

## ENTER AND VIEW VISIT REPORT

*Green Lane Surgery*

*20<sup>th</sup> March, 2019*

Part of Healthwatch Solihull's remit is to carry out Enter and View visits. Healthwatch Solihull's 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's 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 – Green Lane Surgery

**Service Address:** 196 Green Ln, Birmingham, B36 0BU

### 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 20th March, 2019. 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  
Surjit Virk (shadowing)

### Who we share the report with

This report and its findings will be shared with Green 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](http://www.healthwatchsolihull.org.uk)).

### Background

Green Lane Surgery has a practice list of 7,168 patients (Source: <https://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=35721>).

The Surgery's opening times are:

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

The Practice also offers extended opening hours for appointments. Extended opening hours appointments are coordinated through a 'Hub' of 10 local GP Surgeries – the 'North Solihull Collaborative'. Appointments are held at Bosworth Medical Centre, between 6.30pm - 8.00pm each weekday, 9.00am -12.00am on Saturdays and Sundays (<https://www.bosworthmedicalcentre.co.uk/News/e8e0b822-43f7-425e-ace5-9afd2256d52e>).

### **Purpose of our visit**

Healthwatch Solihull visited Green Lane Surgery on 20 March 2019. In keeping with Healthwatch Solihull's role of sharing 'good practice' in service delivery within the Solihull Borough, we visited Green Lane Surgery following positive feedback we have received about the Surgery. The Surgery's most recent CQC inspection report (based on an inspection undertaken in April, 2018) has rated Green Lane Surgery as good across the areas of 'safety', 'effectiveness', 'caring', 'responsiveness', and being 'well-led' with an overall rating of good. (Source: <http://www.greenlaneandsheldonsurgery.co.uk/website/M89027/files/CQC%20Report%202018.pdf>).

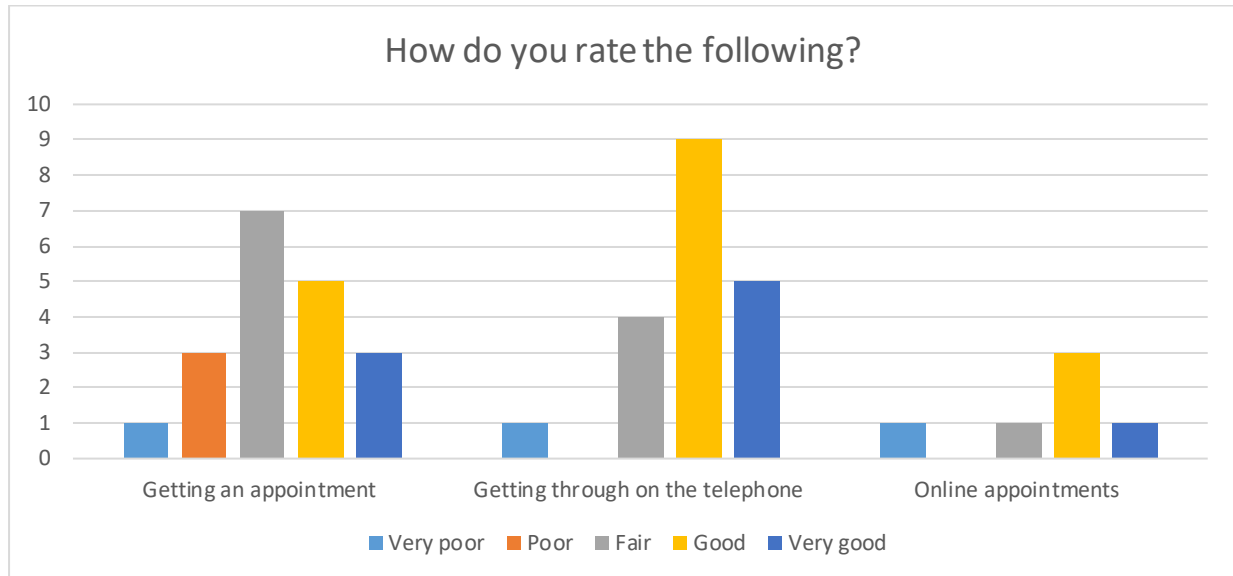
### **What we did**

Two Authorised Representatives visited the Surgery from 10.00 am to 12.30pm on 20th March, 2019. During our visit, we administered 19 surveys with patients and also observed the environment. The visit was unescorted and at no time during the visit did we enter consulting rooms.

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.

