

Enter and View Report

Coalway Road GP Practice

Unannounced Visit: 14th January 2019

Published:



healthwatch
Wolverhampton

Healthwatch Wolverhampton, Regent House, Bath Avenue, Wolverhampton, WV1 4EG
Freephone 0800 470 1944

Email info@healthwatchwolverhampton.co.uk
www.healthwatchwolverhampton.co.uk

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 / Nursing Homes, GP Practices, Dental Surgeries, Optometrist and Pharmacies. Enter and View visits can occur 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 good practice 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: 119 Coalway Road, Penn, Wolverhampton, West Midlands, WV3 7NA

Manager: Lucy Bennett, Practice Manager

Acknowledgments

Healthwatch Wolverhampton would like to thank the Practice Manager, staff and all the patients for their co-operation during our visit.

Disclaimer

This report is related to findings and observations made during our visit that took place on Monday 14th January 2019 at 11:00-13:00. 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

Dana Tooby, Authorised Representative

Who we share the report with

This report and its findings will be shared with Coalway Road Practice, Wolverhampton City Council, Councillors and Wolverhampton Clinical Commissioning Group (CCG). 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 Social 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 reason why the service was chosen for an Enter and View visit taking place include:

- The results of the CQC inspection which was published on July 2018 which rated the service as requiring improvement



Coalway Road GP Practice

What we did

On arrival we introduced ourselves and we were asked to sign in. We then asked to speak with the Manager. We explained who we were and the reason for our visit. The manager introduced herself. We then used forms with set questions for patients, staff, and management who gave us their accounts of levels of care and experience using the eight principles of Healthwatch.

Summary of the visit

Overall this was a positive visit, and it was clear that the manager is dedicated to ensuring that patients have a good experience of the service. Patients reported that they had noticed a positive change in the practice since July. Patients reported feeling safe at the practice and that they were treated with respect. However, it was mentioned that patients can wait a long time to be seen after they arrive at the practice. They also didn't know how to make a complaint if they needed to or how to get involved in the Patient Participation Group.

Findings:

Environment

The external environment was in a good condition. The entrance was easy to access. There were a small number of car parking spaces at the front and rear of the building.

The waiting room was light and had plenty of space. The reception desk was positioned away from the main waiting area which gave more privacy to patients. There was a TV on the wall of the waiting area that was used for health promotion and to display the name of the next patient and the room they needed to go to. An audio call was also made.

There were numerous posters on the walls relating to different services and conditions to help patients. There was information displayed about the Patient Participation Group (PPG) inviting patients to get involved with the practice and the complaints procedure was also prominent. There were images of Wolverhampton from the past and a display of historic medical equipment which made an interesting focal point in the reception area.

Overall the practice provided a good environment for patients with no issues identified.

Essential services

The Authorised Lead met with the manager of the practice and was informed that there were generally five or six doctors on duty each day along with other health professionals such as nurses and Physiotherapists. For patients wanting to book appointments in advance, this can only be done to a maximum of 2 weeks.

Most people said that they were able to access appointments when they needed them. However, one patient said that it wasn't the case for them. Some patients mentioned that, **"...at one time you couldn't get an appointment when you needed them"**, but that things had improved. It was mentioned that some patients, after arriving at the practice for their appointment, sometimes had to wait a long time to be seen. One patient who we spoke to had been waiting 40 minutes over their appointment time. We were told that patients who needed a same day appointment had to call into the practice from 8:00am.

All the patients who engaged with us during the visit said that they had been referred to other services by their GP or had been signposted to other services such as Social Prescribing (connecting people in the community), and Thrive to Work (supporting those with long term medical conditions back in to work).

Access

The patients responded positively when they were asked if they were treated fairly. They said that they could be themselves when discussing their health needs. However, one patient said that they did feel discriminated against, but they were reluctant to go in to any detail. The manager explained that there is a private room for patients and that they did try to accommodate patient's needs as far as possible but that the patients had a responsibility to inform the practice of any support or access needs.

Safe, dignified and quality services

All of the patients said that they felt safe in the practice; and that they were treated with respect, compassion, and their dignity was maintained. They also stated that staff were friendly.

Most patients said that they felt their specific needs were met by the practice. One patient said, **"They are very good, they helped my relative with mental health needs."** However, others said that their needs were not met.

The manager informed us that any accidents such as falls are recorded in an accident book as well as on a NHS Trust website called Datix, which is monitored by the Trust. Complaints are dealt with by the practice manager in the first instance but are passed onto the Patient Advice and Liaison Service (PALS) if they cannot be resolved within the Practice.

