



Enter and View Report
Graham Road Surgery
29th January 2020

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Details of the Visit

Location

22 Graham Road, Weston-Super-Mare BS23 1YA

Date and Time of Visit

29th January 2020: 10.00am - 12.00pm

Enter and View Representatives

Maisy Griffiths
Cirlei Ioris
Jill Reakes

Registered Provider

Graham Road Surgery (part of Pier Health Group Ltd)

Type of Service

GP Surgery

Specialisms

No

Practice Managing Director

Andy Lloyd

Acknowledgements

Healthwatch North Somerset Authorised Enter and View Representatives wish to thank Andy Lloyd and in particular the staff and patients at Graham Road Surgery.

Purpose of the Visit

Healthwatch North Somerset made the decision to visit Graham Road Surgery in Weston-super-Mare in response to patient feedback which resulted in a recommendation made by the North Somerset Prioritisation Panel to visit the surgery. Feedback gathered from local people provides an insight about the services that need to be improved but it also gives 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 and an opportunity to have face to face feedback from the services users.

The purpose of this Enter and View visit was aimed at outlining what was heard and observed on the day of our visit, gathering patients views and experiences, sharing good practice and making 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 to this specific visit, including feedback from patients received during the two hours of the Enter and View visit and feedback emailed to Healthwatch North Somerset or through phone calls as per the information on the Enter and View posters displayed in the Surgery prior to the visit. Therefore, it is not representative of all service users, only those who contributed within the restricted time available, through interviews, other feedback and emails.

Description of the Service

Graham Road Surgery is situated in an urban area in Weston-super-Mare, North Somerset. Graham Road Surgery has approximately 14,000 which includes 4,000 patients from Clarence Park Surgery which closed in September 2019. For appointments, the surgery now operates a telephone triage system. Appointments to see an Advanced Nurse Practitioner can be made and the Surgery hours are 8:00am - 6:30pm Monday to Friday. The surgery offers a total of 14 clinics and services. Paramedics carry out home visits. A pharmacy is available in the surgery. Online consultations are carried out by 'Push Doctor' and the surgery now offers appointments using AskmyGP online. In 2021 the surgery is expected to move into a refurbished building in Weston-super-Mare having been granted funding from NHS England.

Planning for the visit

Andrew Lloyd, Practice Managing Director, was given notice in advance of this visit. We sent confirmation by letter and sent posters and leaflets to the surgery to inform patients, relatives, carers and staff about the Enter and View visit and the role of Healthwatch North Somerset. The timing of the visit was agreed as 10am-12pm which was a busy period for the surgery. At least sixty patients were observed using the services at reception, in the pharmacy and in the waiting area throughout the Enter and View Authorised Representative's visit.

How was the Enter and was Conducted?

Three Enter and View Authorised Representatives carried out the visit. The Enter and View Representatives met with the Practice Managing Director at the start and 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 Representative approached patients during the visit to ask a series of questions about their experiences of using Graham Road Surgery. 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 patients and the Practice Managing Director. Observation documents and prompt sheets were used to record notes.

Communication with the Manager

The Enter and View Representatives met with the Practice Managing Director immediately before the Enter and View. Healthwatch North Somerset did not send any questions in advance, instead the representatives and Managing Director discussed upcoming changes to the way patients book appointments, the launch of a new Surgery website, installation of screens in the waiting room and the structural challenges facing the Surgery. This conversation provided the representatives with context and an opportunity for the Practice Managing Director to explain the transition to the new provider, Pier Health Group Ltd.

Feedback, Observations and Findings

Patients' Feedback

Patients' feedback was gathered from phone calls, by post on 'Share Your Views' leaflets, email and during the two hour Enter and View visit. On behalf of Healthwatch, the health centre displayed posters and leaflets to inform patients, relatives, carers and staff about the Enter and View visit and to encourage them to still give their feedback by phone even if they did not feel they could give it in person.

On making appointments:

When asked how they usually made their appointments, most respondents said that they did this by telephone. Only two patients during the visit said that they visited the surgery in person.

