

**ENTER AND VIEW VISIT REPORT**

Horseley Heath Medical Centre

27<sup>th</sup> January 2020



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[14 Horseley Heath, Tipton DY4 7QU]

## Healthwatch Remit

Part of Healthwatch Sandwell's remit is to carry out Enter and View visits. Healthwatch Sandwell Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act allows Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. 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 Sandwell Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Sandwell's safeguarding policy, the service manager will be informed, and the visit will end. The Local Authority Safeguarding team will also be informed.

### **Acknowledgements:**

Healthwatch Sandwell would like to thank the Practice staff and the patients for their cooperation during the visit.

### **Disclaimer**

Please note that this report relates to findings during our visits made on 21<sup>st</sup> and 27<sup>th</sup> January 2020. The report does not claim to be representative of all patients, only of those who contributed within the restricted time available.

This report and its findings will be shared with Horseley Heath Medical Centre, the Care Quality Commission (CQC), Sandwell MBC, Sandwell and West Birmingham Clinical Commissioning Group (CGG) and Healthwatch England The report will also be published on the Healthwatch Sandwell website ([www.healthwatchesandwell.co.uk](http://www.healthwatchesandwell.co.uk)).

## GP Surgery – Horseley Heath Medical Centre

Service Address: 4 Horseley Heath, Tipton DY4 7QU

Horseley Heath Medical Centre is situated in Tipton area of Sandwell. They also have another surgery, Tandon Medical Centre in Upper Gornal. They see 11,400 patients across the two practices.

The practices are working in partnership at the Black Country GP Hub to provide additional GP appointments, currently at Portway Practice.

### Horseley Heath Medical Centre Opening times:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
8.30am – 1.00pm	8.30am – 1.00pm	8.30am – 1.00pm	8.30am – 1.00pm	8.30am – 1.00pm	*8.00am – 12.00pm	*8.00am – 12.00pm
2.00pm – 7.00pm	2.00pm – 7.00pm	2.00pm – 7.00pm	2.00pm – 7.00pm	2.00pm – 7.00pm		
Extended hours						
*6.30pm – 8.00pm	*6.30pm – 8.00pm	*6.30pm – 8.00pm	*6.30pm – 8.00pm	*6.30pm – 8.00pm		

\*at Portway Family Practice, Portway Lifestyle Centre, Newbury Lane, Oldbury B69 1HE

### Purpose of the report:

This report will detail, where appropriate, a range of recommendations based on the findings of our Enter and View visit and it is anticipated that these recommendations will contribute to improving service delivery within the Practice and in turn improve the service experience for patients registered with the Practice.

In keeping with Healthwatch Sandwell’s role of sharing ‘good practice’ in service delivery within the Sandwell Borough we visited Hawthorns Medical Centre.

Prior to the Enter and View visit we conducted a desk top review of the most recent CQC report, based on an inspection undertaken in February 2018. The Surgery was rated as ‘good’ across areas of ‘safety’, ‘caring’ ‘well-led’ ‘effective’ and ‘responsive’ - with an overall rating of good <https://www.cqc.org.uk/location/1-549586216/reports>

The purpose of our visit was to observe the environment and explore first-hand with the patients present their experiences of using the Horseley Heath Medical Centre.

## What we did

A team of two authorised representatives visited the Surgery on two occasions. The Practice Manager was unavailable at the time of the visit, but we were welcomed by the reception staff and signed in the visitor's book. During our visits, we completed 19 surveys with patients of mixed ethnicities and observed the environment. The visit was unescorted and at no time during the visit did we enter consulting rooms. Please note, 4 surveys were returned by post, bringing the total to 23.

