

Enter and View Report

Hollins Grove Surgery, Darwen



Report author: Sharon Hardman, Enter and View Coordinator,
Healthwatch Blackburn with Darwen

Visit: Thursday 26 July 2018

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1 Introduction

1.1 Details of visit

Details of visit:	
Service Address	153 Blackburn Road Darwen Blackburn BB3 1ET
Service Provider	Hollins Grove Surgery
Date and Time	Thursday 26 July 2018 14:02 - 15:50
Authorised Representatives	Sharon Hardman (Lead), Saliha Bax and Chloe Dobson
Contact details	Healthwatch Blackburn with Darwen, Room 28 Bangor Street Community Centre, Norwich Street, Blackburn, BB1 6NZ info@healthwatchbwd.co.uk 01254 292686
GP Practice Staff	Vicky Pickering - Practice Manager

1.2 Acknowledgements

Healthwatch Blackburn with Darwen would like to thank the staff and patients of Hollins Grove Surgery for their contribution to the Enter and View visit and for making us feel so welcome during the visit. We would also like to thank Vicky Pickering for encouraging staff and patients and carers/family members to complete our questionnaires and collecting responses before our visit. Thank you to our trained Enter and View authorised representatives for their contributions.

1.3 Disclaimer

Please note that this report relates to responses from staff and patients from Thursday 28 June 2018 to Thursday 26 July 2018. Our report is not a representative portrayal of the experiences of all patients and staff, only an account of what was observed and contributed during this time frame.

2 What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Healthwatch Blackburn with Darwen authorised 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 (2012) allows Healthwatch Blackburn with Darwen authorised representatives to observe service delivery and talk to service users, their families/carers and staff on premises such as hospitals, care homes, GP practices, dental surgeries, optometrists and pharmacies. 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 Blackburn with Darwen Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch Blackburn with Darwen safeguarding policies.

2.1 Executive summary

Healthwatch Blackburn with Darwen Enter and View representatives conducted an unannounced Enter and View visit at Hollins Grove Surgery on Thursday 26 July 2018 at 14:02 -15:50 to collect views directly from patients, carers/family members and staff on their experiences of this GP surgery. This report is based on responses from 16 patients, 4 members of staff and we undertook an observation of the setting.

Key areas for improvement:

-  Hollins Grove Surgery need to promote and increase awareness of the Patient Participation Group and reinstate regular meetings.
-  To relocate the sample box to a more secure and confidential position.
-  Hollins Grove Surgery needs to provide information about availability of British Sign Language support and hearing loops in the waiting area.

Areas of good practice:

- 100% of patients rated Hollins Grove Surgery and its staff as excellent or very good. There were no negative comments from patients about Hollins Grove Surgery or its staff.
- 100% of patients felt listened to and found the information that they received in their appointments helpful.
- 100% of patients felt that the GP/Nurse they last saw was excellent or very good in giving them enough time, listening to them and explaining tests or treatments.
- 94% of patients felt that they were treated with dignity and respect.

Healthwatch Blackburn with Darwen's recommendations are:

- Recommendation 1:** To promote and increase awareness of Patient Participation Group and reinstate regular meetings.
- Recommendation 2:** To relocate the sample box to a more secure and confidential position.
- Recommendation 3:** To provide information about British Sign Language and hearing loops in the waiting areas.
- Recommendation 4:** To promote online services for appointments and repeat prescriptions.

Hollins Grove Surgery to inform Healthwatch Blackburn with Darwen of actions in response to all recommendations by 31 January 2019.

2.2 Purpose of Visit

- To capture the experiences of patients, carers/family members and staff.

2.3 Research Methodology

This was an unannounced Enter and View visit. A letter was emailed to the Practice Manager on 6 June 2018 which explained we would be doing an unannounced Enter and View visit to this surgery in the next 8 weeks. We visited Hollins Grove Surgery on Thursday 28 June 2018 to give questionnaires in paper format for patients, carers/family members and staff to the Practice Manager for distribution before the Enter and View visit. We also emailed these in an electronic format on Survey Monkey to the Practice Manager on Thursday 28 June 2018 to distribute before the Enter and View visit.

From Thursday 28 June 2018 to Thursday 26 July 2018 Hollins Grove Surgery collected written responses from 4 patients and 3 staff members.

