

Enter and View Report

My Dentist, Railway Road, Blackburn



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Healthwatch Blackburn with Darwen

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1 Introduction

1.1 Details of visit

Details of visit:	
Service Address	15-17 Railway Road Blackburn BB1 5AX
Service Provider	My Dentist, Railway Road
Date and Time	Thursday 23 August 2018 10:00 - 12:00
Authorised Representatives	Sharon Hardman (Lead) and Karen Gronow
Contact details	Healthwatch Blackburn with Darwen, Room 28 Bangor Street Community Centre, Norwich Street, Blackburn, BB1 6NZ info@healthwatchbwd.co.uk 01254 292686
Dental Practice Staff	Sophie Etherington - Practice Manager

1.2 Acknowledgements

Healthwatch Blackburn with Darwen would like to thank the staff and patients of My Dentist, Railway Road 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 Sophie Etherington for encouraging staff and patients to complete our questionnaires and for collecting any 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 Friday 20 July 2018 to Thursday 23 August 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, Dental 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 My Dentist, Railway Road on Thursday 23 August 2018 to collect views directly from patients, carers/family members and staff on their experiences of this dental surgery. This report is based on responses from 13 patients, 9 members of staff and we also undertook observations of the setting.

Key areas for improvement:

-  To provide directional signage to the entrance of the building.
-  My Dentist, Railway Road needs to provide information about British Sign Language in all the waiting areas.

Areas of good practice:

- 100% of patients rated quality of care and the staff at My Dentist, Railway Road as excellent, very good or good. There were no negative comments from patients about the staff at My Dentist, Railway Road.
- 100% of patients felt listened to by staff and that they were treated with dignity and respect.
- 100% of patients said they felt safe at this dental practice and found it easy to find their way around My Dentist, Railway Road
- 92% of patients found the information that they received in their appointments helpful.

Healthwatch Blackburn with Darwen's recommendations are:

- Recommendation 1:** To provide directional signage to the entrance of the building.
- Recommendation 2:** To provide information about British Sign Language.

My Dentist, Railway Road to inform Healthwatch Blackburn with Darwen of actions in response to all recommendations by 31 March 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 3 July 2018 which explained we would be doing an unannounced Enter and View visit to this dental surgery in the next 6 weeks. We visited My Dentist, Railway Road on Friday 20 July 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 Friday 20 July 2018 to distribute before the Enter and View visit.

From Friday 20 July 2018 to Thursday 16 August 2018 My Dentist, Railway Road collected responses from 5 patients and 9 staff members.

We approached the Practice Manager before we spoke to anyone in My Dentist, Railway Road 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 visits we spoke to 8 patients. We undertook observations at this Enter and View visit, involving authorised Enter and View representatives walking around the public/communal areas and observing the

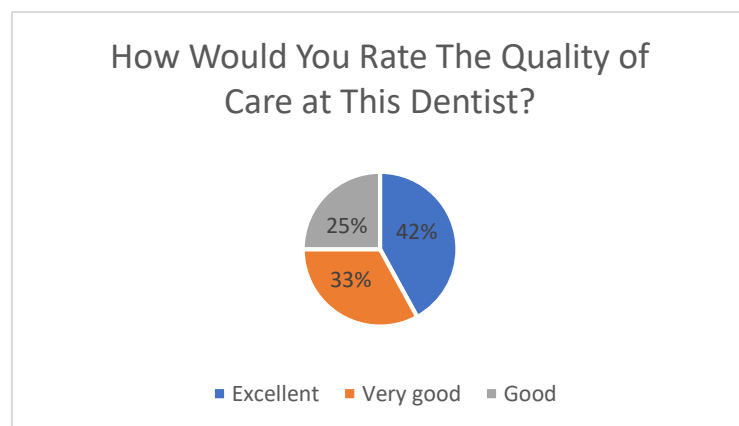
surroundings to see how the patients engaged with staff members and the facilities. An observational checklist was prepared for this purpose.

This Enter and View report is based on responses from 13 patients, 9 members of staff and 2 observations.

