

ENTER AND VIEW VISIT REPORT

Parkfield Medical Centre

28th 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 – Parkfield Medical Centre

Service Address: 10 Parkfield Drive, Birmingham, B36 9EJ

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 28th 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
Anthony Martlew

Who we share the report with

This report and its findings will be shared with Parkfield 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

Parkfield Medical Centre has a practice list of 3,503 patients
(Source: <https://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=43127>).

The Surgery's opening times are:

Monday	08:15 - 14:00	15:30 - 18:00
Tuesday	08:15 - 14:00	15:30 - 18:30
Wednesday	08:15 - 13:30	15:30 - 18:00
Thursday	08:15 - 12:30	<i>closed</i>
Friday	08:15 - 14:00	15:30 - 18:00
Weekend	<i>Closed</i>	<i>closed</i>

The Practice also offers extended opening hours for appointments. Extended opening hours appointments are coordinated through the North Solihull Collaborative that comprises 10 North Solihull GP Practices. Appointments are offered for all Surgeries within the Collaborative at Bosworth Medical Centre between 6:30pm and 8pm Monday to Friday, 9am to 12pm on Saturdays and 9am to 11am on Sundays.

Purpose of our visit

Healthwatch Solihull visited Parkfield Medical Centre on 28 March 2019. In keeping with Healthwatch Solihull's role of sharing 'good practice' in service delivery within the Solihull Borough, we visited Parkfield Medical Centre following positive feedback we have received about the Medical Centre. In preparation for our visit, we also reviewed the Surgery's most recent CQC report (based on an inspection undertaken in July, 2016) that rated Parkfield Medical Centre as good across the areas of 'safety', 'effectiveness', 'caring', 'responsiveness', and being 'well-led' culminating in an overall rating of good. (Source: <https://www.cqc.org.uk/location/1-569026738>)

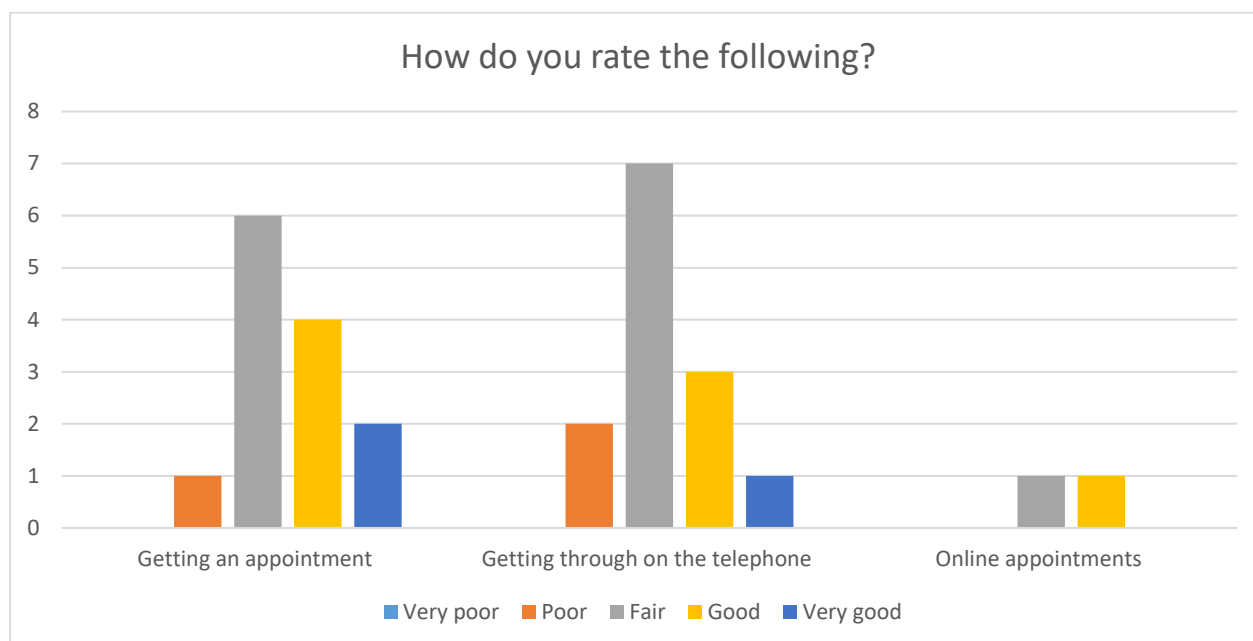
What we did

Two Authorised Representatives visited the Surgery from 10.00 am to 12.30pm on 28th March, 2019. During our visit we administered 13 surveys with patients and also observed the environment. The visit was unescorted and at no time during the visit did we enter consulting rooms. The Practice Manager was not on site throughout our visit and we were unable to gather their feedback as part of the Enter and View visit undertaken on 28th March, 2019. However, we did manage to obtain some feedback from the Practice Manager and this forms part of this report.

