

ENTER AND VIEW REPORT

Leigh Family Practice

Bridgewater Medical Centre, Henry Street, Leigh, WN7 2PE

475 Wigan Road, Leigh WN7 5HQ

Higher Folds Medical Centre, 6 The Centre, Richmond Drive, Higher Folds, Leigh, WN7 2XY



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	Bridgewater Medical Centre, Henry Street, Leigh, WN7 2PE 475 Wigan Road, Leigh WN7 5HQ Higher Folds Medical Centre, 6 The Centre, Richmond Drive, Higher Folds, Leigh, WN7 2XY
Service Provider	Leigh Family Practice
Date and time of visit	9.30 am to Noon Thursday, 26 th September 2019 Tuesday, 8 th October 2019 Wednesday 23 rd October 2019
Authorised Representatives	David Sudell & Elaine Clayton Paul Collier & Wendy Moss David Brown & Janene Davies (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 Geary, Practice Manager

1.2 Acknowledgements

Healthwatch Wigan and Leigh would like to thank the staff, patients and carer/family members of Leigh Family Practice for their contribution to the Enter and View visits and for making us feel so welcome during each visit. We would also like to thank Amanda Geary 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 Wednesday, 18th September 2019 to Wednesday 23rd October 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 three sites providing care to patients registered with Leigh Family Practice.

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 announced Enter and View visits to three sites providing services from Leigh Family Practice. The Healthwatch Senior Engagement Officer met with the Practice Manager on 17th 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 on each site before the Enter and View visit took place. From Wednesday, 18th September 2019 to Wednesday, 23rd October 2019 the staff collected responses from patients, carer/family members and staff members. At each Enter and View visit we spoke to more patients, who all completed the questionnaire.

Our visits were 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 47 patients, 7 carer/family members, 14 members of staff including the Practice Manager, 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 announced Enter and View visits at three sites where care is delivered by Leigh Family Practice. Representatives attended the surgery at Bridgewater Medical Centre on Thursday, 26th September 2019, 475 Wigan Road, Leigh on Tuesday 8th October and Higher Folds Medical Centre on Wednesday, 23rd October 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 47 patients, 7 carer/family members, 14 members of staff, including the Practice Manager, and our observations.

The key findings are:

- 81% of patient, carers/family members rated Leigh Family Practice as good, very good or excellent;
 - 80% of patients, carers/family members felt that they had enough time during appointments to speak with the GP/nurse/clinician. The remaining 20% said that they did not always have enough time and felt slightly rushed on occasions;
 - 91% of patients, carers/family members rated the staff overall as good, very good or excellent.
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4 Results of visit

4.1 Patients and carers views on the surgery

69% of patients had been with this GP practice over 5 years, some since birth, 14% between 3 and 5 years, 12% between 1 and 3 years and 6% for less than 12 months. 50% of the patients described their experience positively with comments including 'brilliant', 'really good and supportive', 'very good' and 'good'.

The other 50% of comments varied and were equally split with some people commenting that the surgery is 'average', 'generally ok' and some negative comments particularly where patients are dissatisfied with the 'regular turnover of doctors' and 'lack of continuity'.

81% of patients, carers/ family members rated this practice as good, very good or excellent. 17% rated the practice as average and 2% rated it poor.

The main themes for the average and poor ratings are the difficulties getting appointments, lack of accessible appointment outside working hours, i.e. a late night or Saturday morning session, the slow turnaround on prescription requests.

"The waiting for appointments can be long and when you ring the line cuts of when it is busy"

"Difficult to get through and waiting times often too long. Appointments are never on time, but the staff are good"

"They need to cater for people who work, maybe offer a late evening or Saturday slots"

Need a quicker turnaround on prescriptions

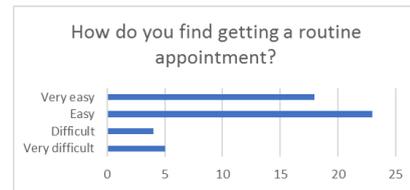
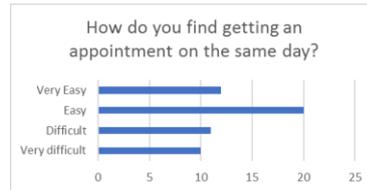
However, patients are positive about the staff.