We approached the Reception staff before we spoke to anyone in Hollins Grove Surgery and followed her advice when she said that there was no one who might not be approached due to their inability to give informed consent, or due to safety or medical reasons. At the Enter and View visit we spoke to 12 patients who all completed our questionnaires. There were no responses from carer/families collected by Hollins Grove Surgery or Healthwatch Blackburn with Darwen. We undertook observations at this Enter and View visit, involving authorised Enter and View representatives walking around the public/communal areas and observing the surroundings to see how the patients engaged with staff members and the facilities. An observational checklist was prepared for this purpose.

This Enter and View report is based on responses from 16 patients, 4 members of staff (3 non-clinical staff, 1 clinical staff) and 3 observations.

2.4 Results of visit

Patients' views on Hollins Grove Surgery

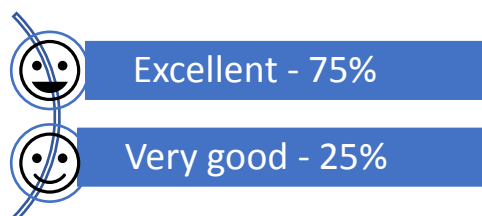
Patients' Experience of Attending the GP practice

Patients' length of time at Hollins Grove Surgery



The overriding feedback from patients on the practice was very positive and referred to it being an excellent service.

Patient's Rating of Experience at Hollins Grove Surgery



Positive feedback about the staff included, “the staff and doctors are first class,” “excellent GP, friendly and very helpful”, “Dr Zaki is very good, helpful and he is a very friendly doctor” and “polite and pleasant.”

Positive feedback about the service includes, “the care and treatment I have received up to now has been excellent”, “I think that the service provided is very good, the staff are very welcoming and always find a way to cure us and keep us in the best of health”, “they help you very quickly” and “I

haven't been to the surgery for some time, however it was still very easy to book an appointment over the phone."

Patients were unable to make suggest any areas of improvement for this GP service.

Appointments

Preferred method of booking an appointment



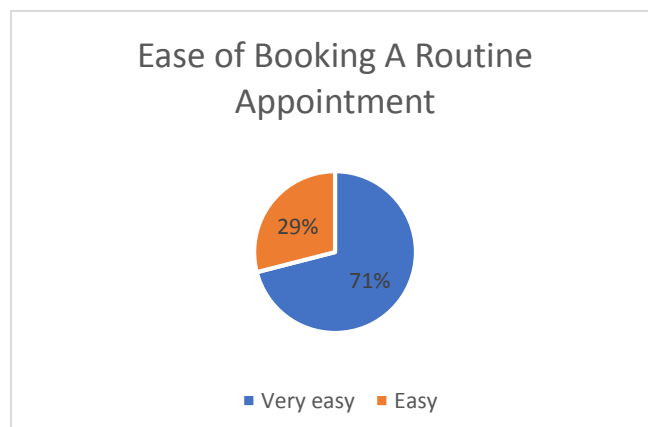
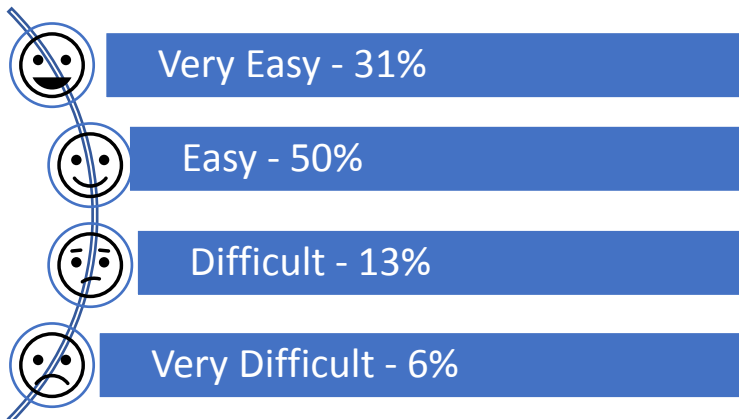
At reception - 21%



Telephone - 79%

Whilst there was mixed feedback on the ease of booking a same day appointment, all patients interviewed found booking a routine appointment easy.

