

# ENTER AND VIEW VISIT REPORT

*Arden Surgery  
19 February 2018*

Part of Healthwatch Solihull's remit is to carry out Enter and View visits. Healthwatch Solihull Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act allows 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 Solihull 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 Solihull's safeguarding policy, the service manager will be informed, and the visit will end. The Local Authority Safeguarding team will also be informed.

## **GP Surgery – Arden Medical Centre**

**Registered Patients:** 4538

(Source: <https://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=40198>)

**Service Address:** Downing Close, Station Road, Knowle, Solihull, West Midlands, B93 0QA

**Practice Manager:** Jane Lewis

The Practice Team consists of:

- 4 GPs - across the week
- 1 FY2 on rotation
- 2 Nurses
- 2 Health Care Assistants
- 1 Practice Manager
- 5 Receptionists across the week – all are part time
- 2 Medical Secretaries
- 1 Summariser
- 1 Apprentice

### **Acknowledgements**

Healthwatch Solihull would like to thank the Practice staff and the patients for their co-operation during the visit.

### **Disclaimer**

Please note that this report relates to findings observed during our visit made on Monday 19 February 2018. The report does not claim to be representative of all service users, only of those who contributed within the restricted time available.

### **Authorised Representatives**

Scott Baldwin (Lead)  
Nicola Standen

### **Who we share the report with**

This report and its findings will be shared with Arden Medical Centre, the Care Quality Commission (CQC), Solihull MBC, Solihull Clinical Commissioning Group (CGG) and Healthwatch England. The report will also be published on the Healthwatch Solihull website ([www.healthwatchsolihull.org.uk](http://www.healthwatchsolihull.org.uk)).

## Summary

Healthwatch Solihull visited Arden Medical Centre on 19 February 2018 following intelligence received which placed this surgery in the top ten of GP Surgeries in the West Midlands (GP Patient Survey, NHS England. Source: <https://solihullccg.nhs.uk/595-positive-gp-patient-survey-results>) and a desktop review of Care Quality Commission (CQC) reports of GP surgeries in the Solihull Borough. The most recent CQC report (March, 2016) rated the Medical Centre as: 'Good' for safety; 'Good' for effectiveness; 'Outstanding' for being caring; 'Outstanding' for being responsive to people's needs and 'Outstanding' for services being well led with an overall rating of 'Outstanding'.

During the visit Authorised Representatives administered surveys with patients, carried out observations and talked with the Practice Manager- Jane Lewis.

This report will detail a range of recommendations based on the findings of our Enter and View visit and it is anticipated that these recommendations will contribute to improving service delivery within the Surgery and in turn service experience for patients registered with the Surgery.

## Background

Arden Medical Centre Practice, located in south Solihull, has 4538 patients registered at the surgery.

The Practice's Surgery time are:

Wednesday	08:30 - 12:30	
Friday	08:30 - 12:30	13:30 - 18:00
	Closed	

(Source: <https://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=40198>)

