



healthwatch
Greenwich

Enter and View

Basildon Road Surgery

June 2018



111 Basildon Rd, London

Abbey Wood

SE2 0ER

Tel: 020 8859 5881

Practice Manager: Pauline Clelland

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.¹



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, patients, 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.

¹ Our safeguarding policy can be accessed here: www.healthwatchgreenwich.co.uk/safeguardingconcern
 Healthwatch Greenwich www.healthwatchgreenwich.co.uk 0208 301 8340

2. Visit details

Date and time of visit	27 th June 2018
Authorised Representatives	Steve Wheeler and Clive Mardner
Run by	Dr Chand
Number of registered patients	Approximately 4,000.
Number of employed staff	Practice Manager and Nurse.
Who we spoke to	5 x Patients

2.1. CQC Ratings

CQC inspection area ratings

(Latest report published on 12 June 2018)

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

The CQC are carrying out checks at Basildon Road (Abbeyslade PMS - Dr Chand.) They were in the process of publishing a full report at the time of publication of this report.

3. Our observations

3.1. Building observations

The surgery is a small but attractive looking building with spaces for staff parking. The drive needed weeding due to recent growth. We were informed that this will be receiving attention within the next week.



3.2. Arriving at the surgery



Transport links to the surgery are good, and there is parking on nearby roads. There are bus stops within easy walking distance. There is step-free access to the surgery with a ramp from the main road to the front door. It is clear where to go on arrival as the reception area is placed inside the main waiting room. Both reception staff were friendly and helpful on our arrival. Unfortunately, the layout of the surgery does not afford any privacy to patients when engaging with the reception staff.

3.3. Waiting for an appointment



The surgery's main waiting area was small but clean and tidy. It had a pleasant atmosphere. The notice boards were full and although they were not cluttered, they could do with reviewing and refreshing. A toilet is available near the waiting area, which was clean and well-kept, with cleaning schedules clearly visible, disabled access and baby-changing facilities. We did not see any hand sanitisers available in the main reception area.

The notice boards in the waiting area are themed and there was a section on Cancer and another one on mental health awareness, including the services offered by Oxleas.

Electronic check-in is not available, and there is no electronic call system for appointments. Waiting times were not displayed in the main area. The waiting area offers little privacy, as the reception area is directly in front of seating which faces it. The waiting area is not very child-friendly, with no available toys or books. The waiting room had Wi-fi but there was notice informing patients about this. Although the names of the GPs are displayed outside the building, there are no photographs of the clinical and admin staff, and only a very small sign with the staff list just inside the main entrance, which is easily missed.



There was a TV Monitor in the waiting area which was switched off. We were informed that it plays on a loop-system and that there was not any specific practice information on the loop but mainly adverts, which some of the patients were not happy with it and as a result was switched off.

Although we saw some information about on-line booking via the MyGP app, it was not easily discernible. Neither did we see any information about interpretation/translation services or the GP Access hubs. We did not see any information provided in alternative formats such as Easy Read.



3.4. Ways to feedback



We were informed that the PPG was functioning well, and the last meeting was well attended. The minutes of the meeting were displayed on the notice board under the PPG section. The surgery also has a website through which patients can provide feedback. We were told by the practice manager that she has a policy of regularly responding to feedback left on the website.

4. Patient feedback

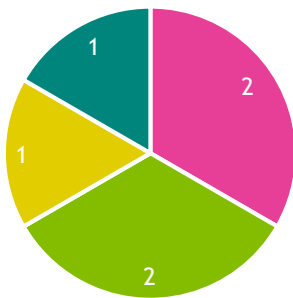
4.1. Access and hygiene



Everyone we spoke to on the day felt that the surgery was always kept 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.

access, as they could either walk in easily, or find parking nearby.

How would you rate GP opening hours?



