



Enter and View Report

Roxton Practice

20th March, 26th March & 3rd April 2019

healthwatch

North East Lincolnshire

Contents

Report Details	3
What is Enter and View	4
Methodology	4
Observations.....	6
Patient Responses.....	7
Staff Responses.....	15
PPG Responses.....	18
Recommendations	21
Whats working well & Acknowledgements	22
Service Provider Response.....	22/23
Next steps & Distribution	24

Report Details

Address	Roxton Practice @ Immingham Weelsby View Keelby
Service Provider	
Date of Visit	20 th & 26 th March and 3 rd April 2019
Type of Visit	Announced / Unannounced (See methodology on page 5)
Representatives	Karen Meadows, Helena Hancocks, Andy Savage, Judy Hamilton

Acknowledgements

Healthwatch North East Lincolnshire would like to thank the management, patients, staff and PPG for their contribution to the Enter & View Programme.

Disclaimer

Please note that this report relates to findings observed on the dates listed above. Our report relates to these specific visits to this service and is not representative of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

This report is written by the Volunteer Officer for Healthwatch North East Lincolnshire using the information gathered by the Enter and View Authorised Representatives named above who carried out the visits on behalf of Healthwatch North East Lincolnshire.

What is Enter and View?

Part of the local Healthwatch Programme is to carry out Enter and View visits.

Enter and View visits are conducted by a small team of staff and trained volunteers, who are prepared as “Authorised Representatives” to conduct visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement.

Enter and View is an opportunity for Healthwatch North East Lincolnshire to:

- Enter publicly funded health and social care premises to see and hear consumer experiences about the service.
- Observe how the service is delivered, often by using a themed approach
- Collect the views of service users (patients and residents) at the point of service delivery.
- Observe the nature and quality of services.
- Collect evidence-based feedback.
- Report to providers, the Care Quality Commission (CQC), Local Authorities, Commissioners, Healthwatch England and other relevant partners.

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 services first-hand.

Methodology

Roxton Practice was chosen as our pilot for the Enter & Views within Primary Care, this is due to Roxton having 3 sites across North east Lincolnshire. Roxton Practice covers a diverse area including Immingham, Keelby and Heneage Ward Grimsby, with patients being registered at the practice from the East Marsh Ward. The practice covers affluent areas as well as areas of deprivation. Healthwatch North East Lincolnshire has trialled new methodology within Roxton Practice and moving

forward this will help Healthwatch North East Lincolnshire to improve our Enter & Views within Primary Care.

These visits were announced Enter & View visits. An announced visit occurs when Healthwatch gives notice of our plans to visit to management to ensure that our visit can be facilitated by a member of staff on the day. Our visits incorporated completion of separate questionnaires for patients, staff, management and PPG members and these are appended to this report.

We carried out three visits to each individual Roxton Practice site (Immingham, Keelby and Weelsby View) over three days. Using Questionnaires, we gathered views and experiences from patients and carers in the surgery waiting areas. We also left questionnaires in each practice for staff and members of the PPG to complete.

In addition observations were made about the environment in each practice.

We spoke to 29 patients (Immingham [14] Keelby [6] Weelsby view [9]). Not all participants answered all of the questions.

We received 9 responses from staff, 7 staff based at Immingham Site and 2 staff based at Weelsby View. No responses were received from staff based at Keelby. We also received 2 responses from members of the Practice's Patients Participation Group (PPG).

Background to the Roxton Practice

The Roxton Practice provides Primary medical services to approximately 28,000 patients across 3 sites, Immingham, Keelby and Weelsby View. The Practice employs over 110 staff over the 3 sites, including 18 GP's, 5 Advance Nurse Practitioners and 11 Nurses and 2 Community Matrons. There are plans to employ Paramedic staff in the future. The practice is a training practice with medical students from Hull and York Medical School.

The Roxton Practice offers a minor injuries unit where accident and emergencies can be seen without an appointment. This is based at the Immingham site but available to all patients across the 2 sites. The Immingham Site is also a host for

other services such as physio, pain management, cardiology, counselling and breast screening.

Observations

Roxton Practice - Immingham Site

This site is set in a modern brick two storey building and immediately upon walking through the front entrance you enter into a spacious, clean and welcoming waiting area with a large reception desk to the front. The waiting area has lots of seating available for patients, set out in rows facing the main reception.

There is a separate area within the main area for phlebotomy, and minor injury unit patients, and a volunteer run coffee shop to the rear. Information boards and stands within the reception area display lots of information about local services, and at the time of our visit there were displays focusing on flu, mental health and Macmillan services. There is a TV screen above the main reception desk that announces when it is the next patient's turn to see the GP and this makes a beep to let patients know when something is displayed. However, several patients stated that they found the screen beeps too quietly so they have to constantly watch the screen. We observed this system to announce patients worked intermittently and not all of the time. In the main, GP's would come into the surgery and shout for their next patient. Again, some patients stated that the GP's were also often softly spoken and they worried about missing their appointment.

Roxton Practice - Keelby Site

The Keelby site is set in a one storey building within the village. The building is fairly old, with old fashioned décor, and appears in need of some refurbishment, which we understand is planned for the future. There are 2 small waiting areas that are clean and tidy with a small reception area that is accessed through a very small glass window, which can feel a little intimidating and unwelcoming. There is a self-check in facility available, however, during our visit we did not observe this being used. The waiting areas displayed lots of information about local services both in leaflet form and on notice boards. There is a tannoy system in place to

call patients into their appointments, but some patients stated that this was fairly difficult to hear, especially as there was a radio playing in the waiting room. The practice has 2 GPs that are assigned to the site on a rota system, but one patient stated that the GPs assigned are always male and if you want to see a female GP you would need to travel to the Immingham site.

