

healthwatch
Warrington

YOUR health and social care champions



Enter & View Report

Penketh Health Centre 2022

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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 conduct Enter and View (E&V) visits. Local Healthwatch representatives, who are trained staff and volunteers, conduct 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 Adrienne Roberts, Volunteer Co-ordinator and Enter and View Lead, and some of the text has been formatted to allow for easy reading.

Acknowledgements

Healthwatch Warrington would like to thank everyone at Penketh Medical Centre for their welcome, and in particular, Adina Cadman, Practice Manager, who made time to share information with the team, escort them around the building and answer questions.

Purpose of the visit

Since the Covid-19 pandemic has affected the way that Primary Care health services are able to operate, Healthwatch Warrington has received feedback from patients and their carers, in relation to difficulty contacting General Practice; and accessing care and treatment. Most of the concerns raised have been in relation to patients being unable to contact their Practice by telephone, email, or electronic form. Many have been unable to make an appointment.

Healthwatch Warrington received mixed feedback about Penketh Health Centre and the visit was planned to identify and share both positive and negative feedback that they had received from the patients using the services at the time of the visit.

During the pandemic, E&V visits were suspended for approximately 16 months, and Healthwatch England published guidance and recommendations on recommencing them in August 2021. All visits are risk assessed and planned in agreement with the Practice Manager.

Penketh Health Centre has remained open throughout the pandemic, albeit the service has been delivered differently, with fewer face-to-face appointments and several restrictions imposed during both lockdowns.

The E&V visit was conducted by speaking to staff and patients, observation, and the use of a feedback form. The review team had the opportunity to speak to patients in the waiting room. It was not convenient for some patients to speak to the review team on the morning of the visit, therefore, in addition to interviews, a feedback form was offered to patients with a pre-paid envelope. The feedback form was also made available for patients to complete electronically. Eight forms were returned by post to Healthwatch Warrington, and three were completed electronically. The feedback received from these patients has been used to inform the report.

Details of the Visit

Details of Visit	
Service Address	Penketh Health Centre Honiton Way, Penketh, Warrington, Cheshire WA5 2AY Telephone 01925 725644
Date and Time	19 th May 2022 10.10am – 12.20pm
Authorised Representatives undertaking the visit	Adrienne Roberts – Volunteer Co-ordinator Jim Sinnott – Volunteer Eileen MacDonald – Volunteer Irene Harris – Volunteer

Details of the service

Penketh Health Centre currently has approximately 13,000 registered patients, and the Practice is open to new patient registrations. Information on registering, and the forms required to register are available on the website or by visiting the surgery in person.

Warrington Clinical Commissioning Group (CCG)(Now ICS Cheshire and Mersey) states that each PCN is responsible for deciding how to provide the right care, at the right time for their total registered patients. For example, this could include sharing health professionals between practices or offering appointments at a different practice in the Network to improve patient access – especially if that practice specialises in an area of care they need.

The Practice was last inspected by the Care Quality Commission (CQC) on 8th October 2019 and was rated **Good** in all areas. The full report is available on the Practice website. On 5th May 2022, the CQC reviewed data about the Practice and stated that-

We reviewed the information and data available to us about Penketh Health Centre. We have not found evidence that we need to reassess the rating at this stage. We will continue to monitor information about this service.

The CQC is – the independent regulator of health and adult social care in England. They make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve.

Provider Service and Staff

At the time of the visit, the Practice employed six GP Partners and one salaried GP. Of these, five work three days per week and one works two and a half days per week. There is a vacancy for one salaried GP.

There are also several other clinical professionals working at the Practice, including three Advanced Nurse Practitioners (ANPs), four Practice Nurses, two Healthcare Assistants (HCAs), two Pharmacy Technicians, two Pharmacists shared with the PCN, a Paramedic, and a Physiotherapist. At the time of the visit two additional Practice Nurses had been recruited to vacant posts. There is a large non-clinical team consisting of the Practice Manager, Operational Manager and twelve members of staff.

The Practice Manager has worked at Penketh health Centre for 20 years. She escorted the E&V team around the building, and they viewed the facilities that were available for patients and staff. The E&V team was given the opportunity to speak to several members of the staff team, including clinical, administrative and management staff.

All members of staff who spoke to the visiting team were helpful and friendly. Despite being busy, there was a willingness to assist with any questions and requests. The review team agreed that everyone demonstrated team cohesion and it was evident that they felt supported. One member of staff informed the review team that she felt supported and worked with great team. Another stated that “we all work well as a team.”

