

**Details of visit****Service address:****Service Provider:****Date and Time:****Authorised****Representatives:****Contact details:****Crown Wood Medical Centre****4A Crown Road, Bracknell, Berkshire, RG12 0TH****Crown Wood Medical Centre****23<sup>rd</sup> March 2016, 9.00am – 11.45am****Chris Taylor, Holly Gerrish, Kayleigh Gorrell and****Nigel Dumbrell.****[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 (August 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 via GP Council. 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 and refreshments were offered. The member of Healthwatch staff, Chris Taylor, was given a tour of the building by the Practice Manager and representatives were welcome to access all areas of the building. The Lead GP, Dr Rao, was on annual leave.

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 15 patients on the day and ask them to complete the survey. An additional 2 online surveys were 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 Practice Manager met with the member of Healthwatch Bracknell Forest staff, Chris Taylor, 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,

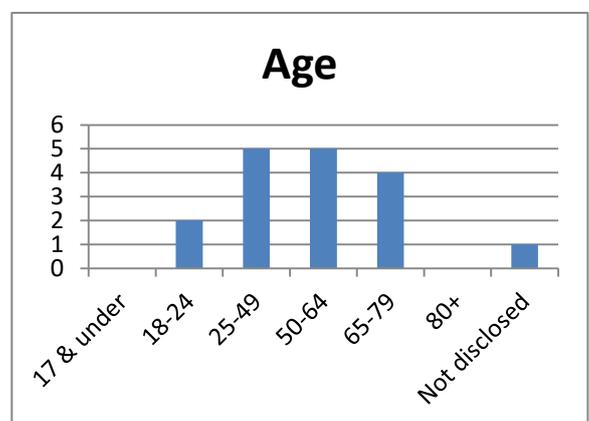
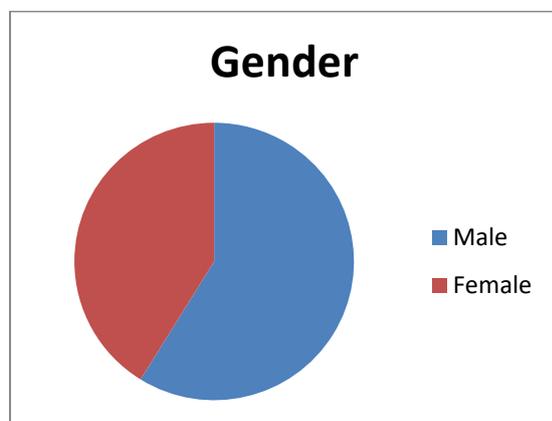
A proportion of the visit was also observational, allowing the authorised representatives to assess the environment and how patients engaged with staff members and the facilities.

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

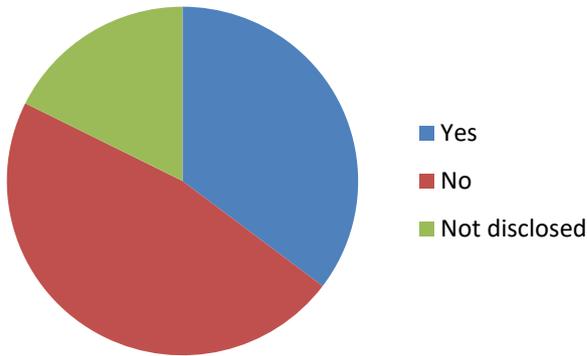
## Results of Visit

### Equalities data

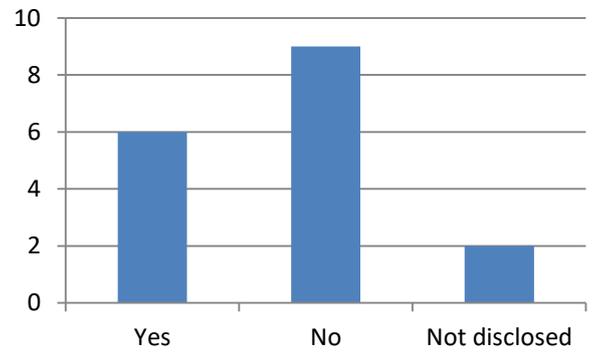
15 surveys completed on the visit + 2 online



