



**Enter and View Report**  
**Esh Winning Surgery**  
**Mackenzie House, Newhouse Road,**  
**Esh Winning, Durham DH7 9LA**  
**Monday 25<sup>th</sup> June 2018**



**Authorised Representatives: Paul Stokes and Jean Snow**

**Volunteer Support Officer: Claire Cowell**

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**Contents:**

Acknowledgements, disclaimer and context.....3  
Purpose of the visit.....4  
Planning and preparation.....5  
Information and data .....5  
What people told us .....6  
What we observed.....7  
Recommendations for the Medical Group .....9

**Appendices:**

Appendix A.....11  
Appendix B.....12  
Appendix C.....13  
Appendix D .....14  
Appendix E .....15

## *Acknowledgements, disclaimer and context*

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

Please note that this report relates to findings observed on the specific date 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.

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 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 View 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.

## *Purpose of the visit*

We ran a successful pilot with two surgeries in 2017, where we used 'appreciative questions' to explore what was working well in surgeries as well as one area for improvement. Key themes that were important to patients were shared with all practices and Enter and View visits were identified by the Clinical Commissioning Groups as a positive way to gather independent patient feedback.

'Your visit has certainly helped us focus our minds not only on what we are doing well, but also on areas where we knew we needed to improve, in addition it has also highlighted further areas where we need to develop and improve our service to patients.

The whole experience, from the initial approach by Marianne through to our involvement with Claire and then the volunteers on the day has been extremely pleasurable and informative; the staff here on the day have all been extremely complimentary of your approach and methods.

In our opinion the Enter and View visits are a great way to break down barriers, give practices an independent view on the success of their service and help them highlight areas for improvement. We would recommend an Enter and View visit to any practice.'

Brian Woodhouse, Practice Manager

We wrote to all Practice Managers and Patient Reference Group Chairs (Appendix A) to offer them the opportunity to request an Enter and View visit, to either gather overall patient feedback or explore a particular topic.

Esh Winning Surgery (one of five practices that are part of 'The Medical Group') requested a visit as they were keen to listen to their patients and learn from their feedback.

## *Planning and preparation*

Authorised Representatives who had taken part in the pilot were keen to be involved, as were new volunteers. The survey used was carefully put together beforehand to reflect the 'positive approach' to be taken. This was circulated to staff, Authorised Representatives and the practice manager for comment.

We realised that there might be people who would like to make a comment about the services who were not going to be around on the day of the visit so the surveys were left one week before the visit in the waiting area, on a HWCD display table, with a box for completed surveys to be left in. We also prepared slips which could be handed to a user, if they were to leave mid conversation due to their appointment being called. This meant they could still complete the form, after they had been seen.

We advertised the visit in advance (appendix C) and Marie Sewell (Lead Receptionist) briefed the staff, before the day.

We carried out a preparation visit one week before the Enter and View to do a risk assessment and consider areas such as layout, introductions, venue space and safety procedures, the process for taking photographs and we agreed use of a private space for conversations if needed.

## *Information and data*

Using two of the Authorised Representatives we carried out 17 individual conversations with patients and staff, using a set of appreciative questions to give people the opportunity to describe good practice they had experienced or seen.

Six surveys were completed prior to the visit.

A representative observed activity and spoke to people during our four hour visit, to collect their own independent impressions of the practice and its services, which they recorded during and after the visit.

A private space was available if patients felt the need to talk in confidence to us.

## *What people told us*

People shared their experience and opinions of the practice, all are noted in Appendix E. Some are unique to individuals but there were several trends that we heard numerous times, which include:

### **Appointment availability/system**

“Keep some appointments for on the day, system”

“Make arranging an appointment easier”

“Appointment availability in the morning-phone calls from surgery are prompt”

“Evening appointments useful”

“Sometimes not easy to get an appointment here so I rely on my dad, he is very forthright so can be assertive when I need to get an appointment. Some people don't have anyone like this though!”

