



Enter and View Report

Winscombe Surgery
23rd April 2018



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Details of the Visit

Location

Hillyfields Way, Winscombe BS25 1AF

Date and Time of Visit

23rd April 2018: 13.30pm -15.30pm

Enter and View Representative

Shirley Rainey & Sarah Wakely

Registered Provider

Winscombe and Banwell Family Practice

Type of Service

GP Surgery

Specialisms

N/A

Manager

Jose Tarnowski

Acknowledgements

The Healthwatch North Somerset Authorised Enter and View Representatives wish to thank Winscombe Surgery and in particular the staff and patients at Winscombe 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.

Winscombe 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 hour 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

Winscombe Surgery is part of the Winscombe and Banwell Family Practice. Situated within the village of Winscombe in North Somerset. The surgery provides a service to patients within a rural area.

The two surgeries have approximately 9000 patients and the patients are able to access either of the surgeries.

Winscombe and Banwell Family Practice has 8 doctors, 2 Nurse Practitioners, 3 Nurses, 2 Healthcare Assistants and 1 Phlebotomist.

Winscombe Surgery opens from 8.00am-6.30pm Monday to Friday.

Patients are asked to ring after 8.30am for routine appointments. The surgery also offers early morning routine appointments on 3 days between 7am and 8am.

Patients requesting home visits are asked to ring before 10.30am.

Telephone consultations can be arranged on request.

The surgery have recently announced that they are offering more evening appointments. They are working together with other local Practices to offer more appointments in the evenings and weekend.

Planning for the visit

The visit was an announced visit with Winscombe Surgery Practice Manager being given two weeks' notice. We sent a confirmation of visit letter to the Practice Manager, a 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. The timings of the visit were at the request of the Practice however, we found that on our visit the surgery was very quiet. As part of the planning, the Enter and View Representative did some background research - online and out of hours.

How was the Visit Conducted?

Two Enter and View Representatives carried out the visit. The Representatives met with the Practice Manager at the start and end of the visit.

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

The information and evidence detailed in this report is collated from speaking to the Practice Manager and Receptionist 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 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 visit. Three prompt questions were used to establish instances of good practice, evidence change occurring because of patient feedback and identify potential improvements. Unfortunately, the Practice Manager had been busy and had been unable to fill in the responses. Representatives suggested that as Banwell was due to have an Enter and View visit later in the week responses could be provided at that time. The responses below are from the Enter and View visit on 25th April in Banwell surgery.

Q1. Are there any examples of good practice that you would wish to share with the rest of the primary care community?

We are still small enough at each surgery to be able to call patients through on a personal basis, rather than an automatic 'call board' or TV screen such as one sees in many Practices. We feel this gives a more personal touch and patients value this.

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

- 1) Music (soft) playing in waiting room to protect confidentiality
- 2) Replacement of Reception metal sliding windows at Banwell to reduce irksome scraping noise
- 3) Replacement of Reception wooden screens at Winscombe Reception to feel more 'welcoming' for patients (and provide better sight lines)
- 4) Hook provided behind doors in patient toilets.

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 need to re-organise the car park at Winscombe to make better use of the space available and provide a better location for the Disabled spaces.

Observations and Findings

The Enter and View Representatives observed the following:

External Building Condition

- 👉 The building is at the end of a road, with adequate parking areas around the surgery
- 👉 The building is clean and tidy
- 👉 There are disabled parking spaces in front of the building
- 👉 There is a gentle slope leading up to the front entrance
- 👉 There are two doors to enter into the waiting room (at the moment these doors are not automated but the surgery have put in an application for funding to replace the doors with automated doors).

Internal Decoration, Cleanliness and Furnishings

- 👉 The waiting room is clean, well decorated and tidy
- 👉 There is a table with children's toys and books
- 👉 The seats are placed around the room, with 2 rows in the middle of the room
- 👉 The seats are either upholstered with plastic or wooden surrounds
- 👉 There are number of seats with arms.

Outside Winscombe Surgery

- 👉 There are no signs either at the bottom of Hillyfields Way or on the surgery building
- 👉 There is a sign telling patients to ring 111 when the surgery is closed
- 👉 There is a plaque listing the Doctors
- 👉 The nearest bus stop is at the bottom of the lane in the High Street.

Reception Area

- 👉 Patients have to walk through the waiting area to reach the reception
- 👉 The receptionist sits behind a screen, at a low level desk
- 👉 During the visit there was one receptionist on duty and an additional member of staff who was helping patients with their prescriptions

- During the visit, the receptionist was able to answer the phone, help with queries and talk to patients. There was no queue during the visit
- One member of staff was observed wearing a name badge
- The screen in the reception area allows for greater confidentiality and privacy, in addition there is a notice stating patients can ask to be seen in private
- The receptionist and other staff were all approachable and friendly.

