

ENTER AND VIEW VISIT REPORT

*Church Road Surgery
30 January 2018*

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's safeguarding policy, the service manager will be informed, and the visit will end. The Local Authority Safeguarding team will also be informed.

GP Surgery –Church Road Surgery

Registered Patients: 11363*

(Source: <https://www.nhs.uk/Services/gp/Overview/DefaultView.aspx?id=42977>)

Practice Address: 90 Church Road, Sheldon, West Midlands, B26 3TP

Practice Manager: Jennifer Fulford

The Practice Team* consists of:

2 GP Partners

2 Salaried GPs

1 Practice Manager

4 Nurses

2 Health Care Assistants

18 receptionists some with additional secretarial duties

A phlebotomist 1/week

A Physiotherapist also operates out of Church Road Surgery but is not a member of Surgery staff

*Church Road surgery has a sister surgery - Tile Cross Surgery, Tile Cross Road, Birmingham, B33 0LU. Staff are shared across the two sites and patient numbers reflect the numbers of patients registered across the two sites.

Acknowledgements

Healthwatch Solihull would like to thank the 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 on Tuesday 30 January 2018. The report does not claim to be representative of all patients, only of those who contributed within the restricted time available.

Authorised Representatives

Scott Baldwin (Lead)

Nicola Standen

Who we share the report with

This report and its findings will be shared with Church Road Surgery, the Care Quality Commission (CQC), Solihull MBC, Solihull Clinical Commissioning Group (CGG) and Healthwatch England. The report will also be published on the Healthwatch Solihull website (www.healthwatchsolihull.org.uk).

Summary

Healthwatch Solihull visited Church Road Surgery on 30 January 2018 following a desktop review of Care Quality Commission (CQC) reports of GP surgeries in the Solihull Borough. The most recent CQC report (July, 2017) rated the Medical Centre as: 'Requires Improvement' for safety; 'Requires Improvement' for effectiveness; 'Good' for being caring; 'Requires Improvement' for being responsive to people's needs and 'Requires Improvement' for services being well led.

During the visit Authorised Representatives administered surveys with patients, carried out observations and talked with the Practice Manager, Jennifer Fulford. This report will detail a range of recommendations based on the findings of our Enter and View visit and it is anticipated that these recommendations will contribute to improving service delivery within the Surgery and in turn service experience for patients registered with the Surgery.

Background

Church Road Surgery, located in north Solihull, has 11363 patients registered across this surgery and Tile Cross Surgery (*please see notes above).

The Practice's Surgery time are:

Monday	07:30 - 18:30
Tuesday	07:30 - 18:30
Wednesday	08:00 - 18:30
Thursday	07:30 - 18:30
Friday	08:00 - 18:30
Saturday	Closed
Sunday	Closed

(Source: <https://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=42977>)

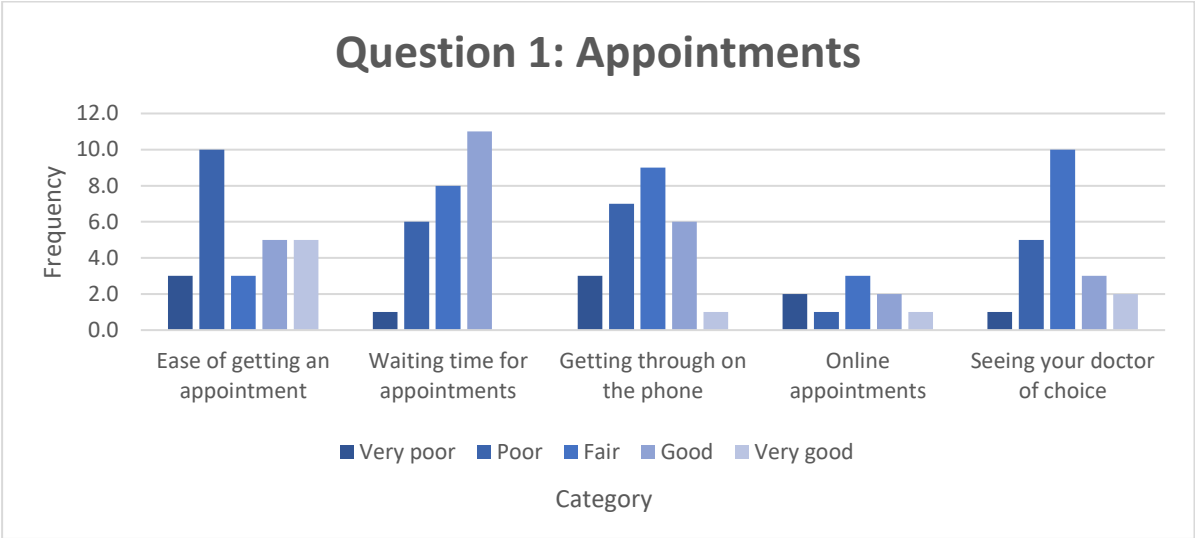
What we did

Two Authorised Representatives visited the surgery from 10.00am to 12.00pm on 30 January 2018. On arrival we asked for the Practice Manager to discuss the purpose of our visit and how the visit would be conducted. The visit was unescorted and at no time during the visit did we enter consulting rooms.

