



Enter and View Report

*Tudor Lodge Surgery
6th March 2018*



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Details of the Visit

Location

3 Nithsdale Road, Weston-super-Mare BS23 4JP

Date and Time of Visit

6th March 2018

Enter and View Representatives

Anne Skinner, Bob Skinner

Registered Provider

Tudor Lodge Surgery

Type of Service

GP Surgery

Specialisms

N/A

Surgery Manager

Suzie Heller

Acknowledgements

Healthwatch North Somerset Authorised Enter and View Representatives wish to thank the staff and patients at Tudor Lodge 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. Tudor Lodge 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

Tudor Lodge Surgery provides primary care for 10,169 patients in Weston Super Mare and the surrounding areas.

The Surgery opening hours are Monday, Tuesday, Thursday and Friday 8am-6.30pm and Wednesday 7am - 6.30pm.

Planning for the visit

The visit was an announced visit with the Tudor Lodge Practice Manager being 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. The timings of the visit were at the request of the Practice Manager. As part of the planning the Enter and View Representatives 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 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 spoke to three patients during the visit. The information and evidence detailed in this report is collated from speaking to the Practice Manager, patients 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. Observation and prompt record templates were used to make notes, these were typed up after the visit by 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 immediately before the Enter and View. 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 have run Dementia Friends Sessions in the Surgery - led by our PPG Chair who is a Dementia Champion. Further sessions are in the pipeline
- ➋ Last Autumn we ran a MenACWY campaign for young people. The MenACWY vaccine gives protection against four types of meningococcal. We had an ice cream van giving free ice cream to attendees. We also had sexual health information available for everyone
- ➌ We have an older person's mental health nurse two days a week. They usually visit patients at home and they are very interested in dementia and memory problems
- ➍ We have a full time mental health nurse who helps those with low mood, depression and anxiety

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

- ➊ We have trialled a new system for appointment booking to help prevent queuing in the mornings before we open - this has become too common. We now take requests for appointments throughout the day and prioritise these according to clinical need.

This system ensures those who need to be seen are seen. We have had some success with this system and the early morning queues have diminished, however we need to continue to work on this so that people are called back quicker

- We have enabled people to email requests for appointments and have 'on-line requesting'
- We are also keen to continue patient specific clinics such as we did for MenACWY as the feedback was so positive from the young people who attended, they said how welcoming and relaxed the session was

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?

- I would like to see more national advertising to help direct patients to the pharmacy in the first instance - for minor ailments such as coughs and colds. There are still so many patients who feel they need to see the GP for common ailments that they could self-care for.

Observations and Findings

The Enter and View Representative observed the following:

External Building Condition

- Good

Internal Decoration, Cleanliness and Furnishings

- Very Good internal decoration. Generally, a very good level of cleanliness in all communal areas apart from the first-floor toilet, which was smelly and had a discoloured light pull cord. There are also no grab rails available and the toilet seat was not dementia friendly. Also observed was a chair's upholstery in the upstairs waiting room required cleaning.

Outside the Surgery

- There is only on-street parking available for the Surgery and no designated disabled parking available
- There is no bus stop outside of the Surgery, but the bus stop is located on a road close by
- The Surgery signage is clear
- The Surgery is wheelchair and pushchair accessible
- There is one entrance door to the Surgery and it is automated and easy to use

Reception Area

- There was an open reception desk which was mainly high in height but had one section that was lower
- There was one receptionist on-duty, but this appeared adequate as no queue formed while the Enter and View Representatives observed. The Practice Manager advised she would support the receptionist if a queue started to form and she was called
- The staff were observed wearing name badges
- The reception staff were observed being approachable and friendly

- 👉 There was no privacy at the reception desk, but there is a notice advising patients they can speak to the receptionist privately if they wish to. There is also a notice asking queuing patients to stand back from the desk while they are waiting
- 👉 There was no visible notice of waiting times observed

Waiting Room

- 👉 There were two waiting rooms, one on the ground floor which had seating set round the edge with a row down the middle. The second waiting room on the first floor is smaller with five seats and a self-operating blood pressure machine
- 👉 The ground floor seating was upholstered in plastic and the first-floor seating was upholstered and one seat was observed as not very clean
- 👉 Both waiting rooms had some chairs with arms
- 👉 There appeared to be enough chairs for the patients on the day of the Enter and View visit
- 👉 Wheelchairs and pushchairs could move around the waiting rooms
- 👉 The sign for the toilet including the disabled toilet could not be seen from the waiting room but only from the ground floor corridor
- 👉 There are baby changing facilities and both those and the disabled toilets were open
- 👉 The floor of the waiting rooms was vinyl and in good order
- 👉 No drinking water was observed as being available
- 👉 The noise level was low in both waiting rooms and there was no background music
- 👉 There is clear guidance for patients on how to inform the Surgery of their arrival
- 👉 There is an electronic sign-in machine that has hand sanitiser available close to it
- 👉 Patient's and the receptionist's conversations could be overheard
- 👉 Hearing loop signs were not observed
- 👉 The names of the staff were displayed, but not their photos
- 👉 Patients were called into their appointments, by their names being displayed on a TV screen and their names announced

