

## Enter and View Report

**Details of visit****Service address:****Great Hollands Practice****Great Hollands Square, Bracknell, Berkshire,  
RG12 8WY****Service Provider:****Dr Arora (Great Hollands Practice)****Date and Time:****7<sup>th</sup> January 2016, 9.00am – 11.45am****Authorised****Mark Sanders, Muriel Hanley, Sharon Bowden  
and John Baster****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.

---

## 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. The practice shares premises with another local practice so, logistically it was easier to conduct visits to both practices at the same time. Patients were asked which practice they were a member of.

On arrival the Enter and View authorised representatives were greeted by both Practice Managers and refreshments were provided.

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 11 patients on the day and ask them to complete the survey. An additional 4 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 meet with the Practice Manager 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,

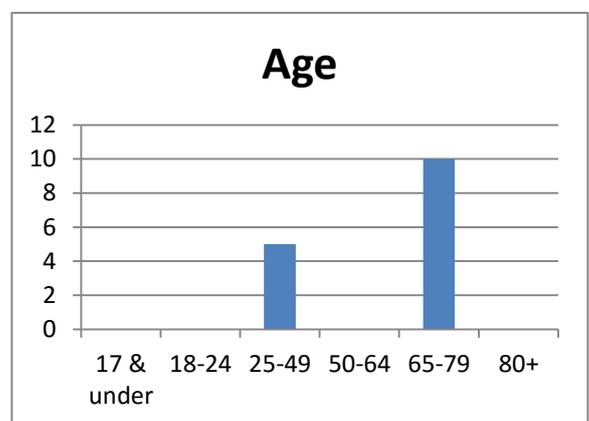
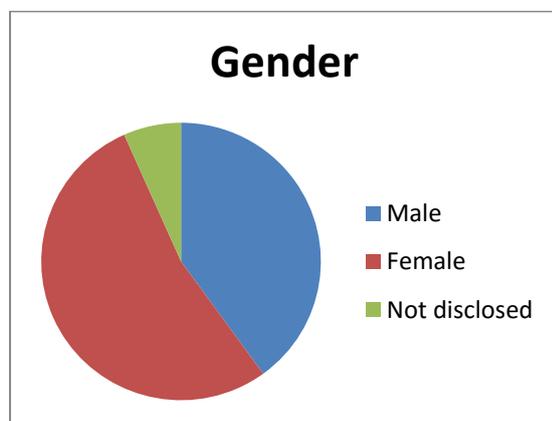
A proportion of the visit was also observational, allowing the authorised representatives to assess the environment and how patients engaged with staff members and the facilities.

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

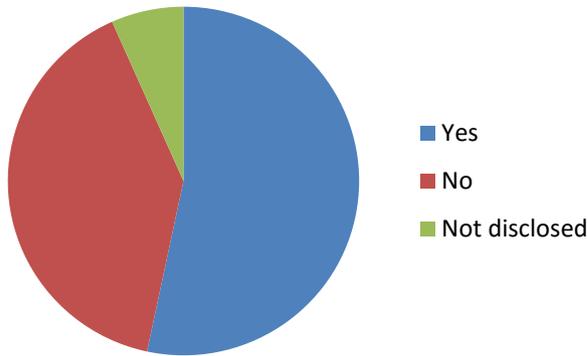
## Results of Visit

### Equalities data

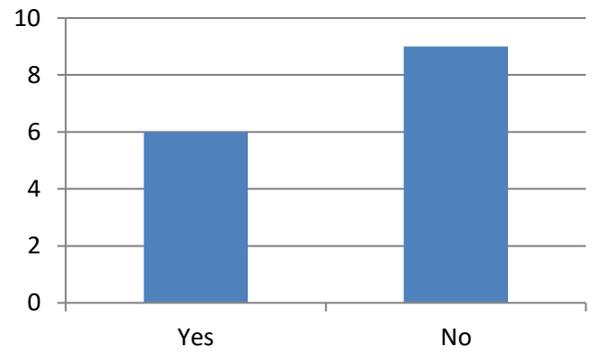
11 surveys completed on the visit + 4 online