Roxton Practice - Weelsby View Site

The Weelsby View site is situated within a large modern building that houses two other GP practices. The Roxton Practice is well sign posted on entering the building. The waiting area for the practice is bright, spacious and welcoming with plenty of seats, all which face the main reception area.

There is a self-check in screen for patients to use and patient information clearly displayed throughout on display notices. Additionally, the waiting area had 2 TV screens which we thought may have been to display patient information, but these were not switched on at the time of our visit. The patients are called into the GP surgeries via two message boards, but we also observed GPs coming into the area to call the patients in. Some patients that we spoke to stated that the parking was an issue at the site and that in their view, there was not sufficient disabled car parking spaces.

Patient Responses

Experiences of appointment system (including access and booking)

The following is a summary of the responses received from 29 patients surveyed across all 3 sites.

Who is your appointment with today?

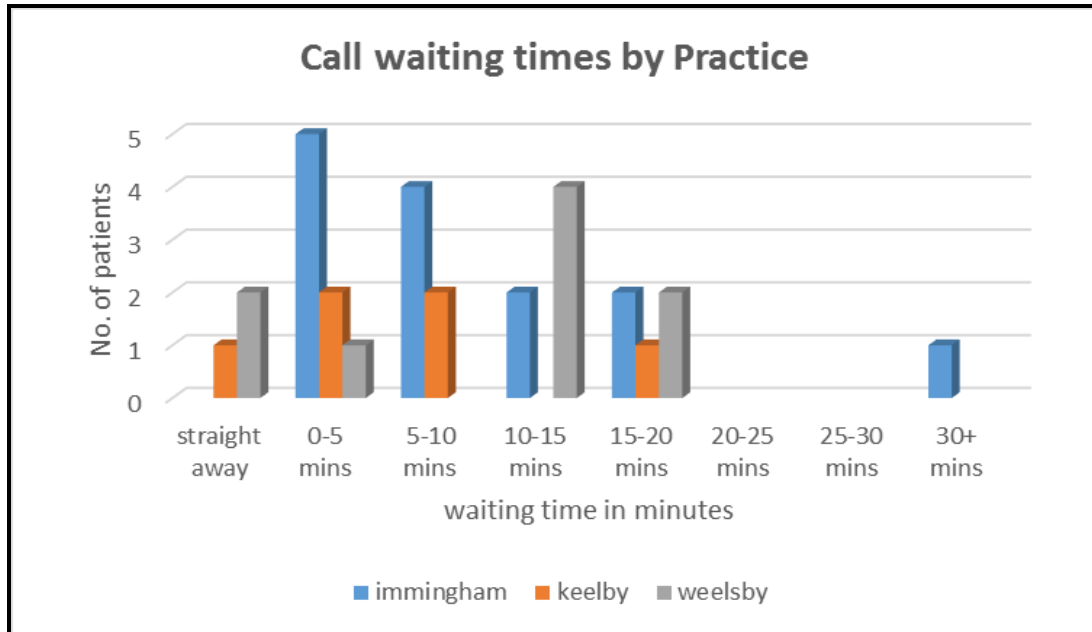
GP	NURSE	HEALTHCARE ASSISTANT	OTHER
19	7	2	1 (minor injuries)

How do you normally book your appointments?

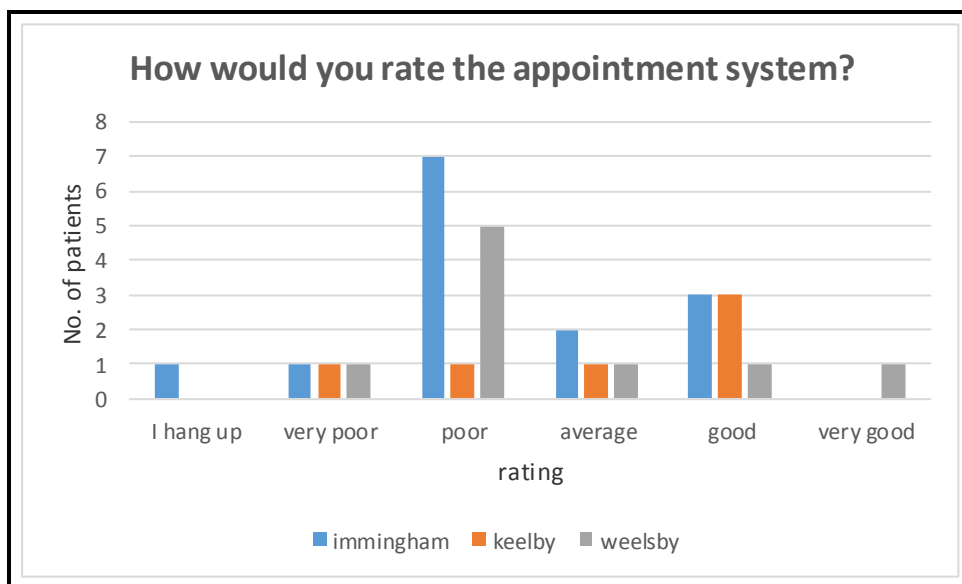
PHONE	ONLINE	FACE TO FACE	TWO OR MORE METHODS
23	5	8	7

Some patients regularly use more than 1 method to book appointments, which is why the figures total 43.

If you normally book over the phone, how quickly are you answered?



