



**Enter and View Report**  
**The Milton Surgery**  
**8<sup>th</sup> March 2018**



**Contents**

**Details of the Visit** ..... 3

**Acknowledgements**..... 4

**Purpose of the Visit**..... 4

**Description of the Service** ..... 4

**Planning for the visit**..... 4

**How were the findings recorded?**..... 5

**Communication with the Manager** ..... 5

**Observations and Findings**..... 6

    External Building Condition..... 6

    Internal Decoration, Cleanliness and Furnishings ..... 6

    Outside The Milton Surgery ..... 6

    Reception Area ..... 6

    Waiting Room..... 6

    Information Boards/Leaflets ..... 7

    Patient Contact ..... 7

**Communication with Practice Manager at end of visit**..... 7

**Good Practice** ..... 8

**Out of Hours**..... 8

**Review of the Practice Website** ..... 9

**Recommendations** ..... 9

**Provider Response** ..... 9

**Enter and View** ..... 10

**Key Benefits of Enter and View** ..... 11



## Details of the Visit

### Location

232/234 Milton Road, Weston super Mare BS22 8AG

### Date and Time of Visit

8<sup>th</sup> March 2018: 9am-11am

### Enter and View Representatives

Gill Auden

Maisy Griffiths

### Registered Provider

The Milton Surgery

### Type of Service

GP Surgery

### Specialisms

Medical Trainee Practice

GP Trainee Practice

### Surgery Manager

Andrew Lloyd

## Acknowledgements

Healthwatch North Somerset Authorised Enter and View Representatives wish to thank Andy Lloyd, Practice Manager; Dr Penny Edrich (Partner) and in the staff and patients at The Milton Surgery.

## Purpose of the Visit

Healthwatch North Somerset is carrying out a series of visits to GP Practices in North Somerset to ascertain the experience and opinions of local patients. The Milton Surgery was selected as part of our series of North Somerset GP Enter and Views of GP Practices in North Somerset.

Healthwatch North Somerset made the decision to visit GP Practices in North Somerset to observe the patient experience of using the services. Feedback gathered from local people provides a lot of positive feedback and there are numerous examples of good practice. Access to primary care is a theme frequently identified in the intelligence gathered by Healthwatch North Somerset and Enter and View visits allow observation of the patient environment.

The purpose of this Enter and View visit was aimed at outlining what was observed and recognising, highlighting and sharing of good practice and making any suitable suggestions for improvement to the service concerned.

The report may also make recommendations for commissioners, regulators or for Healthwatch North Somerset to explore particular issues in more detail. Unless stated otherwise, Enter and View visits are not designed to pursue the rectification of issues previously identified by other regulatory agencies. Any serious issues that are identified during a Healthwatch Enter and View visit are referred to the service provider and appropriate regulatory agencies for their rectification.

This report relates only to this specific visit and feedback received directly by Healthwatch North Somerset during the two hours of the Enter and View visit. It is not representative of all service users, only those who contributed within the restricted time available, through interviews or other feedback.

## Description of the Service

The Milton Surgery is situated in a residential road in Weston super Mare. It has approximately 9,000 patients. The surgery opens from 8am to 6pm, Monday to Friday; it is a Training Practice and therefore has not only Trainee Doctors, but also GP Registrars.

## Planning for the visit

The visit was an announced visit with the Milton Road Practice Manager given two weeks' notice. We sent a confirmation of visit letter, posters and leaflets to the surgery to inform patients, relatives, carers and staff about the Enter and View visit and about the role of Healthwatch North Somerset.

As part of the planning, the Enter and View Representative did some background research - online and out of hours.

## How was the Enter and was Conducted?

Two Enter and View Representatives carried out the visit. The Enter and View Representatives met with the Practice Manager and a Partner GP at the start of the visit and the Practice Manager at the end of the visit.

The Enter and View Representatives observed the condition of the premises and the interaction between the staff and patients.

The Enter and View Representatives were approached by one patient. The information and evidence detailed in this report is collated from speaking to the Practice Manager, a Partner GP and the Enter and View Representative's own observations.

The Enter and View Representatives sought background information and reviewed the website to note the information available to patients and made a call out of hours to note the recorded information given to patients.

