



**healthwatch**  
Greenwich

Enter and View

**All Saints Medical Centre**

June 2018



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Practice Manager:

Mr Aravamuthan Suresh

# 1. What is an Enter and View?



Part of the local Healthwatch programme is carrying out Enter and View visits. Local Healthwatch Authorised Representatives visit health and social care services to discover the patient and service user experience and make recommendations for improvement. The Health and Social Care Act (2012) provides local Healthwatch the right of entry to observe service delivery and talk to service users, patients, their families and carers in any publicly funded health and adult social care service (including hospitals, residential homes, GP practices, dentists, optometrists and pharmacies). Enter and View visits help us to identify issues and share good practice from the perspective of people who use the service.

## 1.1. Our approach

To collect information, our Authorised Representatives complete an observation form and speak to residents, service users, patients, and staff as appropriate. We emphasise to all patients that participation is voluntary. We always check with staff if there are individuals who we should not approach or who are unable to give informed consent. We follow our safeguarding policy at all times.<sup>1</sup>



## 1.2. Disclaimer

Our reports relate to findings observed on specific dates and are not necessarily representative of the experiences of all patients, service users and staff, simply an account of what was observed and contributed at the time.

## 1.3. Acknowledgements

Healthwatch Greenwich would like to thank the service provider, service users and staff for their contribution to the Enter and View programme. Healthwatch Greenwich would also like to thank the Healthwatch volunteers who assist with the visits.

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<sup>1</sup> Our safeguarding policy can be accessed here:  
[www.healthwatchgreenwich.co.uk/safeguardingconcern](http://www.healthwatchgreenwich.co.uk/safeguardingconcern)

## 2. Visit details

Date and time of visit	6 <sup>th</sup> June 2018
Authorised Representatives	Clive Mardner and Arunima Shrestha
Run by	All Saints Medical Centre PMS
Number of registered patients	5150 registered patients.
Number of employed staff	Clinical services are provided by two GP partners. One full-time female partner and one part-time male partner. There are two part-time locum GPs and two female part-time Practice Nurses (1.44). Administrative services are provided by the Practice Manager (FT) two part-time administrators and six reception staff (2.8 WTE).
Who we spoke to	7 patients over 2 hours

### 2.1. CQC Ratings

Latest inspection: 13 April 2016

Report published: 11 August 2016

#### Overview and CQC Inspections

Overall  
Good

Read overall  
summary

Safe	Good ●
Effective	Good ●
Caring	Good ●
Responsive	Good ●
Well-led	Good ●

## 3. Our observations

### 3.1. Building observations

The external condition is clean and appears well cared for with ample parking for visitors. The disabled space was located close to the entrance for easy access. However, some rubbish was the back of the surgery, which was immediately removed when brought to the attention of the practice. The internal environment is well decorated with blue and white painted walls which feel calm and relaxing.



### 3.2. Arriving at the surgery



Transport links to the surgery are good, with parking on nearby roads and bus stops within easy walking distance. There are clear signs in the reception area, well sized and in appropriate fonts. We were greeted well by the reception staff, who were not expecting our visit. Staff were attentive and very helpful in response to questions. Electronic check-in is available, but at the time of our visit it was not working. There was enough space for confidential discussions with the receptionist but there was no specific barrier.

### 3.3. Waiting for an appointment



The surgery's main waiting area was clean and tidy. It had a pleasant atmosphere and no unpleasant odours. An electronic call system was in place as well as announcements by reception staff. Waiting times were not displayed, instead patients were given approximate wait times by reception staff, although some patients said that these were not always reliable. We did not see any displays advertising online booking, but the online repeat prescription service was advertised. A hearing loop was in place with patients also being called out by staff when their appointment was due. Toilets facilities were available in the waiting area. On the day of our visit we did not see any hand sanitisers. The notice boards were uncluttered and had up to date and useful information. Although information on the PPG was not advertised, we were informed that the PPG was functioning and well attended. We would suggest that the minutes of the meeting and information are also put on the notice board.

It was not clear whether information was available in other formats or whether the interpreting and translation services was available. This is important as translation and interpreting services are provided to ensure that all patients have access to health care. No information was displayed advertising the GP Access Hubs. The waiting area is not very child friendly and had no toys or books available. The waiting area had Wi-fi but there was no notice informing patients about this service. There were no photographs of the clinical and admin staff on display.



