

Details of visit**Service address:****Service Provider:****Date and Time:****Authorised****Representatives:****Contact details:****Boundary House Surgery****Mount Lane, Bracknell, Berkshire, RG12 9PG****Boundary House Surgery****25th January 2016, 9.00am – 11.45am****Chris Taylor, Muriel Hanley, Nigel Dumbrell and****Val Brown****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 (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.

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 the Practice Manager who had actually forgotten the visit was scheduled to take place. Representatives were offered refreshments.

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. 10 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, Chris Taylor, 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.

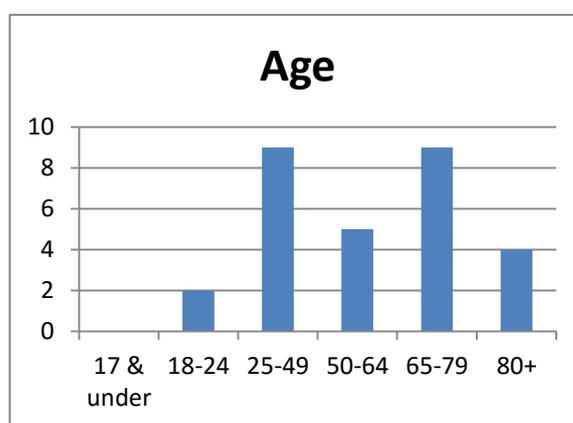
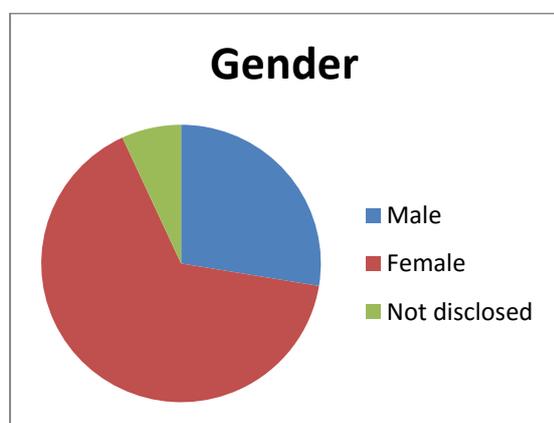
A proportion of the visit was also observational, allowing the authorised representatives to assess the environment and how patients engaged with staff members and the facilities. As the date of the scheduled visit had been forgotten, observations were even more beneficial as they took place in a 'natural' environment (no preparation etc.)

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

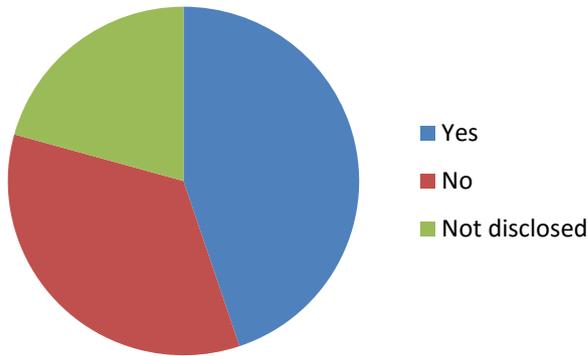
Results of Visit

Equalities data

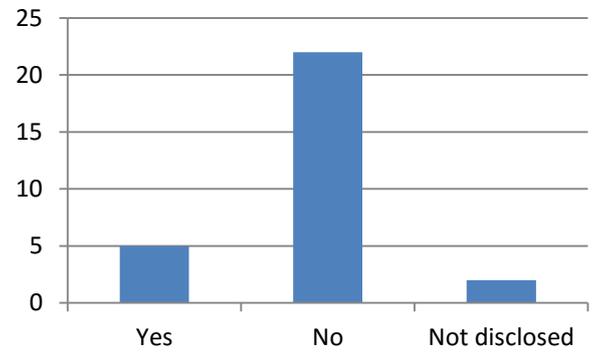
19 surveys completed on the visit + 10 online



