



Theale Medical Practice

Enter & View Visit Report February 2020

Contents

1. Introduction.....	2
1.1.Details of visit.....	2
1.2.Acknowledgements.....	3
1.3.Disclaimer.....	3
2. What is Enter and View.....	3
2.1.Purpose of Visit.....	3
2.2.Strategic Drivers.....	4
3. Theale Medical Centre.....	4
3.1.Methodology.....	5
4. Key Findings & Recommendations.....	6
4.1Key findings.....	6
4.2Concerns.	7
4.3Recommendations.....	7
5. Survey Results	8
5.1 Survey Results.....	8
5.2 Observations.....	10
6. Response from Theale Medical Centre	12

1. Introduction

1.1. Details of visit

Details of visit:	
Service Address	Theale Medical Practice, Englefield Road, Theale, Reading, RG7 5AS
Service Provider	Berkshire West Clinical Commissioning Group
Date and Time	10th February 2020, 09:30am – 11.30am 11th February 2020, 10:00am – 12:00noon 13th February 2020, 17:00pm – 19:00pm
Authorised Representatives (Lead in bold)	Andrew Sharp, Alice Kunjappy-Clifton, Mike Fereday , Jackie Wilkinson, Karen Swaffield, Lesley Wyman, Jane Belcher, Adrian Barker & Michelle Paice
Contact Details	Healthwatch West Berkshire 1 st Floor Broadway House 4-8 The Broadway Newbury RG14 1BA 01635 886210

1.2 Acknowledgements

Healthwatch West Berkshire would like to thank the service provider, service users, visitors, staff, and our volunteers for their contribution to the Enter and View programme.

1.3 Disclaimer

Please note that this report relates to findings observed on the specific dates and times set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time, and any feedback received relating to the visit.

2. What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these 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 Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good

reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about, they need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer, they will be directed to Commission (CQC) protected by legislation if they raise a concern.

The Health and Social Care Act 2012 allows local Healthwatch authorised representatives to observe service delivery and talk to service users to make recommendations.

- **Purpose of Visit**

- Engage with patients at the Medical Centre and hear how they feel about the clinical and non-clinical care they receive
- Identify examples of both good and poor working practice
- Observe patients engaging with the staff and their surroundings
- Provide the opportunity for patients to give their feedback on the Medical Centre and inform the surgery about their views
- Introduce Healthwatch West Berkshire as an independent champion who seek to make changes and improve communication between patients, carers, staff and management

3 Strategic Drivers of Visit

- Care Quality Commission (CQC) report with 'Requires Improvement' rating
- Specific anecdotal information received by HWB about the surgery
- Theale Medical Centre though originally part of North Reading CCC now part of West Berkshire based Primary Care Network with a high proportion of West Berkshire Residents

3. Theale Medical Practice

Theale Medical Practice is one of the GP surgeries in the Berkshire West Clinical Commissioning Group. The CQC rated this surgery as 'Requiring Improvement' in April & September 2019.

3.1 Methodology

This was an announced Enter and View visit. However, we only supplied the date of the week of our visit not the exact dates or timings in our role as a 'Critical Friend'. Our aim for all Enter and View visits is to see an improvement in services for patients and to highlight both challenges and good practice where observed.

A briefing took place before each visit, giving a background to the surgery, introducing specific themes and for the Authorised Representatives to have the opportunity to ask questions about anything relating to the visit or the Enter and View process in general.

At the start of each visit the Authorised Representatives made themselves known to the receptionist and were directed to take a seat until the Practice Manager introduced herself. The Authorised Representatives were made to feel welcome by the Practice Manager on each visit and felt confident about getting her attention should any issues arise.

Four Authorised Representatives attended the first visit and spent their time talking to the patients as well as general observation of the entrance area, seating area and access into the building. The second and third visits were each attended by five Authorised Representatives. The second visit took place during the morning into the afternoon sessions which were busy. The third visit took place during the evening surgery which was much quieter.

