



Enter and View Report 1: 07.06.2017
Greenwich Musculoskeletal (MSK)
Service





Details of the service

Service information * Information received from the service provider

Service Provider:	Circle Musculoskeletal (MSK) Greenwich
Service address	Eltham Community Hospital, 30 Passey Place, London SE9 5DQ
Contact telephone:	020 3893 8382
Contact email:	msk.greenwich@nhs.net

Number of clinical staff:	3 Extended Scope Physiotherapists (ESPs), 1 GP with a Special Interest (GPwSI), 9 Consultants
Number of patient referrals:	2000 monthly

Opening hours

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

Services & clinics available:

ESP clinic for MSK Assessment and Treatment,
Telephone Physiotherapy assessment and treatment,
GPwSI clinic for complex MSK Conditions,
Consultant Rheumatology Clinic,
Consultant Pain Clinic,
Consultant Orthopaedics Clinic.

Details of the visit

Details

<i>Date(s) and Time(s):</i>	07.06.2017 from 9:00am-11:00pm
<i>Authorised Representatives:</i>	Jane Hopkins – Authorised Representative, Healthwatch Greenwich 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

Results of visit

Premises

<i>Observation Criteria</i>	<i>Comment</i>
<i>External Building Condition</i>	A newly built building which is set back off the street. 5 min walk from the main high street. Clearly signposted and well served by several bus routes from different areas of the borough.
<i>Internal Decoration</i>	Clean and fresh. Area well lit, by natural light, through large windows. Good sense of space didn't feel over crowded. Waiting room space shared by two GPs and outpatients. Bins available and drinking water. Some magazines to read. Small clock on the wall.
<i>Parking arrangements, Including Provision for Disabled Visitors</i>	Disabled parking bays at the back of the building. Level entry and step free access. Drop off and pick up point in front of the main entrance. Local pay and display car park 2 mins walk.

Observation Criteria	Yes	No	Comment
<i>Wheelchair/Pushchair accessible?</i>	x		Bank of wheelchairs available for use by the front door.
<i>Clear guidance on how to inform the surgery of your arrival?</i>		x	Signage to direct patients to the main reception desk is small and easily missed. Not easy to discriminate it from the other reception desks linked to the GPs co-located within the ground floor area.
<i>Electronic check-in available in the waiting room?</i>		x	There are two electronic check-in screens but these belong to the GP surgeries which could be confusing for outpatients.
<i>Is there confidentiality/privacy at reception?</i>		x	Not really- open counter is good and friendly and approachable but is quite close to the seating area so personal information could be heard.
<i>Are Reception Staff approachable and friendly?</i>	x		Clearly spoken, evident pride in job, efficient and good social (soft) skills.
<i>Is there a call system for appointments?</i>		x	The doctor comes out into reception area to introduce themselves to the patient and escort them personally into the room.
<i>Are the waiting times displayed/patients informed?</i>	x		Waiting times are not displayed but the receptionist did notify patients of expected wait.
<i>Is the waiting room child friendly?</i>	x		A small table and chairs for children in the waiting area. Separate baby change and feeding rooms available.
<i>Is a hearing loop installed?</i>		x	Not seen.
<i>Toilets Available?</i>	x		Men, Women, and Accessible toilets. Well sign posted. Clean and fresh.
<i>Are there clear notice boards with up to date information displayed?</i>	x		One general information notice board located down the corridor from the reception desk. Not in the most visible area.
<i>Is the information provided available in other formats?</i>		x	Not seen. Information on health topics are displayed in the waiting area.
<i>Is signage clear and up to date?</i>	x		Could be larger and more prominent for people with visual impairments, especially for the main reception desk.
<i>Is there a comments/complaints box available?</i>		x	Not seen.
<i>Are the names/photographs of staff at the service displayed?</i>		x	Not that we could see but would have been nice.

Other:

- Air of calm efficiency that was soothing which doesn't raise anxiety.
- A bit antiseptic- a few more pictures and magazines would have been nice.

From the observations made we found it was not overly clear where the reception desk for outpatients was located. This is due to the area being shared with two GP practices, their reception desks are located directly in front of the entrance. The main reception for outpatients is located down the on the right-hand side. There is only a small printed sign on A4 paper that indicates that out patients are to check in at the main reception. There are also two electronic check-in screens for the GP practices which could be confusing for patients wanting to check in.

"I tried to book in using the machines in reception and then I found my way to the main reception."

