

**Details of visit****Service address:****Heath Hill Surgery****54 Heath Hill Road South, Crowthorne,  
Berkshire, RG45 7BN****Service Provider:****Dr G Mackay and Dr P Ross (Ptnrs)****Date and Time:****26<sup>th</sup> November 2015, 9am - noon****Authorised****Mark Sanders, Muriel Hanley, Sharon Bowden &  
Philip Smith****Representatives:****Contact details:****[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 (March 2016), these will be collated to form one report to BACCG to inform future commissioning (such as extended hours), identify issues - specific to individual surgeries and also across the whole primary care service and finally, highlight areas of good practice leading to positive patient experience which can be shared across the area.

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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.

On arrival the Enter and View authorised representatives were greeted by the Practice Manager and the staff room was made available to them for 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 thirty five patients on the day and ask them to complete the survey. An additional 3 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 member of Healthwatch Bracknell Forest staff, Mark Sanders, was able to spend some time with the Practice Manager and 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,

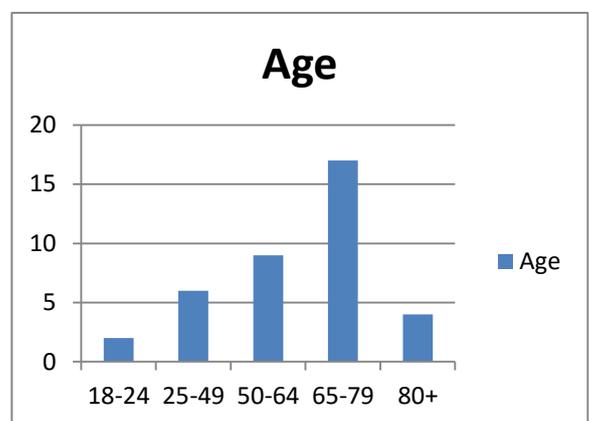
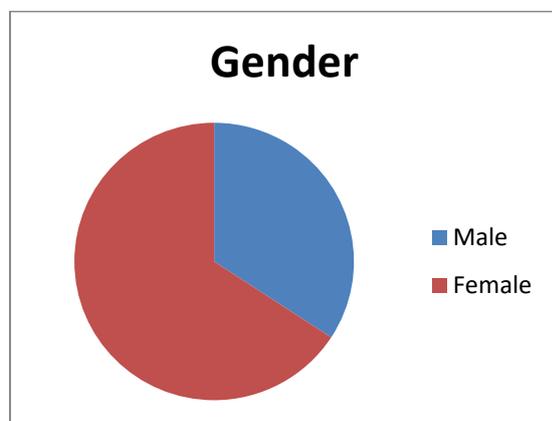
A proportion of the visit was also observational, allowing the authorised representatives to assess the environment and how patients engaged with staff members and the facilities.

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

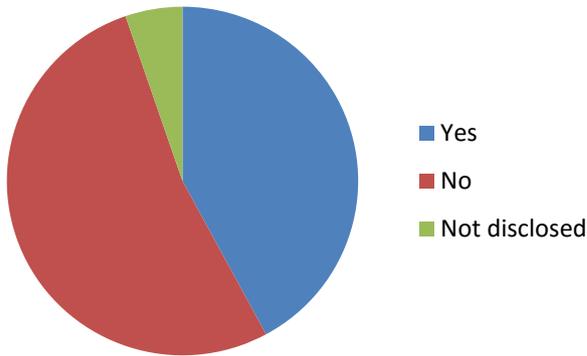
## Results of Visit

### Equalities data

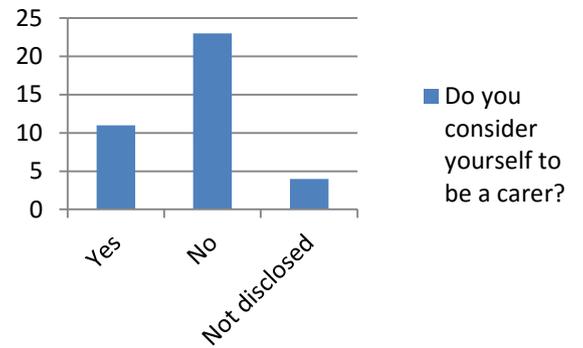
35 surveys completed on the visit + 3 online