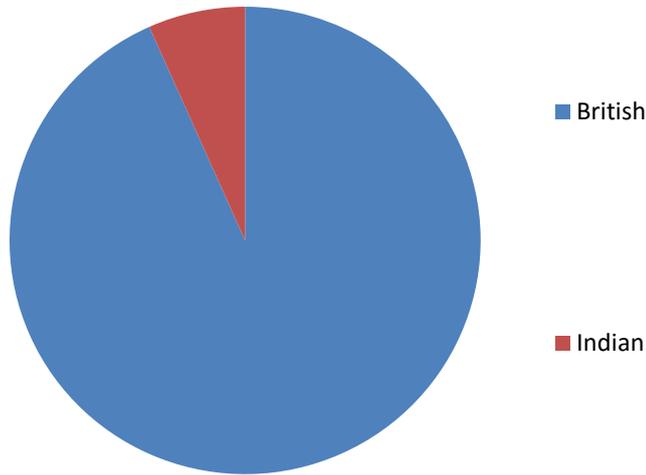
### Do you have a disability or long-term health condition?



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

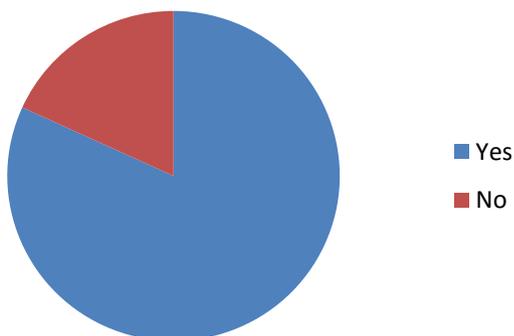


### Ethnic Origin

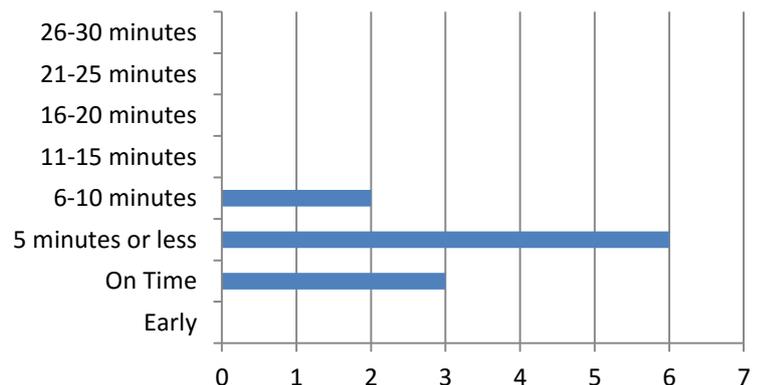


### Survey questions (11 responses)

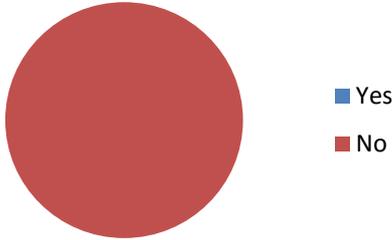
### Did you get an appointment when you wanted/needed one?



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

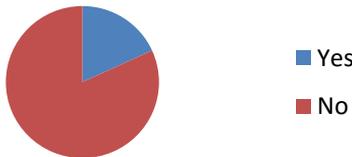


**Did you use the electronic booking in system today?**



The electronic booking in system was broken at the time of our visit. A new system was due to be delivered on the 15<sup>th</sup> January.