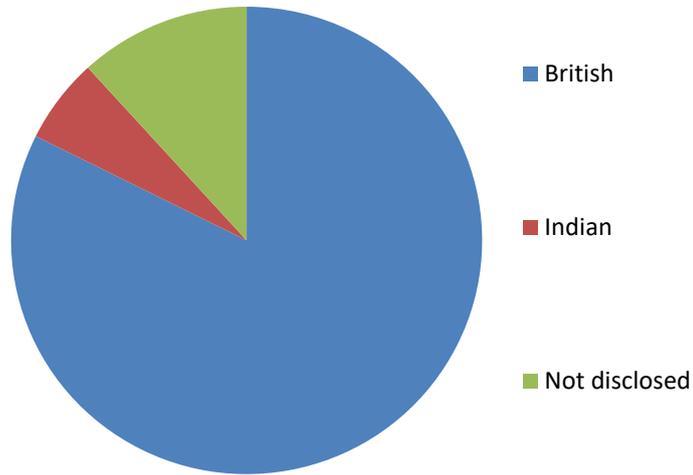
### Do you have a disability or long-term health condition?



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

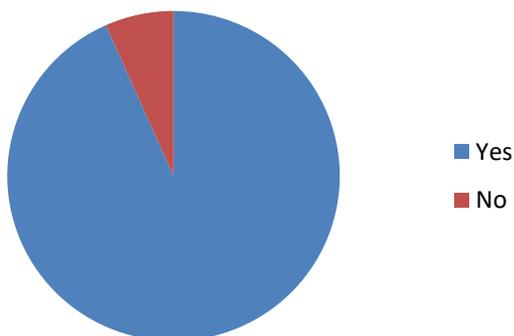


### Ethnic Origin

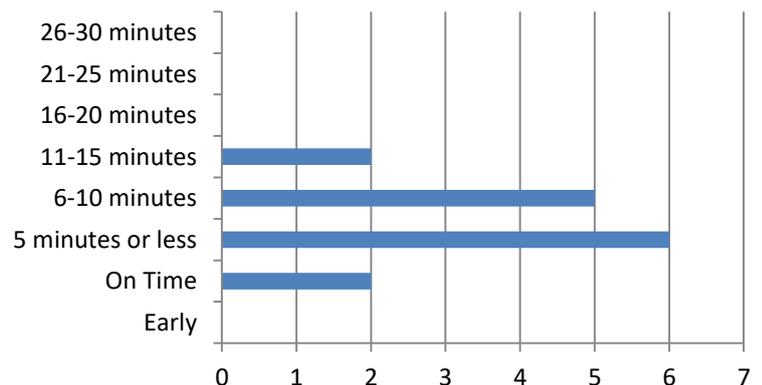


### Survey questions (15 responses)

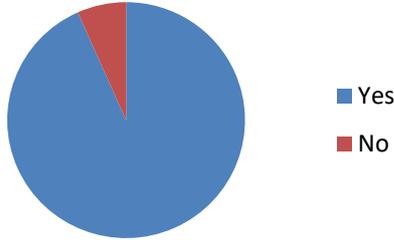
### Did you get an appointment when you wanted/needed one?



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

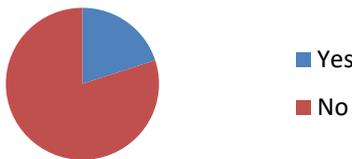


**Did you use the electronic booking in system today?**



If YES, was it easy to use?			
Yes	14	No	0
If NO, why did you not use it?			
Not working today (unusually)			1

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

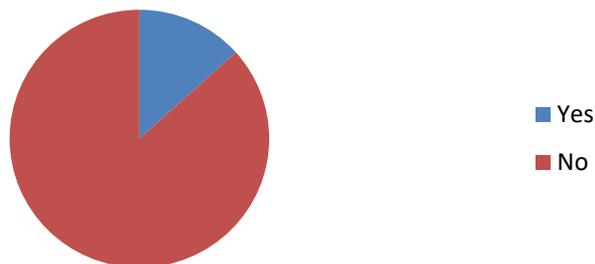


Of the three people who responded yes, the reasons given were:

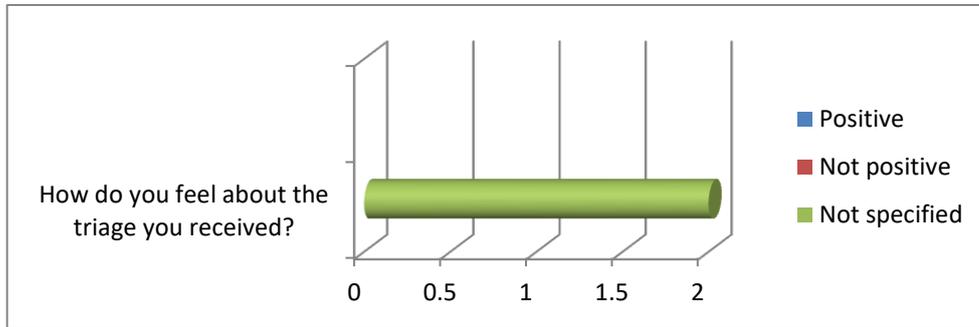
- Working
- Busy
- Not specified

Do you know whether you could have made an evening and/or weekend appointment?		Would you have used this if an option?			
Yes	9	Yes	7	No	2
No	6	Yes	5	No	1

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

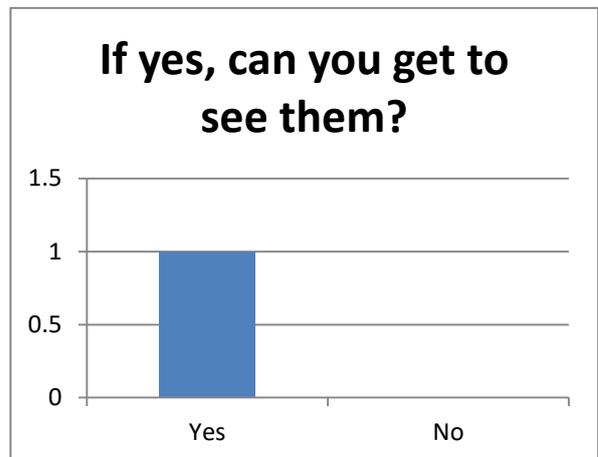
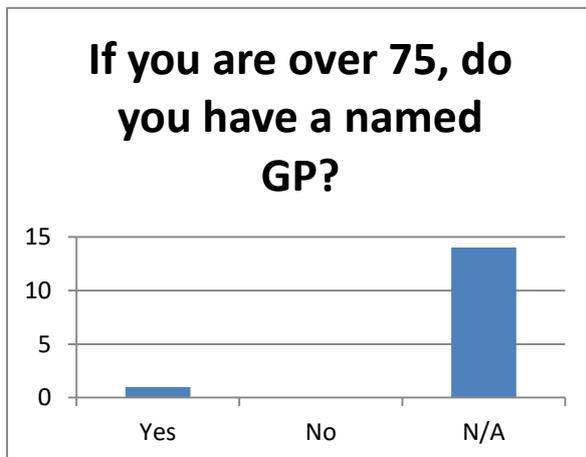
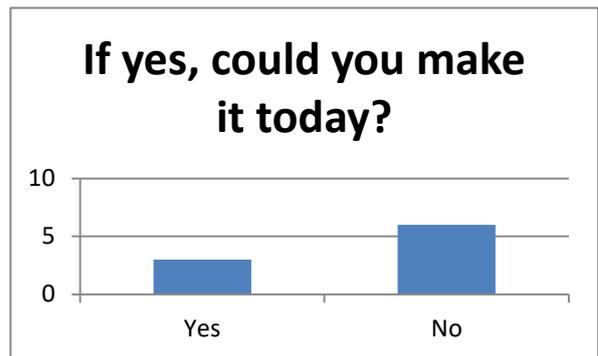
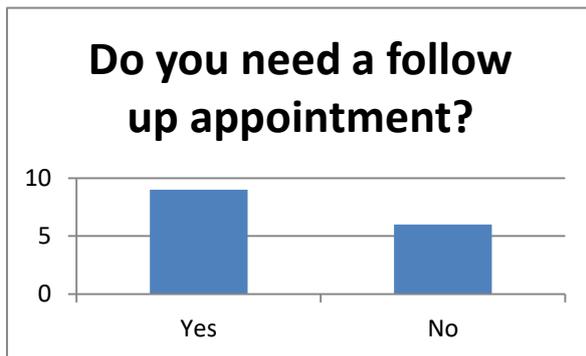