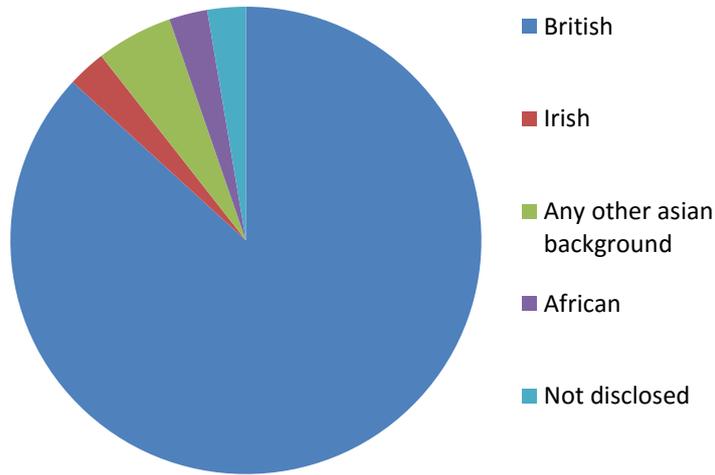
### Do you have a disability or long-term health condition?



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

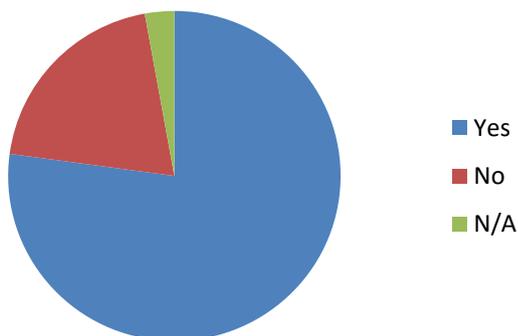


### Ethnic Origin

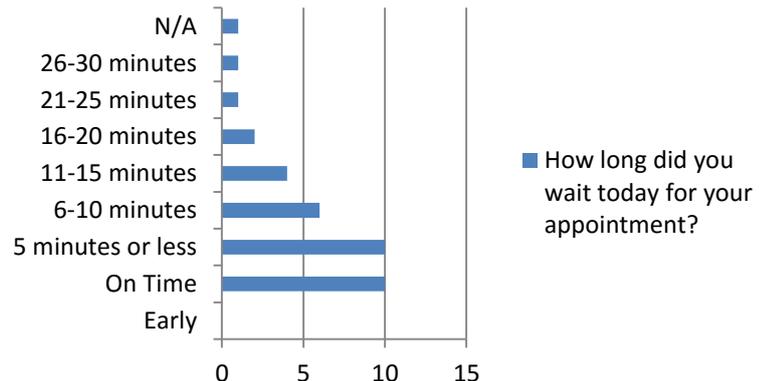


### Survey questions (35 responses)

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



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



Patients were unable to answer the questions concerning the electronic booking in system as this surgery does not have one.



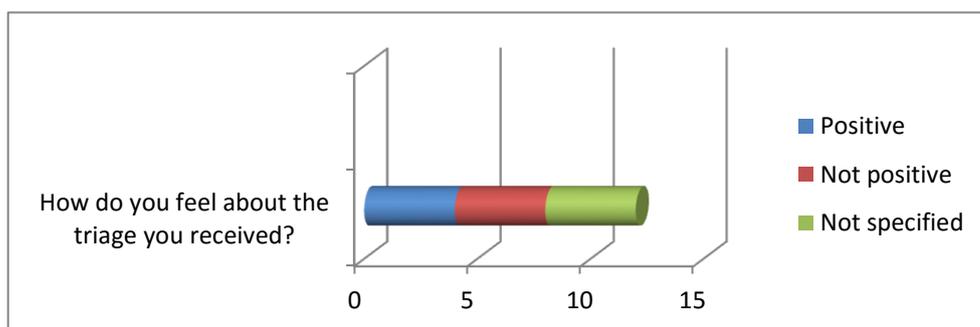
Of the five people who responded yes, the reasons given were:

- I had to take time off of work
- It was not the right time or right day
- Unable to book a timely appointment
- There was not an appointment available
- 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	17	Yes	10	No	7
No	18	Yes	11	No	7

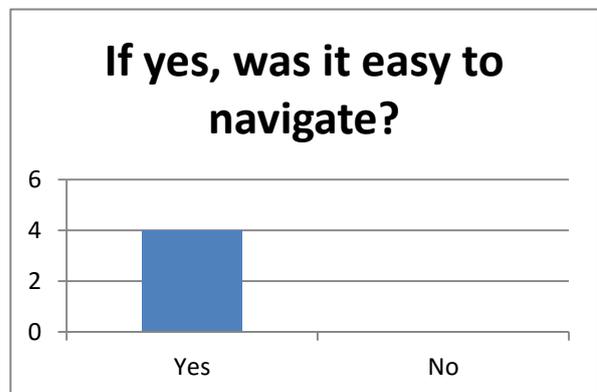
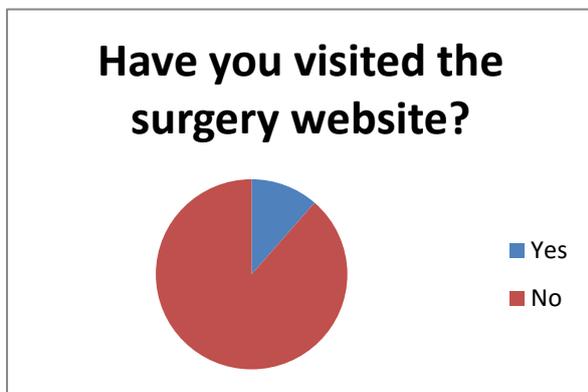
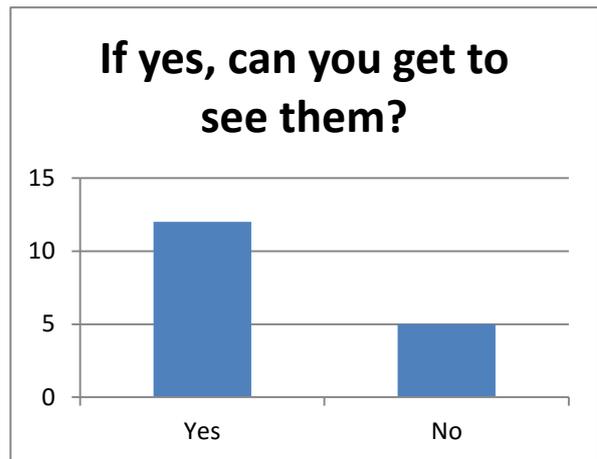
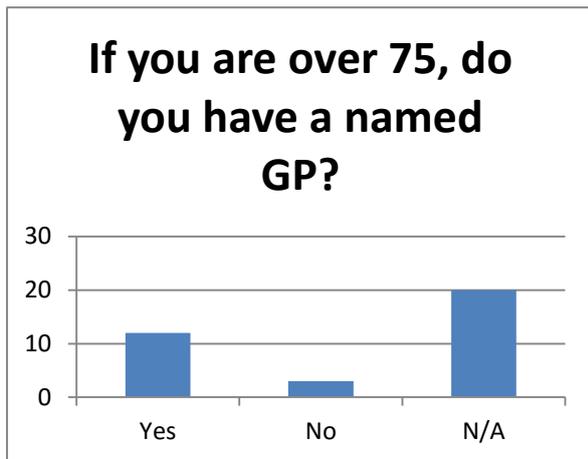
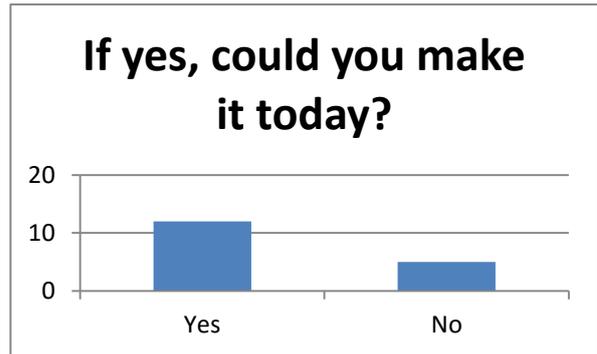
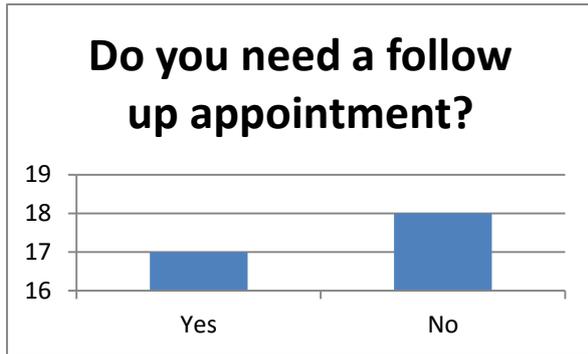


