

ENTER AND VIEW VISIT REPORT

Haslucks Green Medical Centre

5 February 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.

Haslucks Green Medical Centre

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

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 5 February 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
Jenny Marsh

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, 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).

Background

Haslucks Green Medical Centre, located within South Solihull, has a practice list of 7,948 patients (Source: <https://www.nhs.uk/Services/gp/Overview/DefaultView.aspx?id=42035>). In October 2018 the Medical Centre ‘merged’ with a number of other Solihull GP surgeries to form the ‘Solihull Healthcare Partnership’. Surgeries within the partnership include Monkspath Surgery, the Jacey Practice and Surgeries that were formerly part of the Bernays & Whitehouse Partnership – Grove Road Surgery, Blossomfield Surgery and Shirley Medical Centre. The opening times of Haslucks Green Medical Centre are:

Monday	08:00 - 12:15	13:00 - 18:15
Tuesday	07:30 - 12:15	13:00 - 18:15
Wednesday	07:30 - 12:15	13:00 - 18:15
Thursday	07:30 - 12:15	13:00 - 16:00
Friday	07:30 - 12:15	13:00 - 18:15
Saturday	Closed	
Sunday	Closed	

The Medical Centre also offers extended opening hours for appointments. Extended opening hours appointments are offered to patients of Haslucks Green Medical Centre at Blossomfield Surgery between 6.30pm - 8.00pm each weekday and 8.00am -11.00am on Saturdays, Sundays and bank holidays.

Purpose of our visit

Healthwatch Solihull visited Haslucks Green Medical Centre on Tuesday 5 February 2019. This was a follow-up to our previous Enter and View visit that took place on 30 January 2018 (to see our previous report please visit our website - www.healthwatchsolihull.org.uk).

Prior to our previous visit we reviewed the Practice's most recent CQC report (based on an inspection undertaken in September 2017) that 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 (Source: <https://www.cqc.org.uk/location/1-2987240407>). In preparation for this visit we again reviewed the most recent CQC report (based on an inspection undertaken in February 2018) that demonstrated an improvement in ratings with the Medical Centre being rated as 'good' across areas of 'safety', 'effectiveness', 'caring', 'responsiveness' and being 'well-led' and receiving an overall rating of good (Source: <https://www.cqc.org.uk/location/1-2987240407>).

The purpose of our visit was to explore any actions the Medical Centre had taken in response to the recommendations identified in our previous report and to explore first hand with patients present on the day of our visit, their experiences of the Surgery.

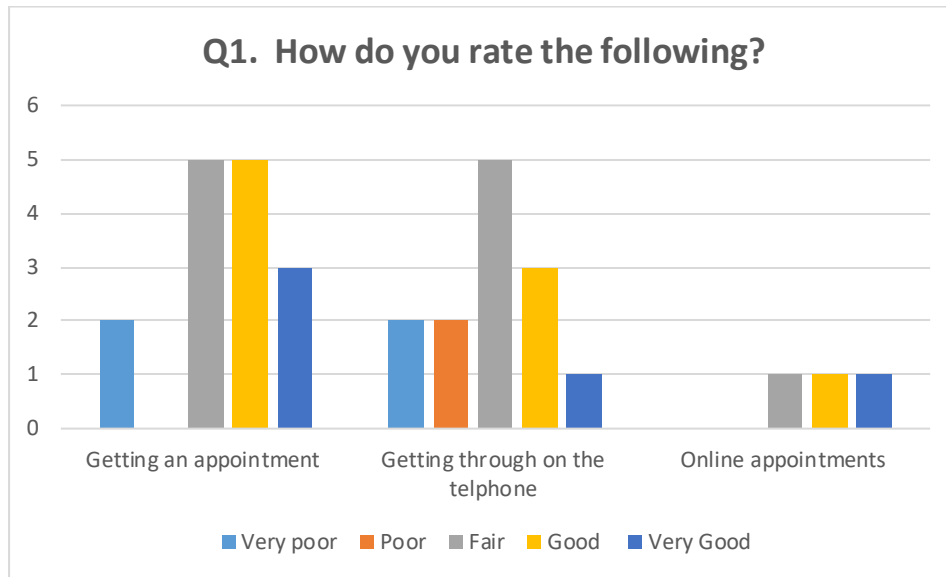
What we did

Two Authorised Representatives visited the Surgery from 10.00 am to 12.30pm on 5th February 2019. During our visit we administered 15 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 Medical Centre 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'

In our previous Enter and view report (January, 2018) 'ease of getting an appointment' largely received positive responses with just over half (52%, N=14) of the 27 respondents who completed this question giving 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'. Overall similar findings emerged during this visit (February 2019) with more than 50% (N= 8 of the 15 respondents who answered this question) rating 'ease of getting an appointment' as 'good' or 'very good' and a further five rating this as 'fair'.

