



Enter and View Report Sacriston Medical Centre

Tuesday 26th February 2019
(10am-1pm)



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Acknowledgements, disclaimer and context

Healthwatch County Durham would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

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 service users and staff, only an account of what was observed and contributed at the time.

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 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, 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 Enter and View are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding 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.

Purpose of the visit

We ran a successful pilot with surgeries in 2017 and 2018, where we used ‘appreciative questions’ to explore what was working well in surgeries as well as areas for improvement. Key themes that were important to patients were shared with all practices and Enter and View visits were identified by the Clinical Commissioning Groups as a positive way to gather independent patient feedback.

‘Your visit has certainly helped us focus our minds not only on what we are doing well, but also on areas where we knew we needed to improve, in addition it has also highlighted further areas where we need to develop and improve our service to patients.

The whole experience, from the initial approach by Marianne through to our involvement with Claire and then the volunteers on the day has been extremely pleasurable and informative; the staff here on the day have all been extremely complimentary of your approach and methods.

In our opinion the Enter and View visits are a great way to break down barriers, give practices an independent view on the success of their service and help them highlight areas for improvement. We would recommend an Enter and View visit to any practice.’

Brian Woodhouse, Practice Manager

We wrote to all Practice Managers and Patient Reference Group Chairs (Appendix A) to offer them the opportunity to request an Enter and View visit, to either gather overall patient feedback or explore a particular topic.

Sacrison Medical Centre requested a visit as they were keen to listen to their patients and learn from their feedback.

Planning and preparation

Authorised Representatives who had taken part in the pilot were keen to be involved, as were new volunteers. The survey used was carefully put together beforehand to reflect the 'positive approach' to be taken. This was circulated to staff, Authorised Representatives and the practice manager for comment.

We realised that there might be people who would like to make a comment about the services who were not going to be around on the day of the visit so the surveys were left one week before the visit in the waiting area, on a HWCD display table, with a box for completed surveys to be left in. We also prepared slips which could be handed to a user, if they were to leave mid conversation due to their appointment being called. This meant they could still complete the form, after they had been seen.

We advertised the visit in advance (Appendix C) and Martin Bell (Practice Manager) briefed the staff, before the day.

We carried out a preparation visit one week before the Enter and View to do a risk assessment and consider areas such as layout, introductions, venue space and safety procedures, the process for taking photographs and we agreed use of a private space for conversations if needed.

Information and data

At this surgery we used two authorised representatives and carried out 20 individual conversations with patients and staff, using a set of appreciative questions to give people the opportunity to describe good practice they had experienced or seen.

One survey was completed prior to the visit and two users came in to talk to us specifically, on the day, even though they did not have a GP appointment.

Representatives observed activity and spoke to people during our four hour visit, to collect their own independent impressions of the practice and its services, which they recorded during and after the visit.

A private space was available if patients felt the need to talk in confidence to us.

What people told us

People shared their experience and opinions of the practice, all are noted in Appendix E. Some are unique to individuals but there were several trends that we heard numerous times, which include:

Professionalism and Empathy of staff

“They’ve been brilliant with my case and I’ve always been encouraged to come back if I need anything”

“I started work here a year ago-team aspect is the best experience, we work very much as a unit here”

“Staff are very pleasant-get on well with them. Don’t feel rushed and the doctors listen and have time for you”

“Reception staff can answer my questions-this works well and I am happy”

“When you are in a state you need a sympathetic response-even if it’s not what you want/expect to hear, they are always empathetic here”

Appointment availability/system

“I never have a problem getting an appointment here”

“Usually can get an appointment within a couple of days”

“Odd problem but system works generally-need to keep working this way”

“Appointments can be difficult but can normally book in within a week”

“If you’re not internet savvy, you are at a disadvantage”

Services and the Environment

“Very thorough-routine blood test discovered an underactive thyroid”

“Location-not too far -I got a lift in today but could easily walk in”

“Open on Saturday morning would be useful as can’t get prescription then”

“The downstairs desk used to be staffed and they’d operate lift for us to allow wheelchair access, this was helpful”

“Car park really useful-can always get parked as there are always spaces”

What we observed

The patients we observed in Sacriston Medical Centre appeared to be very happy with the services overall

Observations considered the physical space and how it was managed, as well as communication with staff and users

