



healthwatch
Greenwich

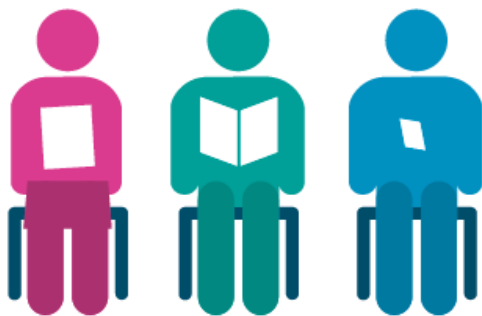
Healthwatch Greenwich

Enter and View:

Briset Corner Surgery

June 2018

WAITING ROOM



591 Westhorne Avenue, London, SE9 6JX

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.¹



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.

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	31 May 2018
Authorised Representatives	Anna Jones and Zoe Motebang
Number of registered patients	c. 2500
Number of employed staff	1 permanent GP, 1 locum GP and 1 nurse
Who we spoke to	6 patients

2.1. CQC findings

the Care Quality Commission last carried out an inspection of Briset Corner Surgery (also known as Dr Surinder Sennik's surgery) on 23rd Juen 2016, with the rpeort published on the 24th february 2017. Briset Corner was given a 'good' rating in four areas, with one area given 'requires improvement'. Overall, the surgery was rated as good.

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

3. Our observations

3.1. Building observations



The surgery is set behind a main road, and the practice entrance is in a small alleyway and is easily identifiable. The outside of the building was pleasant and clean, with hedges surrounding the surgery which were well-kept. There are easy transport links to the practice, as there is parking on the road behind and a bus stop located just in front on the main road.

3.2. Arriving at the surgery



There was wheelchair access on entering the surgery as a ramp led to the main reception area and there was an electronic door. On entering the surgery, it was clear who to speak to and reception staff were friendly and professional.

Although there was good wheelchair access upon entering the practice, the inside button to open the electronic doors when leaving the surgery did not appear to be working. There was not much privacy when talking to reception staff as the window is based directly in front of the waiting area. There was no electronic check-in available and the waiting times were not displayed.



3.3. Waiting for an appointment



The main reception area was clean and tidy, as was the accessible toilet which was next to the main seating area. There was a lot of information organised onto notice boards around the waiting area. Although we did not see any information published in accessible formats, we were pleased to see a sign which offered: 'if you need information available in other formats, please ask'. There was not much signage around the surgery, but the waiting area was small enough that this did not seem to be a problem. Similarly, there was no electronic call system, but the receptionist was calling patients in individually which seemed to work given the size of the practice.

The waiting area was very small and although it was clean and tidy, it felt quite dark and the furnishings and decoration slightly worn out. There were no hand sanitisers available and no signage advertising a hearing loop. There were also no staff pictures with staff names displayed. The waiting area was not particularly



child friendly, as it was a very small space and it lacked a children's area and toys.

Although there were lots of signs and notices on display, a few were out of date, some by many months. The surgery's latest CQC report also did not appear to be on display, or any information about translation services available in the practice.

3.4. Ways to feedback



We could not see any comments or suggestions box in the main waiting area or in the entrance. Similarly, we did not see any advertisement or information about the surgery's Patient Participation Group (PPG). The only advertised means of feeding back (a poster for a patients and carers forum being held by NHS Greenwich Clinical Commissioning Group) was five months out of date.

4. Patient feedback

4.1. Access and hygiene



Everyone we spoke to told us that access to the surgery was good and that it was generally clean and hygienic. One person did comment that the interior could do with a refurbishment and modernising, as it was quite out of date and had a lot of wear and tear.

4.2. Appointment booking and punctuality

Everyone we spoke to was happy with how long it took them to get an appointment. Most people told us they could get one on the same or next day, and one person was pleased to tell us ‘they know me, and they know how unwell I get, so they look after me and make sure I get an appointment quickly.’ We also asked patients whether they were seen promptly at their appointment time. The feedback for this was mixed. We were told by one person ‘no, [the GP] always comes twenty minutes late’, but he did not mind waiting as he had come to expect it: ‘you’re ready for that, I bring a crossword with me’. Others told us that appointment punctuality was ‘pretty good’ or ‘near enough’; one person rated it as poor, and another as excellent.



4.3. Treatment received by staff



Most people we saw were satisfied with the treatment they received from the GP. One patient told us ‘I try to see the same GP every time, he’s very good’. Another said that other patients he knew had expressed varying feelings about the GP, but that he himself was very happy with him and had moved surgeries so that he could stay under his care, even though it was a longer travelling distance than his nearest surgery. This patient, who was diagnosed with a serious long-term health condition, also told us: ‘I feel like [the GP] would do anything he could to keep me from dying, which is good enough for me’. However, another patient we spoke to was quite unhappy with the treatment she had received at the surgery. She felt that a diagnosis she had been given by the doctor had not been explained properly, and ought to have been fed back in more detail to her. There were also mixed responses when we asked patients how they felt about the treatment they received from the nursing staff at the surgery. Most people told us that the

treatment from the nurses was ‘very good’, but one person observed there had been a high turnover of nursing staff and they could not keep up with who the nurse actually was. Another patient felt that the nurse he had seen was ‘very nice’ and had a ‘lovely bedside manner’ but was concerned that on a previous visit he had told the nurse that he was feeling suicidal, and her response had been to tell him to talk more to God.



Everyone we spoke to felt that treatment received by the reception staff was ‘good’ or ‘very good’.

4.4. Involvement in decision making and information provision

Most people we spoke to felt that clinical staff were either ‘good’ or ‘very good’ at involving them with decisions about their care, and in providing information. One person told us ‘[the GP] always has time to answer any questions if I have any’. However, the patient who had received insufficient information about her diagnosis accordingly rated the clinical staff as ‘poor’ for providing information.

