

Healthwatch Kingston Outreach Report

Place visited	Canbury Medical Centre, Kingston	Date of Visit	31/07/14
<i>Purpose of visit</i>	To promote Healthwatch Kingston, attract new members and do mini-surveys of the surgery.		
<i>HWK representatives</i>	Jo Boxer, affiliate and volunteer Linda Webb, affiliate and volunteer Caroline Cunliffe, affiliate and volunteer Helen Haywood, affiliate and volunteer Jenny Pitt, Research & Information Assistant Rianne Eimers, Manager		
<i>Notes</i>	We ran two sessions, one from 8:30-10:30 with Jo and Caroline and one from 10:30-12:30 with Linda and Helen with Jenny covering the information stand and providing support.		
<i>Questions and observations</i>	We made observations about the surgery, both outside in terms of parking and public transport and inside in terms of how the surgery is managed, accessibility, cleanliness and other facilities. Our questions were designed to get feedback about the appointment patients had that day, and some general ratings about the surgery.		
<i>Feedback received</i>	<p>Observations</p> <ul style="list-style-type: none"> • The surgery has reasonable parking outside but the car park can occasionally get full; there is metered parking on the roads nearby • The car park/ surgery is not signposted from Canbury Park Road • The K5 bus goes past the surgery and the train and bus stations are approximately 5-10 walk away • The surgery is accessible; it has a ramp, is well-lit and has clear signs. There is an accessible toilet. • The reception desk is too high for a wheelchair user • The surgery was clean and tidy with clearly marked fire exits. The waiting area had plenty of seats but doesn't have much space for wheelchairs to manoeuvre. There is a small area for buggies in reception. • Staff were busy but very friendly and helpful. Patients were treated with respect and dignity. • There was no obvious private area for patients to discuss a confidential or personal issue • Other facilities included automated check-in, blood pressure machine, toys for children, water cooler, toilets, display with information. Patients were called in using an electronic board rather than in person. • There is a notice board and patient participation group information. • There is a comments/ complaints box in the waiting room but it isn't very prominent <p>Feedback from patients</p> <ul style="list-style-type: none"> • Quite a few patients said they preferred to come in to make an appointment rather than use the phone • Many patients commented it was difficult getting through on 		

	<p>the phone, and that sometimes they had to redial up to ten times. Especially early morning is a bad time to get through.</p> <ul style="list-style-type: none"> • Several patients found it hard to get an emergency appointment • It is difficult for some patients to get a telephone appointment to discuss test result, particularly when they are working • One patient with a cochlear implant said the surgery was very helpful; he could email questions and the surgery would organise an interpreter for him • Several patients said they would like more information about their condition • Most patients were very happy with the surgery, saying the support is good and good care is provided • We heard lots of compliments about the reception staff • Some patients said the doctors are stretched and they have to wait too long for appointments • Waiting times in the surgery are sometimes too long • Quite a few patients said that they preferred to see the same doctor/ their own doctor, otherwise they had to start from the beginning • One patient felt they were treated with a lack of respect during an appointment when a GP refused to do a specific test - the nurse did it instead • One patient commented that sometimes patients with drug and/ or alcohol problems can be difficult towards others in the waiting room. Staff are helpful but aren't always free to help. • Several patients thought that a 10 minute appointment is not always long enough • Some patients were pleased to remain with the surgery, despite moving out of the catchment area
<p>Findings</p>	<p>The main issues we would like to highlight are:</p> <ul style="list-style-type: none"> • Overall, patients are happy with the doctors and staff • The surgery is a clean and safe space, and there are good facilities such as toilets, access, children's area and notice board • Access is good, apart from the reception desk which is too high for wheelchair users • Telephone system - many patients complained it is difficult making an appointment and they often have to wait a long time • Patients would prefer dealing with the same doctor for continuity • Comments and complaints box could be more prominent
<p>Recommendations for Canbury Medical Centre</p>	<ul style="list-style-type: none"> • The appointment system could be changed to have different types of appointment, accessible during different times of the day (i.e. check-ups, tests, emergencies). This could limit the number of people calling at a particular time. • A recorded message could give details of NHS choices, local

	<p>pharmacy or nearest walk-in centre as alternative options</p> <ul style="list-style-type: none"> To provide better access to people in wheelchairs, part of the front of the desk could be lowered or made of glass so it is easier for wheelchair users to speak/ see the reception staff Providing more information about certain conditions might help certain patients manage their conditions better, needing fewer appointments. Could something be set up with the nearest pharmacy for blood test, diabetes management etc? We have received feedback from local pharmacists they are very keen to work closer with GP surgeries. It would be good for patients to be able to leave feedback behind so make a comments box more visible. Reception staff could hand out cards for small surveys or specific questionnaires.
--	---

Figures:

We completed 42 surveys during our visit.

Normally get an app when you want one?	Yes	No	Sometimes	N/A			
	43%	31%	26%				
How long to wait for app after booking?	1 day	2-3 days	4-5 days	1 week	More than 1 week	More than 2 weeks	N/A
	38%	5%	5%	7%	5%	29%	11%
Did you get an app with the doctor/ nurse of choice?	Yes	No	Sometimes	N/A			
	31%	17%	12%	40%			
How long do you normally wait in surgery?	0-15 mins	15-30 mins	30-45mins	45-60 mins	More than 1 hour	Didn't say	
	48%	29%	11%	2%	0%	10%	
Enough time with the doctor?	Yes	No	Unsure	N/A	Didn't say		
	86%	7%	3%	2%	2%		
Family/ carer included in decisions/ treatment?	Yes	No	Unsure	Didn't say	N/A		
	78%	16%	2%	2%	2%		
<i>Unit Rating</i>	<i>Good</i>	<i>Average</i>	<i>Poor</i>	<i>N/A</i>	<i>Didn't say</i>		
Clean, Safe	95%	5%					
Reception staff	84%	14%	2%				
Transport/ parking	40%	17%	10%	33%			
Dignity & Respect	93%	5%	2%				
Involved in decisions	86%	5%	2%	7%			
Standard of treatment	84%	14%			2%		

Demographics information

- Gender: 38% of patients we spoke to were male and 55% female - 7% was not recorded
- Ethnicity: 71% of patients were White British with any other white background the next biggest group (7%) and any other black background the third biggest (5%)
- Nationality: the top three nationalities were British (71%), Polish/ French/ Slovakian (7%) and German (5%)
- Disability: 74% did not have any disability with 2% having a physical disability, 2% a learning disability and 2% a sensory disability. 19% didn't say
- Religion: the top three recorded under this heading were Christian (38%), None (21%) and Atheist (7%). 21% did not say.
- Marital Status: 40% were married, 24% single and 10% co-habiting. 12% did not say
- Medical conditions: the top three conditions were blood pressure (14%), heart condition (7%) and diabetes (7%). Other conditions included back pain, thyroid, arthritis and infection.

What's next?

This report will be sent to the Practice Manager and we would expect the surgery to respond within a month. The aim of our report to provide the surgery with an independent snapshot of patient views and what areas can be improved in a reasonable and low-cost way.

We accept not all recommendations can be implemented but we would like the surgery's response to reflect why.