



Enter and View Report

*Horizon Health Centre
29th January 2020*

Table of Contents

Details of the Visit	3
Acknowledgements.....	4
Purpose of the Visit.....	4
Description of the Service	4
Planning for the visit.....	5
How were the findings recorded?.....	5
Feedback, Observations and Findings	5
Patient Feedback.....	5
Observations and Findings.....	7
Building Condition	7
Reception Area.....	7
Information Boards/Leaflets.....	8
Communication with Practice Manager at end of visit.....	8
Good Practice	9
Out of Hours.....	9
Review of the Practice Website	9
Recommendations	10
Provider Response	11
Enter and View	11
Key Benefits of Enter and View	12



Details of the Visit

Location

68 Lonsdale Rd. Weston-Super Mare BS23 3SJ

Date and Time of Visit

29th January 2020: 2.00pm - 4.00pm

Enter and View Representative

Maisy Griffiths

Cirlei Ioris

Jill Reakes

Registered Provider

Horizon Health Centre (part of Pier Health Group LTD)

Type of Service

GP Surgery

Specialisms

N/A

Operations Executive

Julie Davidson

Acknowledgements

Healthwatch North Somerset Authorised Enter and View Representatives wish to thank Julie Davidson, and, the staff and patients at Horizon Health Centre.

Purpose of the Visit

Healthwatch North Somerset made the decision to visit Horizon Health Centre in North Somerset based on specific feedback received from their patients over a period of months in 2019. The feedback gathered from local people can provide an insight about the services that need to be improved but also gives 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 while 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 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 collected by the Healthwatch North Somerset Authorised Representatives during the two hours of the Enter and View visit and from feedback collected by phone, email or post over the two months previous to the visit and while posters about the visit informed patients. Therefore, it is not representative of all service users, only those who contributed through interviews and conversation, or written feedback.

Description of the Service

Horizon Health Centre is located at 68 Lonsdale Avenue, Weston-super-Mare, Somerset BS23 3SJ within the 'For All Healthy Living Centre' building, which is also a Social Enterprise scheme and provides a range of services, facilities and activities for the local community. Apart from the Health Centre there is a Community Cafe, fresh fruit stall, charity clothes shop, lunch club, community hall, library, Children's Centre, Church, meeting and training rooms and office space in the building. The practice works closely with another local practice (Graham Road Surgery) and is governed by the same management team.

Horizon Health Centre has around 5000 registered patients, with around 14,000 further patients registered at Graham Road Surgery (GRS) and patients from each location can choose to attend either surgery. The practice is open Monday to Friday 8am to 6.30pm; with

appointments available typically from 8.30am to 12 noon each morning and 2pm to 5.30pm each afternoon.

Planning for the visit

The visit was an announced visit with the Operations Executive being given notice in advance. We sent a confirmation of visit letter, followed by posters and leaflets to the Health Centre to inform patients, relatives, carers and staff about the Enter and View visit and about the role of Healthwatch North Somerset. The date and timings of the visit were requested by Healthwatch and timed to provide an opportunity to speak to patients. As part of the planning the Enter and View Representative undertook some background research both online and out of hours.

How was the Enter and View Conducted?

Three Enter and View Representatives carried out the visit. The Enter and View Representatives met with Operations Executive 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 Representatives approached patients during the visit to ask a series of questions about their experiences of using Horizon Health Centre.

How were the findings recorded?

Comments and quotes were recorded by the Enter and View Representatives whilst engaging with patients, with the Practice Operations Director and observing the Practice. Observation and prompt documents were used to make notes.

The Enter and View Representatives met with the Practice Operations Executive immediately before the Enter and View. Healthwatch North Somerset did not send any questions in advance, instead the representatives and Operations Executive discussed changes to services provided at the Health Centre and the impact of being based in a large housing estate with high levels of deprivation, with a score of 1 (most deprived) out of 10 (least deprived) on the Index of Multiple Deprivation score (IMD 2015). This conversation provided the representatives with context and an opportunity for the Practice Operations Executive to explain the transition to the new provider, Pier Health Group Ltd.

Feedback, Observations and Findings

Patient Feedback

Patients' feedback was gathered from phone calls, by email and during the two hours 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 give their writing feedback or by phone if they wanted to provide it in person.