### 3.4. Ways to feedback



There is a small suggestion box in the reception area. We were informed that there is a brochure that sets out how to make a complaint, this was not displayed in a prominent location. It is important that the practice makes it as easy as possible for patients to complain and make suggestions. We found the brochure helpful and informative but were concerned that information on registration did not include the NHS England advice on registration. The use of a passport for registration gives the impression to patients that immigration status is checked or required for registration, which it is not. This also needs to be amended on the website.

## 4. Patient feedback

### 4.1. Access and hygiene



Everyone we spoke to on the day felt that the surgery was always clean and tidy, and rated the hygiene of the practice as either good, very good or excellent. Similarly, the patients we met were happy with access, as they could either walk in easily, or find parking nearby.

### 4.2. Appointment booking and punctuality



The majority of people that we spoke to rated the appointments system as good or very good. With many saying that they did not have to wait too long after contacting the practice for an appointment, usually by the next day. Most people booked their appointments on the phone. One person knew about the GP Access hub, but this was not advertised in the practice.

All rated the opening hours, access to the surgery and cleanliness and hygiene as very good or excellent.

There was a mixed response to the punctuality of appointments with most stating that they had to wait and that appointments were rarely on time. However, most patients were happy to wait and did not seem to be concerned by it.

### 4.3. Treatment received by staff



Most people we spoke to were pleased with the treatment they received from their GP, rating them as either very good or excellent. In particular, Dr Lee was mentioned many times. All patients rated her as excellent. They stated she was very helpful, listened to their concerns, was very caring and sympathetic. Similarly, most people who had received treatment from the nurse rated it as very good or excellent.

Descriptions of the reception staff included 'friendly and helpful' and "efficient" and rated them as very good. One person said that "the staff have been there a long time and understood the patients and they knew them". It is to the practice's credit that they have been able to have stability with reception staff.

#### 4.4. Involvement in decision making and information provision



Most patients we spoke to felt involved in the clinical decisions that was made about their care and the amount of information they received from clinical staff. One person did feel that there could be more information offered in the GP appointment. However, most stated the GP was “...very informative, if they’re discussing something with you”, and another commented “they explain everything to me.”. Two people we spoke had heard about the surgery’s patient participation group.



#### 4.5. Medication and prescriptions



All the patients we spoke to generally found it easy to get their prescriptions through the practice and rated it very good or excellent. The relationship between the pharmacy and the practice appears to be working well.



“...it’s a lovely surgery compared to past surgeries I’ve been at. Everyone is friendly and helpful.”

## 5. Overall satisfaction

The main negative patients communicated to us regarded the punctuality of appointments. However, patients rated the surgery and the treatment they received as good, very good or excellent overall.

Comments included; “I think it’s a great surgery”; and “...it’s a lovely surgery compared to past surgeries I’ve been at. Everyone is friendly and helpful.”



## 6. Recommendations

### **Recommendation 1: Improve punctuality of appointments.**

The surgery should continue to work to improve the punctuality of their appointments, as most people we spoke to commonly had to wait past their allocated time. Where there are delays, this should be communicated to patients clearly as they wait.

### **Recommendation 2: Improve signposting in the waiting area**

We would encourage the surgery to better signpost patients to the GP Access Hubs, as well as better advertising of the MyGP app and online services. In particular, better promotion of translation and interpreting services. In addition, more information could be provided about the patient participation group.

### **Recommendation 3: Identify a suitable area in the waiting room for children**

The waiting area is not very child-friendly, with no available toys or books. We would strongly encourage the practice to identify a suitable area for children in the waiting area.

### **Recommendation 4: Install hand sanitisers in the reception and other appropriate locations.**

One of the clinical priorities is to protect patients, visitors and staff from the risk of healthcare-associated infections caused by bacteria. The provision of hand sanitisers in the waiting room is recommended good practice. This matter needs to be addressed as a matter of urgency.

### **Recommendation 5: Provide a complaints/comments box with clear visible instruction on how to complain or make comments.**

It is important that patients can comment on the service provided by the practice.

### **Recommendation 6: Review the registration policy**

To ensure the practice is following NHS England guidance and not unnecessarily or unintentionally preventing people from registering due to a lack of ID or proof of address.



## 7. Provider response

All providers are given the opportunity to review our Enter and View reports prior to publication, check for factual accuracy and provide a formal response.

No response was received from the provider by the time of publication.

## 8. Contact us

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**If you require this report in an alternative format, please contact us at the address above.**

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### Acknowledgements

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