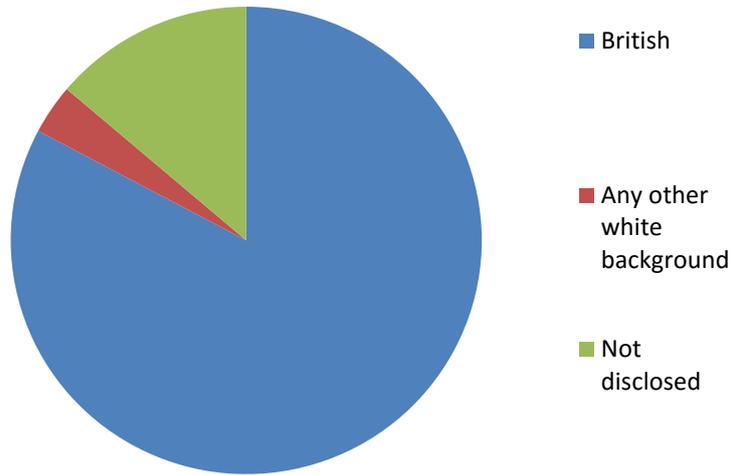
Do you have a disability or long-term health condition?



Do you consider yourself to be a carer?

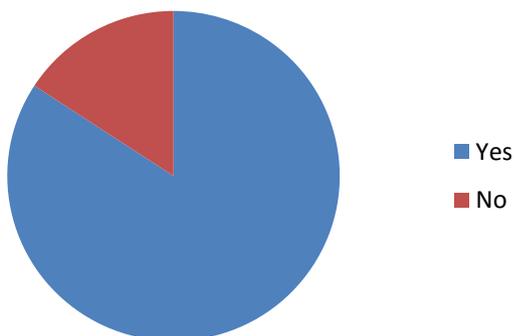


Ethnic Origin

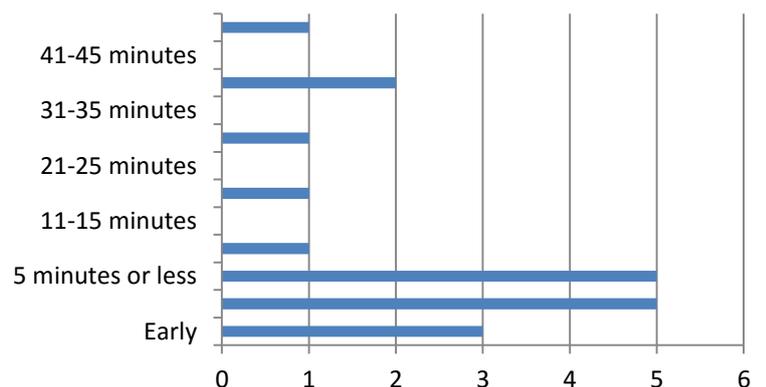


Survey questions (19 responses)

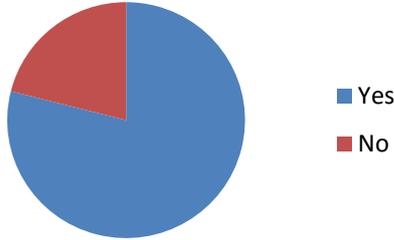
Did you get an appointment when you wanted/needed one?



How long did you wait today for your appointment?



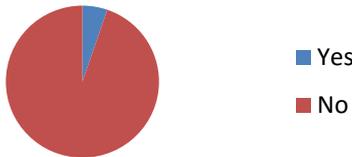
Did you use the electronic booking in system today?



If YES, was it easy to use?			
Yes	14	No	1
If NO, why did you not use it?			
Not used to system			1
Not working properly			1
It is too complicated			1
Not specified			1

The person who said it was not easy to use reported that it was 'temperamental today'

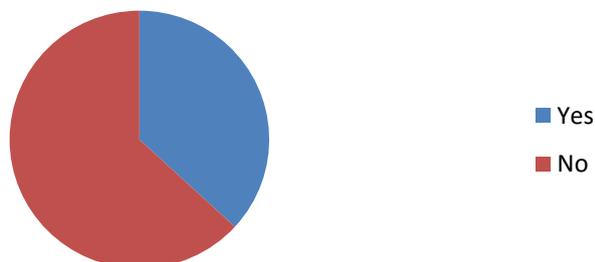
Did you have difficulty fitting the appointment time given into your day?



