



**Enter and View Report**

*Clarence Park Surgery  
12th April 2018*



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## Details of the Visit

### Location

13 Clarence Road East, Weston-super-Mare BS23 4BP

### Date and Time of Visit

12<sup>th</sup> April 2018: 2.30pm to 4.30pm

### Enter and View Representative

Amel Moussaoui; Shirley Rainey

### Registered Provider

Locality Health Centre

### Type of Service

GP Surgery

### Specialisms

N/A

### Surgery Manager

Christine Perks

Kimberley Rogers (Deputy)

## Acknowledgements

Healthwatch North Somerset Authorised Enter and View Representatives wish to thank Locality Health Centre and in particular the staff and patients at Clarence Park 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. Clarence Park Surgery was selected as part of our series of North Somerset GP Enter and View visits 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

Clarence Park Surgery has been part of Locality Health Centre since October 2017. It has approximately 5,000 patients registered with the Practice. The Clinical Team at Clarence Park Surgery are part of a larger team who work at the Locality Health Centre. There are four GPs, additionally, there are five Practice Nurses, including an Advanced Nurse Practitioner, two Health Care Assistants and a Prescribing Pharmacist.

Clarence Park Surgery opens from 8.00am to 6.30pm, Monday to Friday and closes Saturday and Sunday. If patients require medical help when the surgery is closed, they are advised by an answer phone message or on the website to call NHS 111.

Consultations are by appointment and can be booked in person at reception or by telephone. If the condition is non-urgent a patient can book an appointment two weeks in advance, though they may have to wait longer if they want to see a particular GP. Urgent cases are seen on the day, by making an appointment by telephone before 10am. The surgery is currently accepting new patients.

## Planning for the visit

This was an announced Enter and View visit with the Clarence Park Surgery Practice Manager given two weeks' notice. We sent a letter confirming the visit, as well as posters and leaflets to the surgery to inform patients, relatives, carers and staff about the Enter and View visit, including the role of Healthwatch North Somerset. The timing of the visit was at the request of the Practice, but we found that on our visit to the surgery it was very quiet during the visit period.

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 was Conducted?

Two Enter and View Representatives carried out the visit. The Enter and View Representatives met with the Deputy 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 Enter and View Representatives were approached by one patient but did not directly interview any patients or staff members. The information and evidence detailed in this report is based on speaking to the Practice Manager, one patient, and the Enter and View Representatives 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 visit. 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 Locality Health Centre is a community focused centre and provides supportive functions throughout the year. Locality Health Centre also incorporates Graham Road Surgery and Clarence Park Surgery in Weston Super Mare.
- ➋ There are three active Patient Participation Groups (PPG) which the Practice supports and have previously provided health talks to our patient groups.
- ➌ Locality Health Centre and Graham Road Surgery are now offering Improved Access clinics on a Monday at Locality Health Centre and a Friday at Graham Road Surgery.

Both sites also offer a Saturday morning clinic in rotation for patients outside of our core hours.

- In addition, we provide 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 PPG groups also asked that our Practice websites were updated to include our clinicians and more specifically, which patients our Advanced Nurse Practitioners, Treatment Nurses and Health Care Assistants were able to see. We have also included our boundary maps which are helpful to patients who are registering.
- In addition, we have upholstered our 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 front desk at Locality Health Centre increasing privacy for patients when they are speaking to our reception team.

## Observations and Findings

The Enter and View Representatives observed the following:

### External Building Condition

- It was hard for the Enter and View Representatives to find the surgery as there was no signage on the façade of the structure.
- There was a small car park in front of the entrance door; large enough for two cars, but there were no disabled allocated parking spaces.

### Internal Decoration, Cleanliness and Furnishings

- The internal decorations are a little old but clean and appropriate for the needs of the surgery.

### Outside the Surgery

- No signage was seen on the front of the building.
- No bus stop was visible in the immediate area.

- No ramp, but the access to the surgery was wide enough without any steps enabling easy access for wheelchair users or pushchairs.
- The two entrance doors were easy to use as they were held open.

### Reception Area

- The reception area was located in the front of the entrance with an open two level desk.
- The space dedicated to patients was on one floor, the second floor was for administrative staff.
- From the waiting area it was possible to hear all the conversations taking place at the reception area.
- Patients were advised to sign in at the electronic check in machine by a notice on a board near the reception desk.
- There is a sanitising hand gel on the desk away from the electronic check in.
- There was one member of staff behind the reception desk during the Enter and View visit. The receptionist wore an identity badge.
- The staff on duty during the visit were friendly and welcoming.
- The surgery was not crowded, and it was not noticed that any patients were queuing.
- There was a large board near the reception desk, advising which staff and GPs were present but without their photographs.
- Waiting times were not displayed.