Of the 12 patients who stated they received triage, 2 said this was conducted by the receptionist, 3 said it was conducted by a nurse and 7 did not specify.

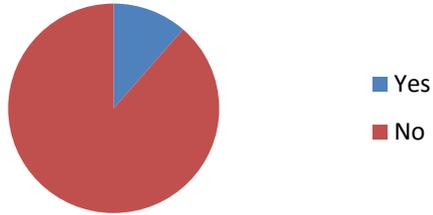


**During your appointment do you feel you had enough time to address your concerns? Did the GP/Nurse listen to you? Did you feel you received all the information you needed etc.**

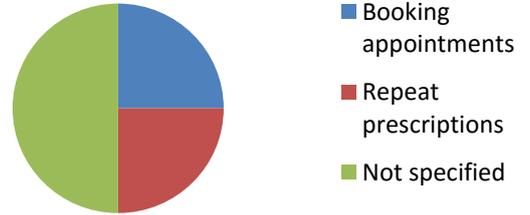
Yes	31	Good, all very efficient and everything fine, amazing doctors, nurse very patient, excellent, all fine, perfect, all good, phlebotomist was excellent.
No	2	Does not know what is wrong with me.
N/A	2	



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

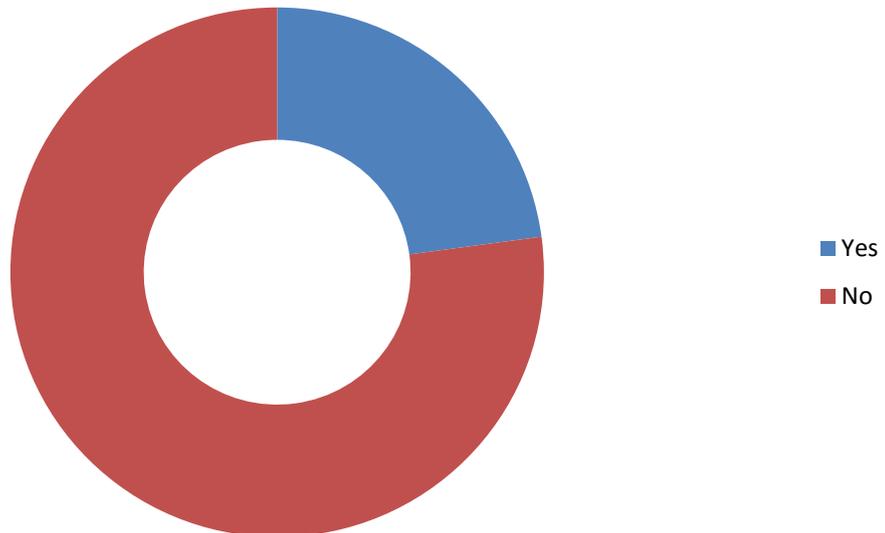


### If yes, what have you used?



Comments about the website	Number of comments
Did not know about the website	5
Have not got round to using it yet	1
Very good	1
No published email address	1
Did not work when I tried	1
I do not have a computer	1
Frequently down in the evenings	1

