

## Enter & View Visit Report

<b>Premises visited:</b>  Clifton House Medical Centre 263-265 Beverley Road Hull	<b>Date of Visit:</b> 22.1.15	<b>HW Reference:</b> HWKuH15-01-03
	<b>Duration of visit:</b> 55 Minutes	
	<b>HWKuH Representatives:</b>  Gail Purcell Christina Hamilton	<b>Staff met during visit:</b>  Reception staff

<b>Purpose of visit:</b>
<p>There are a huge range of buildings which house GP practices in the City, ranging from purpose built health centres housing multiple practices, to converted houses which are used as surgeries by single practices. In premises that host more than one practice there are sometimes variances in layout and process.</p> <p>There is variation in both types of premise and the facilities provided at those premises. In order to be fully aware of the variation in standards and facilities offered we are carrying out observation only visits to all <i>GP practices</i> over a one year period.</p> <p>Subsequent to any visit a report is prepared, factual detail agreed by the manager of the facility visited, and then shared with the HWKuH Board before distribution.</p> <p>The visit was pre-arranged. We used a prepared visit recording sheet to log relevant facts, observed practice premises, facilities and access and spoke to staff, residents and visitors as relevant.</p> <p>Disclaimer: This report relates only to the service viewed on the date of the visit, and is representative of the views of the service users who contributed to the report on that date.</p>
<b>Introduction:</b>
<p>Clifton House Medical Centre is a large practice based on Beverley Road to the west of the city centre. It was established as a practice approximately 100 years ago and operates from converted Victorian houses on the main road. The premises were originally 2 double fronted houses which are joined by a linking two story corridor. Clifton is the only practice housed in the building.</p> <p>The consulting &amp; treatment rooms are on the ground and first floor of the building. There are currently 9,700 patients on the practice list. There are 4 GP's at the practice, all are partners. In total there are 1100 appointments available for patients per week, with an average 70 appointments not attended. Each GP appointment is scheduled for 10 minutes with the option to request a longer appointment.</p>

**External:**

There is a car-park at the rear of the practice which is accessed via an adjacent road. This car park is not signposted and we only became aware of it after seeing an alleyway at the side of the building which leads to the rear of the building & car-park. The car park has 15 spaces available with no spaces for disabled parking. During our visit the car-park was full. Access to the surgery from the car-park is via a small alleyway at the side of the building. There is some on street parking in front of the surgery.

There is only 1 entrance to the surgery, this is from the pavement and has a slope leading up to the main door. The surgery has a large sign in the front garden.

Overall the exterior is clean, tidy and very well kept.

**Reception:****Main Ground floor reception / waiting room:**

The main door opens into a small foyer and then onto the reception area, there is a large open space with the reception desk opposite the entrance. The reception desk is long with 2 patient access points, there is a hearing loop sticker at one end of the reception, it is not clear whether this serves both patient points of the desk. During our visit the prescription desk and waiting area were in constant use, with people also using the repeat prescription point. The electronic booking in screen is to the right of the reception desk next to the door to the stairs and was being used by patients. Patients are directed to the booking in point by signage on the screen of the reception desk. There was no privacy for people to speak to the reception staff, it is possible to hear patients speaking to the reception staff at the desk. During a visit a member of staff was in the main reception area having a conversation with a patient / patient's representative about repeat prescriptions. It was possible to overhear the conversation, including some confidential details from both the reception desk queue and the seating area.

The main seating area is to the left of the reception with chairs being some distance from the reception desk, there are 2 seating areas with approximately 30 seats, during our visit there was a high turnaround of patients with a constant amount of 18-25 of the seats occupied. There is very little signage to direct patients to specific consulting rooms, this appears not to be an issue as patients are called and collected from the waiting rooms by the GP or Nurse and escorted to the consulting rooms. Each consulting room has a name plaque on the door.

