

## Enter and View Report

**Details of visit****Service address:****Service Provider:****Date and Time:****Authorised****Representatives:****Contact details:****The Waterfield Practice (Whitegrove Surgery)****1 County Lane, Whitegrove, Bracknell, RG42 3JP****The Waterfield Practice****28th January 2016, 9.00am – 11.45am****Mark Sanders, Muriel Hanley, Sharon Bowden,****Philip Smith, Sue O’Sullivan****[enquiries@healthwatchbracknellforest.co.uk](mailto: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.

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## 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 (est. April 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.

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## 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.

The surgery shares a building with another GP practice but they are 2 separate premises; they are self-contained with their own waiting room, consulting rooms etc. Given the shared location an Enter and View visit was conducted at the adjoining practice simultaneously.

On arrival the Enter and View authorised representatives were greeted by the Practice Manager and refreshments were provided.

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 16 patients on the day and ask them to complete the survey. No surveys were completed online. 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, Mark Sanders, was able to meet with the Practice Manager 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.

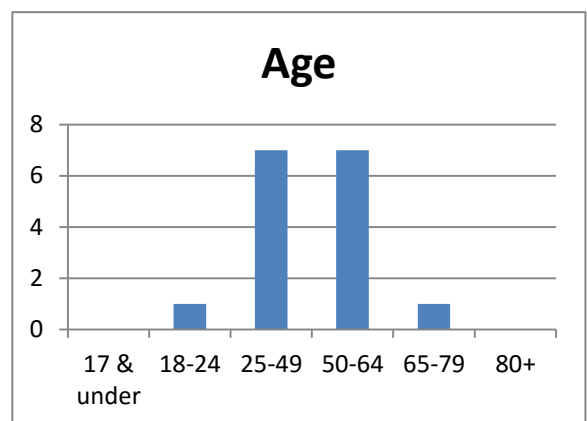
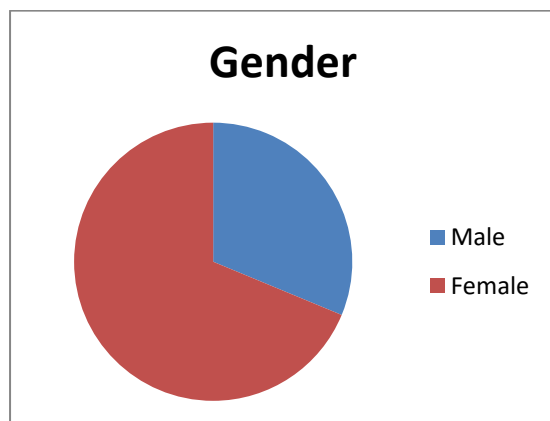
A proportion of the visit was also observational, allowing the authorised representatives to assess the environment and how patients engaged with staff members and the facilities.

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

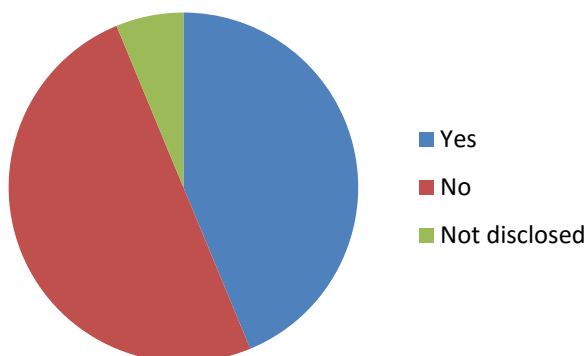
## Results of Visit

### Equalities data

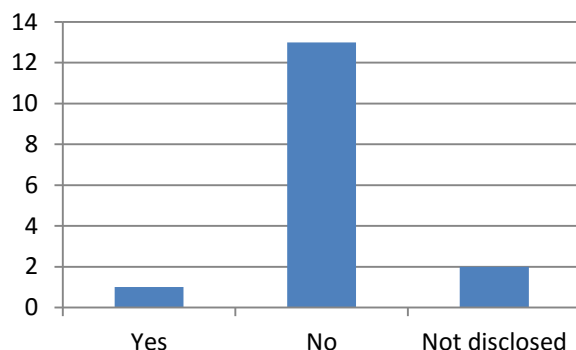
16 surveys completed on the visit + 0 online