During our visit we administered 27 surveys with 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 initial feedback about the visit and ask any questions for clarification.

Findings:

- Please note not all patients answered all questions
- Not all percentages will add up to 100%, due to rounding up/down of percentages
- For further information, raw data from the survey can be found in Appendix 1.



Overall, this section of the survey largely received mixed responses. For ease of getting an appointment, 13 (50%) out of the 26 respondents who answered this question gave a ranking of ‘very poor’ (n=3) or ‘poor’ (n=10) with a further 13 respondents (50%) ranking ease of getting an appointment as ‘fair’ (n=3), ‘good’ (n=5) and ‘very good’ (n=5). These mixed findings were reflected in the further comments made by survey respondents,

“Ridiculous trying to get an appointment, always a month wait or drop in and wait in morning and hard with children”

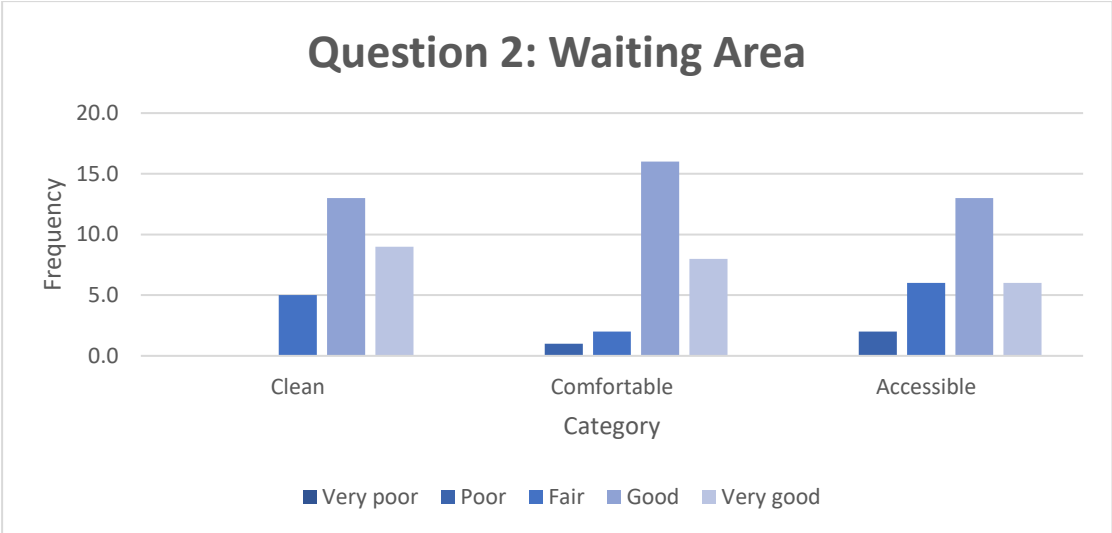
“They are really good to get an appointment”

“On the day appointments very good, bookable appointments poor”

Similarly, mixed responses were received in relation to getting through on the telephone with 7 of the 26 respondents answering this question rating this as ‘good’ to ‘very good’, 9 (35%) respondents as fair and 10 respondents (39%) as ‘poor’ to ‘very poor’. One respondent expressed their frustration with getting through on the telephone, “Can never get an appointment, on phone waiting for ages - sometimes when you get through all appointments are gone by 8.15am”.

When asked about the online booking service, again mixed responses were evident with 33% of respondents rating the online booking service as 'very good' to 'good', 33% as 'fair' and 33% as 'poor' to 'very poor'. However, only 9 out of 27 respondents answered this question. That less respondents answered this question may be indicative that the online booking service is underused. If the online booking system was actively promoted and advertised to patients, usage and patient experience may improve. One respondent commented, "Asked by email several times for online login details but no reply". In turn, if more patients booked their appointment online, this may take some pressure off the telephone service and improve the waiting times for getting through by phone for patients who are not able to use the internet.

Once at the surgery patients' experiences appeared to be more positive with the majority of respondents identifying waiting times for appointments as 'fair' or 'good' (n=19 out of the 26 respondents who answered this question, 73%) and 15 of the 21 (72%) respondents who answered this question rating seeing a Doctor of your choice as 'fair' to 'very good'.



The responses relating to the waiting room area were very positive with 81% (n=22 of the 27 respondents who answered this question) rating the cleanliness of the waiting areas as 'good' or 'very good' and 90% of respondents (n=24 out of the 27) respondents who completed this question rating the comfort of the waiting rooms as 'good' or 'very good'.

