

Enter & View Visit: Churchill Medical Centre Tudor Drive

Report & Recommendations

Healthwatch Kingston upon Thames

4/3/16



Contents

1. Introduction	p. 3
1.1 About Healthwatch Kingston upon Thames	p. 3
1.2 Enter & View	p. 4
1.3 The Enter & View Team	p. 4
2. Methodology	p. 4
3. Findings	p. 4
3.1.1 Ease of Booking appointments	p. 5
3.1.2 Booking appointments with choice of doctor/nurse	p. 5
3.1.3 Waiting times	p. 6
3.1.4 Having enough time with the doctor/nurse	p. 6
3.1.5 Information about community organisations	p. 7
3.1.6 Ratings for Reception staff, Parking, Dignity & Respect, Involvement in Decisions	p. 7
3.2 Observations	p. 9
3.2.1 Reception Area	p. 9
3.2.2 Facilities	p. 9
3.2.3 Interaction between Staff and Patients	p. 9
4. Recommendations	p. 9
5. Next steps	p. 10
6. Acknowledgements	p. 10
7. Further details	p. 10
Healthwatch Brand	p. 10
Churchill Medical Centre Tudor Drive contact details	p. 10
8. Appendix A - Questions we asked patients	p. 11

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 two volunteers to visit the Churchill Medical Centre Tudor Drive:

- Tony Williams
- Caroline Cunliffe

The visit took place on Friday 4th March 2016 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 surgery, 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 Churchill Medical Centre Tudor Drive 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 10 patients we talked to, six patients said they had been able to book an appointment with the doctor or nurse of their choice, with three that said they hadn't. Waiting times on the day were low at the time of the visit, with all the patients waiting less 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 (80%). Feedback about reception staff was positive, and everyone rated the reception staff as "good".

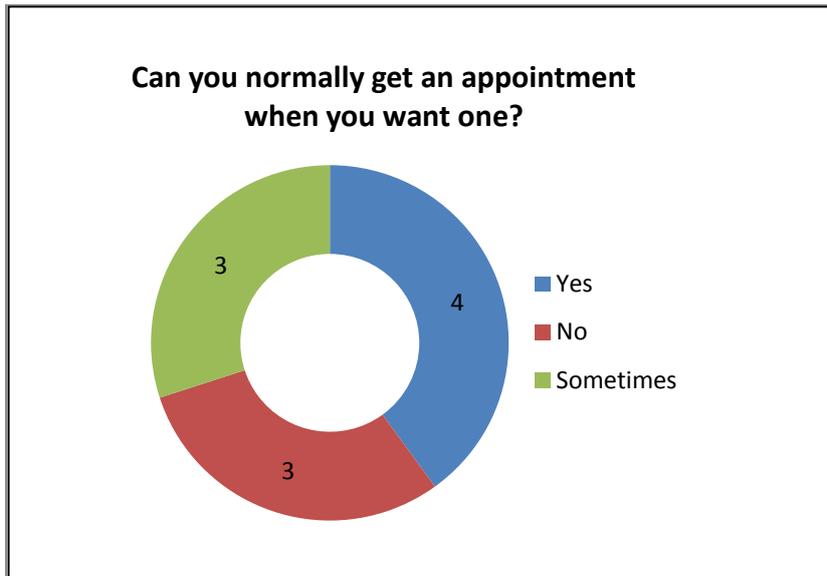
We had some qualitative feedback from patients that we wanted to share with you:

"You must ring at 8am to get an appointment, and it's not easy to get one.

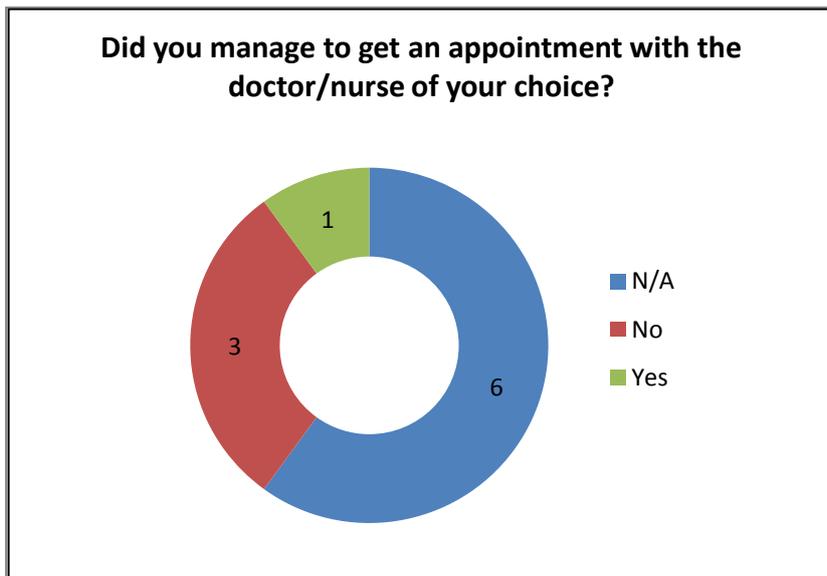
"You need to book two weeks in advance to get very early or late appointments, and phone responses can take a time. Things tend to run late. Reception is lovely, and the doctors are thorough."

