

ENTER AND VIEW VISIT REPORT

*Hampton Surgery
20 February 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 – Hampton Surgery

Registered Patients: 3070

(Source: <https://www.nhs.uk/Services/gp/Overview/DefaultView.aspx?id=42457>)

Practice Address: Marsh Lane, Hampton In Arden, Solihull, West Midlands, B92 0AH

Practice Manager: Phillippa Holroyd

The Practice Team consists of:

2 GP Partners

1 Salaried GP

1 Practice Manager

2 Practice Nurses

1 Visiting Midwife

1 Visiting Counsellor

2 Health Care Assistants

4 Reception/Admin Staff

The Surgery also provides placements for Medical Students including GP Registrars (Final year of training), ST2s (2nd year of training) and those in their Foundation year. The Surgery provides placements for any number of medical students at any one time.

Hampton Surgery is a member of an alliance of 12 GP Surgeries in south Solihull who work closely together to share good practice and develop shared policies and procedures across the Alliance.

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 on Tuesday 20 February 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 Hampton Surgery, the Care Quality Commission (CQC), Solihull MBC, 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 Hampton Surgery on 20 February 2018 following intelligence received which placed this surgery in the top ten of GP Surgeries in the West Midlands (GP Patient Survey, NHS England. Source: <https://solihullccg.nhs.uk/595-positive-gp-patient-survey-results>) and a desktop review of Care Quality Commission (CQC) reports of GP surgeries in the Solihull Borough. The most recent CQC report (June, 2015) rated the Surgery as: 'Good' for safety; 'Good' for effectiveness; 'Good' for being caring; 'Good' 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, Phillipa Holroyd. 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

Hampton Surgery, located in south Solihull, has 3070 registered patients. The surgery is open between 8.30am – 1.00pm and 2.30 – 6.00 pm Mondays, Tuesdays, Wednesdays and Fridays and 8.30am – 1.00pm on Thursdays.

The Surgery's clinic times (subject to change dependent on demand) are:

Monday	09:00 - 11:00	16:00 - 17:30
Tuesday	09:00 - 11:00	16:00 - 17:30
Wednesday	09:00 - 11:00	16:00 - 17:30
Thursday	09:00 - 11:00	
Friday	09:00 - 11:00	16:00 - 17:30
Saturday	Closed	
Sunday	Closed	

(Source: <https://www.nhs.uk/Services/gp/Overview/DefaultView.aspx?id=42457>)

What we did

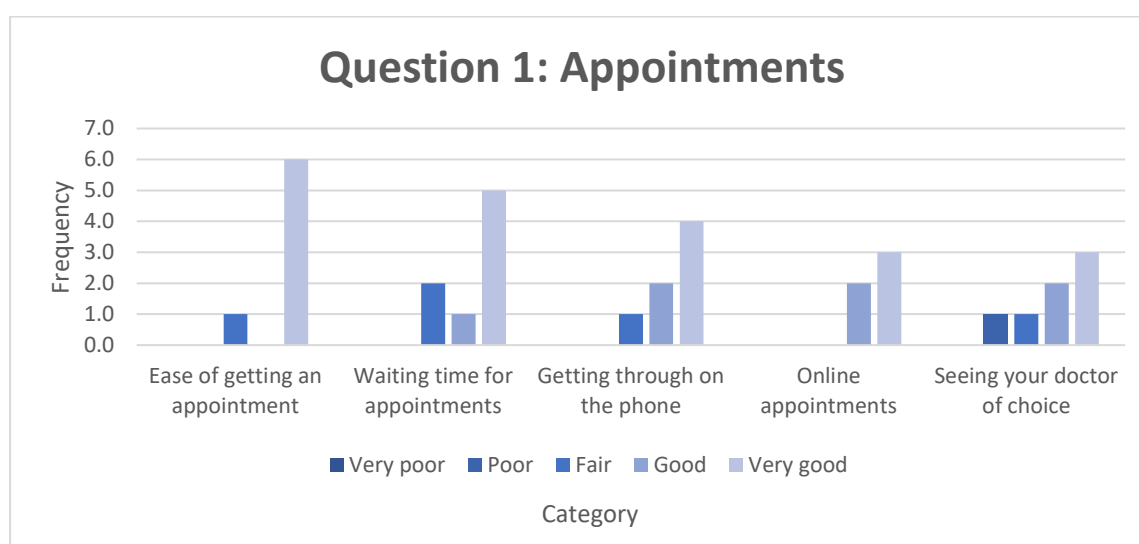
Two Authorised Representatives visited the surgery from 10 – 12 am on 20 February 2018. On arrival we asked for the Practice Manager to discuss the purpose of our visit and how the

visit would be conducted. The visit was unescorted and at no time during the visit did we enter consulting rooms.