## Findings:

- Please note not all patients answered all questions



### ***'Ease of getting an appointment' and 'Getting through on the telephone'***

Overall, 'ease of getting an appointment' received mainly positive responses with 79% (N=15 of the 19 respondents who completed this question) giving a rating of 'fair' to 'very good'. Patients also reported positive experiences in relation to getting through on the telephone, with 18 of the 19 respondents giving a rating of 'fair' to 'very good'. At the end of our visit, we spoke with the Practice Manager and were informed that Green Lane Surgery and its sister surgery, Sheldon Surgery, operate a 'Sit and Wait' service between the hours of 08:00 – 10:30am (Monday to Friday) providing an opportunity for patients to be seen on the same day. This is usually accommodated by one GP with the back up support of a second GP as required. This initiative has received positive feedback from the Surgery's patients and both the findings from the surveys completed on the day of our visit and further comments provided by survey respondents indicate that the 'sit and wait' system was popular with patients:

*'Come in and wait - very good service.'*

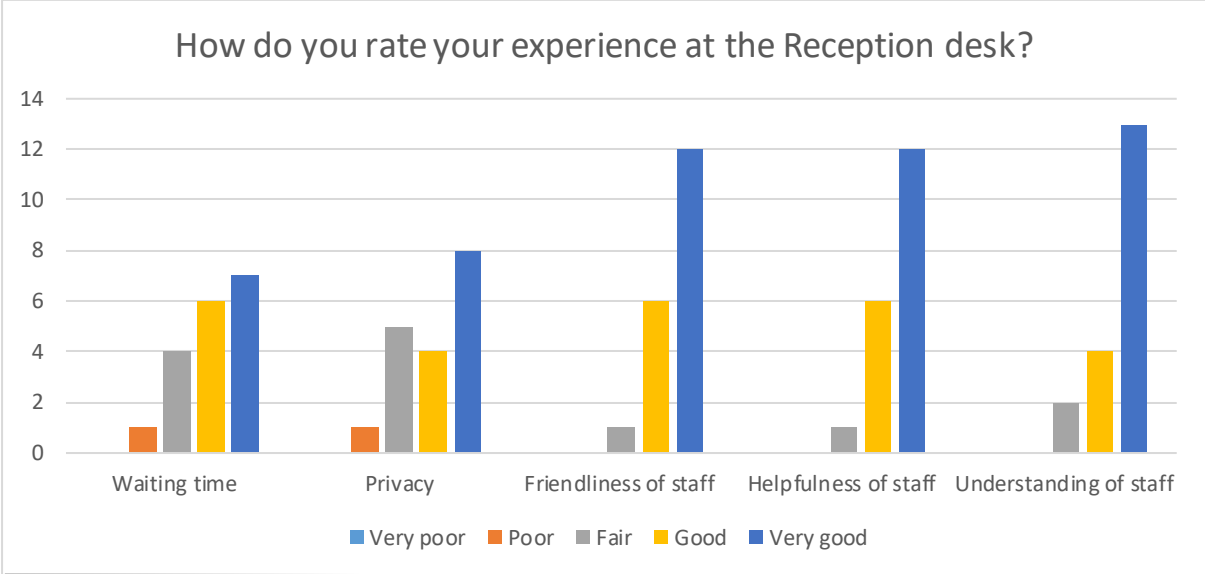
*'Handy sit and wait service.'*

### ***'Online appointments'***

The survey further asked patients to rate their experiences of using the on-line booking service. Of the six respondents who answered this question, four rated their experience of the on-line booking service as 'fair' to 'very good'. However, that fewer respondents answered this question may be indicative that the on-line booking system is under-utilised.

This is to some extent supported by our findings where a number of respondents told us that they 'never use on-line appointments'.

Given these findings, we would recommend that consideration is given to promoting on-line booking. This could perhaps take the form of a 'promotional stand' in the waiting area that provides information about on-line booking and guidance on how patients can register for the service. However, given that some patients do not or choose not to use computers, it is important that a range of ways of booking appointments remains available for these patients. Given their role as a vehicle for providing a voice for and understanding the experiences of patients, the Surgery's Patient Participation Group (PPG) may be ideally placed to undertake this work.

