



Conway PMS
(Plumstead Branch)

Conway PMS
(Welling Branch)



Conway PMS:
Enter and View Report 2017



Executive summary

Details

Service Provider:	Conway PMS ¹
Surgery address	Conway PMS Plumstead Branch, 44 Conway Road, Plumstead, London, SE18 1AH Conway PMS Welling Branch, 142-146 Bellegrove Road, Welling, Kent, DA16 3QR
Date(s) and Time(s):	01.12.2017 10:00am-12:00pm (Welling Branch) 08.12.2017 5:00-7:00pm (Plumstead Branch)

Conway PMS has a main surgery on Conway Road in Plumstead and a branch surgery in Welling.

Premises

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

Treatment received by surgery staff

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

Involvement in decision making and information received

- **Recommendation 4:** Display information to patients that informs them of the free Wi-Fi available.

Patient Participation Group (PPG) awareness

- **Recommendation 5:** Introduce a 'you said, we did' display to show what impact the comments left by patients has had and the work of the PPG.

Overall service satisfaction

- **Recommendation 6:** Introduction of a comment/complaints box would be useful to receive regular patient feedback.



Details of the service

Surgery information * Information received from the practice manager

Service Provider:	Conway PMS ¹
Service address	Conway PMS Plumstead Branch, 44 Conway Road, Plumstead, London, SE18 1AH Conway PMS Welling Branch, 142-146 Bellegrove Road, Welling, Kent, DA16 3QR
Contact telephone:	Plumstead Branch: 020 8854 2042 Welling Branch: 020 8304 7662

Number of GPs:	4
Practice nurses:	2
Healthcare assistants:	1
Receptionists:	7
Registered patients:	4,490

Opening hours:	Plumstead Branch	Opening hours:	Welling Branch
Monday:	8:00am - 7:00pm	Monday:	8:00am - 7:00pm
Tuesday:	8:00am - 7:00pm	Tuesday:	8:00am - 7:00pm
Wednesday:	8:00am - 7:00pm	Wednesday:	8:00am - 2:00pm
Thursday:	8:00am - 2:00pm	Thursday:	8:00am - 7:00pm
Friday:	8:00am - 7:00pm	Friday:	8:00am - 7:00pm
Saturday:	Closed	Saturday:	Closed
Sunday:	Closed	Sunday:	Closed

Details of the visit

Details

<i>Date(s) and Time(s):</i>	01.12.2017 10:00am-12:00pm (Welling Branch) 08.12.2017 5:00-7:00pm (Plumstead Branch)
<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

Conway PMS has a main surgery on Conway Road in Plumstead and a branch surgery in Welling. The Care Quality Commission (CQC) previously carried out an announced comprehensive inspection of Conway PMS on February 2nd, 2016 and was given an overall rating of 'Inadequate' and the practice was placed in special measures. A follow up announced comprehensive inspection on December 13th, 2016 where insufficient improvements had been made and the overall rating for the practice remained as inadequate. The practice remained in special measures for a further period. At the last inspection of Conway PMS on September 13th, 2017 the CQC noted significant improvements. The report released in November 22nd, 2017 rated Conway PMS as 'Good' overall.

Overview and CQC Inspections

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

CQC reporting information for Conway PMS²

Planned and announced Enter and View visits were agreed to enable Healthwatch Greenwich to gather patients experience and feedback as well as enable the Authorised Representatives to observe the surgeries 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 the visit to Conway Road Surgery our Authorised Representatives spoke to/collected feedback from eight individuals and five during our visit to the Welling Branch Surgery. 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: Conway PMS - Plumstead Branch

Observation Criteria	Comment
<i>External Building Condition</i>	Residential home conversion. Older property but well maintained with good signage.
<i>Internal Decoration</i>	Clean and neat. Good amount of seating.
<i>Parking arrangements, Including Provision for Disabled Visitors</i>	Not far from Plumstead Station and good bus links. No parking specifically for patients. Street parking where restrictions apply.