### **Professionalism and Empathy of staff**

“General care for my family has been excellent in every way. Staff have been good and very helpful”

“Nurses are really friendly-I always feel I get a good service”

“Dr Draper is very patient and I can express my illness to him”

“Receptionist are very friendly-I feel good coming here!”

“They do things quickly here-doctors are understanding when I was in a rush. They were also very considerate around not having to make another appointment for something else”

### **Services and the Environment**

“Waiting time is never long”

“That its convenient-local can walk here which is very important to me”

“Nice and 'Roomy”

“Very easy to get to”

“Easy to get parked here”

“Staff training is excellent here-all needs for staff are always met”

“Easy to get in”

### **Professionalism and empathy of doctors**

“All doctors are very attentive to what you have to say”

“They always listen to any concerns I have”

“My son has a behaviour illness and normally has to wear ear defenders in busy environments-he doesn't need them here as they are really attentive and good with him, they talk to him and he loves it here, makes such a difference”

“When I sadly suffered a still birth, the doctors were very supportive”

### **Communication and Information**

“Can't get through on the phone”

“Notices/publicity - not too overwhelming and was well spaced out and themed, distinct sections”

### ***What we observed***

The patients we observed in Esh Winning Surgery appeared to be happy with the services in general

Observations considered the physical space and how it was managed, as well as communication with staff and users

#### **Key areas of observation were:**

##### Effectiveness of the physical space and layout

We observed an open, clean airy space with good access and parking. There were Toys available for Children.

General access was good but there were some observation about cramped reception, at times.

The surgery came across as being very busy but provided a quick service and dealt with issues that arose promptly

There were many information leaflets and notices including information on surgery procedure/services, on display-they were well managed and in themed, easy to understand, areas.

The waiting areas had comfortable chairs available to use, and there were toys for younger children available at the surgery.

There did not seem to be water available although when asked for, it was provided.

#### Positive social interaction and communication

The reception staff came across as friendly and pleasant when approached and seemed to know some patients by their first name.

There seemed to be very positive social interaction going on, within the service and very good staff/patient relationships

Patients were very happy to talk to us and seemed very content with the service.

#### Dealing with issues that arose

There were a couple of instances where there were issues with an enquiry (lost medicines/incorrect paperwork), however this seemed to be dealt with quickly and to the patient's satisfaction.



## *Recommendations for Esh Winning Surgery*

We have listed the recommendations below based on what we were told and what we saw and heard, during the visit.

1. Retaining a quick, and efficient, service was a priority for patients as they felt the present system was, and is, generally good. Some patients indicated that it can be difficult to get an appointment and this should be made easier, but others expressed that they were happy with the present system. They also very much valued the good relationships and social interaction between the staff and patients, this came across very strongly and that this enhanced their experience, when using the service.
2. A busy surgery but there were many examples of the services being well organised, well prepared and up to date, that was very much valued and recognised by service users. Where issues occurred they were dealt with promptly and to users satisfaction.
3. Patients clearly told us that they were happy with the physical space and especially how important the location of the surgery was. They were satisfied that parking was not an issue and that the service was easy to access. We noted that the reception area can get a little cramped, which makes it difficult to have a confidential discussion, which maybe could be improved with a clear sign. We were told that in terms of improvement, users were very happy and suggested that nothing should be changed.
4. There were lots of positive aspects observed with regard to the layout of the surgery such as the good access, airiness and friendly atmosphere. Signage, colour and textiles when looking at the layout with regard to being 'dementia friendly' were all effective. Users especially appreciated the location of the surgery. There was a good amount of information and publicity displayed and this seemed well managed. Clear themed areas of information made it easier for users to access information on particular areas of health and support. This should be retained

## *Service provider response*

Thank you Healthwatch for visiting our practice at Esh Winning, we hope you were able to take away information and ideas from viewing our practice that will be helpful in your future work and benefit other GP practices. Your visit has certainly helped us focus on not only on what we are doing well, but also on areas where we can improve, in addition it has also highlighted further areas where we would like to develop and improve our service to patients.