"Would be good to be able to book appointments in advance - I've tried the online system but haven't found it helpful."

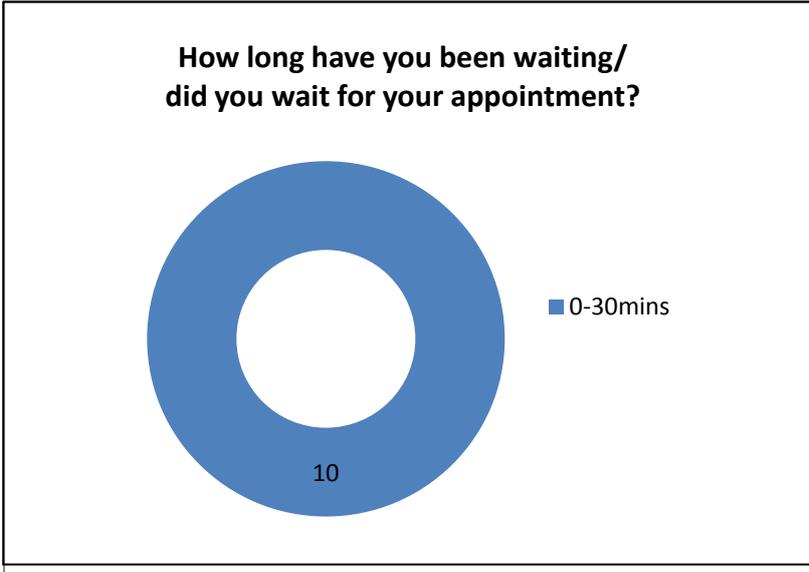
3. 1.1 Ease of booking appointments



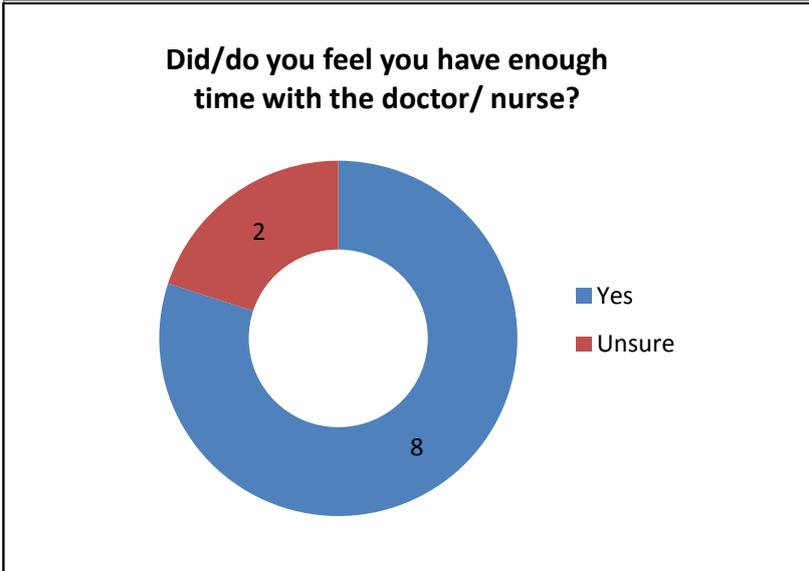
3.1.2 Booking appointments with choice of doctor/nurse



