

## **ENTER AND VIEW VISIT REPORT**

*Bosworth Medical Centre*

*3 April 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 –Bosworth Medical Centre

**Registered Patients:** 9023

(<https://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=39037>)

**Service Address:**

Bosworth Medical Centre, Crabtree Drive, Birmingham, West Midlands, B37 5BU

**Practice Manager:** Deborah Coffey

The Practice Team consists of:

- 3 Partner GPs
- 2 Salaried GPs
- 1 long term Locum
- 2 Advanced Nurse Practitioners
- 3 Practice Nurses
- 1 Health Care Assistant
- 1 Clinical Pharmacist
- 1 Practice Manager
- 1 Assistant Practice Manager and part time Secretary
- 1 part-time Secretary
- 2 Admin staff
- 1 Reception Manager
- 3 full-time Receptionists
- 2 part-time Receptionists

### **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 made on Tuesday 3 April 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 Bosworth Medical Centre, the Care Quality Commission (CQC), Solihull MBC, Birmingham and Solihull Clinical Commissioning Group (CGG) and Healthwatch England. The report will also be published on the Healthwatch Solihull website ([www.healthwatchsolihull.org.uk](http://www.healthwatchsolihull.org.uk)).

## Summary

Healthwatch Solihull visited Bosworth Medical Centre on 3 April 2018 following a desktop review of Care Quality Commission (CQC) reports of GP Surgeries in the Solihull Borough. The most recent CQC report (April, 2018) rated the Medical Centre as: 'Good' for safety; 'Good' for effectiveness; 'Good' for being caring; 'Requires Improvement' for being responsive to people's needs and 'Good' for services being well led with an overall rating of 'Good'.

During the visit Authorised Representatives administered surveys with patients, carried out observations and talked with the Practice Manager - Deborah Coffey. 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

Bosworth Medical Centre, located in north Solihull, has 9023 patients registered at the Surgery. The Surgery is located in the Chelmsley Wood Primary Care Centre which hosts a range of other NHS services including a Dental Surgery, Physiotherapy and the Heart of England Foundation Trust's Community Services. The Primary Care Centre has a large car park and the building itself is over two floors with lift access to the first floor of the building. Bosworth Medical Centre is located on the ground floor of the building.

The Practice's Surgery time are:

<b>Monday</b>	08:30 - 11:30	14:00 - 18:00
<b>Tuesday</b>	08:30 - 11:30	14:00 - 18:00
<b>Wednesday</b>	08:30 - 11:30	14:00 - 18:00
<b>Thursday</b>	08:30 - 11:30	
<b>Friday</b>	08:30 - 11:30	14:00 - 18:00
<b>Saturday</b>	<b>Closed</b>	
<b>Sunday</b>	<b>Closed</b>	

The Medical Centre also operates an extended hours surgery which runs from 6.30pm until 7.30pm every Wednesday and from 9am to 11am every second Saturday.