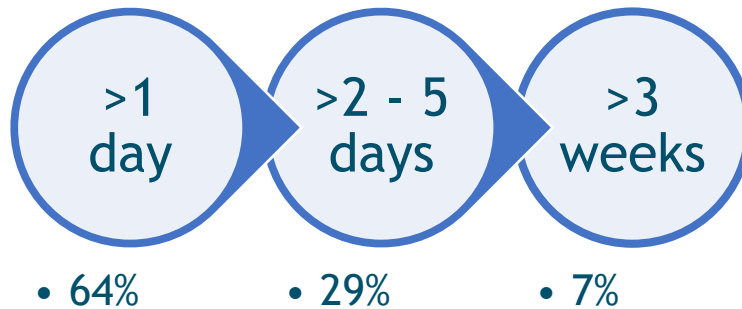
Ease of Booking A Same Day Appointment



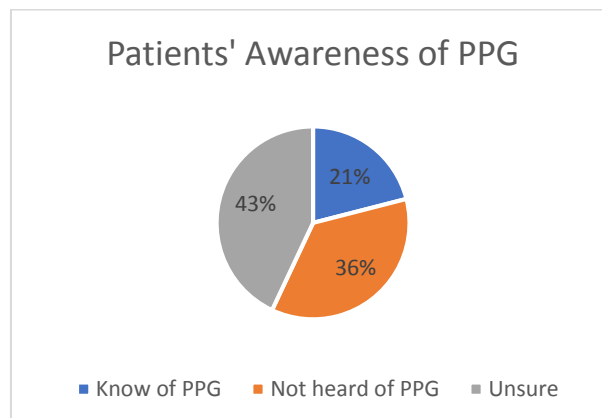
Waiting times

This ease of booking a routine appointment is also reflected in the reported waiting times from patients.

Waiting Time for Routine Appointment



Awareness of Patient Participant Group (PPG)

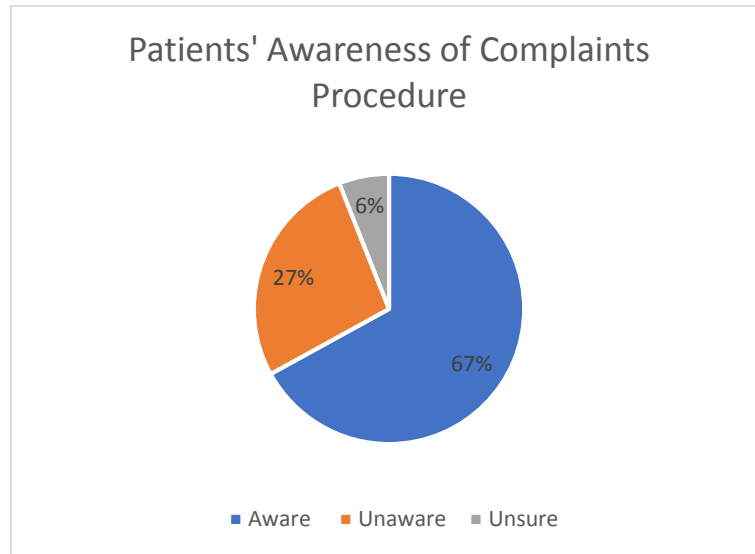


Although we witnessed the Patient Participation Group being discussed with patients by staff, there is lack of information about it on the website and a low level of knowledge about it amongst patients consulted.

There needs to be an increase in awareness of the PPG Group and regular meetings reinstated.

Enter and View representatives are aware of a recent “How to Guide” that has been produced by Healthwatch England and the National Association for Patient Participation (NAPP) and this can be utilised when re-establishing a PPG as it also includes tips for PPG to work effectively with their local Healthwatch.

Awareness of the Complaints Procedure



Other Patient Feedback

Patients commented on the environment stating that it is a “Clean surgery with good facilities” and one patient commented that it was the “best move we’ve made.”