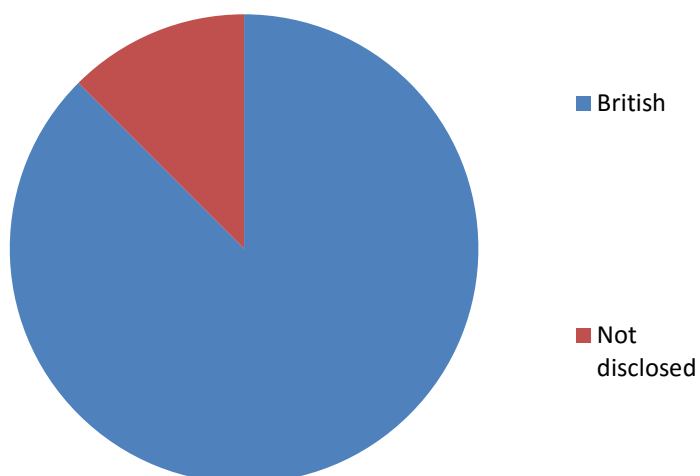
### Do you have a disability or long-term health condition?



### Do you consider yourself to be a carer?

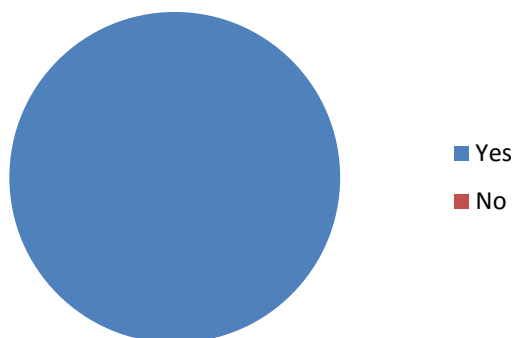


### Ethnic Origin

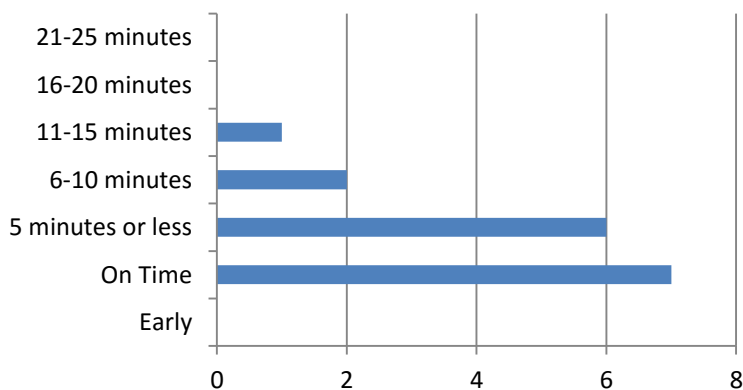


### Survey questions (19 responses)

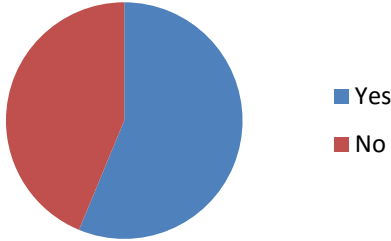
### Did you get an appointment when you wanted/needed one?



### How long did you wait today for your appointment?



**Did you use the electronic booking in system today?**



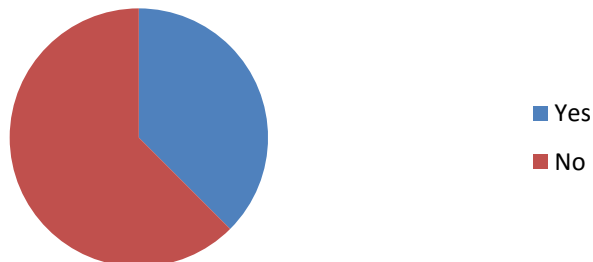
If YES, was it easy to use?	
Yes	9
No	0
If NO, why did you not use it?	
Not specified	3
Receptionist was free/saw me coming	2
Just didn't	1
Not easy to use	1

