

ENTER AND VIEW VISIT REPORT

*Kingshurst Medical Practice
15 December 2017*

Part of Healthwatch Solihull's remit is to carry out Enter and View visits. Healthwatch Solihull Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act allows Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential 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 Solihull Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Solihull safeguarding policy, the service manager will be informed, and the visit will end. The local Authority Safeguarding team will also be informed.

GP Surgery - Kingshurst Medical Practice

Registered Patients - 6473

Service Address: 40 Gilson Way, Kingshurst, Solihull, B37 6BE

Manager Name: Dina Powell

The Practice team consists of three GPs, one Advanced Nurse Practitioner, two Nurse Practitioners, two Practice Nurses and a Healthcare Assistant. Other Staff members consist of two Clinical Pharmacists.

Acknowledgements

Healthwatch Solihull would like to thank the Practice Manager, practice staff and the patients for their co-operation during the visit.

Disclaimer

Please note that this report relates to findings observed during our visit made on Friday 15 December 2017. The report does not claim to be representative of all service users, only of those who contributed within the restricted time available.

Authorised Representatives

Scott Baldwin (Lead)
Shooky Devi
Josie Richardson (Observer)

Who we share the report with

This report and its findings will be shared with Kingshurst Medical Practice, NHS England, Local Authority, Clinical Commissioning Group (CGG), Councillors and NHS England. The report will be published on the Healthwatch Solihull website.

Summary

Healthwatch Solihull visited Kingshurst Medical Practice in December 2017 due to intelligence received from the public and desktop research of local GP reviews on the NHS choices website. At Kingshurst surgery, we observed that in a number of instances the Surgery's Feedback to comments posted by patients were at times unsympathetic. Visit link to NHS Choices -

<https://www.nhs.uk/Services/gp/Overview/DefaultView.aspx?id=42800>

During the visit Representatives carried out observations, administered surveys with patients and talked with reception staff and the Practice Manager.

Several recommendations were suggested in order to improve service delivery within the surgery and for the welfare of the patients and visitors.

Key Findings - Enter & View Visit 15 December 2017

- The general consensus was that patients were very happy with the nurses and Healthcare Assistants, but slightly less happy with the doctors and reception staff.
- A number of patients had commented on the waiting times.
- Patients were happy with the conditions of the waiting area and toilets.

Background

Kingshurst Medical Practice, located in north Solihull, has 6487 patients registered at the surgery. In addition to the practice's core hours of 08:00 - 16:00, early GP appointments are available on Tuesdays and evening appointments on Wednesdays and Fridays. Evening nursing appointments are also available at the surgery on Wednesday evenings.

On the day of our visit the number of individuals that walked through the door was 54. Of this 54, a number had visited the surgery to drop off or collect repeat prescriptions. In total, 26 patients completed a survey.