On the day of our visit we were informed by the Practice Manager that the Surgery had been less busy than usual due to it being half term week and that they did not have a nurse's clinic at the Surgery that day. During our visit ten patients visited the surgery for GP appointments and three patients visited and spoke with the Receptionist, eight of whom completed our survey. Whilst at the surgery we also observed the environment and after we had completed the visit, spoke 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.

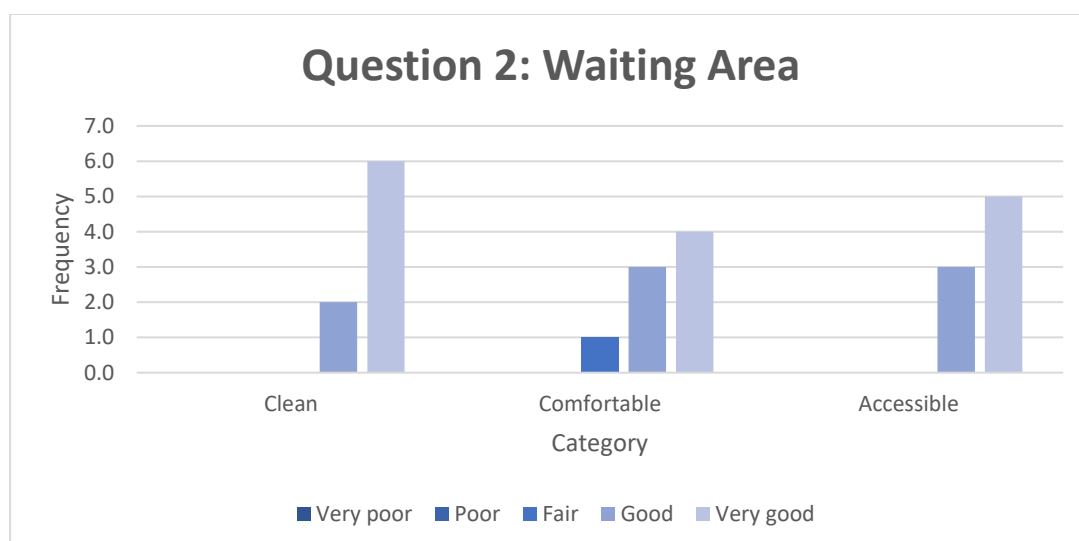


Overall, this section of the survey received mixed responses. For ease of getting an appointment, six of the seven respondents who answered this question ranked ease of getting an appointment as 'very good' and one respondent as 'fair'; for waiting times five out of the eight respondents who answered this question rated this as 'very good', one as 'good' and one as 'fair' and for getting through on the phone four of the seven respondents who answered this question rated this as 'very good', two as 'good' and one as 'fair'. One respondent commented that the Surgery provided an "Excellent Service" and in relation to waiting times for appointments and getting through on the phone another respondent commented that this was "fair to good at different times". During our visit we noted that patients were called in for their appointment by the Doctors promptly. The Practice Manager informed us that appointments generally run to time but if appointments are running late patients are informed of this by the Receptionists when they book in for their appointment.

Responses to seeing a Doctor of your choice was rated slightly less positively with three of the seven respondents who answered this question rating this as 'very good', two as 'good', one as 'fair' and one as 'poor'.

