

ENTER AND VIEW VISIT REPORT

*Haslucks Green Medical Centre
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 – Haslucks Green Medical Centre

Registered Patients: 7755

(Source: <https://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=42035>)

Service Address: 287 Haslucks Green Road, Shirley, Solihull, West Midlands, B90 2LW

Practice Manager: Kelly Scott

Assistant Practice Manager: Sarah Keates

The Practice Team consists of:

- 1 Senior Partner
- 2 Salaried GPs
- 1 Advanced Nurse Practitioner
- 2 Nurses, 1 of which is a Chronic Disease Specialist
- Phlebotomist (1 day a week)
- 1 Practice Manager
- 1 Assistant Practice Manager
- 2 Secretaries

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 30 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 Haslucks Green Medical Centre, the Care Quality Commission (CQC), Solihull MBC, Solihull Clinical Commissioning Group (CCG) and Healthwatch England. The report will also be published on the Healthwatch Solihull website (www.healthwatchsolihull.org.uk).

Summary

Healthwatch Solihull visited Haslucks Green Medical Centre 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 (September, 2017) rated the Medical Centre as: 'Inadequate' for safety; 'Requires Improvement' for effectiveness; 'Good' for being caring; 'Good' 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 Assistant Practice Manager- Sarah Keates. The Practice Manager was unavailable on the day of our visit.

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

Haslucks Green Medical Centre Practice, located in south Solihull, has 7755 patients registered at the surgery.

The Practice's Surgery time are:

Monday	08:00 - 12:00	13:00 - 18:00
Tuesday	07:30 - 12:00	13:00 - 18:00
Wednesday	07:30 - 12:00	13:00 - 18:00
Thursday	07:30 - 12:00	13:00 - 16:30
Friday	07:30 - 12:00	13:00 - 18:00
Saturday	Closed	
Sunday	Closed	

(Source: <https://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=42035>)

What we did

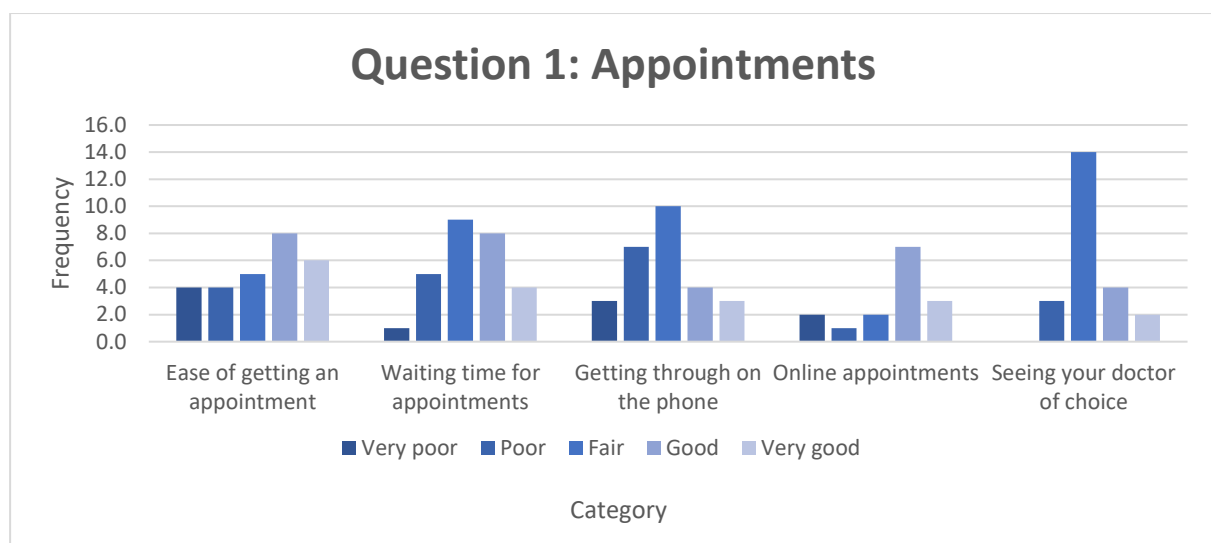
Two Authorised Representatives visited the surgery from 1.30pm to 4.00pm on 30 January 2018. On arrival we asked for the Practice Manager and were advised that the Practice Manager was not at the Surgery on the day of our visit. In her absence we spoke with the Assistant Practice Manager to discuss the 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 Assistant 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 positive responses. Just over half (52%, n=14) of the 27 respondents who completed this question gave a ranking of 'good' or 'very good' for ease of getting an appointment with a further 18% (n=5) ranking ease of getting an appointment as 'fair'. Twenty out of the 23 respondents who answered this question rated 'seeing a Doctor of your choice' as 'fair' to 'very good'. Twenty-one out of 27 (78%) patients who completed this question identified waiting times as 'fair' to 'very good'. However, during our visit one patient told us that their appointment was running 30 minutes late and expressed their frustration with waiting times,

"It's frustrating when you have to book some time off work and then you still have to wait this long to see a Doctor".

