

# healthwatch

Kingston Upon  
Thames

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Enter & View Visit:            Hook Surgery

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Report & Recommendations

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Healthwatch Kingston upon Thames

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26/03/15

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## **1. Introduction**

### **1.1 About Healthwatch Kingston upon Thames**

Healthwatch Kingston upon Thames (from hereon referred to as Healthwatch Kingston) is the local, user-led organisation for involving local people in the design and development of local health and social care services and help improve patient experience. It was established in April 2013 under the Health and Social Care Act 2012, following on from the work of the Local Involvement Network (LINK) for Kingston upon Thames.

It provides reports and updates about local services to Healthwatch England, a body that campaigns on national issues and raises concerns to the NHS and the Department of Health.

Healthwatch Kingston gathers information and feedback from patients and service users about the experiences they have of health and social services, and use this to make improvements and influence the development of those services. It works with health and social care services to make sure that the voice of local people is heard, and it goes out into the community to listen to what people have to say.

In addition, Healthwatch Kingston signposts people to local health and social care services and provides information on how to make a complaint or give feedback about those services.

Healthwatch Kingston is a registered Charity, and is funded by the Department of Health through the local authority, the Royal Borough of Kingston upon Thames. It is independent, and led by a board of voluntary trustees who are local people with a keen interest in improving the health and social care system for local people.

### **1.2 Enter & View**

One of the methods Healthwatch can use is Enter & View, which is a statutory function. This means that Healthwatch can visit any health or social care service in the borough of Kingston upon Thames or any that serves people in the local borough and observe how this service is delivered.

During an Enter & View visit, Healthwatch will talk to patients and use surveys to gather feedback on patients' experiences of the service.

After a visit, Healthwatch will prepare a report which will list its findings and any recommendations made.

Where there are serious concerns, such as a health and safety issue or a safeguarding issue, this will be reported immediately to the service provider or relevant body.

Enter & View participants receive full training, based on recommendations from Healthwatch England, and are DBS (Disclosure and Barring Service) checked.

### 1.3 The Enter & View Team

For this visit, we sent a small team of four people to Hook and Chessington Park Surgery. One is a member of staff, and 3 are volunteers. The team members are:

- Sophie Bird, Community Engagement Officer, member of staff
- Tulloch Kempe, Volunteer and Authorised Representative
- Caroline Cunliffe, Volunteer and Authorised Representative
- Keith Marshall, Volunteer and Authorised Representative

## 2. Objective

The purpose of this Enter & View visit was to gain insight into patient experience at Hook Surgery and Chessington Park Surgery. Patient experience was measured by elements such as ease and ability of appointments, waiting times, customer care and availability of health information and advice. This document reports on the patient experience elements which were positively perceived, and to provide recommendations for any elements of patient experience which could be improved.

## 3. Methodology

Hook and Chessington Park Surgeries share premises, the Merritt Medical Centre. Patients of both surgeries were included in the Enter & View visit on the day, the same questionnaire was completed by both groups of patients but the findings have been collated and reported on separately.

Hook and Chessington Park Surgery have their own reception desk and treatment rooms; however the waiting area is split into two sections for each of the surgeries' patients. It was stated that patients sometimes sit at the neighbouring surgeries waiting area so in order to gain accurate survey results for each surgery it was ensured that each patient would select the surgery they belong to on their questionnaire.

The questionnaire used to capture peoples' views can be seen in appendix A. The Authorised Representatives were allocated one surgery each to gather people's views. They approached each patient to briefly explain the role of Healthwatch Kingston and ask if the patient was willing to complete a questionnaire. It was also stated that all information collected is treated with confidentiality and is anonymous.

Depending on the preference of each patient, they would either be asked each question interview style and the answers were recorded by the Representative, or they would be left in private to fill in their questionnaire. Each patient was asked to check they had selected the correct surgery they were attending that day. In

addition to filling in the questionnaire the patients were asked if they would like a Healthwatch Kingston information leaflet, and if they enquired about the role of Healthwatch were given an explanation about the role of Healthwatch and why we were carrying out an Enter & View visit.

At the Merritt Medical Centre there is an information room to the side of the waiting area; it was here the Healthwatch Kingston information table held the questionnaires and Healthwatch Kingston Information leaflets. It also provided a quiet area if a patient wished to talk in private.

The decision to visit Hook Surgery was at random; Healthwatch Kingston will be visiting different GP Surgeries over the coming year and must ensure that different localities in the Borough of Kingston upon Thames receive GP Surgery Enter & View visits.

