

# GP Surgery Enter and View Report

**Boroughbury Medical Centre - 11 July 2017**

(Note: This Enter & View does not include the 7-day GP service accessed at this surgery and provided by the Greater Peterborough Network).

Craig Street, Peterborough, PE1 2EJ

## Practice Information\*

\* The information in this section was provided by the surgery

**Manager:** Julie Trigg

**Contact Details:** Tel: 01733 307840

Number of GPs	12 Partners/3 salaried
Number of Practice Nurses	9
Number of Healthcare Assistants	5
Number of Reception Staff	17 plus a management team 5

Opening Hours	
Monday:	08:15 – 18.30
Tuesday:	08:15 – 18.30
Wednesday:	08:15 – 18.30
Thursday:	08.15 – 18.30
Friday:	08:15 – 18.30
Saturday:	Most mornings for routine pre-booked appts only
Sunday:	CLOSED

Current Number of Patients	25,139
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## Services Provided/Specialist Clinics

- Antenatal Clinic
- Anti-Coagulation Service
- Asthma / COPD Clinic
- Blood Pressure monitoring
- Cervical Cytology Service
- Childhood Immunisation
- Chronic Heart Disease Clinics
- Hypertension Clinics
- Diabetes Clinics
- Family Planning
- Health Checks
- Joint Injections
- Minor Illness Clinic
- Minor Operations
- Phlebotomy
- Smoking Cessation Advice
- Shingles/flu Vaccination Clinic
- Travel Vaccinations

# GP Surgery Observation

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Observation Criteria	Comments
<b>External Building Condition</b> <ol style="list-style-type: none"> <li>1. What is the condition of the exterior of the building?</li> <li>2. What other health services are nearby? if any?</li> </ol>	<ol style="list-style-type: none"> <li>1. Building in excellent condition/close to the city. Signage clear. Level access on entry.</li> <li>2. None but many integrated services within the building.</li> </ol>
<b>Internal Decoration</b> <ol style="list-style-type: none"> <li>1. What is the condition of the interior?</li> <li>2. What is the condition of the reception area?</li> <li>3. What issues/notices are on the Notice boards? Please list all.</li> <li>4. Are they up to date?</li> <li>5. Are the following issues covered?               <ol style="list-style-type: none"> <li>I. Mental health (111 service)</li> <li>II. Dementia info</li> <li>III. How to get Accessible Information</li> <li>IV. Healthwatch</li> <li>V. CQC rating/report</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>1. Excellent</li> <li>2. Clean, tidy, welcoming. (Posters in different languages)</li> <li>3. GP Hub, Child protection, Patient charter, Information on how to book an appointment online, NSPCC, Childline.</li> <li>4. Yes</li> <li>5.               <ol style="list-style-type: none"> <li>I. Yes</li> <li>II. No</li> <li>III. No</li> <li>IV. No - although Healthwatch visit poster was displayed</li> <li>V. Behind reception desk</li> </ol> </li> </ol>

<b>Parking arrangements</b>  a. No. of parking spaces? b. No. of Disabled spaces? c. What are the overspill arrangements? Is this clearly signposted?	a. 55 patient spaces (need a code from reception to raise the barrier to exit) 4 spaces for Rowlands Pharmacy. b. 4 designated disabled spaces. c. No notices seen		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	X		
Clear guidance on how to inform the surgery of your arrival?	X		
Electronic check-in in waiting room?	X		
Is there confidentiality/privacy at reception?	X		Maybe a little confusing to wait to be called to the desk
Are reception staff approachable and friendly?	X		
Is there a call system for appointments? <ul style="list-style-type: none"> <li>Is this visual?</li> <li>Is this audible?</li> </ul>		X	Staff come to waiting room and call patients. Not visual Is audible
Are waiting times displayed/patients informed?		X	
Is online booking advertised?	X		
Is the waiting room child friendly?		X	No separate children's area or toys
Are there Toilets?	X		2 <sup>nd</sup> floor toilets out of order
Are hand sanitisers available?		X	
Is there a comments/complaints box available? e.g. Family & Friends Test		X	Not seen
Is there a Patient Participation Group? Is it advertised?	X		
Are the names/photographs of GPs and staff at the surgery displayed?	X		Names but no photos

Are British Sign language* (BSL) services available? Are deafblind manual interpreter* services available? • Are they advertised?		X	Not seen
		X	
Is the information provided available in other formats? e.g. • Easy Read*(for people with learning disability) • Large Print *(for people with a visual impairment) • Braille* (for people who are blind)		X	Some information was in a different format, e.g. Breast-feeding room sign in Braille.
		X	On asking staff offered to print info in larger print.
		X	e.g. language line, rather than communication needs e.g. BSL/advocate.
Are advocacy* services available? • Are they advertised?		X	
		X	
Are translation services available? • Are they advertised?	X		Language line only.
	X		




# GP Surgery Enter and View Questionnaire

**Boroughbury Medical Centre - 11<sup>th</sup> July 2017**

Type of Response: Patient/Carer/ Family member/friend/member of staff

## Question One

How would you rate your GP surgery on the appointment booking system?




