



Enter and View Report

**Backwell Medical Centre
16th March 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 Backwell Medical Centre.....	6
Reception Area	6
Waiting Room.....	7
Information Boards/Leaflets	7
Patient Contact	7
Communication with Practice Manager at end of visit	7
Good Practice	8
Out of Hours	8
Review of the Practice Website	8
Recommendations	9
Provider Response	9
Enter and View	11
Key Benefits of Enter and View	12



Details of the Visit

Location

15 West Town Road
Backwell
BS48 3HH

Date and Time of Visit

9am-11am
16th March 2018

Enter and View Representative

Gill Auden

Registered Provider

Tyntesfield Medical Group

Type of Service

GP Surgery

Specialisms

GP Trainee Practice

Operations Manager

Deb Ponsford

Acknowledgements

Healthwatch North Somerset wish to thank Deb Ponsford, Operations Manager and the staff and patients at Backwell Medical Centre for their support during the Enter and View visit.

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. Backwell Medical 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

Backwell Medical Centre is on the main A370 road which goes straight through the middle of Backwell. Backwell Medical Centre is part of the Tyntesfield Medical Group, which comprises of Tower House (Nailsea), Brockway (Nailsea), Long Ashton and Backwell. Backwell Medical Centre has approximately 6,500 registered patients.

Planning for the visit

The visit was an announced visit with the Backwell Medical Centre Operations 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.

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

How was the Enter and was Conducted?

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

The Enter and View Representative 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 Operations 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 the findings recorded?

Comments and quotes were recorded by the Enter and View Representative whilst observing the Practice and engaging with the Operations 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 Operations 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?

- We are a newly merged organisation starting to work together to standardise our policies and protocols and share good practice across all sites. We have a new joined up telephone system which has proved to be invaluable. In the last month we were able to continue to offer a good service to all our patients across all sites as telephone calls can be taken at any site when needed. With the bad weather and a power cut putting one of the surgeries out of action, there was minimum disruption to our patients.
- We keep our patients up to date with waiting times by advising them of how many patients are in front of them and announce in the waiting room if we have problems.

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

- Our patients requested new seating in the waiting room and some chairs to help patients with mobility problems.

- Patients with walking aids and prams found that there were a lot of doors to negotiate before arriving at the doctor's surgery. The entrance into the surgery has been opened up to allow better access

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 feel we offer a good range of services including hiring rooms to Positive Steps, Wellspring, Child and Adult Mental Health Service on a weekly basis. This allows local patients to access appointments without having to travel. It would be nice to increase this type of help with more outpatient clinics but we use our rooms to the full so this would involve building work. However, the other sites are also offering rooms for the local community.

Observations and Findings

The Enter and View representative observed the following:

External Building Condition

- The outside of the building looks smart and well maintained
- The signage outside it is clear
- It is wheelchair/pushchair accessible
- The doors are automated, there is one door to go through

Internal Decoration, Cleanliness and Furnishings

- There is good quality linoleum in all areas on the floor, which is in good order
- The whole area is very clean and well decorated
- All furnishings look clean and well cared for

Outside Backwell Medical Centre

- There is no off street parking, other than the staff car park, which is offered to disabled patients when the parking space outside the surgery is in use
- There is limited road parking, but there is one disabled space right outside the surgery entrance
- There is a Defibrillator outside the surgery on the wall
- There is a bus stop nearby, although most patients walk to the surgery

Reception Area

- There is a low reception desk with no screens
- There was one receptionist on duty, which was enough for the number of patients attending
- At no time was there more than one person waiting
- All staff were approachable and friendly
- All staff seen were wearing name badges
- The signs for the toilet, which is also for the disabled and baby changing, is clearly signed in the Reception area but not in the waiting area
- There are no names/pictures of staff within reception, although the names of the GPs are shown outside

- There was no information about a hearing loop
- There is sanitising gel near the electronic check-in
- There is an electronic check-in but it was currently out of order
- When you walk into the building it is obvious where to report to although there is no signage
- Patients are told when they check in how many patients are waiting before them in the queue, this also applies when the electronic check-in is working

