

ENTER AND VIEW REPORT



SINA HEALTH CENTRE
17TH APRIL 2024

Contents

	Page
About Healthwatch	2
What is Enter and View?	3
Introduction	3 – 4
Healthwatch Principles	4
Purpose of visit	4
What we did	5
Environment	5
Practice services	6
Access to services	6
Patient information available	6
Patient responses	6 – 9
Staff responses	9 – 12
Conclusion	12
Summary findings	12
Recommendations	12
Provider Feedback	13

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 17th April 2024. The report does not claim to represent the views of all service users, only those who contributed during the visit.

Authorised Representatives

Loretta Higgins – HwW staff, Authorised Representative
Peter Allen – HwW staff, Authorised Representative
Deborah Olaritike – 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: Sina Healthcare Centre
Address: 230 Coppice Farm Way , Willenhall , WV12 5XZ
Telephone: 01922 710027
Website: <https://www.sinahealthcentre.nhs.uk/>
Service type: e.g. GP practice and medical services
Practice Manager – Yvonne Nelson

The practice is located in Willenhall and delivers services to 7,100 patients at present.

Care Quality Commission (CQC) information.

The practice was rated 'Good' across 5 categories of the CQC standards.

Sina Health Centre – Care Quality Commission Report: <https://tinyurl.com/3bdxmjzp>.

- Latest inspection – 08/01/2019
- Report published – 30/01/2019
- Latest review – 06/07/2023

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.

What we did

We arrived at the building at 9.45am before being introduced to the Practice Manager and deputy 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 12 patients, the Practice Manager and another staff member.

Environment

External

The entrance is well signposted and the car park is to the front of the building which offers approximately 50 vehicle spaces.

The outside of the building is well maintained with external lighting/lamps and CCTV cameras in operation, which we were shown.

There is a ramp and handrail to assist patients who may need this type of support to access the GP practice.

Internal

Access to the building is by an automated door upon entry to the building. This is an independent surgery.

We noted:

- Main reception was clearly signed.
- A working hand sanitising unit was available for use upon entering.
- There is an electronic self-check in unit in reception.
- The patient reception/seating area was clean and tidy.
- Seating available for approximately 40 patients.
- CCTV is in operation inside the building (communal areas only).
- Additional areas for more private conversations were available.
- Good wheelchair/pushchair access for patients and families.
- Baby changing room situated in the waiting area.
- There was clear signage around the building for toilets.
- There is a patient notice board situated in the waiting area which is up to date and has information such as Extra GP appointments and the service complaints procedure.
- The internal décor is well maintained.
- The furniture in the waiting area is clean.
- The flooring is clean and well maintained.
- We noted there is a hearing loop in the reception located to the left of the reception desk, which was signposted.
- There were 2 wall mounted TVs in the waiting area that notified people of their appointment, which room and which doctor they are seeing.
- Patient calling system to notify them of appointment commencement.

Practice Services

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

<https://www.sinahealthcentre.nhs.uk/clinics/>

We were told that the practice has just over 7100 patients registered from a diverse local community, supported by a number of GP, Nursing and administration staff, who can communicate in various languages.

The practice has the following staffing:

- 2 main GP Partners
- 3 resident GPs
- 1 Health Care Assistant
- 1 Secretary
- 3 Administrative Assistants
- 4 Telephone Operatives
- 7 Pharmacists
- 1 Social Prescriber
- 1 CPN Mental Health Nurse
- 1 Paramedic
- 1 Advanced Nurse Practitioner (twice weekly visits)
- 1 Physiotherapist (twice weekly visits)
- 1 Heart Failure Nurse

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.

Patient information available

We observed several patient information boards in the reception/waiting area with posters, leaflets and information regarding the practice services, a carers board, healthy choices lifestyles, complaints procedure, Extra GP Appointments and opening hours of the practice which are 08.00am to 6.30pm Monday to Friday.

Patient responses

We spoke to patients and collated 12 patient experiences and views during the visit . All 12 patients fully completed the questionnaire process.

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

The responses were:

- 3 patients answered 'Only when needed to'
- 2 patients answered 'Couple of times a year'
- 1 patients answered 'Several times a month'
- 5 patients answered from 5 to 9 times a year

We asked how they currently communicate with practice?

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

- 3 patients indicated that they call in by telephone
- The remaining 9 patients indicated they use a mix of methods including: walk-in (face to face requests), telephone, NHS 111 App. and online booking.

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

The responses were:

- 11 patients indicated that they were given alternative care pathways/providers details
- 1 patient could not remember

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

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

The responses were:

- 11 patients had heard of Extra GP Appointments
- 1 patient was not aware

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

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

The responses were:

- 11 patients responded yes they are listened to overall. And are happy with the practice and the quality of their care.
- 1 patient told us 'Somewhat'

A patient said that they sometimes return to see a GP as they felt they did not get the answers they needed.

We asked what barriers do they face at the practice?

The responses were:

- 11 patients indicated that they felt that there were no barriers and they are happy with the practice
- 1 patient felt that there is a lack of communication with staff

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

+ Positive comments



"Happy with service I get generally"
"Great service would not go anywhere else"
"Great staff, friendly staff"
"Very helpful staff"
"Always get an appointment when needed"
"Staff are brilliant"
"Friendly and helpful"
"Always receive a good service"

- Negative Comments



"Wish more appointments were available"
"Lack of appointment or difficulty in getting an appointment"
"Not open long enough"
"Wished there was more appointments"

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

The responses were:

- 3 patients said that they receive text messages
- 9 patients said they receive a mix of text and email messages

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

The responses were:

- 9 patients said they are
- 1 patient said they did not know they had a choice
- 2 patients said that they had not needed to be referred

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

The responses were:

- 12 patients responded yes, which included face to face explanations with them and the offer of an interpreter if needed.