The Practice Manager informed the review team that 27 percent of the registered patients are over 65 years of age, and the Practice provides services to five neighbouring residential care homes. She stated that because some patients do not have access to the internet, or have smart phones, the Practice also continues to offer walk-in and phone contact.

Spotlight on Services

Information taken from Penketh Health Centre website

Penketh Health Centre is an Armed forces veteran friendly accredited GP Practice

Throughout the pandemic we have strived to make our health centre as safe as possible for all our patients and staff and will continue to do this going forward.

In line with Public Health England guidance:

- Virtual consultation will continue to be undertaken first and where clinically appropriate patients will be offered a face-to-face appointment

Patients can continue to access the practice via telephone, video calls, e-consults, or face to face, depending on what is most appropriate.

- Patients will still be required to wear a face mask

- Please use hand sanitiser

- Staff will continue to wear PPE.

Mission statement

<https://www.penkethhealthcentre.co.uk/website/N81020/files/Mission%20Statement%20.pdf>

Results of the Visit

First Impressions

The main entrance to Penketh Health Centre is fully accessible, with wheelchair access and sliding doors that open automatically. The building is single storey and there are no steps or ramps.

The Practice car park to the side of the building, was almost full when the E&V team arrived, and there was disabled parking available; with possible extra parking, if needed in the shopping square on Honiton way.

On the day of the visit the exterior of the building was clean and in a good state of repair. There was no signage relating to the Practice from the main road, the entrance to the car park, or anywhere on the building. The only sign was above the entrance door and read 'Main Entrance.'

There is a frequent bus service close to the surgery from the town centre Interchange, and there is a bus stop situated on Greystone Road, close to Honiton way.

Reception/Waiting Area

The waiting area is spacious and clean, with hand gel sanitiser dispenser on the left on entering the building. There is fixed seating in the waiting area. There was a sign saying: "Please wipe your seat after you've been called" and most patients on vacating their seats, used the wipes provided to sanitise their seat.

On arrival at the reception area, the E&V team members were welcomed, asked to sign in, and to complete a confidentiality form. The E&V team members provided a negative lateral flow test and wore a face mask throughout the visit.

The E&V team was informed on arrival that a routine fire alarm test was due to take place. This is a weekly test, and a different break glass alarm is tested each week.

There was a touchscreen in the waiting room for appointment check-ins, which was out of use. It was not working on the day of the visit and when it has been repaired, it will be re-located in the foyer to enable patients to check-in for their appointment before entering the waiting room.

There was a large Armed Forces pop-up display on the right of the reception window, and there was a wall mounted TV monitor displaying health information. There were lots of informative and mostly up to date pamphlets/posters on display; however, there was no Healthwatch Warrington information on display to inform patients of the E&V visit.

No Friends and Family Test (FFT) feedback forms were available by the post box in the waiting room and the Practice Manager stated that they had suspended availability of paper forms throughout the Covid pandemic to minimise infection transfer. The Practice was due to reinstate the availability of the FFT

forms for their patients to complete however the Friends and Family Test had been suspended by NHS England at the time of the visit.

NHS England states that – *The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. Listening to the views of patients and staff helps identify what is working well, what can be improved and how.*

Appointments/ contacting the practice

With the onset of the Covid-19 pandemic, the Practice had several restrictions imposed on the way that they treated patients, and face-to-face appointments were significantly reduced; however, at the time of the visit they had increased. All appointments with an ANP are now face-to-face, Practice Nurses are approximately 50 percent, and GPs approximately 30 percent; alongside virtual appointments, and telephone consultations.

One patient stated that

"I waited in all day with my husband and the doctor eventually rang at 9:30pm".

"I stayed in all day, and I had a call from the doctor at 10pm last night"

The phone lines are operated from 08:30am and because this is the busiest time, all available admin staff answer the phones to reduce the waiting time. However, patients reported that they had experienced a long wait time for their call to be answered. GP appointments are only available on the day and once all appointments have been taken, the message on the answerphone is changed to inform patients that no appointments are available that day. The Practice does not give the patients the opportunity to pre-book a GP appointment unless a follow up appointment has been requested by the GP.

Patients are also able to book an appointment on eConsult and by attending the Practice in person. A member of the review team observed a patient making an appointment at the reception desk on the morning of the visit.

The Practice has a 'duty GP' each day who is available for several urgent appointments. If a patient presents with acute illness, the reception team send the request to the duty GP for an appointment.

