

ENTER AND VIEW REPORT

Dr. Khatri & Partners surgery
High Street, Tyldesley, M29 8AL



Note : The purpose of engagement work by Healthwatch Wigan and Leigh is to get a better understanding of how local people experience local health and social care services. Our approach is to be constructive in sharing what we find, and we will always strive to identify good practice as well as areas for improvement. This report is based on observations made by our representatives at the point that they visited the service.

1. INTRODUCTION

1.1 DETAILS OF VISIT

Service Address	15 High St, Tyldesley, M29 8AL
Service Provider	Dr. C P Khatri & Partners
Date and time of visit	9.30 am to Noon Monday, 23 rd September 2019
Authorised Representatives	Ann Lloyd and Eileen Melling (supported by Karen Wilson, Healthwatch Senior Engagement Officer)
Healthwatch contact details	Healthwatch Wigan and Leigh Unit 5 The Galleries, Standishgate, Wigan WN1 1AT Karen.wilson@healthwatchwiganandleigh.co.uk 01942 834666
GP Practice contact	Amanda Powell, Interim Practice Manager

1.2 Acknowledgements

Healthwatch Wigan and Leigh would like to thank the staff, patients and carer/family members of Dr Khatri's surgery for their contribution to the Enter and View visit and for making us feel so welcome during the visit. We would also like to thank Amanda Powell for encouraging staff, patients and carers/family members to complete our questionnaires and collecting responses before our visit. Thank you to our trained Enter and View authorised representatives for their contributions.

1.3 Disclaimer

Please note that this report relates to responses from staff, patients and carers/members from Tuesday, 17th September 2019 to Monday 23rd September 2019. Our report is not a representative portrayal of the experiences of all patients, carers/family members and staff, only an account of what was observed and contributed during this time frame.

2 WHAT IS ENTER AND VIEW?

Part of the local Healthwatch programme is to carry out Enter and View visits. Healthwatch Wigan and Leigh authorised 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 Healthwatch Wigan and Leigh authorised representatives to observe service delivery and talk to service users, their families/carers and staff on premises such as hospitals, care 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. A service may also be identified through random selection of a service area, in line with the annual work plan.

Healthwatch Wigan and Leigh Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch Wigan and Leigh safeguarding policies.

2.1 Purpose of Visit

To capture the experiences of patients, carers/family members and staff at Dr Khatri & Partners surgery.

2.2 Methodology

This was an announced Enter and View visit. A letter of introduction was mailed to the Practice Manager on 31st July 2019 which explained we would be doing an announced Enter and View visit to this surgery. The Healthwatch Senior Engagement Officer met with the Practice Manager on 16th September 2019 to explain the role of Healthwatch Wigan and Leigh and the power to enter and view services. Questionnaires in paper format for patients, carers/family members and staff for distribution were given to the Practice Manager and a poster to be displayed before the Enter and View visit took place. From Tuesday, 17th September 2019 to Monday, 23rd September 2019 the staff collected responses from 7 patients, Carer/family members and 7 staff members.

At the Enter and View visit we spoke to 20 patients, who all completed the questionnaire. Our visit was also observational, involving authorised Enter and View representatives walking around the public/communal areas and observing the surroundings to see how the patients, carers/family members engaged with staff members and the facilities. An observational checklist was prepared for this purpose.

This Enter and View report is based on responses from 27 patients, 5 carer/family members, 7 members of staff, and our observations.

Expectation of Providers

It is expected that the Provider will receive the report in the spirit it is written to learn from the experience of patients accessing health and care services and will be proactive in responding to recommendations for improvement to be made where they are reasonable and practical.

3 Executive summary

Healthwatch Wigan and Leigh Enter and View representatives conducted an announced Enter and View visit at Dr Khatri & Partners surgery on Monday, 23rd September 2019 9.30am to Noon to collect views directly from patients, carers/family members and staff on their experiences of this GP surgery. This report is based on responses from 27 patients, 5 carer/family members, 7 members of staff and our observations.

The key findings are:

- 100% of patient, carers/family members rated Dr Khatri's practice as good, very good or excellent and that they felt listened to and were always treated with dignity and respect.
 - 87.5% of patients, carers/family members felt that they had enough time during appointments to speak with the GP/nurse/clinician. The remaining 12.5% said that they did not always have enough time and felt slightly rushed on occasions.
 - 100% of patients, carers/family members rated the staff overall as very good or excellent stating that the staff are always friendly and helpful, and the GPs are fantastic.
 - 100% of patients, carers/family members said that at their last visit to the surgery they were given enough time with the GP/nurse/clinician, listened to and had tests and/or treatment explained to them.
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4 Results of visit

4.1 Patients and carers views on the surgery

91% of patients had been with this GP practice over 5 years, many since birth, 3% between 1 and 3 years and 6% for less than 12 months. All patients described their experience positively with comments including 'excellent', 'very good', 'wonderful' and 'helpful'. Five people commented on the appointment system and said it can be difficult to get an appointment sometimes and you have to ring at certain times.

