

# Enter & View Visit: Central Surgery

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Report & Recommendations

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Healthwatch Kingston upon Thames

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20/1/16

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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 Central Surgery, at Surbiton Health Centre:

- Jenny Pitt, Research & Information Officer, HW Kingston member of staff
- Linda Webb, Affiliate
- Graham Goldspring, Affiliate

The visit took place on Wednesday 20<sup>th</sup> January 2016 between 9am and 12pm and this report reflects the views and observations gathered for this specific date and time only.



Volunteers Linda and Graham with a patient and her son

## 2. Methodology

We asked patients about their patient experience at the medical practice, 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.

### 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 revealed that patients were overall happy with their patient experience at the Central Surgery, they felt that they have enough time with the doctor/nurse, they are treated with dignity and respect and feel involved with decisions about their healthcare.

Out of the 27 patients we talked to, 52% of patients said they had been able to book an appointment with the doctor or nurse of their choice (as long as they booked in advance -

some reported having to wait up to 4 weeks). Waiting times on the day were low at the time of the visit, although the surgery appeared to be fairly quiet, which was confirmed by staff. Only 11% of patients we talked to were waiting more than 30 minutes for their appointment.

The majority of patients were happy to report that they felt they had enough time with the doctor or nurse (85%). Feedback about reception staff was on the whole good (55%), with only 33% of patients commenting that they felt the service was average.

Many of the patients were frustrated with the phone booking system for appointments, some reporting that they just can't get through. We had some qualitative feedback from patients that we wanted to share with you:

“The doctors always seem to be running late - around 30-45 mins. It's difficult to get an appointment with the doctor of your choice, you need to book up to 6 weeks in advance.”

“I didn't know you could book online. It's a long wait on the phone. Sometimes the wait is longer than 30 mins.”

“There seem to be too many patients and the reception is overloaded. It takes ages to get through on the phone, although they do phone back.”

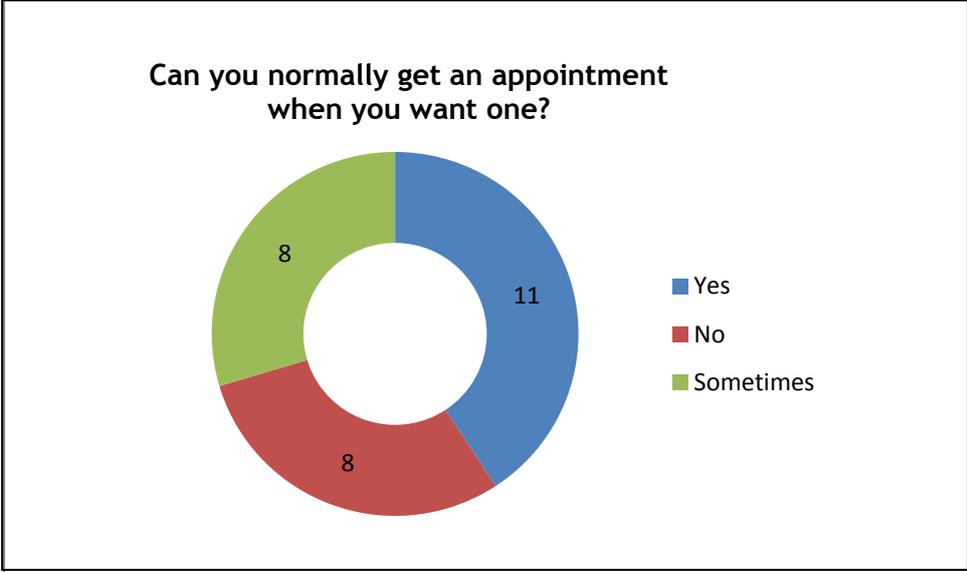
“Have to book online 3-4 weeks in advance to get an appointment with the doctor of my choice. A walk-in centre would help at weekends, to avoid going to A&E.”

