

Details of visit**Service address:****Service Provider:****Date and Time:****Authorised****Representatives:****Contact details:****Owlsmoor Surgery****1 Cambridge Road, Owlsmoor, GU47 0UB****The Sandhurst Group Practice****8th January 2016, 9.00am – 11.45am****Chris Taylor, Nigel Dumbrell****enquiries@healthwatchbracknellforest.co.uk****Acknowledgements**

Healthwatch Bracknell Forest 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, general feedback on the surgery that Healthwatch Bracknell Forest has received in the last 6 months, NHS Choices 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 Bracknell Forest 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. Over the last 18 months trends have been identified including issues with - booking and access to appointments, waiting times, privacy (reception), staff attitudes, cleanliness and suitability of waiting areas, disability access and communication.

A programme of Enter and View visits to all surgeries in the Bracknell and Ascot Clinical Commissioning Group (BACCG) area was initiated in November 2015. All surgeries will receive an individual report and, at the end of the programme (March 2016), these will be collated to form one report to BACCG to inform future commissioning (such as extended hours), identify issues - specific to individual surgeries and also across the whole primary care service and finally, highlight areas of good practice leading to positive patient experience which can be shared across the area.

Methodology

This was an announced Enter and View visit.

Two weeks prior to the visit a notification letter was delivered to the Practice Manager. Information posters and flyers about the visit, intended for distribution to patients, were also delivered. An online survey was published on the Healthwatch Bracknell Forest website and notifications sent via e-bulletin and social media.

On arrival the Enter and View authorised representatives were greeted by a member of reception staff (the Practice Manager was on annual leave) and were taken to the staff room to access refreshments. This room was made available for the duration of the visit for this purpose.

A short survey, which will be used in all GP Enter and View visits, had been prepared by authorised representatives and Healthwatch Bracknell Forest staff prior to the visit. The survey contains questions to capture equalities data, questions regarding appointment booking, waiting times, appointment time suitability, awareness of extended hours opening, patient satisfaction of any consultation time and awareness of named GPs in the over 75s. There were also two questions which allowed for open ended text responses (these were also asked of the wider patient group online). In total we were able to speak to 19 patients on the day and ask them to complete the survey. An additional 1 online survey was also completed. At the start of all



interactions, the authorised representatives introduced themselves, showed their identification and spoke about the purpose of both Healthwatch and the reasons for the visit. Healthwatch Bracknell Forest information leaflets were available for individuals.

The member of Healthwatch Bracknell Forest staff, Chris Taylor, was able to meet with a member of staff to discuss a standard set of questions and requests for information (which will be used in all GP Enter and View visits) including GP rotas, emergency appointments and how these are triaged and accessed (where applicable) and charging policy for letters/services.

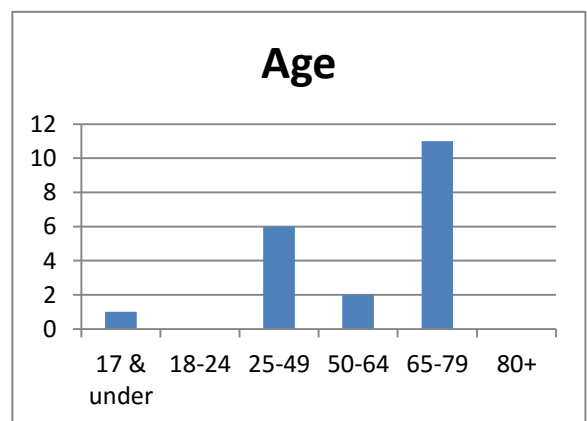
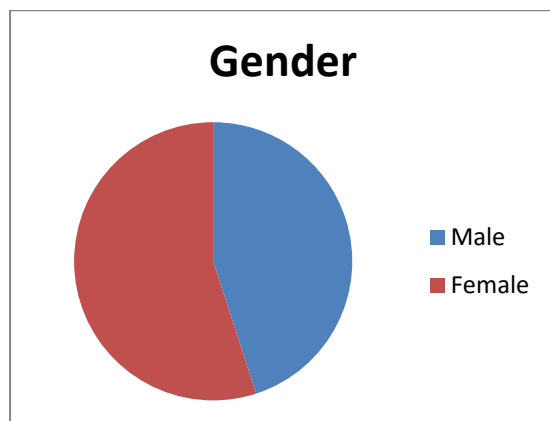
A proportion of the visit was also observational, allowing the authorised representatives to assess the environment and how patients engaged with staff members and the facilities.