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

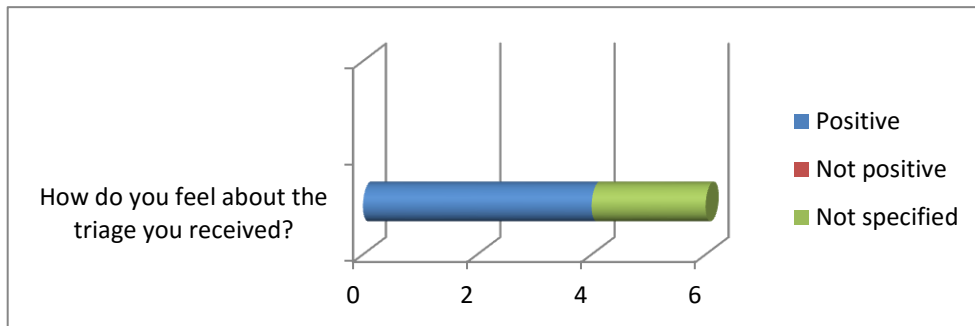


Do you know whether you could have made an evening and/or weekend appointment?		Would you have used this if an option?			
Yes	7	Yes	5	No	2
No	9	Yes	6	No	3

**Were you triaged before you received your appointment?**

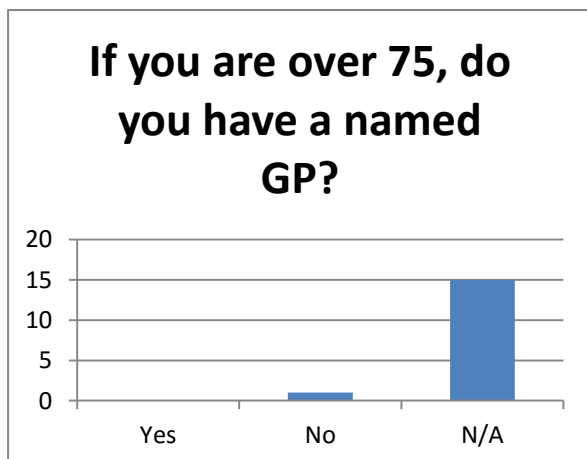
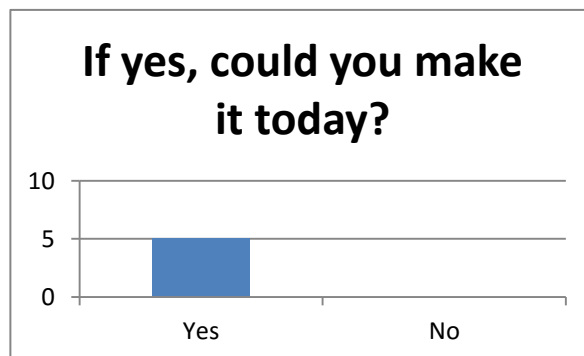
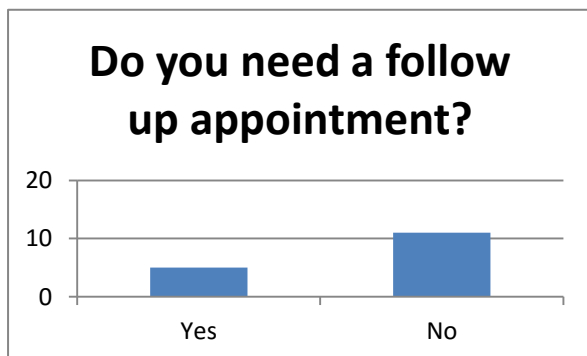


Of the six patients who stated they received triage, four said this was carried out by a receptionist, one said this was carried out by a doctor and one person did not specify.

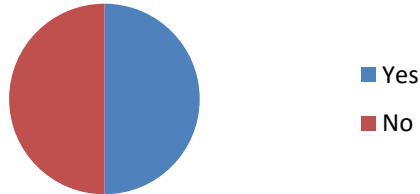


During your appointment do you feel you had enough time to address your concerns? Did the GP/Nurse listen to you? Did you feel you received all the information you needed etc.

