

**Details of visit****Service address:****Service Provider:****Date and Time:****Authorised****Representatives:****Contact details:****Gainsborough Surgery****1 County Lane, Whitegrove, Bracknell, RG42 3JP****Dr Kade & Partners****28th January 2016, 9.00am – 11.45am****Mark Sanders, Muriel Hanley, Sharon Bowden,****Philip Smith, Sue O’Sullivan****[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.

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## 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 (est. April 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.

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## Methodology

*This was an announced Enter and View visit.*

Two weeks prior to the visit a notification letter was delivered to the Practice Manager. 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 surgery shares a building with another GP practice but they are 2 separate premises; they are self-contained with their own waiting room, consulting rooms etc. Given the shared location an Enter and View visit was conducted at the adjoining practice simultaneously.

On arrival the Enter and View authorised representatives were greeted by the Practice Manager and refreshments were offered.

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 26 patients on the day and ask them to complete the survey. 7 surveys were completed online. 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.

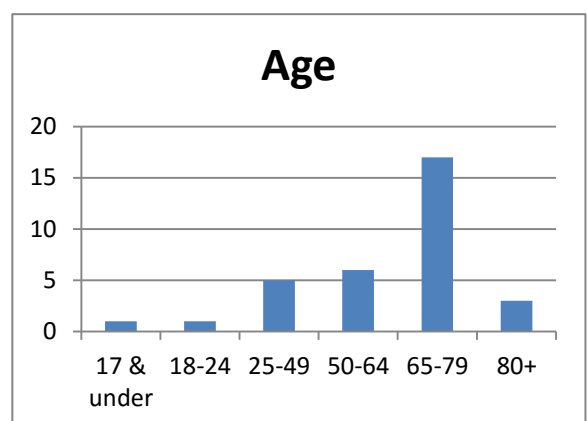
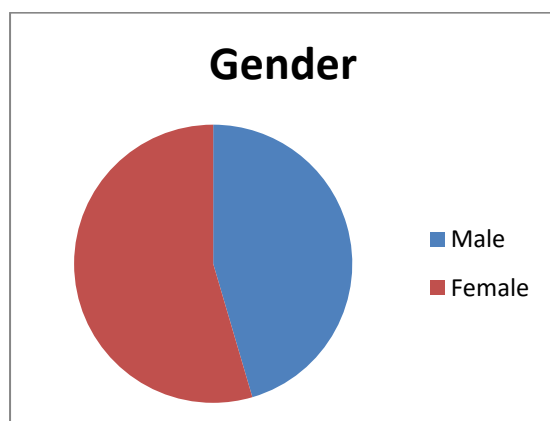
A proportion of the visit was also observational, allowing the authorised representatives to assess the environment and how patients engaged with staff members and the facilities.

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

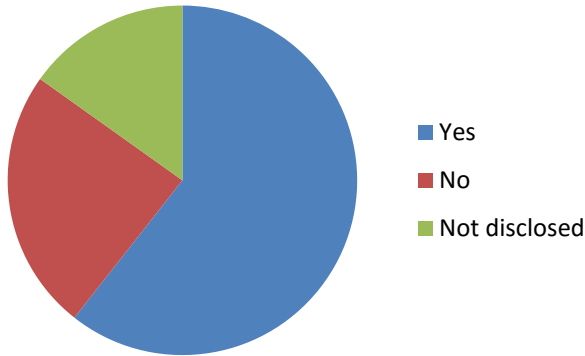
## Results of Visit

### Equalities data

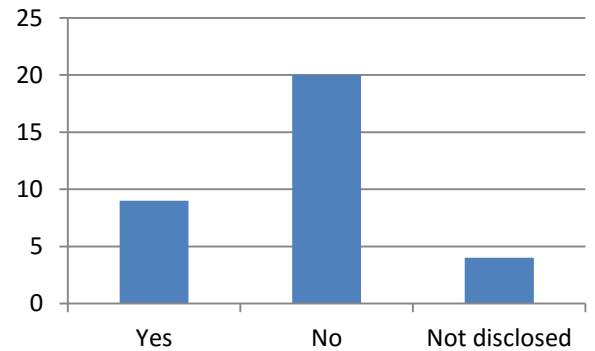
26 surveys completed on the visit + 7 online