Appointment booking/referral

The feedback we received regarding the referral process was positive, especially concerning the waiting times for appointments. It was also noted that appointments were convenient and easily changed if the date and time was not suitable.

4 out of the 6 people we spoke to were attending their first appointment. When asked how long did they waited to receive confirmation of their referral 4 people said it took '2 weeks', 1 person said '3 weeks' and 1 person said '4 weeks or more'.

"Earlier than expected- I was very surprised."

When asked how long after receiving confirmation did they wait until your first appointment 3 out of 6 said it was between 1-2 weeks, 1 person said 3-4 weeks and 1 person said 5-6 weeks.

"Very good, I had to change my appointment due to work and they were very accommodating."

One person stated that they waited 9 weeks or more before getting their first appointment but this was due to being referred to a consultant at Queen Elizabeth Hospital first:

"I had to wait 9 or more weeks because I was referred to a Consultant at Queen Elizabeth Hospital by the GP and then I was referred here."

1 patient rated the length of time that they had to wait for an appointment as 'Good', 3 patients rated it as 'Very Good' and 2 patients rated it as 'Excellent'.

When asked about their condition between seeing their GP and having their first appointment 3 out of 6 people said it 'Improved, 2 people said it 'Stayed the same' and one person said it 'Deteriorate'.

4 out of 6 of the patients said they could choose the date of their appointment, one said they could not and one person said they were 'Not sure'.

Assessment process

Most people we spoke to were really content with the assessment process and the information they received in their first appointment. We should note that most people we spoke to had just been for their first appointment and therefore to get an informed decision about if the information was subsequently adequate would require a follow up with these individuals.

When asked how the patients would rate the assessment process by the MSK service, 2 people said 'Very Good' and 4 people said 'Excellent'.

4 out of 5 (one person did not respond to this question) said they were given advice and information on how to manage their condition at their first appointment. One person said they did not receive information or advice:

"Had to wait between 4-5 weeks between my 1st and 2nd appointment. The 2nd appointment is today and I'm due an injection in my shoulder. I was not given any information or advice between appointments so I just took more painkillers. Hopefully this injection today will have a positive effect."

Of the 4 people who said they did receive advice and information all said they were given 'Just the right amount'

"Quick, very informative and good advice."

"They had time to listen and explained things clearly."

Treatment received by staff

The non-clinical staff at the service (e.g. receptionists) treatment of patients was rated as 'Very Good' by 2 patients and 'Excellent' by 4 patients.

"The receptionist called to remind me of the appointment. Was very helpful."

The treatment from the clinical staff at the service was rated as 'Very Good' by 2 patients and 'Excellent' by 4.

"Very knowledgeable."

Involvement in decision making

4 out of 5 (one person did not respond to this question) said they were 'Fully' involved in making decisions about their care and treatment and 1 person said they were 'Not sure'.

"Gave a lot of options. Know where pain in coming from. Explained options. Had a choice. Very good. Checked thoroughly."

"Excellent advice, explained what was wrong and how to put it right."

Overall service satisfaction

When asked how they would rate the quality and overall experience of the receiving the MSK services 2 people said, 'Very Good' and 4 people said 'Excellent'.

"A very well-run facility."

Service provider response

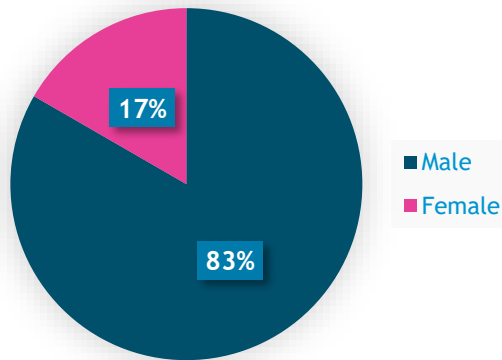
We're really pleased by the positive feedback from patients about the new Circle MSK service in Greenwich. We were particularly pleased that patients said they didn't have to wait long for appointments and that the service overall was rated 'Good' or 'Excellent'. We're really pleased patients felt involved in their decision making, as this is especially important to delivering excellent patient care.

We're grateful to have feedback on areas we can improve on. Currently Eltham Community Hospital is being renovated and we plan to improve our signage, check-in process and have better information once we move into our new reception area. At the moment we ask for our feedback cards to be returned to reception, but we agree a complaints/comments box would be better, which we will install soon. We look forward to the next E&V – patient feedback is vital to help us improve our service.