Authorised Representatives used anonymous questionnaires to capture patients' experiences of the clinical and non-clinical care they receive, making appointments, waiting times, and any further issues or comments. Also used were observation sheets to capture health and safety issues, interaction between patients and staff, accessibility, and any other comments about the building.

In total, 54 patient questionnaires were filled out, 6 observational sheets were completed by Authorised Representatives, and one management questionnaire.

As with any Enter and View visit, Authorised Representatives attended Theale Medical Practice to capture the experiences of patients, families, carers, and not to cause any disruption to the normal operation of the surgery. This meant that Authorised Representatives respected the wishes of anyone who did not want to complete a questionnaire and were mindful of making sure people were not late to their appointments by taking the time to speak to us.

The team of Authorised Representatives met for a short debrief following the visit, where observations and notes were collated, and any issues discussed for input into the report.

*“As with any Enter and View visit,
Authorised Representatives attended to
capture the experiences of patients”*

Key Findings & Recommendations

3.2 Our Key Findings:

Overall, we found on our Enter and View visits to Theale Medical Centre that there is a high level of satisfaction of the patients with the surgery.

From our observations it appears the staff were caring and considerate of their patients and tried, where possible, to be accommodating to all. The surgery is largely bright and clean with good access and parking for patients.

We would also like to thank the Practice Manager and all the team for being so welcoming of our representatives on each occasion we visited.

Positives of Visit:

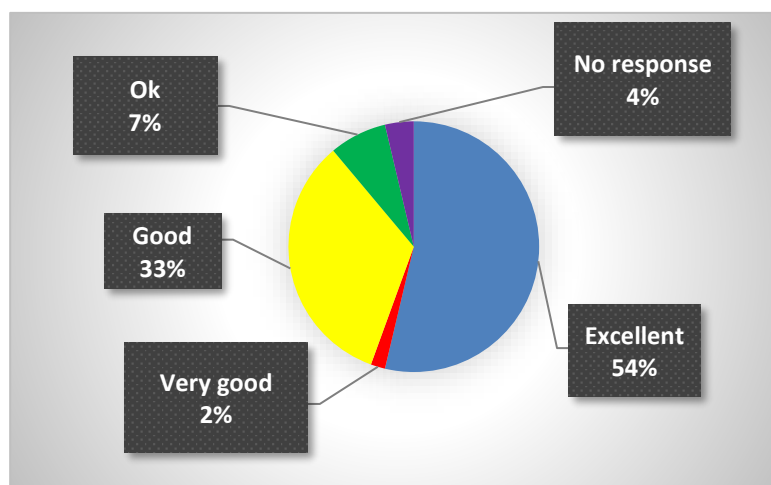
- 91% felt they received care and treatment that met their needs
- 76% were able to get appointments when they wanted
- 70% seeing the Doctor they wanted to see
- 54% said the care they received was excellent
- 33% said the care they received was good
- Messaging on the TV screen was largely very good for readability with a few exceptions

*“it’s clean and tidy
quiet & peaceful”*

*“always had a good
experience with GP &
Nurse”*

*“I’m always seen when
needed”*

“Thinking about your experience of this surgery, how is the care you receive from doctors or other clinicians?”



3.3 Concerns of visit:

- On one of our first visits, the fire exit was blocked with chairs, though these were subsequently moved when it was highlighted
- Only 57% received a text or other reminder of their appointment/or remembered getting one
- 33% of patients were waiting more than two weeks for a routine appointment
- 39% of patients were not seen on time for their appointment
- Some of the chairs were quite 'dirty' in appearance
- Flashing light and a light broken near disabled toilets
- No screening around Blood Pressure Monitoring area and no sign about using hand gel prior or after use
- Signage and clock not very dementia/Learning Disability friendly in sizes or contrasting colours
- Time delay on television screen very short of patients being called to their appointment and no audible announcement
- Noticeboards very busy and behind chairs where patients are sitting so tricky to sometimes view them
- TV Screen cannot be seen from some of the seating
- Receptionist can be overheard