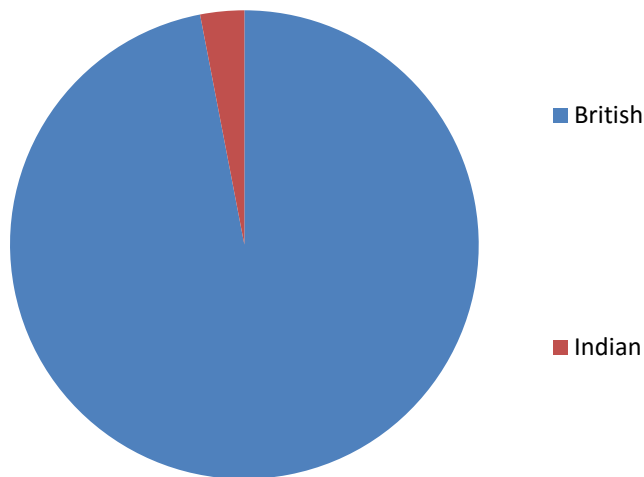
**Do you have a disability or long-term health condition?**



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

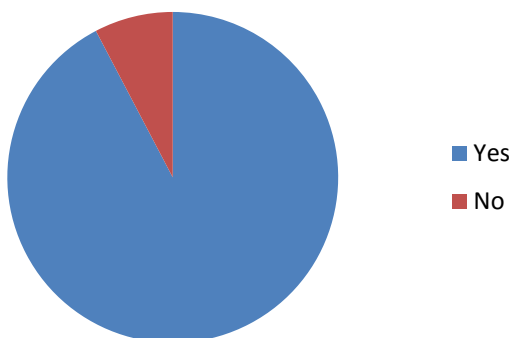


**Ethnic Origin**

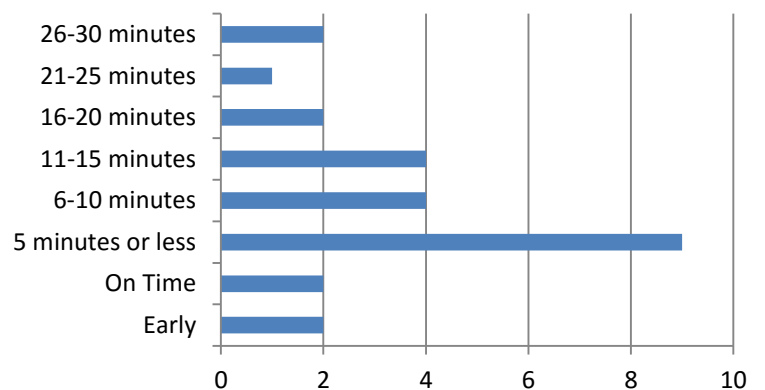


Survey questions (26 responses)

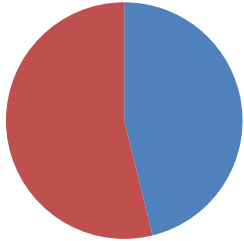
**Did you get an appointment when you wanted/needed one?**



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



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

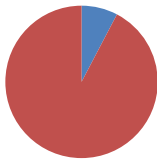


■ Yes  
■ No

If YES, was it easy to use?			
Yes	10	No	2
If NO, why did you not use it?			
Not specified			9
Receptionist was free/saw me coming			2
I don't like computers			1
Visual impairment			1
I'm lazy!			1

The 2 people who said it was not easy to use reported that it was not working properly