Patients mentioned long waiting times on the telephone, taking on average 10 minutes for their call to be answered, and in one case, a patient said that they had on occasion, hung up as they had been waiting too long.



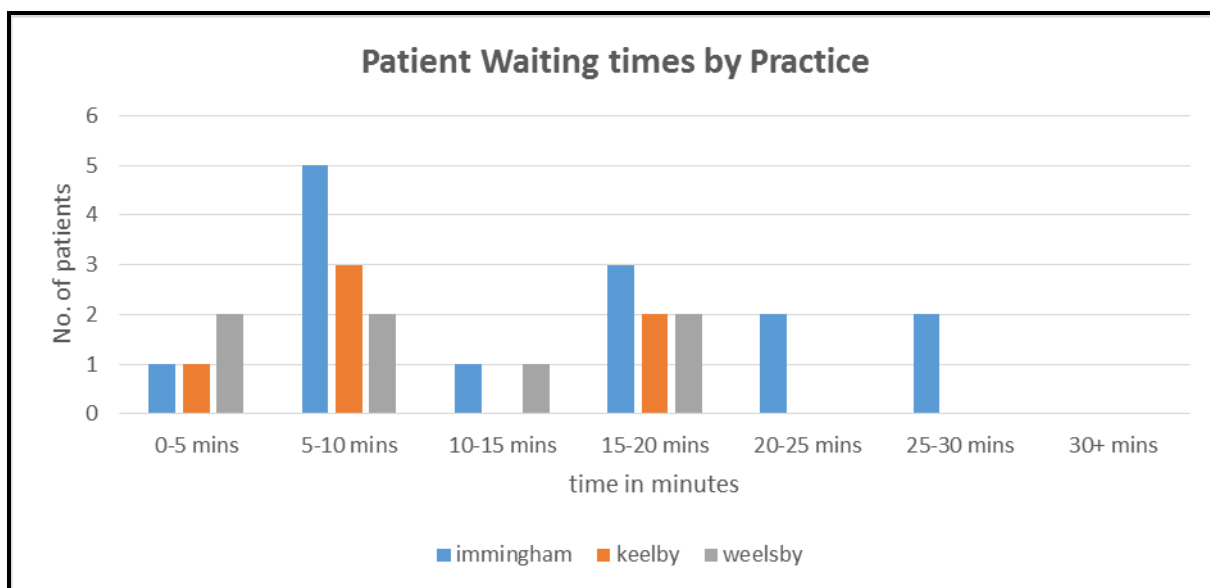
Overall patient ratings for the appointment system were poor with 45% of patients stating that they found the process of booking and making appointments difficult.

A patient also commented “having to wait more than 2 weeks for an appointment”.

Are you normally seen on time?

	Immingham	Keelby	Weelsby View
YES	9	5	4
NO	5	1	5

How long after your appointment time do you usually wait to be seen?



85% of patients we spoke to said they were seen on time or up to 20 minutes after their appointment time. 15 % said they waited over 20 minutes to be seen. When patients were asked if they had experienced any issues with previous appointments, 14% of patients said that they had sat waiting over an hour to be seen on some occasions.

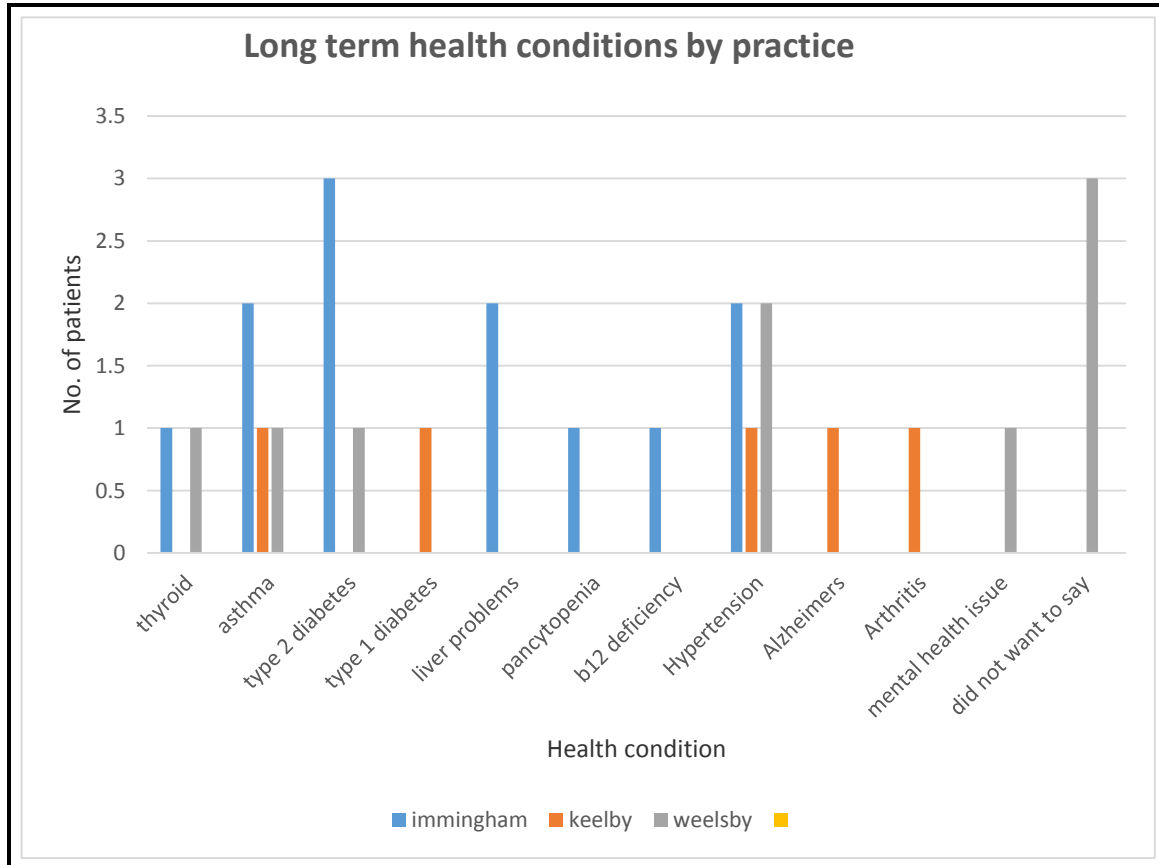
Are you usually satisfied with your appointment?

