



## Details of visit

<b>Service address:</b>	<b>The Health Centre, Gooseberry Hill, Luton, LU3 2LB</b>
<b>Service Provider:</b>	<b>Dr Hughes &amp; Partners</b>
<b>Date and Time:</b>	<b>14th January 2016 10:00-12:30</b>
<b>Authorised Representatives:</b>	<b>Dave Simpson, Den Fensome, Brian Scott</b>
<b>Contact details:</b>	<b>Healthwatch Central Bedfordshire Capability House, Wrest Park, Silsoe, Bedfordshire, MK45 4HR Tel: 0300 303 8554</b>

## Acknowledgements

Healthwatch Central Bedfordshire would like to thank the service provider, patients and staff (clinical and non-clinical), for their contribution to the Enter and View Programme.

## Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all patients and staff (clinical and non-clinical), only an account of what was observed and contributed at the time.



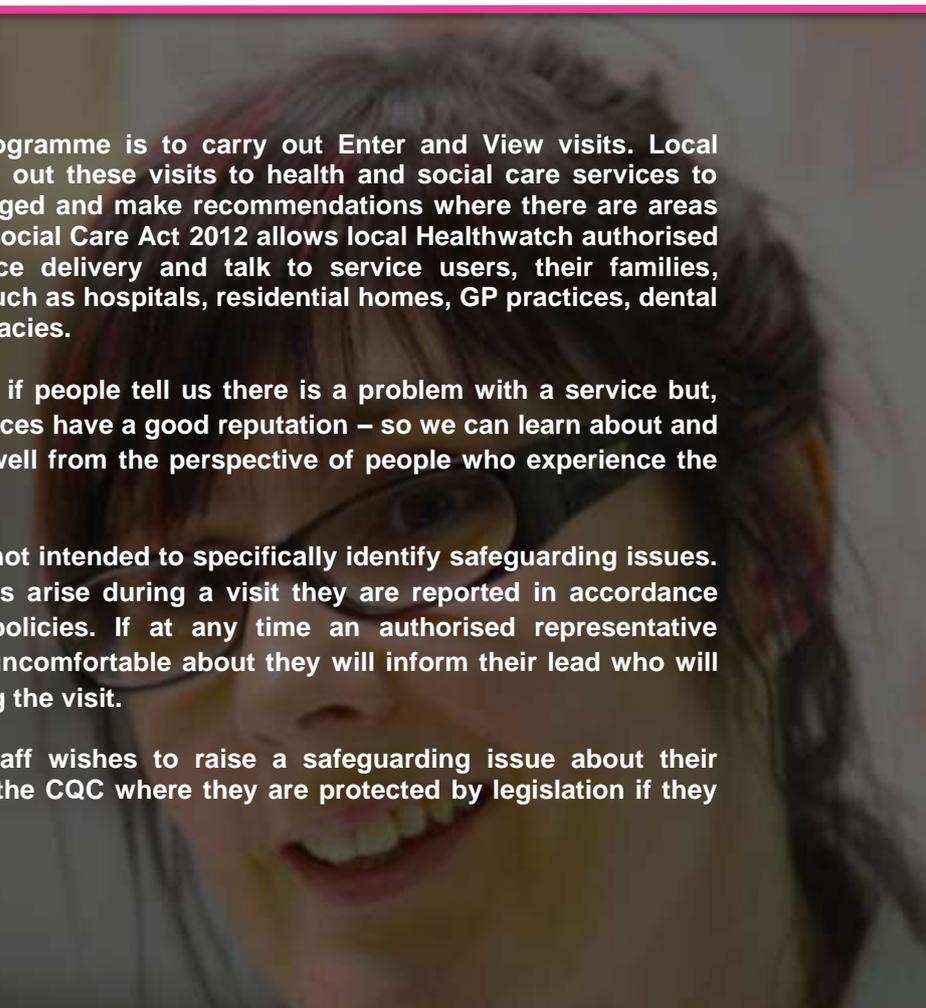
## What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being managed and make recommendations where there are areas for improvement. The Health and Social Care Act 2012 allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families, patients and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies.

Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation – so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they will inform their lead who will inform the service Manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.



## Purpose of the visit

- To engage with patients of GP Practices and understand how dignity is being respected;
- Identify examples of good working practice;
- Observe patients engaging with staff (clinical and non-clinical), and their surroundings.



## Strategic drivers

- Care Quality Commission dignity and wellbeing strategy.
- GP Surgeries are a Local Healthwatch priority.

## Methodology

This was an announced Enter and View Visit carried out at the Health Centre in Gooseberry Hill, Luton. On this visit, HWCB representatives were accompanied by two representatives from Healthwatch Luton who were 'shadowing' the HWCB team.

A letter and posters announcing Healthwatch Central Bedfordshire's (HWCB) visit were previously sent to the practice. A questionnaire was sent to the Practice Manager to complete prior to the visit. Healthwatch Central Bedfordshire also delivered copies of a questionnaire for patients to fill in, together with a 'response box', to post their completed questionnaires prior to HWCB's visit. The purpose was to minimise disruption and inconvenience to patients during the visit.