Dirty Seats in reception



Community Board behind seats

3.4 Recommendations:

- Maintain the current high standards of patient satisfaction which was apparent from nearly all patients we spoke with
- Keep fire exit clear at all time
- Fix lights and replace/clean dirty chairs
- Consider screening for the blood pressure machine area and signs to prompt use of gel
- Assess if signage can be more dementia/learning disability friendly
- Improve reminder messaging for patients of their appointments via text or phone call.
- Consider another TV screen on a different wall so all can see it
- Keep appointment messaging on screen and consider an audio prompt also
- Noticeboard placement should be reassessed and refreshed frequently
- No messaging should go on the TV screen in portrait style and/or unless it can be easily seen from other side of waiting area.

3.5 Survey Results (from 54 Patient Surveys)

Appointments

- 87% of the people had booked that day's appointment by phone. The other 13% included online, via the midwife, via the NHS app, via NHS 111, booked in person & appointments made by the GP.
- 37% were urgent same day appointments, 7% were offered routine appointments within 2 days, 10 within 1 week, with 33% people saying they were offered routine appointments within 2 or 3 weeks.
- 76% of people stated they were able to get an appointment when they needed/wanted one.
- 68.5% of patients were able to see the doctor they wanted to, with 7% not minding who they saw.
- 57% of people received reminders about their appointments with 41% of those receiving text message reminders.
- 61% of people reported they were seen on time or within 10 mins. 39% reported they had to wait 30 mins or longer.
- 40% of people knew they could book GP appointments online
- 57% of people said they would book a GP appointment in the evenings or at weekends if it was an urgent healthcare issue.

Clinical Care

- 83% of people 'felt the doctor's surgery was the best place to go' and didn't seek advice from any other services.
- 54% of people said the clinical care they receive from doctors or other clinicians is 'excellent', 2% said very good, 33% said good, 7% said ok, & 4% did not state an answer.
- 91% of people felt that they received care & treatment that met their needs.

Reception

- 76% of people said they felt the last time they phoned the surgery the call was answered in a reasonable amount of time.
- 76% of people said that the helpfulness of the receptionists / administration staff was either 'excellent' or 'good'.
- 87% of people were happy with the level of privacy available.
- 91% of people feel that the premises is well maintained, comfortable & clean.

RECEPTION



Online Services

- 50% of people said they knew that you could book appointments and repeat prescriptions online and they had signed up to these online services while 31.5% of people knew but they hadn't signed up. 12% of people stated they prefer to deal with the surgery via phone or face to face.



- 48% of people knew that they could book appointments and order repeat prescriptions via the NHS app with 43% of people not knowing they could.

Communication

- 87% of people felt that the surgery communicated enough to them either via post, email or text with 80% stating that the level of communication from the surgery was acceptable.
- 54% of people know about the Surgery Patient Panel Group with 46% of people not knowing about the group.

Other

- 98% of people stated that they can read the messages on the TV screen.
- 78% of people are eligible for the flu vaccine with 62% of those having the vaccine and 16% out of the 78% not having the vaccine.

Importance and Improvements

When people were asked ‘What else is important to you about the services in the surgery’, a majority of people responded with ‘friendly and helpful staff’ and when asked what could be improved people stated ‘**appointment times**’ and over half the people said ‘**more GP’s**’. A few patients were concerned that with the village growing the GP surgery will be stretched to accommodate all the new people.