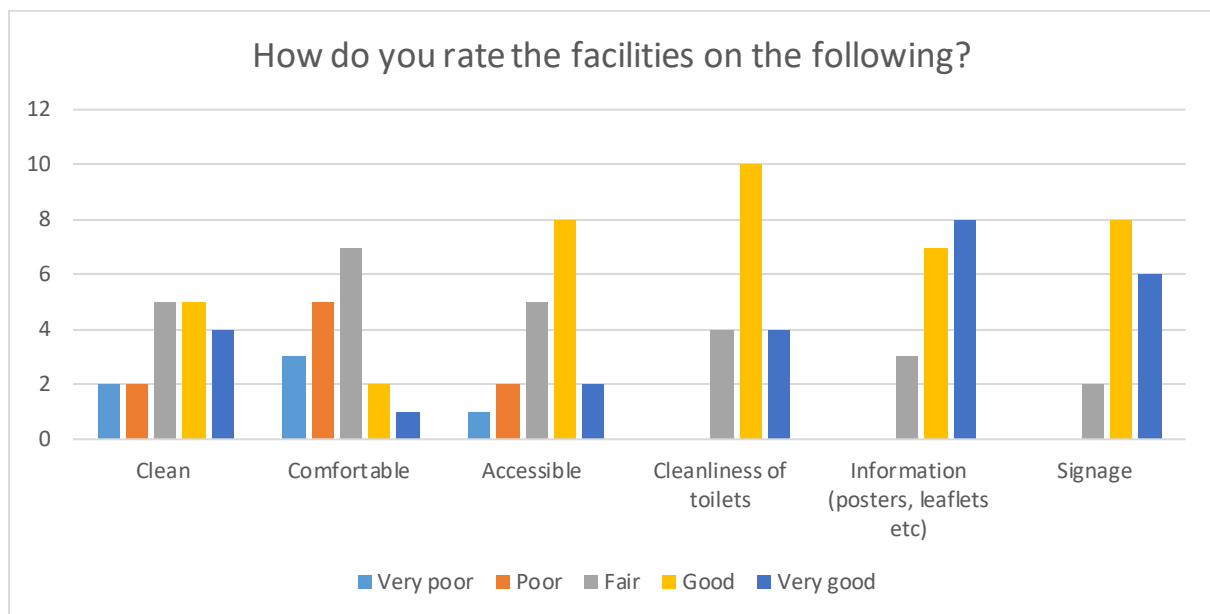


Having explored patients' experiences of accessing appointments, we were also interested in finding out more about patients' experiences once they were at the Surgery. As first point of contact for patients is usually with Receptionists, we asked patients about their experience of waiting times, privacy once at the Reception desk and the friendliness, helpfulness and understanding of Reception staff.

Overall, respondents who completed our survey reported positive experiences with all but one respondent answering this question rating waiting times at the Reception desk as 'fair' to 'very good'. During our visit, we observed that there was an electronic booking-in system available for patients to use. We also observed that patients did seem to be waiting a while for their appointments but we were informed that the service being offered on the morning of our visit was a 'sit and wait' service. Our survey further asked respondents how they rated the privacy of the Reception area and 94% (N=17 of the 18 respondents who answered this

question) rated this as 'fair' to 'very good' with one respondent rating this as 'poor'. During this visit, we noted that there were doors between the Reception and waiting areas providing some confidentiality to those at the reception desk.

Overall the friendliness, helpfulness and understanding of Reception staff was ranked highly by patients with all respondents rating the helpfulness, friendliness and understanding of Reception staff as 'fair' to 'very good'. During our visit, we observed that Reception staff seemed to have a good rapport with patients and remained particularly calm when faced with a challenging situation.

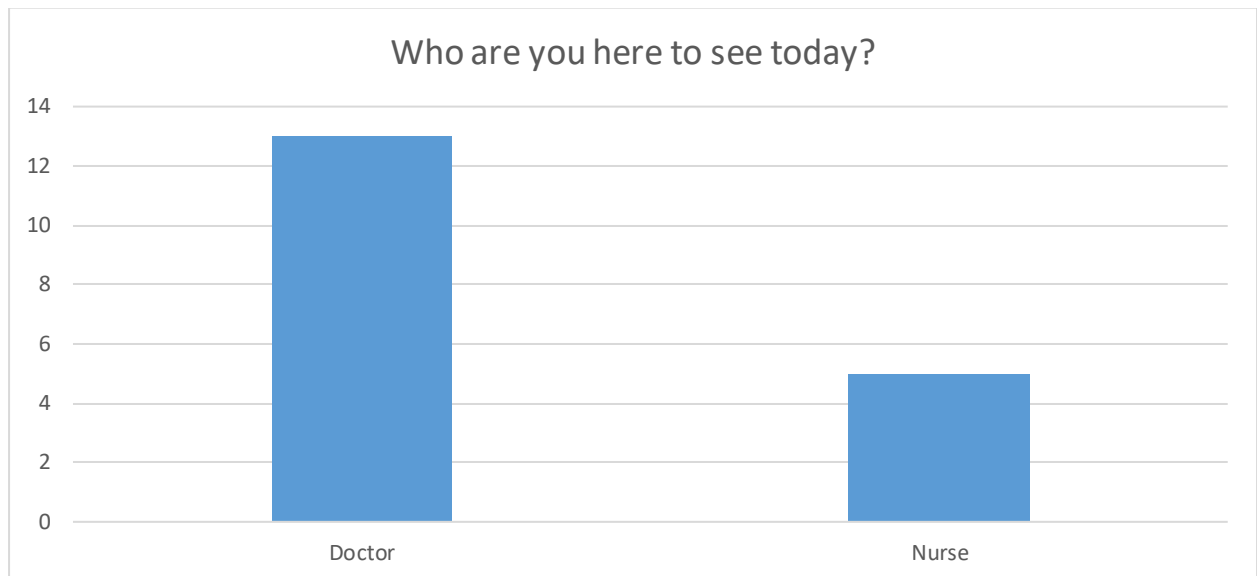


Green Lane Surgery is located in a two-storey house with clinical rooms and waiting and Reception areas located on the lower floor and 15 of the 18 respondents who answered this question rated the accessibility of the building as 'fair' to 'very good'. The responses relating to the cleanliness of the waiting area and toilet facilities were again positive with 77% (N=14) of respondents answering the question rating the cleanliness of the waiting areas as 'fair' to 'very good' and all respondents rating the cleanliness of the toilets as 'fair' to 'very good'. We observed that the toilet facilities were clean and well stocked and that there were accessible toilets for disabled people.