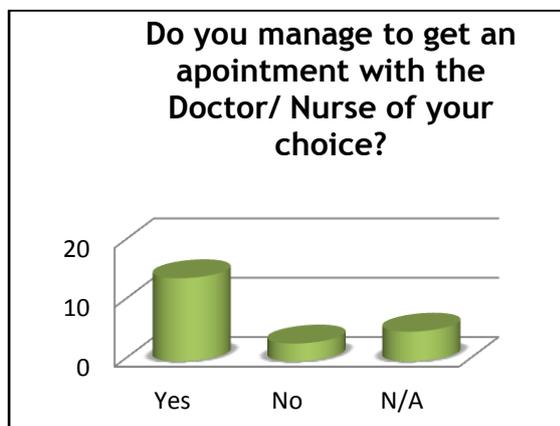
The visit took place on the 10<sup>th</sup> of March between 9am and 12.30. This report reflects the views and observations gathered for this specific date and time only. At this Enter & View visit 23 questionnaires were gathered from Hook Surgery patients.

## 4. Survey results

### 4.1 Availability of appointments

When patients were asked if they could normally get an appointment at the time they wanted one, 55% of patients said yes they could, 36% said they sometimes could and 9% said they couldn't. Some comments included that it's hard to book an appointment in advance; you have to book it on the day in the morning which is often difficult. It was commented that the phone lines can be very busy at these times.

When asked if the patient could get an appointment with the GP or Nurse of their choice 63% said they could, the other 23% stated it didn't apply to them as it wasn't something they requested. 14% said they couldn't, see table below. A patient commented that their preferred Doctor works part time, so this makes it more difficult to book an appointment in this situation.



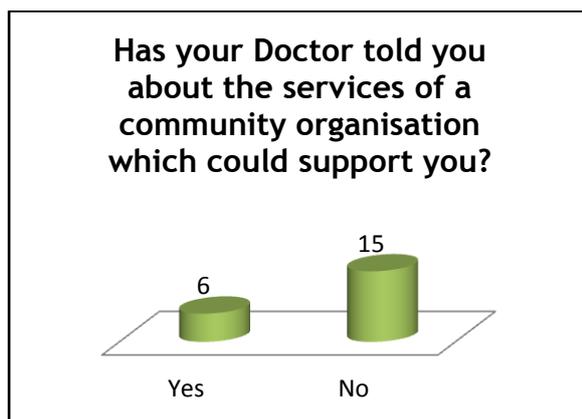
## 4.2 Duration of waiting times and appointments

When patients were asked how long on average they have to wait for an appointment the majority at 86% said up to half an hour, the other 14% said thirty to forty five minutes, no one stated they had to wait over this amount of time.

Patients were asked did they feel they get enough time with the GP or Nurse during their appointment, 83% said they did feel they had enough time, 13% said they were unsure, and 4% said they didn't feel they had enough time. Most people commented they feel they have enough time to talk about their condition, it was stated that if they know they need more time they can book a double appointment to have more time.

## 4.3 Information and advice

When asked had their Doctor told them about the services of a local community organisation that could support them 29% said yes they had, 71% said they hadn't been told. See table below.



Patients were also asked if there is enough information about local services available such as leaflets and posters. They were asked to grade 1- 5, see table below.

33% stated that there is a good amount of information available at Hook Surgery, however it was raised by some patients that they never pay attention to the leaflets, posters and information as it looks confusing and they are put off looking for information which is relevant to them.

### Amount of information available at Hook Surgery

1 (poor amount) - 5 (excellent amount)

grades	1	2	3	4	5
%of patients	13%	7%	27%	33%	20%

Patients were next asked to rate the following elements of their experience as good, average, poor, or choose NA if not applicable to them.

The table below shows that overall the Hook Surgery has been rated as good across all the patient experience elements. The highest grades were given for dignity and respect in the treatment of patients. The second highest graded was the service provided by reception staff. The table shows that lower graded elements include the display of community information and how involved patients feel in decision making about their treatment.

