



Abbey Wood Surgery: Enter and View Report 2017



Executive summary

Details

Service Provider:	Abbey Wood Surgery
Surgery address	9 Godstow Road, Abbey Wood, London SE2 9AT
Date(s) and Time(s):	27.06.2017 10:00am-12:00pm

Abbey Wood Surgery¹ is a well-established GP practice located in Abbey Wood, Greenwich. The overall feedback we received was 'Good' to 'Excellent'.

Appointment booking and punctuality

- **Recommendation 1:** Advertise online appointment booking system in the waiting area and on the screen available.
- **Recommendation 2:** Show waiting times for appointments in the waiting area or notify patients when the check-in at reception to manage expectations.

Treatment received by surgery staff

- **Recommendation 3:** Would be good to display the names (possibly including photos) of staff at the surgery.

Involvement in decision making and information received

- **Recommendation 4:** Information about translation services and information being available in other formats should be displayed.

Patient Participation Group (PPG) awareness

- **Recommendation 5:** Keep all information displayed current, up to date and neatly displayed.

Overall service satisfaction

- **Recommendation 6:** Would be good to introduce a 'you said, we did' display to show what impact the comments left by patients and the work of the PPG.



Details of the service

Surgery information * Information received from the practice manager

Service Provider:	Abbey Wood Surgery ¹
Service address	9 Godstow Road, Abbey Wood, London SE2 9AT
Contact telephone:	020 8311 1440
Number of GPs:	3 (as of July 2017)
Practice nurses:	2 - part time but also 2 locum nurse practitioners
Healthcare assistants:	1 - part time
Receptionists:	9
Registered patients:	8072 (as of 29.06.2017)

Opening hours

Monday:	08:00-18:30
Tuesday:	08:00-18:30
Wednesday:	08:00-18:30
Thursday:	08:00-18:30
Friday:	08:00-18:30
Saturday:	Closed
Sunday:	Closed

Services and clinics available:

Asthma, diabetes, smoking cessation, travel, baby/child health (up to 5 yrs.), health check clinics. Wart removal service (every 2 months), minor surgery (once a month). Postnatal/first baby checks. General nursing service. Emergency appointments daily, commuter slots and general medical services

Details of the visit

Details

<i>Date(s) and Time(s):</i>	27.06.2017 10:00am-12:00pm
<i>Authorised Representatives:</i>	Clive Mardner - Volunteer Development and Outreach Officer, Healthwatch Greenwich Sophie Patterson - Community Research Officer, Healthwatch Greenwich
<i>Contact details:</i>	Healthwatch Greenwich, Gunnery House, 9-11 Gunnery Terrace, Woolwich, London SE18 6SW Tel: 020 8301 8340 Email: info@healthwatchgreenwich.co.uk Website: www.healthwatchgreenwich.co.uk

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.

Disclaimer

Please note that this report relates to findings observed on the specific dates set out above. 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.

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.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit. In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC, where they are protected by legislation, if they raise a concern.

Purpose of visit and strategic drivers

Abbey Wood Surgery¹ is a well-established GP practice located in Abbey Wood, Greenwich. Latest CQC inspection report² was published on 19 February 2015 and gave an overall rating of 'Good'.

Overview and CQC Inspections

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

CQC overview ratings and inspections for Abbey Wood Surgery

A planned and announced enter and view visit was agreed to enable Healthwatch Greenwich to gather patients experience and feedback as well as enable the Authorised Representatives to observe the service from a patient perspective.

Methodology

To collect information, we produced a patient questionnaire which included transparent explanations on who we are and why we were carrying out these visits, making it clear to any member of the public that talks to us that they can walk away at any time. During this visit our Authorised Representatives spoke to/collected feedback from twelve individuals. We also created an observation form for Authorised Representatives to complete, which gathered their view of the service from a patient's point of view.

We made sure to check with the staff if there were individuals we shouldn't approach or who are unable to give informed consent. As a Healthwatch Greenwich Authorised Representatives, we are lay persons, and are not considered to have the expertise to know whether a patient has the capacity to give informed consent to having their views presented.