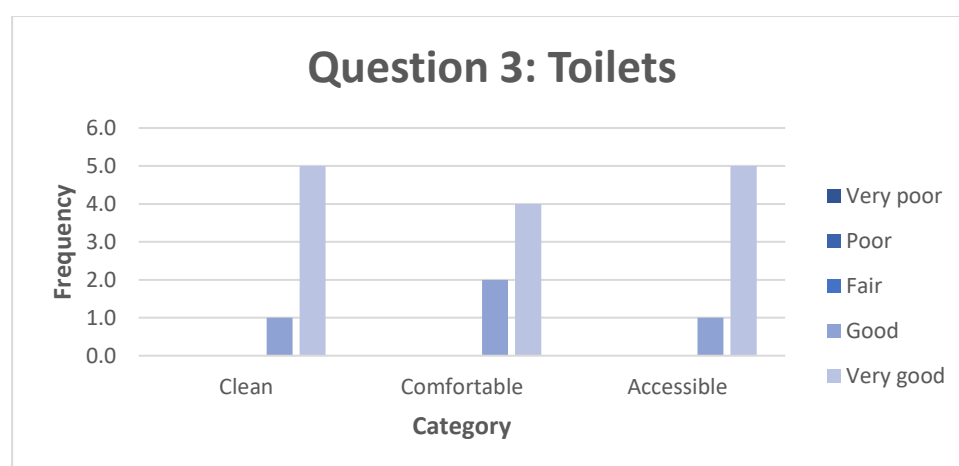
Whilst one respondent commented that they were "happy to see any Doctor at short notice", another respondent commented that seeing a Doctor of your choice was important to them because of familiarity and rapport.

When asked about the online booking service, only five respondents answered this question with one respondent commenting that they had not previously used the online booking system and one respondent reporting that they "were unsure whether on-line booking is available". Of those who answered this question, all gave a rating of 'good' or 'very good'. However, that less respondents answered this question may be indicative that online booking is underused. If the online booking system was actively promoted and advertised to patients, usage may improve.

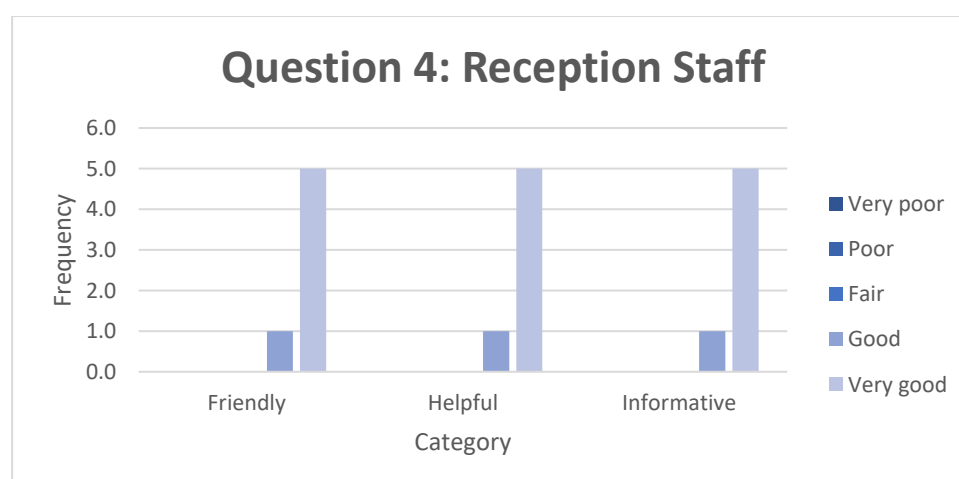


The responses relating to the waiting room area were positive with all respondents (N=8) rating both the cleanliness of the waiting area and ease of access to the building as 'good' or 'very good' and four respondents rating the comfort of the waiting area as 'very good', three as 'good' and one as 'fair'. During our visit we observed that the waiting rooms were clean and comfortable. There was a water dispenser available in the waiting area and there were extra cushions provided in the waiting area for those who wanted to use them. The Practice Manager reported that the surgery had recently been extensively extended and refurbished and one respondent commented that the Surgery had improved since it had been expanded. In relation to the accessibility of the building and waiting area, we noted that the surgery was all on one level and accessible.

There is a TV screen in the waiting area which displayed a 'rolling' programme of information including information about practice staff, health promotion information, support groups and organisations, local community related information, details of the 111 service, condition related health awareness information and details of the Surgery's Patient Participation Group. 'Friends and Family' feedback forms and a box for completed forms were available on the reception desk. At the end of our visit we spoke with the Practice Manager about how patient feedback was shared in the Practice and we were informed that the Practice Manager monitors the feedback forms received and these are discussed in Practice meetings and if necessary, the Surgery will contact patients directly to discuss any issues.