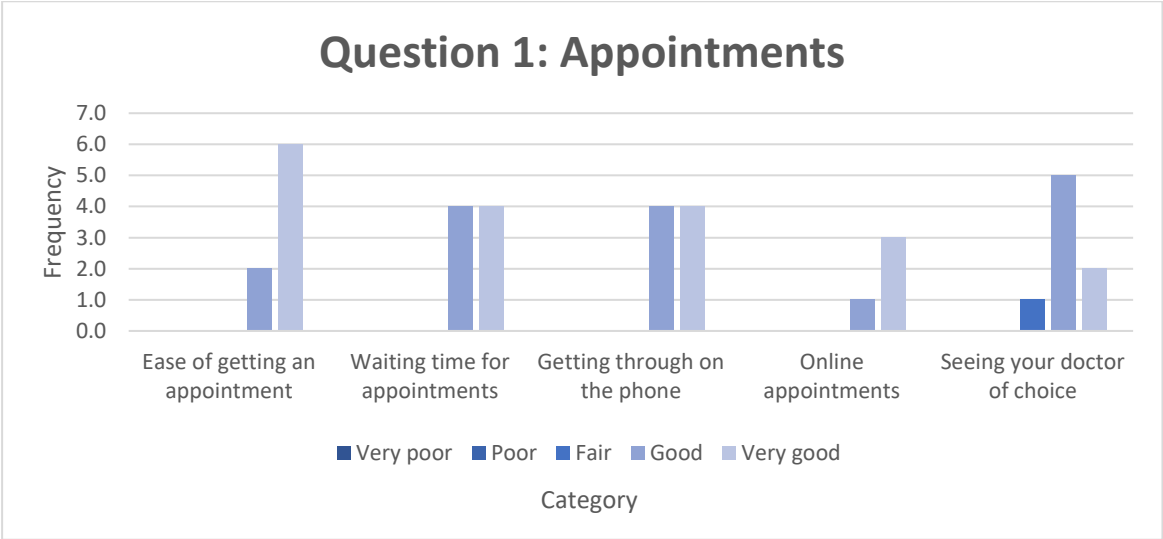
## What we did

Two Authorised Representatives visited the surgery from 3:45pm to 5:45 pm on 19 February 2018. On arrival we asked for the Practice Manager to discuss the purpose of our visit and how the visit would be conducted. The visit was unescorted and at no time during the visit did we enter consulting rooms.

On the day of our visit we were informed by the Practice Manager that the Surgery had been less busy than usual due to it being half term week and that they did not have many booked appointments for that evening’s surgery. During our visit ten patients visited the surgery, eight of whom completed our survey. Whilst at the surgery we also observed the environment and after we had completed the visit, spoke with the Practice Manager to provide initial feedback about the visit and ask any questions for clarification.

**Findings:**

- Please note not all patients answered all questions
- For further information, raw data from the survey can be found in Appendix 1.

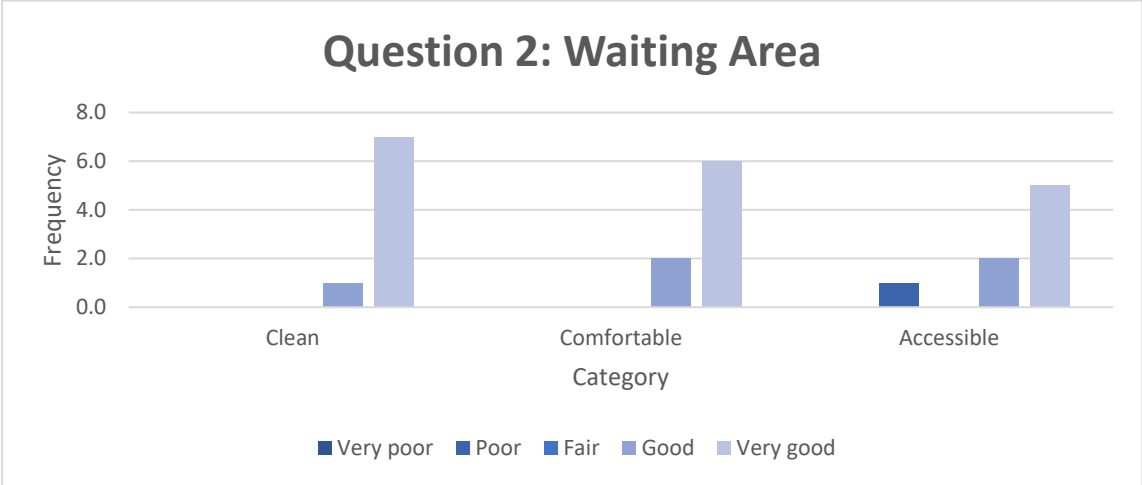


Overall, this section of the survey received positive responses with all respondents (N=8) giving a ranking of ‘good’ or ‘very good’ for ease of getting an appointment; waiting time for appointments and getting through on the phone. During our visit we noted that patients were called in for their appointment by the Doctor very promptly with an average waiting time of 2-3 minutes. Seven out of the eight respondents who completed the survey rated seeing a Doctor of your choice as ‘good’ or ‘very good’ and one respondent rated this as ‘fair’. At the end of question one respondents were asked if they wished to make any further comments and one respondent commented on both their satisfaction with the Surgery and their ability to get an appointment at short notice,