Our survey also asked respondents about their experience of getting through on the telephone. Findings from this Enter and View visit demonstrate a slight increase in patients' satisfaction with 69% of respondents (N=9 out of 13 respondents who completed this question) rating 'getting through on the phone' as 'fair' to 'very good' in comparison to findings from our previous Enter and View visit (January, 2018) where 63% (N=17 out of 27 respondents) rated this as 'fair' to 'very good'. However, despite largely positive ratings some patients still reported difficulties they had experienced in 'getting through on the telephone',

The time on the phone could be improved greatly by having more people to answer, took me 20 mins this morning

Usually come to surgery than phone, not alone

The only issue I have is the long waiting times on the phone using all the options. It would be nice to have more people on the phones.

At the end of our visit we spoke with the Practice Manager about access to appointments and were informed that the Medical Centre recognises that the appointment system needs to be reviewed and that this has been included as an agenda item for a Practice meeting taking place that afternoon. The Practice Manager also informed us that as part of the recent formation of the Solihull Healthcare Partnership, patients registered with Haslucks Green Medical Centre can attend any of the Surgeries within the Partnership for appointments and that the Medical Centre anticipates this facility will improve appointment access and in turn patient care.

'On-line appointments'

During our previous Enter and View visit (January 2018), we recommended that the on-line appointment booking service should be explained and promoted to patients to increase usage and take pressure off the telephone booking system. In response to this recommendation the Medical Centre informed us that whilst being above the national NHS target for patients using the on-line booking system, as a result of our recommendation they would undertake a further promotion of on-line booking facilities with patients of the Medical Centre. However, despite actions taken by the Medical Centre it appears that awareness of on-line booking facilities remains low with only three out of a possible 15 respondents answering this question during this visit. Further comments made by some of the respondents in relation to this question support this finding,

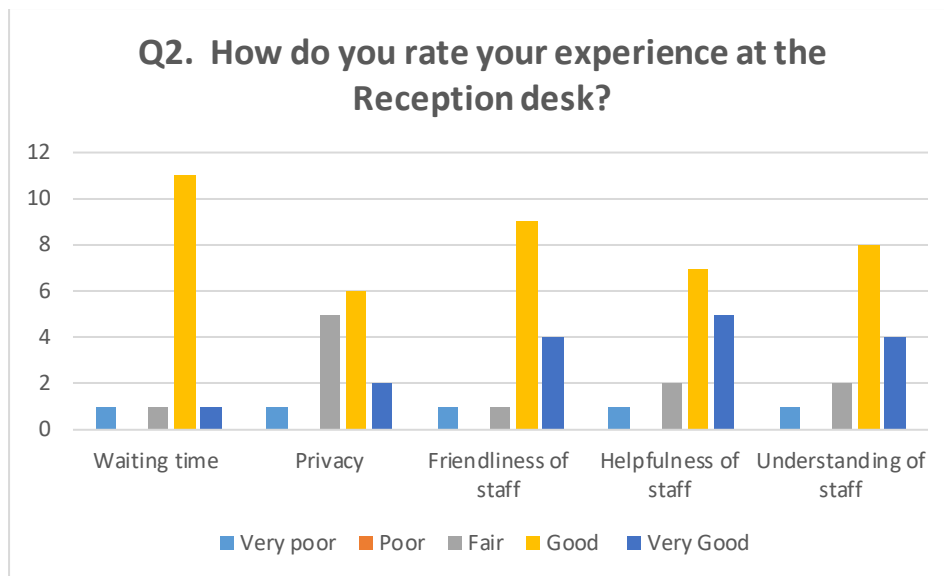
Don't use online

I always call through on the phone, never book online

Never made an appointment online

Don't use online to book appointments

Given this finding we would again recommend that further consideration is given to promoting on-line booking which may increase usage and uptake and in turn, reduce pressure on the telephone booking system. 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.