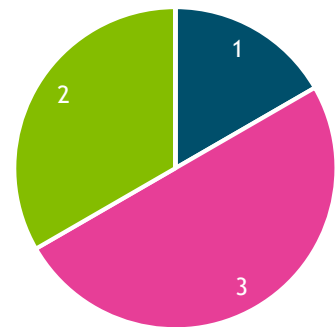
■ Excellent ■ Very Good
 ■ Good ■ Poor
 ■ Very Poor ■ N/a

How would you rate your GP surgery on access?



■ Excellent ■ Very Good ■ Good
 ■ Poor ■ Very Poor ■ N/a

How would you rate your GP surgery on cleanliness/hygiene?



■ Excellent ■ Very Good
 ■ Good ■ Poor
 ■ Very Poor ■ N/a

4.2. Appointment booking and punctuality

The availability of appointments largely depends on the urgency of the patients’ needs; one patient explained that although she sometimes had to wait a while for an appointment for herself, if it concerned her baby they booked her in quickly. Similarly, another patient told us that when her need had been urgent, they had offered her a same day appointment; ‘if you have a real need they are there for you... I think they’re doing the best they can with the resources they have’.

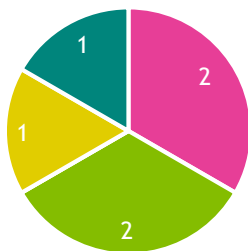


One of the patients we spoke to rated the booking system as ‘poor’ and told us that in the past they had ended up attending the local Accident and Emergency department as a last result. Another told us that it took a while to get through on the phone to make an appointment in the first place. Only one person we spoke to made use of the MyGP app, which they found to be convenient and easy to use.

No one we spoke to at the surgery had been given any information or knew about the GP Access Hubs.

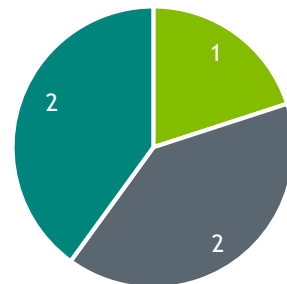
Feedback about the punctuality of appointments was mixed, with some waits longer than others. One patient told us that she sometimes waits up to thirty minutes to see the GP, but she doesn't mind. Others felt that punctuality was good, with one patient explaining that he usually only has to wait five to ten minutes past his appointment time. However, one patient explained that although the nurse was usually punctual, GP appointments typically ran around fifteen minutes late. She told us, "I don't really like waiting; if they give you an appointment time I think you should be seen then." Another patient said he typically had to wait twenty minutes over his scheduled appointment, and that once he had been seen forty-five minutes late. One person noted that communication could be better from reception staff, and that when they know are running late they should let patients know in advance.

How would you rate your GP surgery on the appointment booking system?



■ Excellent ■ Very Good ■ Good
 ■ Poor ■ Very Poor ■ N/a

How would you rate the punctuality of appointments?



■ Excellent ■ Very Good ■ Good
 ■ Poor ■ Very Poor ■ N/a

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 good or very good. One lady was unhappy with a specific CP, but ok with the others, explaining that when she had gone in for a physical concern, he had also taken the time to explore her mental wellbeing and ended up referring her towards Time to Talk. This had left her feeling well-cared for and

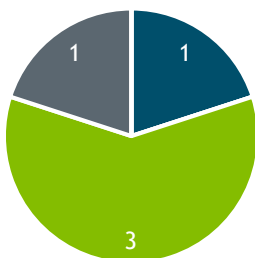
“...like I’m not just a number.” Another patient described their GP at the surgery as ‘a good listener’, and others felt that their GP knew them well. Only one person we spoke to was unhappy with the treatment they received from one of the GPs and had therefore asked to see someone different.

Similarly, most people were happy with the treatment they received from the nurse at the practice; although one told us that it would be preferable to see the same nurse each time, “...otherwise you have to explain your story all over again.”

