

**Details of visit****Service address:****Service Provider:****Date and Time:****Authorised****Representatives:****Contact details:****Kings Corner Surgery****Kings Road, Sunninghill, Berkshire, SL5 0AE****Kings Corner Surgery****24<sup>th</sup> March 2016, 9.00am – 11.45am****Mark Sanders, Muriel Hanley, Nigel Dumbrell****and John Baster****[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 (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.

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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 refreshments were provided. 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 16 patients on the day and ask them to complete the survey. No online surveys were 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, 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,

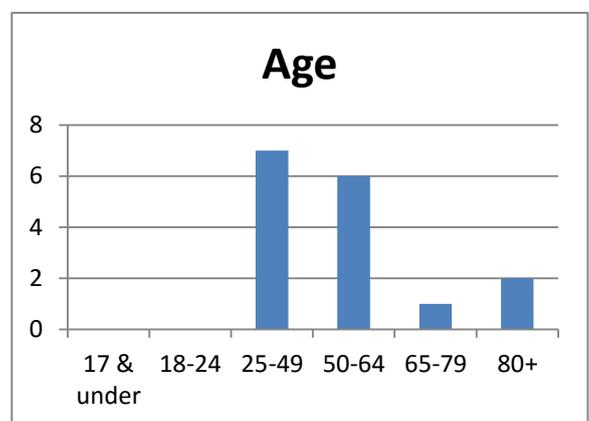
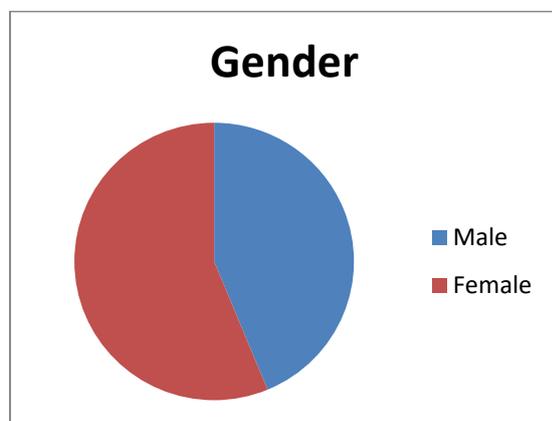
A proportion of the visit was also observational, allowing the authorised representatives to assess the environment and how patients engaged with staff members and the facilities.

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

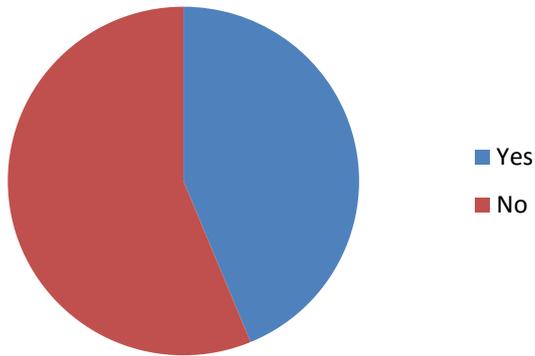
## Results of Visit

### Equalities data

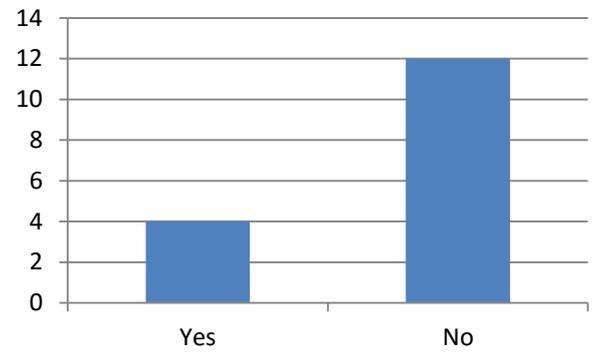
16 surveys completed on the visit + 0 online



