

ENTER AND VIEW VISIT REPORT

*Croft Medical Centre
29 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 safeguarding policy, the service manager will be informed, and the visit will end. The local Authority Safeguarding team will also be informed.

GP Surgery - Croft Medical Centre

Overview:

Registered Patients: 11,381

Service Address: 1 Pomeroy Way, Chelmsley Wood, Solihull, West Midlands, B37 7WB

Practice Manager: Jackie Cooper

The Practice team consists of:

3 GP partners
3 part time salaried GPs
2 Nurse Practitioners
5 Practice Nurses
10 Reception staff
4 Administration staff
1 Practice Manager
1 IT and systems lead

The Practice Manager informed us that the Surgery opening times are:

Monday, Wednesday and Friday 08.30 – 18.30.

Tuesday and Thursday 08.30 – 19.30.

Saturday and Sunday closed at the present time

Phone lines are closed between 12.30 – 14.00 however, the surgery doors are open for reception services during this time.

Croft Medical Centre, located in North Solihull, has 11,381 patients registered at the surgery. (Source <https://www.nhs.uk/Services/gp/Overview/DefaultView.aspx?id=36931>)

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 **Monday 29 January 2018**. 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)
Nicola Standen

Who we share the report with

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

Summary

Healthwatch Solihull visited Croft Medical Centre on Monday 29th January 2018 due to intelligence received from the public and desktop research of local GP reviews on the NHS choices website.

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

The report will summarise the key finding and where necessary put forward recommendations.

What we did

Two Authorised Representatives visited the surgery from 10.00am to 12.00pm on the 29th of January 2018. The Practice Manager was out of the building at that time, so we discussed the purpose of the visit and how the visit will be conducted with the Practice Reception Team Leader, Ms V Cottrell. The visit was unescorted, and we were advised not to enter the consulting rooms.

During the visit we conducted surveys with 34 patients and observed the environment and interaction between patients and staff. After we had completed the visit we met with the Practice Manager, to provide feedback about the visit and allocated some time for questions and answers.

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 13 out of the 34 patients surveyed giving a rating of very poor for 'Getting through on the phone'; 8 patients giving a rating of very poor for ease of getting an appointment at the surgery and 6 patients rating the ability to see a doctor of choice as very poor.

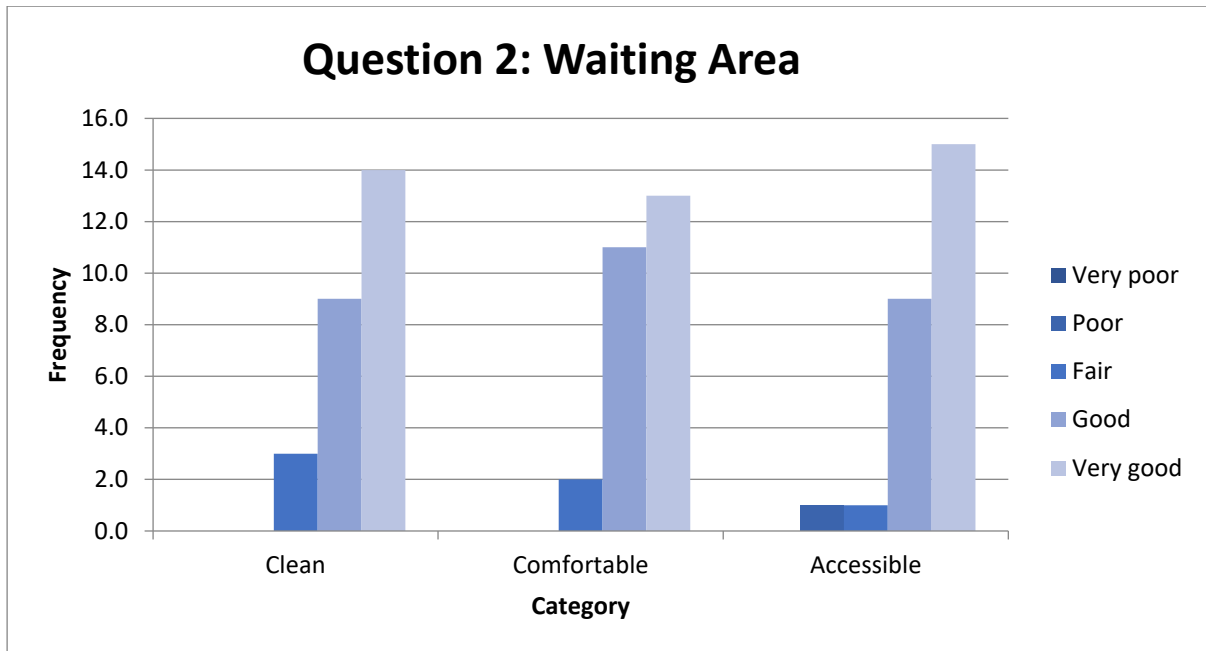
The online booking service received mixed reviews. However, only 16 out of 34 respondents answered this question compared to the question about telephone contact, which was answered by 25 patients. This could either be that patients prefer to book their appointments via telephone or that they are unaware of the online booking system.

