



# OAKVIEW FAMILY PRACTICE

ENTER AND VIEW VISIT REPORT

**healthwatch**  
Lewisham

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# Introduction

What is Healthwatch Lewisham?

Healthwatch Lewisham is one of 152 local Healthwatch organisations that were established throughout England in 2013, under the provisions of the Health and Social Care Act 2012. The dual role of local Healthwatch is to champion the rights of users of health and social care services and to hold the system to account for how well it engages with the public.

The remit of Healthwatch Lewisham as an independent health and social care watchdog is to be the voice of local people and ensure that health and social care services are safe, effective and designed to meet the needs of patients, social care users and carers.

Healthwatch Lewisham gives children, young people and adults in Lewisham a stronger voice to influence and challenge how health and social care services are purchased, provided and reviewed within the borough.

Healthwatch Lewisham's core functions are:

1. Gathering the views and experiences of service users, carers, and the wider community.
2. Making people's views known.
3. Involving locals in the commissioning process for health and social care services, and process for their continual scrutiny.
4. Referring providers of concern to Healthwatch England, or the CQC, to investigate.
5. Providing information about which services are available to access and signposting.
6. Collecting views and experiences and communicating them to Healthwatch England, and
7. Working with the Health and Wellbeing board in Lewisham on the Joint Strategic Needs Assessment and Joint Health and Wellbeing strategy (which will influence the commissioning process).

## Strategic Drivers

Our role is to support the voices and views of the local community and to ensure their opinions are considered when services are commissioned.

Part of our statutory functions include carrying out “Enter and View” visits to publicly funded health and social care services for adults, to hear the views of service users, staff, carers, friends and family. Our visit reports are published on our website and shared with the Lewisham Clinical Commissioning Group, the Council’s Scrutiny Committee, the Care Quality Commission (CQC) and the Health and Wellbeing Board. This report presents the findings from our Enter and View visit to Oakview Family Practice, located at 190 Shroffold Road, Downham, BR1 5NJ.

Oakview Family Practice was founded by Dr Tattersfield in 1994 and moved to its current purpose-built site in 1996. The staff team comprises four doctors, one nurse, one healthcare assistant, a practice manager and five receptionists. Opening hours are 08.00 to 18.00, Monday to Friday. It additionally offers Baby Clinic and Midwifery Services, Counselling, Dietary Advice, Family Planning and Nursing services. The practice offers 15-minute appointments as routine, provides a 24hrs Repeat Prescription service, has online appointment booking facilities and full disabled access for patients.

The purpose of our visits stems from our priorities and our intelligence. One of our priorities for 2019/20 is access to services. We continually receive feedback that patients in Lewisham face difficulties accessing GP appointments. The “GP Patient Survey 2019” found that Oakview Family Practice is the number one rated service in Lewisham and received the highest rating for access. The Enter and View visits to Oakview Family Practice allowed the opportunity to observe a service that patients rate highly for access and provide a case study to other local GP practices. Our report will highlight areas where Oakview Family Practice is succeeding, and areas that may need improvement.

## Methodology

Three permanent staff members and one trained Healthwatch Enter and View Authorised Representative (AR) took part in the Enter and View visits to Oakview Family Practice. Three visits were carried out on the following days:

- Wednesday 11<sup>th</sup> December, 10am-12pm
- Monday 16<sup>th</sup> December, 11am-1pm
- Tuesday 17<sup>th</sup> December, 4.30-6.30pm

Oakview Family Practice had been notified of the visits and had given their consent. They were also given leaflets in advance to distribute to service users, staff and family members about the visit and to provide further information about Healthwatch Lewisham.

In total we heard the experiences of 30 service users, three staff members and three family members.

## Executive summary and recommendations

Overall, Healthwatch Lewisham staff and the Enter and View ARs were very impressed with the service provided at Oakview Family Practice. Staff, patients and family members all highly valued the role the practice has in Downham's community. In particular, patients praised the kind, caring and helpful approach of staff, the quality of advice and care (especially from the practice founder and chief doctor, Dr Tattersfield), and the availability of urgent appointments. All patients we spoke to felt they were treated with dignity and respect, and felt listened to. The practice was observed to be extremely clean and staff were professional and caring. Staff had worked at the practice for a long time and enjoyed their work, and this was reflected in the service provided. Patients were very grateful the service exists.

Through observation and interview, Healthwatch staff feel some minor improvements could be made to information available, signage, the environment, identification of staff and communication. Full details can be found at the end of the report.