100% of patients, carers/ family members rated this practice as good, very good or excellent

The main themes for this rating are the friendly, helpful staff and fantastic doctors, efficient staff “nothing is too much trouble to them”, nice clean and tidy surgery and the general atmosphere.



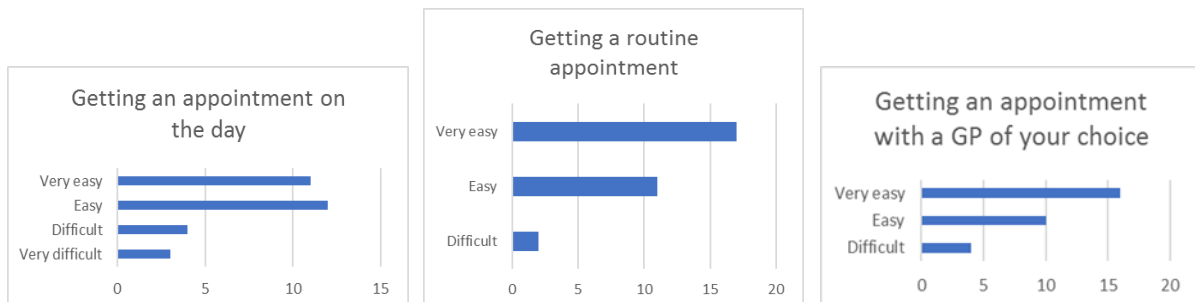
“They smile, they are helpful, and they will always sort you out”

Comments for improvement referred to the shared car park which means parking could be better and the difficulties with the appointment system. Patients felt that there should be an easier appointment system and more availability of appointments.

“it’s a good service once you have an appointment”

73.5% of patients book their appointment over the telephone, 15% at reception and 12.5% online or through the My GP app.

There were mixed responses to the following questions :



We were told that you must ring at 8am to make a same day appointment and that staff are always helpful but there is nothing they can do if there are no appointments available. Routine appointments are usually ok if you are happy to wait a couple of weeks and one person comments that although he would like to see a particular GP, the one he likes only works part-time so it always busy and he can’t always get to see him.

Eight people told us that they are recorded as a Carer on their medical records and 75% have been provided with information about the person they care for. This information was given both verbally and in writing either by leaflet or by adult services and all found the information helpful.

Only 9% of respondents have requested a home visit in the past. One person said they were mobility checked first, one said the doctor on call came out and a third person said, “it was never too much trouble, they were always concerned about me as I was a carer too”.

We asked everyone if they had ever heard of the Patient Participation Group and were told by 37.5% that they had heard of it, but they were not active members.

Although there is information about the Patient Participation Group on the surgery website, we did not observe any information in the waiting area.

4.2 Patients and carers views on staff

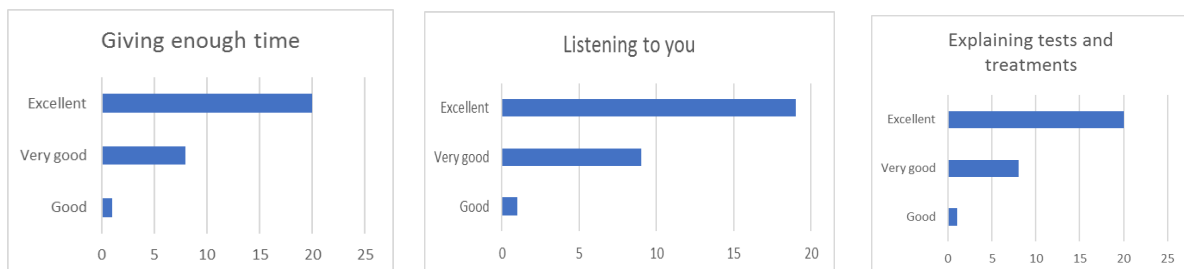
69% of patients and carers/family members rated the staff as excellent and 31% rated staff as very good.

Staff were rated positively due to them being friendly and helpful with patients/carers/family members saying, “very helpful and look after me”, “always friendly and helpful”, “I don’t come very often but the staff are excellent”.