"Receptionists are lovely"

"Always been supportive to me, my mum and the children"

62.5% of patients book their appointment over the telephone, 25% at reception and 12.5% online.

There were mixed responses to the following questions :



We were told by patients that:

- the phone lines have improved, and that online access is good.
- If you can get through at 8am you can usually get a same day appointment, but you cannot pre-book appointments
- If you ring for an appointment and can't get through quickly by the time you get through all the appointments are booked and you have to start again the next day. The online system is helpful but not in an emergency
- GPs change too regularly so you can't see the same one
- You see a different doctor every time so there is no rapport and it is difficult to explain each time. I don't know who my GP is any more

Seven people told us that they are recorded as a Carer on their medical records and 57% have been provided with information about the person they care for. This information was given either by the nurse or doctor in person. Those respondents did also say that they found the information helpful, particularly on Wigan and Leigh Carers Centre which is 'brilliant'.

Only 3 respondents have requested a home visit in the past. One person said the GP phoned to speak to them and arranged to come out in the afternoon, one person had the GP phone them for further information then arranged for a prescription but a home visits was not necessary, the third person explained that they were told they didn't need a home visit.

We asked everyone if they had ever heard of the Patient Participation Group and were told by 44% that they had heard of it, but they were not active members. 10% were unsure if they had heard of the PPG and the remaining 46% had never heard of it.

The Patient Participation Group does have its own noticeboard on each site where information is displayed about the PPG and there is an active group made up of patients from each site.

4.2 Patients and carers views on staff

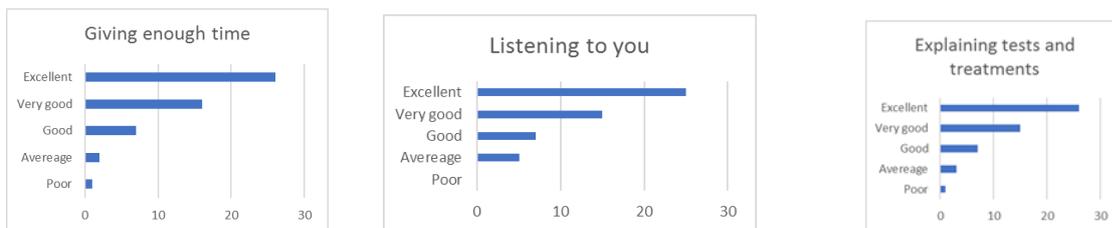
56% of patients and carers/family members rated the staff as excellent and 24% rated staff as very good.

Staff were rated positively due to them being friendly and helpful with patients/carers/family members saying, "very nice staff - helpful and will do anything to help", "always pleasant and accommodating", "always willing to help and sort out any problems".

One person commented that they would give them an excellent rating “if they had the same staff on reception instead of keep changing”.

94% of patients and carers/family members said they felt treated with dignity and respect; 90% of people felt listened to; 81% felt that they had enough time during appointments to speak with the GP/nurse/clinician, with the remaining 19% feeling that they didn’t always have enough time and during appointments and sometimes felt “dismissed” or “fobbed off”.

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



88% of people found that the information they received in their appointments is helpful, although one person said that it depends which doctor you see and others commented that more GP continuity would help this.

4.3 Patients and carers views on the environment

98% of 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.

96% said that the surgery is well maintained and decorated to an acceptable standard; 80% felt that the floors and carpets are in good condition and 96% of people said that the seating in the waiting area is comfortable, although the carpets and chairs at Bridgewater Medical Centre look shabby and need cleaning or replacing. 96% of visitors felt that the surgery was at an appropriate temperature.

Additional comments from patients and carers

- Need a better appointment system to make it easier to get one;
- Need a faster process for ordering prescriptions;
- Need later opening hours during the week, say til 7ish and a Saturday morning session;
- We need some staff and GP continuity so that you can get to know them and they can get to know you;
- Some changes are needed to the Wigan Road surgery to make it excellent;
- The way the doors open and close at the Wigan Road surgery is dangerous for children. If there was a delay between the outer and inner doors opening it would be better.