During our visit we observed that whilst the waiting room was fairly small it was clean and comfortable and we felt there was a good atmosphere in the waiting areas. There was a Children's area in the waiting room although we noted that the area was slightly obscured by a wall which meant that parents/carers would need to be with their children to fully supervise and the area lacked entertainment for children, for example, toys. As highlighted in one of the survey respondent's comments, "Waiting area clean and comfortable but needs little bit more children's play area". After our visit we spoke with the Practice manager and discussed this issue with her. We were told that the Surgery recognises that

there is a lack of toys in the Children's area but that there is a need to weigh this up against issues of hygiene.

We observed information boards displaying a range of informative posters including health promotion information, information on 111, information on support groups and organisations; and condition related health awareness information. There was also a carers' notice board which the Practice Manager informed us was currently being updated. In addition to information on notice boards, a 'Friends and Family' poster and a box for completed forms were present at the reception desk although we could not see forms/leaflets for patients to leave feedback. This observation was feedback to the Practice Manager at the end of our visit and we suggested that patient feedback forms were made available on the counter at the reception desk. At the end of our visit we also spoke with the Practice Manager about how patient feedback was shared in the Practice and we were informed that patient feedback was reviewed on a quarterly basis and any issues arising were discussed in Practice meetings.

There was also an electronic self check-in system available for patients and we observed that there was a sign before patients reached the reception desk, asking patients to wait at that point until a receptionist was available for reasons of privacy.

In relation to the accessibility of the building 19 out of 27 respondents (70%) rated accessibility as 'good' to 'very good' and a further 6 respondents (22%) rating accessibility as 'fair'. Two further comments received in relation to accessibility suggested that access into the building could be difficult:

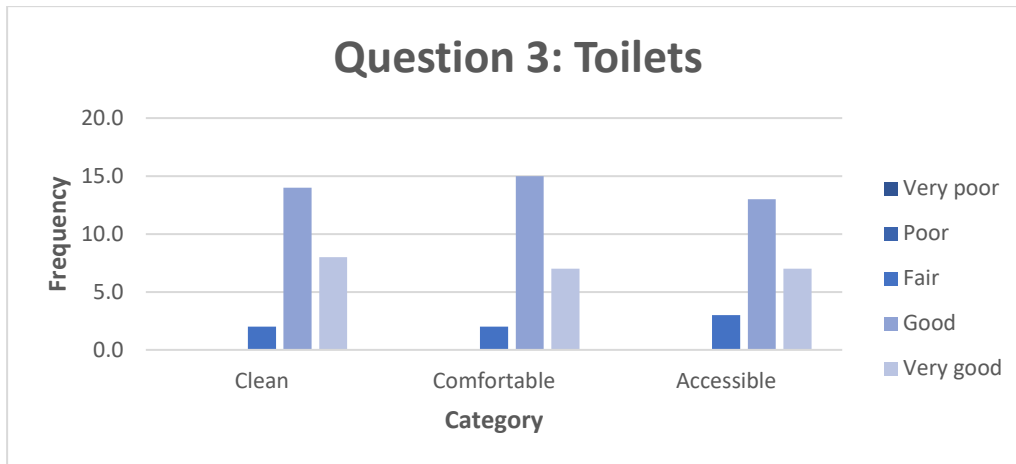
"Not great for pushchairs or wheelchairs".

"Struggle with pushchair – space and getting through the doors".

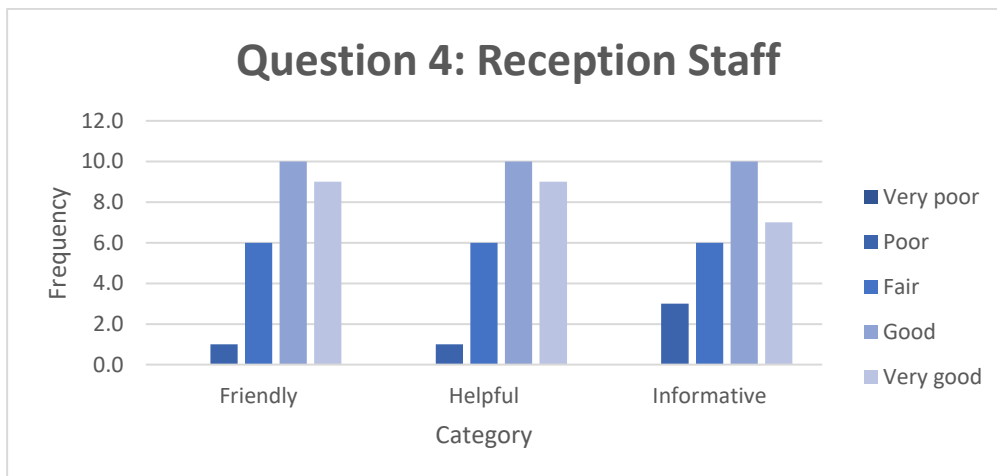
Other further comments received focussed on perceived parking issues:

"Car park very limited"

"Poor parking access"



The toilet facilities were regarded as ‘very good’ or ‘good’ for cleanliness by 22 of the 24 (91%) survey respondents; ‘very good’ or ‘good’ for comfort by 22/24 (91%) respondents and ‘very good’ or ‘good’ by 20 out of 23 (87%) respondents who completed this question for ease of access. One respondent commented that the toilet facilities were “Hard to use with children and pram”. We observed during our visit that the toilet facilities were well stocked and clean and that there was an accessible toilet for disabled people located on the ground floor. Baby changing facilities were also available on the first floor.