# Findings

## Observations

### Location

Oakview Family Practice is located in Downham and has excellent availability of street parking. There is level access to the practice from the street, but no disabled parking on site. The six parking spaces on site are reserved for staff and emergency access. There is a bus stop a three-minute walk away, with two routes available. The nearest train station is Grove Park, a 13-minute walk away. Patients we spoke to told us the practice is easily accessible for local residents.

### Inside Oakview Family Practice

The practice consists of one small waiting room, three GP consultation rooms, one nurses room and two toilets.

The practice was extremely clean. Healthwatch staff observed the practice being cleaned after the morning appointments. The odour was pleasant and temperature comfortable. There are big windows and a glass door that let in plenty of light during the daytime. However, in the evening the waiting room was quite dim, which may be difficult for patients who struggle with their eyesight. The décor was also pleasant, with exposed brick walls, pictures and carpeted floors.



*Waiting room*

On arrival, there is a small partition where patients can speak to receptionists before entering the waiting room. It was unclear whether patients should wait here to speak to receptionists or enter the waiting room and queue. There was little privacy at the reception desk, due to the small size of the waiting room. We recognise the limitations of the space available and suggest that a sign could be placed at the desk to give patients the option to speak to a receptionist in an area with greater privacy. This point will be returned to in the recommendations.

The environment was observed to check if it was friendly to patients with dementia. There was a small section in the waiting area for children. The section is separated by a large carpeted step. It was observed that this step may be difficult for patients with dementia to distinguish from the floor, because the colour does not contrast. It is suggested that a material such as tape could be used to distinguish the step. This point will be returned to in the recommendations. The remaining carpet, door and door handles all contrasted in colour and so could be clearly distinguished. No clock was observed



*Carpeted step*

in the waiting room, which would be beneficial and will be returned to in the recommendations.

Staff were observed to be professional and prioritise patients, offering excellent customer service. Receptionists were observed entering the waiting room to speak to patients one-on-one and used positive body language. Receptionists had a good rapport with patients, for example we observed patients leaving the staff Christmas cards. The atmosphere was calm, and receptionists managed busy periods well. Clinicians entered the waiting room and called patients to their appointments. There was no visual aid for alerting patients to their appointments. The system seemed to work well as the reception area is small and quiet.

Reception staff were observed wearing lanyards however clinicians were not. To make staff easily identifiable, it is suggested that all staff wear lanyards and this point will be returned to in the recommendations.

Fire exits were clearly labelled but the assembly point was not indicated. Two toilets were available: one large disabled toilet with a baby change area and a second toilet next to clinicians' rooms. Both toilets were spotlessly clean. The disabled toilet did not have a wheelchair sign on the door, and it is recommended one is put in place. No sign was observed to the toilet located next to the clinicians' rooms and would be beneficial. This point will be returned to in the recommendations.



*Large disabled toilet with baby changing*

## Information available

Leaflets and posters were available on the table in the middle of the waiting room and on display boards around the waiting room. Examples of information available included the GP Extended Access Service leaflet, community activities such as a senior club, availability of the flu jab and specific information for parents of children under 5 years old. Some information displayed was out of date, for example, events that had already taken place. It was observed that categorising information and using headings would make it easier to navigate and update. For example, information about internal services could be separated from community events. This would allow additional services to be easily advertised, such as translation for patients who do not speak English. Signs for these services were not observed but Oakview staff told Healthwatch staff they exist. Likewise, we were told there was a hearing loop but did not observe a sign for this. This point will be returned to in the recommendations.



*Information displayed*

Some information displayed used easy-read formatting and enhanced accessibility of Oakview to patients with additional communication needs. However, some written information did not the easy-read format, for example the prescription form at reception. Key forms such as these should be available in an easy read format, and this point will be returned to in the recommendations.



*A sign using easy-read formatting*

No photos of staff were observed. On the practice's website, there is a very useful section of staff including their photos, that may be replicated within the practice. This point will be returned to in the recommendations.

## Service user interviews

In total, we spoke to 30 service users during our visit. Patients varied in the length of time they had been a patient at Oakview Family Practice. Some were registering that day, whilst others had been a patient since the practice was founded in 1994. We spoke to both regular patients who used the service two or three times a month and those who attended less often.

### Appointment booking

Patients were asked whether they had booked their appointment in advance or if it was an emergency, same day appointment. Feedback on the availability of advance appointments was mixed. Some patients found it difficult to get an advance appointment. All patients were very positive about emergency appointments, noting that emergency appointments are always available to those who need one.