Two people we spoke to had heard of the practice’s Patient Participation Group but were not members.

4.5. Medication and prescriptions



Everyone we spoke to felt that it was easy to get their prescriptions through the surgery, rating it as either ‘good’, ‘very good’ or ‘excellent’.

5. Overall satisfaction

Everyone we spoke to rate the surgery overall as ‘good’, ‘very good’ or ‘excellent’. One person told us that the service ‘is brilliant’.



6. Recommendations

Recommendation 1: Freshen the interior of the waiting area

Due to our own observations and feedback from a patient, we suggest that the surgery look at ways to freshen and brighten the patient waiting area. Plants or hanging pictures may be a quick way of improving the atmosphere. We also recommend the surgery look at how the area can be made to be more child friendly, for instance by installing a children's table maze. Hand sanitisers should be made available and the inside button to open the disabled door ought to be fixed as a priority.

Recommendation 2: Organise and improve the signposting information available in the waiting area

The information available in the waiting area needs to be refreshed as some of it was out of date. Additional information should be added, including details on: translation services available, the surgery's CQC ratings, their PPG and Greenwich's GP Access Hubs.

Recommendation 3: Improve the privacy available to patients wishing to speak to reception staff confidentially

This could be via offering confidentiality slips for patients to write on or by introducing a sign above the reception desk advising those who wish to speak privately to notify staff.

Recommendation 4: Improve the visibility of feedback mechanisms

A comments and suggestions box should be left in the main waiting area for patients to provide feedback. The Friends and Family Test could also be introduced. The PPG should be advertised in the waiting area, with information on what impact they have had on the surgery so far.

Recommendation 5: Improve the consistency of the punctuality of appointments

Feedback on the punctuality of appointments was very mixed. We suggest the surgery work to improve this.

Recommendation 6: Refresh staff training on safeguarding policies

We suggest the practice refresh training around safeguarding vulnerable adults, considering the feedback we received from one person who had expressed suicidal ideation.

7. Provider response

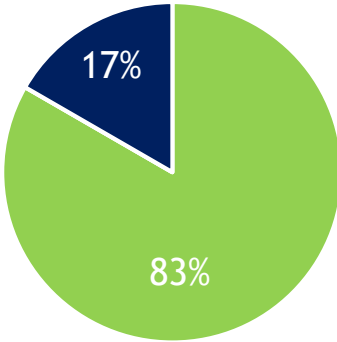
All providers are given the opportunity to review our Enter and View reports prior to publication, check for factual accuracy and provide a formal response.

No response was received by the time of publication.

8. Demographics

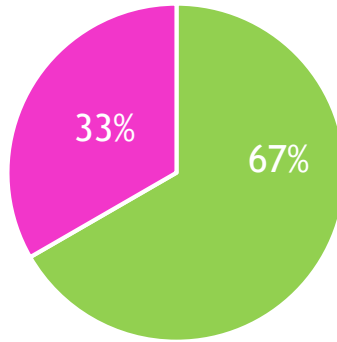
Of the people we spoke to on the visit:

Gender



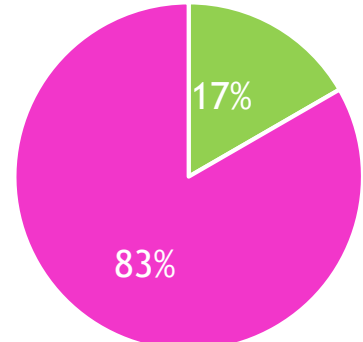
- Female
- Male
- Not known

Sexuality



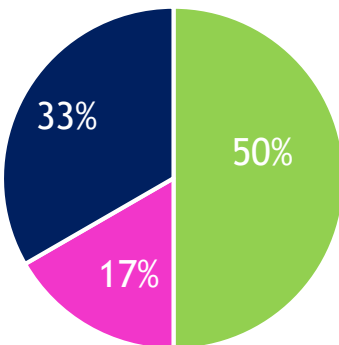
- Not answered
- Heterosexual

Age



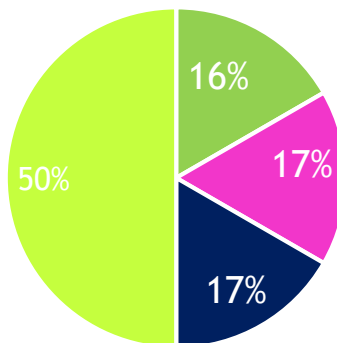
- 25-34 Years
- Not answered

Ethnicity



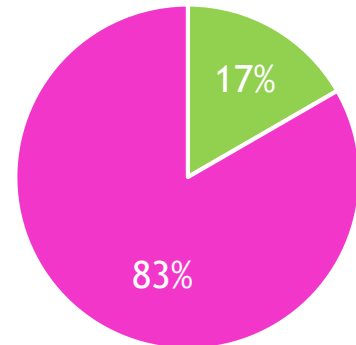
- White: UK/ Northern Irish
- Pakistani
- Not answered

Religion



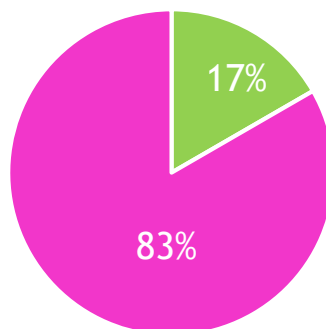
- Christian
- Muslim
- No religion
- Not answered

Carer



- Non carer
- Not answered

Disability



- Non-disabled
- Not answered

9. Contact us

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Website: www.healthwatchgreenwich.co.uk

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

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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.

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