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

The responses were:

- 12 patients understood how to raise a complaint and follow the complaints procedure

We noted that the complaints procedure is pinned on the notice board opposite reception and is visible for the public.

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

The responses were:

- 9 patients stated that no changes were needed

Other comments from the remaining 3 patients were:



“Open later”
“Longer opening hours”
“More appointments”

Staff responses



Staff Member

We spoke to a senior receptionist. Staff who work at the practice have hands on face to face training regularly as well as mandatory online training which is Up to date.

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

We where told at present there is not as PPG as membership diminished during Covid. They are consistently seeking to recruit for patients to form a new group

We asked what alternative services care pathways are offered to patients and how?

We were told NHS 111, 999, Extra GP appointments, A&E and the walk in service at the hospital.

In addition their patients are informed by: Patient Notice Board , GP website, GP text messaging system and by email.

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

+ Positives

- Having a sense of fulfilment of being able to help someone
- Love working as part of the team
- Offer a range of services and also share local community support opportunities
- Patients are offered choice if they are referred to hospital
- A female doctor can be available
- Hearing loop available for hearing aids
- Can offer telephone consultations
- Type of appointments
- Go can offer a call back if needed
- Choices on the telephone service

- Negatives

- Currently no PPG

We asked if the staff/practice encounter anti-social behaviour from patients/relatives and how they deal with it?

We were told that there is zero tolerance policy regarding patient anti-social behaviour and if staff encounter, patients may receive a warning letter. If the behaviour continues, patients can be removed from the practice register.

There are policies and procedures outlining this information on the patient notice board situated in reception.

We asked how many telephone lines they have ?

We were told that they have 4 telephone lines.

We asked how do staff inform patients about the appropriate medical clinician that they would advise to see?

'See what medical needs are presented and direct the patients to appropriate person to meet those needs/.

How are patients informed about appropriate clinical staff specialities?

We were told:

- There is a meet the team board in the notice area which highlights who does what.
- At patient triage
- Practice website

We asked how does the practice update patients of any changes?

We were told:

- Text messages
- Emails
- Letters
- Website
- Patient notice board

We asked a staff member if they could change one thing about the practice what would it be?

The Staff member replied: **"Would not change anything"**

We asked how do they meet the language needs of patients?

- Staff can speak a number of languages in-house
- Access to interpreting services
- A patient relative may come and speak with permission on behalf of the patient



Practice Manager (PM) interview

The Practice Manager has been in post for approximately 8 weeks.

We asked how many patients do you have at present?

7,100 approximately.

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

- Telephone
- NHS app – patient access (online)
- E Consult (online)
- Walk in
- Emails (for repeat prescription)
- Text messaging service.
- They can also access advice and information through website

How does the surgery/practice communicate with patients? Interpreter etc.

- Hearing loop, interpreters for both deaf and language.
- Info displayed on screens which play all day, this has information on relevant things with subtitles too.
- Texts.
- Emails sent out if preferred by patient.
- There is an alert on patient profiles to show if they are deaf or blind and will need extra support.
- “We are open to any form of communication the patient needs”

How do you identify vulnerable patients or carers?

- Practice manager stated there are yearly reviews
- Patients have markers/flags on the GP system
- Patients are also booked in for regular reviews
- Carers are the identified on the GP system
- The patient gives consent for us to speak with their carer – not always necessary

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>

Do you have an active PPG? If yes how often do they meet?

Membership was diminished through Covid and there was a patient disinterest following this. Posters to attract new members are displayed. The practice staff have also got in touch with previous PPG members. Surgery is seeking more diverse group membership of people to join.

Conclusion

From the responses collected the GP service seems to be meeting the needs of those patients we spoke to.

However, as with many services the availability earlier and later in the day may suit other patients such as workers and parents.

Patient feedback and the ability to ask questions about their GP service is only available by direct patient questioning as there is no active Patient Participation Group (P.P.G). Active recruitment is sought by the service, patients should consider and get involved to re-instate this patient to service provider bridge.

Summary Findings

1. No P.P.G. group at present due to Covid.
2. The majority of the general public are more than happy with the practice and staff service.

Recommendations

1. Seek to recruit a cohort to reform a P.P.G
2. Maintain standard of service delivery

Provider Feedback

Received: 30th May 2024

The Partners and staff are really pleased with the outcome of the report from Healthwatch – Walsall. We always try to ensure we give the best service we can to our patients at all times, ensuring they receive the highest standard of care in a safe environment.

Our plan is to re-instate our PPG (Patient Participation Group) as soon as possible, and are always looking for patients who are willing to give up their time, to help and support the practice and to act as liaison between us and our patients.

We are open to any suggestions/ideas our patients may have to enable us to improve our service we offer them, and through our Practice Meetings we would discuss these suggestions with all staff and where at all possible make these a reality.

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>

Find us and our reports on our Social Media platforms



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X (Twitter): @HWWalsall

Instagram: healthwatchwsl

YouTube: Healthwatch Walsall 2020



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