*'Sometimes it can be difficult. But if you need an emergency appointment you can get one straight away.'*

We asked patients to share their experience booking their appointment. Patients had booked their appointments over the phone, using an app, online and in person with a member of staff.

All patients who had booked their appointment over the phone described it as an easy process and the receptionists as helpful.

Patients who had booked their appointments online also described this as an easy, straightforward process. Patients noted that they may have to wait longer for availability of appointments, but the availability of appointments online has improved.

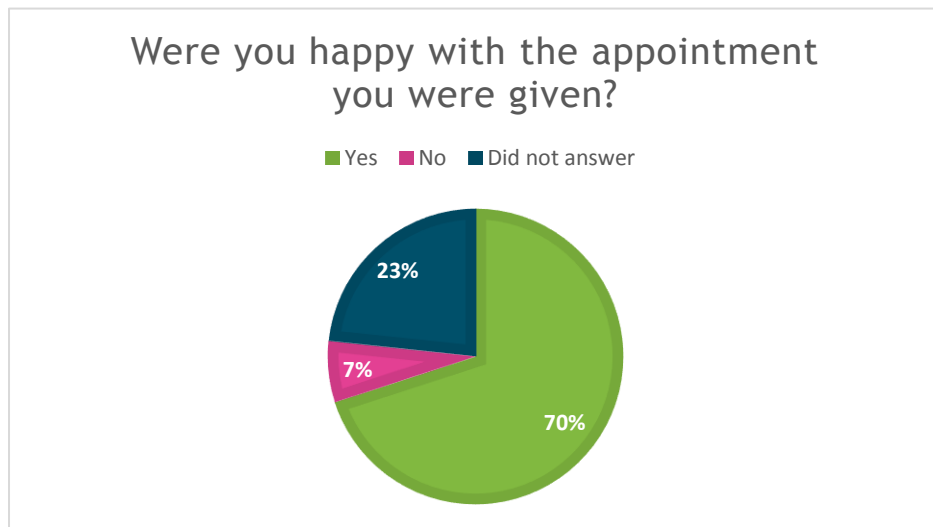
Likewise, patients who had booked their appointment in person described the reception staff as helpful, professional and kind, and the process easy. Only one patient we spoke to had chosen to use the app because they did not find the reception staff helpful.

*'The nurse books the appointments for me. Can ring and get an emergency appointment if I need it. Reception staff are lovely.'*

*'Very helpful, professional and straight to the point.'*



*‘Communication can depend on what receptionist. Sometimes they can be a bit rude when trying to book an appointment.’*



70% of the patients we spoke to were happy with the appointment they were given that day.

Patients were also asked whether they had been given a choice of clinician for their appointment. Patients gave mixed responses. Many said yes and were pleased they were seeing that person. Others said no, but that they did not mind or that they would have asked if they wanted to. Many were grateful to have an emergency appointment and therefore did not mind who they saw. One patient said they were not offered a choice and commented it would be helpful to see the same doctor when the issue requires multiple visits.

All patients who had booked their appointments in advance except one had received a reminder for their appointment by text. Many found this helpful.

Patients were asked what they thought of the length of appointments. The majority were extremely satisfied with their appointments, stating they do not feel rushed, and that if they need longer or a double appointment this can be arranged.