Key areas of observation were:

Effectiveness of the physical space and layout

We observed a clean and friendly surgery with some really interesting visual stimulus through the use of coloured moving light installations. There was a comfortable and tidy seating area, good access and disabled parking on lower level. Drop off was available at the front entrance but had no pull in bay, a wheelchair user was seen being put into patient transport on the main road. There were TV monitors running giving health related advice/information. The reception area had enough space to allow users to talk to staff without being overheard and users seemed sensitive to this, although this became a little more difficult when a queue developed. Notices were very clear and set out well for users. Reception staff were clear about procedure (for telephone) with patients. Appropriate security, as we were asked to sign in and were given a fob for access. There was an overhead monitor screen calling patients to their appointment which expressed a Beep sound also, to draw attention to this.

Service and Positive social interaction

We saw people being greeted in a friendly manner-reception staff were very polite to people. We also observed a receptionist coming from behind the desk in order to show someone how to use medicine. Nurses were also very friendly and the Botox team said goodbye to people in the waiting area as they left. We observed good communication between reception staff and patients, professional but friendly-this was pleasant and there was even an odd joke passed back and forth.

Reception staff were patient and respectful with a person who had communication difficulties and Staff came out to meet their patients and escort them to the room, sometimes. Patients did not wait long to be seen. Patients were happy to share their experiences here with the Healthwatch County Durham representatives. One of the respondents was upset and concerned about not being able to see their own GP after hospital discharge but was reassured because of the way he was cared for.

Recommendations for Sacriston Medical Centre

We have listed the recommendations below based on what we were told and what we saw and heard, during the visit.

1. One of the most conveyed messages from the patients on the day, was how happy they were with the staff. The patients very much valued and appreciated the good relationships and service they receive at the surgery. Patients felt that there is a good balance of professionalism and friendliness (personable, sociable and polite) between staff and patients and that they are listened to, not rushed and encouraged to come back if unsure. We witnessed examples of good and effective communication and we were told of positive teamwork with no hierarchy. Staff behaviours and culture is clearly to be celebrated and retained here.
2. Being able to make an appropriate appointment was a priority for patients and patients generally said that you could get an appointment quickly and that this system worked well for them. Patients valued where they have choice and can get a same day appointment and spoke about being happy that appointments run on time. Again patients suggested that staff took on board where people had struggled to get an appointment, and would take this into account.
3. Patients told us how important the location of the surgery was, both with regard to GP appointments for local residents but also for other supported care services where patients would otherwise have to travel long distances, to access. We observed an accessible, comfortable clean surgery with well thought out information and notices being displayed. There was mention of assistance at downstairs desk-maybe a notice to request help, if needed, might help with this issue. Patients were satisfied that onsite parking was good and you can always get a parking space. A couple of patients mentioned the possibility of having a water dispenser.
4. There were lots of positive comments about good 'services' here-issues such as 'thoroughness', 'appropriate speed and timing' resulting in confidence in getting care when and where it was needed. There was mention that it would be nice to have Saturday morning opening and also of 'Dementia services' support, at the surgery. Retaining the systems and resources that allow for the services to remain at a high standard seems very important, and is clearly recognised as one of the most important aspects when it comes to patient's confidence.

Service provider response

'We were pleased to receive the report and its findings, and thank all who participated. All comments are duly noted, and comments and suggestions will be considered and acted upon, where appropriate.'

The report is the culmination of a positive experience of engaging with Healthwatch staff and volunteers. Far from being daunting, the process was enjoyable and rewarding. This is because Claire, the Healthwatch staff member who was our liaison and who planned the visit and oversaw the preparation and follow up work, engaged positively with the practice throughout. The Healthwatch team on the day were respectful of those in the waiting area, and engaged with staff in a relaxed, non-threatening manner.

We are pleased with the report, and this reflects the high standards that all staff, clinical and non-clinical, aspire to deliver. It is also testimony to the positive relationship we aim to have with patients.

But Sacriston Surgery won't rest on its laurels! Taking on board things said in the report, and mindful of things we currently do and want to develop (e.g. we've dedicated a room for the teaching of medical students and doctors; our patient group is working with local agencies to see how the main street can become more dementia-friendly, and also organizing a series of information and education sessions around issues that affect our health and well-being), we will continue to work with patients to improve the services we offer.'

