

Enter And View

Report

Rushall Medical Centre
Carried out 22nd August 2018



**Local voices
improving local
health and social care**



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Healthwatch Walsall is an independent consumer champion created to gather and represent the views of the public. Healthwatch plays a role at both national and local level and will make sure that the views of the public and people who use services are taken into account.

At a local level, Health watch Walsall will work to help people get the best out of the health and social care services in their area; whether it's improving them today or helping to shape them for tomorrow. Local Healthwatch is all about local voices being able to influence the delivery and design of their services - not just people for who use them, but for anyone who might need them in the future.

Part of the Healthwatch Walsall remit is to carry out Enter and View Visits. Healthwatch Walsall 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 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 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.



Provider Details

Name: Rushall Medical Centre

Address: 107, Lichfield Road,
Rushall,
Walsall,
WS4 1HB

Service Type: Primary Care (GP)

Date of Visit: 22nd August 2018

Authorised Representatives

Name: Sylvia Bailey

Role: Healthwatch Walsall Advisory Board and Authorised Representative.

Name: Dianne Beddows

Role: Authorised Representative.

Name: Tom Collins

Role: Engagement and Information Lead and Authorised Representative.

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.

Physical Environment

External

- The exterior of the building is well maintained and there is good access from two points, street side, ramp and stairs to an automatic door and from their carpark through a single level, automatic door.
- There is ample car parking with disabled parking available. Additional on street parking is available nearby.
- The practice can also be accessed by public transport with bus stops very nearby.
- There is wheelchair accessibility to the practice.
- We have been informed that there is CCTV that monitors the exterior car park area.

Internal

- The central reception area is large and welcoming with ample patient seating. A main seating and satellite seating area is available.
- There is a self- 'booking in' screen with a nearby hand sanitising unit.
- There is a digital display 'Patient Information Point' but it was not working at the time of our visit.
- Displayed in reception are copious amounts of patient information with a dedicated PPG and Carers Board.
- There is an internal lift to upper floor should treatment be carried out on that level.

- Fire exits clearly marked and accessible. Fire extinguishers were maintained in July 2018.

About

Rushall Medical Centre website is: <http://www.rushallmedicalcentre.co.uk/contact1.aspx>
Telephone number is: 01922 622212.

There are currently circa 14,687 patients registered at the practice(s). The Centre also has a satellite surgery based in Pelsall Village Centre.

The practice opening hours are:

07.30 - 18.30 Monday, Tuesday, Wednesday & Friday.

07.30 - 19.00 on Thursday.

The practice offers: face to face, telephone and online services and includes text reminders for appointments. There is the option to cancel appointments with the practice via this text system.

The Rushall Medical Centre has been rated overall as 'Good' but received an 'Outstanding' in one of the five assessed areas, the area 'Effective'. The CQC carried out an Inspection in November 2016 and the report was published in April 2017.

Link: <https://www.cqc.org.uk/location/1-553814750>

The practice offers the following services and clinics:

- Management of diabetes & insulin initiation.
- Antenatal clinic (usually Thursdays and Fridays).
- Anti-coagulation clinic (for those taking Warfarin).
- Asthma clinic.
- Cervical smears.
- Child health checks.
- Chiropody.
- Community Psychiatric Nurse.
- Family planning clinic (Thursday 4.00pm–5.30pm) appointment only.
- Health visitor.
- CHD & Hypertension.
- Immunisations (for children - Monday afternoons).
- Joint & soft tissue injections.
- MOT health checks.
- Medicals.
- Minor surgery.
- Nurse Practitioner appointments.
- Smoking Cessation.
- Alcohol advice.
- Travel health advice.

External Services Provided

- Community Health Visitors.
- One Stop Walsall- Health Promotion.
- Falls Team.
- Podiatry (Private service).
- Ultrasound companies.

- Marie Stopes Clinic.
- Scrivens Hearing Clinic.

Patients are assigned a named GP when they register with the practice.

Home visits are offered but only for patients who are: housebound with serious illnesses, receiving End of Life or Palliative Care.