"Excellent surgery, very friendly staff. Got my daughter in last minute when was unwell"

When asked about the online booking service, only four respondents answered this question with three other respondents commenting that they had not previously used the online

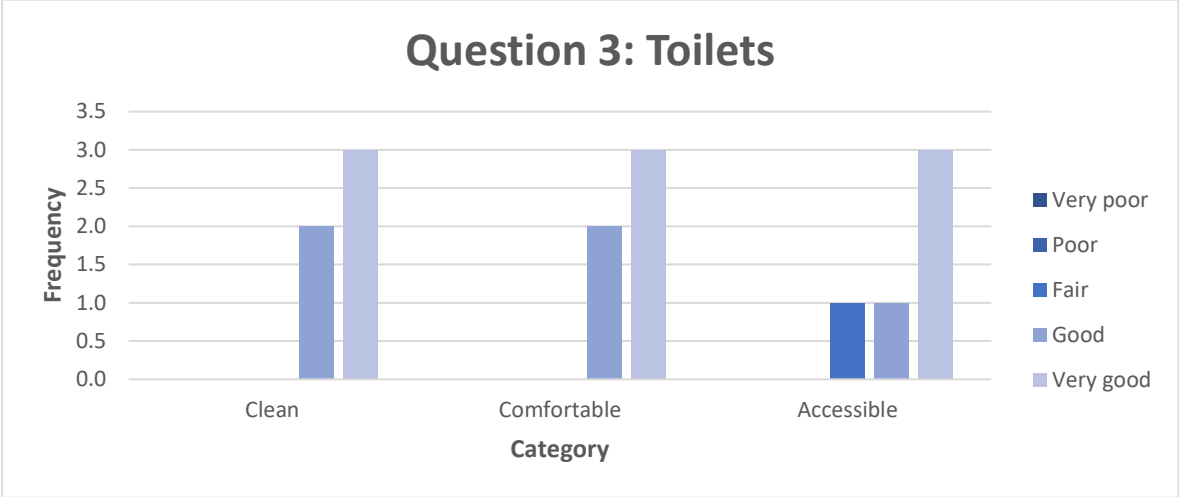
booking service. Of those who answered this question, all gave a rating of ‘good’ or ‘very good’. That less respondents answered this question may be indicative that the online booking is underused. If the online booking system was actively promoted and advertised to patients, usage may improve.



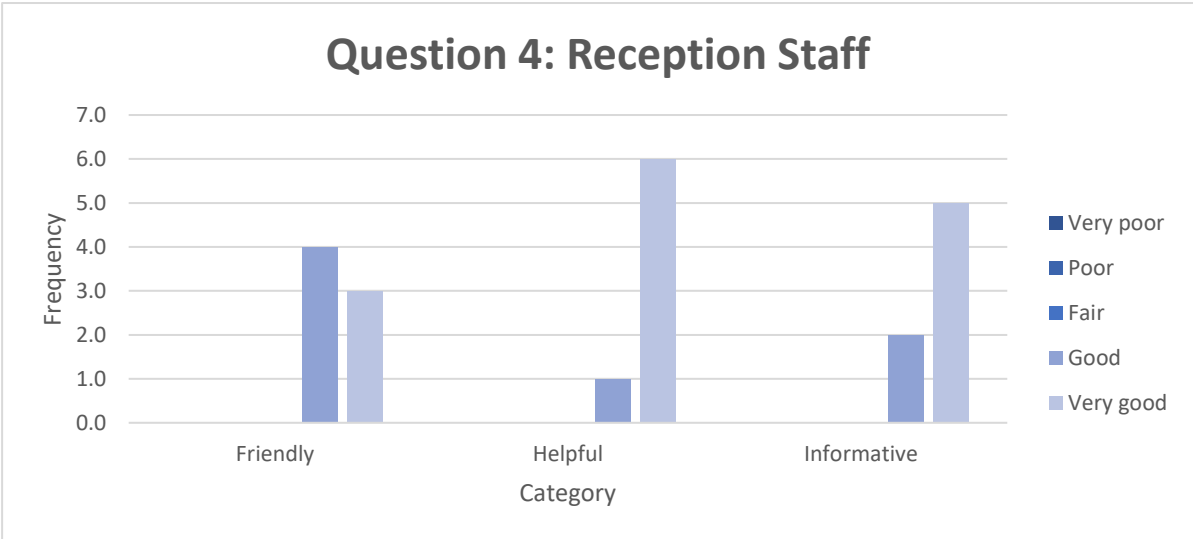
The responses relating to the waiting room area were again very positive with all respondents (N=8) rating both the cleanliness and comfort of the waiting areas as ‘good’ or ‘very good’. During our visit we observed that the waiting rooms were clean and comfortable, and we felt there was a good atmosphere in the waiting area with magazines available for patients and music playing in the background. The waiting area had a dedicated child friendly area with a range of toys and books available and ‘child-sized’ seats. In relation to the accessibility of the building and waiting area, we noted that the surgery was all on one level and accessible. However, respondents rated the accessibility of the waiting area slightly less positively in comparison to other questions, with seven respondents rating this as ‘good’ or ‘very good’ and one as ‘poor’. Two respondents provided further comments relating to the difficulty of parking at busy times.

