

## Enter and View Report:



Date of visit: 29<sup>th</sup> August 2019

Report published: 1<sup>st</sup> November 2019

# List of Contents

<b>Background</b>	<b>Pages 3 - 4</b>
• What is Healthwatch Warrington?	Page 3
• What is Enter and View?	Page 3
• Disclaimer	Page 3
• Acknowledgements	Page 4
• Purpose of the visit	Page 4
<b>Details of the Visit</b>	<b>Pages 4 - 5</b>
• Details of the service	Page 4
• Location	Page 5
• Date/Time	Page 5
• Panel Members	Page 5
• Provider Service Staff	Page 5
<b>Results of the Visit</b>	<b>Pages 6-10</b>
• First Impressions	Page 6
• Entrance and Reception Area	Page 6
• Cleanliness, Environment Infection Control	Page 7
• Staffing and Staff Training	Page 8
• Safety and Security	Page 9
• Other Comments	Page 10
<b>Recommendations</b>	<b>Page 11-12</b>
• Distribution List	Page 11
• Appendix	Page 12

## Background

### What is Healthwatch Warrington?

Healthwatch Warrington helps the residents and communities of Warrington to get the best out of local health and social care services. We gather the views of local people and make sure that they are heard and listened to by the organisations that provide, fund and monitor services.

### What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View (E&V) visits. Local Healthwatch representatives, who are trained volunteers, carry out E&V visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act (2012) allows local Healthwatch representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, care homes, GP practices, dental surgeries, opticians and pharmacies. E&V visits can happen if people identify a problem. Equally, they can occur when services have a good reputation; enabling lessons to be learned and good practice shared.

Healthwatch E&V visits are not intended to specifically identify safeguarding issues. If safeguarding issues are raised during a visit, Healthwatch Warrington safeguarding policies identify the correct procedures to be followed.

### Disclaimer

Please note that this report relates to the findings observed on the specific date of the visit. This report is not a representative portrayal of the experiences of all service users / residents and staff, only an account of what was observed and contributed at the time. Wherever possible, the report below is in the words of the E&V team members present at the time of the visit. The report has been collated by Crissi Morad as the visit lead and some of the text has been formatted to allow for easy reading. The essential facts of the team's reports have not been altered.

## Acknowledgements

Healthwatch Warrington would like to thank everyone at Culcheth Medical Centre for their welcome, and in particular, Diane Dixon (Business Manager) who made time to share information with the team and answer questions.

## Purpose of the visit

We had received some negative feedback on the service through our website stating that the surgery was “*Chaotic and Unprofessional*”, which led to a decision to visit and view the service ourselves. Culcheth Medical Centre had also been visited by the [CQC](#) and were awarded “Needs Improvement”. We informed the surgery of our visit but didn’t inform them of a date and time.

# Details of the Visit

## Details of the Service

Culcheth medical centre is a recently merged practice, with two practices (originally Culcheth Medical Centre & the Warrington Health Plus Medical Centre coming together and serving 12,300 patients in the Culcheth area. CMC benefit from an on-site physiotherapist to help people suffering with musculoskeletal problems to get the right treatment faster.

The surgery has:

- 6 GPs
- 2 trained GP assistants
- 2 nurse practitioners
- 4 Nurses
- 2 Healthcare assistants
- Physiotherapist
- Advanced paediatric practitioner

- Community Midwife
- Pharmacist

The Care Quality Commission (CQC) carried out an inspection of [Culcheth Medical Centre](#) in May 2019 and rated it as overall 'Needs improvement' in the subsequent inspection report (published in July 2019).

### **Location, Date and Time**

Culcheth Medical Centre

Jackson Avenue

Culcheth, Warrington

Cheshire

WA3 4DZ

Thursday 29<sup>th</sup> August 2019

10.30am-12.00pm.