Patients' views on staff

Patients' Rating of Staff



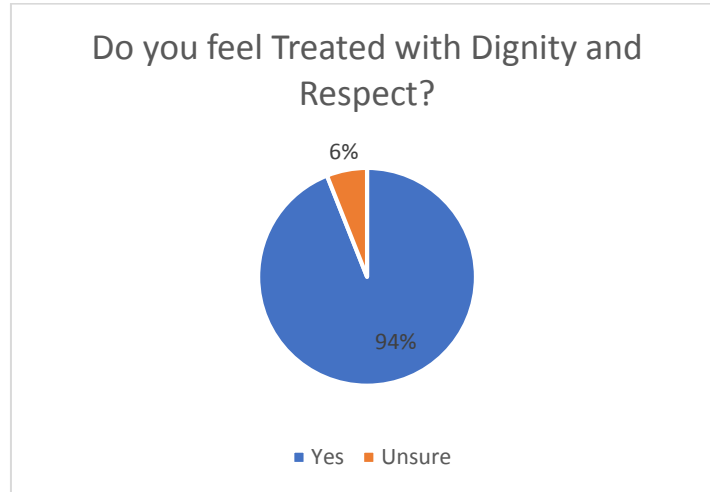
Positive comments about staff were around being very helpful, polite, friendly and efficient. Patient comments included “they provide an excellent service and are very welcoming when it comes to appointments and whenever we come in”, “They always talk to us with big smiles on their faces”, “good treatment and good communication” and “very understanding and compassionate.”

There were no negative comments from patients about the staff at Hollins Grove surgery.

Patients were unable to make any suggestions as to how the service from staff might be improved.

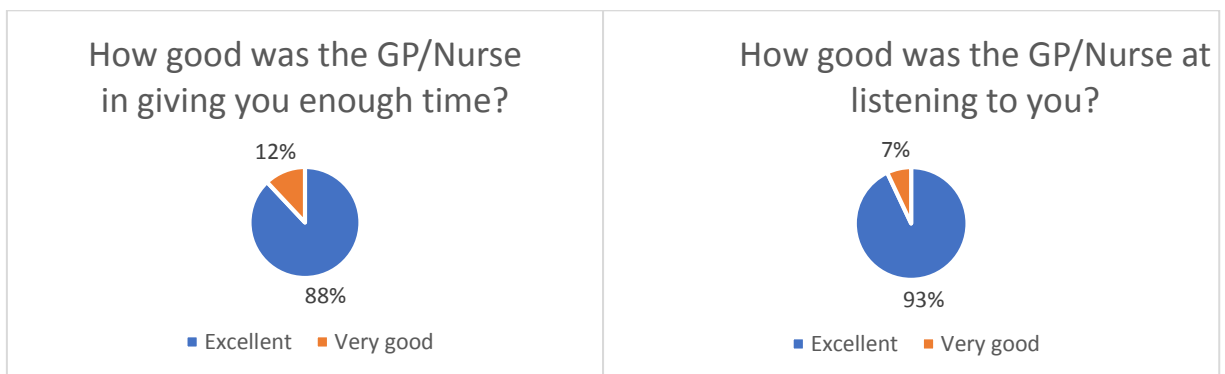
Other Patient Feedback on Staff at Hollins Grove Surgery

All patients interviewed felt listened to by staff at the surgery and the majority felt treated with dignity and respect.



Feedback on Treatment of Patients at Their Last Appointment

All patients we consulted found the information that they received in their appointments helpful.



How good was the GP/Nurse at explaining tests or treatments?



Patients' views on the environment

All patients said that they felt safe at Hollins Grove Surgery and that: -

- the seating was comfortable, and the surgery was clean and well-maintained
- it was easy to find their way around
- the temperature and lighting were suitable
- 93% of patients felt there was enough space for prams, buggies, wheelchairs and mobility aids.

Carer/family members' views

There were no carers/families available at the Enter and View visit to complete our questionnaires. No responses were collected by Hollins Grove Surgery from carers/families.

Staff Views

All staff felt that Hollins Grove Surgery was excellent. Positive feedback from staff about the surgery included “excellent patient access to service, always striving to improve”, “friendly staff and GP” and “high standard of care.”

All staff said that they had enough time to spend with patients. The most frequent way of communicating with patients was by telephone or in person, followed by online and text. Staff said the most popular tools used by staff to ensure patients/carers/family members have the information they need to manage their health are “verbal and written information, referral to education programmes, signposted to websites” and “plenty of patient leaflets and advice/guidance to provide to patients.”

Training and development

The most frequently reported dates for the last training and development opportunities for staff were April 2018 to July 2018. Members of staff said that they had undertaken training and development in CPR training, GDPR training, HCA Level 3, Non-medical prescribing and on-line training for breast examination.