On making appointments:

When asked how they usually made their appointments, most respondents said that they did this online, following by phone, and one patient mentioned that they did this in person because they said it was impossible to get any available appointment online or on the phone.

Patients' comments on appointments:

In response to the question Is it easy to make an appointment online using AskmyGP?

- 👉 *"There are never appointments available, so I have to make phone calls."*
- 👉 *"More or less. You only get a short time online and then the online system closes down."*
- 👉 *"It is available only daytime from 7am to 10.30am to get an appointment that day."*
- 👉 *"I can never get appointments online, so have to make a phone call."*
- 👉 *"AskmyGP has a small box to explain the problems and you can't write much, and then it doesn't look as if it is a priority. On the phone you can explain more but you wait a long time. They also ask how you want to be contacted. You say by email and they call you. I don't understand."*

In response to the general question about appointments

- 👉 *"I am unable to reach the GP surgery by phone...never. The phone is unanswered or cut off. So, I cannot book any appointments, only by visiting the surgery."*
- 👉 *"I can't get an appointment. I can't get an answer on the phone and I can't get through their online booking service."*
- 👉 *"It is so hard to get any appointment. When you speak to someone you get directed to pharmacy instead of a GP, as they were giving out too many appts."*
- 👉 *"It is getting harder to phone up and get an appointment. I have to keep ringing to try to get my call answered."*
- 👉 *"On the phone you always get 'out of office' or don't get through."*

On seeing a professional and meeting patients' needs:

When asked if they got an appointment with a professional they wanted to see, and if the professional had met their needs, some responses were positive and some negative.

- 👉 *"I don't mind who I see."*
- 👉 *"I'll see anyone to get an appointment faster."*
- 👉 *"Some professionals meet my needs, some not. There isn't consistency and they don't get to the bottom of the problem."*
- 👉 *"No, they didn't. I had poor pain control."*
- 👉 *"At times, there is no GP available, on some days no prescription can be signed. There is only a contact nurse on duty."*
- 👉 *"There was no GP when I visited, only a receptionist. This is too bad for the elderly."*

Five patients we spoke to said they were "satisfied" with their appointment once they had seen a professional.

On getting needed medication and repeat prescription:

Most of the feedback when patients were asked about medication was negative. In response to the question Was it easy to get your medication and or repeat prescription?

- 👉 *“No, I waited for a week to set up an appointment for repeat prescriptions.”*
- 👉 *“No, medication was not available at the nearest pharmacy. They should check first if the medications are available.”*
- 👉 *“No, sometimes there is no answer.”*
- 👉 *“No, it was difficult arranging it, and there is no consistency.”*
- 👉 *“No. Not all the medication was available. I needed to come in person and go back to the pharmacy.”*

On referrals:

All five patients interviewed during the visit had been referred to other services. One felt that the referral process was very slow, but the others were satisfied with it.

- 👉 *“Apart from the waiting time, it was good.”* (to Positive Step)
- 👉 *“Good.”* (to a hospital)
- 👉 *“Slow.”* (to a hospital)
- 👉 *“Good.”* (to a hospital)
- 👉 *“Easy and fast.”* (for a blood test)

Observations and Findings

Building Condition

- 👉 The ‘For All Healthy Living Centre’ is a large modern building located centrally in the community of Bournville. The building is accessed through two sets of automatic double glass panelled doors and offers a large car park next to it. Disabled parking spaces are available. There is a dropping off and picking up patients’ space at the front of the building and a bus stop about 2 minutes’ walk from the centre.
- 👉 The toilets were clean and stocked with the proper hygiene requirements. However, there are signs of general wear and tear as these toilets are used by everyone using the Centre.
- 👉 The baby changing area and the disabled toilet are at the other side of the building to the Horizon Health Centre.
- 👉 There are no clear signs on the front wall of the building to advise people that the Health Centre is located there.

Reception Area

- 👉 There is one reception desk in front of the main entrance that serves both the ‘For All Healthy Living Centre Services’ and the Horizon Health Centre. The Health Centre occupies the right side of the desk as you walk in. There were two receptionists on duty on the day of the Enter and View Visit: one for the For All Healthy Living Centre and one solely for the Horizon Health Centre.

- By the reception desk there is a patient sign-in machine with hand sanitiser close by.
- There was very little privacy at reception and patient/receptionist conversations could be overheard. There is a sign saying that patients can request a private space to speak to staff if needs be.
- A TV screen announced appointments verbally and visually when it was the patients turn to see a clinician.