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 Medical Centre.

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 largely positive responses with 92% (N=12) of respondents giving a rating of 'fair' to 'very good' and none of the respondents rating 'ease of getting an appointment' as 'very poor'.

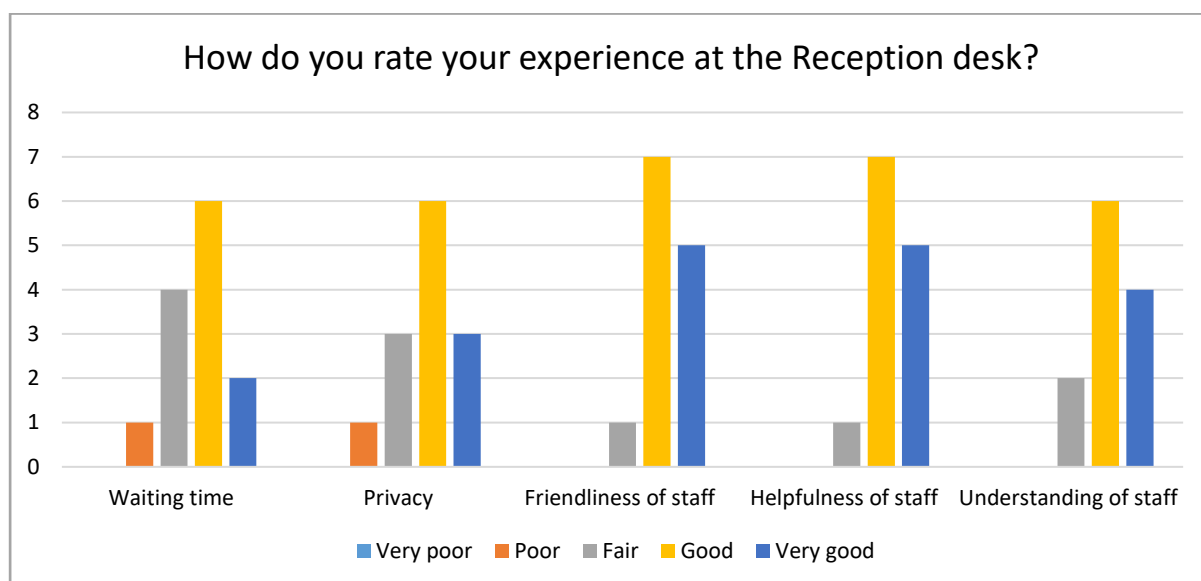
Similar findings emerged when we asked patients about their experiences of getting through on the telephone with 11 of the 13 respondents giving a rating of 'fair' to 'very good' and none of the respondents rating 'getting through on the telephone' as 'very poor.'

'Online appointments'

The survey further asked patients to rate their experiences of using the on-line booking service. One survey respondent rated their experience of the on-line booking service as 'fair' and one as 'good'. However, only two of a possible 13 survey respondents answered this question. 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 which may increase usage. 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.