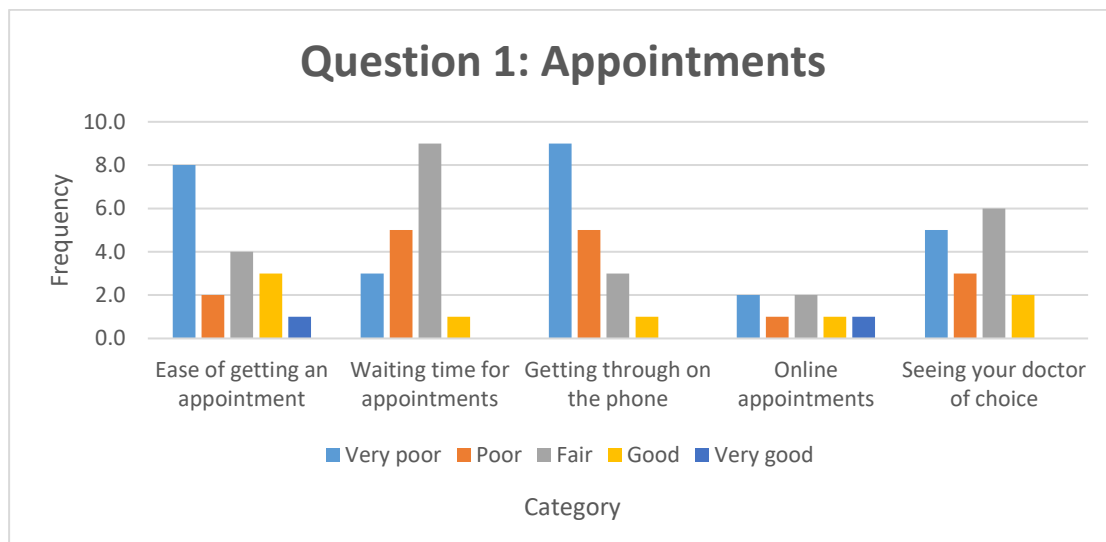
## What we did

Two Authorised Representatives visited the surgery from 10.15am – 12.30pm on 3 April 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 18 surveys with patients and also observed the environment. After we had completed the visit the Practice Manager was not available so we telephoned the next day to provide initial feedback about the visit and ask any questions for clarification.

## Findings:

- Please note not all patients answered all questions
- For further information, raw data from the survey can be found in Appendix 1.



Overall, this section of the survey received mixed responses. 'Ease of getting an appointment' received largely negative responses with just over half of the respondents who answered this question ranking ease of getting an appointment as 'very poor' or 'poor' and only three respondents ranking this as 'very good' or 'good'. Similarly, negative responses were received in relation to 'getting through on the telephone' with 15 of the 18 respondents who answered this question rating this as 'very poor' or 'poor'. These findings were reflected in the further comments made by survey respondents,

"Biggest problem with the Surgery is the lack of appointments, can't get them and can't get through. Sometimes can neglect self as you can't be seen, delay can make things worse"

"I think that the appointment system can be upsetting as a patient there have been times where I have cried trying to get an appointment..."

"Can't book appointments in advance"

"For some elderly patients - not able to wait in a queue when telephoning, can't get through on the phone, it's distressing for them if they are really ill"

"I have been in the queue at 8.30 on the telephone 4 days in a row before I have been given an appointment. However, they are excellent if it's an appointment for a child/baby - always the same day"

"Doctors Surgery seriously needs to overview their appointment service"

"Have to call at 8.30, get on phone at 830 but no appointments, told to phone after 2"

"Impossible to get through on the phone, by the time you do get through all appointments are gone"

When we telephoned the Surgery we were greeted by a recorded message that stated 'all the operators were busy' and to 'call back later' and then the call was automatically disconnected. This is a cause for concern as the recorded message did not advise patients of what number to contact if the call was related to an emergency.

In relation to the time patients waited for their appointments once they had arrived at the surgery, this section of the survey received slightly more positive responses with 10 of the 18 respondents who answered this question rating this as 'fair' or 'good' and the remaining eight respondents rating this as 'poor' or 'very poor'. However, during our visit we observed at times that patients had been waiting for 20 minutes or more. One respondent expressed their frustration to us with the time they had been waiting. They told us that they had 'booked in' with Reception on arrival to the surgery and after 30 minutes of waiting, asked at Reception how much longer they would be waiting to be told that unfortunately, the patient had not been booked in by the Receptionist they spoke with on their arrival. Other respondents also reported long waiting times,

"Was given 20 minutes from time of call to appointment, then was kept waiting 40 minutes"

"Appointments running 20 minutes late"

Following our visit, we asked the Practice Manager whether they had any processes in place to inform patients if appointments were running late. We were advised that if appointments are running late, Reception will display this information on the electronic notice board.

The survey further asked patients to rate their experiences of using the on-line booking service. Mixed responses were received to this question, with four respondents rating this as 'very good to fair' and three respondents rating this as 'poor' to 'very poor'. One respondent commented that, "On-line appointments - much better than on the phone". However, only seven out of 18 respondents answered this question. That fewer 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 and 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. However, as one respondent commented using online booking does not guarantee getting an appointment, "On-line I can never book an appointment, there is never any availability". Furthermore, a number of respondents pointed out that they do not use the online booking service as they do not have access to the internet,

"Don't do on-line appointments. Not good with computers"

"Can't do online bookings as do not have a computer"

This perhaps indicates that whilst the on-line booking system should be promoted to patients, a number of patients will not have access to this facility and therefore, a range of ways to book appointments should remain available for patients.

Mixed responses were again evident in relation to 'seeing a Doctor of your choice' with 50% of those who answered this question (N=16) rating this as 'fair' or 'good' and 50% as 'poor' or 'very poor' with some respondents further commenting.