Descriptions of the reception staff included ‘friendly and helpful’. One lady we spoke to did comment that the reception staff often seemed to be under-pressure, and another patient told us that he often had to wait to speak to reception when he arrived at the practice or rang the surgery, but that once he did they were generally helpful. We heard more mixed feedback from one patient who told us that although most of the reception staff were helpful, there was one member of staff that she had found to be particularly abrupt in the past. This patient noted “When people are already feeling ill, you really don’t need someone being stuffy with you.”

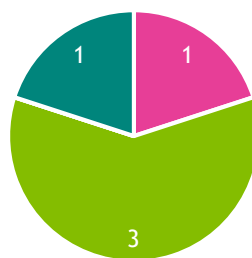
Another patient we spoke to had experienced difficulties with his online booking account, which had apparently not been set up correctly.

How would you rate your GP?



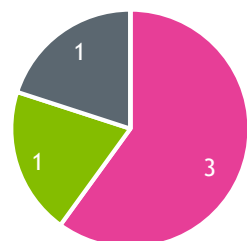
- Excellent ■ Very Good
- Good ■ Poor
- Very Poor ■ N/a

how would you rate your nurse?



- Excellent ■ Very Good
- Good ■ Poor
- Very Poor ■ N/a

How would you rate the reception staff?



- Excellent ■ Very Good
- Good ■ Poor
- Very Poor ■ N/a

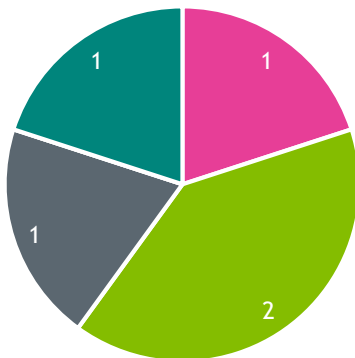
4.4. Involvement in decision making and information provision

The majority of patients we spoke to felt involved in the clinical decisions which were 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, another told us that the GP was “...very informative, if they’re discussing something with you”, and another commented “they explain everything to me.”



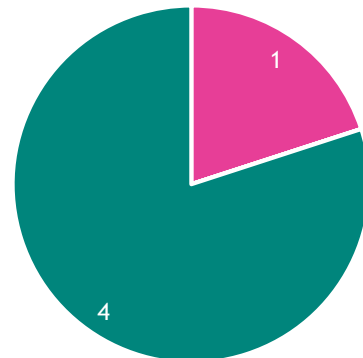
No one we spoke to had been informed about the surgery’s patient participation group.

How would you rate the clinical staff at involving you in decisions about your care?



■ Excellent ■ Very Good ■ Good
 ■ Poor ■ Very Poor ■ N/a

How would you rate the information you receive from clinical staff during your appointments?