Nearly two thirds of respondents (63%, n=17 out of 27 respondents who completed this question) identified getting through on the telephone as 'fair' to 'very good'. However,

during our visit one patient told us that they had been trying to contact the Surgery that morning but were unable to get through. The patient then came into the surgery in the afternoon and was advised to book an appointment online.

At the end of question one respondents were asked if they wished to make any further comments and 8 out of 27 survey respondents also mentioned difficulties with getting through to the Surgery by telephone to make an appointment:

“It takes forever to get through and no matter what time, call for an appointment, never manage to get one”

“Absolute nightmare trying to get an appointment and even if the doctor has asked me to book I’m quizzed and told to phone on the day which causes issues with medication running low”

“There is always a considerable delay when trying to get through on the telephone”

“You can’t make afternoon appointments in the morning for me, being a teacher, this is an issue”

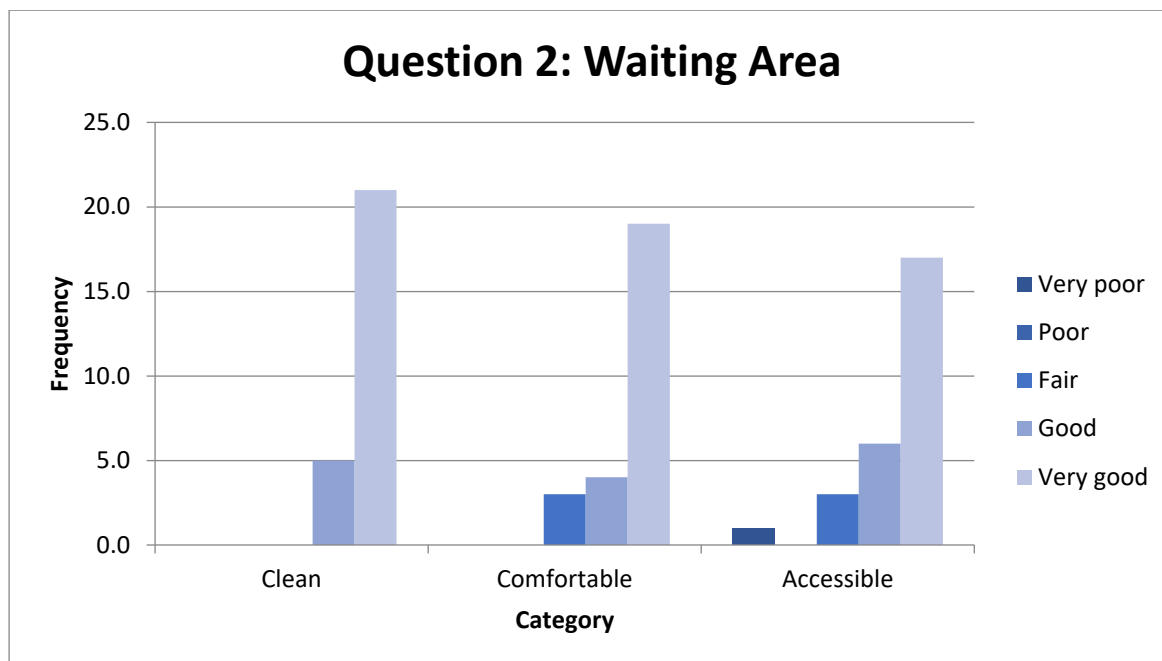
“I find that working full time it’s hard to get appointment”

“Releasing appointments on the day is not helpful to people who work. I’ve spent over an hour today at work trying to get an appointment”

“Lets the surgery down calling on the day, system difficult for patients with real emergency as no priority to more urgent cases, some patients would happily book in advance and wait to allow more urgent patients to be seen, 30 mins wait sometimes and no appointment”

“Sometimes it’s difficult to get through but at least the message tells you where you are in the queue sometimes have to keep calling back”.

When asked about the online booking service, 12 respondents rated online booking as ‘fair’ to ‘very good’. However, only 15 out of 27 respondents answered this question. That less respondents answered this question may be indicative that the online booking is underused. Whilst we did note a poster in the Surgery’s waiting room advertising the online booking service, if the online booking system was actively promoted and advertised to patients, usage and patient experience may improve. In turn, if more patients booked their appointment online, this may take some pressure off the telephone service (as outlined in the comments above) and improve the waiting times for getting through by phone for patients who are not able to use the internet.



The responses relating to the waiting room area were very positive with over 100% (n=26 respondents who completed this question) rating the cleanliness of the waiting areas as 'good' or 'very good' and 88% of respondents (n=23 out of the 26 respondents who completed this question) rating the comfort of the waiting rooms as 'good' or 'very good'. During our visit we observed that the waiting rooms were modern, clean and comfortable and we felt there was a good atmosphere in the waiting areas. The Assistant Practice Manager informed us that the building had recently been extended and refurbished. One respondent commented that it would "Be helpful if there was something to keep children entertained especially if you have to wait up to an extra 30 minutes for your appointment".