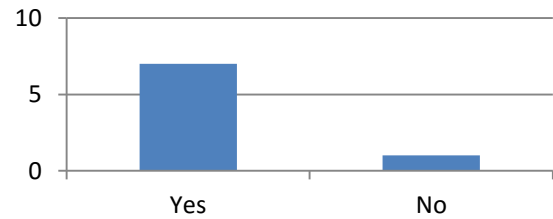
Yes	16	No comments made
No	0	No comments made



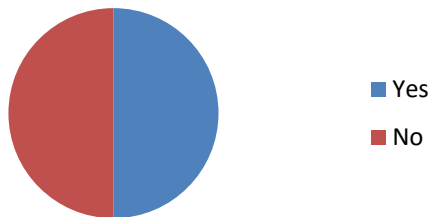
**Have you visited the surgery website?**



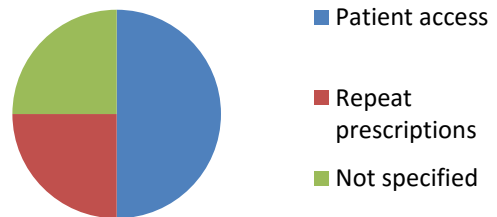
**If yes, was it easy to navigate?**



**Have you used any of the online functions?**



**If yes, what have you used?**



Comments about the website	Number of comments
Difficult to book appointments online (code needed etc.)	1

**Are you aware of the Surgery Patient Group?**



**Text comments**

16 patients (during the Enter and View visit) 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? 24

What could be improved? 7

<i>What is good about the surgery?</i>	
<b>Comment category</b>	<b>No. of comments</b>
General comments (helpful, friendly etc.)	6
Doctors	4
Quality of treatment	2
Appointment accessibility	2
Management / run well	2
Location	1
Locums	1
Receptionists	1
Nurses	1
Midwife	1
Continuity of care	1
Waiting times	1
Cleanliness	1

<i>What could be improved at the surgery?</i>	
<b>Comment category</b>	<b>No. of comments</b>
Doctors	1
Waiting times	1
Access to weekend appointments	1
Telephone access to surgery	1
Receptionists	1
Appointment access	1
Continuity of care	1

### **Authorised representative observations**

The authorised representatives made the following observations:

- The surgery is accessible; doors, toilets and accessible reception desk. The doors open very slowly and, on the day of our visit, the inner doors (there are two sets) were propped open which caused the waiting room to be cold. This is a regular practice.
- There is no lift to obtain access to the upper floor. However patients with mobility problems can be seen in the downstairs consultation rooms.



- There is a TV screen which, as well as displaying information, is utilised as a patient call-in system
- 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. It is a small area but the furniture is situated round the edges to enable good access.
- There are no activities for children in the waiting room.
- Positive interactions were observed between patients and the member of reception staff on duty.
- Due to space constraints and the fact that it is a satellite surgery, there is no back office for staff to make/receive telephone calls etc. Because the waiting room is so small and quiet this makes privacy difficult.

### **Meeting with member of staff**

Information about GP rotas and charging for services was requested from the Practice Manager and he agreed he would send (this has partially been received to date). 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. There is a duty doctor available every day (8.30am-6.30pm). Receptionists do not triage but ask what the appointment is for so that issues such as repeat prescription requests are signposted to the appropriate member of staff. All medical issues, partially or fully disclosed, are sent to the doctor to triage. The doctor utilises emergency appointment slots available in the afternoon and also undertakes telephone consultations (across the practices' two surgeries on average 108 face-to-face consultations are available each day and 75 telephone consultations are available). Any home visits are shared out across the entire GP staff. There are also some non-emergency same day appointments available.

Routine appointments: diaries can be viewed up to 2 months in advance but usually appointments are only bookable up to 4 weeks in advance,

### **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 Waterfield Practice website (which covers both surgeries) was reviewed on the 12<sup>th</sup> February 2016. We are aware that the site has recently had a major update. Upon entering the site the initial look and feel of the site is fantastic with its modern clean and crisp look. The site is responsive and should have a good look and be easy to navigate regardless of the type of device that is used to view it.

