

Enter and View Report

MGS Medical Centre
Announced Visit
25th January



healthwatch
Wolverhampton

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What is Enter and View

Part of Healthwatch Wolverhampton's remit is to carry out Enter and View visits. Healthwatch Wolverhampton 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 hospitals, residential homes, GP practices, dental surgeries, optometrist 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 Wolverhampton's 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 Wolverhampton's Safeguarding Policy, the service manager will be informed, and the visit will end. The local authority Safeguarding Team will also be informed.

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Provider details

MGS Medical Centre- Lowhill Practice

Address: 191 First Avenue, Lowhill, Wolverhampton, WV10 9SX.

Manager: Jaswinder Bhandal- jaswinderbhandal@nhs.net

Client type: GP Practice

Acknowledgments

Healthwatch Wolverhampton would like to thank the manager and all the staff for their co-operation during our visit.

Disclaimer

Please note that this report is related to findings and observations made during our visit made on Friday 25th January 2019. The report does not claim to represent the views of all service users, only those who contributed during the visit.

Authorised Representatives

Ashley Lovell, Lead Authorised Representative

Raj Sandhu, E&W Authorised Representative

Who we share the report with

This report and its findings will be shared with MGS Medical Centre- Lowhill Practice, Wolverhampton City Council, Councillors, Wolverhampton Clinical Commissioning Group (CCG) and Care Quality Commission (CQG). The report will also be published on the Healthwatch Wolverhampton website.

Healthwatch Wolverhampton details

Address:

Regent House

Bath avenue

Wolverhampton

WV1 4EG

Website: www.healthwatchwolverhampton.co.uk

Free phone: 0800 470 7944

Social media: HWWolverhampton

Healthwatch principles

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

1. **A 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 services:** 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 the visit

The purpose of this visit was to review the recommendations that were previously identified at the Enter & View visit that we carried out on the 7th December 2017.



MGS Medical Practice- Lowhill Practice

What we did

Upon arrival at GP Practice, Authorised Representatives made themselves known to reception staff. The manager greeted us and we continued with the visit talking to patients and relatives about their experiences.

Findings:

Environment

External

There is parking outside the building on the public road. There is also a car park at the rear of the building, however this is not easily visible from the main road. The entrance was well signposted and was easily accessible for all patients.

Internal

The waiting area was well maintained, the seating's for patients were in good condition, and however there were no chairs that had arms to support people standing up. There was clear signage around the building to support patients and where they needed to go. The waiting area and the corridors were free from clutter and there were hand sanitizers in the waiting area for patients to use. There was no sign of different kinds of verbal abuse in pictorial form. There was CCTV inside the building. The furniture and soft furnishings are in good condition.

Essential services

There were difficulties around getting an appointment especially first thing in the morning. Once you have seen the GP and they have to see you again, you need to go back to reception for rebooking because they don't always do it.

However, a patient rang the GP at 8.30am and was given an appointment at 10.30am but this patient has used the GP only a small number of times.

The Authorised Representative observed a patient coming 3 minutes late for their appointment and was told that the GP might not see them but was put on the system anyway and was seen by doctors after 10 minutes of arriving.

There was a queue of patients waiting to be seen by receptionist and there was just a person dealing with those patients, however there were other members of staff behind not doing much.

Access

As the patients were saying it is sometimes difficult to get an appointment at the time and date that you wish the appointment to be, however most of the patients said that they felt treated fairly by staff members.

Patients had access to interpreters for multiple languages if they needed them.

Safe, dignified and quality service

Patients felt at the GP and felt treated with respect and compassion from the staff members. Their dignity and privacy was maintained. Staff are friendly and helpful and address to their patients by their names.

Also, patients feel happier when coming at the practice because receptionists are more helpful.

Information

The information displayed is all word documented and there is no pictorial form to support patients whose English is not their first language, for example: zero Tolerance sign with a one page summary of the policy which was not easy to read.

Choice

Patients could choose the date and time of their appointments, however these might not be available all the time. They don't have the choice where to have the blood taken as in this practice they can't be done and they need to send patients to other places.

They can also book an appointment with 3 months in advance.

Being listened to

The patient was trying to see the practice manager and could not arrange an appointment through the phone and had to go in the practice to do this.

Being involved

Patients did not know about Patient Participate Group (PPG), so this shows that they were not really involved in their care and not really giving them enough information about the services that can be provided to them.

Recommendations

1. Information to be displayed in different formats that can meet all patient's needs.
2. Display the information about the process of how to make a complaint.
3. Have more receptionist staff dealing with patients in busy days.
4. Ask personal information in a more private and confidential place.
5. Display information about Personal Participate Group (PPG) in the practice.
6. Provide hand gel throughout the practice.

Provider feedback

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