

Enter and View Report



Collingwood Family Practice

Visit carried out 4/2/2020

Provider Details

Name: Collingwood Family Practice
Address: Collingwood Centre, Collingwood Drive, Birmingham B43 7NF

Service Type: GP Practice

Telephone: 0121289 4402

Online Patient access: <https://www.patientaccess.com/>

Website: <https://modalitypartnership.nhs.uk/your-gp-practice/west-midlands/gp/collingwood-family-practice>

Registered Manager: Jaswinder Dhillon

Collingwood Family Practice is delivered by Modality

The Practice was inspected by the Care Quality Commission (CQC)

Authorised Representatives

Name: Tom Collins Healthwatch Walsall Engagement and Information Lead

Name: Aileen Farrer Healthwatch Walsall Manager (training)

Name: Manisha Patel Healthwatch Walsall Volunteer

Purpose of Visit

- To observe the physical environment of the practice.
- To listen to and capture the experiences of service delivery from patients, relatives and carers.
- There was no specific intelligence prior to the announced visit.

The methodology to be used is to.

- Talk to patients about delivery of services and their experiences of using them.
- Observe standards of facilities including technology.
- Undertake a short questionnaire with patients, management and staff members.
- Complete a written report that will be shared with various parties including service provider, service commissioners and the public.

Physical Environment

The practice leases space from the site managed by Collingwood Community Centre, so many of the aspects of facilities and management are implemented by the Collingwood Community Centre.

External

There is a large car park with several disabled access parking bays. Also, there is a bus stop directly outside the centre premises. Signage and lighting are clear and visible.

This practice has wheelchair access and automatic doors to enter.

Internal

Toilet facilities are in the waiting area which include disability use. The reception and one waiting room are situated to the left on entering the front of building, with access to several consulting rooms. Another waiting area and consulting rooms are located on the same level but are to the right on entering the front of the building.

All appeared to be well maintained and clean. Various posters and information points were in both areas.

About the practice

The practice has approximately 5,033 patients. The practice has 2 patient telephone lines with a voicemail system and 1 Emergency line. They also operate a text messaging system to notify patients about appointments and results availability.

There is a hearing loop in place, but it was not confirmed that it was working.

The practice also offers Push Doctor appointments to patients. This is paid for by Modality.

Link: <https://www.pushdoctor.co.uk/>

Practice Opening times

Monday	07:30 - 18:30
Tuesday	07:30 - 18:30
Wednesday	08:00 - 20:00
Thursday	08:00 - 18:30
Friday	08:00 - 18:30
Saturday	Closed
Sunday	Closed

To register

Visit the practice in person. One form is needed for each household member. You should bring your NHS Medical Card with you, and if you are not a UK Citizen, then you will need to bring your passport. You will then be offered a new patient health check, so that a summary of your medical history and medication can be taken prior to your medical records arriving. You can also pre-register online on their website.

The practice offers the following services and clinics:

- Antenatal and postnatal clinics
- Asthma and COPD clinics
- Cervical smears
- Chronic disease management clinics
- Child health and vaccinations
- Child health and immunisations
- Diabetes clinic
- Flu vaccinations
- Heart disease clinic
- Phlebotomy (blood taking)
- Smoking cessation
- Travel vaccinations
- Weight management
- A Community Psychiatric Nurse (CPN) visits surgery on a Monday
- A healthcare assistant visits Mondays and Tuesdays

Staff at the practice

- Dr H Sidhu - Doctor
- Dr A Farhat - Doctor
- L Lovatt - Advanced Nurse Practitioner
- C Dinnen-Thomas - Practice Nurse
- J Binns - Phlebotomist
- D Allen - Phlebotomist
- J Dhillon - Practice Manager

GP consulting times (1 full time salaried GP and 1 part-time)
 9.00am - 12.00 noon and 1.30pm - 5.30pm

Nurse Practitioners consulting times (2 One full time + part-time)
 7.30am - 12.00 noon and 1.30pm - 6.00pm

There are 6 support administration staff.