	Immingham	Keelby	Weelsby View
YES	13	5	9
NO	1	1	0

93% of patients, across the 3 sites, stated that they were satisfied with their appointment once seen.

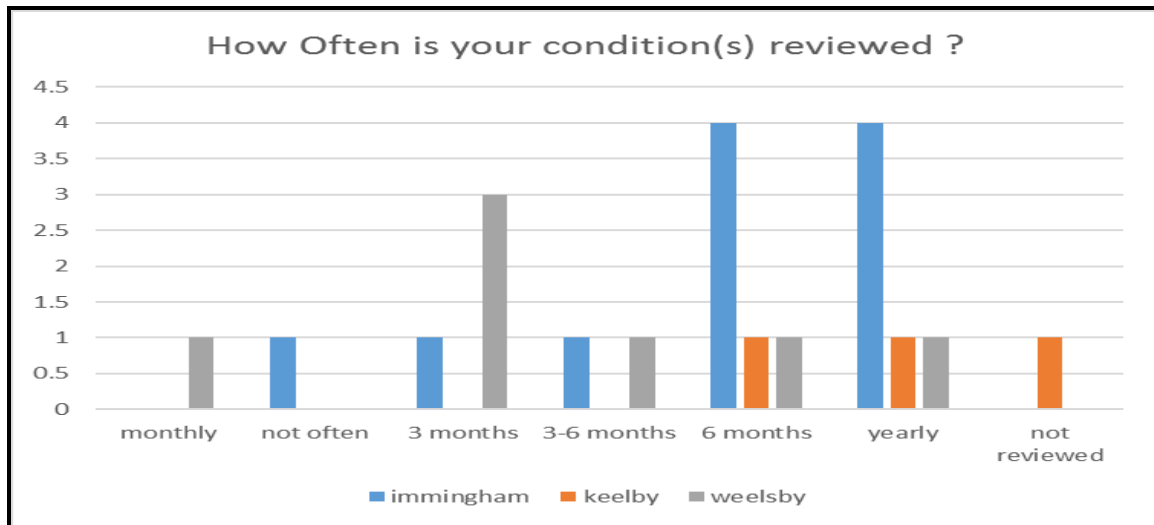
Responses relating to Patient Care

Do you suffer from a long term medical condition? (Please give details)



76% of the 29 patients spoken to reported having one or more long term health condition, with all of those responding stating that the Practice helps them to manage this condition.

How often is your condition reviewed?



All patients were reviewed within 12 months, with the exception of 1; this follows NICE guidance for those conditions stated.

When asked if they were able to make informed decisions regarding their health, 96% of the patients responded, (across all 3 practices) stating that they were able to make these informed decisions.

100% of the patients responding, across all 3 practices, stated that they were happy with the care provided by their Practice.

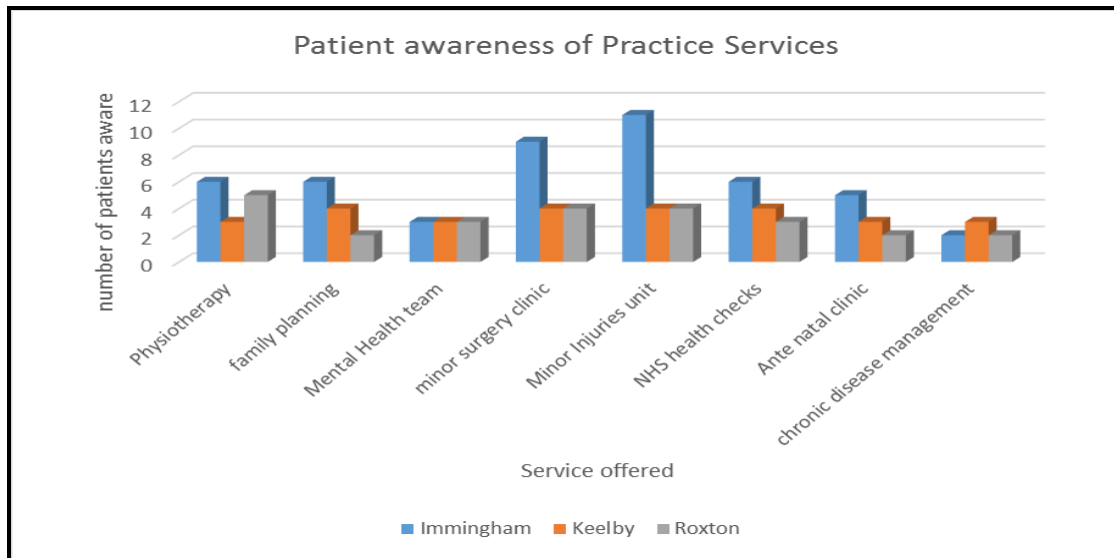
Are Interactions with staff positive and friendly?