- All staff reported that this recent training was helpful to their job.
- All staff felt comfortable asking for help with a case and said that the referral system works effectively.
- All staff reported that they had an appraisal every 12 months.
- All the staff stated that they would feel comfortable raising concerns about the service to their line manager.

When we asked staff what they felt could be improved in the GP practice the only suggestion was to continue training in various aspects of health care to enhance service for patients.

Further comments from members of staff were, “I have worked at Hollins Grove Surgery for many years and enjoy what I do helping all the patients” and “I feel it has a very caring ethos from all staff, and all staff are very supportive of each other.”

Practice Manager’s Views

The current staffing structure at Hollins Grove Surgery is 1 GP, 1 Practice Nurse (also trained as a non-medical prescriber), 1 Practice Manager (also trained as an Assistant Practitioner) and 2 Receptionists (1 Receptionist is also trained as a Health Care Assistant). At the time of our visit there were 4 staff members working. There are currently 1, 809 patients registered with this practice with no patients registered as ‘at risk’ with additional needs.

When we asked what training is provided to staff to support patients with ‘at risk’ additional needs the Practice Manager said, “all staff are made aware of any patients if there is a need so that we can accommodate these patients when necessary. Patients who we consider needing additional needs would be discussed at our weekly staff meetings.” Hollins Grove surgery is a smaller practice and this GP is dementia friendly by “knowing the patients who have problems remembering appointments etc, so we contact them and/or their carers to remind them, if these patients do turn up at other times we are accommodating and still see them - we do not turn them away. All staff are aware of which patients struggle when they attend the practice - we discuss patients regularly at our staff meetings to make sure we are meeting their needs. All leaflets are in the practice.”

Most patients make appointments by phone, online, in person, WhatsApp or text. The Practice Manager said that the average time to wait for a routine appointment is within 24 hours and emergency appointments are seen on the same day.

The normal communication method with patients is speaking face to face, text or WhatsApp. Different communication needs are recorded and met using “Language Line for interpreting, we can ring British Sign Language to book an appointment if anyone needs their service. We have a hearing loop at the practice (just having it installed at present). We have had a teenager with learning disability who attended with carers.”

Hollins Grove Surgery uses Language Line Solutions as a translation service which was used approximately a month ago. Hollins Grove Surgery has 6 patients who regularly attend the Patient Participation Group and this GP surgery promotes the involvement of patients in this group on their website, on practice leaflets, posters in the surgery and by word of mouth.

The Practice Manager felt that all the staff are multi-trained and can fill in when other staff are off, for example the Practice Manager is trained as an Assistant Practitioner and the Receptionist is trained as a Health Care Assistant works well. Patient satisfaction comes from “giving patients a chance to speak - give them the time they need to sort through their problems - the reception staff are extremely friendly instead of being a brick wall (this is what has been said to us about other practices).” Barriers to having the most effective and caring service are “none - it can be very busy and at times very hard work and demanding but it is our job to make sure the patients are looked after to a high standard. We have a very good relationship with all of our patients.” The Practice Manager said, “I think the practice is very unique, still offers on the day appointments and scripts are ready same day.”

2.6 Additional Findings

Observations from Enter and View authorised representatives on external access and appearance

There is clear signage on the outside of Hollins Grove Surgery and the external environment is pleasant and well maintained. The surgery is accessible by public transport with a bus stop nearby. There is no car park however there is parking available on side streets nearby. There were no disabled car parking places marked however people with disabilities can use their blue badge to help them park nearer to their destination. There is a disabled ramp and an accessible lift to the first floor. The surgery has an appropriate signing in method and sanitising hand gel was available on entry near Reception and on the first floor outside the waiting room. The surgery is clean, well maintained and orderly.

Observations from Enter and View authorised representatives on reception area

There was no sign saying ‘Reception’ however it was clear that the area was Reception and everyone entering the building found Reception easily.

There was a sample box (clear plastic box with a lid) on the reception desk which contained personal data about patients that could be seen and accessible to all. **This needs to be relocated to a more secure and confidential position.**

We were unable to see the prescription box. The Reception area was open and did not allow for privacy on the telephone or in-person clients. However, there were other rooms available for private telephone conversations and in-person patients.