Waiting Room

- The seats in the waiting room are placed around the edge of the room and are plastic, with several having arms to aid people get up
- There were enough seats
- It is easy to manoeuvre a wheelchair or pushchair around the waiting room
- Water is not provided but there are several signs asking patients to speak to the receptionist if they would like a glass of water
- It was very quiet but this meant that everything said by staff in reception and on the phone can be heard
- There was no background music
- The GP or nurse came out to call the patient, which is their preferred method of calling patients
- There was a TV screen in the waiting area but this was not working

Information Boards/Leaflets

- The Practice Mission Statement was on display
- All information displayed was relevant to Health and Social Care
- All information appeared up to date
- The PPG (Patient Participation Group) is well advertised
- There is Family and Friends information available
- There was no Healthwatch North Somerset information displayed other than information about the Enter and View visit
- There was a comments box, and a 'you said, we did' board
- There are translation services available and advertised
- There is a Carer's Board
- There is information about on-line appointments
- There is no statement that information in other formats is available
- All information boards were neat, tidy and kept up to date

Patient Contact

- The GPs and nurses walk to the waiting room to call their patients as it enables them to 'stretch' their legs
- The TV screen, which was currently out of order, will display useful information to 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 to clarify some issues that were unclear. Responses to the queries are below:

- Noise levels in waiting area: reception staff can be clearly heard:

Yes, this is a problem. Patients asked for the doors to be removed to enable ease of access, we are reviewing the options

- It doesn't say anywhere that information is available in other formats:
Will look into this
- The TV, is it just not working?
The company that supply the system has gone out of business. We are looking to see if we can piggyback onto the Tower House system
- There are no names or photos of GPs and Staff in the Surgery:
The outside board has the name of the GPs on it but we will look at putting up the names and photos etc within the reception/waiting room
- No hearing loop is advertised:
We have one and it should be advertised, I will look into it
- There is no Healthwatch North Somerset information available other than our visit today:
If you can let us have some leaflets they will displayed
- How do patients know the waiting times?:
Currently patients are told waiting times by the receptionists when they sign in. Normally the electronic check-in informs patients of waiting times

Good Practice

- Backwell Medical Centre is a Training Practice which ensures that new ideas and innovations are discussed at Practice meetings
- The Practice rents rooms out to Positive Steps, the Child and Adolescent Mental Health team and Wellspring Counselling on a weekly basis
- Rooms are permanently rented out to a private Physiotherapy and Osteopathy practice from Bristol
- It appeared to be a very professional and friendly Practice
- There is a defibrillator on the external wall of the Practice to be used by the public and notices inside offering people the opportunity to learn how to use it
- The GP or nurse came out to call the patient, which is the preferred method of calling patients. This personalises the relationships between staff and patients which is very good

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:

- There was clear and decisive information when the surgery was called out of hours

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 website is clear and precise with all relevant information available

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 sign for the toilet, which is also for the disabled and baby changing, is clearly signed in the Reception area but not in the waiting area
- There are no names or pictures of any staff within the reception area
- There was no information about a hearing loop
- The waiting area was very quiet but this meant that everything said by staff in reception and when they are on the phone could be overheard
- There was no background music, which could help with the above
- There is no statement that information in other formats is available, which may be helpful for some patients

Provider Response

Further to our telephone conversation of today I would like to acknowledge receipt of the recent Enter and View Report for Backwell Medical Centre. It was a pleasure to meet Gill Auden on 16th March and I was pleased to have her positive feedback. We do feel we offer a good service to our patients and the local community but it is good to have nice comments from someone outside of our organisation.

Please find below replies to your recommendations -

1. We will make sure a sign is put up in the reception advising patients of the location of the toilet and baby changing unit.
2. I will raise at our next team meeting the possibility of a "key member" photo board for reception and gain the thoughts of my colleagues from the other TMG sites.
3. The hearing loop has now been located and will be set up at the reception desk and a notice to say it is available.
4. I understand that a new check in machine will be installed shortly which will be connected to the television screen in the waiting room which will play music and include information for patients which we hope will help with staff being overheard. This will be reviewed when it is up and running.
5. We do not have information in different formats for patients at the moment so this will be something I will look at researching.

I think this covers the points raised.

Thank you for your valued report.

Regards

Debra Ponsford

Operations Manager



Backwell Medical Centre

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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