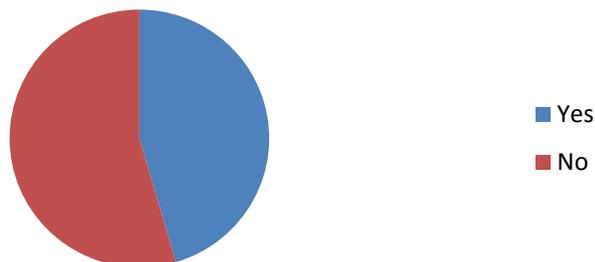
**Did you have difficulty fitting the appointment time given into your day?**



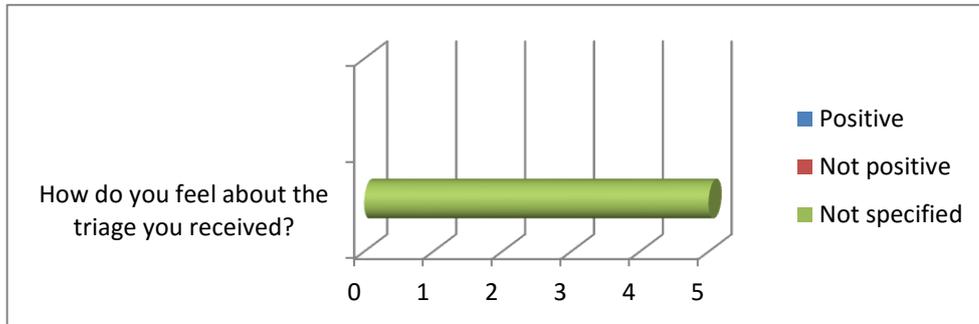
The two people who responded yes did not give a specific reason why they had difficulty fitting the appointment time into their day.

Do you know whether you could have made an evening and/or weekend appointment?		Would you have used this if an option?			
Yes	4	Yes	2	No	2
No	7	Yes	4	No	3

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

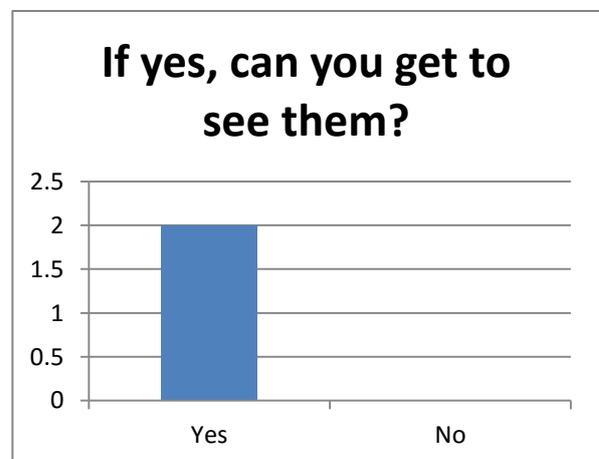
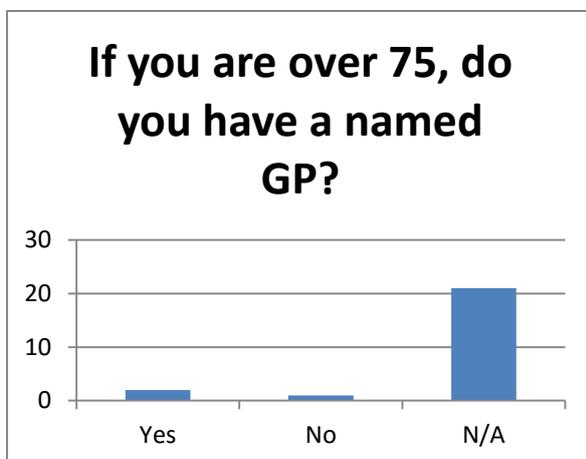
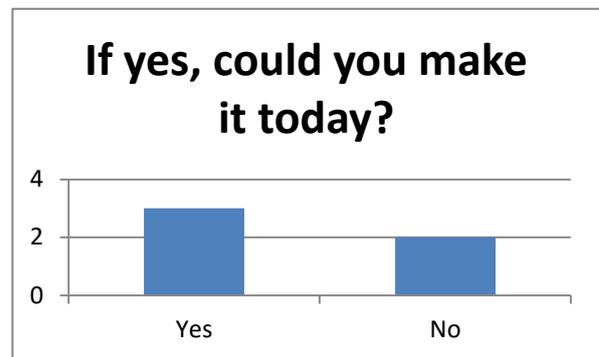
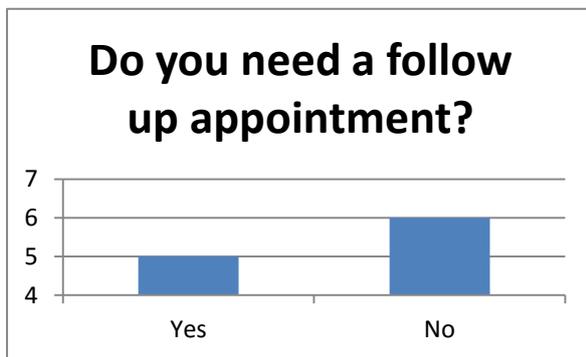