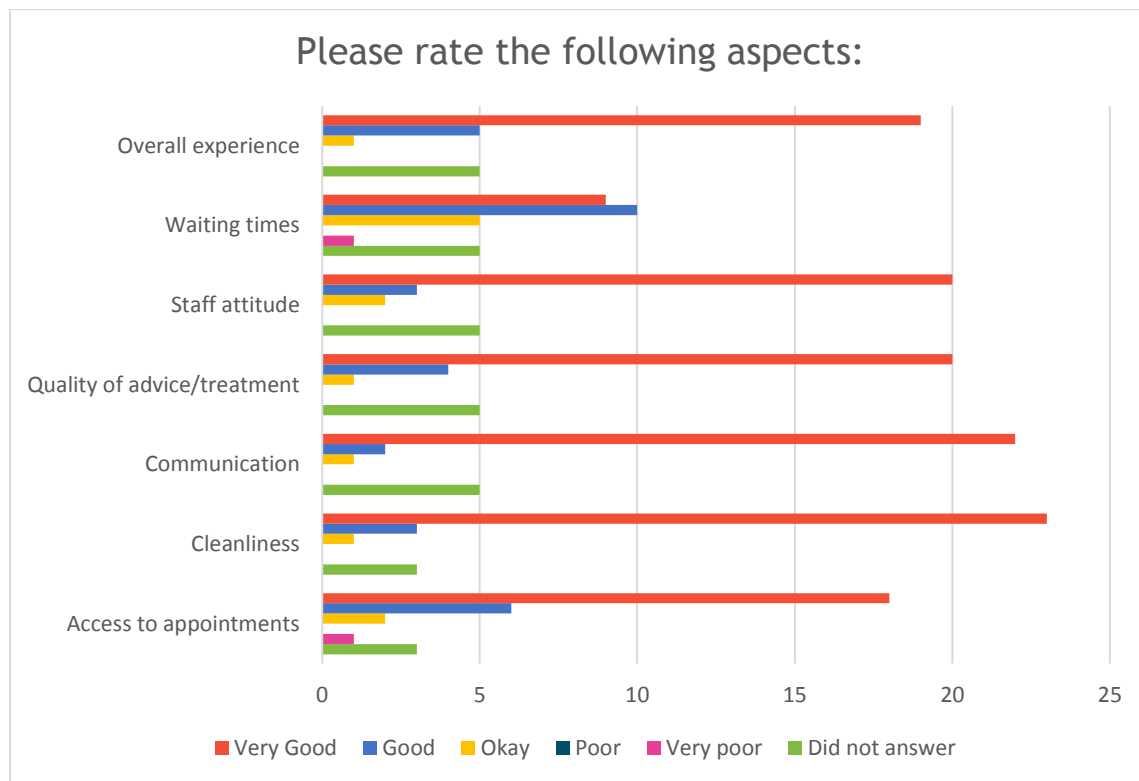
*‘Very good - 15 minutes and never feel rushed.’*

*‘No problem with booking a double appointment.’*

*‘Long enough. Never bang on but don’t rush you if you need longer.’*

Only two patients we spoke to felt that the appointments could be longer and that they did not have enough time to explain themselves.

## Please describe your experience of the service



The percentages below are based on the 30 patients we engaged with. It should be noted that some patients did not answer.

### Overall experience

80% of the patients we spoke to rated Oakview Family Practice as “Very Good” or “Good” overall. Patients praised the person-centred approach of the practice, its reputation, the kind, caring and helpful attitude of staff, the quality of the service delivered, the value it adds to the community and the flexibility of appointments. In particular, it was notable to Healthwatch staff that patients frequently named and praised Dr Tattersfield, the founder of Oakview Family Practice.

*‘Happy with care and being treated as a person. They seem to know people’s names. A real family practice.’*

*‘Dr Tattersfield is brilliant. When I was ill, she was the only one that listened. My mum has cancer and they’ve been brilliant. My dad uses the practice too - he had a rash and the doctors helped and we found out he had leukaemia. We wouldn’t have known otherwise.’*

*‘The service is brilliant. They are kind, thoughtful and helpful. Me and my son use it. They put the patients first.’*

*‘Very good - I’m really lucky. All of my family go here and have never had a bad experience. I see Dr Tattersfield - absolutely brilliant. With my ongoing issues I always try to see her.’*

*‘10/10. The best service. Only booked an appointment three hours ago and got one today. I was ill the other day; I was coughing in reception. Dr Tattersfield intervened and got me an appointment. Only ever see her.’*

*'I really like this surgery and value the community. It allows me to feel comfortable and heard; I'm very lucky.'*

### **Access to appointments**

80% of patients rated access to appointments as "Very Good" or "Good", 7% as "Okay" and 3% as "Very Poor". As previously mentioned, patients particularly praised the availability of emergency appointments. Some commented that advance appointments can be more difficult to book but understood the demand.

*'Can't always get an appointment when you want it straight away, but it's like that all over the country.'*

*'Call in the morning if it's an emergency and keep trying. Sometimes don't get through straight away but will do eventually. Understandably as lots of people calling.'*

*'If I need to be seen for an emergency appointment, I will get one. Sometimes I have to wait for an advance appointment.'*

*'This morning called the practice and had an appointment this morning. Otherwise it would have been on Thursday, which is still good.'*

*'Can normally always get an appointment.'*

### **Cleanliness**

87% of patients rated the cleanliness as "Very Good" or "Good", and 3% as "Okay". As previously mentioned, Healthwatch staff observed the practice to be extremely clean and very impressed with the standard.