Observations from Enter and View authorised representatives on waiting room/seating area

There was enough space for prams, children's buggies, wheelchairs and mobility aids. There were seats with and without arms in the upstairs waiting area thus catering for elderly or frail patients. In the downstairs waiting area seats were not available at different levels with arms. The latest CQC rating for the previous GP was displayed in the upstairs waiting area. Dr Zaki has currently taken over this GP contact in January 2018 and is awaiting the CQC new registration visit.

Information on the walls and notice boards were high quality including a poster about the Minor Injury services, Patient Participation Group, Referral online services and Your Data matters poster. There was a display asking patients to vote for this surgery in the GP Awards 2018. There was a suggestions/comment box and NHS friends and family test.

Plaques were displayed from NHS England North Lancashire Public Health Commissioning team for achieving the highest uptake for seasonal influenza in pregnant women, all healthy children aged up to 2 years and those aged 6 months to under 65 in a clinical risk group within Blackburn with Darwen Clinical Commissioning Group in 2016/2017. There was also a Believing in Breast Feeding Award displayed. There was a wide variety of leaflets available on display about relevant health issues including Healthwatch Blackburn with Darwen leaflets.

Patients were called for their appointments verbally by the clinician calling out their first name in the waiting room. Hollins Grove Surgery has a very informative and up to date website. However, there is no information about the Patient Participation Group information on the website.

There is no facility on the website for patients to book appointments and reorder repeat prescriptions online. **We recommend that online facilities to book appointments and reorder repeat prescriptions is implemented.**

Observations from Enter and View authorised representatives on staffing

At Hollins Grove Surgery the atmosphere of the service was calm, professional and friendly. Throughout this Enter and View visit all the staff talked to patients respectfully, were very friendly, caring and helpful. The reception staff appeared to be friendly, caring and go the extra mile, for example offering water to patients who seemed to need it. We witnessed the Patient Participation Group being discussed with patients by staff.

Observations from Enter and View authorised representatives on additional facilities

There was a disabled toilet accessible with handwashing and drying facilities, an emergency cord and support arm for the toilet. There was no evidence of promotion of use of British Sign Language and hearing loops which needs to be displayed. When we asked the receptionist for the location of the British Sign Language and hearing loop information she explained that Hollins Grove Surgery was waiting for this to be installed and that this had not been implemented as a new GP had taken over the practice and Hollins Grove Surgery was waiting for its CQC new registration visit. Language Line is the current available translation service.

Hollins Grove Surgery is dementia friendly with different coloured flooring and furniture. There was no clock in the waiting area.

2.7 Recommendations

Recommendation 1: To promote and increase awareness of Patient Participation Groups, reinstate regular meetings and utilise the “How to Guide” produced by Healthwatch England and National Association for Patient Participation Groups to work together with local Healthwatch. Hollins Grove Surgery to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 January 2019.

Provider Response: THE PPG has already been reinstated with a Whatsapp group for daily/weekly updates but regular meetings face to face every 3 months. The PPG is explained on our website and also in the waiting areas.

Recommendation 2: Hollins Grove Surgery needs to relocate the sample box to a secure and confidential position. Hollins Grove Surgery to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 January 2019.

Provider Response: The sample box has already been relocated to a discrete, secure shelf out of view of other patients.

Recommendation 3: To provide information about British Sign Language and hearing loops in the waiting area. Hollins Grove Surgery to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 January 2019.

Provider Response: The practice has already updated policies in practice, and the hearing loop is back in reception. There is also information in the waiting area.

Recommendation 4: To promote online services for booking appointments and for repeat prescriptions. Hollins Grove Surgery to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 January 2019.

Provider Response: This has already been added to our website and new practice leaflet.

2.8 Distribution List

This report will be distributed to the following:

-  Blackburn with Darwen Borough Council Public Health
-  Blackburn with Darwen Borough Council Adult Social Services
-  CQC
-  Healthwatch England
-  CCG Blackburn with Darwen

2.9 Contact Details

If you would like more information about Healthwatch Blackburn with Darwen, a hard copy of this report or to find out how you can get involved in future projects please get in touch.

Address:

Healthwatch Blackburn with Darwen,
Room 28, Bangor Street Community Centre,
Norwich Street,
Blackburn,
BB1 6NZ

Telephone: 01254 292686

Email: info@healthwatchbwd.co.uk

Website: www.healthwatchblackburnwithdarwen.co.uk