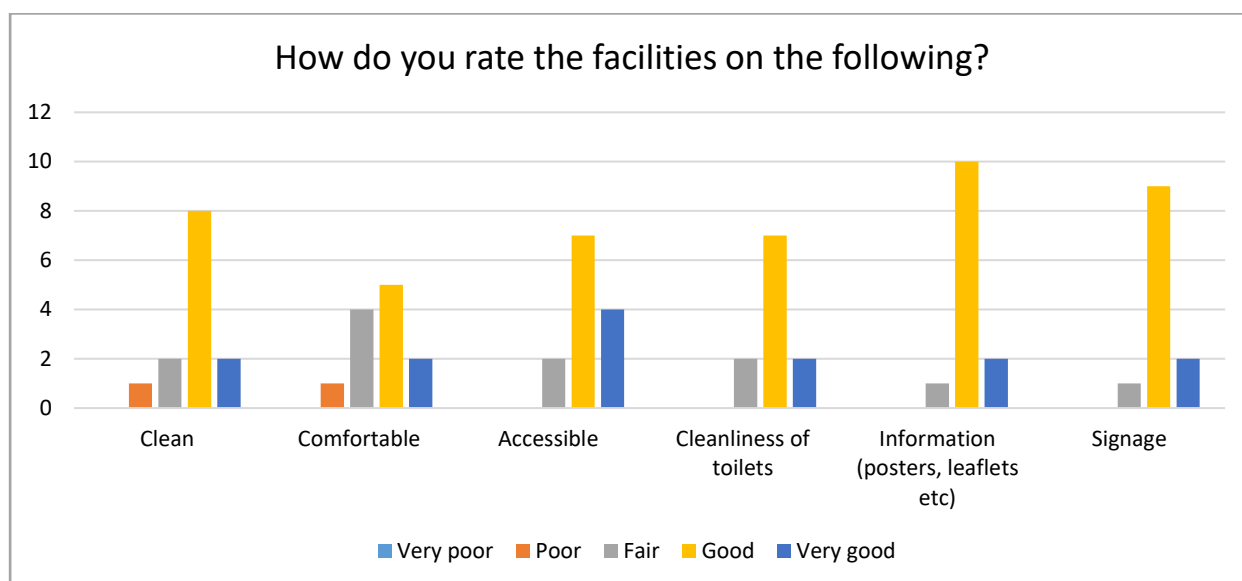
Having explored patients' experiences of accessing appointments, we were also interested in finding out more about patients' experiences once they were at the Medical Centre. As first point of contact for patients is usually with Receptionists, we asked patients about their experience of waiting times,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

Overall, respondents who completed our survey reported positive experiences with all but one respondent answering this question (N=12) 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 and that patients did not appear to be waiting in the Reception queue for excessive periods of time. Our survey further asked respondents how they rated the privacy of the Reception area and 92% (N=12 of the 13 respondents who answered this question) rated this as 'fair' to 'very good' with one respondent rating this as 'poor'.

Overall the friendliness, helpfulness and understanding of Reception staff was ranked highly by patients who completed this question with all respondents rating the helpfulness, friendliness and understanding of Reception staff as 'fair' to 'very good'.

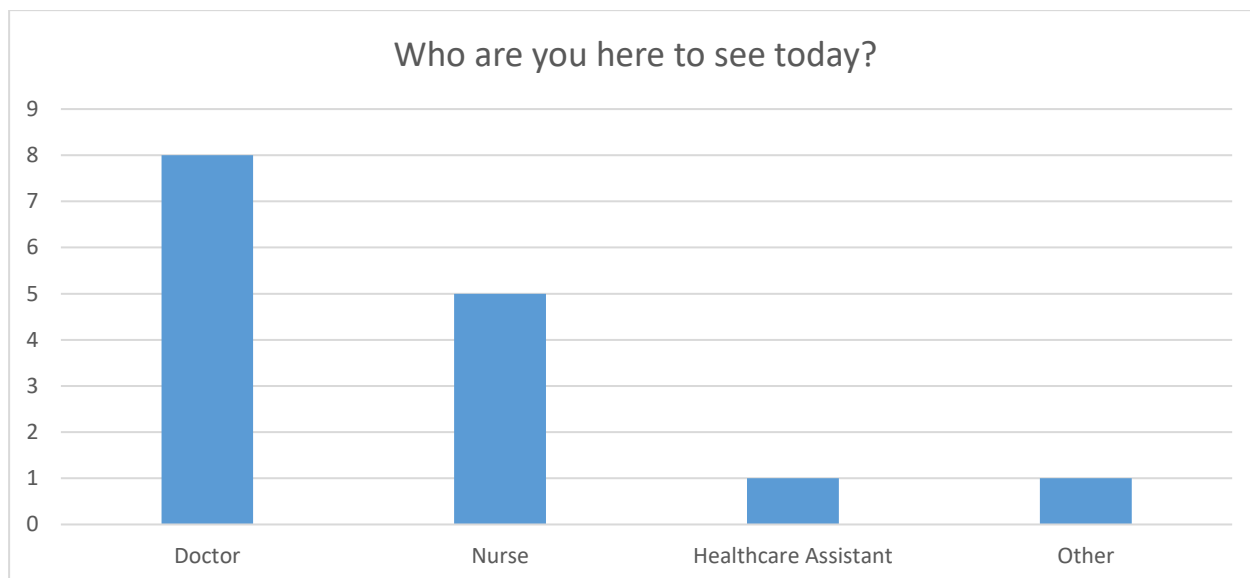
'Receptionists always very cheerful and helpful.'

