



Enter and View Report
Yatton Surgery
Mendip Vale Medical Practice

30th November 2017



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Details of the Visit

Location

55 Mendip Road, Yatton BS49 4ER

Date and Time of Visit

30th November 2017; 2pm to 4pm

Enter and View Representative

David Campbell

Registered Provider

Mendip Vale Medical Practice

Type of Service

GP Surgery

Specialisms

General Practice

Surgery Manager

Sarah Voce

Acknowledgements

Healthwatch North Somerset Authorised Enter and View Representatives wish to thank Mendip Vale Practice and in particular the staff and patients at Yatton 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. Yatton 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 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

Yatton Surgery is part of the group of five GP practices that make up Mendip Vale Medical Practice. Situated in a semi-rural area of in North Somerset, Mendip Vale Medical Practice has approximately 26,000 patients who all have access to any of the five Practice surgeries. Yatton surgery opens from 8.00am - 6.30pm Monday to Friday.

Extended hours are available to all Mendip Vale Practice patients across the five surgeries and can be booked through calling or visiting Yatton Surgery.

Planning for the Visit

The visit was an announced visit with the Mendip Vale Medical Practice General Manager and Yatton Surgery 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. The timings of the visit were at the request by the surgery.

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 Surgery 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 approached by 13 Patients. The information and evidence detailed in this report is collated from speaking to the Surgery Manager, patients 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 talking to patients and engaging with the surgery 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 Surgery 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 Surgery car available to pick up vulnerable patients who are referred by the GP, to bring them into the surgery to see the GP or for tests/treatments
- ➋ Well-advertised thorough consultation with local people over the new premises
- ➌ Patients consulted on whether they want a radio playing in the background in the surgery
- ➍ Separate area for children in the waiting room
- ➎ Letters sent to some vulnerable patients to ask how they are getting on

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

- Background radio music was turned off

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?

- The proposed new purpose-built building

Observations and Findings

The Enter and View Representative observed the following:

External Building Condition

- Satisfactory maintained building

Internal Decoration, Cleanliness and Furnishings

- Good, light and airy with skylights

Outside Yatton Surgery

- Only on-road parking available to the patients visiting Yatton surgery with no visible disabled parking spaces available
- Five spaces at the side of the building for the use of GP's
- No bus stops close to the Surgery were noted
- There is an external visible sign locating the Surgery
- The Surgery is accessible by wheelchair or pushchair
- The doors to the Surgery are automated and easy to use
- Access is through one door into an entrance hall which is shared with the pharmacy

Reception Area

- There is a reception desk that is low and accessible
- There was one member of staff on duty at the time of the Enter and View visit which appeared adequate to meet demand as there was no queue
- There was very no privacy at the reception desk as the reception area is shared with the pharmacy
- Reception staff appeared to be approachable, open and friendly
- Patient waiting times were not displayed. Patients needed to enquire about delays at the reception desk

Waiting Room

- There appeared to be enough seats available in the waiting room
- Chairs were both plastic and upholstered and placed in rows and around the edge of the room
- Some of the chairs had arms for extra leverage to aid getting up
- There was room to manoeuvre wheelchairs and pushchairs round the waiting room area
- There were visible signs for the toilets, disabled toilets and baby changing facilities
- The disabled toilet and baby changing were open and accessible

- The flooring is wood and in good order
- No drinking water was provided
- The noise level in the waiting room was ok, with no background music playing
- There is clear guidance displayed to patients on how to inform the surgery of their arrival
- There is an electronic check in screen but there is was no hand sanitising gel dispenser observed
- The Enter and View Representative could not hear any conversation between staff and patients
- There were no hearing loop signs displayed
- The names and photos of GP's and staff were displayed
- Medical staff came into the waiting room to collect patients for their appointments/treatment

Information Boards/Leaflets

- The Practice mission statement was displayed and visible
- All visible Health and Safety information was relevant and up to date
- The Patient Participation Group was not advertised
- Healthwatch North Somerset leaflets and poster were visible
- There was a notice stating that information was available in other formats
- There was a patient comments box available
- There were no signs for translation services being available
- There was a carers information board available but no "You Said We Did" board.
- There was information displayed about on-line appointments and services.

