



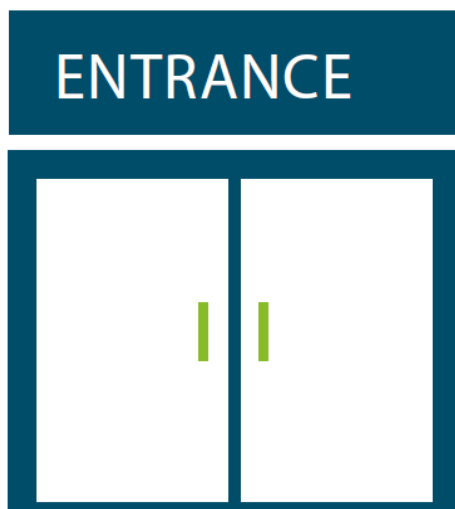
healthwatch
Greenwich

Enter and View

Eltham Medical Practice

Well Hall Road

July 2018



Well Hall Road

Eltham, London

SE9 6SR

0208 850 9286

Practice Manager: Caroline Partridge

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

2. Visit details

Date and time of visit	12 July 2018 10am-12pm
Authorised Representatives	Steve Wheeler and Arunima Shrestha
Number of registered patients	16,000 (across both branches)
Who we spoke to	9 Patients

2.1. CQC Ratings

The Care Quality Commission (CQC) carried out an unannounced comprehensive inspection of Eltham Medical Practice at Well Hall Road on 17 May 2017. They rated the surgery as ‘Good’ overall, across the areas of; safety, effectiveness, care, responsiveness and leadership.

Overall Good Read overall summary	Safe	Good ●
	Effective	Good ●
	Caring	Good ●
	Responsive	Good ●
	Well-led	Good ●

3. Our observations

3.1. Building observations

The surgery is set in a large, pleasant-looking building on a busy main road. It is well signposted, and the outside of the surgery is clean and well-kept. However, the wall in front of the surgery is damaged. There are dedicated parking spaces for disabled visitors, but other visitors must find parking in nearby side streets.



3.2. Arriving at the surgery



The surgery is wheelchair accessible as the path leading to it from the road is flat and unobstructed. It is clear where to approach on arrival as there is signage towards the reception area, and there is an electronic check-in station available for use before you enter the waiting room.

3.3. Waiting for an appointment



Reception staff were pleasant and welcoming on our arrival and introduced themselves in a helpful and friendly way. There is ample comfortable seating in the reception area, and the surgery had a warm, welcoming atmosphere. There is an electronic call system in use: a tv at the front of the room alerts patients when it is their turn to see the clinician and which room to enter, along with a call bell. There were noticeboards, which were themed, and leaflet-stands. These were all tidy and presented relevant and up to date information on different health issues and vaccines, for example. There was also a tv in the corner which was displaying health and wellbeing advice.

Online booking for appointments is clearly advertised near the main reception desk, with forms available to sign-up to the service. The waiting area was felt to be child friendly, as there was a small play area for children which had stools around it, although there was only one toy available to play with. The waiting area had a toilet which was clearly signposted to and which was accessible, clean and had hand sanitiser. We were pleased to see that translation services were being advertised in the waiting area, although the sign was small and could be easily missed by patients. The surgery's most recent CQC rating was on display inside the surgery. Although

there were no displays as to any delays or waiting times visible, there was a sign up inviting patients to speak to reception staff if they had been waiting over 20 minutes for an appointment.



There was limited privacy in the waiting area as the reception desk is placed very close to the seating, with no separation or privacy slips available. A hearing loop was installed in the surgery, but it was not well advertised. There were no hand sanitisers in the waiting area, although there was one in the toilet. We did not see information provided in any other formats, such as translated into other languages or easy-read. Staff names were displayed in a small sign at the entrance, which could be easily missed, and there were no photos displayed. Finally, waiting times and delays were not advertised in the waiting area.

3.4. Ways to feedback



There was no comments or feedback box easily visible in the waiting area. The surgery's Patient Participation Group (PPG) was advertised, however, on the noticeboard in the reception area.



4. Patient feedback

4.1. Access and hygiene



Most patients we spoke to were happy with the surgery's opening hours. Six told us they thought they were either very good or excellent, and only one felt that the opening hours were unsatisfactory. Everyone we spoke to on the day felt that access to the surgery via transport or by walking to the surgery was simple, and some patients commented that having two branches to the surgery (Well Hall and Passey Place) made it more accessible. Similarly, all the patients we spoke to felt that the cleanliness and hygiene of the surgery was very good or excellent.

