

Details of visit**Service address:****Service Provider:****Date and Time:****Authorised****Representatives:****Contact details:****Green Meadows Surgery****Winkfield Road, Ascot, Berkshire, SL5 7LS****Green Meadows Partnership****14th December 2015, 9.00am – 11.45am****Mark Sanders, Muriel Hanley, Valerie Brown and****Chris Taylor****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 (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.

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 a private room was made available if required. The staff room is situated in a different building and later in the morning the representatives were taken there for refreshments. Mark Sanders was also given a tour of the building by the Practice Manager.

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 27 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.

Two members of reception staff were made available by the Practice Manager to the member of Healthwatch Bracknell Forest staff, Mark Sanders, 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,

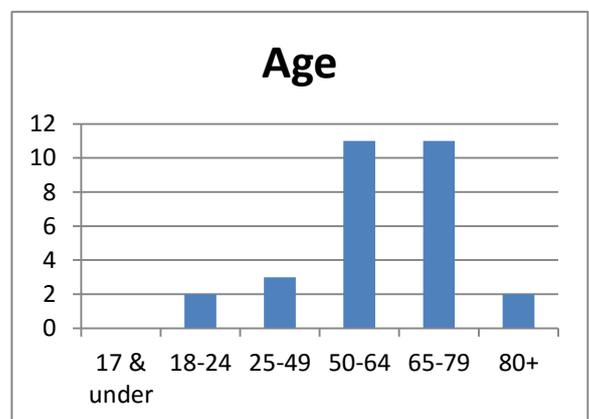
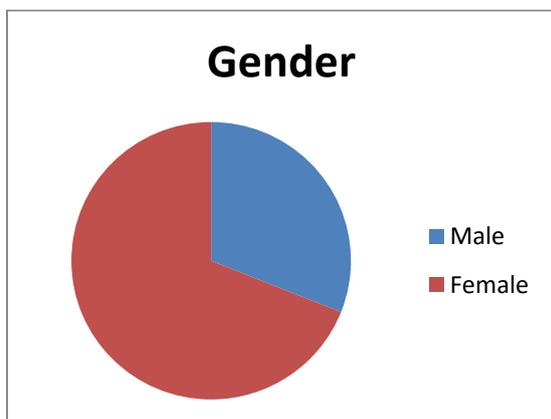
A proportion of the visit was also observational, allowing the authorised representatives to assess the environment and how patients engaged with staff members and the facilities.

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

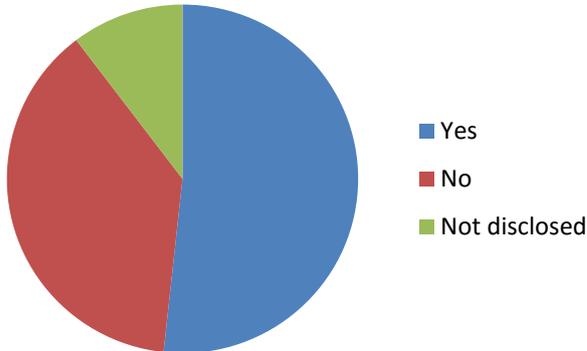
Results of Visit

Equalities data

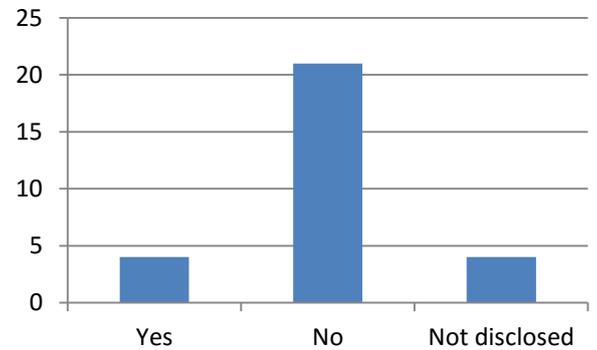
27 surveys completed on the visit + 2 online