Waiting Room

- There were enough seats in the waiting area
- Chairs were placed with enough room to manoeuvre a pushchair or wheelchair
- The patient toilet is located as you come in through the front door, it has a babies changing area and is suitable for a disabled person. The signage for the toilet was small and not obvious when sat in the waiting room
- The flooring in the waiting room is Lino and in good condition.
- The waiting room was quiet during the visit, with background music
- There is an electronic check in machine, with ability to check-in using a variety of languages. However the GPs and nurses come out into the waiting room to call in their patients
- There is a hand gel sanitiser container next to the check-in machine
- It is possible to hear conversations between patients and the reception staff, however there is some privacy for patients picking up their prescriptions as this is done in a separate area
- There were no signs advertising a 'hearing loop'
- There were no photos or names of staff on duty (except the plaques outside).
- There were no waiting times displayed but patients would be informed by the receptionist if there was a long wait
- There is a patients' blood pressure machine available on a table in the waiting room

Information Boards/Leaflets

- There are a number of information boards and leaflets displayed around the waiting room. Most of the leaflets are relevant and up to date
- The Practice mission statement was not displayed but all new patients are given the Practice leaflet that includes a 'Patients Charter', this is also available on the surgery website
- The Patients Participation Group (PPG) was advertised but no information was observed about outcomes of meetings displayed
- There was a box for Family and Friends returned surveys but no forms were on display
- The only Healthwatch North Somerset information displayed was the poster advertising the Enter and View visit
- There is a comments box in the waiting room and a notice explaining the process for making a complaint. The Practice has a complaints and comments leaflet
- The electronic check in machine was able to translate English into a number of different languages. There were no signs about translation services although these are highlighted on the web page
- There are a number of leaflets giving information for 'Carers'
- There was no 'you said, we did' board.

Patient Contact

There was no patient contact during the visit.

Communication with the Practice Manager at End of Visit

At the end of the Enter and View visit the Representatives met with the Practice Manager to clarify any issues that were unclear or had been noted. Please find responses to queries below.

A general discussion was held with the Practice Manager to cover points not immediately clear during the tour of the surgery and dealing with questions raised on the 'Enter and View' feedback form.

- Lack of signage on access road and surgery building
- Entrance doors: a grant has been applied for to fund electronic doors
- Lack of signage for translation services in the surgery
- Forms were not observed for the Family and Friends survey
- There was no 'you said, we did' board comments: these were included in the newsletter
- The Representatives queried how patients were informed about waiting times: the receptionist informs patients
- The receptionist is situated behind a screen, at a low level desk; a patient in a wheelchair might find it difficult to talk to the receptionist: the screen opens both sides (note: the rubbish bin would need to be moved to allow this to happen)
- No signs advertising a 'hearing loop' were observed: the Practice Manager advised there was one displayed
- There were no photos or names of staff on duty (except the plaques outside): This had been discussed and it was decided not to display photos.
- The Patients Participation Group (PPG) was advertised but no information about outcomes of meetings was observed: after meetings a newsletter was issued and displayed
- There was no 'you said, we did' board: this information is included in the newsletter

Good Practice

- The privacy offered to patients with the screen and additional room for patients collecting their prescriptions
- The system of offering a block appointment system to the local nursing home, but if the appointments are not needed then offering them to other patients
- The complaints procedure was advertised and very clear
- The electronic check in system offering a number of different languages
- The notice outlining the Complaints process was very clear and helpful

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 name was given and the opening hours. Details of when to call 111 or 999 were given.

Review of the Practice Website

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

- When opening up the website there is an opening paragraph about the two surgeries
- The website clearly outlines the out of hours number (and that it is a free number) on the opening page
- It was easy to navigate around the website and information about making a comment or complaint, about making appointments, what clinics and services are available, information for new patients, how to contact the surgery, opening times, about prescriptions, how to get test results and the members of the Practice staff is easily accessible
- The Patients Charter Practice leaflet is available
- The website gives information on the CQC inspection.

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 Representatives' observations and feedback received from the public in North Somerset.

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

- External signs for the surgery, and a sign in the High Street would be helpful
- A larger sign for the toilet which also advises that there are disabled and baby changing facilities
- Display the hearing loop sign
- The availability of translation services advertised in the surgery
- Healthwatch North Somerset information available in the surgery
- Newsletters from the PPG and information from patients comments (you said, we did) readily available in the surgery
- An electronic door entry system would be very beneficial for wheelchair users and patients with pushchairs

Provider Response

- No Provider comments received

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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