'Know patients - call by first name.'

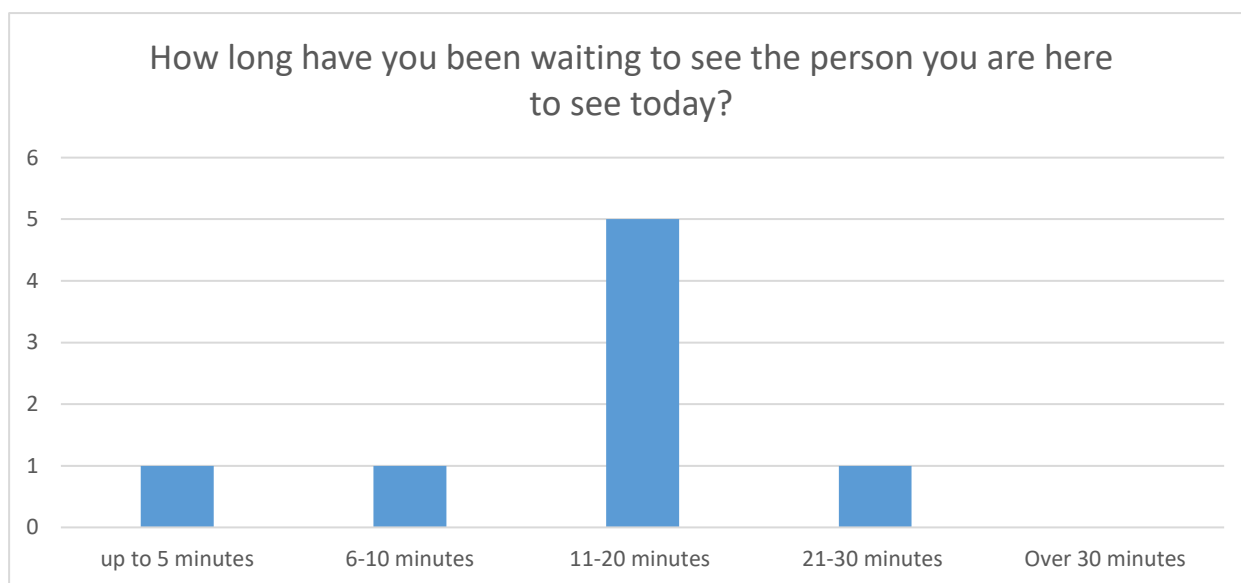


The responses relating to the waiting area and facilities were again positive with all but one respondent answering the question rating the cleanliness and comfort of the waiting area as 'fair' to 'very good'. All respondents further rated the accessibility, cleanliness of the toilets, information and signage as 'fair' to 'very good'. There is one waiting area in Parkfield Medical Centre and we observed that whilst looking a little dated, the waiting area was clean and fairly comfortable. We also observed that the toilet facilities were clean and well stocked and that there were accessible toilets for disabled people. Hand sanitisers were available.

Parkfield Medical Centre is located all on one level and we noted that accessibility into the building and once within the building was good. All consulting and other rooms were clearly signposted. We also observed a number of notice boards in the waiting area displaying a range of information including details of patient on-line services, extended opening hours and a notice board dedicated to Carers. Information on the Care Quality Commission's (CQC) rating of the Surgery was also visible.



We asked patients who they were at the Medical Centre to see that day and the majority of patients (N= 8 of the 13 respondents who answered this question) were there for appointments with a GP and a further five for an appointment with the Nurse. Two respondents were attending the Medical Centre for dual appointments with both a GP and Nurse.

