



Enter and View

Dr Kalkat, GP Practice
Thames View Medical Centre
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healthwatch
Barking and
Dagenham
Delivered by LifeLine Projects

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2 Introduction

2.1 Details of visit

Details of visit:	
Service Address	Thames View Health Centre
Service Provider	Dr Kalkat, GP Practice
Authorised Representatives	Manisha Modhvadia (Lead Officer) Val Shaw (Authorised Representative) Ola (Trainee Authorised Representative)
Author of report	Manisha Modhvadia
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2.2 Acknowledgements

Healthwatch Barking and Dagenham would like to thank the patients and practice staff at the GP practice for their help and contribution during the visit.

2.3 Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time of the visit.

3 What is Enter and View?

The Health and Social Care Act 2012 allows local Healthwatch to carry out Enter and View visits. <http://www.legislation.gov.uk/ukpga/2007/28/section/221>

- Healthwatch representatives are recruited and trained to carry out visits to observe specific settings and give feedback.
- During a visit information is gathered through the experiences of service users, their relatives /friends and staff to collect evidence of the quality and standard of the services being provided.
- 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 good practice can be shared.
- The visits enable Healthwatch to share examples of best practice and make recommendations where improvements are needed from the perspective of people who experience the service first-hand.
- Healthwatch is given an opportunity to give authoritative, evidence based feedback to organisations responsible for delivering and commissioning services through enter and view observations and feedback from service users.
- The visits assist local Healthwatch to alert Healthwatch England or the Care Quality Commission to concerns about specific service providers of health and social care.

If you are interested in finding out more about Enter and View visits, becoming an authorised representative for Healthwatch Barking and Dagenham, then please visit:

www.healthwatchbarkinganddagenham.co.uk

3.1 Purpose of Visit

Healthwatch carries out Enter & View Visits to monitor services based on feedback received from the public. This year, one area of service that Healthwatch Barking and Dagenham is focusing on for patients' experiences is local GPs.

This visit is part of a programme of visits and looked at areas of service that include:

- Appointment Waiting Times
- Consultation Times
- Staff Conduct
- Urgent appointments
- Quality and standards of information

3.2 Strategic drivers

This visit was part of the wider work programme.

3.3 Methodology

Day of the visit

- Healthwatch arrived at 10.00am and the lead representative spoke with a receptionist to introduce themselves and why they were there. The receptionist called the manager who was happy to speak with Healthwatch Representatives.
- Healthwatch were given access to all areas of the buildings.
- Representatives spoke with people as they arrived and waited for their appointment. Each person was asked if they wanted to participate.
- It was explained that taking part in the Enter and View visit was voluntary, that individuals were not *required* to answer any questions they didn't want to, and that it wasn't necessary to give personal information to participate, unless they wished it to be included.
- Whether patients chose to participate or not did not affect the service that they were there to receive.
- Information collected from the visit would only be used to summarise the outcomes.
- If a patient wanted to contact Healthwatch after the visit, details were exchanged.

4 Summary of findings

Healthwatch Barking and Dagenham representatives were at the surgery for almost two hours each day and spoke with 23 patients and the practice manager.

The overall response from people about their experiences of using the service and interacting with the staff, was a positive one. 20 patients described their GP as either excellent or good, all patients the nurse as excellent or good and 19 people also indicated that their receptionist was either good or excellent.



On the day of the visit, 10 patients told representatives they had not used the online booking system and 13 people said they had. Those who did use the service found it to be useful and quick.

Feedback in terms of routine appointments varied, whilst 12 patients said they waited for a week or less, seven people said they waited for more than two weeks. Those who waited for over two weeks felt this was too long.

Concerns were raised that there is no confidentiality within the waiting room as its open and everyone in can hear what patients are speaking to the reception about.

The majority of patients we spoke to - 10 out of the 23 - indicated that the time they got to speak with the doctor about their health matters was satisfactory. There were five patients however, who said the time they had to consult with the doctor was not satisfactory for them and four patients said it was dependent on how busy the practice was.

