

# Enter & View Visit: Fairhill Medical Practice

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Report & Recommendations

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Healthwatch Kingston upon Thames

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21/10/2015

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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 2 people to visit Fairhill Medical Practice (Fairfield branch):

- Jenny Pitt, Research & Information Officer, HW Kingston member of staff
- Linda Webb, Volunteer, Healthwatch Kingston Community Care Task Group

The visit took place on Wednesday 20<sup>th</sup> October 2015 between 9am and 12pm 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 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 Fairhill Medical Practice (Fairfield Branch), 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. Out of the 21 patients we talked to, five patients were either not aware of the online appointment system or had experienced difficulty with it. On the day, 52% said they had been able to book an appointment with the doctor or nurse of their choice, while only 9% felt they didn't have enough time with the doctors.

When we asked patients how they would rate the reception staff nearly a quarter (24%) rated them as "average". We also had some qualitative feedback from four patients that we wanted to share with you:

"I have had problems with the reception staff on the phone. One lady is rude and doesn't have enough time to go into detail, she cuts me off. With the doctor I feel rushed, she doesn't seem to care."

"Not enough information from the GPs, if you are unsure the doctors just send you away. Average involvement in decisions, and they are poor when it comes to dignity and respect."

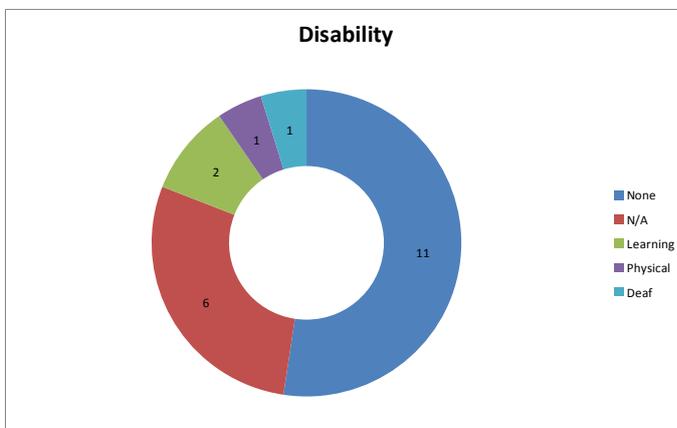
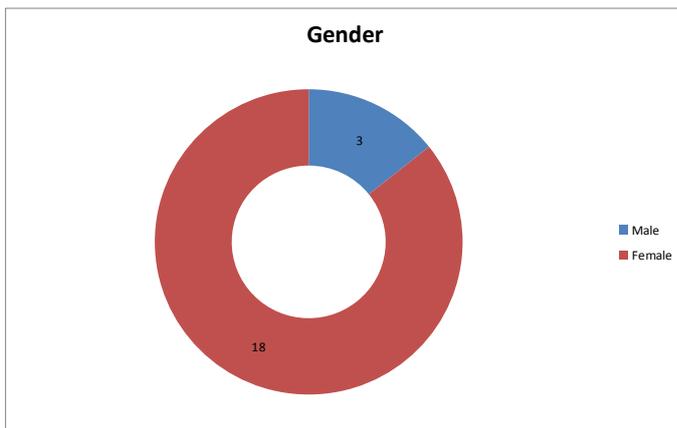
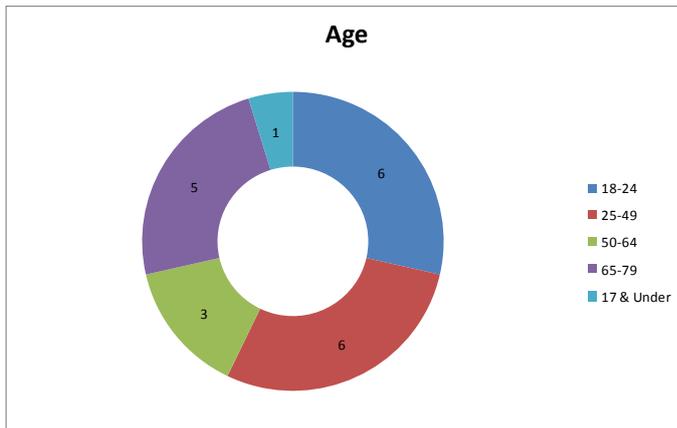
"Reception staff are rude and snappy, a lack of empathy and no privacy."

