



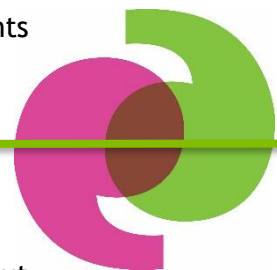
Enter and View Report | Single Provider

Details of visit

Service address:	Church Street, Dunstable, LU5 4RS
Service Provider:	Kingsbury Court Surgery
Date and Time:	30 th May 2018, 10.00 - 12.30
Authorised Representatives:	Diana Blackmun, Dee Dillistone, Linda Grant, David De Butts
Contact details:	Healthwatch Central Bedfordshire Capability House, Wrest Park, Silsoe, Bedfordshire, MK45 4HR Tel: 0300 303 8554

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.

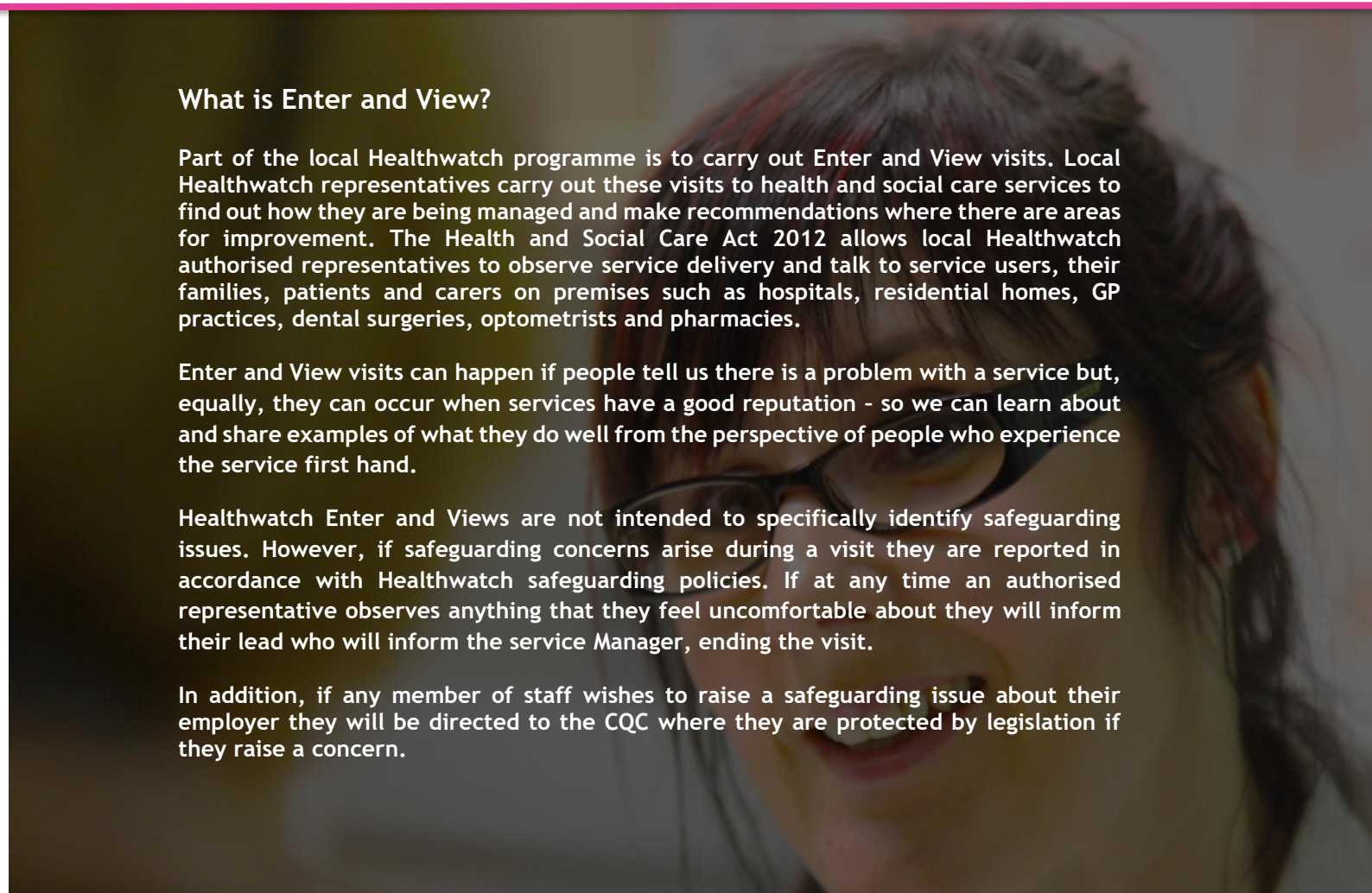
What is Enter and View?

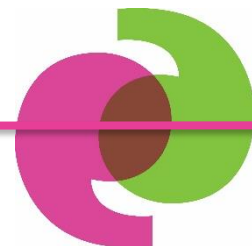
Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being managed and make recommendations where there are areas for improvement. The Health and Social Care 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 **Kingsbury Court Surgery** in **Dunstable**.

A letter and posters announcing Healthwatch Central Bedfordshire's visit were previously sent to the practice. A questionnaire was also sent to the Practice Manager to complete prior to the visit. Healthwatch Central Bedfordshire (HWCB) 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 'booked slots' for HWCB representatives to talk to a GP 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 Kingsbury Court Practice appears to be a well-run, progressive Practice which strives to put the needs of its patients at the fore. It operates from a modern (1991) 2-storey building sited in a cul-de-sac off the main Luton to Dunstable road near to Dunstable town centre.

The premises are clean, light and airy, and are well signposted from the outside. A lift is not available for patients to access the clinical rooms on the upper floor which may cause difficulty for less able-bodied patients.