## How were the findings recorded?

Comments and quotes were recorded by the Enter and View Representatives whilst observing the Practice and engaging with the Practice Manager and a Partner GP. Observation and prompt record templates were used to make notes, these were typed up after the visit by one of the Enter and View Representatives. The report was compiled and written based on the notes and records of the visit.

## Communication with the Manager

The Enter and View Representatives met with the Practice Manager and a Partner GP immediately before the Enter and View visit. Three prompt questions were used to establish instances of good practice, evidence change occurring because of patient feedback and identify potential improvements. The three prompt questions and responses are recorded below.

### *Q1. Are there any examples of good practice that you would wish to share with the rest of the primary care community?*

- ➊ We meet locally every month with several other Practices in Weston as part of the Healthy Weston Project. We are currently working on a number of projects to bring consistency across Weston Practices
- ➋ These meetings also allow us to exchange good practice.

### *Q2. Do you have any examples of how the Practice made changes following feedback from patients?*

- ➊ We have installed a new patient call system replacing the old tannoy system which some patients found difficult to hear
- ➋ We have changed our appointment system to allow pre booking
- ➌ We have replaced all windows (now double glazed) and are in the process of redecorating and replacing all the flooring throughout the Practice
- ➍ We have replaced our phone system.

*Q3. From the surgery's perspective, are there any changes or recommendations you would make to improve access to services at the practice for patients?*

- We continue to test new ways to improve our services to patients.

## Observations and Findings

The Enter and View Representatives observed the following:

### External Building Condition

- The outside of the building is fairly smart with a well-defined, wheel chair friendly path to the front door
- The front door is not automated but there is a bell for people to ring if they are unable to physically open the door themselves
- Patients have to go through two doors to get to the Reception desk.

### Internal Decoration, Cleanliness and Furnishings

- The internal decoration appeared 'tired' and in need of refurbishment
- The furnishings are clean and in good condition
- The rooms observed were all clean and tidy, including the toilets and offices.

### Outside The Milton Surgery

- No off street parking was observed
- There is lots of free parking on Milton Road and the side streets
- No allocated Disabled Parking was observed near the surgery
- There are bus stops nearby on both sides of the road.

### Reception Area

- It was observed that this area would benefit from refurbishment
- There is a high glass partition, with one member of staff behind dealing with patients as they arrive
- There is an electronic 'booking in' system which also allows future appointments and appointments for blood tests
- Staff make telephone calls from a private room to aid privacy
- Staff were all wearing name badges
- All staff observed were friendly and appeared to be efficient
- If a queue developed it was cleared quickly by another member of staff coming into the reception area

### Waiting Room

- There were three interconnected waiting areas
- Seats in the three interconnected waiting areas are around the walls and in rows within the rooms
- The chairs are plastic and some have arms to help less able patients to get out of their chair
- There appeared to be enough seating available for patients

- There was room to manoeuvre either a wheelchair or a pushchair around the waiting areas
- There is a screen informing patients of waiting times
- The signs for the toilets are clearly displayed from one of the waiting areas, but not easily seen from the other two areas
- There are baby changing facilities in the disabled toilet, which were clean
- There is carpet throughout the waiting areas, which was very tired and need of replacement
- There is a water dispenser available
- There is a play area for young children, which was clean
- The noise level was low; there was no background music
- There was guidance for patients to let the surgery know of their arrival, however it was in small print
- Conversations with reception were clearly overheard
- There are no hearing loop signs, although the Practice Manager informed us that there is a hearing loop system in place.
- There are no pictures or names of GPs or staff within the reception or waiting areas.

#### Information Boards/Leaflets

- The Mission Statement (dated 2009) is on the wall in the reception area - it is in small print and not very obvious
- The screen monitors in the waiting areas are informative with the patient call system and GP and Nursing 'on time' board. There were also several NHS information screens which were informative.
- There was a great deal of information around the three areas, it all appeared to be up to date
- Patient Participation Group information was not observed
- Family and Friends information was visible
- Healthwatch North Somerset information about the Enter and View visit was displayed
- There was a small comment box in the Reception area
- Translation services were not advertised
- There is no 'you said, we did' board
- There is no specific 'Carers' board
- There was no statement that could be seen that detailed information being supplied in different formats.