### Waiting Room

- There was one waiting room, which was clean and had seats covered with plastic. These were arranged around the edges and in the middle of the room.
- Generally, the waiting room was in a good condition,
- There were no chairs with armrests available.
- There was enough space in the waiting room to allow patients to use pushchairs or wheelchair easily.
- The toilets were not signposted.
- The toilets were clean with baby changing facilities and there was a disabled toilet, none of them were locked or out of order.
- The waiting room flooring was carpet in a good and clean condition.
- Water was not provided.
- There was one room dedicated to GP's consultation.
- The atmosphere in the waiting room was quiet, without background music.
- There was no sign on the reception desk indicating that a hearing loop was available.

### Information Boards/Leaflets

- In the waiting room there were three clear information boards in each corner of the waiting room, and the notices were relevant and up to date.
- There were no family and friends' information visible.
- Healthwatch North Somerset information were displayed on one of the three boards.
- The Practice Mission Statement was clearly displayed.
- There were patient information leaflets available, including comments, complaints, suggestions and information about the Patient Participation Group.
- There was no Comment Box.
- There was no carer's board.

- Translation services were not advertised.
- There was no “you said, we did” board.
- Information about on-line appointments was displayed, i.e. Patient Access.
- Leaflets about common diseases were available in the waiting room.

### Patient Contact

- There was a TV screen, but it was not working.
- Patients were called into their appointments by loudspeaker as well as by clinical staff.

## Communication with Practice Manager at end of visit

At the end of the visit the Representatives met with the Practice Manger to clarify some issues that were unclear.

Response to the queries by the Practice Manager were as follows:

- Comment box - The Practice Manager will check, if one is not available, one will be provided.
- Provision of water was not available for health and safety concerns, but patients can ask for a glass of water from reception.
- The few available car parking spaces were all dedicated to disabled patients.
- The Practice Manager advised a suitable place for the sanitising gel will be found nearer to the check-in-machine.
- There is currently not enough staff to respond to patient’s feedback on the website, but the Practice will endeavour to address this issue in the near future.
- Translation services - the Practice Manager confirmed that there was a translator service, which was not advertised but available by phone at the desk without the need to pre-order it.

## Good Practice

- Useful leaflets about common diseases were widely available in the waiting room.
- Practice staff were approachable and friendly.
- The patient who talked with us was very satisfied about the services received from the surgery.

## 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:

- Patients were informed that the surgery was closed, and they should call 111, but if there was an emergency they were asked to call 999.

## Review of the Practice Website

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

- Complaint procedure was highlighted, and the process clearly explained.



## 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 waiting times could be advertised.
- Clearer signage outside the building.
- More details about how to join the PPG available on the waiting room board.
- Integrate the provision of a hearing loop in the waiting room.
- Toilets, baby changing and disabled toilets more clearly signposted.

## Provider Response

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

*Could I note that the registered provider is Locality Health Centre.*

*There were also a couple of points which I would like to include in our report for Clarence Park Surgery.*

*The clinical team mentioned on our website are part of a larger team who also work at Locality Health Centre and provide regular cover across our sites. Our appointment system allows for all urgent cases to be booked on the day. If a patient has a non-urgent condition, and has been advised to book an appointment, reception are able to pre-book the appointment which could be up to two weeks in advance. The patient is notified of their waiting time once they mark themselves as arrived on the electronic check-in screen in reception.*

*Posters are displayed in the waiting area advising patients of where they can find our toilets, baby changing and disabled toilets. Patients are able to request water from reception when needed.*

*Clarence Park Surgery has an active PPG group and displays all current information on our PPG board in the waiting room including how to join.*

*Clarence Park Surgery has good road side parking but the small car park at the front of the surgery can be used by patients if needed. We also have fully ramped access which leads from the pavement to the surgery door and enables easy access for wheelchair users or pushchairs.*

*Patient feedback is very important to us so we are now ensuring we provide a response to patients on NHS Choices which may include inviting our patients to the practice to discuss their concerns further.*

*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](mailto:contact@healthwatchnorthsomerset.co.uk)

[www.healthwatchnorthsomerset.co.uk](http://www.healthwatchnorthsomerset.co.uk)



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