Although there were variations in regards to some areas of the service, people said they were happy with the overall service they received from the practice.

5 Service Provision

General information

- The practice is in a well populated area near a children's center, library and a school.
- The practice is based in the same building as Doctor Johns GP practice- a waiting room is shared.
- There are other services based within the health center including, a pharmacy and blood testing services.
- Parking for patients is difficult on local streets - for those who can use public transport, there is a bus stop close by to the practice.
- Entering the surgery is fully accessible with automatic, level access doors. The first impression inside the waiting area is how spacious and light it is. The seating is arranged in a comfortable way for patients and there was a TV monitor however this was not on.
- A 'self-booking in' screen mounted on a pillar near the reception desk.
- There was lots of information displayed around the surgery for patients to access if they wanted to.
- The surgery has a positive and open communication, working with the local pharmacy which is right based within the same building. It emerged through conversation Healthwatch had with one of the Pharmacists that prescription errors occasionally happen. However, being in such close proximity means they get resolved very quickly

6 Findings

Getting through to the surgery by telephone to make an appointment.

Out of the 23 people we spoke to on the day, 12 patients commented that they waited for less than five minutes to get through to the practice, six people said they waited between five- ten minutes and four people said they waited for over 10 minutes. One person did not indicate a specific time. Most patients felt they waited a reasonable amount of time to get through to the practice however four people said over 10 minutes was too long.

Routine appointments

Feedback shows that waiting times for a routine appointment varied, 12 patients said they waited for a week or less, two people said they waited between one to two weeks and seven people said they waited for more than two weeks. Those who waited for over two weeks felt this was too long.

Comments made by patients in regards to urgent and routine appointments.

- "I prefer to book by phone but sometimes appointments are all gone bit disappointed regarding emergency appointment, they also say all booked and my issue has increased because off delayed treatment"
- "Routine appointment is 1/3 month wait urgent."
- "This is the best GP surgery I have used. Very helpful"
- "Sometimes it takes a while to get through on phone".
- "Takes a long time for appointment"

Booking appointments

Patients said there are a number of different ways to book appointments including online, phone and face to face. However, the majority of people preferred to book their GP appointments by phone or face to face.

	Online	Phone	Face-to-face
What method are available at your practice to book a routine appointment?	17	23	23
What 2 methods do you to make a routine appointment?	11	22	13
What method are available at your practice for booking urgent appointment?	3	23	21
What 2 method do you prefer to make an urgent appointment?	9	22	14



Signposting



There was a poster displayed on the reception desk advertising the HUB service and advising patients of what to do if they needed an urgent appointment during evenings and weekends. However, when we asked patients if there was information within the surgery about any out of hours' services, 11 people said they have seen information within the practice and 11 said they had not. Some people commented that the poster about the Hub service needs to be bigger.

Booking in for appointments

The practice had a touch screen for patients to book in for their appointments. Most patients felt this was a good way of avoiding the queue.

Online Booking System

On the day of the visit, 10 patients told representatives they had not used the online booking system and 13 people said they had. Those who did use the service found it to be useful and quick.

Patients who had not used the online booking system, had various reasons:

- 2 people said they did not know this option was available,
- 1 person told representatives they did not have access to the internet.
- 3 people said they did not wish to use to
- 1 person said they had not set it up as of yet
- 3 people said they had not registered with it yet

How well patients were treated by the staff at the practice.

20 people described their GP as either excellent or good and two people said their GP was okay. In terms of nurses all the patients we spoke to described their nurse as excellent or good. 19 people also indicated that their receptionist was either good or excellent and three people said they are okay. None of the people Healthwatch spoke with indicated that they were treated rudely or with disrespect by the staff on the reception.

Having long enough time to consult with the doctor about health matters.

