

## Darwen Healthcare Enter & View Report

**Contact Details:**

Darwen Healthcare  
Darwen Health Centre  
James Street West  
Darwen, BB3 1PY

**Person in charge during visit:**

Ann Neville

**Date and time of visit:**

5th November 2018 9.30am to 11.30am

**Healthwatch Blackburn with Darwen  
Authorised Representative:**

Linda Brown  
Senior Project Officer



V4.



It's always made clear what  
will happen after my  
appointment so that I go  
away confident.



**Note to reader:**

*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 service users, only an account of what was observed and contributed at the time of this visit.*

## Acknowledgements:

Healthwatch Blackburn with Darwen (HWBwD) would like to thank Ann Neville and the staff at Darwen Healthcare for supporting this visit and our online booking project. The findings from the online booking project will be included in a separate report that will be published on the HWBwD website.

## Rationale for Visit:

Healthwatch Blackburn with Darwen has committed to undertake several Enter & View visits to health & social care settings in receipt of public funding across the borough throughout 2018-19. In addition, we are currently looking in greater depth at why Blackburn with Darwen primary care users have a lower than national average uptake of the GP online booking and repeat prescription service. Darwen Healthcare has an 'Outstanding' rating from the Care Quality Commission and has been actively promoting the Online Booking App. It was felt that Darwen Healthcare could offer some valuable insight and we could share what good practice looks like to service users.

## Methodology:

One representative from Healthwatch Blackburn with Darwen visited this service on 5<sup>th</sup> November between 9.30am and 11.30am and spoke to 21 patients using the service. Patients gave feedback to a short questionnaire with the opportunity to give further comments about the service in general. It was made clear that participation was optional, and information was given to patients about the purpose of the visit. This was an announced Enter & View visit with the date and time displayed on a poster by the practice in advance. Information was made available on the poster for people to contact us, should they wish to, about this service. None were received.

## Representative's summary:

Patients who participated on the day were generally very happy with the service and spoke highly of the doctors, nurses and staff at the practice. Patients said that they could always get an appointment if it was urgent and that the practice 'goes above and beyond to improve services and healthcare for patients'. The common themes of 'what could be improved,' were reducing the waiting times for allocated appointments as these were reported to run over quite often and more available parking spaces not just at the health centre but at the point where the free shuttle bus service can be accessed. However, patients understood that this was beyond the control of the practice, despite it having an impact on their experience.

## Observations of the service:

The website is quite easy to navigate with a good range of information including online booking with My GP App. It was noted that information to access online booking details are on the home page and the 'opening hours' page but the icon could be more visible which may be more helpful.

Located just outside the town centre in an elevated position, Darwen Health Centre is serviced by a free shuttle bus which can be accessed from Darwen town centre. However, patients reported that they are not always able to use this due to timing of the service. It was noted on the bus timetable that it only passes the Health Centre every 1 to 2 hours.

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There is a dedicated patient car park for people visiting the health centre but feedback from patients reported that it was often difficult to park, especially when it is busy. There is an overflow carpark but due to the one-way system people stated that if this was full 'you have to go all the way around again'. It was noted that there are several designated disabled car parking spaces.

On approach, the building and outside areas look well maintained.

There is good signage throughout the building with Darwen Healthcare having large and clear signs within the practice area.

A touch screen check in system for appointments is located at reception and patients can also check in at the reception desk. One patient gave feedback that occasionally the 'touch screen does not always check you in properly' which only becomes apparent when your appointment is not called.

All staff encountered appeared to be professional and courteous to visitors and patients. This was supported by feedback from patients, with most people saying that the doctors, nurses and support staff are very helpful and go 'above and beyond their expectations'.



The reception staff are very  
**friendly, non-judgemental**  
and always **go out of their way**  
**to help**



It was noted throughout the visit that there is always someone on reception, so patients did not have to wait to be attended to. This was also supported by patient feedback.

A screened area at the end of reception is available for people who wish to speak privately to reception staff and if required a private room can be made available. Patients confirmed that they could talk privately if they wanted to.

The building and practice area are clearly well maintained, bright and clean throughout, which was supported by feedback from people using the service. The corridors and waiting areas are spacious and clutter free. The waiting room temperature was noted to be ambient. There is enough seating that is well maintained and adequately spaced for ease of access. One patient did comment that they would like more comfortable seating.