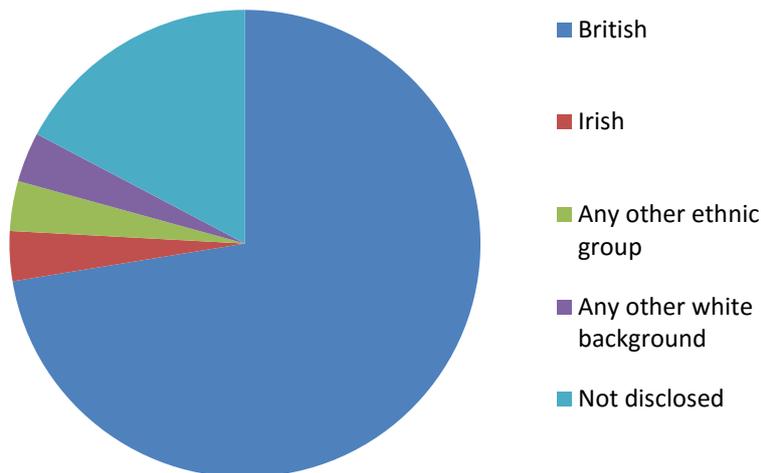
Do you have a disability or long-term health condition?



Do you consider yourself to be a carer?

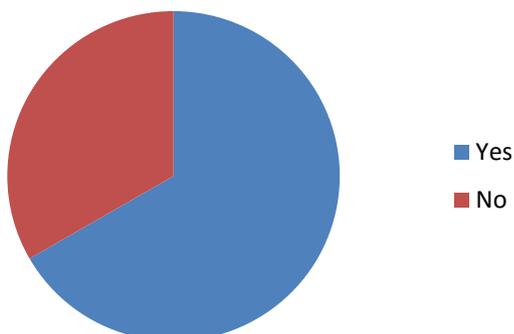


Ethnic Origin

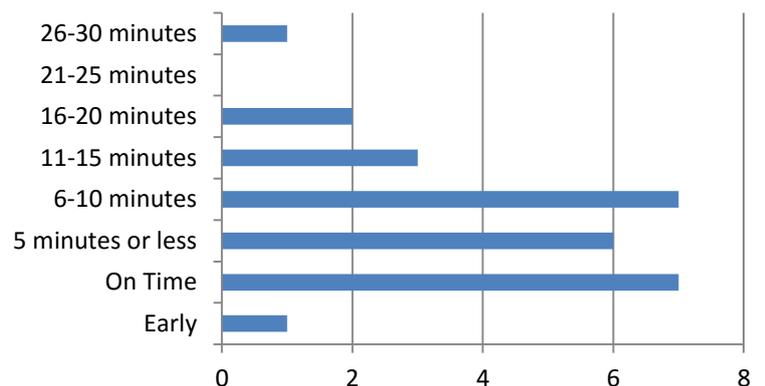


Survey questions (27 responses)

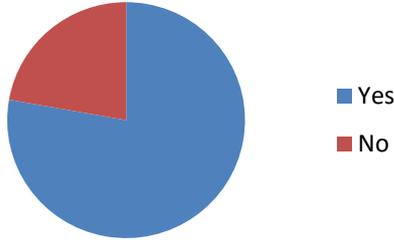
Did you get an appointment when you wanted/needed one?



How long did you wait today for your appointment?

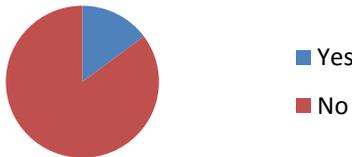


Did you use the electronic booking in system today?



If YES, was it easy to use?	
Yes	18
No	3
If NO, why did you not use it?	
Not specified	2
Needed to talk to receptionist anyway	1
Not applicable	1
Accessibility	1
Not confident	1

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



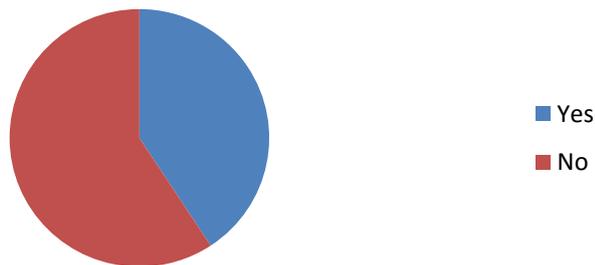
Of the four people who responded yes, the reasons given were:

- Difficult to get a suitable appointment (x2)
- Not specified (x2)