“Very friendly reception, staff are really good, especially when they get to know you. “

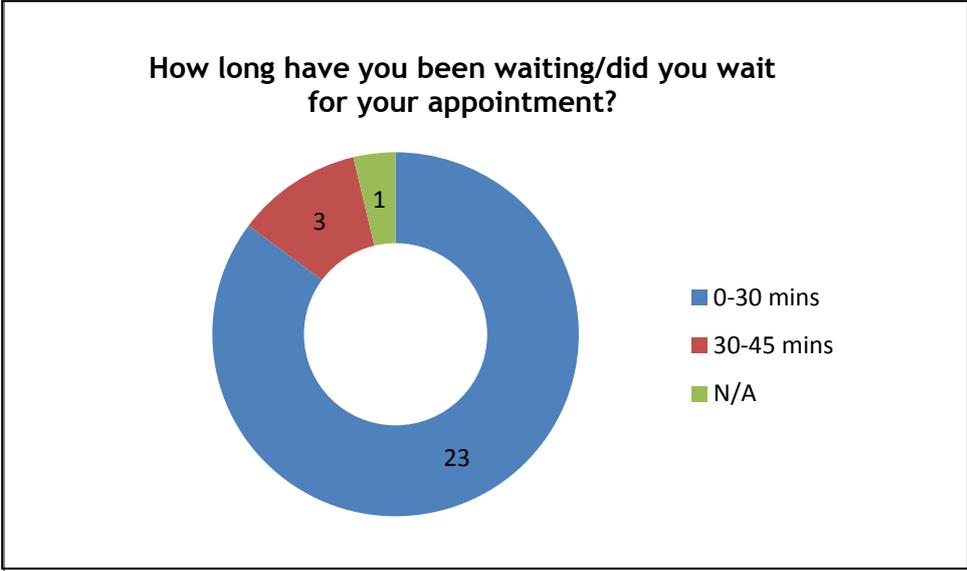
“It's a good surgery, the new premises are better and I have been with them since 1980. I had to book 4 weeks in advance to get an appointment with my doctor. I usually feel I have enough time with the doctor, but occasionally feel rushed.”

“As a new mother, I wasn't made aware of benefits, supplements and things a new mother might need to know. GPs don't offer information to raise awareness of what new mothers need.”