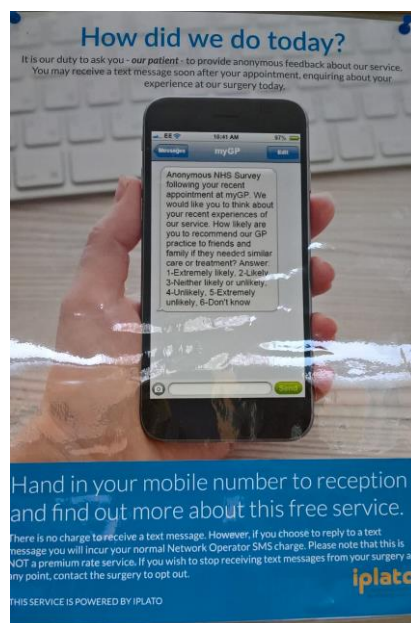
Throughout the waiting area and reception there are uncluttered and clear notice boards that have current and helpful information, such as using the online booking app, availability of evening and weekend appointments, how to leave feedback via your phone, and access to a comprehensive translation service. The Healthwatch Blackburn with Darwen Enter & View poster was clearly displayed at reception and the self-service checking in screen.

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The Patient Participation Group also have a dedicated notice board in reception that updates patients about the meetings and actions taken along with their newsletter. Patients are encouraged to get involved in the Patient Participation Group on the Jayex screen, on the website and in the newsletter. Two patients commented that there is an active Patient Participation Group at the practice.



The practice acts on recommendations from the Patient Participation Group to improve services.



Patients are notified of their appointment visually on the Jayex screen that is large and easily visible in the waiting room. Names are not called out.

There are two easily accessible public toilets that are disability adapted. They are clearly sign posted in the waiting area and were noted to be clean with adequate hygiene facilities.

The reception staff stated that patients can use the hearing loop system in the surgery and that British Sign and Language Translation services can be provided if requested. Staff report that they know which patients need the Sign Language or hearing support service.

The environment at Darwen Healthcare is not noticeably dementia friendly. However, the Practice Manager stated that she has sought advice about this. It is not a current requirement but is seen as good practice.

A quiet room can be made available for patients with hyper sensory needs, such as learning disability and autism, whilst waiting for appointments which was supported by service user feedback.

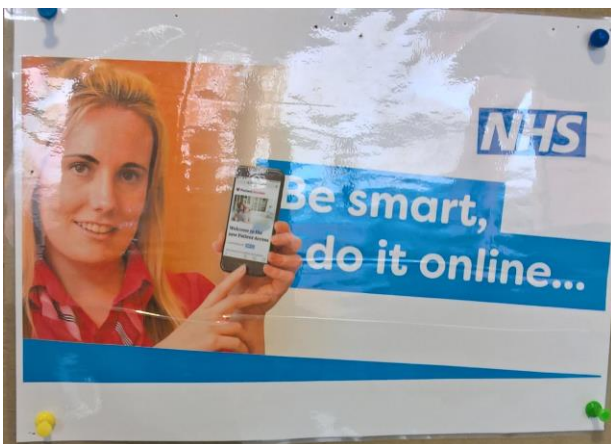
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## A "Spooktacular event" at Darwen Healthcare



*This image was provided by the practice and is on their public website.*

On Halloween week the practice staff announced a "Spooktacular event" whereby children attending the surgery could dress up in Halloween costumes, as did staff, to encourage the uptake of the flu jab, followed by trick or treat sweets.



Darwen Healthcare have also adopted the My GP App which has proved popular following two campaigns to inform patients about it. Since initiating the campaign there has been a significant uptake of the online service to book and cancel appointments creating more choice for patients.



It should be noted that the number of patients spoken to at the time of this visit does not represent the views of all patients at the service. It is a small sample of 21 patients who agreed to speak to a Healthwatch representative on the day. Therefore, the number of patients has been used rather than percentages.

**1. Do you feel that you receive care & treatment that meets your needs?**

Almost all patients (19 out of 21) reported that they are satisfied with the care they receive.

**2. Do you feel that you are always treated with dignity and respect?**

Almost all patients (20 out of 21) reported that they are treated with dignity and respect.

**3. Do you get privacy if you need it? E.g. At reception, with the Doctor or Nurse?**

Almost all patients (18 out of 21) reported that they can have privacy at reception. Patients who did not say 'yes' said that they had not needed it.

**4. Do you think the premises are well maintained, comfortable, and clean?**

Everyone (21 out of 21) said that the practice was maintained, comfortable, and clean.

**5. Do you know how to make a complaint if you were unhappy about your care or treatment?**

Most patients (16 out of 21) who responded did know how to make a complaint. A few patients did state that they had not needed to make a complaint so had not really thought about it.

**6. Have you ever had to make a complaint? Were you satisfied with the outcome?**

Only 2 people reported having made a complaint with one person saying they were satisfied with the outcome. Unfortunately, the second person did not leave feedback.

Healthwatch Blackburn with Darwen Enter & View to Darwen Healthcare.