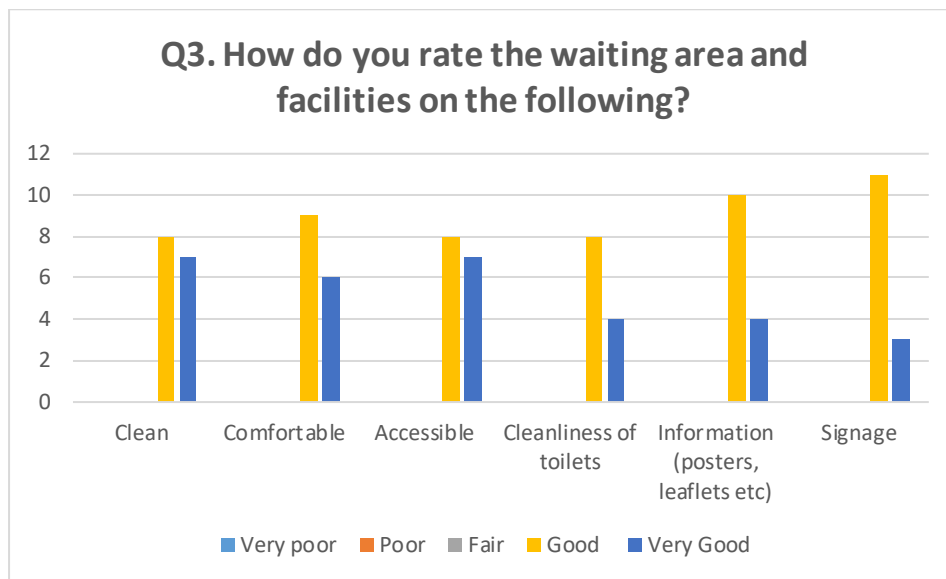


Having explored patients’ experiences of accessing appointments, we were also interested in finding out more about patients’ experiences once they were at the Medical Centre. As first point of contact for patients is usually with Receptionists we asked patients about their experience of waiting times,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

Overall, respondents who completed our survey reported positive experiences with 85% (N=12 of the 14 respondents who completed this question of the survey) rating waiting times at the Reception desk as ‘good’ or ‘very good’. During our visit we observed that there was an electronic booking-in system available for patients to use and that patients did not appear to be waiting in the Reception queue for excessive periods of time. Similarly, respondents reported positive experiences when rating the friendliness, helpfulness and understanding of Reception staff with 13 out of the 15 respondents who answered this question rating the friendliness of Receptionists as ‘good’ or ‘very good’ and 12 of a possible 15 respondents rating the helpfulness and understanding of Receptionists as ‘good’ to ‘very good’. These findings are consistent with those of our previous visit (January 2018) where 96% of respondents gave a rating of ‘good’ or ‘very good’ for friendliness, 93% for helpfulness and 84% for being informative. During our visit, we observed Reception staff being friendly and welcoming.

During our previous visit (January, 2018) we noted that due to the layout of the ground floor waiting area, it was possible that other patients could overhear private conversations between patients and Reception staff. Given this finding we recommended that the Practice provides a ‘private’ area in which patients can speak with Reception staff confidentially. In response to this recommendation the Medical Centre informed us that the layout of the waiting areas meant that there was not a separate area in which patients could speak confidentially with staff. However, should a patient wish to discuss a matter with any member of the staff in private a room can be provided upon request. During this visit we

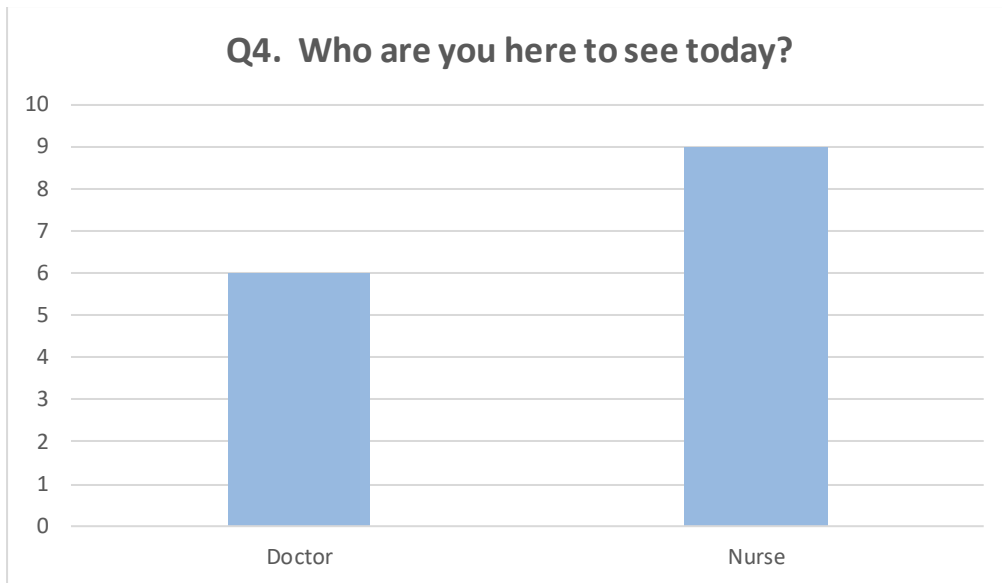
asked respondents how they rated the privacy of the Reception area and 13 of the 14 respondents who answered this question rated this as 'fair' to 'very good'.