Alongside the visit Healthwatch Bracknell Forest staff reviewed NHS Choices reviews for the surgery over the last 6 months and the practice website.

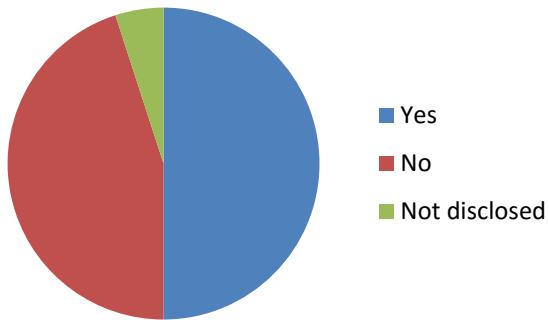
Results of Visit

Equalities data

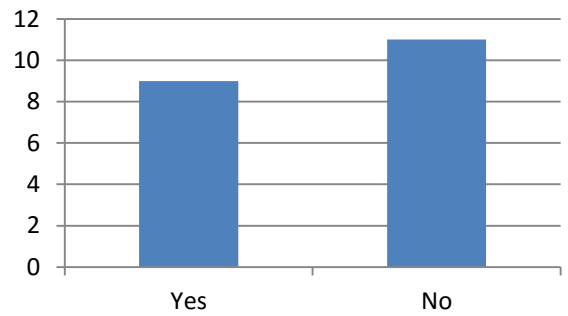
19 surveys completed on the visit + 1 online



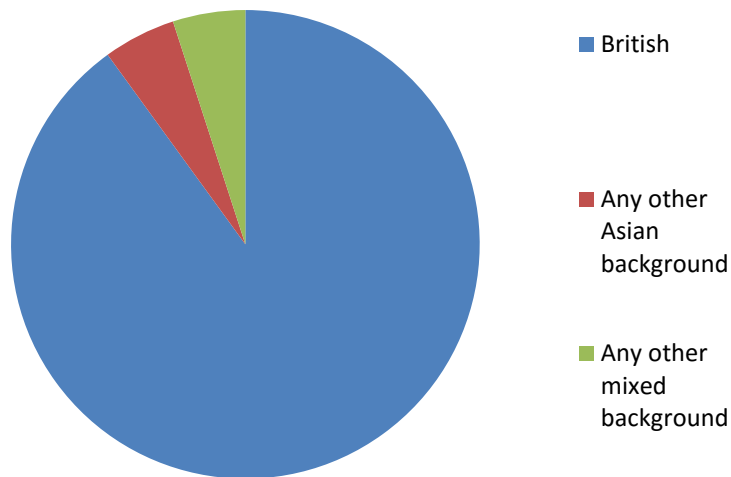
Do you have a disability or long-term health condition?



Do you consider yourself to be a carer?

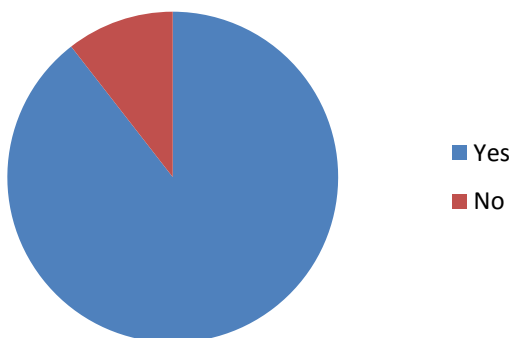


Ethnic Origin

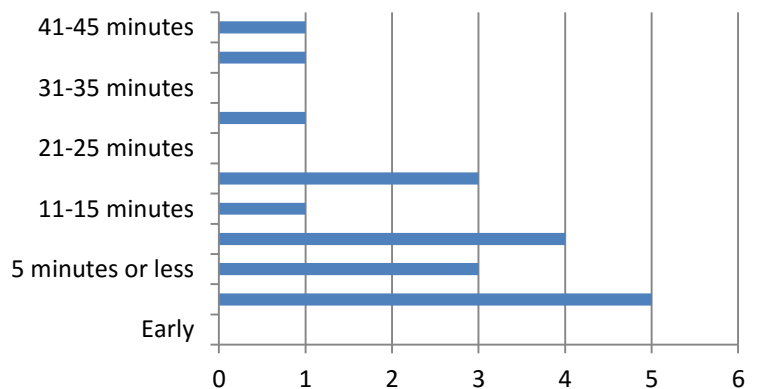


Survey questions (19 responses)