### **Panel Members**

Crissi Morad- Lead Enter & View Authorised Representative

Dida Goode- Enter & View Authorised Representative

### **Provider Service Staff**

Diane Dixon- Business Manager

# Results of the Visit

## External Access and Appearance

The Surgery has a good central location with good access via public transport, a good-sized carpark for visitors and pharmacy attached, with access to other parking in the surrounding shopping centre. There are multiple disabled parking spaces and dropped curbs for wheelchair access. The surrounding areas are clean and tidy.

## Entrance and Reception Area

On entering the surgery there is a small table and forms to request a repeat prescription, which allows patients to fill them out at their leisure without getting into the main reception que.

The Reception is small but positioned well and is well led. Although it does get busy and there are a lot of patients waiting to talk to a receptionist. It is managed well, and patients do not wait too long. The surgery also has computerised check in to help manage the lines and many patients tend to use this if they have no further questions.

## Waiting Room/ Seating Area

There are several waiting areas depending on what you are there for. To left of reception is mainly for the Doctors surgery and to the right for community nurses and podiatry, however, depending on how busy it is they tend to be used for all.

Upstairs there are 2 waiting rooms, one is for phlebotomy and the second for the nurses. This is extremely useful and helps to break up the amount of people waiting for specific practitioners. This also gives patients more understanding of who is waiting and settles them. Practitioners come out and call the next patient when ready.

There is limited space for wheelchairs and mobility scooters, and due to the tight nature of the reception it could be difficult to navigate.

There is one screen which displays medical information and displays the next patient and the room. You can view this wherever you are in the downstairs waiting room.

In the main reception there are many notice boards around with information on services, support groups and various NHS posters promoting stopping smoking, cancer awareness and diabetes. We did notice a lack of mental health information with only two posters one on the reception desk and one small poster about prenatal & postnatal anxiety & depression

on the main notice board. The surgery does offer a CBT therapy session which patients can self-refer to and a Talking Matters Drop-In on Tuesdays.

There is a dedicated notice board to the Patient Participation Group, with updated information on issues raised and resolves.

There where books and toys to entertain children; however, no clear space for them to play safely.

### Navigation around building

Downstairs is well signposted; however, there is no clear signposting in the downstairs reception what is on offer upstairs. Once upstairs you are aware of the specific waiting rooms (nursing & phlebotomy). There is a disabled lift which takes people upstairs, however this isn't very well sign posted and many of the patients we spoke to didn't like to use the lift as it wasn't very user friendly and preferred to take the stairs.

### Cleanliness and Maintenance of Communal Areas

All areas of the surgery were observed to be clean and antibacterial hand rub is available in the reception area. All leaflets were well stocked and tidy. Floors were clear of obstructions and trip hazards.

### Safety

There are no obstructions and walkways were clear for users to easily access. The door to the lift however didn't have a push button to open so disabled users would struggle to get access to the lift on their own. There is a sign which informs disabled users to ask for help, patients expressed to us that they 'didn't want to disturb staff and struggled with the stairs instead'.

The visiting team were asked by reception staff (in a pleasant manner) to sign into the surgery upon arrival and out upon exit.

### Staffing, Leadership and Promoting Positive & Respectful Attitudes

The Practice has 4 staff in practice management; Practice Manager, Business Manager, Deputy Business Manager & Office Manager, 18 admin staff and 4 reception staff.

There are 6 GPs at the practice however currently one of the GPs is on long term sick, so the practice relies on Locum Doctors in the interim and are unable to secure full time doctors due to the National GP Shortage. Culcheth have 2 GP assistants who can assist the workload of GPs, taking blood, ECGs and some administration which releases some of the pressure of the GPs.

The Surgery also has 2 nurse practitioners, 4 Nurses, 2 Healthcare assistants, an onsite Physiotherapist, Advanced paediatric practitioner, Community Midwife & Pharmacist. All these services help to take pressure off GPs and allow patients to get medical attention from the right people.