There are patients that have long term conditions, so they are coded to identify them and their needs:
 32 Deaf or partially Deaf patients, 14 blind or partially blind patients, 16 vulnerable patients, 13 patients with learning disabilities and 8 looked after children.

Appointments missed/Did not attend

November 2019	December 2019	January 2019
112	117	129

The practice has 3 active members of a Patients Participation Group (PPG).

Patient Experience questionnaire:

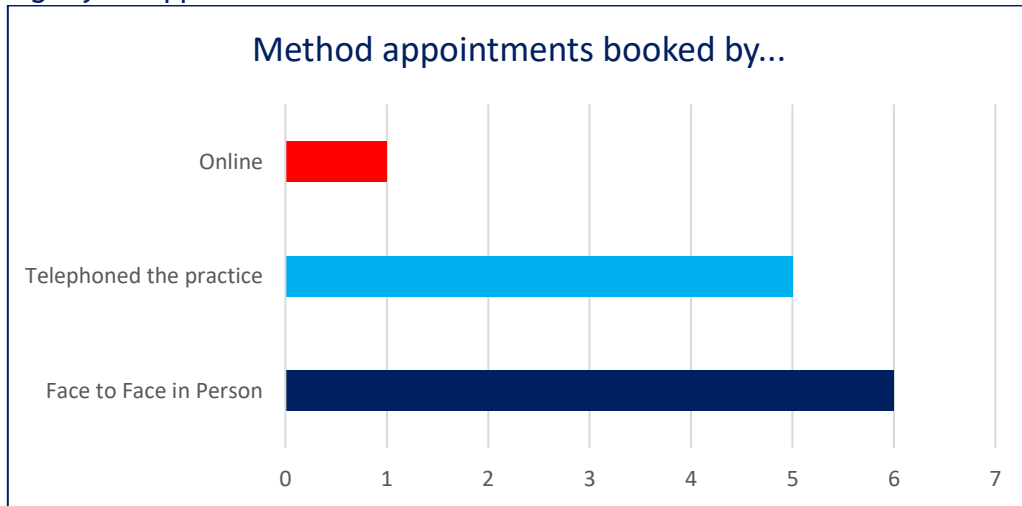
We spoke to 12 patients who in most were able to complete the patient questionnaire.

Appointments

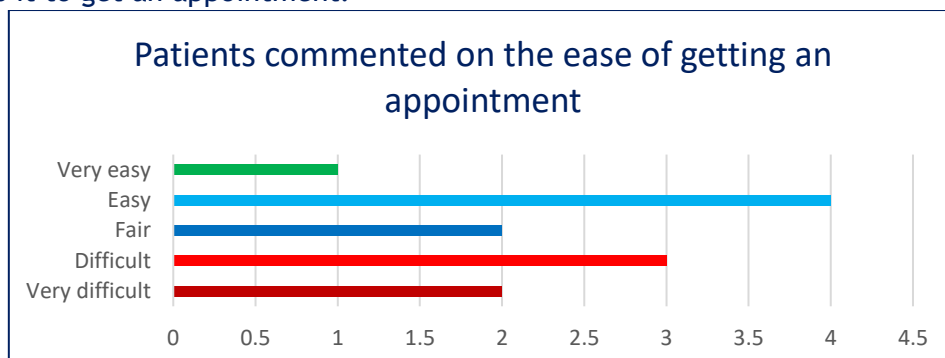
We asked questions around appointment access.

Home visits are generally reserved for patients who are home/bed bound. However, home visits are made at the GPs discretion on a case by case basis.