Martin Bell, Business Manager

Appendices

Appendix A



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14 September 2017

Dear Practice Manager and PRG Chair

Enter and View recommendations and opportunity to take part

As part of the 2016/17 work plan, Healthwatch County Durham carried out two positive Enter and View visits in practices that had scored highly in recent Patient Satisfaction surveys and CQC inspections, to hear from patients what they think their practice does well, and to share that learning throughout Primary Care. Patients told us:

- Being listened to and having a variety of contact opportunities, face to face, phone and letter were important to them, as was the empathy and professionalism of staff
- They valued being consulted on any changes and being told why, if their expectations were not met
- There is positive culture at their practice. A culture of team working that promotes no hierarchy seems very valuable and is evident to patients
- The physical space is important to them. They believe this should be well thought out and users given the opportunity to share their views on the environment
- Access to appointments was a real priority for them and they told us their practice has a system that works for them. They valued knowing they could have a same day appointment, even if this is over the phone
- They valued having choice and flexibility around seeing a particular GP, especially where they had an underlying medical support need, as this gave people confidence around effective diagnosis

'The Enter & View experience gives an overall independent view of how practices run and highlight areas of improvement across the board'

Great Lumley Surgery

'In our opinion the Enter and View visits are a great way to break down barriers, give practices an independent view on the success of their service and help them highlight areas for improvement. We would recommend an Enter and View visit to any practice'

Silverdale Family Practice

The full reports are available on our website www.healthwatchcountydurham.co.uk/enter-view-reports and our Board and the Director of Primary Care have now agreed to offer this programme to other practices who would like to use patient voice and independent observations to identify what they are doing well and any areas to improve. To find out more about requesting a visit, please contact Marianne Patterson, Programme Manager at marianne.patterson@pcp.uk.net or 0191 3787695.

Yours faithfully,

BJackson

Brian Jackson, Chair
Healthwatch County Durham

Appendix B

Enter and View Questions for GP practices in County Durham

Thank you for your time today. Healthwatch are here to speak to patients about the GP practice and to hear the stories behind your views. We will share that learning with other practices, make recommendations about how others could achieve better results.

Please can you tell me about a good experience that you have had at your GP practice? <i>(Prompt questions if needed: What made it a positive experience? Who was involved? How did you feel?)</i>
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What is the best thing about your GP practice? <i>(Prompts: What makes it stand out for you? Why have you chosen this?)</i>

If you could make sure your GP practice kept one thing, what would it be? Why is that? <i>(Prompt if needed: one thing could be a service, facility, process, behavior or person)</i>

If your practice could do one thing to make it even better, what would that be?

Appendix C

Sacriston Medical Centre - Enter and View Programme - 26.2.2019

9.45-10.00am	Photographs/Brief/Programme	
10.00-10.45am	Survey	Claire
	Survey	Jean
	Observation	Andrea
10.45-11.30am	Survey	Claire
	Observation	Jean
	Survey	Andrea
11.30-11.45am	15 minutes 'out' - thoughts/issues	
11.45-12.30pm	Survey	Andrea
	Observation	Claire
	Survey	Jean
12.30-1.00pm	Evaluate/Findings/Recommendations	



Tell us about your Surgery!

Tuesday 26th February 2019

10.00am - 1.00pm

Sacrison Medical Centre

Healthwatch County Durham is your local, independent health and social care champion. We are visiting your Surgery to find out what you think about the services it offers and would like to hear from residents, visitors and staff about your experiences.

**Come and tell us what you think is so good about
Sacrison Medical Centre**

www.healthwatchcountydurham.co.uk

Tel: 0191 3787695, Text: 07756 654218

Healthwatch County Durham
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Durham, DH7 8XL



Appendix E

Enter and View Notes (Sacriston Medical Centre) - 26.2.19

Preparation/before the day

- Survey used was carefully put together beforehand to reflect the 'positive approach' to be taken. This was circulated to staff, volunteer reps and lead receptionist for comment.
- Surveys were left one week before the visit in the waiting area with a box for completed surveys to be deposited in. We realised that there might be people who would like to make a comment about the services who were not going to be around on the day of the visit.
- Posters were displayed in the doctors surgery two weeks before the visit
- The practice manager (Martin Bell) briefed the staff before the day
- Volunteer Support Lead (Claire Cowell) visited the centre one week before, to consider areas such as layout, Introductions, venue space and safety procedures (CC carried out Risk Assessment), procedures for taking photographs and agreed use of a private space.

