



Enter and View

GP Surgeries

December 2017



Highcliffe Medical Practice Higham & Cliffe Surgeries



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1 Introduction

1.1 Details of visit

Details of visit:	
Service Address	Higham Surgery Hermitage Road Higham ME3 7DB Cliffe Surgery Milcroft Road Cliffe ME3 7QN
Service Provider	Medway Clinical Commissioning Group
Date and Time	Week commencing 11 th December 2017
Authorised Representatives	Nick Morton, Marion Shoard, Graham Trice, Daniel Hirshler
Contact details	

1.2 Acknowledgements

Healthwatch Medway would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

1.3 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.



2 What is 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.

2.1 Purpose of Visit

The visit aimed to speak with a range of patients to understand their experience of being a patient at this practice.

The visit also aimed to understand any pressures the practice was experiencing through speaking with staff members / the practice manager.

The reasoning for the visit and the Healthwatch Medway planned outcome was to see any good practice there was and to enable that to be shared with other surgeries at future Enter & View visits. There was a focus on appointment access and staff communication, along with patient choice and to see if the patient needs were met.

2.2 Strategic drivers

This was a planned visit in line with two of our chosen work priorities for 2017-2018 'Access to a GP' & 'patient choice'

Access to a GP appointment has always been an issue that has been raised to us at Healthwatch Medway.

2.3 Methodology

We contacted Kevin Creasey, the Practice Manager by email informing the surgeries of the time frame for our visits.

Our Enter & View authorised visitors used the times 8am - 1pm and 2.30pm - 7.30pm to be at the practices to talk with patients face to face using a survey tool.

The survey tool used was one that had been used by other local Healthwatch's and was slightly amended by our Enter & View volunteers. The survey tool focuses upon the areas of:

Accessibility

Patient Experience

Good Practice

Any Additional Needs

Informed consent was obtained from patients during the initial introduction to Healthwatch Medway and every patient that was spoken to appeared to be keen to take part in the exercise. Healthwatch Medway leaflets were given to every patient that we spoke with.

During the period we visited we spoke with 63 patients of the Higham Surgery and 38 patients of the Cliffe Surgery, a total 102 surveys were completed.

Considerations made include:

- That Healthwatch checked with the staff if there were individuals who should not be approached or are unable to give informed consent; as a Local Healthwatch member, we are there as a lay person, and we are not considered to have the expertise to know whether a patient has the capacity to give informed consent to having their views presented. Healthwatch along with staff determined if there were any patients or staff that should not be approached, or have their views formally recorded, and this was completed at each visit.



- Healthwatch were transparent about why we were there; explanatory forms were sent in advance of the visit along with posters. Healthwatch leaflets were left with all members of the public that we spoke to and we also verbally explained why we were there. Healthwatch also made it clear to all members of the public that spoke to us that they can walk away at any time.
- Healthwatch discussed our findings with the Practice Manager; we are there to observe a snapshot in time, but also report the facts. As Practice Manager, they are able to give context to the findings, and may be able to produce supporting documents. Draft findings were discussed at the end of the visit with the Practice Manager Mr Kevin Creasey.

2.4 Summary of findings

The majority of patients that were spoken to state that it was generally ok getting an appointment at the surgeries.

102 patients were surveyed across the surgeries with a large majority stating that they are always or usually happy with the service (5 did not answer and 2 answered no).

2 patients surveyed felt that their additional needs were not met in relation to extra support they might need due to disability.

2.5 Results of visit

Appointment System & choice of Doctor

Patients were asked “How easy is it to get an appointment and do you usually get to see the Doctor/nurse/health professional of your choice?”

20 Higham patients stated it was ok, with 30 stating it was very easy or easy, 24 of those able to see the GP or nurse or health professional of their choosing. 12 Cliffe patients stated it was ok, with 20 patients stating it was very easy or easy to get an appointment on the day, and 16 of those patients able to see the GP or nurse or health professional of their choosing.

Treatment Satisfaction and Service from Staff

Patients were asked “Are you satisfied with the treatment you receive and are you happy with the way staff communicate with you?”

58 Higham patients responded with yes they are either always or usually happy with the treatment they receive, with 1 patient stating no, and they did not expand on this response and 5 not answering the question. Also at Higham 7 patients answered that they had previously had issues with the way staff have communicated with them, the majority response was 52 patients stating no issues. 5 patients did not answer this question.

37 Cliffe patients responded that they are either always or usually satisfied with the treatment they receive, 1 patient responded with a no and did not expand on this. 35 patients, again the majority response, also stated that they had no problem with the way staff communicated with them, 3 patients stated they did have experience of a problem with staff communication.

2.6 Additional findings

General feedback included that the call back system works well, however it was inconvenient that there was no Saturday surgery available and closing on a Wednesday afternoon also impacted on appointment availability.

Patients were generally happy with the surgeries and felt the staff were friendly and helpful the majority of the time.

2.7 Recommendations

It was recommended that to assist patients with recognising toilet facilities, symbols were used.

It was also recommended that in the Cliffe surgery, doors were closed to keep conversations private.



2.8 Service provider response

Highcliffe Medical Practice would like to thank Healthwatch and their team of volunteers for coming into the practice to provide an external view of patient's satisfaction with the practice. We welcome feedback from our patients as it helps us to continually review our services to ensure we are meeting the needs of our registered patients.

We will reflect on the comments from this report, share them with our Patient Participation Group and implement any recommendations as necessary.

Thanks again for your help and assistance.

Many Thanks

Kevin