We observed information boards displaying a range of informative posters including health promotion information, support groups and organisations, local community related information, details of the 111 service and condition related health awareness information. Results of the Surgery’s latest CQC inspection were displayed on the notice board along with information about ‘accountable GPs’. The notice board also provided information around complaints advocacy and signposting information to a local independent advocacy complaints service and provided advice on how patients could find out more about taking part in clinical research studies should they wish to. A newsletter produced by the Surgery’s Patient Participation Group was also available and a suggestion box was also located in the waiting area.

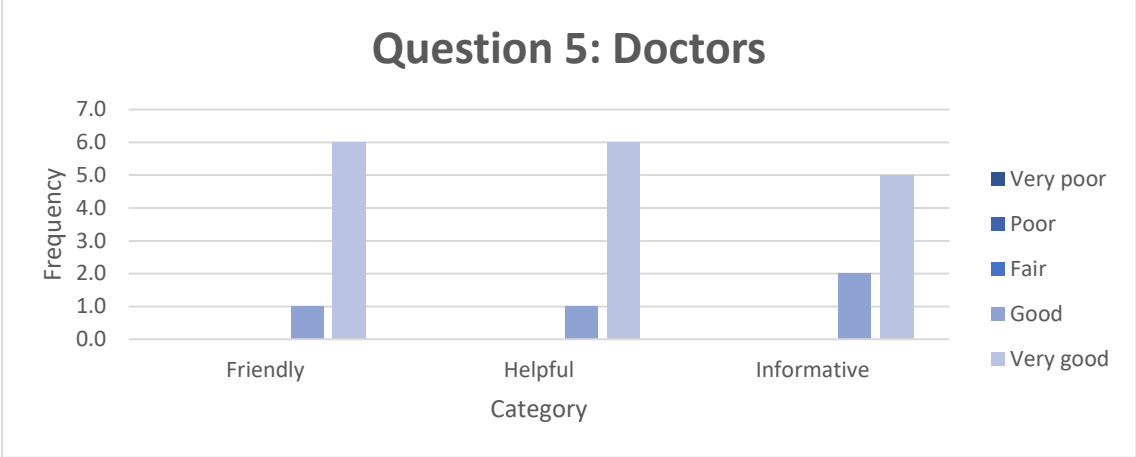
In addition to information on notice boards, 'Friends and Family' feedback forms and a box for completed forms were present in the waiting area. At the end of our visit we spoke with the Practice Manager about how patient feedback was shared in the Practice and we were informed that these were reviewed on a monthly basis and entered into a spreadsheet which is shared with the local Clinical Commissioning Group as part of the Surgery's 'Enhanced Service'. Issues arising were also discussed in Practice meetings.



