



**healthwatch**  
Greenwich

Enter and View

**Eltham Medical Practice:  
Passey Place**

July 2018



Passey Place

Eltham, London

SE9 5DQ

0208 850 5141

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.<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	17 July 2018 10am-12pm
Authorised Representatives	Steve Wheeler and Eve Oldham
Number of registered patients	16,000 (across both branches)
Who we spoke to	Ten patients

### 2.1. CQC Ratings

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

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

## 3. Our observations

### 3.1. Building observations

Passey Place is based inside Eltham Community Hospital. The building itself is quite plain and clinical, although it is well-kept with hedges and flowers at the front.



### 3.2. Arriving at the surgery



The centre is wheelchair accessible and there is a car drop-off point. There are local car parks nearby, and a bus stop a five-minute walk away. On entering the Hospital, the main reception area is large but there is clear signposting towards the relevant reception desk. The corridors leading to the surgery's waiting area were clear and tidy, and there was attractive art work on the walls. Electronic check-in is available as you enter the main waiting area of the GP surgery. The reception area was busy and therefore did not offer much privacy for patients speaking to reception staff, but there were signs which asked patients to stand back.

Due to it being busy, there was a short delay before we were able to speak to reception staff; when we did they were friendly and polite.

### 3.3. Waiting for an appointment



Patients are called into their appointments via an electronic screen in the waiting area. Although there were no toilets in the waiting area, there were some in the main reception area of the building, although they were located quite far away from the waiting area. Although there was signage in the public areas with all the relevant directions, some of it was written in a small font making it hard to read and easy to miss.



The waiting area was somewhat busy, as it is shared by two different GP practices. Waiting times are not displayed in the waiting area. However, patients are informed to speak to reception staff if they have been waiting longer than twenty minutes. Online booking was not advertised in the surgery waiting area and we did not see any sign for a hearing loop. There were also no signs for translation services and some of the information appeared to be out of date.

There was no children's area with toys. Additionally, there were no hand sanitisers available in the waiting or reception areas. There were noticeboards in the waiting area, but because this was a shared waiting room, some of them contained information relating to the other practice and it was not always obvious which board belonged to which practice. The names and photos of GPs and other surgery staff were not displayed.

### 3.4. Ways to feedback



We did not see a comments or complaints box in the waiting area, or any signposting towards the surgery's Patient Participation Group.

## 4. Patient feedback

### 4.1. Access and hygiene

All ten patients we spoke to were happy with the opening hours of the surgery, with one person telling us that it was ‘open later than most surgeries’. Similarly, everyone we spoke to felt that the surgery was accessible, especially as there was parking very nearby. We asked patients what they thought about the cleanliness of the surgery and received a similarly positive response of either ‘good’ or ‘very good’; one person commented that the surgery is ‘always clean and tidy’.



### 4.2. Appointment booking and punctuality



Most people we spoke to rated the appointment booking at the surgery as ‘good’ or ‘very good’. One person did say it was ‘poor’ as they had waited two weeks for an appointment.

Most patients told us that the punctuality of appointments was acceptable. Although four people said that they sometimes did have to wait past their appointment time, it was generally not too long.



We were told by the practice manager that patients are informed by staff about the GP Access Hubs. However, the majority of people we spoke to had not heard of them.

### 4.3. Treatment received by staff



We received mixed feedback about the treatment patients received from staff. Although eight people told us that treatment from their GP was ‘good’ or ‘very good’, two people told us it was either ‘poor’ or ‘very poor’. Six people told us that they tended to see a different GP each time. Although this was not an issue for some, others told us they would prefer to see the same GP consistently; one patient explained that as it was a three week wait to see a specific GP, she had ended up seeing someone else.

One patient told us that all the GPs at the surgery were excellent except for one, and another said that ‘*some of the GPs are too inflexible in their practice; [they are] inflexible with taking patients’ desires into account*’.



