



**healthwatch**  
Greenwich

## Healthwatch Greenwich

Enter and View:

### Bannockburn Surgery

January 2018



20-22 Bannockburn Road  
Plumstead  
London  
SE18 1ES

# 1. What is an 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 run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families, 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.

## 1.1. Our approach

To collect information, we produced a patient questionnaire which included a clear explanation of who we are and why we carry out visits. We emphasise to all patients that participation is voluntary. We also create an observation form for Authorised Representatives to complete, which gather their views of the service from a patient's perspective. We always check with staff if there are individuals who we should not approach or who are unable to give informed consent. We also follow a strict safeguarding policy.<sup>1</sup>



Please note that our reports relate to findings observed on specific dates. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

<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	19 January 2018
Authorised Representatives	Clive Mardner
Number of registered patients	5500
Number of employed staff	3 x GPs
Who we spoke to	3 x patients

### 2.1. CQC Findings

On 5<sup>th</sup> May 2016 the CQC carried out an announced, comprehensive inspection of Bannockburn Surgery. They rated the practice as 'Good' across all areas.

## Overview and CQC Inspections

<p><b>Overall Good</b></p> <p>Read overall summary</p>	Safe	Good ●
	Effective	Good ●
	Caring	Good ●
	Responsive	Good ●
	Well-led	Good ●

## 3. Our observations

### 3.1. Building observations



The surgery is situated across two converted terraced houses, which were in good condition, and the outside area was clean on the day of our visit. There was not, however, much visible signage. Although the internal space is small, it was again clean and tidy, with some basic wear and tear.

### 3.2. Arriving at the surgery



There was good wheelchair access to the surgery, and it is clear who to speak to on arrival as the reception desk is situated in front of the main entrance. Reception staff were friendly and approachable, and there was electronic check-in available.

The reception area did not offer much privacy as the desk is situated directly next to the waiting area, and the glass screen prevents speaking quietly.



### 3.3. Waiting for an appointment



There was a call system available for appointments. Online booking was being advertised in the waiting room. The waiting area was felt to be appropriate for children as there was a children's play table, albeit a small one. Toilets were available, including an accessible toilet near the waiting room, as were hand sanitisers. The notice boards had lots of information displayed, and the signage around the room was clear and up to date. There was an advert for the surgery's Patient Participation Group on the noticeboard, inviting people to join.

Waiting times were not being displayed and there was no direct means of keeping patients informed. There was no display of GP staff names or photos.



We were unsure whether there was a hearing loop or translation services available, or whether information was available in other formats.

### 3.4. Ways to feedback



There was an advert for the surgery's Patient Participation Group on the noticeboard, inviting people to join.

We did not notice a comments or suggestion box in the waiting area.



## 4. Patient feedback

### 4.1. Access and hygiene



All three people we spoke to felt that access and transport links to the surgery were excellent. Two people felt that the cleanliness of the surgery was excellent and the third that it was very good.

### 4.2. Appointment booking and punctuality

Two of the three patients we spoke to felt that the booking systems at the surgery were either very good or excellent. All three felt that the opening hours were very good, especially whilst one had been on maternity. Similarly, all three participants felt that the punctuality of appointments was very good.



### 4.3. Treatment received by staff



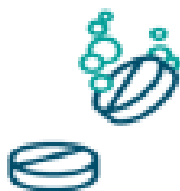
All the patients we spoke to told us that their GP was either good, very good or excellent, with one commenting that their GP was 'very accommodating'. Of the two people who responded to the same question about their Nurse, both felt they were treated very well. The same was found for reception staff, who were felt by all to offer a very good service.

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

One patient felt that the clinical staff were excellent at involving her in decision making around her care, whilst the others felt they were very good. Similarly, patients were all positive about the information they received from staff, rating this as either excellent or very good. However, none of the patients we spoke to had heard of the Surgery's patient participation group (PPG), which is an important means of public involvement.



### 4.5. Medication and prescriptions



The two patients who commented on the ease of getting prescriptions felt that it was either a very good or excellent service.

## 5. Overall satisfaction

The patients we spoke to were happy with the service they received from Bannockburn surgery. Two felt it was very good whilst the third felt it is excellent.