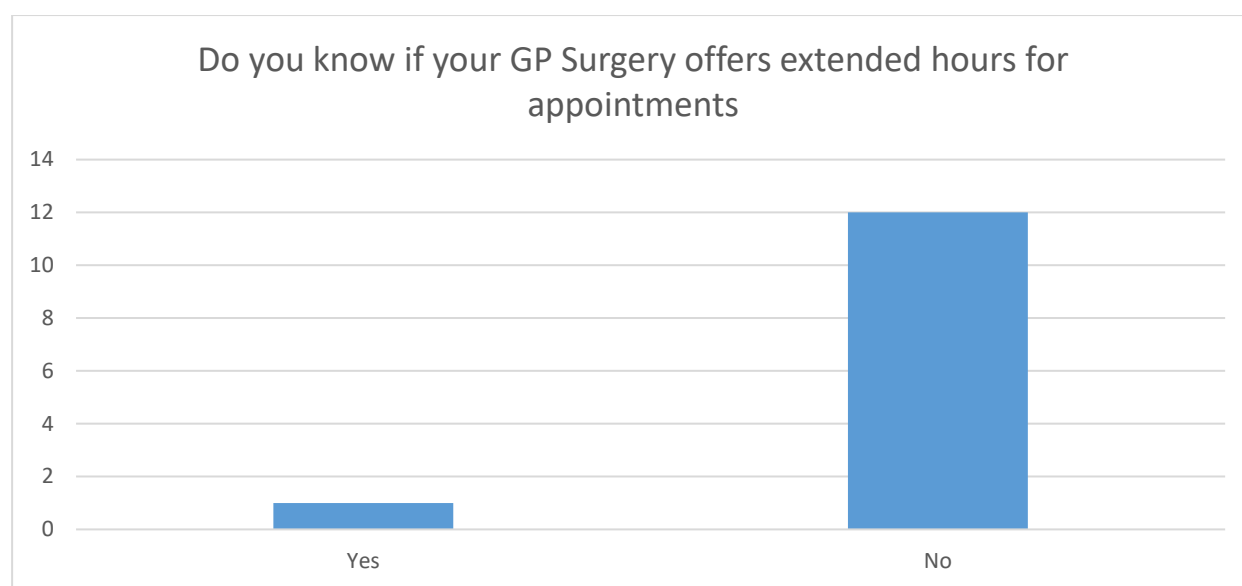


Of the eight respondents who answered this question, just two had been waiting for less than ten minutes to be called for their appointment, five respondents for between eleven and twenty minutes and one respondent between twenty-one and thirty minutes. Through

more detailed feedback, one patient suggested that *'sometimes you are waiting a long time past appts - longest was 45-50 minutes'*. However, this was not always seen as a bad thing, with one patient stating:

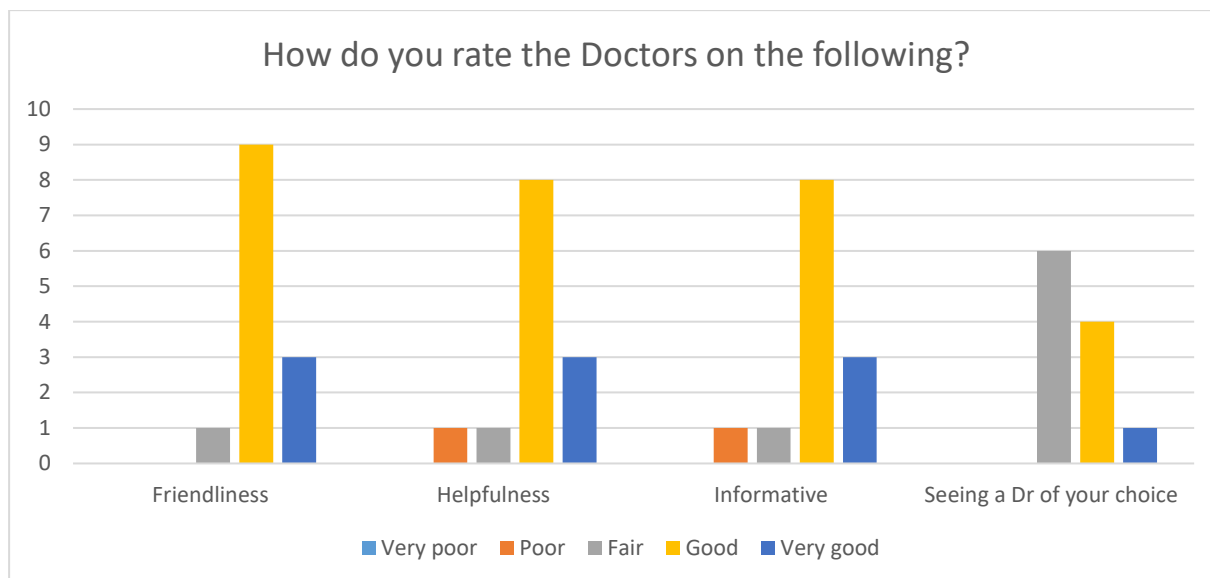
'Very rare on time - but think that's a good thing - credit to Dr spending time with patients as needed.'