### **Communication**

80% of patients rated the communication as "Very Good" or "Good", and 3% as "Okay". Patients described staff as helpful and made them and their family feel comfortable.

*'Maybe I didn't ask the right questions because I've had to come back. I feel comfortable, the doctor is accommodating and makes me feel good.'*

*'They were helpful, helped me register and gave me a leaflet about the GP practice.'*

*'My parents were patients, they're very good with older patients.'*

### **Quality of advice/treatment**

80% of patients rated the quality of advice/treatment as "Very Good" or "Good", and 3% as "Okay". Patients spoke extremely highly of the care and treatment offered by Dr Tattersfield, with two patients informing us Dr Tattersfield identified illnesses that would not have been picked up otherwise. Another patient told us the care offered has been vital in managing their long-term condition. One patient would have preferred more options for their treatment.

*'I'm just pleased that I joined them. I've got COPD and heart failure. I must have had COPD for ages and never realised. I found out through my "MOT" Dr Tattersfield gave me. I've done LEEP too, Dr Tattersfield put me on it.'*

*'Very happy with it. I have asthma, and if I think I have a chest infection and I need an emergency appointment, they fit me in 9 times out of 10. Only had to use A&E twice in 10 years.'*

*'There was one time I came, and I would have liked more options about treatment and medicine. I heard from a friend I could have tried something else such as chiropractic care.'*

### **Staff attitude**

77% of patients rated staff attitude as "Very Good" or "Good", and 7% as "Okay". The majority of patients highly praised staff, describing them as helpful, kind and offered a person-centred approach. Patients were appreciative that staff had worked at Oakview for a long time and felt this improved the quality of service offered. One patient felt that their experience varied depending on which clinician they saw.

*'Reception are lovely. Nurse is brilliant.'*

*'They are helpful - staff have been here a while. My family uses the service too.'*

*'Really helpful - always friendly on the phone. Will always check about cancellations. Never had a problem with any of the staff - really nice.'*

*'Helpful staff.'*

*'It's lovely, it's really nice. All the staff know my name.'*

*'I would rate it a 6 or 7. So far, been to three doctors. I prefer some to others. Some feel more concerned and try to act quickly. Others seem more relaxed and less willing to help. Had issues with receptionists on the phone about miscommunication.'*

### **Waiting times**

63% of patients rated waiting times as "Very Good" or "Good", 17% as "Okay" and 3% as "Very Poor". Waiting times was the area patients were least satisfied with. Some patients felt the wait could be long but appreciated that that some patients may need longer with the clinician. Patients suggested that updates on how the service is running would be helpful, and this point will be returned to in the recommendations.

*'Have to wait a long time for appointment. Sometimes an hour.'*

*'Waiting times are ok - you expect to wait a little when it's busy.'*

*'I try to be patient because I could be that person taking longer than 10 minutes.'*

*'It can take a while - 10/15-minute wait.'*

*'Sometimes it's very poor when waiting for an appointment.'*

*'Waiting times are sometimes nearly 30 minutes - can be frustrating when I have children with me. There aren't updates on how it's running which would be helpful.'*

### **Do you feel the care and treatment you receive meets your needs?**

All patients we spoke to felt the care and treatment they received met their needs, except one. Many patients felt that the care and treatment was above and beyond. Patients trusted the clinicians to look after their family. Patients appreciated the time clinicians took to listen to their problems and felt that they cared.

One patient felt that the nurse did not listen to their concerns, and this impacted on their treatment. However, the doctor resolved this problem and the patient told us their treatment was back on course.

*‘Yes, I wouldn’t change GP if I moved. I like them. I’ve had two kids and they take care of me and my children.’*

*‘My chemotherapy was cancelled - if the nurse had listened to me I would have finished my chemo. The doctor sorted the problem and have medicine and looking forward to starting treatment in the next week.’*

*‘Yes, couldn’t ask for any better.’*

*‘Yes, above my needs. You don’t just get to say your issues, they spend 20 minutes talking about my situation on the phone. They care.’*

*‘Yes it is. Dr Tattersfield is amazing. She does my whole family. Everyone wants her.’*

### **Do you feel you are treated with dignity and respect? Do you feel listened to?**

All patients we spoke to felt they were treated with dignity and respect, and felt listened to. They commented on the helpfulness of the staff, flexibility of the service and excellent customer service.