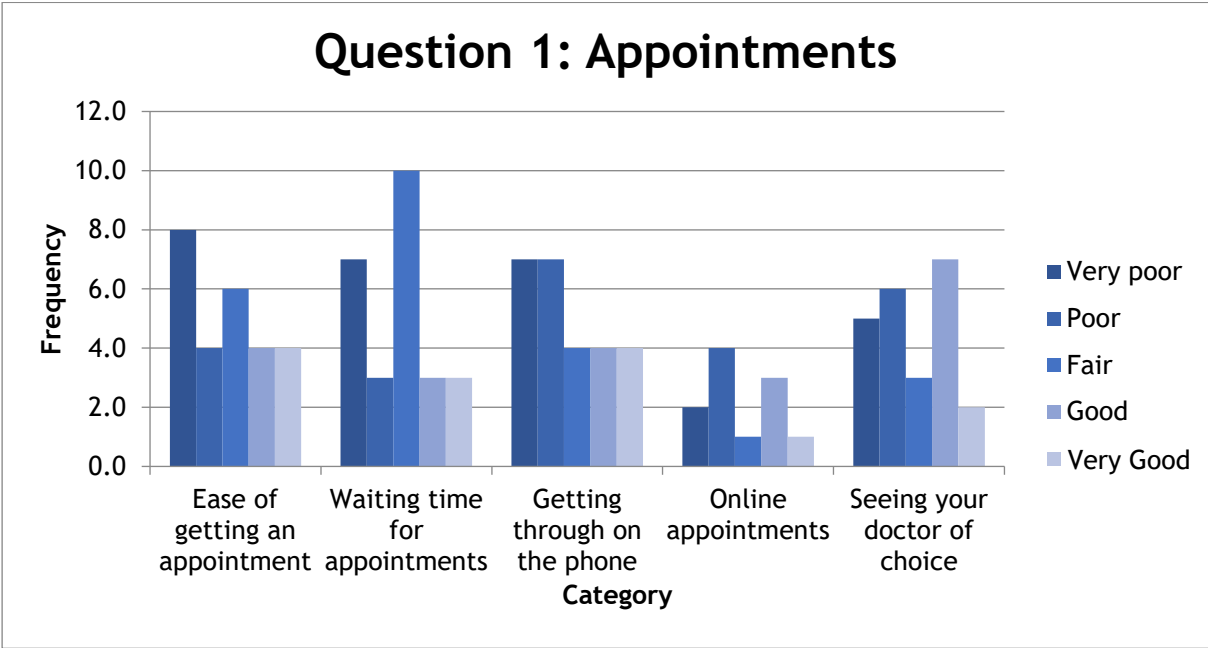
What we did

Three Authorised Representatives visited the surgery from 12.00pm to 4.30pm on 15 December 2017. We met with the Practice Manager to discuss the purpose of the visit and how the visit will be conducted. The visit was unescorted, and we were advised not to enter the consulting rooms.

On arrival, During the visit we administered surveys with 26 patients and also observed the environment and activities that were taking place. After we had completed the visit we met with the Practice Manager to provide feedback about the visit and ask any questions for clarification.

Findings:

- Not all percentages will add up to 100%, due to some participants leaving questions unanswered.
- For further information, raw data from the survey can be found in Appendix 1.



Overall this section of the survey received the greatest number of negative responses, with 46% of patients surveyed giving a ranking of poor or very poor for ‘ease of getting an appointment’; 54% giving a ranking of poor or very poor for their ability to contact the surgery by phone and 42% giving a ranking of poor or very poor for their ability to see their doctor of choice.

The online booking service received mixed reviews. However, only 11 out of 26 respondents answered this question compared to the question about telephone contact, which was answered by all 26. That less respondents answered this question in comparison to the question about telephone contact, may in itself be indicative that the online booking service may be underused, perhaps because the online booking system is difficult to use or because patients are not aware of this

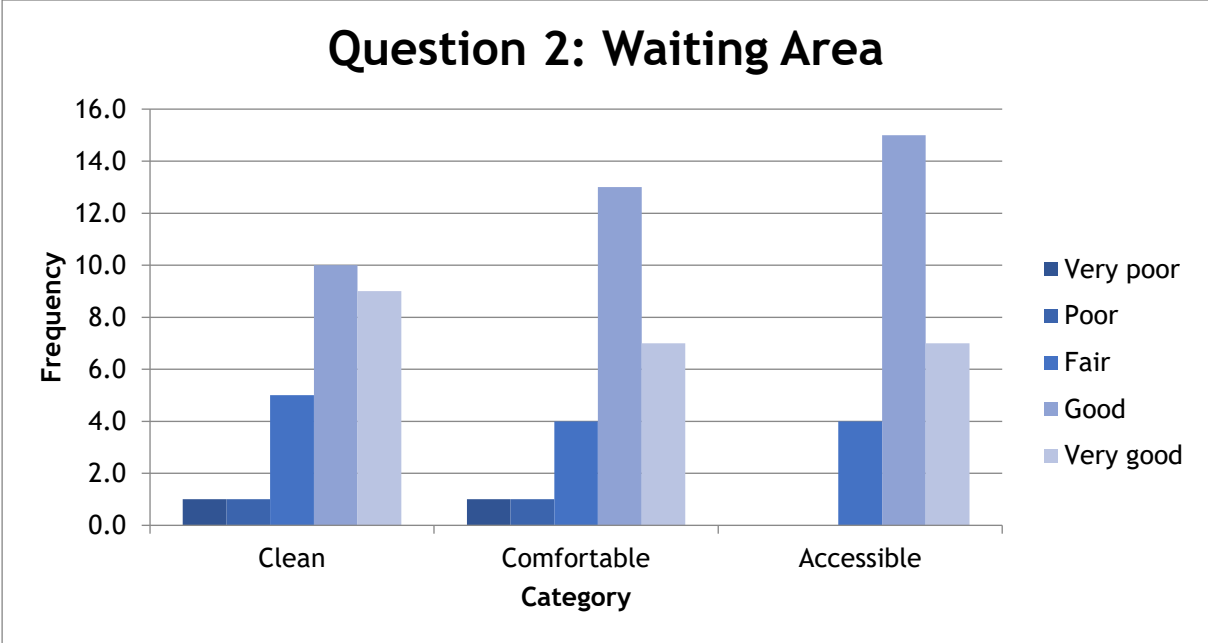
booking option. If the online booking system was made more user friendly and advertised to patients, usage and patient experience may improve. In addition, if more patients booked their appointment online, this may take some pressure off the telephone service and improve the experience for patients who are not able to use the internet.