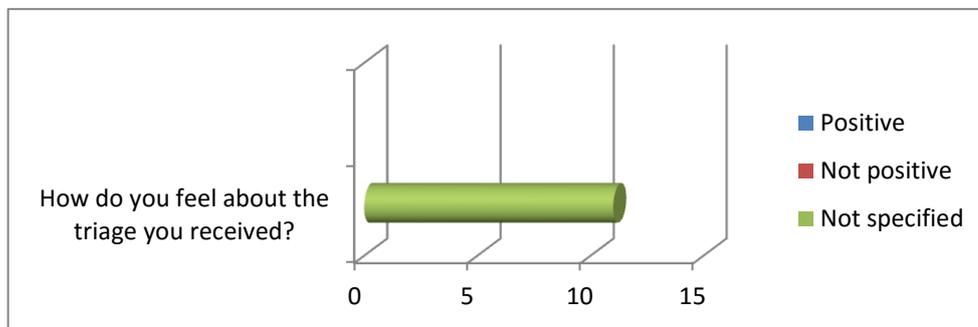
Do you know whether you could have made an evening and/or weekend appointment?		Would you have used this if an option?			
Yes	2	Yes	2	No	
No	25	Yes	18	No	9

One patient said yes, but only if I could see my own GP

Were you triaged before you received your appointment?

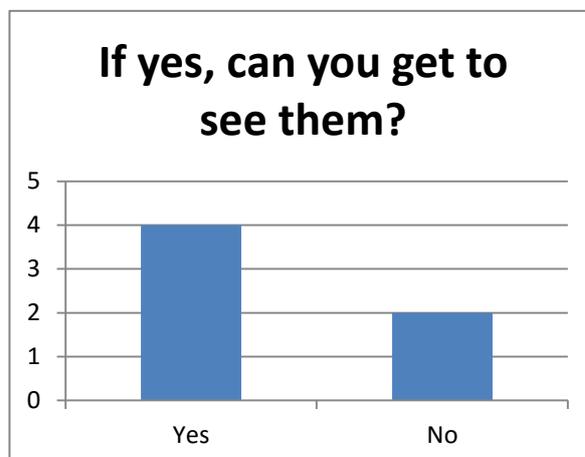
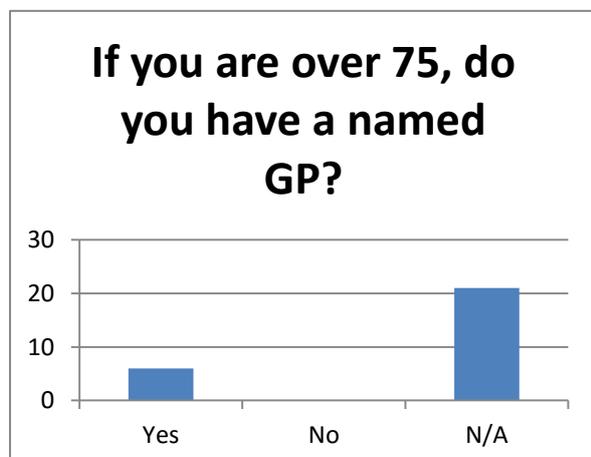
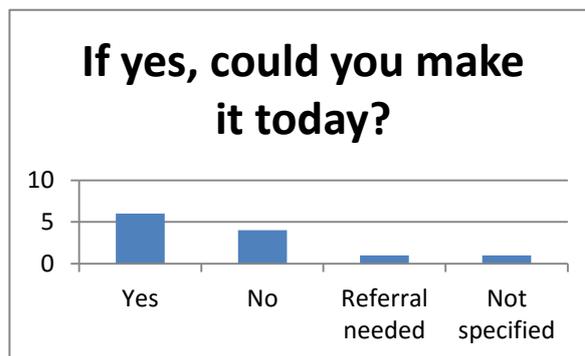
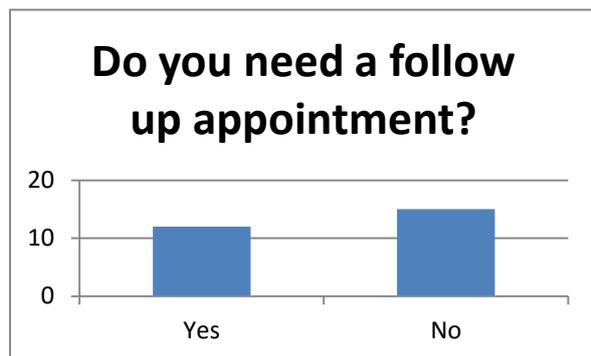


Of the 11 patients who stated they received triage, 3 said this was conducted by the receptionist, 1 said it was conducted by a nurse and 7 did not specify.