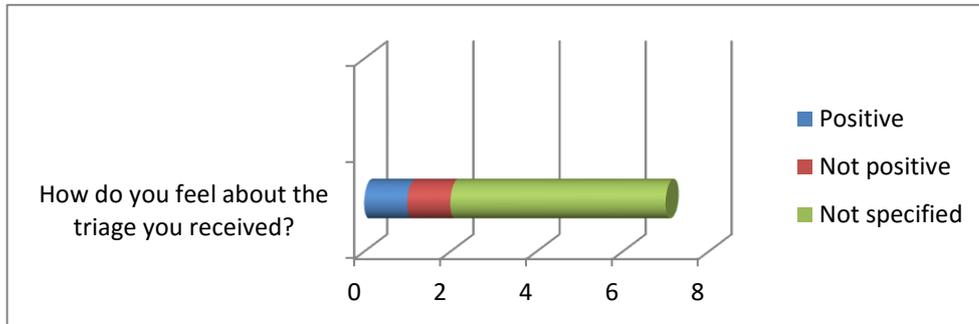
If YES, why?	
It was an emergency appointment	1

Do you know whether you could have made an evening and/or weekend appointment?		Would you have used this if an option?			
Yes	6	Yes	5	No	1
No	13	Yes	11	No	2

Were you triaged before you received your appointment?

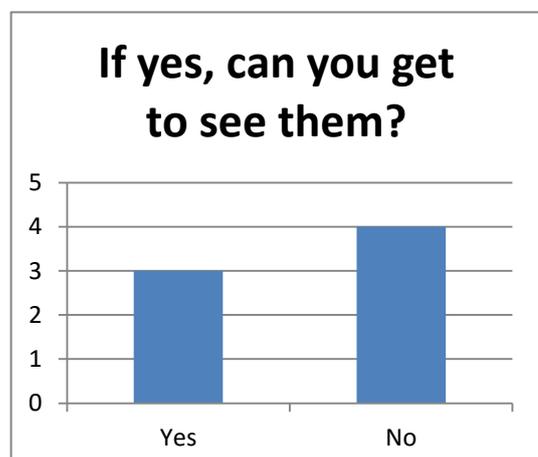
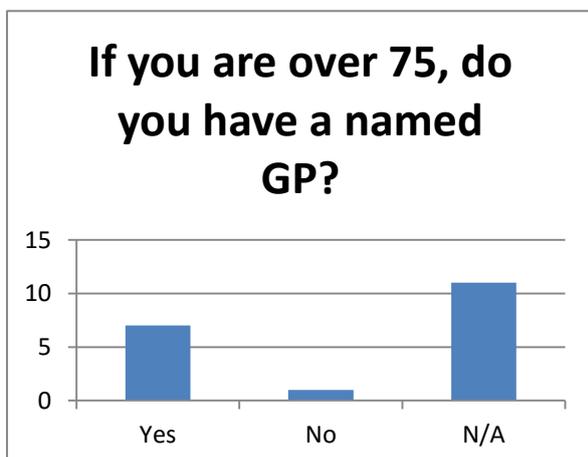
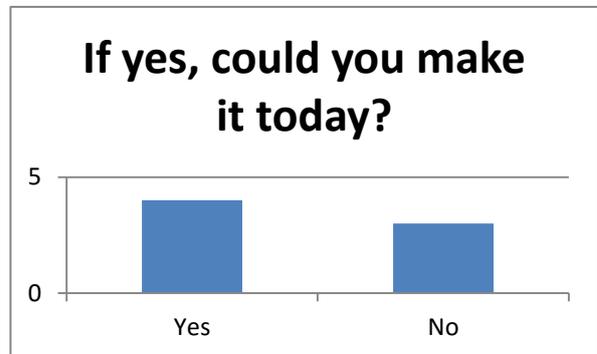
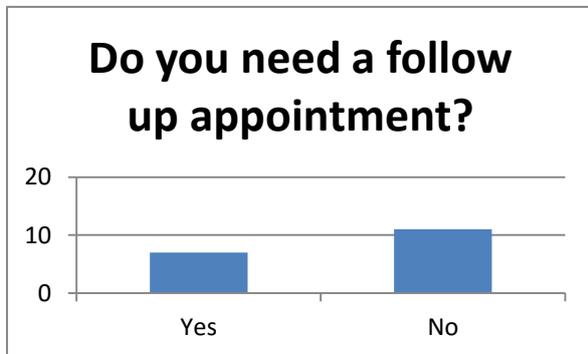


Of the 7 patients who stated they received triage, 5 said this was carried out by a receptionist and two people did not specify.

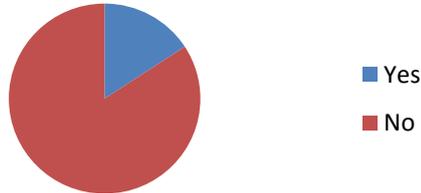


During your appointment do you feel you had enough time to address your concerns? Did the GP/Nurse listen to you? Did you feel you received all the information you needed etc.