2.4 Results of visit

Patients' views on My Dentist, Railway Road

Patients' Experience of Attending this Dental Practice



Key themes for this rating were positive comments about the professionalism of the dentists and the ease of getting appointments.

Positive comments about the professionalism of the dentist included, “Great dentists,” “Very friendly dentist”, “because of the dentist’s care”, “very professional”, “Always make me feel comfortable” and “very thorough.” Positive feedback about the ease of getting appointments included, “Got me in on the same day.”

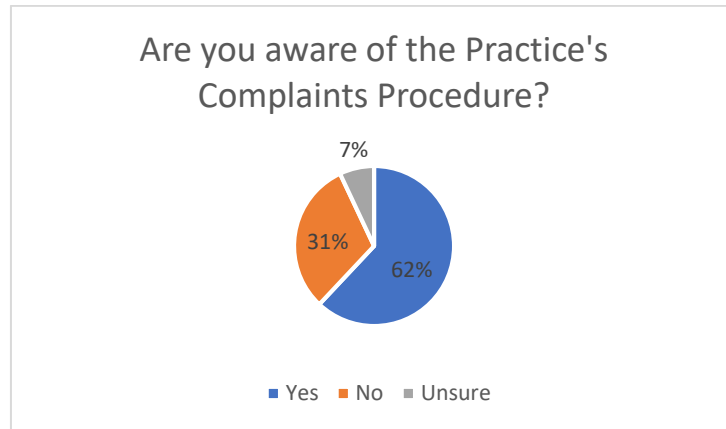
Patients suggested “free toothbrushes and toothpaste” as an area of improvement for this dental service, extending the offer beyond that available for children under five years old.

Appointments

Most people booked their appointment at Reception as the usual practice in this dentist is for the Receptionist to book the next appointment before patients leave. Other methods of booking an appointment were by telephone.



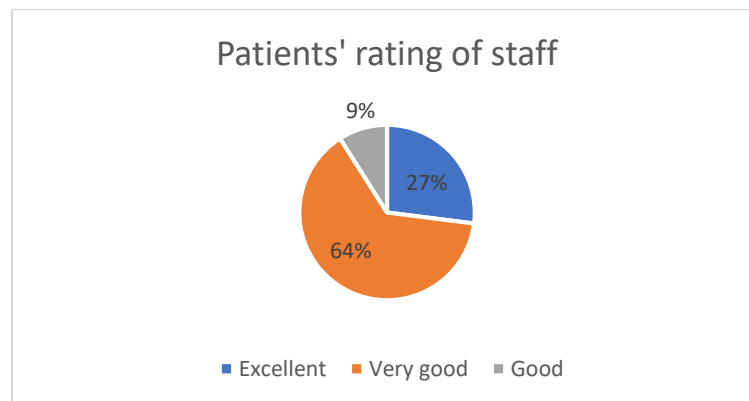
Awareness of the Complaints Procedure



Other feedback from Patients

Changes patients would like to see at My Dentist, Railway Road were “Full-time dentists - many work a few days making it hard to get appointments and to address the hot temperature.

Patients' views on staff

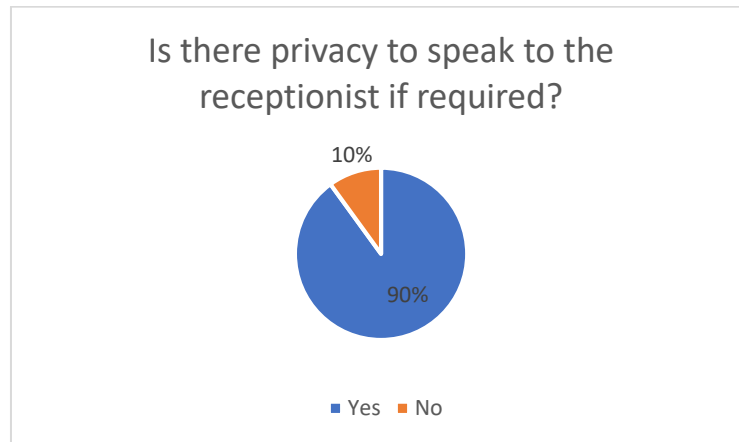


Positive comments about staff were around being friendly, polite and helpful. Patient comments included “very friendly”, “good service”, “always smiley and lovely” and “very polite”. There were no negative comments from patients about the staff at My Dentist, Railway Road.