## Environmental observations

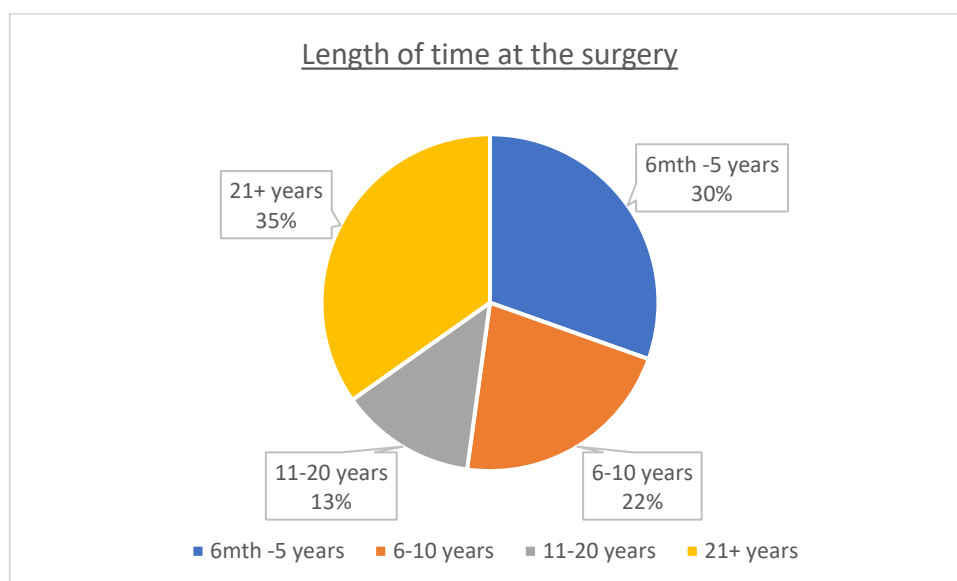
There was one busy waiting room that was clean, tidy and well maintained. It had displayed a variety of promotional and advertising materials on several noticeboards. There was a vast array of information on the notice boards, which included general information on the practice, including a nurse information board, electronic prescription and Patient Participation Group, health awareness, interpreter service and safeguarding.

Healthwatch Sandwell poster was also visible. Patients were observed used the electronic check in system and collecting prescriptions.

The patients were provided with suggestion/complaints and a repeat prescription box located in the porch area.

## How long have you been a patient at this GP Practice?

From the information given, most patients have been registered with Horseley Heath Medical Centre for over 10 years.



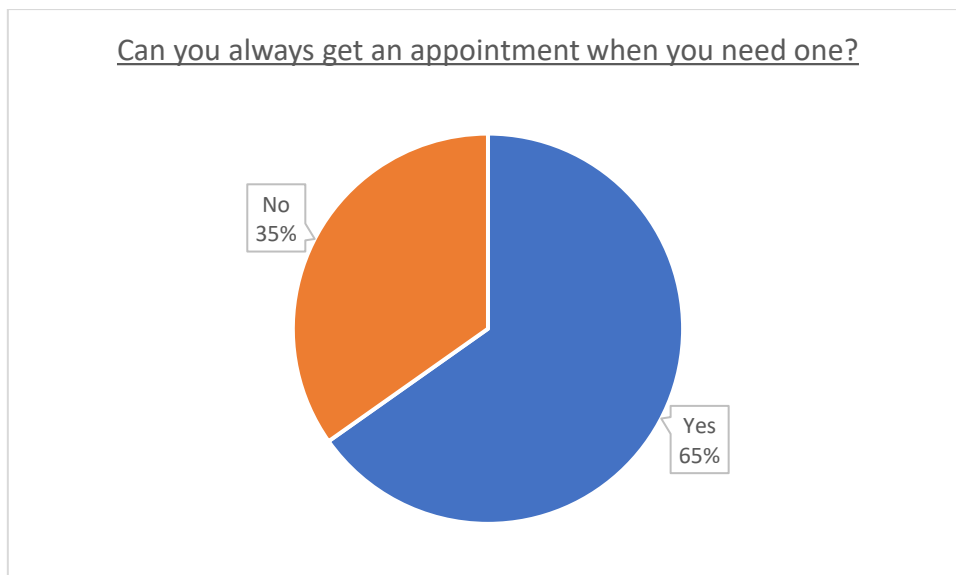
### How easy is it to make an appointment?

31% responded that it was it was easy and very easy (18%) to get an appointment, while a 17% stated it was hard or very hard (17%) to get an appointment.