Observation Criteria	Yes	No	Comment
<i>Wheelchair/Pushchair accessible?</i>	X		To downstairs consultation rooms only. No lift.
<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	Small surgery so not really needed.
<i>Is there confidentiality/privacy at reception?</i>		X	Reception desk is right next to the waiting area, but a sign is displayed notifying patients they can have privacy if needed.
<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.
<i>Does the surgery have free 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		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 by the waiting area.
<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 and 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.
<i>Is signage clear and up to date?</i>	X		
<i>Is there a comments/complaints box available?</i>		X	Not seen.
<i>Is there a Patient Participation Group? Is it advertised?</i>	X		Poster displayed.
<i>Are the names/photographs of staff at the service displayed?</i>		X	Not displayed.
Other: BMI, weight, height, and blood pressure machine available to patients.			

How would you rate the cleanliness of the surgery?



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

Comment

Excellent: "Always spotless."

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



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

Comment

Very good: "I live nearby so I can walk."

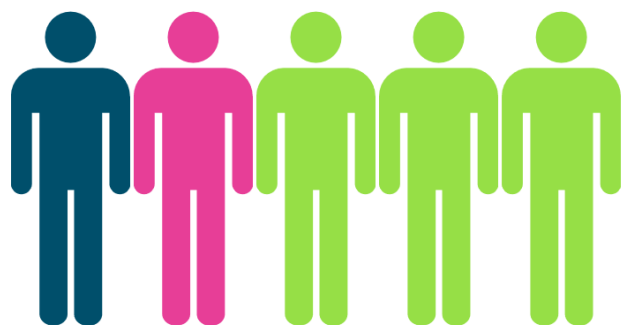
Premises: Conway PMS - Welling Branch

Observation Criteria	Comment
<i>External Building Condition</i>	Clean building - new and well maintained. Shutters for Conway PMS were down on the righthand side of the entrance.
<i>Internal Decoration</i>	Clean and neat. Bright space and the area is small as it is based in another GP surgery.
<i>Parking arrangements, Including Provision for Disabled Visitors</i>	Not far from Welling train station and good bus links. No parking specifically for patients.

Observation Criteria	Yes	No	Comment
<i>Wheelchair/Pushchair accessible?</i>	X		Ground floor fully accessible. Automatic entrance door.
<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 a sign is displayed notifying patients they can have privacy if needed.
<i>Are Reception Staff approachable and friendly?</i>	X		Very easy to talk to. Engaging and helpful.
<i>Is there a call system for appointments?</i>		X	Clinical staff call on patients personally.
<i>Does the surgery have free 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 but not 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.

<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. Screen installed but not on.
<i>Is the information provided available in other formats?</i>		X	Yes, but not advertised.
<i>Are translation services available? Are they advertised?</i>	X		Yes, and poster displayed on the notice board.
<i>Is signage clear and up to date?</i>	X		
<i>Is there a comments/complaints box available?</i>	X		Friends and family box by reception.
<i>Is there a Patient Participation Group? Is it advertised?</i>		X	Not seen.
<i>Are the names/photographs of staff at the service displayed?</i>		X	Not displayed.
Other: BMI, weight, height, and blood pressure machine available to patients.			

How would you rate the cleanliness of the surgery?

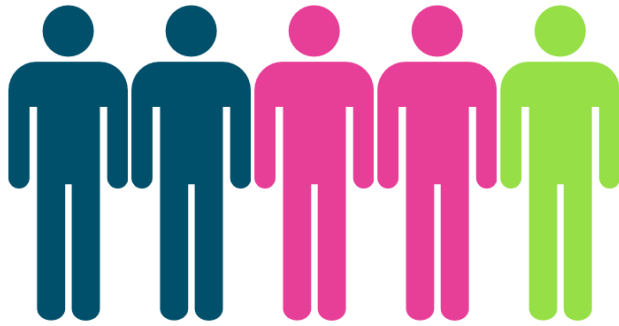


Good = 1 | Very good = 1 | Excellent = 3

Comment

Excellent: "Both surgeries are always clean and neat."

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



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

Good: "I prefer Conway Road as it is closer to where I live but this surgery is not too far, and I drove here this morning."