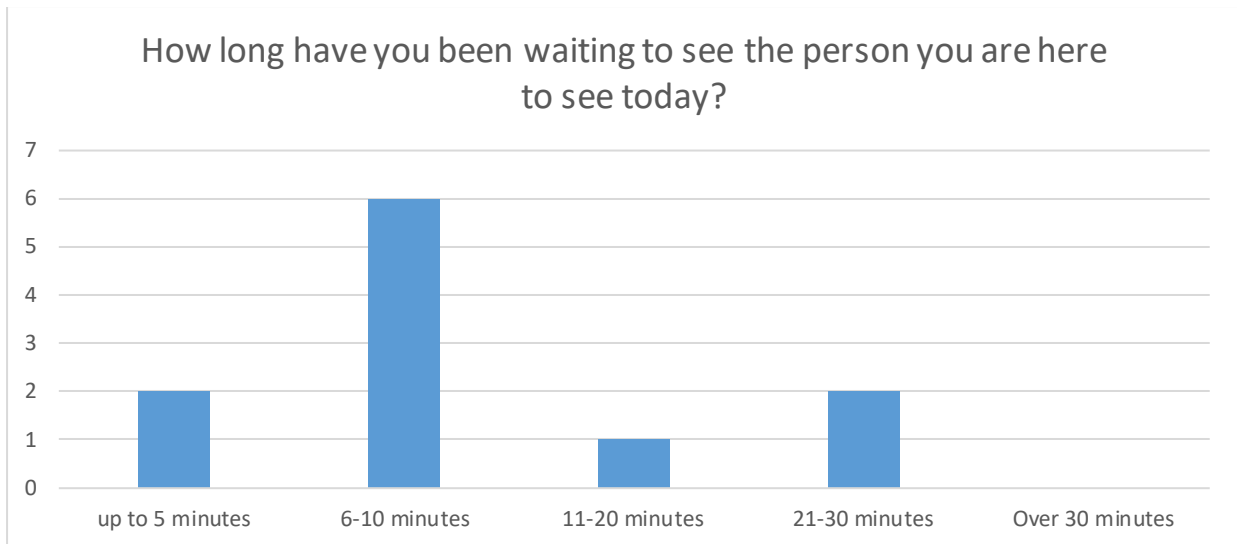
However, when asked to rate the comfort of the facilities, less positive responses were received, with eight of the 18 respondents who answered this question rating this as 'poor' or 'very poor', a further seven as 'fair' and only three respondents rating this as 'good' or 'very good'. There is one waiting area in Green Lane Surgery and we observed that the waiting area was small and somewhat overcrowded. We also observed that the waiting area was a little tired and dated, with rips in some chairs. At the end of our visit we spoke to the Practice Manager about the waiting area and facilities and were informed of an

imminent move from the current building to a new purpose built Primary Care Centre in the Smithswood area of Chelmsley Wood, with a potential move date of July, 2019.

All respondents rated the information available in the Surgery as 'fair' to 'very good' and we also observed a number of notice boards in the waiting area displaying a range of information including details of weight management, how to renew prescriptions, an exercise referral scheme and information for Carers. Information on the Care Quality Commission's (CQC) rating of the Surgery was also visible.

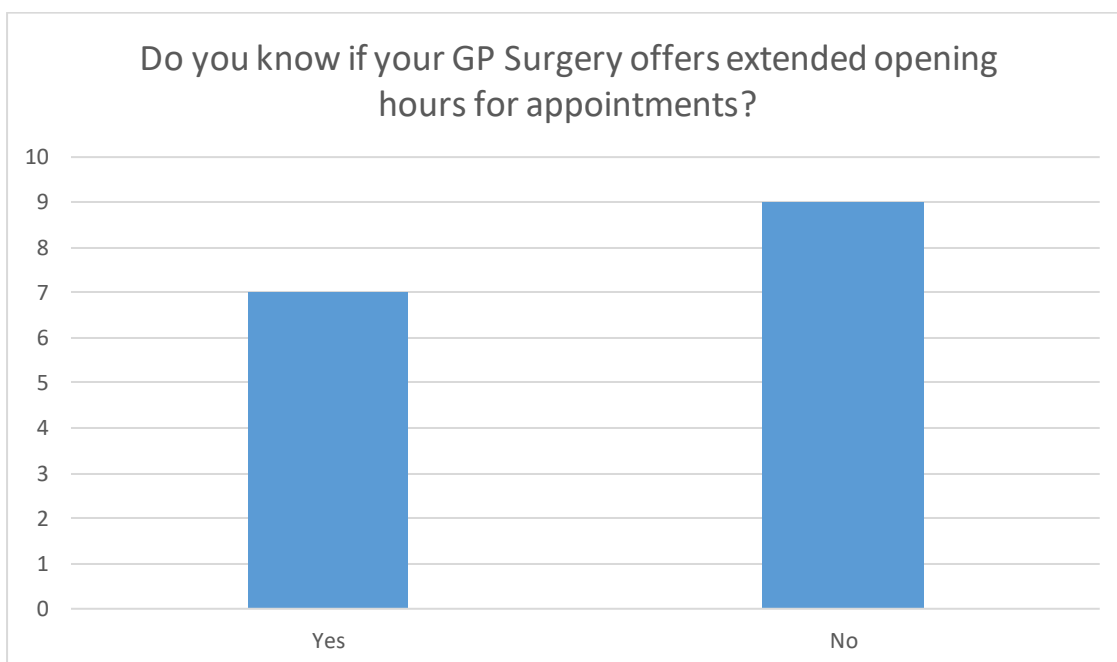


We asked patients who they were at the Surgery to see that day and the majority of patients (N= 13 of the 18 respondents who answered this question) were there for appointments with a GP and a further five for an appointment with the Nurse.