Good 	Average 	Poor 
8	4	2

### Comments:

- Can be difficult to get appt in the morning-2
- Could be better for appt-2.
- Can always get advanced appts.
- Very difficult to get appt on the same day - 3
- Surgery contacted patient - who was then seen within one week.
- Can't always get the GP you want.
- I have known both worse & better!
- On the phone for 15mins with no response booking system not good. Haven't used on line system - going to try this!
- I go to the surgery to make my appts - always get one.
- No problem - 1

## Question Two

How would you rate your GP surgery on the surgery opening hours?




Good 	Average 	Poor 
13	1	0

### Additional comments:

- No comment-1.
- Doesn't work so appts made during my day off.
- Could be better.
- Average.

### Question Three

If your GP surgery operates an Out of Hours service (7 days a week- 8am to 8pm). How would you rate it?




Good	Average	Poor
		
6	0	0

#### Comments:

- I know about it but haven't used it so can't rate it -6
- Didn't know about this service - 3

### Question Four

How would you rate your GP surgery on the access to the surgery e.g. Parking, Public Transport Links




Good	Average	Poor
		
9	1	1

#### Comments:

- Parking very good- 5
- I use a taxi.
- It would be good to have more disabled car parking spaces - near the door.
- Good for bus services - 1.
- Use public transport -1
- Good bike shelter -1

### Question Five




How would you rate your GP surgery on the cleanliness/hygiene of the surgery?

Good	Average	Poor
		
14	0	0

#### Comments:

- Very good




**Question Six**  
**How would you rate your GP at the surgery?**

Good 	Average 	Poor 
9	0	1

**Additional comments:**

- Listening very good 1 can usually get to see my dr.-2
- No comment-3
- Ten out of ten.
- Brilliant - happy to see any Dr.
- Excellent -2
- Reassuring.
- Can't always see usual GP-2
- A 'life saver' literally.




**Question Seven**  
**How would you rate your Nurse at the surgery?**

Good 	Average 	Poor 
9	0	0

**Comments:** Punctual.

- Not used this service- 4
- Knows what they are doing.

**Question Eight**  
**How would you rate the Reception Staff at the surgery?**

Good 	Average 	Poor 
9	2	0






**Comments:**

- Depends on who is on duty - 1
- Feel they don't always listen - 1
- No contact with reception staff as I use auto book-in - 1
- No comment - 1
- Very good - 1
- Always find appts for you -1

**Question Nine**

**How would you rate the punctuality of appointments at the surgery?**




Good 	Average 	Poor 
11	0	1

**Comments:**

- Usually good- 7
- No comment - 1
- Late appts -1
- Emergency appt can run late - 1
- If late no more than 15 mins - 1

**Question Ten**

**How would you rate your surgery at involving you with decisions about your care?**




Good 	Average 	Poor 
9	1	0

**Comments:**

- Very happy with service.
- No comment- 2
- Excellent.
- Very reassuring.
- Usually discuss things -3
- Often feels rushed when in with GP

Question Eleven

How would you rate the overall quality, care, treatment and service from your surgery?

Good 	Average 	Poor 
10	1	1

Comments:

- I have only been twice since they opened but I am hoping to move to a different practice. Upstairs/downstairs toilets 'out of order'.
- Getting appts is difficult-2
- Very good.
- Ok for most things.
- Fantastic - a 'life saver'.
- punctual

Accessible info Questions for  
Service users (Patients)

Yes No Comments

When you arrived at this service for the first time, or more recently, were you asked if you had any hearing problems, problems with your sight or a learning disability and need information in a particular format or need communication support?

1 -Yes - but no needs identified.  
2- No

Comments: most people said this did not apply to them.