Other Patient Feedback on Staff at My Dentist, Railway Road

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

Patients' views on the environment



- 100% of patients said they felt safe at this dental practice and found it easy to find their way around My Dentist, Railway Road.
- 92% of patients said that My Dentist, Railway Road was clean, the floors and carpets were in good condition and that the lighting was suitable.
- 85% of patients felt that My Dentist, Railway Road was well maintained and decorated to an acceptable standard.
- 67% of patients said that this dentist was at the appropriate temperature with patients saying it is too hot.

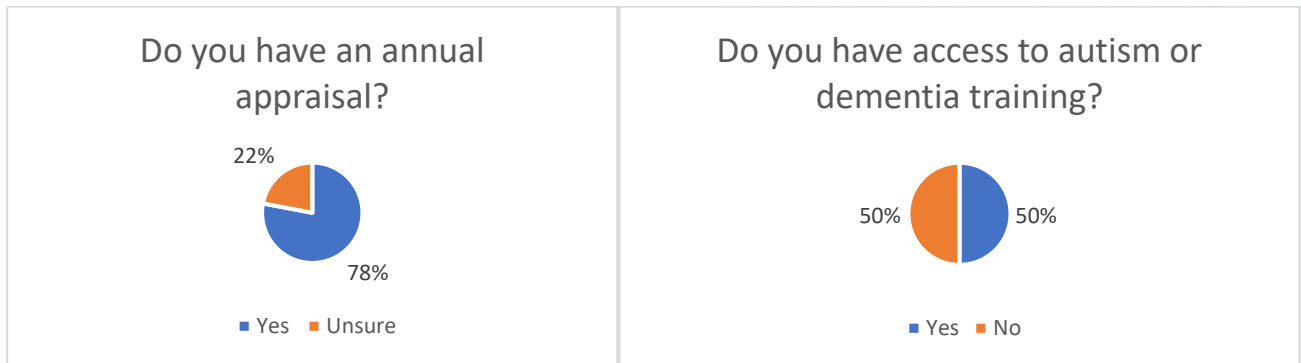
Carer/family members' views

There were no carer/families at the Enter and View visit to complete our questionnaires. No responses were collected by My Dentist, Railway Road from carers/families.

Staff Views

All staff felt that My Dentist, Railway Road was excellent (56%) or very good (44%) and they all felt that they had enough time to spend with patients. Staff comments were, "All dentists have a high level of patient care and most patients/staff relationships are positive", "Overall the practice is extremely hard working and a great team to be a part of", "Friendly staff, great team! I love it here".

My Dentist, Railway Road caters for people who have special needs by using the downstairs surgery, having dentists/staff who are patient and aware of the mental capacity act. One member of staff said, "We struggle due to having limited facilities and our dentists can't go out of practice to treat patients" and another staff member commented, "take down their requirements in notes and ensure they are met."



When we asked staff areas that could be improved at My Dentist, Railway Road the most frequent answer was air conditioning with staff commenting “waiting rooms and surgeries get dangerously hot during summer”. Other issues were accessibility with one staff member stating, “Better access for patients who struggle with mobility.” Other suggested areas for improvement were parking and separate staff toilets. One member of staff commented, “Staff and patient toilets to be separate as not always possible to use facilities when needed if busy.”

Practice Manager’s Views

The current staffing structure at My Dentist, Railway Road is 6 Dentists, 7 Dental Nurses, 3 Receptionists, 1 Therapist, 1 Practice Manager and 1 Cleaner. At the time of our visit on 23 August 2018 there were 12 staff members working at My Dentist, Railway Road. The days and times available for dental appointments are Mondays and Wednesdays 8:00 to 17:30, Tuesdays 8:00 to 19:00, Thursdays and Fridays 8:30 to 17:30 and Saturdays 8:30 to 13:30.

