



healthwatch
Greenwich

Enter and View

Eltham Palace Surgery



Eltham Palace Surgery

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1. Summary

During our visit, the Eltham Palace Surgery patients we spoke to were very satisfied with the practice. It is a clean, tidy, purpose built modern building, fully accessible for people with disabilities and mobility restrictions. Overall the patients rated the service as 'very good'.



GPs, nurses and reception staff were described very positively by patients, who felt respected by staff, treated well, and fully involved their own care decisions.

There was some negativity from patients about the appointment booking system, and the waiting room is not particularly child friendly.

None of the patients we spoke to were aware of the patient participation group (PPG) or the GP Access Hubs. The GP Access Hub operates from the same venue, so it is possible people use the Hub without always being aware of it.

2. Recommendations

Recommendation 1: Improve non-online communication with the patients

Particularly for patients without access to the internet. Hard-copies of information and documents should be provided in the surgery, including the PPG minutes; GP Access Hubs and important updates.

Review date: November 2019

Recommendation 2: Look into installing a call system.

Many patients indicated that having a digital call system would be helpful, as well as a system for letting people know when appointments are running late.

Review date: November 2019

Recommendation 3: Install a comments/complaints box.

Although the complaints process is on the internet, a box or book should be made available in the surgery for comments, and brought to the attention of the patients.

Review date: March 2019

Recommendation 4: Improve signage to ensure its Dementia friendly as recommended in the PLACE dementia friendly environment report.

This can also help with vision impairment. A link to the report is provided below.

https://digital.nhs.uk/binaries/content/assets/legacy/pdf/l/d/place_2018_dementia_friendly_environments_guidance_for_assessors_v2.pdf

Review date: November 2019

Recommendation 5: Make the waiting room more child friendly.

For example, by introducing a children's corner; providing activity packs of colouring materials or stimulating games.

Review date: November 2019

Recommendation 6: Update on-line registration information to incorporate NHS England guidelines.

We would strongly recommend a review update of the registration information currently on the web-site

Review date: March 2019

3. Visit details

Date and time of visit	22 nd August 2018
Authorised Representatives	Anna Jones; Clive Mardner
Run by	Eltham Palace PMS
Number of registered patients	5100
Number of employed staff	The clinical team includes three partners, two male, one female. The GPs provide a combined total of 18 sessions per week. There are two female practice nurses, one female health care assistant and a community pharmacist. The clinical team is supported by a practice manager and 11 administrators/reception.
Who we spoke to	5 patients and the Practice Manager.

3.1. CQC Ratings

On the 12th July 2017 the Care Quality Commission (CQC) carried out an inspection of Eltham Palace Surgery, where they rated the service as Good.

Overview and CQC Inspections

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

4. Our observations

4.1. Building observations

Eltham Palace Surgery is located in Eltham Community Hospital, which shares a waiting room and counter facilities with Eltham Medical Practice. The two practices are clearly sign-posted and separated. The external building is very clean. Vehicles can drive in and drop-off patients who are unable to walk or have a disability. There is ample street parking (pay meters) and a local carpark which is 2 mins walk from the surgery. Inside the building is clean and spacious, with brightly coloured pictures on the wall.



4.2. Arriving at the surgery



Eltham Community Hospital has a large waiting room with plenty of space to queue, and speak to the practice receptionist. Confidentiality/privacy is maintained to some degree with the practice sign requesting patients to “please stand back and respect other patient’s privacy”.

Electronic check-in was available and clearly labelled for both surgeries. We were informed by the practice manager that the electronic check-in was “working really well so far.” We were also informed that, “if patients are more than five minutes late or half an hour early, they have to go to the reception desk to check in.”



The reception staff were polite, helpful and provided us with information. On-line booking is available and was clearly advertised. The toilets were clean and fresh and cleaning schedules were on display. There was also a water fountain in the hospital main waiting area.

Once checked-in the patients made their way to the shared GP waiting room which is situated a short walk away. In the waiting area there are two TV screens. At the time of our visit, they were showing NHS slides about issues such as ‘germ control’ and ‘be clear on cancer’.



There were clear signs on the consulting room doors, towards reception and the way out. Unfortunately, there were no obvious signs for the toilets. We would suggest installing signs for the toilet and improving the quality of the signs (colour and font) by ensuring that they are dementia friendly.

In the waiting area there was a notice board, advertising Greenwich Healthy Living activities. We did not see any detailed information about the activities or how to sign up.



There was no call system for appointments, and no waiting times were displayed. The waiting area is not child friendly, and although we understand that some practices do not provide toys following advice from infection control, colouring and/or reading books would be acceptable. We urge the practice to give this some thought. We did not observe any hand-sanitisers in the waiting area. Neither did we observe any adverts for translation or interpreting services, or for the GP Access Hubs.

4.3. Ways to feedback



We did not observe a complaint or comment box or book. We were later told by the practice manager that there is one on the reception desk. On examination this was found to relate to the Friends and Family Test. The patient would need to fill in the form and then hand it to receptionist to put into the box- We would recommend a procedure where the forms are readily available as well as a book where patients can write in their comments. We would encourage the practice to adopt a more open procedure. We did not observe any adverts for the Patients Participation Group (PPG).



On the practice website we found (amongst other documents) the PPG annual report (2017/18) and action plan (posted March 2018); the Complaints Procedure, Registration information and form, and the last Healthwatch Greenwich report from 2016. We endorse the good work that is being done. We recognise that for those patients without access to internet this can result

in them not being able to engage fully with the feedback mechanism. We would encourage the practice to give further thought to this.