We observed information boards displaying a range of informative posters including health promotion information, first aid courses for parents, community activities, information on 111 and condition related health awareness information. There was also electronic information advertising the free prescription collection and delivery service. In addition to information on notice boards, 'Friends and Family' feedback forms and a box for completed forms were present in the upstairs waiting along with a poster advertising that they were located there. In the downstairs waiting room patient satisfaction questionnaires designed by the Patient Participation Group were available for patients to complete. At the end of our visit we spoke with the Assistant Practice Manager about how patient feedback was shared in the Practice and we were informed that any issues arising were discussed in Practice meetings although she was not sure how often such discussions took place.

In relation to the accessibility of the building 26 out of 27 respondents (96%) rated accessibility as 'fair' to 'very good' with one respondent rating accessibility as poor. The surgery has a lift between the two floors of the building and we observed a member of staff

supporting a patient with mobility needs with using the lift. Four further comments were received in relation to accessibility and these focussed on perceived parking issues:

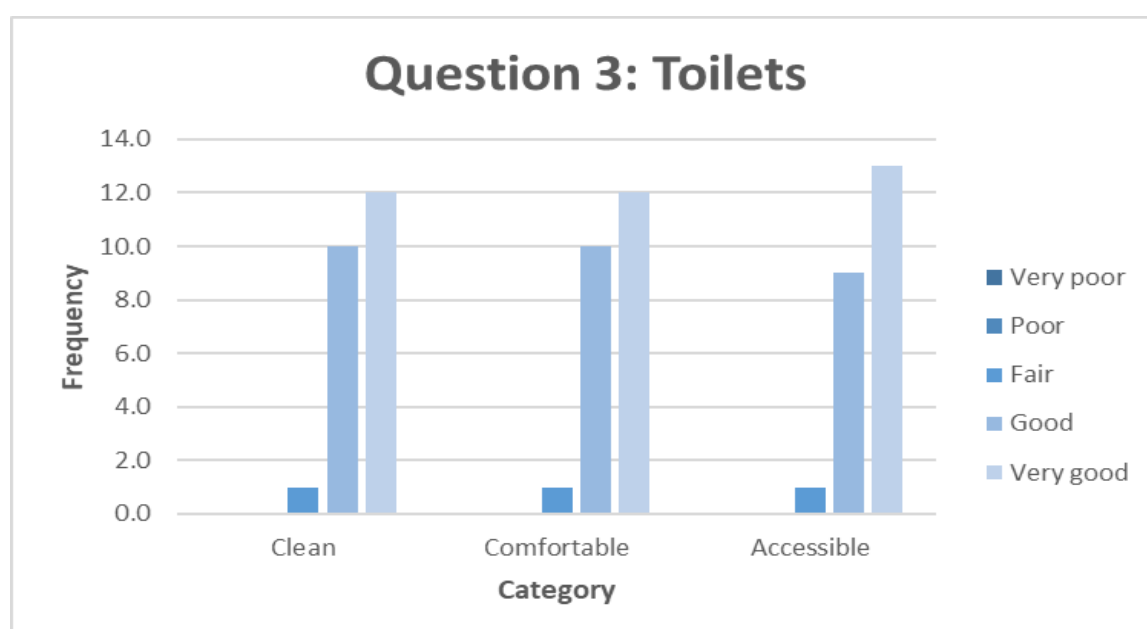
“No parking”

“Parking is always a problem - usually have to park on the road”

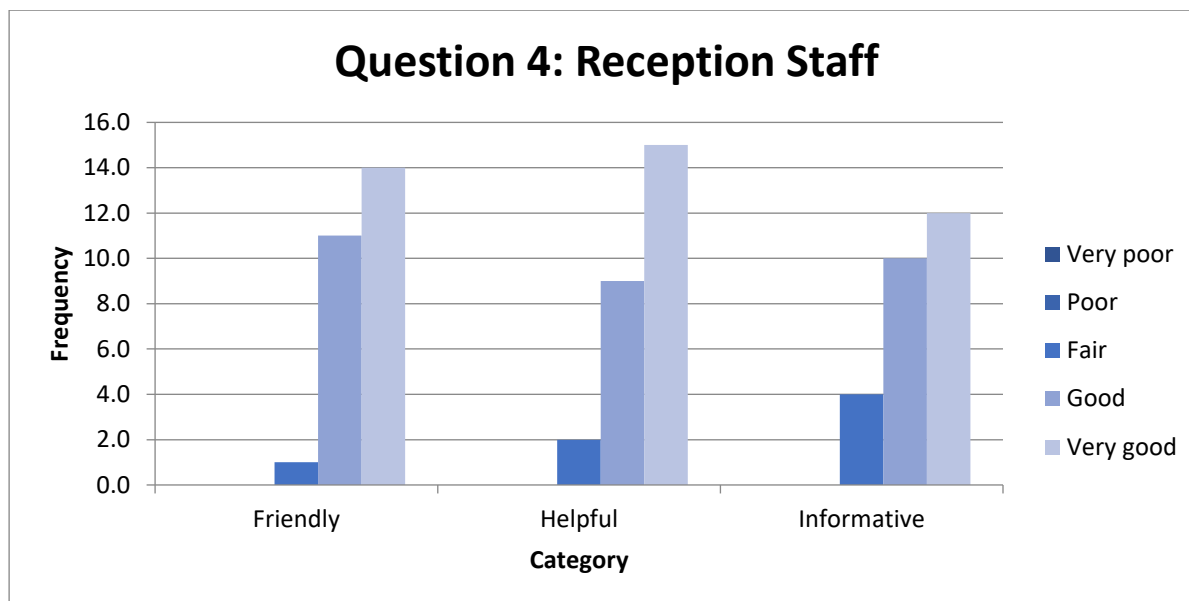
“Car park is not adequate”

