



**Vanbrugh Group Practice, The  
Greenwich Centre: Enter and View  
Report 2017**



# Executive summary

## Details

<i>Service Provider:</i>	Vanbrugh Group Practice <sup>1</sup>
<i>Surgery address</i>	Greenwich Square Health Centre, 2nd Floor, The Greenwich Centre, 12 Lambarde Square, Greenwich, SE10 9GB
<i>Date(s) and Time(s):</i>	27.06.2017 2:00-4:00pm

Vanbrugh Group Practice<sup>1</sup> moved from its previous address of Vanbrugh Hill Health Centre, Vanbrugh Hill, London, SE10 9HQ to the new site in The Greenwich Centre. This service was registered at the new address by CQC<sup>2</sup> on 28 July 2015 and has yet to be inspected. The overall feedback we received rated this practice as ‘Good’ to ‘Excellent’.

## Premises

- **Recommendation 1:** While the floor by reception is getting fixed, there needs to be a sign to warn patients of the potential trip hazard.

## Appointment booking and punctuality

- **Recommendation 2:** Online booking is available and information is displayed but when patients register for the online service they should receive more information on how to use it. <sup>3</sup>
- **Recommendation 3:** Show waiting times for appointments in the waiting area or notify patients when the check-in at reception to manage patients expectations.

## Medication and prescriptions

- **Recommendation 5:** Information on how to use the online repeat prescription service would be useful to ensure patients are confident to use the system.

## Overall service satisfaction

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



## Details of the service

### Surgery information \* Information received from the practice manager

<b>Service Provider:</b>	Vanbrugh Group Practice <sup>1</sup>
<b>Service address</b>	Greenwich Square Health Centre, 2nd Floor, The Greenwich Centre, 12 Lambarde Square, Greenwich, SE10 9GB
<b>Contact telephone:</b>	020 8312 6090

<b>Number of GPs:</b>	11
<b>Practice nurses:</b>	3
<b>Healthcare assistants:</b>	1 HCA, 1 PCAP
<b>Receptionists:</b>	14
<b>Registered patients:</b>	13,400

### Opening hours

<b>Monday:</b>	08:00-18:30
<b>Tuesday:</b>	08:00-18:30
<b>Wednesday:</b>	08:00-18:30
<b>Thursday:</b>	08:00-18:30
<b>Friday:</b>	08:00-18:30
<b>Saturday:</b>	Closed
<b>Sunday:</b>	Closed

### Services and clinics available:

Full range of nurse duties: dressings, wound check, cervical smear, travel vaccination and advice, family planning, ear syringe, BP check, B12 injections, flu and pneumococcal vaccinations, stitch removal, 24-hour BP. Smoking cessation. Anticoagulation Clinic. Minor Op Clinic. Childhood Imms Clinics. Phlebotomy Clinics. CHS Clinic. NHS Health Check Clinic. Cryotherapy Clinic. Contraceptive implant, Coil insertion and removal.

## Details of the visit

### Details

<i>Date(s) and Time(s):</i>	27.06.2017 2:00-4:00pm
<i>Authorised Representatives:</i>	Jane Hopkins - Authorised Representative, Healthwatch Greenwich Clive Mardner - Volunteer Development and Outreach Officer 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

Vanbrugh Group Practice<sup>1</sup> moved from its previous address of Vanbrugh Hill Health Centre, Vanbrugh Hill, London, SE10 9HQ to the new site in The Greenwich Centre. This service was registered at the new address by CQC<sup>2</sup> on 28 July 2015 and has yet to be inspected.



## Vanbrugh Group Practice, The Greenwich Centre

**This service was previously registered at a different address - see old profile**

**We have not inspected this service yet**

*CQC reporting information for Vanbrugh Group Practice<sup>2</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 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

<b>Observation Criteria</b>	<b>Comment</b>
<i>External Building Condition</i>	New build located inside the Greenwich centre which also include the Greenwich Central Library, GLL gym and café. On the 2 <sup>nd</sup> floor accessed by two lifts and stairs.
<i>Internal Decoration</i>	Clean fresh open and bright. Well signed with good contrasting colours. Large clock in the waiting room.
<i>Parking arrangements, Including Provision for Disabled Visitors</i>	Good public transport links. Taxi point near the Sainsburys and two accessible bays in the Sainsburys car park.

