

ENTER AND VIEW VISIT REPORT

GPS Healthcare – Tanworth Lane Surgery

1st May 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 – GPS Healthcare, Tanworth Lane Surgery

Registered Patients: 40325

(Source: <https://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=119939>)

Service Address: GPS Healthcare, Tanworth Lane Surgery, 198 Tanworth Lane, Shirley, Solihull, West Midlands, B90 4DD

Practice Manager:

The Practice Team consists of:

- 2 GP Partners
- 3 Salaried GPS
- 1 Duty Doctor (shared with other GPS Healthcare Surgeries)
- 2 Practice Nurses
- 1 Diabetic Nurse (Shared with other GPS Healthcare Surgeries)
- 2 Health Care Assistants
- 1 Practice Manager
- 1 HR Admin
- 1 Business Manager
- 7 Receptionists
- 1 Medical Secretary

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 1st May 2018. The report does not claim to be representative of all patients, only of those who contributed within the restricted time available.

Authorised Representatives

Nicola Standen

Natalie Travers

Jenny Marsh (Shadowing)

Who we share the report with

This report and its findings will be shared with Tanworth Lane Surgery, 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).

Summary

Healthwatch Solihull visited Tanworth Lane Surgery on 1st May 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 Surgery as: 'Good' for safety; 'Good' for effectiveness; 'Good' for being caring; 'Good' for being responsive to people's needs and 'Outstanding' 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.

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

Tanworth Lane Surgery, located within South Solihull, is part of the wider GPS Healthcare Group, a partnership of 6 GP Surgeries within the Borough including: Knowle Surgery; Meadowside Family Health Centre; Park Surgery; Village Surgery and Yew Tree Medical Centre. The GPS Healthcare Group has one practice list of 40325 patients shared across all of the Surgeries within the Group and has one Central Management Team with shared policies, procedures and governance arrangements (Source: <http://www.cqc.org.uk/location/1-2579975434/reports>). Resources are also shared across the Surgeries within GPS Healthcare Group and Tanworth Lane Surgery also comprises an Administration Hub for the GPS Healthcare Group with Medical records for all patients within the GPS Group are located at the Tanworth Lane Surgery site.

The Practice's Surgery time are:

Monday	08:00 - 13:00	13:00 - 18:00
Tuesday	08:00 - 13:00	13:00 - 18:00
Wednesday	08:00 - 13:00	13:00 - 18:00
Thursday	08:00 - 13:00	13:00 - 18:00
Friday	08:00 - 13:00	13:00 - 18:00
Saturday	Closed	
Sunday	Closed	

(Source: <https://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=119939>)