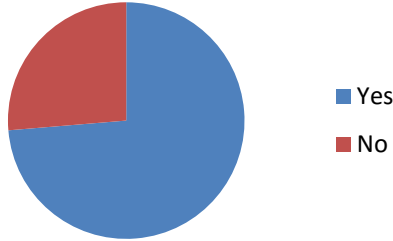
Did you get an appointment when you wanted/needed one?



How long did you wait today for your appointment?

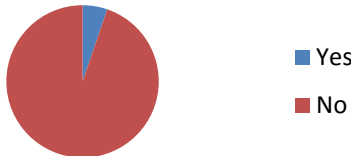


Did you use the electronic booking in system today?



If YES, was it easy to use?			
Yes	14	No	0
If NO, why did you not use it?			
Not specified			2
Sometimes it does not work			1
Receptionist was free			1
Did not notice it			1

Did you have difficulty fitting the appointment time given into your day?



If YES, why?	
Not specified	1

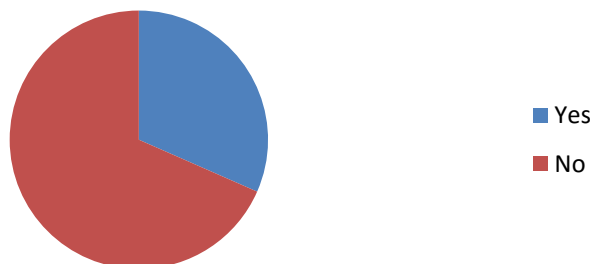
Do you know whether you could have made an evening and/or weekend appointment?

Yes	10
No	9

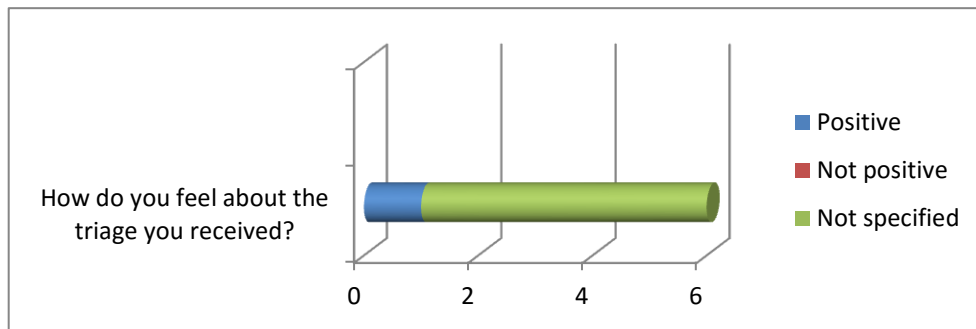
Would you have used this if an option?

Yes	7	No	3
Yes	7	No	2

Were you triaged before you received your appointment?