<b>Observation Criteria</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
<i>Wheelchair/Pushchair accessible?</i>	X		Two lifts to the surgery and level access. Baby change, baby feeding room and unisex accessible toilet with alarm.
<i>Clear guidance on how to inform the surgery of your arrival?</i>	X		Reception desk clearly marked and waiting area to the right as you enter. To the left is the reception and waiting area for services provided by Oxleas.
<i>Electronic check-in available in the waiting room?</i>	X		Yes; is available and working and available in different languages.

<b>Observation Criteria</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
<i>Is there confidentiality/privacy at reception?</i>	X		Quite open but the desk is spread out. Patients wait behind each other. The desk is a good height so you can have a more confidential conversation if needed. A lower desk for wheelchair users is available.
<i>Are Reception Staff approachable and friendly?</i>	X		Yes; they seemed to be open and friendly.
<i>Is there a call system for appointments?</i>	X		Electronic banner that announces patient's names and room numbers.
<i>Are waiting times displayed/patients informed?</i>		X	Waiting times are not displayed but there was a poster explaining the reasons why there may be a wait.
<i>Is online booking advertised/available?</i>	X		Poster and flyers available.
<i>Is the waiting room child friendly?</i>	X		Children's area with toys, books, and a chalk board. Notice to parents to ensure that children remain supervised.
<i>Is a hearing loop installed?</i>	X		Yes; and poster displayed
<i>Toilets Available?</i>	X		Male and female toilets and a unisex accessible toilet also available.
<i>Hand sanitisers available?</i>	X		Near the toilets.
<i>Are there clear notice boards with up to date information displayed?</i>	X		Neat and tidy noticeboards with posters that are laminated and up to date.
<i>Are translation services available? Are they advertised?</i>	X		Yes; and a poster is displayed to make patients aware of this.
<i>Is the information provided available in other formats?</i>	X		Available and a poster is displayed to advertise this.
<i>Is signage clear and up to date?</i>	X		All signage is new, clear, and easy to follow.

<b>Observation Criteria</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
<i>Is there a comments/complaints box available?</i>	X		Suggestion box and the NHS 'friends and family test' box displayed.
<i>Is there a Patient Participation Group? Is it advertised?</i>	X		Yes, and it is advertised.
<i>Are the names/photographs of staff at the service displayed?</i>	X		The names are displayed but no photos.
			<b>Other:</b> <i>A raised high back chair with arms available Magazines/newspapers</i>

### Premises (cont.)

How would you rate the cleanliness of the surgery?



Poor = 2 | Good = 8 | Very good = 5 | Excellent=1 | N/A=1

*“Good transport links but not sure about parking.”*

*“Walking distance for me.”*

*“Need to get a bus but it stops outside.”*

*“I walk as parking is difficult.”*

*“No parking for patients.”*

*“Bus stops right outside.”*

*“Live in the new flats in the square.”*

*“No parking for patients and difficult to get to on the buses from Blackheath. Even though there are bikes racks outside they are not safe/lockable.”*

How would rate the access to the GP practice? E.g. parking, public transport links



Poor = 2 | Good = 8 | Very good = 5 | Excellent=1 | N/A=1

### Appointment booking and punctuality

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



Very poor=1 | Poor=3 | Good = 6 | Very good = 5 | Excellent=2

*“Flexible enough to get one within a week.”*

*“I either phone or come in to make an appointment and never have to wait too long.”*

*“Phone can be difficult for same day appointments. I have the app now and that is good for booking appointments in advance.”*

*“No appointment the same day- have to wait 2-3 days.”*

*“Call at 8:00am and can be on the phone for an hour and receptionists do not answer. Not very good.”*

*“App is really quick and easy. If I call I have to wait ages before they answer.”*

*“Depends on the Dr- if you want to see your named GP you may have to wait two weeks.”*

*“Phoned at 8am this morning and got an appointment the same day.”*

*“If you want an appointment you have to wait for up to four weeks - hopeless if you are ill. Otherwise have to phone in for an emergency same day appointment at 8am and the phone is constantly busy for up to 10mins and can't get through.”*

*“Not got used to the electronic system for booking in yet and generally have to wait a long time to get an appointment.”*

*“Seemed good (newly registered - 1st time seeing a GP at the surgery). Came in to make an appointment and the GP rang me back at home and called for an emergency appointment. Recently underwent major spinal surgery in France that has enabled me to walk again.”*

How would you rate the surgery opening hours?