“Parking a problem”

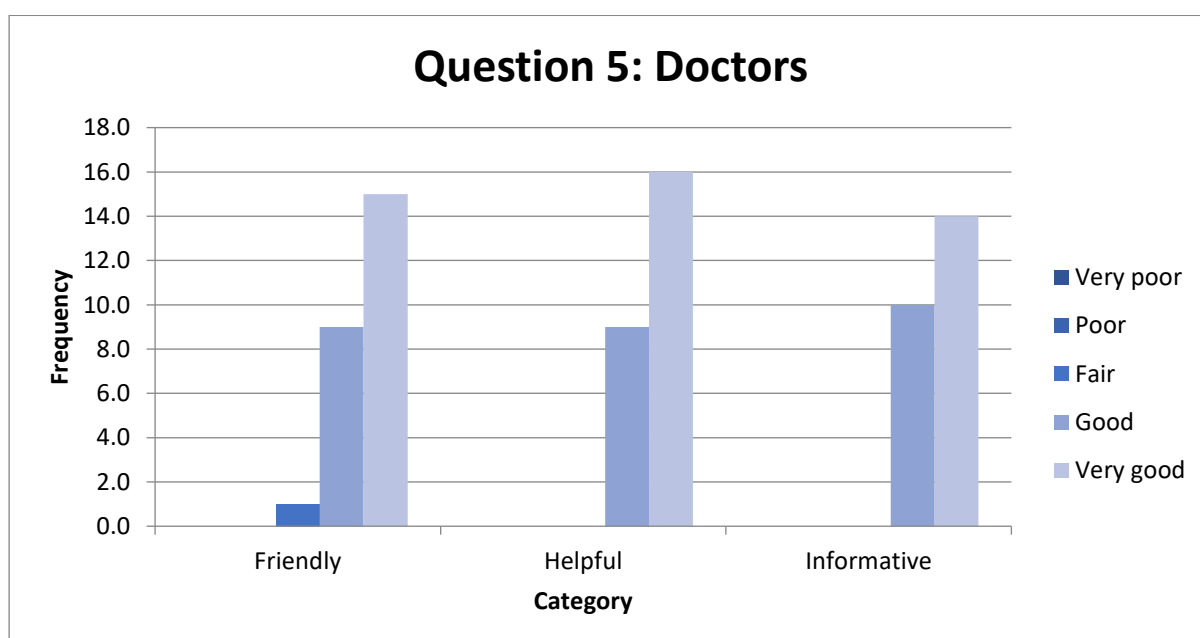
At the time of our visit there was a broken light fitting in the stairwell of the ground floor and with a hazard warning sign underneath informing patients of the hazard. The light fitting did appear to be extremely loose and we recommend that this is fixed as soon as possible in the interest of patient safety.



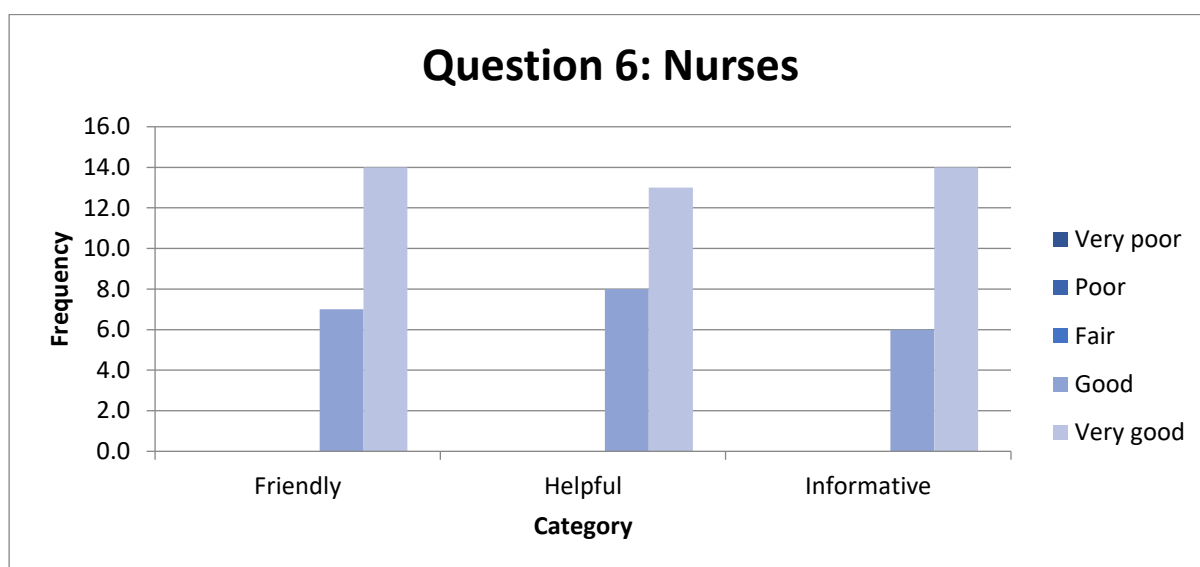
The toilet facilities were regarded as ‘very good’ by the majority of patients surveyed and one respondent commented that the toilet facilities were “always very clean and tidy”. We observed during our visit that the toilet facilities were well stocked and clean and that there was an accessible toilet for disabled people located on the ground floor. Baby changing facilities were available on the first floor.