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



## Text comments

38 patients (35 during the Enter and View visit and 3 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? 51

What could be improved? 42

<i>What is good about the surgery?</i>	
<b>Comment category</b>	<b>No. of comments</b>
The doctors *	13
Attitude of non-medical/reception staff	8
Generally good (non-specific to service area or personnel)	7
Convenient location	6
The nurses	5
Accessible	3
Access to emergency appointments	2
Text reminders	2
Car park	2
Online functions	2
Phlebotomist	1

\* Some comments named individual GP's - all GP's at the surgery received positive feedback

<i>What could be improved at the surgery?</i>	
<b>Comment category</b>	<b>No. of comments</b>
Access to routine/review appointments	18
Waiting times	7
Increased capacity *	5
Being able to see own GP	2
Car park	2
Information sharing / communication	2
An electronic booking in system	1
Access to incontinence advice, support and supplies	1
Access to nurse appointments	1
An NHS podiatry service in Crowthorne	1
Increase the use of triage	1
Access to emergency appointments (Cannot get through on telephone)	1

\* Comments about capacity mentioned the planned new housing developments

## **Authorised representative observations**

The authorised representatives made the following observations:

- There is no electronic booking-in system for patients
- The waiting room was clean and tidy and mainly clutter and leaflet free
- The Surgery Patient Group have an information board in the waiting room
- The reception desk has no disability access
- Electronic patient calling system is not visible from one of the mobility chairs
- There are accessible toilet facilities
- Privacy issues in the waiting room. The room is very quiet, no background noise, so conversations at reception and in the office are clearly audible. There are also chairs near the reception area where there is no glass panel
- There is a television screen in the waiting room displaying national information
- It is not particularly clear how patients can feedback about their experiences (Healthwatch, Health Direct etc.)
- Did Not Attend (DNA) information is displayed - 92 in September, 159 in October
- Good helpful and polite interactions between reception staff and patients was consistently observed

## **Meeting with Practice Manager**

Information about GP rotas and charging for services was requested. Some information was given on the day and the rest will be emailed (this was done). 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 with the Practice Manager it was confirmed that if patients want to discuss more than one matter, even if they are linked, the doctors of the practice insist a double appointment must be booked. It was also confirmed that all triage at the surgery is carried out by the nurse practitioner - not reception staff.

The building has consulting rooms on both the ground and first floors but an accessible room is kept free (room 3) for any patients who cannot access the first floor for their appointment.

The Practice Manager was also made aware of the privacy issues in the waiting room to enable them to take immediate action.

## **Healthwatch Bracknell Forest feedback**

We have received 12 pieces of feedback in the six months prior to the Enter and View visit. 6 items of feedback were negative and included comments about access to appointments (2), receptionists' attitude (2), waiting time (1) and a lost repeat prescription request (1). 6 items of feedback were positive and included comments about doctors and medical care received (5) and environment (1).

## Website review

The Heath Hill website was reviewed on the 15 December 2015. It has a clear layout and was found to be easy to navigate and includes lots of useful information including opening and appointment times, staff, contact information, location, registration and out of hours services.

The Practice provides online access to appointment booking and repeat prescriptions; it was not clear if it also allows patients to update their contact details, view their medical records or send secure messages.

Accessibility is very good, including multiple languages, text resizer and text reader. The text reader however didn't seem to be working at the time of testing. The site could also benefit from an accessibility statement explaining to patients what features are available to them.

The tab labelled Practice Area links to an error page, this is likely an internal staff area and could be removed or linked to a custom error page telling patients why it doesn't work. It seems that the PPG section also requires an update.

All in all we feel this is a really good, practical and useful website for patients and an example of good 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

7125<sub>patients</sub>

Friends and Family Test score: General Practice

94% Patients recommend this practice. 47 responses.