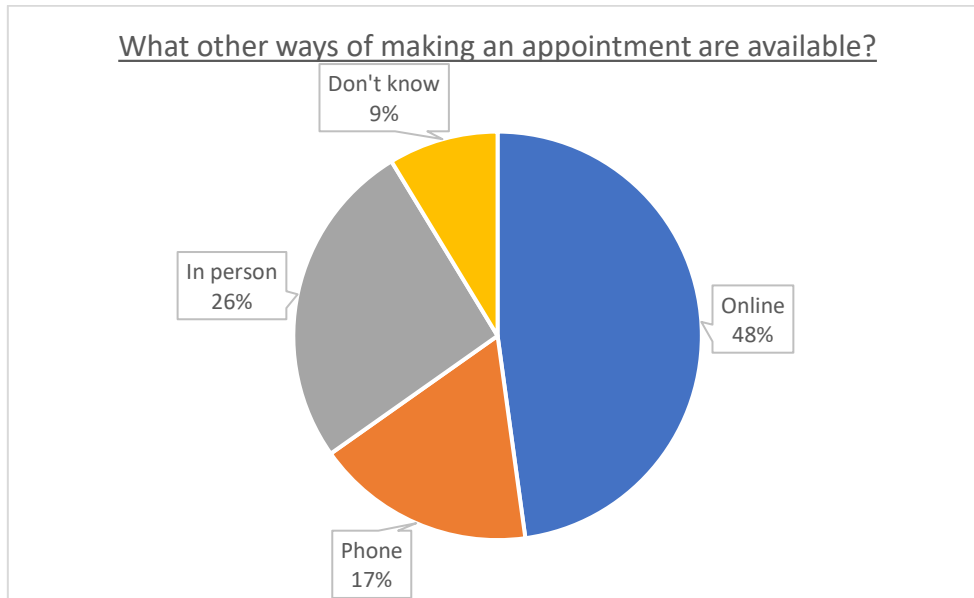
### Can you always get an appointment when you need one?

65% responded that they can get appointments when needed, while 35% said they couldn't.



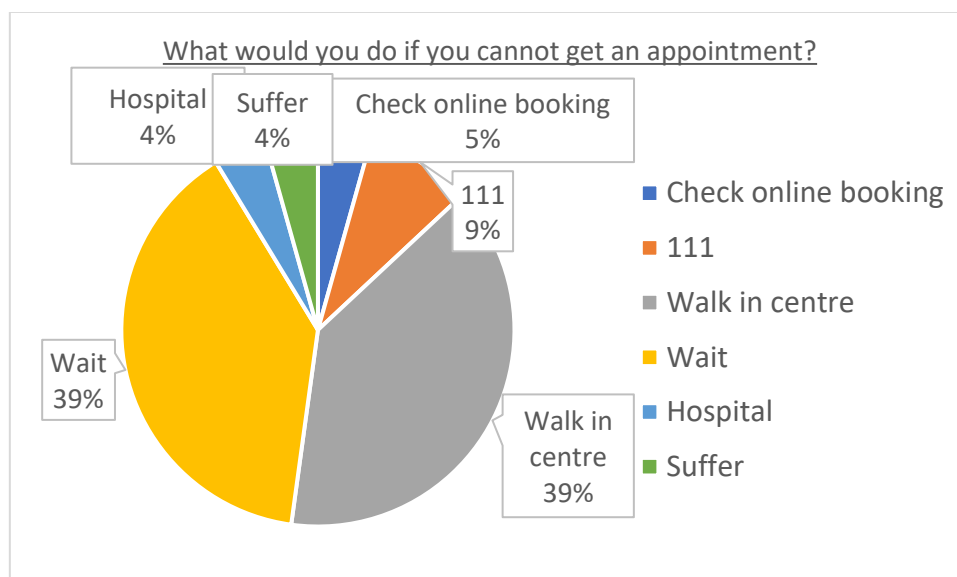
### What other ways of making an appointment are available?

48% of patients stated they could use online booking system, 26% stated that they get an appointment in person, 17% mentioned on the phone and 9% didn't know.



### What do you do if you cannot get an appointment?

39% of respondents said that they would go to the walk-in centre, another 39% would wait for an appointment to become available. 9% would call 111, 5% said they would check for online appointments, 4% they would go the hospital and another 4% stated they would just suffer with their issue.



### Are you happy with the services offered at this surgery?

100% of respondents said that they were happy with the service they received from the surgery. Patients comments included:

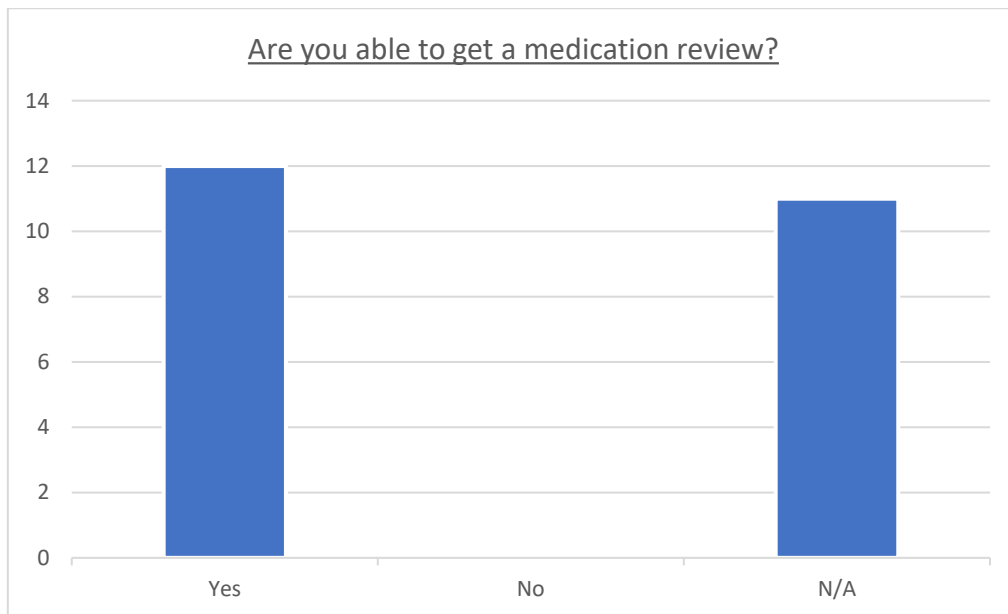
- 'GPs are attentive and try to sort the problem'
- 'Able to see the doctor'
- Pleasant and do all they can to accommodate'
- 'Helpful with advice'
- 'Answer your questions'
- 'No rush and give time to the patients'
- 'Listened to'
- 'Helpful, thorough, good rapport with children'
- 'Children are a priority with appointments'





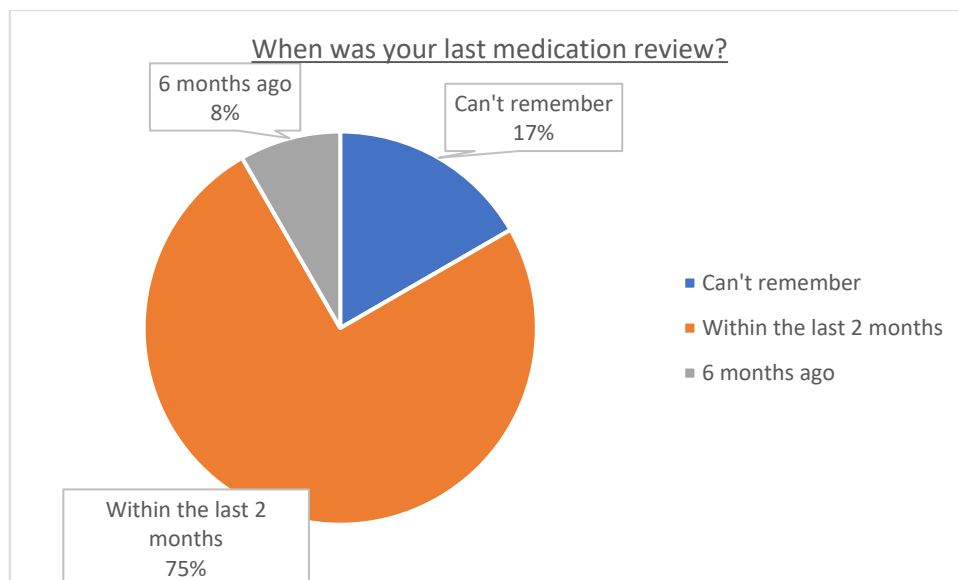
### Are you able to get a medication review?

All the patients spoken that required a medication review have all received one.