4.4 Staff views

All staff (1 clinical staff, 11 non-clinical) rated the surgery as very good or excellent. The main reasons for this rating were the staff and the care.

“I think the practice is really good and we all work very hard but I think if I put excellent then there isn’t movement to improve - the staff, manager, doctors and nurses are excellent”

“We strive to give our patients an excellent service”

Staff believed that there is always room for improvement and that they continue to improve by using the feedback from patients.

100% of staff felt that they have enough time to spend with patients.

The most frequent way of communicating with patients is by telephone, other ways being in person, online, in writing and via text message. The most popular tools to ensure patients/carers/family members have the information they need to manage their health are by utilising the noticeboards on each site, by direct communication during consultations, the wide variety of information leaflets, the practice website, social media, the practice newsletter and the Patient Participation Group.

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.

We were informed that there is a Freedom to Speak Up Guardian within the organisation to give staff the opportunity to raise concerns.

All staff felt the referral system works effectively and that they understand the system. The majority of staff are aware of current waiting times but those who were not said that they will check with the secretary or choose and book.

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

“I feel the building (Bridgewater medical Centre) could implement events with community services more, there is a lot of room in the communal waiting area for this”

“The signs for each practice (Bridgewater Medical Centre) could be better”

“Self-check-in screen for patients would reduce queueing times”

4.5 Practice Manager's views

The Practice Manager rated the surgery as excellent, stating that she believes all staff do an excellent job in going above and beyond for all patients. Good communications, work flow processes and working as a team goes well.

Patient satisfaction and feedback is gathered through an active PPG, from the Friends and Family test, NHS choices and regular liaison with patients.

Leigh Family Practice is dementia friendly, holds regular dementia training and continually improves communications and awareness of dementia.

We were informed that the majority of patients make appointments over the telephone or in person and that the average time to wait for a routine appointment is no more than 3-4 days with emergency appointments available on the same day.

If a patient or carer/family member requests a home visit everything is logged on the clinical system patient record. A request is received, this is put in for a home visit triage then a clinician will decide and visit the patient if appropriate. To ensure that home visit requests are not missed all requests are logged on the clinical system and GPs update immediately. The Practice also completes regular random visit audits.

The usual communication method with patients is by telephone, letter or email. The practice can provide large font letters and information and they use language line when necessary. The practice ensure that they identify patient's individual needs and requirements.

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, usually delivered inhouse. In-house training is currently being rolled out at all sites 'Shining a Light on Suicide'. There is also annual mandatory training covering everything.

The surgery promotes the involvement of patients in the Patient Participation Group via dedicated noticeboards on all sites and encourages sign up to the PPG through feedback.

The Practice Manager explained that a barrier to this practice having the most effective and caring surgery is the long waiting list for access to a mental health professional. GPs are picking up quickly, but the referral process is very slow.

The Practice Manager stated that she has a fantastic team and will always ensure that they go above and beyond for all their patients. They have some great services on offer to the patients and care home residents.

5 ADDITIONAL FINDINGS

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

Bridgewater Medical Centre

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.

Wigan Road surgery, Leigh

The external signage is clear and the external environment is pleasant and well maintained.

Parking is available and there are designated disabled parking spaces.

Access to the surgery is wheelchair friendly and there is an accessible lift available inside the surgery.

Healthwatch representatives were asked to sign in on arrival

Higher Folds surgery

There is clear signage to the external of the building although the external environment is less well maintained and there are signs of litter.

There is no car park or any designated parking bays but there is road side parking to the rear of the surgery.

A disabled ramp is in place to enter the surgery.

Healthwatch representatives were asked to sign in on arrival

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

Bridgewater Medical Centre

There are multiple practices within the building and Leigh Family Practice signage was obscured on the day of our visit by flags promoting the flu campaign. A prescription collection box was on display and hand sanitizing gel available on the reception desk.

The atmosphere of the service was calm and professional and reception staff appeared to be friendly, however, patients complained that attitudes could be improved, although their efficiency was noted.