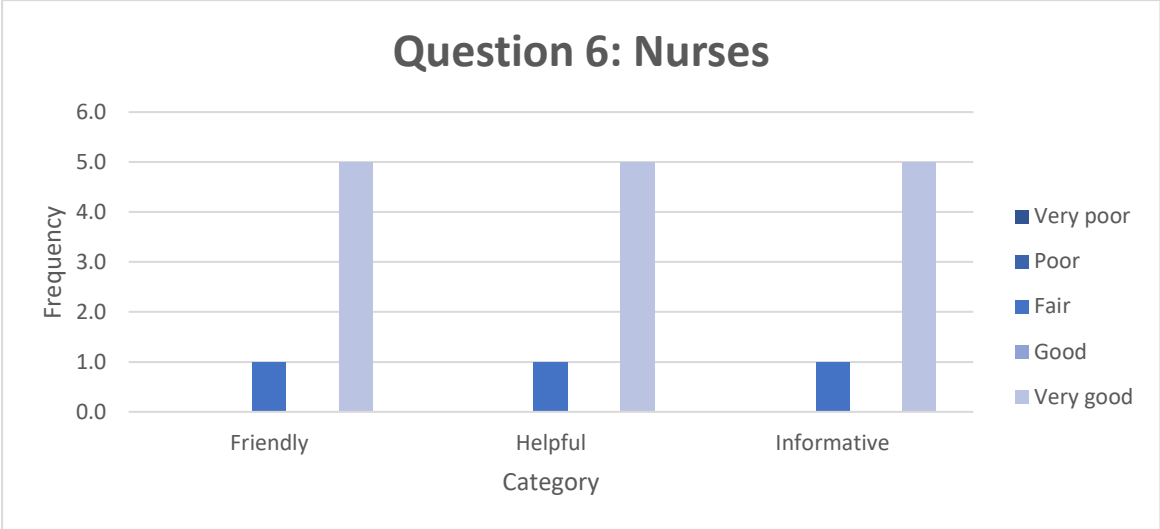
The toilet facilities were regarded as 'good' or 'very good' by all respondents answering this question (N=5) for cleanliness and comfort with accessibility being rated slightly lower (N=3 – 'very good'; N=1 - 'good' and N=1 - 'fair'). One respondent commented that there was a "Regular toilet, could be bigger". We observed during our visit that the toilet facilities were well stocked and clean and baby changing facilities were available on the first floor.



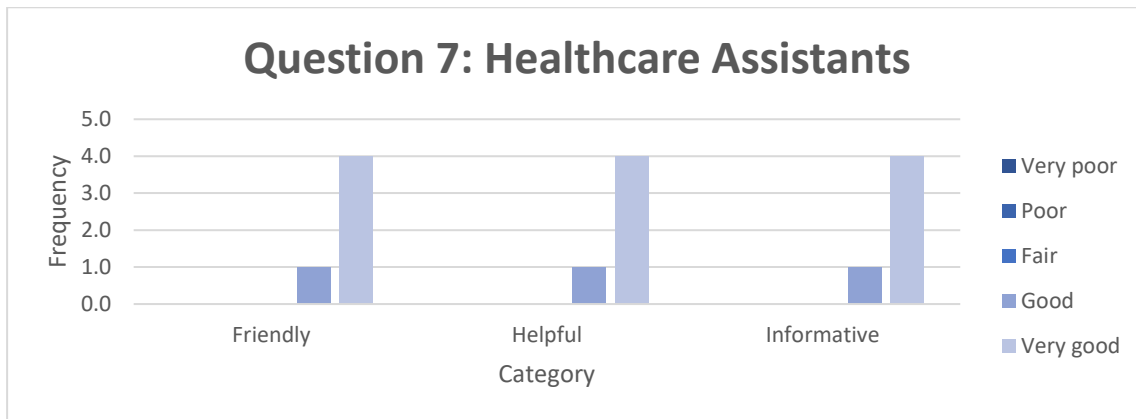
Overall the Reception Staff were marked highly by patients who answered this question (N=7) with ratings being slightly higher for helpfulness (N=6 – ‘very good’, N= 1 ‘good’) and being informative (N= 5 - ‘very good’, N=1 - ‘good’) than for friendliness (N=3 ‘very good’, N=4 ‘good’). We observed reception staff being friendly and welcoming.



