



Enter and View Report
Stafford Place Surgery
Weston super Mare
28th March 2018



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Details of the Visit

Location

4 Stafford Place, Weston super Mare, BS23 2QZ

Date and Time of Visit

28th March 2018: 9.30am - 10.00am

Enter and View Representative

Gill Auden

Registered Provider

Stafford Medical Group

Type of Service

GP Surgery

Specialisms

N/A

Manager

Juliet Bodman

Acknowledgements

Healthwatch North Somerset Authorised Enter and View Representative wishes to thank Stafford Place Surgery and in particular the receptionist who was present.

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.

Stafford Place Surgery, Weston super Mare 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

Stafford Place Surgery is part of the Stafford Medical Group.

Stafford Place Surgery is only open in the mornings - Monday to Friday.

Planning for the visit

The visit was an announced visit with Stafford Place/Stafford Medical Group Practice Manager being given two weeks' notice. We sent a confirmation of visit letter, a Practice Manager questionnaire, 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 Visit Conducted?

One Enter and View Representative carried out the visit. The Enter and View Representative met with the Receptionist who was the only person on duty at the time.

The Enter and View Representatives observed the condition of the premises.

The Enter and View Representative was not approached by or talked to any patients (there were none present) or staff, the information and evidence detailed in this report is collated from speaking to the Practice Manager 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 findings recorded?

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

Communication with the Manager

The Enter and View Representative was unable to meet with the Practice Manager on the day but had spoken with her the previous day when carrying out the Enter & View visit at the partner practice (Locking Castle Medical Centre). The Practice Manager provided written examples for the three prompt questions which are 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?

- We have made available a list of pharmacies who deliver medication to housebound patients

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

- Some patients found it difficult to collect their medication from Stafford Place Surgery as we are now closed in the afternoons. We are actively encouraging patients to nominate a pharmacy so that prescriptions can be both sent electronically and collected by the pharmacy and the patient can collect from their chosen destination.
- With an older population at Stafford Place Surgery we found an increasing number of enquiries about what was available for Carers. Our Carers Lead has set up a special folder of information at Stafford Place Surgery as patients from Stafford Place Surgery might find it hard to access the Locking Castle Medical Centre resource.
- Patients often ask about buses in the area of Stafford Place Surgery so we have put up a poster saying we are happy to go on line and find the most up to date information for them.
- We respond to items raised on NHS Choices.

Q3. From the Practice perspective, are there any changes or recommendations you would make to improve access to services at the Practice for patients?

- ❑ We have struggled with recruitment in the past, but have recently taken on a new salaried GP which has eased the situation. We are also in negotiations with a doctor who was previously a regular locum but is now on maternity leave - she should be joining us as a salaried GP later on this year.
- ❑ We want to close Stafford Place Surgery - we feel it is no longer suitable to provide healthcare in 2018. We have the support of our PPG who understand that having to run two buildings is really stretching our resources. We are planning to re-apply to the CCG and NHS England soon - following some further consultation with patients. We feel strongly that we can provide a much better service to patients at Locking Castle Medical Centre.

Observations and Findings

The Enter and View Representatives observed the following:

External Building Condition

- ❑ Stafford Place Surgery is situated in a large Victorian villa which is in need of repair.

Internal Decoration, Cleanliness and Furnishings

- ❑ The internal décor was as clean as it could be, however the waiting room has been partly partitioned off due to the poor state of repair.
- ❑ The area of the waiting room that is still available for patients has large areas of mould growing up the walls in the corner.
- ❑ All areas visited were in a very poor decorative order.

Outside Stafford Place Surgery

- ❑ The surgery is a converted Victorian villa situated on a steep residential road.
- ❑ There is no parking on site.
- ❑ There is no disabled parking.
- ❑ There is limited on street parking.
- ❑ A bus stop was located down the hill on the main road.

Access to Stafford Place Surgery

- ❑ There is clear signage for the building.
- ❑ The building is accessed by wheelchairs and pushchairs via a steep ramp.
- ❑ There are two non-automated doors.

