

# ENTER AND VIEW REPORT



**BLOXWICH MEDICAL PRACTICE**

25TH JUNE 2024

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## About Healthwatch Walsall

Your health and social care champion Healthwatch Walsall is your local health and social care champion. Across all the Borough, we make sure National Health Service (NHS) leaders and other decision makers hear your voice and use your feedback to improve care.

Through our community engagement activities, data intelligence systems, enter and view programme and our Healthwatch Champions, we continually monitor service delivery through concerns raised, feedback received, and the Healthwatch Independent Strategic Advisory Board use this intelligence to inform and shape the Healthwatch priorities and activities.

We analyse consumer feedback as well as a broad range of data sources to produce evidence and insight reports and information dashboards which can provide trends, statistical and performance analysis of services for use in monitoring and challenging service commissioning and provision.

# What is Enter and View?

## Enter and View

Part of Healthwatch Walsall remit is to carry out Enter and View visits. Healthwatch Walsall Authorised Representatives carry out these visits to health and social care premises to find out how service users access, use and understand what the overall service user experiences are, highlighting findings and potentially making recommendations that may lead to areas of 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/nursing 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 that we can learn about and share examples of what they do well from the perspective of people who experience the service first-hand.

Healthwatch Walsall 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 Walsall Safeguarding Policy, the service manager will be informed, and the visit will end. The Local Authority Safeguarding Team will also be informed.

## Introductions

### Disclaimer

Please note that this report is related to findings and observations made during our visit made on the 25 June 2024. The report does not claim to represent the views of all service users, only those who contributed during the visit.

### Authorised Representatives

Tom Collins– HwW staff, Authorised Representative  
Gabriel Obasa– HwW volunteer, Authorised Representative  
Salma Aftab – HwW volunteer, Authorised Representative

### Who we share the report with?

This report and its findings will be shared with the GP Practice (provider), members of the public, Black Country Integrated Care Board (Walsall Place), Care Quality Commission (CQC) and Healthwatch England. The report will also be published on our website and through our social media.

### Provider details

Name of Service: Bloxwich Medical Practice  
Address: Within Pinfold Health Centre, Field Rd, Bloxwich, Walsall WS3 3JP  
Telephone: 01922 775138  
Website: <https://www.bloxwichmedicalpractice.co.uk/>  
Service type: e.g. GP practice and medical services  
Practice Manager –Karen Williams

The practice is located in Bloxwich and delivers services to 5,000 patients at present.

Care Quality Commission (CQC) information.

Registered on 1 June 2021

New services are assessed to check they are likely to be safe, effective, caring, responsive and well-led.

## Healthwatch Principles

Healthwatch Walsall's Enter and View programme is linked to the eight principles of Healthwatch, and questions are asked around each one.

1. Healthy Environment: Right to live in an environment that promotes positive health and wellbeing.
2. Essential Services: Right to a set of preventative, treatment and care services provided to a high standard to prevent patients reaching crisis.
3. Access: Right to access services on an equal basis with others without fear of discrimination or harassment, when I need them in a way that works for me and my family.
4. A safe, dignified and quality service: Right to high quality, safe, confidential services that treat me with dignity, compassion and respect.
5. Information and education: Right to clear and accurate information that I can use to make decisions about health and care treatment. I want the right to education about how to take care of myself and about what I am entitled to in the health and social care system.
6. Choice: Right to choose from a range of high-quality services, products and providers within health and social care.
7. Being listened to: Right to have my concerns and views listened to and acted upon. I want the right to be supported in taking action if I am not satisfied with the service I have received.
8. Being involved: To be treated as an equal partner in determining my own health and wellbeing. I want the right to be involved in decisions that affect my life and those affecting services in my local community.

## Purpose of Visit

This was an announced visit.

We sought to gather patient experiences of accessing and using the GP, nursing and provided medical services offered at the practice.

We approach waiting patients and ask if they wish to take part in a short questionnaire

## What we did

We arrived at the building at 9.00am before being introduced to the Practice Manager who gave us a tour of the patient/communal area in the building. Patients had a choice as to whether they wished to participate in our visit and questions. We used a pre-set list of questions/prompts and noted patient and staff responses.