Demographics of survey participants:

- 61 people were asked to participate in completing the anonymous survey, 54 people consented & 7 people declined.
- 82% were White British, 6% White - other, 2% White -Irish,2% Asian Or Asian British - Indian, 2% Asian or Asian British - other & 2% Black or Black British African.
- 67% Females, 26% males participated & 2% preferred not to say.
- 1 person was under 18, 5 people were aged 18-24, 8 people 25-34, 9 were 35-44, 9 were 45-64, 5 were 55-64, 8 were 65-74 & 6 were 75 plus
- 4% of people didn’t complete ethnicity, gender or age.
- 82% were patients, 17% were relatives & 1% were carers
- 20% people stated they had a disability



3.6 Healthwatch West Berkshire Observations:

Key: Blue is positive observations; red is negative observations & Green is observations made but corrected by the practice

Environment

- Bright, open & airy, reception well placed, welcoming reception, seemed efficient in dealing with the people arriving, saying hello and goodbye to people. Hand gel very visible.
- Fire exits were clear and accessible.
- On the second visit on fire exit was blocked by chairs, by the time we did the last visit this row of chairs had been removed.
- Plenty of seating in the waiting room, however people were still standing and this may be because the television cannot be seen from every chair.
- Nowhere to turn wheelchair round. Large chair partially blocking entrance to waiting area.
- Light was flashing on the television which could have been a problem for people with epilepsy, but on the second visit this was no longer an issue.
- No facility for children eg: books or toys
- Plenty of parking and great access for disabled, double doors with auto doors and a gentle ramp.
- Toilet was clean and well stocked.



Unblocked fire exit

Information

- Date and time is displayed, however it cannot be seen from all areas of the waiting room and it is white on a black background.
- Defib placed on nurse's door and easily accessible.
- Good community boards, but very busy as there is a lot of information. Our poster advertising that we were attending was on this board and was easily missed. Dry January board is now out of date.
- The television can't be seen from all the seats in the waiting room.



View of the television



Clock in reception area

Signage

- No obvious signs for wheelchair sitting but patients can sit together.
- Signage is small and not contrasting colour. 'Way out' sign not clear. Sign on door and wall smaller than notices on boards. Room signs would be better in yellow/black or brighter than they are. Sign outside showing opening hours not big enough and is in blue & white writing.
- Room numbers clearly marked but not dementia / Learning Disability friendly.
- No obvious sign for hearing loop at the dispensary or reception. No signs about asking for assistance to the consulting rooms or told when you are called. Told by reception that where the surgery knows someone is hearing or visually impaired, the system is flagged, and the doctor will come and get the patient.
- No large 'biohazard BINS in disabled toilet but is in baby changing room. Inappropriate leaflets in baby change/toilet.
- Disabled toilet has good signage.



Disabled Toilet

Privacy & Dignity

- No screen in front of the BP machine and close to reception which is busy and noisy.
- People were using the self-check in machine happily, but it was observed they didn't use the hand gel prior or afterwards this could be because the sign isn't clear and should be above the screen in yellow & black.
- Signs asking patients to stand aside to protect confidentiality at reception, but the receptionist could be heard on the phone from a distance.



BP Machine

Staff

- Staff came out and apologised for doctors running late which happened twice while we visited.
- Receptionist was helpful and dealt with people in turn. Answered the phone politely, seemed helpful when people were making appointments particularly if a Doctor was on holiday, advising the patient how long they were off for.

Response from Theale Medical Centre

Obviously due to COVID a lot has changed in the way we are providing services, but we have been overwhelmed by the amount of positive feedback we have received from patients during the pandemic.

In response to a few of your observations and the current COVID situation: -

- We are replacing the waiting room chairs
- We have removed the blood pressure machine due to infection control concerns
- Signage is being reviewed but we were disappointed by the comments as it was installed when we received dementia friendly accreditation
- Minimising the number of patients and the time they are in the waiting room to comply with social distancing recommendations.
- The fire exit is clear at all times
- All patients are sent a text reminding them of their appointment
- Lights have been fixed
- The TV screen is not in use at present, but we will review the messaging when we start using it again

Thank you again and please feel free to contact me if there is any further information you require

Regards
Penny Brooke
GP Partner
Theale Medical Centre