

# Enter & View Visit: The Groves Medical Centre

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Report & Recommendations

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Healthwatch Kingston upon Thames

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16/4/2015

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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 (no. 1159377), 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 Trustees, who are local people with a keen interest in improving the health and social care system for local people.

It is supported in its work by Parkwood Healthcare Ltd, which employ the staff and provide HR, finance and office support.

### **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 or service users and members of staff and make observations of the environment to ensure it is safe and clean. 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, the commissioner of the service or a relevant body such as the Care Quality Commission.

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 team of 3 people to visit The Groves Medical Centre. One was a member of staff, along with 2 volunteers. The team members were:

- Jenny Pitt, Research & Information Officer, HW Kingston member of staff
- Caroline Cunliffe, Volunteer, HW Kingston Community Care Task Group
- Alan Moss, Volunteer, HW Kingston Mental Health Task Group

The visit took place on the Thursday 16<sup>th</sup> April between 8.30am and 11.30am and this report reflects the views and observations gathered for this specific date and time only.

## **2. Methodology**

We asked patients about their patient experience at the medical centre, using our standard GP survey, plus the opportunity to rate the following on a scale of Good, Average, Poor and Not Applicable:

- Reception Staff
- Parking
- Dignity & Respect
- Involved in Decisions

We also included a commentary box at the end so patients could tell us more about their experience that wasn't covered in the survey.

### **2.1 Patients**

We introduced ourselves to each patient and where applicable to their family members or carers, and explained the purpose of our visit. We used the same set of questions for each patient (see appendix A). A brief overview of Healthwatch Kingston was provided, and we gave each patient a factsheet with further information (see appendix B).

### **2.2 Medical Centre Environment**

As well as speaking to individuals, we also looked at the environment and made observations about facilities, cleanliness and staff interaction.

## **3. Findings**

Our findings overall found that patients were happy with their patient experience at the Groves Medical Centre, with short waiting times, having enough time with the doctor/nurse, being treated with dignity and respect and feeling involved with decisions about their healthcare. Only 3% of the 51 patients we surveyed had been waiting more than 30 minutes to see the GP, while 51% said they had been able to book an appointment with the doctor or nurse of their choice.

When we asked patients whether they thought there was enough information about local support services, 16% gave a low rating. With regards to the parking at the Groves Medical Centre, 25% rated it as "poor", and 29% rated the reception staff as "average". In terms of being involved with decisions about their healthcare, 8% rated it as "poor".

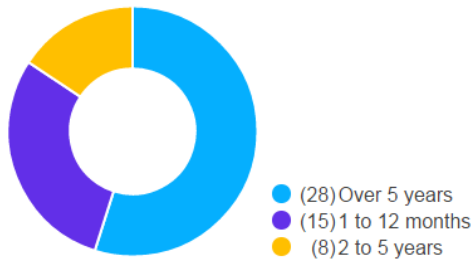
Please see below for detailed findings to our survey questions.

### **3.1 Patients**

#### **3.1.1 Patient information**

##### **1. 1. How long have you been with this practice?**

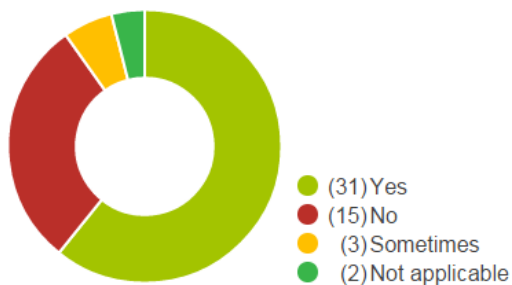
Results based on 51 responses to this question



#### **3.1.2 Ease of Booking appointments**

##### **2. 2. Can you normally get an appointment when you want one?**

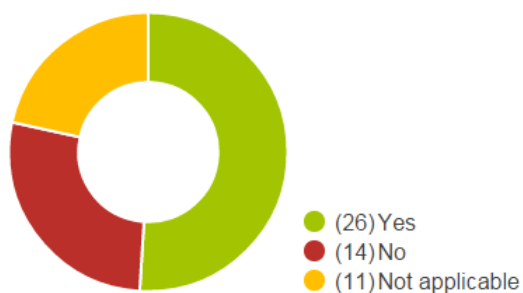
Results based on 51 responses to this question



#### **3.1.3 Booking appointments with choice of doctor/nurse**

##### **3. 3. Did you manage to get an appointment with the doctor/nurse of your choice?**

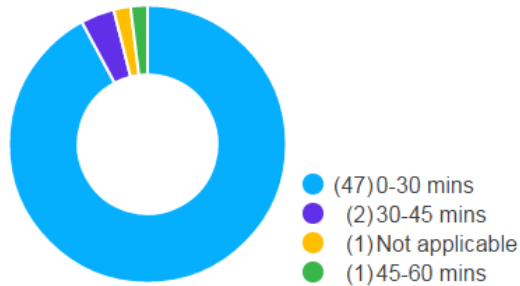
Results based on 51 responses to this question