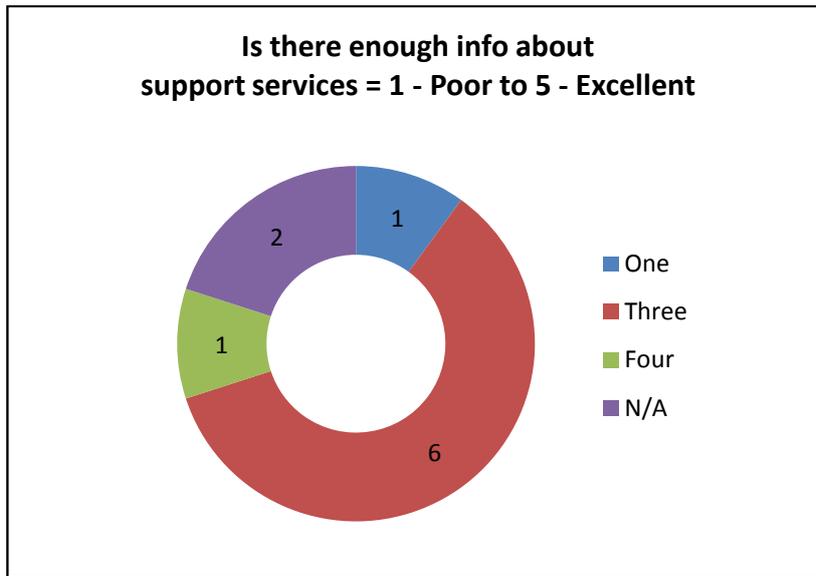
3.1.3 Waiting times



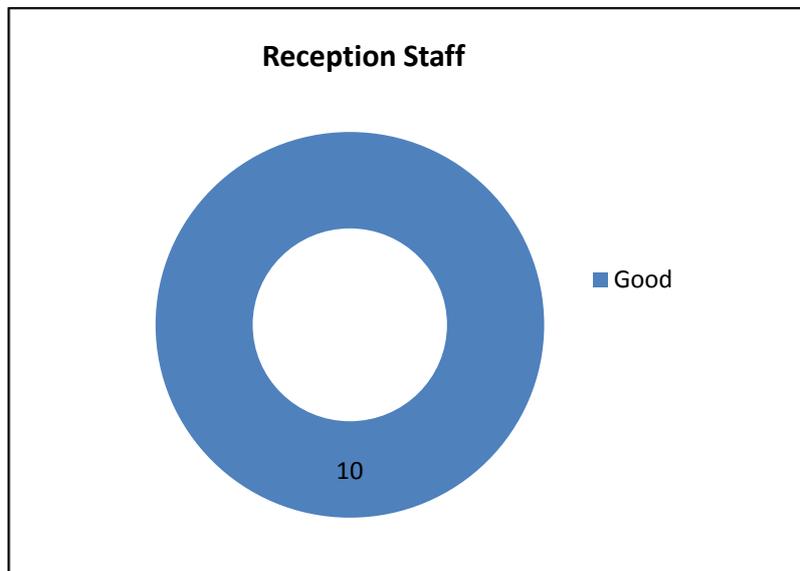
3.1.4 Having enough time with the doctor/nurse