Patient experience	good	average	poor	n/a
Reception staff	20	3	0	0
Transport / parking	19	2	0	2
Dignity & respect	22	1	0	0
Involved in decisions	16	4	0	1
Display of community information	10	5	1	1
<b>Total</b>	<b>87</b>	<b>15</b>	<b>1</b>	<b>4</b>

#### 4.4 Observations

- The waiting area at the Merritt Medical Centre was clean and tidy with clear walkways and well positioned chairs; during the time we visited there was not a shortage of space and seating.
- The waiting area is well lit and well signposted to advise which reception desk is Chessington Park, and which is Hook Surgery.
- The Merritt Medical Centre is accessible by wheelchair and has automatic doors for wheelchair users.
- The toilet facilities were clean and easily accessible with access for wheel chair users.
- The Merritt Medical Centre has a good amount of parking outside, all comments received about access and parking were positive. There are good local transport links with a bus stop outside the entrance.
- Reception staff at Hook Surgery were busy but very friendly and helpful. Patients were called in using an electronic board rather than in person.
- There is an information room at the side of the waiting area, which is ideal if a patient requires more privacy. This room also had a blood pressure machine and was the designated area to display advice and information materials. It was observed that during the time of the visit, no patients entered the room to look at the health information displayed.

- At the time of the visit the Surgeries were distributing their own Patient Experience Surveys; these were being submitted by the patient into feedback boxes on the reception desk.

## 5. Findings

Overall patients at Hook Surgery expressed that ease of booking appointments could be improved; only just over half of patients surveyed said they could get an appointment when they wanted one. Patients commented that the rush to get an appointment in the morning means the phone lines are busy, and it can be a negative experience.

A good amount of patients surveyed said they could get an appointment with their preferred GP or Nurse, and it was commented this was not difficult to arrange. GP working hours was raised as a factor potentially preventing this availability for patients. The majority of patients felt they did not have to wait an unreasonable time before being called for their appointment. Most people said they felt the time with their GP or Nurse was adequate for their needs. The minority who stated they were unsure, provided comments that it depended on the situation and the problem they had. They stated there should be some flexibility in the appointment time, and that the GP should be sensitive to individual cases.

Most patients surveyed said their GP had not told them about a community support service. The majority of people rated the amount of information available as very good, but when grading the display of the information it was graded as average. The information room within the waiting area is a good asset to the Merritt Medical Centre, however it was observed that the display of information materials made it difficult to use for this purpose. There was a wide range of information leaflets but they were not well organised, the tables had information also but this was untidy, it was commented that this is a missed opportunity as it seems off-putting for patients. These observations are backed up by other patients comments received in the surveys.

## 6. Recommendations

Overall it was found that patients are happy with their experience at Hook Surgery. There are no identified areas of concern. The following recommendations are generated from the survey results and findings on the day.

- As GPs working on a part-time basis could be a barrier to patient's ability to see their preferred GP, provision could be made in the booking process to communicate the working hours of the GP to the patient, so the patient can make arrangements to be available on the specified dates.
- In the case of individuals who feel they require a longer time to discuss their condition, but don't feel happy booking a double appointment; patients should be advised of appointment time limits in advance, and GPs could be informed beforehand so they are more flexible in the time they allow in the appointment if more time is needed.
- Although Hook Surgery is displaying information leaflets and posters in the side room for patients, this could be utilised in a more productive way to help patients stay well and be empowered to improve their own health and wellbeing. The information materials and resources could be evaluated and checked for relevance and quality. The information could then be displayed in a way which is well signposted and easily accessible for people's different health needs. As an example, there could be a section for older people's health, young people's health, advice for mothers and babies, children's health, and mental health. A member of staff at the Surgery could be designated with the role of keeping information tidy and up to date with local community groups and events. Members of staff could also be encouraged to use the room regularly to show and inform their patient about local services which help individuals keep well.
- Hook Surgery could also recruit volunteers to specifically carry out the role of managing the healthcare information and informing patients of the resources at the surgery. The Merritt Medical Centre Patient Participation Group could assist in developing this volunteer role.

## 7. Next steps

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 is 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.

## **8. Acknowledgements**

Healthwatch Kingston would like to thank all the patients for taking the time to answer the survey questions and give their feedback during the visit. We would also like to thank the Staff team at Hook Surgery for their cooperation during our visit.

Finally we thank Healthwatch Kingston Volunteers Caroline, Keith and Tulloch for their time, input and professionalism in conducting the visit.

## 7. Further details

This report was produced by Healthwatch Kingston upon Thames and will be made available to the public on our website, and hard copies will be made available on request. Should you require this report in a different format, please contact the Healthwatch Kingston office at:

Healthwatch Kingston upon Thames  
Kingston Quaker Centre  
Fairfield East  
KT1 2PT

Email: [info@healthwatchkingstonuponthames.org.uk](mailto:info@healthwatchkingstonuponthames.org.uk)  
[www.healthwatchkingstonuponthames.org.uk](http://www.healthwatchkingstonuponthames.org.uk)

### The Healthwatch Brand

Healthwatch Kingston upon Thames Ltd is licensed to use the Healthwatch trademark (which covers the logo and the Healthwatch Brand) as per our licence agreement with Healthwatch England and the Care Quality Commission.