<p>Do you require any of the following;</p> <ol style="list-style-type: none"> <li>1. British Sign Language Interpreter; BSL?</li> <li>2. A hearing Loop? (for people with a hearing Impairment) (for people who are Deaf)</li> <li>3. Large print? (for people with a visual impairment)</li> <li>4. Braille? (for people who are blind)</li> <li>5. Deafblind manual interpreter?</li> <li>6. Easy read? (for people with LD)</li> <li>7. An advocate (this is someone who attends appts with you)</li> </ol>			<p>Note: Due to responses above, no other comments on this part of the survey were made by patients.</p>
<p>Are these needs</p> <ul style="list-style-type: none"> <li>• Recorded on your personal file at this GP Practice?</li> <li>• Understood by staff?</li> <li>• Understood by your GP?</li> </ul> <p>Are these services/needs you have described above, provided by the GP practice?</p> <p>Is this information 'shared' with other NHS services i.e. hospital?</p>			<p>Note: Due to responses above, no other comments on this part of the survey were made by patients.</p>

Accessible info Questions for Staff			
	Yes	No	Comments
Have you been provided with training on how to support patients with sensory impairments and learning disabilities when they attend GP appointments?	X		In previous training sessions. In contact with Deborah Gallagher re people with learning difficulties.
Are you aware of the ways that information could be provided for people with hearing impairments, visual impairments or a learning disability? DO NOT PROMPT  If yes, what are they? Large print/BSL interpreter/Easy Read/Deafblind Interpreter/An Advocate	X		We would need to get advice on this  Care plans for people are in place.
How would a patient with a specific need be identified? i.e. sensory impairments or learning disabilities. <ul style="list-style-type: none"> <li>On their patient record?</li> <li>On an electronic system?</li> <li>Do you send this information to other NHS service providers? e.g. hosp/community services</li> </ul>	X X X		For existing patients - staff are aware and book double appts when required We don't have this information for new patients Disabilities are coded - clinicians know these codes. Reminders are supplied by reception staff.
Are these needs <ul style="list-style-type: none"> <li>Recorded on your personal file at this GP Practice?</li> <li>Understood by staff?</li> <li>Understood by your GP?</li> </ul>	X X		Disability recorded but 'Need' may not be recorded. Clarification is required.

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Accessible info Questions for  
a representative of the service  
e.g. Practice Manager

Yes No Comments

<p>Are Patients/carers/Next of kin asked about their accessible information and communication support needs when they first arrived at this service, or have they been asked more recently?</p> <p>1. Are people's needs <u>identified</u>?</p> <p>2. Do you <u>record</u> these needs? If so, how do you do this?</p> <p>3. Are these needs '<u>flagged up</u>' on your system automatically? If so, what system do you use?</p> <p>4. Are these needs <u>shared</u> with other NHS service providers?</p> <p>5. Are these <u>needs met</u> by your Practice?</p> <p>If Not, can you explain the reasons why?</p>	X		<p>Practice are aware of needs. We are looking at how to implement AIS and putting a plan and timeline in place, we want to go live mid-August. For both new and existing patients.</p> <p>x</p> <p>Learning disability checks in place and easy read literature available. Not aware of Patient passports.</p> <p>x</p> <p>Double appointments available - recorded on appointment notes. Clinicians are aware of patients' needs.</p> <p>x</p> <p>On request</p>
<p>Is information available in different formats to make it accessible to all patients?</p> <ul style="list-style-type: none"> <li>Are patients aware of this? e.g. large print, Easy read, Braille, Audio.</li> </ul>		X	<p>25<sup>th</sup> July training on learning disability Website access</p> <p>We will have a plan in place to do these things.</p>
<p>Are you able to provide BSL interpreters/Deafblind manual Interpreters or an advocate to patients?</p> <p>Can you give an example of how and when you have provided this service?</p>	X		<p>We have six Deafblind people registered we book them BSL interpreters</p>

6  
15

<p>Is there anything else you would like to share with Healthwatch?</p> <p>Thank you for your time and cooperation.</p>	x		<p>The patient partner will be introduced.</p> <p>We are introducing automated booking system /prescription system</p> <p>Health-weight an automated basic health check.</p> <p>We have culturally diverse population we are very aware of these needs.</p> <p>We organise charity of the month - raise awareness and promote a different charity.</p> <p>We are 'bidding' for a micro-suction machine to enable the practice to do ear syringing.</p>
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## Recommendations

### Reception/waiting area:

1. Consider introduction of 'foot prints' on the floor for the reception area and supporting signage to provide guidance on distance for waiting patients (which would ensure patients are given the appropriate privacy).
2. Consider putting a 'dark edge' onto glass walls/doorway in the waiting room to help people with a visually impairment recognise the edge of the door.
3. Consider introducing signage to explain accessible information and communication support and promote these services in the practice and on the website.
4. Introduce visual/audible call system?
5. Consider child friendly facilities.
6. Introduce hand sanitisers on reception.
7. Introduce photos/role of all staff.