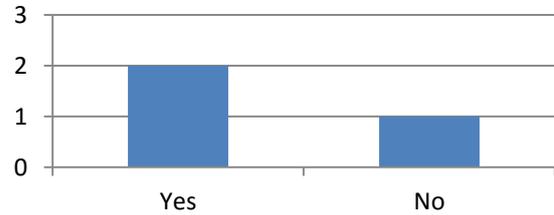
Yes	18	No comments made
No	1	No comments made



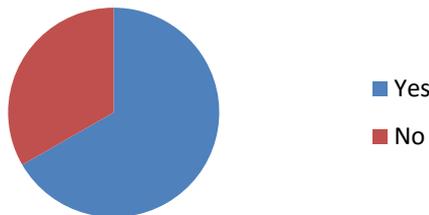
Have you visited the surgery website?



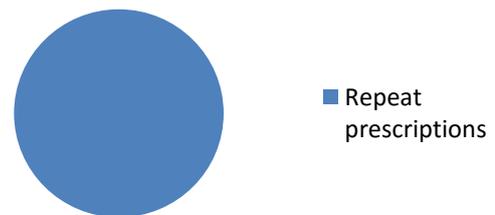
If yes, was it easy to navigate?



Have you used any of the online functions?



If yes, what have you used?



Are you aware of the Surgery Patient Group?



Text comments

29 patients (19 during the Enter and View visit and 10 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? 49

What could be improved? 33

<i>What is good about the surgery?</i>	
Comment category	No. of comments
General positive comments	13
Doctors	6
Empathy from medical staff	6
Receptionists	5
Appointment accessibility (same day)	4
Telephone consultations	3
Parking	2
Location	2
Nurses	1
Mental health care	1
Online access (repeat prescriptions)	1
Preventative care	1
Person-centred	1
Cleanliness	1
Well run / managed	1
Website straight forward and easy	1

<i>What could be improved at the surgery?</i>	
Comment category	No. of comments
Generally negative comments	5
Telephone access *	5
Appointment accessibility	5
Doctors	4
Mental health care **	3
Declining care/standards ***	2
Waiting time	2
Empathy	1
Asthma care	1
Communication	1
Repeat prescription service	1
Online appointment booking system	1
Follow up after diagnosis	1
More reception staff	1

* Healthwatch Bracknell Forest have had their own experience of this system; it took us almost a week to contact someone by telephone as it is not automated, there is no answer machine and you are eventually cut off if not answered. One patient stated that they had to call 35 times before they were able to speak to someone.

** One patient (carer) reported that her under 18 daughter, who has mild depression, was given a leaflet aimed at adults over 18 and that one doctor in the practice told her to 'talk to God'.

*** The patients who reported this felt it was to do with changes in the partnership over the last couple of years.

Authorised representative observations

The authorised representatives made the following observations:

- The surgery is on the whole accessible; Automatic external doors (although these were not working on day of visit) doors, call bell for internal doors which are not automatic, accessible reception desk and ground floor consultation rooms.
- There is a TV screen for displaying information however during the visit it was not switched on.
- There is an electronic patient call-in scrolling screen which also makes an audible sound. If patients miss this prompt receptionists were observed approaching and telling patients they were to be seen. In between patient call-ins, Did Not Attend (DNA) figures for December were displayed but no information about what the surgery requires patients to do to reduce this.
- There is a separate private room for incoming telephone calls. Main reception will only answer an incoming call if there is no patient in front of them requiring assistance and if they feel they can take the call respecting patient confidentiality. There is no background noise in the waiting room which makes it easy to overhear what is said at the reception desk.
- There were posters displaying current information and messages and leaflets available (including those from Healthwatch Bracknell Forest) but it did not appear cluttered or disorganised. Some leaflets/flyers were fixed and/or laid out on the reception desk but where patients lean on them they now look tired and dirty.
- The electronic booking-in system seemed to be causing some issues for patients.
- Apart from a poster advertising the Bracknell and Ascot Patient Assembly AGM, no leaflets or information about the surgery's patient group was seen.
- The waiting room was clean but the décor was looking a little tired.
- There are no activities for children in the waiting room.
- The surgery was easy to find and external signage was good. The approach to the car park is a single track road.
- All rooms within the surgery are labelled but little directional signage (room this way etc.) Also green doors had green signs with black text. This could cause problems for people with visual impairment.
- Positive interactions were observed between patients and receptionists; receptionists were observed informing patients of delays and estimated waiting times.