Of the 5 patients who stated they received triage, all said this was carried out by a receptionist.

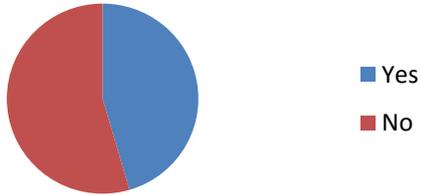


During your appointment do you feel you had enough time to address your concerns? Did the GP/Nurse listen to you? Did you feel you received all the information you needed etc.

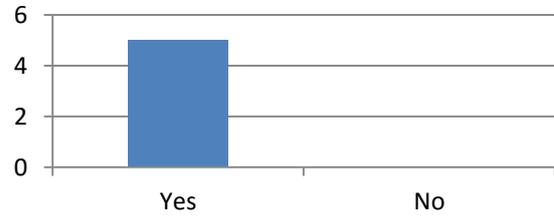
Yes	11	All good (x5) and running on time
No	0	



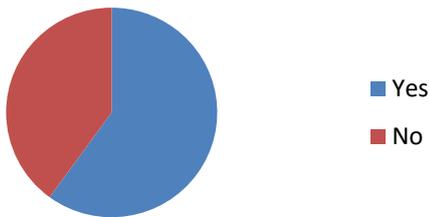
**Have you visited the surgery website?**



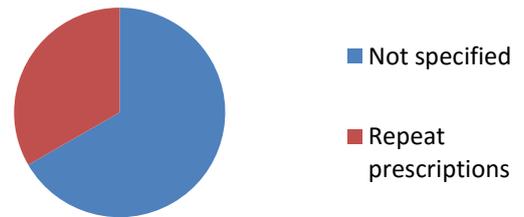
**If yes, was it easy to navigate?**



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

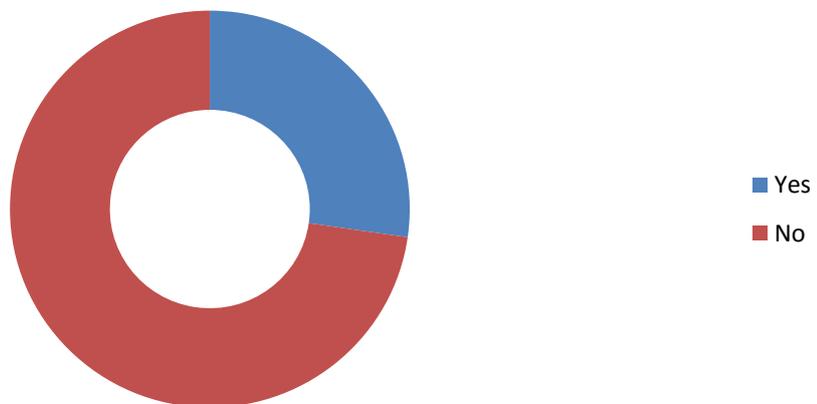


**If yes, what have you used?**



Comments about the website	Number of comments
Do not use a computer	1

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



## Text comments

15 patients (11 during the Enter and View visit and 4 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? 30