During the visit, patients shared their experiences with us, of those:

- 10 said the GP only dealt with one issue per appointment
- Five patients indicated this was not the case.
- Four person said sometimes the GP only addressed one issue but at other times he was quite happy to discuss more.

Healthwatch representatives also spoke to patients about the amount of time they had with the doctor and if they felt this was adequate:

- The majority of the patients (10) people said the GP gave them enough time to talk about their health concerns,
- Five patients said they were not given enough time to discuss all the issues
- Four patients said it was dependent on how busy the practice was.

Waiting at the practice to be seen by the doctor



Feedback on how long patients wait at the practice from their appointment time to seeing their GP varied. The results in the table below shows the results of what patients said.

How long did you wait to be seen:	Less than 10 minutes	Between 10-20 minutes	20-40 minutes	Over 40 minutes
When you have booked an urgent appointment?	7	7	5	1
When you have booked a routine appointment?	9	9	2	1

Patients who waited between 20-40 minutes were clearly dissatisfied with the waiting times, especially those who had experienced waiting for longer than 30 minutes. A few patients said when it was an urgent appointment they did not mind waiting between 30-40 minutes but they felt this was too long for a routine appointment.

Privacy

Concerns were raised that there is no confidentiality within the waiting room. Some patients commented that receptionists ask the medical reason for booking an appointment, but because the waiting room is open plan everyone else can hear what is said.



7 Recommendations

Overall, Healthwatch representatives felt that this was a positive visit based on the feedback provided by patients. Feedback suggests that patients were happy with the service being delivered by the practice. However, as representatives spoke with a small proportion of the registered patients, that consideration should be taken with some caution, given that there are recent negative comments about the service from other patients that were spoke to prior the visit.

We would like the practice to consider the recommendations below:

Recommendations:

- Clear and colorful information about the out of hours' services should be displayed on the information board, this information should include the GP Hub as well as the Walk in Centre and the option to call NHS 111.
- Continue to encourage patients to use the online system and advertise the system clearly on the display.
- Patients highlighted that there was no privacy when discussing private and personal information in the reception area. The practice should use the electronic screen to put a notice up informing patients that a private space is available should they wish to have a discreet conversation.
- There should be a consistent approach to enabling patients to discuss more than one health issue during an appointment. It is evident from the visit that this is done for some patients and not others.
- Some patients said they were not satisfied with the time they get to consult with the doctor, we suggest that if there are reasons why a person needs longer, that the practice sets longer consultations times to meet individuals' needs as this could prevent them from having to keep going back and would represent a better use of patient and doctor time resource.



8 Service Provider Response

We are pleased with the positive comments from our patients. With regards to the recommendations:

1. Out of hours service information - we have recently placed on the information board full information of alternatives to getting advice and being seen by a health professional. We have the 111 service, the minor ailments scheme by the chemist, the HUB, the walk in centre. We also hand out slips which list the contact numbers and hours of each service.
2. Our online access registration is growing daily. It is gradually proving to be very popular with patients. We have appointed an online administrator who is responsible for processing all online requests and speaking to patients as they come to surgery.
3. With regards to privacy at reception, it is an issue as it is open planned. We have placed a poster on the information board indicating we have a private room should patients wish to speak in private. We also have a practice policy that should any patient show hesitation on when asked for problem, we indicate it as personal. The reason we ask is to ensure they are booked with the right health care professional based on their symptoms.
4. We will address the issue with patients being able to discuss more than one issue during an appointment with our clinical staff. In the report it was commented how the waiting time for being seen is quite long sometimes, is due to the fact the clinician is dealing with complex cases. We regularly book double appointments for patients who inform us they wish to discuss a few issues.

Thank you for your visit and recommendations which we acknowledge and endeavour to improve.

Sincerely,

Kamal Kalkat

Practice Manager

Dr Kalkat's Surgery

Thames View Health Centre

Bastable Avenue, Barking Essex IG11 0LG