Meeting with member of staff

Information about GP rotas and charging for services was requested from the Practice Manager and this was provided. 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 with the Practice Manager. No formal triage for same-day/urgent appointments is undertaken but once all urgent appointment slots are filled for the day then the patient's GP (if available or Duty doctor if not) will telephone them to undertake triage and will always see someone who requires an urgent same day appointment.

There are lots of telephone calls into the surgery during the mornings.

Patients can book routine appointments up to 2 weeks in advance. If the patient feels the next available appointment is not soon enough a request is sent to the GP - who will make a decision. Messages are sent electronically to GPs from receptionists and vice-versa.

Healthwatch Bracknell Forest feedback

In the six months prior to the Enter and View visit Healthwatch Bracknell Forest received feedback from 4 individuals. All mentioned the difficulties getting through to the surgery by telephone, one mentioned they were unable to get a timely appointment (non-urgent) and two described negative, unhelpful interactions with reception staff.

Website review

The Boundary House Surgery website was reviewed on the 12 February 2016. The site has a good layout and information such as staff, new patient registration and out of hour's services was easy to find. The online services available were also well placed for easy navigation and surgery opening times and appointment times were shown.

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 Patient Group section on the website was comprehensive however the minutes, survey reports and action plans section could benefit from an update.

There was no popup requesting acknowledgement of cookies, the Cookie Law is a piece of privacy legislation that requires websites to get consent from visitors to store or retrieve any information on a computer, smartphone or tablet.

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

We consider the content and layout of information on your website to be good and an example of best practice for others to follow.

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

8,690_{patients}

Ratings [More information about ratings](#)

3 Stars



NHS Choices users' overall rating

Based on 11 ratings for this GP surgery

Telephone access



(11 ratings)

Appointments



(11 ratings)

Dignity and respect



(11 ratings)

Involvement in decisions



(10 ratings)

Providing accurate information



(11 ratings)

The practice only received two reviews in the 6 months prior to the Enter and View visit and one after the visit. Of these three reviews, one awarded 4 stars and was very positive about the Practice Manager and the support they offered to a patient. Two reviews only awarded one star and this was due to interactions with a receptionist and not being able to get through to the practice by telephone.

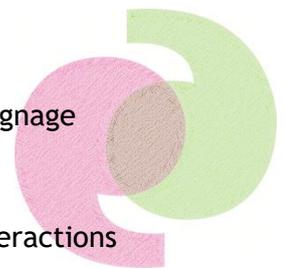
No reviews on NHS Choices have ever been responded to and there is no Friends and Family Test data available.

Summary of findings

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

- 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. Two patients did express concern that standards have been slipping.
- Concern has been raised by 3 patients over the standard of care received by patients with a mental health problem.
- There is both positive and negative feedback about appointment accessibility.
- Telephone access to the surgery from the evidence and feedback we have collected is not, in our opinion, of an acceptable standard and is causing frustration.
- The surgery is mainly accessible for patients with mobility issues but the automatic doors were out of order during our visit.
- On the day of our visit 68.5% of patients were seen within 5 minutes of their appointment time but 21% had a wait of over 20 minutes (maximum 50 minutes). Staff and patients reported this was unusual (there was an issue with staff sickness during our visit) and although negative feedback was received about the issue receptionists keeping patients informed of anticipated waiting times prevented more.
- During our visit 78% of patients did use the electronic booking-in system patients but were observed having difficulties and one patient reported it was not easy to use.
- There is lots of information available for patients in the waiting room which is well presented but leaflets and flyers attached to the reception desk looked dirty and old.
- The television information screen was not switched on / operational at the time of our visit.