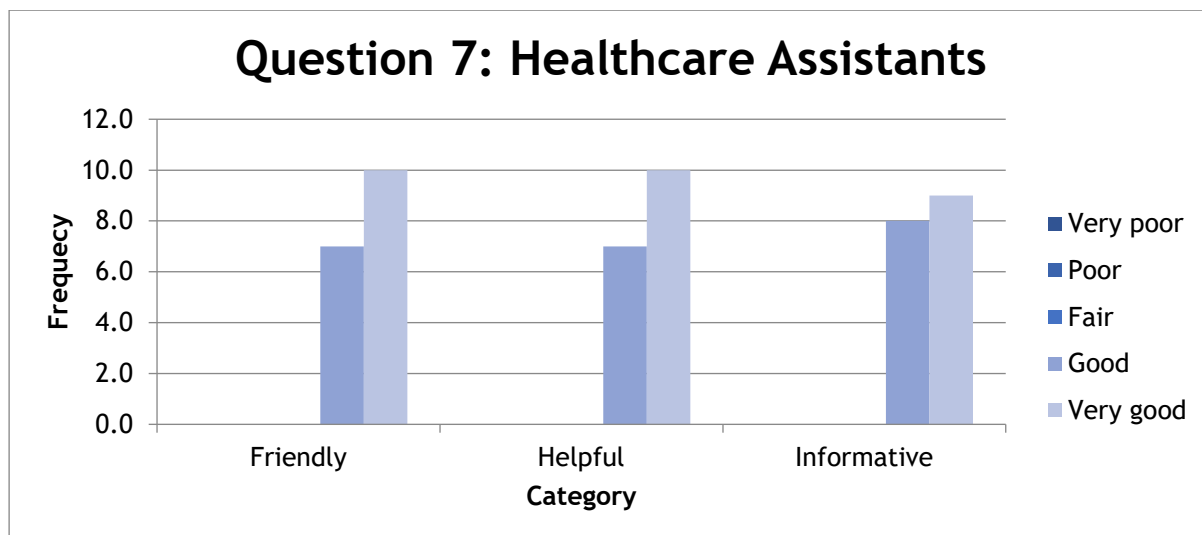
Twenty-six respondents answered this survey question and overall the attitude of the reception staff was marked highly by patients with 25 (96%) respondents giving a rating of 'good' or 'very good' for friendliness, 24 (93%) respondents giving a rating of 'good' or 'very good' for helpfulness and 22 (84%) giving a rating of 'good' or 'very good' for being informative. One respondent commented that "staff are always excellent". We observed reception staff being friendly and welcoming. There was a sign on reception asking patients to stand back for privacy purposes however, we did observe that other patients could still hear private conversations at that distance.



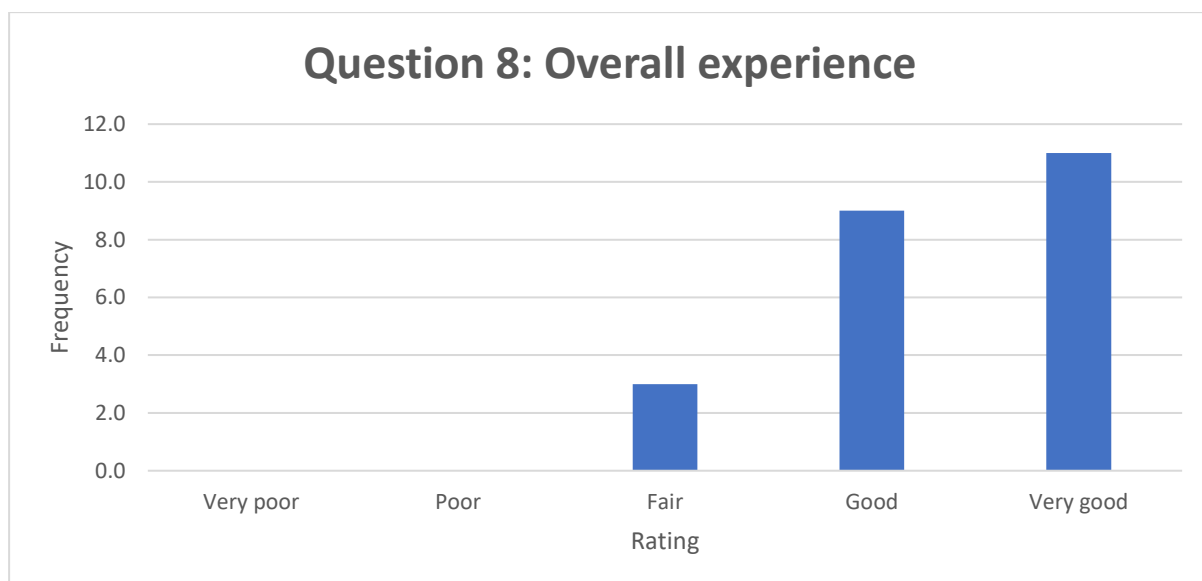
The majority of respondents who answered this question rated the Practice's GPs as 'good' to 'very good' for friendliness, helpfulness and being informative, though they were ranked very slightly less for being informative than helpful and friendly. One patient reported that they were "always very happy with the Doctors" and another patient reported that if they "have any specific eye problems they (Doctors) are always helpful with excellent advice".