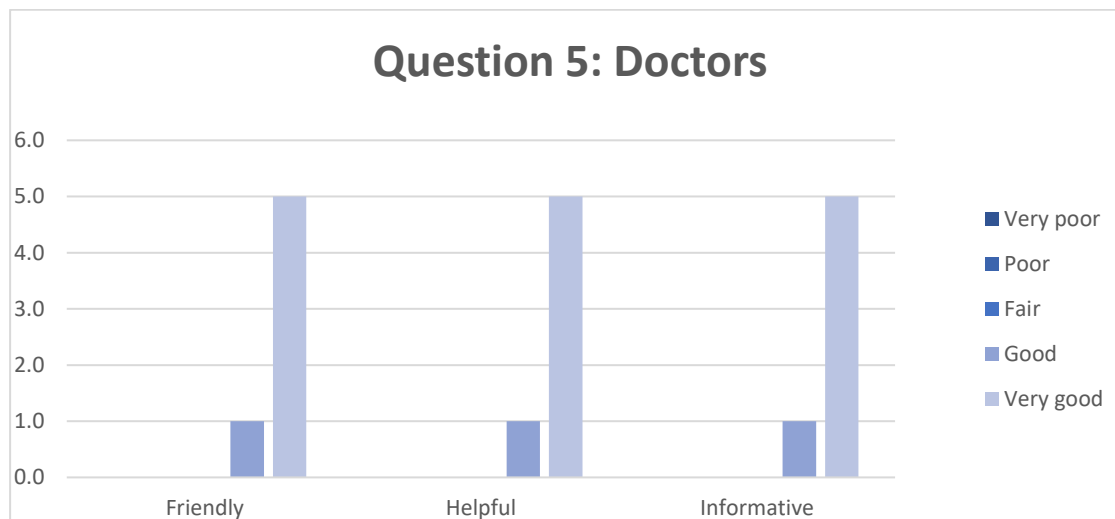


The toilet facilities were regarded as 'very good' or 'good' for cleanliness, comfort and accessibility by all six of the respondents who answered this question. We observed during our visit that the toilet facilities were well stocked and clean and that there was an accessible toilet for disabled people.

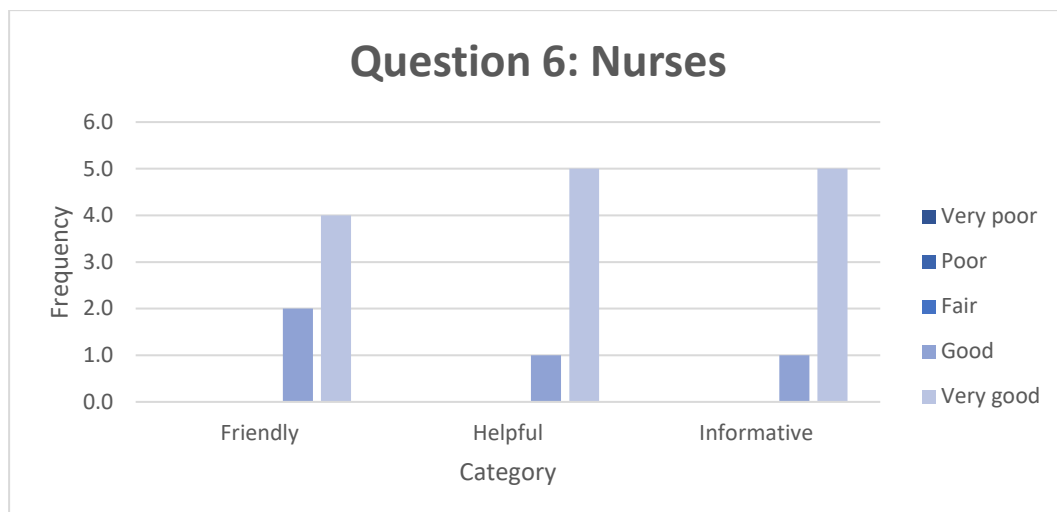


Overall the attitude of the Reception staff was ranked as 'very good' or 'good' by all six patients who completed this question and during our visit, we observed Reception Staff