Waiting Room

- No Hearing Loop sign was observed.
- There was no water dispenser observed in the waiting room.
- It was quiet in the waiting room area with no music playing.
- There was one table activity available for children to play with while waiting.
- There is plenty of space to manoeuvre a pushchair or wheelchair around the waiting room.

Information Boards/Leaflets

- The representatives did not see the Health Centre Mission Statement displayed.
- All Health and Social Care information displayed appeared relevant and up to date.
- Information about the Patient Participation Group was not observed.
- The Family and Friends Test information was clearly visible and easily accessible.
- Healthwatch North Somerset information was observed.
- There was a visible and accessible comment box available, but information on how to make a complaint or about any translation services were not observed.
- A statement that information could be provided in other formats, for example larger print, was on display.
- A carers information board was not observed.
- A 'You Said We Did' board or information about on-line appointments i.e. AskmyGP or Patient Access were not observed.
- The representatives were told that, if relevant, there is a note on the patient record and staff come out to the waiting room to collect patients who have visual impairments.

Communication with Practice Manager at end of visit

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

- Hearing Loop - The Enter and View Representatives were advised that the whole 'For All Healthy Living Centre' had the hearing loop facility, but Operations Executive agreed that currently there was no sign to advise patients of this service and they would need to enquire at reception.
- Translation information and information obtainable in other formats - these services would be made available if the patients asked at reception.
- Information on Patient Participation Group - currently not displayed as need to recruit new members before any actions can be taken.
- Number of seats in the waiting room is not enough, however the Practice is restricted by space in the waiting area due to accessibility and safety considerations.

Good Practice

- Activity for Children available.
- Access to 'For All Healthy Living Centre' Community Services under one roof.
- Large display about 'Stop Smoking' services.
- The Health Centre is a social enterprise and reinvests in the health and wellbeing of the local community.

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:

- The Practice Name and opening hours were given.
- The Out of Hours phone message gave the numbers of NHS 111 and 999.
- The caller was informed that the NHS 111 line was free to call.
- The caller was not told that they couldn't leave a message.

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 features a very clear home page easy to navigate.
- There is the option to select a language and a non-English version of how to register as a new Patient.
- The Practice address is displayed next to logo but no telephone number, users must scroll to bottom of the page for the telephone number and contact us icon.
- The website features a welcome paragraph and information about AskmyGP.
- The user must scroll down for opening hours, useful links and surgery news.
- The website features clear instructions on what to do when the surgery is closed.
- A friends and family test is clearly visible.
- The Privacy notice is clearly displayed.
- The website has a link to the recent CQC inspection report from Jan 2020.
- Information was given that the NHS 111 number was free to call.
- The NHS logo was displayed and when clicked took you to NHS Choices.
- Information on how to make a complaint was under Policies; complaints had its own section and was reasonably easy to find.
- There was information about the Practice catchment area including that it was in the South Ward of Weston Super Mare and currently had 5000 patients registered.

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.

Recommendations based on patients' feedback:

- Increase the number of appointments available and provide a consistent quality of care.
- Review the features of AskmyGP, to improve access and offer patients support on how to make best use of the system.
- Extend the daytime calling hours to the surgery or have extra staff to answer calls.
- Communicate with local pharmacies to improve continuity of care.

Recommendations based on observation:

- As most of the patients interviewed, or their relatives, were affected by mental health problems, have a clear signposting or referring system to the mental health community support services and an information board about what to do when a person is in crisis.
- Display clear signs on the front wall of the building to advise people that the Health Centre is located there.
- Clearer signage in the waiting area to locate the disabled toilets and baby changing facilities.
- Proactive recruitment to PPG so the group can re-start or operate virtually and join the PPG Chair network hosted by Healthwatch North Somerset.
- Information should be made available in the waiting room on:
 - How to make a complaint
 - Online Services
 - Drinking water available on request at reception
 - Hearing Loop availability
 - 'You Said We Did'
 - Documents obtainable in other formats

Healthwatch North Somerset carried out an Enter and View at this surgery visit 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 were made in the previous but were not acted upon.

Healthwatch North Somerset will carry out another Enter and View in six months' time to ascertain the experience and opinions of local patients as services develop.

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
- 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 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 regarding 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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