Summary of findings

- Premises
- Appointment booking and punctuality
- Treatment received by surgery staff
- Involvement in decision making and information received
- Medication and prescriptions
- PPG awareness
- Overall service satisfaction

Results of visit

Premises

Observation Criteria	Comment
<i>External Building Condition</i>	Older building. Good signage. Residential/ quiet road.
<i>Internal Decoration</i>	Clean but tired décor. Good size waiting room which is used for all appointments (GP, nurses, and clinics).
<i>Parking arrangements, Including Provision for Disabled Visitors</i>	Good transport links and street parking available.

Observation Criteria	Yes	No	Comment
<i>Wheelchair/Pushchair accessible?</i>	X		Ramps and level access. Not too much room in waiting area due to number of chairs.
<i>Clear guidance on how to inform the surgery of your arrival?</i>	X		Reception desk is clearly marked. Electronic screen also reminds people to check-in if they have not done so.
<i>Electronic check-in available in the waiting room?</i>	X		Available but currently not working due to a system update.
<i>Is there confidentiality/privacy at reception?</i>	X		Yes; but as there are two windows you may have someone next to you. Clear sign stating to only approach the window when called.

Observation Criteria	Yes	No	Comment
<i>Are Reception Staff approachable and friendly?</i>	X		Welcoming and very attentive.
<i>Is there a call system for appointments?</i>	X		TV screen which announces when the patient is ready to be seen.
<i>Are waiting times displayed/patients informed?</i>		X	Waiting times are not displayed.
<i>Is online booking advertised/available?</i>		X	Online booking is available but information not clearly displayed.
<i>Is the waiting room child friendly?</i>		X	No toys but a couple of smaller chairs.
<i>Is a hearing loop installed?</i>		X	Not seen.
<i>Toilets Available?</i>	X		One accessible unisex toilet with baby change.
<i>Hand sanitisers available?</i>	X		Hand sanitiser available by the electronic check-in screen.
<i>Are there clear notice boards with up to date information displayed?</i>	X		Notice billed filled and 3 large leaflet racks.
<i>Is the information provided available in other formats?</i>		X	Not seen advertised.
<i>Are translation services available? Are they advertised?</i>	X		Available but not advertised.
<i>Is signage clear and up to date?</i>	X		Consultation rooms and toilet signage available. Could be more uniformed but is clear.
<i>Is there a comments/complaints box available?</i>	X		Suggestion box available and the NHS 'friends and family test' box displayed.
<i>Is there a Patient Participation Group? Is it advertised?</i>	X		Posters displayed and advertised on the TV screen.
<i>Are the names/photographs of GP's and staff at the surgery displayed?</i>		X	Not seen
Other: Bins available Water in the waiting area would be nice			

Premises (cont.)

How would you rate the cleanliness of the surgery?



Poor = 1 | Good = 6 | Very good = 2 | Excellent = 1

“Could be better. Was refurbished a few years ago but has not been maintained.”

“Always clean.”

“Compared to what it was it is much better.”

“Could do with air freshener to smell nicer.”

How would you rate the access to the surgery? E.g. parking, public transport links etc



Poor = 1 | Good = 5 | Very good = 3 | Excellent = 3

“Generally finding a parking space on the road is not a problem.”

“Parking can be an issue as there is not car parking dedicated to the surgery.”

“Walking distance from home.”

“Live close by so I can walk.”

Appointment booking and punctuality

How would you rate the appointment booking system at the surgery?



Very poor = 1 | Good = 6 | Very good = 4 | Excellent = 1

"Appalling- when I phone I want to get through and make an appointment and I can't."

"Can be seen very quickly but it depends which Doctor you see."

"Every time I ring them I get an appointment the same day practically. I can phone at any time. I rang yesterday at 10am and got my appointment for today."

"Can choose time and am given options."

"Phone up and can normally get an appointment the same day or they ask you to call back at 3pm."

How would you rate the surgery opening hours?



Good = 4 | Very good = 2

"Like every surgery."

"Usually come in the morning."

"Additional hours would be welcomed."

"Extended hours would be good due to working."