Overall the attitude of the reception staff was ranked fairly highly by patients who completed this question (n=25) with 92% (n=23) of respondents giving a rating of ‘good’ or ‘very good’ for friendliness, 88% (n=22) giving a rating of ‘good’ or ‘very good’ for helpfulness and 88% (n=22) giving a rating of ‘good’ or ‘very good’ for being informative. However, further comments received in relation to this question whilst highlighting some positive experiences, also suggests that patients’ experiences of Receptionists at times

depended on the Receptionist they had contact with and the methods of communication. For example,

“They good friendly and informative”

“Helpful with appointments”

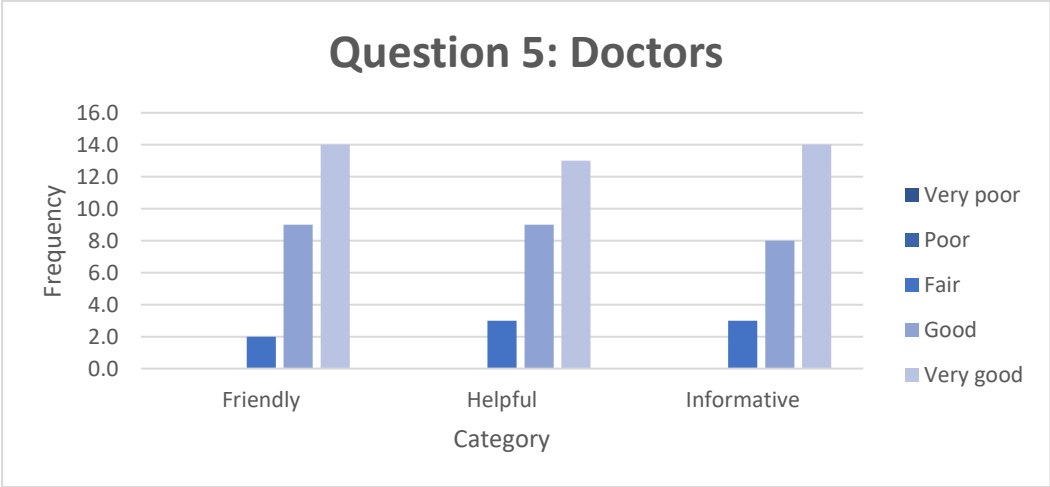
“Some very good others not so approachable”

“The approach of staff I have noticed has improved slightly in recent months but have found them rude/difficult in past”

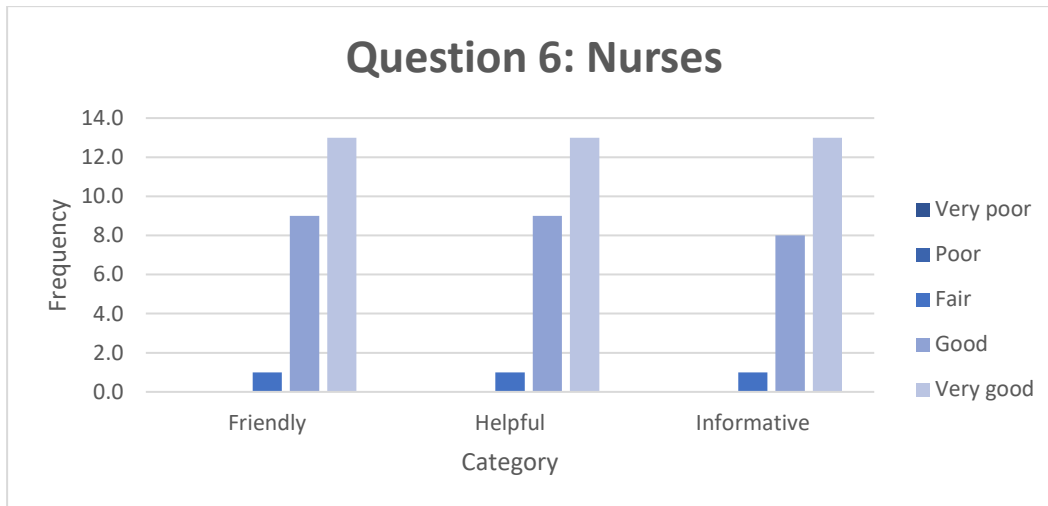
“Depends on receptionist some nice, some not so nice”