	Immingham	Keelby	Weelsby View
YES	13	6	7
NO	1		2

Patient feedback by 2 patients suggested that reception staff at Weelsby View could be more 'polite' with one patient responding that a GP at the Immingham Site was 'rude'. No further details were given with regards to these 3 responses.

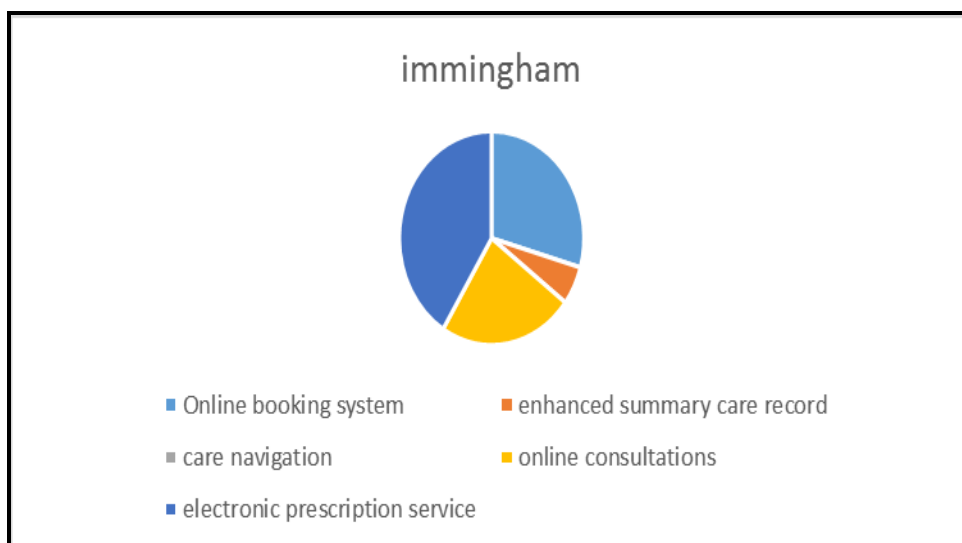
Responses relating to Practice services

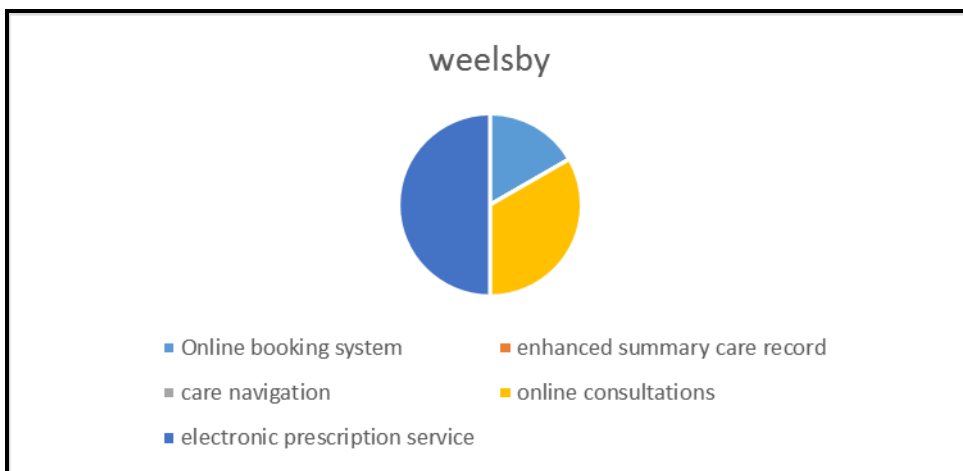
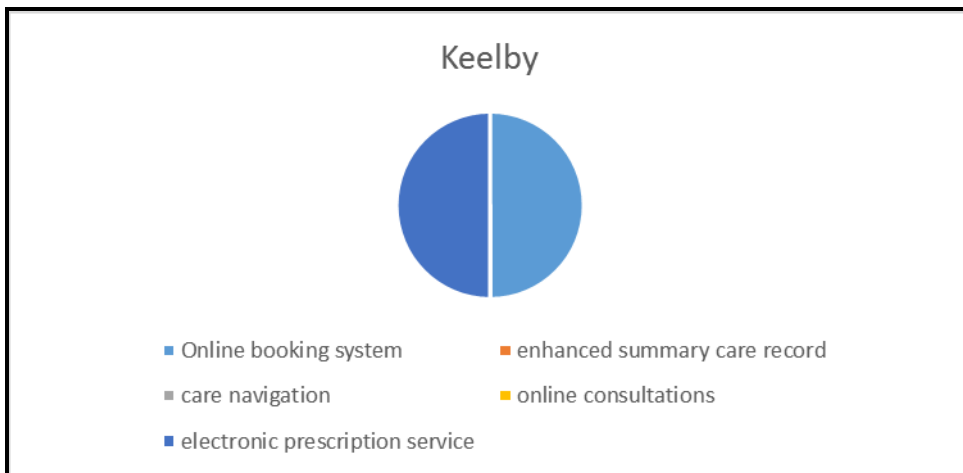
Which of the following services were you aware of that operated out of Roxton Practice?



For patients across all three sites, the figures are fairly even; except for patients in Immingham being aware of the minor injuries unit, this is their main surgery and it is well signposted for those patients attending the site. 21 patients stated they had a long term condition however only 7 were aware that the Practice offered chronic disease management, this may be due to the terminology being different.

Do you use any of the following Practice Services?