One patient was particularly unhappy with the treatment he had received from the doctor. He told us the care was ‘terrible...a nightmare. The GP is not interested’. He felt they just wanted to get him out of the appointment as quickly as possible.

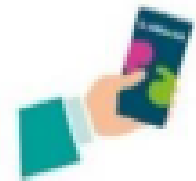
Similarly, while the majority of patients we spoke to rated the nurses at the practice as ‘good’, ‘very good’ or ‘excellent’, one rated their treatment as ‘poor’. This patient told us they were ‘not happy’ with the care they received from the nurse as they were ‘not very helpful... they don’t make life easy for you’. This patient had asthma and would have preferred to see a regular doctor for it.



Everyone we spoke to rated help from the reception staff as ‘good’, ‘very good’ or ‘excellent’, although one patient did say that treatment from them could be ‘hit or miss’. Two people were particularly happy with care received, saying that ‘some [reception staff] go above and beyond’ and that they are ‘particularly helpful’. However, one patient told us that at times she finds it hard to communicate and make herself understood by staff, as her first language is Turkish. When we spoke to the practice manager she also acknowledged that the surgery sometimes have difficulties with patients who don’t speak English, although she said that in those cases the staff used Language Line (an NHS Greenwich CCG commissioned translation service).

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

Most patients we spoke to felt that they were reasonably involved in the decisions made around their care and treatment. However, one person told us that although they tend to have a discussion with the doctor around their treatment, it is often too short. Another two were similarly dissatisfied, saying the ‘doctor is not interested, they don’t have my best interests at heart’ and that ‘doctors don’t take my condition seriously’. With regards to information received from clinicians, eight people told us that it was ‘good’ or ‘very good’. However, one person was less satisfied, as they had not received any letters from their GP about a hospital appointment, which they should have sent him, and he had therefore missed it.



Only one person we spoke to at the surgery had heard of the practice’s Patient Participation Group, and they were not a member.

#### 4.5. Medication and prescriptions

Everyone we spoke to was happy with the ease of getting prescriptions through the surgery and had not experienced any issues.





## 5. Overall satisfaction

The majority of people we spoke to rated the surgery as 'good' or 'very good' overall. However, one lady felt that the staff did not pay much attention to what she said and often felt like they did not believe what she said. She



questioned whether this was because she was Turkish or if it was 'just the way they are'. Another patient told us that he felt like he had been 'pulled from pillar to post' in trying to get support for his mental health concerns at the surgery.

## 6. Recommendations

### Recommendation 1: Include additional signposting in the waiting area

We recommend that the waiting area include additional signposting towards the following:

- The option of online booking
- The availability of a hearing loop if there is one
- The GP Access Hubs
- The photos and names of staff
- The surgery's Patient Participation Group

While we appreciate that having a single space shared by two practices can be difficult, we would also recommend that the surgery clearly labels which information boards contain information specific to them.

### Recommendation 2: Include a children's area

A small maze table or children's table with toys would be a welcome addition for families waiting for appointments.

### Recommendation 3: Install hand sanitisers

We felt the surgery was clean and hygienic on the day we visited, which

was also echoed by the patients we spoke to. Hand sanitisers would be a welcome addition to this.

### Recommendation 4: Consistently utilise Language Line for patients who speak limited English

We heard from both the practice manager and the patients that language barriers could be an issue. The practice manager told us that Language Line was being used where necessary. We would encourage the surgery to ensure that this is consistent, as one patient told us they had experienced language as a barrier.

### Recommendation 5: Introduce a comments and suggestions box

While we recognise that most patients were happy with the care received at the surgery, we did also hear feedback from patients who did not feel listened to. We would therefore recommend that the surgery introduce a feedback mechanism and a corresponding 'you said, we did' board to demonstrate its impact.

## 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.

### **“Waiting times are not displayed in waiting area**

“In order for this to be done, there would need to be software added to the clinical system which is something that would need to be addressed by the CCG. Given the number of clinicians working at the practice, it would not be possible for reception staff to keep checking if anyone is running late and also to keep continually updating the waiting times via a notice.