“Face to face very friendly but when I have called the surgery to get an appointment the receptionist has been quite rude on numerous occasions”

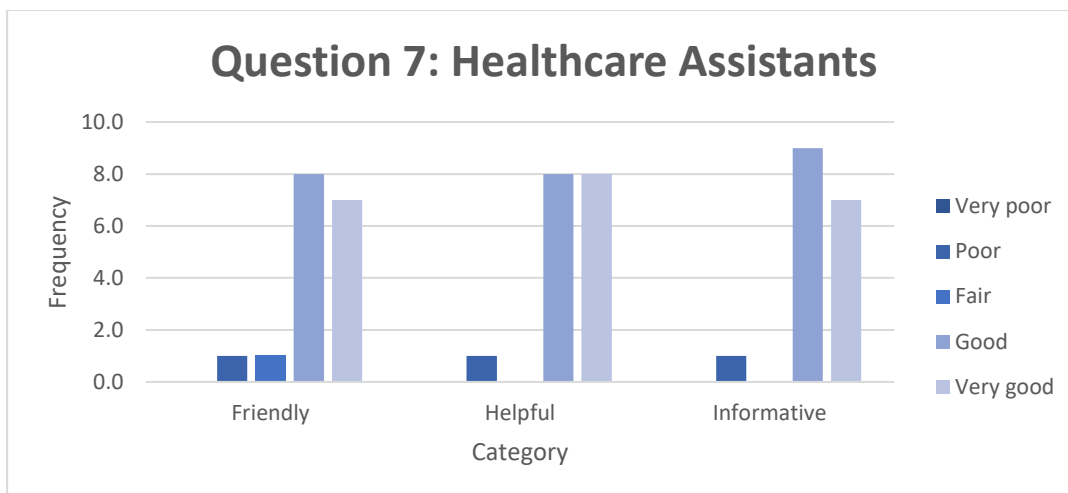
During our visit, we observed Reception Staff being friendly and welcoming and as mentioned earlier, there was a sign on reception asking patients to stand back for privacy purposes.



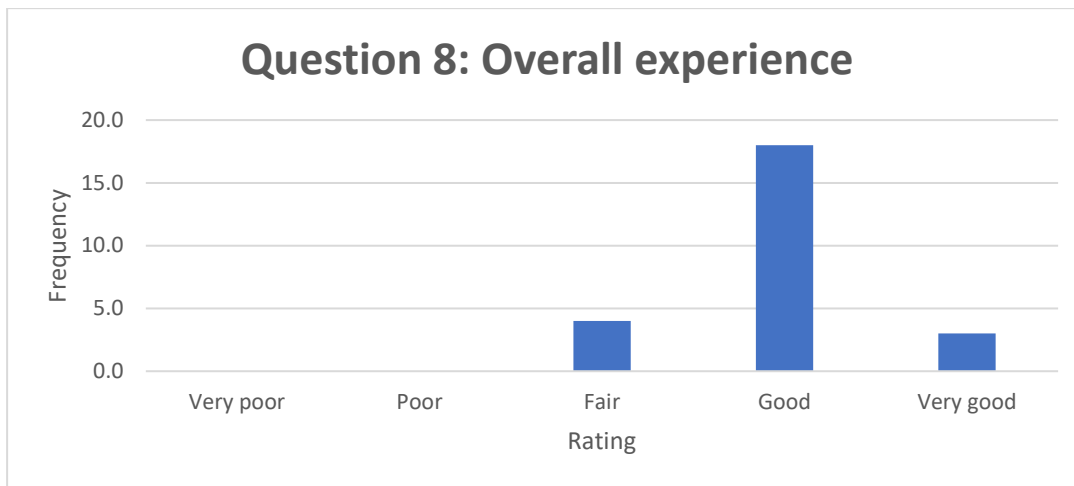
The majority of respondents who answered this question rated the Practice’s GPs as ‘good’ to ‘very good’ for friendliness, helpfulness and being informative with no respondents rating GPs as less than ‘fair’. As with Receptionists, one patient reported that their experience was dependent on the Doctor they had contact with, “Again depends on the Doctor”. Another patient highlighted issues with continuity of care, “Some locums are not very interested, as you can’t see the same Doctor no continuity of care”.



Again, nurses scored highly for patient satisfaction with 96% of respondents who completed this question rating nursing staff as ‘good’ or ‘very good’ for being friendly (n=22 out of 23 respondents who answered this question) and helpful and 94% (n=21 out of the 22 respondents who completed this question) for being informative.



Fewer respondents completed the question about Healthcare Assistants than for GPs and Receptionists (n=17) as presumably not all of respondents had have contact with a Healthcare Assistant. However, of those who did respond to this question, Healthcare Assistants also received very positive ratings from patients for being friendly, helpful and informative. They received a rating of ‘very good’ or ‘good’ from 15 respondents for friendliness, 16 for helpfulness and 16 for being informative.