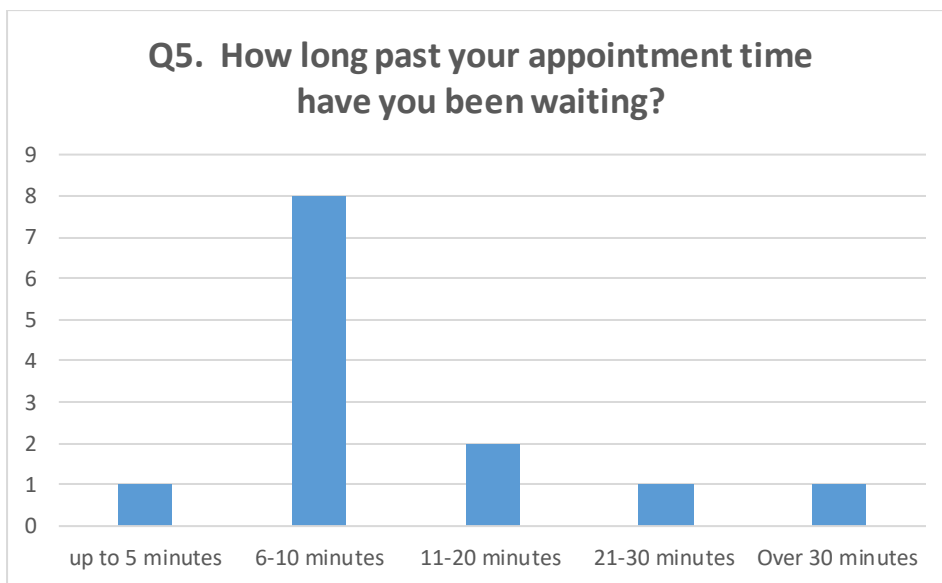
'Waiting area and facilities'

The responses relating to the cleanliness and comfort of the waiting area and toilet facilities were again positive with all respondents rating the cleanliness and comfort of the waiting area and toilets as 'good' or 'very good'. We observed 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. There are two waiting areas in Haslucks Green Medical Centre and we observed that the waiting areas displayed a range of information including details of community activities and support groups, information on NHS111, condition-related health awareness and health promotion information, information on health checks, screening and vaccinations and that the waiting areas were clean, comfortable and for the most part, spacious. These findings are again consistent with those of our previous visit (January, 2018).

Haslucks Green Medical Centre is located on two levels with lift access to the second floor. All of our respondents rated accessibility into and inside the building as 'good' or 'very good' and we noted that all consulting and other rooms were clearly signposted. In our previous visit a number of respondents expressed dissatisfaction with parking facilities at the Medical Centre however, no respondents discussed parking issues with us during this visit.

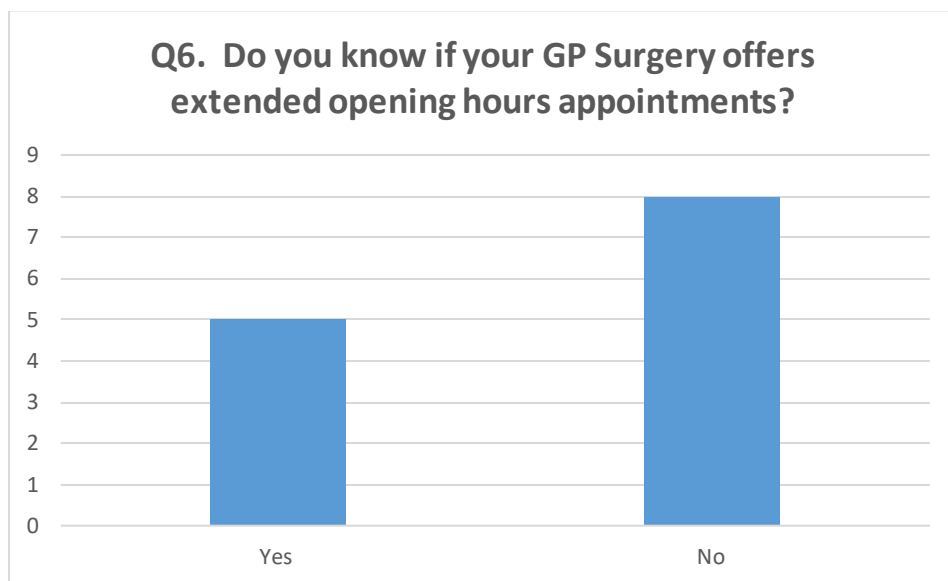


We asked patients who they were at the Medical Centre to see that day. Nine of the 15 respondents who answered this were there for appointments with a Nurse and a further six for an appointment with a GP.