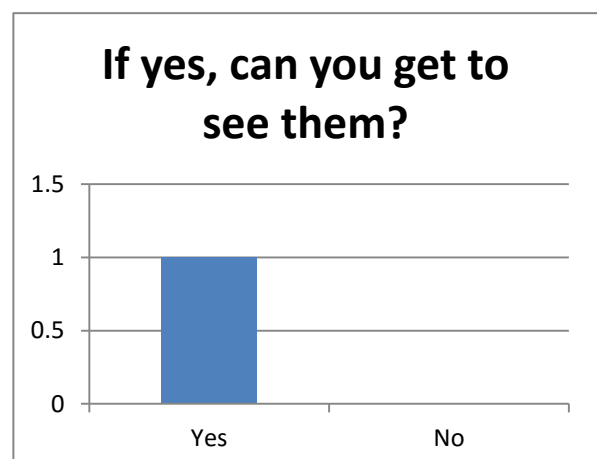
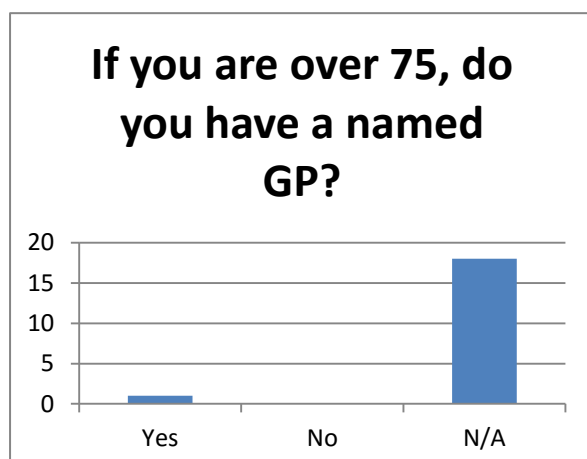
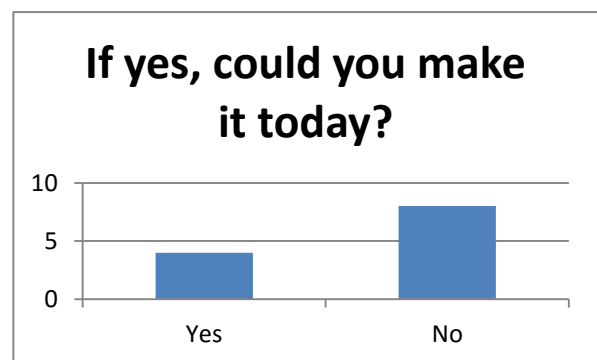
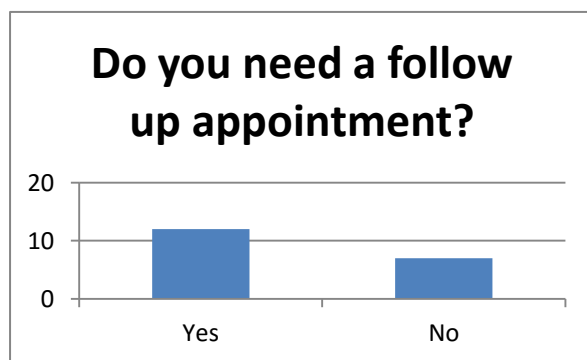
Of the six patients who stated they received triage, four said this was carried out by a doctor, one said this was carried out by a receptionist and one said this was carried out by a nurse.



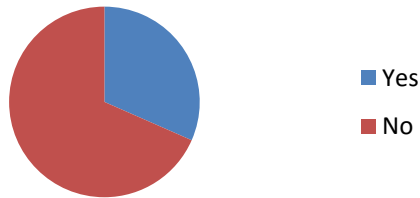
The positive experience was reported by a patient triaged by a receptionist.

During your appointment do you feel you had enough time to address your concerns? Did the GP/Nurse listen to you? Did you feel you received all the information you needed etc.

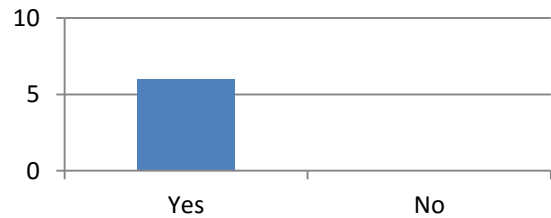
Yes	16	No comments made
No	3	No comments made



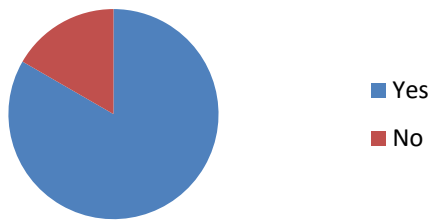
Have you visited the surgery website?



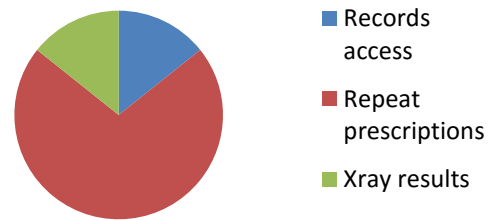
If yes, was it easy to navigate?



Have you used any of the online functions?



If yes, what have you used?



Comments about the website	Number of comments
Didn't know there was one	1

Are you aware of the Surgery Patient Group?