Staff are not currently dementia trained but this is something that is being planned for as the Practice wants to deliver a dementia friendly service.

Arrangements can be made for an interpreter to support a patient that has pre-booked an appointment, but this is subject to availability from the Interpretation service for walk-in patients.

Information

The Authorised Representatives observed a variety of posters on the walls covering information on a range of medical conditions and health services. Some of this information was also displayed on the TV.

Whilst the majority of patients who spoke to us said that they had been asked about their communication needs, they had never been asked about their preferred communication method i.e. call, text, post or email. Of the people who said that they had been asked about their communication needs most felt that the practice did put steps in place to accommodate them whereas others stated that this was not the case. We had mixed response from patients about whether or not the practice gives them information about how to get involved, provide feedback or receive updates.

The manager told us that information about out of hours appointments is available on the website and that, being part of Vertical Integration (which links them to Royal Wolverhampton NHS Trust) gives them access to additional appointments. Appointments are available until 8pm each day and that weekend appointments are also available. The practice uses the Mjog text service to keep patients informed. However, this is dependent on patients providing their current number and informing the Practice of any changes to their contact details. Currently there are 5000 patient telephone numbers on the system but of these 2000 do not work.

Choice

The majority of patients stated that they were given a choice in the treatment they were given and which GP or health professional they saw at the practice. They also said that they were given a choice in which services/locations of service they are referred to such as which hospital they are referred to. Some patients said they have a choice in the day and time of their appointments, however, others said that that they didn't feel they do.

The manager explained that they will try to accommodate people's choice such as and when a patient is only available on certain dates or times, but that this is not always possible.

We were told that when a patient wants to see a specific GP this will be accommodated where possible and that patients can book up to a maximum of 2 weeks in advance to see a specific GP to avoid any clogging up of the appointment system.

Each GP has between 5-10 same day appointments available each day, these need to be booked from 8:00am.

Being listened to

We had a mixed response from patients when they were asked about being listened to. All of the patients who engaged with us said they felt able to ask questions if they didn't understand something and that and that they could raise concerns with staff if they needed to. However, not everyone knew how to make a complaint or felt comfortable enough to make a complaint about the service. Some people felt that staff would take concerns and feedback seriously while others didn't. The majority of patients felt that the practice didn't actively seek their views or feedback and others felt that if they did provide feedback to the practice it would not be acted upon.

There is a patient survey in the reception area and on the website in addition to the friends and family test. The practice also uses the Mjog system to text out surveys following appointments.

When asked how the practice communicates any actions or responses to feedback, we were told that this currently does not take place. It was that this may be something the practice should investigate putting in place.

Some patients who told us they were regular visitors to the practice said that they had never been asked to take part in any surveys.

Being involved

Almost all of the patients that engaged with us knew nothing about the Patient Participation Group (PPG). One of those who did know stated that they still did not want to be involved. Many of the patients explained that they were not really interested in joining as they were either too busy or had health issues. The majority of patients felt that their views were not taken in to account when discussing treatment or been asked to leave their feedback about the service.

PPG meets are held on a quarterly basis and information is available, which includes dates of the meetings. There is also information on the website and once the practice leaflets have been redesigned, they will include information about the PPG. We were told that the practice does call regular patients to see if they are interested in being involved.

Additional comments

The practice has had a new practice manager in place since July who has made some changes including increasing the number of appointments. Indeed, some patients did state that they had noticed a difference since July and that there had been a positive change.

Recommendations

Overall Authorised Representatives felt that this was a positive visit and it was clear that the practice is keen to deliver excellent patient care, choice and involvement. It is also recognised that there has been changes since July when the new practice manager came into post.

There are a number of recommendations and these are:

1. Take steps towards increasing engagement with patients in order to gain an understanding of their needs through surveys etc.
2. Use the TV, leaflets, newsletter and/or other means to improve communicate with patients about issues such as the appointment system; explaining what levels of flexibility, what support is available etc;
3. Ensure that information about patient involvement is clear, visible and accessible for patients.
4. Implement a system such as, “You said, We Did” to inform patients about what actions the Practice is undertaking or considering that is based on information gathered from patient feedback
5. Ensure that the practice is communicating with patients through their preferred method of communication

Questions

1. What steps are the practice taking to ensure that they have the correct contact details of patients on their systems?

Provider Feedback

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Wolverhampton

Regent House
Bath Avenue
WV1 4EG

www.healthwatchwolverhampton.co.uk
telephone:0800 470 1944
email: info@healthwatchwolverhampton.co.uk
Social Media: [HWwolverhampton](#)