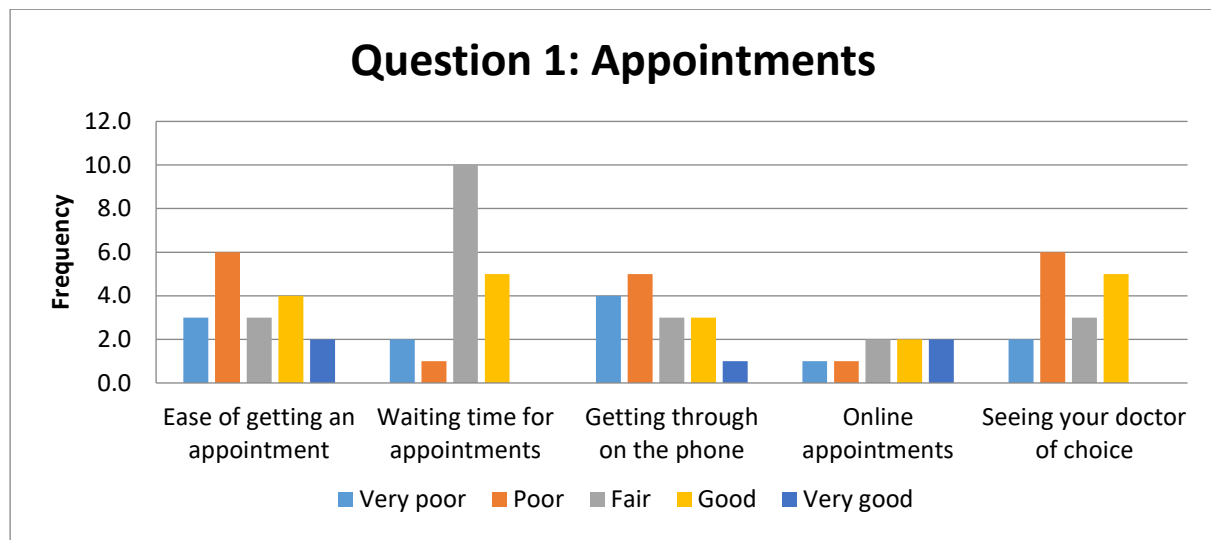
What we did

Two Authorised Representatives and one Shadowing Representative visited the Surgery from 10.15 am to 12.30pm on 1st May 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 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
- For further information, raw data from the survey can be found in Appendix 1.



Overall, 'Question One' of the survey received mixed responses across all ratings.

'Ease of getting an appointment'

'Ease of getting an appointment' received mixed ratings with half of all respondents (N=9/18 respondents who answered this question) giving a rating of 'fair' to 'very good' and the remaining nine respondents rating ease of getting an appointment as 'poor' to 'very poor'. These findings are reflected in further comments made by some of the Survey respondents,

"No same day appointments"

"Struggle to get an appointment"

“Unable to get an appointment two days running at my local surgery with a Doctor of my choice...”

“Would be better for a fairer booking system especially for those with Disabilities”

“I don’t use the GP very often but I do find the appointment system frustrating...”

‘Waiting times for appointments’

In relation to the time patients waited for their appointments once they had arrived at the surgery, this section of the survey received more positive responses with 15 of the 18 respondents who answered this rating this as ‘good’ or ‘fair’ and three respondents giving a rating of ‘poor’ to ‘very poor’. However, despite such rankings, during our visit we observed that at times, some of the Surgery’s patients had been waiting for 20 minutes or more and one patient remarked that they had waited “30 minutes over appointment time, which I feel is quite poor”. At the end of our visit we asked the Practice Manager about waiting times and whether the Surgery had any procedures in place for informing patients if appointments were running late. We were informed that patients are given a ‘10 minute appointment slot’ and that generally appointments run to time. If appointments are running late informing patients relies on Clinicians informing the Reception staff of this who in turn inform patients.

‘Getting through on the telephone’

Slightly more negative responses were received in relation to ‘getting through on the telephone’ with four of the 16 respondents who answered this question rating this as ‘good’ or ‘very good’, three as ‘fair’ and nine as ‘poor’ or ‘very poor’. In elaborating on ‘getting through on the telephone’, one respondent reported that they had waited over 10 minutes to get through to the Surgery by phone.

‘On-line booking’

The survey further asked patients to rate their experiences of using the on-line booking service. Six survey respondents rated their experience of the online booking service as ‘very good’ to ‘fair’ and two respondents as ‘poor’ or ‘very poor’. However, only eight of a possible 18 survey respondents answered this question. That fewer respondents answered this question may be indicative that fewer people make use of the on-line booking system. This may be an issue that the Surgery would like to explore further. 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 and improve the waiting times for getting through by phone for patients who are not able to use the internet.

One respondent complimented the on-line booking service and suggested that this system could be rolled out to book appointments with clinicians other than GPs such as Practice Nurses and for screening appointments such as Smear tests. Furthermore, one patient

informed us that GPS Healthcare advertise that registered patients can see any of the GPS at any Surgery within the GPS Healthcare Group but this facility is not available for on-line booking as “unfortunately this cannot be done on-line unless it is your own Surgery”.

It is also important to note however, that on-line booking is mediated by patients’ access to the internet and whilst the on-line booking system should be promoted to patients, not all patients will have access to this facility and therefore, a number of ways to book appointments should remain available to patients.

