



## Blackheath Standard Surgery: Enter and View Report 2017



# Executive summary

## Details

<i>Service Provider:</i>	Blackheath Standard PMS <sup>1</sup>
<i>Surgery address</i>	The Blackheath Standard Surgery, 11-13 Charlton Road, Blackheath, London, SE3 7HB
<i>Date and Time:</i>	12.12.2017 10:00am-12:00pm

Blackheath Standard PMS is located on Batley Park in Greenwich. The Care Quality Commission (CQC) report on published on September 29<sup>th</sup>, 2016 rated Blackheath Standard PMS as 'Good' overall.

## Premises

- **Recommendation 1:** A table maze (which are easy to clean and keep sterile) could be purchased to make the area more child friendly.
- **Recommendation 2:** Install hand sanitiser in the waiting room for patients to use.

## Treatment received by surgery staff

- **Recommendation 3:** Display the names (and possibly photos) of staff for information.

## Involvement in decision making and information received

- **Recommendation 4:** Information about translation services should be displayed in different languages. Information being available in other formats should be displayed on a poster or flyer for patient's attention.
- **Recommendation 5:** Display information to patients that informs them of the free Wi-Fi service available.

## Patient Participation Group (PPG) awareness

- **Recommendation 6:** Update the PPG information poster and it would be good to introduce a 'you said, we did' display to show what impact the comments left by patients has had and the work of the PPG.



# Details of the service

## Surgery information \*

<b>Service Provider:</b>	Blackheath Standard PMS <sup>1</sup>
<b>Service address</b>	The Blackheath Standard Surgery, 11-13 Charlton Road, Blackheath, London, SE3 7HB
<b>Contact telephone:</b>	020 8269 2040

<b>Number of GPs:</b>	2
<b>Practice nurses:</b>	2
<b>Healthcare assistants:</b>	2
<b>Receptionists:</b>	6
<b>Registered patients:</b>	6,545

## Opening hours

<b>Monday:</b>	8:00am - 6:30pm
<b>Tuesday:</b>	8:00am - 6:30pm
<b>Wednesday:</b>	8:00am - 6:30pm
<b>Thursday:</b>	8:00am - 6:30pm
<b>Friday:</b>	8:00am - 6:30pm
<b>Saturday:</b>	Closed
<b>Sunday:</b>	Closed

## Services and clinics available:

Phlebotomy clinic, Anticoagulation clinic, Stop Smoking clinic, Weight Management, Child Health and Contraception

\*Information received from practice staff and NHS choices<sup>2</sup>

# Details of the visit

## Details

<i>Date and Time:</i>	12.12.2017 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: <a href="mailto:info@healthwatchgreenwich.co.uk">info@healthwatchgreenwich.co.uk</a> Website: <a href="http://www.healthwatchgreenwich.co.uk">www.healthwatchgreenwich.co.uk</a>

## 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

Blackheath Standard PMS is located on Batley Park in Greenwich. The Care Quality Commission (CQC) report on published on September 29<sup>th</sup>, 2016 rated Blackheath Standard PMS as 'Good' overall.

## Overview and CQC Inspections

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

*CQC reporting information for The Blackheath Standard Surgery<sup>3</sup>*

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 we ensured included transparent explanations on who we are and why we were carrying out these visits, and 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 thirteen 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 who we should not approach or who are unable to give informed consent. As a Healthwatch Greenwich Authorised Representatives, we are there as 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
- Patient Participation Group (PPG) awareness
- Overall service satisfaction

## Premises

<b>Observation Criteria</b>	<b>Comment</b>
<i>External Building Condition</i>	Residential home conversion. Older property but well maintained with good signage. Window was broken over the weekend and glass was boarded up and debris on the ground.
<i>Internal Decoration</i>	Clean and neat. Good amount of seating. Two waiting areas - one downstairs and one upstairs.
<i>Parking arrangements, Including Provision for Disabled Visitors</i>	Good bus links. No parking specifically for patients. Street parking where restrictions apply. One accessible bay available for blue badge holders.

<b>Observation Criteria</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
<i>Wheelchair/Pushchair accessible?</i>	X		Level access and lift to all floors. Place to park pushchairs to increase space in the waiting area.
<i>Clear guidance on how to inform the surgery of your arrival?</i>	X		Reception desk right next to entrance.
<i>Electronic check-in available in the waiting room?</i>		X	
<i>Is there confidentiality/privacy at reception?</i>	X		Reception desk is right next to the waiting area but set back enough for privacy.
<i>Are Reception Staff approachable and friendly?</i>	X		Very easy to talk to. Engaging and helpful both in person and on the phone.