Good = 8 | Very good = 9

*“Extended hours available which is very good.”*

*“Very convenient as they have late appointments which I can get after work.”*

*“Good for me.”*

*“Very convenient.”*

*“Opening hours work for me.”*

*“The times are good (8am-6:30pm) but possible could be improved by opening from 7am-7pm to accommodate people setting off for work.”*

*“OK - appointments that accommodated working hours no longer an issue as I am a mature student.”*

How would you rate the punctuality of the appointments?



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

*“Can get an appointment the same day if I call first thing in the morning but if I want to see my named GP (Dr Cassidy) I have to wait three weeks.”*

*“Never wait long- normally around 5 minutes but the reception staff will let me know if they are running late.”*

*“Dr Maryam Mownah spends a real amount of time listening so sometimes I might wait to be seen but I don't mind the wait.”*

*“Normally good but can depend on the day.”*

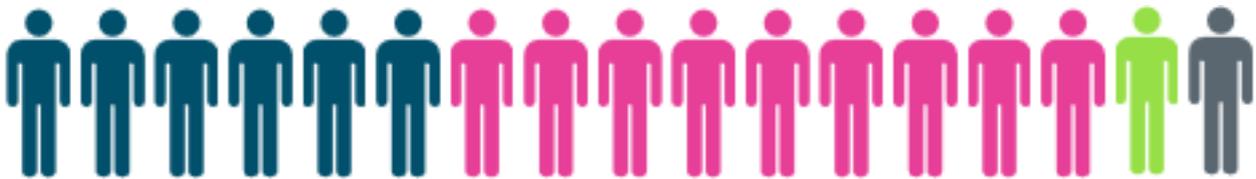
*“Can wait up to 30 mins but if I'm only a few minutes late the GP will not see us.”*

*“Varies - sometimes almost immediately on other occasions have had to wait up to half an hour before seeing the GP.”*

*“Good on average - mind you there is a huge variation depending on circumstances.”*

## Treatment received by surgery staff

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



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

*“Some are lovely but I had a bad experience with one of them. They were quite forceful and abrupt so I now just avoid them if I can.”*

*“Very helpful- apart from answering the phone.”*

*“Really lovely - Friendly and accommodating.”*

*“Very good- always pleasant.”*

*“Always polite over the phone and answer all your questions.”*

*“The standard does vary from receptionist in terms of friendliness and approachability.”*

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



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

*“Dr Jaisun Vivekanandaraja is very good.”*

*“Named GP is very good but everyone I have seen has been good too.”*

*“I have seen a few but they are all good. As I normally get a last-minute appointment I will see whichever GP is available.”*

*“My named GP is Dr Maryam Mownah and she is excellent.”*

*“All of them are really very good.”*

*“See different GPs but always good.”*

*“Never see the same GP and the quality does vary. Would prefer a familiar one who knows me and can form a personal relationship with.”*

*“Not particular about who I see.”*

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



Good = 6 | Very good = 3 | Excellent=1 | N/A=1

*“Amazing and really know their stuff.”*

*“I go for blood tests and they are always very good.”*

*“Not seen them for year but she was amazing when I saw her a few years ago and I know she is still with the practice.”*

*“Only seen one but she was very good.”*

### Involvement in decision making and information

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



Poor = 2 | Good = 3 | Very good = 7 | Excellent=1 | N/A=4

*“Dr Cassidy really takes the time to listen and includes my opinion when making decisions about my care.”*

*“They always talk things through with me.”*

*“Dr Maryam Mownah really listens and remembers me as an individual. She gives advice and listens to my opinions.”*

*“I see a specialist and all my treatment is discussed with me thoroughly.”*

*“Listens to concerns with real interest. Don't treat you just like a number.”*

*“Just tell you to follow instructions given with too little time to discuss. Always conscious of time pressure.”*

*“If you ask questions they will respond.”*

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



Poor = 1 | Good = 3 | Very good = 7 | Excellent=2 | N/A=4

*“Excellent at follow-ups and take the time to ensure I understand the information they give me.”*

*“Time is a factor.”*

*“Make sure I fully understand and they do great follow-ups.”*

*“Don't give clear explanations tend to resort to clinical/professional terminology rather than using plain spoken English.”*

*“Depends - I am not a frequent attender.”*

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## Medication and prescriptions

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How would you rate the ease of getting your prescriptions?



