



**Enter and View Report**  
*Graham Road Surgery*  
*10<sup>th</sup> April 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 Surgery .....	6
Waiting Room.....	7
Information Boards/Leaflets .....	8
Patient Contact .....	8
Communication with Practice Manager at end of visit.....	8
Good Practice .....	8
Out of Hours.....	9
Review of the Practice Website .....	9
Recommendations .....	10
Provider Response .....	11
Enter and View .....	13
Key Benefits of Enter and View .....	14



## Details of the Visit

### Location

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

### Date and Time of Visit

10<sup>th</sup> April 2018: 9am -11am

### Enter and View Representative

Vicky Marriott

### Registered Provider

Graham Road Surgery

### Type of Service

GP Surgery

### Specialisms

No

### Surgery Manager

Christine Perks

## Acknowledgements

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

Graham Road Surgery is situated an urban area in the town of Weston-super-Mare, North Somerset. Graham Road Surgery has approximately 9,000 patients. It began running Clarence Park Surgery in South Ward from October 2016 and joined up with The Locality Health Centre in the adjacent South Ward on April 1<sup>st</sup> 2017. The Surgery opens from 8.00am-6.30pm Monday to Friday and has a clinic on alternate Saturday mornings.

## Planning for the visit

The visit was an announced visit with Christine Perks, Practice Surgery Manager given two weeks' notice of our visit. We sent a confirmation of the visit by letter, and sent 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. The timing of the visit was agreed as 9am-11am which was a busy period for the surgery. At least fifty patients

used services at reception, in the pharmacy and in the waiting area throughout the Enter and View Representative's visit.

## How was the Enter and View Conducted?

One Enter and View Representative carried out the visit. The Enter and View Representative met with the Surgery Manager at the start and at the end of the visit.

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

The Enter and View Representative was not approached by patients during the visit. The information and evidence detailed in this report is collated from speaking to the Manager and staff and the Enter and View Representative's own observations.

The Enter and View Representative 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 Representative whilst observing the Practice and engaging with the Surgery Manager. Observation and prompt record templates were used to make notes.

## Communication with the Manager

The Enter and View Representative met with the Surgery Manager immediately before the Enter and View. Three questions had been answered by Christine Perks in advance of the visit and returned electronically. These established instances of good practice, evidence of change occurring because of patient feedback and identifying 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 The surgery supports an active PPG group and encourages health talks to our patient groups.
- ➋ The surgery offers Improved Access clinics on a Friday
- ➌ A Saturday morning clinic is offered every other week in rotation with Locality Health Centre
- ➍ The surgery offers a Minor Operations clinic
- ➎ There is a diabetic dietician available who works across the three surgery sites
- ➏ Main reception has two people and there are another four receptionists that work upstairs taking telephone bookings

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

- ➐ Following their patient survey the surgery identified that patients would like the option of an appointment outside core hours and began offering a Friday evening and alternative Saturday morning clinic

- Follow a PPG request the surgery added to their website details including the names of Clinicians and the treatments offered by the Advanced Nurse Practitioners, Treatment Nurses and Health Care Assistants at the surgery.
- Following feedback, a boundary map was added to the website to provide information for new patients seeking to register with the surgery.

*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?*

- A building extension and improvement plan will get underway in May 2018 to extend the reception and waiting room areas. It will also separate the waiting area from the pharmacy. There will be two new consulting rooms created.
- A regular clinical team is being provided to improve continuity for new patients across the three sites.

## Observations and Findings

The Enter and View representative observed the following:

### External 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. To the left of the front drive there is room for about 10 staff cars to park and a hatched area where an ambulance can back up into the surgery entrance.
- The street is a busy residential one with free parking but here are numerous houses with drives and dropped kerbs which can't be blocked. It is very close to the main railway station. Finding a place to park was difficult. Spaces for a few cars can be found in the road directly outside and is designated as free parking for two hours.
- The car park within the surgery perimeter wall is for doctors and other staff only.
- The area designated for an ambulance to park was blocked by a staff car during the visit.
- There are no disabled car spaces nearby

### Internal Decoration, Cleanliness and Furnishings

- The interior is clean. Furnishings are adequate but tired looking. No clock was visible.