Of the 11 respondents who answered this question, eight had been waiting for less than 10 minutes to be called to be seen, one respondent for between 11 and 20 minutes and two respondents between 21 and 30 minutes. However, as discussed earlier in this report, the service on offer during our visit was the ‘Sit and Wait’ service and therefore respondents did not necessarily have set appointment times. Through more detailed feedback, one patient stated:

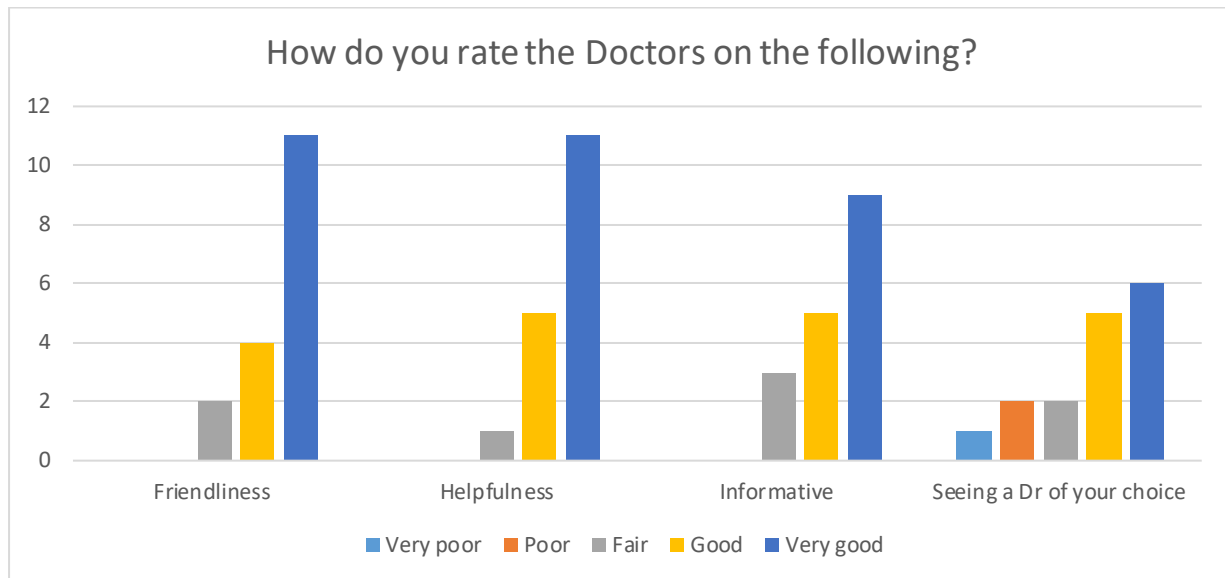
*‘I’m on sit and wait so there is no set time. Great service so I don’t mind’.*



A recent initiative within Primary Care services has been the introduction of ‘extended’ opening hours to accommodate appointments for patients to fit in with their work, family