Access from the street leads into the reception area which is reasonably wheelchair, buggy and pushchair friendly. A SystmOne touchscreen is located in this area for patients to record their arrival. A hearing loop is also available, with clear signposting to patient toilets.

Results of visit

Staff - The Practice has the following members of staff:

- 4 GPs** - 3 males and 1 female
- 3 GPs are Partners, 1 is a salaried GP
- 1 Practice Manager
- 2 Practice Nurses
- 1 Nurse Prescriber
- 2 Minor Illness Nurses

- 1 Healthcare Assistant (HCA)
 - 7 Reception staff
 - 7 Other Staff Members
- ** one GP interviewed expressed a desire to recruit another female GP to give patients more choice

Specialist Services provided:

- Long Term Conditions (LTCs)
- Diabetes Clinic - 2 per week
- Physiotherapy - 1 afternoon per week
- Antenatal Clinic - Wednesday afternoon
- Child Health Development - Thursday afternoon
- Flu Injections

- COPD Clinic
- Minor Operations
- Travel Immunisations
- Flu Injections
- Minor Illness
- Sexual Health & Family Planning
- Cervical Screening
- Counselling - delivered by Bedfordshire Wellbeing Service

Surgery hours:

Monday	8:00 am to 8.00 pm**	Saturday - Closed
Tuesday	8:00 am to 6:30 pm	Sunday - Closed
Wednesday	8:00 am to 6:30 pm	
Thursday	8:00 am to 6:30 pm	
Friday	8:00 am to 6:30 pm	

**Pre-booked telephone appointments from 6.30 - 8pm

Environment

Other observations included:

The waiting area contains cushioned-bench type seating, several noticeboards which are full of useful information for patients, and a variety of magazines and pamphlets for patients to use. Children's toys are also available for younger patients.

There is an abundance of patient information, as well as details of the Patient Participation Group (PPG) which is known as 'Friends of Kingsbury Court Surgery', and a notice inviting patients to attend quarterly meetings.

Patients are called in for their appointment by the clinicians entering and calling their name.

Car Parking

Ten dedicated staff parking spaces are located at the rear of the building, with four 'on street' public spaces outside the Practice, however these are not allocated solely for use by the Surgery, and there are no disabled parking slots available outside. However, there is a public car park nearby with disabled parking spaces, although this is located on the other side of the busy main road.

Patient Information

A wealth of Patient Information is available; on noticeboards, on the comprehensive Practice Website and in the Practice leaflet.

Registration at the Practice

Patients are encouraged to register online to enable them to access online services, although the vast majority call in to reception to pick up registration forms. Once completed, an appointment is made with the HCA for a new patient check where all the patient's information is recorded.

The Practice does not have a Temporary Residents Policy, as visiting patients can use the walk-in centres at either Luton or the Luton & Dunstable Hospital.

Patient Participation Group (PPG)

There is a very active PPG which is known as 'The Friends of Kingsbury Court Surgery'. Formed as a virtual group in 2011 which invited patients to comment on services on the Practice website. In 2016 the group adopted its current name and invited patients to join and attend quarterly meetings.

The PPG has 22 active members, mainly older and/or retired. Activities include helping with surveys and attending flu clinics to chat to patients and distribute leaflets.

The PPG produces a comprehensive A5 booklet 'Patient Participation Group Report' which contains a brief history of the group, the action plan and outcomes of the previous year, demographics of the group, detailed analysis of patient surveys, and the priorities and action plan for the group.

Patient Consultation

This is achieved by the annual patient survey carried out in conjunction with the PPG. The report is written and circulated to GPs and all staff, both clinical and administrative, and then discussed at meetings. The report is circulated to patients via the PPG's booklet.

Appointments System

Patients may book appointments online, in person or by telephone. Telephone consultations may be booked during the day and are available on Monday evenings between 6:30pm and 8:00pm. Appointments are for 10 minutes, or 15 minutes for extended appointments.

Home visits are available to patients who are housebound or in exceptional cases but must be booked before 10:30am daily.

Out of Hours Care

This is provided via the NHS 111 telephone service. Patients are informed through Practice leaflets, on the website and on the answerphone when the surgery is closed.

Medication & Prescriptions

Repeat prescriptions can be ordered online or in person at the surgery, and the turnaround time is 72 hours or less.

Patients medications are reviewed 6 monthly, or more frequently depending on the type of medication, and managed together with the patient. The next review date appears on the prescription slip.

Patient Questionnaire Results

13 patients completed questionnaires prior to the visit by HWCB representatives. The results of the questionnaires completed at the Practice are shown at Appendix A

In summary, of the patients at the Practice who completed the questionnaire:

- a) A very high percentage of patients found it easy to register at the Practice, and of those patients who completed the questionnaire, many had been a patient there for over 50 years.
- b) Approximately one third of patients indicated they had completed a survey within the last year.
- c) Understood the different ways available to book an appointment but added some additional comments about the recent changes to the appointment booking system as follows:
 - *'I find having to ring at 8am in the morning quite stressful. I do try not to need an urgent appointment'.*
 - *'Telephone first thing in the morning or book ahead once dates are released. Neither of it ideal. Frustrating for Patients'.*
 - *'Recently changed. Ring up early morning or email or visit these are all for the same day. The easiest is to say you don't mind who you see'.*
- d) A fairly high percentage said they did not have to wait too long on arrival at the surgery before being called for their appointment and they clearly found the staff very easy to interact with.
- e) The majority of patients felt that they could discuss their needs and concerns with their GP and felt that the GP listens and considers their opinions as well as feeling involved in decisions about their care and treatment. However patients did mention that they *'miss the continuity of seeing the same doctor'* although they understood the challenge this creates for a busy practice.
- f) The majority who completed the questionnaire said they *were* able to choose to see a male or female GP, however a fairly high percentage indicated that there were practitioners they would rather not see. One comment in relation to this question referred to the use of locums.
- g) All respondents stated the reception staff / Practice Manager is accessible and sensitive to their needs.