Patient Contact

- The Enter and View Representative was approached by 13 patients who completed a conversation form. One patient advised it was the first time they had come to the surgery and though they filled in a conversation form they were unable to comment on a lot of the questions. Please see Appendix 1 for summary of responses.

Please see below patient's comments:

- When asked what is the best way to give feedback to the surgery?

"Give feedback to the receptionist"

"Email the surgery"

"Go to the Patient Participation Group with feedback"

- When asked what would encourage patients to give feedback?

"Knowing something would be done"

Communication with Practice Manager at end of visit

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

- We get very little call for translation services but could provide it if asked, reception staff are trained to support people who require language support
- There is now water dispenser because of hygiene issues
- The new joint Practice between Yatton and Congresbury surgeries should solve all the parking and public transport issues. There has been a widely publicised consultation with local people about the location of the new Surgery
- The old reading materials in the waiting room are due to patient's self-selection, there are also up to date copies of the North Somerset and Mature Times
- The Patent Participation Group is promoted on the front of the Mendip Vale Practice website
- The Manager advised the Enter and View Representative that they could monitor calls to the Surgery and average waiting times. That day there had been 512 calls since 8am and the average waiting time had been 1 minute 47 seconds to be answered.

Good Practice

- Surgery car available to pick up vulnerable patients who are referred by the GP, to bring them into the surgery to see the GP or for tests/treatments
- Designated children's area in waiting room
- Extensive, well publicised consultation on the new surgery
- Letters sent to some vulnerable patients to ask how they are getting on
- Monitoring of waiting times for telephone calls to be answered

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 general Mendip Vale Practice Name is given but not specifically Yatton Surgery
- Surgery opening hours were given
- Information was given on who to call out of hours NHS 111 for not emergencies and 999 for an emergency, however the caller was not told the NHS 111 call was free
- There was no message to inform the caller 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:

- A full website view was available when viewed on a mobile phone
- It was easy to find the out of hours information and contact numbers - under the second drop down under the main opening times tab which was on top of the screen. The website did not mention that NHS 111 is a free call number
- Opening hours on the website were consistent with the answerphone message
- The NHS 111 logo is easy to find at the bottom of the website page and when clicking onto it, it goes to the NHS choices page

- Reasonably easy to find out how to make a complaint, under “patient charter, practice policies” which is one of the headings in an extensive list that runs down the righthand side of the web page
- There is no information or leaflets on complaints that can be printed out, there is also no information apart from the Practice Manager on who you could contact to get support making a complaint
- There is information about Mendip Vale Practice and the catchment area available under a main tab on top of the page
- It was easy to see how to register as a new patient - it was under a main tab on the top of the web page
- The Enter and View Representative could not find a direct phone line to the Surgery Manager though there was information and photos of practice staff on the website under the staff tab
- Generally, there was a lot of information on the website which made it a bit clunky to use, however after a while it became easier to use.

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:

- Consider a drinking water dispenser
- Check that the family and friends test is visible and accessible
- Patient Participation Group advertised in Yatton surgery
- Ensure complaints process is clearly visible in the surgery
- Consider putting up a “You said we did board”

Provider Response

- No response was received from the service provider

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).

Appendix 1: Patient Conversation Summary

General Practice Enter and View



Name of Practice:	Date of Visit:	Time of Visit:
Yatton Surgery (Mendip Vale Practice)	30/11/18	2pm to 4pm

Conversation based questionnaire

13 Patients completed conversation forms.

One respondent advised it was their first visit to the surgery so could not comment on most of the questions.

One respondent did not fill in the aspect section at the bottom of the form.