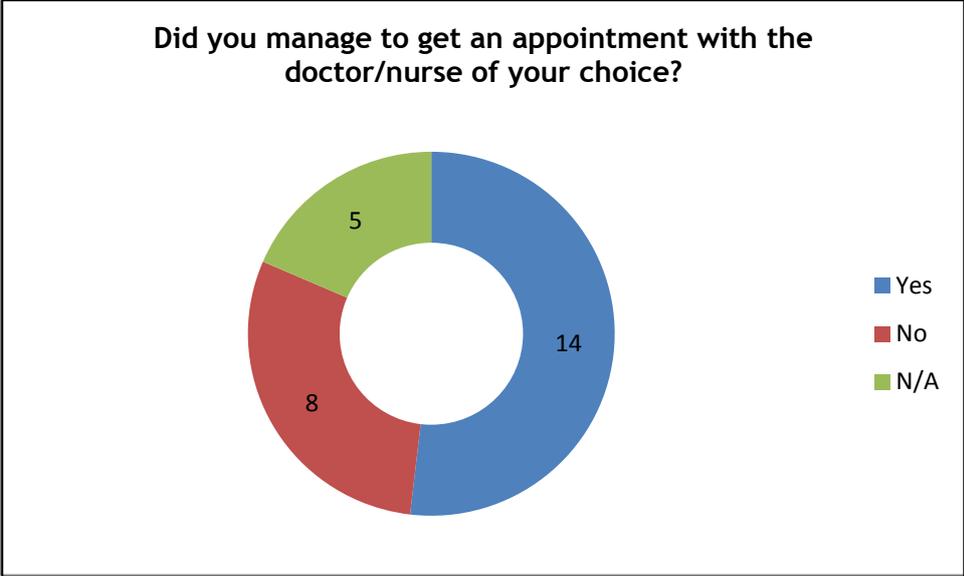
3.1.2 Ease of Booking appointments



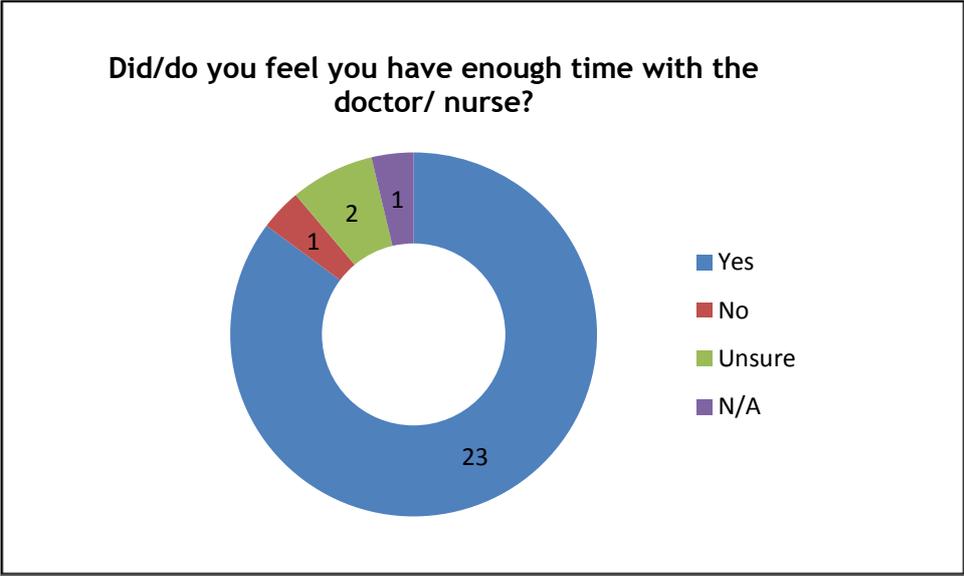
3.1.3 Waiting times



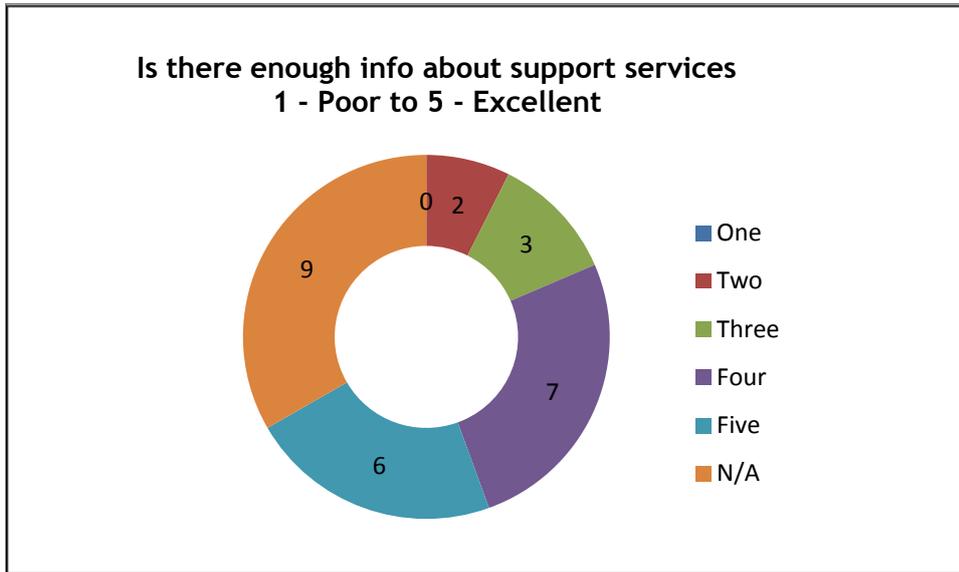
3.1.4 Booking appointments with choice of doctor/nurse