- Although the Practice Manager has stated that triage is not carried out some patients perceive that they have been triaged, mainly by receptionists.
- Of the 7 patients who stated they required a follow-up appointment, 4 were able to make that appointment before they left the surgery.
- Of the 8 patients we spoke to who were over the age of 75, 7 patients had a named GP but only 3 patients were able to see their named GP.
- The surgery website has a good layout and information was easy to find. The online services available were also well placed for easy navigation. The site has good accessibility functions however the accessibility statement would benefit from the inclusion of the information about changing the language. Although the Patient Group section is comprehensive it could do with an update. The website's privacy statement states the site does not use cookies but our tests indicate that an analytic tool is used to track usage of the site and our research has indicated that this should be highlighted to visitors. We consider the website to be an example of best practice for others to follow.
- Just over 84% of the patients we spoke to have not visited the surgery website.
- Of the patients spoken to during the visit, only 10.5% had an awareness of the Surgery Patient Group.
- The waiting room does not have any background noise and is very quiet.
- There are no activities for children in the waiting room.
- The surgery was easy to find and external signage was good but internal signage could be improved and expanded on.
- The surgery appears clean and tidy but the décor appears tired.
- The majority of feedback about reception staff is positive and positive interactions between staff and patients were observed.
- The surgery has never responded to feedback or reviews on NHS Choices and no Friends and Family Test data is available.

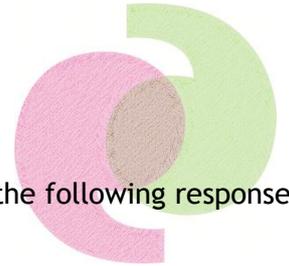


Recommendations

- To make all health professionals aware of the resources available in the community to support those with mental health issues - particularly young people.
- The issue of access to appointments is closely linked to the problems with telephone access at the surgery but our evidence also suggests there are issues for patients booking follow up or routine appointments as the surgery only books 2 weeks in advance. We recommend that, in tandem with our recommendations regarding telephone access, the surgery undertakes further work with patients to monitor this element of the service with the aim of improving access.
- The telephone system used by the practice is, in our opinion, not fit for purpose and the staff we spoke to during our visit acknowledged this. The current system is not automated and if not answered in a specific time cuts off without any message. Healthwatch Bracknell Forest recommends that the surgery replaces this system to improve access and the patient experience.

- 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.
- Replace leaflets on reception desk as they become dirty and tired looking (laminated them?) and make use of the information TV screen.
- Website recommendations: to update the website's accessibility statement to include information about changing the language, to update the Patient Group section of the website and finally, to check if an analytics tool is being utilised to track usage and, if so, add the required popup.
- To run an awareness raising campaign for the website.
- To run an awareness raising campaign for the Surgery Patient Group.
- To provide some background noise in the waiting room to increase patient privacy at reception.
- 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 improve the internal signage particularly for those with visual impairment.
- To schedule, if not already done so, the internal redecoration of the surgery.
- To respond to all reviews received on NHS Choices in a timely manner and include Friends and Family Test data.

Service Provider response



This report was agreed with Dr Caird and Sue Sebire as factually accurate and the following response to the report and recommendations was received on the 4th May 2016.

Mental Health - Staff made more aware of resources available in the community to support those with mental health issues. Clinicians now have information available to them from Kooth.com, award winning online counselling for 11 - 25 year old.

Phone System - We are in the process of obtaining quotes for a new automated phone system.

Patients booking in - There is a choice of either the electronic booking system or speaking to a receptionist to book in for appointments. We find most patients like checking in on the electronic system and do not have a problem.

Information leaflets - Receptionists to keep an eye on the leaflets at the front desk and replace when they appear grubby.

TV Screen - Company we used ceased trading. Plan is to replace therefore providing background noise.

Website - Changes to website will take place after end June following partnership change. Website is discussed with patients and is advertised on new patient leaflet.

Patient Group - We have had extreme difficulties in recruiting patients for the Surgery Patient Group. We currently have 8 members but they are not always available for meetings.

Toys in waiting room - We used to provide toys for the children but found most parents left them on the floor causing risk of accidents to other patients. Our staff do not have time to keep an eye on the mess or have time at the end of the day to clean them. Practice did risk assessment and decision made not to provide toys.

Internal signage - We are usually aware of our patients that have visual impairments and clinicians or receptionists will assist patients to the correct room and back again. To our knowledge no complaints received.

Internal re-decoration - This was carried out 3 years ago and gets touched up when possible. Work in progress.

NHS Choices - Discussed at Patient Group and they were in agreement not to respond. FFT information provided in waiting room and website.

Automatic doors - Like all mechanical devices, they go wrong. It was unfortunate they didn't work the day of your visit but they were fixed by the next day after an engineer visit.

DNA figures in waiting room - Reason discussed with patients and recorded on notes.

Triage - Receptionists do not ask clinical questions, however patients are encouraged to give

information to receptionist in order to direct them to the correct service.

Appointments - Only 2 weeks of appointments put on for GPs only. Other services can be booked 6 weeks+ ahead.