#### Patient Contact

- There are clear TV monitors which display names and room numbers in addition to announcing patient's names. One nurse came out to call her patients personally
- Patients did not have to wait long for their appointments
- One patient started a conversation with us and we provided a questionnaire and envelope to return to us.

### Communication with Practice Manager at end of visit

At the end of the visit the Enter and View Representatives met with the Practice Manager to clarify some issues that were unclear. Responses to the queries are shown below:

- *How do you monitor information in the waiting area?*

Admin staff will update waiting times for clinicians, but currently no one has responsibility for ensuring all literature in waiting areas is up to date. This may become the responsibility of one the three Admin apprentices that we have recently taken on

- *Breast feeding signage is good, but is there anywhere private that mothers can breastfeed?*

Mothers can often be found in empty clinical rooms, so although there is no signage, they are obviously told by the midwives or doctors

- *The Mission Statement is dated 2009, should it not be updated?*  
Clearly it should be updated

- *There is no information about a hearing loop, is there one?*

Yes, I will check about whether there is a poster about it

- *There is no information about the Patient Participation Group (PPG) available?*

I will get that organised as there should be

- *There doesn't appear to be any Healthwatch North Somerset leaflets other than those regarding our visit today?*

Please let me have some and I will ensure they get put out

- *There are no names or photos of any of the Practice staff, this is recognised as good practice...?*

In that case I will get this organised

- *There doesn't appear to be any disabled parking outside the surgery?*

It was applied for but refused by the Council

- *There are no automated doors in the entrance?*

We cannot physically make them fit and have no money to completely rebuild the front entrance

- *The whole surgery needs redecorating, is this planned?*

Yes, we are in the process of refurbishing all areas. My office was done first as it had mould on all the exterior walls.

## Good Practice

- The Surgery organises several 'external' services to visit the surgery regularly, i.e. Retinopathy screening and Positive Steps
- With trainee Doctors and GPs the latest ideas from the medical world are regularly discussed at Practice meetings and then subsequently instigated
- The TV screens in all the waiting areas have a great deal of public health information which is very useful for patients
- Text messaging patients about their appointments is a good way of reminding people
- There appears to be a friendly yet professional relationship between staff and patients.

## Out of Hours

As part of the background research the Enter and View Representative noted the following details when they phoned the surgery out of hours:

- There was clear and decisive information when phoning the surgery out of hours.



## Review of the Practice Website

As part of the background research the Enter and View Representative noted the following details when researching the website:

- The website is clear and precise with all relevant information available.

## Recommendations

Healthwatch regulations stipulate that service providers and commissioners have a duty to respond to local Healthwatch reports and recommendations within 20 working days, in writing, to acknowledge receipt and to explain what action they intend to take; or if they do not intend to take action they must explain why. (Health and Social Care Act 2012: Addendum to summary report: issues relating to local Healthwatch regulations).

Healthwatch North Somerset recommends the following based on the Enter and View Representative's observations and feedback received by the public in North Somerset.

We believe the following recommendations to be achievable, affordable and evidence based:

- The internal decorations are somewhat 'tired' and in need of refurbishment.
- There is no allocated Disabled Parking anywhere near the surgery, perhaps another application could be sent to the Council.
- The signs for the toilets are clearly displayed from one of the waiting rooms but not easily seen from the other two areas, additional signage would be helpful.
- There is carpet throughout the waiting areas, which is in need of replacement.
- There is no background music which would help with privacy when people are at the Reception desk.
- There are no hearing loop signs, which would be of assistance to those using hearing aids.
- There are no pictures or names of GPs or staff anywhere within the reception or waiting areas - this is recognised as 'Best practice'.
- Translation services signage should be on display.
- There is no 'you said, we did' board which would be very useful to explain to patients that the practice listens to them.
- There is no specific 'Carers' board - there was lots of information but it was not categorized which was somewhat confusing and could easily be rectified.
- The Mission statement (dated 2009) is on the wall in the reception area - it is in small print and not very obvious when visiting the surgery and should be updated.
- The waiting areas are covered in posters etc, all of which are usually up to date but could lead to 'information overload'.
- The PPG was not advertised anywhere and should be.
- Only Healthwatch information displayed was about our visit - leaflets will be delivered to the practice.
- There was no statement that detailed information being supplied in different formats, which would be useful for some patients.