First impressions of the Reception staff are positive. They are helpful and friendly when dealing with patients whilst being prompt. They manage the phone lines well, considering they have a large volume of patients. Culcheth Medical Centre main aim for staff is to “Be Kind Always” and from our experience this seems to be the case. We spoke to many patients during our visit and all feedback received was overwhelmingly positive towards all staff that worked at the surgery with 100% of the people asked saying the surgery had their best interest at heart and 75% saying that staff were friendly and helpful. The 25% that didn’t agree said that most staff where friendly and helpful but a small number of staff where “condescending, rushed and impatient.”

The surgery, as well as having a “Be Kind Always” policy, have a “Zero Complaints” policy for staff, have regular staff training and appraisals to make sure that staff are happy. They believe that if the staff are happy it will lead to positive working and reduce complaints being made against staff.

### Appointments

The surgery is open Monday, Wednesday and Thursdays 8am-6.30pm with extended hours until 7.30pm on Tuesdays and from 7am-6.30pm on Fridays. Culcheth Medical Centre also offers extended access at Bath Street Medical Centre which offers patients an appointment via remote booking service on their website. This gives patients the opportunity access to weekday evenings weekend appointments depending on availability at Bath Street Medical Centre.

Culcheth Medical Centre offers several ways to make appointments, from using the telephone, online or in person at the practice. Home visits are available if you are too ill to attend the practice if called before 10am. Culcheth Medical Centre offers telephone



consultations as well; this is to help patients get medical advice quicker and manages around **150 phone consultations** a week.

When talking to patients, appointments were the hot topic. At the time of the visit we spoke to **10 patients**. Whilst **88%** of people asked were happy with the opening times **63%** said that it was very difficult to get through on the telephone and when they did half of them said it was extremely hard to get an appointment with **75%** saying it was impossible to see a doctor in a reasonable time frame.

Issues reported with the telephone system is that it doesn't always connect, and one patient said, "sometimes we can wait up to 40 minutes in the waiting system to be told that there are no appointments ready." Some patients found it unfair that the appointments are given if you can get to the surgery in the morning, which patients believe reduces the availability for telephone patients.

When patients can get an appointment there are long waits to get to see the doctor. During our short Enter & View **we saw 2 people wait up to 45 minutes** after their appointment time to see the clinician. One elderly patient had to leave the nurse waiting room without seeing the nurse so she could attend the doctor's appointment downstairs, meaning a missed appointment.

### Areas of Concern

Locum Doctors - Although unavoidable, patients felt that "**because we see different doctors each time, they don't understand our existing medical history**. With the allocated time for the appointments being short, patients feel **that they "don't get the support they need for new issues or pre-existing ones."** Since the merge of the two practices it's **very busy** which doesn't help with appointment times.

Patients don't feel there is enough support **for young people with mental health issues**.

### Areas of Good Practice

During our visit we spoke to **10 patients**. From talking to these patients, we found that overall they believed that the surgery is a **friendly practice** with **great staff** and **good opening times** that tend to many schedules.

**Nurse practitioners are a great asset** to the practice and help to ease the pressure on the GPs.

Patients have said that on a **whole they think the surgery is great.**

## Summary

Overall, we found the practice was a friendly surgery with the majority of patient we spoke to were happy with the service they received and thought that they had their best interest.

There are some issues surrounding GPs, but these are nationwide problems and Culcheth have introduced procedures and clinicians to help ease the strain on their GPs by introducing GP assistants, nurse practitioners, Advanced paediatrics practitioner and physiotherapist.

Some work needs to be done to help **improve access to the second floor**. The second floor is well utilised and helps to keep the practice work smoothly, however many *patients expressed that they found the lift difficult to use and didn't want to disturb staff to help them.*

There is a lot of useful information around the practice for people to read whilst waiting; however we felt that **it lacked information on Mental health**, when there are such great processes in place to help with mental health, such as the Drop-in on a Thursday- this wasn't very visible so many patients didn't know about it.