<i>Is there a call system for appointments?</i>	X		Clinical staff call on patients personally but there is a ticker board display too.
<i>Does the surgery have Wi-Fi and does it work?</i>	X		Available but not advertised.
<i>Are waiting times displayed/patients informed?</i>		X	Reception staff do notify but not displayed.
<i>Is online booking advertised/available?</i>	X		Available and advertised.
<i>Is the waiting room child friendly?</i>		X	No toys in the waiting area.
<i>Is a hearing loop installed?</i>	X		Poster displayed.
<i>Toilets Available?</i>	X		Unisex accessible toilet available downstairs.
<i>Hand sanitisers available?</i>		X	Not seen.
<i>Are there clear notice boards with up to date information displayed?</i>	X		A lot of information displayed. Good information about out of hours services. TV screen installed but not on.
<i>Are translation services available? Are they advertised?</i>		X	Yes, but not advertised.
<i>Is the information provided available in other formats?</i>	X		Yes, and poster displayed on the notice board (in English).
<i>Is signage clear and up to date?</i>	X		All doors labelled.
<i>Is there a comments/complaints box available?</i>	X		Friends and family test and comment box available.
<i>Is there a Patient Participation Group? Is it advertised?</i>	X		Posters displayed but the GCCG info is out of date.
<i>Are the names/photographs of staff at the service displayed?</i>		X	Not displayed.
<b>Other:</b> Water available. Phone in reception.			



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



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

Comment

Good: "I get the bus."

Good: "I get a cab from Greenwich as this is the easiest for me."

Very good: "I drive, and parking is free on the adjacent roads."

Very good: "It is very close to my home which is why I stay."

Excellent: "Walking distance."

Excellent: "Just moved in nearby and have newly registered here."

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How would you rate the cleanliness of the surgery?



Good = 4 | Very good = 3 | Excellent = 6

Comment

Good: "They have a broken window outside which they are mending but there is glass around."

Very good: "I have been here 3 years and it has got a lot better."

Excellent: "Can 't fault it as it is spotless."

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## Appointment booking and punctuality

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How would you rate the surgery opening hours?



Good = 7 | Very good = 4 | Excellent = 2

Comment

Good: "The opening hours are good for me and meet my needs."

Good: "Could have more evening appointments as I work an early shift."

Excellent: "Yes, very convenient for me."

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



Very poor = 2 | Poor = 3 | Good = 2 | Very good = 3 | Excellent = 3

Comment

Very poor: “I have regular appointments every 4 weeks. However, if it is an emergency or an appointment for my children who are over 2 years old it can be very difficult. It seems if your children are over two they are seen much quicker. When I called for an emergency appointment for myself I was told there were no appointments that day, but they did not mention any other out of hour services in the borough or calling NHS 111. This would have been very useful for me at the time.”

Very poor: “Terrible as I rang this morning and was on hold for a long time. Then after the call it said I could press 5 to leave feedback but it just hung up, so I couldn’t leave any.”

Poor: “Call but have to wait for an appointment especially if I want to see my GP Dr Yousif.”

Poor: “Call early but it is hard to get through and feel like they try to put me off coming.”

Poor: “I call on Monday to get an appointment on Wednesday or Tuesday for Thursday etc... I do not always get one, so I come early and try to get an appointment the same day. I have heard of the GP access hubs, but these are both too far for me.”

Good: “Called at 8am and got an appointment. If you want to make an appointment in advance you may have to wait.”

Good: “Always get an appointment when required.”

Very good: “Came in last night and got an appointment (tried calling but it kept cutting off).”

Very good: “Phoned and got an appointment.”

Excellent: “I called this morning to make an appointment. I was given one for this afternoon (4:30pm) but they called me up to say they could fit me in this morning instead which was great.”

Excellent: “Got an appointment straight away.”

Excellent: “Was very straight forward for me.”

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How would you rate the punctuality of the appointments?



Poor = 1 | Good = 5 | Very good = 5 | Excellent = 2

Comment

Poor: "Can wait up to an hour."

Good: "Wait about 10mins."

