



healthwatch
Greenwich

Healthwatch Greenwich

Enter and View:

**St Marks Medical Centre &
Nightingale Surgery**

January/February 2018



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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	31 January 2018 & 2 nd February 2018
Authorised Representatives	Rikki Garcia and Clive Mardner
Number of registered patients	8716*
Number of employed staff	4 x GPs, 2 x practice nurses.
Who we spoke to	We spoke to six patients at Nightingale surgery and five patients at St Marks Medical Centre

*Figures from NHS Digital as of 1st April 2018 - <https://digital.nhs.uk/data-and-information/data-tools-and-services/data-services/general-practice-data-hub/patients-registered-at-a-gp-practice>

2.1. CQC Findings

On 4th August 2016 the CQC carried out an announced, comprehensive inspection of St Marks medical centre and the Nightingale surgery. They rated both sites as 'Good' across all areas.

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

3. Our observations

3.1. Building observations



Both surgeries were clean and tidy externally. St Marks medical centre had very good parking facilities as well as disabled bays outside, although Nightingale surgery did not appear to have provision for disabled drivers. Both were decorated internally to a very high quality and were very clean and light. In the reception area of St Marks medical centre there were some chairs with obvious signs of wear and tear.

3.2. Arriving at the surgery



Both surgeries were wheelchair accessible. Reception staff in both surgeries were very approachable and friendly. There was electronic check-in available in both surgeries, and in St Marks medical centre patients were being called in verbally by the reception staff for appointments as well as via an electronic screen.

Although in St Marks the reception area is slightly away from the main waiting room, in both surgeries we found it hard to speak privately to the receptionist, and privacy spaces in front of queues needed to be more clearly defined. Neither surgery displayed waiting times.



3.3. Waiting for an appointment



Both reception areas were felt to be child friendly, and Nightingale had a large maze table for children. There were accessible toilets available in both waiting rooms and hand sanitisers were available.

Although we noticed that signs advertising Language Line and the registration process on display, we felt that these could be more proactively advertised and promoted to patients. We discussed this with the service manager on the day, who told us that the surgery tends to ask staff to interpret rather than Language Line, as it can feel quite impersonal.



At St Marks we noticed that there was no water readily available to patients waiting, although there was a poster asking patients to ask for water at reception.

3.4. Ways to feedback



Nightingale surgery had a comments and suggestions box, and both surgeries were advertising their Patient Participation Group.

Although St Marks had a poster inviting comments and suggestions on their noticeboard, there was no obvious comments box available.



4. Patient feedback

4.1. Access and hygiene



Everyone we spoke to across both sites felt the opening hours of the surgeries were good to excellent, although one person at Nightingale surgery told us they would prefer if it was open past 1.30pm. Likewise, everyone we spoke to across both sites felt that access in terms of transport and parking was either good or excellent. No one we spoke to at either site had any issue with the cleanliness of the surgery, which they all felt to be good or excellent.

4.2. Appointment booking and punctuality

All five people we spoke to at St Marks rated their GP booking system as good or very good. One person said they only ever phone if it is urgent, otherwise they can go online to book with the doctor they want to see. However, at Nightingale surgery we had mixed feedback. One person told us the booking system was poor, and that they always have to wait unless it is an emergency. Another said that although they had found it poor last year, it had since improved in 2018. Others had more positive experiences, with one person telling us that reception staff are “helpful, [and] they always try to fit me in. They will always try to make it easier”.



Across both sites, most people rated the surgery’s punctuality as good to excellent, but one rated it as poor, as they had to wait thirty to forty minutes to be seen.

4.3. Treatment received by staff



Across both surgeries, patients were very happy with the care they received from their GPs (three rated them ‘good’; four rated them ‘very good’ and four rated them ‘excellent’). One person told us that their doctor was “superb, very professional”, and another rated their GP as “eleven out of ten...you wouldn’t get a better doctor”. At Nightingale, we heard that the GP was “very understanding and always listens”, and another person told us “I’ve been coming here for years, [with] no problems”.

People felt similarly about the nursing staff, who were felt to be good, very good or excellent across both sites. One told us that his nurse was “very good with the children”.

Reception staff were felt to be good to excellent by most patients, who described them as “very friendly and helpful”; “lovely, polite and understanding” and that they “always [have] a nice tone; always try to help”. However, one patient we spoke to at Nightingale rated the reception staff as poor, as when they call the surgery it is always busy, or they are put on hold which is an expense.

4.4. Involvement in decision making and information provision

Across both surgeries, people told us that the staff were good, very good or excellent at involving them in decision making around their care. We also received feedback that information received from clinical staff during appointments was very good or excellent.



Unfortunately, three of the five people we spoke to at St Marks had not heard about the surgery's patient participation group, and no one we spoke to at Nightingale were aware of the surgery's patient participation group.

4.5. Medication and prescriptions



The two patients at St Marks medical centre who commented on the ease of getting prescriptions felt that it was either very good or excellent. At Nightingale surgery most people thought it was good to excellent, but one person felt it was poor. Comments included that “90% of the time [prescriptions are] fine, the rest of the time [they are] late”, and another person commented that they sometimes struggle because they are “not good on the internet”.