How would you rate the punctuality of the appointments?



Very poor = 1 | Poor = 4 | Good = 6 | N/A = 1

"Depends on the day. People can be flagged as emergencies."

"At least a 3/4 hour wait."

"Popular GP surgery and therefore can wait awhile."

"It is a long wait - they used to be very punctual."

"Waiting 15mins so far and no explanation as to why."

"Wait about 15-20mins."

Treatment received by surgery staff

How would you rate the treatment you receive from the receptionists?



Very poor = 1 | Good = 7 | Very good = 2 | Excellent = 1 | N/A = 1

"Very nice when you finally get to talk to them on the phone."

"They want to know too much. I know book online to avoid the questions."

"Polite but could be more sympathetic on the phone."

"They answer questions and are always polite and try to help."

How would you rate the treatment you receive from the GPs?



Good = 6 | Very good = 3 | Excellent = 3

"Normally see Dr Hubert who is very good."

"Always different- not here too frequently and not sure who named GP is."

"See different GP every time - always good."

"Depends on the GP -see different almost every time."

"Can request to see my named GP if I want to."

"Dr Hannah is excellent but can depend who I see."

"Dr Hubert is excellent."

"Always willing to listen. Need to build a rapport with a GP. Having the same GP is a good idea."

How would you rate the treatment you receive from the nurses?



Very poor = 1 | Good = 5 | Excellent = 3 | N/A = 3

"The Asthma nurse is very good but I have had disagreements with the others in the past."

"Can be very abrupt."

Involvement in decision making and information received

How would you rate the information you receive during your appointments?



Poor = 1 | Good = 4 | Very good = 2 | Excellent = 2 | N/A = 3

"I was seen by a Consultant at Queen Elizabeth Hospital but I was left confused. My GP was the one who finally took the time and explained to me what happened and what may have caused it."

"Very short appointments so I do my own research before I attend."

"I always ask questions and they always answer the questions. Should give patient more time."

How would you rate the involvement you feel in the decision making around your care and treatments?



Poor = 1 | Good = 4 | Very good = 3 | Excellent = 2 | N/A = 2

"Talks things through."

"I have to push for involvement. They can focus on my long term medical condition and say any other issue is just a result of that and therefore not investigate fully. Had an excellent GP but they have now left."

"Very good and attentive. Treat you as an individual on a human level not just an illness to be treated."

"GPs really do involve you in the decisions."

"Do involve me in decision making."

Medication and prescriptions

How would you rate the ease of getting your prescriptions?



Poor = 1 | Good = 4 | Very good = 2 | Excellent = 2 | N/A = 3

"Prescription is sent straight to the pharmacy for me to collect."

PPG awareness

Are you aware of the PPG at this surgery?



No = 10 | Yes = 2

Overall satisfaction

Overall how would you rate your satisfaction of this GP surgery?



Good = 6 | Very good = 4 | Excellent = 2

"I have been with the surgery for over 30yrs and would say the service is excellent."

Conclusion and recommendations

Premises

The premises were noted to be a little tired in décor but overall clean and hygienic. There is hand sanitiser available and bins in the waiting area. The waiting area itself is a good size but is used for all appointments including the phlebotomy walk-in service and therefore can get crowded and cramped. The area could be awkward for wheelchair users or people who have pushchairs or buggies due to limited space. The area is not very child friendly, with no toys or games, but this is due to limited space available.

Appointment booking and punctuality

Most people are pleased with how easy it is to get an appointment if you ring the surgery first thing in the morning. However, getting through to someone can be difficult and patients need to be flexible about which GP they see. Online booking and booking via an app is available and was praised as a much easier alternative than the online system but is not advertised in the practice.

- **Recommendation 1:** Advertise online appointment booking system in the waiting area and on the screen available.

Waiting times can be long due and although many patients understand this due to the popularity of the practice it is good to keep patients informed if delays are expected.

- **Recommendation 2:** Show waiting times for appointments in the waiting area or notify patients when the check-in at reception to manage expectations.