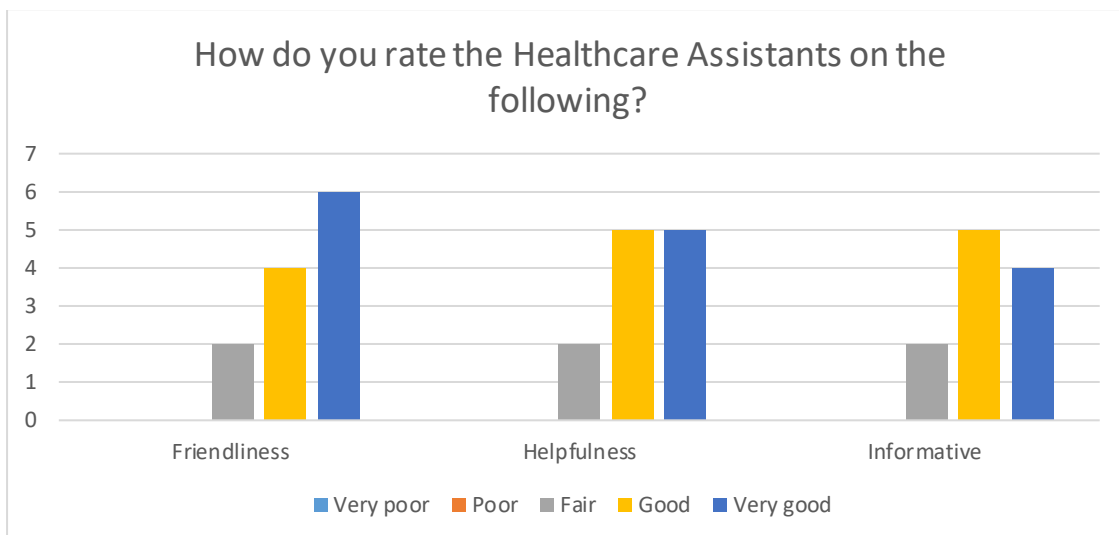
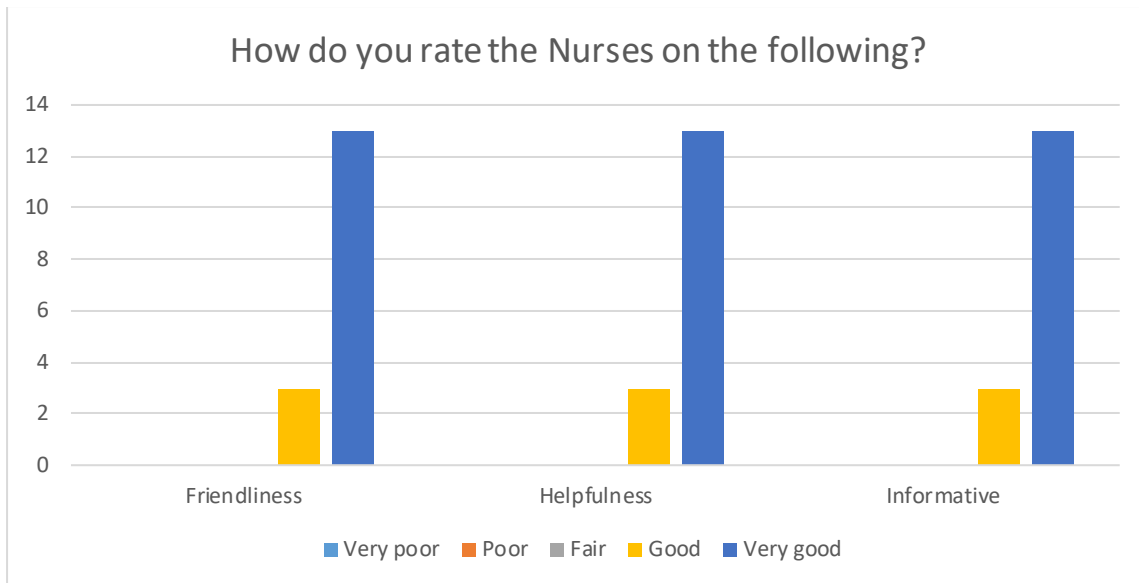
and other commitments. During our visit, we also observed that information on extended opening hours appointments was ‘advertised’ within the Surgery. However, despite the availability of extended opening hours appointments, over half of respondents who answered this question were not aware of their availability. Given this finding, we would recommend that the Surgery actively promotes and advertises the availability of extended hours appointments to improve patient awareness.



Overall, the Doctors were ranked positively by patients with all respondents who answered this question, rating the Surgery’s GPs as ‘fair’ to ‘very good’ for being friendly, helpful and informative. Of the 16 respondents who answered the question relating to ‘seeing a Doctor of your choice’, two respondents rated this as ‘fair’, 11 as ‘good’ or ‘very good’ and three respondents rating this as ‘very poor’ or ‘poor.’ When asking respondents further about seeing a GP of their choice, we were informed:

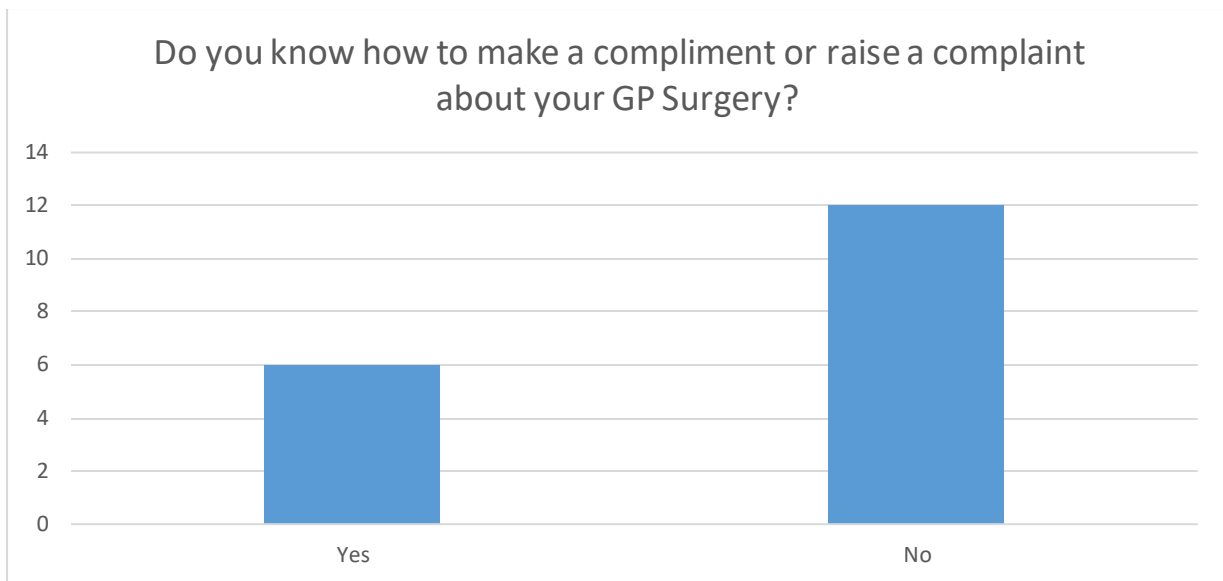
*‘Dr XX is very popular so appointments are 2-3 weeks.’*

