

Enter and View Report
Silverdale Family Practice
Front Street
South Hetton
County Durham
DH6 2TH
Thursday 9th March 2017



Authorised Representatives: Anne Glynn, Reg Davison and Jean Ross

Volunteer Support Officer: Claire Cowell

claire.cowell@pcp.uk.net 0191 3787695 or 0775 6654223 mobile

Contents

Acknowledgements, disclaimer and context.....	3
Purpose of the visit.....	4
Planning and preparation.....	5
Information and data.....	6
What people told us.....	7
What we observed.....	8
Recommendations.....	9
Service provider response.....	10
Appendices.....	11-18

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

The idea for this 'positive pilot' came from the Primary Care Commissioning Committee meeting, on 26th October 2016, when Gill Findley, Director of Nursing, presented the most recent GP Patient Satisfaction survey results. Co Durham had done better than the national average with some practices scoring highly and receiving Good or Outstanding ratings in their CQC inspections. The group discussed the importance of recognising the practices who had performed well, as well as finding ways of learning from and sharing that good practice.

During November and December 2016 Healthwatch County Durham then met or had conversations with Kim Lawther and Rob Milner from DDES Quality team, Gail Linstead, DDES Head of Engagement and Primary Care Development and Susan Hepburn, North Durham CCG Quality and Development Manager to look at how Healthwatch could identify and share good practice from high performing GP Practices. A 'positive Enter and View' pilot was proposed, where Authorised Enter and View Representatives would visit one GP Practice in North Durham, and one in DDES, to hear the patient stories, experiences and opinions behind the good results. The results would be shared with both CCGS, with recommendations rolled out to all GP practices in Co Durham, and the report published on the Healthwatch County Durham website.

In January and February 2017, the proposal was agreed by the Healthwatch County Durham Board, DDES Primary Care Steering Group and North Durham CCG Quality, Research and Innovation Committee. Silverdale Family Practice in South Hetton signed up for the pilot and a meeting took place to plan the visits with Brian Woodhouse the Practice Manager.

Planning and preparation

Three Authorised Representatives, Reg Davison, Anne Glynn and Jean Ross volunteered for the pilot and took part in refresher training on 9th March 2017 where we agreed a series of appreciative questions (appendix A) and roles and programme for day (appendix B). We advertised the visit in advance (appendix C) and left a comments box and Healthwatch display at the surgery so that patients who did not have an appointment on the day of the visit could also share their views.

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.

Posters were displayed in the doctor's surgery two weeks before the visit and Brian Woodhouse the 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 four Authorised Representatives we carried out 23 individual conversations with patients and staff, using a set of appreciative questions to give people the opportunity describe good practice they had experienced or seen.

We collected two surveys which were completed prior to the visit.

All representatives 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 D. Some are unique to individuals but there were several trends that we heard numerous times, which include:

Appointment availability

“You can always get an appointment”

Professionalism of staff

“I feel listened to and issues are addressed at first contact”

“Open door policy of manager”

Quality of the environment

“The interactive monitor as you come in is important (the up to date info it holds, i.e. number of people before you, time if running late)”

“Surgery is very clean, tidy, light, airy and comfortably set out”

Communication

“My father is unwell at the moment and I live a long way away, staff make sure he attends appointments and that he has his medication sent to the pharmacy on time. They update me (with his permission) on any significant events”.

Professionalism and empathy of doctors

“You’re not made to feel like you’re bothering them”

“Doctors make you feel like they have time for you (even if running late)”

“I am diabetic-I feel well looked after!”

What we observed

The patients we observed in Silverdale Family Practice 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

There is a barrier to queue allowing privacy and a 'please wait here until you are called by a receptionist' allowing privacy and personal space between patients

There was both music and TV, but no conflicting noises

Positive social interaction and communication

Reception staff were very good at acknowledging people as they came in, they were also pleasant with patients

Nurses come out to call patients directly

Digital sign showing that there were GPs undertaking training, this was also displayed on particular doors

Dealing with issues that arose

Reception staff were observed being sympathetic where a client was struggling to provide what was needed

We witnessed a couple of people complaining to a receptionist who remained polite throughout the discussion. She clearly reduced the chance of any conflict through the tone of her voice and body language and appeared to resolve the issue

We saw that one patient had trouble reading the digital visual screen which showed people that their appointment was called. The receptionist was informed of this and the doctor came out personally to collect the patient and his records were updated accordingly

Recommendations for Primary Care

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

1. Patients at this practice feel listened to by doctors, nurses and reception staff. This may be face to face, by telephone conversation or by corresponding in writing. Patients value being listened to and having a variety of contact opportunities
2. Patients valued having been consulted on the design of the practice and being told why, if their expectations were not met. Practices should be encouraged to consult on changes and communicate the outcome clearly
3. We were told there is positive culture at this practice. A culture of team working that promotes no hierarchy seems very valuable and should be encouraged
4. People told us the physical space is important to them. This should be well thought out and users given the opportunity to share their views on the environment
5. Access to appointments was a clear priority for patients and they told us this 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, and this should be encouraged

Service provider response

Thank you Healthwatch for visiting our practice, we hope you were able to take away information and ideas from viewing our practices and procedures that will be helpful in your future work and benefit other GP practices. 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