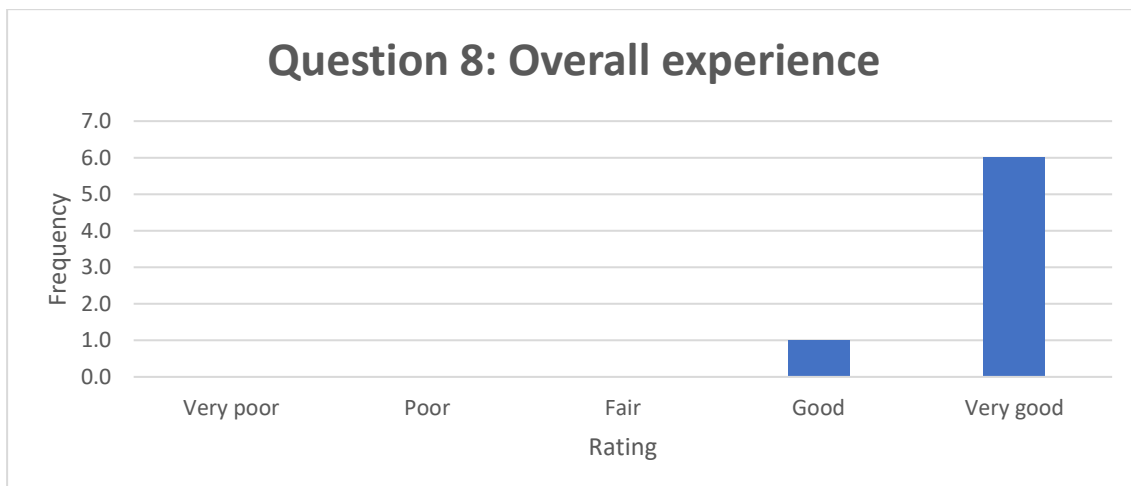
Again, all of the respondents who answered this question rated the Practice’s GPs as ‘good’ to ‘very good’ for friendliness, helpfulness and being informative, though they were ranked very slightly less for being informative than helpful and friendly. However as with Reception Staff, overall GPs did not receive any ratings of less than good.



Nurses overall scored highly for patient satisfaction with 5 respondents who completed this question rating nursing staff as ‘very good’ and one respondent rating nursing staff as ‘fair’. One respondent was unable to comment as they had not had any contact with the Surgery’s nursing staff.



As with the question about nursing staff, fewer respondents completed the question about Healthcare Assistants than for GPs and Receptionists (N=5) as presumably not all of respondents had have contact with a Healthcare Assistant. However, of those who did respond to this question, Healthcare Assistants also received very positive ratings from patients for being friendly, helpful and informative and no patients rated them less than 'good'.



At the end of the surveys we asked patients to rate their overall experience. Seven patients completed this question with six rating their overall experience as 'very good' and one as good, overall displaying high levels of satisfaction among patients consistent with findings discussed throughout this report. Patients' positive experiences were also reflected in additional comments provided by respondents,

"Have been coming here for years and always been very happy with the service provided. Never had any issues getting an appointment that works for me"

"Very happy with the staff who are all so helpful"



## **Staff Training**

During our visit we asked the Practice Manager about training received by staff. We were informed that staff received a range of both mandatory (some on a yearly basis, some bi-annually, some every three years) and Professional Development training. The amount of training undertaken by staff differed across the different staffing groups with Clinical Staff receiving more in the way of clinically based training. Currently much of the training is provided through Solihull Clinical Commissioning Group (CCG), Bluestream on-line training along with other specialised external courses that staff attend. The Practice Staffs' training is tracked by the Practice Manager which enables staff to be reminded of training when it is due.

## **Recommendations and Follow-Up Actions:**

At this stage of our report we usually detail a range of recommendations identified through surveys completed by patients and our observations. Overall, we found the surgery to have a friendly and welcoming atmosphere with a family-oriented feel. As we stated at the beginning of this report we visited the surgery on a quiet day, hence only eight patients completed our survey. However, our perceptions of the surgery and the findings of the survey were positive throughout as reflected in the limited numbers of recommendations we have made:

- Our findings indicate that the online appointment booking service should be explained and promoted to patients to increase usage.

