

# Enter & View Visit: The Village Surgery New Malden

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Report & Recommendations

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Healthwatch Kingston upon Thames

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19/2/16

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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 two volunteers to visit The Village Surgery:

- Caroline Cunliffe
- Victoria Anaele

The visit took place on Friday 19<sup>th</sup> February 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 The Village 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 12 patients we talked to, 91% of patients said they had been able to book an appointment with the doctor or nurse of their choice. 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 (83%). Feedback about reception staff was positive, and everyone rated the reception staff as "good".

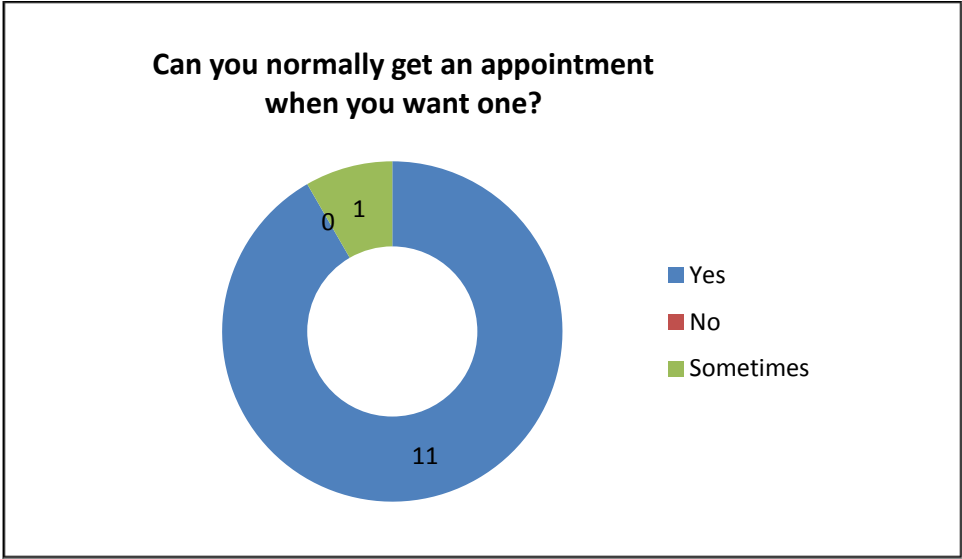
We had some qualitative feedback from patients that we wanted to share with you:

"The GPs know you and your family. The staff keep patients informed if there's a delay and the reception staff say hello on arrival. I feel that you're treated as an individual. They do need a notice about switching off mobiles where all patients can see."

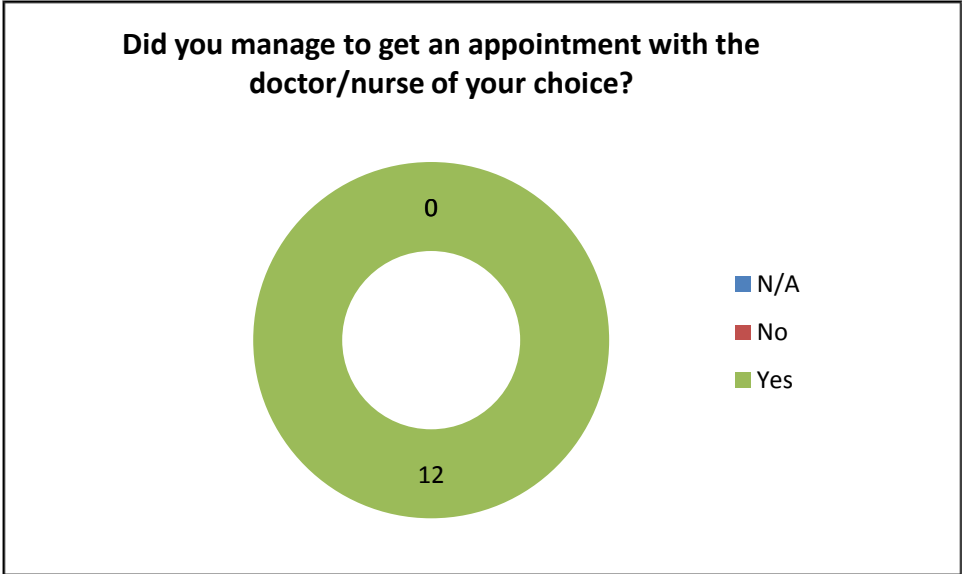
"I would prefer a wider reception/waiting area for wheelchairs and it would be good to have an area for kids with toys. I'm worried about Dr Al-Yaqubi retiring."