Appointment booking and punctuality

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



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

Comment

Poor: "It can be hard to get an appointment with a Doctor. I have used the online booking service, but you can't book emergency appointments - only weeks in advance."

Good: "Called Welling Branch Surgery at 9am and was offered this appointment at Conway Road."

Good: "Called at 8am and got an appointment straight away. I called Conway Road as I normally go there but I was happy an appointment was available here at the Welling Branch Surgery."

Good: "I call and can always get an appointment. I sometimes get offered Welling Branch Surgery, but I prefer Conway Road."

Very good: "Got the appointment the same day."

Excellent: "Called for an appointment for myself and my partner and got two for this morning back to back. This is great as we have a young daughter which means we can get seen quickly and easily."

How would you rate the surgery opening hours?



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

Comment

Good: "They always can offer a time that suits me."

Very good: "Good for my family especially the late openings."

Very good: "Especially as there are two surgeries."

Very good: "Late afternoon appointments are really good for me."

Very good: "Always get an appointment after work."

Very good: "Late nights suit me."

Excellent: "Very convenient for me and my partner."

How would you rate the punctuality of the appointments?



Good = 4 | Very good = 6 | Excellent = 2 | Unanswered = 1

Comment

Good: "Never a long wait- about 10mins."

Very good: "Never have to wait long."

Very good: "Don 't wait long, only a couple of minutes."

Very good: "Don 't have to wait long."

Treatment received by surgery staff

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



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

Comment

Good: "Very polite."

Good: "Some better than others."

Excellent: "Very nice and polite both on the phone and in person."

Very good: "Always friendly and helpful."

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



Good = 2 | Very good = 6 | Excellent = 5

Very good: "I try to see Dr Moonan if I can, but all the Doctors are good."

Very good: "Been registered here a long time here and I recommend."

Excellent: "I see Dr Moonan as she is very supportive."

Excellent: "I know them well and have been registered here for 30 years."

Excellent: "Always amazing."

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



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

Comment

Excellent: "See them regularly for my diabetes and they are always great."

Excellent: "Very friendly."

Involvement in decision making and information received

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



Good = 3 | Very good = 6 | Excellent = 3 | Unanswered = 1

Excellent: "Always listen and give options."

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



Poor = 1 | Good = 2 | Very good = 6 | Excellent = 3 | Unanswered = 1

Comment

Poor: "Appointments are so short it can feel a little rushed and therefore not enough understanding of the information given."

Excellent: "Very informative."

Medication and prescriptions

How would you rate the ease of getting your prescriptions?



Good = 3 | Very good = 8 | Excellent = 1 | Unanswered = 1

Comment

Very good: "Suitable to meet my needs."

Very good: "Very flexible as I can choose how I would like to get them."

PPG awareness

Are you aware of the PPG at this surgery?



No = 10 | Yes = 2 | Unanswered = 1

Comment

Yes: "Seen a poster but not sure what it is or what it does."

Overall satisfaction

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



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

Comment

Good: "Good for me and my family."

Good: "Improvements could be made but I know the surgery is under pressure with high patient numbers."

Very good: "Really accommodating."

Excellent: "I would definitely recommend to all."

Conclusion and recommendations

Premises

The signage to the surgeries is good and the buildings are well maintained. There is good public transportation links to both surgeries. Conway Road Surgery is located near Plumstead train station and the Welling Branch is located around the corner from Welling station. Both surgeries are located near bus stops also. Neither surgery have car parks so street parking is available at Conway Road and there is a pay and display car park across the road from the Welling Branch. At both surgeries there is a machine available to patients which measures height, weight, BMI, and blood pressure for the patients to use. We did not note any hand sanitiser at either site for patients.

- **Recommendation 1:** Install hand sanitiser in the waiting room for patients to use.

Both surgeries' interiors are clean and bright (good natural light) and there is suitable seating available. The waiting area in the Welling Branch is small but due to the limited number of consultation rooms it is suitable. The waiting areas are not child friendly, with no toys or games to play with.

- **Recommendation 2:** Table top mazes (which are easy to clean and keep sterile) could be purchased to make the waiting areas more child friendly.