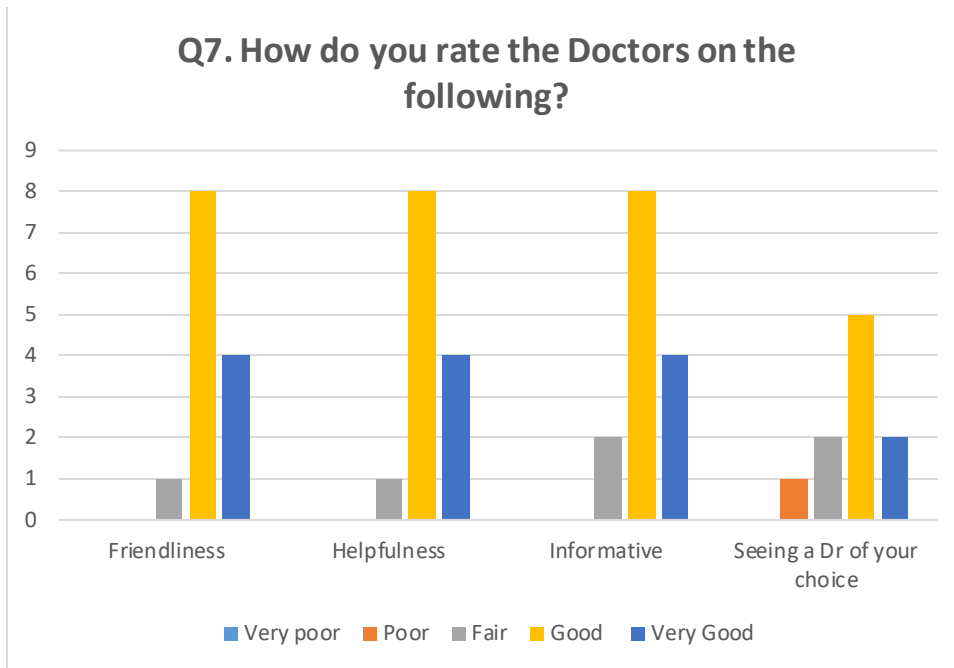


Respondents reported mixed experiences of waiting times for appointments. Of the 13 respondents who answered this question, one had been waiting for less than five minutes to be called for their appointment, eight for between six and ten minutes, two respondents between 11 and 20 minutes, one respondent for between 21-30 and one respondent for over 30 minutes. Further comments provided by respondents to this question also indicated mixed experiences with waiting times, *'usually good, some days bit busy than others, sometimes in early'*. During this and our previous visit we asked the Practice Manager about waiting times and whether the Medical Centre had any procedures in place for informing

patients if appointments were running late. On both occasions we were informed that if appointments are running late Receptionists usually inform patients of this on their arrival and advertise this on information screens in the waiting areas. However, during this visit we did not observe patients being informed that appointments were running late despite 12 of the 13 respondents who answered this question reporting waiting times of between six and 30 minutes and over. One respondent during this visit expressed their dissatisfaction with both the time they had been waiting and what they perceived as a lack of communication when appointments are running late, *'Very upset about delay...No communication to say GP running late'*. Given this finding we recommend that staff ensure that patients are consistently informed when appointments are running late.