We were also pleased that the on-line registration form included a paragraph on registration for those people who do not have the recommended documentation “*(If you do not have any of the above, please speak to the receptionist who will be able to advise you).*” We recommend that this paragraph be amended to be in line with the NHS England guidelines on registration and that the registration information leaflet is made available in the surgery.

We would also recommend a review of the on-line information as the registration information requires updating.

5. Patient feedback

5.1. 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.

5.2. Appointment booking and punctuality



One patient described the appointment booking system as ‘poor’, stating that it could sometimes take up to three weeks to get an appointment. The current system is that a patient will ring at 8.00am to get an appointment on the day. If no appointments are available, they would have to ring the next day. Several patients did not understand why they were not able to book an appointment for the next day. Some patients we spoke to rated the appointments process as ‘good’, although they also said they sometimes had to wait up to two weeks for an appointment (although describing getting an appointment as ‘quite easy’). One person described the appointment system as ‘very good’, because they were able to book their appointments in advance as they had a long-term condition. It appears that the patients who require an on the day appointment found it difficult and those who wanted a regular appointment found it easy. None of the people we spoke to had heard of the GP Access Hubs.



There was positive response to the punctuality of appointments, with one person stating they usually waited for 10-15 mins. Most patients did not mind waiting.

5.3. 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. Dr Singh was particularly held in high regard. All patients rated the practice nurses excellent, on patient stating, “Jacqueline, Lucy and Laura are good.” They were described as



caring, that they listen attentively to patients concerns and “always give brilliant advice”. A patient describes speaking to Jackie as speaking “to a friend.”

Reception staff were rated as ‘good’ with one patient describing them as ‘excellent’. They were described as “easy to speak to”, “very caring” and “when you have a problem, they help to sort it out.” Patients recognised that reception staff have a difficult job, noticing that the phones are constantly ringing.

5.4. Involvement in decision making and information provision



All patients we spoke to felt fully involved in the clinical decisions that was made about their care and the amount of information they received from clinical staff.



5.5. Medication and prescriptions



Everyone 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 with no problems identified to us on the day.



6. Provider response

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

Response from Practice

Recommendation 1: Improve non online communication with the patients

1. PPG posters inviting patients to join and sign up forms are displayed in both front reception and GP sub wait. Minutes are always available in reception for patients to take a copy.

2. Large Greenwich Health Access Hub posters have been displayed in front reception on the wall and GP sub-wait since the service opened in October 2016. Greenwich Health large banner is also displayed in the GP - Sub-wait and many of our patients use the service 4-8pm and weekends for which they complete a survey for. We will put more posters around where we are allowed to but under the Hospital land lords instructions we are limited to wall space and also due to infection control with putting up paper notices that are not laminated.

3. Important updates are always displayed on our notice board in the GP Sub-wait area and front reception.

Recommendation 2: Look into installing a call system.

A digital call system has been in place working in the GP Sub waiting area since 17.11.2017. Both practices use the software, so we are afraid it is not specific to just our practice. This software calls the patient and tells them which clinician they are seeing and which room to go to. If a GP is running late a receptionist will go down to the Sub wait and let patients know but I do not think there is a way of adding this to the call system - we will ask the software supplier.

Recommendation 3: Install a comments/complaints box.

Patients can complete handwritten feedback forms on reception desk (which are completed daily and uploaded onto IPLATO). We do have an IPLATO software SMS

text system that allows patients to text us comments after their consultation and these comments are printed and displayed monthly in reception and GP sub -wait. Patients can also leave comments on our check in machine once they have come out from their consultation (these are then uploaded monthly and displayed). We will place a comments box on front reception today and any comments brought to patient's attention.

Recommendation 4: Improve signage to ensure its Dementia friendly as recommended in the PLACE dementia friendly environment report.

This recommendation will be actioned ASAP

Recommendation 5: Make the waiting room more child friendly.

In past infection control audits, we have been advised not to have activity toys due to germs and infection . We were also advised not to have magazines due to the spread of germs, but we will discuss this in the practice as a team.

Recommendation 6: Update online registration information to incorporate NHS England guidelines.

We will be looking into this ASAP

Observations

Unfortunately, there were no obvious signs for the toilets:

We have emailed the land lord of the hospital and asked that this please be brought up at the next building user group

We did not see any detailed information about the activities or how to sign up.

This notice board is purely for information on the Greenwich Health Access Hubs Greenwich Healthy Living activities leaflets and info on how to sign up are displayed in the leaflet rack opposite outside room 21

There was no call system for appointments, and no waiting times were displayed. The waiting area is not child friendly:

We have had call system monitor screens since 2017 advising patients which clinician they are seeing and which room to go to (reception staff let patients know if a particular clinic is running late).

Hand sanitizer is on front reception desk .

GP access hubs information has always been displayed on both notice boards and on the large banner in the GP sub wait (that is in your report on page 7)

PPG posters and PPG sign up forms have always been displayed on front reception and these were shown to your staff on the day

We will provide a comment box and comment book for patients and feed back to them with the outcome of these comments .

We will look at the registration process on our website and update

We are surprised that the patients on the day were not aware of the GP access hubs as they have been running now for 2 years. We advertise this in both waiting areas.

7. 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.

7.1. 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 always follow our safeguarding policy.¹



7.2. 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.

7.3. 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.

¹ Our safeguarding policies can be accessed here:
www.healthwatchgreenwich.co.uk/safeguardingconcern

8. 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.

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