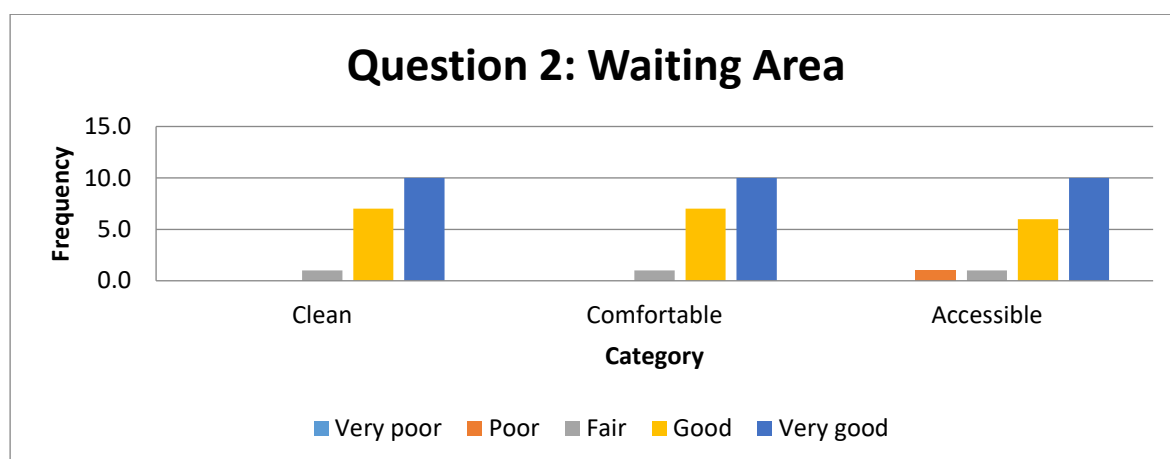
‘Seeing a Doctor of your choice’

Again, a mix of responses were provided by respondents when rating their experiences of ‘seeing a Doctor of your choice’ with no respondents rating this as ‘very good’, eight respondents rating this as ‘good’ or ‘fair’ and eight respondents as ‘poor’ or very poor’. One respondent commented that they “Always see one Doctor”. However, other respondents reported that they had been unable to see a Doctor of their choice,

"Struggle to get an appointment. If get one, not seeing usual Doctor of choice"

"Unable to get an appointment two days running at my local surgery with the Doctor of choice. Had to go to a satellite surgery to a Doctor I do not know anything about"

From these comments it appears that seeing a Doctor of your choice may be related to the ‘urgency’ of the appointments with less flexibility about which GP patients see if the appointment is required more immediately. For the respondent above it appears that issues of familiarity and rapport with the GP they are seeing are important.



‘Waiting area’

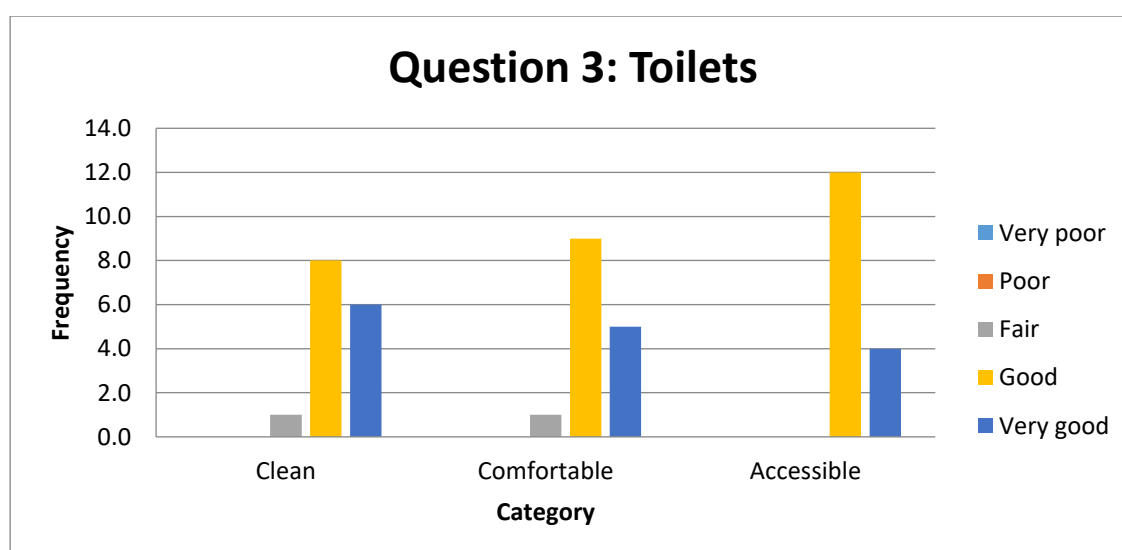
The responses relating to the waiting area were positive with 17 out of 18 respondents who answered this question rating the cleanliness and comfort of the waiting area as ‘good’ or ‘very good’. During our visit we felt there was a good atmosphere in the waiting area and