**Patients were given the opportunity to say what they most liked about the service. The main themes mentioned were as follows:**

### Comments about the service and staff:

Most of the feedback (over half) about Darwen Healthcare was extremely positive with almost all comments saying that doctors, nurses and reception staff are 'very friendly', 'caring', and 'understanding'. Staff were also reported to be 'helpful', and Doctors 'seem genuinely interested in you'.

### Getting appointments:

The second most positive feedback received was patients' ability to get emergency appointments.



*You can get appointments when you need them*



### Other positive comments:

It was noted by patients that the practice was both local and had a nice environment. A couple of comments were made about an active Patient Participation Group and a few patients were finding the new GP App good for booking appointments on line.

*'I like the GP phone app which allows making an appointment easier'*

**Patients were given the opportunity to say what they would like to be improved about the service. The main themes mentioned were as follows:**

### Appointment times:

Comments about delays in allocated appointment times received the most feedback. Several patients stated that on a few occasions 'appointment times had run over by as much as 30 minutes' with one person having waited 60 minutes.

This was followed by appointment availability with requests for 'earlier and evening appointments for people who work' and more 'advanced availability of appointments rather than having to ring up on the day'.

The Practice Manager did highlight that over 45% of appointments are available for pre-booking 5 weeks in advance. Following this report, the practice stated that they would look to release

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more pre-bookable appointments based on the feedback and will notify this change in the March 2019 newsletter.

### Car parking:

This was the second most mentioned area for improvement. Patients realised that this was beyond the control of Darwen Healthcare, but it was said to impact on accessibility for patients, especially given the lack of frequency of the shuttle bus service.



*Car Parking is the main thing that could be improved for all users of the Health Centre.*



### Waiting area:

There was a mixture of comments about the waiting area, with some patients commenting that they would find some additions helpful, including a child friendly waiting area with toys and more health information on screens whilst waiting for appointments.

The practice responded to this feedback and said that they will consider a child friendly waiting area along with any health and safety and infection control implications. The outcomes of this will be included in the March 2019 newsletter.

### Other comments:

*'Giving patients the care they need when they need it should not be age dependent'.*



**Suggested Actions for provider:**

- On the website, locate the Online booking information on the appointment tab instead of the opening hours tab.
- Reduce waiting time for appointments.
- Look at possible solutions to alleviate the pressure on car parking.
- Healthwatch will share this report with the Health Centre NHS provider and Blackburn with Darwen Council to discuss the possibility of making the shuttle bus more frequent to reduce the pressure on the current car parking spaces.

## Enter and View Provider Response

Details of visit:	
<b>Service Address</b>	Darwen Health Centre James Street West Darwen, BB3 1PY
<b>Service Provider</b>	Darwen Healthcare
<b>Service Contact details</b>	Ann Neville-Practice Manager
<b>Name and position of person completing this form</b>	Ann Neville-Practice Manager
<b>Date of Enter and View Visit</b>	5 <sup>th</sup> November 2018
<b>Contact details for Healthwatch Blackburn with Darwen</b>	Healthwatch Blackburn with Darwen, Room 28, Bangor Street Community Centre, Norwich Street, Blackburn, BB1 6NZ  <a href="mailto:lindabrown@healthwatchbwd.co.uk">lindabrown@healthwatchbwd.co.uk</a>  01254 292686
<b>1. Is this report factually accurate? (If not please state what needs to be changed and why.)</b> Some minor changes were made to the draft report following feedback from the practice manager.	
<b>2. Is this a fair report?</b> <span style="color: red; font-weight: bold;">Yes</span>	
<b>3. What insight, if any, has been gained by your organisation as a result of this Enter and View visit and subsequent report?</b>  The practice looked at the website following receipt of the report and has today asked for the icon for online booking on the home page to be more visible and easier on the patient eye.  Highlighted the issue for patients getting to the practice and ensured that the bus timetable is displayed in the waiting room, website, next newsletter and new patient packs and would work with the patient participation group to look into any other transport options for patients.	
<b>4. Is there anything we could have done differently that would improve our own practice?</b>  You were very professional, friendly and the visit did not disrupt the normal day to day running of the practice and although we obtain monthly and annual feedback from our patients it was nice to read another style of patients' feedback.	

**5. Any additional Comments**

The report is very professional and feel very proud as a practice when reading the wonderful patient feedback and will continue to work with patients to improve our practice further.

6. Suggested Actions for the provider:	Comment
Look at possible solutions to alleviate the pressure on car parking.	Bus timetables to be displayed on website, newsletters and waiting areas and as mentioned send the report to BWD CCG and local authority.
Reduce waiting time for appointments.	The process of extending the length of GP Appointments is already in process to reduce the waiting period for patients in practice although also recognises that some delays are not avoidable but will discuss with the practice team and patient participation group for further possible solutions.
On the website, locate the Online booking information on the appointment tab instead of the opening hours tab.	The online booking icon on the home page is to be made more visible to patients.