At the end of the surveys we asked patients to rate their overall experience. Twenty-five patients completed this question with three respondents rating their overall experience as 'very good', 18 respondents rating their experience as 'good' and four respondents as 'fair', overall displaying high levels of satisfaction among patients consistent with findings discussed throughout this report.

Further Comments

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. Eight comments in total were received, four of which reflected dissatisfaction with getting an appointment by telephone and further supporting the survey findings for question one. Other comments received made suggestions for improvements in the waiting area and two respondents complimented the Surgery and Staff within the surgery for good service. Please see Appendix One for further detail of comments.

Staff Training

During our visit we asked the Practice Manager about training received by staff. We were informed that staff received a range of both mandatory (some on a yearly basis, some bi-annually and some every three years) and Professional Development training. The amount of training undertaken by staff differed across the different staffing groups and we were informed that staff receive protected learning time each year. Currently much of the training is provided through Solihull Clinical Commissioning Group (CCG).

Examples of training undertaken by Practice staff include:

- Risk Assessment
- CPR
- Safeguarding
- Data Protection

- Chaperone Training

Recommendations and Follow-Up Actions:

- We recommend that extra staff and/or extra phone lines and/or the installation of an 'on-hold' messaging service which indicates where patients are in the queue be installed at the surgery to address patients' concerns at getting through on the telephone to make an appointment;
- 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;
- Making the children's area of the waiting room more 'child friendly';
- To ensure that patient feedback forms are available for completion on the reception desk area and where feedback forms are located is signposted in the waiting area.

Appendix 1: Data tables

Please note:

- Not all patients answered all questions
- Not all percentages will add up to 100%, due to rounding up/down of percentages

Question 1					
How well would you rate the following at Church Road Surgery?					
	Very Poor	Poor	Fair	Good	Very Good
Getting an appointment (n=26 responses)	3 (12%)	10 (39%)	3 (12%)	5 (19%)	5 (19%)
Waiting time for appointments (n=26 responses)	1 (4%)	6 (23%)	8 (31%)	11 (42%)	0
Getting through on the telephone (n=26 responses)	3 (12%)	7 (27%)	9 (35%)	6 (23%)	1 (4%)
Online appointments (n=9 responses)	2 (22%)	1 (11%)	3 (33%)	2 (22%)	1 (11%)
Seeing the Doctor of your choice (n=21 responses)	1 (5%)	5 (24%)	10 (48%)	3 (14%)	2 (10%)
Further comments	<p>Ridiculous trying to get an appointment, always a month wait or drop in and wait in morning and hard with children”</p> <p>They are really good to get an appointment</p> <p>On the day appointments very good, bookable appointments poor</p> <p>Asked by email several times for online login details but no reply</p> <p>Not given choice of Doctor</p>				

	<p>Never any appointments to book, always told to phone at 8 in the mornings</p> <p>I don't do online appointments</p> <p>I am new to this GP</p> <p>Never get normal appointments, only on emergency basis</p> <p>Can never get an appointment, on phone waiting for ages - sometimes when you get through all appointments are gone by 8.15am</p>
--	---

Question 2					
How well would you rate the following on the waiting area at Church Road Surgery?					
	Very Poor	Poor	Fair	Good	Very Good
Clean (n= 27 responses)	0	0	5 (19%)	13 (48%)	9 (33%)
Comfortable (n= 27 responses)	0	1 (4%)	2 (7%)	16 (60%)	8 (30%)
Ease of access to the building (n=27 responses)	0	2 (7%)	6 (22%)	13 (48%)	6 (22%)
Further comments	<p>Waiting area clean and comfortable but needs little bit more children play area</p> <p>Car park very limited</p> <p>Could do with monitoring</p> <p>Not great for pushchairs or wheelchairs</p> <p>Poor parking access, especially Tile Cross</p> <p>Struggle with pushchair - space and getting through the doors</p>				

Question 3					
How well would you rate the following on the toilet facility at Church Road Surgery?					
	Very Poor	Poor	Fair	Good	Very Good
Clean (n=24 responses)	0	0	2 (8%)	14 (58%)	8 (33)
Comfortable (n=24 responses)	0	0	2 (8%)	15 (63%)	7 (29%)
Ease of access (n=23 responses)	0	0	3 (13%)	13 (57%)	7 (30%)
Further comments	<p>Hard to use with children and pram</p> <p>I have never used the toilets</p>				

Question 4					
How well would you rate the following on the Receptionists at Church Road Surgery?					
	Very Poor	Poor	Fair	Good	Very Good
Friendliness (n=26 responses)	0	1 (4%)	6 (23%)	10 (39%)	9 (35%)
Helpfulness (n=26 responses)	0	1 (4%)	6 (23%)	10 (39%)	9 (35%)
Informative (n=26 responses)	0	3 (12%)	6 (23%)	10 (39%)	7 (27%)
Further comments	<p>They good friendly and informative</p> <p>Some very good others not so approachable</p> <p>The approach of staff I have noticed has improved slightly in recent months but have found them rude/difficult in past</p> <p>Depends on receptionists some nice some not so nice</p> <p>Helpful with appointments</p> <p>Face to face very friendly but when I have called the surgery to get an appointment the receptionist has been quite rude on numerous occasions</p>				

Question 5

How well would you rate the following on the Doctors at Church Road Surgery?

