



**Enter and View Report
Lanchester Medical Centre,
Durham Road, Lanchester
Durham DH7 0LP
Monday 18th June 2018**



Authorised Representatives: Paul Stokes and Mervyn Hockin

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.

The 'Lanchester Medical Centre' 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 Gillian Webster (Practice Manager) 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 21 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.

No 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

“I usually get an appointment quickly, happy to see any doctor”

“Can get to see a doctor on the same day!”

“I find it useful to speak to a doctor before taking an appointment”

“I can get a quick appointment”

“The reminders that I get are very useful”

“Flexibility around appointments, helps”

“If I could only keep one thing it would be phone consultations”

Professionalism and Empathy of staff

“Receptionists are very capable”

“Reception staff go out of their way to make sure you have what you need”

“I feel I am being treated professionally and directed to the correct person”

“I value that staff know me by my first name”

“I feel I am listened to and taken seriously”

“They respect me, I am a quiet person so I appreciate that”

Services and the Environment

“Different kinds of appointments are good, whether face to face or telephone”

“Great diabetic clinic”

“They make sure everything is in place for my sons care and needs”

“Best thing is that it is local and modern”

“Good access to parking”

“Nearly always locum doctors on-not enough doctors”

Professionalism and empathy of doctors

“You are treated with dignity, listened to and things are clearly explained”

“Please keep the same staff”

“The doctors listen to what you have to say and asks me my opinion about how best to help-this makes me feel like I count!”

“Definitely good patient-doctor relationship here”

Communication and Information

“Jane kept me involved”

“They send me reminders”

“Too many posters so too much to take any of it in”

“Awareness needed about difficult communication issues, in rural areas”

What we observed

The patients we observed in Lanchester Medical Centre 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 a good layout. There were Toys available for Children.

General access was good but there were some comments about the disabled parking.

The surgery facilities seemed to lend themselves well to being 'dementia friendly'.

Reception layout allowed for patient confidentiality because of available space.

There were many information leaflets and notices including information on surgery procedure/services, on display.

There were comfortable, and different height, chairs available to use, at the surgery.

There did not seem to be water available.

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 an appropriate balance between professionalism and friendliness, within the service

Patients were very happy to talk to us.

Dealing with issues that arose

There were a couple of instances where there were issues with an enquiry, however this seemed to be dealt with quickly and to the enquirer's satisfaction.

It became apparent that some patients could not see/use the name call notification screen-however doctors seemed sensitive and aware of this and in these cases, came to personally collect people to their appointment.

Recommendations for Lanchester Medical Centre

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 and you are able to get an appropriate appointment. They valued being able to get a prompt appointment and that the doctor/patient relationship was good. There were examples of the services being well organised, well prepared and up to date, that was very much valued by service users.
2. Patients at this practice spoke about the use of locums rather than long standing doctors and there were some comments about the number of available doctors, at any one time. Whilst this was raised, people suggested that they were very happy with the service they received when seeing any doctor here. People felt that there was positive social interaction between staff and patients and that this enhanced their experience, when using the service.
3. We were told that in terms of improvement, users were generally happy and suggested that nothing should be changed. Users also suggested that having the ability to communicate in various ways was very useful to them (especially with regard to working/family life and balancing this). However, some people informed us that living in a rural area brought some difficulties with communication, in that telephone and internet access was often limited/difficult and that the service maybe was not aware of this.
4. There were lots of positive aspects observed with regard to the layout of the surgery such as the user friendly reception area, comfortable seating (including higher chairs for ease of use). Users appreciated the modern style, cleanliness and location of the surgery. There was a large amount of information and publicity displayed and although some users indicated they weren't too worried about this, potentially better management of information may be more effective and useful to some patients. Signage, colour and textiles when looking at the layout with regard to being 'dementia friendly' were all effective. One user came in specifically to talk about difficulties with disabled car parking at the surgery. The concern was around the number of disabled bays and the

location of it. The difficulty seemed to be around the distance anyone with a disability, or supporting someone with a disability, had to walk to reach the surgery. Consideration/consultation on this would be appreciated by users.

Service provider response

The practice and its Patients Participation Group would like to thank Healthwatch for visiting the practice.

It has given us an independent view of services and patient thoughts and enabled us to focus more clearly on improvements that can be made. It has also helped us as a team feel positive about the changes we have made and the impact this has had.

Some changes that are in progress are;

We have contacted our premises providers and the number and position of disabled bays are being looked at.

We looked at the posters in the practice and now have themed topics that will change monthly, so less posters, but of more interest. We are also looking at using the LCD display to advertise practice and local events.

We are progressing with achieving 'Investors in Children' charter and hope this will help engage our younger population. Part of the engagement is to help with staff training and a face book page to help with communications.

The practice is a training practice and feels that patient misunderstand the placement of F2's and Registrar's for Locum GP's. Better communication by the practice would help with this understanding and we plan to name the F2's and Registrar's in the practice leaflet/newsletter and include photographs on the website.

We look forward to working closely with the Patient Participation Group to continue build on the positives and act on the areas that need improving.