*‘Can see a doctor of choice but have to wait.’*



Overall, the Nurses and Healthcare Assistants were ranked positively by patients with no respondents rating either Nurses and Healthcare Assistants as less than fair. Nurses in particular were ranked positively with none of the respondents rating them a less than 'good' as reflected in this comment made by one patient:

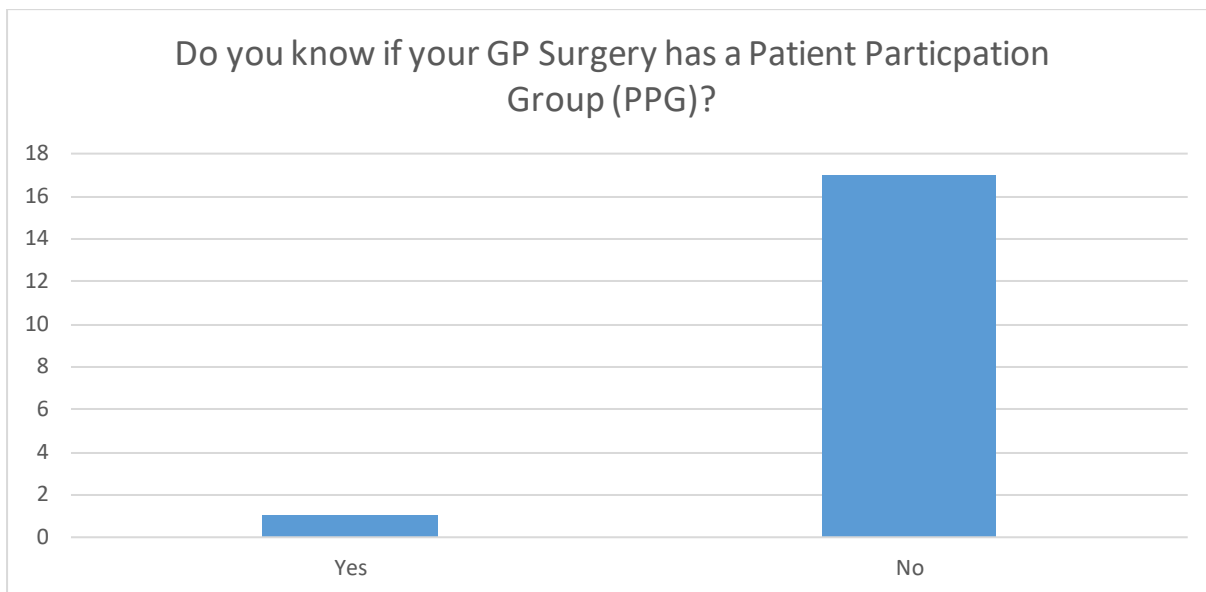
*'Nurses always interact with my baby and help to calm her down, even when they are busy.'*



Question 10 of our survey asked respondents if they were aware of how to make a compliment or how to raise a complaint within the Surgery should they wish to do so. Our findings indicate that awareness of the process for making a compliment or raising a complaint appears low among the respondents who completed our questionnaire, with only six of the 18 respondents (33%) who answered this question being aware of the process. During our visit, we did not observe any information for patients relating to how to make a compliment or raise a complaint. Our findings indicate that awareness of the process for making a compliment or raising a complaint appears low among the respondents who completed our questionnaire and we would recommend that the compliments and complaints processes are actively promoted within the Surgery.

At the end of our visit we spoke with the Practice Manager about how patient feedback is collected and shared within the Surgery. We were informed that feedback is collected through 'Friends and Family Test' forms, National Patient Survey data and other surveys patients are asked to complete when the Surgery wishes to gain patients' perspectives on initiatives they are looking to introduce, for example, a recent survey around satisfaction with the 'sit and wait' service. However, on the day of our visit we observed that whilst the Surgery had provided a 'Friends and Family' test box, there were no forms available for patients to complete on the day of our visit.