Waiting time for appointments was regarded as very poor by 27% of the patients we spoke to and two patients remarked to us that they had been waiting over 30 minutes to be seen on that occasion. When we spoke to the Practice Manager about waiting times, staff should inform the patient if their appointment time is running 10 minutes over however, during our visit we did not observe reception staff informing patients of such delays.

At the end of each question, respondents were asked if they wished to make any further comments. Three out of 26 respondents made further comment in relation to question one.

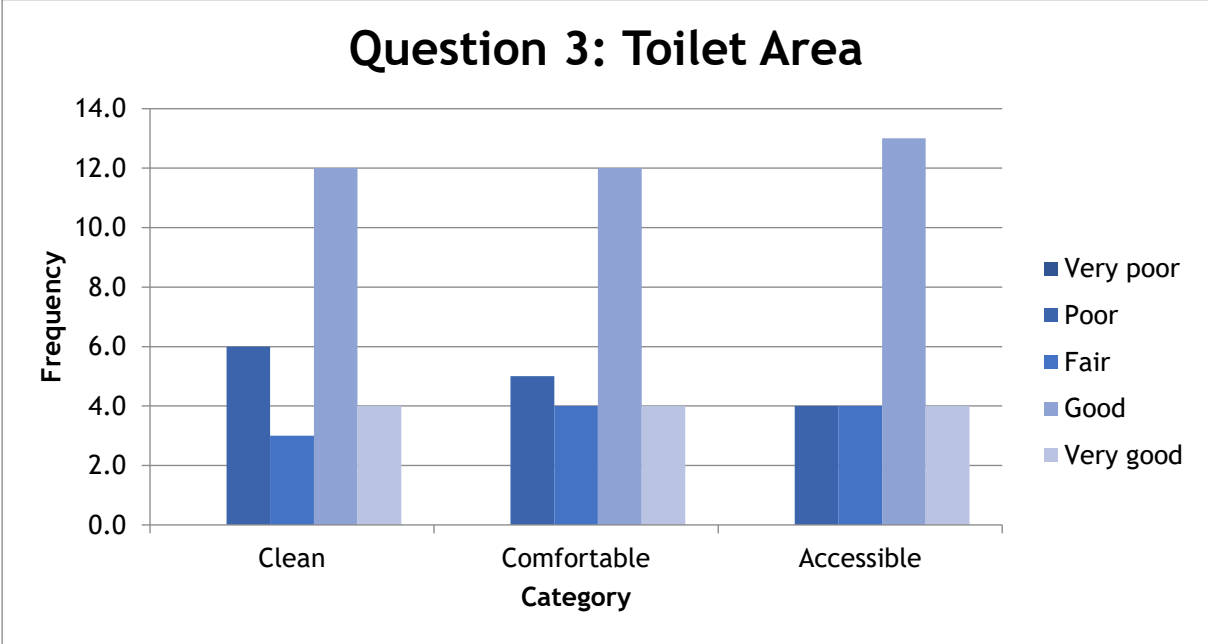
“It’s got a lot better”

“Loss of Samples, general incompetence”