What could be improved? 8

<i>What is good about the surgery?</i>	
<b>Comment category</b>	<b>No. of comments</b>
Doctors: attitude and clinical care *	11
General comments (helpful, friendly etc.)	7
Receptionists	3
Waiting times	3
Appointment accessibility	3
Location	1
Nurses	1
Telephone consultations	1

From the comments received it is very apparent that Dr Arora is respected, trusted and valued by her patients

<i>What could be improved at the surgery?</i>	
<b>Comment category</b>	<b>No. of comments</b>
Additional permanent GP to support Dr Arora; not locums	3
Appointment accessibility	1
Continuity of care	1
Temperature; too hot (waiting room)	1
Administration	1
Patient call in system to be accessible to visually impaired	1

## Authorised representative observations

The authorised representatives made the following observations:

- The surgery is accessible; doors, toilets and accessible reception desk
- The waiting room is shared with another practice (and managed by another provider). Reception desks, booking in consoles, visual patient calling in systems are separate but the patient information resource (alcove in the waiting room) is shared.

- The patient information resource overall has good content but not all leaflets are current and logically placed.
- There is a box for surgery feedback situated in the waiting room; unfortunately this is situated along with other leaflets, on the accessible area of the reception desk.
- The waiting room was clean and bright but the décor looked tired.
- Clear information about telephone consultations was displayed.
- Due to the shared waiting room there are two television screens displaying patient information. The television linked to the Great Hollands practice displays national information. In addition this practice has an electronic scrolling display which is used to call patients in to see the doctor and display local information messages.
- For patients and visitors not familiar with the surgery the room lay out / numbering is not totally clear.
- 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.
- Positive interactions were observed between patients and reception staff.
- Although there is a private back office, conversation at the reception desk can be heard by about a third of the waiting area as there is no background noise.

### **Meeting with Practice Manager**

Information about GP rotas and charging for services was requested and was supplied (by email). 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. Some appointments are reserved for this purpose. When all of these appointments have been allocated on the day, patients are placed on a list which the duty doctor reviews and will if necessary contact by telephone or add additional appointments to the end of surgery time. This does mean the surgery telephones can get busy in the morning. Other types of appointment (routine/follow up etc.) can be booked up to four weeks in advance.

### **Healthwatch Bracknell Forest feedback**

In the six months prior to the Enter and View visit Healthwatch Bracknell Forest received 9 pieces of feedback about the surgery. 8 of these were positive and mentioned good doctors, accessibility of appointments and short waiting times. The only area mentioned that was negative was one piece of feedback stated that patients have to tell receptionists what is wrong.

## Website review

The Great Hollands Practice website was reviewed on the 22 January 2016. The site has a good layout and is easy to read. Information such as surgery opening times, staff and new patient registration was easy to find. The online services available were also well placed for easy navigation.

Surgery opening times were clearly shown but it was not clear what the appointment times were. On the 'Contact Us' page the out of hours information needs updating. The telephone number advertised is an answer machine saying that the number is no longer in use and there is a link to the old Primary Care Trust.

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.

We consider this to be a good useful website with lots of information for patients.

## 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

3,904<sub>patients</sub>

Friends and Family Test score: General Practice

100%<sub>Patients recommend this practice. 45 responses.</sub>

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

4 Stars



### NHS Choices users' overall rating

Based on 12 ratings for this GP surgery

Telephone access



(11 ratings)

---

Appointments



(11 ratings)

---

Dignity and respect



(12 ratings)

---

Involvement in decisions



(11 ratings)

---

Providing accurate information



(11 ratings)

---

The practice received 2 reviews in the six months prior to the Enter and View visit. 1 of these did not receive any stars and was negative about the care received by the nurse and locum. This was swiftly responded to in a positive constructive manner. The other review awarded four stars and was positive about the practice although it did mention long waiting times. Again this was responded to swiftly and positively.