In total we spoke to fifteen patients, the Practice Manager and a receptionist staff member.

## Environment

### External

The practice is based in a shared NHS facility with another 5 GP services.

The outside of the building is well maintained with external lighting/lamps and CCTV cameras in operation. There is a Pharmacy in a separate building on the site. The site has a large car park for approximately 70 vehicles.

The building appeared to be maintained, and entry is via automated double doors.

### Internal

Once in the main reception foyer, Bloxwich Medical Practice is to the right and signed appropriately.

We noted:

- Main reception was clearly signed.
- There is an electronic self-check in unit at the practice reception with two receptionists.
- The patient reception/seating area was small and spread across two small areas.
- Seating available for approximately up to 14 patients.
- CCTV is in operation inside the building (communal areas only).
- Good wheelchair/pushchair access for patients and families.
- There was clear signage for toilets.
- There are two patient notice boards and a patient participation board situated in the waiting area.
- The internal décor is maintained.
- The furniture in the waiting area appeared clean.
- The flooring appeared clean and maintained.
- We noted there is a hearing loop in the reception located to the left of the reception desk, which was signposted. The hearing loop is shared between the three GP reception areas in this part of the building.
- There is an electronic display unit in the waiting area that notified people of their appointment and which room to attend.



# Practice Services

A list of the services they offer can be found on their website, use this link:

<https://www.bloxwichmedicalpractice.co.uk/>

We were told that the practice has approximately 5,000 patients registered supported by a number of GPs, Nursing and administration staff.

## Access to services

Access to the services and appointments can be made by telephone, walk-in, online booking system, and calling NHS 111. The practice also offers a text message service for sending patient updates and messages. If patients require an interpreter the practice can provide this.

Opening Times are:

Monday to Friday - 8.00am to 6.30pm

Friday

For appointments or home visits between the hours of 1.00pm and 6.30pm, please contact Our Net Health Services extended access HUB on 01922 501999 or visit the main Pinfold reception desk.

We noted from the service website that there is a new telephone system in place from March 2024. which states:

- There will no longer be an engaged tone. All calls will be placed in the queue.
- Call back facility to retain your position in the queue (for non-withheld numbers). There is no charge for the call back.
- Practice is able to put messages on the system immediately, so keeping patients more up to date.
- Call recording to protect our patients and healthcare professionals. We will also occasionally use recordings for staff training and quality control.
- Patients are advised to take time listen to the introductory messages when phoning the practice.

## Patient information available

We observed three patient information boards in the waiting area with posters, leaflets and information regarding the practice services, a carers board, healthy choices lifestyles, etc. We could not readily find a copy of the practice complaints policy/procedure. This was a point we raised later, and a new copy was printed and displayed for patients.

## Patient responses

We spoke to patients and collated 15 patient experiences and views during the visit . All 15 patients fully completed the questionnaire process.

### **We asked Patients how often they sought to make contact with the practice?**

The responses were:

- 6 patients said it ranged from monthly to 3 monthly
- 4 patients answered 'Only when needed to'
- 2 patients answered 'Couple of times a year'
- 1 patients answered 'not often'
- 1 patient answered 'quite often'
- 1 patient answered every week

### **We asked how they currently communicate with practice?**

This was a multi answer choice selection. The responses were very clear

- 10 patients indicated that they call in by telephone
- 2 patients said by text
- 2 patients indicated that it was a mix of using the NHS App, NHS 111
- 1 patient said that they walk in

### **We asked if patients are given alternative routes of care if appointments are not available?**

The responses were:

- 6 patients indicated that they were given alternative care pathways/providers details
- 5 patients said no
- 2 patients answered that they couldn't remember
- 2 patients said that had not needed as they could get an appointment

### **We asked if the patient(s) knew of Extra GP appointments?**

Note: Extra GP appointments may also be known as 'out of hours' or 'Our Net'.

The responses were:

- 11 patients had not heard of Extra GP Appointments
- 4 patient said that they had

We signposted that patient to the Extra GP appointments poster in the waiting area.