we observed that the waiting area was modern, clean and comfortable with a dedicated Children's area. We observed a number of notice boards in the waiting area displaying a range of information including details of community activities and support groups, information on NHS111, condition-related health awareness and health promotion information including information on health checks, screening and vaccinations and information on the Care Quality Commission's (CQC) rating of the Surgery. There was also an electronic screen that informed patients of when the GP was ready to see them for their appointment and which room to go to.

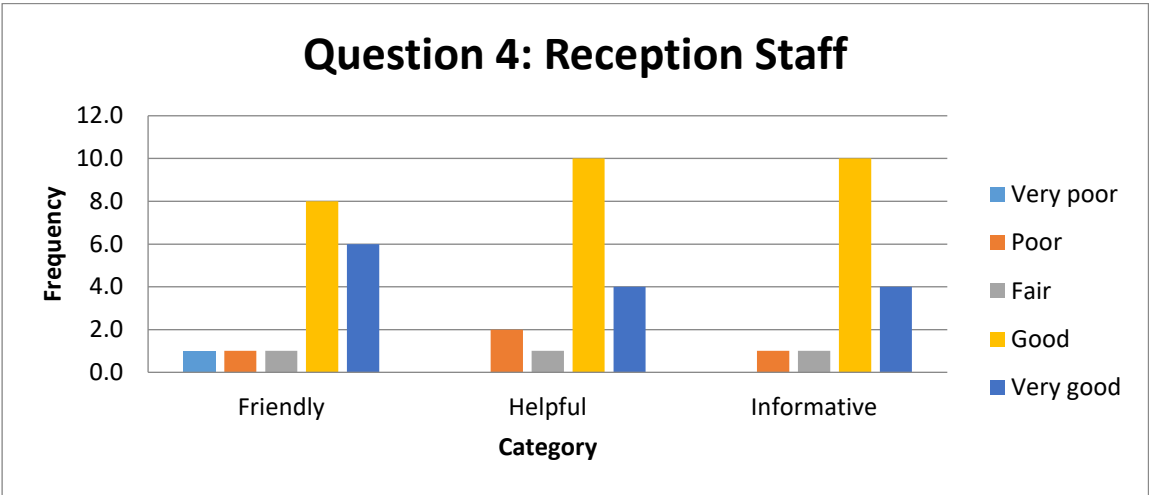
In addition, 'Friends and Family' feedback forms and a box for completed forms were present on in the waiting area. Results of recent Friends and Family Tests were also displayed on a 'Patient Forum Group' noticeboard located in the waiting area. The 'Patient Forum Group' noticeboard also contained information on the dates and times of the Patient Forum Group meetings. At the end of our visit we spoke with the Practice Manager about how patient feedback was shared in the Practice. We were informed that Friends and Family Forms are collated on a monthly basis and are analysed by the Practice Manager who reports feedback on the Surgery website, through the Surgery Newsletter and on the 'Patient Forum Group' noticeboard discussed above. Feedback and any other patient correspondence is also shared in Practice meetings on a regular basis.

'Accessibility of the building'

In relation to the accessibility of the building, 16 out of 18 respondents rated the accessibility of the building as 'good' or 'very good'. The Surgery itself has its own site with a car park at the rear of the building. The Building has a ground and first floor however, all consulting rooms are located on the ground floor with the second floor being used for administration purposes.