Patients' comments about the phone system:

- 👉 *"On the phone it is hopeless, they never answer."*
- 👉 *"No one answering, I have to ring constantly."*
- 👉 *"The length of time to get through when you need an appointment caused anxiety"*
- 👉 *"It took while to get through."*
- 👉 *"It is near impossible to make appointments, no one is answering."*
- 👉 *"It takes ages to get through to a receptionist. I wanted to know what is wrong with me and it took a doctor until late afternoon to call back and say there is no appointment."*

Patients' comments about the making appointments at reception:

- 👉 *"I have a speech impairment and I find it difficult to talk on the phone, so I have no option than to do it in-person. I waited for 45 minutes before I could make an appointment."*
- 👉 *"There have been very long queue's extending out of the surgery into the car park, for the most part these people are trying to make appointments as there seems to be no way in which you can get through to make a telephone appointment."*
- 👉 *"They need to improve the appointment system and we want to see the doctor we want to see."*

On waiting time for access to a professional

- 👉 *"I had to wait for three days to get an appointment."*
- 👉 *"Appalling. I have not been able to get through or get things done in good time. People, patients and even a doctor I spoke to are confused as to how to follow procedures or get what they want."*

On seeing a professional and meeting their needs:

When asked if they got an appointment with a professional they wanted to see, the majority of the respondents said no, but when asked if the professional had met their needs the majority of respondents said yes.

- 👉 *"I don't get to see the same GP."*
- 👉 *"This is my first appointment, but I don't know who I am going to see. I would have liked to know before the appointment."*
- 👉 *"I would like to have continuity."*
- 👉 *"I see who is available rather than same GP. I don't mind."*
- 👉 *"I don't see the same doctor, but I do see the same nurse."*

- *“Making appointments with a specific doctor isn’t easy.”*
- *“The treatment especially with the nurse is very nice”*

When asked how satisfied they were with their appointment overall, out of the 10 respondents, three said they were satisfied and four said they were dissatisfied. Three didn’t answer this question.

On getting medication and repeat prescription:

Most of the patients’ feedback when asked about getting their medication was positive.

On having home visits/ appointments:

Only two patients during the visit said that they needed home visits from the doctors. One had a positive experience and one had a negative one.

Patients’ comments:

- *“My partner saw a paramedic; he was lovely but they didn’t meet the needs of my partner and we ended up at the A&E later that day.*
- *“It was a really good doctor.”*

On referrals:

Five patients interviewed during the visit had been referred to other services.

Patients’ comments:

- *“I am still waiting for my referral 10 days later.” (hospital)*
- *“Not too bad.” (Physiotherapy)*
- *“It was fine.” (X-ray)*
- *“It was slow to get back, I waited 2 weeks and I had to chase the result.” (blood test)*
- *“I had to chase the referral. There was poor communication between the services” (Gastro Specialist).*

Changes at the surgery

When asked if they had been made aware of the recent changes at your surgery, five patients interviewed said that yes, two had seen notices on the noticeboard at the surgery, and three read or heard about changes in the local news. When asked what they thought about the changes they said.

Patients’ comments:

- *“It is difficult to tell, it is my first appointment.”*
- *“The changes haven’t affected me.”*
- *“I am waiting to see how things progress.”*
- *“It’s bad, the surgery is overcrowded.”*
- *“It was easier at Clarence Park Surgery. Here there isn’t any parking facilities.”*

Observations and Findings

The Enter and View Representatives observed the following:

Building Condition

- The surgery is a converted two storey Victorian House with added extensions. It is on the corner of a road, set back into the plot and surrounded by a five-foot wall. There are no disabled car spaces nearby.
- Spaces for a few cars can be found in the road directly outside and are designated as free parking for two hours.
- The name of the Surgery is attached to the wall outside and there is no other signage. An information poster on the main door into reception gives the surgery opening hours.
- The number 3,5,7 and 20 buses stop on Neva Road a few minutes' walk around the corner.

Reception Area

- The main reception entrance is a single door which is not operated electronically.
- The door leads straight into a small reception area, separated from the waiting area by a short corridor. This provides confidentiality, if there is no queue at the reception.
- The two reception hatches are high desks with glass fronts with no lower level desk for patients attending in wheelchairs. There are gaps at the bottom of the glass where patients can speak to the receptionist.
- A hearing loop sign is not visible.
- The representatives did not see names or photographs of clinicians that work at the Surgery displayed.
- Name badges were not observed on reception staff or clinical staff.