### Outside the Surgery

- 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.
- A number 20 bus stops on Neva Road a few minutes walk around the corner and buses X1, X2 and X5 also stop nearby.
- Cars were seen to drop-off patients on the driveway thereby blocking the entrance and creating safety problems for those on foot

## 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 as the waiting room patients are not able to overhear conversations at reception. If there is a reception queue there is no privacy for patients speaking to receptionists.
- The two reception hatches are high desks with glass fronts. There are gaps at the bottom of the glass where patients can speak to the receptionist.
- There is no lower level reception desk for patients attending in wheelchairs.
- Receptionists were efficient and friendly to patients they dealt with.
- A poster tells patients what to do when they arrive in reception.
- Decoration in the reception area is very plain.
- A hearing loop sign is visible.
- A poster indicates the names (but no photograph) of clinicians that work between the three linked surgeries. Nursing staff names are also given.
- A padded bench at reception provides an area to sit.
- To the right of reception is an electronic sign-in platform. Hand sanitising gel is attached to the wall above it, but the existence of the gel was not obvious to patients, none of whom were observed using it.
- The electronic sign-in platform provides patients with an indication of the waiting time to see their clinician that day. Two patients were overheard to mention waiting times of 9 minutes and 17 minutes respectively. The receptionist told one patient that the midwife was running 20 minutes late.
- There were a small number people waiting in a queue at reception at any one time. No one waited for more than three minutes. One receptionist was on duty all of the time, but a second receptionist did appear when the queue built up.
- Name badges were not observed on reception staff but were seen worn by clinical staff on the day.

## Waiting Room

- The main waiting area is crowded with chairs in tightly packed rows and also arranged around the edge of the room.
- The chairs are upholstered and some have arms for leverage.
- The floor is linoleum throughout and in reasonable order.
- The majority of seats were occupied and some patients chose to stand rather than be crowded next to each other.
- No water is provided.
- A lift takes patients to a second waiting area on the first floor for patients seeing clinicians in upstairs consulting rooms. The waiting area comprises four chairs on a landing.
- A mother with a pushchair entered but was unable to take a seat in the waiting room alongside her pushchair so took a chair next to the pharmacy where there was room to park the pushchair.
- A door provides direct access from the outside into the waiting room which helps patients with wheelchairs or buggies avoid the tight turning area and corridor from reception. It is a manual door. There are no automated doors.
- There are signposts for the three toilets; disabled, men and women. There are baby changing facilities. A patient in a wheelchair and their attendant were

observed having problems manoeuvring into and closing the door of the disabled toilet.

- The noise level in the waiting area is high. This is partly due to being crowded but also due to the fact that the pharmacy occupies part of the waiting area and conversations between patients and staff are clearly audible.
- One patient played music from their mobile phone. There was no background music or radio played.
- Some staff came into the waiting area to call patients. A loudspeaker system called other patients to the consulting rooms.

### Information Boards/Leaflets

- There was no Mission Statement on display.
- No information for Carers was observed on the waiting room or reception walls.
- No 'You said we did' information was seen on the wall.
- No information about lodging complaints with the surgery was visible.
- A comment box was visible and a sign asking for comments nearby, but it was not displayed close enough to the box to make the request clear.
- No Healthwatch North Somerset information leaflets were available in a leaflet display area in the waiting area.
- The leaflet display contained a large number of flyers advertising the goods and services aimed at older people, provided by private companies.
- The leaflet display had four treatment information/lifestyle promotion leaflets that were up-to-date.
- No Family and Friends information was displayed.
- The PPG for Graham Road is well advertised on its own board. The merger with Clarence Park Surgery PPG is not advertised.
- Language Line is advertised as a translation service, and this is displayed in the waiting room.
- A statement about making appointments online was displayed.
- No statement about providing information in other formats was displayed.

### Patient Contact

- Some staff were seen wearing badges.
- A patient was overheard at reception saying they had been having trouble getting an appointment and had tried getting through over the past two days.

## Communication with Practice Manager at end of visit

At the end of the visit the Enter and View Representative met with the Practice Manager to clarify some issues about staff parking, patient parking and public transport to the surgery. The cramped conditions were discussed and the lack of notices on notice boards. The Practice Manager explained that the Pharmacy has taken up some temporary space while the surgery is being reorganised before the extension begins. She said this has reduced the display of relevant notices.

## 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. The Practice has listened to their PPG and the results of their patient survey. This had resulted in an Improved Access clinic on Fridays and on



alternate Saturday mornings. Information about the treatments provided by healthcare staff and the surgery's boundary map were added to the website after patient feedback.

## 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 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 outside core hours 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.

## Review of the Practice Website

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

When using a mobile phone to view the website;

- The website was in a truncated view with tabs to click for specific information.
- A pop-up on the home page mentions extended hours being available but does not give times.
- The out-of-hours number is listed under an Appointments tab, and is found after scrolling to the bottom of the page.