Q. How did you get your appointment?

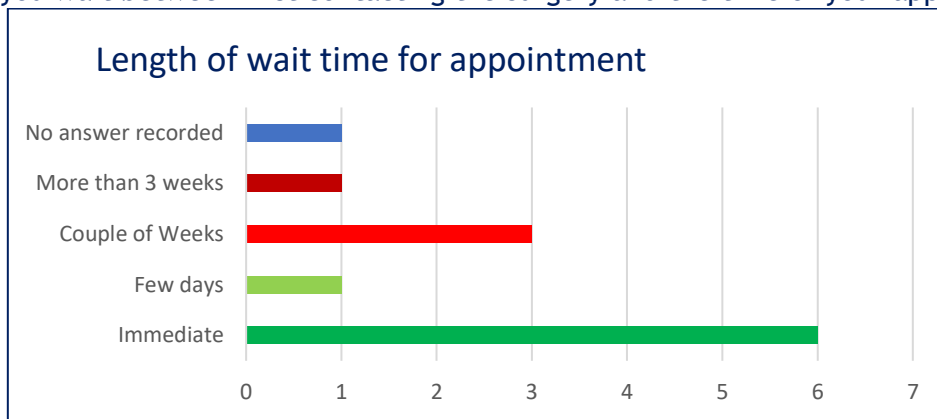


Q. How easy was it to get an appointment?



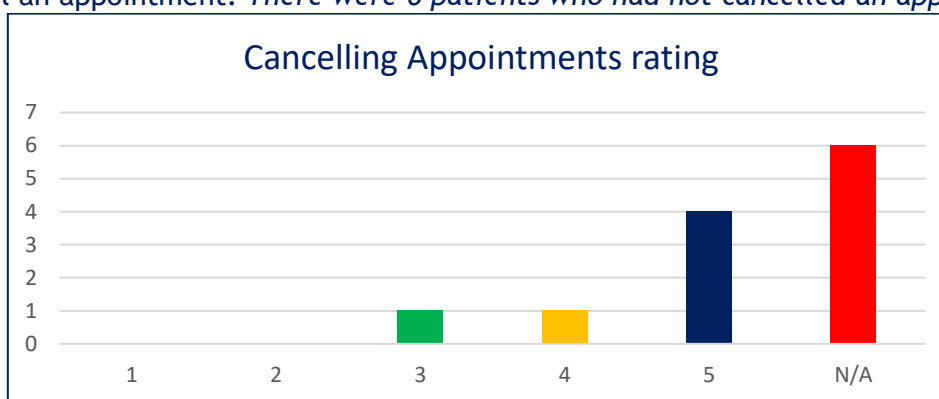
The practice does offer appointments by Push Doctor, but it seems that the offer to patients varied and not every patient had access to or knew about the opportunity/service.

Q. How long did you wait between first contacting the surgery and the time of your appointment?

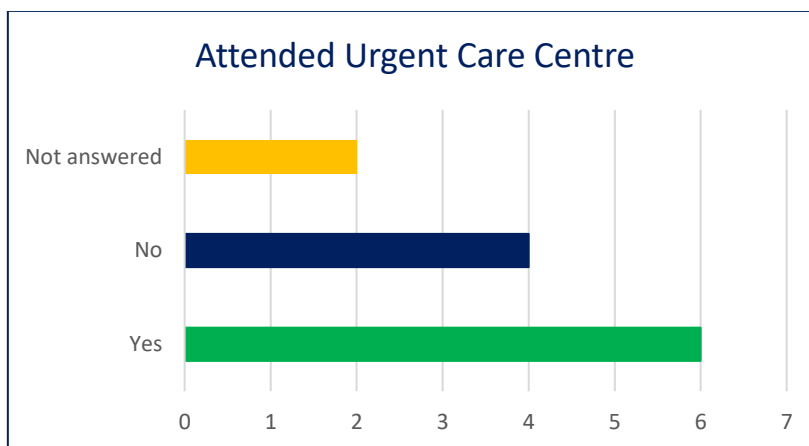


Q. How easy is it to cancel an appointment 1 to 5?

1 being Tried but couldn't cancel to 5 very easy to cancel. N/A indicates that they have not tried or needed to cancel an appointment. There were 6 patients who had not cancelled an appointment.