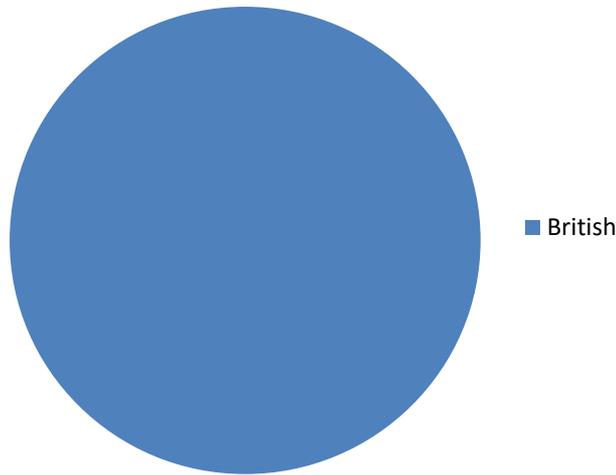
**Do you have a disability or long-term health condition?**



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

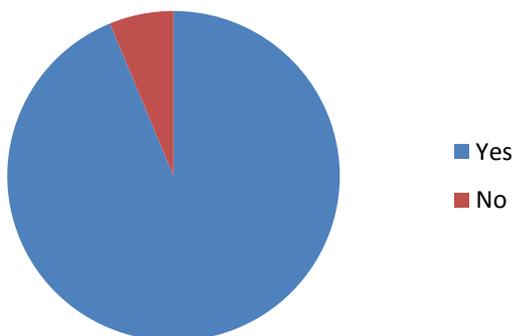


**Ethnic Origin**

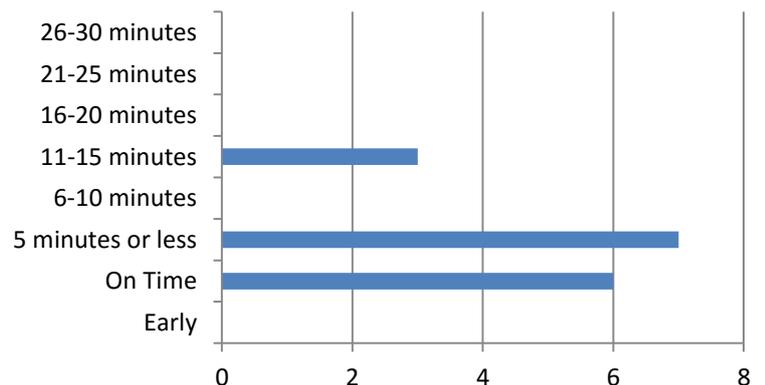


Survey questions (16 responses)

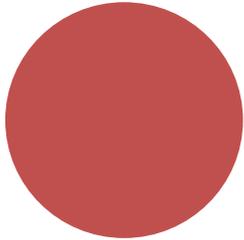
**Did you get an appointment when you wanted/needed one?**



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



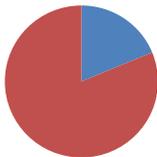
**Did you use the electronic booking in system today?**



■ Yes  
■ No

The surgery does not have an electronic booking in system

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



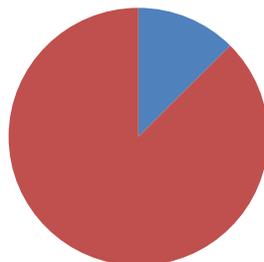
■ Yes  
■ No

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

- Work
- Not specified (x2)