- h) Results of the overall quality, care and treatment at the surgery is scored in question 23 of the Appendix and was rated very high overall.
- i) Interestingly, just under half of patients who filled out the questionnaire, knew how to make a complaint at the surgery. More than half did not.
- j) The majority of patients are aware that the surgery has a PPG. Additional comments were received from members of the PPG, listed on page 11 in Appendix A.
 - When asked about making improvements at the surgery, patients were very concerned about a change in Phlebotomy services as many patients now have to go to the Arndale Centre in Luton for a blood test, comments included:
 - *To include a blood testing service. Two tier operation in Dunstable, patients for blood tests from some surgeries will have to go to the Arndale Centre, Luton.*
 - *Concerned about the phlebotomy service moving out of area.*

Additional comments received from patients were as follows:

- *I am afraid it is a sad realism that access to one's own GP is a rare occurrence. Lack of continuity and trust in the system is greatly reduced. This surgery does not provide services as others do in Dunstable. It is ridiculous that patients must go to Luton for a Blood Test. Standards in general have been reduced and I believe, with all due respect to GPs, nurses etc., that more services could be provided locally. I repeat, the two-tier system within the same town. I really believe the local Clinical Commissioning Group need to keep a 'sharper eye' on patients' needs. NHS funds should be open to more scrutiny and auditing, too much waste.*
- *Longer hours in the evening.*
- *Doctors being on time.*

Interaction between Patients and Staff

Representatives observed patients entering the premises, approaching the receptionist and being attended to in a courteous, speedy and expeditious manner.

Patients were seen to interact with reception staff using first names and were confident communicating their needs. Patients did not appear to be occupying the waiting room for unduly long periods before being called for their appointments.

Clinical and non-clinical staff

All the reception staff seen by representatives were welcoming and friendly, and all were wearing a uniform patterned blouse.

Representatives spoke to several members of staff, all of whom enjoyed working at the surgery, comments included;

"I love it and feel honoured and privileged to work here."

"It's hard work, but that's the NHS - I do like it."

"It would be nice if we had another full-time GP."

"The surgery needs more space, more and bigger rooms."

"I enjoy helping the patients."

"I like it and enjoy working here."

Many members of staff, clinical and administrative, identified the need for more staff, particularly another GP. Most also expressed the need for larger premises.

Concerns/Complaints Procedure

The Practice has a well-defined, robust complaints procedure which is available in leaflet form from reception or by downloading a .pdf file from the website. HWCB representatives are pleased to note that the Practice website complaints section also promotes a link to the HWCB website for leaving feedback etc.

All of the members of staff interviewed were fully aware of the complaints procedure.

Additional Findings

Representatives were advised by a partner GP that it is recognised that the premises are now too small and there is a need for better parking facilities. There is also a need for Community Matrons and Nurses in Central Bedfordshire which it is hoped would be provided by the commissioners at ELFT/CCS.

One observation and comment from a HWCB representative was noted as follows:

'I conducted one of the interviews whilst sitting with a receptionist in their room. I noticed significant queues building when individual patients need care and extra information. Some of the electronic signage alleviates this, but it is not used by all. It creates bottlenecks in reception.

Whenever the receptionist has to leave to speak to a Doctor or other clinician, there is no-one behind the desk to meet the needs of patients arriving. The desk is commonly manned by one person, so this is a common experience'

General comments received from patients included:

"I'm very happy with the nurses, and reasonably happy with the doctors. They don't know you as well as they used to, but it can't be helped I suppose."

"We're all jumping up and down here about the Phlebotomy Services. You can't get your blood taken here, I wish they'd get the Hub sorted out."

It is very difficult to get an appointment when I want one. One of the receptionists can be very abrupt, stern and sharp. You feel you cannot communicate with her."

"I would like blood tests to be done here, I currently have to go to the Arndale Centre in Luton."

"There were issues with the receptionists, there was a poor attitude towards patients. We were able to raise this with the Practice, and with training it has greatly improved."

Recommendations

Healthwatch Central Bedfordshire (HWCB) is pleased to see it has an entry on the Practice website on the 'Practice' page, although in the 'On this page' list and the sub heading further down the page it is listed as 'Health Watch' and we would ask that it be amended to 'Healthwatch Central Bedfordshire'.

With reference to the comment above, made by a HWCB representative regarding the manning of the reception desk, HWCB recommends that the practice introduces a method whereby extra cover is provided for reception particularly during busy periods.

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

Kingsbury Court response to Healthwatch Central Bedfordshire Enter and View Report

Firstly, we would like to address the observation from the HWCB representative of our busy reception area. The reception team upstairs have CCTV to ensure that they are aware of any queues and the receptionist downstairs can ring a bell if they need help. We try to ensure there are always two reception staff downstairs and two upstairs, however, this has proven difficult for some time now. We are actively recruiting again and working with Bedfordshire college to address the issue.

We note your comment about HWCB having an entry on our website and we have updated the heading from Healthwatch to Healthwatch Central Bedfordshire with our website editor. We are pleased that you have mentioned the link on our website to HWCB for leaving feedback.

We are pleased to note that the patient group has found that we have been responsive to their wishes and ensured that our staff who may have a poor attitude have improved with training.