Appendices

Appendix A

Enter and View Questions for high performing GP practices in County Durham

Thank you for your time today. Your practice has scored really well in both CQC inspections and the most recent GP satisfaction survey. Healthwatch are here to speak to patients about their practice and to hear the stories behind the good results. We will share that learning with other practices and 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 B

Enter and View-9.3.17

Silverdale Family Practice-Front Street, South Hetton, DH6 2TH

Programme

9.30-9.45am	Photographs/Brief/Programme	
9.45-10.30am	Survey	Claire
	Survey	Jean
	Observation	Anne
	Stand/photos	Reg.
10.30-11.15am	Survey	Reg.
	Survey	Claire
	Observation	Jean
	Stand/photos	Anne
11.15-11.30am	15 minutes 'out'-thoughts/issues?!	
11.30-12.15pm	Survey	Anne
	Survey	Reg.
	Observation	Claire
	Stand/photos	Jean
12.15-1.00pm	Survey	Jean
	Survey	Anne
	Observation	Reg
	Stand/photos	Claire
1.00-1.30pm	Evaluate/Findings/Recommendations	

Tell us about your GP surgery!

Thursday 9 March 9.30am-1.00pm

Silverdale Family Practice

Your GP practice has been rated Good (with Outstanding elements) by CQC and you gave it high scores in the Patient Satisfaction Survey in 2016

Come and tell us what you think is so good about Silverdale!

www.healthwatchcountydurham.co.uk

Tel: 0191 3787694 Text: 07756 654218



Appendix D

Enter and View Notes

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

Good Experience:

Same day appointment //

Feel fully supported as a member of staff, including training needs

Immediate response, when necessary ///

Committed staff who really care

Professional, friendly and polite doctors ///

Doctor will call you ///

Doctors get things done

Doctors actually listen to what you have to say ///

Seeing a doctor you request or woman doctor is important //

The interactive monitor as you come in (the up to date info it holds, i.e. number of people before you, time if running late

Got time for you

Not made to feel like you're bothering them

Doctors know my history, I known him since he was an intern

Always can get an appointment /////

Little boy referred for x ray, same day fantastic

Surgery ask your opinion

Being able to book online

The way you are approached is fantastic (reception)

Happy to give home visits if needed

I am diabetic-I feel well looked after

Team working, well knit

“My father is unwell at the moment and I live a long way away, staff make sure he attends appointments and that he has his medication sent to pharmacy on time. They update me (with his permission) on any significant events”.

Best thing about the practice:

Treated as an individual

Inclusive service, approachable, friendly and deal with people in a timely manner

Good team, team spirit, no hierarchy! //

Drs act promptly if need to be referred

Drs make you feel like they have time for you (even if running late)

Very good staff all round, very friendly and thorough /////

Always can get an appointment /////

Very clean, tidy, light, airy and comfortable set out /////

Prompt dealing with results and information relayed back

Practise asks patients their views and acts on the result

Convenient for me, 5 minutes' walk

Dentist and Pharmacy on site //

If busy doctor always calls you back

Appointments are on time and always available

Everything on one site (baby clinic/well woman/Pharmacy/Dentist)

What would be the one thing to keep:

The staff, keep same doctors. The dynamics of the team //

Great reception staff

Open door policy of manager

Good ways of communication //

Feel comfortable

The way the surgery is set out helps

The chemist on site

The way the appointments are ///

Entrance doors nice and wide and self-opening

There is a barrier to queue allowing privacy and a 'please wait here until you are called by a receptionist' sign. (Note: - how would a receptionist know if someone was waiting if they didn't approach desk!)

Small monitor screen to sign in-tells you approximate waiting times

Notice board which displayed many notices/publicity

Visitor s book was on site

Digital sign showing that there were GP's undertaking training, this was also displayed on particular doors

Private Room was available

There were magazines available but no toys

Change to Saturday clinic clear info about Weekend opening for urgent care in County Durham, phone ///

One patient had trouble reading digital visual screen which showed people that there apt. was called, receptionist was informed, the doctor personally came out to collect patient and his records were updated accordingly. He struggled to see the red text against black (he said he would have been able to read it if it had been yellow on black!) Normally has to sit next to someone and ask them when he is being called. No audio prompts with this other than limited beep

All patients were happy to share their positive experiences with us

Limited car park and disabled bays

Boots the chemist adjacent (not signed as 'Boots' from surgery entrance.

Couple of people complaining to receptionist who remained polite throughout

Nurses come out to call patients directly

Feedback screen was not working during part of the visit although does get used when working

Music and TV but no conflicting noises

Lady with a walking aid found it difficult to sit down when outer seats were taken in rows of seats. This would be similar with buggies/prams if not seated near the front

Possibility to take your own blood pressure

On-site dentist

Clearly people complimented the practise manager

Reception staff were very good at acknowledging people as they came in, they were also pleasant with the client. Reception staff also were observed being sympathetic where a client was struggling to provide what was needed.

When a customer rang the bell someone attended immediately. The receptionist asked how the lady was (seemed to know the lady personally as she also asked about her family) Seemed genuinely interested. Receptionist knew the local area as they talked about where to go for coffee and where there were nice walks in the area. Throughout, receptionist stood up, which physically offered a more 'interested' body language.