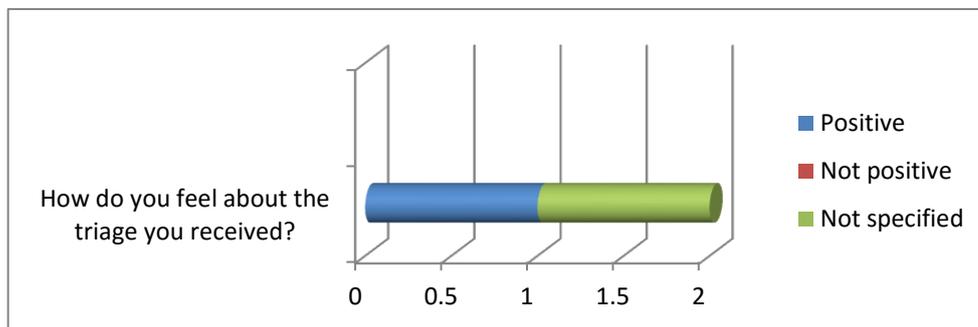
Do you know whether you could have made an evening and/or weekend appointment?		Would you have used this if an option?			
		Yes	No	Yes	No
Yes	8	6	2	6	2
No	8	6	2	6	2

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



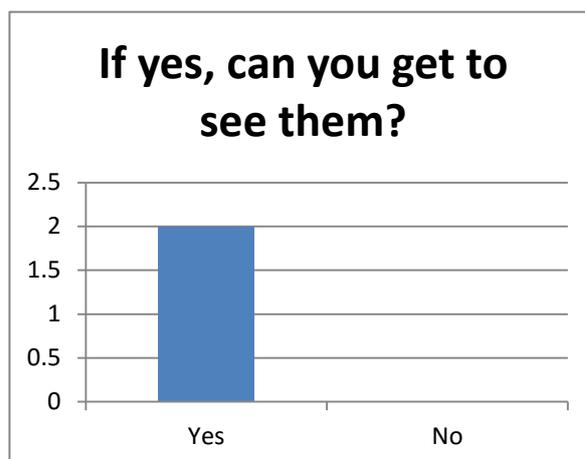
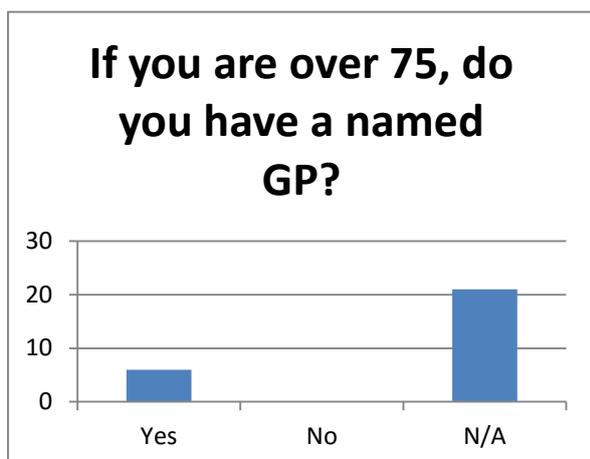
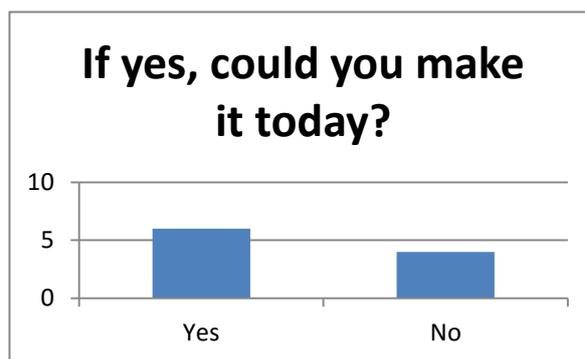
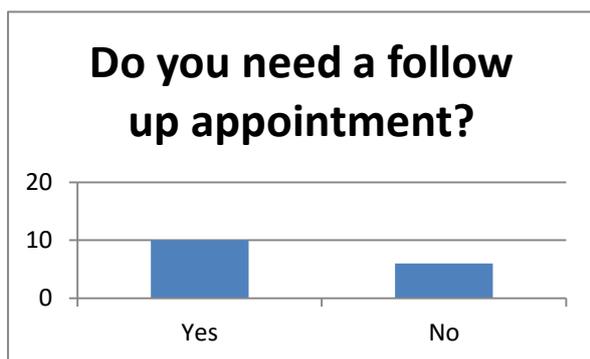
■ Yes  
■ No

Of the 2 patients who stated they received triage, 1 said this was conducted by the receptionist and 1 did not specify.