Treatment received by surgery staff

The treatment patients receive from all staff was described extremely positively. It is a large practice with many staff members and a large patient list and therefore regular supervision and training for staff is carried out to ensure they are fully supported.

- **Recommendation 3:** Would be good to display the names (possibly including photos) of staff at the surgery.

Involvement in decision making and information received

Patients feel involved and informed in their care. A lot of leaflets available and posters on the noticeboard but not all up to date and current. Translation services are available as well as information in accessible formats are available but not advertised to patients.

- **Recommendation 4:** Information about translation services and information being available in other formats should be displayed.

Medication and prescriptions

Patients expressed that the system for getting their medication and prescriptions is good and works well for them.

PPG awareness

Awareness of the practice PPG from the feedback we received was quite low. However, we did see posters and information displayed.

- **Recommendation 5:** Keep all information displayed current, up to date and neatly displayed.

Overall satisfaction

The overall feedback we received was 'Good' to 'Excellent'. It is a very popular surgery and patients mostly understand the reasons for the waiting times and to get appointments. Just need to ensure patients are kept informed. There is a comment box for patient feedback in the waiting room as well as a box for the NHS friends and family test.

- **Recommendation 6:** Would be good to introduce a 'you said, we did' display to show what impact the comments left by patients and the work of the PPG.

Service provider response

All visited services are sent a draft copy of the report to check for accuracy and the opportunity to respond. Responses received are detailed below:

1 - On line booking services is advertised on the call screen, but as each 'clip' runs for 5 minutes and is on a loop, you may not have seen this. This service is advertised on our website and text message asking patients to sign up was sent to ALL valid mobile numbers by iPlato for the MyGP app in April 2017 and to any new mobile number entered onto the system. Posters are rotated monthly therefore if the poster for these services was recently displayed it will not be on the board until it is next due. This is to stop 'advertising fatigue' as advised by our PPG several years ago.

2 - The reception staff verbally inform patients if a clinic is running late on their arrival with an approximate wait time over their booked appointment time. Unfortunately there is no way this can be displayed on the self book in system or call screen as it is a complex procedure and cannot be specified for particular clinicians.

3 - We took a vote regarding displaying our photographs and names and none of the staff are happy to do this, therefore this is something we will not undertake

4 - The self check in system has the icons of many different countries and the language for patients whose first language is not English. We are in the process of updating our Practice Leaflet due to staff changes and we will have a section regarding 'Language Line' and other formats on the leaflet. This is given to all new patients during their new patient medical checks. Our new patient questionnaire also asks about language and this is noted as an alert if Language line will be required for the patient. They are informed and given double appointments due to this.

5 - We do try to keep all the information current: posters displayed for a month only and then put aside until they are due to be displayed again. The patient information leaflets are refreshed every 2 months by the company providing these leaflets. Unfortunately in a surgery where we have children attending to keep them tidy is an almost impossible task. The cleaner/reception staff ensure these are tidied at the end of the surgery.

6 - We had a 'you said.... we did' poster displayed and this was ripped off of the wall by children, but we will reintroduce this after our next PPG meeting

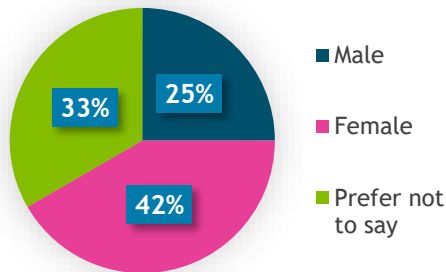
7 - Other recommendations: children's toy - previous toys stolen and replaced only to be stolen again, also infection control risk therefore decided against replacing them. Hearing Loop: we are looking into purchasing this system.