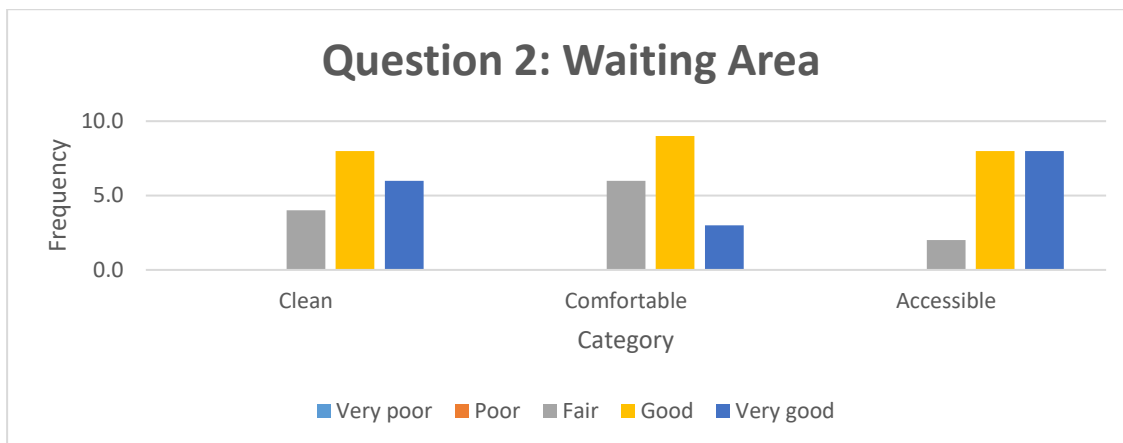
"See a Doctor but then don't see the same Doctor again"

"It's very rare to see my own Doctor"

"Don't usually see the same Doctor, unless it's an ongoing thing"

"Never see the same Doctor twice, so don't know who they are"

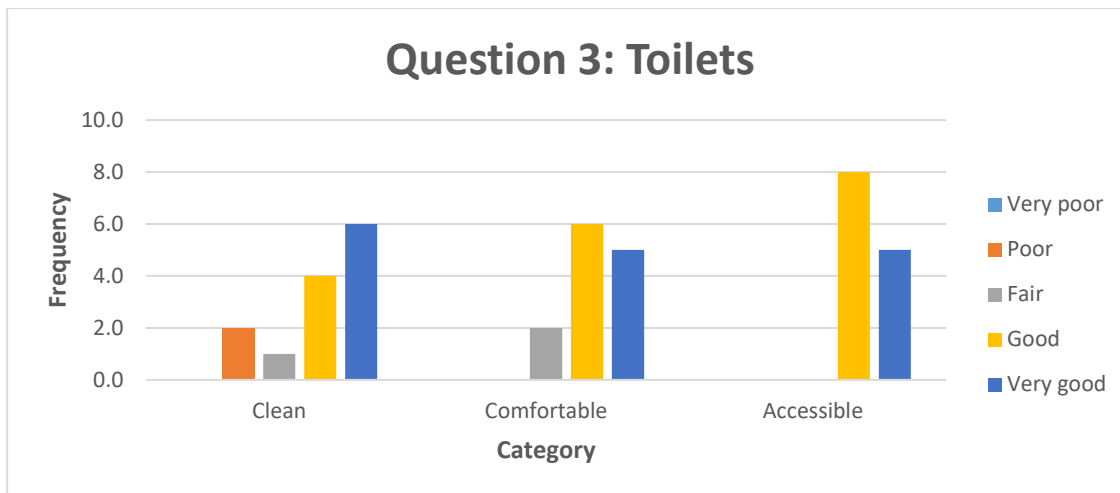
A number of respondents commented that seeing a Doctor of your choice was important to them because of familiarity and rapport. One respondent reported an example of a recent visit where they saw one Doctor who was only at the Surgery for that day. When they visited again it was a different doctor and whilst their 'notes' were on the computer, the patient commented that having notes on a computer "is not the same as seeing a Doctor who knows your history as computer notes don't tell you about the person". Another patient discussed how seeing different Doctors each time meant that they had to 'retell' their patient history and commented that they "...wished you could see the same Doctor all the time instead of repeating yourself".