"Very friendly and professional."

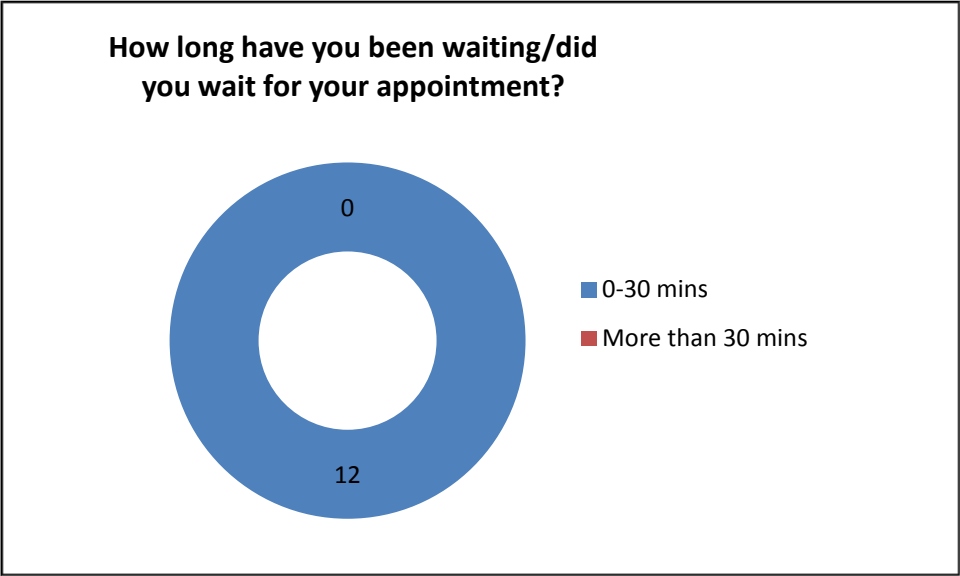
3. 1.1 Ease of Booking appointments



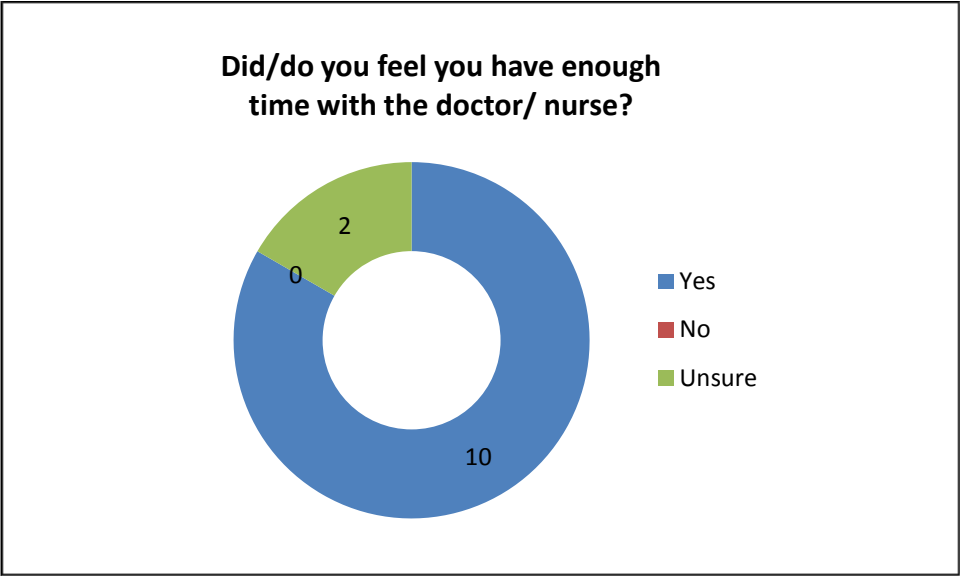
3.1.2 Booking appointments with choice of doctor/nurse