Aspect	Question	Response	N/A															
Appointments	How easy is it to make an urgent appointment?	<table border="0"> <tr> <td> 1</td><td> 2</td><td> 3</td><td> 4</td><td> 5</td> </tr> <tr> <td>Not</td><td></td><td>OK</td><td></td><td>Very</td> </tr> <tr> <td>Easy 2</td><td>3</td><td>5</td><td></td><td>Easy 2</td> </tr> </table>	1	2	3	4	5	Not		OK		Very	Easy 2	3	5		Easy 2	1
	1	2	3	4	5													
	Not		OK		Very													
Easy 2	3	5		Easy 2														
How easy is it to make a routine appointment?	<table border="0"> <tr> <td> 1</td><td> 2</td><td> 3</td><td> 4</td><td> 5</td> </tr> <tr> <td>Not</td><td></td><td>OK</td><td></td><td>Very</td> </tr> <tr> <td>Easy 1</td><td>3</td><td>6</td><td></td><td>Easy 2</td> </tr> </table>	1	2	3	4	5	Not		OK		Very	Easy 1	3	6		Easy 2	1	
1	2	3	4	5														
Not		OK		Very														
Easy 1	3	6		Easy 2														
How do you usually make your appointments?	Phone 12	On line 2	In Person 2	1														
	Email	Other																
Preference on who you see	When you make an appointment to see a GP	Not worried who I see	11	1														
		Never get to see my own GP even when I have requested it	0															
		Never see the same GP twice	3															
		I can see a GP of my choice	2															
Booking in	How do you usually let the practice know you have arrived	Sign in electronically	9	1														
		Speak to the Receptionist	2															
		Other	0															
Aspect	Question	Response	N/A															
Which members of staff do you find approachable, knowledgeable and caring?	Approachable	Receptionists	12	1														
		Doctors	12	1														
		Nurses	12	1														
	Knowledgeable	Receptionists	13	0														
		Doctors	12	1														
		Nurses	12	1														
	Caring	Receptionists	12	1														
Doctors		11	1															

				1
		Nurses	11	1 1

Comments: *1 Respondents first visit to the surgery so could not comment on some questions

Aspect	Question	Response			N/A
Relationship with the surgery	When you use this surgery do you <i>(please tick)</i>	Feel you are safe	6	1	
		Feel respected	8	1	
		Feel listened to	10	1	
		Feel treated as an individual	11	1	
		Feel family and carers are recognised in your care	7	6 No 1	
	Do you feel that you are	Given opportunity to feedback & express your point of view ie Family & Friends comments	5	6 No 1	
		Given privacy	6	2 No 1	

Comments: *1 Respondents first visit to the surgery so could not comment on some questions

Aspect	Question	Response					N/A
Raising concerns	Do you know how to raise a concern or make a complaint about the practice? <i>(please tick)</i>	YES	2	NO	7		1
	Have you ever brought a concern or complaint to the attention of the practice?	YES		NO	9 No		1
	If YES were you happy with how it was handled?	YES		NO			13
	Where you happy with the outcome/did it meet your expectations?	YES		NO			13
	Could this be improved: Comment: *1 Respondents first visit to the surgery so could not comment on some questions						
Patient Engagement	Do you have any examples of how the practice has improved following suggestions from patients? <i>(please tick)</i>	YES		NO	8		1
	List examples:	0					1
	What would be the best way for you to give feedback/your opinion?	Comment: "To the receptionist" "Email" "PPG"					1

What would encourage you to give feedback?	Comment: "Knowing Something would be done"				1
Do you know if this practice has a Patient Participation Group?	YES	6	NO	7	1
Do you know what this is set up to do?	YES	4	NO	8	1
Would you like to hear from them?	YES	4	NO	8	1
Would you like to get involved?	YES	3	NO	10	
Do you know about Healthwatch North Somerset and its role?	YES	1	NO	12	

Any other comments: *1 Respondents first visit to the surgery so could not comment on some questions

Aspect	Question	Yes	Any other comments:
About you: Answering these questions would help us to see if some issues are of particular importance to certain groups of people	Male	4	*1 respondent did not fill in the Aspect section
	Female	8	
	Other		
	Prefer not to say		
	Age under 25		
	Between 26 and 65	12	
	Over 65		
	Do you have a disability		
	Is English your first language	10 Yes 2 No	



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Your voice counts!