*‘Yes, for example there was a query about whether the address was within the practice area. Staff checked and phoned straight back.’*

*‘Yes. If I need a home visit they will arrange one.’*

### **If relevant, were any additional communication needs considered?**

One patient we spoke to had additional communication needs. They had issues with their eyes, and had been offered extra help when or if they need it. We also spoke to a parent of a child with a disability, who said that they will be seen quickly when needed.

### **Would you recommend the Oakview Family Practice to your own friends and family? Please say why.**

All patients we spoke to would recommend the Oakview Family Practice to their own friends and family, and many already had. Patients praised the person-centred care, quick access to appointments, the environment, range of services available, quality of advice, helpfulness of staff and the size of the practice.

*‘They know your name and are friendly. You are a person not a number.’*

*‘Service is quick for appointments which is important. They are helpful and I trust the doctor. I was recommended the doctor by the receptionist because they are a specialist in my needs.’*

*‘Yes, because of the response you get: keen, helpful and they are keen to give you advice.’*

*‘Really happy with the transfer. I like the smallness of it. If I ring outside of hours, the doctor will call me back. Overall, you can get appointments, it’s a small surgery. I have been a patient at a bigger practice and this is better. Doctor will call you back and takes time to listen to me.’*

*‘I’ve told my neighbours. They sorted my transfer from my old GP. Dr Tattersfield gave me an “MOT”’.*

*‘Yes, because they build a good rapport with patients and are very informative.’*

*'Yes, generally well organised and it's a nice environment to wait in.'*

*'Yes, it's convenient, not very busy, can do same day appointments. New schedule for vaccination was brilliant. They can do screening here too so I don't have to waste my time going to Downham.'*

### How does your experience at your GP compare to other people you know?

Patients were asked to compare their experience at Oakview Family Practice to their previous experience, or to the experience of people they know. Patients praised the availability of appointments (emergency and advance), the size of the practice, the quality of the clinicians and the range of services available.

*'The GPs are excellent, a very cohesive service. We wanted to join a family orientated service and we definitely found that.'*

*'It's better. The GP before was busier so it's easier to get an appointment.'*

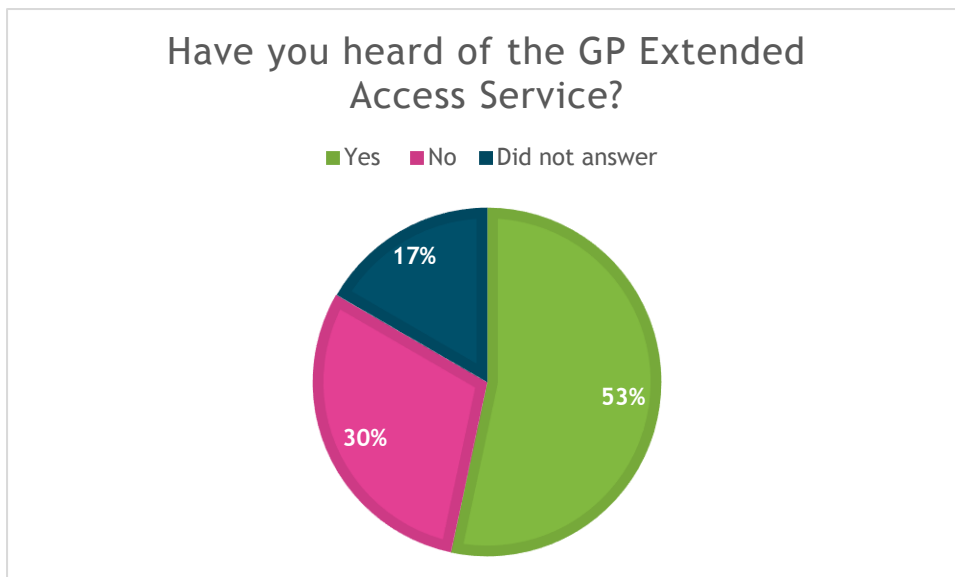
*'Used to see Dr Tattersfield at Downham. She's very good so came here.'*

*'Better, you can get same day appointments and they do everything under one roof, for example baby clinic. Before I'd have to go to the urgent care centre. Now I just come here.'*

### Do you know how to make a complaint if you were unhappy about your care/treatment at Oakview Family Practice?

The majority of patients we spoke to did not know how to make a complaint. However, many felt comfortable to speak to reception staff if they needed to.