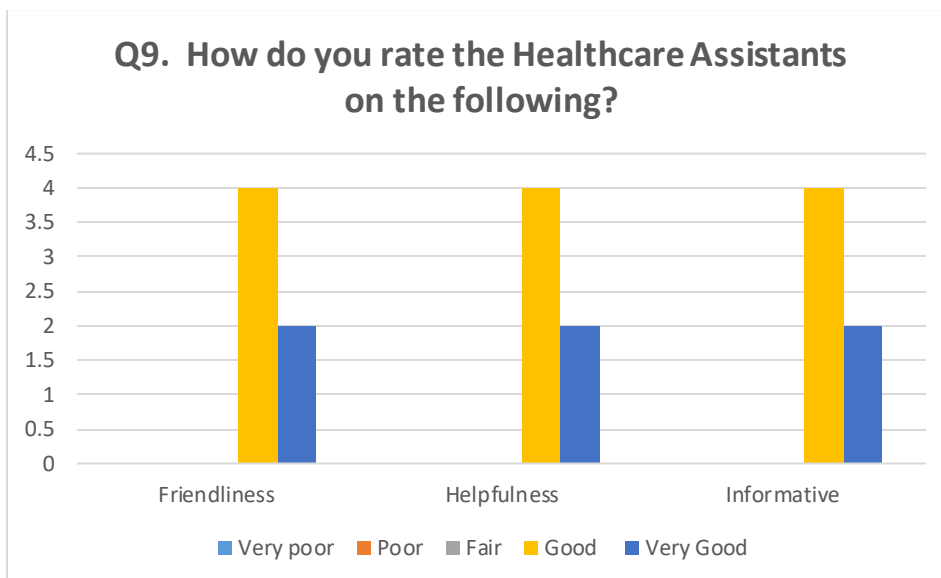
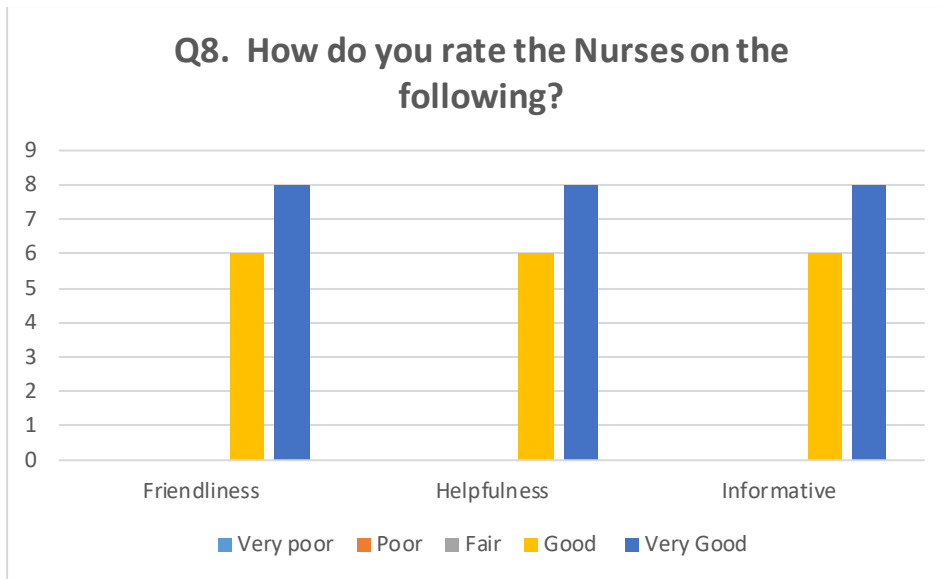


A recent initiative within Primary Care services has been the introduction of 'extended' opening hours to accommodate appointments for patients to fit in with their work, family and other commitments. We asked the Practice Manager how Haslucks Green Medical Centre was managing 'extended' opening hours and the Practice Manager told us that patients registered with Haslucks Green Medical Centre can access extended opening hours appointments at Blossomfield Surgery between 6.30pm and 8pm Monday to Friday, 9am to 11am on Saturdays, Sundays and bank holidays. However, despite the availability of extended opening hours appointments, only five of the 13 respondents who answered this question were aware of their availability. Given this finding we would recommend that the Medical Centre actively promotes and advertises the availability of extended hours appointments to improve patient awareness.