One person commented that “most staff are good with the exception of one GP who is not as positive”.

100% of patients and carers/family members said they felt treated with dignity and respect; 100% of people felt listened to; 87.5% felt that they had enough time during appointments to speak with the GP/nurse/clinician, with the remaining 12.5% feeling that they didn’t always have enough time and during appointments and sometimes felt rushed.

We asked patients and carers/family members how good was the GP/nurse/clinician they last saw at the surgery and were told the following :



97% of people found that the information they received in their appointments is helpful. One person felt he hadn’t had enough information in regard to his condition, however on the day of our visit the staff had arranged for him to see a specialist nurse.

4.3 Patients and carers views on the environment

All patients, carers/family members said that they felt safe at this GP practice, found it easy to find their way around the surgery, that it is clean and has suitable lighting.

94% said that the surgery is well maintained and decorated to an acceptable standard; 6% felt that the reception area needs painting and the décor updating. 97% felt that the floors and carpets are in good condition and 97% of people said that the seating in the waiting area is comfortable. 87.5% of visitors felt that the surgery was at an appropriate temperature with the remainder feeling that it was too warm.

Additional comments from patients and carers

- We need a little more privacy at reception
- There is no permanent female doctor
- I like the changes to the reception area, it looks bigger

4.4 Staff views

All staff (4 clinical staff, 2 non-clinical) rated the surgery as very good or excellent. The main reasons for this rating were the staff and the care.

“We have great staff who work as a team with patient satisfaction being a priority”

We are a good practice delivering the best patient care. We have excellent feedback from our patients”

We provide good medical care all staff and doctors are very supportive and caring”

Staff believed that there is always room for improvement and that they aim to continue their best standard of care but wish they had more time and money.

80% of staff felt that they have enough time to spend with patients, 20% said that when it is very busy, they don't always have time to give patients extra attention, but when it isn't so busy, they have the extra time to go above and beyond.

The two most frequent ways of communicating with patients are in person or by telephone. The most popular tools to ensure patients/carers/family members have the information they need to manage their health are the wide variety of information leaflets, the practice website, communicating with patients/carers and sometimes texting links to information on certain health issues or advice.

When asked about the process and who decides if it is appropriate if a patient/carer/family member requests a home visit staff informed us that calls are assessed and triaged by a GP before a decision is made, and that depending upon the individual's health issues and reasons for the home visit request meet the practice criteria.

100% of the staff who took part felt that they were offered enough opportunities for training and development and if they needed help would be comfortable asking a colleague or senior staff member and would be happy to raise concerns about the service with their line manager.

All staff felt the referral system works effectively and that they understand the system and are aware of current waiting times.

We asked staff what they felt could be improved in the practice for the patients.

“An automatic entrance door”

We are trying to establish a robust patient participation group and more interaction with patients”

The final comment from a member of staff was “I enjoy working at the practice. The staff and patients are really friendly and helpful”

4.5 Practice Manager’s views

The Practice Manager rated the surgery as very good, explaining that there is always room for improvement but that she believes the surgery offers a fantastic service to its patients. She explained that the surgery runs smoothly day to day with the help of a great team.

Patient satisfaction and feedback is gathered through regular patient surveys, friends and family texts following appointments and through complaints and compliments leaflets in the reception area.

The surgery has a dementia champion who reviews patients regularly and is always available to speak to patients or their carers/family members.

We were informed that the majority of patients make appointments over the telephone and that the average time to wait for a routine appointment is 1 week with emergency appointments available on the same day.

If a patient or carer/family member requests a home visit the reception staff collect the details from the visit requester which is passed on to the GP to review or visit the patient. Sometimes the GP will telephone the patient or carer/family member for further information prior to the visit. Everything is logged in the patient record. To ensure that home visit requests are not missed, visit requests are added to individual GP appointment lists on the computer.

The usual communication method with patients is by telephone, however, there are alerts on patient notes to indicate if they require different methods of communication and all staff are aware of their non-verbal patients especially.

The practice uses language line translation service and provides patients with access to a hearing loop.

The practice holds a carers register and provides carers with an annual health check.

Regular training is provided to staff to support patients with additional needs eg physical disabilities, learning disabilities, mental health conditions, dementia and autism, and is provided by Wigan Borough Clinical Commissioning Group and other organisations, either at the practice meeting or outside of the surgery.

The surgery promotes the involvement of patients in the Patient Participation Group through leaflets and posters in the surgery, using the TV screen and by the GPs speaking to patients regularly.

