



Enter and View Report

Locality Health Centre
3rd April 2018



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Details of the Visit

Location

68 Lonsdale Rd. Weston-Super Mare BS23 3SJ

Date and Time of Visit

3rd April 2018: 9am - 11am

Enter and View Representative

Karen MacVean

Registered Provider

Locality Health Centre

Type of Service

GP Surgery

Specialisms

N/A

Surgery Manager

Christine Perks

Acknowledgements

Healthwatch North Somerset Authorised Enter and View Representatives wish to thank the staff and patients at the Locality Health Centre.

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. The Locality Health Centre 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

The Locality Health Centre is a social enterprise based in the South Ward of Weston-Super-Mare. Because the Locality Health Centre is a social enterprise and reinvests in the health and wellbeing of the local community, all the GP's are salaried.

The Locality Centre is in the 'For All Healthy Living Centre' which is also a Social Enterprise scheme and provides a range of services, facilities and activities for the local community. Apart from the Locality 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 Locality Health Centre includes two other surgeries in Weston-Super-Mare. The Locality Health Centre has over 5,000 patients registered and offers GP surgeries, nurse led clinics, and other health advice.

The Locality Health Centre clinics opening hours are generally from 8.30am to 12noon in the morning and 2.00pm to 5.30pm in the afternoon. The reception is open from 8.00am to 6.30pm. The Centre is now offering improved access clinics on a Monday at the Locality Health Centre and on a Friday at one of the other two Surgeries in the group.

Planning for the visit

The visit was an announced visit with the Practice Manager being given two weeks' notice. We sent a confirmation of visit letter, 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 at the request of the Practice.

As part of the planning the Enter and View Representative did some background research - online and out of hours.

How was the Enter and View Conducted?

One Enter and View Representative carried out the visit. The Enter and View Representative met with the Chief Executive and Practice 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 any patients or other members of staff. The information and evidence detailed in this report is collated from speaking to the Chief Executive, Practice Manager and the Enter and View Representative's own observations.

The Enter and View Representative sought background information, 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 Chief Executive and 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 met with the Chief Executive and 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 on the next page.

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

- Locality Health Centre is a community focused centre and provides supportive functions throughout the year. It incorporates Graham Road Surgery and Clarence Park Surgery in Weston Super Mare.
- There are two active Patient Participation Groups (PPG), one at the Locality health Centre and the recently combined Clarence Road and Graham Road surgeries. All the Practices fully support the Patient Participation Groups and have previously encouraged health talks.
- The Locality Health Centre and the Graham Road Surgeries are now offering Improved Access clinics on a Monday at Locality Health Centre and a Friday at Graham Road Surgeries. Both sites also offer a Saturday morning clinic in rotation for patients outside of our core hours. In addition, there is a minor ops clinic at Graham Road Surgery, a Well Women Clinic at Locality Health Centre and we have a Diabetic Dietician working across our three sites.

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

- As a result of our patient survey, it became apparent that our patients would like the option to book an appointment outside of core hours. Evenings and weekends are very popular among our working population.
- Our Patient Participation Groups also asked that our Practice websites were updated to include our clinicians and more specifically, which patients our Advanced Nurse Practitioners (ANP), Treatment Nurses and Health Care Assistants (HCA) were able to see. We have also included our boundary maps which are helpful to patients who are registering.
- In addition, we have upholstered the seats in the waiting room at Clarence Park Surgery and removed the glass screen on reception at Clarence Park Surgery. We feel that this is more patient friendly on arrival at the Practice.

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?

- Redevelopment is planned at Graham Road Surgery which will include the pharmacy and waiting area as well as offering two additional consulting rooms.
- We now have a regular clinical team across our three sites that provide continuity for our patients.
- We are also considering how we can improve our queuing system at the front desk at Locality Health Centre increasing privacy for patients when they are speaking to our reception team.

- We now have a regular clinical team across our three sites that provide continuity for our patients.

Observations and Findings

The Enter and View Representative observed the following:

External Building Condition

- The 'For All Healthy Living Centre' is a large modern purpose brick built multi-purpose structure that is located centrally in the community of Bournville.
- There is a semi-circular drive in front of the centre that can be used for dropping off and picking up patients.
- There are a range of shops and information support services close to the centre as well as public transport points.

Internal Decoration, Cleanliness and Furnishings

- Internally the building is in reasonable decorative order and houses a community café, fresh fruit stall, charity clothes shop, library, large and small meeting rooms and offices as well as the Health Centre.
- The toilets were clean and stocked with the proper hygiene requirements. It was quite difficult to locate the baby changing area and the disabled toilet, as it is at the other side of the building to the Health Centre.
- There is a box for repeat prescriptions and information leaflets located in the hallway between the external and internal entrance doors.