Poor = 1 | Good = 3 | Very good = 6 | Excellent= 4 | N/A = 3

*“They do them online and send them directly to the pharmacy.”*

*“I have repeat prescriptions and sometimes it's good and sometimes it is poor service.”*

*“Send direct to the pharmacy and then I collect.”*

*“Send them straight to the pharmacy.”*

*“Repeat prescriptions are convenient.”*

*“Goes straight to the chemist.”*

*“GP gives me a prescription and I take it to the chemist down the road to get it filled.”*

*“Go down to the pharmacy down the road. My husband depends on an automatic repeat prescription and the style is totally unreliable.”*

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## PPG awareness

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Are you aware of the PPG at this surgery?



No = 8 | Yes=1 | N/A=2

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## Overall satisfaction

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



Good = 6 | Very good = 3 | Excellent=1 | N/A=1

*“Been with the practice since I moved here 9 years and I would never change.”*

*“Always room for improvements but Dr Maryam Mownah is great.”*

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# Conclusion and recommendations

## Premises

The surgery is located on the top floor of the Greenwich Centre. It is accessible by stairs and lift. It is new building and the reception is clear and open but the Authorised Representatives did note that the floor is slightly raised.

- **Recommendation 1:** While the floor by reception is getting fixed there needs to be a sign to warn patients of the potential trip hazard.

## Appointment booking and punctuality

Most of the patients we spoke to were pleased with how easy it is to get an appointment if you call in the morning but some noted that it was difficult to get. Some patients who use the app said it was much easier to use and some people still struggle to use the online booking system.

- **Recommendation 2:** Online booking is available and information is displayed but when patients register for the online service they should receive more information on how to use it. <sup>3</sup>

Waiting times for appointments can vary but mostly patients were pleased with the punctuality. There was a poster that explained some of the possible reasons for the delay and it is always important to keep patients informed.

- **Recommendation 3:** 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 feedback we received about the treatment from all surgery staff was very positive. Names of all clinical staff are displayed behind the reception desk. There is a digital display to inform patients of when they are being called but the clinical staff do come out to the waiting room too.

## Involvement in decision making and information received

Patients feel involved and informed. The poorer feedback on information received seems to be down to the length of appointments which is frequently an issue. The follow-ups that are carried out were praised by patients. Really good to note that they advertise online booking services, interpretation/translation services and the availability of information in accessible formats. The information on the notice boards is up to date and very well displayed.

## Medication and prescriptions

Most patients were pleased with the ease of collecting medications and prescriptions, but we did hear that ordering repeat prescriptions is not always reliable.

- **Recommendation 4:** Information on how to use the online repeat prescription service would be useful to ensure patients are confident to use the system.

## PPG awareness

Awareness of the PPG was low but posters are displayed on the notice boards in the waiting areas.

## Overall satisfaction

The overall feedback we received rated this practice as 'Good' to 'Excellent'. There is a comment box for patient feedback in the waiting room as well as a box for the NHS friends and family test answers.

- **Recommendation 5:** 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:

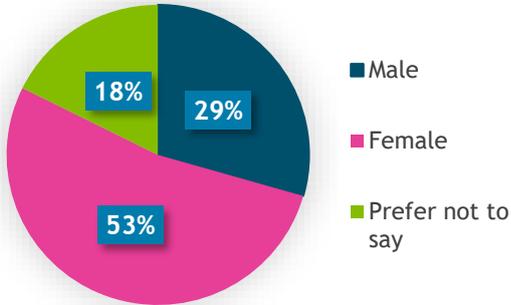
“We were very happy with the report. We found the recommendations helpful and plan to put these into action where possible.”

