



Healthwatch Greenwich

Enter and View:

New Eltham Medical Centre
Thaxted Road



52 Thaxted Road

London

SE9 3PT

0208 850 2458

May 2018

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.

2. 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

3. Visit details

Date and time of visit	16 May 2018
Authorised Representatives	Anna Jones and Clive Mardner
Number of registered patients	8854 (across 2 sites - Thaxted Road and Blackfen Road)
Number of Clinical Staff	3 GPs (2 male and 1 female), 2 practice nurses (1 full time and 1 part time).
Who we spoke to	4 patients

4. CQC ratings



The Care Quality Commission (CQC) carried out a comprehensive inspection of New Eltham Medical Centre (Thaxted Road and Blackfen Road Branch) on 5 November 2017. They rated the surgery as 'Good' overall

5. Our observations

5.1. Building observations



The surgery is set in a large, pleasant looking building on a busy main road. It is easily accessible by transport as there are bus stops in front of the surgery, and parking available on the side street. The front of the garden is tidy and well-kept, with a large sign in the front lawn making it easily identifiable.

5.2. Arriving at the surgery



There is disabled access to the surgery as a ramp leads from the main road to the electronic front door. On entering the surgery, it is clear where to go as there was a sign which reads 'on arrival please speak to reception staff'. The reception staff were helpful and professional when we approached them.

5.3. Waiting for an appointment



The surgery's main waiting area was quite small and had a pleasant atmosphere. It was bright and clean, with large windows, and magazines available for patients to read. There was a lot of information available in the waiting area, which was organised neatly into noticeboards and leaflet displays. We were also glad to see a poster advertising the surgery's learning disability register and their online booking system. The patient toilet was very clean and accessible, and hand sanitisers were available near the reception desk. A health monitor was also available in the reception area, which patients could use for free by asking for a token from reception staff.





Electronic check-in was not available in the waiting room, and there was no electronic call system for appointments. The seating is placed directly in front of the main reception area, affording little privacy to those speaking with staff. There was a TV in the waiting area which was switched off. The waiting room was not overly child friendly, as there was no children's area. We did not see any evidence of a hearing loop being advertised, or information about any translation services available to patients. We also did not see any signposting for Greenwich's GP Access Hubs or NHS 111. The practice manager informed us that they had in fact purposefully removed Access Hub posters, as patients were misunderstanding the process and thought they could refer themselves. Instead they were informing patients as and when they felt it was appropriate.



5.4. Ways to feedback



A feedback box was available right next to the main entrance, and the surgery's complaints procedure was available to read on the waiting room noticeboard.

6. Patient feedback

6.1. Access and hygiene

Everyone we asked felt that there was easy access to the surgery, and that it was kept clean and tidy.



6.2. Appointment booking and punctuality



One patient we spoke to told us that they typically wait up to ten days to get an appointment, and that if it was any longer they would seek to get a cancellation appointment on the day or ring NHS 111. Another patient told us ‘you can’t get an appointment. There’s nothing available, even in advance, or online.’ This person told us that they had in the past ended up using an urgent care centre instead. Another person told us that although they on average had to wait two weeks to see the GP, they felt he was ‘worth the wait’ and only wanted to see him. Only one patient told us that the appointment booking system was ‘very good’; she had rung up and booked her appointment that morning.

Patients also told us that the punctuality of appointments varied. One person told us they normally get seen within ten minutes while another told us that they were usually seen in ten-fifteen minutes but that sometimes it was longer. Another patient told us that although they generally had to wait to be seen, they did not mind doing so, as she would ‘rather the GP spent the time with you’.

6.3. Treatment received by staff



Most people we spoke to were happy with the treatment they received from their GP. One person told us that the GP was excellent. Another said that the partners were very good, but that the locum GP had been less helpful, and when she had a consultation with him he had advised her to make a second appointment with the partner GP to clarify information. This led the patient to feel ‘there are clear differences in care’ between the partner and the locum GPs. When we spoke to the practice manager about this she informed us that they have a newly qualified GP as a locum, who may have advised this.

We also asked about the treatment received from nurses at the surgery; only two people had seen the nurse, and both commented that the treatment was good.

We heard mixed feedback about the reception staff at the surgery. Two people told us that they were ‘lovely’ and ‘approachable’. However, a third person told us: ‘I know

they're just doing their job, but sometimes I don't like the attitude'. She gave an example of once telling the receptionist 'I've been waiting a long time', to which the receptionist had replied shortly 'so has everyone else' and did not provide any further assistance.

6.4. Involvement in decision making and information provision

Most people we spoke to were happy with the information they received from the clinical staff and felt involved in decisions around their care. One person told us they 'always have a discussion' about any clinical information they receive from their GP.



No one we spoke to was aware of the surgery's patient participation group.