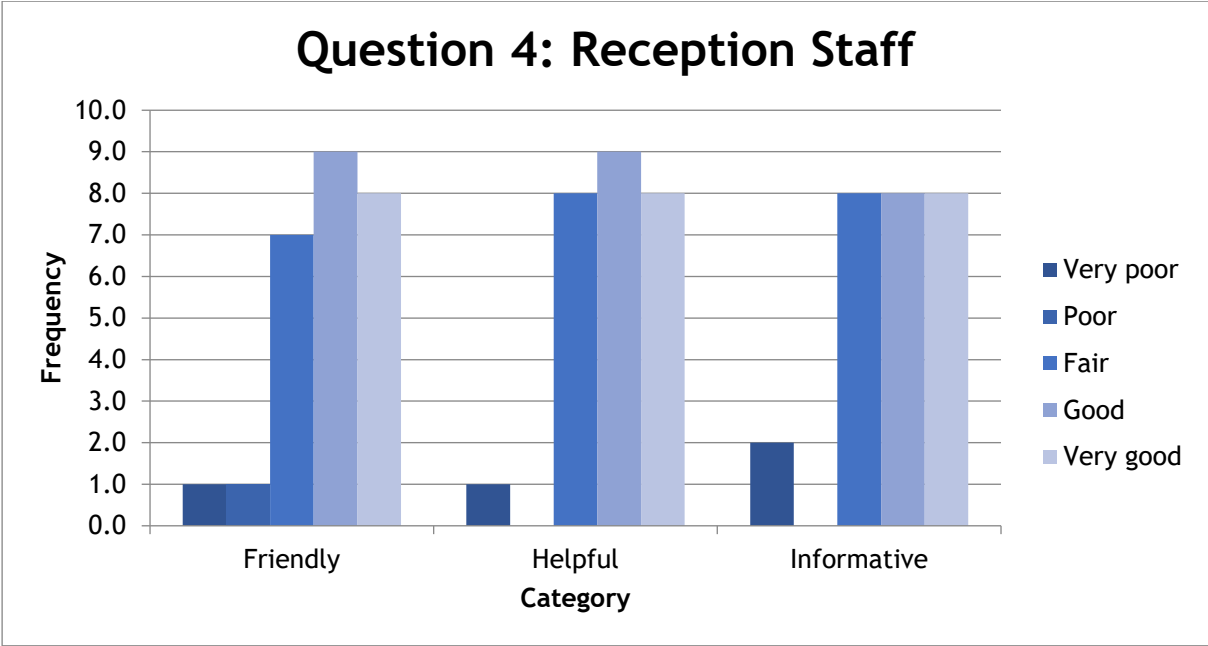


The responses relating to the waiting room were largely positive with over 90% of people ranking the facilities fair, good or very good for cleanliness, comfort and accessibility. We observed that the area was clean with no unpleasant odours.

There was a hazard cone in the reception/waiting area all day, though it was not clear what the hazard was - we did not notice a spillage, leak or other visible hazard. We felt there was a good atmosphere in the waiting area with music playing in the background and we observed information boards displaying a range of informative posters including information on the Surgery’s Complaints Procedure and also displayed results of patient feedback forms received by the surgery. However, we observed that it was not clear where “Patient Feedback Forms” were located. On asking Receptionists where they were kept, we were advised that these were kept on the reception desk but when we looked, none were there.