We asked the Practice Manager about waiting times and asked whether the Medical Centre had any procedures in place for informing patients if appointments were running late. We were informed that, as a small Practice, Receptionists will inform patients in the waiting area if appointments were running late.



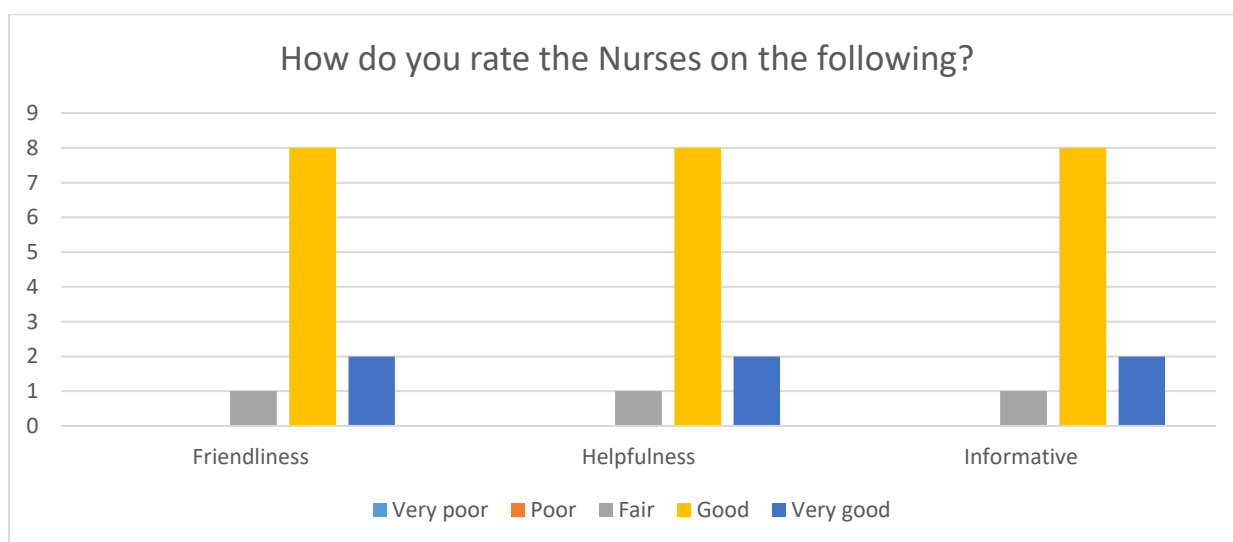
A recent initiative within Primary Care services has been the introduction of 'extended' opening hours to accommodate appointments for patients to fit in with their work, family and other commitments. During our visit, we observed that information on extended opening hours appointments was 'advertised' on a notice board in the waiting area. The Practice Manager told us that extended opening hours appointments are coordinated through the North Solihull Collaborative, comprising of 10 North Solihull GP Practices. Appointments are offered for all patients of Surgeries within the collaborative at Bosworth Medical Practice between 6:30pm and 8pm Monday to Friday, 9am to 12pm on Saturdays and 9am to 11am on Sundays.