My Dentist, Railway Road “doesn’t really have the extra support for dementia, however we will always try our best to help remind people of appointments and prevent actions for de-registration and cancellations.” My Dentist, Railway Road does not accommodate home visits however they have a downstairs surgery and all clinicians are willing to come downstairs and see their patients in this surgery. These arrangements are identified, signposted and publicised to patient patients and carers on website, posters and reception also informs patients.

My Dentist, Railway Road uses LITS as its translation service and this was last used in the last month. There was no disabled toilet or disabled parking available at My Dentist, Railway Road. This dental practice was aware of the statement on dental complaints produced by Healthwatch and the General Dental Council.

2.6 Additional Findings

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

There is clear signage on the outside of My Dentist, Railway Road. However, the entrance is at the back of the building, so it would be useful to have some direction arrows to the entrance. The surgery is accessible by public transport due to its town centre location. There is no car park however people with disabilities can use their blue badge to help them park nearby. There was not a disabled ramp or an accessible lift. There is however a dentist surgery available on the ground floor. This dental surgery has an appropriate signing in method but there was no sanitising hand gel available. My Dentist, Railway Road is very clean, well maintained and orderly especially in the waiting rooms and surrounding areas.

Observations from Enter and View authorised representatives on reception area

The signage around the Reception desk was clear. The Receptionists were very discreet and could not be overheard and did not reveal any personal information when dealing with patients on the telephone. There were NHS Friends and Family leaflets and a box for people to share their experience of My Dentist, Railway Road at Reception.

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

There were four waiting rooms available on three floors. The stairs were quite steep to access the upstairs surgeries. There was enough space for prams, children's buggies, wheelchairs and mobility aids in the ground floor waiting room but access to other floors would prove difficult. In all the waiting areas there were seats with and without arms however there were no seats available at different levels.

Information on the walls and notice boards was very high quality including the complaints procedure, information about NHS charges, meet the team and accident reporting process. There were posters and TV screens displaying health messages and information about procedures on the different floors of the practice. Healthwatch Blackburn with Darwen posters and leaflets were displayed however there was no information about the Patient Participation Group.

Patients were called for their appointments verbally by the clinician. My Dentist, Railway Road has a very informative and up to date website however there is no information about the Patient Participation Group. There were clear signs for the toilets.

Observations from Enter and View authorised representatives on staffing

At My Dentist, Railway Road the atmosphere of the service was calm, professional and very friendly. All the dentists were very quick in calling their patients to their appointments. Throughout this Enter and View visit all the staff talked to patients respectfully and in a friendly manner. One dentist also accommodated a patient by changing their appointment to a ground floor surgery due to problems accessing the upper floors.

Observations from Enter and View authorised representatives on additional facilities

There were no disabled toilets available at My Dentist, Railway Road. Hearing loop facilities were available however **there was no evidence of promotion of use of British Sign Language and hearing loops which needs to be displayed.**

My Dentist, Railway Road is dementia friendly with different coloured flooring and furniture and access to a ground floor dental surgery.

There is currently no active Patient Participation Group at the surgery. Whilst this is not a requirement, management may wish to consider establishing a PPG as good practice.

2.7 Recommendations

Recommendation 1: To provide some directional arrows and signage to direct patients from Railway Road to the entrance at the back of the building. My Dentist, Railway Road to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2019.

Provider Response: Thank you for alerting us to the issue and we agree it would benefit our patients if we placed clearer signage on Railway Road directing patients to the rear entrance. We are in the process of arranging new signage to be placed.


Recommendation 2: To provide information about British Sign Language support. My Dentist, Railway Road to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2019.

Provider Response: Thank you for identifying this need. We are now in contact with BSL to request posters and leaflets which provide patients with support information.

The practice does operate an induction loop and we will be making sure that our signage regarding the loop is clearly visible.

2.9 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,
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