



Old Fletton Surgery

Rectory Gardens, Old Fletton, Peterborough, PE2 8AY



Date of visit: 29 June 2017

Authorised Representatives: Heather Lord, Nik Patten, Barry Henson,
Jo Smith

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About us

Healthwatch Peterborough is the independent champion for people who use health and social care services in Peterborough.

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.

We are part of Healthwatch Cambridgeshire and Peterborough.

Our power to 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 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.

Please note that this report relates to findings observed at the time we visited. 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 during the visits.

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Acknowledgement

Healthwatch Peterborough would like to thank the patients and staff at Old Fletton Surgery who spent time talking to us.

Thank you also to the Manager of the practice for helping us to arrange the visit.

Practice Information*

* The information in this section was provided by the surgery

Manager: Maria Stanton-Azafad

Contact Details: Tel: 01733 344816

Number of GPs	6 Partners/2 salaried
Number of Practice Nurses	4 plus 2 specialist nurses
Number of Healthcare Assistants	2
Number of Reception Staff	13

Opening Hours	
Monday:	08:00 – 18.00
Tuesday:	08:00 – 18.00
Wednesday:	08:00 – 18.00
Thursday:	08.00 – 18.00
Friday: Saturday:	08:00 – 18.00
Sunday:	CLOSED
	CLOSED

Current Number of Patients	12,600
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Services provided / specialist clinics	
<ul style="list-style-type: none"> • Antenatal Clinic • Asthma / COPD Clinic • Childhood Immunisation • Contraceptive Implants • Contraceptive Services • Coronary Heart Disease Clinic • Counselling • Diabetes Clinics 	<ul style="list-style-type: none"> • IAPT • LD Checks • Minor Surgery • Over 75 Checks • Physiotherapy • Shingles/flu Vaccination Clinic • Travel Vaccinations • Well Woman Clinic

Survey results

Reception/waiting area:

1. The call booking system seems to divide opinion, but some people did tell 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. Some promotion of the OOH service may be appropriate.
3. Punctuality regarding appointments is raised as an issue, comment on this from the practice would be useful.
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 recorded as being helpful and friendly.
8. The overall quality, care, treatment and service from the surgery is mostly rated good by those surveyed.

Accessible Information standard

The interviews would suggest that there is a good leadership and a good level of understanding from staff on this issue. The practice is working toward providing patients with a sensory and learning disability who have Accessible Information requirements, with the support they require. However, some areas could do with tightening up, including:

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.

Recommendations

Reception/waiting area:

1. Repairs to roof to prevent future damage.
2. 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).
3. Consider introducing signage to explain that patients/carers/family can receive 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 photos/names/role of all staff.

Response from practice

Internal Decoration

Clean/Smart.

Roof leaks/raised carpet has since been repaired. The design of the roof has caused the Practice problems with leaks for many years. Repairs have been made at a considerable cost over the years.

Parking arrangements

a. No. of parking spaces? There are 35 parking spaces in addition there are 9 spaces for staff (6 GPs)

Observation Criteria

Is there confidentiality/privacy at reception?

There is a designated interview/privacy room which is available for patients should they wish to speak to a member of staff in private. There are notices inviting patients to request this.

Is there a call system for appointments?

There is a JAYEX Board which calls the patients and is audible. Most clinicians use the Jayex board.

Are waiting times displayed/patients informed?

When patients use the check in screen, the wait time is displayed. If a GP is delayed with an emergency, they notify reception who inform the patients.

Is the waiting room child friendly?

We removed toys for children from the waiting room for infection control / health and safety purposes, and following advice, as they posed a risk to the children. We have books behind reception which children request on an individual basis.

Is there a Patient Participation Group? Is it advertised?

The Patient Participation Group is advertised on the JAYEX board, on the website and in the practice booklet.

Are translation services available?