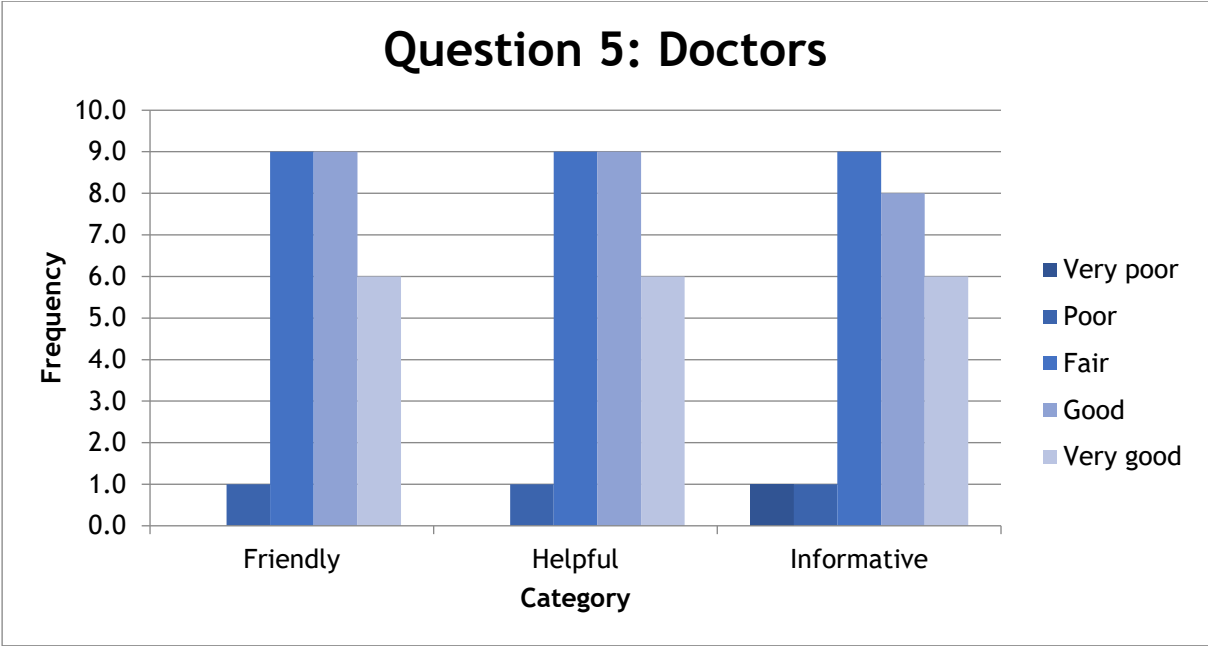


The toilet facilities were regarded as ‘good’ by the majority of patients surveyed and we observed that the men’s bathroom was well stocked and tidy. The women’s bathroom however lacked both toilet roll and a toilet seat and in the accessible toilet, the hand soap dispenser had become detached from the wall and was placed on the floor. It is of particular importance that patients attending the GP surgery should have access to hygienic and comfortable facilities and as such, we recommend that steps should be taken to ensure that the hand soap dispenser and seat are repaired and that bathrooms are kept well maintained and stocked at all times. The lack of toilet roll was referred to by one respondent in the further comments section for this question.



Overall the attitude of the reception staff was marked highly by the patients we spoke to, with over 30% of people giving a rating of ‘very good’ for all three categories, a further 30% giving a rating of ‘good’ and over 25% of the remaining patients giving a ranking of ‘fair’. Overall, we found the receptionists helpful during our visits and they answered any questions that we raised. Of note, as discussed in question two, we observed that there were no patient feedback forms available in the waiting area. This was pointed out to receptionists who subsequently replenished the forms. Four respondents provided further comments in relation to the receptionists, two of which were positive and two of which reflected negative perceptions of the receptionists:

- “2 ok, rest need to be sacked”
- “Receptionists pass blame, like nurses”
- “Excellent!!!”
- “Reception staff very friendly and polite”