GPs also service near by residents of local Residential and Nursing Care homes.

The latest NHS choices rating for Rushall Medical Centre is 4 stars out of 5 from 11 reviews. These are based on patient feedback concerning: treatment response times, clinical pharmacist service, advice and information from GP, understanding and taking time to listen to patients, though an issue around practice response time to on online patient messaging and trying to book appointments was identified.

Link to NHS Choices reviews for Rushall Medical Centre: <https://bit.ly/2o1qROv>

Staff Numbers

There are presently 45 staff members: including 10 GPs (Eight of which are female and two male), 1 GP trainee, 5 Practice Nurses, 1 Advanced Nursing Practitioner, 1 Practice Pharmacist, 1 Practice Manager, 1 Assistant Practice Manager, 18 Administration Staff, 4 Healthcare Assistants, 1 Caretaker and 2 Domestic Staff. NO Locums in use at present.

Rushall Medical Centre also have a satellite practice at Pelsall Village Centre, which has staff levels of one GP and one Nurse Practitioner and one Health Care Assistant and supporting administration staff which is drawn from the staff numbers.

Patient Experiences and Observations

We managed to speak to 8 patients during our visit, gathering their feedback. The feedback was overall positive.

The patients felt that GPs (doctors) were very good. Many patients would recommend the practice to others. Some comments were made about the orientation change of the seating in the main waiting area. But this has been done to take advantage of the display unit 'Patient Information point'.

The subjects covered were:

- Appointments (Getting appointments, waiting time, getting through on the telephone, Online appointments, seeing a GP of your choice and cancelling appointments).
- Waiting area.
- Toilet facilities.
- Receptionists.
- Doctors.
- Nurses.
- Healthcare Assistants.
- Patient Participation Groups.
- Ease of Cancelling Appointments.
- Surgery Recommendation.
- Opening Hours.
- Complaints.

Appointments

- Getting appointments - 4 out of 8, 50% of respondents, rated this as good or very good, 3 out of 8, 38%, rated this as fair and the remaining one respondent, 12%, could not comment as it was a pre-booked appointment with the Nurse. It should be noted that one patient was able to get a same day appointment.
- Waiting time for appointments - 5 out of 8, 63% of respondents, rated this as good or very good, 2 out of 8, 25% of respondents rated this as fair and 1 out of 8, 12% of respondents did not comment as they had the appointment pre-booked by the nurse.
- Getting through on the telephone - 5 out of 8, 63% of respondents rated this as good or very good. 3 out of 8, 37% of respondents rated this as fair.
Patient Comment: "Phone message has long intro. Annoying".
- Online appointments - 2 out of 8, 25% of respondents rated as good to very good. Whilst 6 out of 8, 75% respondents had not used this facility or did not know it was available.
- Seeing a GP of your choice - 1 out of 8, 12.5% of respondents, said they were able to see a GP of their choice, 4 out of 8, 50% of respondents said it was fair, 1 out of 8 12.5% of respondents said it was poor and 1 out of 8, 12.5% of respondents did not comment.
Patient Comments: "Just see any doctor", "If wants to see a certain doctor may have to wait".

Waiting Area

8 out of 8, 100% of respondents rated the waiting area from fair to very good in terms of comfort, cleanliness and ease of access to the building.

Patient Comment: "Altered layout of waiting room not as good".

Toilet Facilities

7 out of 8, 88% of respondents rated the toilet facilities as good or very good, in terms of comfort, cleanliness and ease of access with 1 respondent who had not used the toilets in the surgery representing 12% could not comment.

Receptionists

6 out of 8, 75% of respondents rated this as good or very good in terms of friendliness, helpfulness and informative. One respondent, 12.5%, rated receptionists as poor for friendliness yet said they were informed and helpful.

One respondent, 12.5%, did not comment as they had used online booking.

Doctors

8 out of 8, 100% of respondents rated Doctors as good or very good in terms of friendliness, helpfulness and informative.