Yes available

Yes, advertised behind reception desk and on notice boards in reception

Appendices: Data from GP practice

Surgery Observation

Old Fletton GP Practice - 29 June 2017			
Rectory Gardens, PE2 8AY			
Observation Criteria	Comments		
External Building Condition 1. What is the condition of the exterior of the building? 2. What other health services are nearby? if any?	1. Building in good condition/peaceful setting/Signage clear. Bell/opening hours all visible. Level access/good disabled access 2. Pharmacy next door.		
Parking arrangements a. No. of parking spaces? b. No. of Disabled spaces? c. What are the overspill arrangements? Is this clearly signposted?	Tarmac car park, well-marked. a. 27, of which 9 are staff designated spaces (6 GPs) b. 2 designated disabled spaces. c. 17 spaces at Pharmacy, 7 possible 8-10 available on curbside (not signposted).		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	X		Very good
Clear guidance on how to inform the surgery of your arrival?	X		
Electronic check-in in waiting room?	X		Yes, but behind screen
Is there confidentiality/privacy at reception?		X	
Are reception staff approachable and friendly?	X		Very welcoming
Is there a call system for appointments? • Is this visual? • Is this audible?		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		There are also baby changing facilities.
Are hand sanitisers available?	X		By electronic signs
Is there a comments/complaints box available? e.g. Family & Friends Test	X		Friends and family questions Patient Participation Group.
Is there a Patient Participation Group? Is it advertised?	X		Only the suggestions box
Are the names/photographs of GPs and staff at the surgery displayed?		X	
Are British Sign language* (BSL) services available? Are deafblind manual interpreter* services available? • Are they advertised?	X		
		X	
		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	
Are advocacy* services available? • Are they advertised?			
		X	
Are translation services available? • Are they advertised?			
		X	




GP Surgery Enter and View Questionnaire

Old Fletton GP Practice - 29 June 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	0	6

Comments:

- Particularly poor on telephone-6. Can't get through on telephone - 6
- I had to make 50 plus calls on one occasion - 2
- Can't make an appt more than one month ahead - 2.
- Can't make appt quickly.
- It's a race at 8.15am - appt all booked by 8.30- not even on line. 2pm is just as difficult.
- On line poor -3, they are full a month ahead.
- Good on telephone -2
- Always come in to make appt
- Excellent
- Good face to face

Question Two

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




Good 	Average 	Poor 
7	5	1

Additional comments:

- Do not know opening hours - 2
- Excellent
- Not sure
- When working difficult & disruptive to work - 2

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 
2	1	4

Comments:

- Did not know about OOH service - 6
- Have used it - 1
- Never needed it - but would use it - 2

Question Four

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




Good 	Average 	Poor 
8	1	2

Comments:

- I use a taxi.
- I walk -3.
- I use public transport -2
- Poor parking
- Sometimes difficult to park - 2
- Could do with more parking




Question Five

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

Good 	Average 	Poor 
12	1	0

Comments: None




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

Good 	Average 	Poor 
9	1	0

Additional comments:

- They see so many people (positive comment)
- Can see same GP.
- I see one of two GP's- really understanding.
- First visit so no comment.
- Not easy to see the same GP
- Depends on which GP.
- Only a couple are compassionate.




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

Good 	Average 	Poor 
12	0	0

Comments:

- Really friendly.
- Really nice.
- First visit so can't comment.

Question Eight
How would you rate the reception staff at the surgery?




Good 	Average 	Poor 
10	1	1

Comments:

- Helpful
- Sometimes e-booking system doesn't book you in
- Depends on who's on
- Problems with reception - arrogant

Question Nine

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




Good 	Average 	Poor 
6	4	4

Comments:

- Could be out of office for an hour or more for GP appt
- 15 mins over appt time
- 30-40- mins over
- 30-45 mins for GP
- 30mins over for Practice nurse

Question Ten

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


Good 	Average 	Poor 
9	1	1

Comments:

- Only been once - not sure- but they listen to what you say
- Depends on who you see
- Quality of GPs varies

Question Eleven

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

Good 	Average 	Poor 
10	4	0

Comments:

- Excellent
- Friendly
- Good service especially on mental health - have leaflets