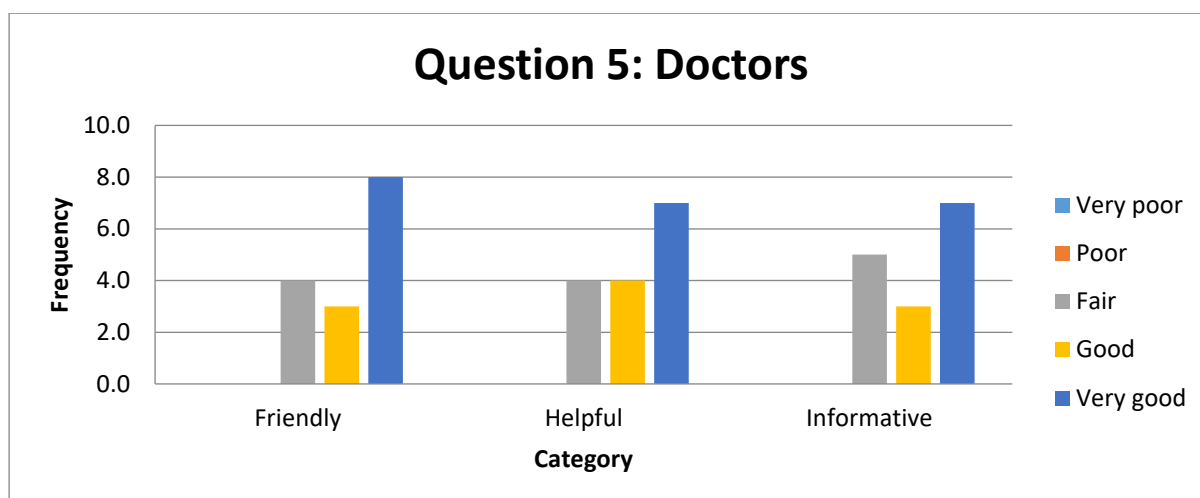


The toilet facilities were regarded as ‘good’ or ‘very good’ by the majority of survey respondents for cleanliness, comfort and accessibility. We observed during our visit that the toilet facilities were well stocked and clean and that there was an accessible toilet for disabled people. Baby changing facilities were also available.

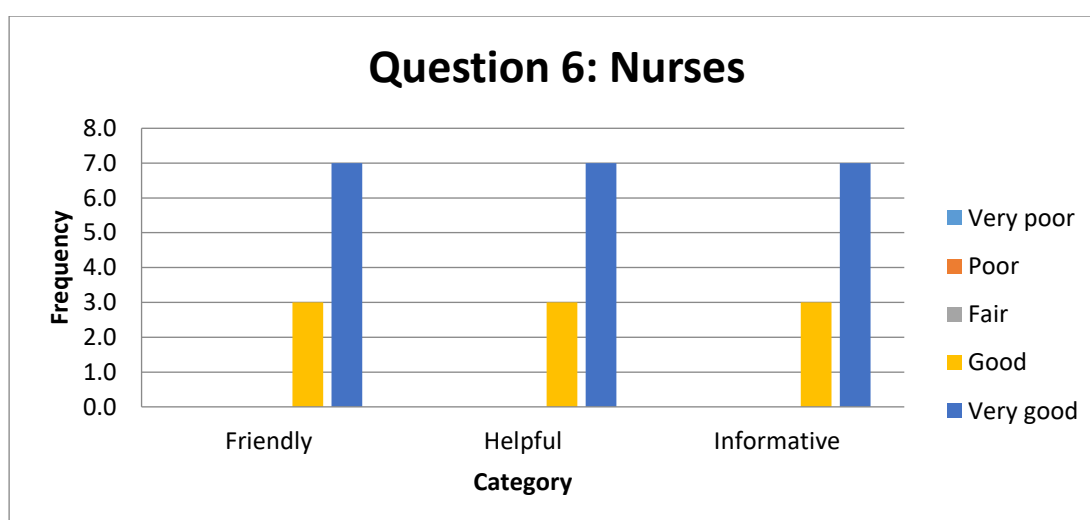


Overall the attitude of the Reception staff was marked highly by patients with 14 respondents giving a rating of ‘good’ or ‘very good’ for friendliness, helpfulness and being informative. During our visit, we observed Reception staff being friendly and welcoming. We also observed that whilst there was a self check-in system available for patients in the waiting area in a range of community languages, we noted that at times the Reception area was not staffed and some patients who arrived to book in for their appointment were waiting at the Reception Desk until the Receptionist was available. That the Reception desk was unstaffed was noted by one patient who told us that having a "sign in screen is good because I often arrive and there is no-one at Reception".