Again nurses scored highly for patients satisfaction with 100% of respondents who completed this question rating nursing staff as 'good' or 'very good' for being friendly (n=21), helpful (n=21) and informative (n=20). It is perhaps worth noting that fewer respondents answered this question in comparison to the numbers of those answering questions relating to the Receptionists or GPs which may be indicative that the patients who completed the survey during our visit had less contact with the nurses than with receptionists or GPs.



As with the question about nursing staff, 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' from 10 respondents for friendliness, 10 for helpfulness and 9 for being informative and no patients rated them less than 'good'.



At the end of the surveys we asked patients to rate their overall experience. Twenty-three patients completed this question with 11 respondents rating their overall experience as 'very good', nine respondents rating their experience as 'good' and three 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. Ten comments in total were received, the majority of which reflected dissatisfaction with getting an appointment by telephone and further supporting the survey findings for question one. Other staff groups also received a positive mention in the comments including Midwives and Ophthalmologists. Please see Appendix One for further detail of comments.

Staff Training

During our visit we asked the Deputy 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 with Clinical Staff receiving more in the way of clinically based training. We were told that staff receive protected learning time each year. Currently much of the training is provided through Solihull Clinical Commissioning Group (CCG) and that the Deputy Practice Manager is unsure of what training will shortly be available following the merger of the two Birmingham and Solihull CCGs in April 2018.

Examples of training undertaken by Practice staff include:

- Fire Safety Training
- Health and Safety
- Chaperone Training
- Basic life support
- Complaints
- Making Every Contact Count
- Information governance

Additional observations

One of the Authorised Representatives whilst in the downstairs waiting room observed a treatment room door being left open whilst the patient was being monitored by clinical equipment. We would recommend for the dignity and privacy of patients that Treatment Room doors are closed. This observation was fed back to the Deputy Practice Manager at the end of the Enter and View visit.

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;
- Making the waiting areas 'child friendly';
- To ensure that feedback from patient feedback forms and surveys are shared among Practice staff on a regular basis;
- That potential hazards are attended to as soon as possible in the interest of patient safety;
- To have a 'private' area in which patients can speak with reception staff confidentially;
- That Treatment Room doors are closed when patients are being monitored in the interests of patients' privacy and dignity.

Provider Feedback

- Our clinical system shows that 30% of our patients have an online access account, this is higher than NHS England target requirements, however we fully accept that this can always be promoted further and as a result of your suggestions, I will be doing another online access drive and we are looking into ensuring we have an app.
- In line with infection control procedures unfortunately we do not allow items that would be deemed 'child friendly' in the surgery waiting areas.
- Feedback is given to practice staff and displayed on posters in the surgery (when we are given permission to do so by the patients) I will ensure however that this becomes a more permanent agenda item for our practice meetings going forward.
- It was unfortunate that on the day of your visit we did have an incident with a broken light fitting, we have a facilities manager who comes to our site regularly and this was dealt with on the day in question.
- The layout of the building does not necessitate as other may a 'private' area for staff to talk at reception however there is a sign and posters to say that should a patient wish to discuss a matter with any member of the staff in private we will accommodate a room to do so upon request.
- Normally consultation room doors are closed in all cases and are fob accessed only however due to a medical emergency it was in the best interest of the patient in this instance to ensure the door was open for their own safety.

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
- 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 Haslucks Green Medical Centre?					
	Very Poor	Poor	Fair	Good	Very Good
Getting an appointment (n=27 responses)	4 (15%)	4 (15%)	5 (19%)	8 (30%)	6 (22%)
Waiting time for appointments (n=27 responses)	1 (4%)	5 (19%)	9 (33%)	8 (30%)	4 (15%)
Getting through on the telephone (n=27 responses)	3 (11%)	7 (26%)	10 (37%)	4 (15%)	3 (11%)
Online appointments (n=15 responses)	2 (13%)	1 (6%)	2 (13%)	7 (47%)	3 (20%)
Seeing the Doctor of your choice (n=23 responses)	0	3 (13%)	14 (61%)	4 (17%)	2 (9%)
Further comments	<p>It takes forever to get through and no matter what time, call for an appointment , never manage to get one</p> <p>Absolute nightmare trying to get an appointment and even if the doctor has asked me to book I'm quizzed and told phone on the day which causes issues with medication running low</p> <p>There is always a considerable delay when trying to get through on the telephone</p> <p>Didn't realise online appointments existed</p>				

