

## Healey Surgery

# Enter and View Report

### Contact Details:

Healey Surgery,  
Whitworth Road,  
Rochdale,  
OL12 0SN

### Date and Time of Visit:

08/11/2017  
10.00 - 12.00

### Healthwatch Rochdale Representatives:

Alex Leach  
Jane Jackson  
Emma Radcliffe  
Irene Jackson



**V.12**

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# Introduction

## About Healthwatch Rochdale

Healthwatch Rochdale is the independent consumer champion for children, young people and adults who use health and social care services in the borough.

- We work to ensure consumer's views about services are represented both locally and nationally;
- We focus on local voices being able to influence the delivery and design of local services;
- We have statutory powers that enable local people to influence health and social care services under the Health and Social Care Act 2012

Healthwatch Rochdale investigates what people want from their health and social care services such as hospitals, GPs, care homes and pharmacies. This is referenced against information gathered from health and social care providers, commissioners as well as national and local research sources. Healthwatch Rochdale also produce reports about services visited and make recommendations for action where there are areas for improvement.

As part of this role Healthwatch Rochdale has statutory powers to undertake Enter and View visits of publicly funded health or social care premises. Enter and Views are undertaken when Healthwatch Rochdale wishes to address an issue of specific interest or concern. These visits give our trained Authorised Enter and View Representatives the opportunity to find out about the quality of services and to obtain the views of the people using those services.

Our Enter and View policy is available to view at [www.healthwatchrochdale.org.uk](http://www.healthwatchrochdale.org.uk)

You may also wish to look at The Local Authorities (Public Health Functions and Entry to Premises by Local Healthwatch Representatives) Regulations 2013 available to view at [http://www.legislation.gov.uk/ukxi/2013/351/pdfs/ukxi\\_20130351\\_en.pdf](http://www.legislation.gov.uk/ukxi/2013/351/pdfs/ukxi_20130351_en.pdf)

## Acknowledgements

Healthwatch Rochdale would like to thank the assistant practice manager for helping to organise this Enter and View visit on the day. We would also like to thank all service users, visitors and staff who took the time to speak to us on the day and for their contribution to our Enter and View.

## Disclaimer

Please note that this report relates solely to findings observed on the specific Enter and View visit date. This report is not a representative portrayal of the experiences of all service users and staff but serves as an account of what was observed and contributed at the time of the visit.

## DISCLAIMER

**This report relates only to the service viewed at the time of the visit, and is only representative of the views of people who met the Enter and View team on those dates.**

# Visit Background & Purpose

## Background

Healthwatch Rochdale used our intelligence centre to highlight key trends in areas of quality, service and access in relation to GP services in the Rochdale Borough. The information was then used to create an Enter and View timetable which included 12 GP surgeries in Heywood, Middleton, Rochdale and the Pennines.

Healthwatch Rochdale received intelligence around Healey Surgery from patients. Therefore, as the independent health and social care watchdog, Healthwatch Rochdale deemed it appropriate to use its statutory power<sup>1</sup> to Enter and View providers to observe matters relating to health and social care services.

## Visit Purpose

- To engage with Healey Surgery's patients and staff members
- Observe patients and visitors engaging with Healey Surgery's staff and their surroundings
- Capture the experience of service users as well as any ideas they may have for service improvement and/or change
- Identify examples of good and poor working practice within Healey Surgery

## Methodology

Before we carried out the announced visit, Healthwatch Rochdale electronically delivered pre-visit documentation to Healey Surgery. This information was addressed to the practice manager.

On arrival for the visit at 10:00am, Healthwatch Rochdale representatives were met by practice manager. The representatives were given a tour of the facilities and introduced to all staff members.

The visit was then split into sections as documented in this Enter and view report:

- Visual Observation
- Interview with Practice Manager
- Interviews with Patients and Visitors

After the visit was completed, the lead representative held a debrief and informed that a report would be sent with an opportunity to comment on the recommendations.