“Reception staff are average, depends who you get. With regards to the poor parking, perhaps liaise with the nearby nursery round the corner as they have plenty of spaces?”

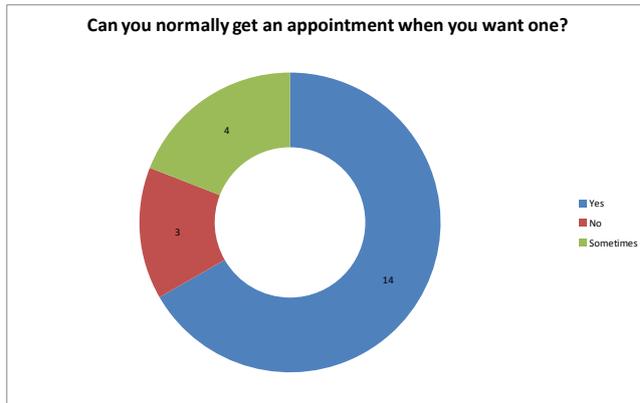
Please see below for detailed findings to our survey questions.

### 3.1 Patients

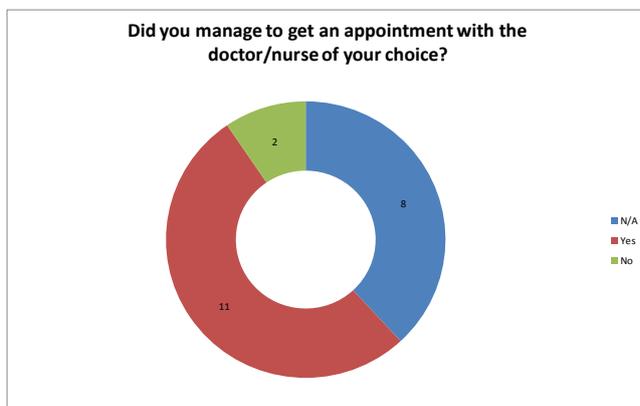
#### 3.1.1 Patient information



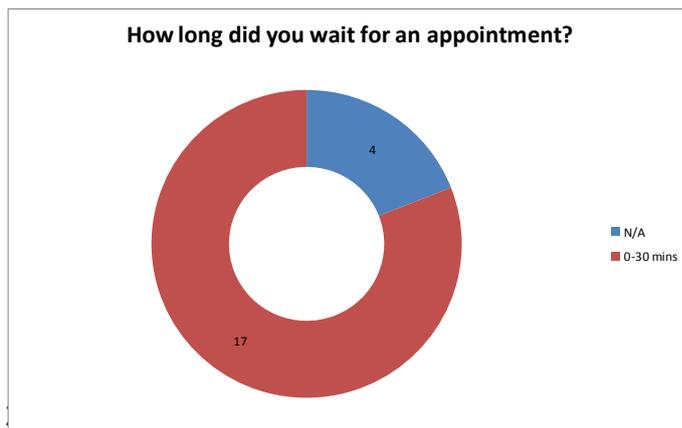
### 3.1.2 Ease of booking appointments



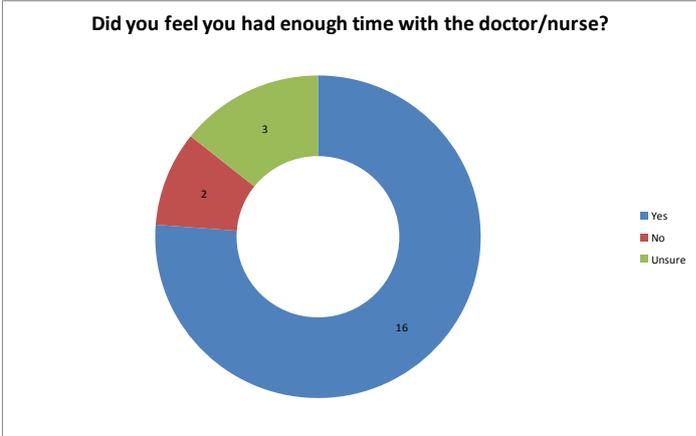
### 3.1.3 Booking appointments with choice of doctor/nurse