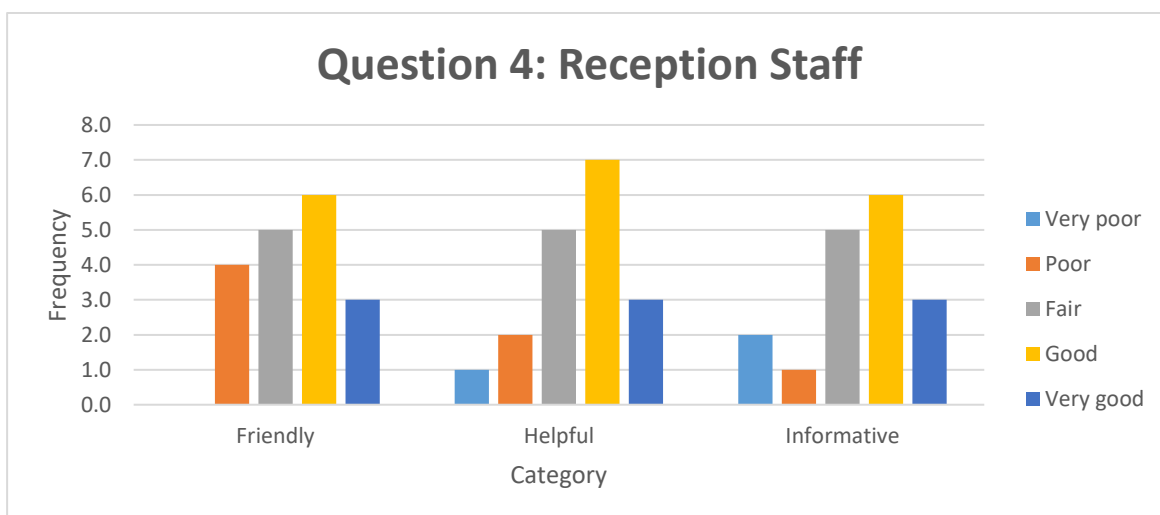
The responses relating to the waiting room area were on the whole, positive with 100% (N=18 respondents who completed this question) rating the cleanliness, comfort and accessibility of the waiting area as ‘fair’ to ‘very good’. During our visit we observed that the waiting rooms were clean and comfortable and that the GP Surgery was located on the ground floor of the Primary Care Centre and accessible however, one respondent reported that the waiting area was “a little draughty”. The Surgery has automatic doors and when people are queueing to book in with Receptionists, this often triggers the door’s sensors and the door often remains open which makes the waiting room, at the time of our visit, cold. We further noted that the waiting area did not have a child-friendly area.

We observed information boards displaying a range of informative posters including health promotion information, community activities and volunteering opportunities, information on NHS111, condition-related health awareness and health promotion information. There was also a television screen in the waiting area displaying information electronically and informing patients of when the GP was ready to see them for their appointment and which room to go to. In relation to how patient feedback was encouraged in the Surgery, we further observed a ‘Patients in Partnership’ information section in the waiting area. This included complaints leaflets with the Complaints Manager’s details and further information on how to make a complaint, ‘Friends and Family’ feedback forms along with a box for completed forms, a poster advertising that they were located there and feedback from the Friends and Family test was displayed on the notice board. The TV screen in the waiting area also encouraged patients to complete a patient satisfaction questionnaire.

Following our visit we spoke with the Practice Manager about how patient feedback was shared in the Practice and we were informed that Friends and Family feedback are shared electronically with the local Clinical Commissioning Group, shared with the Patient Participation Group (PPG), displayed on the noticeboard in the waiting area and discussed at Reception staff meetings. We were further informed that complaints and significant incidents are discussed at Practice meetings.



The toilet facilities were regarded as ‘good’ or ‘very good’ by the majority of patients who answered this question (N=13) in terms of cleanliness, comfort and accessibility. We observed during our visit that whilst the toilet facilities looked a little tired, they were well stocked and clean and that there was an accessible toilet for disabled people. Baby changing facilities were also available.



Overall the attitude of the Reception staff was marked positively by patients with around 50% of respondents giving a rating of ‘good’ or ‘very good’ for friendliness (N=9/18 respondents who answered this question), helpfulness (N=10/18 respondents who answered this question) and being informative (N=9/17 respondents who answered this question). However, further comments received from a number of survey respondents were less positive and raised a number of perceived issues with some of the Reception staff. These comments mainly focussed on the attitude of some of the Receptionists as highlighted in the following comments,



"Most of staff good, one not so good" - This Patient also reported to the Authorised Representative that they feel one of the Receptionists needs to be retrained and further commented that "they do their job but not in the right way".