When using a PC to view the website:

- The opening hours on the Answer Phone are the same ones displayed on the website.
- Graham Road Surgery News on the main page of the website explains the provision of extra clinics outside core hours but asks patients to speak to the Practice team for more information.
- Two items on the main website page mention Patient Access - and provide details of an app for online appointment booking.
- A catchment area map of the Practice group is found by navigating the menu bar item 'The Practice' on the main home page menu and using the drop down list item 'Register'. This gives the map and information for new patients.
- The Out-of-hours number is found by navigating the menu item 'Information' and using a link called 'Useful Contacts'. By scrolling through 'Useful Contacts' the out-of-hours number is given.
- No mention is made that 111 is free to call.
- The 111 logo is located at the bottom of the home page.
- The 111 logo when clicked, links into NHS Choices page which describes the purpose and correct use of 111, displays a list of PDFs of Easy Read leaflets in a choice of languages and details of how to use the telephone service if you are deaf.
- Information on how to make a complaint or raise a concern has no dedicated area in the website. It is accessed from the Information tab on the top of the main page. It is called 'Complaints Policy' and is the first in the drop down list.
- The Complaints Policy page has a downloadable and printable complaints form.

- The website's Complaints Policy page provides information on PALS, SEAP, The Parliamentary and Health Service Ombudsman and NHS England contact details. There were no details for contacting the CCG locally. A website address for Healthwatch North Somerset links into the Healthwatch England website, asks for a postcode and then opens a North Somerset Council site where a further search is needed to find the local contact details. The only other way to find contacts for Healthwatch North Somerset is to click on another link on the Healthwatch England website called 'local Healthwatch contact listing' which opens an excel spreadsheet in alphabetical order. This gives contact details for Healthwatch North Somerset.
- No direct dial is available for the Practice Manager.
- A large number of menu tabs both top bottom and middle make the website navigation confusing.

## 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 (in light of redevelopment plans) and evidence based:

- Install electronically activated doors into the surgery.
- Provide one part of the reception with a lower level desk for patients in wheelchairs.
- Provide more space between chairs in the waiting area to provide more room for a buggy or wheelchair to be manoeuvred easily.
- Provide water.
- Provide a wider door and a larger room for the disabled toilet.
- Signpost patients to the sanitising gel to use with the electronic sign-in platform.
- Provide all staff with name badges.
- During busy times have two receptionists on duty all the time to avoid queue build up.
- Provide access advice for people with disabilities so they can park legally and safely nearby to avoid cars blocking the entrance to the surgery.
- Allow more privacy in the waiting area by providing background music or radio so that Pharmacy or reception conversation are not audible.
- Provide information using a screen or dedicated boards to make sure the surgery make visible the following; a mission statement, Carers information, 'You Said We did', a complaints procedure, Friends and Family Information, a clearly marked comments box and a statement about the provision of information in alternative formats.
- Provide a answer phone message that makes it clear the person is through to the Graham Road surgery or that there has been a merger of three surgeries that includes theirs.

- ➊ Provide the times of clinics outside core hours on the website.
- ➋ Provide the information that Out-Of-Hours is the 111 number and put this information on the front page of the website.
- ➌ Provide the Complaints Procedure as a dedicated area of the website making it easier to find.
- ➍ Provide contact details for Healthwatch North Somerset and a direct link to the Healthwatch North Somerset website [www.healthwatchnorthsomerset.co.uk](http://www.healthwatchnorthsomerset.co.uk) rather than Healthwatch England details.
- ➎ Provide website menus and tabs in one place to make it easier to navigate.

## Provider Response

Dear Karen

Many thanks for the report received on Monday 7<sup>th</sup> May.

Please could I ask that the following minor details be amended before going to publication.

As explained at the time of the visit we are about to undergo quite a few structural changes and so with this in mind some things are not as they should be especially the waiting room area.

- Internal areas tired looking and no Clock was visible, the clock was visible but had been moved to temporary position in the pharmacy area.
- We have an external sign, what other signage should there be?
- The front of the building has a wide entrance and people do drop off patients outside but as they cannot stop there it is not a problem.
- All of the items raised in the report under reception area will be addressed with the alterations as explained on the day.
- All front facing staff and clinicians have badges however administrators do not.
- Our disabled toilet/baby changing toilet was passed as being DDA compliant.
- Patient calling system will change with the alterations
- The PPG have been informed of your comment and they will amend.
- The OOH'S is an automatic formulated message and only needs to give the emergency numbers so no matter which surgery you ring the same message is relayed.
- We have taken on board your comments about our websites and our Data lead has made some alterations to make it more user friendly.
- One of your recommendations was to have two front receptionists on we do actually have two on plus a third at times downstairs and two further receptionists upstairs dealing with telephone calls.

I hope I have managed to answer most of your recommendations and would like to invite you back when our alterations have been completed.

Many thanks for this report

Kind regards,

Christine Perks

Practice Manager

The Locality Health Centre incorporating Clarence Park&Graham Road Surgery

Direct Dial: 01934 410025

Main Line : 01934 628111

e.mail: [christineperks@nhs.net](mailto:christineperks@nhs.net)

## 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!**