Good: "Can wait almost an hour to be seen but the Doctors always spend longer than the 10mins allotted, so I don't mind waiting."

Good: "I can wait for up to an hour, but I don't mind as I know I will be seen and Dr Patel will not rush my appointment to stay in the 10min slot."

Very good: "Never wait long."

Very good: "Okay as I never wait too long."

Very good: "I do not wait too long - about 5 mins."

Excellent: "Seen very quickly by the nurse."

Excellent: "Longest wait has been about 10mins."

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## Treatment received by surgery staff

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



Good = 7 | Very good = 1 | Excellent = 5

Comment

Good: “Frustrating making appointments but they are very understanding.”

Good: “Getting better as they have been rude in the past but now they seem more patient and understanding.”

Good: “Do not always get my results and I have to chase.”

Good: “Always very busy.”

Excellent: “Really polite and understanding.”

Excellent: “Always go over and above. They even called my cab for me to get home today as I have forgotten my mobile phone.”

Excellent: “Brilliant and very understanding.”

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



Good = 2 | Very good = 5 | Excellent = 4 | Unanswered = 2

Comment

Very good: I like to see Dr Yousif, but Dr Patel is also very good too.

Very good: Dr Yousif is very good but also very popular.

Excellent: I see Dr Patel regularly.

Excellent: I see Dr Patel when I can.

Excellent: I try to see the same, but they are all great.

Excellent: I do see different Doctors, but they are always excellent. I have seen some GPs in training and they have been very good too.

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



Good = 3 | Very good = 7 | Excellent = 3

Comment

Good: "See them for my blood tests."

Very good: "Mostly very good."

Very good: "It always feels like they have more time to spend than the Doctors."

Very good: "Very helpful."

Very good: "Explained everything and very friendly."

Excellent: "I regularly see them, and they are much easier to access."

Excellent: "Fantastic, very understanding and gave me time who did not rush me."

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## Involvement in decision making and information received

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



Good = 2 | Very good = 8 | Excellent = 3

Comment

Good: “It does depend who you see though as some are better at involving me than others.”

Good: “They try to explain but time is limited.”

Very good: “Always feel involved in the conversation.”

Very good: “Have built a relationship over time and that creates understanding of my conditions and lifestyle.”

Very good: “I feel very involved as I am a retired nurse, so I always question everything, but they do listen to me and take the time to discuss decisions with me.”

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



Good = 3 | Very good = 7 | Excellent = 3

Comment

Good: “I often have to ask for more information due to short appointment times, so they can be rushed.”

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## Medication and prescriptions

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How would you rate the ease of getting your prescriptions?



Good = 3 | Very good = 6 | Excellent = 2 | Unanswered = 2

Comment

Good: “Easy with repeat prescriptions.”

Very good: “I just drop my prescription in the box.”

Very good: “I have repeat prescriptions and they are sent to my chemist nearby.”

Excellent: “My repeat prescriptions are always easy to get.”

Unanswered: “Newly registered.”

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## PPG awareness

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Are you aware of the PPG at this surgery?



No = 13 |

Comment

No: ‘Don’t usually look at the noticeboard, so I am not sure of things that are advertised or on the notice board. Reception staff need to bring these things to our attention.’

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## Overall satisfaction

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



Good = 6 | Very good = 4 | Excellent = 3

Comment

Good: “Front door needs with smashed glass needs to be swept up and mended.”

Good: “Could be improved but I am pleased with my Doctor when I am able to see her.”

Good: “I have had to have records printed for disability benefit claims and every time this cost me £40 which is very expensive every time. At my previous GP surgery, they would make an appointment which I did not actually have to attend, and this covered the cost of the documents. There needs to be a cheaper way for someone to access their own records especially if these are needed often.”

Good: “Improvements could be made but the GP and nurses are very good and caring.”

Very good: “They care, understanding and information I receive here is amazing, but the appointment system does need to be addressed.”

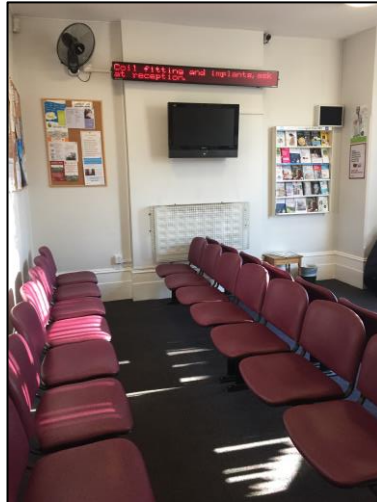
Excellent: “I have been registered her for years and would recommend to everyone.