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

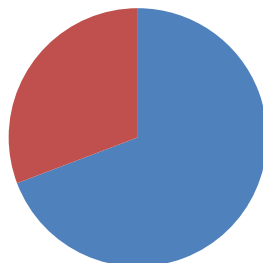


■ Yes  
■ No

If YES, why?	
Working	2

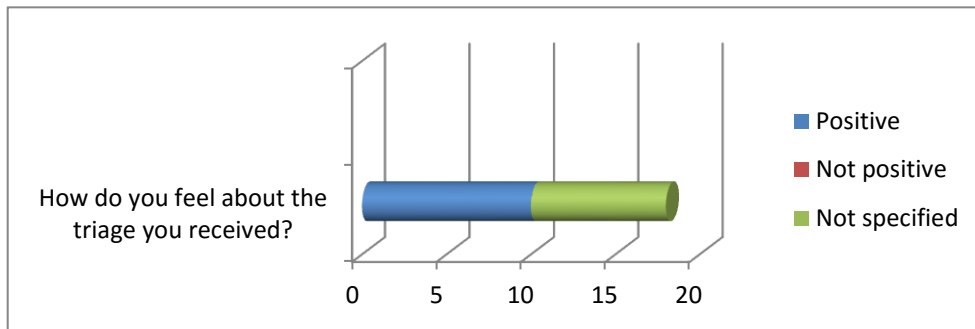
Do you know whether you could have made an evening and/or weekend appointment?		Would you have used this if an option?			
Yes	17	Yes	16	No	1
No	9	Yes	5	No	4

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



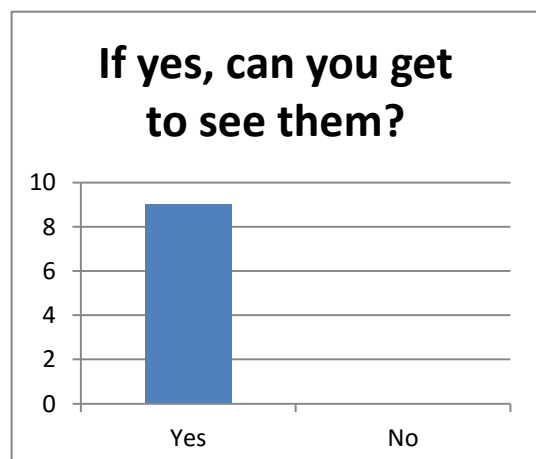
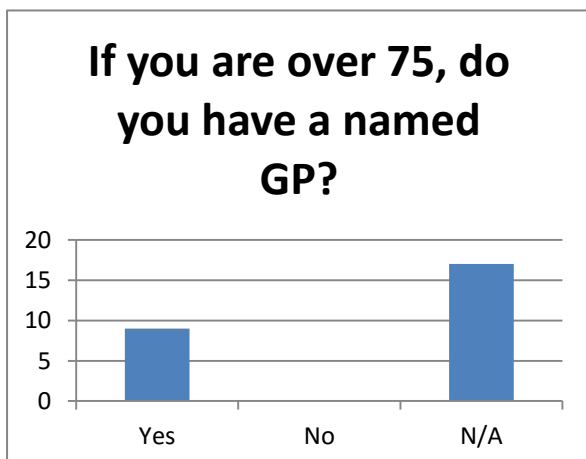
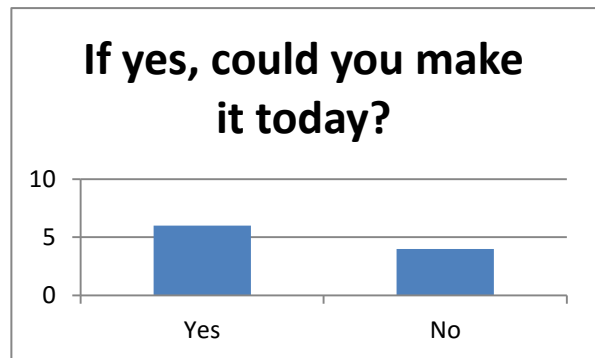
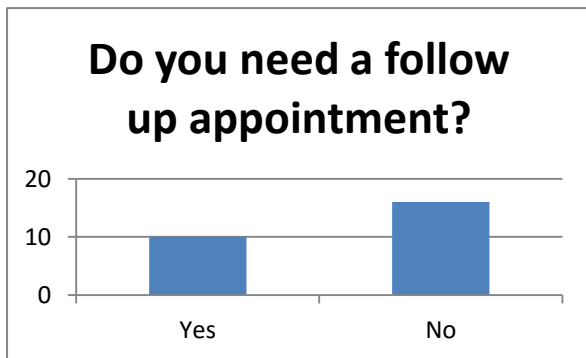
■ Yes  
■ No

Of the 18 patients who stated they received triage, 15 said this was carried out by a receptionist, one said this was carried out by a nurse and one person did not specify.