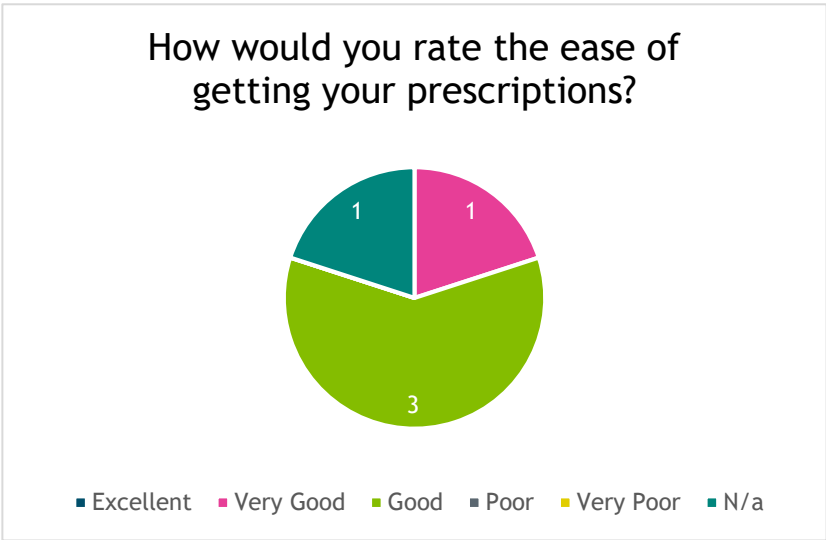


■ Excellent ■ Very Good ■ Good
 ■ Poor ■ Very Poor ■ N/a

4.5. Medication and prescriptions

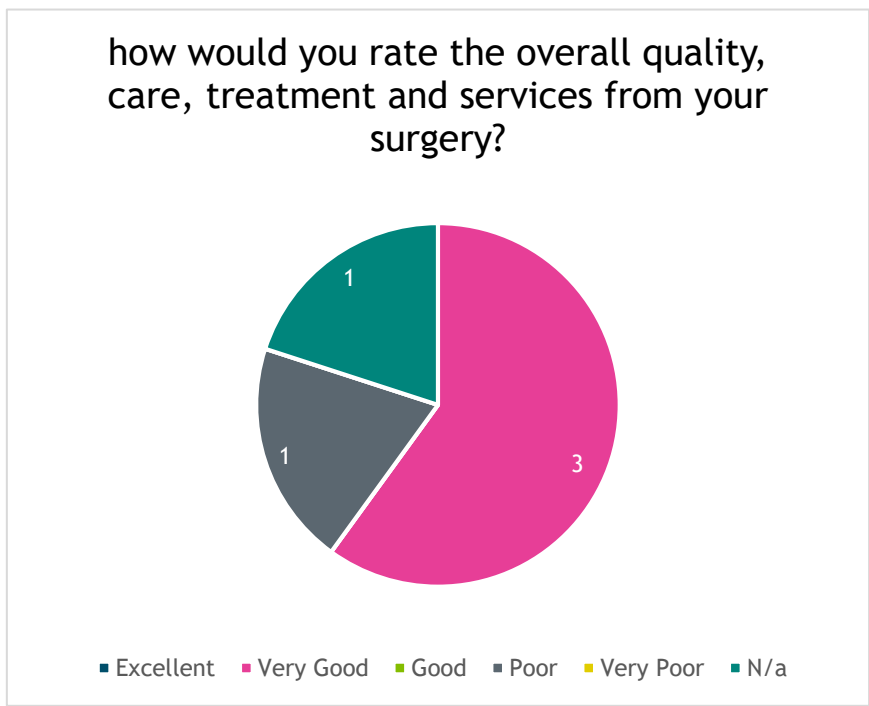


The patients we spoke to generally found it easy to get their prescriptions through the practice, and one person told us that she could always approach the nurse and have an open discussion with her if she had any concerns about her medication. We only heard one concern, which was from a patient who felt that if he needed to see a doctor about his medication, there might end up being a delay due to the difficulties booking appointments.



5. Overall satisfaction

The main problems patients communicated were around the booking and 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 access to appointments

A common concern reported to us was the long waiting time for general appointments. We recommend the surgery look at how they can mitigate this, for example, proactively telling patients about the GP Access Hubs when they ring for an appointment may help, as well as advertising the NHS 111 service.

Recommendation 2: Install electronic check-in in the waiting area

We heard that the surgery's reception can be hard to reach on the phone and are often busy when patients walk-in. Introducing an electronic check-in system may help to free up some of the receptionist time.

Recommendation 3: Address the issue of appointment delays

The surgery should 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 4: Improve signposting in the waiting area

We would encourage the surgery to remove out of date information and include signposting towards the GP Access Hubs, better advertising of the MyGP app, any translation services the surgery uses, their patient participation group and their online booking system.

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.

“Dear Healthwatch team,

Thank you for sending your report and giving the practice the opportunity to reply.

Building Observations:

The front section of the building is now weed and rubbish free. The practice does try and keep the weeds and rubbish accumulated at a minimum however this is an ongoing battle which we try to tackle regularly.