### 3.1.4 Waiting times

#### 4. 4. How long have you been waiting /did you wait for your appointment?

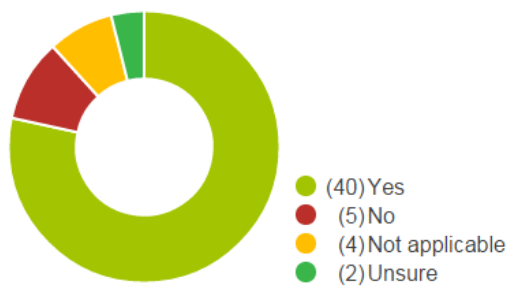
Results based on 51 responses to this question



### 3.1.5 Having enough time with the doctor/nurse

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

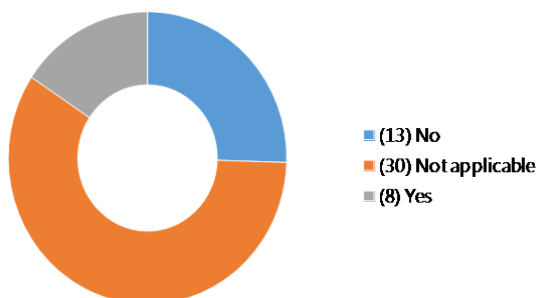
Results based on 51 responses to this question



### 3.1.5 Being told about the services of a community organisation

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

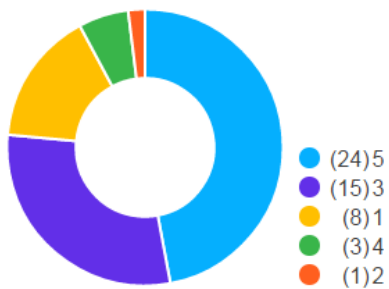
Results based on 51 responses to this question



### 3.1.6 Availability of information about community organisations

7. 7. 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)

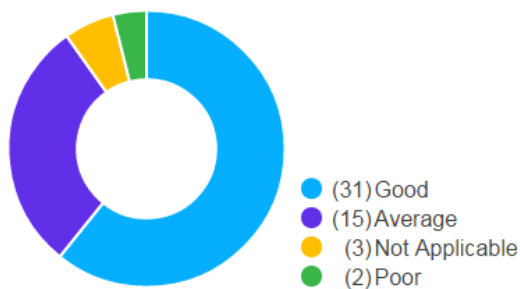
Results based on 51 responses to this question



### 3.1.8 Ratings for Reception staff, Parking, Dignity & Respect, Involvement in Decisions

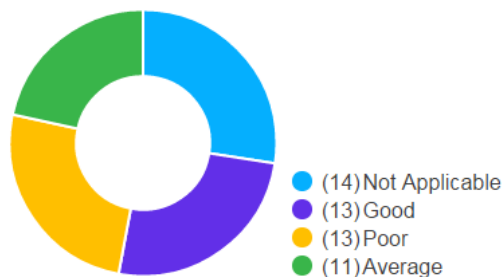
#### 8. Rate the reception staff

Results based on 51 responses to this question



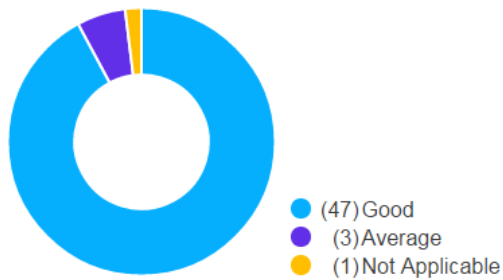
#### 9. Rate the Parking

Results based on 51 responses to this question



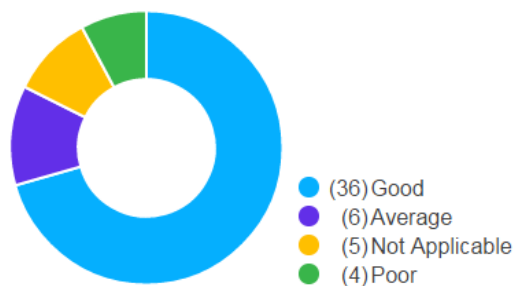
## 10. Rate your treatment - Dignity & Respect

Results based on 51 responses to this question



## 11. Rate your involvement with decisions?

Results based on 51 responses to this question



### 3.2 Observations

#### 3.2.1 Reception Area

- The reception area was clean and welcoming, and the staff were friendly and helpful to patients.
- A Friends & Family questionnaire was clearly displayed with a box to collect responses. The medical centre's brochures were available.
- There was also an advert promoting the online booking system, along with an electronic check-in panel for checking in.
- There wasn't a dedicated buggy park area for parents.