Abbey Wood Surgery

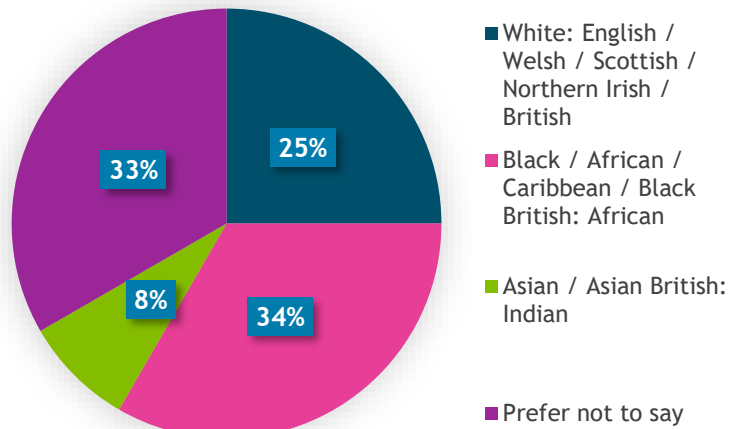


Demographics

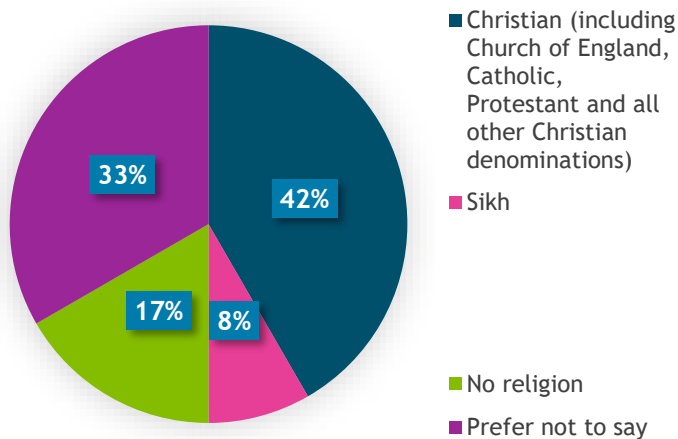
Gender



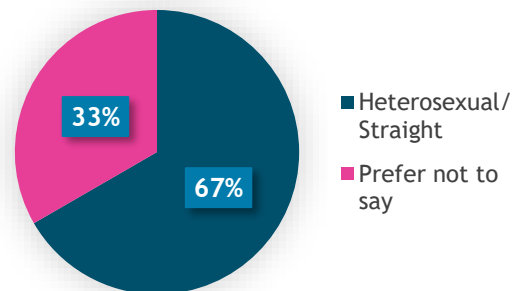
Ethnicity



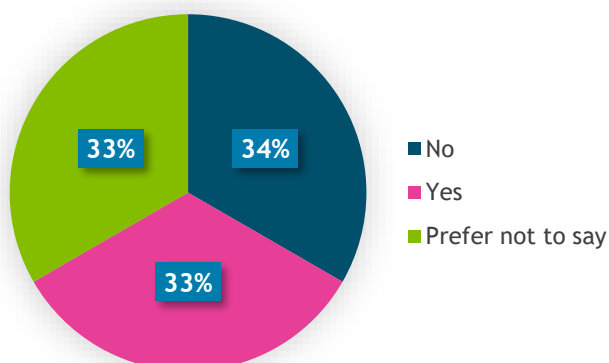
Religion



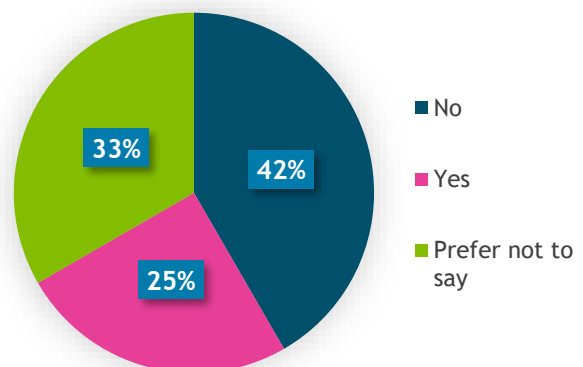
Sexual orientation



Do you consider yourself to have a disability?



Are you a carer?



References

¹ <https://abbeywoodsurgery.gpsurgery.net/>

² <https://www.cqc.org.uk/location/1-545974884>

Contact us



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

Telephone: 020 8301 8340

Email: info@healthwatchgreenwich.co.uk

Website: 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.

© Copyright Healthwatch Greenwich 2017