## Provider Response

There was no provider response to the Report.

## About Healthwatch North Somerset

Healthwatch North Somerset is the local independent voice for health and social care services. We work with local people to improve services for people who live, or access services in North Somerset, gathering local views and experiences and acting on them to make local services better, now and in the future.

Healthwatch North Somerset's statutory function and remit, which is laid out in The Health and Social Care Act 2012, is to provide a voice for people who use health and adult social care services, by:

### **Influencing**

- Giving people an opportunity to have a say about their local health and social care services, including those whose voice isn't usually heard
- Taking public views to the people who make decisions - including having a representative on the Health and Wellbeing Board (People and Communities Board in North Somerset)
- Feeding issues back to government via Healthwatch England and the Care Quality Commission (CQC)

### **Signposting**

- Providing information about health and social care services in the local area
- Advising people on where to go for specialist help or information (signposting)
- Helping people make choices and decisions about their care
- Working closely with other groups and organisations in the local area.

## Enter and View

To enable Healthwatch North Somerset to gather the information it needs about services, there are times when it is appropriate for Healthwatch North Somerset staff and volunteers to see and hear for themselves how those services are provided. That is why the government has introduced duties on certain commissioners and providers of health and social care services (with some exceptions) to allow authorised Healthwatch North Somerset representatives to enter premises that service providers own or control to observe the nature and quality of those services.

Healthwatch North Somerset Enter and Views are not part of a formal inspection process, neither are they any form of audit. Rather, they are a way for Healthwatch North Somerset to gain a better understanding of local health and social care services by seeing them in operation. Healthwatch North Somerset Enter and View Authorised Representatives are not required to have any prior in-depth knowledge about a service before they visit. Their role is to observe the service, talk to service users and staff if appropriate, and make comments and recommendations based on their subjective observations and impressions in the form of a report.

Legislation allows 'Enter and View' activity to be undertaken with regard to the following organisations or persons:

- NHS Trusts
- NHS Foundation Trusts
- Local Authorities

- a person providing primary medical services (e.g. GPs)
- a person providing primary dental services (i.e. dentists)
- a person providing primary ophthalmic services (i.e. opticians)
- a person providing pharmaceutical services (e.g. community pharmacists)
- a person who owns or controls premises where ophthalmic and pharmaceutical services are provided
- Bodies or institutions which are contracted by Local Authorities or the NHS to provide health or care services (e.g. adult social care homes and day-care centres).

### Key Benefits of Enter and View

- To encourage, support, recommend and influence service improvement by:
- Capturing and reflecting the views of service users who often go unheard, e.g. care home residents
- Offering service users an independent, trusted party (lay person) with whom they feel comfortable sharing experiences
- Engaging carers and relatives
- Identifying and sharing 'best practice', e.g. activities that work well
- Keeping 'quality of life' matters firmly on the agenda
- Encouraging providers to engage with local Healthwatch as a 'critical friend', outside of formal inspection
- Gathering evidence at the point of service delivery, to add to a wider understanding of how services are delivered to local people
- Supporting the local Healthwatch remit to help ensure that the views and feedback from service users and carers play an integral part in local commissioning.

### Relevant Legislation

- The Local Authorities (Public Health Functions and entry to Premises by Local Healthwatch Representatives) Regulations 2013. (18 February 2013).
- The arrangements to be made by Relevant Bodies in Respect of Local Healthwatch Regulations 2013.” (28 March 2013).
- The Local Authorities (Public Health Functions and entry to Premises by Local Healthwatch Representatives) Regulations 2013. (18 February 2013).
- The arrangements to be made by Relevant Bodies in Respect of Local Healthwatch Regulations 2013.” (28 March 2013).



Healthwatch North Somerset  
3rd Floor  
The Sion  
Crown Glass Place  
Nailsea  
BS48 1RB

01275 851400

[contact@healthwatchnorthsomerset.co.uk](mailto:contact@healthwatchnorthsomerset.co.uk)

[www.healthwatchnorthsomerset.co.uk](http://www.healthwatchnorthsomerset.co.uk)



Local voices improving local  
health and social care services.

**Your voice counts!**