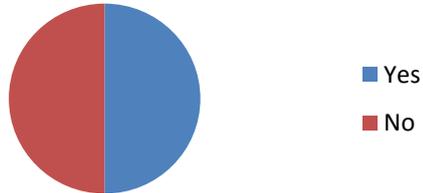


**During your appointment do you feel you had enough time to address your concerns? Did the GP/Nurse listen to you? Did you feel you received all the information you needed etc.**

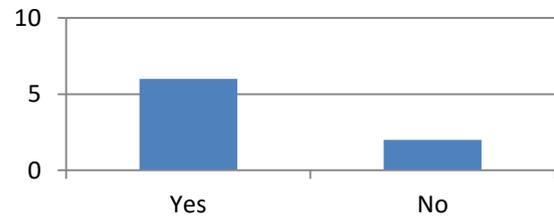
Yes	16	No comments
No	0	



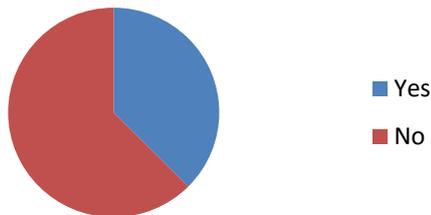
**Have you visited the surgery website?**



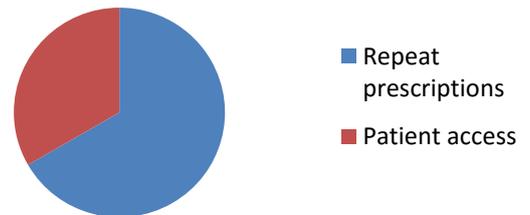
**If yes, was it easy to navigate?**



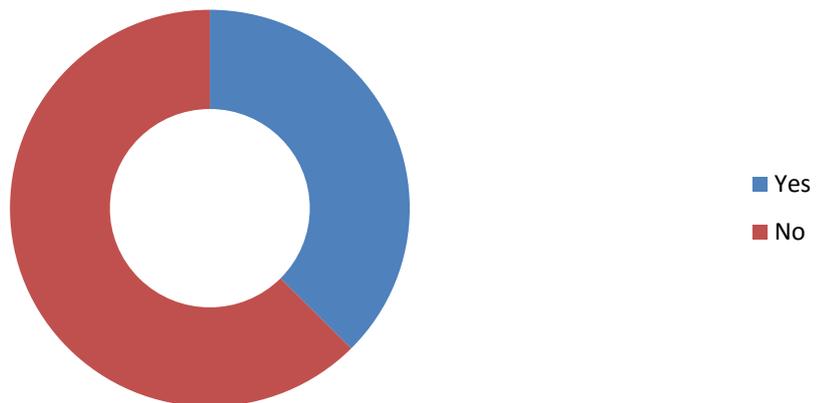
**Have you used any of the online functions?**



**If yes, what have you used?**



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



## Text comments

16 patients 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? 18

What could be improved? 7

<i>What is good about the surgery?</i>	
<b>Comment category</b>	<b>No. of comments</b>
General comments (helpful, friendly etc.)	13
Receptionists	1
Location / convenience	1
Good facilities	1
Good selection of magazines in waiting area	1
Cleanliness	1

<i>What could be improved at the surgery?</i>	
<b>Comment category</b>	<b>No. of comments</b>
Access to appointments	3
Magazines/reading material	1
Online services for children	1
Telephone access	1
Waiting times	1

## Authorised representative observations

The authorised representatives made the following observations:

- There is a small car park but no provision for any disabled parking.
- There is a ramp to the entrance of the surgery. There are two sets of doors; the exterior doors are automatic but the internal doors are not. There is, however, a bell for those that need assistance.
- There is no accessible reception desk.
- There is an accessible toilet but the size of the hand basin restricts access and movement.