"Three of the receptionists are very good. Others are surly, rude, miserable and completely unhelpful"

"Some not at all. [Some] are lovely, [some] not so much"

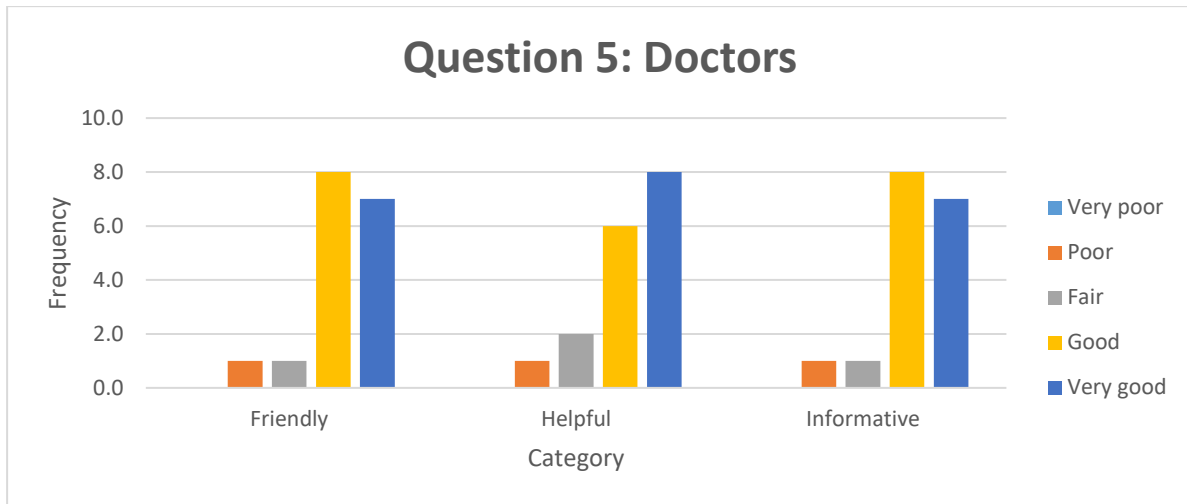
"Wrong information all the time"

"Doctors surgery seriously needs to overview their appointment service and provide staff training for Receptionists on how to deal with people in a sympathetic manner" - This respondent also raised the issue of staff eating at the Reception desk.

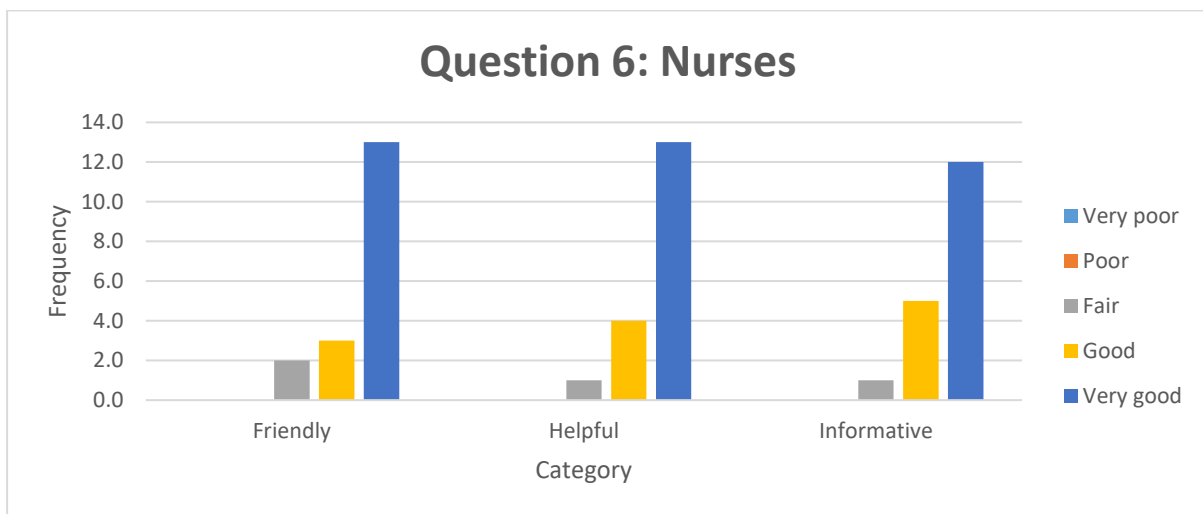
We noted that whilst the waiting area was away from the Reception area, conversations between patients and Reception staff could be heard by those waiting in the queue for Reception. However, we did observe that there was a notice on the Reception desk advising patients that a quiet room was available for those who wished to use it. We further observed that the Surgery was very busy during our visit and there was often a queue for the Reception desk. On our arrival we stood in the queue for the Reception desk for between 10-15 minutes and we also observed at times patients queueing for periods of 20-30 minutes. We further noted that at times the Reception desk was staffed by only one Receptionist. That the Reception staff were busy was commented on by one survey respondent, "I feel the Receptionists can appear overworked as there is always a queue at the desk and on the phone". We observed that there was a 'self-check in' machine available on Reception however, this was working sporadically on the day of our visit and patients had to manually check-in at the Reception desk. That the machine was broken may be a contributing factor to the Reception queues on the day of our visit however, a number of patients reported to us that the 'self check-in' machine was often out of order,