Waiting time for appointments was regarded as 'Fair' by 11 of the patients we spoke to. The Practice Manager informed us that if patient appointments are running late, the Receptionists would advise the waiting room of this and advise all other patients as they arrived. A notice would also be put up in the reception window advising patients of any delays.

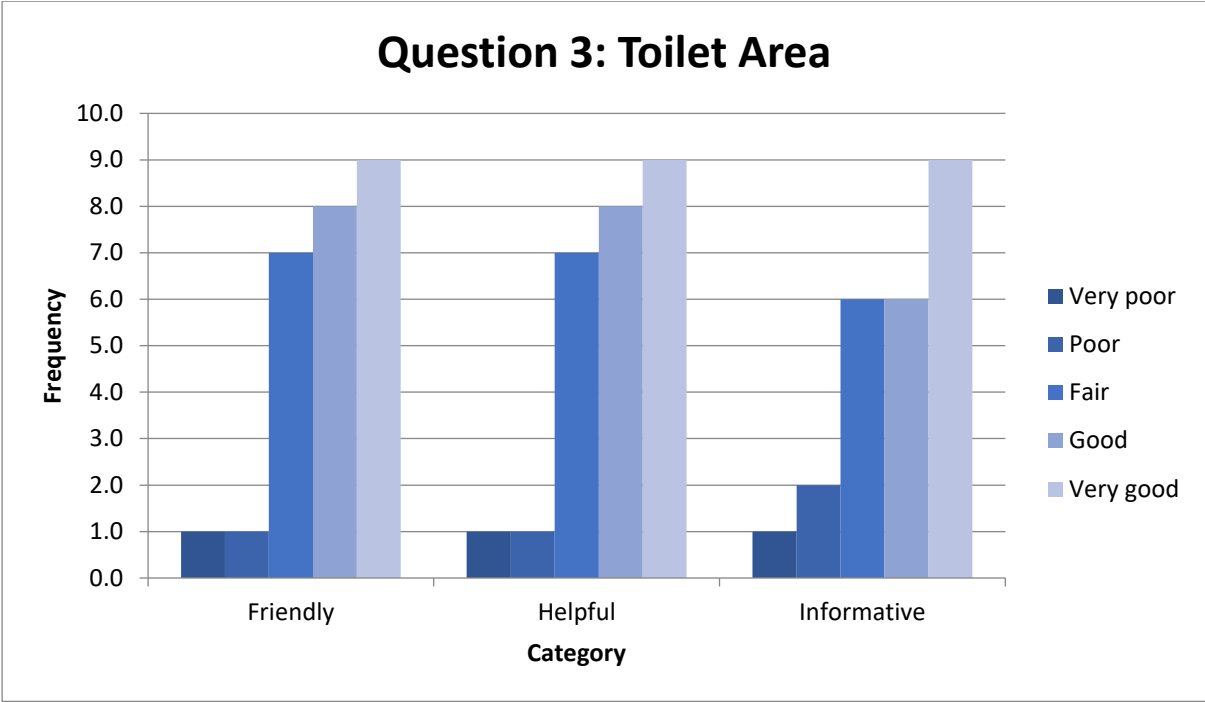
At the end of each question, respondents were asked if they wished to make any further comments. two out of 34 respondents made further comment in relation to question one.