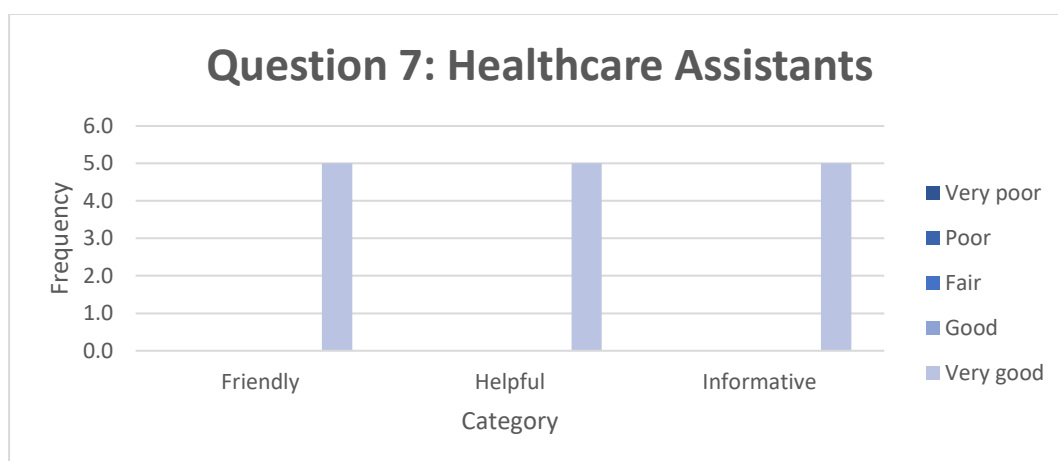
being friendly and welcoming. However, one patient reported that their experience of receptionist varied from one receptionist to the next. We also observed that whilst the waiting area was away from the reception area, we could still hear Receptionists' conversations with patients and one patient reported to us that prior to the Surgery's refurbishment there had been a separate area that that could be used for private conversations with Receptionists. Since the refurbishment this separate area is no longer available.



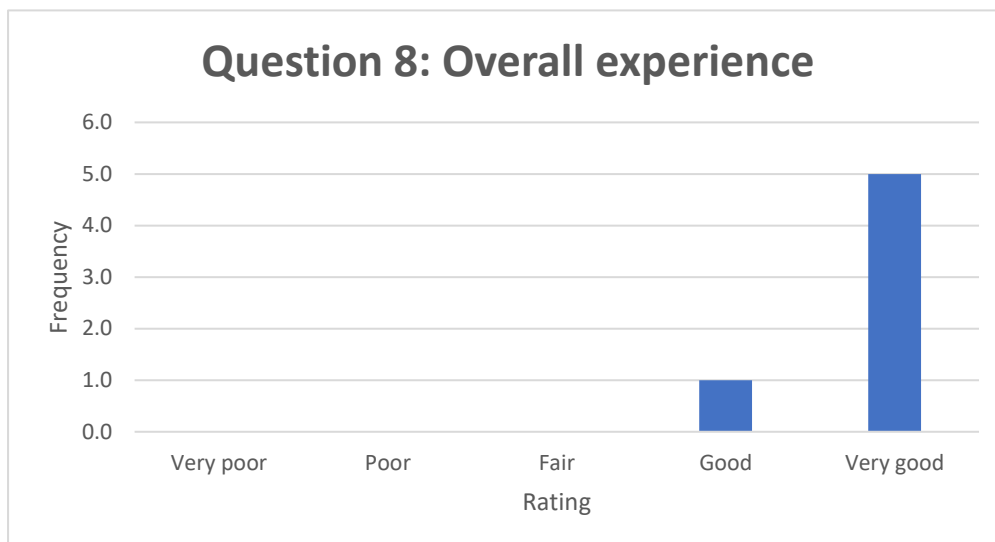
All of the respondents who answered this question (N=6) rated the Practice's GPs as 'good' to 'very good' for friendliness, helpfulness and being informative with one respondent commenting "Best GP ever!". However, as with Receptionists, one patient commented that their experience was dependent on the Doctor they had contact with and reported an experience whereby the patient felt that tests results had been poorly communicated to them by a GP that was not their named GP and that they had to rebook a subsequent appointment with their named GP to discuss the results. The patient commented that they were in a poor mental state whilst waiting for the subsequent appointment with their named GP.