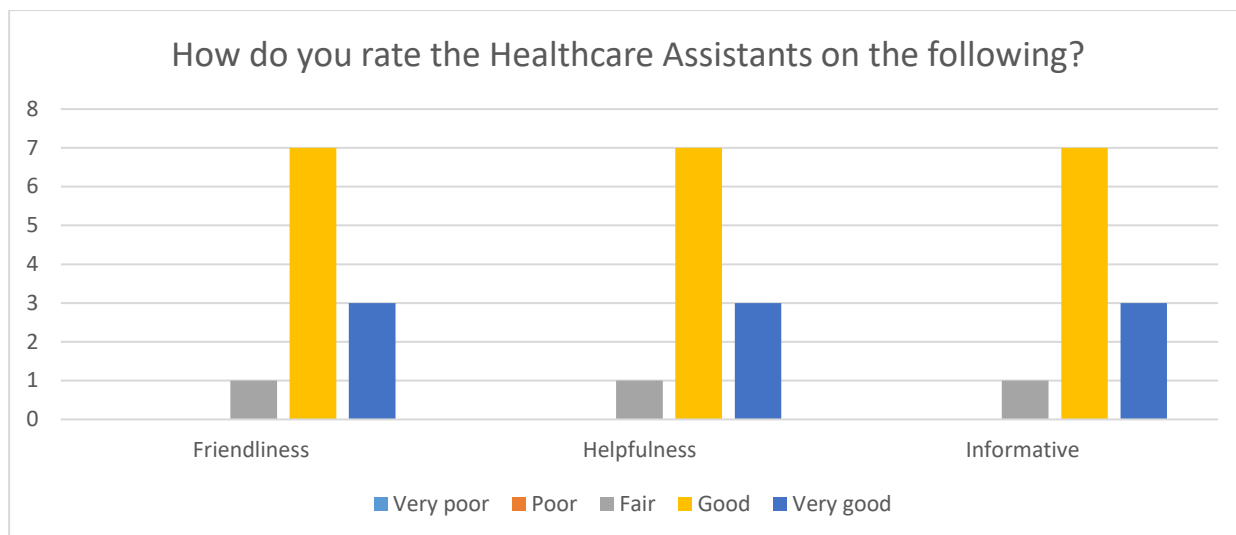
However, despite the availability of extended opening hours appointments, only one of the thirteen respondents who answered this question was aware of their availability. Given this finding, we would recommend that the Surgery actively promotes and advertises the availability of extended hours appointments to improve patient awareness.



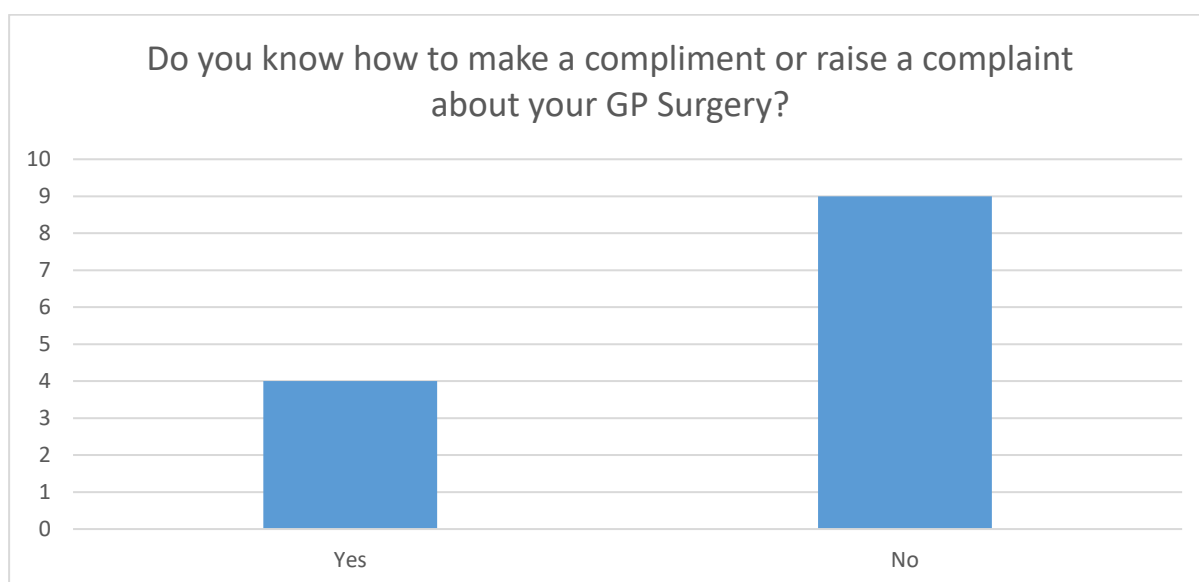
Overall, the Doctors were ranked positively by patients with 12 of the 13 respondents who answered this question, rating the Medical Centre's GPs as 'good' or 'very good' for being friendly, and 11 out of 13 respondents who answered this question rating the GPs as 'good' or 'very good' for being helpful and informative. Of the 11 respondents who answered the question relating to 'seeing a Doctor of your choice', six respondents rated as 'fair' and five as 'good' or 'very good'.

'Family practice - makes it better.'





Overall, the Nurses and Healthcare Assistants were ranked positively by patients with no respondents rating either Nurses and Healthcare Assistants as less than fair.