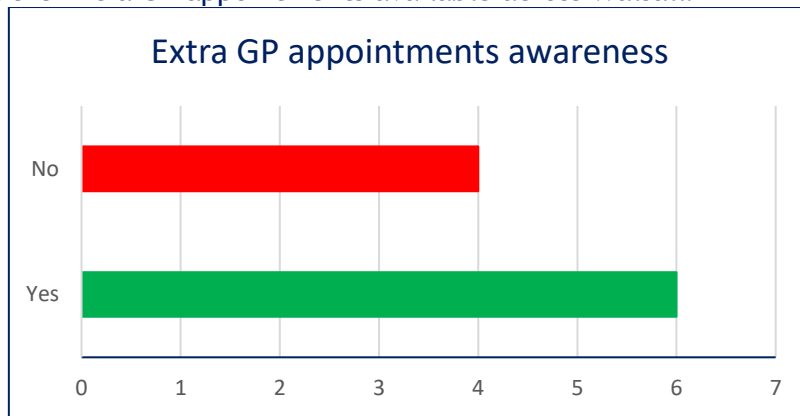


Q. Have you attended any of the Urgent Care Centres in Walsall if you could not get an appointment at your own GP surgery?



In some cases, the visit to the Urgent Care Centre, Walsall was due to a lack of GP appointments at the practice.

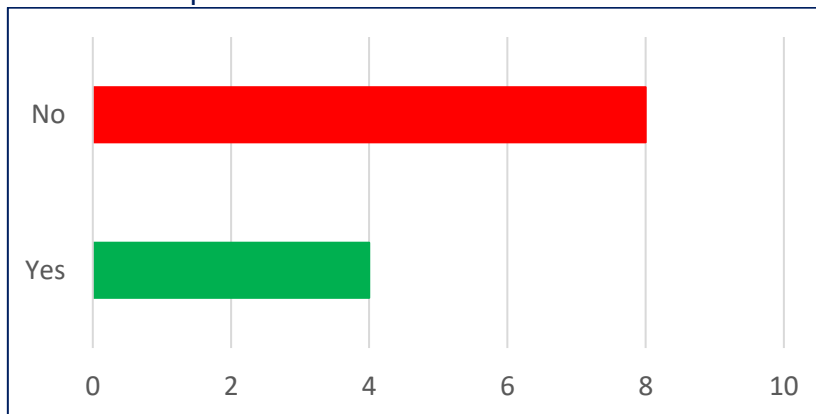
Q. Do you know about the Extra GP appointments available across Walsall?



2 patients did not complete their questionnaire.

It should be noted that we observed at least 3 posters were displayed with information about Extra GP appointments in the practice.

Q. Do you know how to make a complaint?



Further questions were asked about other areas, such as facilities, staff and Patient Participation Groups (PPGs).

Facilities

Waiting area(s)

Patients felt that the facilities ranged from good to very good. They were clean comfortable and easy to access.

Toilet facilities

Patients felt that the facilities ranged from good to very good. There were a couple of patients who had not used the toilets.

Staff

Receptionists (patients were asked about: Friendliness, Helpfulness, Informative)

8 patients rated the Receptionists as good to very good, 2 rated them as fair and 2 patients rated them as very poor to poor (rude, not helpful).

Doctors (patients were asked about: Friendliness, Helpfulness, Informative)

9 patients rated Doctors as good to very good, 2 patients rated them as fair, 1 patient did not complete their questionnaire.

Patient comments: “Always see a different doctor”. “Why take on new patients when unable to see current patients. Doesn’t make sense”.

Nurses (patients were asked about: Friendliness, Helpfulness, Informative)

9 patients rated Nurses as very good to good. 2 patients did not complete their survey and 1 patient had not seen a Nurse at the practice so could not comment.

Healthcare Assistants (patients were asked about: Friendliness, Helpfulness, Informative)

4 patients rated Healthcare Assistants as good to very good. 8 patients had not seen one so could not comment.

Positive patient comments: “Staff are supportive and friendly”. “Can get same day appointment”. “Always seen a GP that is helpful. In the past had good treatment”.