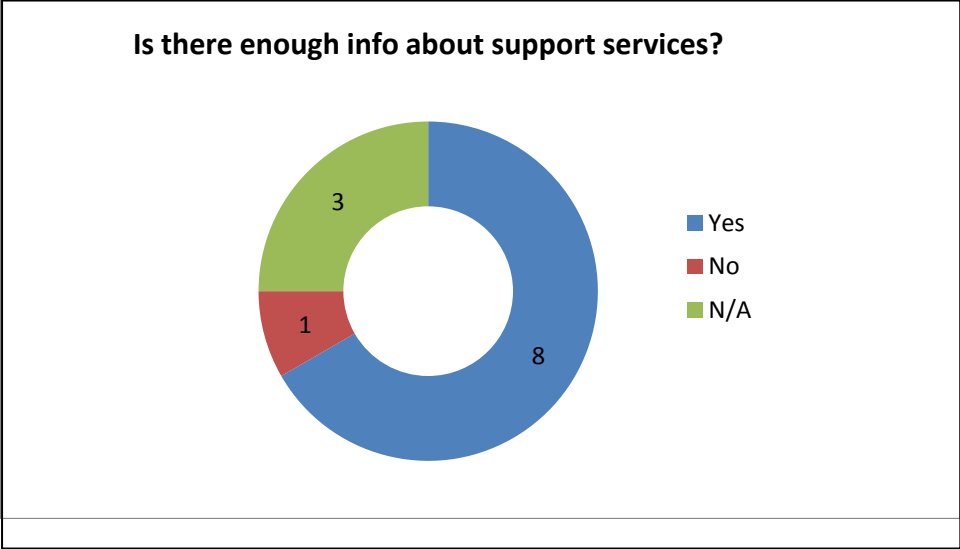
3.1.3 Waiting times



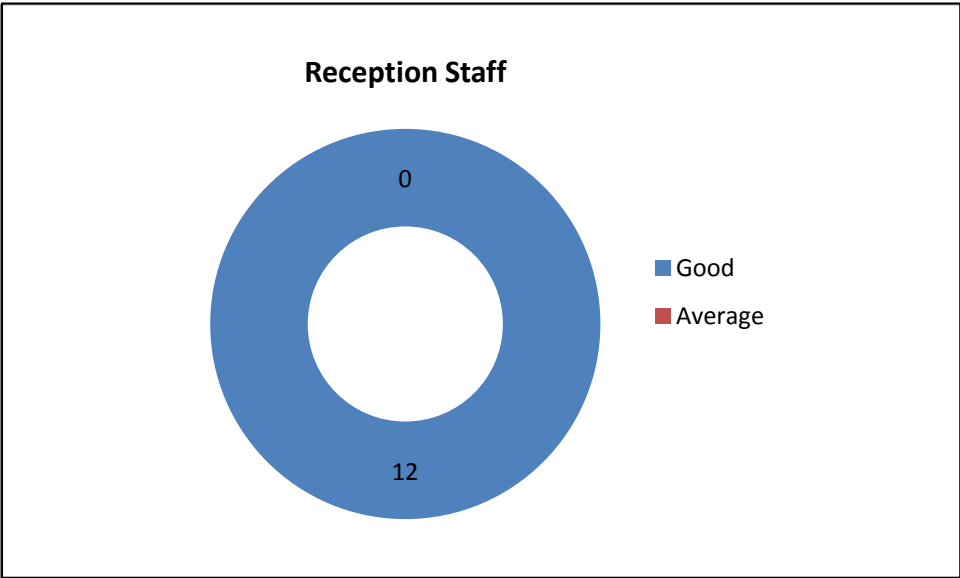
3.1.4 Having enough time with the doctor/nurse