We also observed that the Reception area was located close to the waiting area which meant that conversations between Receptionists and patients could be overheard by those in the waiting area. Based on our observations we would recommend that a ‘private area’ is made available for patients for if they wish to have a confidential discussion with the Reception or other Surgery staff and that the availability of this is made known to patients.



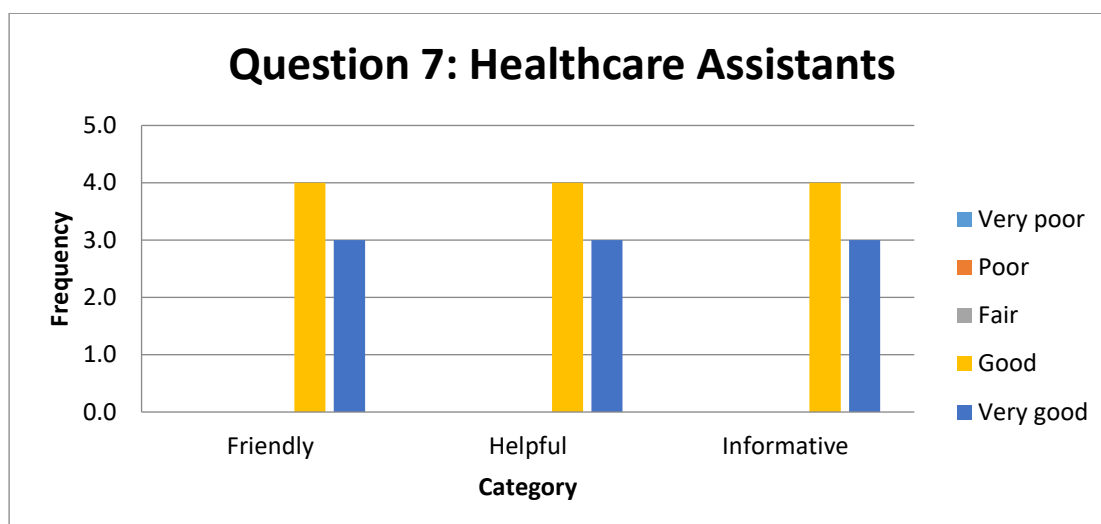
Again overall, the Doctors were ranked positively by patients with 11 of the 15 respondents who answered this question, rating the Surgery's GPS as 'good' or 'very good' for being friendly and helpful and 10 respondents rating the Surgery's GPS as 'good' or 'very good' for being informative. Such positive responses were reflected in the further comment made by one respondent who told us that they had "Seen some brilliant Doctors who are quick to act if they have concerns regarding hospital care".



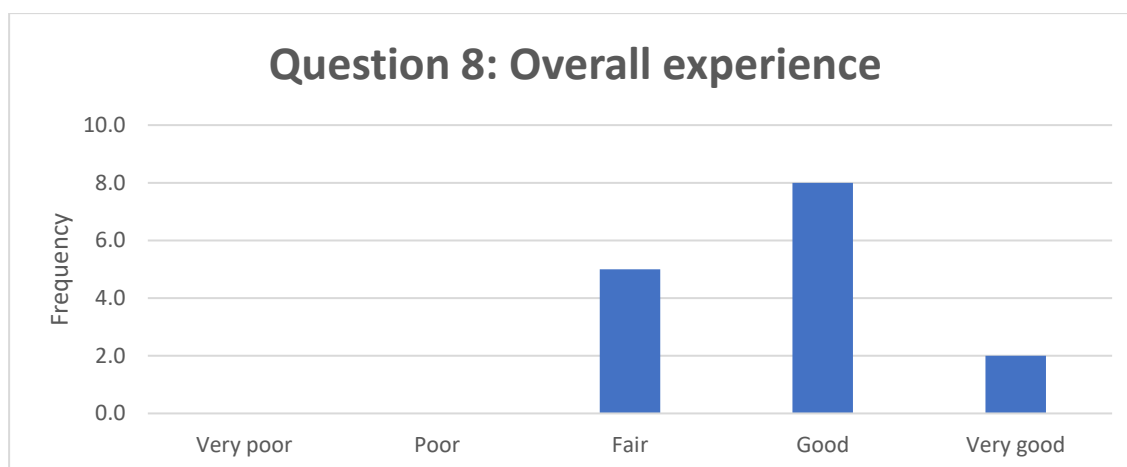
As with GPS, nurses scored highly for patient satisfaction with all of the respondents who answered this question (N=10) giving a rating of 'very good' or 'good' for being friendly, helpful and informative. Such positive rating were reflected in some respondents' comments,