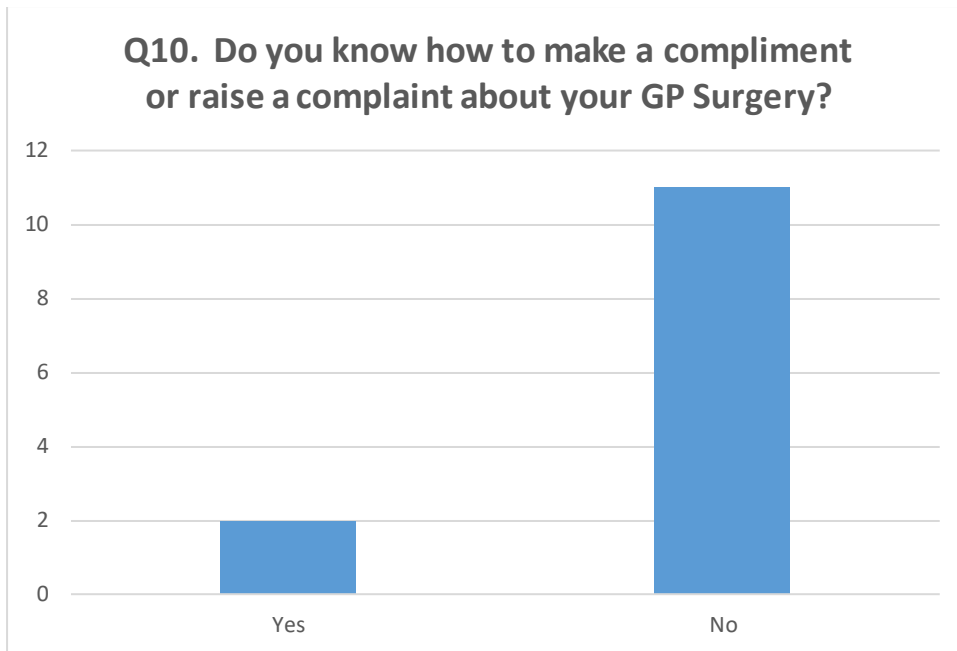


As during our previous visit in January 2018, Doctors were rated positively by patients with 12 of the 13 respondents who answered this question rating the Medical Centre’s GPs as ‘good’ or ‘very good’ for being friendly, helpful and informative. However, less positive responses were reported by patients when rating their experiences of ‘seeing a Doctor of your choice’ with seven of the ten respondents giving a rating of ‘good’ or ‘very good’, two as ‘fair’ and one as ‘poor’. During our visit one respondent told us that seeing a Doctor of choice was important to them because of familiarity and rapport but the Medical Centre often uses ‘Locums’. The patient reported that on one occasion there was a misunderstanding that resulted in a Locum making a hospital referral for the patient that in the patient’s opinion was unnecessary and they felt that the hospital referral could have been avoided if they had seen a Doctor who was more familiar with their medical history.

At the end of our visit we discussed the use of Locums with the Practice Manager. The Practice Manager informed us that there are currently 19 GP Partners and two Executive GPs within the Solihull Healthcare Partnership and where previously the Medical Centre had used Locums, it will now draw on GPs from within the Healthcare Partnership to address any gaps. The Practice Manager also told us that the Medical Centre has recently appointed an Advanced Nurse Practitioner who is based at the Surgery on a permanent basis. Together, the Practice Manger told us, such changes should address the issues raised by patients regarding familiarity and rapport and support continuity in care for patients going forward.

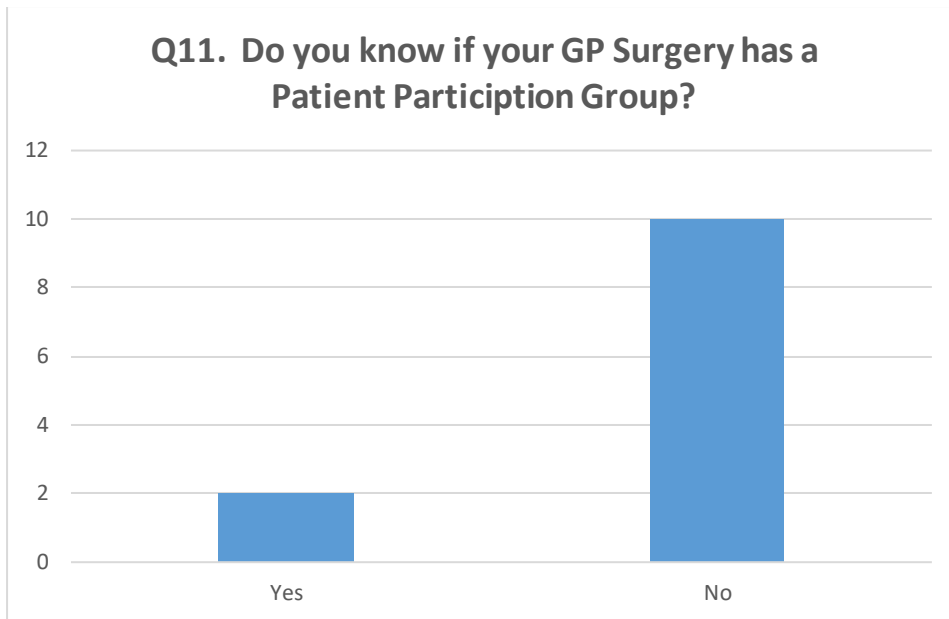


As with GPs, again overall Nurses and Healthcare Assistants were rated positively by patients with all 14 respondents who answered this question rating the Nurses as ‘good’ or ‘very good’ for being friendly, helpful and informative and all six of the respondents who answered this question rating Healthcare Assistants as ‘good’ or ‘very good’ for being friendly, helpful and informative. Fewer respondents completed the question about Healthcare Assistants than for GPs and Nurses (N=6) probably because some of the respondents hadn’t had contact with a Healthcare Assistant.



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 Medical Centre 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 two of the 13 respondents who answered this question, being aware of the process. During our visit, we observed that information on how to make a complaint was included on the notice board in the main waiting area. However, despite this information being provided to patients, 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 Medical Centre actively promotes the compliments and complaints processes within the Medical Centre.