We also found that patients weren't aware of how to voice their concerns over the issues they had with the practice. There is a visible PPG board, but it wasn't clear how people could get involved and how they can feedback their concerns.

## Recommendations

1. **Better Support with Young People's Mental Health-** have some great services to offer however not very clear from website and the waiting areas. Improve visible information on the excellent services on offer for Mental Health for patients. Feedback received on the day was that there is **"little support for YP's Mental Health."**
2. **Clear area for children to play whilst waiting.** Help to ease children running around if the area for children was more accessible. We found that there were books and toys, but they were on a shelf and on top of a chair. It May help to relieve stress of parents waiting for appointments.
3. **Better access to the upstairs** areas for wheelchair users and more user-friendly lift so they can independently use the services upstairs or give

clearer instructions on how to use the lift so that users can feel safer using it.

4. **Shorter waiting times** many patients were waiting a long time for their appointments although they had checked in on time. Sometimes this is unavoidable however **feedback from patients is that this is a regular occurrence.**
5. **Make it more visible for patients of how to feedback** to the surgery and how to voice their concerns - **75%** of people asked had no idea how to let the surgery know about issues they had with the surgery. Possibly when checking-in the reception could give comment cards or ask for feedback whilst they are waiting for to be seen.
6. **Less waiting on telephones for appointments.** Patients informed us that sometimes you can **“wait on the phone for up to 40 minutes to be told they cannot get an appointment.”**
7. **Make patients aware of Extended access appointments** - information is available on the website, however we didn't see any clear information and patients we spoke to on the day had no idea.
8. **Improve signage about services upstairs** in the main reception so that patients can easily see and won't have to ask reception staff.

## Distribution List

This report has been distributed to the following:

- Warrington Council
- Warrington CCG
- Care Quality Commission
- Healthwatch England

## Appendices

## Response from provide- Diane Dixon- Business Manager CMC

We are very pleased to read our positive report from Healthwatch. It has been a very challenging time for the practice since we merged in April 2018. All the team have worked exceptionally hard to retain a good service for our patients. We recognise that the Healthwatch report reflects the opinions of a small cohort of patients whom you spoke to on the day. We receive mostly excellent feedback from our Friends & Family feedback, and from our annual patient survey, which of course is a much larger sample of patients. The practice welcomes feedback from all sources, and we strive to reflect on the feedback, and initiate changes where we can.

### Regarding the recommendations from Healthwatch:

1. **Mental Health Awareness.** There is information on every notice board in the practice. We also use our media screen, monthly newsletter and website to communicate with our patients.
2. **Area for children to play.** There is a designated area for children to play downstairs. We will also review the upstairs waiting area, although we do have very limited space upstairs.
3. **Better access to upstairs.** We are working with our landlord NHS Property Services to improve the access to the upstairs area.
4. **Less waiting times.** Sometimes emergencies occur which are beyond the control of the clinician. We are aware that some GPs run late, and we are considering longer appointments for these clinicians. However, this may unfortunately reduce the number of appointment available.
5. **Make people aware of how to feedback.** We offer comment slips which are available on reception, plus Friends & Family feedback forms, which are available in the waiting room - we will look at the signage for these methods of feedback, to try to enhance awareness.
6. **Less time waiting on the telephone.** Our average waiting time, even at our busiest times is 4 minutes. We do find that people hang up rather than staying on the line, so they would then go to the back of the queue. At our busiest times we have up to 10 people answering the phones. We are always looking at ways to improve this.
7. **Make patients aware of extended access appointments** -We will remind patients that these appointments are available via our screen, newsletter, website, and Facebook page.
8. **More signage about services upstairs.** We have been reluctant to purchase signage, as we are waiting for some structural changes upstairs, which will

mean we have to re-name the rooms, however, we will endeavour to improve the current signage.