Again, nurses scored highly for patient satisfaction with all respondents who completed this question rating nursing staff as 'good' or 'very good' for being friendly, helpful and informative.



Slightly fewer respondents completed the question about Healthcare Assistants than for GPs and Receptionists (n=5) as presumably not all respondents have had contact with a Healthcare Assistant. However, of those who did respond to this question, Healthcare Assistants received very positive ratings from patients for being friendly, helpful and informative.



At the end of the surveys we asked patients to rate their overall experience. Six patients completed this question and rated their overall experience as 'very good' or 'good' overall displaying high levels of satisfaction among patients consistent with findings discussed throughout this report. 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. Two responses were received and both focussed on their satisfaction with the Surgery with one patient commenting that they were happy that they had been able to remain a patient of the Surgery after moving out of the area and another commenting,

"An excellent Practice which strives to always provide the best to its patients. They never rush you. I have been with them for eight years and can honestly say that I have no complaints. A real asset to the Village".

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 (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 and we were informed that staff receive protected learning time each year. Currently much of the training is provided through Solihull Clinical Commissioning Group (CCG) and comprises a mix of on-line training modules and external training events. In addition, new initiatives and core duties are discussed in Practice meetings, for example, the new Data Protection Regulations.

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, we found the surgery to have a friendly and welcoming atmosphere. As we stated at the beginning of this report we visited the surgery on a quiet day, hence only eight patients completed our survey.

However, our perceptions of the surgery and the findings of the survey were largely positive throughout as reflected in the limited numbers of recommendations we have made:

- Our findings indicate that the online appointment booking service should be explained and promoted to patients to increase usage;
- That consideration is given to providing a separate area for patients to have a confidential discussion with receptionists should they wish to do so and that this be advertised to patients;
- Provide a children's area in the waiting room;
- Wherever possible patients should be asked which doctor they prefer to see and if possible appointments arranged with patient's preferred doctor.

Provider Feedback:

- Online appointments – this facility is advertised within the practice presentation displayed within the waiting room and is particularly well used for ordering of repeat prescriptions. Though clearly stated within the registration documents the patients sign up to that access is available for appointments, prescriptions and access to medical records the practice will ensure the opportunity to book appointments online is more clearly stated within the presentation and information available to patients
- Previously to the refurbishment patients were taken behind reception if they needed to discuss a confidential matter and this is still available for the should the need arise. We will ensure that opportunity is more clearly brought to the patients' attention
- Following our refurbishment the practice chose to remove toys previously held in the reception to due to concerns around infection control and to maintain a clear and tidy environment
- The practice normally has extremely good routine access to appointments for its patients and our understanding is that patients only don't see a named GP when they request it if they do not want to wait for an appointment. Demand for appointments is growing rapidly here and to ask this of every patient that calls will increase the waiting times of patients to both access of appointments but also access to the practice by phone. Information about the named GP is detailed in the practice leaflet, on our website and on the presentation board but the practice will look at how this is worded and hopefully improve the patient awareness of their choice to see their named GP

- We would query the comment made by the patient that they have been able to remain since moving out of the area. Due to the constantly increasing numbers registering at the practice we are now requesting all patients that move out of our boundary area to register with a practice local to their new address and would suspect the patient may have moved out of the immediate vicinity of the village but stayed within the boundary area.

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 Hampton Surgery?					
	Very Poor	Poor	Fair	Good	Very Good
Getting an appointment (n=7 responses)			1		6
Waiting time for appointments (n=8 responses)			2	1	5
Getting through on the telephone (n=7 responses)			1	2	4
Online appointments (n=5 responses)				2	3
Seeing the Doctor of your choice (n=7 responses)		1	1	2	3
Further comments	<p>Patient commented that waiting times for appointments and getting through on the phone - “is fair to good at different times”</p> <p>“Unsure whether on line booking service is available”</p> <p>“Happy to see any Doctor at short notice”</p> <p>“Excellent service”</p> <p>Re: getting through on the telephone - the respondent informed the Authorised Representative (AR) that this “can be good, can be bad”; Re: getting an appointment - Respondent reported to the AR that this ranges from “very poor” to “very good” and further commented that If you want to see your</p>				