There is lots of useful information included for patients and the structure of the site should help patients find what they are looking for easily with the exception of 'Practice Information'. This is difficult to find; we assumed this would be under 'Reception and Enquiries' or 'Administration Office'. We acknowledge this is included on the menu on the left but this would be easier to find if it had its own tile on the right.

The site includes an accessibility statement for browsers and can change language. This feature could be detailed in the accessibility statement. In places the site is casual in its language e.g. "Can't find what you're looking for?" Some patients may have difficulties understanding "can't" and "you're" therefore it is advisable to avoid the shortened versions.

It is great to see feedback being collected via the website, however the form says it is not for formal complaints but does nothing more to inform the patient of the formal complaints procedure. A link there to the formal process would be useful.

To date you are the first site that we have reviewed that allows patients to register and send messages directly to reception and GPs from the website; some do messages via patient access but not to this level. We feel this is a good way for patients to be able to communicate with the practice however this is not being done through a secure HTTPS connection. The new registration form for example asks for personal information that we feel should not be sent in plain text and should be encrypted.

We could not find any information about the newly formed patient group; what it is, what it does and how patients can contribute.

The privacy statement says that you do not use cookies. If you are using an analytics tool to track usage of the site our research has indicated that this should be highlighted to visitors.

When navigating around the site using the back button on the browser generates 'page not found' errors in a number of places. For example, clicking reception and enquiries, ask a doctor a question, then try to navigate back. This is frustrating and results in having to return to the home page to start again.

Notwithstanding the above this is the most professional looking GP website we have reviewed and is something others should aspire to achieve.

## 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

12,061<sub>patients</sub>

## Ratings [More information about ratings](#)

1 Stars



### NHS Choices users' overall rating

Based on 1 rating for this GP surgery

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Telephone access



(1 rating)

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Appointments



(1 rating)

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Dignity and respect



(1 rating)

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Involvement in decisions



(1 rating)

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Providing accurate information



(1 rating)

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The practice received no reviews in the 6 months prior to the Enter and View visit (most recent entry was 2014). This may be because the entry on NHS Choices is still under 'Dr Murray Jwi & Partners'. There is no Friends and Family data and there is not a link to the surgery website.

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### Summary of findings

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

- No patients completed the online survey.
- Only one patient identified themselves as a carer. This is significantly less than we expected.

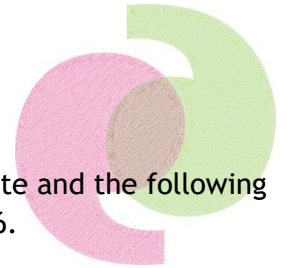
- The triage and appointment system appears to work well; the majority of patients are happy with appointment access, are able to make an appointment when needed and convenient and are satisfied with the triage they receive.
- The majority of patients are happy with the quality of the care and treatment they receive and feel their consultation time is adequate to deal with their issues.
- The surgery is fully accessible for patients with mobility issues but the automatic doors open very slowly which has led to them being permanently propped open during surgery hours.
- The majority of patients are happy with waiting times. On day of our visit no patient reported a longer wait than 15 minutes; just over 81% were seen within 5 minutes of their appointment time.
- During our visit 43% of patients did not use the electronic booking-in system. Only 1 of the patients who did not use the system identified a barrier (not easy to use) that prevented them from doing so.
- There is lots of information available for patients in the waiting room which is well presented and timely.
- All patients we spoke to during the visit that required a follow up appointment were able to make it on the day.
- The surgery website has a good design which is easy to navigate on all platforms. It translates into different languages but use of abbreviations in language may cause translation problems and difficulties for those with language/communication impairment. Patients are able to contact and update personal information directly to the surgery but this does not appear to happen over a secure connection. There may also be an issue with cookies if analytic tools are used. There are some 'page not found' errors when the back button is used in navigation and Practice Information is not easy to locate.
- Of the patients we spoke to during the visit, 50% had visited the surgery website and the majority said it was easy to use. Half of these patients had used the online functions.
- Of the patients spoken to during the visit, only 25% had an awareness of the Surgery Patient Group; the group has only recently been formed.
- The surgery layout and size does not afford any privacy. The waiting room does not have any background noise and is very quiet.
- The surgery appears very clean and tidy and the décor is fresh.
- The waiting room does not have activities for children.
- The majority of feedback about reception staff is positive and positive interactions between staff and patients was observed.
- In the last 6 months the surgery has not received any reviews on NHS Choices but the surgery is still listed under 'Dr Murray Jwi & Partners', there is no Friends and Family data or links to the surgery website.