It was very satisfying to hear that the majority of patients were happy with making an appointment at the surgery, for others, we hope that the new nurse practitioner who has been employed, and the offer of home visits, will alleviate some of the pressure, in this area.

Part of the recognition that the services here are well organised and up to date, can be attributed, we feel, to local staff knowing local people, so that where issues occur they can be dealt with promptly and in an appropriate manner.

We have taken on board comments that the reception area can be a little cramped at busy times, therefore we are reviewing and installing new signage (where required) throughout the medical group, so that patients are reminded to give others, confidential space to talk.

We were pleased to see that users recognised that under its recent refurbishment at Esh Winning, there was a good colour scheme and users were happy with the layout. Notice boards were being maintained by staff here in order to be kept up to date and relevant to users.

We found the Enter and View visit a great way to get an independent view on the effectiveness of our service and an insight to what was most important to patients, whilst highlighting areas for improvement. We would recommend an Enter and View visit to any practice.

Lesley Hunter (Practice Manager)

Louise Potter (Assistant Practice Manager)

Marie Sewell (Lead Receptionist)

# Appendices

## Appendix A



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Email: [healthwatchcountydurham@pcp.uk.net](mailto:healthwatchcountydurham@pcp.uk.net)

14 September 2017

Dear Practice Manager and PRG Chair

### **Enter and View recommendations and opportunity to take part**

As part of the 2016/17 work plan, Healthwatch County Durham carried out two positive Enter and View visits in practices that had scored highly in recent Patient Satisfaction surveys and CQC inspections, to hear from patients what they think their practice does well, and to share that learning throughout Primary Care. Patients told us:

- Being listened to and having a variety of contact opportunities, face to face, phone and letter were important to them, as was the empathy and professionalism of staff
- They valued being consulted on any changes and being told why, if their expectations were not met
- There is positive culture at their practice. A culture of team working that promotes no hierarchy seems very valuable and is evident to patients
- The physical space is important to them. They believe this should be well thought out and users given the opportunity to share their views on the environment
- Access to appointments was a real priority for them and they told us their practice has a system that works for them. They valued knowing they could have a same day appointment, even if this is over the phone
- They valued having choice and flexibility around seeing a particular GP, especially where they had an underlying medical support need, as this gave people confidence around effective diagnosis

*'The Enter & View experience gives an overall independent view of how practices run and highlight areas of improvement across the board'*

**Great Lumley Surgery**

*'In our opinion the Enter and View visits are a great way to break down barriers, give practices an independent view on the success of their service and help them highlight areas for improvement. We would recommend an Enter and View visit to any practice'.*

**Silverdale Family Practice**

The full reports are available on our website [www.healthwatchcountydurham.co.uk/enter-view-reports](http://www.healthwatchcountydurham.co.uk/enter-view-reports) and our Board and the Director of Primary Care have now agreed to offer this programme to other practices who would like to use patient voice and independent observations to identify what they are doing well and any areas to improve. To find out more about requesting a visit, please contact Marianne Patterson, Programme Manager at [marianne.patterson@pcp.uk.net](mailto:marianne.patterson@pcp.uk.net) or 0191 3787695.

Yours faithfully,

*BJackson*

Brian Jackson, Chair  
Healthwatch County Durham

## Appendix B

**Enter and View Questions for GP practices in County Durham** Thank you for your time today. Healthwatch are here to speak to patients about the GP practice and to hear the stories behind your views. We will share that learning with other practices, make recommendations about how others could achieve better results.

Please can you tell me about a good experience that you have had at your GP practice? (Prompt questions if needed: What made it a positive experience? Who was involved? How did you feel?)

What is the best thing about your GP practice? (Prompts: What makes it stand out for you? Why have you chosen this?)