Example of a maze activity table

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. The people we spoke to were pleased that they had an option to visit the branch surgery if they could not get an appointment at Conway Road. Patients also noted that they are seen punctually and if they do have to wait it is not too long. Online booking services are available and this information was displayed. Information about the out of hours services is displayed well in both surgeries. This includes information about the GP Access Hubs and how to access them.

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 receptionists were noted as being kind and understanding both in person and on the phone. We noted they spoke to patients with real familiarity. The doctors at the surgeries were praised for their treatment with particular mention of Dr Moonan. The nurses were rated highly, and one patient was pleased that they could always get an appointment with a nurse if a GP appointment is not available. The names of the staff are not displayed at either surgery.

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

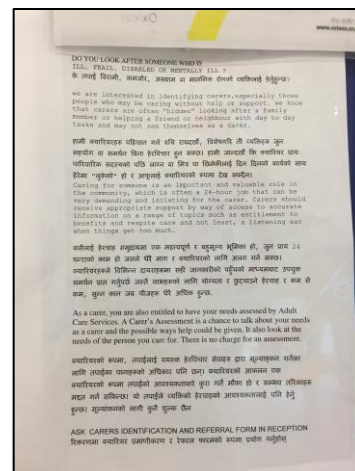
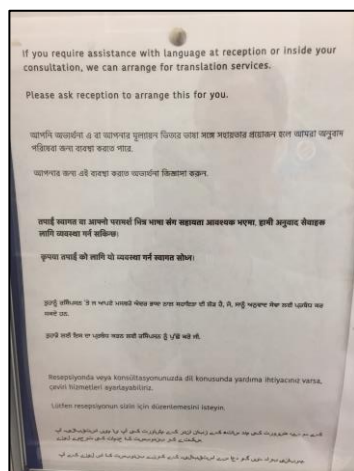
The Conway Road Surgery received a commendation from the 'You're Welcome' young person friendly award scheme.



'You're Welcome' certificate

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 as well as information in accessible formats are available and these are advertised well.



Posters for translation services and support for carers written in different languages.

Both surgeries have free Wi-Fi available, but this is not advertised to patients at either site.

- **Recommendation 4:** Display information to patients that informs them of the free Wi-Fi available.

Medication and prescriptions

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

Patient Participation Group (PPG) awareness

A poster was displayed that informed patients of the PPG but most of the patients we spoke to were not aware of the group or its role within the practices. Two patients had heard of the PPG but weren't sure what it does.

- **Recommendation 5:** Introduce a 'you said, we did' display to show what impact the comments left by patients has had and the work of the PPG.

Overall satisfaction

Overall the feedback from all was very positive, including 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. There was no comment/complaints box, for collecting patient feedback, at Conway Road but there was a 'friends and family test' comment box at the Welling Branch.

- **Recommendation 6:** Introduction of a comment/complaints box would be useful to receive regular patient feedback.

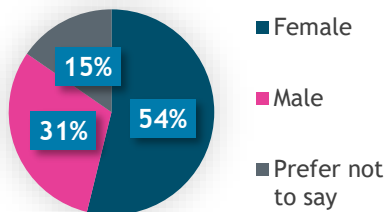
Service provider response

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. The service provider did not provide a response by the time of publication.