### Survey results:

1. The appointments booking system seems to divide opinion with some people telling us they experienced difficulties getting through on the telephone to make an appointment. It would be helpful for the practice to comment on any improvements they are considering, to address this issue.
2. Given the large population this practice serves, consideration could be given to undertaking a periodic review of the above service including patient feedback to ensure the practice is providing a good level of service in this regard.
3. Some promotion of the out of hours' service may be appropriate.
4. GPs are well regarded - seeing the same GP is highlighted and is likely to reflect this positive view. Although some negative comments were made, continuity of care was sighted here.
5. Cleanliness is to be applauded.
6. Nurses are viewed very positively again they are to be applauded.
7. Reception staff are mostly recorded as being helpful and friendly.
8. The overall quality, care, treatment and service from the surgery is mostly rated good by those surveyed.
9. Information on the website about the complaint procedure could be considered.
10. On-going work with the Dementia Alliance and Learning Disability(LD) Training for staff is to be applauded.
11. Promotion of 'learning disabled patient passports' and the 'family and friends' test.

### Accessible Information standard.

The interviews would suggest that there is a commitment by senior staff members to provide Accessible Information within the Practice. Staff are working towards implementing a plan with timelines to ensure patients with a sensory and learning disability who have Accessible Information requirements, are provided with the support they need. Some areas that could be included in this plan are;

1. The promotion of this service to patients, their next of kin and family members.
2. Asking new and existing patients, their next of kin and family members about accessibility requirements in a more formal manner.
3. Recording both 'disability' and 'need' at appropriate points in the system.

## Response from practice

**Please find our response to the recommendations made below:**

We are liaising and working closely with the Dementia Action Alliance, the Dementia Support Centre and the Alzhiemers Society with the aim to become a Dementia Friendly Practice by end of January 2018. We are also working closely with local Access Champions from Peterborough Regional College to make Boroughbury Medical Centre a more accessible and patient focused environment for people with dementia, learning disabilities and sensory impairments.

Whilst we considered removing the glass panels from the Reception area, unfortunately we are not able to do so as they were installed for patient privacy and are in line with department for health design guidance as advised by our Landlord. However, we will take forward the recommendation to adding a 'dark edge' to glass walls and door ways.

Accessible Information - this has now been actioned and signage is displayed in our reception area, we have also added information to our Registration Packs, Accessible Info. is a standard link on our website however, we have reviewed our internal process to ensure that we are able to action all requests.

Introduce visual / audible call systems - whilst we do have the functionality to support this our Clinicians prefer a more personable approach of call patients into consultations themselves.

Consider child friendly facilities - this has been actioned and we now have Children's corners in each of the waiting areas with child friendly tables and chairs and colouring packs available. We have also installed a water cooler for our patients use.

Introduce Hand Sanitizers on Reception - we provide hand sanitizers between the two main self-arrival screens in the reception areas.

Introduce photos, role of staff - As one of the largest practices in Peterborough with approx. 74 staff we do not have the capacity within the building to display staff pictures.

Date of Enter and View Visit	11 July 2017
Authorised Representatives	Heather Lord Jean Hobbs Judy Allen Mary Whitehand Jo Smith
Report Published	22 December 2017

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## Who we are

Healthwatch Cambridgeshire and Peterborough\* is an independent champion for health and care. Our job is to make sure that those who run local health and care services understand and act on what really matters to people.

We listen to what people like about services and what could be improved. We share what people tell us with those with the power to make change happen.

We encourage services to involve people in decisions that affect them. We also help people find the information they need about services in their area.

## Enter and View

As a local Healthwatch we have a statutory power to Enter and View. This is our legal right to visit places that provide publicly funded health or care to see and hear how people experience these services.

This gives us the opportunity to:

- Collect the opinions and experiences of people using these services, their carers or relatives.
- Talk to staff who are providing care.
- See the nature and quality of services.
- Develop insights and make recommendations to improve care.

We write and publish a report after each visit. Reports are shared with the organisation visited, the Care Quality Commission, commissioners, quality assurers, Healthwatch England and any other relevant partners. They are also published on our website and are available from our office on request.

### Contact Healthwatch Peterborough

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