We also noted that there was patient information around Extra GP appointments on a large pull up display and a small poster at the entrance of the practice, but we could not locate any on the patient notice board or reception area.

### We asked if patients feel they are listened to around their health needs?

The responses were:

- 13 patients responded yes, they are listened to overall.
- 2 patients told us 'Somewhat' "Depends on the Dr." Another said, "Back and forth, not much clarity".

### We asked what barriers do they face at the practice?

The responses were:

- 13 patients indicated that they felt that there were no barriers.
- 1 patient said "Sometimes can't hear because of the screen".
- 1 patient did not complete any further questions as they went into their appointment.

### Patients' comments around positive and negative points to do with the practice

+ Positive comments



"Supportive"  
Quick responses, better online"  
"Staff are lovely, receptionist, nurses and some doctors"  
"Brilliant"  
"Organised"  
"Support Well"  
A number of patients said  
"Always get an appointment"

- Negative Comments



"Availability of appointments sometimes"  
"Needs air conditioning"  
"Frustration around appointments work till 8.00pm"  
"Not enough appointments"

### We asked the patients how they are notified of any changes by the practice?

The responses were:

- 11 patients said that they receive text messages.
- 2 patients said by phone and text.
- 1 patient said it has never changed.

### We asked if they were given a choice of hospital if they are referred?

The responses were:

- 10 patients said they are given a choice.
- 2 patients said they had not been given a choice.
- 2 patients said that they had not needed to be referred, not applicable.

Patients had mostly attended the Walsall Manor Hospital for a varying range of needs.



### **We asked if the patients understood the information given and if they are able to ask questions or ask for explanations?**

The responses were:

- 14 patients responded Yes.

### **We asked if the patient knew how to raise a concern or make a complaint?**

The responses were:

- 5 patients understood how to raise a complaint and follow the complaints procedure.
- 9 patients did not.

A couple of patients said that hadn't needed to complain which may explain the lack of knowledge.

### **We asked if the patient could change/improve anything what would it be?**

The responses were:

- 6 patients stated that no changes were needed
- 4 patients said "More car parking spaces"
- 2 patients felt that there should be appointments that suited workers i.e. early and late appointments.
- 1 patient said "Move the screen so that I can hear receptionist properly"
- 1 said "More appointments less stress for staff"

## **Staff responses**

**Staff Member** – We spoke to a receptionist.

### **We asked how patients can get in touch?**

We were told: Walk in, telephone, online booking, NHS 111 appointments

### **We asked how the practice communicates with patients**

We were told: there is a hearing loop, if needed we can call patients if they have any sensory impairments.

### **We asked they identify vulnerable patients or carers**

The system, Emis, has a flagging system that alerts staff to the needs of such patients.

### **We asked if there was a Patient Patient/Reference Group (P.P/R.G.)?**

We were told at present there is a PPG with a membership of approximately ten patients

### **We asked if patients could see a male or female doctor?**

We were told yes, they could. There is a male and a female doctor available to see patients depending on their needs and choice.

### **We asked what training do they receive?**

We were told they undertake training the last Wednesday of each month, depending on your training needs. The training is generally E learning via Clarity.

### **We asked if staff experience aggressive patient behaviour?**

We were told that they did but it was very rare. If it happened it was around prescriptions or not getting an appointment.

**We asked the staff to highlight any positives and negatives working at the practice?**

**+ Positives**

- There is a team spirit.
- Patients are so nice
- Get treats

**- Negatives**

- Could do with own building

**We asked how they make patients aware of the right to complain and the process to do so?**

We were told that they would ask if they wish to complain in writing or notify Practice Manager

## **Practice Manager (PM) interview**

**We asked how many patients do you have at present?**

We were told: Just under 5,000 patients.

**We asked how can patients get appointments or get in touch?**

We were told:

- Walk in.
- Telephone.
- NHS 111.
- NHS app – patient access (online).
- Accurx (online).

**We asked how does the surgery/practice communicate with patients?**

We were told:

- Phone
- Letter
- Text Email

**How do you identify vulnerable patients or carers?**

We were told:

- Our system prompts and has flags for Deaf/Blind and venerable patients.