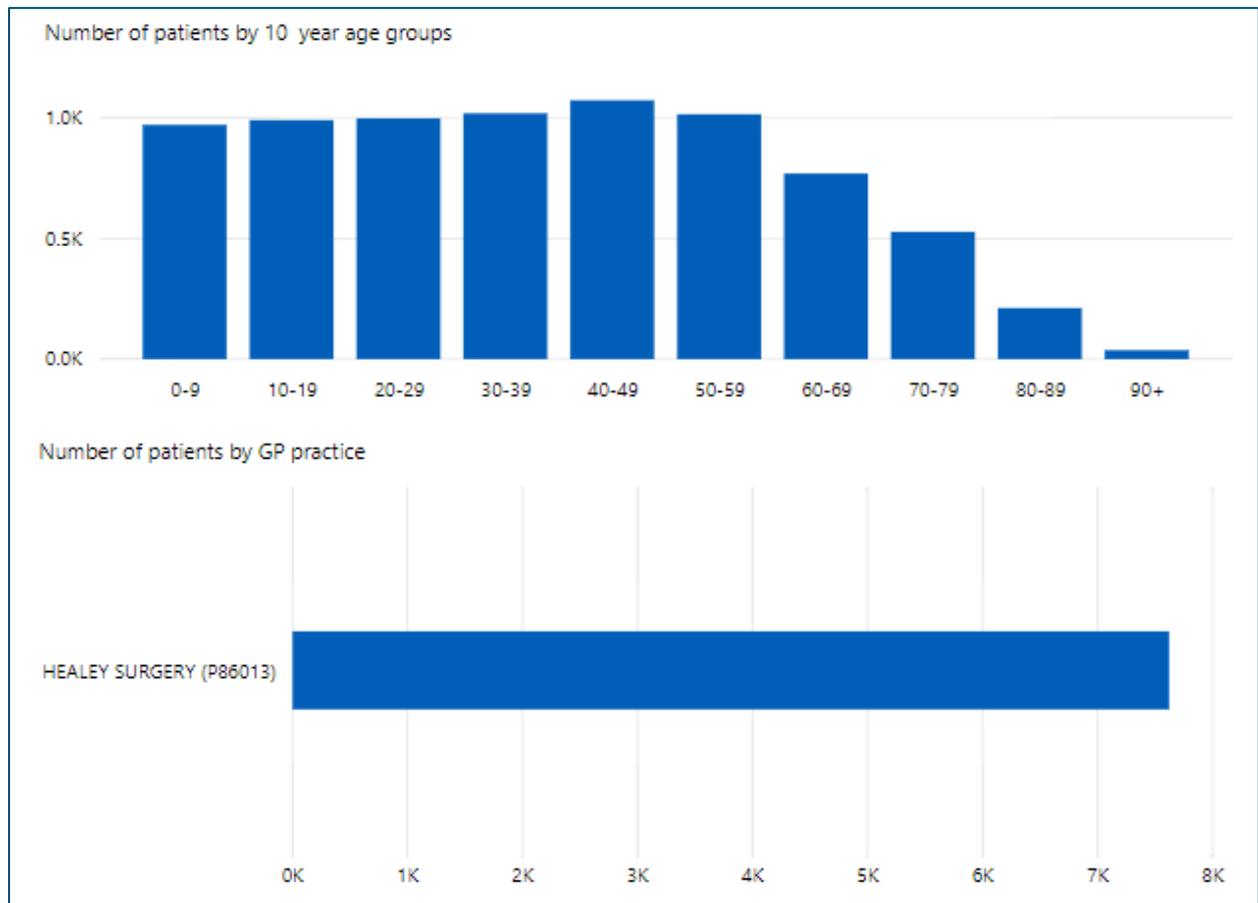
## Key Observation Findings

- The internal building conditions were classified as good, in very good condition
- The internal decoration was classified as good, very clean and well decorated
- Wheelchair and pushchair access was available, a wheelchair was also located at the entrance for patients
- There was very clear guidance on how to notify the practice of your arrival, with reception staff addressing patients in a friendly and helpful manner
- There was not a clear delineation for patients when at the reception desk
- The reception staff were very helpful and communicated well with patients
- There was a call system in place within waiting rooms
- There was clear information regarding the staff on duty within the service on the day of the visit
- There was no information regarding waiting times or delays in appointments
- The on-line booking system was advertised
- There was a hearing loop installed at the main reception desk
- There were toilets available, which were clean and modern. In both the women's and disabled toilets no hand sanitising gel or hand wash was available
- Information on the notice board was deemed up to date and available in other formats
- There was information present on the notice board about the patient participation group, which included resources and information on how to join the patient participation group
- There was information present on the notice board about complaints/compliments
- A car park was available on site
- Overall, the building was fit for purpose, maintained to a high standard with facilities providing a good patient experience. Informative information was present on the notice boards, staff communicated well with patients. The patient journey which was observed by the representatives whilst in the surgery worked well, when observed on this visit



# Key Findings from Interview with Practice Manager

- The current practice list size is 7,620 patients



Source: <https://digital.nhs.uk/Patients-registered-at-a-GP-practice-GP-data-hub>