### Have you heard of the GP Extended Access Service?



53% of patients we spoke had heard of the GP Extended Access Service. 30% had not heard of the service. This service is particularly useful to Oakview Family Practice patients at the weekend, when Oakview is closed. Therefore it would be beneficial for both the practice and the patients if further awareness was raised of the GP Extended Access Service.

## Carers, friends and family interviews

We spoke to family members of three patients who were attending appointments: the parent of patient A, the parent of patient B and the sister of patient C. Patients A and B had been with the practice for 5 years. Patient C's family had been with Oakview for over 20 years, as their father had followed Dr Tattersfield when the doctor moved practice.

The family members were all happy with booking their appointments, particularly as those for patients A and B had been urgent. They were all happy with the appointment lengths. The sister of patient C also had experience of making appointments for her father. She noted that reception was helpful and were good at communication.

The family members were asked to rate aspects of the service provided. All three family members rated access to appointments, cleanliness, communication, quality of advice/treatment, staff attitude, waiting time at the appointments and overall experience as "Very Good" or "Good".

All family members felt that the care and treatment of their relative met their needs and that they were treated with dignity and respect. They all felt that they were listened to. They would all recommend Oakview Family Practice to their friends and family.

*'I've been to different practices and found this to be the best - others nearby leave a lot to be desired.'*

Patient C: *'They are nice to me and when I want to be seen they give me the service'*.

Although those interviewed did not know how to make a complaint, they all stated that they did not need to.

## Staff interviews

We spoke to three members of staff at the practice: the founder of the practice, the managing partner and a receptionist.

Both the founder of the practice and the managing partner had worked at Oakview since it was established in 1994. The receptionist had worked for the practice for 19 years. All staff we spoke to were extremely dedicated to their work and enjoyed working at the practice.

*'I wanted to serve the community and show people in Downham they deserve quality care.'*

*'Every day is different. There are an array of different people and the people are really nice. You get to do other things e.g. referrals, not just one task.'*

*'The work is very rewarding. It works well. Dr Tattersfield is clinical, and I have a financial background. We complement each other and compromise to get the best result for patients.'*

Healthwatch staff and ARs were very impressed with staff's attitude towards patients, who they made clear were at the heart of their work. The receptionist enjoyed the variety of work and the community-led approach established by the leaders of the practice. Staff told us they feel supported at work and work well as a team.

Staff were asked their thoughts on how the service is run. The receptionist praised the management's organisation of the appointment system and clear leadership. They also appreciated regular staff meetings and openness in discussing any issues.

*'I wish it was my practice. Very organised. Management organise structure of appointments and people like it. You know who is in charge.'*

Management staff were also asked their thoughts on how the service is run. The partnership between Dr Tattersfield (chief doctor and founder of the practice) and the managing partner appeared to be very successful. The staff cited dedication and excellent customer service as reasons for the practice's success. For example, we were told that a 24-hour prescription service is available to patients, whereas most other local practices offer a 48-hour service.

*'It's run with dedication.'*

*'We make sure we acknowledge people who are waiting, for example "be with you in a second".'*

*'Our policy is "how can we help?" This makes a big difference. We don't have glass separation at the counter - treat people with respect and they treat you the same.'*

Staff were asked how the service could be improved for patients. The receptionist suggested that whilst many patients are registered for online booking, many do not book their appointments this way so more could be done to encourage online bookings. Staff also noted that more appointment availability and more doctors would improve the patient experience, but resources are limited. Some services such as Health Visitors are no longer available at the practice, due to changes in commissioning.

We were also told the practice has a patient participation group, that meets every three to four months.

Staff told us that services were available for patients with additional communication needs, including signing, language line, hearing loop and home visits for less mobile patients. The practice was also purpose built, with step free access for patients in wheelchairs.

We were informed that staff retention is good. We were shown a detailed staff handbook, which is reviewed bi-annually. The receptionist told us that staff have ongoing in-house training, for example when the NHS app was introduced. They also have refresher training, for example on how to make referrals. The practice manager informed us that he studied for a diploma from the Institute of Supervision and implemented the learning at Oakview Family Practice. He found it very useful and would recommend it.

Staff were asked whether they would recommend Oakview Family Practice to their own friends and family.