Arriving at the surgery:

The practice treats privacy for its patient very seriously and even though we have an open reception desk which we find less restrictive for patients and staff, it also offers a more open and approachable environment. If patients want to discuss anything sensitive, we ask them to either come to the side reception door where we can talk more privately, or we provide a room where the patient can speak to the relevant member of staff in complete privacy. All staff are aware of how to engage with patients on the phone & at the reception desk and keep the patient’s conversation and data confidential. The practice has had no past complaints on privacy at the reception desk.

Waiting for an appointment:

Practice staff do regularly check the waiting room notice boards, however sometimes there are many notices that the practice must provide so that the patient is aware of the many services on offer. I have now passed on your comments to the reception staff who will ensure the posters and notices are reviewed every week.

Hand sanitisers have always been available at the reception desk for patients to use. I have spoken to the reception staff who agree that this is always available on the Reception counter.

The practice does not have an electronic call system as this was assessed by the GP's and they found that they preferred to personally call the patients and then observe how the patients walk to the consultation room. This helps clinical staff review the patient's wellbeing even before the consultation with the patient commences.

The practice has in the past provided toys and books for children. However, the toys were often broken and left along the floor which could cause an accident with other patients, especially those with mobility problems. It was also thought that toys, even though they would be regularly cleaned, could cause an infection control issue. Children's books are still available, but many are torn or taken home by the children. We have now placed a poster in the waiting room asking if any of our patients could donate any children's books for the surgeries waiting room.

The practice now has a poster informing that the practice has WIFI.

There is a list of all the Practice's staff members on the Practice information leaflet, NHS Choices website and a poster in the reception lobby which details each staff member and their role. Some members of staff do not wish to have their photos displayed, which is entirely their choice and the practice feels that the information already supplied is adequate. This also includes each staff member wearing a name badge for identification. The practice has now included in reception, a second copy of the poster that is in the lobby of all its staff members and their roles. This unfortunately cannot be made bigger due to space on the practices notice boards.

There is now a poster for patients on Interpreting services and GP access hubs in the waiting room.

A clearer poster for MY GP & online services has now been included in reception.

Appointment booking & Punctuality:

The practice's clinical staff always try to ensure that appointments run on time, however there are times where emergencies arise, and the GP or Nurse have to deal with these issues immediately which sometimes have a knock on effect with appointments. Reception staff do try and inform patients when they arrive if the appointments are running behind with a particular clinician.

All staff at the surgery try and deal with patients promptly either at the desk or on the phone but there are times when demand is extremely high, and the surgery becomes very busy. Staff always offer a helpful and courteous service at all times and commented on how lovely it was to read that patients reflected this in the feedback in the Healthwatch report.

Patients are also asked to join the practices PPG (Patient participation group) so that we can get their valuable feedback on the services they receive or on what services they would like to receive from the surgery.

Recommendations & Practice actions:

Improve access for appointments

The practice actively advises patients of the Access hubs whenever appropriate. However, patients do not always want to see an unknown GP or use at weekends. Slots at the Access hub are quite restricted for weekdays so are not always available to offer for patients when needed. The practice advertises NHS 111 on their information leaflet, Front entrance and Out of hours telephone message facility.

The Practice has now included a poster, Information in the practice leaflet and to carry on giving advice over the phone regarding the Access hubs.

Installing an electronic check-in for the waiting room:

Due to space restrictions, an electronic check in system is not practicable.

Addressing appointment delays:

The practice is unable to control emergencies that arise during its opening hours. However, all staff at reception have been reminded to keep any patients waiting, informed of any delays with their appointments.

Suitable area for children:

As the waiting room has limited space, we are unable to provide an area solely for a child's play area.

Children's toys have been assessed as being an issue with infection control and could cause a hazard with mobility of other patients. The practice does provide children's books, but

these are often missing or destroyed. The practice will try to replace these whenever possible and will ask its patients if they could donate any children's books for the surgery to use.

Providing Hand sanitiser.

The practice has always provided hand sanitiser on the reception counter for patients use.