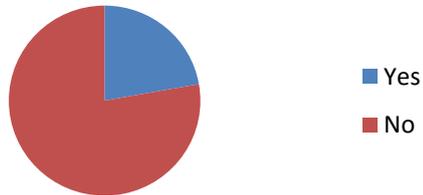


During your appointment do you feel you had enough time to address your concerns? Did the GP/Nurse listen to you? Did you feel you received all the information you needed etc.

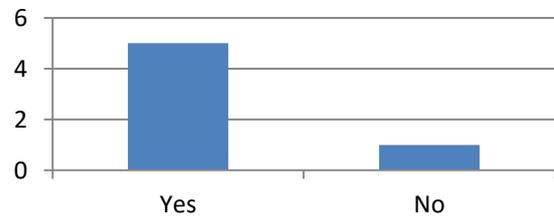
Yes	25	Very thorough indeed!
No	2	



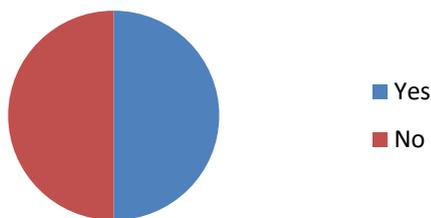
Have you visited the surgery website?



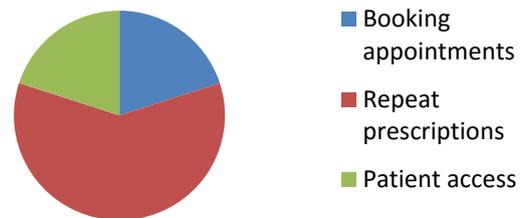
If yes, was it easy to navigate?



Have you used any of the online functions?

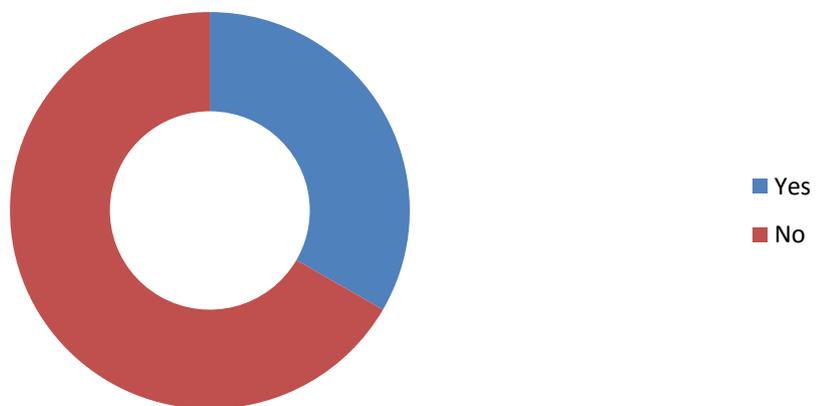


If yes, what have you used?



Comments about the website	Number of comments
Not sufficient detail currently on system	1
Complicated, not confident with repeat prescriptions	1

Are you aware of the Surgery Patient Group?



Patient comment: I tried to join but was told it was full

Text comments

29 patients (27 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? 44

What could be improved? 28

<i>What is good about the surgery?</i>	
Comment category	No. of comments
Doctors: attitude and clinical care	11
General comments (helpful, friendly etc.)	8
Nurses	8
Receptionists	7
Location / convenience	2
Same day appointment access	2
Parking	1
Electronic booking in system	1
Diabetic care	1
Repeat prescription service	1
Routine appointment access	1
Cleanliness	1

<i>What could be improved at the surgery?</i>	
Comment category	No. of comments
Access to routine appointments	15
Continuity of care	3
Receptionists	2
Facilities	2
Accessibility	2
Use of email for communications	1
Access to same day appointments	1
Access to extended hours appointments (to fit around work)	1
Parking	1

Authorised representative observations

The authorised representatives made the following observations:

- On approaching the surgery there is a ramp for accessibility however, the two sets of doors are not automated and open outwards so people in wheelchairs or on mobility scooters are unable to use at all. During the visit at least 6 patients were unable to access the surgery independently and relied on other patients noticing them and opening the door as there did not appear to be a bell.
- 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.
- There is a box for surgery feedback situated in the waiting room.
- Everywhere was very clean. The décor does not look old or tired.
- The reception desk has no disability access.
- There is no background noise in the waiting room and, due to the building design, no privacy for people at reception or on the telephone.
- The waiting room has two large TV screens which display surgery information and other useful information for patients (focus on national information). The screens are also utilised to call patients in for appointments. A screen is visible from all areas of the waiting room.
- There did not appear to be any books or toys for children in the waiting area.
- The interactions observed between patients and receptionists were positive but reception staff did not seem to be completely knowledgeable or confident about the Extended Hours scheme; during the visit two discussions were overheard and the receptionist took a while to offer the service to the patients. When offered she did not seem to know the requirements for it or where Boundary House is located.
- The information boards were well presented with current information. The boards included information about the Surgery Patient Group and how to join and also information about access to Patient Access Online (this was also displayed on the TV screens)
- The surgery has a staff room located in a second building adjacent to the main practice
- The surgery has a large car park.
- Patients were observed, after their appointments, taking booking slips to reception for follow up appointments. This seemed to work well. (For more details see next section)

Meeting with Practice Manager and reception staff

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 system for emergency/same day appointments was discussed. 50% of all appointments are allocated to same day only. To access these, a patient needs to contact the surgery in the morning. These appointments are usually all allocated by 10am

at the latest. There is no triage system in place. Patients are then told to phone back tomorrow. This does mean the surgery telephones are busy in the morning which has led to some patients queuing at 8am outside the surgery to guarantee an appointment. Patients can book a routine appointment but this is often difficult as, of the 50% of appointments held back, not all are available due to the system of follow up appointment booking (see later in report).

On the day of the visit the surgery had started to only offer the option of same day appointments due to anticipated period of high need over the Christmas holidays. During this time NO routine appointments can be booked by a patient directly. They have to phone/queue each morning until they can obtain one. Talking to patients the perception is that this system is implemented frequently by the surgery.

If a health professional wants a patient to have a follow up appointment, the patient, during their consultation, is given a slip of paper to take to reception. This allows the receptionist to book the appointment then and there, following the instructions on the slip (2 weeks, 3 weeks etc.) These appointments are taken from the 50% allocation not utilised by same day appointments. Authorised representatives observed this during the visit.

There was a discussion around patient's sharps bins and where these should be returned to following recent guidance from the CQC. Healthwatch Bracknell Forest agreed to discuss the matter with the East Berkshire quality team - who had already found a resolution for Bracknell Forest residents. (The surgery is not in the Bracknell Forest local authority area).

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 Green Meadows Surgery.

Website review

The Green Meadows Surgery website was reviewed on the 16 December 2015. The site includes lots of useful information for patients including opening times, appointment times, staff and 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 site includes information about contacting 111 when the surgery is closed but it would be useful to include further information about the process for seeing a GP out of hours and what to expect from 111.

It would be useful to include on the website a printable practice booklet with key information.

The information included on the site is comprehensive but the layout and colour scheme could be adjusted to aid the overall flow and general feel of the site

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

9,910_{patients}

Friends and Family Test score: General Practice

85% Patients recommend this practice. 47 responses.

Ratings [More information about ratings](#)

3 Stars



NHS Choices users' overall rating

Based on 32 ratings for this GP surgery

Telephone access



(35 ratings)

Appointments



(35 ratings)

Dignity and respect



(35 ratings)

Involvement in decisions



(31 ratings)

Providing accurate information



(32 ratings)

The practice received 9 reviews in the six months prior to the Enter and View visit. Eight of these gave the surgery 5 stars and one gave the surgery one star. The reviews are consistent with the patient feedback Healthwatch Bracknell Forest has received. None of the reviews had been responded to (and historically this was also the case)

*** In January 2016 the Practice Manager began to respond to reviews and went back approximately 3 months and provided retrospective responses. They did not respond to the one star review made during this time.*

Summary of findings

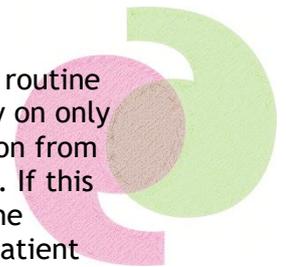
At the time of our visit, the evidence is that:

- 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 surgery does not triage patients before appointments are offered; this is not the perception of some patients (41% of patients spoken to during the visit)
- Patients are very happy that they are guaranteed a same day appointment if they contact the surgery in the morning but this has had a direct detrimental effect on three other areas; accessing the surgery by telephone, continuity of care (seeing own GP) and availability and access to routine/follow up appointments.
- During periods of anticipated high demand the surgery do not offer patients the ability to book convenient, routine appointments in advance.
- During the visit, the new Extended Hours service did not appear to be well promoted.
- The practitioner led booking of follow up appointments works well but maybe some patients do not fully understand the system (An example is if a GP does not request a follow up but may say to a patient 'Come back in two weeks if not resolved' the patient then perceives this as a follow up appointment but is then unable to book it.)
- All patients we spoke to who were over 75 were aware that they had a named GP.
- 56% of patients we spoke to stated they had a disability or long term health condition; this is higher than expected and may be a representation of the general patient population of the surgery or just a snap shot of that particular day.
- The entrance doors to the surgery are completely inaccessible for people in wheelchairs.
- 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 surgery website is a really good, practical and useful website for patients but could benefit from some additional content and some design changes. It had only been accessed by 22% of the patients we spoke to despite promotion in the waiting room.
- Due to the building design and the lack of background noise there is no privacy for patients at the reception desk and the surgery side of telephone calls can be clearly heard by patients in the waiting room as the telephones are situated on reception.
- The information available to patients in the waiting room is well presented and timely.
- 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.
- Despite promotion in the waiting room only 33% of the patients we spoke to have an awareness of the Surgery Patient Group and/or its purpose.
- Post visit, the surgery is responding to reviews on NHS Choices.

Recommendations

- Patient feedback from our survey and NHS Choices suggests that access to routine appointments is frequently difficult. One possible explanation is the policy on only same day access during periods of high demand. We would like confirmation from the surgery how often this strategy has been implemented in the last year. If this does not appear to have a causal effect then we would recommend that the surgery looks at increasing the percentage of appointments available for patient booked routine appointments which would increase accessibility and continuity of care.
- Disability access is a legal requirement and although the solution may involve costly new automated doors this should be planned for in the practice budget as soon as possible. As an interim a bell could be installed but this would increase the pressure on already busy reception staff. Healthwatch Bracknell Forest would like to be kept informed on the progress of this work. If possible adaptations should also be made to the reception desk.
- The TV screens available in the waiting room are already well used but could benefit from the inclusion of local information and health messages. Healthwatch Bracknell Forest is currently working with Surgery Patient Groups about content for practice newsletters and this could be utilised by practices for this purpose.
- Due to the design of reception the privacy issues are not easily addressed. Some measures could be implemented such as provision of low background noise to distract patients and telephones being answered in the office if the staffing levels allow for this.
- The waiting room would benefit from a small children's activity table.
- The website would benefit from additional content and design changes highlighted in the patient feedback and the website review.
- Despite promotion in the waiting room of the Surgery Patient Group and the website and online functions, there still appears to be low awareness and take-up/ Alternative channels of promotion such as MJOG and newsletters could be used to run a publicity campaign.
- Delivery drivers need to be reminded not to block or park in disabled bays in the car park.



- The practice continues to respond in a timely manner to all reviews on NHS Choices.

Service Provider response



This report was agreed with Veneta Flower (Assistant Practice Manager) and the Practice Partners as factually accurate and the following response to the report and recommendations was received on 1st February 2016.

Book on the day appointments are generally left to periods of high demand. Christmas period remains one of them and Royal Ascot Week is another. We recognise that there is a shortage of GPs and appointments at present and we are hoping to recruit some more Doctors after our CQC Inspection. However as you can appreciate there is a national shortage of GPs which is only going to worsen

Automated doors and a lowered reception area with a hearing loop for disabled patients are already in our improvement grant plan which we have obtained funding for. Unfortunately this work has been put on hold pending the outcome of our forthcoming CQC re-inspection.

The recommendation for low background noise has been duly noted.

We did indeed have toys and a designated play area. However this was removed due to concerns about the risk of cross infection and contamination. The toys simply cannot be cleaned after each child has used them. As you know Infection Control is a key CQC area and we have been advised about this,

We will work with Healthwatch Bracknell Forest to address the website recommendations

We have placed new signs and reminded all delivery drivers about parking in disabled bays.