"[Name of Nurses] is brilliant"

"Good information given re diet, etc"



As with the question about Doctors and nursing staff, Healthcare Assistants also received very positive ratings from patients for being friendly, helpful and informative. It is perhaps worth noting that fewer respondents completed the question about Healthcare Assistants than for GPs and Receptionists (N=7) as presumably not all of respondents had contact with a Healthcare Assistant.



At the end of the survey we asked patients to rate their overall experience. Fifteen patients completed this question with 10 rating their overall experience as or 'very good' or 'good' and a further five rating their overall experience as 'fair', overall displaying high levels of satisfaction among patients consistent with findings discussed throughout this report. As one respondent told us, "A lovely surgery, friendly staff, feel very lucky..."

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 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. Currently much of the training is provided through Birmingham and Solihull Clinical Commissioning Group (CCG) through their 'Bluestream' on-line training or through bi-monthly 'in-house' training sessions facilitated by the CCG. In addition, clinical staff receive clinical training through 'Spire Parkway'. All staff receive Protected Learning Time (PLT) and training is provided within PLT.

Recommendations and Follow-Up Actions:

- 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 consideration be given to the extension of on-line booking to include appointments with Clinical staff other than GPS and the facility to book appointments with GPS at other Surgeries within the GPS Healthcare Group;
- To take into consideration Patients' privacy and for the Surgery where possible to offer patients a 'private' area in which patients can speak with Reception or other Practice staff confidentially;
- That the Reception desk remains staffed wherever possible or if this is not possible that the Surgery considers a way in which patients can alert staff of their presence if the Reception desk is unstaffed.

Provider feedback:

- Online services are promoted both on our Internet site and also by the Reception staff. Details of on-line services are included in our registration pack and we also advise patients who complete a repeat prescription request and drop it in, that we provide online services for prescriptions as well as booking appointments
- The extension of on-line booking to include appointments with Clinical staff other than GPS and the facility to book appointments with Doctors at other Surgeries within the GPS Healthcare Group is something that will need to be addressed by the Partners of GPS – there may very well be the opportunity to book into particular clinics for example, Diabetic, Asthma etc
- There is an "ante room" next to the Reception area at the site that is used to offer patients a 'private' area in which patients can speak with Reception or other Practice staff confidentially, all of our Receptionists are aware of this. There are also posters indicating to patients that should they wish to speak to a Receptionist confidentially they can request to do so
- There are times when it is impossible to have a person on Reception all of the time, we do have CCTV by the front desk which the Receptionists in the back office can

see, however, we will certainly look at incorporating another way for patients to alert the staff, a bell perhaps.

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 Tanworth Lane Surgery ?					
	Very Poor	Poor	Fair	Good	Very Good
Getting an appointment (n= 18 responses)	3	6	3	4	2
Waiting time for appointments (n=18 responses)	2	1	10	5	0
Getting through on the telephone (n=16 responses)	4	5	3	3	1
Online appointments (n=8responses)	1	1	2	2	2
Seeing the Doctor of your choice (n=16 responses)	2	6	3	5	0
Further comments	<p>"No same day appointment"</p> <p>"My answers are based on Cheswick Green Surgery"</p> <p>"Waiting time on phone over 10 minutes"</p> <p>"Only in the area for the past two years. Have found this surgery very helpful. Quick referral to Solihull Hospital if needed"</p> <p>"Emergencies for e.g. babies very. For Self - since changing the telephone system - new GP via Healthcare"</p> <p>"Struggle to get an appointment. If get one not seeing usual Dr of choice"</p>				