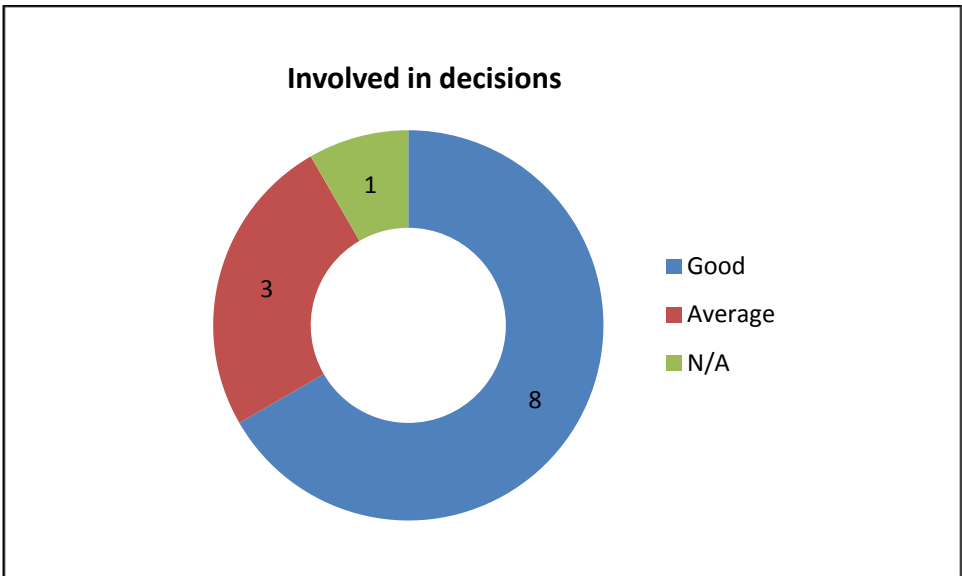
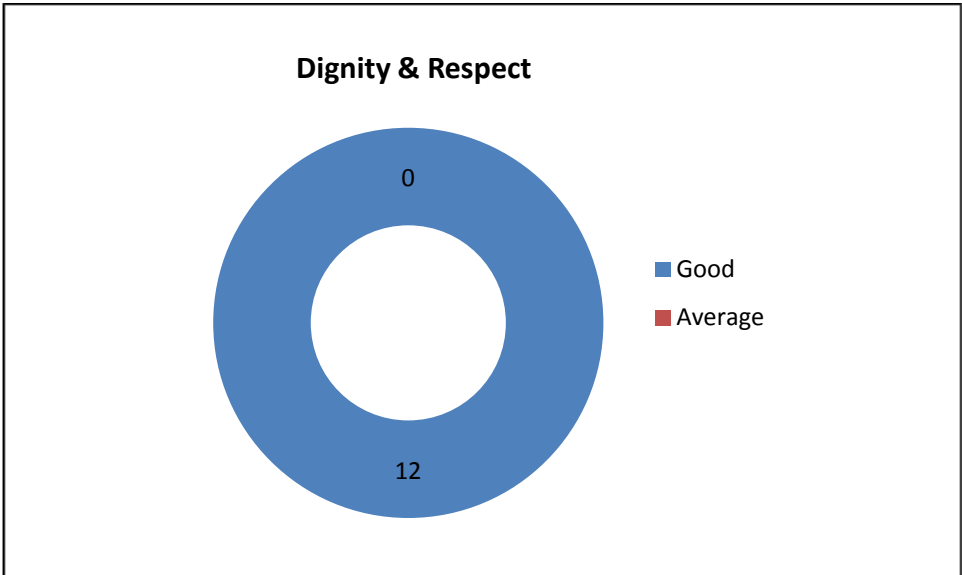
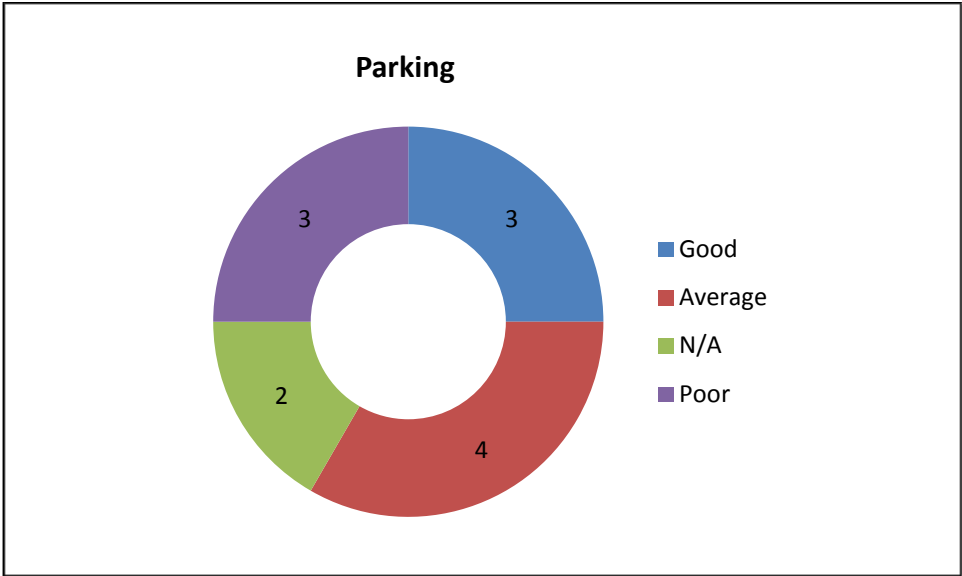