The Practice website states that pre-bookable GP appointments are available, evening and weekends – *There are a wide range of GP appointments available to fit into your lifestyle. Pre-bookable evening and weekend appointments with a local GP are available from 6pm-8pm Monday-Friday, 8am-4pm Saturdays and Sundays 10-2pm at Bath Street Health and Wellbeing Centre.*

Services/treatment options available at the Practice

The Practice has two treatment rooms where patients attend for physical investigations: for example, blood tests and electrocardiograms (ECGs). There are Fourteen consulting rooms used by clinical staff and one of these rooms has been allocated for patients suspected of having Covid. It is situated next to a fire door, which is used as an entrance/exit for the patients, and they are escorted from the car park directly to the consulting room, without coming into contact with any other staff or patients. When the consulting room has been vacated, it is cleaned before being used again and is not used for any other purpose.

A section of the building is leased from the GP Partners by **Bridgewater Community Healthcare NHS Foundation Trust**, and they provide community clinics for physiotherapy, podiatry, paediatric and other community services. These services are for the population of Warrington and will be vacating the premises in mid/late June 2022 because the lease is not being renewed. Bridgewater will continue to provide these services from their other sites in Warrington. Once vacated, Penketh Health Centre will be re-developing the rooms and facilities to increase the number of clinical rooms, and this will enable the Practice to expand the services provided to their patients and those within Central and West PCN. *At the time of the publication of this report Bridgewater community healthcare no longer provides services from Penketh Medical centre , services are available at Great Sankey Hub.*

A Mental Health Nurse is due to commence seeing patients at the Practice every Thursday, as part of the services offered by Mersey Care NHS Foundation Trust and CWW Primary Care Network.

Prescriptions/Reviews

Prescription requests can be dropped off at the Practice and out of hours they can be posted in a designated post box. There is an option for ordering repeat prescriptions online as long as you have access to a SystmOnline account.

Privacy, dignity and meeting individual needs

The E&V team observed patients being treated with respect. Two members of the review team spent time sitting in the waiting room and spoke to several patients about their experiences of Penketh Health Centre. On the day of the E&V visit, no-one expressed dissatisfaction with the staff.

When asked what the Practice did well, one member of staff stated that patients were always treated with compassion and the staff were understanding of the difficult and distressing situations that patients had experienced during the Covid pandemic. She stated that staff gave patients the time that they needed if they were upset.

Patient Voice Feedback

The Practice has a Patient Participation Group (PPG) and there is information on the website, including a form for anyone interested in joining. The Practice states that-

The practice runs a Patient Participation Group; this is a panel of patients who meet regularly, and we actively consult with about our ideas for developing the practice and our services, and from whom we gather further feedback and suggestions. The group would ideally be made up of between 10 and twelve patients who feel able to provide constructive feedback for us. The meetings will not be a forum for individual complaints or for implementing the government or individuals' pre-determined agendas. Our intention is that the meetings will allow us to gain a better understanding of the NEEDS of our patients. It is important that the group fully represents all our practice population i.e., male, and female patients, carers, working people, unemployed, students, families, and the elderly etc. If you are interested and would be happy to invest the time required, please write to Mrs Adina Cadman, Practice Manager or email your details to adina.cadman@nhs.net including a brief statement about yourself and a summary of what you feel you could contribute to a patient group.

The Practice Manager informed the E&V team that physical meetings are still suspended due to Covid restrictions; however, she has maintained contact by email with the PPG members. The E&V team could not locate any minutes or information from previous PPG meetings on the Practice website.

NHS England states that –

A Patient Participation Group (PPG) is a group of people who are patients of the surgery and want to help it work as well as it can for patients, doctors, and staff. The NHS requires every practice to have a PPG.

Administration and general management

The Practice Manager has worked at Penketh Health Centre for 20 years and she works alongside an Operational Manager with the day-to-day running of the Practice. There is also a Data Manager and Systems Manager.

One member of staff who was interviewed on the day of the visit, stated that the team worked well together and was well organised.

" We are trained to do various tasks and cover for each other when required."

"There are regular team meetings, and we have a great team."

Staffing and Leadership

The staff team were friendly and supportive of each other, and the E&V team observed several occasions when colleagues asked each other for advice or assistance.

At the time of the visit, there was a vacancy for one salaried GP and one non-clinical vacancy, and both posts were advertised. Two Practice Nurses had recently been recruited to vacant posts and were due to commence employment.

When asked about training and support, one member of staff described regularly being offered training and was asked what training she would like to do. The member of staff informed the reviewer that she had recently had an appraisal.