There was no space at reception to allow for private telephone or in-person conversations, however we were informed that staff can offer space for patients should they require it.

Wigan Road surgery, Leigh

The signage around the reception desk is clear and there is a prescription collection box and sanitizing hand gel available.

The atmosphere of the service was calm and professional and reception staff appeared to be friendly, however, patients complained that attitudes could be improved, although their efficiency was noted.

There is space available at the reception area to allow for privacy and for telephone and in-person patients.

Higher Folds surgery

The signage around the reception desk is clear and there is sanitizing gel available, but we did not observe a prescription collection box.

The atmosphere of the service was calm and professional and reception staff appeared to be friendly and caring and we observed staff speaking respectfully to patients and visitors.

There is space available to allow privacy for telephone or in-person patients should it be necessary.

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

Bridgewater Medical Centre

Although the waiting area for Leigh Family Practice is quite small there is more seating available in the communal area of the building allowing plenty of space for prams, wheelchairs and mobility aids.

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

Due to previous problems with technology there is no electronic signing in point and patients report to reception although this has the benefit of personal contact with staff.

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.

There is PPG noticeboard, carers specific noticeboard and an electronic screen delivering information on self-help and lifestyle

We noted that the latest CQC was not on display.

Patients are called for their appointments either by screen or in person, at the discretion of the clinician. We were informed that if there is no response to a screen call the clinician will come and look for the patient, therefore hard of hearing or partially sighted patients are covered.

Wigan Road surgery, Leigh

There is space for prams, children's buggies, wheelchairs and mobility aids.

Seating is all at the same level but some do have arms.

There is an electronic signing in point at the surgery and a number of notice boards including research, PPG, complaints procedure, carers and there is a screen providing information.

Leaflets are displayed 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, information on chaperones, the Patient Charter and the process for ordering repeat prescriptions.

The CQC report was on display.

Higher Folds surgery

There is space for prams, buggies, wheelchairs and mobility aids although during busy periods furniture may need to be moved as it is a small area.

There is an electronic sign in port at the surgery but it was not working during our visit.

Seats were all at the same level and there were no seats with arms.

The latest CQC report was on display and there were noticeboards with information on carers, PPG and LGBT, Age UK, Refuge, NHS breast screening and self-referral for physio.

The electronic board was not working but staff assured us that it had been reported and it would be repaired, so during our visit patients were called in person.

5.4 Additional facilities

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

A hearing loop is available for use by patients and visitors on all sites.

The practice has an active Patient Participation Group across 3 sites.

6 RECOMMENDATIONS

1. Consider the appointment system and whether it can be improved for the benefit and ease of patients making routine and on-the-day appointments;
2. Patients do not like the inconsistency of reception staff and GPs. Consider how the practice may offer more consistency at each of the sites;
3. Consider how the practice can cater for people who work by considering a late night and/or Saturday morning GP session;
4. Consider the process and turnaround time for prescription requests;
5. Complete a risk assessment on the entrance doors to the Wigan Road surgery and mitigate any identified concerns;
6. Complete a risk assessment on the chairs and flooring at the Bridgewater Medical Centre surgery with particular consideration of the carpet that has lifted.

7 SERVICE PROVIDER RESPONSE

1. **Is this report fair and factually accurate?**
2. **What learning has been gained by your organisation as a result of this Enter and View visit report?**
Learning plays a great part in our organisations ethos and is very important to us. It is crucial to us to understand how the patients feel about our service and giving them the opportunity to speak with an impartial third party gives them the chance to be completely open and honest.
3. **What was your impression of Healthwatch Wigan and Leigh? Is there anything we could have done better?**
The Healthwatch staff and volunteers were professional and thorough gathering feedback from both staff and patients. We have found this to be a positive experience.