Information gathering

- How we collected information, comments and observed!
- 2 Surveying/1 Observing/offering general info about HW

Numbers/Data

- 20 written Surveys were completed on the day
- 2 Individuals came specifically on the day to give their views
- 1 written surveys were completed prior to us arriving
- Observation notes were taken by all reps.
- Photographs were taken-(and have consent)

On the day

Volunteers were briefed on:

- The physical/available space
- How to introduce what we were doing
- How the rota would work
- The programme for the day
- Refreshments and toilets
- The use of photographs
- Introduced to staff
- Sensitivity on when and when not to approach a person/user

Results/what people said/what we saw

(where there is a / next to a comment, this indicates how many people said this)

Survey

Good Experience:

- “I was told exactly what they were going to do to me. I got a needle so it was good that I knew in advance” /
- “We have not been here all the time but my husband has been seen here. We had an emergency here-mini stroke- we had access to doctors when needed, I fell and hit my head but again was seen very quickly and doctors came to our home when we needed them, impressed” /
- “Get an appointment easily” // // // //
- “Can get an appointment ok but my daughter rang and said I needed to be seen as I am not confident enough to press the point sometimes” /
- “Getting an appointment sometimes its busy but I told them I’d been ringing and ringing so I got in today” /
- “Always can get an appointment (plus they go out of their way to help which shows they care), for example-Receptionist said dr would call me-he did and said come up-he’d fit me in somehow-he did” /
- “I had a bad accident abroad where I had blood loss into leg, Dr Williams came out to see me and sent me to hospital” /
- “No particular experience to speak of” /
- “Access to same day appointments. Come every time get sorted straight away. Travel from Stanley to this surgery and don’t have to wait to be seen, very much run on time too” /
- “Good time keeping, never wait long” /
- “Chronic COPD, was admitted to hospital. They’ve been brilliant with my case. Always been encouraged to come back if needed anything” /
- “We use this surgery for the neurological outreach clinic for Botox injections. It saves us the journey to Walkergate” /
- “I started work here a year ago-team aspect of working here is the best experience, We work very much as a unit here” /
- “I was taken into hospital with a bleeding hiatus hernia caused by Naproxen which had been prescribed at a different surgery prior to my move here 4 years ago. This surgery has been taking care of me following this, and I’m here today as a follow-up to my camera inspection of my stomach” /
- “Thoroughness-A routine blood test after a knee injury discovered my underactive thyroid, I’d not have been aware otherwise” /

Best thing about the practice:

- “It is close to where I live, otherwise I have to travel a long way” //
- “Great reception staff-especially compared to others, access to appointments good, never wait long and you are kept up to date with the displayed monitors”/
- “Reception staff helpful and friendly and it is near enough to where I live” ///
- “Staff are friendly-I am not bothered about speaking in front of other people” //
- “Staff very sociable and friendly-prescriptions for example-run out so tried to sort somehow, they know me personally” ///
- “Car park-really useful-can always get in as there are always spaces” /
- “Check in system-clean toilets, staff take their time. Nothing wrong with the surgery-more the process” /
- “Staff are very pleasant, get on well with them. Don’t feel rushed and DR’s listen to you and have time for you” /
- “All the GP’s are excellent” /
- “This isn’t our practice but we’re happy with the staff and facilities” /
- “There is no hierarchy here-can happily talk to any member of the team. Ask questions and I’m confident to do that” /
- “I never have a problem getting an appointment here” /

If you could make sure your GP practice kept one thing, what would it be?