"Phonelines are often busy."

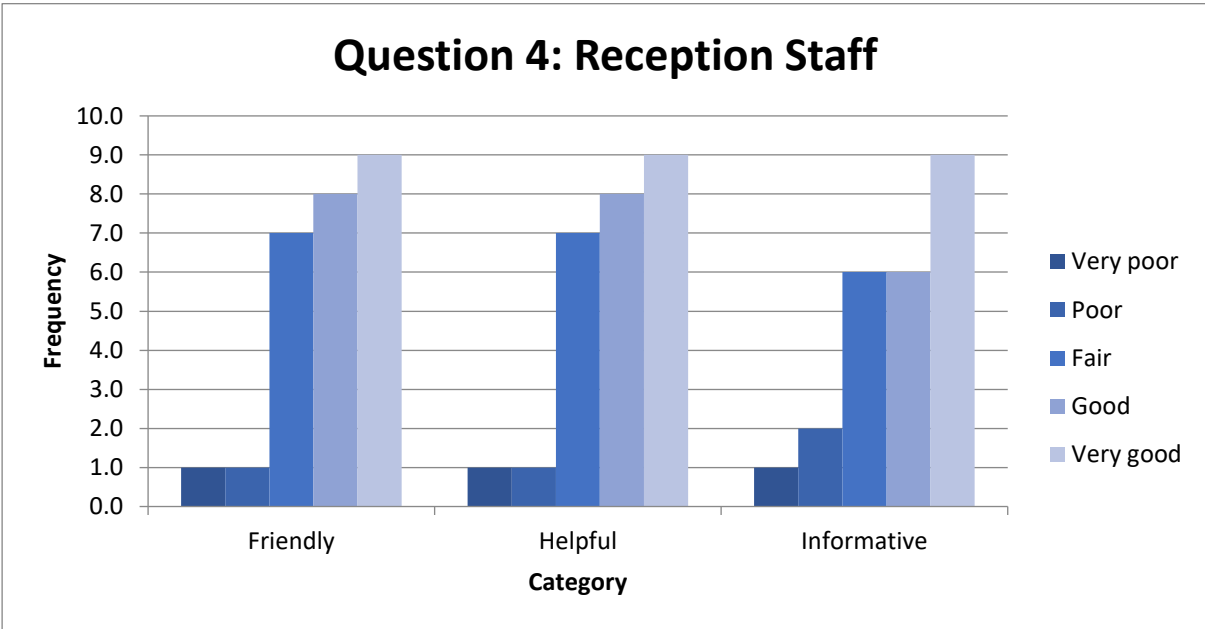
"Usually have to wait a long time."



The responses relating to the waiting room were largely positive with 14 patients out of the 26 that filled in this part of the survey rating the facilities as very good for cleanliness. A further 9 rated it as good and three patients rated it as fair for cleanliness. The comfort of the waiting area was rated as very good by 13 patients, with a further 11 rating it as good. Accessibility was rated highest for being very good, by 15 patients and 9 patients rated it as good. We observed that the area was clean and tidy and even hosted a children’s area with a tv screen that played movies suitable for children. 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 a poster encouraging patients to leave comments, complaints and compliments on the surgery’s website. However, a website address was not on the poster. Information leaflets on how to contact the NHS Complaints Advocacy Service were clear displayed on the reception desk.



The toilet facilities were regarded as very good, good or fair by the majority of patients surveyed, with only 2 rating them as either poor or very poor. On the day, we observed that the toilets were well stocked and tidy.

