



Enter and View Report

**Harbourside Family Practice
18th April 2018**



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Details of the Visit

Location

Marina Healthcare Centre, 2 Haven View, Portishead BS20 7QA

Date and Time of Visit

18th April 2018: 9am - 11am

Enter and View Representative

Sarah Wakely

Registered Provider

Harbourside Family Practice

Type of Service

General Practice Surgery

Specialisms

N/A

Practice Manager

Fran Upshon

Acknowledgements

Healthwatch North Somerset Authorised Enter and View Representatives wish to thank Harbourside Practice, and the staff and patients at Harbourside Family Practice.

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. Harbourside Family Practice 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

Harbourside Family Practice is situated in Portishead and has approximately 9,200 registered patients.

Harbourside Surgery opens from 8am - 6.30pm Monday to Friday and offers appointments out of normal surgery times: Monday, Thursday and Friday evenings and Wednesday and Friday mornings.

The Practice has nine GPs, five Practice Nurses and two Health Care Assistants. There are also other health services available i.e. podiatrist and midwives.

An on-site pharmacy has recently moved out of the building.

Planning for the visit

The visit was an announced visit with Fran Upshon, the Practice Manager being given two weeks notice. We sent a confirmation of visit letter, Practice Manager questions, 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 Enter and View visit was planned at 9am -11am to observe the Surgery during a busy period of their day. As part

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

How was the Visit Conducted?

One Enter and View Representative carried out the visit. The Enter and View Representative met with the 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 patient and spoke to one receptionist and the Practice Manager. The information and evidence detailed in this report is collated from speaking to the Practice 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 findings recorded?

Comments and quotes were recorded by the Enter and View Representative 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 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 Practice Manager immediately before the Enter and View. Three prompt questions were used to establish instances of good practice, evidence of 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 have recently relaunched our Patient Participation Group who meet monthly and discuss topics such as communications, clinical services, feedback from patients and the practice environment.
- We offer early morning appointments twice a week. This enables our patients to pop into the practice before work. We offer Saturday appointments throughout the year and we have access to other community appointments both at the surgery and the community wound clinic at weekends.
- We have an information screen in the waiting room that provides health advice and information for patients.
- We have a kiddies corner in the waiting room to enable parents to keep their young children entertained whilst waiting for an appointment.
- We have a very informative newsletter that comes out four times a year which is available in the waiting room and on the website.
- We hold the 'Young People Welcome Standard'. A young person led this project for achievement.

- We have been actively involved with the local Rotary and Lions Clubs, hosting a bookshelf in reception. The Lions Club recently purchased some new equipment for us to the value of £1200 as a result of sales from the books.

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

- We have a proactive PPG and you can see from our past meeting minutes that actions have been taken by the Practice in response to feedback raised by members of the PPG.
- We have a 'You said, We did' board in reception. We frequently had patients complaining about how hard it is to get through to the Practice on the telephone so we recently installed a brand new telephone system on 21st February 2018.
- We have had feedback that as it is hard to get through to the Practice on the phone we have made sure that we update our website more frequently with up to date information for our patient. We have also updated our waiting room electronic screen with more up to date information about the services we offer.
- We have recently designed a 'patient satisfaction questionnaire'. Some members of the PPG have agreed to survey our patients next month to find out what improvements we can make in the future.

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?

- We would like to improve the reception area to improve confidentiality for our patients. We are looking into purchasing some screens to provide more privacy around the reception desk and we are also looking at purchasing a system that enables us to play background music in the waiting area to improve confidentiality.
- We are trying to encourage more patients to have online access to be able to book appointments and order repeat prescriptions.

Observations and Findings

The Enter and View Representative observed the following:

External Building Condition

- Harbourside Family Practice is a large purpose-built building situated in a mixed business and retail area.
- There is designated parking for the surgery patients as well as street parking; disabled spaces are available and an area at the front of the building has no parking to allow for emergency vehicles and for patients to be dropped off and picked up.
- There are two entrances; one from the main road and the other larger entrance is from the car park area.
- Access to the building is on level ground for both entrances. The doors are automatic.

- The surgery name and opening times are displayed by the main doors.
- There is easy access for wheelchairs and pushchairs.

Internal Decoration, Cleanliness and Furnishings

- The internal décor of the building is neutral colours.
- The areas that were observed were clean and tidy.
- There were a few areas of flaking paint.
- The waiting room is large and light with large windows from floor to ceiling.

Outside Harbourside Practice Surgery

- There is street parking available for when the car park is full.
- A bus stop was noted opposite the building.
- The area around the surgery appears to be flat.

Access to Harbourside Surgery

- Access to the Practice is via two entrances.
- To the rear of the building, which is where the main parking is, are two large automatic doors, access is on the level.
- There is an automatic door to the Practice from the road.