4.2. Appointment booking and punctuality

The patients we spoke to on the day gave a mixed view of how easy it is to book appointments at the surgery. One person told us it was very poor, while another eight told us the booking systems were good, very good or excellent. Although most patients were satisfied with the with the service, three people did comment that appointments were hard to get sooner than two weeks in advance: *'the surgery needs to improve on this, immense waiting times; about two weeks, it's a struggle to get an appointment'*.



Similarly, we received mixed feedback about the punctuality of appointments from the patients we spoke to; three patients rated this as poor or very poor, while another six rated it as good or very good. We heard that delays in appointment times can vary between ten and forty-five minutes, and on the day we visited there were delays of up to forty minutes. One patient told us this is a *'recurring issue'*, although another felt that it was a *'one off- usually, they're pretty on time'*. (The practice manager later confirmed that the delay that day was unusual and due to a member of clinical staff unexpectedly calling in sick.)

4.3. Treatment received by staff



Everyone we spoke to rated their GP at the surgery as good, very good or excellent. However, two patients did tell us that it would be more helpful to see the same GP consistently, and one patient felt that she


was never seen for more than five minutes by the GP. Similarly, seven of the patients we spoke to felt that treatment received by the nurses was either very good or excellent (two patients did not comment, as they had not seen a nurse in the surgery). Most people rated the reception staff as good to excellent, and one lady strongly felt that she regularly received 'excellent customer service' from the receptionists. However, one person commented that '*it depends who is it, I've had both excellent and poor experiences*' in the past.

4.4. Involvement in decision making and information provision

Everyone we spoke to was happy with how involved they were in the clinical decisions made about their care. We were told that the clinical staff '*always ask for input*', and '*don't tell me what to do*'. Likewise, patients were happy with the amount of information they were receiving from clinical staff. They rated it good to excellent; patients told us that staff '*explain things repeatedly*', and that appointment information can be received online or through texts. It was disappointing that only one person we spoke to had heard of the surgery's Patient Participation Group.



4.5. Medication and prescriptions

 Eight patients were happy with the ease of getting prescriptions and medication, rating it as either very good or excellent and commenting that it was 'convenient'; 'very easy' and that it can be done online or through a repeat prescription through the pharmacist.

5. Overall satisfaction

Everyone we spoke to rated the GP surgery as either good, very good or excellent for overall quality, care, treatment and service received. Comments included: *'I've been here twenty years, my children are also with the GP, and I've had no problem at all'* and *'[the surgery] is very good, I'm very happy with the surgery'*.



However, one person did note that *'the main issue is actually getting an appointment. The GP itself is good but the time spent waiting for an appointment is very long, very poor, and the GP doesn't have any displays of the actual time of the appointment'*.

6. Recommendations

Recommendation 1: Include additional information in the waiting area

Although we recognise that the signposting in the waiting area was for the most part well thought-through and maintained, we recommend the surgery include additional signposting information around:

- **Translation services** available in the surgery
- Information in **accessible formats** (such as popular local languages or easy read)
- The **hearing loop** which is available
- Adding photos to the staff display

Additionally, although we recognise that the **surgery's PPG** was being advertised, we wondered if this could be more prominent, as only one person we spoke to had heard of it.

Given the proximity of the patient waiting area to the reception desk, we also recommend that the surgery

introduce a sign, inviting those who wish to **speak privately** to reception staff to ask to do so in a separate area. Finally, given the feedback we received about long delays in appointment times, we would recommend the surgery to install an electronic board displaying up-to-date information on any **appointment punctuality** issues.

Recommendation 2: Address the long waiting times in booking appointments

Some of the patients we spoke to told us that the waiting times for appointments were too long. We recommend that the surgery address this.

Recommendation 3: Introduce a comments box in the waiting area

We did not see any obvious means for patients to feedback their comments or complaints in the waiting area. We suggest a comments box is installed and regularly monitored, to improve patient experience.

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.

“Translation services in the surgery

We will ensure that a larger sign is displayed.

Information in accessible formats

We have limited resources to produce these however the practice will enquire as to whether we can receive any support in this respect.

Hearing loop

We will ensure that a sign regarding this is displayed prominently.