- The consulting rooms are situated on both the ground and first floors. Staff will swap rooms to see patients who have difficulty accessing the first floor as there is no lift.
- The waiting room has bench style seating around the walls. There are no chairs suitable for people with mobility issues; two patients were observed having difficulty getting up from their seats.
- There is a children's table, chair and activities.
- Access is restricted in the waiting room due to a large table in the middle.
- Everywhere was very clean and tidy. The décor does not look old or tired but the material on the bench seating looks like it could do with a refurb.
- There is no background noise in the waiting room and conversation at reception can clearly be heard in the waiting room.
- The waiting room has a TV screen but this was not switched on/working.
- There is an electronic scrolling screen which is used to call patients to their appointments and to display information. The SPG (called the PPG at the surgery) and the Extended Hours scheme were promoted in this way.
- The interactions observed between patients and receptionists were positive.
- There were different information boards, including one for the PPG, but some information was out of date. This was also a problem with other information available in the waiting room. An example of this is the "My care, my choice" directory produced by the local authority; this was dated 2010 and there have been significant changes in this area since this date.
- There was other reading material available but some magazines were dated 1997.
- Different ways to feedback about the service were available including a suggestion form where patients could ask for topics to be discussed by the PPG, but this was not displayed prominently.

### **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 system for emergency/same day appointments was discussed. There is an allocated emergency/urgent appointment doctor every morning/afternoon. When patients request an urgent appointment they are asked by reception for details of the problem and confirmation it is urgent; patients do not have to answer to access an urgent appointment.

Urgent appointment times can change as patients deemed as more urgent are prioritised (it is not clear if this is a clinical judgement or undertaken by reception). Doctors will extend their surgery hours if necessary to see all patients who have requested an urgent appointment.

Routine appointments, including follow-up consultations, can only be booked two weeks in advance. Telephone consultations are available for both urgent and routine issues.

Patients who do not attend appointments receive an MJOG message.

### **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 Kings Corner Surgery.

### **Website review**

The Kings Corner website was reviewed on the 25 April 2016. The site includes some useful information for patients such as opening times, surgery location and contact information. There are no appointment times for services, which would be useful for patients.

The staff section includes a short biography of most of the members of staff, this is a great feature and useful for people when seeing a doctor they do not know.

The site is difficult to read, the more we looked at it the more it became blurry - the buttons on the pages and some of the fonts used throughout. The use of a background picture is also distracting and contributes to difficulties viewing the content. This site will be particularly difficult for people for people with a visually impairment to view.

There is no accessibility statement outlining how best to view the site, nor is there a search facility which would make finding information easier.

We could not find any way to feedback to the surgery or how to make a complaint; with the exception of the generic contact form.

Out of hours information was included along with access to online services. The online services could benefit from a direct link to them to make them easier for people to find.

The leaflets section and useful links is a good feature but needs to be updated. For example Berkshire Carers no longer provide support and information to unpaid carers and Our Health South Central link no longer works. Some other Practices use NHS Choices as a means to provide information to patients although the downside to this is that it is not as localised as your leaflets section.

### **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

7619 patients

Friends and Family Test score: General Practice

91% Patients recommend this practice. 22 responses.

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

3 Stars



### NHS Choices users' overall rating

Based on 5 ratings for this GP surgery

Telephone access



(5 ratings)

Appointments



(5 ratings)

Dignity and respect



(5 ratings)

Involvement in decisions



(5 ratings)

Providing accurate information



(5 ratings)

The practice received 1 review in the six months prior to the Enter and View visit. This gave the surgery two stars and mentioned issues with access to an emergency appointment. No reviews had been responded to since June 2014.