Waiting Room

- There is a large waiting room, which is light and airy.
- The chairs are arranged in rows at various angles to enable a clear view of the TV screen calling patients in to GP and nurse appointments.
- There is plenty of seating available. The chairs are plastic covered, some of which are slightly worn. There are two chairs with arms to give patients some assistance with rising, but these are positioned to the side of the waiting area and do not have a clear view of the TV screen.
- There is plenty of room to manoeuvre a pushchair or wheelchair around the waiting room, and through to the consultation rooms.
- There is clear signage for the toilets including baby changing and disabled facilities.
- The baby changing, and disabled toilet is very large allow plenty of room to manoeuvre and was unlocked. It was clean and tidy.
- The waiting room floor was covered in short pile carpet tiles which are in good condition.
- There is a designated child's play corner with some toys.
- There is no water dispenser in the waiting room.
- A bookcase of books was noted with books for loan.
- The waiting room was quiet with no background music. Some telephone conversation could be heard from reception but nothing of a confidential nature was heard.
- There are two electronic check-ins in the waiting area; clearly sign posted and with working sanitising hand gel.
- There is a hearing loop sign on the reception desk.
- The names and photographs of Practice staff were not displayed in the waiting room.

Reception area

- The reception area has an area of high and low counter heights.
- There is no screen separating patients from the staff.
- There is a small area behind reception to the left where a third member of staff was manning a phone.
- In total there were three staff behind reception they all wore identity badges.
- There was at no time more than one person waiting to speak to a receptionist.
- Conversation of a confidential matter could not be overheard at reception due to a sign asking patient to wait to be called forward.
- The reception staff were approachable and friendly and helpful when asked questions.
- Patients are called into consultation rooms via a TV screen.
- This does not display waiting times and during observation one patient waited for over 30 minutes and finally asked the receptionist if she had been forgotten.
- The TV screen also gives a variety of health education and Practice information.

Information Boards/Leaflets

- There are several information boards around the waiting area and in the corridor leading to the consultation rooms.
- The subject matter on all the boards was relevant to health care including baby immunisation, carers information and services offered by the Practice.
- There was one poster that was out of date in the children's play area.
- There was a carers information board and leaflets on tables under the boards.
- There was a 'you said, we did' board, this informed patients that a new telephone system had been installed following feedback about the difficulties of getting through to the Practice on the phone.
- The Practice newsletter was also displayed in the corridor leading to the consultation rooms.
- The Practice Mission statement was not displayed, neither was information about making a complaint.
- The TV screen provided information on the PPG, Friends and Family and on-line appointments and services.
- A comment box was in the waiting room, but it was hidden behind repeat prescription information.
- There was a Healthwatch North Somerset poster on the notice board announcing our visit, with some 'share your story' leaflets.
- Translation services were not advertised but on asking at reception was told they were available.
- There was not a statement informing service users that information was available in other formats.

Patient Contact

- The Enter and View Representative was not approached by any patients during the time at Harbourside Family Practice.

Communication with the Practice Manager at End of Visit

At the end of the Enter and View visit the Representative met with the Practice Manager to clarify any issues that were unclear.

- The newsletter noticeboard was mentioned as it wasn't visible from the waiting room.
- PPG information could be made available on a board as the TV information takes quite a time to cover everything.

Good Practice

- The repeat prescription request area is away from the main reception and has a table for patients to sit and write on.
- The Young Persons board was very informative.
- There is a good range of leaflets available in the waiting room.
- The Practice Manager showed the agenda for the next Practice meeting. Writing a Mission Statement for the Practice is on the agenda.

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 name of the Practice was given, also the opening hours.
- Information about further help was given, 999 and 111.
- The recorded message doesn't mention that calling 111 is free.

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 via an ipad and the web site was viewed in full screen image.
- There is a row of tabs along the top of the page to direct you to relevant information.
- The opening hours were displayed and matched those of the answer machine.
- The 111 logo is at the bottom of the page and if clicked on takes you to NHS Choices website with more information.
- On the left of the website is contact information including the new telephone number and the options available on that number.
- There is information about on-line appointments and urgent appointments.

The news letter and complaints procedure is available as is the out of hours information under the tab 'contact us'.

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 newsletter noticeboard wasn't visible from the waiting room.

PPG information could be made available on a board as the TV information takes quite a time to cover everything

Provider Response

Thank you for your Enter and View report which we have read thoroughly.

With regard to your recommendations:

- 1) We do display our newsletter on our reception desk, but we will move the newsletter notice board so that it is visible from the waiting room.
- 2) We are planning to repaint the main reception area and fit some new notice boards. Our aim is that one of the notice boards will be owned and updated by our PPG members.

Best wishes

Fran

Fran Upshon
Practice Manager
Harbourside Family Practice

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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