#### 3.3.2 Waiting Room

- We noted that the air conditioning unit was running when we arrived, but the air in became stuffy and stale. We overheard patients commenting on this.
- There was a blood pressure machine and weighing scales available, and we noticed that four patients used this equipment while we there.
- There were leaflets available with local information but 10 of the slots on the information stand were empty.
- Although there were 3 small activities for children, we noted that there wasn't a dedicated play area for children.
- Amongst the seating, 5 larger padded chairs were available, but we noted that all the seating appeared to be on the same height, which might prove difficult for those who have a disability or mobility problems.
- There was no water dispenser available.
- There was no clock.



### **3.3.3 Cleanliness**

- The medical centre was clean and tidy.

### **3.3.4 Facilities**

- There were 14 consulting rooms available, a disabled lift and 4 toilets, plus a disabled toilet.
- We noted that baby changing facilities were not available.

### **3.3.5 Interaction between Staff and Patients**

- With 7 doctors, 4 nurses and a healthcare assistant on site, we were impressed at the interaction. Staff came into the waiting room to call patients and escort them to the consulting room.

## **4. Recommendations**

The overall feedback we received was positive. There were a number of issues raised that we feel could be improved and we would like to make the following recommendations:

- Consider providing a dedicated play area for children
- Provide baby changing facilities
- Provide a dedicated parent/child space in the car park
- Provide a clock in the waiting room
- Ensure the waiting room is not stuffy. We noticed on our visit that the waiting room became stale and stuffy very quickly - open windows to give fresh air or run the air conditioning unit for a longer period of time
- Assign an area as a buggy park for parents
- Install seating of varied heights for disabled and elderly patients
- Provide more leaflets about community organisations
- Provide a cold water dispenser

## **5. Next Steps**

This report will be presented to The Groves Medical Centre, giving 7 days to correct factual errors, with a further 21 days to respond. We expect that not all recommendations will be implemented straight away, but we anticipate that the management will provide us with a plan to address these issues.

## **6. Acknowledgements**

Healthwatch Kingston would like to thank all the patients and their families/carers who we spoke to us during our visit. We very much appreciate their time and recognise that without their valuable input we would not be able to produce this report. Their comments and insights have helped us to build a picture of the patient experience at The Groves Medical Centre.

Secondly, we wish to thank The Groves Medical Centre for full cooperation during our visit and ensuring our visit went smoothly.

We would also like to thank Caroline Cunliffe and Alan Moss for their time and commitment in helping us carry out the visit, and Healthwatch Richmond's Mary McLaren for her input and support.

## 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  
Kingston Quaker Centre  
Fairfield East  
Kingston KT1 2PT  
Phone: 020 8974 6629  
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.

### The Groves Medical Centre

For further information, please contact:

The Groves Medical Centre  
171 Clarence Avenue  
New Malden  
Surrey KT3 3TX

Main Switchboard: 020 8336 6565

Website: [www.thegrovesmedical.org](http://www.thegrovesmedical.org)

**9. Appendices**

**Appendix A Questions for Patients  
The Groves Medical Centre**

1. How long have you been a patient at this surgery?  
0-12 months       1 -5 years       Over 5 years
  
2. Can you normally get an appointment when you want one?  
Yes       No       Sometimes       Not applicable
  
3. Did you manage to get an appointment with the doctor/ nurse of your choice?  
  
Yes       No       Not applicable
  
4. How long have you been waiting /did you wait for your appointment?  
0-30 mins       30-45 mins       45-60 mins       more than 1 hour       Not applicable
  
5. Did/ do you feel you have enough time with the doctor/ nurse?  
Yes       No       Unsure       Not applicable
  
6. Has your Doctor told you about the services of a community organisation which could support you, for example Staywell, Kingston Mind or Kingston Carers ?  
  
Yes       No
  
7. 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"/>
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"/>

Is there anything else you would like to tell us?

## Appendix B

# Healthwatch Kingston upon Thames - Factsheet

### 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 is the independent consumer champion created to do just that; 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 is the local body that works with services in and around Kingston.

### 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 an independent charity (registered no. 1159377) and receives funding from the local authority.
- It has a board of trustees, who are volunteers, 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, the volunteers and people involved in our activities.
- It is a local organisation of and for local people.

### About Enter & View

Enter & View is one of the mechanisms that we use to get feedback; it allows us to go into any health and social care service to observe what happens and to talk to patients and service users about their experience.

It is less about the clinical treatment, and more about making sure that people are treated with respect, that they are safe and that they are given options and choices about the services they need to access.

We will share our findings with the service provider, their commissioner and the public and make recommendations for improvement or share good practice.

### Want to know more?

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

### Contact details

Healthwatch Kingston  
Kingston Quaker Centre  
Fairfield East  
Kingston KT1 2PT  
Tel: 020 8974 6629

Email:

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Website:

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