



**Enter and View Report**  
**Sir Bobby Robson House**  
**Rear Church Street, Langley Park**  
**Durham DH7 9XD**  
**Tuesday 10<sup>th</sup> July (8.30am-12.30noon)**



**Authorised Representatives:** Mervyn Hockin and Denise Rudkin

**Volunteer Support Officer:** Claire Cowell

[claire.cowell@pcp.uk.net](mailto: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 .....5  
What people told us .....6  
What we observed.....7  
Recommendations for the Medical Group .....9

**Appendices:**

Appendix A.....10  
Appendix B.....11  
Appendix C.....12  
Appendix D .....13  
Appendix E .....14

## *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.

Sir Bobby Robson House 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 Sheraleen Lumley (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*

At this surgery we used two authorised representatives and carried out 14 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.

Seven 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:

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

“Excellent reception staff-friendly and well informed”

“Staff are friendly here and I feel I’m being listened to”

“Dr Thomson is very caring”

“The staff really seem to care”

### **Appointment availability/system**

“You can get an appointment straight away, when you need it”

“Appointment system –works really well, can get an appointment at short notice depending on what doctor you want to see”

“Making more appointments available would make things better”

“Yes-really good with me when I’d had surgery, they were flexible around times (husbands work etc.), and they fitted me in early so this would work with my husband’s working arrangements”

### **Services and the Environment**

“Never had any bad experiences-I’m happy”

“Close to home is very convenient”

“This practice makes me feel safe”

“Always very helpful here”

“All staff are good-clearly dedicated to the service and don’t rush you, no matter how bus!”

## *What we observed*

The patients we observed in Langley Park Surgery appeared to be happy with the services overall

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 a bright and airy space that was clean and tidy. Radio music, free Wi-Fi on offer and a TV monitor for patients. The reception area was a small space but had notices asking patients to consider others' privacy-this was adhered to.

Layout of the seating was comfortable and offered some higher level seating for users with mobility difficulties. The space came across as child friendly with a designated toys for youngsters to play with.

Information and publicity on noticeboards was clearly defined and in order/well set out, so that users could identify information of personal interest. There was effective signage and patient feedback family and friends comments box, displayed.

We noticed a security shutter was closed during the first part of the visit but opened later.

Automatic opening doors seemed to make access easier for all users.

#### Service and Positive social interaction

We observed a clear system around having visitors to the surgery and were asked to sign in, complete confidentiality forms and display/wear visitor badges.

Patients were very happy to talk to us and share their experiences at the surgery, with Healthwatch County Durham representatives.

There was good communication between reception staff and patients, we witnessed reception staff greeting people on entering-using first name terms sometimes, and therefore social interaction was very apparent.

We observed that reception staff were able to manage varying requests with confidence-we saw them deal with a 'patient transport' issue quickly and efficiently, to the patient's satisfaction.

We observed doctors collecting and accompanying patients in and out of appointments. This allowed for good social interaction between doctors/staff and patients.

## *Recommendations for Langley Park Surgery*

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

1. One of the most conveyed messages from the patients on the day, was how happy they were with the staff. The patients very much valued and appreciated the good relationships and service they receive at the surgery. Patients felt that there is a good balance of professionalism and friendliness between staff and patients and that they are listened to. Words such as flexible, dedicated, reliable, supportive, feeling safe, given space and dignity, cared for and not being rushed-were all used to describe how patients felt. Staff behaviours and culture is clearly to be celebrated and retained here.
2. There were lots of positive aspects observed with regard to the layout of the surgery such as the good access, airiness and friendly atmosphere. There was a good amount of information and publicity displayed and this was clearly very well managed and in order. Retaining the clearly defined themed areas of information makes it easier for users to access information on particular areas of health and support. Making sure safety aspects such as shutters unlocked, should be considered.
3. Patients told us that they were happy with the physical space and how important the location of the surgery was. They were satisfied that onsite parking was sufficient.
4. Being able to make an appropriate appointment was a priority for patients and although some indicated that making more appointments



available would help, patients generally said that you could get an appointment quickly and that this system worked well for them.

## *Service provider response*

Thank you Healthwatch for visiting our practice at Sir Bobby Robson House, Langley Park Surgery, 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 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 there was a strong message around patients particularly valuing the staff, and the patient relationships at this surgery. We made a conscious decision here to use our own nurse practitioner, who will work out in the community attending to home visits. We also have Healthcare assistants and this clearly is paying off, especially as people used words such as flexible, dedicated, feeling safe and cared for here with regard to the staff.

We were pleased to see that users recognised that there was a good amount of information and publicity displayed which was well managed, at the surgery. Notice boards are maintained by staff here in order to be kept up to date and relevant to users.

The majority of patients were happy with making an appointment at the surgery, for others, we hope that the new nurse practitioners who have been employed across the group, will alleviate some of the pressure, in this area. This will also continue to be reviewed on a daily basis.

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)

Sheraleen Lumley (Lead Receptionist)



## 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-10.7.18

#### Sir Bobby Robson House Surgery

##### Programme

8.30-9.00am	Brief/Programme/Photos	
9.00-10.00am	Observation	Claire
	Survey	Denise
	Survey	Mervyn
10.00-11.00am	Observation	Denise
	Survey	Mervyn
	Survey	Claire
11.00-12.00noon	Observation	Mervyn
	Survey	Claire
	Survey	Denise
12.00-12.30pm	Evaluate/Findings/Recommendations/De brief	

# Tell us about your Surgery!

**Tuesday 10th July 2018**

**9am-12noon - Langley Park (Bobby  
Robson House) 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 your 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 (Sir Bobby Robson House) 10.7.18**

#### **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 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 (Sheraleen Lumley) 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

#### **Numbers/Data**

- 14 written Surveys were completed on the day
- 7 written surveys were completed prior to us arriving
- Observation notes were taken by all reps.