## Recommendations

- The online survey was promoted through Healthwatch Bracknell Forest and also details sent to the SPG and Practice Manager to promote. The lack of responses indicates a lack of engagement with patients of the practice, Healthwatch Bracknell Forest would like to work with the Practice Manager and the SPG to look at opportunities for cross promotion of engagement opportunities; all feedback and patient involvement is a positive: Friends and Family Test, Healthwatch Bracknell Forest, Health Connect, Patient Surveys etc.

- The low number (one) of patients who identify themselves as being a carer could have a number of explanations: this could just be the 'snapshot' of the particular patients on the day or it could indicate a low awareness by patients of what constitutes a carer. The SPG could conduct further research into this area and work with the new carers support service, SIGNAL, to raise awareness.
- Propping open the interior automatic doors slowly is not a long-term solution to the problems caused by their slow opening. The doors need to be assessed by a professional tradesman to see if they can be modified, repaired or even replaced.
- 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.
- Website: To expand the accessibility statement to include the translation feature available on the website. To modify the language used in the website to aid easier translation and to assist those with language/communication impairment. To set up a secure HTTPS server for transfer of personal information. To check if the website utilises an analytics tool and, if so, include a Cookies statement on the site. Investigate what is generating the 'page not found' errors when the back button is used during navigation and make Practice Information easier to locate.
- To run an awareness campaign for the newly formed SPG - including information on the website.
- To provide some small toys/activities for children. Guidance from the CQC does not disallow this - they must however not be soft toys and must be cleaned daily and this recorded on a cleaning schedule.
- To update NHS Choices with correct information, Friends and Family data, website address and encourage patient feedback.

## Service Provider response



This report was agreed with Gary Hughes, Practice Manager as factually accurate and the following response to the report and recommendations was received on the 4<sup>th</sup> April 2016.

Thank you for your report and the valuable feedback provided. Much of this has been very useful and has identified areas we need to address and give consideration to where others might be improved.

As requested I am replying to your specific recommendations:

We would be happy to work with Healthwatch and our Patient Group to increase patient engagement.

We would be happy to work with Healthwatch and SIGNAL to raise awareness of carers as this is an area in which the surgery has put lots of work into over the last 12 months. The low response is highly likely to be a reflection of that single morning rather than anything else but we would be interested in working together on this.

The internal doors in question are serviced annually and this will be discussed with the contractor again. However there have also been concerns when the doors have opened quickly and we have found that having them left open is the best solution. These are a second set of internal doors and so the impact on the temperature of the waiting room is negligible.

We are grateful for the positive feedback to our website, we feel that it is a significant step in improving online access for our patients. Between the go live date on the 11<sup>th</sup> February to the end of March we had received 330 requests made through the new website; a hugely positive and successful response.

You made the following points in respect of the website:

- *To expand the accessibility statement to include the translation feature available on the website.* - This is being discussed with our website provider.
- *To modify the language used in the website to aid easier translation and to assist those with language/communication impairment.* - The positive response we have had from the users would not suggest any issues but we will continue to monitor this.
- *To set up a secure HTTPS server for transfer of personal information.* - The website has now been put on a secure server (https)
- *To check if the website utilises an analytics tool and, if so, include a Cookies statement on the site.* - This is being discussed with our website provider.
- *Investigate what is generating the 'page not found' errors when the back button is used during navigation and make Practice Information easier to locate.* - This is being investigated with our website provider but initial suggestions are that it is possibly due to old browsers being used to access the website.

The Patient Group was asked to provide content for this part of our website at our last Patient Group meeting in February. This section should be included very soon.

Toys/activities for children - this will be discussed and considered with our Patient Group

NHS Choices will be updated to make the necessary changes and incorporate the suggestions you have made.