- Online booking is advertised in the surgery via a poster on the noticeboard
- A notice regarding translation services is at reception.
- The GP waiting area has no room within it to provide a children’s area.
- As the practice is one of many tenants in the Community Hospital the responsibility for placing hand sanitisers in the waiting room would be down to the landlord. This will be raised at the next tenants’ meeting.
- The Practice noticeboard is on the same side of the GP area where all the clinical rooms are. There are several posters on the board which have Eltham Medical Practice at the top therefore it was felt unnecessary to take up more of the limited room by putting a banner with the practice name on. The information on that board does not relate to the other practice. There is however a media screen which gives health information as well as information that is relevant to both practices. It is a shared resource therefore we are unable to have practice specific information displayed.
- The names of the clinicians are displayed at the reception desk

### **Ways to feedback**

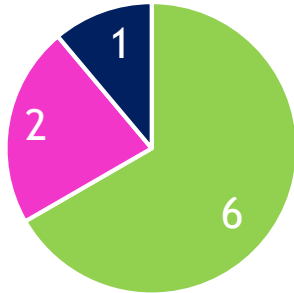
“There is an option clearly displayed on our website. We used to have a comments box at reception- clearly marked as such but patients were depositing prescription requests and other forms in there and it was felt that this posed a potential risk. We will put a poster in reception directing patients to website.

“There should have been a poster relating to our PPG. We will ensure another one is put on the noticeboard.”

*Response provided by Caroline Partridge, Practice Manager*

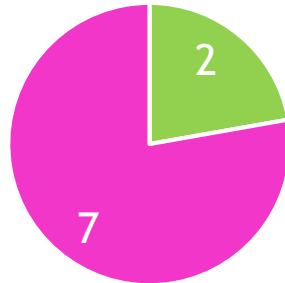
# 8. Demographics

### Gender



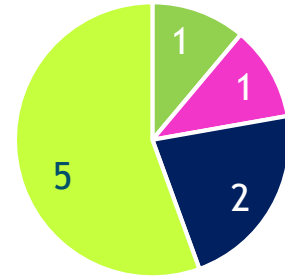
- Female
- Male

### Sexuality



- Not answered
- Heterosexual

### Age



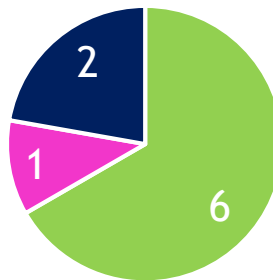
- 25-44
- 45-64
- 65+
- Unknown

### Ethnicity



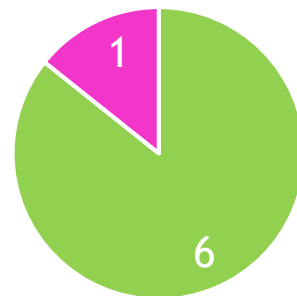
- White: UK/ Northern Irish
- White: Irish
- Asian/ Asian British: Indian
- Black African
- Turkish
- Unknown

### Religion



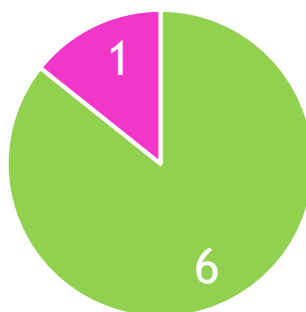
- Christian
- Muslim
- Not answered

### Carer



- Non carer
- Carer

### Disability



- Non-disabled
- Disabled

## 9. Contact us

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

Telephone: 020 8301 8340

Email: [info@healthwatchgreenwich.co.uk](mailto:info@healthwatchgreenwich.co.uk)

Website: [www.healthwatchgreenwich.co.uk](http://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.

### 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.

© Copyright Healthwatch Greenwich 2018