	named Dr (who knows your patient history) you have to book a long time in advance. The patient also reported that she had had a poor experience with a junior Dr at the surgery in the past; Re: Online appointments - patient reported that they had not used the online booking system but commented that if a patient is feeling ill they may not want to use a computer.
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Question 2					
How well would you rate the following on the waiting area at Hampton Surgery?					
	Very Poor	Poor	Fair	Good	Very Good
Clean (n8= responses)				2	6
Comfortable (n=8 responses)			1	3	4
Ease of access to the building (n=8 responses)				3	5
Further comments	<p>“Has improved since the surgery has been expanded”</p> <p>“Advance appointments would be helpful”</p> <p>A patient reported to the Authorised Representative that they felt the Building refurbishment took too long and that they felt it went on for weeks on end with no visible progress</p>				

Question 3					
How well would you rate the following on the toilet facility at Hampton Surgery?					
	Very Poor	Poor	Fair	Good	Very Good
Clean (n= 6 responses)				1	5
Comfortable (n=6 responses)				2	4

Ease of access (n=6 responses)				1	5
Further comments	"Not used toilet facilities"				

Question 4					
How well would you rate the following on the Receptionists at Hampton Surgery?					
	Very Poor	Poor	Fair	Good	Very Good
Friendliness (n=6 responses)				1	5
Helpfulness (n=6 responses)				1	5
Informative (n=6 responses)				1	5
Further comments	<p>The respondent commented to the Authorised Representative that there is no separate area for private discussions with Receptionists but prior to the building being extended there had been a separate area</p> <p>Re: Receptionists - one patient reported to the Authorised Representative that it depends on which Receptionist and commented that one Receptionist was "very good", one was "awful" and the patient further reported that if there are two Receptionists on the Reception desk she will wait for the Receptionist who is "very good". The patient reported that they had complained about the Receptionists.</p>				

Question 5					
How well would you rate the following on the Doctors at Hampton Surgery?					
	Very Poor	Poor	Fair	Good	Very Good
Friendliness (n=6 responses)				4	5
Helpfulness (n6= responses)				4	5

Informative (n= responses)				4	5
Further comments	<p>Best GP ever!</p> <p>Re: Doctors - One patient reported to the Authorised Representative that it depends on which Dr the patient sees. They reported that if they see their own Dr, that knows their history, then it's "fine" and that some of the other Drs are "ok". The patient also reported that they had had two poor experiences. One where test results were fed back poorly and one where the patient had been asked to come in for a discussion and then asked to look online for information. The patient reported that because the "consultations were so bad" they had to come back in to see their own Dr. This took twice as long and the patient reported being in a poor "mental state" at how they had been treated by the first Dr they had seen.</p>				

Question 6 How well would you rate the following on the Nurses at Hampton Surgery?					
	Very Poor	Poor	Fair	Good	Very Good
Friendliness (n=6 responses)				2	4
Helpfulness (n=6 responses)				1	5
Informative (n=6 responses)				1	5
Further comments	"Best Midwife!"				