	Very Poor	Poor	Fair	Good	Very Good
Friendliness (n=25 responses)	0	0	2 (8%)	9 (36%)	14 (56%)
Helpfulness (n=25 responses)	0	0	3 (12%)	9 (36%)	13 (52%)
Informative (n=25 responses)			3 (12%)	8 (32%)	14 (56%)
Further comments	<p>Some locums are not very interested, as you can't see the same Doctor no continuity of care</p> <p>Again depends on the doctor</p>				

Question 6

How well would you rate the following on the Nurses at Church Road Surgery?

	Very Poor	Poor	Fair	Good	Very Good
Friendliness (n=23 responses)	0	0	1 (4%)	9 (39%)	13 (57%)
Helpfulness (n=23 responses)	0	0	1 (4%)	9 (39%)	13 (57%)
Informative (n=22 responses)	0	0	1 (4%)	8 (36%)	13 (57%)
Further comments	<p>Wonderful, very helpful especially [names nurse]</p> <p>Usually nice nurses</p> <p>Never had to see a nurse</p>				

Question 7**How well would you rate the following on the Healthcare Assistants at Church Road Surgery?**

	Very Poor	Poor	Fair	Good	Very Good
Friendliness (n=17 responses)	0	1 (6%)	1 (6%)	8 (47%)	7 (41%)
Helpfulness (n=17 responses)	0	1 (6%)	0	8 (47%)	8 (47%)
Informative (n=17 responses)	0	1 (6%)	0	9 (53%)	7 (41%)
Further comments	Not dealt with them Never used one				

Question 8**What was the overall experience of your visit today?**

	Very Poor	Poor	Fair	Good	Very Good
(n=25 responses)	0	0	4 (16%)	18 (72%)	3 (12%)

Further comments:

Open reception area to make it less intimidating, water point, tv for longer waits, if Doctor is running late let people know

Appointments should be readily available, many times I can't get through until 8.20 which is too late for appointment

Pleased got an appointment today for daughter and not emergency sit and wait with a young child

Today good, got an appointment

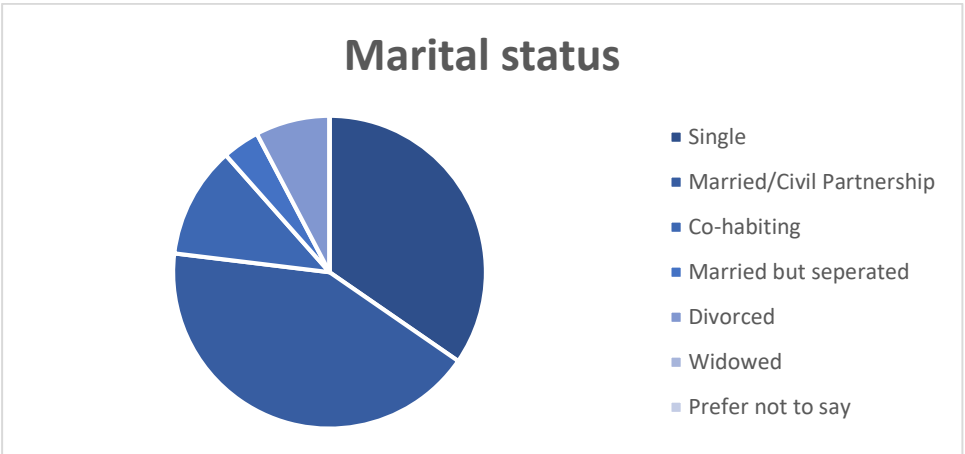
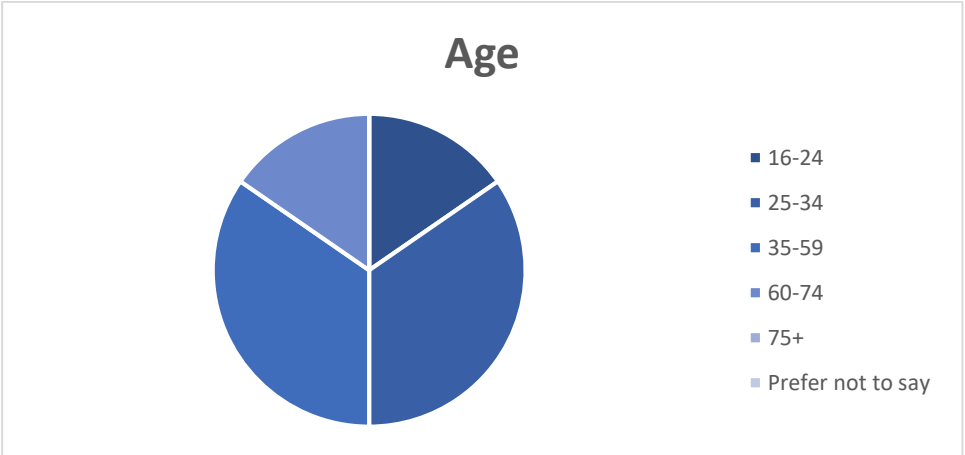
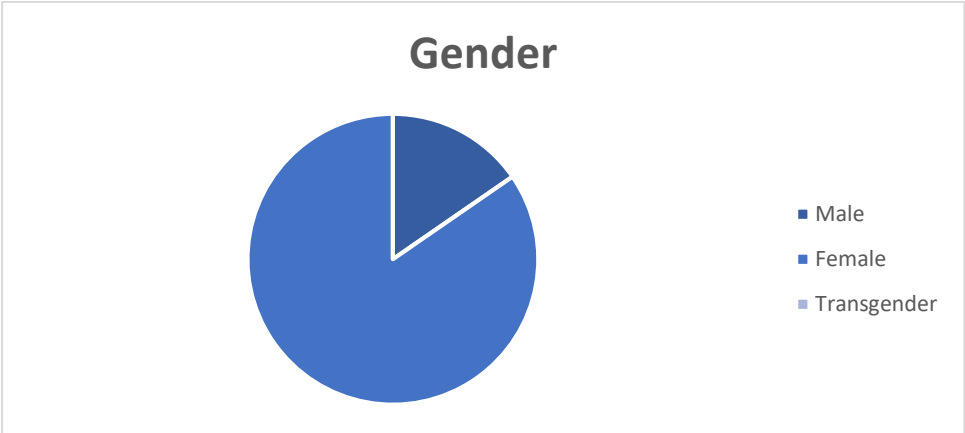
Whenever I have been here, the staff have been very helpful and kind. I feel the doctor really listened to me and helped with a referral