Waiting Room

- The main waiting area is crowded with chairs arranged around the edge of the room and the majority of seat were occupied.
- There is a sign on the information board stating that if patients require water they can ask at reception.
- A lift takes patients to a second waiting area on the first floor for patients seeing clinicians in upstairs consulting rooms.
- There are no doors to go through from reception to the waiting room, however there is a narrow doorway which the representatives observed patients and staff having difficulty negotiating.
- There are no obvious signposts for the toilets; disabled, men and women or for the baby changing facilities.
- The noise level in the waiting area is high. The pharmacy occupies part of the waiting area and conversations between patients and staff are clearly audible.
- There was no background music or radio played.
- Multiple staff came into the waiting area to call patients, some calling two or three times to be heard over the general noise from the pharmacy and waiting room.
- Access to free Wi-Fi is advertised.

Information Boards/Leaflets

- There was no Mission Statement on display.
- No information specifically for Carers was observed on the waiting room or reception walls, there is a “In Your Community” notice board which features some relevant information for carers.
- There is a “You said we did” section on the “News” notice board
- There is a “Health Promotion” notice board displaying information such as organ donation updates and flu vaccination information.
- No information about lodging complaints with the surgery was visible.
- No Healthwatch North Somerset information leaflets were available in a leaflet display area in the waiting area, only a poster about the Enter & View Visit was visible.
- The PPG for Graham Road is well advertised on its own notice board.
- No statement about providing information in other formats was displayed.

Communication at end of visit

At the end of the visit the Enter and View Representatives met with the Practice Managing Director to discuss the upcoming introduction of AskMyGP, a new website and the potential of moving to a new premise.

Good Practice

The Enter and View observation found good practice in the surgery, including hand sanitiser at the electronic check-in platform and a professional, calm and friendly way with patients at reception and in the waiting area. There is a designated notice board for the Patient Participation Group in the waiting area

Surgery out of hours:

- The surgery name was not given when the call was made to the surgery out of hours.
- The opening hours were given as 8am - 6.30pm. The alternative Saturday morning clinics and Friday clinics in nearby Pier Health Group practices were not mentioned.
- The recording gave information on how to redirect your call to 111 and 999.
- The recording informed the caller that 111 is free to call.
- No mention was made that messages cannot be left on the voicemail.

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).

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

Recommendations based on patients' feedback:

- Patients are provided with safe treatment and advice during home visits and that Paramedics who carry out the visits have access to clinical support.
- Callers on the telephone and at reception are provided with appropriate and timely access to a member of staff.
- Patients are given greater clarity over the practice processes including how appointments are made, what professional they are going to see and the procedure for receiving diagnostic results.

Recommendations based on observation:

- Provide a bell or 'Back in 5 minutes' sign for reception for when receptionist is called away to manage prescriptions.
- Clearly advertise the hearing loop provision.
- Clearly advertise the translation service provision.
- Clearer signage for the "Sample Box"
- Provide more space between chairs in the waiting area to provide more room for a buggy or wheelchair to be manoeuvred easily.
- Install mirrors in the Patient toilets.
- Replace toilet seats in patient facilities as damaged and unstable.
- Signpost patients to the sanitising gel to use with the electronic sign-in platform.
- Provide all staff with name badges.
- Provide access advice for people with disabilities so they can park legally and safely nearby to avoid cars blocking the entrance to the surgery.
- Create a "Changes" information board for the waiting room, where information about changes to services, staff etc. can be displayed.
- Add Healthwatch North Somerset to the "Useful Contacts" webpage.

Healthwatch North Somerset carried out an Enter and View visit at Graham Road Surgery in April 2018. This visit was only based on the Representative's observation of the conditions of the premises and the interaction between the staff and patients. On that occasion the patients were not approached by the Healthwatch Representative.

Some of the above recommendations are the same listed on previous report based on the same observation and findings during that visit.

Healthwatch North Somerset understands that, from the conversation with the practice manager, that Graham Road Surgery is introducing an appointment online system using AskmyGP, it will install a screen in the waiting room and that Pier Health group is looking

to move the surgery to new premises. It was agreed that Healthwatch North Somerset will carry out another Enter and View in six months' time to ascertain the experience and opinions of local patients at that point.

Provider Response

No response.

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).



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