Photos of staff

We have photos of staff on our website and therefore we feel that given all the other information we display, it is unlikely that there would be room to display photographs. The practice feels that information regarding its services and also health promotion information would be more relevant.

Speaking privately to staff

We accept that patients can be overheard and therefore invite them to write down information for the receptionist which they may not wish to discuss. We do not have an available room on the ground floor for patients to speak privately to a receptionist.

Installing an electronic board with waiting times

Software would need to be installed on our clinical system which is something that would have to be addressed by the CCG

Waiting time in booking appointments

As I mentioned when I spoke to your volunteers, when patients respond that they are waiting too long for an appointment it is often because they are specific about which clinician, which surgery, which day and what time they wish to be seen. If a patient has an acute medical need they will be seen on the same day in most cases. We

accept that some patients are unaware of the hub service and will bring this to the attention of the provider in order that they may display more information and advertise the service more widely.

Suggestion box

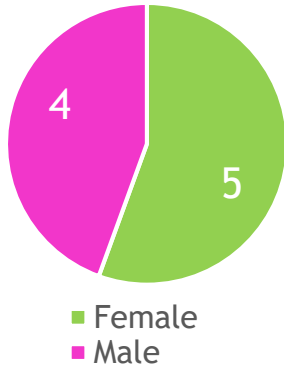
As with our Passey Place surgery we found that the suggestion box, despite being clearly labelled as such, was used for depositing other items. We invite feedback via our website. We will look to see if there are other means of us collecting patients' views."

Response provided by Caroline Partridge, Practice Manager

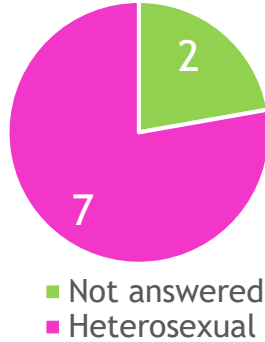
8. Demographics

Of the people we spoke to on the visit:

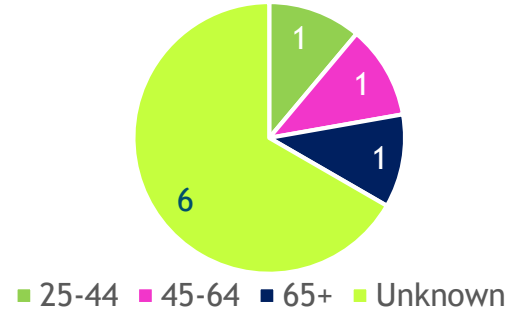
Gender



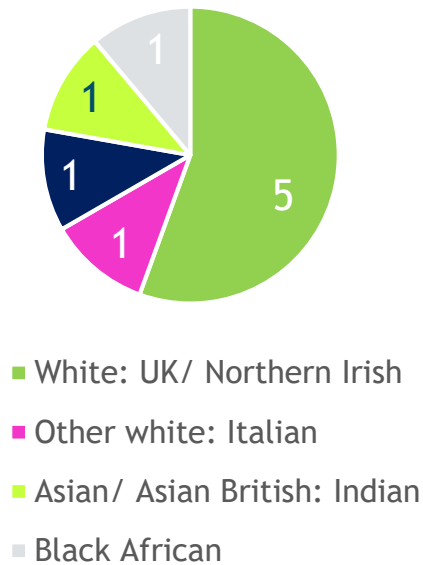
Sexuality



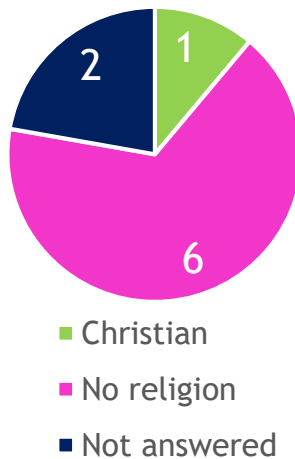
Age



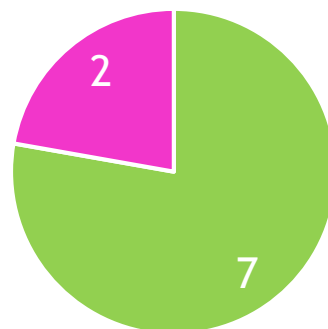
Ethnicity



Religion



Carer?



9. Contact us

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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.

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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