Since the visit in 2018 we have been looking at how we can increase the usage of our clinical rooms and we are going to be piloting a new system in 2019. This will involve having an additional clinic up to 3 days a week and extending the times that we use rooms. However, this additional capacity will mean that we will increase our use of locums as the partners cannot support additional clinics themselves. We are therefore aware that many patients will not be able to access their own GP, continuity of care is mentioned in your report. However, we use a small pool of locums and hopefully patients can rest assured that they will see a familiar face when they visit the practice.

The Partners and Team of Kingsbury Court Surgery

January 2019



APPENDIX A

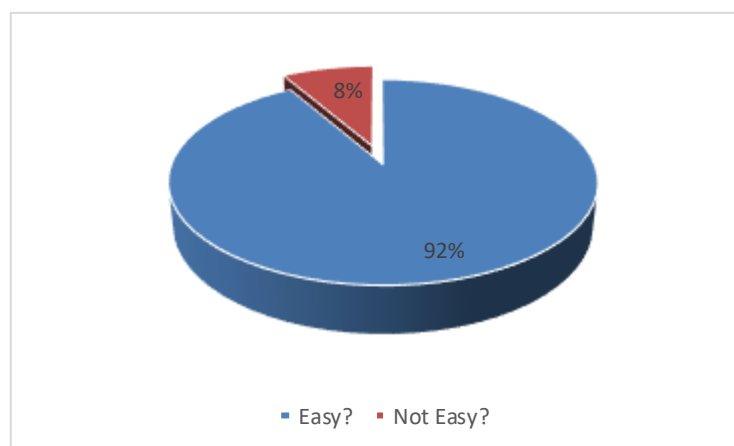
Healthwatch Central Bedfordshire (HWCB) is the local consumer champion promoting choice and influencing the provision of high quality health, social care and wellbeing services for all across Central Bedfordshire. This includes both adults and children. We are an independent organisation, commissioned by the local authority, to listen to the views of local residents on health and social care services, to speak up on their behalf and to help improve and drive up the quality of health and social care.

For more information please go to: www.healthwatch-entralfordshire.org.uk

We are asking patients to complete this questionnaire, which forms part of HWCB's statutory function to 'Enter and View' publicly funded Health and Social Care premises. We would like to hear from patients about the services provided at this surgery in order to identify what good practice is and/or to make recommendations to change services for the better in the future.

Results from 13 patient questionnaires completed at Kingsbury Court Surgery are as follows:

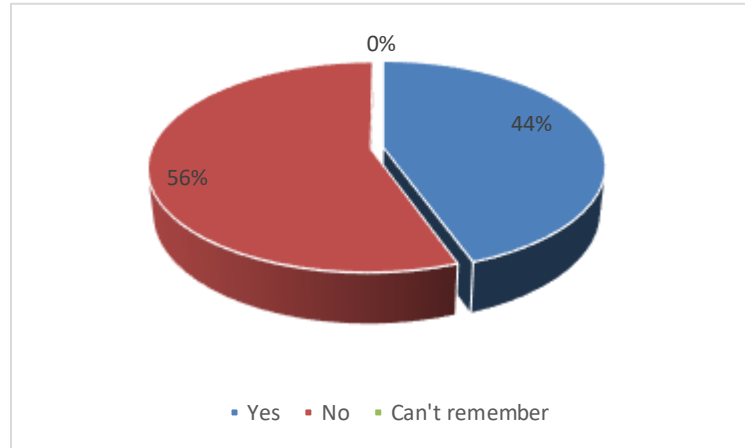
1. When you initially registered with the practice, was it easy/not easy?



An additional comment was given for the above question:

- *"I have been a patient since 1972"*

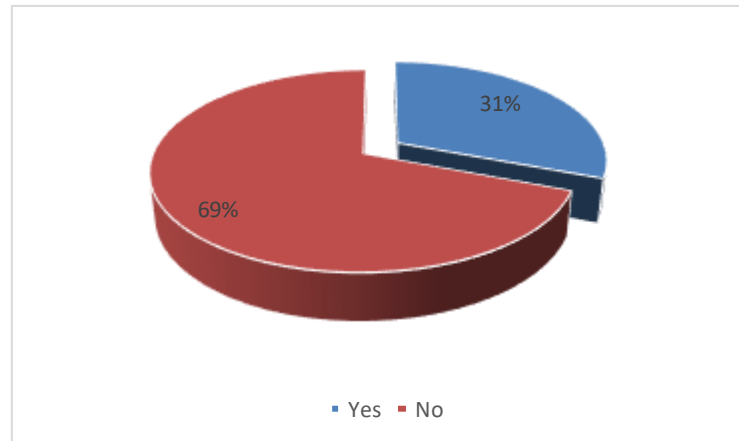
2. When registering at the surgery did you receive a practice leaflet/handbook?



3. How long have you been registered at this Practice?

Answers to this question ranged from one year up to 70 years.