The Practice Manager explained that the barriers to this surgery having the most effective and caring surgery is simply not being able to please everyone all of the time. They have recently opened up the reception area which now feels more welcoming. A fact that patients had commented upon.

She would like to see better communication and integration between neighbouring Clinical Commissioning Groups (Wigan, Bolton and Salford) to improve their patient care.

5 ADDITIONAL FINDINGS

5.1 Observations from Enter and View authorised representatives on external access and appearance

The external signage to the surgery is not very clear due to overgrown foliage which needs trimming back and the entrance area cleaned and swept.

There is a small shared car park allowing some parking and there appeared to be two designated disabled bays but as there were other cars parked it was not clear. There are double yellow lines along the road where patients with blue badges can park for a limited time.

5.2 Observations from Enter and View authorised representatives on the reception area

Clear and well signposted with a prescription collection box on display.

Reception staff were friendly and helpful and many of the patients attending during our visit commented on this.

The atmosphere of the service was always calm and professional with staff talking respectfully to patients.

There was no space at the reception to allow for private conversations, although we did observe staff taking a distressed patient to a private room.

5.3 Observations from Enter and View authorised representatives on the waiting room/seating area

Although the waiting area is quite small it is laid out to allow space for prams, wheelchairs and mobility aids.

All seating was the same and at the same level although end seats had arms.

There is an electronic signing in point in the waiting area, a tv screen and a busy noticeboard and hand sanitizing gel.

There was lots of information display including men's and women's health, public health, prevention, flu jabs and screening, carers LGBTQ, mental health and dementia, sepsis, domestic abuse, end of life care and urgent dental appointments. We noted that the latest CQC was not on display although the last visits was in 2017

There did not appear to be any information on the Patient Participation Group.

5.4 Additional facilities

A disabled toilet is available with handwashing and drying facilities, and emergency cord and support arm for the toilet.

We were unsure if a hearing loop is available and did not see any information to indicate the facility. The Practice Manager assured us that a hearing loop is available for patients.

The surgery appeared clean, well maintained and orderly.

There is a friendly atmosphere and practice staff were welcoming and familiar with their patients.

Friends and family test results were on display to April 2019 and comments displayed on feedback from 2018.

6 RECOMMENDATIONS

1. Look at the appointment system and whether it can be improved for the benefit and ease of patients making routine and on-the-day appointments
2. Encourage patient involvement in the Patient Participation Group by offering clear information on the role and how to get involved
3. Promote the availability of a hearing loop to patients and visitors to the surgery
4. Although patients appreciated recent changes to the layout of the waiting area, comments were made about the lack of privacy at the reception desk. Consider how this may be offered in the future.
5. Clean and maintain the external entrance area to the surgery

7 SERVICE PROVIDER RESPONSE

1. **Is this report factually accurate? If not please state what needs to be changed and why.**

The report makes references to the car park adjacent to the building. This car park is not our property and the condition of the car park is out of our control.

2. Is this a fair report?

Yes

3. What learning has been gained by your organisation as a result of this Enter and View report?

4. What was your impression of Healthwatch Wigan and Leigh? Is there anything we could have done better?

5. Comments on recommendations

Recommendation 1:

The appointment system is currently reviewed with the help of our PPG

Recommendation 2

PPG posters are up in reception as well as being on the TV screen. There is also a message on the right-hand side of repeat prescriptions. GP's actively discuss with patients and encourage them to join.

Recommendation 3

There is a hearing loop in surgery, most patients are aware of it. Reception staff recognize most of the patients who benefit from the hearing loop. There is now a poster in reception for this.

Recommendation 4

There is sign up in reception advising patients that a room can be made available if they would like somewhere more private to speak to a member of staff. Reception staff actively promote this.

Recommendation 5

We have a general maintenance person to look after the outside area of the building. He attends fortnightly for this.

Name and position of person completing Service provider feedback

Anna Powell, Practice Manager, Dr CP Khatri & Partners

23/09/2019

8 NEXT STEPS

Following approval by the Service Provider on the factual accuracy of this report and the inclusion of their comments and feedback, it will be shared and signed off by the Healthwatch Wigan and Leigh Board of Directors before publication.

The final report will then:

- Be shared with the Provider

- Be shared with Wigan Borough Clinical Commissioning Group
- Included in the quarterly update to the Health and Wellbeing Board
- Be shared with Adults Health & Social Care Scrutiny Committee as part of a regular update from Healthwatch summarising the reports and actions taken by commissioners and providers
- Be shared with Healthwatch England
- Be shared with the Care Quality Commission

Approved by Healthwatch Wigan and Leigh Board of Directors

20th January 2020