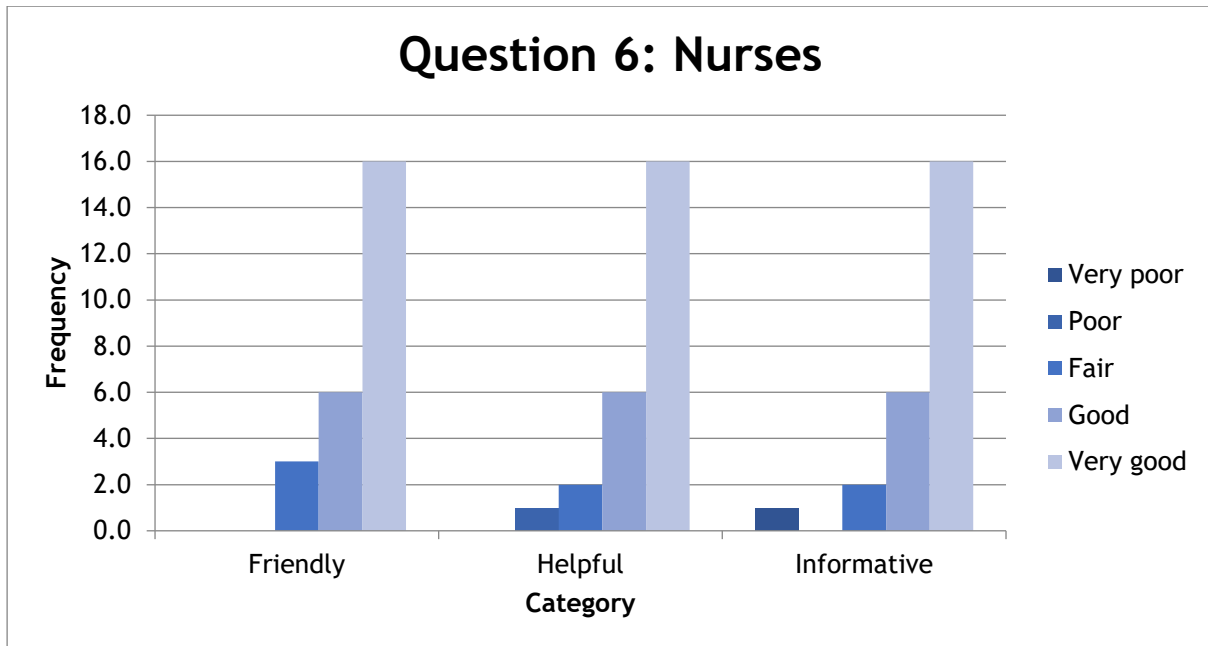


The majority of respondents rated the GPs as ‘fair’ to ‘good’ for friendliness, helpfulness and being informative, though they were ranked slightly less highly for being informative than helpful and friendly. One patient reported that they found the doctors to be ‘poor’ across all three categories. Three respondents provided further comment which reflect perceived concerns relating to GPs at the surgery.

“The Clinical Pharmacists are better”

“Doctors mix things up, include two separate issues as one, delay hospital referral”

“Always changing, really have to push for referrals”



The nurses at the Surgery received the most positive ratings from their patients in comparison to other staff groups. Where 1 indicates a score of ‘very poor’ and 5 indicates ‘very good’, the mean score for friendliness was 4/5, for helpfulness 4/5 and for information 4/5. Together, all three categories were rated as ‘very good’ by 62% of patients completing our survey and ‘good’ by a further 23%. Only one patient reported feeling that the level of helpfulness was ‘poor’ and information ‘very poor’. Of all further comments to all questions, more comments were made about nurses than for any other question consistent with the scores outlined above:

“Absolutely fantastic”

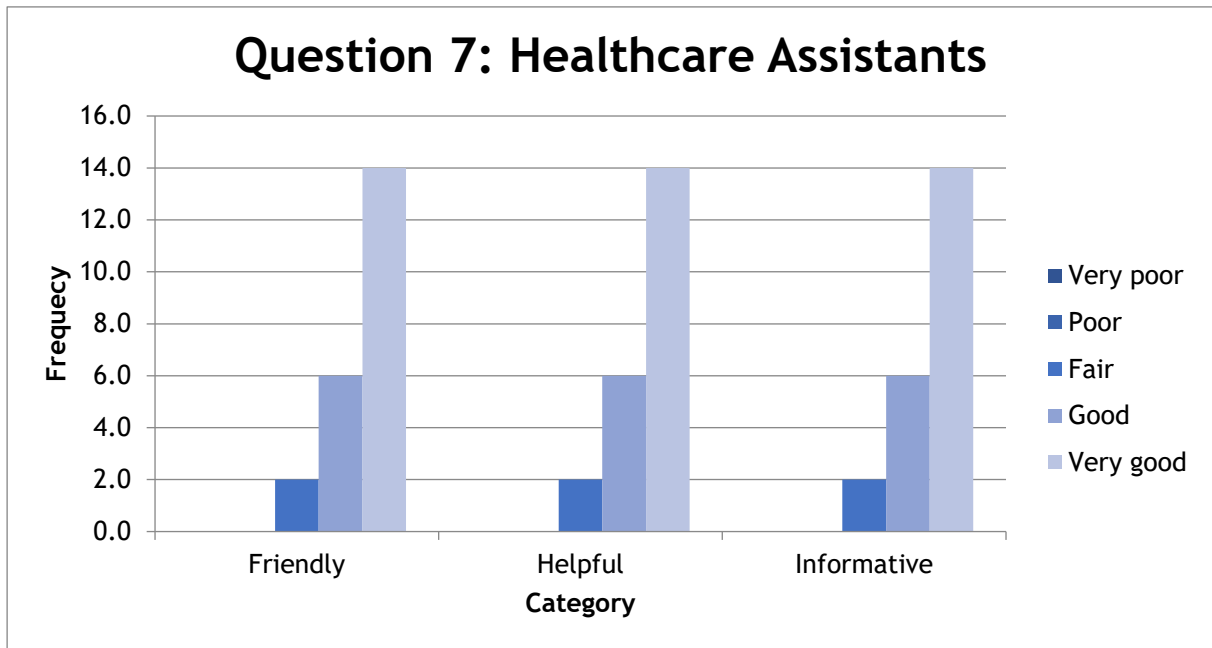
“Very good”