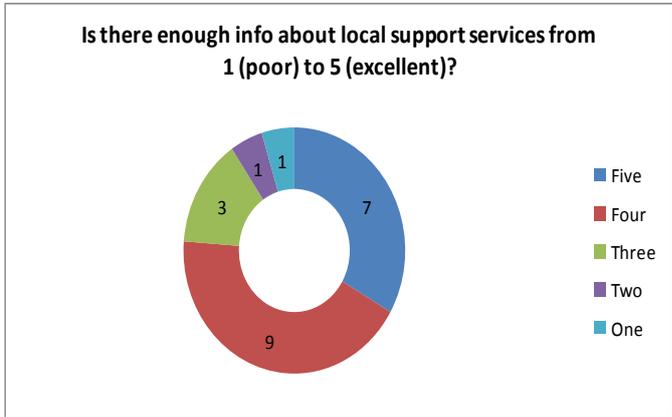
### 3.1.4 Waiting times



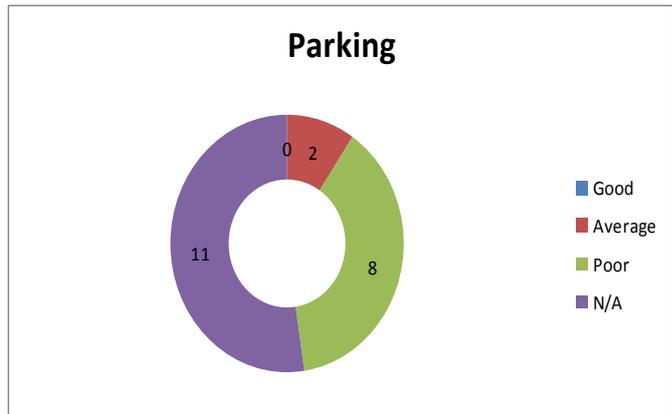
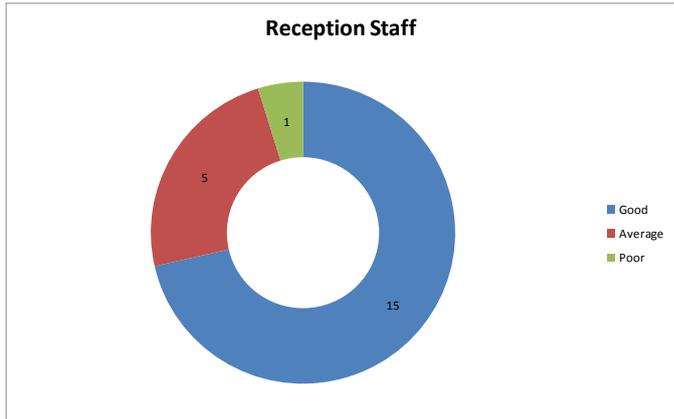
**3.1.5 Having enough time with the doctor/nurse**

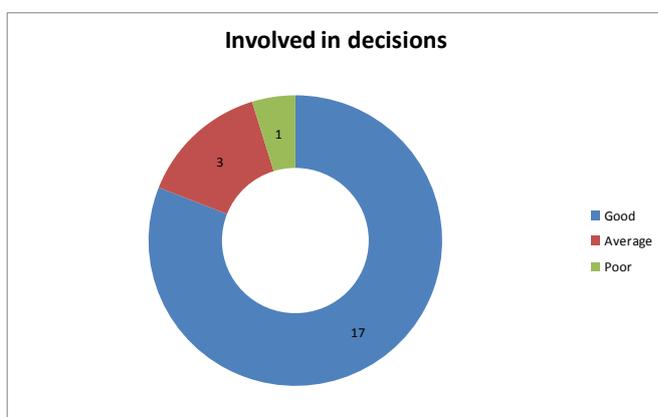
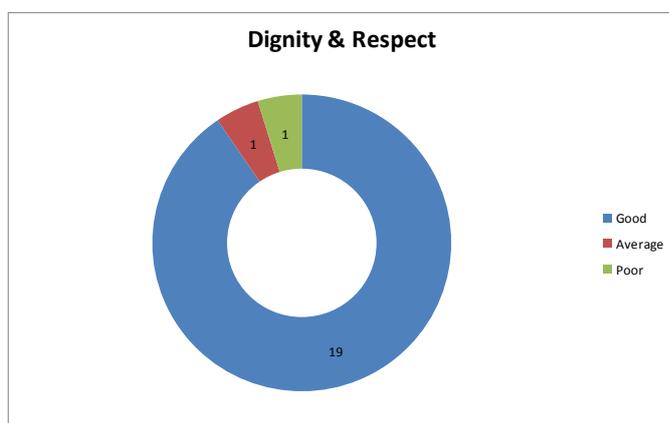
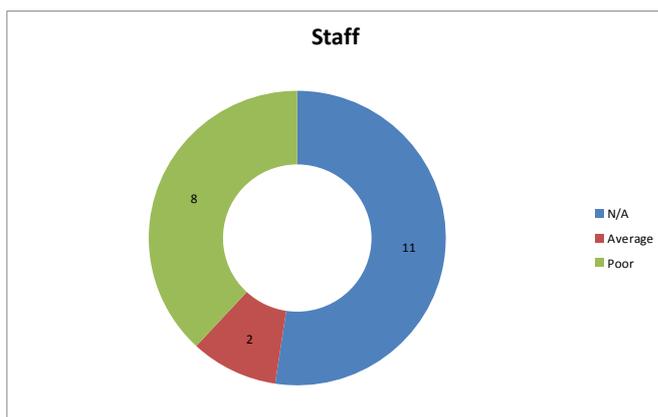