3.1.5 Availability of information about support services eg leaflets/posters etc



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







### **3.2 Observations**

Overall our team found the surgery clean and well organised. There were two GPs on duty, along with 1 nurse. On arrival, our volunteers were shown around the centre by the Practice Manager.

### **3.2 Observations**

#### **3.2.1 Reception Area**

- Clean and warm waiting area.
- Sufficient seats.
- Blood pressure machine.
- Noticeboard and information leaflets in lobby -all clean and tidy looking.
- Friends of Village Surgery book case in lobby & book exchange, very tidy
- No space for children's toys
- Limited space for wheelchairs. Entry into waiting are is just about wide enough.
- As the waiting room is small, it's impossible to talk to people confidentially.
- A spacious patient toilet.
- No drinking water available.

#### **3.2.2 Facilities**

There was one disabled toilet. Parking is available nearby in a pay and display car park, and there is blue badge spaces outside the surgery for disabled patients.

#### **3.2.3 Interaction between Staff and Patients**

The reception staff were very friendly.

#### **3.2.4 Patient Participation Group (PPG)**

While our volunteers were carrying out their visit, representatives of The Village Surgery Patient Participation Group also arrived to conduct patient surveys.

Although patients were happy to be surveyed twice, it meant our volunteers had to wait their turn and risked missing valuable feedback.

### **4. Recommendations**

The overall feedback we received 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 a room for private conversations with visiting organisations, such as Healthwatch.
- Provide toys for a children's area (if infection control policy allows).
- Provide a sign that drinking water is available from reception.
- Plan that PPG representatives hand out surveys on a different day from a visiting organisation or plan to work more collaboratively.

## **5. Next Steps**

This report will be presented to The Village Surgery, 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 at the surgery for full co-operation during our visit and ensuring our visit went smoothly.

We would also like to thank our volunteers Caroline Cunliffe and Victoria Anaele 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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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 Village Surgery**

For further information, please contact:

The Village Surgery  
157 High Street  
New Malden  
Surrey  
KT3 4EU

Tel: 020 8296 0035

Website: <http://www.villagesurgerynewmalden.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)

Yes  No  Not applicable

**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?