Nurses

7 out of 8, 88% of respondents rated Nurses as good or very good in terms of friendliness, helpfulness and informative. 1 of 8 respondents, 12%, rated them as fair. One respondent commented that they had lost the best nurse to another practice.

Healthcare Assistants

3 out of 8, 38% of respondents rated Healthcare Assistants as good to very good.

5 out of 8 respondents, 62%, had not had experience with any healthcare assistants so could not comment.

Patient Participation

4 out of 8, 50% of respondents said they were totally unaware of Patient Participation Groups, Patient Voice Panels and Patient Reference Groups. 1 out of 8, 12.5% of respondents was aware of them all but was not a member of any, 3 out of 8, 37.5% of respondents had heard the name(s) but were unaware of what they were or did. Patient comment: "I was asked to join but chose not to.". One respondent pointed to the PPG notice board in the waiting area.

Ease of Cancelling Appointments

8 out of 8, 100% of respondents said they found it was easy to very easy to cancel an appointment. Most patients seemed to use the telephone to do so. Though there is an option to cancel on the text reminders.

Surgery Recommendation

7 out of 8, 88% of respondents said that they would recommend the practice to others. 1 out 8, 12% could not comment as it was their first visit.

Opening Hours

5 out of 8, 63%, of respondents said that broadly the opening hours of the practice suited their needs. 3 out of 8, 37% of respondents stated that the opening hours didn't suit their requirements.

Patient comments: "Brilliant ". "Evening and Saturday appointments would be good". "Think of workers".

Complaints

2 out of 8, 25% of respondents stated they know how to make a complaint, 6 out of 8, 75% of respondents did not know how to make a complaint

Other patient comments:

"Improved. Previously seemed staff not sure what to do. New booking screen has improved things".

"Online access changed. Not as easy to book appointments"

Staff Experiences and Observations

We spoke to two staff members, including the Assistant Practice Manager. We were told that mandatory non-medical training carries a high priority within the practice. With the opportunities for staff development, positively impacting the daily running of the practice as well as staff promotions.

We were told that staff appraisals are in place and staff are encouraged to identify and acquire new skills/qualifications that will support them to deliver the high standards of patient satisfaction the practice seeks.

Training is a mix of 'E learning', online via a training portal called 'Blue Stream' and additional training is delivered from external training providers in areas such as: fire safety and first aid.

The staff we spoke to, indicated they felt supported in their role, the training they received was effective and assisted them to fulfil their job roles in the practice. It was indicated that there is a strong sense of team work and team players, with staff having flexibility to cover various roles.

The Practice is currently trying to promote to patients the use of its 'Online Services'. To facilitate improved methods of access for patient: appointments, repeat prescriptions, access to patient records and change of patient details. This was evident in a letter placed on each waiting room seat, so visiting patients can be made aware and encouraged to use.

We were told that there have been difficulties in maintaining the effectiveness of the Patient Participation Group (PPG). Patients are encouraged to join by practice invite when they initially register with the practice.

There has been a change in chair with two new chairs actively driving the PPG forward. Currently 15 PPG members attend each meeting with practice staff representation which may include a GP.

Meetings are planned on a quarterly basis at varying times of day to allow for the attendance of workers, parents and all other patients. The next planned PPG meeting is Wednesday 10th October 2018 at 6.00pm.

We were told that there are weekly clinical meetings with staff to discuss practice issues that may arise, to resolve them.

We were shown evidence of the 'Did Not Attend' (DNA) data for the period from 01/04/18 to 30/06/18.

Available Appointments	Booked appointments	% Utilisation of available booked appointments	DNAs from booked appointments	% DNA of booked appointments
33012	23836	72.2%	1271	5.3%

DNAs are a local and a national problem. Staff will call DNA patients to enquire why they did not attend to seek to reduce DNAs and non-attendees. But they understand that some reasons may include memory loss due to reduced cognitive levels due to conditions such as dementia.

The surgery also identifies carers by using a coding system. Though there does not seem to be a pro-active process to ensure carer(s) checks are prioritised or planned prior to carer(s) self-attendance.

