



Enter & View Report

Springfield Road Surgery

26 September 2018

Report Details

Details of visit

Service Address	Springfield Road Surgery Springfield Road NHS Health Centre Springfield Road Leicester, LE2 3BB
Service Provider	Willowbrook Medical Centre - JG Astles
Date and Time	26 September 2018
Authorised Representatives undertaking the visit	3 Authorised Representatives

Acknowledgements

Healthwatch Leicester and Leicestershire would like to thank the service provider, residents and staff for their contribution to the Enter & 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 service users and staff, only an account of what was observed and contributed at the time.

This report is written by volunteer Enter and View Authorised Representatives who carried out the visit on behalf of Healthwatch Leicester and Leicestershire.

Purpose of the visit

To gain the patient perception of the service and to use evidence (feedback and observation) to determine if there is room for improvement.

Methodology

The visit was an announced visit. Prior to the formal visit the lead authorised representative visited the site to ensure that both staff and patients were aware of the intended visit. It was noted prominent notices were displayed advising patients of the intending visit.

Our Authorised Representatives are volunteers who have undergone specialist training and are DBS checked. During a visit they:

- attend and make observations.
- where possible, talk to patients present at the time of the visit about aspects of their care and how this is delivered and whether they are aware and feel able to report any concerns/ complaints.
- speak to staff about training, turnover, support and staff levels.
- observe interactions between patients, staff and visitors

Results of visit

Staff

- 1 General Practitioner
 - 1 IT Manager, also responsible for admin and reception services
 - 3 Administrative staff, focusing on reception, clerical and IT duties
- Note, staffing complimented by other medical staff from the Willowbrook surgery for specific clinics.

The Surgery

The Surgery is located within the Springfield Road Health Centre, a purpose built modern single-story building situated less than one mile east of the city centre and shares the building facilities. These are the responsibility of the health centre.

There are approximately 4000 patients with some 50% being over 65 many of who reside in the numerous care homes in the area.

It is part of the Willowbrook practice and is a satellite unit.

Surgery hours are 8:30 -11:30am and 2:30-5:30pm. Morning surgery is conducted by one of the four GP from the Willowbrook practice as are the afternoon sessions. The exception being when an afternoon session needs to be conducted by a locum GP. The GP on duty can vary each day hence the continuity of care can be hard to achieve.

Home visits are conducted after morning surgery however these may be referred to the Home Visiting Teams.

We were told that where patients request an appointment that day then unless it is deemed urgent they are offered an appointment on a later date or referred to the Health Hubs in the city. The exception being for young children who would be seen that day.

The visit

Three Authorised Representatives met at the surgery prior to the start of morning surgery. It opened promptly at 8:30am, there were two patients waiting.

The representatives reported to reception and were introduced to the newly appointed IT Manager who had been in post for one month. The purpose of the visit was explained and discussed. The Healthwatch team were unaccompanied for the entire visit, meeting various staff to clarify information.

The atmosphere within the surgery was quiet and relaxed. We observed a notice explained the “10 minute” rule, that being the amount of time allocated to each patient. Based on this and the three hours of morning consulting time there could be 18 patients to be seen, thus accounting for the earlier mentioned relaxed atmosphere.

It was noted the patient support service team, situated behind reception and out of patient view, was busy at all times.

There was one type of seating provided with all chairs having armrests.

There was a hand sanitiser at the entrance to main reception area.

Baby changing and breast-feeding facilities existed.

The toilets were wheelchair friendly although it was noted an emergency cord tied back and may be out of reach.

There were many useful health related posters displayed as well as health leaflet but in two areas the information was out of date namely the Certificate of Insurance and the number of missed appointments and the consequences thereof. Details of the Patient Participation Group was displayed, we learned that this is administered by the Willowbrook practice.

It was noted patient confidentiality when speaking to reception could present a problem if there were a queue of people.

There is a computerised “sign in” system. We noted it was not used by all patients visiting. There was no “next patient” display hence each patient was called by either the GP or reception staff. We were told a patient call system is likely to be installed within the next three months.

The layout of the building is such that the consulting rooms are behind reception. Patients reach these rooms via a door within the corner of the main reception area.

We noticed no direction signs. Each consulting room was identified by a colour, i.e. green room, blue room etc. The door to each was identified by a white A4 paper sign with coloured writing.

There was a further room within the consulting rooms area set aside for use by patients to check both weight and blood pressure in private. We did not see signage or other indication this room and service was available to all.

The representatives spoke to 11 of the morning patients, using a questionnaire, generally all were happy with the service provided, except with the appointments system.

Patient Feedback

All patients we spoke to said the level of care was 'good' to 'very good' although two had concerns about communication and record keeping. Support from reception was deemed as 'very good' and 'helpful at all times' All said the surgery appeared efficient and was friendly and convenient.

Appointment system

Here the patient response varied with 7 out of 11 saying they found it 'difficult' and 'frustrating' to obtain an appointment by phone. Common problems were long wait and or hard to get through, with appointments made up to four weeks in advance. Those who made appointments in person or online found it easier to book.

Staff told us that when a patient phones for an appointment the call is connected direct to the Willowbrook surgery who determine in discussion the level of medical need and book an appropriate appointment. This information is then sent electronically to the Springfield Road surgery.

Recommendations

1. Consider providing a variety of seating appropriate to the needs of patients, a high proportion of whom are older persons.
2. Review signage to both consulting room area and the self-help weight and blood pressure service.
3. Ensure the emergency pull cord system within the toilets is in reach of all users.
4. Ensure that information on notice boards is complete and up to date
5. Review phone booking service for patients and promote online booking service.
6. Consider painting the door of each consulting room appropriate to its name.

Service provider response

The report was agreed with the Service Provider as factually accurate. They have provided the following responses to the report:

There is one amendment-Page 2: Morning surgery is conducted by one or two doctors - the practice has 9 doctors who all work at both sites. Except during holidays and illness there are normally 2 doctors sitting in morning surgeries. Locums are only used when we cannot cover holidays or sickness with our own doctors.

We have recently signed up for a new telephone system as we have been aware for a while that we had outgrown our current system- this has taken 4 months to research and to finally choose one we can continue to grow with - again the transfer process is not quick but we envisage to have a new system fully working and in place within the next 3-4 months.

At the end of November 2018 we are launching a digital doctor service called 'Docly' - this will be run by our doctors and some from 2 neighbouring practices, and offer online consultations for minor ailments. It differs from the one offered by some providers in that it is our own doctors covering it, everything from the service will be documented in the patients NHS records. We are hoping that after we launch this it will allow the more complex patients better access to appointments as minor ailments will be dealt with online. Eventually Docly will cover up to 40 different medical conditions but at the start this is limited to 5. This is an extra service and will not mean the reduction in appointments.

Regarding the issues with chairs, pull cord system, the décor, signage, delay in getting the new call screen in place:

The practice does not own the building we use- it is owned by Leicester Partnership Trust (LPT) and we have had multiple issues on how long it takes them to respond to issues.

The partners of the practice have been in discussion with the CCG and NHS England as they would like to purchase the building and develop into a healthcare hub- offering 7 day service/ minor operations etc. Unfortunately they are getting multiple setbacks from NHS England and LPT.

Distribution

The report is distributed to the following:

Springfield Road Surgery

Care Quality Commission (CQC)

Leicester City Council

Adults & Communities Directorate

Health & Wellbeing Boards (HWBB)

Overview & Scrutiny Committees (OSC)

Leicester City Clinical Commissioning Group (LCCCG)

NHS England (Leicestershire and Lincolnshire) Local Area Team

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