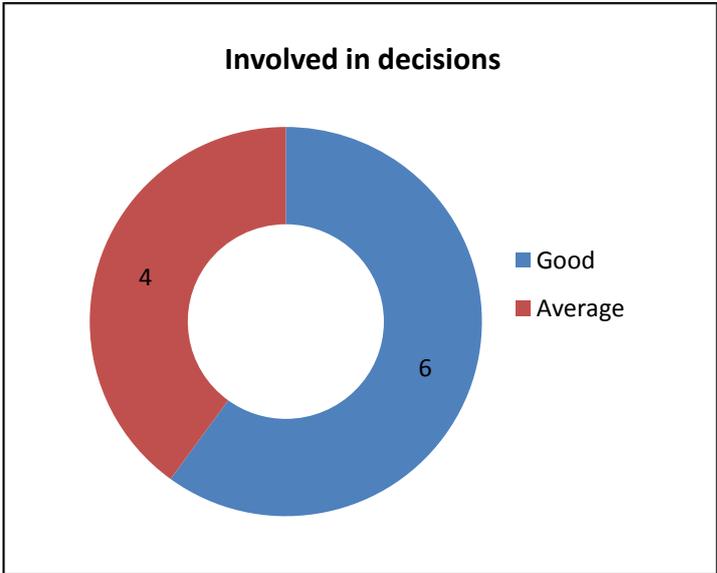
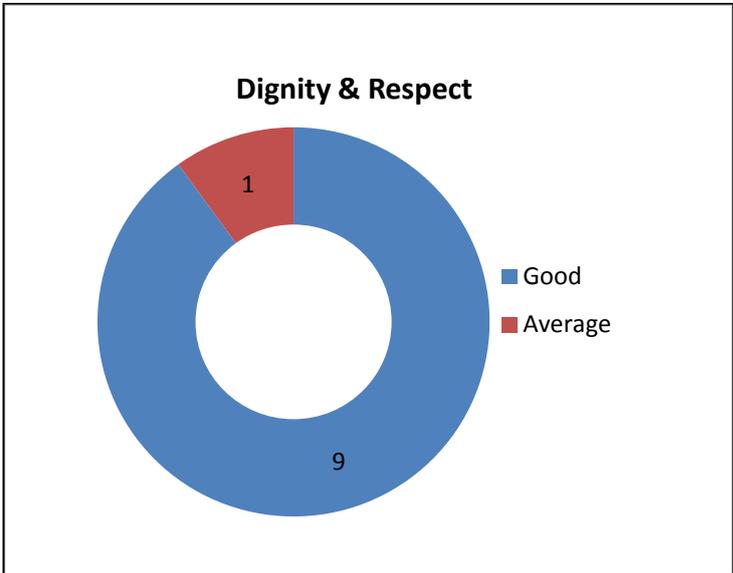
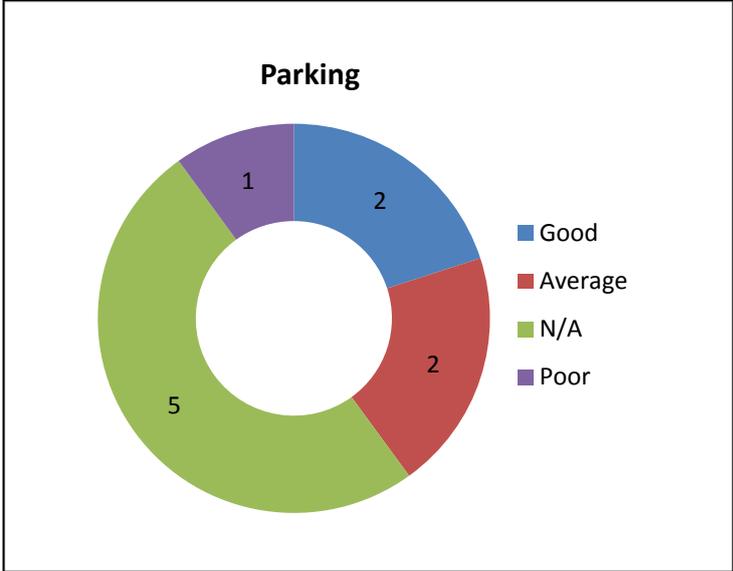


3.1.5 Availability of information about support services eg leaflets/posters etc



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





3.2 Observations

The Medical Centre opened in 2010 in Tudor Drive, as a branch of the Churchill Medical Centre, based in Kingston. Patients can be seen at any of the Churchill Medical Centres as their health records can be accessed at all of the centres. The signage is clear, but there may be possible confusion as a large Tudor Surgery sign is still in place at 192 Tudor Drive (closed premises). This small medical centre is overseen by one receptionist, and is clean and in good decorative order.

3.2 Observations

3.2.1 Reception Area

- Sufficient seats, but not of varying height.
- No blood pressure machine or weighing scales.
- Although there is a noticeboard, there were few leaflets available.
- One child's toy.
- Background music in the waiting room.
- No drinking water available.
- No self-check in facility (but presumably not needed in such a small medical centre).
- No hand sanitiser available.
- Lack of signs about booking online appointments.

3.2.2 Facilities

There was one disabled toilet, but no baby change facilities available.

3.2.3 Interaction between Staff and Patients

Our volunteer overheard the receptionist talking very helpfully with several patients. It was noted that the interaction was clear, efficient, friendly and courteous.

4. Recommendations

The feedback we received from Tudor Drive patients was very positive. There were a few issues raised that we feel could be improved and we would like to make the following recommendations:

- Provide hand sanitiser.
- Improve signage about booking appointments online.
- Ensure patients know they can request water from reception.
- Consider providing a greater range of leaflets about support services and community organisations.
- Provide seating of varied height.
- Make a blood pressure machine and scales available to patients.
- Provide baby changing facilities.

5. Next Steps

This report will be presented to the Churchill Medical Centre Tudor Drive, giving 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 The Village Surgery.

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

We would also like to thank our volunteers Tony Williams and Caroline Cunliffe 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:

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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.

Churchill Medical Centre Tudor Drive

For further information, please contact:
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Kingston upon Thames
Surrey KT2 6PG
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Website: <http://www.churchillmedicalcentre.com/>

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?