

Details of visit**Service address:****Easthampstead Surgery****23 Rectory Lane, Easthampstead, Bracknell,
Berkshire, RG12 7BB****Service Provider:****Easthampstead Surgery****Date and Time:****24th May 2016, 9.00am – 11.45am****Authorised****Mark Sanders, Muriel Hanley, Nigel Dumbrell
and John Baster****Representatives:****Contact details:****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 (September 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 Head of Administration. During the visit we became aware of the fact no patients would be attending the practice during the morning as Dr Suresh, the only GP at the practice, was only undertaking telephone triage and appointments that morning.

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). Because there were no appointments running during our visit we were unable to speak to any patients. No patients completed our on-line survey and from feedback we



Have since received this was, in part, due to lack of promotion by the surgery.

Members of the Patient Participation Group (PPG) had been invited to attend the surgery (by the GP) during the visit, but they were uncertain as to the purpose. It did however give the member of Healthwatch staff the opportunity to talk to them about the practice.

A proportion of the visit was also observational; allowing the authorised representatives to assess the environment but how patients engaged with staff members and the facilities could not be observed or commented on due to the lack of patients.

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

Authorised representative observations

The authorised representatives made the following observations:

- On approaching the surgery there is a ramp/slope for accessibility however, some of the paving slabs moved underfoot and could be a trip/fall hazard and could cause access issues.
- There are bike racks, a pram shelter and a disabled parking space outside of the surgery.
- The waiting room and majority of consulting rooms were on the ground floor level, but the meeting room was on the first floor with no lift access. This could restrict people with mobility problems from attending health events or PPG meetings.
- There were accessible toilets.
- There is a box for surgery feedback but its situation is not obvious (behind a door) and not at an accessible height. No Friends or Family Test promotion was evident.
- Everywhere was very clean. The décor does not look old or tired.
- The reception desk has no disability access.
- In certain areas of the waiting room, Enter and View representatives were able to hear what was being said at reception.
- The waiting room has a TV screen which displays surgery information and other useful information for patients (focus on national information). The screen is also utilised to call patients in for appointments but this was not evident on the day.

- There was a table, chairs and activities for children.
- The information boards were well presented but some of the information/leaflets were out of date.
- Signs about patients' right to request a chaperone were seen.

Meeting with PPG members

There was a discussion about the impending publication of the recent Care Quality Commission (CQC) report. They were aware that it was not going to be positive (it has since been published and the practice rated as inadequate and is now in Special Measures). An offer was made by the member of Healthwatch Bracknell Forest staff to meet with them after the report was published if they, as the PPG, wanted to support the practice to improve.

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 Easthampstead Surgery.

Website review

The Easthampstead Surgery website was reviewed on the 5 August 2016. First impressions are that it is a bit outdated in style compared to other Practices. That said the site includes lots of useful information for patients but does need to be updated.

The information that is there is clear and easy to find. This includes opening times, online services, contact information.

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 'Noticeboard' section includes information about care.data. This program has been closed by NHS England and needs to be removed. Care.data also has its own section which needs removing.

On the home page it says "Do not go to A+E or the Bracknell Urgent Care Centre unless advised to". We understand why this is there to support the 'Talk before you walk' campaign however this wording is considered to be extreme. Patients who need emergency care should not delay; it is better worded in your 'When we are closed' section.

The 'Appointments' section tells patients to call between 7.00am and 10.00am for urgent appointments. This should be expanded to explain to patients what to expect during the

rest of the day. As written it reads as if a patient can't call after 10am. It's also useful for patients to know when appointments are available as well as the information that is included about opening times.

Within the 'Find services' section there is an error which redirects to the test results page when using the NHS Choices search.

In the 'Compliments, comments and complaints' section the practice leaflet contained here is directing people to Berkshire Healthcare PALS service, this needs to be changed to the BACCG PALS which is shown on your website.

Two of the tabs under policies are not titled, they should read 'Patient responsibilities and obligations' and 'Registrars/students/work experience'.

'Practice staff' - this is a good section to include more than just the name of staff members. Patients appreciate being able to find out a bit about the person they are coming to see and a picture of them. This is particularly useful when visiting a GP/medical professional for the first time.

'New patients' section - it would be helpful to have the registration forms available online so they can be completed and handed in by new patients wishing to register.

'Contact details' section has a link to NHS Berkshire East which no longer works and needs to be updated to the BACCG.

Friends and Family test results are shown for July 2015; this could be refreshed, or linked directly to the NHS England results page to ensure it is always the latest information.

'Carers' section needs updating; BFVA stopped providing this service a long time ago. See www.signal4carers.org.uk

'Patient Participation Group' section says next meeting Thursday 26th November. This is assumed to be 2015 and therefore needs updating.

This should not be considered an exhaustive list.

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

5247 patients

Friends and Family Test score: General Practice

83% Patients recommend this practice. 6 responses.

Ratings [More information about ratings](#)

3 Stars



Ratings [More information about ratings](#)

1.5 Stars



NHS Choices users' overall rating

Based on 12 ratings for this GP surgery

Telephone access



(12 ratings)

Appointments



(12 ratings)

Dignity and respect



(12 ratings)

Involvement in decisions



(12 ratings)

Providing accurate information

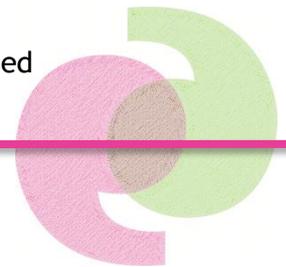


(11 ratings)

The practice received 3 reviews in the six months prior to the Enter and View visit. One of these gave the surgery 5 stars and two gave the surgery one stars. None of the reviews had been responded to (and historically this was the case since January 2015)

Summary of findings

- As no patients were spoken to the summary of findings is the Authorised Representatives observations.



Recommendations

- The ramp to the surgery is repaired as a matter of urgency due to the potential risk to staff and patients.
- The suggestion box is moved to another location which is accessible and noticeable.
- Other ways to feedback about the surgery, such as the Friends and Family test and Healthwatch Bracknell Forest, are promoted.
- NHS Choices reviews are responded to.
- The website is updated as per the recommendations in our review.

Due to the lack of patients during our visit and the subsequent CQC report, Healthwatch Bracknell Forest would like to offer their support to the practice and the PPG to implement any improvement plan.

Healthwatch Bracknell Forest will return for another Enter and View visit in the future.

Service Provider response



This report was agreed with Suzi Earnshaw, Practice Manager, as factually accurate and the following response to the report and recommendations was received on 23rd of August 2016:

Thank you for visiting Easthampstead Surgery and for the feedback and recommendations to improve the patient service at the practice.

The recommendations made were:

- To repair the ramp into the surgery
- To move the suggestion box
- To promote feedback from patients
- To review and respond to NHS Choices
- To review the website

We aim to enhance the service we offer to patients and are improved the following:

- The ramp has been repaired
- The suggestion box will be moved on Thursday 25 August so it is accessible to all and more noticeable
- The Friends and family test is available at the front of the reception desk, and we are already collecting data
- NHS Choices will be checked weekly and complaints responded to
- The website is being reviewed and we are updating the content, your feedback is greatly appreciated and we will amend the website in line with this.

Once again thank you for your feedback and we look forward to receiving you on your next Enter and View visit to Easthampstead.