**3.1.6 Availability of information about community organisations**



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





### **3.2 Observations**

Overall our team found the Medical Practice clean and airy, with two reception staff present. There were two GPs on duty, along with a nurse. On arrival, we were shown around the centre by Practice Manager Parvin Mawji.

### **3.2 Observations**

#### **3.2.1 Reception Area/Waiting Room (downstairs)**

- The reception area is clean and light.
- Practice brochures are available.
- Touch-screen machine to check in for appointments.
- A blood pressure machine for patients to use.

- Hand sanitiser is readily available.
- No water dispenser machine, patients need to ask at reception.
- No clock.
- 10 chairs - none of varying height for those with mobility problems, and trip risk with the base legs on floor.
- Good variety of posters and leaflets, although the patients we spoke to said they would have liked to see info leaflets about miscarriage and aneurism.
- Not easy to see Online Registration information.
- Radio as background music - this may prove problematic for those with sensory disabilities.
- Upstairs waiting room was clean, tidy with good natural light. Good choice of information leaflets. This room and the consultation room are accessed via steep stairs. The Practice Manager explained that the receptionists alert patients to this when they book, and can move the doctor downstairs if necessary for a patient who cannot manage the stairs.
- There is a buggy park outside for patients, which although covered with rigid plastic, is open to the elements.

### **3.2.2 Cleanliness**

- The practice was clean and tidy.

### **3.2.3 Facilities**

- There are 2 consulting rooms and a treatment room downstairs, and one upstairs. One disabled toilet downstairs, which also has baby changing facilities. (One toilet upstairs).
- The disabled toilet is big enough for a wheelchair, but it doesn't have a hand rail. The toilet seat isn't big enough for the pan and the toilet itself is too low. It was fairly clean but it wasn't clear how to get hot water - needs a sign.

### **3.2.4 Interaction between Staff and Patients**

- A doctor and a nurse came into the waiting room to call patients and escort them to the consulting room. The team noticed that the doctor never smiled.
- The team observed that the reception staff were happy to organise a taxi for a patient with learning disability and they ensured he knew what was happening. Another patient also pointed this out to us.

## **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 for the waiting area and the toilet:

- Provide a water dispenser in the waiting rooms.
- Replace the toilet seat with one that fits correctly and consider replacing the toilet for a higher unit.
- Provide a hand rail in the toilet.
- Put up a sign in the toilet about how to use the hot water tank.
- Provide more leaflets about ante-natal care and miscarriage, and aneurism
- Put up a poster with larger text to promote online appointments in both waiting rooms.
- Consider installing 2 seats that are raised for elderly and those with mobility problems.
- Consider ways to improve staff interaction with patients.

## **5. Next Steps**

This report will be presented to the Fairhill Medical Practice, 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 Fairhill Medical Practice.

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

We would also like to thank our volunteer Linda Webb for her 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  
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.

### **Fairhill Medical Practice**

For further information, please contact:

Fairfield Branch  
14 Fairfield South  
Kingston  
Surrey  
KT1 2UJ

Tel: 0208 546 1771

Website: [www.fairhill.gpsurgery.net](http://www.fairhill.gpsurgery.net)

**Appendix A Questions for Patients**  
**Fairhill Medical Practice**

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?