4. Have you been asked to complete a patient survey in the past year?

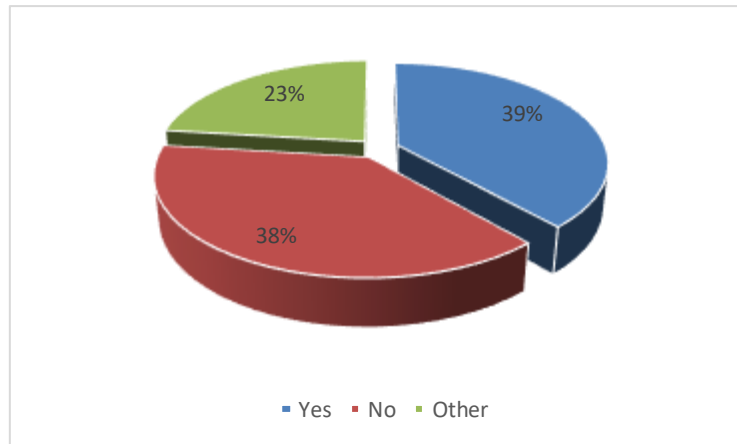


5. What ways are there to book an appointment at the surgery?

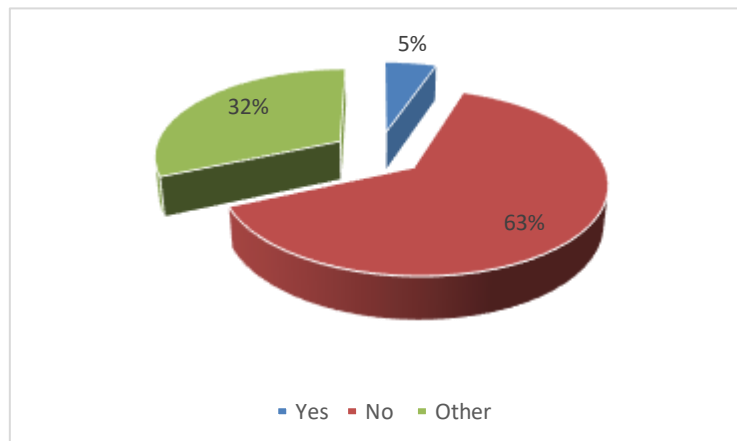
Patients, in general, understand the different ways available to book an appointment, with many knowing that they can book online as well as by telephone and in person at the surgery (reception). Additional comments were made concerning recent changes to the appointment booking system as follows:

- *'I find having to ring at 8am in the morning quite stressful. I do try not to need an urgent appointment'.*
- *'Telephone first thing in the morning or book ahead once dates are released. Neither of it ideal. Frustrating for Patients'.*
- *'Recently changed. Ring up early morning or email or visit these are all for the same day. The easiest is to say you don't mind who you see'.*

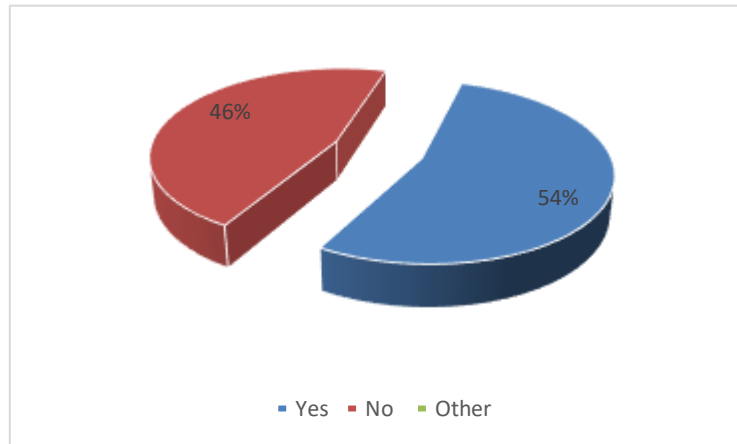
6. Do you receive a text message to remind you of your appointment?



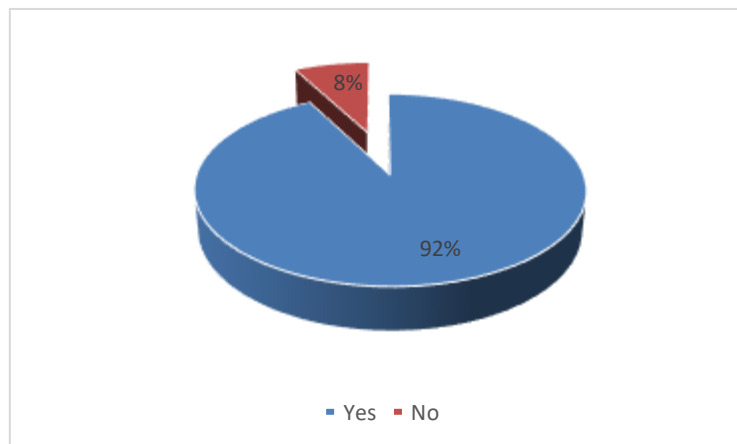
7. Do you receive a text message when you miss an appointment?



8. When you arrive for your appointment, do you have to wait long?



9. When booking an appointment are the staff easy to interact with?



10. What do you do when you need to access out of hours care?

Only a small number of respondents chose to comment on this question as generally most patients do not need to use this service. One patient used the question to complain that the doctor they had called via the out of hours service arrived late. In addition, the weekend doctor at the Health Centre was mentioned and dialling 111 or checking the website for an out of hours number was noted.

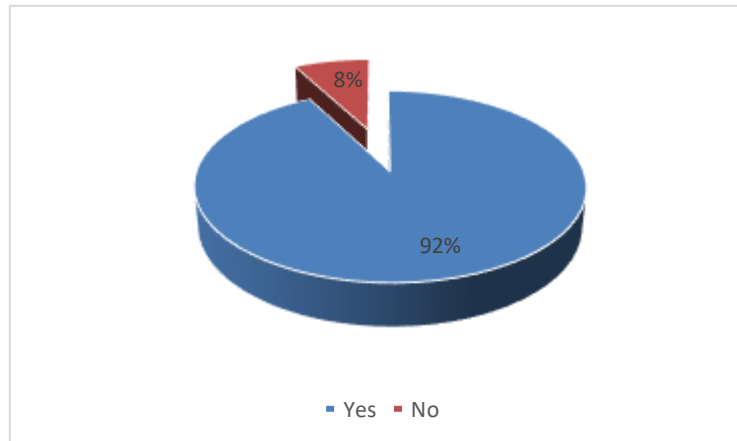
11. How do you receive your prescription?