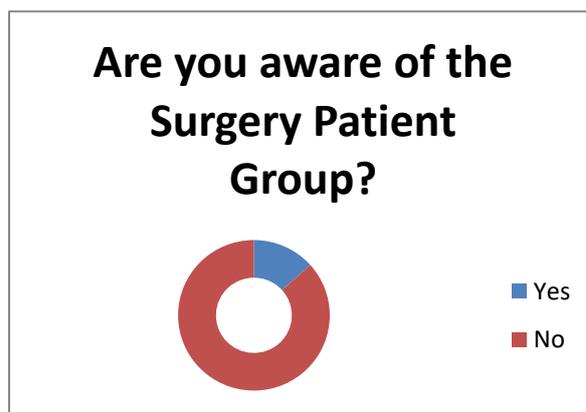
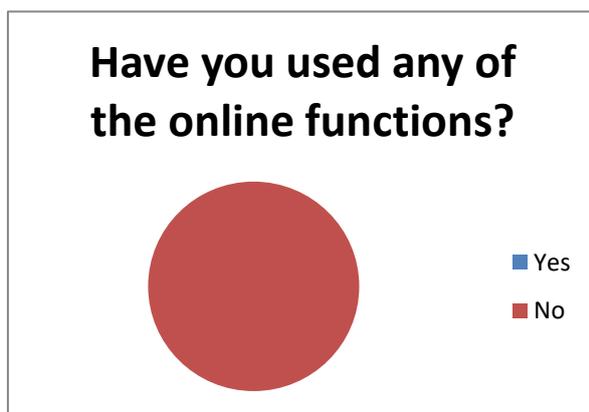
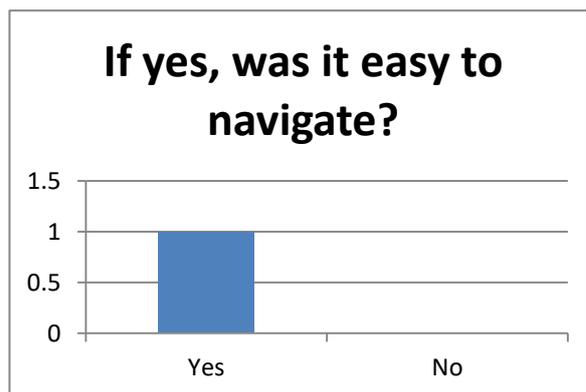
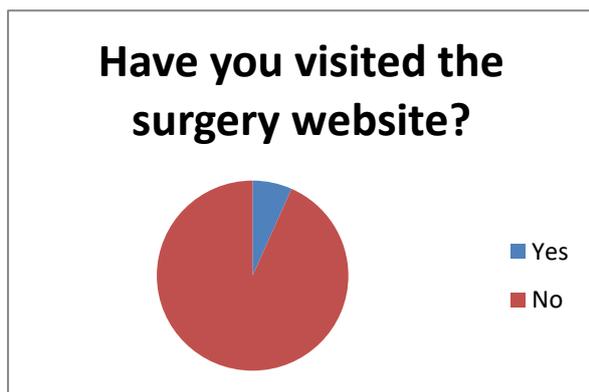
The 2 patients who stated they received triage said this was conducted by the receptionist.