Excellent: “Follows things through thoroughly so always feel supported.”

# Conclusion and recommendations

## Premises

The signage to the surgery is good and the building is well maintained. When we visited there was damage to a window pane which had been vandalised over the weekend. There is good public transportation links to the surgery with a bus stop located very nearby. The surgery has a carpark for staff and has an accessible bay for patients who carry a blue badge. There is also street parking available in adjacent streets.



*Ground floor and first floor waiting areas*

The surgery is based in a converted residential property. The interior of the medical practice is clean and bright (good natural light) and there is suitable seating available. There are two waiting rooms; one on the ground floor by reception and one on the first floor. There is a lift available to all floors and a large unisex accessible toilet. The signage was noted as good throughout the building. The waiting areas are not child friendly, with no toys or games to play with.

- **Recommendation 1:** A table maze (which are easy to clean and keep sterile) could be purchased to make the area more child friendly.



*Example of a maze activity table*

The waiting area has water available for patients and there is a payphone by reception. We did not note hand sanitiser in the surgery for patients to use.

- **Recommendation 2:** Install hand sanitiser in the waiting room for patients to use.

### Appointment booking and punctuality

The feedback we received was that appointments are relatively easy to make and can be done by calling the surgery or just coming in to book. Some patients expressed concern that it is not always easy to make appointments. Patients we spoke to were not told about out-of-hour services available in the borough e.g. NHS 111 or the GP access hubs. Posters are displayed about the services but not always informed if patients are unable to make an appointment. Patients also noted that there can be a wait to be seen for their appointments, but overall people are understanding as they feel when they are seen they are given time and are not rushed. A poster explaining why there may be a wait is displayed in the waiting area. Online booking services are available, and posters are displayed.

### Treatment received by surgery staff

The treatment patients receive from all staff was described extremely positively. All staff were described as caring, approachable, and attentive. The reception staff were praised for their attitudes and support especially considering the pressure they can be under. We spoke to one patient who said the reception staff went out of their way to make an appointment convenient for them, and when they had forgotten their phone they called a taxi for them to get home. Patients spoke highly of the Doctors especially the partners, Dr Yousif and Dr Patel. The nurses at the practice were applauded for the time they give during appointments, and patients said they never felt rushed. The names of the staff are not displayed in reception.

- **Recommendation 3:** Display the names (and possibly photos) of staff for information.

### Involvement in decision making and information received

All the patients we spoke to said they felt involved in the decisions around their care and are given good information during their appointments. Translation services are available, and this is advertised but the poster is only in English. Information in accessible formats are available but not advertised to patients.

- **Recommendation 4:** Information about translation services should be displayed in different languages. Information being available in other formats should be displayed on a poster or flyer for patient's attention.

The practice has free Wi-Fi available, but this is not advertised to patients.

- **Recommendation 5:** Display information to patients that informs them of the free Wi-Fi service available.

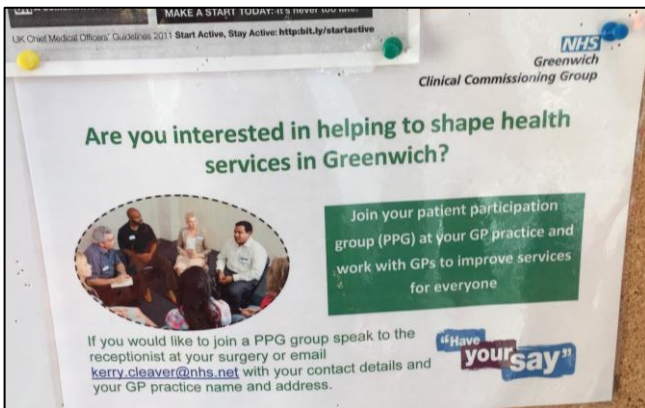
## Medication and prescriptions

The collection method for medications is flexible and patients can choose which may be most convenient for them.

## Patient Participation Group (PPG) awareness

A poster was displayed that informed patients of the PPG, but the information displayed is out of date (old contact at Greenwich Clinical Commissioning Group). None of the patients we spoke to were aware of the group or its role within the practice.