Team meetings are held on the third Thursday of the month.

Cleanliness and Environment

The interior of the building appeared clean and there were no obstructions on corridors and doorways. The E&V team members were escorted round the building and looked at some of the clinical rooms. The rooms were spacious and well-equipped.

Other Comments

The building has previously been extended; however, because the Practice team is increasing in numbers, they still require additional rooms. This will be possible when the section of the building currently leased by Bridgewater community services is occupied by the Practice.

Recommendations

1	Friends and Family forms are to be displayed in the reception area for patients to complete (We do however understand that forms were unavailable at the time of the Covid pandemic).
2	Healthwatch Posters and information are to be displayed in the reception area, to allow an independent choice for patients to feedback.
3	For the practice - review the patient's feedback on page 14. To consider improvements where necessary.

Distribution List

This report has been distributed to the following:

- Warrington Borough Council
- Cheshire & Merseyside Health and Care Partnership (Formally Warrington Clinical Commissioning Group)
- Care Quality Commission
- Healthwatch England
- Practice Manager – Penketh Health Centre

Appendices

Appendix 1: Response from Provider

The practice would like to thank Healthwatch for its visit and the report. The practice takes very seriously comments made by patients on the service and is constantly striving to improve its service to patients within its gift to do so. The practice is working hard to get back to pre-covid working, and posters and leaflets are slowly being reinstated following removal due to infection control risk.

Appendix 2: Comments from Patients

These comments have come from our Feedback centre and through an enter & view survey sent to patients.

It's very hard to talk to anybody regarding prescriptions and treatments and have health care. I've been with the surgery since around 1978 and in the last four or five years the service has deteriorated badly. The administration of the surgery appears to be the problem, when I do get to speak to a doctor I don't have that many problems nor any of the individual problems, however things get lost in translation and that's the bad thing.

Was told I could take my daughter to a walk-in and wait. Waited a while for a call back.

HRT REVIEW WITH NURSE. NO PROBLEM BUT GETTING TO SEE A GP IS NEAR IMPOSSIBLE. WHEN I DID HAVE A GP REVIEW OVER THE TELEPHONE THE GP WAS TELLING ME INCORRECT INFORMATION REGARDING HRT AND WAS TRYING TO TELL ME THAT I NEEDED TO COME OFF IT 😞 Having done lots of research myself I was able to politely point her into the correct direction for updating her knowledge with the latest guidelines around HRT. Also the econsult gets taken down when they have reached capacity which is very early in the morning and then you can't get through on the phone. When you do get through it's so annoying to be told to complete an e consult!!! The system needs reviewing.

Terrible surgery.

Had excellent attention by Dr Samonuru (apologies if incorrect spelling). Had the most wonderful treatment and have every confidence in this doctor and would recommend her unconditionally. I was so impressed with her and would like to recommend her for her excellence.

In the 12+ years we have been with the Practice we have never had any problems obtaining appointments. I am a long-term Kidney patient and on 2 occasions GPs at PHC have potentially saved my life with their quick actions. From Clerical staff, through Nursing and on to the GPs, we have nothing but praise for the Practice. Clearly we sometimes have to try again the next day but in an emergency we have always been able to access the service quickly. This is a much-aligned centre that does not deserve the negative comments from people who "want it now" and fail to understand the pressure the NHS is under, especially GP Practices.

During the lock-down's I had my essential blood tests and vitamin B12 jabs at Bold Street Heath Centre which I understood and appreciated but I am still being sent there when I live within walking distance of Penketh Health Centre and I don't understand why? I mentioned this while in Bold Street and they said they would prefer it if all GP surgeries could take back this service because it would free up their health visitors to do more home visits. It would be far easier for me to access this service at Penketh Health Centre

My partner has a seasonal asthma and rang on a Friday early (just as the opening times stated) to book an appointment. This was after shortness of breath (making her a bit panicky), she was on hold for ages until finally being told all slots had gone and to ring Monday. She could not book an appointment slot for Monday and this surgery operates a first come policy meaning, it's down to luck of the draw and whether you can wait in a phone queue for an hour (whilst trying to work). Ultimately she was told to use the emergency services or

walk-in centre. What a drain on the emergency services - when a 5 minute telephone appointment was all that was needed (most likely to prescribe an inhaler). Awful service delivery.

Staff always helpful and friendly

They need more doctors

The level of response varies enormously due to reception staff. Some being helpful and caring and others not so.

Penketh health services have been amazing with my little boy



healthwatch

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