Most of the respondents, who commented on this question, confirmed that they had their prescription sent to the local pharmacy which are either picked up personally or delivered by the pharmacy to their home.

12. How long do you have to wait for a repeat prescription?

Of those respondents who answered this question, the majority stated between two and four days. Only two respondents felt it was a week.

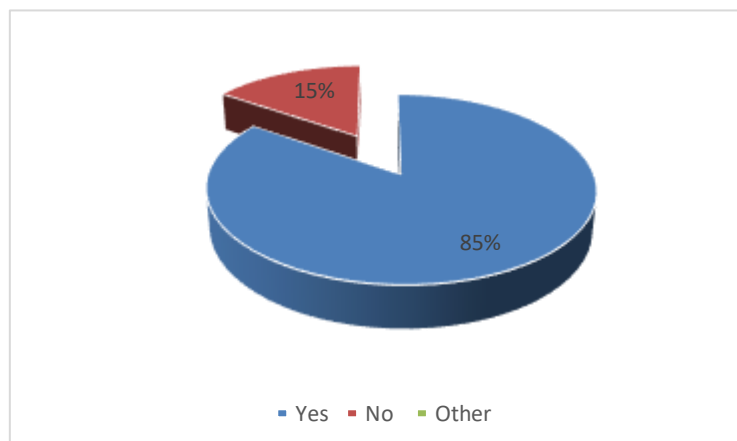
13. Do you feel you can discuss your needs and concerns with your GP?



Although comments were not requested on this question, two respondents made the following statements:

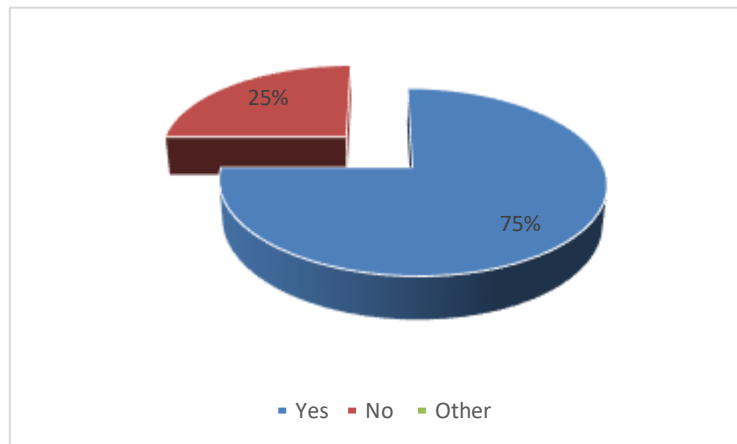
- “I miss seeing just one doctor”.
- “But depends on which GP I see. Unfortunately there is no continuity.”

14. Do you feel your GP listens and considers your opinion?

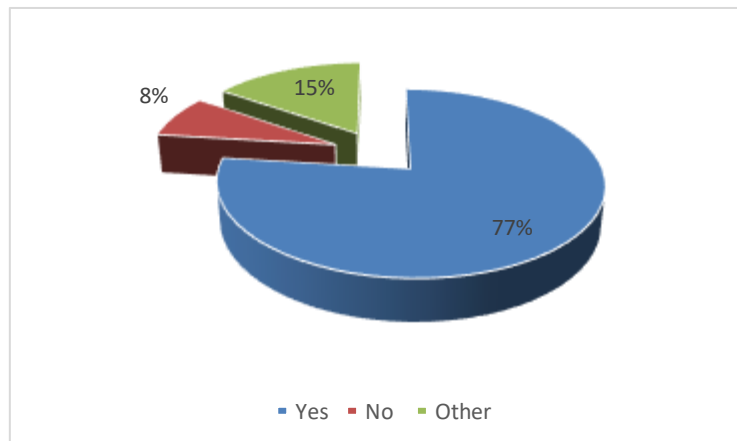


Again, no comments were requested but one respondent said:
“Depends on which GP”

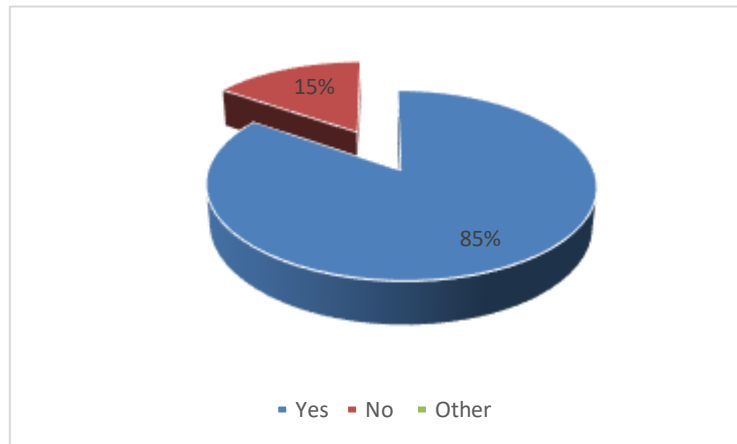
15. Do you feel you are involved in decisions about your care and treatment?



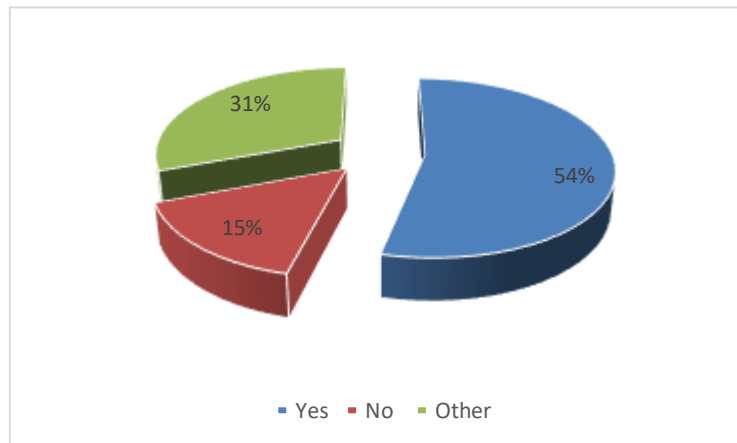
16. Do the medical staff wash their hands before examining you?