## Ratings

2.5 Stars



NHS Choices users' overall rating

Based on 13 ratings for this GP surgery

Telephone access



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(13 ratings)

Appointments



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(13 ratings)

Dignity and respect



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(13 ratings)

Involvement in decisions



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(13 ratings)

Providing accurate information



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(13 ratings)

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The practice received 6 reviews in the six months prior to the Enter and View visit. Two of these gave the surgery 5 stars, four gave the surgery 1 star. All reviews had been responded to by the practice; the majority, five, within two weeks of posting. Even when responding to negative reviews the tone of the response was professional and encouraging the patient to make contact to resolve any issues. The 1 star reviews mentioned: unhelpful reception staff, attitude of GP and appointment availability.

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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, happy with the interactions they have with non-clinical members of staff.
- The surgery appears clean, tidy and, on the whole, accessible.
- There are privacy issues concerning the proximity of the reception/office area and waiting room and the lack of background noise.
- The surgery is situated in a convenient, central location with free car-parking.
- Patients are concerned about the surgery's capacity in light of planned housing developments.

- Although there are sometimes difficulties getting through to the surgery by telephone, the emergency appointment and triaging system appears to work well for patients.
- Patients are concerned about lack of access and difficulties making routine and review appointments.
- The surgery does not have an electronic booking-in system.
- Some patients have expressed concern about waiting times. On the day of our visit 29% of patients were seen on time, 47% were seen within 10 minutes of their appointment time and 24% had a longer wait (Maximum wait was 30 minutes).
- The surgery website is a really good, practical and useful website for patients and an example of good practice for others to follow. However awareness of it and the online functions it has appears to be low in patients.
- Did Not Attend (DNA) rates seem to be increasing.
- The patients we spoke to did not appear to have a high awareness of the Surgery Patient Group and/or its purpose.
- The surgery appears to respond to feedback, both positive and negative, in a constructive, helpful manner.

## Recommendations

- To make the surgery more accessible the electronic patient calling system needs to be visible in all areas of the waiting room. An additional screen is needed. A bell at wheelchair height is also needed on the reception desk.
- There are issues with privacy in the waiting room that could be addressed with minimum effort (moving of chairs, provision of background noise). These need to be addressed as a matter of urgency and were highlighted to the Practice Manager at the time of the visit.
- The surgery should consider, in consultation with patients, the advantages of purchasing an electronic booking in system.
- The surgery should consider investigating the rise in DNA rates. Healthwatch Bracknell Forest suggests, from feedback, that there may be a link with the difficulties for patients to book a timely routine appointment.
- Managing patient expectations - when patients have raised the issue of waiting times the majority appear to have an understanding of why these may occur. However they feel that it would be helpful to communicate waiting times 'real time'.
- Awareness campaign for the Surgery Patient Group
- Awareness campaign for the website and online functions

In the longer term, given the concerns raised about capacity, we would like to see the surgery - working with ourselves and other partners - proactively raising the issue with the relevant authorities.



## Service Provider response



This report was agreed with Sarah Boyd, Practice Manager and the lead GP as factually accurate and the following response to the report and recommendations was received on the 7<sup>th</sup> January 2016.

### Actions in response:

- We have already moved some of the chairs and introduced a radio to improve patient privacy in the waiting room
- The practice is currently looking in to the possibility of obtaining an electronic booking in system
- The Partners will discuss the possibility of obtaining a second electronic calling in screen or moving furniture to ensure the system can be seen by all waiting patients
- Following our CQC visit we asked our patients who use wheelchairs about the reception desk; they did not find the height of the desk a problem however, we will look at the possibility of having a bell at wheelchair height
- We will audit the DNA rates and reasons for non-attendance
- The practice areas tab on the website is now working and we will add an accessibility statement and update the Patient Participation Group (PPG) section
- We will conduct awareness campaigns for the surgery website and the PPG
- The practice has already started working with Bracknell & Ascot Clinical Commissioning Group to look at the implications of the increased housing proposed in and around Crowthorne and we are happy to work with Healthwatch Bracknell Forest on this matter