"Self check-in not working again"

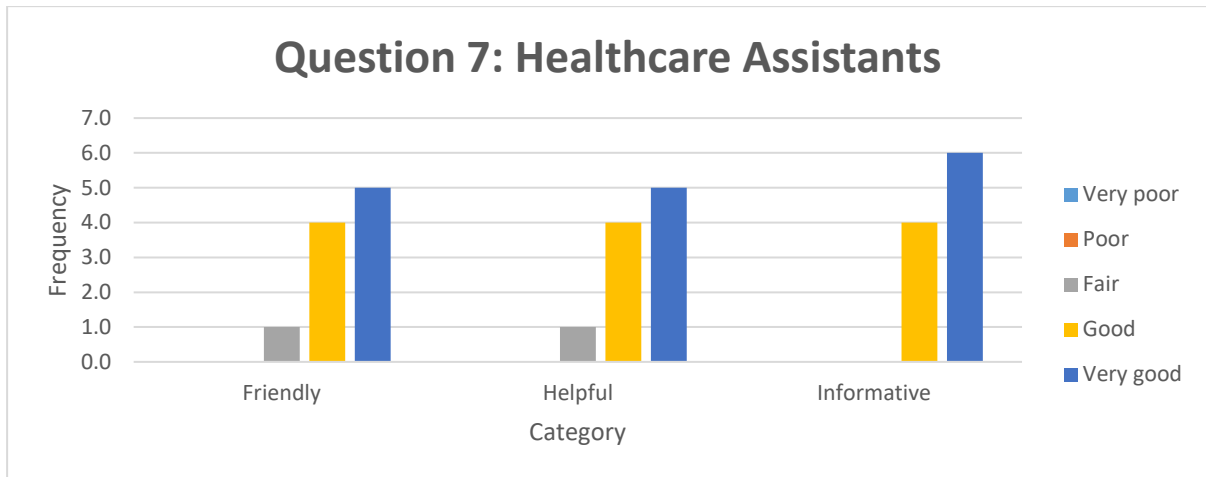
"Screen check-in doesn't always work. I have seen people queue at reception for 30 minutes then been advised by the Receptionist they have missed their appointment so must rebook- which I think is ridiculous as it's not their fault".



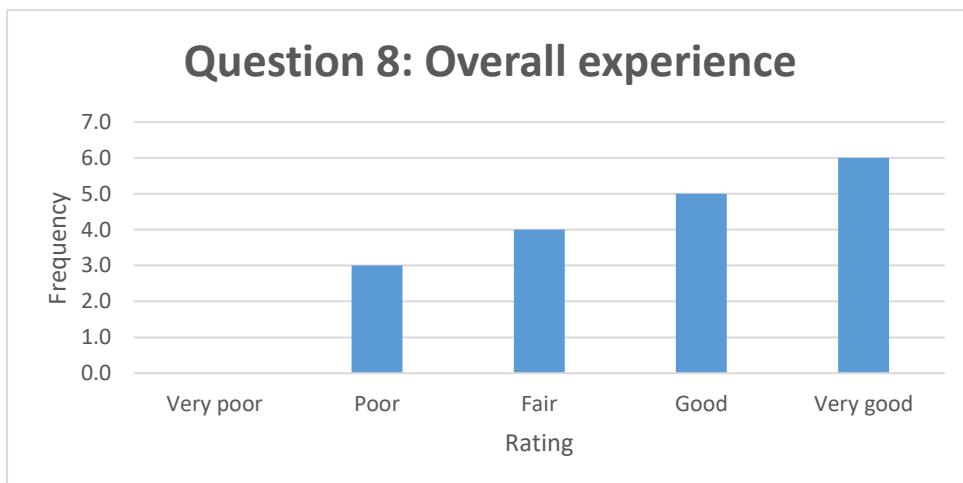
The majority of respondents who answered this question rated the Practice's GPs as 'good' to 'very good' for friendliness, helpfulness and being informative, though they were ranked very slightly less for being helpful than informative and friendly. One patient reported that "Most Doctors, very good, some a little uninterested. On the whole good Doctors". Further, as discussed earlier in the report (please see question one) a number of survey respondents commented on the lack of consistency in seeing the same or a named Doctor on each of their visits. For some respondents, as discussed earlier, this raised issues of familiarity and rapport with GPs and knowledge of patients' histories.