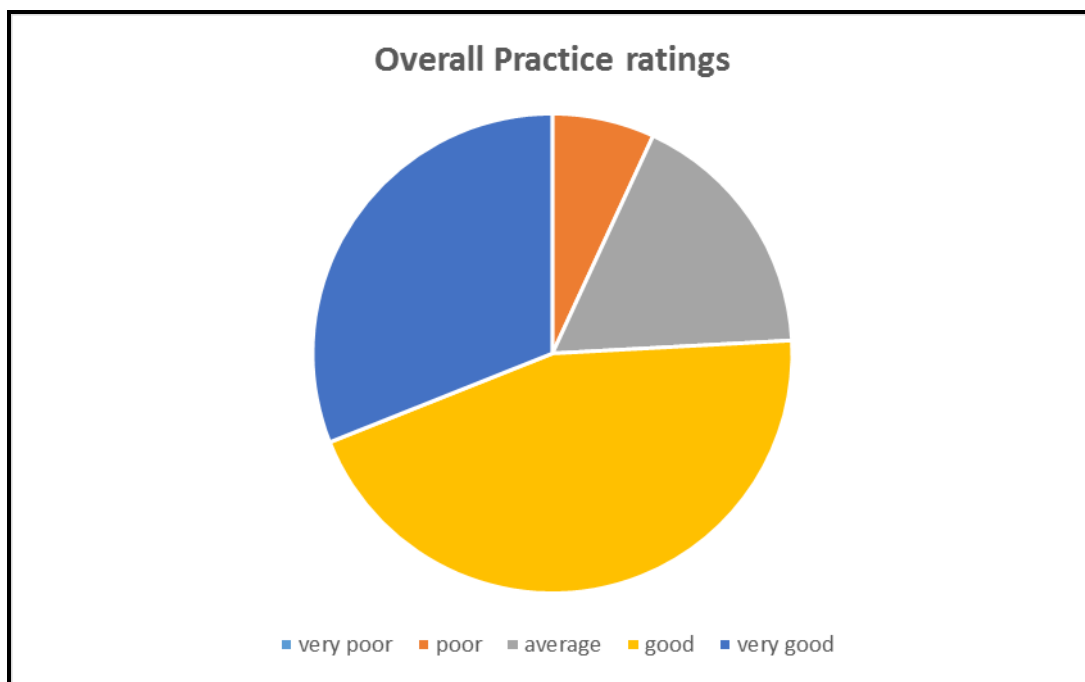
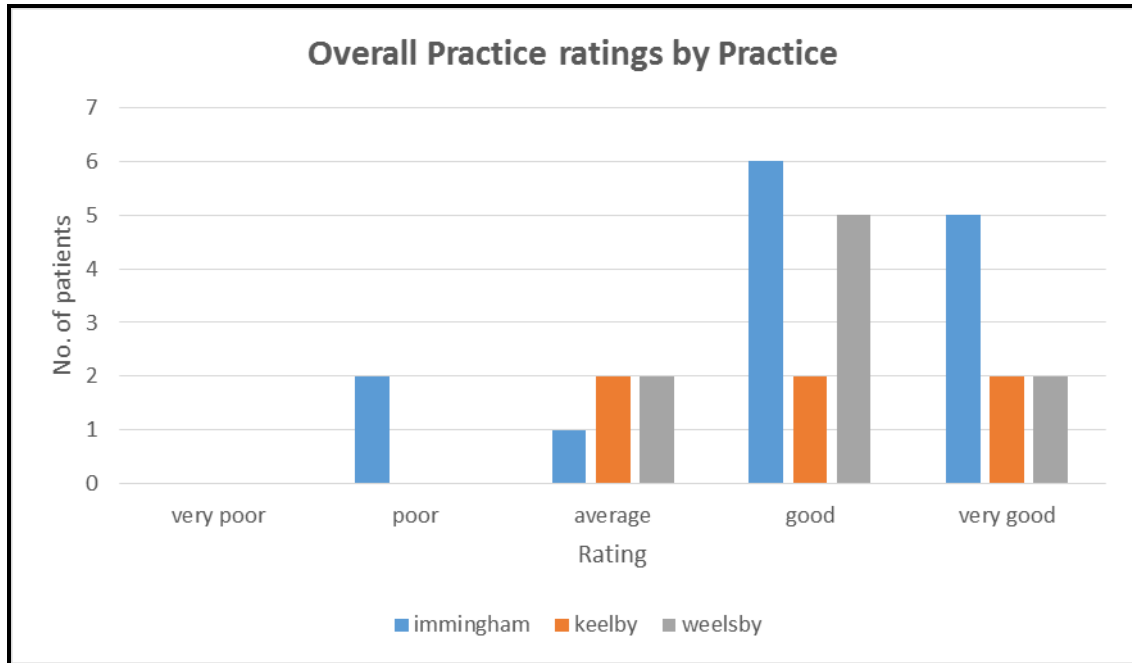




The patients that responded who attend the Immingham site were, across all service categories, more aware of what services are offered by the Practice and used these services, more than patients that responded at the Weelsby View and Keelby sites. None of the patients responding at the Keelby Site were aware of any of the Practice services offered apart from online booking system (1 patient aware) and Electronic prescription ordering (1 patient aware).

Overall, out of the 22 patients responding across all 3 sites, 28% were aware of the online booking system, 44% aware of the electronic prescription ordering service and 24% aware of online consultation services. 4% of all patients responding were aware of the enhanced summary record service.