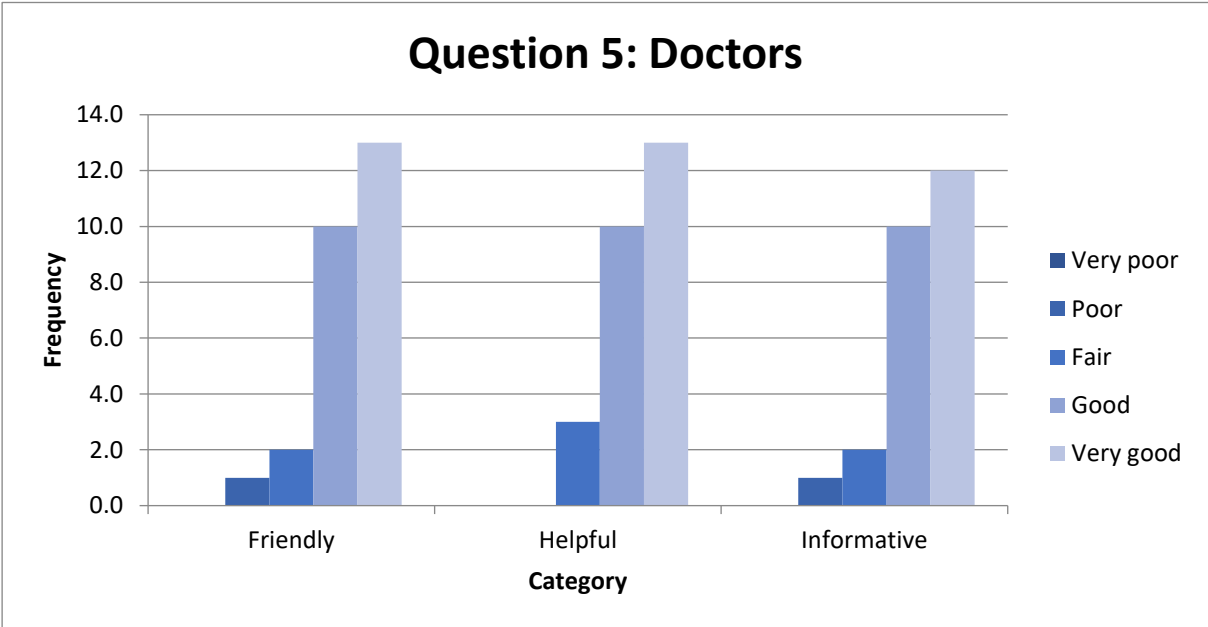


Overall, the attitude of the reception staff was marked highly by the patients we spoke to, with 17 patients giving a rating of ‘very good’ or ‘good’ for both the friendly and helpfulness categories, and 15 patients giving a rating of ‘very good’ and ‘good’ for how informative the reception staff are. One patient rated the reception staff as ‘very poor’ for all 3 categories and another patient rated them as ‘poor’ for all 3 categories. We found the receptionists helpful during our visits and they answered any questions that we raised. Three respondents provided further comments in relation to the receptionists, all of which were a negative perception of the receptionists:

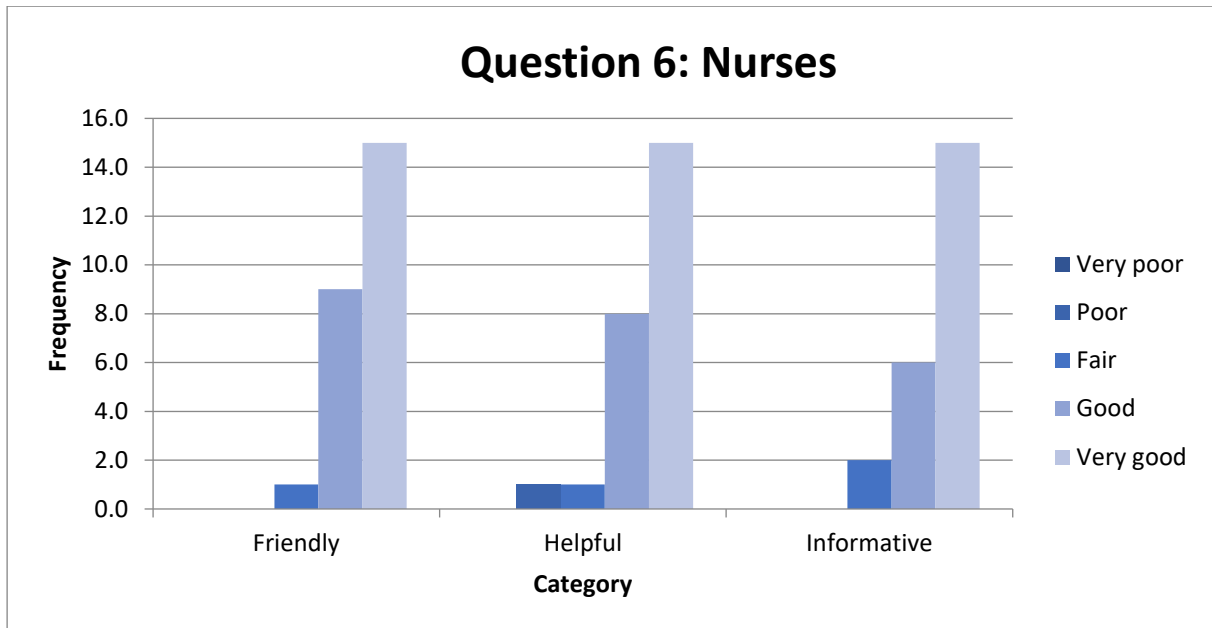
“Sometimes they don’t come across as very friendly.”