We further asked the Practice Manager how patient feedback is shared within the Medical Centre. We were informed that feedback is collected through 'Friends and Family Test' forms and that these findings are discussed in the Medical Centre's staff meetings. However, we observed that whilst the Medical Centre 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 Medical Centre staff checks often to ensure that forms are available for patients to complete should they wish to do so. We would also recommend that the Medical Centre continues to encourage patient feedback and continues to share this feedback with staff. It may also be good practice to share this feedback with other patients and outline what actions the Medical Centre may have taken in response to the feedback received. This could be shared through Surgery newsletters and/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 Medical Centre had a Patient Participation Group (PPG). As with awareness of the complaints processes within the Medical Centre, awareness of the PPG was also low among respondents with only two of the 12 respondents who answered this reporting that were aware that the Medical Centre did have a PPG.

We asked the Practice Manager about the Medical Centre's PPG and were informed that they did have an active and supportive Patient Participation Group (PPG) which meets quarterly and is involved in a range of activities however, meetings had not been held for some time because the PPG had recently lost its Chair. The Practice Manager told us that this is currently in the process of being addressed and is an agenda item for a Partnership meeting being held that afternoon. Given that the Medical Centre doesn't have an active PPG and that wider awareness of the role and function of a PPG appears to be low among the respondents who completed our questionnaire, we would again recommend that the Medical Centre undertakes some work to raise awareness with patients of the roles and functions of the PPG and actively undertake work to recruit members to it.



At the end of the surveys we asked patients to rate their overall experience. During our visit in January 2018, 23 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’. Again similar findings emerged during this visit and in keeping with many of the findings discussed within this report, patients reported positive experiences with 12 of the 13 respondents who answered this question rating their ‘overall experience’ as ‘fair’ to ‘very good’.

Recommendations and Follow-Up Actions:

This section of the report is concerned with detailing recommendations identified through the surveys completed by patients and our observations:

- That the Medical Centre undertakes a review of patients’ experiences of accessing appointments to identify key concerns and to consider new ways of increasing accessibility for booking appointments;
- That the Medical Centre continues to promote on-line booking;
- Where this can be accommodated, appointments are made with patients’ GPs of choice;
- That the Medical Centre actively promotes and advertises the availability of extended hours appointments to improve patient awareness;
- That patients are consistently informed when appointments are running late;
- That the Medical Centre actively promotes its processes for making a compliment or raising a complaint with patients;

- That the Medical Centre continues to encourage patient feedback and shares this feedback with staff at the Medical Centre and that patient feedback and any actions taken in relation to this feedback are also communicated to patients;
- That the Medical Centre ensures that 'Friends and Family' feedback forms are kept stocked in the waiting areas;
- That the Medical Centre actively raises awareness of the Patient Participation Group, its roles and functions and actively seeks to recruit new members to the PPG.

Provider Feedback:

- Since your visit there has been an extra phone installed in the back office of reception. Since this has been in place, we have had no complaints re call waiting times;
- With regards to on-line appointments, there are now signs on Reception. Information about this will also be advertised in our new newsletter. Receptionists are now all clear of the on-line process and that we should be promoting this service;
- During the last two monthly staff meetings, Reception staff have been made aware of the importance of communicating any late clinicians with the patients waiting. Since discussed, there have been no further complaints;
- Reception staff are openly promoting the use of our Extended Hours Hub Service. We are making use of the appointments available to us;
- With reference to Clinical staff (please see page 10 of this report), we had a shortage of Doctors and continuity for patients. We now have the following clinical staff in place:

1 x GP - Mon-Thurs

1x GP - Mon-Wed

1 x GP - Mon & Wed

1 x GP - Mon/Tues & Fri

1 x ANP (as mentioned in report) Mon-Fri

2 x Practice Nurses

1 x HCA

- The Compliments and Complaints procedure has now been amended. There are new 'complaint packs' on the front reception desk and the Practice Manager is currently in the process of addressing our 'NHS Choices' reviews;
- Friends and Family Tests are being audited and a spreadsheet is kept for this purpose. Reception are aware to hand them out. The questionnaires are always well stocked on the front desk and available to all patients;

- Surgery Newsletters have commenced this month. The Practice Manager is yet to receive any feedback from patients;
- The PPG is currently being advertised in Reception and in our Newsletter. I am hoping for some interest following the advert in our newsletter. I have two patients currently interested in becoming members;
- The Practice Manager and the Assistant Practice Manager, are working together to ensure that all staff receive the adequate training to provide the best possible service to patients.

Healthwatch Solihull thanks the Provider for their feedback and we look forward to working with the Medical Centre in the future.