## Appendix 1: Data tables

**Please note:** Not all patients answered all questions

Question 1					
How well would you rate the following at Arden Medical Centre?					
	Very Poor	Poor	Fair	Good	Very Good
Getting an appointment (n=8 responses)				2	6
Waiting time for appointments (n=8 responses)				4	4
Getting through on the telephone (n=8 responses)				4	4
Online appointments (n=4 responses)				1	3
Seeing the Doctor of your choice (n=8 responses)			1	5	2
Further comments	<p>"No experience using online appointments"</p> <p>"Excellent surgery, very friendly staff. Got my daughter in last minute when was unwell"</p> <p>"Nice, friendly general practice. Never used online booking"</p> <p>"Never tried to book online"</p>				

<b>Question 2</b>					
<b>How well would you rate the following on the waiting area at Arden Medical Centre ?</b>					
	<b>Very Poor</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>
<b>Clean (n= 8 responses)</b>				1	7
<b>Comfortable (n= 8 responses)</b>				2	6
<b>Ease of access to the building (n= responses)</b>		1		2	5
<b>Further comments</b>	"Parking bad at peak times" "Nice section with kids toys" "Parking difficult at busy times" "Very happy with the staff who are all so helpful"				

<b>Question 3</b>					
<b>How well would you rate the following on the toilet facility at Arden Medical Centre?</b>					
	<b>Very Poor</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>
<b>Clean (n=5 responses)</b>				2	3
<b>Comfortable (n=5 responses)</b>				2	3
<b>Ease of access (n=5 responses)</b>			1	1	3
<b>Further comments</b>	"Have never used" "Not used" "Regular toilet, could be bigger"				

**Question 4**

How well would you rate the following on the Receptionists at Arden Medical Centre?

	Very Poor	Poor	Fair	Good	Very Good
Friendliness (n=7 responses)				4	3
Helpfulness (n=7 responses)				1	6
Informative (n=7 reponses)				2	5
Further comments	None received				

**Question 5**

How well would you rate the following on the Doctors at Arden Medical Centre?

	Very Poor	Poor	Fair	Good	Very Good
Friendliness (n=7 responses)				1	6
Helpfulness (n=7 responses)				1	6
Informative (n=7 responses)				2	5
Further comments	None received				

**Question 6**

How well would you rate the following on the Nurses at Arden Medical Centre?

	Very Poor	Poor	Fair	Good	Very Good
Friendliness (n=6 responses)			1		5
Helpfulness (n=6 responses)			1		5
Informative (n=6 responses)			1		5
Further comments	"Not seen Nurse"				

**Question 7**

How well would you rate the following on the Healthcare Assistants at Arden Medical Centre?

	Very Poor	Poor	Fair	Good	Very Good
Friendliness (n=5 responses)				1	4
Helpfulness (n=5 responses)				1	4
Informative (n=5 responses)				1	4
Further comments	"Not seen" "Not used this facility"				