	<p>"Sign in screen is good because I often arrive and there is no-one at Reception"</p> <p>"On-line booking system is great, would be great to be able to book smears /asthma checks, Practice Nurse appointments too"</p> <p>"Unable to get an appointment 2 days running at my local surgery with the Dr of choice. Had to go to a satellite surgery to a DR I do not know anything about"</p>
--	--

Question 2: How well would you rate the waiting area at Tanworth Lane Surgery ?					
	Very Poor	Poor	Fair	Good	Very Good
Clean (n=18 responses)	0	0	1	7	10
Comfortable (n=18 responses)	0	0	1	7	10
Ease of access to the building (n=18 responses)	0	1	1	6	10
Further comments	<p>"A two-way in/out driveway would help"</p> <p>"No parking spaces so had to drive to Miller and Carter and walk back to the Surgery"</p>				

Question 3: How well would you rate the toilet facilities at Tanworth Lane Surgery ?					
	Very Poor	Poor	Fair	Good	Very Good
Clean (n=15 responses)	0	0	1	8	6
Comfortable (n=15 responses)	0	0	1	9	5

Ease of access (n=16 responses)	0	0	0	12	4
Further comments	"Never used"				

Question 4: How well would you rate the Receptionists at Tanworth Lane Surgery?					
	Very Poor	Poor	Fair	Good	Very Good
Friendliness (n=17 responses)	1	1	1	8	6
Helpfulness (n=17 responses)	0	2	1	10	4
Informative (n=16 responses)	0	1	1	10	4
Further comments					

Question 5					
How well would you rate the following on the Doctors at Tanworth Lane Surgery?					
	Very Poor	Poor	Fair	Good	Very Good
Friendliness (n=15 responses)	0	0	4	3	8
Helpfulness (n=15 responses)	0	0	4	4	7
Informative (n=15 responses)	0	0	5	3	7
Further comments	<p>"Always see one Doctor"</p> <p>"Seen some brilliant Drs who are quick to act if they have concerns regarding hospital care"</p> <p>"Not able to comment as I have never met any Drs at Tanworth Lane"</p>				

Question 6: How well would you rate the Nurses at Tanworth Lane Surgery?					
	Very Poor	Poor	Fair	Good	Very Good
Friendliness (n=10 responses)	0	0	0	3	7
Helpfulness (n=10 responses)	0	0	0	3	7
Informative (n=10 responses)	0	0	0	3	7
Further comments	<p>"Good information given re diet, etc"</p> <p>"Not seen Nurse"</p> <p>"Never used"</p> <p>"[name of Nurse] is brilliant"</p> <p>"Had no experience, can't comment"</p>				

Question 7: How well would you rate the Healthcare Assistants at Tanworth Lane Surgery?					
	Very Poor	Poor	Fair	Good	Very Good
Friendliness (n=7 responses)	0	0	0	4	3
Helpfulness (n=7 responses)	0	0	0	4	3
Informative (n=7 responses)	0	0	0	4	3
Further comments	<p>"not used this service"</p> <p>"Not used this service"</p> <p>"Never used"</p>				

	"No contact with HCAs" "Not able to comment - not required" "Had no experience Can't comment"
--	---

Question 8: What was the overall experience of your visit today?					
	Very Poor	Poor	Fair	Good	Very Good
(n=15 responses)	0	0	5	8	2

<p>Further comments:</p> <p>"Would be better for a fairer booking system especially for those with disabilities"</p> <p>"I don't use the GP surgery very often but I do find the appointment system frustrating. On-line booking blocks are too large"</p> <p>"A lovely surgery, friendly staff, feel very lucky. Would be great to have better psychological/counselling service linked to the Surgery"</p> <p>"Now that I am here in the waiting area - good so far"</p> <p>"Although GPS healthcare advertise that a patient can see any Dr within the GPS Healthcare Group, unfortunately this cannot be done on-line unless it is your own Surgery "</p>
--