**We asked if there is an active Patient Participation Group (P.R.G.)**

We were told that there is, and it is made up of 10 patients.

**We asked how do they gather patient feedback?**

We were told:

- Family and Friends surveys.
- Own GP survey which was carried out last year.

### **We asked what the staffing structure was?**

We were told:

- 2 GP partners
- 1 Salaried GP
- 1 Advanced Nurse Practitioner (ANP)
- 2 Practice Nurses
- 1 Health Care Assistant (HCA)
- 1 Physiotherapist (part time)
- 3 Reception staff
- 4 Administration staff
- 3 Pharmacists
- 1 Mental Health Nurse
- 1 Diabetic Nurse
- 1 Midwife

### **We asked if a patient can choose to see a Male or Female GP**

We were told: Yes.

### **We asked what training staff receive?**

We were told:

E-Learning via Clarity online. Staff have a training matrix.

### **We asked if staff suffer from aggressive patient behaviour?**

We were told: The practice has a zero-tolerance policy that it abides by.

### **We asked if there were any barriers that the practice faces?**

We were told:

- Educating patients.
- Receptionists are undervalued.

We asked the PM to name a positive and one negative about the practice?

Positive – Give good patient care.

Negative – Demand by patients around appointments.



If you have any comments about your own GP service or any other health or social care service, then please get in touch.

Telephone: 0800 470 1660 or visit our 24/7 website

'Have Your Say' review platform.

Link to: <https://www.healthwatchwalsall.co.uk/share-your-views>

## Conclusion

From the responses collected, patients seem to be very happy with the services they receive. Good access to appointments was highlighted consistently by patients and that GPs were very good. Spending time and showing an interest in their patients' needs.

However, as with many services the availability earlier and later in the day for an appointment for early workers was raised by a couple of patients.

## Findings

1. Patients were very happy with access to appointments. Though some would like early/late appointments.
2. They felt that the Doctors were caring and attentive to their needs and would spend the time that they (patient) needed to be listened to.
3. There is a seating area that is split and has only seating for approximately 14 patients, we noted some patients had to stand when the practice was busier.
4. The area was clean and tidy.
5. There were at least three patient notice boards.
6. There is a hearing loop in place.
7. There is an electronic patient appointment GP/room notification display.
8. We were told that there is a patient flagging system in place for carers, deaf or blind and vulnerable patients that is actioned appropriately. i.e. if a blind patient, then staff would verbally tell them the GP was ready to see them and guide patient to appointment.
9. Some patients mentioned that there was not enough parking (note this is a shared parking across five other GP services. There is an overflow car park opposite the health centre).
10. The patient complaints policy/procedure was not visibly available. However, during our visit this was addressed and a copy placed on reception area.

## Recommendations

1. Make patients aware of overspill car park opposite the health centre.
2. Consider to flag patients who require of early and late appointment times.
3. Consider more seating for waiting patients.
4. Ensure complaints process and policy is displayed for patients.
5. Identify if worker appointments are in place or sufficiently available.

## Provider Feedback

The provider gave the following comments:

*Extra GP appointments they are all advertised and the reception staff do inform patients however this is not always understood.*

Re this section:

We asked if the patient could change/improve anything what would it be?

The responses were:

- 6 patients stated that no changes were needed
- 4 patients said "More car parking spaces"
- 2 patients felt that there should be appointments that suited workers i.e. early and late appointments.
- 1 patient said "Move the screen so that I can hear receptionist properly"
- 1 said "More appointments less stress for staff"

*Car parking has been discussed with NHS properties but there is no scope to make any changes unfortunately.*

*Reception staff do tell patients about the Extra Appointments for evenings and weekends*

*I do think you have covered all of these points though so overall we were pleased with the outcome of the report. Hope that helps.*

To read or download other Enter and View reports visit our website: <https://tinyurl.com/82fkxtuf>



Share your Walsall Health and Social Care services experiences by getting in touch by using our services review platform "Have Your Say" on our website. Link: <https://tinyurl.com/3778j3ps>

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