Comments on recommendations

Recommendation 1

- We offer a choice of routine appointments, same day appointments and pre bookable appointments, all of which are available to book face to face, online via App or Email and over the telephone. Once all these appointments have been taken an alternative is offered
- We offer a consultation with an appropriate health care professional within 24 hours were possible and necessary
- We offer an appointment at one of our other sites if they have availability
- We can refer patients to the care of the chemist for minor ailments.
- We offer a minor illness clinic with our minor illness nurse 4 days per week

- We have Rapid access appointments available over the course of 3 days per week
- We have pre bookable appointments with an Advance Nurse Practitioner
- We have access to a pharmacist who is employed by the practice to support both the practice clinical staff and patients
- We offer bookable home visits for housebound patients
- We recognise the need for longer appointments so all GP's / ANP appointments are 15 minutes rather than 10 minutes
- We also offer telephone access appointments which are available throughout the day. This applies to both GP and nurses
- All our staff are trained to appropriately sign post patients to relevant services for example the alliance Hub between the hours of 6:30pm - 8:00pm weekdays and 10:00am - 4:00pm Saturdays and Sundays
- Our team closely monitor the availability of appointments to ensure we are keeping within 3 days for a routine appointment were possible
- The surgery had undertaken a clinical migration from System One to EMIS in the first week of September; this has enabled us to change our appointments to a more familiar format as EMIS is primarily used throughout SSP

Recommendation 2

Leigh Family Practice has 7 regular GP's one of which is the practice lead GP.

We primarily use permanent clinical staff to ensure continuity across all three sites; SSP Health bank GPs or long term locum GPs are only used during any sickness or annual leave to ensure appropriate appointment availability and equity of access.

We encourage patients to request the same GP when booking in for future appointments to allow for continuity, however it is not always possible to meet patient expectation if they request to see a specific GP at a specific time.

The CCG procured the contract across 3 sites. The reception /admin team rotate to ensure appropriate cover. Most recently the practice has made the decision to have set staff at each site to ensure consistency rather than on a rotating basis.

Recommendation 3

The CCG procured the contract and determine the core opening hours. The surgery is open 8:00am until 18:30 every week day and do provide an extended hours service every Tuesday and Friday.

The practice is supported by the GP alliance outside of these hours. This covers GP, ANP, Nurse or Health Care Assistant appointments.

Recommendation 4

Patients can order their prescription in practice, through the pharmacist or via online access.

The surgery currently has a prescription turnaround time of 72 Hours for prescriptions; we do this to ensure that we can provide safe and accurate prescriptions for our patients.

This should not affect the patients reordering process as we allow them to order in time to account for our slightly longer turnaround time.

Recommendation 5

The Wigan Road site is a LIFT building and the responsibility of the CCG who maintain and conduct regular assessments.

The practice is fully DDA compliant and CQC compliant.

The practice completed a full risk assessment in 2018 and do complete this on a regular basis.

There are 2 entrances to Wigan road surgery, one is an automatic door to allow for easy access for wheel chair / pushchair / mobility scooter. The other is a manual door.

The automatic doors have a 4 second delay from the inner door opening to the outer door opening for safety reasons

Recommendation 6

This has been addressed with building management team as this is a LIFT building. The carpet lifting has now been addressed to ensure it is safe when using the stairs.

A full risk assessment is completed annually and any concerns are raised immediately with the property manager or fed back in the building maintenance meetings.

Further Comments

The practice experienced significant issues with the phone lines over a long period of time. The practice escalated this on numerous occasions to the CCG providing evidence that there was a fault in the system. After months of raising the phone issues to the highest authority the CCG eventually agreed to provide the practice with an upgraded phone system which resolved the ongoing issues with the phone lines. The patients are greeted with a welcome message and are then placed in a queue until the next operator is available.

The practice does engage with as many patients as possible especially during the busier times when walk in clinics are underway to encourage patients to be involved in the PPG and to promote the importance of a PPG.

The self-check in screen at Bridgewater Medical Centre is now back up and running and is across all sites.

Bridgewater Medical Centre has a high volume of car park spaces, including disabled parking., including disabled parking.

The CQC rating was displayed at Bridgewater Medical Centre on the main wall where the practice name is also displayed. This is displayed in colour and framed for easy view.

Name and position of person completing Service Provider feedback
Amanda Geary, Practice Manager, Leigh Family Practice.

8 NEXT STEPS

Following approval by the 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
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Approved by Healthwatch Wigan and Leigh Board of Directors

20th January 2020