- **Recommendation 6:** Update the PPG information poster and it would be good to introduce a 'you said, we did' display to show what impact the comments left by patients has had and the work of the PPG.



*Poster with PPG information but including an old contact email*

## Overall satisfaction

Overall the feedback from patients was very positive, as was the feedback from the observations of our Authorised Representatives. It is essential to collect and act on patient feedback, comments, and concerns to improve services delivered for all. A comment box and a 'friend and family test' box is displayed with slips that can be completed and feedback is welcomed.

Based on our observations and conversations with patients, we conclude that the practice is well run, efficient and considerate of patient's needs.

# Service provider response

## **Recommendation 1: Table Maze.**

Children's toys and books are not available due to infection control purposes. This decision was taken after discussion and agreement with the PPG. Parents are advised to bring a book/toy with them when attending appointments with young children. We plan to put a poster in both waiting areas explaining our reasons for this.

## **Recommendation 2: Hand Sanitizer.**

Hand sanitizer is available at the front reception desk on the ground floor. However, we take on board that patients/visitors may not be aware that it is available for their use and we plan to make hand sanitizer available in both waiting areas.

## **Recommendation 3: Staff names/photos.**

We have considered the possibility of having a board displaying the names and photos of staff and this has also been discussed with the PPG. The majority of staff are not happy to have their photos displayed but we will look into the possibility of displaying the names of clinical staff in the main reception area. It should be noted that all staff wear name badges.

## **Recommendation 4: Information available in different languages.**

We will look into how we can obtain information available in different languages. We do advertise the availability of interpreting services and our website is available in 65 different languages.