Negative patient comments: “GP appointments are difficult to get, and you can’t see the same GP”.

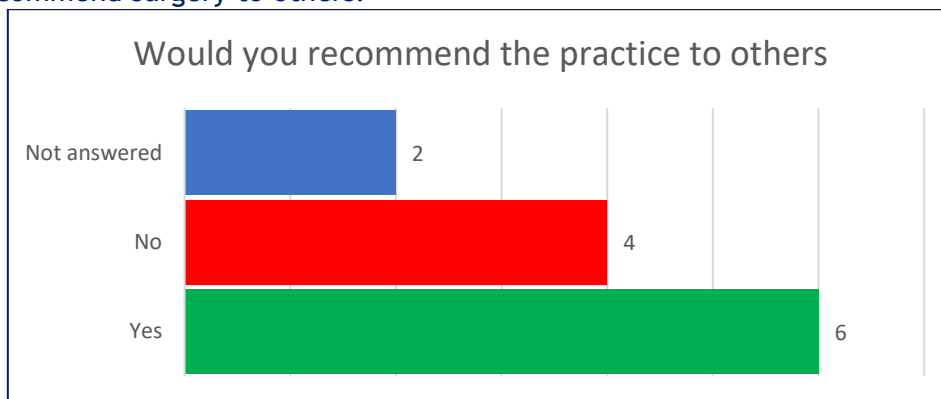
Patient Participation Groups (PPGs)

We asked patients if they were aware of PPGs.

9 patients were not aware of PPGs. 1 patient was aware, 2 patients did not complete their questionnaire.

Although one patient was aware of the PPG, they did not wish to join the group as they could not commit the time to do so.

Q. Would you recommend surgery to others?



2 patients did not complete their questionnaire.

Staff

Manager Interview

The Manger has been in post since July 2019. Previously working at the sister practice Broadway Medical Centre, Walsall. The Practice Manager is responsible for the general running of the practice and is the first point of contact for complaints.

We were told that there are daily catch up meetings ‘huddles’ with clinical meetings being held monthly. Staff meetings are also held on a quarterly basis.

We were also informed that there is contact with other Modality employed Practice Managers weekly so support, advice and information can be shared. There is also protected learning time for the Manager and staff to develop their knowledge and skills.

The Practice Manager has dealt with 15 verbal complaints and 1 written complaint.

When asked what challenges face the practice the reply was:

- Digital change, the change to technology in the practice and the growing need for patients to use the supplied technology.
- The need to triage patients to sign post them to the appropriate service which may not be GP? Asking patients what their need/issue is as patients do not always wish to answer this question.
- GP staffing levels are sometimes being supported by using Locums. The availability of Locums can also be an issue, although the PM seems to feel they manage the need well.

Staff interview

We spoke to a staff member who had been at the practice for 10 years. Previously under the Phoenix ownership prior to Modality.

They felt adequately trained and supported to carry out their role. They have been developed into the role of Phlebotomist which they enjoy. They are aware of their training matrix and undertake training electronically, but there are occasions when external trainers visit to deliver training in person.

They do have protected learning and work time, but this can get interrupted. Staff undergo safeguarding training and there is a NO aggression policy in place to go some way to protect staff at the practice.

When asked if they felt there was enough staff, they commented that they felt there was not enough GPs and not enough patient appointments. In the administration department it was felt that there is a staff shortage, however they felt that staff morale was good.