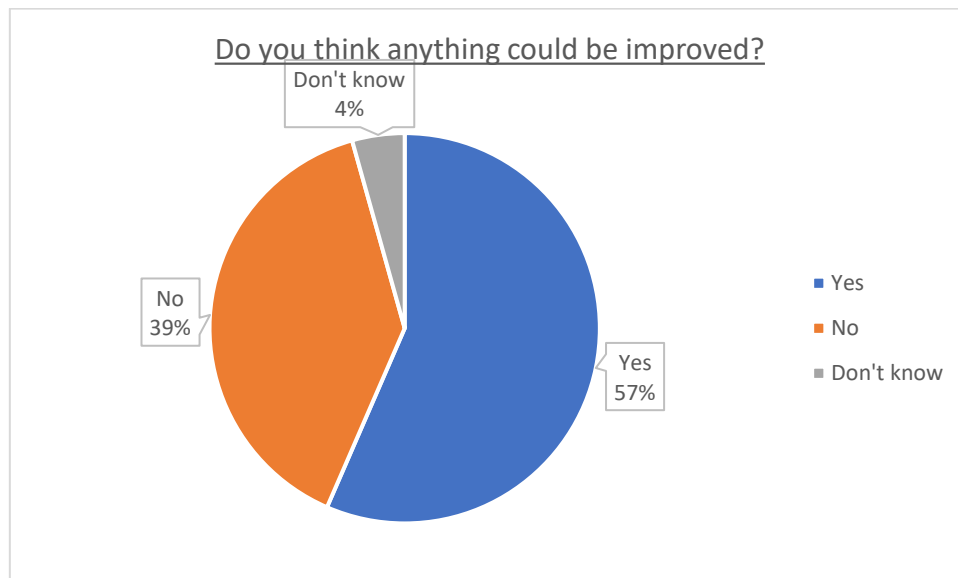
### When was your last medication review?

Out of the 12 people that stated they had medication reviews; 75% had been reviewed in the last 2 months, 8% in the last 6 months and 17% could not remember.



### Do you think anything could be improved?

Although 100% of the patients stated that are happy with the surgery, they could still see areas for improvement. 57% would like to see improvements, while 39% wanted none. 4% stated don't know.



The improvements they would like included:

#### Staff

- More staff/ doctors
- A timetable of what doctors are there
- Patients to know specialities of doctors
- Reception answering the phone more quickly

#### Appointments

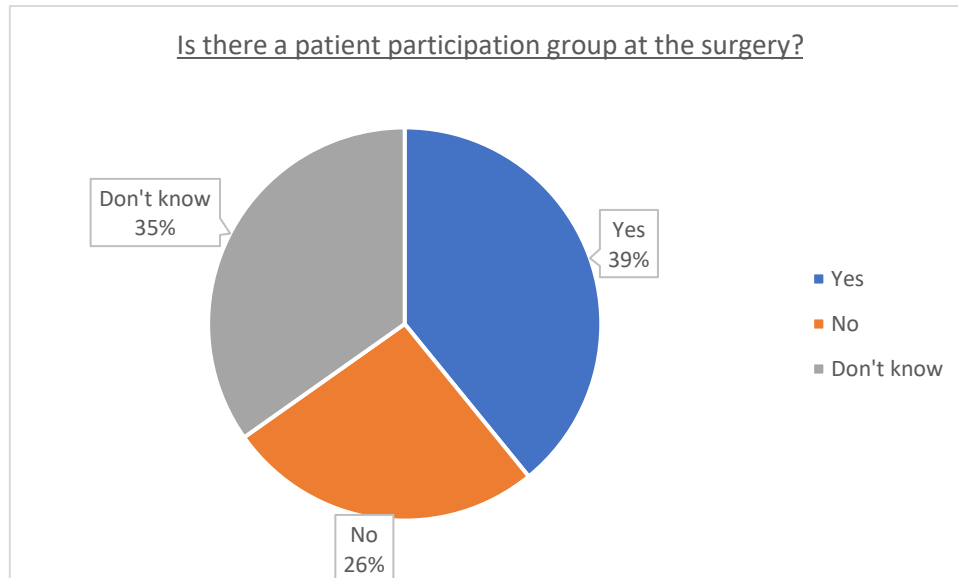
- Less waiting to get into appointments
- More advance appointments
- A release of appointment in the afternoon

#### Access to services

- Onsite blood tests
- Larger waiting area. Space can be taken up if a few pushchairs are in there