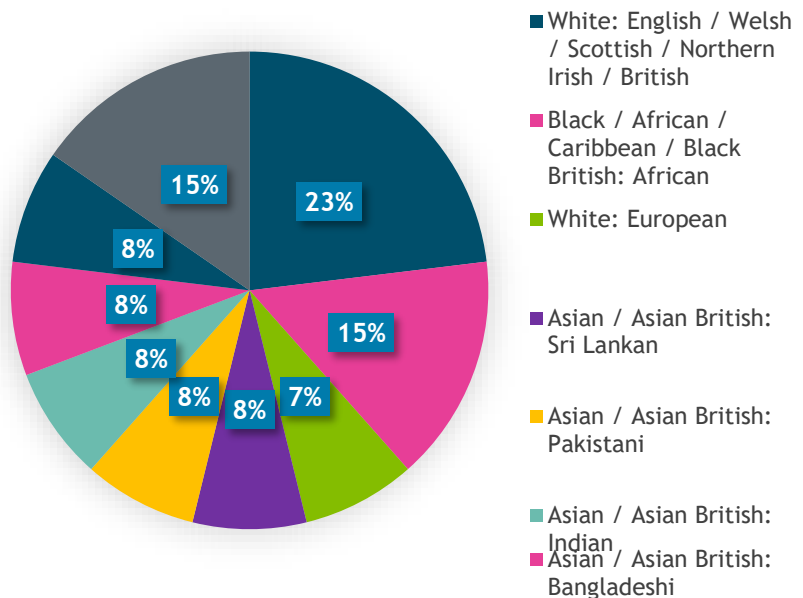
Demographics*

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

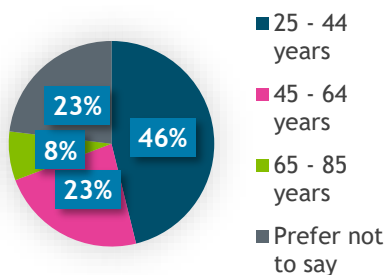
Gender



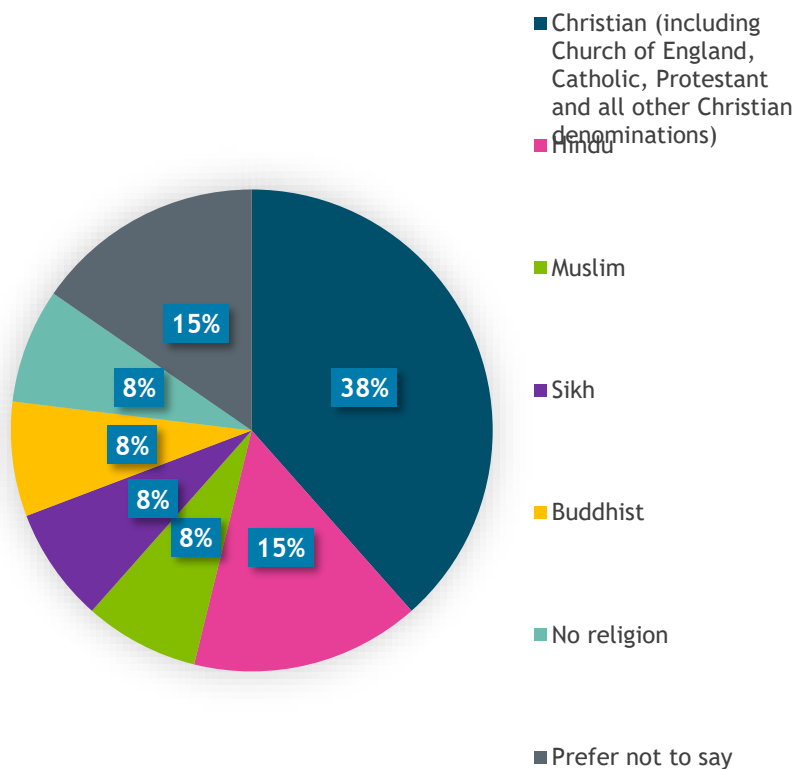
Ethnicity



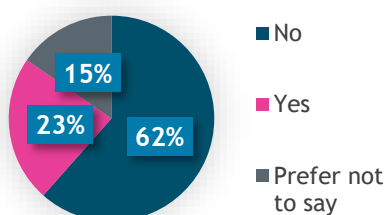
Age



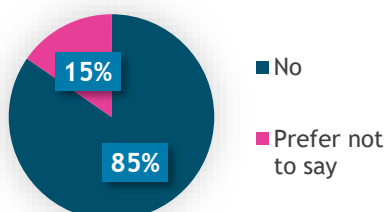
Religion



Disability?



Are you a carer?



References

¹ <http://www.conwaypms.nhs.uk/>

² <http://www.cqc.org.uk/location/1-542542764>

Contact us



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