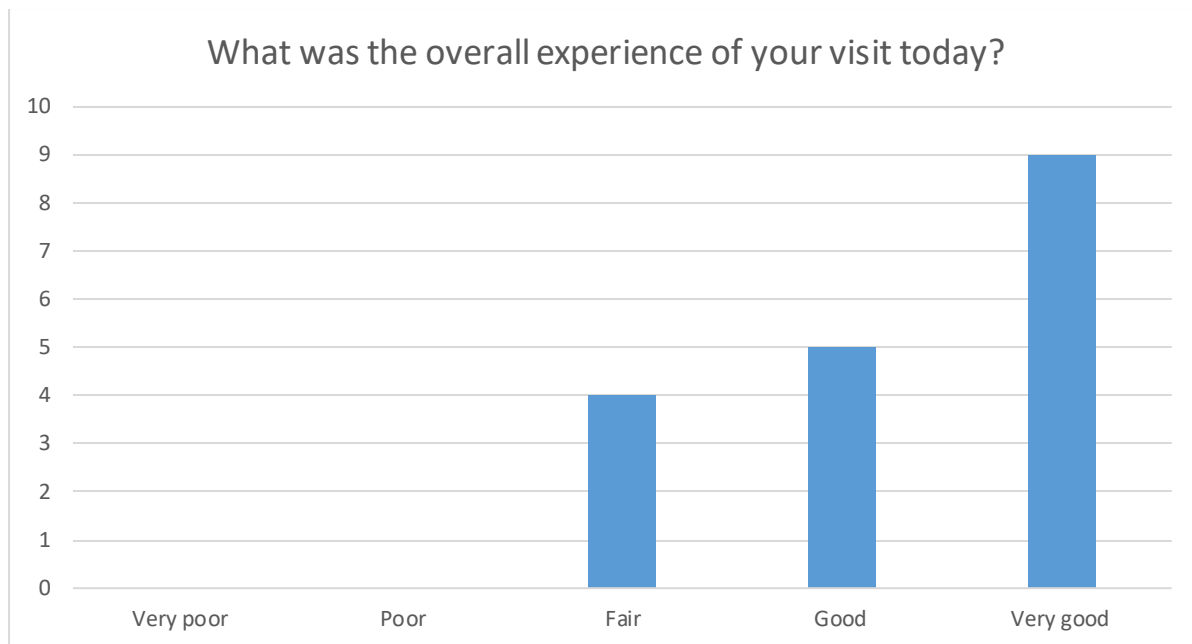
We would recommend that the Surgery undertakes regular checks to ensure that forms are available for patients' completion should they wish to do so. We would also recommend that the Surgery continues to encourage patient feedback and continues to share this feedback with staff at the Surgery. It may also be good practice to share this feedback with other patients and outline what actions the Surgery may have taken in response to the feedback received. This could be shared through Surgery newsletters, or included on noticeboards and could take the format of 'You Said, We Did'.



Patient Participation Groups (PPGs) are groups of patients that work together with GP surgeries to improve services and quality of care and provide a forum for interested patients to be actively involved in supporting their GP practice. Given the importance of these forums for strengthening the patient voice within service delivery, we asked respondents if they knew whether the Surgery had a Patient Participation Group (PPG). As with awareness of the complaints processes within the Surgery, awareness of the PPG was extremely low among respondents with just one of the 18 respondents who answered this reporting an awareness that the Surgery does have a PPG.

In a follow-up discussion with the Practice Manager, we were informed that the Surgery does have an active PPG which meets regularly (3-4 times per year) and currently has membership of around 10 patients and that the PPG are used as a 'sounding board' for the Medical Centre for example, discussing Patient Survey findings and giving advice on activities or campaigns that are current, for example, during 'flu season'.

However, given that awareness of the PPG appears to be low among those who completed our questionnaire on the day of our visit, we would recommend that the Surgery continues to actively raise awareness of the role and function of PPGs and ensures that patients of the Surgery are provided with opportunities to become members of their PPG.



At the end of the surveys, we asked patients to rate their overall experience. All respondents who answered this question rated their overall experience as ‘fair’ to ‘very good’.

**Recommendations and Follow–Up Actions:**

At this stage of our report, we usually detail a range of recommendations identified through surveys completed by patients and our observations. Overall, our perceptions of the Surgery and the findings of the survey were, for the most part, positive throughout, as reflected in the limited numbers of recommendations we have made:

- That the Surgery continues to promote on-line booking facilities and looks at ways for increasing the use of on-line booking facilities through better understanding patients’ experiences of on-line booking and identifying any barriers to its usage;
- That the Surgery actively promotes and advertises the availability of extended hours appointments to improve patient awareness;
- That the Surgery actively promotes its Compliments and Complaints procedures;
- That the Surgery continues to encourage patient feedback and shares this feedback with staff at the Surgery and that patient feedback and any actions taken in relation to this feedback are also communicated to patients;
- That the Surgery ensures that and ‘Friends and Family’ feedback forms are kept stocked in the waiting areas;
- That the Surgery actively raises awareness of the Patient Participation Group and its role and function.

**Provider Feedback:**

Many thanks for the report following your visit to the Surgery in March 2019. We appreciate your feedback and recommendations, but would be grateful if you could kindly take the following in consideration:

- We appreciate your recommendations and can understand that some patients may not be aware of the Extended opening hours. The Practice displays the information about the Extended Hours appointments not only within the surgery, the details are also on the Practice website and reception staff have been educating patients and offering the appointments at the Hub since July 2018;
- Complaints: The information about raising a complaint is displayed in the waiting room although it does not mention anything about the compliments;
- Friends & Family Forms - I am sorry to hear that there were no forms available on that day as the holder with the forms is always kept next to the box;
- PPG : The practice have poster advertising the Patient Participation Group and inviting patients to join the group.

**Healthwatch Solihull thanks the Provider for their feedback and looks forward to working with the Surgery in the future.**