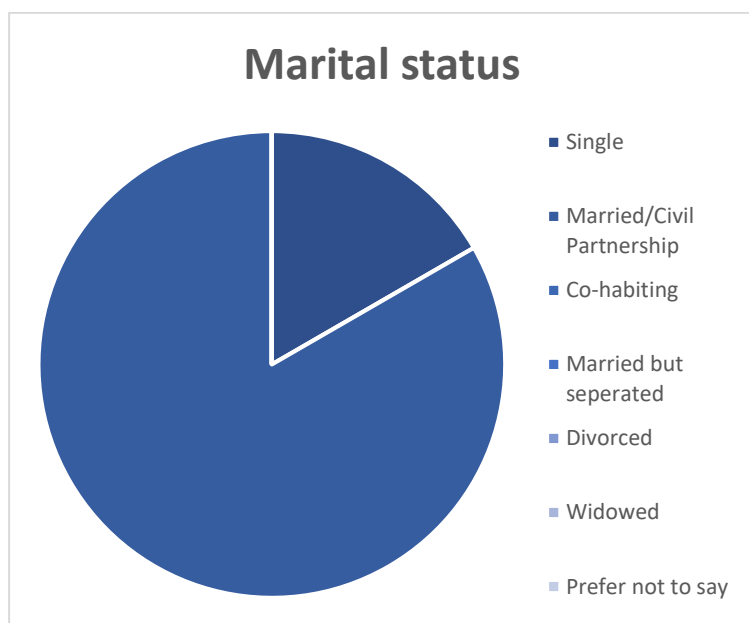
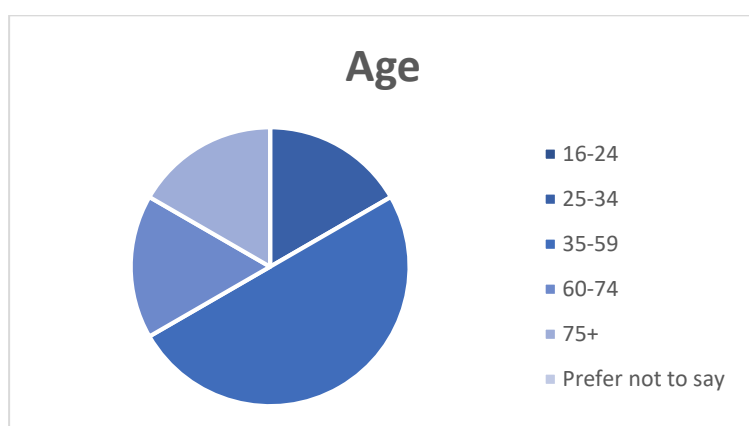
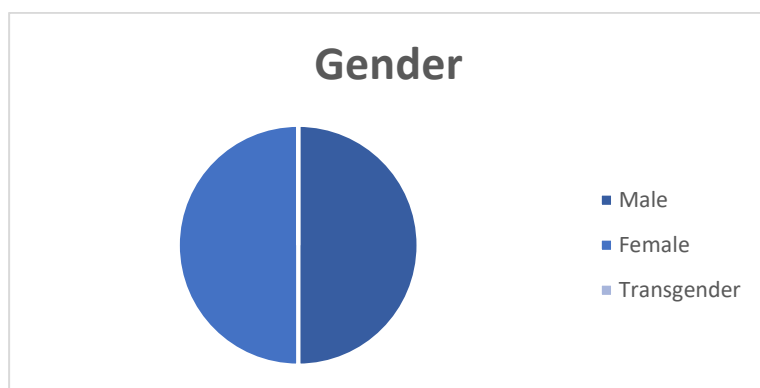
Question 7 How well would you rate the following on the Healthcare Assistants at Hampton Surgery?					
	Very Poor	Poor	Fair	Good	Very Good

Friendliness (n= responses)					5
Helpfulness (n= responses)					5
Informative (n=1responses)					5
Further comments	"Not seen Health Care Assistants"				

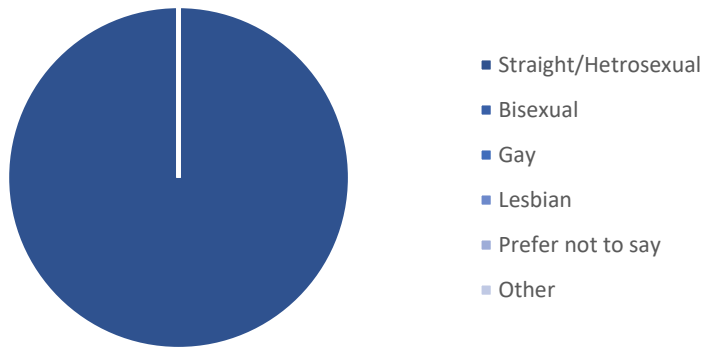
Question 8					
What was the overall experience of your visit today?					
	Very Poor	Poor	Fair	Good	Very Good
(n=6 responses)				1	5

<p>Further comments:</p> <p>One patient commented to the Authorised Representative that they were happy that they had been able to remain as a patient of the surgery after they had moved out of the area.</p> <p>"An excellent practice which strives to always provide the best to its patients. They never rush you. I have been with them for 8 years and can honestly say I have no complaints. A real asset to the Village".</p>

Appendix 2: Demographic Breakdown of Survey Respondents



Sexual orientation



Ethnic background