	<p>You can't make afternoon appointments in the morning for me, being a teacher, this is an issue</p> <p>I find that working full time its hard to get appointment</p> <p>I always receive a telephone call offering me an appointment and a follow up text every 6 months to see an Ophthalmologist.</p> <p>Releasing appointments on the day is not helpful to people who work. I've spent over an hour today at work trying to get an appointment</p> <p>Lets the surgery down calling on the day, system difficult for patients with real emergency as no priority to more urgent cases, some patients would happily book in advance and wait to allow more urgent patients to be seen, 30 mins wait sometimes and no appointment</p> <p>only attend for eye appointments</p> <p>Sometimes it's difficult to get through but at least the message tells you where you are in the queue sometimes have to keep calling back</p>
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Question 2					
How well would you rate the following on the waiting area at Haslucks Green Medical Centre ?					
	Very Poor	Poor	Fair	Good	Very Good
Clean (n=26 responses)	0	0	0	5 (19%)	21 (81%)
Comfortable (n=26 responses)	0	0	3 (1%)	4 (15%)	19 (73%)
Ease of access to the building (n=27 responses)	1 (4%)	0	3 (1%)	6 (22%)	17 (63%)
Further comments	Be helpful if there was something to keep children entertained especially if you have to wait up to an extra 30 minutes for your appointment				

	lovely surgery to attend pleasant place to wait no parking parking is always a problem - usually have to park on the road car park is not adequate parking a problem
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Question 3

How well would you rate the following on the toilet facility at Haslucks Green Medical Centre?

	Very Poor	Poor	Fair	Good	Very Good
Clean (n=23 responses)	0	0	1 (4%)	10 (43%)	12 (52%)
Comfortable (n=23 responses)	0	0	1 (4%)	10 (43%)	12 (52%)
Ease of access (n=23 responses)	0	0	1 (4%)	9 (39%)	13 (57%)
Further comments	always very clean and tidy never used did not use				

Question 4

How well would you rate the following on the Receptionists at Haslucks Green Medical Centre?

	Very Poor	Poor	Fair	Good	Very Good
Friendliness (n=26responses)	0	0	1 (4%)	11 (42%)	14 (54%)
Helpfulness (n=26 responses)	0	0	2 (8%)	9 (35%)	15 (58%)
Informative (n=26 reponses)	0	0	4 (15%)	10 (38%)	12 (46%)

Further comments	<p>staff are always excellent</p> <p>due to system rather than individuals (rating of 4,3,3 respectively)</p>
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Question 5					
How well would you rate the following on the Doctors at Haslucks Green Medical Centre?					
	Very Poor	Poor	Fair	Good	Very Good
Friendliness (n=25 responses)	0	0	1 (4%)	9 (36%)	15 (60%)
Helpfulness (n=25 responses)	0	0	0	16 (64%)	9 (36%)
Informative (n=24 responses)	0	0	0	10 (42%)	14 (58%)
Further comments	<p>always very happy with the drs</p> <p>if I have any specific eye problems they are always helpful with excellent advice</p>				

Question 6					
How well would you rate the following on the Nurses at Haslucks Green Medical Centre?					
	Very Poor	Poor	Fair	Good	Very Good
Friendliness (n=21 responses)	0	0	0	7 (33%)	14 (67%)
Helpfulness (n=21 responses)	0	0	0	8 (38%)	13 (62%)
Informative (n=20 responses)	0	0	0	6 (30%)	14 (70%)
Further comments	only see nurses for blood tests & find them helpful				

Question 7

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

	Very Poor	Poor	Fair	Good	Very Good
Friendliness (n=17 responses)	0	0	0	7 (41%)	10 (59%)
Helpfulness (n=17 responses)	0	0	0	7 (41%)	10 (59%)
Informative (n=17 responses)	0	0	0	8 (47%)	9 (53%)
Further comments	Haven't seen Healthcare Assistants Never had dealings with them No experience Only met one HCA at this practice				

Question 7

What was the overall experience of your visit today?

	Very Poor	Poor	Fair	Good	Very Good
(n=23 responses)			3 (13%)	9 (39%)	11 (48%)

Further comments:

Staff/doctors are very friendly and make me feel very comfortable and able to discuss any issues no matter what they are. The medical centre is really just disappointing, I can never get through or get an appointment when needed.

The only real concern is the time waiting on the telephone to get an appointment booked.

Very good for ante-natal services, very easy to obtain Midwife appointment, would be easier if could check online for midwife appointment rather than having to call up.

Usually happy with service once at the Centre but getting an appointment can be an ordeal - you start ringing at 8.00am in the morning, find yourself in a queue of callers sometimes for 20 minutes only to be told there aren't any appointments and to call back at 1pm if its urgent. The receptionists are very helpful with children's appointments and I have been offered a call back service, when the Doctor called me at home they then offered me an appointment when I'd previously been told there were none available.