- The practice is open Monday to Friday from 8.00am until 6.30pm
- The practice holds extended hours appointments on Monday evening from 6.30pm
- The appointments offered are routine, pre-bookable with the doctor up to 10 days in advance and urgent appointments on the day
- Patients can book routine appointments via the reception desk, telephone or online booking system
- Requests for repeat prescriptions can be made at the reception desk or online
- Online patient access through the EMS system is available and is currently above the target requirement for uptake of patients
- The practice conducts both home and care/residential home visits when required
- Healey Surgery also provides the below services;
  - Post-Natal and 6 week baby checks
  - Family Planning Clinic
  - Child immunisations
  - Cervical smears
  - Diabetes checks

- Asthma and COPD
  - Minor Surgery
  - Travel vaccinations
  - Phlebotomy
  - Drug Addiction Clinic
  - Health Trainer
- The practice has a patient participation group, and patients are informed to contact the office manager for information regarding joining the group
  - The practice has a complaints policy in place which is available at the reception desk and on the website
  - The practice has an equality and diversity policy which staff are informed of in their induction to the organisation
  - Interpretation services were available on request
  - The practice train staff on a regular basis in fundamental areas including customer service, information governance and health and safety

# Key Findings from Interviews with Patients

## Patient's responses for access and booking appointments

1. We asked: How do you usually book your appointments?

Telephone	Online	At Reception	Repeat appointments
72%	17%	11%	0%

(17 patients answered)

Comments received:

*"Telephone engaged"*

*"Cannot get appointment"*

*"Finds it really difficult"*

*"Takes ages to get through"*

*"Always engaged"*

2. We asked: Do you use online booking?

**29%** Said Yes

**71%** Said No

**0%** Said Sometimes

(14 patients answered)

Comments received:

*"Unaware of online"*

*"Very useful"*

3. We asked: If answered No or Sometimes to Question 2: why is this?

Don't use a computer	Don't want to	Unaware of it	Don't have log in details	Unsuitable
17%	25%	25%	8%	25%

(12 patients answered)

4. We asked: Do you find it difficult to get urgent appointments on the same day?

**64%** Said Yes

**36%** Said No

**0%** Said Not Applicable

(14 patients answered)

Comments received:

*"Never get through- I have to come down and queue at 8am, no longer in work so I can"*

*"Can get in if you come between 8-8.30am"*

*"Always get appointments but they have been for children under 16 years"*

5. We asked: If you have been unable to obtain an urgent appointment have you been signposted to the HMR 7 Day access service?

**0%** Said Yes

**100%** Said No

**0%** Said not applicable

(12 patients answered)

Comments received:

“Didn’t know service”

“Didn’t know anything about it”

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6. We asked: Do you find it difficult to get routine appointments?

**42%** Said Yes

**58%** Said No

**80%** Said not applicable

(12 patients answered)

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7. We asked: Overall, how would you rate your experience of booking appointments at this surgery?

**25%** Said Excellent

**75%** Said Could be Improved

**0%** Said poor

(12 patients answered)

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## Patients responses for patient involvement

8. We asked: Are you aware the GP practice has a patient participation group?

**23%** Said Yes

**63%** Said No

**8%** Said Don’t know

(12 patients answered)

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## Patients responses for quality of care

9. We asked: Are the opening times here convenient for you?

**83%** Said Yes

**0%** Said No

**17%** Said Mostly

(12 patients answered)

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10. We asked: How do you find the staff?

**67%** Said Happy  
with staff

**25%** Said Happy with  
most staff

**8%** Said Unhappy with  
staff

(12 patients answered)

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11. We asked: Do you tend to feel listened to during your appointments?

**73%** Said Yes

**0%** Said No

**27%** Said most of the  
time

(12 patients answered)

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12. We asked: Do you tend to find the information you receive in your appointments helpful?

**73%** Said Yes

**0%** Said No

**27%** Said most of the  
time

(12 patients answered)

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13. We asked: Overall, how satisfied are you with the care provided?

**38%** Said Very  
Satisfied

**54%** Said Satisfied

**8%** Said Unsatisfied

(12 patients answered)

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14. We asked: What recommendations as a patient would you make to Healey Surgery to improve overall experience?