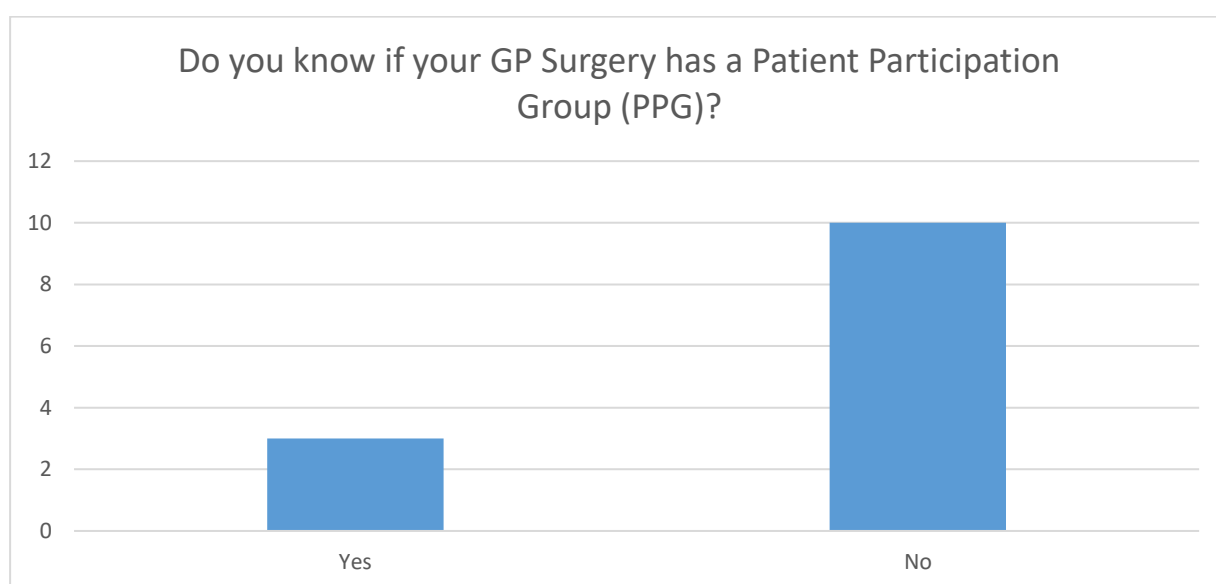


Question 10 of our survey asked respondents if they were aware of how to make a compliment or how to raise a complaint within the Surgery should they wish to do so. Our findings indicate that awareness of the process for making a compliment or raising a complaint appears low among the respondents who completed our questionnaire, with only four of the 13 respondents (31%) 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 compliments and complaints processes are actively promoted within the Medical Centre.

We asked the Practice Manager how patient feedback is collected and shared within the Medical Centre and we were informed that feedback is gathered through friends and family and verbally. All feedback is discussed and learning shared at formal, 'frequent' Practice meetings and informally via face to face discussions. The Practice utilises a system called 'GP TeamNet,' where complaints and significant events are added, ensuring all staff receive alerts and regular updates. This system also informs relevant members of staff about any medicine alerts.

On the day of our visit we observed that 'Friends and Family' feedback forms were available for patients to complete and that pens and a box in which to 'post' the forms were available at the Reception desk. We would recommend that the Medical Centre continues to encourage patient feedback and continues to share this feedback with staff at the Medical Centre. 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 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 just three of the 13 respondents who answered this reporting an awareness of the Medical Centre's PPG.

We asked the Practice Manager about the Medical Centre's PPG and were informed that they do have a PPG group who actively run an exercise group on a weekly basis for older patients. They also run evening educational sessions for patients. The PPG are kept informed of any issues relating to the running of the Medical Centre and any online issues, such as the online appointment system, and are consulted with when identifying solutions to improve services for patients.

During our visit, we observed that the Medical Centre does have a notice board dedicated to its PPG, providing details of quarterly meetings and additional activities, such as a weekly 'gentle exercise' class. Given 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 Medical Centre continues to actively raise awareness of the role and function of PPGs and ensure that patients 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 'good' or 'very good'.

Recommendations and Follow-Up Actions:

- 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 and identifying any barriers to its usage; potentially an opportunity to involve the Medical Centre's PPG;
- That the Medical Centre actively promotes and advertises the availability of extended hours appointments to improve patient awareness;
- That the Medical Centre actively promotes its Compliments and Complaints procedures;

- That the Medical Centre continues to encourage patient feedback and continues to share this feedback with both patients and staff and that patient feedback and any actions taken in relation to this feedback are also communicated to patients;
- That the Medical Centre actively raises awareness of the role and function of PPGs and opportunities for involvement in the Group.