**Vanbrugh Group Practice**

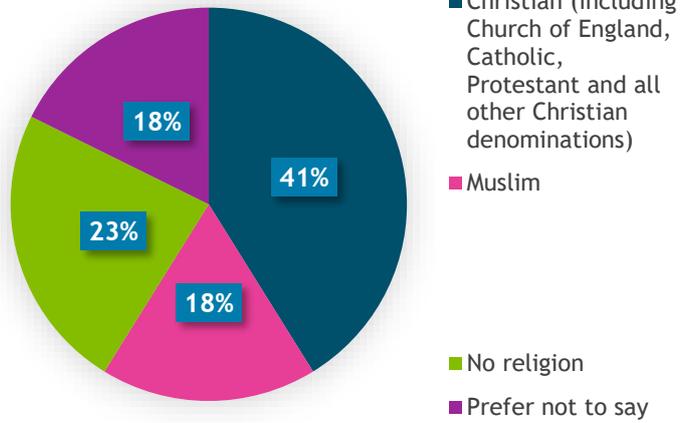


**Demographics**

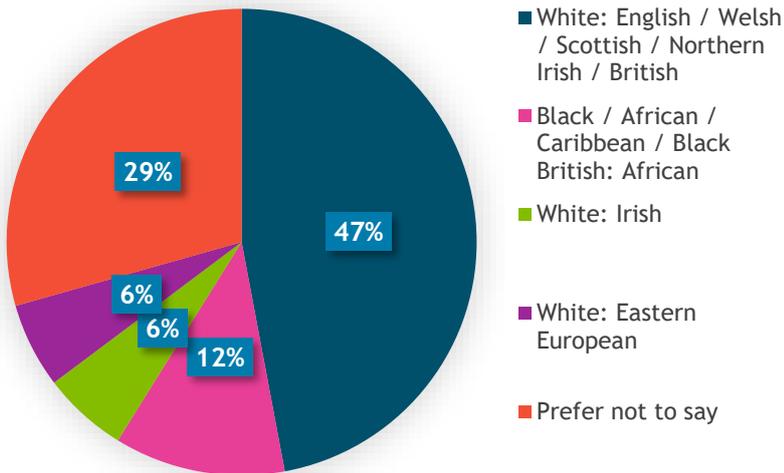
**Gender**



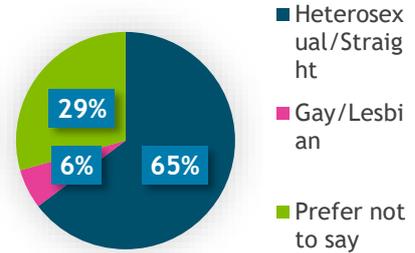
**Religion**



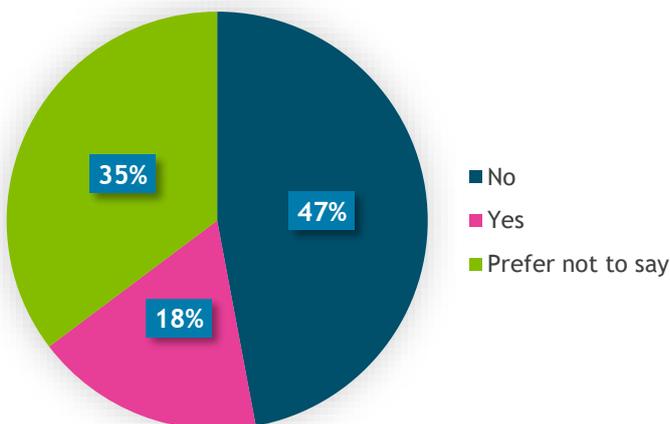
**Ethnicity**



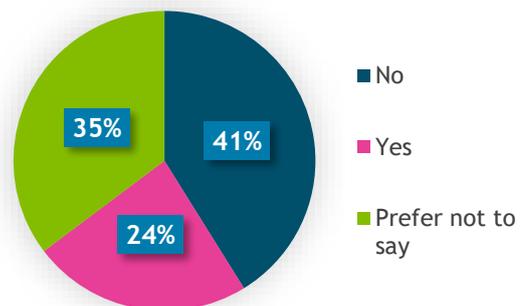
**Sexual Orientation**



**Do you consider yourself to have a disability?**



**Are you a carer?**



## References

<sup>1</sup> <http://vanbrughgps.co.uk/>

<sup>2</sup> <https://www.cqc.org.uk/provider/1-199741124>

<sup>3</sup> <https://www.england.nhs.uk/wp-content/uploads/2016/11/pat-guid-getting-started-gp-online.pdf>

## 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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