Summary, Comments and Further Observations

The infrastructure and facilities as provided are good and maintained as clean.

Patient ability of seeing a GP of their choice appears to be low. Unless a longer future appointment time is booked.

Whilst the Extra GP Appointments poster/ information was displayed near the reception area, it was photocopied to a very small size in black and white. It was difficult to read and therefore may restrict a patient from clearly being aware of these appointments.

Some patients commented that the change of the orientation of chairs in the main waiting room is not as good as before. The current seating plan does make use of the 'Patient Information Point' (though it was not working at time of visit) and faces away from the reception desk offering some privacy to patients at the reception desk.

We thank the patients, relatives, staff, management and owners for their Co-operation and contributions during our visit.

Recommendations and Follow-Up Action

- Consider utilising the PPG group, members, to promote the 'Out of hours GP services' to waiting patients in the surgery. As well as PPG member(s) recruitment amongst waiting patients.
- Continue to promote Online Appointments as many patients were not aware of availability.
- Carer(s) checks pro-actively planned and carried out.
- Retain/ display a current Employers/ Public Liability Certificate (The Practice since forwarded current certificate).
- If the 'Patient Information Point' display system, issue can be resolved this may be an ideal display point for: PPG awareness and recruitment, out of hours appointments information, changes to practice services, promotion of seasonal treatment such as flu vaccinations etc.
- Display a larger more prominent poster for 'Extra GP Appointments'.
- Display prominently opening times and appointment times available.
- Display prominently the complaints process in the surgery waiting areas.

Provider Feedback

1. With regard to the change of the seating in the main waiting area - we did this in response to patient feedback. Some patients mentioned that they were unhappy that when they booked in using the check in machine patients who were facing the check in machine could see the data they were inputting - which is why we turned the seating around to face the front to ensure there was an element of privacy for patients when they checked in.
2. With regard to the comment about "if they want to see a certain doctor they may have to wait". Unfortunately, this is true, but we have a high demand our more popular long-standing GP's and unfortunately one of them only works a few sessions due to family commitments. So unfortunately, there is a wait to see a GP that is something that I don't think we will be able to remedy, and I think is a problem nationally. Unfortunately, again a national problem, we are unable to recruit doctors.
3. In addition, we have a highly skilled Practice Pharmacist and Advanced Nurse Practitioner who can see patients with the more general acute conditions rather than using a doctor's appointment, which then frees up the doctors' appointments for patient who have the more chronic and complicated illnesses that need more input.
4. With regard to the PPG we have a noticeboard which is right by the check-in machine so is very visible to patients. We always include a PPG enrolment form in all new patient packs. We send out text message and e-mails to current members of the PPG as reminder for the quarterly PPG meeting. We also send out texts to any members who have expressed an interest and try to cover all age ranges.

5. With regard to the opening hours - there was a comment about Saturday appointments. Unfortunately, we have trialled this service in the past but unfortunately the uptake was quite poor, so from feedback from patients and as a compromise the partners agreed to open the surgery from 7.30 am to help the people who do work.
6. We do allow patients to book appointments on-line, but this is only for Doctors and the Healthcare Assistants. Unfortunately, when we trialled the Practice Nurses - patients were booking appointments inappropriately. Some of our nurses do specialist clinics, i.e. diabetes, anticoagulation, COPD etc and unfortunately patients were booking inappropriate appointments in those clinics. We therefore had to withdraw this facility.
7. We will ensure that there is information about how to make a complaint is more visible in the surgery. We do have a proforma which the administration staff are aware of and if a patient wishes to make a complaint they are given one of these forms to complete. However, I will ensure that this information is more visible. I am sure there is a poster in the surgery but as you are aware there is a lot of information around the surgery on the noticeboards, so it may not be quite so visible.
8. We have, as recommended by your panel, added the information about the Extra GP appointments available after 6.30 pm to our telephone system. We will ensure that the poster is more visible. The Administration Staff are also promoting this service.

We will take on board all your helpful comments and would like to thank you and the other members who participated in the visit.

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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