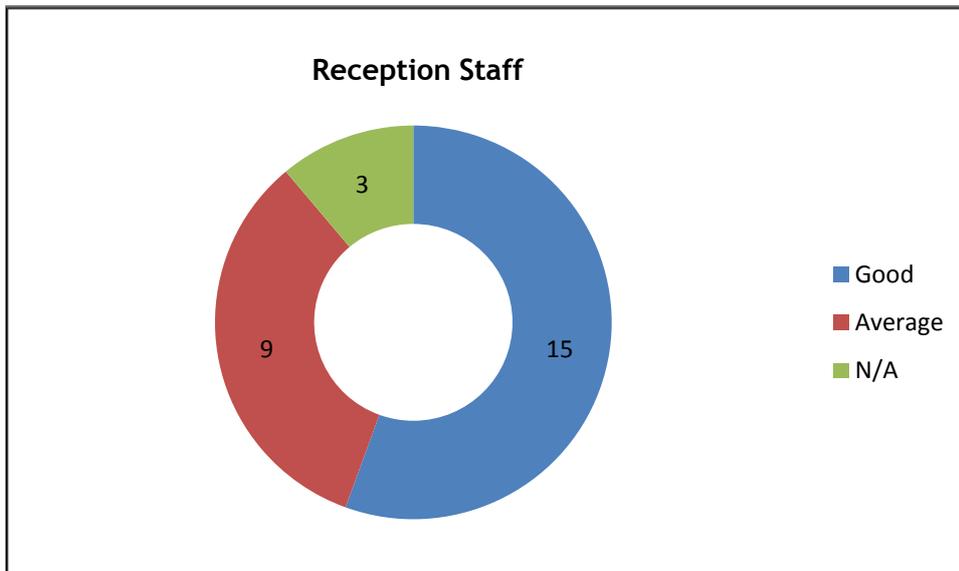
3.1.5 Having enough time with the doctor/nurse

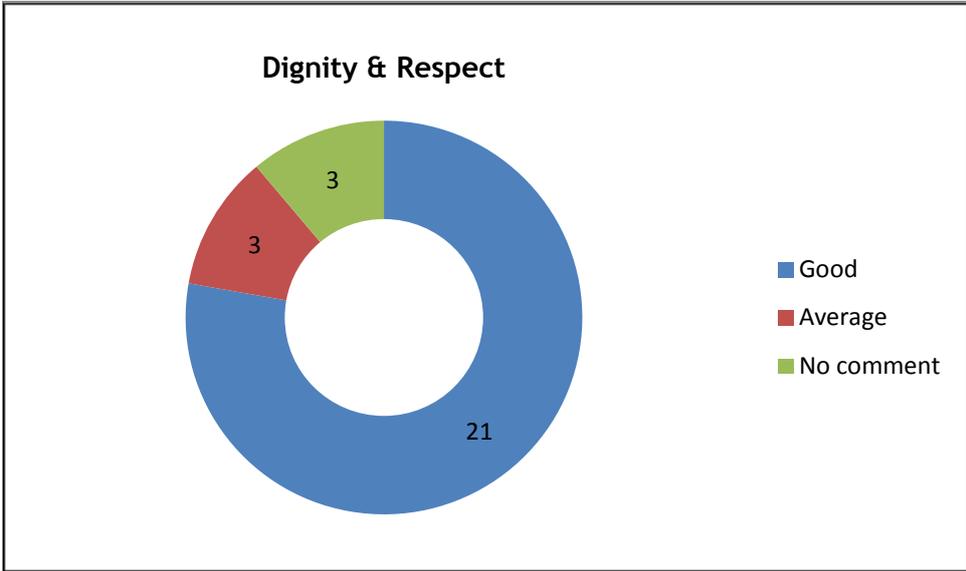
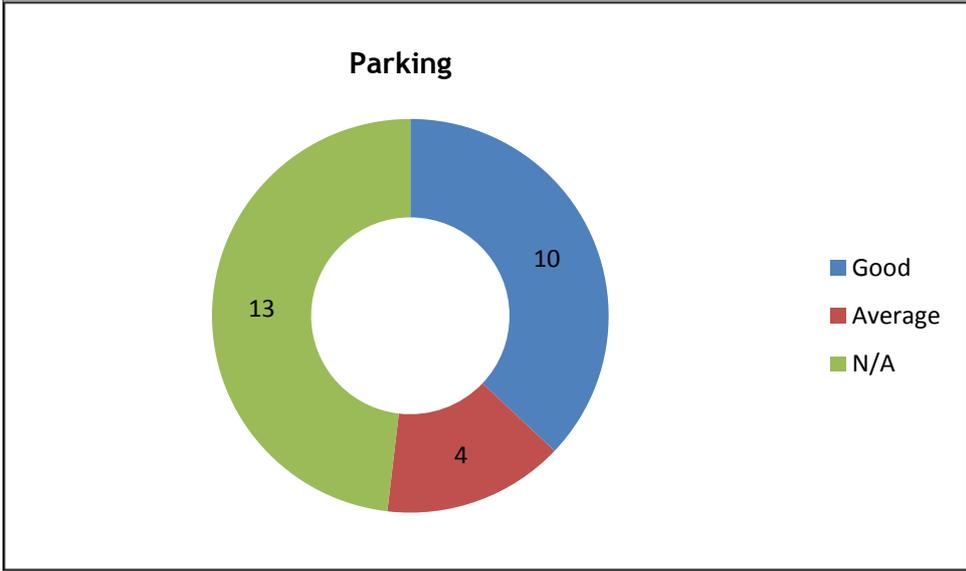