“They need to be trained how to speak to people.”

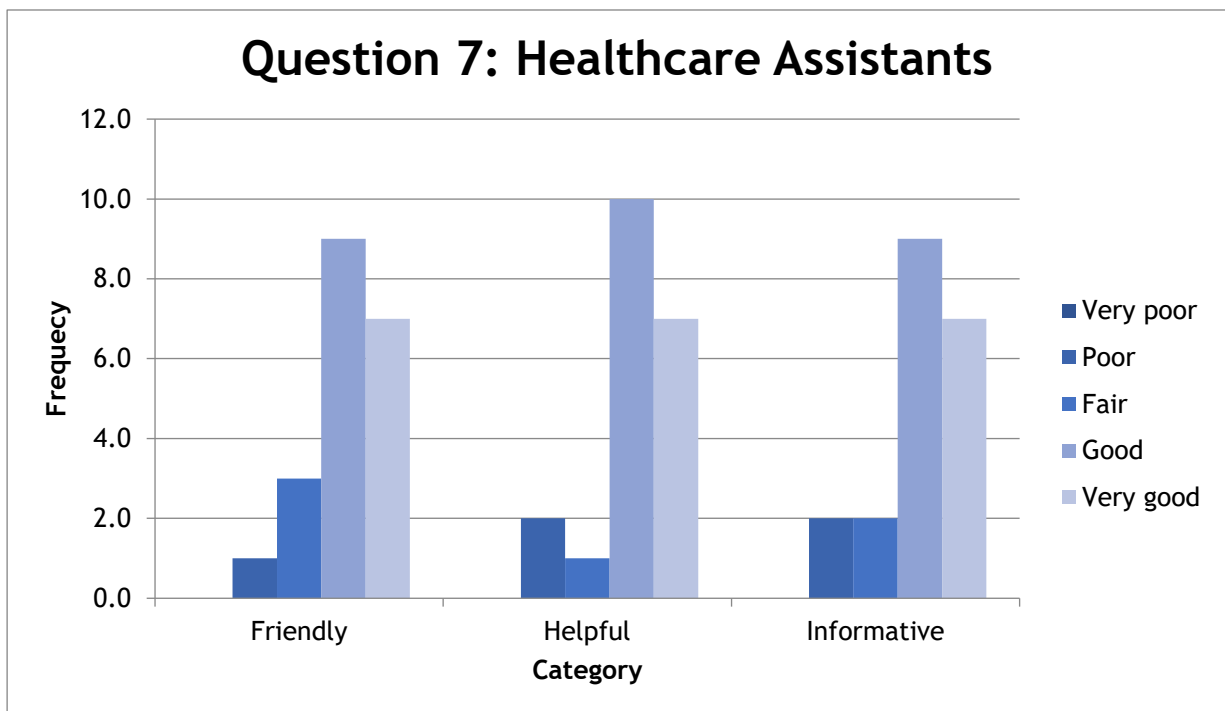
“I find certain staff nose and unwelcoming.”