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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.
  - The majority of patients feel staff are friendly and helpful.
  - Although patients do not have to provide details to request an urgent appointment priority is given to cases deemed more urgent. Healthwatch Bracknell Forest is unclear if this judgement is made by clinical staff.
  - Due to the surgery's policy on only booking routine/follow up appointments up to 2 weeks in advance, this has had a negative impact on appointment accessibility for some patients.
  - Although one patient mentioned waiting times could be improved, during our visit 37.5% of patients were seen on time and 43.75% were seen within 5 minutes of their appointment time. No patients waited longer than 15 minutes to be seen.
  - During the visit, the new Extended Hours service was well advertised.
  - All patients we spoke to who were over 75 were aware that they had a named GP and were able to see them.
  - 100% of patients we spoke to identified themselves as White British; 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.
  - There is no disabled parking.
  - Although there is a bell, the inner surgery doors cannot be used by all patients independently.
  - Access and movement is restricted in the accessible toilet due to the size of the hand basin.
  - The reception desk does not have an accessible area.
  - Due to the lack of background noise there is no privacy for patients at the reception desk.
  - There is no electronic booking in system for patients.
  - The waiting room does not have chairs suitable for those with mobility impairment and access in the area is also restricted by a table.
  - The waiting area has activities for children.
  - The TV screen in the waiting room was not working/switched on.
  - All areas of the surgery appear to be very clean and tidy and the décor is good; the only exception is the seating.
  - The surgery website is not very accessible for people with visual impairment and there is no accessibility statement. 50% of the patients we spoke to had visited the website but 25% of these did not find it easy to use and only 37.5% of them had used the online services. Some of the information the site contains is out of date.
  - The information available to patients in the waiting room, although well presented, can be out of date. This is also the case with other reading material.
  - Despite promotion in the waiting room, an information board and a feedback form only 37.5% of the patients we spoke to had an awareness of the Surgery Patient Group and/or its purpose.
  - The surgery has not responded to NHS Choices reviews since June 2014.
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## Recommendations

- Patient feedback suggests that access to routine/follow up appointments is difficult for some patients due to the restriction of only being able to book up to 2 weeks in advance. We would recommend that the surgery looks at reviewing this policy to increase accessibility and continuity of care.
- Disability access is a legal requirement and although the solution may involve costly new automated inner doors this should be planned for in the practice budget as soon as possible. A bell increases the pressure on reception staff and limits individuals' independence.
- Although there is no statutory requirement under The Equality Act 2010 for the number of disabled parking spaces for a building, the BSI provide some guidance: *“One space for every employee who is a disabled motorist, plus 5% of the total capacity for visiting motorists and a further 4% should be enlarged standard spaces.* We recommend that at least one space is provided.
- The hand basin in the accessible toilet should be replaced with a smaller unit.
- Provision of an accessible reception desk to be included in the capital improvement budget of the surgery if there are no plans to relocate.
- Due to the design of the reception/waiting area the privacy issues are not easily addressed. Some measures could be implemented such as provision of low background noise to distract patients; perhaps utilising the TV screen (News channel etc.)
- Information and reading material in the waiting area should be regularly reviewed and replaced as necessary.
- The chairs in the waiting room would benefit from reupholstering.
- The waiting room needs some chairs suitable for people with mobility issues (appropriate height with arms).
- To improve access, particularly for those using wheelchairs, the table in the waiting room should be removed or replaced with a smaller one.
- If not already undertaken, to work with the SPG to research if an electronic booking in system would be beneficial to the surgery and its patients.
- The website would benefit from a more accessible format, the inclusion of an accessibility statement, direct links to online services and up to date information. Although one patient has suggested online access for children as an improvement our understanding is this is not possible due to national legislation.
- The surgery should continue to promote the SPG.
- The surgery should respond in a timely manner to all reviews on NHS Choices.

Although not a recommendation, Healthwatch Bracknell Forest seeks clarification on the system for prioritising the order patients are seen for urgent appointments.



## Service Provider response

This report was agreed with Clare McAteer, Practice Manager, as factually accurate and the following response to the report and recommendations was received on the 15<sup>th</sup> September 2016

Thank you for your report which the partners at Kings Corner Surgery have viewed. We will discuss the report with our PPG at the next meeting in October and consider your recommendations.