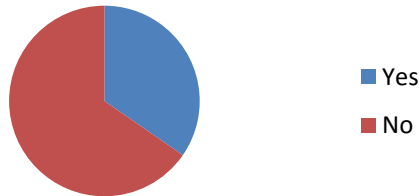


**During your appointment do you feel you had enough time to address your concerns? Did the GP/Nurse listen to you? Did you feel you received all the information you needed etc.**

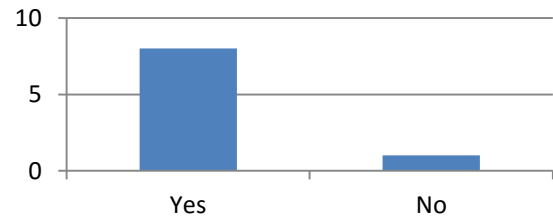
Yes	26	No comments made
No	0	No comments made



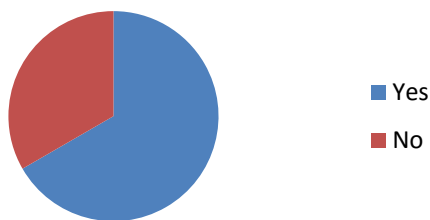
**Have you visited the surgery website?**



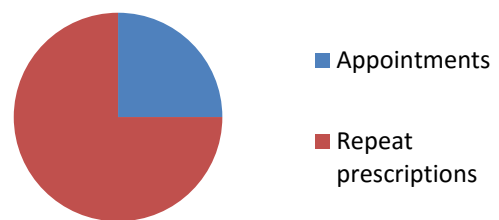
**If yes, was it easy to navigate?**



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



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



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



#### **Text comments**

33 patients (26 during the Enter and View visit and 7 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? 47

What could be improved? 29

<i>What is good about the surgery?</i>	
<b>Comment category</b>	<b>No. of comments</b>
Doctors	10
Receptionists	8
General positive comments	7
Staff are friendly and helpful	7
Appointment access	5
Continuity of care (seeing named GP)	3
Location	2
Well organised / managed	1
Telephone access to surgery	1
Parking	1
Waiting room	1
Consultation time	1

<i>What could be improved at the surgery?</i>	
<b>Comment category</b>	<b>No. of comments</b>
Appointment access (routine)	5
Privacy (at reception desk)	3
Lack of reading material in waiting room	3
More doctors needed (short-staffed)	3
Continuity of care (seeing doctor of choice)	2
Access to extended hours appointments	2
Access to refreshments in waiting room	2
Communication	1
Reviews (now seem to be done 18 monthly instead of annually)	1
Phlebotomist	1
Children's activities in waiting room	1
Receptionists	1
Consultation time	1
Electronic booking-in system	1
Higher chairs with arms (for mobility impaired patients)	1
Telephone access to surgery	1



## **Authorised representative observations**

The authorised representatives made the following observations:

- The surgery is on the whole accessible; doors, toilets. However the doors open very slowly and, on the day of our visit, the inner doors (there are two sets) were propped open which caused the waiting room to be cold. This is a regular practice. Also, there is no accessible reception desk area.
- There is a lift to obtain access to the upper floor. This was seen to be working and utilised by patients.
- Hand gel is available on the reception desk and patients were observed using this.
- There is a TV screen for displaying information however it was not working (staff stated that the company supplying this was no longer in business and the practice is currently looking at alternatives).
- There is an electronic patient call-in scrolling screen which also makes an audible sound. This is not visible from all chairs.
- There were posters displaying current information and messages. The layout of posters was good. This was reinforced with leaflets and it did not appear cluttered or disorganised. However some leaflets were from 2013.
- Leaflets promoting the new extended hours appointment scheme were clearly displayed.
- There is a self-testing blood pressure machine situated in the corner of the waiting room. Instructions were clearly displayed. During the visit it ran out of paper but this was reported and dealt with straight away. It was seen being used by about 4 patients and it appeared to be clean.
- The waiting room was clean and bright and the décor looks fresh.
- There were not many chairs suitable for people with mobility impairment.
- There are no activities for children in the waiting room.
- There was no magazines/reading material available for patients waiting to be seen.
- Signage in the surgery is quite clear and also the sign regarding patients' right to a chaperone is visibly displayed.
- Positive interactions were observed between patients and the members of reception staff on duty.
- Due to space constraints there is no back office for staff to make/receive telephone calls etc. Because the waiting room is so small and quiet this makes privacy difficult.