6.5. Medication and prescriptions



The patients we spoke to did not have any concerns or complaints about getting their prescriptions and medication via the practice.

7. Overall satisfaction

Most people we spoke to rate the quality of care, treatment, and service from the practice as 'good', with one person telling us they felt 'well looked after', although for one person this varied dependant on which clinician they were seeing.



8. Recommendations

Recommendation 1: Make adjustments to the waiting area

Although the waiting area was clean, tidy and pleasant, we did feel that some simple changes would have a positive impact, including:

- Introducing a children's table/ area
- Introducing privacy slips or a notice informing patients that they can ask to speak to staff in a private area if they wish
- Using the waiting room TV effectively; for example, to advertise the surgery's PPG or to signpost towards the NHS 111 service

Recommendation 2: Advertise Greenwich GP Access Hubs

While we understand the issues presented by the practice manager, we would

encourage the practice to resume advertising the GP Access Hubs, in line with NHS Greenwich CCG strategy. To address the practice's concerns, it may be helpful for the surgery to provide additional information to patients explaining who can book an Access Hub appointment.

Recommendation 3: Work to improve the availability of GP appointments and their punctuality

We suggest the practice look into improving the availability of appointments and their punctuality. Using the GP Access Hubs, as in recommendation two, may help with this; as may advertising the NHS 111 service.

9. Provider response

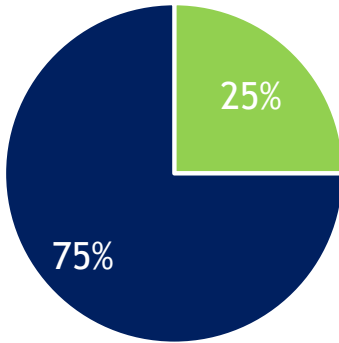
All providers are given the opportunity to review our Enter and View reports prior to publication, check for factual accuracy and provide a formal response.

No comments were received by the time of publication.

10. Demographics

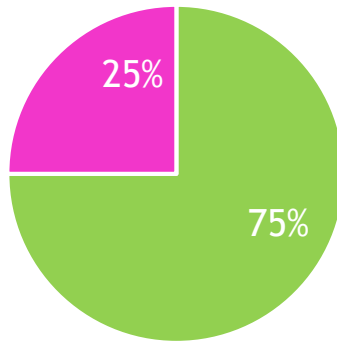
Of the people we spoke to on the visit:

Gender



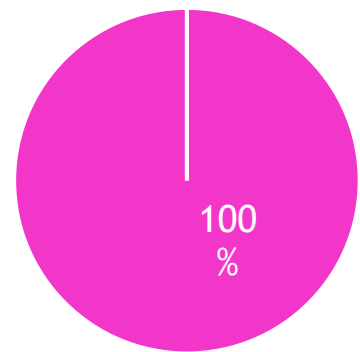
- Female
- Male
- Not known

Sexuality



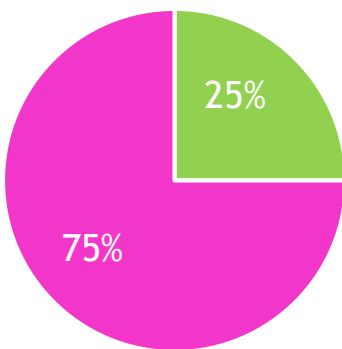
- Not answered
- Heterosexual

Age



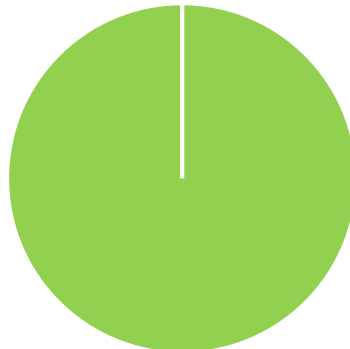
- Not...

Ethnicity



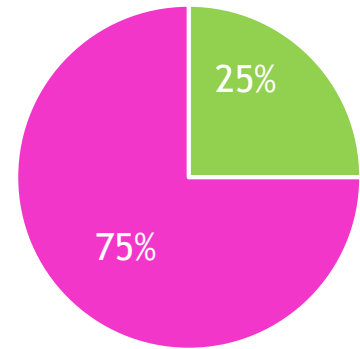
- White: UK/ Northern Irish
- Not answered

Religion



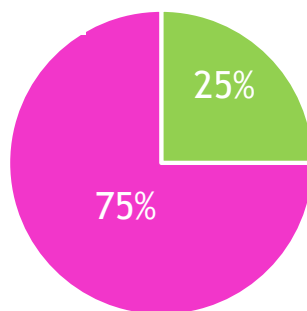
- Not answered

Carer



- Non carer
- Not answered

Disability



- Non-disabled
- Not answered

11. 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.

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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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