#### **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:-

- “Excellent reception staff-friendly and well informed”//
- “Dr. E Thompson is amazingly kind, non-judgmental and so supportive. Even when paediatric consultancy did not believe my baby was allergic to milk, Dr listened and prescribed milk that stopped my child suffering’/
- “Always very helpful”///
- “They are very approachable and understanding”/
- “Staff are friendly here and I feel I’m listened to”/////
- “Never had a bad experience here!” /
- “No problems here” /
- “Yes-really good with me when I had my C-Section, they were flexible around times (husbands work etc.), they fitted me in early so this would work with husbands working requirements”/
- “Before Christmas I lost my vision-Dr Thomson was fantastic-took wonderful care of me” /
- “All staff are good-clearly dedicated to the service and don’t rush you, no matter how busy!”/
- “staff put themselves out never heard a bad word, they know my situation hubby with dementia, for example will put through prescription at short notice for me”/
- “Get an appointment straight away when needed one”////
- “Easy to get to see the practice nurse”/
- “Dr got the family together to talk about a family member who was suffering dementia/cancer, talked about surgery, gave us time, space and dignity with the family all together”/

### Best thing about the practice:-

- “Good liaison between doctors treating the same patient ”/
- “It makes me feel safe” /
- “Friendly and reliable staff”///
- “Close to home” /////
- “Doctor Thomson-very caring”//
- “Knowing the patients”/
- “Get to see someone when you need to” /
- “Staff really care”///
- “Staff very friendly but organised-, can have a laugh with them, receptionist always sorts things out”/
- “Receptionists remind me when I need a check-up”/
- “At home care by doctors is great too”/

- “Going online-needed to see a doctor, repeat prescriptions, this is really useful to me” /
- “Even if doctors are running over you don’t mind as you know you will get the same treatment”/

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

- “professionalism of nursing staff”/
- “The doctors and reception staff”///
- “Ability to take bloods at the surgery” /
- “Long opening hours” /
- “Dr Thomson”/
- “The staff listen-they listened to my husband when he had medical concerns too”/
- “Where it is-handy”/
- “Pleasant on the phone”/
- “flexible when getting me in for an emergency”/
- “Online service”/
- “Doctors have time to listen to you”/
- “Two women doctors are fantastic”/
- “I like the drop in sessions”/
- “Clinics running locally”/
- “Appointment system-works really well, can get an appointment at short notice depending on what DR you want to see”/

One thing to make it better

- “If there was a water cooler dispenser in reception area”/
- “If there were more test reminders”/
- “More text reminders” /
- “Open Thursday afternoons ” /
- “Easier appointments when it’s an emergency” /
- “Making more appointments available”///
- “Appointments-wanted to get one in advance (8 Days) but could not pre-book, I had to get an unallocated place. Evening surgery until 6.30pm but still not convenient for me as I work away. 55 Repeat calls this morning to get through”/
- “Better open reception”/
- “One night later opening hours. When you go to another clinic you’ve struggled to get in-no-one around waiting is annoying”/
- “Nothing-diagnosed with COPD but see volume of people coming through so understand priorities”/
- “No I’m happy”/////
- “If they allowed you to order your prescription over the phone”/
- “2/3 weeks to get an appointment”/



- “I am worried about the effect of a new housing estate being proposed in village (350 possible properties) bound to have an effect on this service”/
- “Midwives- would have liked more info”/
- “More car parking spaces”/
- “Some clinics no longer run, example contraception. Now have CLS-inconvenient”/

## **Observations**

- We observed a bright and airy space, that was clean, tidy, good lighting and there was radio music playing in the background, at a low volume. Free Wi-Fi was advertised. TV monitor was available but not running-this was turned on later in the visit.
- There was comfortable seating (some at a higher level for user’s convenience) and children’s play equipment was available to use.
- Notice boards were very clear and set out well for users with themed notice boards. There was effective signage. There was a patient feedback family and friends comments box displayed.
- The Reception area was a small space but had notices asking patients to consider other user’s confidentiality-people seemed to respect this and therefore it had an overall patient friendly feel.
- We observed Baby Changing equipment and roll mats.
- We noted a good number of onsite parking spaces for cars and disabled allocated spaces near the entrance.
- We noticed a security shutter was still closed during the first half of the visit making the Fire Door unusable (this was later opened)
- The automatic opening entrance doors seemed to make access easier for all users.
- Patients were happy to share their experiences here with the Healthwatch Durham representatives.
- We observed doctors collecting and accompanying patients in and out of appointments. This allowed for good social interaction between doctors/staff and patients.
- There was clearly good communication between reception staff and patients, witnessed reception staff greeting people on entering –using first name terms sometimes.
- Reception staff managed to deal with a ‘patient transport’ issue –we saw staff sort this out quickly and efficiently, to the patient’s satisfaction.

## **After the event**

- We spoke briefly to the lead receptionist (Sheraleen Lumley) 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-people felt this to be a very good service, flexible, friendly and efficient.