On the day of the visit, the Practice Manager had arranged some 'booked slots' for HWCB representatives to talk to several GPs and members of their administration and clinical staff. This was in addition to speaking to patients in the waiting area.

Representatives also undertook a tour of the premises to observe accessibility, including disabled access, the availability of patient information and condition of the building.





## Summary of findings

The Practice operates this branch surgery from the Health Centre in Gooseberry Hill, Luton. It is a single storey building owned and maintained by NHS Property services.

The premises are larger than is currently required by the Practice, with the result that there are several unused rooms which remain locked. The toilets are also locked, due to members of the public wandering in to use them.

As this site is a branch of the main site at Barton le Clay, much of this report is of necessity a duplication of that report.

## Results of visit

### Staff

The Practice has the following members of staff, all of whom are employed by the Practice to work at either site (Barton le Clay and Gooseberry Hill):

- Six GP Partners, two male and four female;
- One Practice Manager;
- Four Practice Nurses;
- One Minor Illness Nurse;
- Five Healthcare Assistants (HCAs);
- Ten Reception staff (including one Reception Manager);
- 14 other staff.

### Specialist Services provided (in conjunction with the main surgery at Barton le Clay):

- Asthma, COPD and Diabetes Clinic
- Cervical Smears
- Child Health Clinics
- Childhood Immunisation Clinic
- Enhanced Services
- Family Planning
- Flu & Pneumococcal Vaccination
- Health Promotion Programme
- Maternity
- Minor Illness Clinic
- Minor Surgery
- Travel Health
- Yellow Fever Centre (by appointments only)

### Surgery Hours

Monday	8:30 am to 6:30 pm
Tuesday	8:30 am to 6:30 pm
Wednesday	8:30 am to 6:30 pm
Thursday	8:30 am to 6:30 pm
Friday	8:30 am to 12:00 noon
Saturday	Closed
Sunday	Closed



## **Environment**

The premises on entry appear light and airy however on closer inspection it is clear that the décor is in need of a 'freshening-up'. The ambient temperature was comfortable.

Other observations included:

- Clear signage for consulting rooms and toilets;
- Surgery hours were not clearly displayed;
- Names of the GPs were displayed without photographs;
- Room available for breastfeeding;
- Hearing Loop available;
- Consulting room available for private discussions.

## **Car Parking**

On street parking is available outside the surgery with a disabled parking area marked on the road. Staff parking is available at the rear of the surgery.

## **Patient Information**

There was a range of literature on display which HWCB representatives considered was in an untidy and unappealing condition. However the Practice website does contain a vast array of information and links to other relevant organisations and is easy to navigate although, disappointingly, HWCB representatives did not see a link to Healthwatch Central Bedfordshire's website.

## **Registration at the Practice(s)**

New patients who live within the Practice's catchment area (defined on the website) may register in person at the surgery. New patients will be asked to provide proof of ID and address, to complete two forms GMS1 and a personal medical history form, and will be asked to attend a registration clinic with the Practice Nurse. The Practice has a policy of registering complete households only.

Temporary residents and visitors will be seen in the normal way; there is no formal policy for this.

## **Patient Participation Group (PPG)**

The Practice has a very active PPG named BARGOOSE which is a combination of the names of the Practice's two surgeries; BARTon and GOOSEberry Hill. Formed in 2002 the PPG's aims stated in its constitution are: '*to assist in the improvement of the services provided by the Practice and to promote better understanding and communication between Patients and Practice*'.

The group meets every six weeks and meetings are attended by at least one GP and the Practice Manager. The age range of the group is from 17 to 90 years which includes students from a nearby Upper School who may be considering the NHS as a career choice.

The group has regularly organised 'Drop-in Health Evenings' at a nearby church hall, outside speakers may be invited, healthcare organisations have display stands and the Partners and Practice Manager form a Q&A panel. These events usually attract 50+ patient visitors.

The PPG has its own noticeboard in the Practice, and a page on the website. The PPG publishes a newsletter, usually quarterly, and has assisted the Practice in consultation regarding the telephone system and other surveys.

The Practice also has a virtual group of 100+ patients. The virtual group respond to email surveys once or twice per year.



### **Patient Consultation**

Patients are consulted via the Friends and Family response box, the suggestions box and via the PPG and virtual PPG. Results are posted on the website and are printed in the Practice Newsletter

### **Appointments System**

Patients can request appointments in person, online (SystemOne) or by telephone. There is a choice of five different types of appointment offered:

- Routine appointment; with the GP of your choice, up to five weeks in advance;
- Release in a Week appointments; for non-urgent but needing prompt care;
- Same Day appointments; released at 08:30 and 13:30 daily;
- Telephone Consultation appointments; a limited number available for when a physical examination may be unnecessary;
- Medication Review appointments.

Patients are called in for their appointment by a 'buzzer and disk' system which generates a mixed reaction from patients; one patient commented: *'I don't rate the system; I don't think it's effective'*.

### **Out of Hours Care**

The Practice Manager informed representatives that out of hours care is provided by CareUK, and the service appears to be satisfactory.