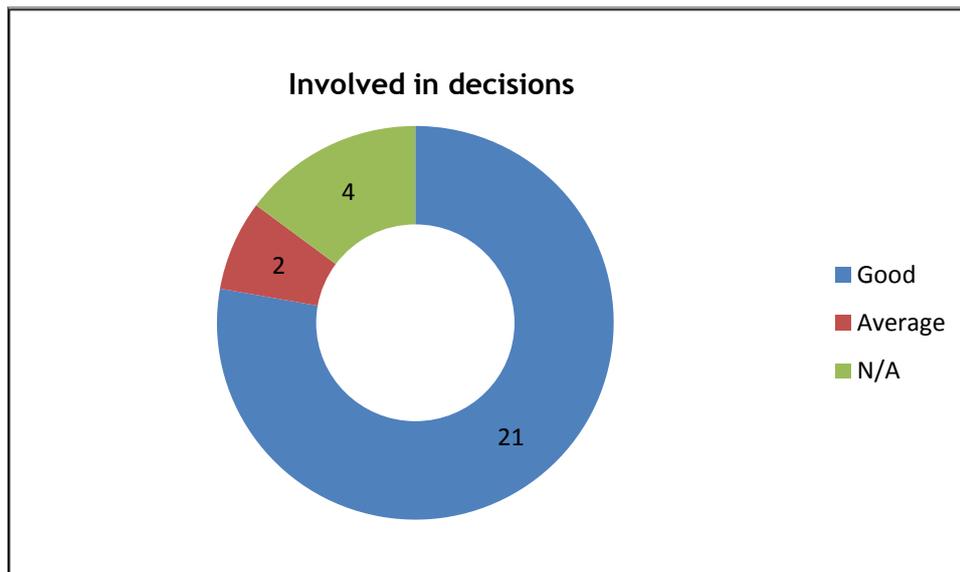
**3.1.6 Availability of information about support services eg leaflets/posters etc**



**3.1.7 Ratings for Reception staff, Parking, Dignity & Respect, Involvement in Decisions**







### 3.2 Observations

Overall our team found the surgery clean and well organised. There were two reception staff at the front desk, with three admin staff in the back office, along with the practice manager. There were six GPs on duty, one carrying out call backs, along with 2 nurses. On arrival, we were shown around the centre by Practice Manager Kerry Essop.