Overall, Nursing staff scored highly for patient satisfaction with 16 of the 18 respondents rating nursing staff as 'good' or 'very good' for being friendly and 17 of the 18 respondents giving a rating of 'good' or 'very good' for being helpful and informative. One respondent commented that, "Nurse very good, helpful, puts you at ease"



Fewer respondents completed the question about Healthcare Assistants than for Receptionists, GPs and Nursing staff as presumably not all of respondents had 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 10 respondents for friendliness, nine for helpfulness and nine for being informative and no patients rated Healthcare Assistants as less than 'fair'.



At the end of the surveys we asked patients to rate their overall experience. Eighteen patients completed this question with 11 respondents rating their overall experience as 'very good' or 'good', four respondents as 'fair' and three as 'poor'. Overall displaying mixed levels of satisfaction among patients consistent with the 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. Five comments in total were received, the majority of which reflected dissatisfaction with getting an appointment by telephone and waiting times further supporting the survey findings for question one. Please see Appendix One for further comments.

### **Staff Training**

After our visit we asked the Practice Manager about training received by staff. We were informed that staff received a range of both mandatory and Professional Development training. The amount of training undertaken by staff differed across the different staffing groups with Clinical Staff receiving more in the way of clinically based training. Examples of training undertaken by Practice staff include:

- Fire Safety Training
- Health and Safety
- Confidentiality
- Customer Care
- Cross infection
- Diversity

### **Recommendations and Follow-Up Actions:**

- 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;
- That when busy the telephone messaging system should advise patients of what number to call should their call be an emergency;
- The self check-in system should be maintained in working order and patients' usage encouraged *or* that more than one Reception desk is open to help relieve queues and so people do not miss their appointments;
- That consideration be given to how waiting times for appointments could be reduced once patients are at the surgery;
- That the waiting areas be maintained at an appropriate temperature for the comfort of patients;
- That a discussion is undertaken with Reception staff to ascertain any training or support needs they may have and that training is offered to meet any identified need;
- 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 *or* that detailed notes are entered and that notes are read prior to patients' appointments;

- To ensure that feedback from patient feedback forms and surveys are shared among Practice staff on a regular basis.

**Provider Feedback:**

- The provider has informed us that they have recently held an 'access' meeting where the Practice has looked at responses from their patients and staff and have set actions to try and alleviate telephone and appointment access problems.

We thank the provider for their feedback and for their support during our visit and we look forward to working with the Surgery in the future.

## Appendix 1: Data tables

Please note:

- Not all patients answered all questions

Question 1					
How well would you rate the following at Bosworth Medical Centre?					
	Very Poor	Poor	Fair	Good	Very Good
Getting an appointment (n=18 responses)	8	2	4	3	1
Waiting time for appointments (n=18 responses)	3	5	9	1	0
Getting through on the telephone (n=18 responses)	9	5	3	1	0
Online appointments (n=7 responses)	2	1	2	1	1
Seeing the Doctor of your choice (n=16 responses)	5	3	6	2	0
Further comments	<p>"On-line I can never book an appointment, there is never any availability. I have been in the queue at 8.30 on the telephone 4 days in a row before I have been given an appointment. However, they are excellent if it's an appointment for a child/baby - always the same day"</p> <p>"Can't do online bookings as do not have a computer" "see a doctor but then don't see the same doctor again" "Have to call at 830, get on phone at 830 but no appointments, told to phone after 2" "Biggest problem with the surgery is the lack of appointments, can't get them and can't get through."</p>				

	<p>Sometimes can neglect self as you can't be seen, delay can make things worse"</p> <p>"Impossible to get through on the phone, by the time you do get through all appointments are gone"</p> <p>"Don't do on-line appointments. Not good with computers"</p> <p>"It's very rare to see my own Doctor"</p> <p>"On-line appointments much better than on the phone"</p> <p>"No problem if an emergency" "Can't book appointments in advance" "not used on-line booking" "Don't usually see the same Dr, unless it's an ongoing thing"</p>
--	---