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	15	
No	0	





**Text comments**

17 patients (15 during the Enter and View visit and 2 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? 32

What could be improved? 3

<i>What is good about the surgery?</i>	
<b>Comment category</b>	<b>No. of comments</b>
General comments (helpful, friendly etc.)	13
Appointment access	7
Doctors	6
Receptionists	3
Waiting times	2
Location	1

<i>What could be improved at the surgery?</i>	
<b>Comment category</b>	<b>No. of comments</b>
Doctors	2
Waiting times	1

### **Authorised representative observations**

The authorised representatives made the following observations:

- The surgery is in a good location and easy to find.
- Car parking is limited outside of the surgery with no disabled parking bays but the patients have use of the nearby shops car park.
- On approaching the surgery there are two sets of doors. The internal doors are automatic openers but the external ones are not but one is secured in the open position. For wheelchair and double buggy access the other has to be unbolted and opened by the patient. (This was observed during the visit).
- The waiting room and all consulting rooms were all on ground floor level, very spacious and not cluttered - enabling easy access. There are also accessible toilets.
- Different ways to feedback on services, such as iWantGreatCare and Friends and Family Test were prominently displayed.
- Everywhere was very clean and tidy. The décor does not look old or tired.
- Despite the weather (cold) the observer felt very comfortable in the waiting area; it was a good temperature.
- The reception desk has no disability access.
- There was a sign to direct people to use the electronic signing in system but some patients were observed being told about the system by reception.
- One patient was observed being directed to use the electronic system when he did not want to use it.
- The electronic signing in system was observed to stop working during our visit.
- Hand sanitiser was available in the waiting room.
- Telephones on reception were on silent with flashing lights; cutting down constant ringing noise.
- There is no background noise in the waiting room but due to the building design, patient confidentiality was not compromised.
- The waiting room has a TV screen which displays health information and is used to call patients for their appointments. It has a quiet audible tone to get people's attention. This screen could be seen in all areas of the waiting room.
- There was clear signage in the surgery.
- There did not appear to be any books or toys for children in the waiting area.
- There is a clock by the toilets but this cannot be seen in the waiting area; patients commented they did not know the time.
- No one appeared to wait too long for their appointment.

- The interactions observed between patients and receptionists were positive. The staff's friendly, open, polite and approachable manner was also extended to the representatives.
- The information boards were well presented with current information. The boards included information about online booking services, chaperones and overseas visitors guide.

### **Meeting with Practice Manager**

Information about GP rotas and charging for services was requested and was supplied. 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 appointment booking system was discussed. Urgent appointments are bookable on the day and, if necessary, the GP will work longer to fit everyone in. If necessary, the surgery will refer patients to the extended hours service. Non-urgent appointments can be booked 4 weeks in advance.

The complaints process was also discussed. All compliments and complaints are recorded and the complaints v compliments ratio seemed quite impressive.

### **Healthwatch Bracknell Forest feedback**

In the six months prior to the Enter and View visit Healthwatch Bracknell Forest did not receive any items of feedback specifically relating to Crown Wood Medical Centre.

### **Website review**

The Crown Wood Medical Centre website was reviewed on the 22 April 2016. The site has a good amount of information for patients such as surgery opening times, staff, new patient registration etc. Things are easy to find but the site as a whole could do with an overhaul to modernise it.

Surgery opening times were clearly shown along with appointment times for Doctors, Nurse and Health Care Assistance. We consider this really useful information for patients when planning to make an appointment.

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.

There are a variety of ways to feedback to the surgery including the Friends and Family Test and iWantGreatCare; however the practice does not make their complaints process available online.

New patient registration is comprehensive but the non-English speaking pages have been archived by the Department of Health and should be future proofed. The Great Hollands Medical Practice has achieved this by having the documents directly on their website.

Opening times - when we are closed, requires a number of updates, including out of hours, minor injuries and NHS Direct.

### 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

5012 patients

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

4 Stars



#### NHS Choices users' overall rating

Based on 18 ratings for this GP surgery

Telephone access



(17 ratings)

Appointments



(17 ratings)

Dignity and respect



(18 ratings)

Involvement in decisions



(17 ratings)

Providing accurate information



(17 ratings)

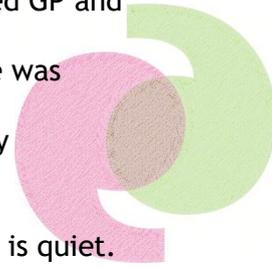
The practice received 2 reviews in the six months prior to the Enter and View visit. One of these gave the surgery 5 stars and one gave the surgery one star (GP attitude).