## **Meeting with member of staff**

Information about GP rotas and charging for services was requested from the Practice Manager and this was provided. 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 with the Practice Manager, who is very new in post. Triage for same-day/urgent appointments

is undertaken by medical staff. Appointments are then offered, including telephone consultations.

Patients can book routine appointments up to 6 weeks in advance. A follow-up appointment system is also operated; GPs fill in a slip of paper after a patient consultation requesting a follow-up appointment is booked, 24 hours, 48 hours, 1 week, 2 weeks or 6 weeks in advance (the most common frequencies required). The patient then presents this to reception before leaving so the appointment can be booked.

All patients receive an MJOG text message 48 hours before their appointment to remind them; the surgery reports that since the introduction of this system their Did Not Attends (DNAs) have dropped.

The practice specialises in Diabetes and COPD care.

### **Healthwatch Bracknell Forest feedback**

In the six months prior to the Enter and View visit Healthwatch Bracknell Forest did not receive any pieces of feedback directly attributable to the surgery.

### **Website review**

The Gainsborough website was reviewed on the 12 February 2016. The site appears to be quite old and basic. Information is not in an accessible format, for example the navigation menus require a greater contrast between the text and the menu colours to make them easier to read. The fonts, font sizes and colours need to be reformatted to make them consistent. There is no language features or an accessibility statement informing patients how to make the site readable for them.

We could not find any information about how to feedback or complain to the practice. The online services provided by patient access were secured, but the updating your details page was not a secure connection (HTTPS).

Important information such as opening times, contact information was easy to find but we found a variety of links and information that was out of date. For example links to the old Primary Care Trust.

The sites we have reviewed to date include information drawn from NHS Choices about various health conditions; however we could not find any of this type of useful information on your site. You have a page of links to other services that needs to be updated. [Healthspace.nhs.uk](http://Healthspace.nhs.uk) for example does not exist.

The staff members section is really good and we are yet to review a site that has included pictures and short bio of staff members. This is a feature that patients appreciate as this helps them to build trust by knowing a bit about who they are visiting. This is important when seeing someone new.

We would recommend a complete redesign and update of the website. If this is not done then at the very least each individual page needs reviewing and checking for accuracy, accessibility and formatting.

## 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

9,950 patients

Friends and Family Test score: General Practice

98% Patients recommend this practice. 49 responses.

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

3 Stars



#### NHS Choices users' overall rating

Based on 19 ratings for this GP surgery

Telephone access



(20 ratings)

Appointments



(20 ratings)

Dignity and respect



(20 ratings)

Involvement in decisions



(20 ratings)

Providing accurate information



(19 ratings)

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The practice only received one review in the 6 months prior to the Enter and View visit. This awarded the practice 5 stars and made particular mention of the medical care received by a doctor and the friendly, helpful receptionists. This review was posted in October 2015 but, at the time of our visit had not been responded to (It was shortly after).