Hook Surgery  
The Merritt Medical Centre,  
Merritt Gardens,  
Chessington  
Surrey  
KT9 2GY

**8. Appendices**

**Appendix A Questionnaire**

Chessington Surgery

Hook Surgery

1. Can you normally get an appointment when you want one?

Yes  No  Sometimes  Not applicable

2. Do you manage to get an appointment with the doctor/ nurse of your choice?

Yes  No  Not applicable

3. How long on average do you have to wait for your appointment?

0-30 mins  30-45 mins  45-60 mins  more than 1 hour  Not applicable

4. Did/ do you feel you have enough time with the doctor/ nurse?

Yes  No  Unsure  Not applicable

5. Has your Doctor told you about the services of a community organisation which could support you, for example Staywell, Mind in Kingston or Kingston Carers ?

Yes  No

6. Is there enough information about local support services, leaflets/posters etc? (1- doesn't have any information) to (5 - has an excellent amount of information)

1      2      3      4      5

Please rate the following

	Good	Average	Poor	Not Applicable
Reception staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transport/parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dignity & respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involved in decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Display of community information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Is there anything else you would like to tell us?

## Equalities Monitoring Form

All the information you give us is treated in the strictest confidence. We enter your feedback onto our database, but we don't use any personal details. We use your feedback to analyse findings and identify trends in patient experience.

Please tell us the following information for monitoring purposes:

Postcode: \_\_\_\_\_

Medical condition: \_\_\_\_\_

Ethnicity:

- British  Irish  Any other white background
- White & black Caribbean  White & black Asian
- Any other mixed background
- Indian  Pakistani  Bangladeshi  Any other Asian background
- African  Caribbean  Any other black background
- Chinese  Gypsy/Traveller  Any other ethnic group
- Do not wish to disclose

Nationality: \_\_\_\_\_

Disability: Physical  Learning Disability  Sensory disability   
None  Do not wish to disclose

Religion: Buddhist  Christian  Hindu  Jewish  Muslim   
Sikh  Atheist  Other  None   
Do not wish to disclose

Age: 17 & under  18-24  25-49  50-64  65-79  80+   
Do not wish to disclose

Gender: Male  Female  Other  Do not wish to disclose

Marital Status: Married  Divorced  Single  Widowed   
Co-habiting  Civil Partnership  Do

## Appendix B Healthwatch Kingston fact sheet

### Healthwatch Kingston upon Thames

#### What is Healthwatch?

All health and social care services must give the people that use those services the opportunity for their views to be heard, and take them into account when they review and plan them.

Healthwatch has been created to do just that, it is the local body that works with services in and around Kingston.

We gather and represent the views of the public and use this feedback to influence, improve and shape services.

Healthwatch England is the national body that works on government level, and each area has a local Healthwatch that focuses on local services.

Healthwatch Kingston upon Thames

#### What do we do?

Healthwatch has a number of ways of working.

- Gathering feedback & evidence- we collect views and evidence to help improve services
- Representation - we represent the view of local people on health and social care committees and contribute to strategic health and social care work
- Involving local people - we have local people involved in our work including task groups, research, Enter & View and to help gather feedback
- Task Groups - we invite local people to join us to use their experiences of specific health and social care issues to work towards making improvements
- Information - we keep local people informed of developments in health and social care through newsletters, website, outreach work and meetings
- Engagement in the community - we go out in the community to promote what we do, gather feedback and get people to join us
- Signposting - we signpost people to local health and social care services, and provide advice about how and where to make a complaint

#### Who runs Healthwatch Kingston?

Healthwatch Kingston is funded by the local authority but it is an independent organisation.

It has a board of directors, who are volunteers and local people, which is responsible for setting the strategy.

There is a small staff team that carry out the day-to-day work and who provide support to the Board, volunteers and people involved in our activities.

It is a local organisation of and for local people.

#### Getting people involved

Healthwatch gives a voice to people in the community, and will speak up for people who are seldom heard and hard to reach.

Healthwatch is working with organisations such as Refugee Action Kingston and Learn English at Home to gather evidence of how local health services are supporting people from ethnic minority communities in Kingston.

Information is collected in many ways, such as by visiting community organisations and speaking to different members of the community, through surveys, group discussions and visiting Doctors surgeries and Hospitals.

#### Want to know more?

Joining us is free and you can decide how much involvement you want.

Our website has more information, or you can call our office or email.

#### Contact details

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