*Prior to May 2015 responses were not always given to reviews.*

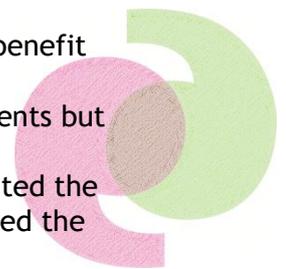
---

## Summary of findings

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

- Great Hollands is a small practice in relation to the majority of others in the area; this is reflected in the amount of patient feedback we have been able to collect.
- From the small amount of patient feedback over 50 % (53.34) declared a disability or long term health condition.
- Patients are very happy with the quality of the care and treatment they receive from Dr Arora, feel they receive a personalised service and they have enough time in their consultation to address their concerns. There is a high level of patient 'loyalty' at the practice (patients mentioning they had been with the surgery for many years and were satisfied and would not move to other local practices).

- There is some feedback to suggest this high level of satisfaction and continuity of care is diminished by the use of locums and some patients have suggested that the recruitment of permanent clinical staff to support Dr Arora would be a preferable alternative.
- 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 by receptionists before appointments are offered; this is not the perception of some patients (45.5% of patients spoken to during the visit).
- The surgery is fully accessible for patients with mobility issues but the accessible reception desk is not kept clear. A patient with visual impairment has suggested that an alternative patient call in system (hand held buzzer) would be useful for those who cannot read the electronic display.
- Patients are, overall, happy with appointment accessibility; both same day/urgent appointments and those booked in advance.
- Patients are, overall, happy with waiting times. On the day of our visit 27% of the patients we spoke to were seen on time, 55% were seen within 5 minutes of their appointment time and 18% within 10 minutes. Ten minutes was the maximum waiting time.
- There is lots of information available for patients and how to feedback about the service is clear.
- The surgery appears very clean and tidy but the décor looks like it would benefit from a refresh.
- The surgery website is a really good, practical and useful website for patients but the Out of Hours service information is out of date.
- Of the patients we spoke to during the visit, less than half (45.5%) had visited the surgery website. But those that had said it was easy to use and 60% had used the online functions such as repeat prescriptions.
- The surgery layout affords as much privacy as possible but the lack of background noise means that conversations at the reception desk can be clearly heard from some sections of the waiting room.
- The waiting room does not have any activities for children waiting for appointments.
- The signage for locating consulting rooms is not immediately clear.
- Only 27% of the patients we spoke to have an awareness of the Surgery Patient Group and/or its purpose.
- In the last 6 months the surgery has responded to reviews on NHS Choices in a timely, positive and constructive manner.



## Recommendations

- The practice to consider if recruitment of a permanent GP is a viable option rather than using locums.
- The accessible area of the reception desk should be kept clear (removal of leaflets etc.)
- To discuss the possibility of decorating with the surgery landlord.
- To regularly check and update information on the surgery website; Out of hours information needs updating urgently.
- To run an awareness campaign for the website.

- The surgery layout and the use of the private office affords patients some privacy. However the introduction of some background noise would increase privacy for patients at the reception desk.
- The waiting room would benefit from a small children's activity table.
- Improve the signage to waiting rooms.
- To run an awareness campaign for the Surgery Patient Group.

## Service Provider response

This report was agreed with David Jones, Practice Manager, as factually accurate and the following response to the report and recommendations was received on the 4<sup>th</sup> February 2016.

- The patient check in arrivals machine has now been replaced and is fully functional.
- The out of hours information on our website has been updated.
- The practice is currently in the process of advertising for permanent GP's to replace the locums.
- The perception of patients that Receptionists triage seems to be confused as they are under strict instructions not to make any medical judgements or decisions and what they do in fact is to relay information by taking messages for our GP who telephones the patients back later.

