the surgery can be found at:

<https://www.gp-patient.co.uk/PatientExperiences?practicecode=K81015>

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

100% of patients find it easy to get through to this GP practice by phone (national average 68%).

83% of patients are satisfied with the general practice appointment times available (national average 65%).

77% of patients usually get to see or speak to their preferred GP when they would like to (national average 48%).

81% of patients were offered a choice of appointment when they last tried to make a general practice appointment (national average 62%).

95% of patients were satisfied with the type of appointment they were offered (national average 74%).

84% of patients describe their experience of making an appointment as good (national average 67%).

100% of patients felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment (national average 86%).

92% of patients say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s) (national average 78%).

Summary of key findings

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

- The majority of patients we spoke to made today's/their last appointment by telephone.
- Just under half the patients we spoke to felt they had undergone a triage process; talking to someone to explain why an appointment was needed and direction to the correct clinician/service. Of these, most said this was with a receptionist. Everyone reported they felt *very positive* or *positive* about this interaction.
- Patients told us that they are usually able to book both urgent on the day appointments and routine appointments without difficulty.
- Only 12% of patients said they were able to make an appointment with the GP of their choice; although the National GP Survey results does not support this finding.
- Most people we spoke to found their appointment time *very convenient* or *convenient* to fit in with their other responsibilities such as work or caring for someone.
- 65% of patients received a text reminder for their appointment. Most of those that did not have a mobile phone they use daily.
- Everyone we spoke rated the care and treatment they received at today's appointment as *very positive*.
- Just under a quarter (24%) of patients we spoke to use the surgery's website. They mainly use it to obtain general information (opening hours, GP names).
- Most patients are *unaware* or *very unaware* of the surgery's patient group and their work and there is little evidence of recent activity of the group.
- The surgery was clean and tidy and all seating was wipe able and in good condition.
- The surgery provides hand sanitiser for patients.
- The waiting room was very warm and the radiator is very hot; a potential hazard.
- Although the surgery has limited parking there is unrestricted on road parking available.
- There is no automatic check in facility for patients.
- The signage in the surgery was helpful to patients and welcoming.
- The surgery has a suggestions box and displays results of the Family and Friends Test and other feedback.
- The surgery and the facilities is in part accessible; ramp and handrails to the front entrance, an accessible toilet with alarm, seating for those with mobility

impairment, a hearing loop and a disabled parking bay. There are no automatic doors to the surgery but there is an assistance bell although there is a raised plastic surround at the entrance door which would make entry by wheelchair difficult and presents a potential trip hazard for all. Doorways are narrow making it difficult for wheelchairs to navigate.

- There was lots of information available for patients on health campaigns and local support services. These were available in different formats (leaflets, posters, promotional banners) but the notice boards were a bit over crowded; obscuring some information. Daily information is displayed on a chalk board outside the surgery. Results from the National GP Survey indicate that many patients feel they receive support from local groups and services.
- Throughout the visit people told us how much they liked the surgery, the friendly staff and the relationships they have developed with long standing members of reception.
- Patients told us care is patient centred with a choice of doctors available and therefore different specialities.
- By having reception separate from the waiting room and playing music at a low level this protects patient confidentiality.
- 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 2016/17.
- 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 has a language changer and a link to AbilityNet.
- There are some spelling/data entry errors on the site and areas where information, such as when to call 111 and when to call 999, which could be reworded to provide clarification.
- The latest CQC inspection report was not prominent on the website.
- Reviews on nhs.uk are responded to promptly.

Recommendations

- 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.
- For the PPG to look at increasing the frequency of their meetings, updating their minutes and reports on the website and looking at ways they can communicate and link with the wider patient group.
- As a matter of urgency install a cover on the radiator in the waiting room; as an interim measure turn it down.
- Consider if an automatic sign-in screen would be beneficial.
- Reorganise the posters to make it easier to find information e.g. no overlapping and on the correct board.
- Review the website and correct, update and expand information and fix broken links. Make sure the latest CQC inspection report is easy to find.



Longer term considerations

- To make the surgery more accessible given the constraints of the building e.g. wider automatic door.

Service Provider response

The following response to the report and recommendations was sent by Diane Parrott, Lead Practice Manager, and received on 5th February 2020.

Woodlands Park Surgery GPs and staff all work as a team and are very proud of our Surgery. We would like to thank the Health watch team for their observations and recommendations and respond to them herewith-

The building is a converted house which has presented us with difficulties, especially for those less well bodied which we have attempted to adapt within the constraints of the building. This has also limited the parking, although being in a high residential area, other spots to park are available within a short distance and are free without limitations.

- 1. The waiting room is undergoing a minor update this week with the fire door being wired to open automatically by both patients and from behind the reception desk. Once this is completed, we will be able to measure up the radiator for an individual cover as a matter of urgency.*
- 2. The CCG have approved an automatic check-in and wiring quotes have been sourced. This we are hoping is going to be approved and implemented shortly.*
- 3. There is an outside doorbell on the handle rails approaching the building which is used by wheelchair users, enabling us to be alerted that we need to give assistance in opening the front door, and again once the automatic opener is in place will make wheelchair access easier into the building.*
- 4. We are always deluged by posters and will reduce them by putting more information into our Patient Information folders.*
- 5. We did chase up the response form from our PPG Lead who unfortunately has misplaced it. If you could kindly forward us another one, we will forward it on to him. (This was done and the response is included in the relevant section of the report)*
- 6. PPG Minutes were missed from the website, this will be remedied and we will try and enthuse further joining to the group after very sadly we have lost two key members who have passed away in the previous 6 months.*
- 7. The website will be rechecked and errors/links tried and updated where necessary.*

Report published 4th March 2020