Gillian Webster (Practice Manager)

Appendices

Appendix A



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Durham DH7 8XL
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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 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 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-14.5.18

Lanchester Medical Centre

Programme

9.0am-12.00noon	Photographs/Brief/Programme	
9.00-10.0am	Survey	Claire
	Observation	Anne
	Survey	Mervyn
10-11.00am	Survey	Mervyn
	Survey	Anne
	Observation	Claire
11-12noon	Survey	Anne
	Survey	Claire
	Observation	Mervyn
12 noon-12.30pm	Evaluate/Findings/Recommendations	

Tell us about your Surgery!

Monday 18th June 2018

9.00am-12.00noon

Lanchester Medical Centre

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
Lanchester Medical Centre**

www.healthwatchcountydurham.co.uk

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



Appendix E

Enter and View Notes (Lanchester Medical Centre) 18.6.18

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 Practice Manager (Gillian Webster) 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

- 21 written Surveys were completed on the day
- 0 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:-

- "I was very quickly diagnosed with Cancer" /
- "Quickly helped when I first registered" /
- "I usually get an appointment quickly, happy to see any doctor"//
- "Receptionist is very capable and pleasant. Refers patient when feels it's needed" /
- "The types of variable appointments, face to face, phone and good follow up" /
- "Great diabetic Clinic" /
- "Ability to see doctor on the same day" /
- "Useful to talk to doctor before getting an appointment. Everyone is polite and nice" /
- "Very helpful when phoning for an appointment" /
- "Good with my kids, can get an appointment on the day for my child if need be" /
- "Friendly staff, nurses especially good"
- "Reception staff and doctors friendly and I understand the pressures on NHS" ///
- "Have had some awful treatment over last couple months but Sophie's approach made me more comfortable, where issues occurred she dealt with them. Jane kept involved because I am insulin dependent" /
- "Reception staff go out of their way to make sure you have what you need" /
- "Once you have managed to get an appointment you are well taken care of" /
- "Reasonably happy" /
- "Can get inhalers and systems are up to date (other son has asthma) but they are all up to date and make sure everything is in place for his care and needs" /

Best thing about the practice:-

- "Quick appointments" ///
- "Send me reminders" /
- "value that reception staff know me by my first name" /
- "Feeling that you are being treated professionally and directed to the correct person" /
- "My confidence in the medical care" /
- "That its local and modern"////
- "The Asthma clinic" /
- "Getting an appointment on the same day" /
- "Being able to see the same GP" /
- "friendly staff"////
- "More space than old practice" /
- "Being listened to and taken seriously" /aa
- "They respect me as I am quite a quiet person this is important to me" /

- “Flexibility around appointments”/
- “Good access to parking”/

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

- “Diabetic clinic-monitoring care”//
- “Keep listening and counselling”/
- “Phone consultations” ///
- “Chiropractor in surgery” //
- “The out of hours service has worked for me”/
- “Keep clinics and reminders are useful”/
- “Keep same GP each time”///
- “keep reception desk far enough away from queue so as not be overheard”/
- “Where it is” //
- “Having access to speak to a doctor quickly”/
- “Reception staff”/
- “Confidence in being looked after”/
- “Parking spaces”//

One thing to make it better

- “Better posters!”//
- “repeat prescriptions must come into surgery if not online”/
- “Disabled Car parking-not enough and too far away” /
- “Happy as it is” /
- “Had a problem with name conflict so wasn’t able to see GP that day” /
- “Offer alternative therapies”/
- “Too much information/posters”/
- “Make Triage uniform”/
- “online repeat prescriptions does not say why medication cannot be renewed”/
- “Don’t like sitting upstairs, don’t feel comfortable!” /
- “Taken notice of –lots of tests CT Scan done”/
- “Easier to get an appointment”///
- “There is no banter so in and out quick-ok for me but others might not like that”/
- “Not happy about the new Care navigation system, training not adequate!”/
- “Communication is very important-rural areas-internet and phone reception poor so often can’t rely on this so phone appointments not ideal-service needs to be aware of this”/
- “Disabled parking is so far away and only 1 space for customers-exhausted by the time we get in to surgery”/
- “Always have locum doctors on –not enough doctors!”//

Observations

- We observed an open, clean and large space with a layout which gives reasonable confidentiality to the reception. Lots of natural light adds to patients comfort
- Access seemed good, although there seemed to be comments about the disabled parking needing to be closer to the entrance and more than 1 required.
- Toilet facilities including disabled, are dementia friendly as is the surgery in general through good use of colour and texture. Good variance in chair size and height.
- Patient log-in monitor was not operating on the day
- The relationships between staff and patients came across as professional, but also friendly
- We saw reception staff being friendly, patient, where someone made an enquiry- there was a problem that was sorted out very quickly.
- There were lots of information leaflets/posters on display in the surgery but there didn't seem to be an order, some patients we spoke to thought this wasn't important and some who were interested felt that it was too jumbled to take notice of
- Doctors seemed to be sensitive where patients couldn't see/use the notification screen so came to collect patients personally
- We saw play equipment available for youngsters to use
- We noted there was a good amount of space at reception for patients to distance themselves so they are not overheard by others

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.