- “Staff-they are welcoming-say hello to me, so this makes me happy” //
- “The Access -I use a wheelchair and access here is very good” //
- “Having access to appointments and choice around this”/
- “Reception staff can answer questions-I am diabetic and get info sheet which says ask reception staff if unsure-this works well and I am happy” /
- “Where it is not too far-I got a lift in today but could walk it” //
- “Staff-polite staff-when you’re in a state you need a sympathetic response, even if it’s not what you want to hear or expect. They are always empathetic here” /
- “Appointment system-If you ring at 8am-you can usually get an appointment the same day” /
- “No changes required-stay as they are. Been with surgery 18 months, no complaints” //
- “The staff and getting a letter through the post for your appointment” /
- “Glad to have the option to be treated closer to home” /
- “Usually can get an appointment within a couple of days” /
- “The system works-odd problems but works generally so we need to keep working in this way” /
- “Accessibility-home visits, quick appointments” /

One thing to make it better:

- “It would be a good idea if there was more clinics and access to dementia services” /
- “Open on a Saturday morning as can’t get a prescription then”/////
- “Nothing” /////
- “Appointment availability-know this must be difficult for them though” /
- “Less mix up with medications between surgery and pharmacy” /
- “Medical records requested, being sorted now. This has taken some time to sort with solicitors” /
- “Water dispenser would be useful” /
- “I was just discharged from hospital, still not right, need to see a GP who knows my case. I started calling at 8am, got through at 9.30am unable to see named doctor straight away. I would like to choose online apt for specific doctor” /
- The desk downstairs is no longer staffed and they used to operate the lift for us to allow wheelchair access. This had been helpful” /
- “Quicker appointments” /
- “Appointments can be difficult but we can normally get people in within a week” /
- “No complaints-I’m not a frequent flyer” /
- “Telephone appointments are making it difficult to get in, but if you’re not internet savvy you are at a disadvantage” /

Observations:

- We observed a nice easy access, warm/welcoming open space that was clean, tidy and there were monitors running, on the wall, giving health and wellbeing advice
- We saw people being greeted in a friendly manner-reception staff were very polite to people.
- We also observed a receptionist coming from behind the desk in order to show someone how to use medicine and told the person if he didn’t understand, just to call her.
- Nurses were also very friendly and the Botox team said goodbye to people in the waiting area as they left.
- There was comfortable and tidy seating area (although some seats were a little marked) and a designated area for children to use.
- Split level site, disabled parking on lower level means there’s a journey for wheelchair-users to get from the car park to reception. Drop off is available at the front entrance although this is marked as ‘loading bay’ more for pharmacy deliveries. The drop off at the front has no pull in bay, a wheelchair user was seen being put into patient transport on the main road.

- Notices were very clear and set out well for users, including a large notice board plus two stands with information (monitors continually ran information whilst people waited for their appointments)
- Reception seem to have enough space to communicate with the patients without being overheard when not too busy but where a queue developed this might be more difficult (there was also a sign asking patients to give each other space at reception). Patients seemed to accept and adhere to this instruction
- We observed some really interesting visual stimulus through the use of coloured art installation and movement of light in the seating area.
- Reception staff were clear about procedure (telephone) with patient (about call back etc.)
- At the time of the visit it was fairly warm, we could not understand if the windows opened and in this case a water dispenser may have been useful
- We noted a broken tap in the toilet at reception
- Well thought through box installed in foyer, where patients can request repeat prescriptions, don't need to enter main surgery reception, reducing ins and outs.
- We were asked to sign in and were given a fob for access, after which we were offered tea and coffee
- Patients did not wait long to be seen long at all
- We witnessed signs letting people know that they could speak to staff in private if they wished
- There was an overhead monitor screen calling patients to their appointment which expressed a Beep sound also, to draw attention to this
- Patients were happy to share their experiences here with the Healthwatch County Durham representatives.
- We observed good communication between reception staff and patients, professional but friendly-this was pleasant and there was even an odd joke passed back and forth.
- Reception staff were patient and respectful with a person who had communication difficulties. Humour used appropriately.
- Staff came out to meet their patients and escort them to the room
- We understand that there are counselling services and smoking cessation support running at this surgery
- We observed a patient calling about a repeat prescription-the lady got this sorted out and seemed happy with the outcome.
- One of the respondents was upset and concerned about not being able to see their own GP after hospital discharge. He seemed frightened by his COPD exacerbation but noticed that he came out of the consultation and was offered a blood test immediately rather than being made to make an appointment for it. He seemed reassured because of this

Photographs

- We took 4 photographs (have consent from individuals)

After the event

- We spoke to practice manager (Martin Bell) and gave an informal de-brief around what we'd generally heard and seen.
- Staff were happy to hear that patients had said nice things about the staff and the services.