The surgery has always provided a good service, even when very busy

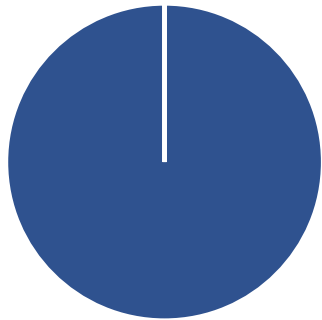
Great surgery just too difficult to get appointments

Booking an appointment is hard when you work it's always 4 weeks waiting

Appendix 2: Demographic Breakdown of Survey Respondents

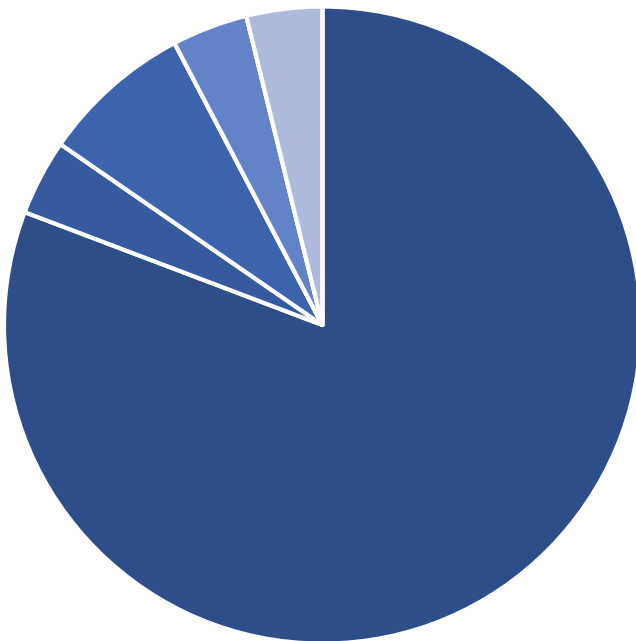


Sexual orientation



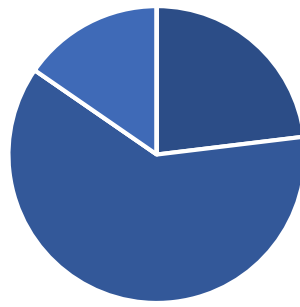
- Straight/Hetrosexual
- Bisexual
- Gay
- Lesbian
- Prefer not to say
- Other

Ethnic background



- White/White British
- Asian/Asian British
- Black/Black British
- Chinese
- Arab
- Gypsy/Romany/Irish Traveller
- Prefer not to say
- Other

Religion



- No Religion
- Christian
- Sikh
- Muslim
- Jewish
- Hindu
- Buddhist