<b>Question 2</b>					
<b>How well would you rate the following on the waiting area at Bosworth Medical Centre ?</b>					
	<b>Very Poor</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>
<b>Clean (n=18 responses)</b>	0	0	4	8	6
<b>Comfortable (n=18 responses)</b>	0	0	6	9	3
<b>Ease of access to the building (n=18 responses)</b>	0	0	2	8	8
<b>Further comments</b>	"Bit draughty with door opening" - Automatic door with people standing in front of it				

<b>Question 3</b>					
<b>How well would you rate the following on the toilet facility at Bosworth Medical Centre?</b>					
	<b>Very Poor</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>
<b>Clean (n=13 responses)</b>	0	2	1	4	6
<b>Comfortable (n=13 responses)</b>	0	0	2	6	5
<b>Ease of access (n=13 responses)</b>	0	0	0	8	5
<b>Further comments</b>	<p>"Not used toilet facilities"</p> <p>"Never used"</p>				

<b>Question 4</b>					
<b>How well would you rate the following on the Receptionists at Bosworth Medical Centre?</b>					
	<b>Very Poor</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>
<b>Friendliness (n=18 responses)</b>	0	4	5	6	3
<b>Helpfulness (n=18 responses)</b>	1	2	5	7	3
<b>Informative (n=17 responses)</b>	2	1	5	6	3
<b>Further comments</b>	<p>"Screen check-in doesn't always work. I have seen people queue at reception for 30 minutes then been advised by the receptionist they have missed their appointment so must rebook- which I think is ridiculous as it's not their fault"</p> <p>"most of staff good, one not so good" Patient also reported that they feel one needs to be retrained, they do their job but not in the right way</p>				



	<p>"Three of the receptionists are very good. Others are Surly, rude, miserable and completely unhelpful"</p> <p>"Some not at all. The young ones are lovely, the older ones not so much"</p> <p>"Wrong information all the time"</p> <p>"Not had any questions to ask receptionists"</p>
--	---

Question 5					
How well would you rate the following on the Doctors at Bosworth Medical Centre?					
	Very Poor	Poor	Fair	Good	Very Good
Friendliness (n=17 responses)	0	1	1	8	7
Helpfulness (n=17 responses)	0	1	2	6	8
Informative (n=17 responses)	0	1	1	8	7
Further comments	<p>"When we can get in to see them - fine. Don't see the same Drs twice" Patient also gave an example of a recent visit where they saw one Dr who was only at the surgery for that day. When they visited again it was a different doctor, notes were on the computer but the patient feels that having notes on a computer is not the same as seeing a Doctor who knows your history as computer notes don't tell you about the person.</p> <p>"Most Doctors, very good, some a little uninterested. On the whole good Doctors"</p> <p>"Just wish you could see the same Dr all the time instead of repeating yourself"</p> <p>"Never see the same doctor twice, so don't know who they are"</p>				

**Question 6**

How well would you rate the following on the Nurses at Bosworth Medical Centre?

	Very Poor	Poor	Fair	Good	Very Good
Friendliness (n=18 responses)	0	0	2	3	13
Helpfulness (n= 18 responses)	0	0	1	4	13
Informative (n=18 responses)	0	0	1	5	12
Further comments	"Nurse very good, helpful, puts you at ease"				

**Question 7**

How well would you rate the following on the Healthcare Assistants at Bosworth Medical Centre?

	Very Poor	Poor	Fair	Good	Very Good
Friendliness (n=10 responses)	0	0	1	4	5
Helpfulness (n=10 responses)	0	0	1	4	5
Informative (n=10 responses)	0	0	0	4	6
Further comments	"Haven't seen a healthcare assistant"				

### Question 8

What was the overall experience of your visit today?

	Very Poor	Poor	Fair	Good	Very Good
(n=18 responses)	0	3	4	5	6

#### Further comments:

"I think that the appointment system can be upsetting as a patient there have been times where I have cried trying to get an appointment. However, they are excellent when ringing on behalf of a child. I feel the receptionists can appear overworked as there is always a queue at the desk and on the phone"

"Was given 20 minutes from time of call to appointment, then was kept waiting 40 minutes"

"Appointment running 20 minutes late, self check-in not working again, busy today as it's after a bank holiday"

"Doctors surgery seriously needs to overview their appointment service and provide staff training for Receptionists on how to deal with people in a sympathetic manner. Staff eating on reception is also unpleasant especially when they are talking with their mouths full. Self check-in service rarely works"

"For some elderly patients - not able to wait in a queue when telephoning, can't get through on the phone, it's distressing for them if they are really ill"

# Appendix 2: Demographic Breakdown of Survey Respondents