## **Recommendation 5: Information re WiFi.**

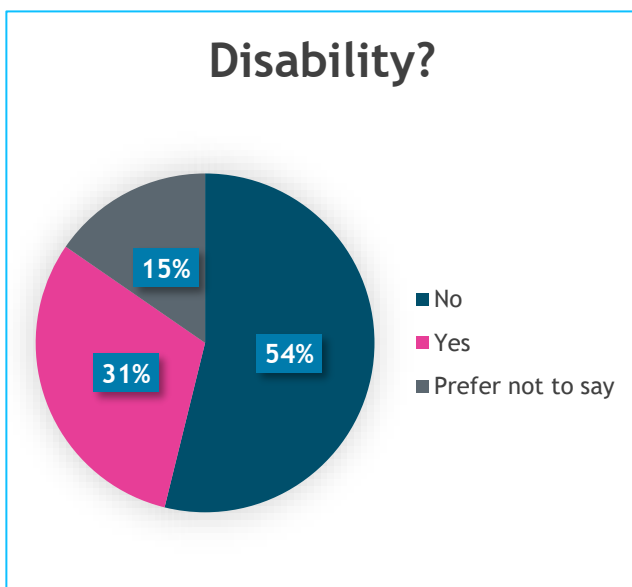
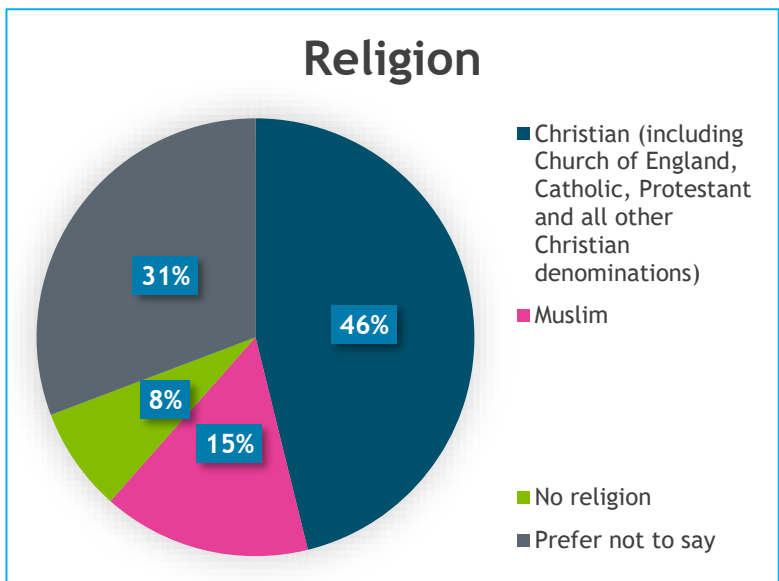
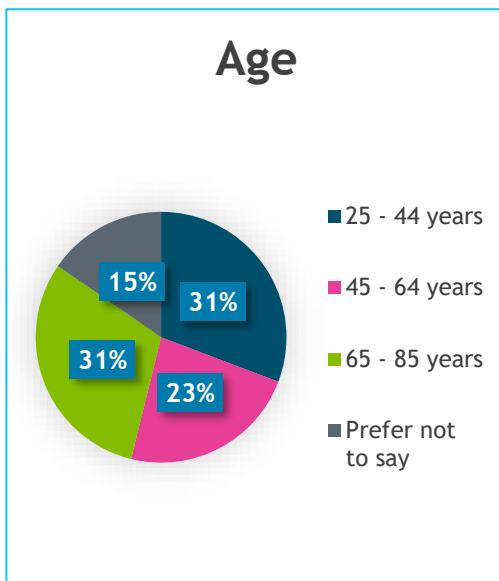
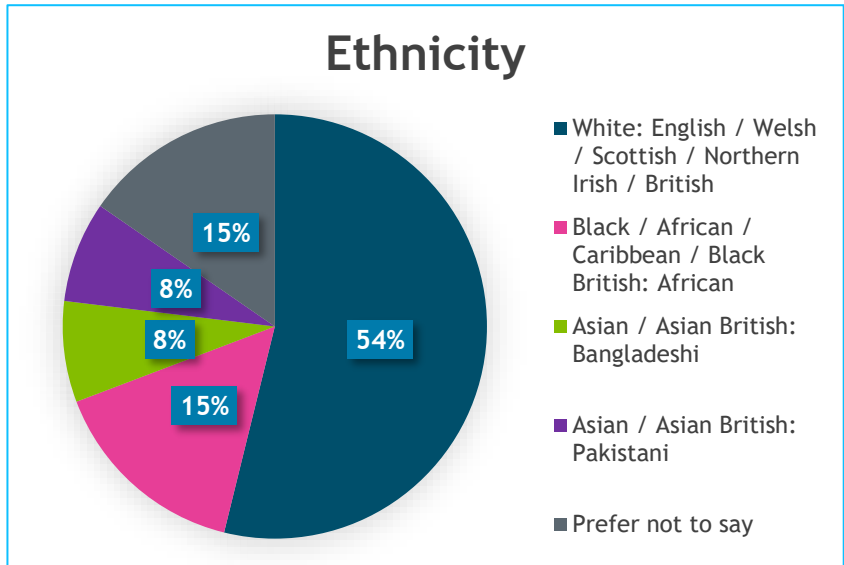
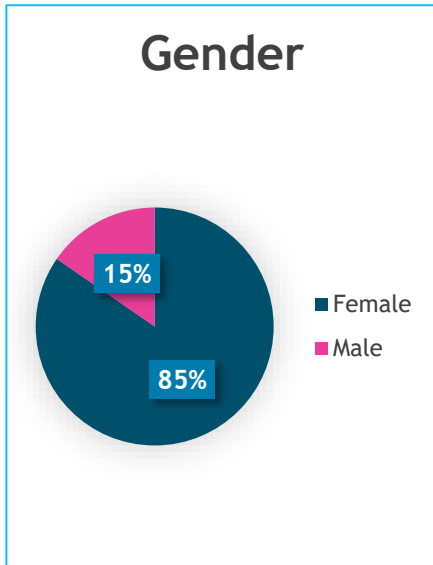
Information informing patients about wifi is not available as the use of mobile telephones in the surgery is discouraged.

## **Recommendation 6: Update information re PPG.**

The information poster for the PPG has now been updated with correct contact details. It should be noted that information regarding the PPG is available on our website, in our patient newsletter and in the practice booklet. The PPG are active at the practice and often help out with practice surveys and the information boards in reception. We agree that a You said/We did board will be a good idea and we plan to introduce this shortly.

# Demographics\*

\*data collected from the people we spoke to at the visits



## References

<sup>1</sup> [www.blackheathstandardsurgery.com](http://www.blackheathstandardsurgery.com)

<sup>2</sup> <http://www.cqc.org.uk/location/1-543956685>

## Contact us



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*If you require this report in an alternative format, please contact us at the address above.*

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