Outside the Surgery

- The building is accessed through two sets of automatic double glass panelled doors.
- There is a large car park to the side of the building and parking is available on the road.
- Disabled parking spaces are to the front and a few more are located at the side of the building.
- There are shrubbery beds around the building.
- There are bus stops close to the Centre.
- The building is accessible for wheelchair users, people with limited mobility, prams/pushchairs; the ground is flat in front and around the Centre.
- There are clear signs on the front wall of the building to advise people that the Health Centre is located there.

Reception Area

- There is one semi-circular reception desk in front of the main entrance that serves both the 'For All Healthy Living Centre Services' and the Locality 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 Locality Health Centre.

- It was not immediately clear how to access the Health Centre, but the receptionist on the main desk advised the Enter and View Representative where to sign in.
- There were combined height levels at the receptionist desk.
- By the reception desk there is a patient sign-in machine with hand sanitiser close by.
- The Enter and View Representative noted a short queue form at the desk when the receptionist was helping a patient with a query, but no other receptionist came forward. However, one receptionist was observed as mostly adequate to manage the traffic using the Health Centre.
- The receptionist wore a name badge and was observed being friendly, polite, helpful and approachable both with patients and the Enter and View Representative.
- There was very little privacy at reception and patient/receptionist conversations could be overheard. However, the Practice Manager and Chief Executive had already advised that they were aware of this issue and were seeking ways to manage it in the very near future.
- The electronic patient sign-in machine advised patients of waiting times.
- A TV screen announced appointments verbally and visually when it was the patients turn to see a clinician. The patient was also advised on screen of the name of the clinician they were seeing and what room they needed to go to.

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 was guidance on how to sign in to the electronic sign in for patients arriving at the Health Centre and there was hand sanitiser available close by.
- There were named photos of the Stop Smoking Team but not of the clinicians working in the Practice.

Information Boards/Leaflets

- A TV Screen ran looped information about a variety of issues.
- The Health Centre Mission Statement was 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.
- Information on how to make a complaint was not observed.
- Information about translation services or a statement that information could be provided in other formats was not observed.
- There was a carers board with information available.
- The Enter and View Representative did not observe a 'You Said We Did' board or information about on-line appointments i.e. Patient Access.

Patient Contact

- The Enter and View Representative was not approached by any patients.

Communication with Practice Manager at end of visit

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

- Signs for Baby Changing and Disabled Toilets - The Enter and View Representative was advised that though these facilities were available at the other side of the building, you could not see the signs when waiting in the Health Centre area.
- Drinking water not provided - The Enter and View Representative was advised that due to historic misuse of the water dispenser it had been removed however, patients could ask for water at reception.
- Hearing Loop - The Enter and View Representative was advised that the whole 'For All Healthy Living Centre' had the hearing loop facility, but the Practice Manager and Chief 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, On-line Services and Complaints - The Chief Executive and the Practice Manager advised that this information should all have been available, but due to a recent review and re-organisation of the information boards it appeared that some of the information had not yet been put back up.

Good Practice

- Activity for Children available.
- Access to 'For All Healthy Living Centre' Community Services under one roof
- The Locality Health Centre is a social enterprise and reinvests in the health and wellbeing of the local community.
- Strong support for the Patient Participation Group.
- Extended hours surgeries and services available across the three Practices.
- The website for the Locality Health Centre is easy to navigate and includes the clinicians available and specific information about the roles of the Advanced Nurse Practitioners, Treatment Nurses and Health Care Assistants. The website also has boundary maps which are helpful to patients who are registering.

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 was given.
- The Practice 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 Practice website was viewed on a mobile phone.
- The first view was of the complete website.
- The website gave out of hours information.
- The website was easy to navigate.
- 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 on making a complaint, which along with forms, could be printed.
- There was printable third-party information on contacting different organisations regarding making a complaint including PALS, NHS England and Healthwatch England.
- 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.
- There was an English and a non-English version of how to register as a new Patient.
- There was no direct dial number for the Practice Manager, but the name was given.
- The website provided information on health care services available, a description of what services each clinician provided and extended hours information.

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:

- Clearer signage in the waiting area to locate the disabled toilets and baby changing facilities.
- Increased privacy for patients at reception.
- Information made available in the waiting room on:
 - How to make a complaint,
 - On-line Services
 - Drinking water available on request at reception
 - Hearing Loop availability
 - 'You Said We Did'
 - Documents obtainable in other formats
 - The Patient Participation Group

Provider Response

The practice would like to thank Healthwatch for their report following our visit.

There were also a couple of points which we would like to include in our report for Locality Health Centre.

Locality Health Centre understand that our patients value our online access which allows booking of appointments online and requesting of prescriptions online. Patients can collect information on our online service at reception including how to arrange logins.

We would also like our patients to be aware that they are able to request water from reception if needed.

Kimberley Rogers

Deputy Practice Manager

Locality Health Centre Group

Incorporating Graham Road Surgery & Clarence Park Surgery

Weston super Mare

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

www.healthwatchnorthsomerset.co.uk



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