Information Boards/Leaflets

- 👉 The Mission Statement was displayed on a notice board situated in a corridor
- 👉 Information on the boards was up to date and relevant
- 👉 A notice board displayed information about the level of sugar in drinks.
- 👉 Patient Participation Group information was displayed
- 👉 The Family and Friends information was observed
- 👉 No Healthwatch North Somerset information was displayed
- 👉 There was a comment box and access to an e-mail system available
- 👉 Translation services were advertised and available
- 👉 The Enter and View Representative did not observe displayed 'You Said We Did' information / Carers information / a statement that information would be provided in other formats/ information on 'how to make a complaint'
- 👉 Information about on-line appointments was located on the back of another notice at reception and not that easily visible
- 👉 Display of Lions Club 'Message in a Bottle'
- 👉 Generally, the notice boards were observed as very tidy and with a good display of useful information

Patient Contact

- A patient advised that they were worried about someone who had been waiting since January for an appointment. However, the patient advised that the Doctors at the Surgery “were good”
- A patient said that there had been a “spectacular improvement” at the Surgery over recent months. They had tried to use the e-mail system to make comments about the Surgery but could not find a way of sending the message, they commented that it ‘may be their age’
- A patient advised the Enter and View team that they found that it was impossible to get appointments especially if you wanted to see your own GP

Communication with Practice Manager at end of visit

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

- First floor waiting room dirty seat upholstery: Practice Manager advised that all chairs will be replaced as they are not suitable having come from an old meeting room
- Ground floor waiting room not very large does this ever pose an issue? Practice Manager advised this was occasionally an issue, at which point patients would be offered alternative seating
- First floor toilet smelly and has discoloured light pull cord as well as not being dementia or mobility friendly: Practice Manager agreed to remedy these issues
- Availability of drinking water: Practice Manager commented that spills posed a health and safety risk in a restricted area. However, staff will always provide patients with drinking water on request
- Photos of staff available: Practice Manager said these would arrange for these to be displayed in the future
- No notice of waiting times: Practice Manager advised the check in machine told patients of waiting times when they registered and also the receptionist would announce to patients if there was to be a delay
- Healthwatch North Somerset information availability: - The Practice Manager explained it had been available, but due to a recent redecoration it had not been replaced. The Practice Manager will remedy this
- Information resources not observed:
 - How to make a complaint information - Practice Manager will ensure this is displayed
 - Carers Board - Practice Manager to ensure relevant carers information displayed
 - ‘You said, we did’ The Practice Manager will install this information board
 - Information available in other formats: the Practice Manager agreed to make this information available
- A notice board displayed information about the level of sugar in drinks. The Practice Manager advised that they are considering producing similar information about ready meals

Good Practice

- Display of Lions Club 'Message in a Bottle'
- Use of e-mail system for patients to make comments
- Availability of an e-mail system for patients to request or cancel appointments. This negates waiting to speak to a receptionist by telephone and allows staff to direct patients to the relevant service
- The Surgery has a policy of always seeing patients although the appointment is not always on the day of request. The allocation of an appointment is judged on clinical need. Reception will telephone the patient to offer the most appropriate appointment
- The Surgery employs a mental health nurse which has positive benefits in the ability to offer the most appropriate treatment to patients
- The Surgery employs an older person's mental health nurse with a special interest in dementia and memory
- Specialist clinics/campaigns/sessions offered to particular groups of patients such as the young person's MenACWY campaign and the dementia friendly sessions
- There is a notice board display in the reception waiting area which shows information about the level of sugar in drinks. The Practice Manager advised that the Surgery is considering producing similar information for ready meals

Out of Hours

As part of the background research the Enter and View Representatives noted the following details when they phoned the Surgery out of hours: -

- The Surgery's name was given
- The Surgery opening hours were given
- Given the NHS 111 and 999 emergency numbers
- The message did not advise that calls to 111 and 999 were free of charge
- The caller was not advised that they could not leave a voicemail message

Review of the Practice Website

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

- The website was viewed on a laptop/PC
- It was easy to find the information about the out of hours numbers to call
- The opening hours were displayed and the same as the Ansaphone message
- Out of hours information easy to find but does not mention NHS 111 is free to call
- NHS 111 logo when clicked took the user to NHS Choices
- There was no information about the catchment area of the Surgery
- Information was easy to find about how to register a new patient
- The information on how to make a complaint was easy to find under Surgery information. The complaints policy could be printed
- There is a complaints leaflet available for patients which appears to be issued by the Parliamentary and Health Service Commissioner
- Options given to speak to an external organisation was for PALS only
- There was no direct dial number for the Practice Manager
- Overall the Practice website was 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:

- Toilets cleaned and made dementia/mobility friendly
- Upholstery on the Seats in the waiting room cleaned or chairs replaced
- Sign up to advise patients that drinking water is available if they ask staff
- Photos of staff displayed
- Healthwatch information, complaints information, Carers information, 'You said we Did' Board and statement advising information can be made available in other formats, all installed/displayed.

Provider Response

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

- 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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