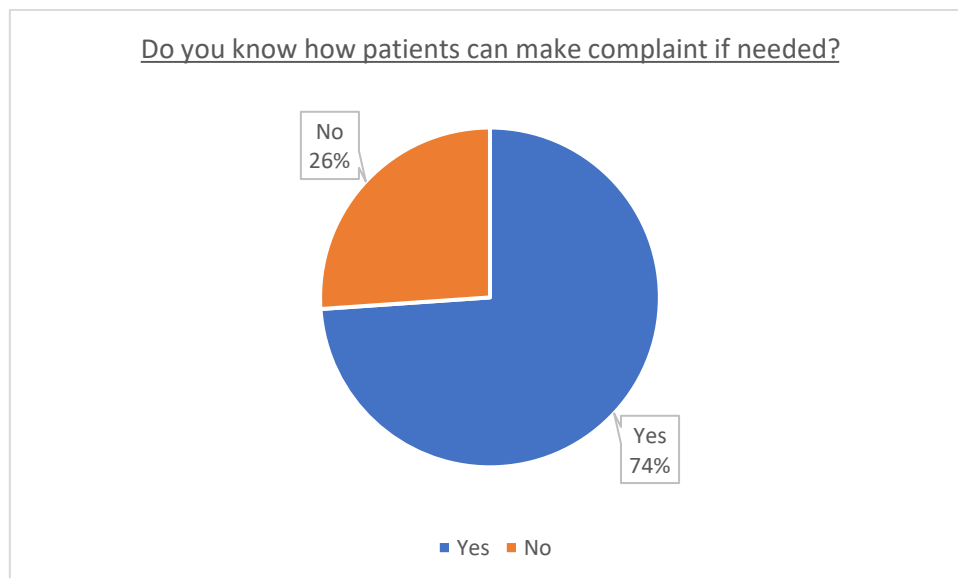
### Is there a Patient Participation Group at this surgery?

39% of patients stated that there was Patient Participation Group, 35% said didn't know if there was one, while 26% stated no.



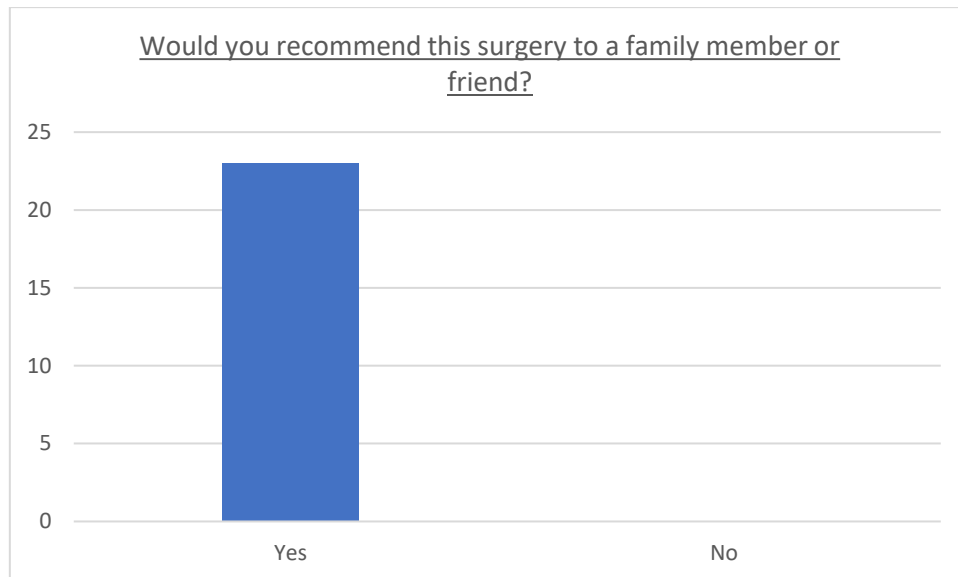
### Do you know how patients can make a complaint if needed?

74% of respondents said that they were aware of how to complain, and they would: 'write a letter or speak to them' or 'they have a leaflet on how to do it.' The patients that were unaware 26%.



Would you recommend this surgery to a family member or a friend?

At the end of the survey, we asked patients to rate their overall experience of their visit that day. 100% of patients stated they would recommend the practice to a family member or friend.



## Recommendations and Follow–Up Actions:

At this stage of our report we usually detail a range of recommendations identified through surveys completed by patients and our observations. Overall, our perceptions of the Horseley Heath Medical Centre were positive, and this was reiterated with the patient views quoted in the report. Our findings of the survey highlight areas for improvement, some of the recommendations are based on patient suggestions.

### **We would recommend that:**

- A timetable of what doctors are available at the surgery, including their specialities
- More appointment availability, such as more advance appointments and further appointments released in the afternoon
- Access to blood tests onsite and a larger waiting area to accommodate the amount of patient using the service
- Further promotion of Patient Participation Group
- The surgery to continue to encourage patient feedback, whether positive or negative and to share with staff at the surgery. Actions taken in relation to feedback are also communicated back to patients

## Provider Feedback

No feedback given.