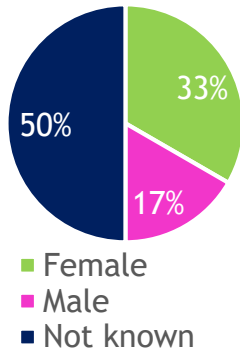
kindest Regards, ”

Pauline Clelland, Practice Manager for Basildon Road Surgery

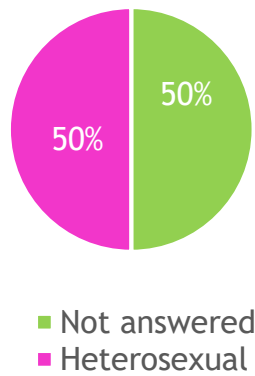
8. Demographics

Of the people we spoke to on the visit:

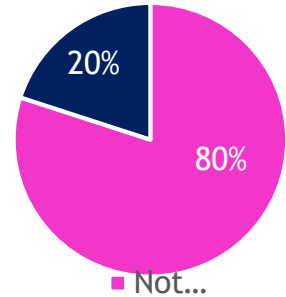
Gender



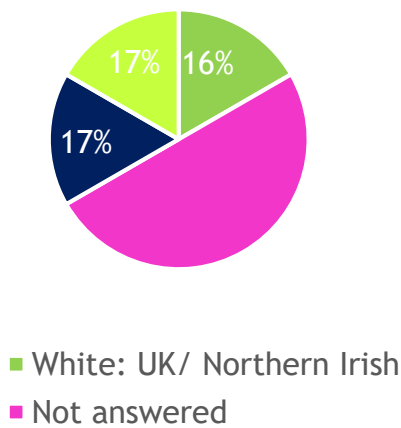
Sexuality



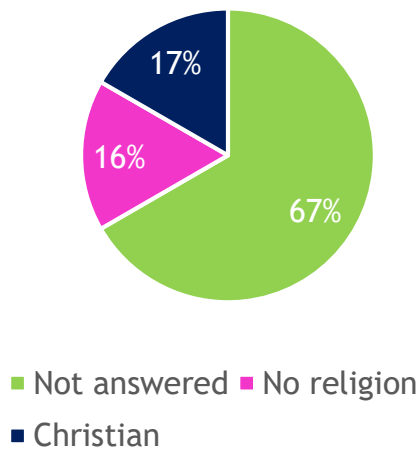
Age



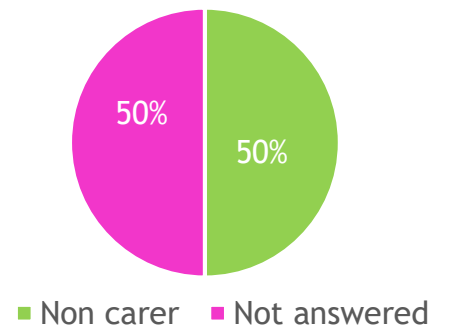
Ethnicity



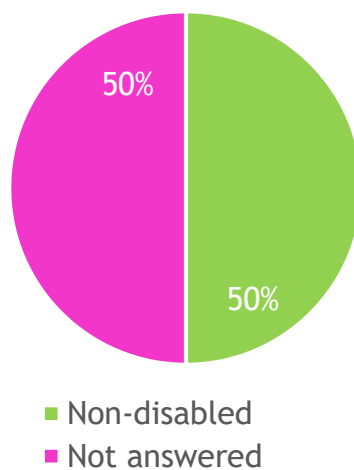
Religion



Carer



Disability



9. Contact us

Address: Gunnery House, Gunnery Terrace, Woolwich, London SE18 6SW

Telephone: 020 8301 8340

Email: info@healthwatchgreenwich.co.uk

Website: www.healthwatchgreenwich.co.uk

Twitter: @HWGreenwich

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

We know that you want local services that work for you, your friends and family. That's why we want you to share your experiences of using health and care services with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

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.

© Copyright Healthwatch Greenwich 2018