There is no children's play area or any reading material for adults or children. A radio was on at one end of the reception area, this was on quite loud but did not appear to cause problems with patients hearing their names being called. There are 8 notice boards in the reception area which all have recent and relevant information, some of these are themed but others contain a mixture of information and seem crowded. Notices and posters are also on walls, the reception screen, internal windows & most doors. Some signage and important information was on notice boards and may be difficult to find. There are 10 purpose built leaflet racks in the reception and waiting area as well as leaflets in holders on a table and on the reception desk. All of the information appears recent and relevant but again as there is so much information it may be difficult to find what is relevant for a particular patient group. We did not observe patients looking at any of the information available or on display during our visit. A water dispenser was available for patient use however there were no cups, also a poster indicated a health monitor but this was no longer in the reception area.

Our overall impression of the reception area was that it was very busy and noisy, there is no natural light into the reception area and it is dominated by the large reception desk.

**Upstairs waiting room:**

There is a small waiting room on the first floor for the GP consulting room on the first floor. The waiting room is not staffed but there is a small reception desk which has a radio on, this radio was at a pleasant volume.

There are 12 chairs in the waiting room, 7 of which were occupied during our visit. There are information leaflets & notice boards in this waiting room, as with the downstairs waiting area these appear crowded.

This reception area was clean and tidy but has no natural light and there are no patient toilets on this floor.

**Lift / Stairwell:**

There is one consulting room on the first floor with no lift available in the building. The first floor is accessed via a staircase off the main reception area. The stairs to the upstairs consulting room were well lit and accessible, being off the main waiting area, with a handrail to both sides.

From the first floor there is a large staircase, with open bannister rails, to the ground and second floors, this does not appear to be for patient use but it has no signage or barrier to indicate this. During our visit a child was playing on these stairs, supervised by a parent

**Facilities:**

The ladies toilet, disabled facilities and baby change facilities are located just off the main reception area and are clearly marked. The Gents toilet is around the corner down a slight corridor and we were initially unable to locate it. We spoke to a male patient who advised of the location of the Gents toilet, he also explained that the toilet was built under a staircase, creating a sloping roof over the toilet 'anyone over 5'8" can't get near the toilet bowl'. The ladies toilet was clean and tidy with a hand dryer but no paper towels or evidence of routine cleaning, the door from the reception area opens straight into the toilet. The disabled toilet is also accessed straight from the reception area and was clean and tidy but there was no emergency cord or evidence of routine cleaning. The baby change area was accessed straight from the reception area and was also being used as a storage area. The area was clean although there was an unpleasant smell as you entered. The room has two sections, the left section has a small window with a fixed changing table and baby change mat, there is also open storage under the table. The right hand side of the room has no natural light and during our visit contained several boxes.

**General Observations:**

The exterior of the practice is very clean and welcoming. The interior appears dated and a bit gloomy due to the lack of natural light. The practice was very busy during our visit with patients appearing confident in where they are being seen, however the lack of signage may be confusing for an infrequent visitor.

**Recommendations:**

Further to our visit we would make the following recommendations:

- It is recommended that the practice clarifies the car park usage for patients and that adequate signage is displayed, both to the car park and from the car park to the reception
- It is recommended that patients are made aware of the option for privacy to discuss confidential matters
- It is recommended that the practice consider additional signage to the upstairs consulting room
- It is recommended that the notice boards and patient information leaflets be regularly reviewed and information be displayed in a clearer, less cluttered way

- It is recommended that the practice look into themed notice boards and notice boards providing practice information
- It is recommended that notices, other than safety notices, be removed from areas other than notice boards e.g. doors & windows
- It is recommended that cups, and a suitable waste bin, be provided for use with the water dispenser
- It is recommended that the poster advertising the Health Check machine be removed if this is no longer used
- It is recommended that a 'no patients beyond this point' sign or barrier be placed on the rear stairwell
- It is recommended that signage be displayed to the Gents toilet
- It is recommended that storage in the baby change area be enclosed and if possible locked

Produced on behalf of HWKuH by	Insight & Intelligence Officer	Date: 1.4.15
Signed on behalf of HWKuH Board	Board Approved	Date: 14.4.15