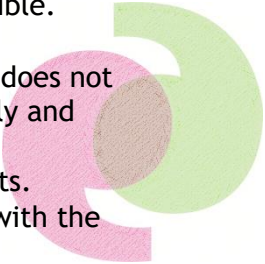
## Summary of findings

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

- The majority of patients are happy with the quality of the care and treatment they receive and feel their consultation time is adequate to deal with their issues.
- There is both positive and negative feedback about appointment accessibility.
- The surgery is mainly accessible for patients with mobility issues but the automatic doors open very slowly which has led to them being permanently propped open during surgery hours and there is not a lowered accessible section on the reception desk.
- On the day of our visit 54% of patients were seen within 5 minutes of their appointment time and a further 38% were seen within 20 minutes some patients experienced a longer wait (maximum 30 minutes). Although no negative feedback was received directly about the waiting time it may have contributed to other feedback such as lack of reading material, refreshments, children's activities and unsuitable chairs.
- During our visit 54% of patients did not use the electronic booking-in system. Only 1 of the patients who did not use the system identified a significant barrier (visual impairment) that prevented them from doing so. There was an indication from feedback that it may not have been working correctly during the whole of the visit.
- There is lots of information available for patients in the waiting room which is well presented but some of it may be out of date.
- The television information screen is currently not operational.
- Although the Practice Manager has stated that triage is carried out by medical staff, the majority of patients who said they were triaged perceive this to have been carried out by a receptionist; no patient gave negative feedback about this process.
- Of the 10 patients who stated they required a follow-up appointment, 60% were able to make that appointment before they left the surgery.
- The 9 patients we spoke to who were over the age of 75 had a named GP and were able to see this doctor.
- The surgery website has a basic design. Information is not in an accessible format and there is no language features or an accessibility statement informing patients how to make the site readable for them. Although some important information such as opening times was found, there did not appear to be information on how to feedback or complain about the practice. Some information links were out of date. The page of the site allowing patients to update personal details was not a secure HTTPS connection. However the staff information section, with its short biographies and photos of staff was good, especially for new patients.

- Of the patients we spoke to during the visit, just under 35% had visited the surgery website and the majority said it was easy to use. Two thirds of these patients had used the online functions (mainly repeat prescriptions).
  - Of the patients spoken to during the visit, 54% had an awareness of the Surgery Patient Group.
  - The surgery layout and size does not afford any privacy. The waiting room does not have any background noise and is very quiet.
  - The surgery appears very clean and tidy and the décor is fresh.
  - The majority of feedback about reception staff (and all staff in general) is positive and positive interactions between staff and patients were observed.
  - In the last 6 months the surgery did not respond to feedback on the NHS Choices site in a timely manner (4 months)
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## Recommendations

- Propping open the interior automatic doors slowly is not a long-term solution to the problems caused by their slow opening. The doors need to be assessed by a professional tradesman to see if they can be modified, repaired or even replaced.
  - To look at feasibility of adapting the reception desk to make it fully accessible.
  - To provide patients with reading material in the waiting room.
  - To provide some small toys/activities for children. Guidance from the CQC does not disallow this - they must however not be soft toys and must be cleaned daily and this recorded on a cleaning schedule.
  - To provide more chairs suitable for those patients with mobility impairments.
  - To carry out further surveys around waiting times, perhaps in conjunction with the SPG.
  - To encourage patients who want to book in at reception or are unaware of the facility to use the electronic booking in system instead and offer support where necessary.
  - To regularly review leaflets in the waiting room to ensure they are still relevant.
  - To obtain a new contractor to provide information for the TV screen; this could also be utilised to provide background noise to help with privacy issues (or the use of a radio).
  - Website: To completely redesign the website may be a more cost effective option than to review each page to check information and links are still relevant, format text and colours to make it accessible, provide language features and include in an accessibility statement and set up a secure HTTPS server for transfer of personal information.
  - To respond to NHS Choices reviews and feedback in a timely manner.
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## Service Provider response



This report was agreed with Diana Lock and Dr Wishav Goel as factually accurate and the following response to the report and recommendations was received on the 6<sup>th</sup> April 2016.

- We are in the process of obtaining quotes for the required repairs to the automatic interior doors.
- We have considered placing toys and books in the waiting room area but after careful consideration it has been decided that infection control takes precedence.
- To improve accessibility we are going to allocate some appropriate chairs for the use of our patients with mobility impairments, clearly labelled for their priority.
- We are always reviewing our appointment system and waiting times and work closely with our PPG. Their annual survey has just been completed and we are in the process of formulating a plan to make appropriate improvements where we can.
- We are aware of the issue and are always looking for ways to improve the usage of our electronic booking system to free up our receptionists' time enabling them to answer other queries.
- We are now regularly reviewing our leaflets to ensure they remain in date.
- The contractor providing information for the TV screen is no longer in business and is supposed to be removing the TV screen.
- We are in the process of redesigning our website.
- We have put a process in place to ensure NHS Choice reviews and feedback are responded to more promptly.