Text comments

20 patients (19 during the Enter and View visit and 1 online) were asked two questions - what was good about the surgery and what 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? 40

What could be improved? 17

<i>What is good about the surgery?</i>	
Comment category	No. of comments
Doctors	9
General comments (helpful, friendly etc.)	8
Receptionists	7
Appointment accessibility/booking system	5
Nurses	2
Location	2
Online information	1
Disability access	1
Repeat prescription service	1
Consultation time (get as much as is needed)	1
Has improved over last 3 years	1
Facilities (waiting room)	1
Cleanliness	1

<i>What could be improved at the surgery?</i>	
Comment category	No. of comments
Patient call-in/taooy system (for hearing impaired)	2
Appointment access (same day)	2
Telephone access/system	2
Appointment access (routine) - wait for appointment can be 3-4 weeks	2
Up to date reading material in waiting room	1
Car park	1
Evening/weekend appointments available	1
Personalisation/continuity of care	1
Online x-ray results	1
Perception that access is dependent on ethnic background	1
No alternative therapies offered	1
Concerns about capacity	1
Online appointment booking	1

Authorised representative observations

The authorised representatives made the following observations:

- There is poor signage on the approach to the surgery
- The surgery is accessible; doors, toilets and accessible reception desk
- There were posters displaying current information and messages. The layout of posters was good. This was reinforced with leaflets; it did not appear cluttered or disorganised.
- The waiting room was clean and bright and the décor looks fresh.
- Situated near the repeat prescription request box there is a useful list of the surgery doctors. Patients were observed looking at this.
- There is a table and activities for children in the waiting room.
- Positive interactions were observed between patients and reception staff. Receptionists were also heard asking patients what time suited them for appointments
- There is a private back office where the majority of telephone calls are undertaken. Where calls were answered on the reception desk there was a respect for patient confidentiality e.g. questions were asked but where possible personal details were not spoken aloud, just entered on to the computer.

Meeting with member of staff

Information about GP rotas and charging for services will be requested from the Practice Manager when she returns from leave. This information request will be made of all surgeries and will be utilised in the final, combined report to help inform BACCG and NHS England in future development work.

During the meeting the system for emergency/same day appointments was discussed. Routine appointments are held in the morning until 10.50am. Appointments after this time are emergencies which are booked after GP triage and, if spaces left, the receptionists automatically allocate.

Routine appointments can be booked two weeks in advance but because some afternoon/evening slots are reserved for 'book on the day' patients are also told that they can call in everyday until their appointment to see if they can get an earlier appointment if necessary.

Healthwatch Bracknell Forest feedback

In the six months prior to the Enter and View visit Healthwatch Bracknell Forest did not receive any pieces of feedback directly attributable to the surgery.

Website review

The Sandhurst Group Practice website (which covers both Owlsmoor and Sandhurst surgeries) was reviewed on the 22 January 2016. First impressions were that it looks a little tired compared to some other local practice websites and might benefit from an

overhaul. That said the site includes lots of useful information for patients and appears to be regularly updated.

Information is clear and easy to find including opening times, online services, other services and groups in the area.

The site has good accessibility functions for those whom English is not their first language and the accessibility statement includes details for configuring web browsers to further aid accessibility. The accessibility statement would benefit from the inclusion of the information about changing the language.

The site includes links to information for non-English speaking new patients which is really positive to see, however this links to an archived page (which is now not accessible) so needs to be updated. Great Hollands have the same feature and have stored the forms locally on their website which overcomes this issue.

It's really useful to see when the Doctors are available and we think sharing this with patients is an example of good practice. We also particularly like that your complaints process is available online.

The CQC widget should be fixed or removed as it says that they don't have any information about you which is incorrect. We note you have found a work around for this by separately stating your results.

All in all we consider this to be a good useful website with lots of information for patients but could benefit from a freshen up.

NHS Choices reviews

Healthwatch Bracknell Forest staff looked at the surgery's reviews on NHS Choices for the last 6 months and overall statistics.