General Feedback received



Overall, Patient ratings of The Roxton Practice were either good or very good. When asked if they would like to make any additional comment on The Roxton Practice, the following responses were received:

- More staff are needed or are spread too thinly
- More telephone lines are needed

- I can never get an appointment when it suits me
- The call system is ineffective and too quiet
- Incorrect information has been stored on my record so I was unable to access my medication
- I was advised to lose weight by an overweight GP
- I am very well looked after
- I have a mental health condition but was unaware that the practice has a mental health team

Staff Responses

These findings are based on 9 responses from staff, 7 staff based at Immingham site and 2 staff based at Weelsby View site. No responses were received from staff based at the Keelby site.

Responses relating to safety

	Yes	No	sometimes
Do you feel there are adequate numbers of staff on duty in your workplace?	11%	89%	
Are staff absences well managed?	56%	44%	
Do you understand the systems in place to safeguard patients?	100%		
Do you feel confident in raising concerns within your setting?	89%	11%	
Are your concerns acted upon?	56%	33%	11%
Is there any additional training you would like? *	17%	83%	

17% of staff stated that they would like additional training in supporting patients with mental health issues.

Responses relating to effectiveness

	Yes	No
Do you feel that you had an adequate induction when you first started?	89%	11%
Are your training needs regularly reviewed and updated as necessary?	78%	22%
Are you adequately able to support patients with their needs?	100%	

Overall, staff at all three sites felt that they had an adequate induction and that their training needs were adequately met.

Responses relating to Caring

	Yes	No	N/A*
Do you feel that people are treated with kindness and compassion?	100%		
Do you feel that you get to spend enough time with patients?	56%	22%	22%

All staff that responded felt that people were treated with kindness and compassion with just over 50% stating that they felt they got to spend enough time with patients.

When staff were asked to identify what was the most enjoyable part of their job, the following responses were received:-

- Being able to help patients
- Working in a fantastic team environment
- Making a difference

Responses relating to responsiveness

	Yes	No	N/A
Do you feel that your setting provides person centred care?	100%		
Do you feel that you are able to respond effectively to the needs of patients?	89%		11%
Do you understand patient's preferences/choices for end of life care?	56%	22%	22%
Do you feel you fully understand different patient's needs?	78%	22%	
Do you feel confident in the use of technology?	89%	11%	

All staff that responded felt that across all three sites, patients were provided with patient centred care, with the majority of those that had direct contact with patient care stating that they were able to understand and effectively respond to patient's needs.

Responses relating to Well Led

	Yes	No	sometimes
Do you feel well supported in your role?	78%	11%	11%
Do you feel the management team are approachable and helpful?	78%	11%	11%
Do you enjoy working in the GP Practice?	100%		

**NB. N/A responses were due to some staff not undertaking direct patient care.*

Over 75% of all staff that responded over the three sites, felt that they were well supported and that the management team were approachable and helpful. All staff stated that they enjoyed working in the GP Practice.

When asked if there was one thing that they would like to see change, 44% of staff stated that they would like to see higher staffing levels, particularly to cover overtime and staff on training. Responses also included "pay that reflects levels of responsibility" and "less negative press around the NHS".

When asked if they would like to make any additional comment on The Roxton Practice, the following responses were received from staff:

- All staff strive to give their best service but are often made to feel that it's not enough by the patients
- It's a lovely place to work
- Staff and management are brilliant
- I feel that we provide the best possible care
- The telephone system is poor and can be frustrating for patients
- Staff levels need to be higher
- Better management of overtime
- Improvements to the Recall system are needed

PPG Responses

These findings are based on 2 responses from members of the Parent Participation Group.

Responses relating to safety

	Yes	No	unsure
Do you feel there are adequate numbers of staff?	100%		
Are staff absences well managed?	50%		50%
Do you understand the systems in place to safeguard patients?	50%	50%	
Do you feel confident in raising concerns within your setting?	100%		
Are your concerns acted upon?			100%
Is there any additional training you would like?			100%

Members of the PPG felt that whilst they felt were in raising concerns, they were unsure if these were acted upon. They were also unsure of any training needs.

Responses relating to effectiveness

	Yes	No
Do you feel that you are supported to be an active member of the PPG at this Practice?	100%	
Are your training needs regularly reviewed and updated as necessary?		100%
Are you adequately able to fulfil your role as a PPG member?	50%	50%
Are you adequately able to support patients with all their queries?	100%	

Respondents stated that they had not been offered any formal training courses to complement their role as a member of the PPG. Whilst one PPG respondent stated that they did not feel adequately able to fulfil their role as a PPG member, they did feel that this was because the PPG itself fails to act as a 'critical supporter' of the Practice. Similarly, one PPG member stated that whilst they felt able to support patients with queries, they did not feel that they could always provide satisfactory answers.

Responses relating to Caring

	Yes	No
Do you feel that people are treated with kindness and compassion?	100%	
Do you feel that you get to spend enough time with patients and hear their views?	100%	

When PPG members were asked to identify what was the most enjoyable part of their role, the following responses were received:-

- Talking to patients
- Being interactive with the Practice
- Being able to give patient perspective and sometimes seeing that the views of the PPG have been taken on board

- Gaining a better understanding of the operation of the Practice
- Meeting/surveying patients at the surgeries
- Helping patients to have an understanding of the practice operation when it is often not fully understood

Responses relating to responsiveness

	Yes	No
Do you feel that your GP Practice provides person centred care?	100%	
Do you feel that the Practice is able to respond effectively to the needs of patients?	100%	
Do You feel the Practice fully understands different patients' needs	100%	

Responses relating to Well Led

	Yes	No	sometimes
Do you feel well supported in your role?	50%		50%
Do you feel the management team are approachable and helpful?	50%		50%

One PPG member stated that he was not aware of who all the management team were, but stated that the Managing Director and PPG contact were approachable and helpful.