Summary, Comments and Further Observations

1. A CQC summary page was displayed in two waiting room locations for the previous provider. This may seem to patients that the Modality provider has achieved this standard, but we were made aware that the CQC inspectors had only recently visited the practice.
2. Reception staff did not raise awareness to patients about the possible use of the Urgent Care Centre at Walsall Manor Hospital.
3. Appointments for working patients were not convenient and some could not ring at 8.00am for appointments as they were already at work.
4. Some patients felt that the telephone system was not working for them. They could not get through on the phone, so they came to the surgery in person to book an appointment. This happens even though there is a new telephone system in place.
5. Some patients were not aware of the Extra GP appointments. There were 3 posters displayed in the surgery, but patients had not been informed by staff about these nor had they received information about the Urgent Care Centre at Walsall Manor Hospital.
6. From our survey most patients can get an appointment in a very short time, but this is generally due to the patient coming into the surgery to make a booking face to face.
7. Whilst some patients had used Push Doctor, the patients that we spoke to were not aware of the availability in the practice.
8. Patients were not mostly aware of Patient Participation Group (PPG).
9. Several patients were not aware of how to make a complaint.

Recommendations

- Remove existing CQC summary sheet from waiting rooms that relate to previous provider, Phoenix.
- Display in far waiting room current 4 hub, Extra GP appointments poster.
- Inform all patients of additional GP/treatment options such as Extra GP appointments and Urgent Care Centre verbally or by use of TV/technology.

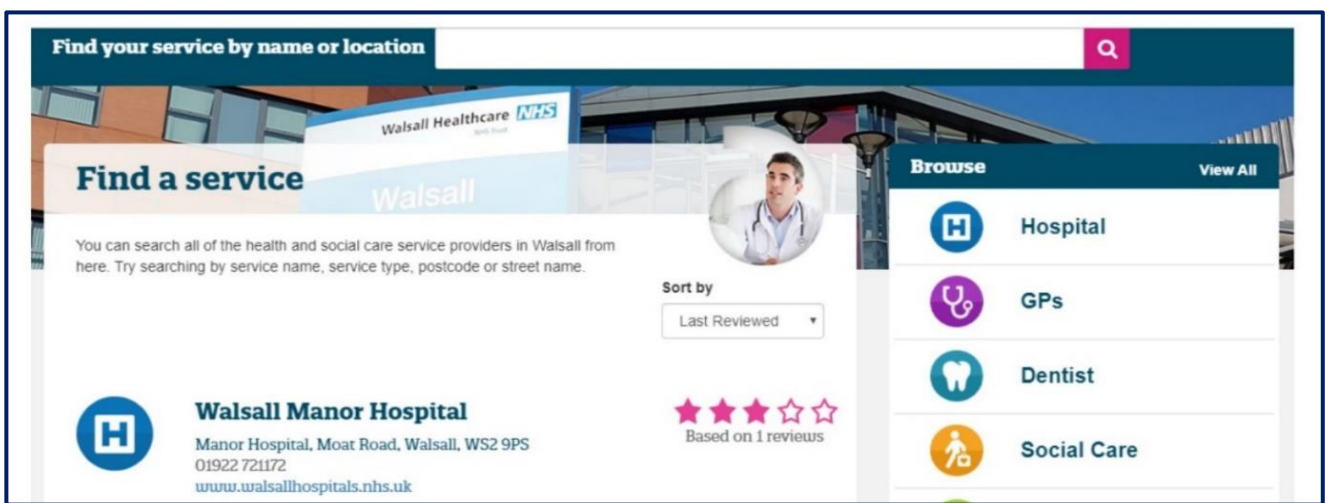
- Consider how to enable working patients and parents to access early morning and after work/evening appointments. Offering mid-morning, day and afternoon appointments to patients who do not have work and parenting commitments.
- Ensure staff/PPG representatives tell patients about Extra GP Appointments and Urgent Care Centre opportunities verbally or have use of an electronic system/to display the information.
- Promote PPG to patients possibly using existing PPG members to do so.
- Advise patients of use of Push Doctor appointments especially working/parent, carers patients.
- Display the patient complaint process in the practice.

Provider Feedback

HWW did not receive provider feedback.

If you have any NHS or Social Care service experiences that you wish to share, you can visit our online 24/7 Feedback Centre. Whether it's a: compliment, concern or complaint.

Link: <https://healthwatchwalsall.co.uk/services/>



DISCLAIMER

Please note that this report only relates to findings we observe on the specific date of our visit. Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed at the time.

healthwatch
Walsall

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