My main concern is that the website is not very informative or modern. As a new patient this was noticed in comparison to my last surgery - cant order online repeat prescription or make an appointment, pharmacy is not as close as I'd like.

Always late going in to see doctor.

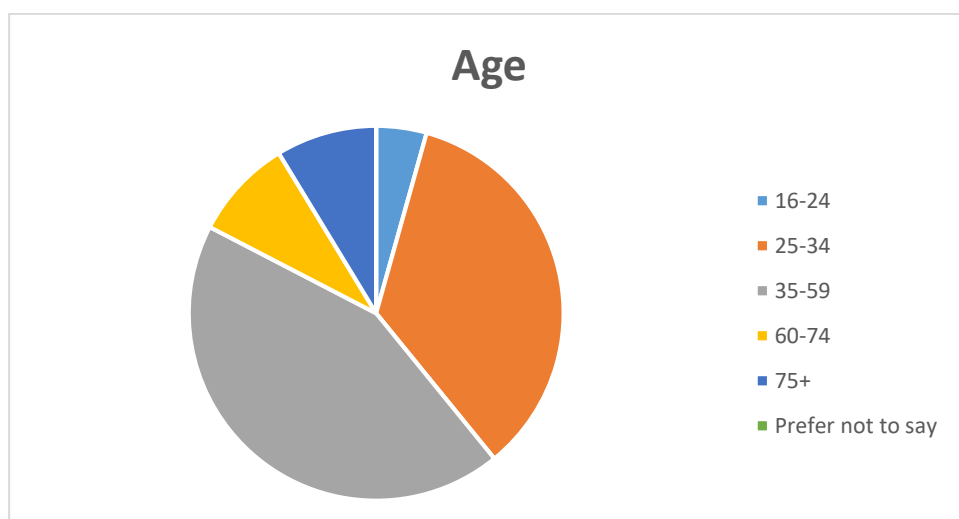
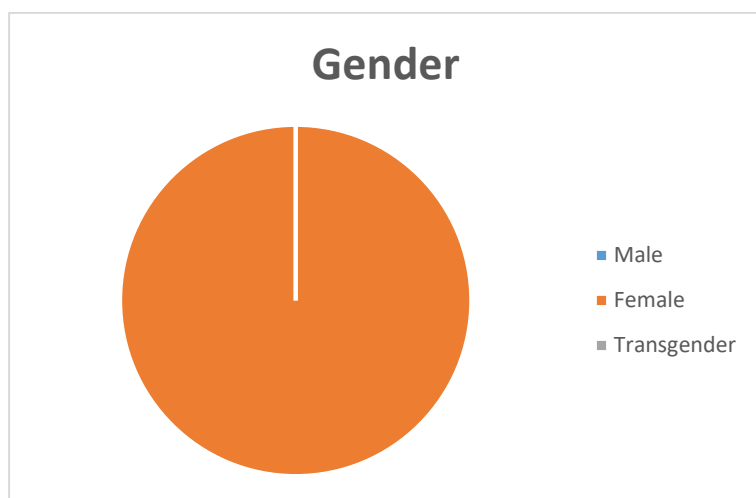
Only thing that could do with improving is the booking systems and appointment availability.

I have always received excellent service at Haslucks Surgery, the Ophthalmologists are very helpful and knowledgeable and able to answer any question I may have regarding my eyes.

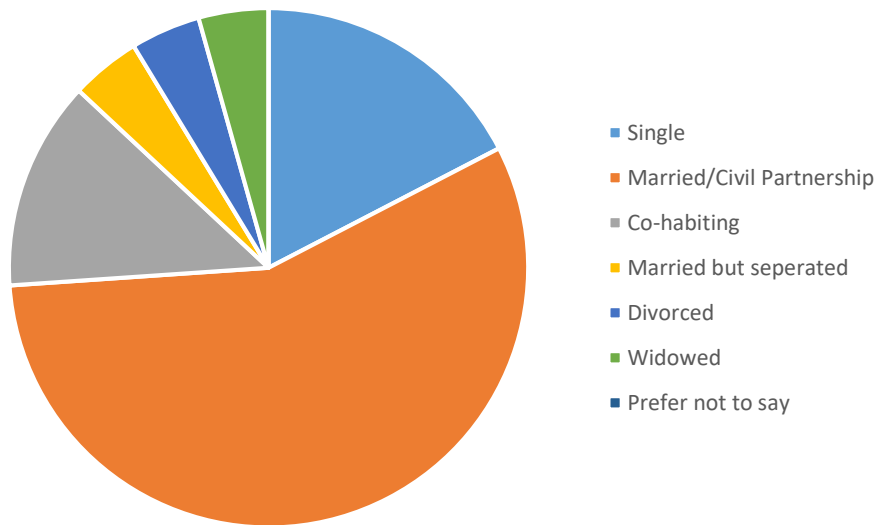
I have no problem with any staff or the surgery itself it's the trying to get an appointment which is poor.

We found it difficult to get physio for my daughter. Solihull Hospital 2-3 months wait, ended up at Alexandra hospital in Redditch.

Appendix 2: Demographic Breakdown of Survey Respondents



Marital status



Sexual orientation