“Excellent nurses”

“Fantastic nurses”

“Lose samples but no one's fault apparently!!”

“Nurses are great and often you see them rather than the Doctor, however have to make another appointment to see Doctor I agree that nurses should be seen for minor issues however more serious should see doctor, saves time and money.”



Similarly, to the ratings received by nurses, Healthcare Assistants also received very positive ratings from patients for being friendly, helpful and informative. They received a rating of ‘very good’ across all three categories from 54% of patients surveyed and ‘good’ on all three from a further 23%. No patients rated them less than ‘fair’. It is worth noting that not all patients answered this question, as presumably not all of them had contact with a Healthcare Assistant. As with nurses, further comments made by respondents reflected a high level of satisfaction with the Surgery’s Healthcare Assistants:

“Very Good”

“Excellent service”

“Fantastic nurses”

At the end of the survey, we included a further comments box to enable patients to record any issues they wished to raise that had not been covered in the survey or to elaborate on their responses. Four comments in total were received:

“Wish there were more consistent Doctors. They don't always let you know when you have a letter from the hospital. Repeat prescriptions are always easy to get.”

“Needs upgrading.”

“The surgery has lost all patient care and quality for life and consideration for the people living in the area. Rating this area as very poor and deprived area for people's living standards. Very sad.”

“Glad old Doctors have gone they were sexist and dinosaurs. Once told when suffering depression when pregnant due to my employer not following ACAS procedures "why don't you get another job" was shocked a Doctor could say this, 9 years later still remember this, so glad they left. Would like to see a smaller turnover of Doctors, only thing that is good is the reception staff seem to have been here for a longer period of time and know patients by first name, it's very personal.”

Staff Training

During our visit we asked the Practice Manager about training received by staff, we were informed that staff had received the following training:

- Fire Safety training in 2016 - we were advised that an update is due
- Health and Safety training
- CPR for the administrative staff
- Level 1 safeguarding
- Conflict resolution training
- Governance
- General Data Protection Regulation (GDPR)
- Equality and Diversity
- Mental Capacity
- Chaperone Training

Recommendations and Follow-Up Action:

- The fitted hand-soap in the accessible toilet should be securely fixed to the wall.
- The toilets should be kept well maintained and stocked with soap and toilet paper.
- The reception area should be kept clear of any hazards.
- Feedback forms should be regularly checked and kept stocked.

- The location of Patients Feedback forms should be clearly signposted.
- Our findings indicate that the online appointment booking service should be explained and promoted to patients to increase usage and take pressure off the telephone booking system.
- Wherever possible patients should be asked which doctor they prefer to see, and every effort should be made to ensure that they get an appointment with their preferred doctor.
- Patients should be updated if appointments are running over in line with their own procedures.
- A process in place for checking responses left via the practice on NHS choices that allow the practice to remain impartial in their feedback and to use these comments as training prompts within the organisation.

Appendix 1: Data tables

Question 1					
How well would you rate the following at Kingshurst Medical Practice?					
	Very Poor	Poor	Fair	Good	Very Good
Getting an appointment	8 (30%)	4 (15%)	6 (23%)	4 (15%)	4 (15%)
Waiting time for appointments	7 (26.9%)	3 (11.5%)	10 (38.5%)	3 (11.5%)	3 (12%)
Getting through on the telephone	7 (27%)	7 (27%)	4 (15%)	4 (15%)	4 (15%)
Online appointments	2 (8%)	4 (15%)	1 (4%)	3 (12%)	1 (4%)
Seeing the Doctor of your choice	5 (19%)	6 (23%)	3 (11%)	7 (27%)	2 (8%)
Further comments	<p>It's got a lot better</p> <p>Loss of Samples, general incompetence</p> <p>Keep the same Doctors and would be waiting past my appointment</p> <p>Difficult to get appointments, however, this week surprising was able to get an appointment</p>				