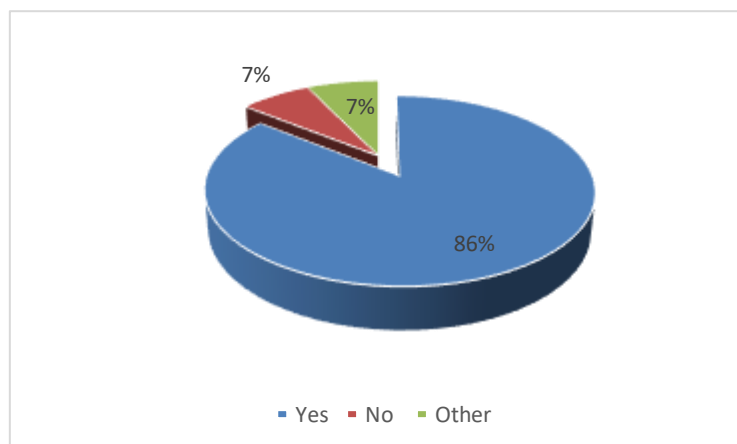
17. Do the medical staff wear gloves when taking samples?



18. Are you able to choose whether you see a male or female GP?



19. Are there any practitioners you would rather not see?

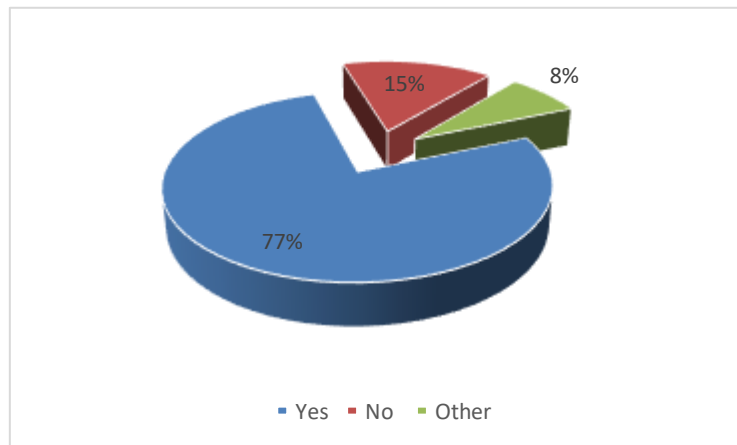


20. If you answered 'Yes' above, why is this?

The following comment was the only comment on this question:

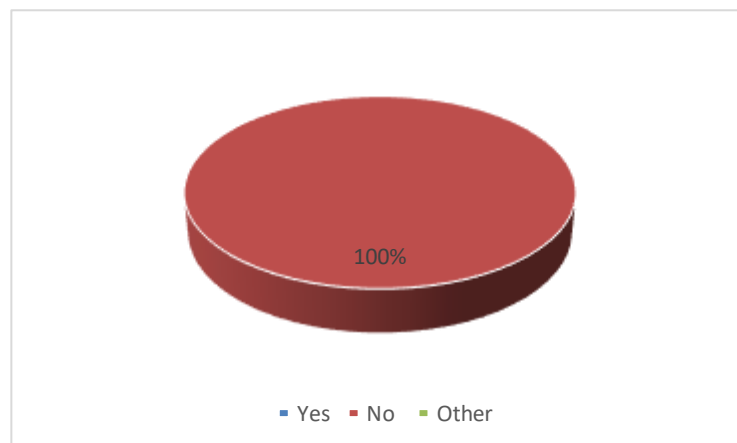
"GPs are usually attentive, but patients can be pressurised because of the time slot; surgery depends on Locum support."

21. Is the reception staff/practice manager accessible and sensitive to your needs?

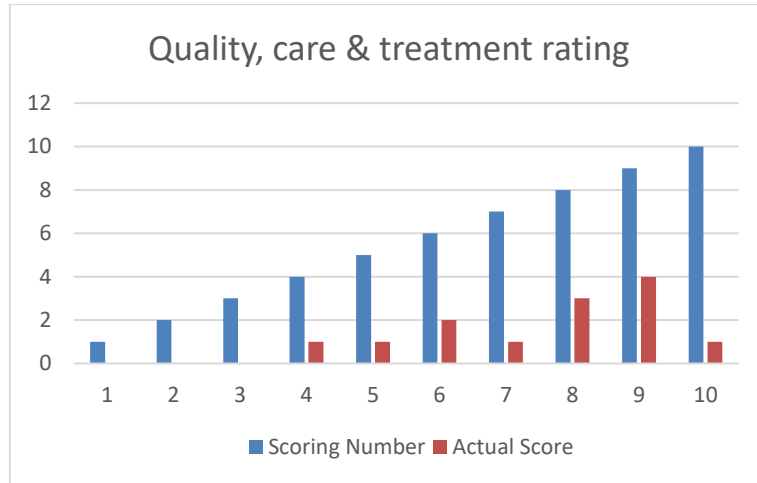


One comment was also given on this question. *"Not always"*.