The contact details for the out of hours service is displayed on the front door to the surgery, on the answerphone when the surgery is closed, in the Practice leaflet and on the website which also contains details of alternative care including the NHS 111 service.

### **Medication & Prescriptions**

Medication reviews with patients are carried out sometimes on an 'ad hoc' basis but at least six-monthly as a matter of course.

Patients can request repeat prescriptions online via SystemOne, in person at the surgery, or in writing by letter or fax. Prescriptions are normally ready in 48 hours (2 working days).

A dispensary is located within Barton surgery which can dispense to patients from the catchment area, excluding residents of Barton, in keeping with current NHS policy.

### **Patient Questionnaire Results**

A low number of responses to the questionnaire were received from patients at this surgery (five in total) which may reflect the large number of responses received at the Barton site. In addition, of the Practice's 11,300 cohort of patients, only 2,319 are directly registered at Gooseberry Hill.

Results of the questionnaires completed at the Practice were as follows:

- 1) When registering at the Practice, did you receive a Practice Leaflet/Handbook? – Two answered 'Yes', two said 'No' and one couldn't remember.
- 2) Did you find it easy to register at the Practice? - All five said 'Yes'.
- 3) Do you know if the surgery has a Patient Participation Group (PPG)? – Three said 'Yes' and two said 'No'.
- 4) Are you a member of the PPG? – none of the respondents was a member of the PPG.
- 5) How do you book appointments at the surgery? – Three respondents used the telephone and booked in person, one only used the telephone and one booked in person. None used the online option.

- 6) Are there appointments available in unsociable hours? (e.g. before 8:00 am or after 6:30 pm) – Two answered 'No', and three were unaware.
- 7) Can you get an appointment when you need one? – Four said 'Yes' with one replying 'No'.
- 8) Do you receive a reminder text message about your appointment on your mobile? – All five said 'No' (The Practice does not offer this service due to potential confidentiality issues).
- 9) When booking an appointment with your GP are you given a choice of Health Professional? – Three said they were offered a GP or MI Nurse, one was also offered an HCA and one said they were only offered a GP.
- 10) Do you know what the surgery opening times are? – All five said they knew the opening times; one patient commented '*4.5 days a week, how are they going to cope with 7 days a week?*'.
- 11) What do you do if you need to see a doctor out of hours? – Two would go to a walk-in centre, one would ring the surgery answerphone for instructions, one would ring 111 and one did not answer the question.
- 12) At your appointment, do you feel you have enough time with the GP, nurse or Healthcare Assistant (HCA) to discuss your issues? – All five replied 'Yes'.
- 13) At your appointment, do you feel the GP, nurse or Healthcare Assistant listens to you and considers your opinion? – All five responded 'Yes'.
- 14) Are staff (Reception/Practice Manager) at your surgery helpful and understanding? – Four said they were, with one being unsure.
- 15) Do you know how to make a complaint about the surgery? – One respondent said 'Yes' with four saying 'No'.

Two other comments were made on the questionnaires, these were:

- *'We find the reception staff go the further mile to help you. All the staff we have met has been very nice and always have time to listen and help'.*
- *'We feel we are at Gooseberry Hill HC the poor relations to Barton - they have more doctors'.*

### **Interaction between Patients and Staff**

HWCB representatives observed interactions between patients and staff, both administrative and clinical. Representatives noted that all interactions were carried out in a courteous, professional and friendly manner.

### **Clinical and non-clinical staff**

HWCB representatives spoke with a GP and two staff members, all of whom were keen to emphasise that the Practice was well led, with full engagement and support from the six GP Partners and the Practice Manager, and that *'it is a good team'*.

All felt that the surgery was *'a bit cluttered and in need of a facelift'*, with one staff member who stated that *'the reception counter could be smaller'*.

All staff at the Practice agreed that *'more and longer appointments would improve the Patient Experience'*.

### **Concerns/Complaints Procedure**

The Practice scored three out of five on HWCB's Mystery Shopper report 'Investigating the Complaints Process – General Practice' earlier this year, and representatives are pleased to report that remedial action was taken and that the Practice now scores five out of five.

### **General comments received from patients included:**

HWCB representatives were only able to speak to two patients during the visit, both of whom said that they found it difficult to get appointments when they wanted one, one patient said *'I live two minutes away but I get appointments at Barton!'* and *'Midwife doubtful, no phone turned on. I have complained about her care and attention'*.



One patient felt that the waiting room was '*very limited for children*', and that '*the seating is inadequate for obese patients*'.

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## **Recommendations**

Healthwatch Central Bedfordshire would recommend that the Practice make representations to NHS Property Services regarding the state of the décor at Gooseberry Hill to improve the environment at the Practice for the benefit of patients and staff.

HWCB would further recommend that the PPG be engaged to survey patients and to encourage the increased use of the Practice's online services.

Finally, Healthwatch Central Bedfordshire recommends that this report is shared with the patients and staff (clinical and non-clinical) of the Practice and to advise that if they should wish to contribute any additional comments about the report, to contact Healthwatch Central Bedfordshire direct.



## Service Provider response

The Provider responded that they were happy with the report and would implement the recommendations.

March 2016

