

Enter and View Report

Bilston Health Centre - Dr Mudigonda
Unannounced Visit
11th February 2019



**Engaging
Communities**

Inspiring Change, Improving Outcomes

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

Address: Doctor Mudigonda's Practice, Proud's Lane, Bilston WV14 6PW
Practice Manager: Mohan Mudigonda
Client type: GP Practice

Acknowledgments

Healthwatch Wolverhampton would like to thank the manager, staff members and all the patients 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 Monday 11th February 2019. The report does not claim to represent the views of all service users, only those who contributed during the visit.

Authorised Representatives

Tina Richards, Enter & View Authorised Representative Lead
Raj Sandhu, Enter & View Authorised Representative

Who we share the report with

This report and its findings will be shared with Bilston Health Centre-Dr Mudigonda, Councillors, Wolverhampton Clinical Commissioning Group (CCG) and Care Quality Commission (CQC). The report will also be published on the Healthwatch Wolverhampton website.

Healthwatch Wolverhampton details

Address:
Regent House
Bath avenue
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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 gather feedback from patient's experience in the practice and observe the environment and information provided to them.



Bilston Health Centre-Dr Mudigonda

What we did

On arrival to Dr Mudiogonda we explained who we were and the reason for our visit to the receptionist, who then introduced us to the manager: Mohan Mudingonda.

We talked to the manager and also spoke to some patients about their experience at Bilston Health Centre-Dr Mudigonda.

Findings:

Environment

External

This building had a staircase and a ramp access which made it easy to access for all patients.

Internal

The building was clean and tidy. There were no leaflets shown about the complaints procedure, however the manager said that they are displayed on the TV screen. The lighting is bright in the building and felt spacious. There were chairs of various heights to adapt by the patient's needs.

There was an opportunity for patients to take part in free trainings for: First Aid, Health and Safety, Food Hygiene etc., which was displayed on the notice board.

Essential services

None of the patients that we engaged with were aware of the Patient Participate Group (PPG) and we did not observe any information on the notice board that promoted the PPG.

All the patients said they would like to know more about the PPG and maybe have a newsletter with more information about what is happening at the practice.

Access

The patients that the practice take is very diverse. All staff members have been trained on Equality and Diversity.

Patients stated that it is difficult to get appointments and "sometimes staff can be rude". They were unable to get an appointment if they did not tell the receptionist the reason why they had to see the GP which they found it "intrusive".

There was a delay of waiting time to see the GP that patient has chosen. There was lack of offer for the patient's choices of the time and date for their appointments.

Safe, dignified and quality services

There was a patient who had to talk to the doctor about personal needs and was not offered a side room by the receptionist while talking to them. The patient said that “i felt belittled”.

One of the patients stated that the practice had improved following a change of staff which had made patient experience more positive. The patients stated that the doctors and nurses were really good and treated them with respect and they were happy with the services they received.

The Authorised Representative did not observe any hazards that would put patients at risk.

Information

The Authorised Representatives could not find any information available to patients about the complaints procedure and there was no information on any of the notice boards. The manager said that all the information is displayed on the TV screen.

Choice

As the patients told the Authorised Representatives, there was a lack of patient’s choice. They were not offered a choice as to where or by who to be seen. They had the opportunity to choose the time of the appointment, however for this to be done they had to wait upto 2 weeks.

One of the patients said that they had a health condition and the staff member “did not seem to care”, they were trying to make an appointment to be seen and they had to wait for 4 weeks. If the patient asked about other appointments they were referred to another surgery. The patient was not aware of the complaints process.

The receptionist told us that the patients can have a same day appointment as long as they ring at 8am. Also, they can ask for privacy and the doctor can contact them to arrange that with them.

Another member of staff said that the patients can book an appointment upto 3 months in advance.

Being listened to

Patient feedback and complaints are reviewed by the practice manager.

There was a feedback from a patient about one of the receptionists. This problem has been resolved as the staff member no longer worked at the practice. This showed that the patient's feedback was taken in consideration. Its not know what lessons have been learnt from the patient feedback.

Being involved

The patients that participated in the Enter and View visit did not know anything about the Patient Participation Group (PPG) which can allow patients to have their say and get involved with the practice. No information was shown about Patient Participate Group (PPG) around the practice.

Recommendations

Overall the Authorised Representatives felt that the practice provided a good care service as the patients were saying.

There are a number of recommendations that we feel could help to further improve the patient experience:

1. Educate the staff on communicating Care Navigation to patients, so that patients are informed about the questions they may be asked when booking an appointment
2. Provide more information about the Patient Participate Group (PPG)
3. Ask patients about their own choices in terms of when they want appointments and who with
4. There seems to be discrepancies between what the patients are saying about getting appointments, as to what the staff are saying. Patients need to be better communicated with by the practice
5. Information about how to make a complaint or raise a concern should be made more accessible other than the screens in the practice
6. Provide a “You said, we did” or “we did not do because of..” feedback to patients about how their feedback is being listened to and acted on

Provider feedback

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