Question 2					
How well would you rate the following on the waiting area at Kingshurst Medical Practice?					
	Very Poor	Poor	Fair	Good	Very Good
Clean	1 (4%)	1 (4%)	5 (19%)	10 (39%)	9 (35%)
Comfortable	1 (4%)	1 (4%)	4 (15%)	13 (50%)	7 (27%)
Ease of access to the building	0	0	4 (15%)	15 (58%)	7 (27%)
Further comments	Parking can be a problem Good parking, waiting area clean and tidy				

Question 3					
How well would you rate the following on the toilet facility at Kingshurst Medical Practice?					
	Very Poor	Poor	Fair	Good	Very Good
Clean	0	6 (23%)	3 (12%)	12 (46%)	4 (15%)
Comfortable	0	5 (19%)	4 (15%)	12 (46%)	4 (15%)
Ease of access	0	4 (15%)	4 (15%)	13 (50%)	4 (15%)
Further comments	Never used toilet No toilet roll when I went to use facilities				

Question 4					
How well would you rate the following on the Receptionists at Kingshurst Medical Practice?					
	Very Poor	Poor	Fair	Good	Very Good
Friendliness	1 (4%)	1 (4%)	7 (27%)	9 (35%)	8 (31%)
Helpfulness	1 (4%)	0	8 (31%)	9 (35%)	8 (31%)
Informative	2 (8%)	0	8 (31%)	8 (31%)	8 (31%)
Further comments	2 ok, rest need to be sacked Receptionists pass blame, like nurses Excellent!!! Reception staff very friendly and polite				

Question 5					
How well would you rate the following on the Doctors at Kingshurst Medical Practice?					
	Very Poor	Poor	Fair	Good	Very Good
Friendliness	0	1 (4%)	9 (35%)	9 (35%)	6 (23%)
Helpfulness	0	1 (4%)	9 (35%)	9 (35%)	6 (23%)
Informative	1 (4%)	1 (4%)	9 (35%)	8 (31%)	6 (23%)
Further comments	Clinically, Pharmacists are better Doctors mix things up, include two separate issues as one, delay hospital referral Always changing, really have to push for referrals				

Question 6					
How well would you rate the following on the Nurses at Kingshurst Medical Practice?					
	Very Poor	Poor	Fair	Good	Very Good
Friendliness	0	0	3 (12%)	6 (23%)	16 (62%)
Helpfulness	0	1 (4%)	2 (8%)	6 (23%)	16 (62%)
Informative	1 (4%)	0	2 (8%)	6 (23%)	16 (62%)
Further comments	<p>Absolutely fantastic</p> <p>Very good</p> <p>Excellent nurses</p> <p>Excellent nurses</p> <p>Fantastic nurses</p> <p>Lose samples but no one's fault apparently!!</p> <p>Nurses are great and often you see them rather than the Doctor, however have to make another appointment to see Doctor I agree that nurses should be seen for minor issues however more serious should see doctor, saves time and money.</p>				

Question 7

How well would you rate the following on the Healthcare Assistants at Kingshurst Medical Practice?

	Very Poor	Poor	Fair	Good	Very Good
Friendliness	0	0	2 (8%)	6 (23%)	14 (54%)
Helpfulness	0	0	2 (8%)	6 (23%)	14 (54%)
Informative	0	0	2 (8%)	6 (23%)	14 (54%)
Further comments	Very Good Excellent service Very good Very good Fantastic nurses Very Good				

Further comments:

Wish there were more consistent Doctors. They don't always let you know when you have a letter from the hospital. Repeat prescriptions are always easy to get.

Needs upgrading.

The surgery has lost all patient care and quality for life and consideration for the people living in the area. Rating this area as very poor and deprived area for people's living standards. Very sad.

Glad old Doctors have gone they were sexist and dinosaurs. Once told when suffering depression when pregnant due to my employer not following ACAP procedures "why don't you get another job" was shocked a Doctor could say this, 9 years later still remember this, so glad they left. Would like to see a smaller turnover of Doctors, Only thing that is good is the reception staff seem to have been here for a longer period of time and know patients by first name, it's very personal.