Reception Area

- ❑ The reception area has a high screen area.
- ❑ There was one receptionist on duty who was wearing a name badge, she was the only person in the building during the Enter and View visit.
- ❑ Unable to judge noise levels as no patients were present.
- ❑ The receptionist was approachable and friendly.
- ❑ There is no electronic check-in, the doctor would come out to the patients to call them in.
- ❑ There were some information boards in the reception area and leaflets there seemed up to date.

- ❑ The toilet was clean and tidy.

Waiting Room

- ❑ The waiting room was cold.
- ❑ There was no water dispenser, but there was a sign saying patients could ask the receptionist for water.
- ❑ The seating was around the room and the seats were plastic covered. There were no armed chairs to assist those with mobility issues.
- ❑ There was room to move around the chairs with a wheelchair or pushchair.
- ❑ The floor in the waiting room was carpeted and this appeared to be clean.
- ❑ There was no background music.
- ❑ Waiting times are not displayed. There were only four patients expected that morning.
- ❑ Conversations in the reception area could probably be heard in the waiting room, although as there were no patients during the visit.
- ❑ There were plenty of notice boards around the waiting room and some information on a small corner table.
- ❑ The Practice Mission Statement was not visible.
- ❑ There are no hearing loop signs.
- ❑ Signs to the toilets are visible.
- ❑ The reception area was as clean and tidy but was in a poor state.

Information Boards/Leaflets

- ❑ There was some information available on boards in the waiting area and reception.
- ❑ The information was relevant and appeared to be up to date.
- ❑ The Patient Participation Group was advertised.
- ❑ Family and Friends information was visible.
- ❑ Healthwatch North Somerset information including 'patient story' and 'volunteers needed' were displayed.
- ❑ Information about complaints was not visible.
- ❑ There was a comments box in the waiting area but no "you said we did" information.
- ❑ There wasn't a specific carers' notice board but information was available on other boards.

Patient Contact

No patient contact was undertaken.

Communication with the Practice Manager at End of Visit

The previous day the Enter and View visit the Representative met with the Practice Manager to clarify any issues that were unclear. Responses to queries raised are below.

- ❑ The whole building but especially the waiting room was in a very poor condition.
- ❑ The Practice are urgently trying to close the building as it doesn't have the resources to update or redecorate the building.

Good Practice

- ❑ The advice regarding repeat prescriptions and bus timetables is useful to 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: -

- ❑ The surgery name was given and the opening hours. Details of when to call 111 or 999 were given. It was also mentioned that 111 was free.

Review of the Practice Website

As part of the background research the Enter and View representative noted the following details when researching the combined website for Stafford Medical Group: -

- ❑ The Practice website was viewed via a laptop, the full website page was visible.
- ❑ The opening hours were displayed.
- ❑ The out of hours' phone number was displayed.
- ❑ The website provided out of hours' information and is easy to find on the front page, it also states that calling 111 is free.
- ❑ The NHS 111 logo is located at the bottom of the home screen
- ❑ NHS Choices logo is located at the bottom of the home screen and directly connects to NHS Choices
- ❑ From the information on the Practice website it was not possible to find out how to make a complaint - although it was clearly signposted in the waiting room
- ❑ The website provided clear guidance and contacts, of all local healthcare groups and hospitals
- ❑ It is easy to find how to register as a new patient, following the tabs from the home page.
- ❑ The website provides an up to date health related news feed from the BBC
- ❑ The front page of the website offered translation and language selection
- ❑ Unable to find a direct dial number for the Practice Manager.
- ❑ Found that the Practice website was clear and easy to navigate.

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 surgery appeared to be unfit for patients.

Provider Response

There was no response received from the provider

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

- ➊ Giving people an opportunity to have a say about their local health and social care services, including those whose voice isn't usually heard
- ➋ 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)
- ➌ Feeding issues back to government via Healthwatch England and the Care Quality Commission (CQC)

Signposting

- ➋ Providing information about health and social care services in the local area
- ➋ Advising people on where to go for specialist help or information (signposting)
- ➋ Helping people make choices and decisions about their care
- ➋ 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:

- ➋ NHS Trusts
- ➋ NHS Foundation Trusts
- ➋ Local Authorities
- ➋ 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).
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- The arrangements to be made by Relevant Bodies in Respect of Local Healthwatch Regulations 2013." (28 March 2013).



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