5. Overall satisfaction

Nearly all the patients we spoke to were happy with the overall clinical care they were receiving across both surgeries, with one person telling us “we love it, we’ve been registered here for 32 years”. Any issues patients had centred around the booking and punctuality of appointments and collecting medication.



6. Recommendations

Recommendation 1: Improve privacy for patients speaking with reception staff

We recommend that surgery staff implement a more clearly defined privacy space around the reception area, asking other patients to queue further back. This will help patients speaking about confidential issues. The surgery could also consider implementing a confidentiality slip system, so that patients can write down anything they are not comfortable with others overhearing.

Recommendation 2: Make a comments box more clearly visible at St Marks medical centre

We were glad to see a comments box prominently placed at Nightingale surgery, as this is an effective means of gathering patient feedback and improving service delivery. We would like to see the same provided at St Marks medical centre.

Recommendation 3: Provide more information about the Patient Participation Groups (PPGs)

Although we were glad to see that both sites had a poster up inviting patients to join their PPG, only one person we spoke to across both sites had heard of the surgeries' PPGs. We therefore encourage more proactive advertisement of the purpose and impact of PPGs across both sites. This could take the form of a PPG 'what we have achieved' poster, for instance, to advertise what they influenced and achieved, or leaflets placed near the reception area.

Recommendation 4: Look into possibility of providing a call back option for patients queuing in phone lines

If phone queues are particularly long, the surgery may wish to consider looking into a call back system, whereby patients can leave their name and number and request a call back.

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.

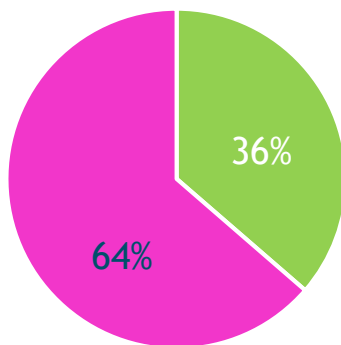
“We thank you...for the input and will be working on implementing recommendations. We have already changed seating in the waiting room at St Mark's.

We will share the report with our Patient Participation Group who can also work with us on this.”

Sue Rapheal - Practice Manager

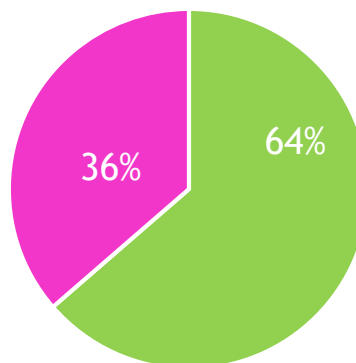
8. Demographics

Gender



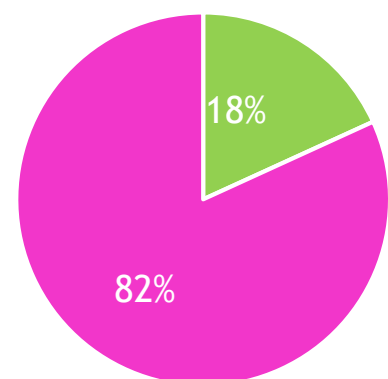
- Male
- Female

Sexuality



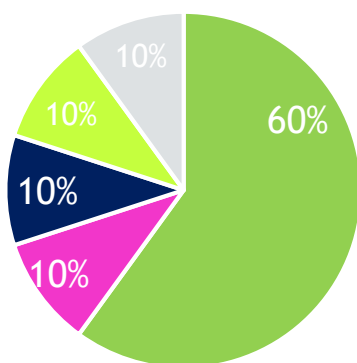
- Heterosexual
- Not answered

Age



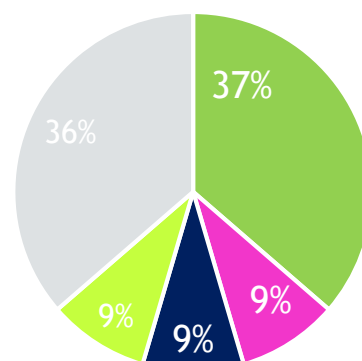
- 65-85 years old
- Not answered

Ethnicity



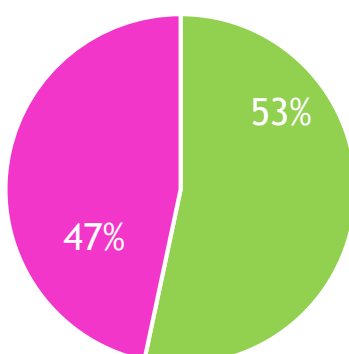
- White: UK/ Northern Irish
- Mixed/ Multiple ethnic background
- Any other Asian background
- Black British: African
- Black British: Caribbean

Religion



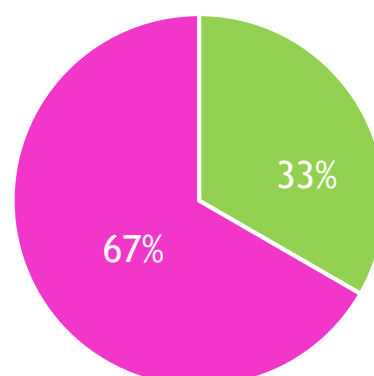
- Christian
- Hindu
- Muslim
- No religion
- Not answered

Carer



- Non carer
- Not answered

Disability



- Disabled
- Non-disabled

Contact us

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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.