**Question 7**

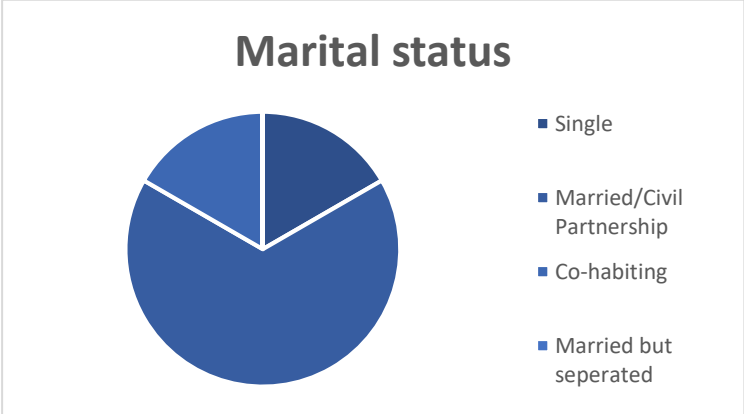
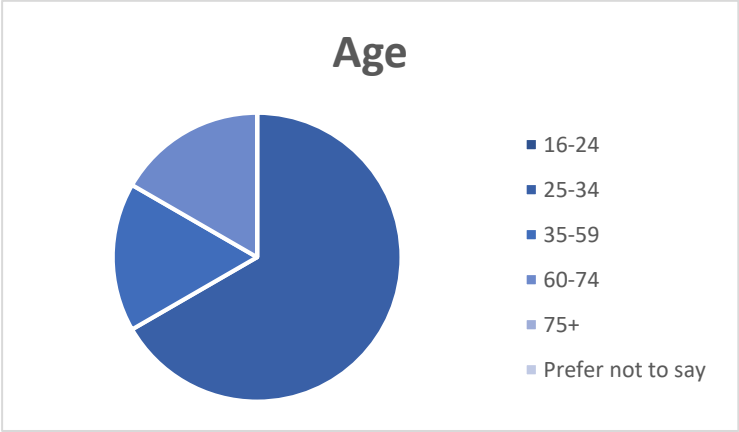
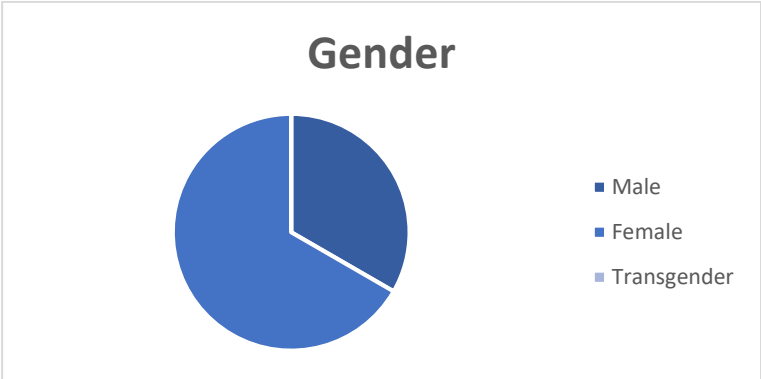
**What was the overall experience of your visit today?**

	<b>Very Poor</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>
(n=7 responses)				1	6

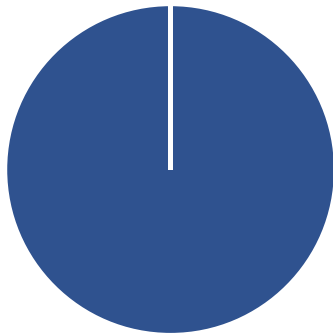
**Further comments:**

"Have been coming here for years and always been very happy with the service provided. Never had any issues getting an appointment that works for me"

# Appendix 2: Demographic Breakdown of Survey Respondents

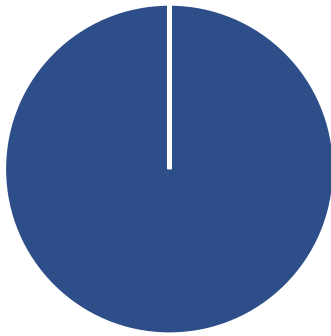


## Sexual orientation



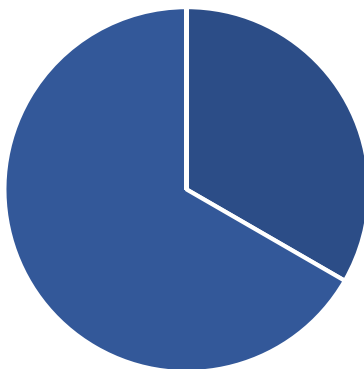
- Straight/Hetrosexual
- Bisexual
- Gay
- Lesbian
- Prefer not to say
- Other

## Ethnic background



- White/White British
- Asian/Asian British
- Black/Black British
- Chinese
- Arab

## Religion



- No Religion
- Christian
- Sikh
- Muslim
- Jewish
- Hindu
- Buddist
- Prefer not to say