If you could make sure your GP practice kept one thing, what would it be? Why is that? (Prompt if needed: one thing could be a service, facility, process, behavior or person)

If your practice could do one thing to make it even better, what would that be?

## Appendix C

### Enter and View-25.6.18

#### Esh Winning Surgery

##### Programme

8.30am-9am	Photographs/Brief/Programme	
9.00-10.0am	Survey	Claire
	Observation	Jean
	Survey	Paul
10-11.00am	Survey	Paul
	Survey	Jean
	Observation	Claire
11-12noon	Survey	Jean
	Survey	Claire
	Observation	Paul
12 noon-12.30pm	Evaluate/Findings/Recommendations	

# Tell us about your Surgery!

Monday 25th June 2018

8.30am-11.30am

## Esh Winning Surgery

Healthwatch County Durham is your local, independent health and social care champion. We are visiting your Surgery to find out what you think about the services it offers and would like to hear from residents, visitors and staff about your experiences.

**Come and tell us what you think is so  
good about  
Esh Winning Surgery**

[www.healthwatchcountydurham.co.uk](http://www.healthwatchcountydurham.co.uk)

Tel: 0191 3787694, Text: 07756 654218  
Whitfield House, Meadowfield Industrial estate,  
Durham, DH7 8XL



## Appendix E

### Enter and View Notes (Esh Winning Surgery) 25.6.18

#### Preparation/before the day

- Survey used was carefully put together beforehand to reflect the 'positive approach' to be taken. This was circulated to staff, volunteer reps and lead receptionist for comment.
- Surveys were left one week before the visit in the waiting area, on HWCD display table/stand, with a box for completed surveys to be deposited in. We realised that there might be people who would like to make a comment about the services who were not going to be around on the day of the visit.
- Posters were displayed in the doctors surgery two weeks before the visit
- The Lead receptionist (Marie Sewell) briefed the staff before the day
- Volunteer Support Lead (Claire Cowell) visited the centre one week before, to consider areas such as layout, Introductions, venue space and safety procedures (CC carried out Risk Assessment), procedures for taking photographs and agreed use of a private space.

#### Information Gathering

- How we collected information, comments and observed!
- 2 Surveying/1 Observing/offering general info about HW and recording via photographs

#### Numbers/Data

- 17 written Surveys were completed on the day
- 6 written surveys were completed prior to us arriving
- Observation notes were taken by all 3 reps.
- Photographs were taken (where photographic consent was given)

#### On the day

Volunteers were briefed on:-

1. The physical/available space
2. How to introduce what we were doing
3. How the rota would work
4. The programme for the day
5. Refreshments and toilets
6. The use of Photographs
7. Introduced to staff
8. Sensitivity on when and when not to approach a person/user

Results/what people said/what we saw (where there is a / next to a comment, this indicates how many people said this)

## Survey

### Good Experience:-

- “General care for my family has been excellent in every way. Staff have been good and very helpful” //
- “Nurses are really friendly-I always feel I get a good service” //
- “Dr Draper is very patient and I can express my illness to him”/
- “Receptionist are very friendly-I feel good coming here”//
- “They do things quickly here-doctors are understanding when I was in a rush. They were also very considerate around not having to make another appointment for something else”/
- “Marie is absolutely lovely”/
- “Normally okay-I am working so need to book time off when I get an appointment so important that this is organised” /
- “I have had lots of good experiences here-when my youngest child was poorly, the doctors were really understanding with an issue to do with his behaviour-they let him use the stethoscope and gave him stickers, he loves coming here now” /
- “I don’t come very often but when I do I have a good experience generally”/
- “This surgery helped me when I needed them the most” /
- “Friendly staff”///
- “The surgery helped a lot when my partner had cancer”/
- “When I sadly suffered a still birth in 2016 the doctors were very supportive”/
- “Always get seen very quickly”/