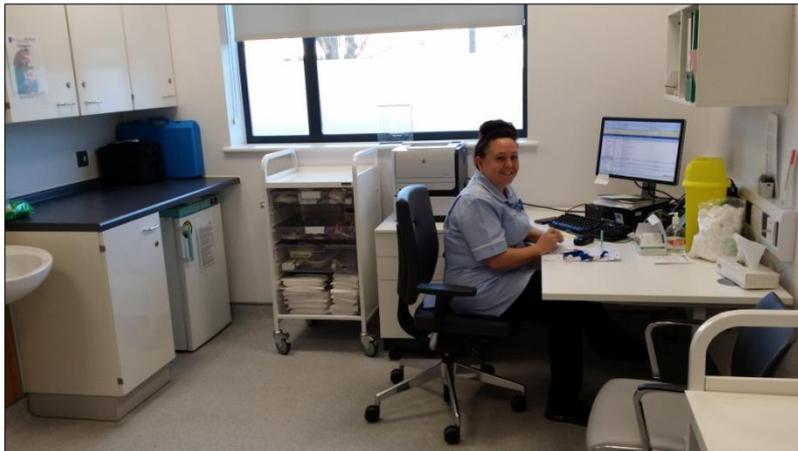
### 3.2 Observations

#### **3.2.1 Reception Area**

- The reception area is clean and light.
- Practice brochures are available.
- A blood pressure machine is situated at the entrance to the health centre for patients to use.
- Hand sanitiser is readily available.
- A water dispenser machine is available, but isn't easily seen from the waiting area, and is shared with the other surgeries in the health centre.
- Different types of seating, well spaced, ideal of patients with mobility problems.
- Good variety of posters and leaflets, not only in the communal parts of the centre, but also in the Central Surgery waiting area. Good to see a poster encouraging Carers to identify themselves to reception.
- No check-in machine, so patients were queuing at the reception desk. At a busy point, 6 patients were queuing, although the queue did go down quickly.
- There was a notice that the surgery is an Imperial College London Academic Practice which indicates that it's a training practice, but this isn't clear and patients might not know what this means.
- No toys or magazines and the practice manager reported that these have been removed in the interests of infection control.
- The television screens were not working in the centre, which are used to call patients to GP/treatment rooms and for health advertising. The practice manager explained that there is considerable expenditure to have them fixed, and several parties are involved in that process such as the landlord, the maintenance company and the clinical commissioning group.

### 3.2.2 Facilities

- There are two toilets, plus a disabled toilet with baby change facilities. These were all very clean although no air freshener was available and they were poorly ventilated.
- In the disabled toilet, there was adequate room for a wheelchair to turn (as tested by our volunteer), although it wasn't immediately obvious how to lock the door.
- We were given access to a treatment room, and can report it was spotless, well organised and light. The nurse explained that the room is also used for minor ops.



### 3.2.4 Interaction between Staff and Patients

- The reception staff were very courteous and helpful to patients, dealing with queues and enquiries quickly.
- As the TV screens were not working, doctors and nurses came down to the reception area to call patients, and appeared friendly and engaging.

## 4. Recommendations

The overall feedback we received was positive. There were few issues raised that we feel could be improved and we would like to make the following recommendations for the waiting area and the toilet:

- Consider ways to improve the phone booking system
- Install a self check-in machine to reduce queues
- Put up a notice to explain why the TV screens are not working and when they are expected to be fixed
- Explain what is meant by an Imperial College London Academic Practice for patients' interest
- Ensure GPs have all the relevant information to pass on to new mothers
- Put up a notice in the disabled toilet about how to lock the door
- Provide air freshener in the toilets.

## **5. Next Steps**

This report will be presented to Central Surgery, giving 7 days to correct factual errors, with a further 20 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 Central Surgery.

Secondly, we wish to thank staff at the surgery for full co-operation during our visit and ensuring our visit went smoothly.

We would also like to thank our volunteers Linda Webb and Graham Goldspring for their time and commitment in helping us carry out 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  
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Phone: 020 8974 6629  
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[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.

### **Central Surgery**

For further information, please contact:  
Surbiton Health Centre  
Ewell Road  
Surbiton  
KT6 6EZ

Tel: 020 8399 6622

Website: [www.centralsurgerysurbiton.co.uk](http://www.centralsurgerysurbiton.co.uk)

**Appendix A Questions for Patients**

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

Yes  No  Sometimes  Not applicable

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

Yes  No  Not applicable

3. 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

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

Yes  No  Unsure  Not applicable

5. 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?