*'Yes, because we are very caring. Dr Tattersfield has a vocation for this - very caring. We all are. We offer a very good service.'*

*'Yes, because the doctors are really nice, it's very organised, very friendly and professional.'*



# Conclusions and recommendations

Overall, Healthwatch Lewisham staff and the Enter and View ARs were very impressed with the service provided at Oakview Family Practice. Staff, patients and family members all highly valued the role the practice has in Downham's community. In particular, patients praised the kind, caring and helpful approach of staff, the quality of advice and care (especially from the practice founder and chief doctor, Dr Tattersfield), and the availability of emergency appointments. All patients we spoke to felt they were treated with dignity and respect, and felt listened to. The practice was observed to be extremely clean and staff were professional and caring. Staff had worked at the practice for a long time and enjoyed their work, and this was reflected in the service provided. Patients were very grateful the service exists.

Through observation and interview, Healthwatch staff feel some minor improvements could be made to information available, signage, the environment, identification of staff and communication.

## Recommendations

### 1. Information available and signage

Due to the small size of the waiting room in the practice, patients speaking to receptionists could be easily overheard at the desk. It was also unclear where patients should queue to check in for appointments. It is recommended that a sign is put in place to indicate the sign-in procedure and provide patients with the option of speaking to a receptionist in an area with greater privacy.

Lots of useful information was displayed in the practice. To make it easier for patients to navigate, and for the practice staff to update information, it is recommended that the display boards are categorised, and headings are used. For example, information could fall into three categories:

- Internal information and services available at Oakview Family Practice
- Community events and groups
- Health information

It would also be beneficial to patients with additional communication needs if key forms such as a repeat prescription request was available in easy-read format. An excellent example of this was observed on the door leading to clinicians' rooms, and it is recommended the same format is used.

### 2. Environment

In the waiting area, there is a small section for children. It is separated by a step that may be difficult for patients with dementia to observe, because it does not contrast in colour. It is recommended a material such as tape is used to distinguish this.

Adding a clock to the waiting room would be useful for patients generally, but especially patients with dementia.

The disabled toilet does not have a wheelchair sign on the door. It is recommended that one is added to make it clear this toilet is available for wheelchair users. It is also recommended that a sign is put up in the waiting room to the toilet located next to clinicians' rooms.

### 3. Identification of staff

We would recommend a few small changes to make it easier for patients to identify staff. The practice has a very useful page on its website, identifying staff who work there and displays pictures of them. We would recommend replicating this in the practice. We would also recommend that all staff wear lanyards.

### 4. Communication

If the service is running behind schedule, patients would appreciate an update from the reception team on how long they can expect to wait.

## Acknowledgements

We would like to thank the service users, staff, carers, friends and family members at the Oakview Family Practice who took part in the interviews. We would also like to thank our volunteer and Authorised Enter and View Representative, Michael Kerin, who helped to plan and carry out the Enter and View visit. Finally, we would like to thank Maria Darmon, our volunteer who helped write this report.

## Response from provider

Healthwatch was established in 2013 in accordance with the Health and Social Care Act 2012.

Within this legislation [Arrangements to be made by relevant bodies in respect of local Healthwatch Organisations Directions 2013] Healthwatch has a right to a reply within 20 working days to Reports and Recommendations submitted by Local Healthwatch to a service provider.

## Report & Recommendation Response Form

Report sent to	Dr Helen Tattersfield
Date sent	11/02/2020
Details of report	<b>Enter and View Visit Report: Oakview Family Practice</b>  A report of the Enter and View visits conducted at Oakview Family Practice in December 2019.
<b>Response</b>	<b>If there is no response please provide an explanation for this within the statutory 20 days</b>
Date of response provided	10.3.20
<b>General response</b>	Thank you for the overwhelmingly positive report which confirms that we are doing a good job for our patients
<b>1. Information available and signage</b>	The notice boards were occupied by flu promotion which is only for 2 months of the year and more normally conform to your recommendations. We will put a wheelchair sign on the accessible toilet near the front door and prefer that while waiting patients use this rather than the one in the clinical area so will not be signing this from the waiting area
<b>2. Environment</b>	We note your comments about the carpeted area separating the play area but in 25 years this has not caused any problems and tape would be removed by the children and a focus for infection.
<b>3. Identification of staff</b>	As you have already noted we do not have a lot of notice board space so are not keen to use space for photos of staff that the majority of patients already know by name. We will look into name badges but in the past staff have not really been enthusiastic about this.
<b>4. Communication</b>	We do routinely advise patients when we are running late .
Signed	
Name	Dr Helen Tattersfield

For office use only	
Date response received	
Within 20 days?	