### Best thing about the practice:-

- “Appointment availability in the morning-phone calls from surgery are prompt” /
- “All doctors are very attentive to what you have to say” /
- “value that staff are very friendly and I am always taken care of very well”///
- “Waiting time is never long” /
- “Always helpful here”/
- “That its convenient-local can walk here which is very important to me”/////////
- “Nice and ‘Roomy’” /
- “Very easy to get to”/
- “Really good service and reception staff are excellent”/
- “Easy to get parked here”/
- “Staff training is excellent here-all needs for staff are always met”/
- “My son has a behaviour illness and normally has to wear ear defenders in busy environments-he doesn’t need them here as they are really attentive and good with him, they talk to him and he loves it here, makes such a difference” /
- “Easy to get in”/
- “They always listen to any concerns I have”/
- “Excellent service”/



### If you could make sure your GP practice kept one thing, what would it be?

- “Convenience of where it is and its access”//
- “The great staff team which means everything runs very smoothly”/////
- “Pharmacy” /
- “8.00am calls for appointments” //
- “Excellent Doctors”//
- “Evening appointments”/
- “Obliging and patient staff”/////
- ”Opening hours-starting at 8am is useful for me as I work”/
- “Staff understand each individual patient” /
- “Keep some appointments on the day , system”/

### One thing to make it better

- “Can’t get an appointment on the day!”/
- “Can’t get through on the phone”//
- “Need more Doctors” //
- “More around mental health support and services” /
- “Some way of educating patients on certain needs which may not need medical attention” /
- “Put more doctors on”/
- “make arranging an appointment easier”/////
- “Baby Clinic”/
- “More comfortable seats”/
- “Make sure that the practice stays the same!” /
- “Nothing –all aspects of this practice is very good”//
- “No complaints”//
- “More toys in the waiting area”/
- “Sometimes not easy to get an appointment here so I rely on my dad, he is very forthright so can be assertive when I need to get an appointment. Some people don’t have anyone like this though!”/

### Observations

- We observed an open, clean and large space within the surgery and good lighting. Sometimes the reception area seemed a little cramped when people had to wait to speak with the receptionist as I wasn’t obvious where the patients should stand- which probably resulted in people being overheard. Although there was a Perspex screen between patients and reception staff, it was in the open position to enable interaction.

- Patients seem to be quite content on the whole of the services which are in operation and felt staff to be very helpful.
- Staff were very interactive with patients and had time to talk (Doctor-“Come on let’s get this over and done with!” , which was said in a way to put patient at ease)
- Patients did not wait long to be seen and enquiries were dealt with promptly
- Access seemed good, with automatic opening doors.
- Notices/publicity was not too overwhelming and was well spaced out and themed, distinct sections
- Not a lot of colour but this brought your attention to the posters/information
- There were toys for young children to play with.
- There was plenty of off road parking when the car park was full
- The seating was very comfortable but all of the same height
- We observed that there was a private space available that was used
- The surgery seemed busy but still had appointments available for on the day
- Both the reception and dispensary part of the service were friendly and had time to talk to patients and children-some on first name terms
- We noted doctors coming to personally call patients to their appointments
- We were asked to sign in, complete a confidentiality form and given a ‘visitor’ badge to wear
- We were offered refreshments
- Where appointments were cancelled, reception staff re-allocated very quickly
- A woman came in with a problem with her prescription-this was sorted out very quickly through the reception staff
- A patient had an issue with lost medicines but reception staff promised to call him that day to organise and sort this out-the patient was assured this was in hand

#### Photographs

- We took 4 photos (and have photo consent for these)

#### After the event

- We spoke to the reception staff and gave an informal de-brief around what we’d generally heard and seen.
- Staff were happy to hear that patients had said nice things about the staff and the services.
- We talked a little about ‘Care Navigation’-Many Patients praised the staff and spoke very highly of them during the visit- so although not started yet, it may be interesting to see what the impact will have on the service when this new procedure is implemented.