Comments received:

*“Booking appointments to stop coming down to surgery”*

*“Likes how they work. Her little boy with her today, nothing for children i.e. books or an area to play etc”*

*“Not enough consistency, staff are not always helpful”*

*“Better communication between staff and patients”*

*“Improvement on appointment bookings”*

*“Get a new tannoy speaker system I find it unclear - car park very full can be difficult at times”*

*“improve waiting times, cold waiting room cold and not very inviting better info on one board”*

*“Finds the surgery ok - no breastfeeding area”*

(8 patients answered)

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# Recommendations

This report highlights the good practice that the representatives observed on this Enter and View visit and reflects the appreciation shown by the majority interviewed in relation to the care and treatment provided by Healey Surgery.

The observation and interview findings also serve to highlight some areas for improvement and helpful suggestions to make the experience even better for patients at Healey Surgery.

Therefore, considering this visit we recommend:

Recommendation ID	Recommendation
1	<p>Healthwatch Rochdale data shows that of 12 people asked 63% were not aware of the patient participation group.</p> <p>Healthwatch Rochdale recommend that Healey Surgery should review their patient participation group and membership to ensure there is an effective and established group in place, with the overarching role to:</p> <ul style="list-style-type: none"> <li>• being a critical friend to the practice;</li> <li>• advising the practice on the patient perspective and providing insight into the responsiveness and quality of services;</li> <li>• carrying out research into the views of those who use the practice;</li> <li>• regular communication with the patient population.</li> </ul>
2	<p>There was an infection control information poster on entrance to the surgery, however there was no hand sanitising gel available at both the entrance and in the female and disabled toilets.</p> <p>Healthwatch Rochdale recommend that Healey Surgery should review the cleaning matrix to ensure hand sanitising gel is available in the toilet area.</p>
3	<p>Healthwatch Rochdale data shows that of 12 people asked 100% were not aware of the HMR 7-day access service to a GP or Nurse.</p> <p>Healthwatch Rochdale recommend that all staff are reminded about the HMR 7-day access to a GP or nurse service. This information is to be shared with patients when appropriate.</p>
4	<p>Healthwatch Rochdale recommend that the practice continue to publicise the online booking system to reduce the calls coming into the practice.</p>

5	<p>Healthwatch Rochdale recommend that good practice which was observed on this visit by Enter and View representatives is shared with staff members in the surgery. A example of this was;</p> <ul style="list-style-type: none"> <li>• A Healthwatch representative observed excellent levels of care and dignity, when a patient entered the surgery who had a health condition, and required the use of a wheel chair. The administration staff dealt with the patient excellently and he was very happy with the service he received that day.</li> </ul>
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## Response from Provider

### Healey Surgery

#### Action Statement

Recommendation ID	Recommendation
1	<p>Details of our PPG is advertised on our website, via posters placed within the practice. The practice proactively promotes our PPG and will continue to undertake quarterly meetings.</p> <p>Furthermore, the practice has introduced “Practice Engagement Leads” which will be published on our website and via posters placed within reception.</p> <p>The practice encourages feedback via “Friends &amp; Family Test”.</p> <p>Following recruitment of a new Practice Manager a review of our website will be undertaken in order that additional items / areas are displayed.</p> <p>The practice will also be undertaking various patient surveys on a regular basis.</p> <p>The practice is in the process of publishing our first newsletter which will be updated on a quarterly basis in line with both staff / PPG feedback and suggestions.</p>
2	<p>Hand sanitising gel is now available in:</p> <ul style="list-style-type: none"> <li>• Disabled toilet</li> <li>• Female toilet</li> <li>• Reception</li> </ul> <p>A handover document is in place between the practice / contract cleaners to aid communication.</p> <p>Wed 1st March the practice is also to implement a daily inspection of the premises both externally / internally.</p>

3	<p>The “7 Day Access Service for HMR” is advertised on our practice website and via posters placed within the surgery.</p> <p>In addition, the Practice Team proactively signposts patients to the most appropriate Healthcare Professional.</p> <p>The aim of our Reception Team is to fully understand the needs and requirements of our patients to ensure that we help patients with their problem efficiently and conveniently by making sure our patients receive the right care at the right time in the right place with the right outcome.</p> <p>Our Receptionists will obtain the following information:  Nature of the problem  Duration of the problem  Severity of the problem</p> <p>This also acts as a safety net if any red flags are identified which are immediately highlighted to our clinicians.</p> <p>The “7 Day Access Service will also be included as a standard agenda item for all future LTIs.</p>
4	<p>The Practice continues to publicise Patient Access (as per website, posters in practice, PPG).</p>
5	<p>Feedback will be provided / documented to all practice staff in next LTI (8th March 2018).</p>

# Contact Us



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