When asked if there was one thing that they would like to see change, PPG members stated that it would be helpful if the PPG were aware of who all senior staff members were and also that they would like to be better informed about potential changes before they are implemented and have the opportunity to comment on them.

When asked if they would like to make any additional comment on The Roxton Practice, the following responses were received from members of the PPG:

- Patients are mostly frustrated over of the time it takes to get a non-urgent appointment at the Practice
- I attend meetings as on behalf of the PPG but this is at my own expense

Recommendations

Based on our findings and suggestions from patients, Healthwatch North East Lincolnshire suggest the following areas can be improved upon to increase the level of patient satisfaction with The Roxton Practice:-

- To ensure that there is a consistent system in place, across all 3 sites, to alert the patient that it is their turn to see the GP/ Nurse etc.
- To consider the use of Hand Sanitizers in public areas to negate the risk of infection as per NICE recommendations regarding hand decontamination.
- To ensure all patients have up to date information on services that are available within the practice.
- To ensure all patients are aware of the online booking system.
- To ensure all patients are aware of the enhanced summary care record system.
- To ensure all patients are aware of the electronic prescription system.
- To ensure that wording is consistent across services that are offered, e.g ensure patients have clarity regarding any differences between long term illness and chronic disease management.
- To encourage patients to use the Family & friends test so the practice is aware of patient's issues.
- To improve the ability for patients to be able to book appointments by telephone.
- To raise patient awareness that there are options on how to make appointments and that appointments are available up to 8pm.
- To make patients aware via use of appropriate signage, the possibility of long waiting times due to emergencies e.g. . "if you have been waiting over 30 mins, please see a receptionist"
- To ensure that members of the PPG are kept informed about new developments within the Practice and that they have the opportunity to feedback on any potential changes.

What's working well?

- 93% of patients, across the 3 sites, stated that they were satisfied with their appointment once seen.
- Staff retention at the practice is high, with staff working at the practice for an average of 9 years.
- All patients responding, across all 3 sites, stated that they were happy with the care provided by their Practice.
- All staff felt that people were treated with kindness and compassion and that patients all received person centred care.
- Patients have access to a volunteer run Coffee Bar
- Staff commented that the Practice offered a pleasant environment in which to work and that they felt valued as part of the team.

Acknowledgements

Healthwatch North East Lincolnshire would like to thank the management, patients, staff and PPG for their contribution to the Enter & View Programme, and for allowing us to trial our new approach on this visit. The findings from this visit will help us in refining and improving our approach moving forwards.

Service Provider Response

- We feel the 29 patients surveyed out of a total of 28,000 registered at the Practice equates to only 0.1% of our practice population and therefore a very small representation of the overall population
- A new patient call system has been commissioned. The Practice engaged with the PPG for this and asked them to make the final decision. The PPG chose the NUMED Envisage system as opposed to the traditional Jayex board. There have been some performance issues with the new system which will be remedied by having new TV screens. On the day of the Enter & view visit to Immingham Site, there was a fault on that day alone and normally the TV screens are working appropriately. (pg.6)

- A number of GP's provide clinic sessions from the Keelby site. A female GP is available from Keelby also. (pg. 7)
- In the past the practice had long waiting times for answering calls, however in November 2018 the practice centralised its call handling into one centre where trained care navigators signpost patients to the most appropriate services. During our most busy times when we have had staff sickness etc our worst average call answer time has been 10 minutes. We currently have 5 new care navigators in training which will help improve our patient experience. (pg.8)
- All patients speak to a trained and experienced care navigator. If the Patient's complaint requires urgent attention on the day, then it is passed to the urgent care team. The Care Navigators have a trained triage nurse sat with them in the call centre for any questions and to ensure that all urgent requests can be dealt with promptly. The patient will then be called back by either a GP or nurse and appropriate advice and/or treatment issued over the phone. Similarly the patient can be asked to attend the practice to see a clinician as appropriate. (pg 8)
- Urgent care appointments are available across all 3 sites and we also have the ATC at Immingham Site that deal with minor injuries for which patients can walk into. Pre bookable routine appointments are also available with all clinicians. (pg 8)
- Patients would only be sat waiting for over an hour if an emergency had to take priority (pg.9)
- All Patients with a chronic disease are on a recall system which the practice proactively manages. (pg.13)
- We have the latest IPOC telephone call handling software. We have 24 hours automated service and phone lines are open 8am - 6.30pm where patients can speak to a trained navigator (pg. 18)
- We have the same telephone system in place at the Immingham and Weelsby Sites but it is not currently practical to invest in Keelby site due to potential premises changes in the near future. (pg.21)
- Hand Sanitizers are available on all reception desks (pg.21)
- A new website will be launched shortly with the most up to date information on services that are available within the practice. (pg. 21)

Next Steps

- Healthwatch will continue to support The Roxton Practice in addressing the recommendations made within this report.
- Healthwatch will review the recommendations in February 2020 and will work with the Practice in the lead up to this by surveying a more substantial patient population size.

Distribution

Brett Brown, CCG contracts officer Lead

Caroline Barley, prevention and wellbeing manager, public health, NELC

Jan Haxby (Director of Quality and Nursing at NELCCG)

Marie Oxley, Inspector CQC North East and Coast Hub2

Lydia Golby, Nursing lead for Quality, NHS NELCCCG)

<http://www.healthwatchnortheastlincolnshire.co.uk>