The majority of the respondents rated the GPs as ‘good’ to ‘very good’ for all three categories. However, one patient reported that they found the doctors to be ‘poor’ in the friendly and informative categories.



The nurses at the surgery received a positive rating, with 15 patients rating the nurses as 'very good' across the three categories. Only one patient reported feeling that the level of helpfulness was 'poor'.



Healthcare Assistants received a high rating of 'good' across all three categories with 9 patients rating them as 'good' and 7 patients as 'very good' in the friendly and informative category. A further 10 patients rated them as 'good' and 7 patients rated them as 'very good' in the helpful category.

Two patients rated the Healthcare Assistants as 'poor' in the helpful and informative categories, and one patient rated them as 'poor' in the friendly category. It is worth noting that not all patients answered this question, as presumably not all of them had have contact with a Healthcare Assistant.

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. Four comments in total were received:

"The only [difficult] thing is getting through on the phone and getting an appointment."

"When you book appointments for a nurse they do not book your appointments down."

"Don't usually get seen to very quickly."

"All good here."

Staff Training

During our visit we asked the Practice Manager about training received by staff, we were informed that all staff were up to date with their mandatory training and that this included a range of things such as:

- Information Governance
- Hand Hygiene
- Safeguarding
- Consent /access to records
- Basic life support
- Prevent
- Fire training
- Bloods and Blood pressure monitoring
- Learning disability awareness
- Repeat prescriptions

Recommendations and Follow-Up Action:

- We recommend the surgery look at increasing the number of staff available to answer the phone to help reduced waiting times on the phone and to increase accessibility for booking appointments over the phone.
- With the lack of participants answering the question about online booking it may indicate that not everyone is aware of the online booking system. Maybe more advertising of the facility is needed. This may then free up phonedlines and free up this pressure.
- A website address to be added to the complaints and compliments poster for patients to give feedback regarding the surgery.

Appendix 1: Data tables

Question 1					
How well would you rate the following at Croft Medical Centre?					
	Very Poor	Poor	Fair	Good	Very Good
Getting an appointment	8	8	6	4	2
Waiting time for appointments	4	3	11	4	3
Getting through on the telephone	13	4	6	1	1
Online appointments	3	2	4	6	1
Seeing the Doctor of your choice	6	3	9	2	2
Further comments					

Question 2					
How well would you rate the following on the waiting area at Croft Medical Centre?					
	Very Poor	Poor	Fair	Good	Very Good
Clean	0	0	3	9	14
Comfortable	0	0	2	11	13
Ease of access to the building	0	1	1	9	15
Further comments					

Question 3 How well would you rate the following on the toilet facility at Croft Medical Centre?					
	Very Poor	Poor	Fair	Good	Very Good
Clean	1	1	7	8	9
Comfortable	1	1	7	8	9
Ease of access	1	2	6	6	9
Further comments					

Question 4 How well would you rate the following on the Receptionists at Croft Medical Centre?					
	Very Poor	Poor	Fair	Good	Very Good
Friendliness	1	1	7	8	9
Helpfulness	1	1	7	8	9
Informative	1	2	6	6	9
Further comments					

Question 5					
How well would you rate the following on the Doctors at Croft Medical Centre?					
	Very Poor	Poor	Fair	Good	Very Good
Friendliness	0	1	2	10	13
Helpfulness	0	0	3	10	13
Informative	0	1	2	10	12
Further comments					

Question 6					
How well would you rate the following on the Nurses at Croft Medical Centre?					
	Very Poor	Poor	Fair	Good	Very Good
Friendliness	0	0	1	9	15
Helpfulness	0	1	1	8	15
Informative	0	0	2	6	15
Further comments					

Question 7**How well would you rate the following on the Healthcare Assistants at Croft Medical Centre?**

	Very Poor	Poor	Fair	Good	Very Good
Friendliness	0	1	3	9	7
Helpfulness	0	2	1	10	7
Informative	0	2	2	9	7
Further comments					