22. Are there any language barriers when communicating with your surgery?

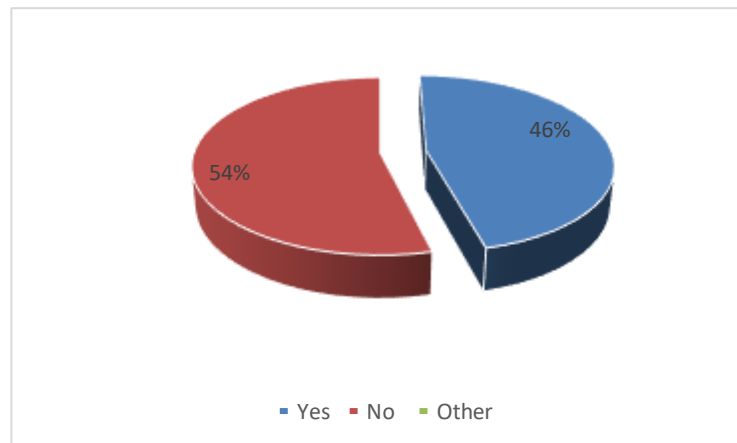


23. On a scale of 1-10 how would you rate your overall quality, care, treatment and service at your surgery?

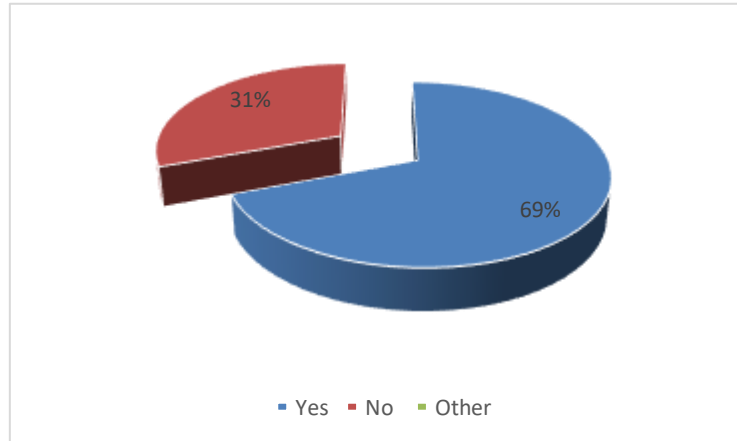


The majority of people who answered this question rated the surgery with a score of either 8 or 9.

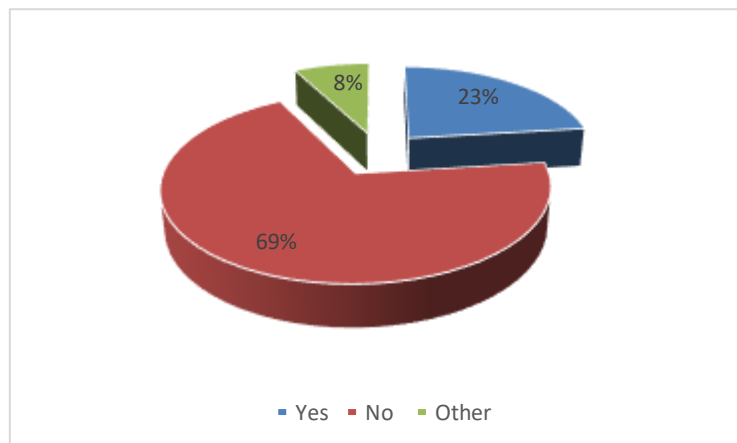
24. Do you know how to make a complaint about the surgery or staff?



25. Do you know whether your surgery has a PPG?



26. Are you a member of the PPG?



27. What changes do you feel the practice could make to improve the service for patients at this surgery?

The responses to this question were varied - listed below:

- *A reduction in waiting time for appointments*
- *To be able to see one doctor*
- *To include a blood testing service. Two tier operation in Dunstable, patients for blood tests from some surgeries will have to go to the Arndale Centre, Luton.*
- *Concerned about the phlebotomy service moving out of area*
- *Provide blood pressure monitor in waiting area.*

28. If you have any more comments to make or would like to expand on any of your answers, please do so in the box below:

- *I am afraid it is a sad realism that access to one's own GP is a rare occurrence. Lack of continuity and trust in the system is greatly reduced. This surgery does not provide services as others do in Dunstable. It is ridiculous that patients must go to Luton for a Blood Test. Standards in general have been reduced and I believe, with all due respect to GPs, nurses etc., that more services could be provided locally. I repeat, the two-tier system within the same town. I really believe the local Clinical Commissioning Group need to keep a 'sharper eye' on patients' needs. NHS funds should be open to more scrutiny and auditing, too much waste.*
- *Longer hours in the evening*
- *Doctors being on time*

In response to this question additional feedback was received from the PPG members who completed the survey, as follows:

- *Membership varies according to who is available, usually 12-14 members.*
- *One member also goes to PPN, the Barton PPG Network meeting (held earlier in the year) the NHS governing body meetings and attends workshops if they are related to her interests.*
- *PPG members talk to patients during flu jab season.*
- *A hub in this area would be ideal and would be a good way to bring specialism in and have services in one area. I believe they have identified behind the bowling alley as the spot.*
- *This surgery isn't really big enough, it would be good to have a larger meeting area.*
- *I had no idea about PPG, before joining. After attending one or two meetings I feel we have room to make comments. If something isn't quite right, we can talk to Debbie or Dr Khan.*
- *There were issues with the receptionists, there was poor attitude toward patients. We were able to raise this and with training it has greatly improved.*
- *The PPG have the next meeting dates printed on to prescriptions to reach a wider audience.*
- *A patient at the surgery had a repeat prescription issue where three could be processed straight at the chemist but the fourth required a visit to the Surgery. After raising this through the PPG it appeared that other patients had the same issue. The Practice Manager was able to resolve this and now all are issued in the same way.*