Key facts

Registered patients

19,613_{patients}

Friends and Family Test score: General Practice

100%_{Patients recommend this practice. 6 responses.}

Ratings

4.5 Stars



NHS Choices users' overall rating

Based on 13 ratings for this GP surgery

Telephone access



(13 ratings)

Appointments



(13 ratings)

Dignity and respect



(13 ratings)

Involvement in decisions



(12 ratings)

Providing accurate information



(13 ratings)

The practice received 6 reviews in the six months prior to the Enter and View views. 3 reviews awarded five stars and feedback praised staff, appointment access and quality of care. 3 reviews awarded four stars. These, on the whole, praised the doctors and treatment received but there was some issues concerning receptionists, practice management, lost blood samples and the appointment system.

The reviews were responded to in a timely manner. Where patients raised a concern or gave negative feedback these were dealt with in a constructive, patient-centred manner. The use of the Surgery Patient Group as a source of feedback on patient experience and feedback was mentioned (referred to as a patient focus group in the response).

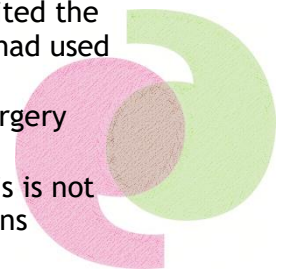
Summary of findings

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

- On the day of our visit, 68% patients were seen within 15 minutes of their appointment time. However 2 patients had a longer wait - 1 waiting 40 minutes and 1 waiting 45 minutes. However waiting times has not been highlighted as an area of concern by patients and one of the patients who had the longer wait during our visit said that they did not mind this as this is normal for the doctor concerned

who has a reputation for giving all patients the time they need during their consultation.

- The majority of patients are happy with the quality of the care and treatment they receive.
- The surgery is fully accessible for patients with mobility issues but two patients with hearing impairment we spoke to during the visit have suggested that a different patient call-in system is used, especially when the surgery is busy and noisy.
- Mixed feedback about appointment accessibility was received; both same day/urgent appointments and those booked in advance. Only a third of patients requiring a follow-up appointment were able to make it before leaving the surgery (appointments can only be booked two weeks in advance).
- During our visit 26% of patients did not use the electronic booking-in system. No real barriers to use were identified.
- There is lots of information available for patients which is well presented and timely. How to feedback about the service is clear.
- There is poor signage on the approach to the surgery.
- The surgery website provides clear, up-to-date information for patients but the design is a little outdated. The site could benefit from some changes to aid accessibility for non-English speakers.
- Of the patients we spoke to during the visit, less than half (31.5%) had visited the surgery website. But all who had said it was easy to use and the majority had used the online functions such as repeat prescriptions and access to records.
- Of the patients spoken to during the visit, 47% had an awareness of the Surgery Patient Group.
- The surgery layout affords privacy the majority of the time and, where this is not possible, staff seem to be aware of privacy issues and manage conversations accordingly.
- The surgery appears very clean and tidy and the décor is fresh.
- The waiting room has activities for children.
- The majority of feedback about reception staff is positive and positive interactions between staff and patients was observed.
- The signage for locating consulting rooms is not immediately clear.
- In the last 6 months the surgery has responded to reviews on NHS Choices in a timely, constructive, patient-centred manner.

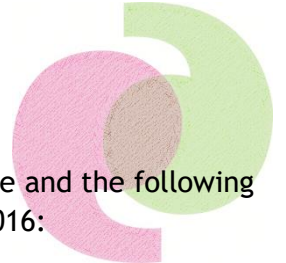


Recommendations

- Despite some patients having to wait for up to 45 minutes, the majority of patients are seen within 15 minutes of their appointment time. This is an issue that could impact on patient experience. Healthwatch Bracknell Forest recommends that the surgery undertakes further work monitoring the waiting times and looking at the potential underlying cause(s) - maybe utilising the Surgery Patient Group.
- To improve the patient call-in system, particularly for those with hearing impairment.
- To continue to monitor patient feedback about appointment accessibility and appointment booking systems.
- To encourage patients who want to book in at reception or are unaware of the facility to use the electronic booking in system instead and offer support where necessary.
- To improve the signage on the approach to the surgery.

- To promote the surgery website.
 - To update the design of the website and expand on the accessibility statement. Links to information for non-english speakers to be updated.
-

Service Provider response



This report was agreed with Jennie Ford, Practice Manager as factually accurate and the following response to the report and recommendations was received on the 29th March 2016:

‘Thank you for your survey and visit. We will take on board all the recommendations.’