Accessible info Questions for Service users (Patients)	Yes	No	Comments
<p>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?</p>			<p>4 -Yes 9 - No</p> <p>Comments: They do have signs asking about this.</p>
<p>Do you require any of the following;</p> <ol style="list-style-type: none"> 1. British Sign Language Interpreter; BSL? 2. A hearing Loop? (for people with a hearing Impairment) (for people who are Deaf) 3. Large print? (for people with a visual impairment) 4. Braille? (for people who are blind) 5. Deafblind manual interpreter? 6. Easy read? (for people with LD) 7. An advocate (this is someone who attends appts with you) 			<p>0 - Yes 9 - No</p> <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"> • Recorded on your personal file at this GP Practice? • Understood by staff? • Understood by your GP? <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		On-line training within last three months incl Equality, Diversity, Information Governance and Moving & Handling.
<p>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</p> <p>If yes, what are they? Large print/BSL interpreter/Easy Read/Deafblind Interpreter/An Advocate</p>	X		<p>Reception staff:</p> <ul style="list-style-type: none"> • Arrange sign language support. • People with a VI are called. Practice can provide LP. • Health checks for people with LD are provided with leaflets in Easy Read. • DB -support worker attended. • Advocates are not provided.
<p>How would a patient with a specific need be identified? i.e. sensory impairments or learning disabilities.</p> <ul style="list-style-type: none"> • On their patient record? • On an electronic system? • Do you send this information to other NHS service providers? e.g. hosp/community services 	<p>X</p> <p>X</p> <p>X</p>		Disability & Need are noted. (Comments by; Reception team leader)
<p>Are these needs</p> <ul style="list-style-type: none"> • Recorded on your personal file at this GP Practice? • Understood by staff? • Understood by your GP? 	<p>X</p> <p>X</p>		Disability recorded but 'Need' not be recorded. Comments by; Dispensing/PA to PM).

<p>If there was an alert (e.g. fire, emergency, announcement) Do you know if there is an appropriate method for those with sensory impairments? If yes, what is it? If possible, can you show us?</p> <ul style="list-style-type: none"> • Flashing light • Member of staff with responsibility for providing a different cue to an individual 	X	X	<p>Staff are allocated areas of the building. (Comments by Reception team leader).</p> <p>Staff automatically speak to patients with additional needs. (Comments by Dispensing/PA to PM).</p>
<p>Has there been a fire drill? If yes, did it flag up any problems and what were these?</p>	X	X	<p>No-one had 'alerted' pharmacy next door - this linked to GP Practice. Tested weekly</p>

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> <ol style="list-style-type: none"> 1. Are people's needs <u>identified</u>? 2. Do you <u>record</u> these needs? If so, how do you do this? 3. Are these needs '<u>flagged up</u>' on your system automatically? If so, what system do you use? 4. Are these needs shared with other NHS service providers? 5. Are these <u>needs met</u> by your Practice? <p>If Not, can you explain the reasons why?</p>	<p>X</p>	<p>X x x x x</p>	<p>Practice are aware of 'needs'. Needs identified by GP records/clinicians.</p> <p>Disability recorded. 'Needs' are not.</p> <p>Double appointments available - recorded on appointment notes. Clinicians are aware of patients' needs.</p> <p>Needs may change depending on type of appt.</p>
<p>Is information available in different formats to make it accessible to all patients?</p> <ul style="list-style-type: none"> • Are patients aware of this? e.g. large print, Easy read, Braille, Audio. 	<p>X</p>		<p>Practice can make large print and easy read available and have done so for existing patients.</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>	<p>X</p>		<p>BSL - Yes, we have provided this service. DB interpreter - No, we have not been asked to provide this service. Advocate - No, we have not been asked to provide this service.</p>

<p>If the next of kin or family member had any communication needs is information provided to them in a format that is accessible to them?</p>	<p>X</p>		
<p>Are you able to provide BSL interpreters/Deafblind manual Interpreters or an advocate to the next of kin or family member?</p> <p>Can you give an example of how and when you have provided this service?</p>	<p>X</p>		<p>We have not been asked to provide these services for the next of kin/family members.</p>
<p>Is there a process in place or training that is provided to ensure all staff are aware of the communication and support needs of patients, before they start to interact with them?</p> <p>If so what is this process?</p> <p>What Training is provided?</p> <p>DO NOT PROMPT</p> <p>Deaf awareness/Communication training/Dementia awareness/Learning Disability awareness.</p> <p>Have you received training on 'Changes to the Practice manager role?' If so, in what areas plus dates.</p> <p>Are you aware of the following services?</p> <p>Advocacy services?</p> <p>LD: Health Checks/Passports for LD?</p> <p>Mental Health services (111 services)</p> <p>Dementia Resource Centre?</p>	<p>X</p> <p>X</p> <p>X</p>		<p>On-line/Induction/Refresher training.</p> <p>Diploma/NVQ4 Practice Manager.</p> <ul style="list-style-type: none"> • Advocacy services - No • LD - Yes • MH - Yes • Dementia - Yes • AIS -No



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