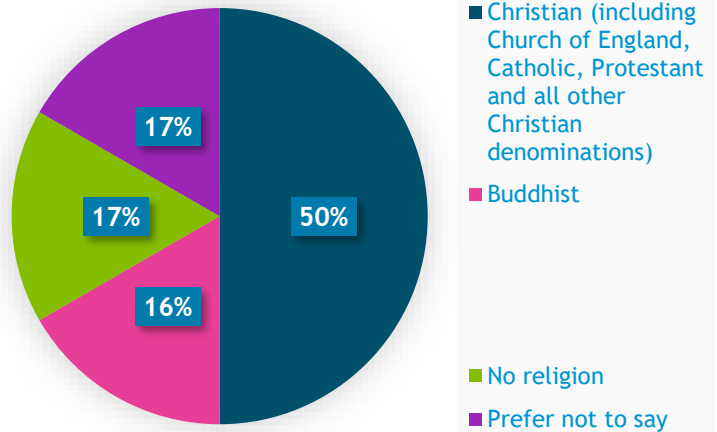
Circle comment from E&V report - visit 7th June 2017

Demographics

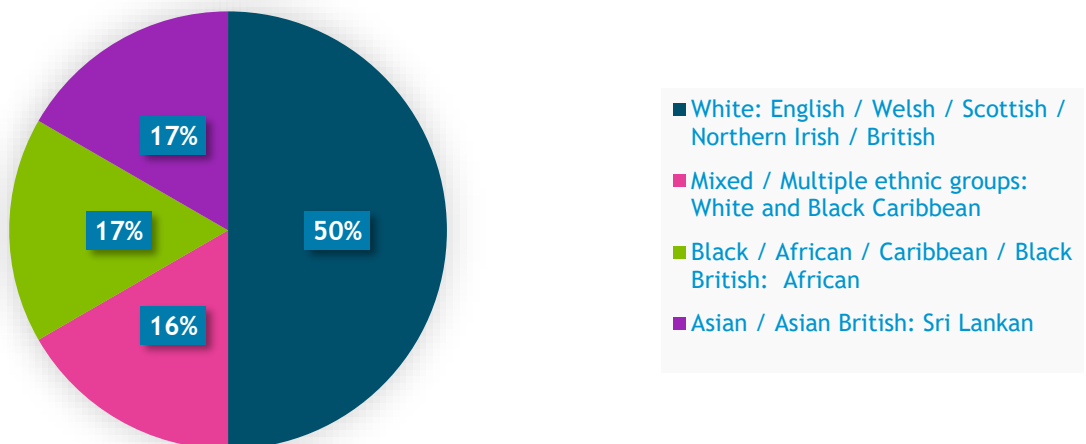
Gender



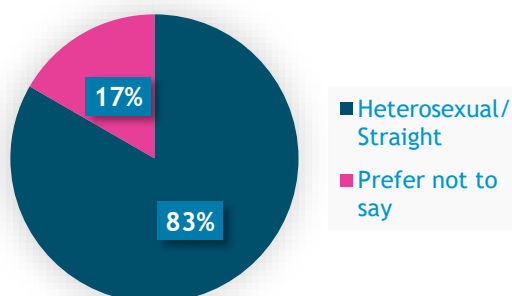
Religion



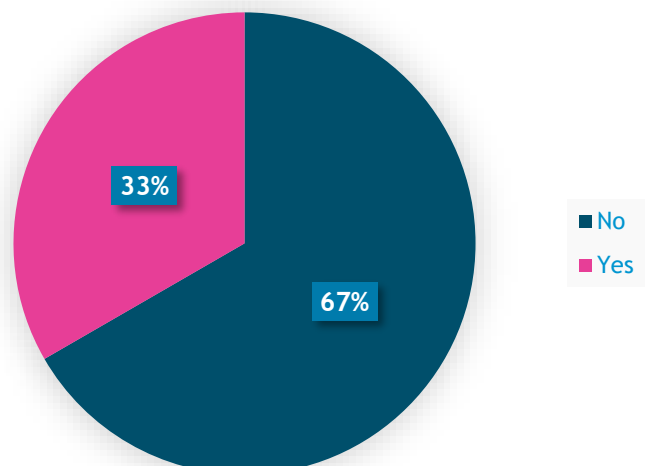
Ethnicity



Sexual orientation



Do you consider yourself to have a disability?



References

¹ <http://www.thetrinitymedicalcentre.co.uk/>

² <https://www.cqc.org.uk/location/1-496237871>

Contact us



Get in touch

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