## 6. Recommendations

### **Recommendation 1: Advertise a comments or suggestion box in the waiting area more clearly**

Receiving patient feedback is an important mechanism for service improvement, and a key means of engaging service users in the design and implementation of their health services. A comments and suggestions box is an easy way to work towards this.

### **Recommendation 2: Advertise translation services on signposting boards**

Plumstead has a high portion of people who speak English as an additional language compared to national figures. As Language Line (a translation service) is commissioned by NHS Greenwich CCG on behalf of GP surgeries, the surgery should proactively advertise its availability to those who would find it useful.

### **Recommendation 3: Create a display board of staff names and photos**

This would create a more inviting atmosphere and allow patients to feel familiar with those who are providing their care.

### **Recommendation 4: Create a 'You said, we did' poster for the surgery's PPG**

The surgery is currently promoting patient participation by recruiting for its PPG in its waiting area. To promote this further, a 'You said, we did' poster would help to demonstrate the group's value and efficacy. It would additionally provide information for those who do not currently wish to join but would like to be kept up to date.

### **Recommendation 5: Increase the privacy available at the reception desk**

While we acknowledge the limitations of space, we would encourage the surgery to address the issue of patient privacy. For example, confidentiality slips could be placed on the reception desk, so that patients can write down any details they are not comfortable with others over-hearing.

## 7. Service 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 comments were received by the time of publication.



# 8. Demographics

## Gender

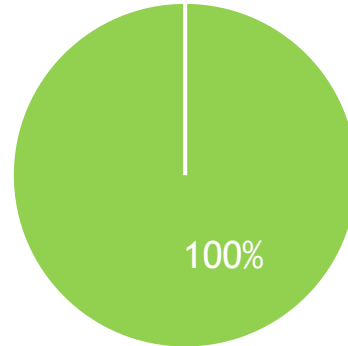
2 Females



1 Male

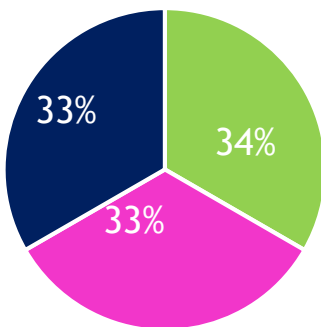


## Age



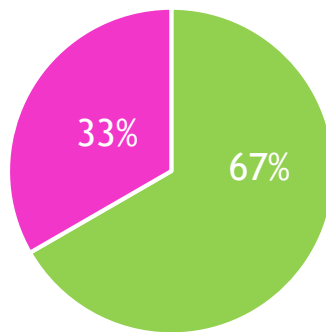
■ 22- 44 years old ■ ■ ■

## Ethnicity



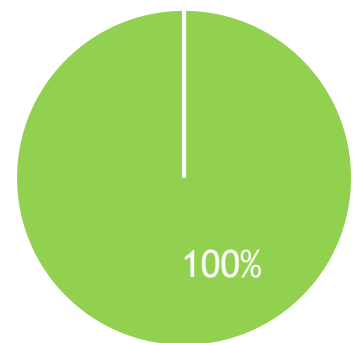
■ Any other white background

## Religion



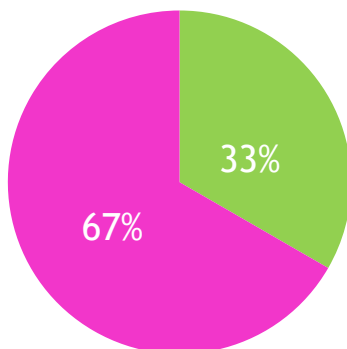
■ Christian ■ Hindu ■ ■

## Sexuality



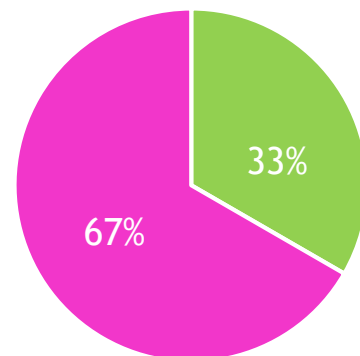
■ Heterosexual ■ ■ ■

## Carer



■ Carer ■ Non- carer ■ ■

## Disability



■ Disabled ■ Non-disabled ■ ■

## 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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**We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England.**

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

### Acknowledgements

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