The surgery responds to all reviews in a timely, constructive manner. There is no Friends and Family Test data available on the NHS Choices site.

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## Summary of findings

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

- Patients are, overall, happy with the quality of the care and treatment they receive and felt they had enough time in their consultation to address their concerns.
  - Patients are, overall, very happy with the interaction and the service they receive from non-clinical members of staff (receptionists).
  - The majority of patients are able to book an appointment when needed.
  - The surgery does not triage patients before appointments are offered; this is not the perception of some patients (13.33% of patients spoken to during the visit).
  - Although one patient did state that waiting times could be improved, other patient feedback and observations during our visit did not indicate this was an issue. During our visit 53.33% of patients were seen within 5 minutes of their appointment time and no patient had to wait more than 15 minutes.
  - The patient we spoke to who was over 75 was aware that they had a named GP and were able to see them.
  - The external doors to the surgery were not accessible during our visit (one was bolted closed, restricting access to wheelchairs and double buggies).
  - Apart from the height of the reception desk, the rest of the surgery is fully accessible.
  - All areas of the surgery appear to be very clean and the décor is good.
  - The audible sound on the TV screen to alert patients to their appointment is quiet.
  - The surgery website is a really good, practical and useful website for patients but could benefit from some design changes. It had only been accessed by 6.6% of the patients we spoke to despite promotion in the waiting room. No patient we spoke to had used the online functions.
  - The information available to patients in the waiting room is well presented and timely.
  - The surgery promotes different ways that patients can give feedback about the service.
  - The TV screens are well utilised; as a patient call in system and providing information - although this does have a national focus.
  - The waiting room does not have any activities for children waiting for appointments.
  - The surgery does not have a SPG but 13.33% of the patients we spoke to had heard of them.
  - The surgery responds to reviews on NHS Choices in a timely and constructive manner.
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## Recommendations

- Accessibility to the surgery could be improved by ensuring both the external doors are unlocked and opened as soon as the surgery is open and the audible alert on the call in system could be louder for those with hearing impairment. Ideally, the

reception desk should also have an accessible area but this may involve capital expenditure and form part of a longer-term accessibility plan.

- The website would benefit from design changes highlighted in the website review.
- The website and the available online functions could benefit from a publicity campaign.
- The waiting room would benefit from a small children's activity table.
- The surgery is the only practice in the Bracknell and Ascot Clinical Commissioning area that does not have a Surgery Patient Group/Patient Participation Group. This also means the surgery's patients are not represented at the Bracknell and Ascot Patient Assembly. We recommend that a group is set up and launched as soon as possible' Healthwatch Bracknell Forest currently provides secretarial and development support to the Assembly and would be happy to support this.

## Service Provider response

This report was agreed with Vijaya Mallipeddi, Practice Manager as factually accurate and the following response to the report and recommendations was received on 22<sup>nd</sup> August 2016

Thank you for providing a copy of draft report. Please find our response to some of the comments below:

PPG - The practice has had a PPG running for more than 4 years (I had been here since 2012) and please find the minutes from our recent meetings.

Healthwatch can confirm it received copies of the minutes. Unfortunately the information we had received from the Clinical Commissioning Group was that there was not a group and we can also confirm that no representative from the group currently sits on the Bracknell and Ascot Patient Assembly (BAPA). We will ensure that the Crown Wood Patient Group is invited to join the assembly and have informed the Clinical Commissioning Group of their existence.

Entry to the surgery - As part of our refurbishment and the extension of the surgery, the front porch area will be redesigned and your suggestions will be taken into account.

Clock - is relocated.

Website - Website does include the complaints procedure which is under Practice Policies.

New Patient Registration - Online patient registration is available and being used regularly. It still requires patients to come to surgery to confirm their registration.

