

# ENTER AND VIEW

## *Unannounced Visit*

### *Tudor Medical Centre*

*27<sup>th</sup> July 2018*

Part of the Healthwatch Wolverhampton 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, optometrists 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 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 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 safeguarding policy, the service manager will be informed and the visit will end. The local Authority Safeguarding team will also be informed.

## **Tudor Medical Centre**

Service Address: 1 Tudor Road, Heath Town, Wolverhampton, West Midlands, WV10 0LT

Manager: Dr S Agrawal

## **Acknowledgements**

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

## **Disclaimer**

Please note that this report relates to findings observed during our visit made on Friday **27 July 2018**. The report does not claim to be representative of all patients, only of those who contributed within the restricted time available.

## **Authorised Representatives**

Ashley Lovell, Engagement and Information Lead,  
Rose Urkovskis, Authorised Representative (Lead)  
Mary Brannac, Authorised Representative

## **Who we share the report with**

This report and its findings will be shared with Wolverhampton City Council, Care Quality Commission (CQC), Wolverhampton Clinical Commissioning Group (CCG), Healthwatch England, and NHS England. The report will be published on the Healthwatch Wolverhampton website.

## Background

Intelligence gathered in the last twelve months was from patients unable to access timely appointments and in particular getting an appointment with the Doctor of choice. Also being able to have consistency in care by seeing the same Doctor for further appointments as necessary. Some concerns were raised about inappropriate comments made by a minority of Doctors linked to Equality, Diversity and Inclusivity.

Tudor Medical Centre Practice has 17,349 patients registered (NHS choices website 30 July 2018). The Centre is open five days per week with four surgeries available to 5.30pm and one early surgery starting at 7am on Thursdays. The practice has the highest under five year olds in the district. The Centre is a training facility for junior Doctors.

Nearby Heath Town Medical Centre was inspected under section 60 of the Health and Social Care Act 2008 January 2016 and was judged with an overall rating as Inadequate. As a result, the Centre was put in Special measures and joined the Tudor Medical Centre in December 2016 bringing one Doctor and approximately 2,445 patients. Prior to the move initiated by CCG and NHS England there was a consultation period between May and December 2016 which was led by a NHS communications specialist involving consultation, posters and press campaign.

## What we did during the visit

### Environment:

*Time was spent observing the general environment of the Surgery waiting area as well as looking around the various surgery areas including the new build which is almost complete.*

### Patient Experience:

*We spent time with the patients gathering their experiences whilst they were waiting to see the Dr/nurse.*

## Staff

*The Authorised Representative Lead spent time with two members of the senior management team gathering evidence as well as the secretaries responsible for sending out letters for referrals and one member of the Reception team.*

## Privacy and Dignity

*We wanted to observe how privacy and dignity is maintained within the Surgery.*

## Summary Findings:

The following key observations and comments were made:

The Authorised Lead met with two of the senior management team and was shown the appointment booking system. There was on average five or six Doctors available with other clinicians for specialist appointments such as Diabetes etc. There were a number of appointments released to be booked in advance, some left available to book on the day and a few more appointments available for emergencies released as needed. The schedule shown had appointments available and this was confirmed by the Receptionist who said that in the majority of cases it was her experience that patients did see the Doctor of choice, where it was not possible an alternative Doctor was offered and if the patient wished to travel to another surgery an appointment could be offered where their Doctor of choice was on duty.

The senior management team were very enthusiastic about the quality of care offered and have a vision to continually improve facilities and opportunities to improve patient care. They have a vision to regenerate the area which is much needed and have recently bid for funding from CCG and NHS England to provide a purpose built centre to extend their offer to include Health and well-being, Dental and Ophthalmology facilities. They are aware that the car parking facilities that serves the Practice in its current position is not fit for purpose and the proposal for a purpose built centre would incorporate this. However, they were not successful in gaining any funding and so to ensure that they further develop the facilities and patient care the Practice has invested 720k in to extending the current facilities. This will provide three more consulting rooms and offer more facilities to their patients. They have engaged with Dr Sarah Jarvis medical broadcaster to launch a campaign with the patients at Tudor Medical Centre. She will be visiting the centre and there are videos to run alongside the launch to encourage patients to take more care of their health and well-being.

The senior management team are passionate about offering choice for patients and the secretaries at the practice send information to patients that have referrals. The letter was viewed along with the system used for referring patients. There were no leaflets explaining patient choice on display however there was an extensive array of patient information leaflets available such as GP online services,

Stroke, Back pain, Alzheimer's, Eye testing etc. The Receptionist thought that they had a delivery of new leaflets that they had not had chance to put out yet. The Reception area has recently been repainted and refreshed as part of the refurbishment project so they were still in the process of displaying information. There is also a large 'Patient Information' folder which includes different conditions and symptoms, causes and treatment. Also information for new mothers on vaccinations etc.

Patient feedback is valued by the senior management team and there is a system in place where the Doctor at the end of the appointment will ask for feedback. The results for the past few months was shown and there was over 95% satisfaction. The results from these surveys are displayed as a Family and Friends poster in the waiting room. It was not clear on the number of participants.

On the NHS Choices website 91.8% of patients had the confidence in the Doctor they saw. 22% of patients said they saw the Doctor they wanted to see (30 July 2018). There were also ten reviews on the site eight were negative and two positive. The majority of concerns related to appointments and customer service in booking appointments. The reviews were dated between 2016 and 2018 and the only response from the Practice was dated March 2018. The senior management team acknowledged that it was easier if concerns were raised directly to the Practice so they could be dealt with appropriately. They have found that the latest National Survey showed an improvement in patient satisfaction and they had the fewest number of complaints this year. All complaints were dealt with thoroughly externally through CQC in line with legislation and the ones viewed during the visit were not upheld.

There is diversity in the patients that are registered to the Tudor Medical Centre and also the Doctors. All staff have mandatory e-learning training annually which includes equality and diversity. The training is monitored by the management team and referred to during annual staff appraisals.

The day of the Enter and View visit was the hottest day in a long spell of a heat wave, the waiting room was very hot and several patients were physically struggling with the heat, having to leave the waiting room and stand outside. The windows were closed there were no fans for patients or water provided. The senior management team responded very quickly to the observation directing the Reception team to open the windows and door.

The external environment was in good condition with clear signage. There is a disabled entrance off the carpark but the main entrance has steps and a ramp. The ramp is narrow and steep one patient did struggle and was helped by one of the

Authorised Representative. Parking was observed as an issue during the visit which senior managers are aware.

The waiting room is light and well decorated it has a TV screen on the wall displaying the names of patients and room number to go to with a sound to alarm that information has updated. There is also information displayed around a range of topics sleep apnea, mental health awareness, anti-biotics and zero tolerance to violence towards staff. There is also scrolling information showing any delays in waiting times.

There is a self-check in point which has multiple language options and a separate prescription pick up point before the entrance to the main waiting room.

Due to the number of seats in the waiting room it was observed that it was difficult for pushchairs and anyone with mobility needs to navigate around the room.

There is a poster showing how many 'Did Not Attends' the senior management team are aware of the impact of non-attendance on appointments that could be scheduled and send warning letters to those offenders. They also use a text system to send reminders which can be time consuming with a cost associated but necessary to keep the numbers to a minimum.

There was a meet the team poster in the waiting room with photographs and roles. The Practice mission statement, complaints procedure, CQC rating, information on chaperones, baby changing facilities is also displayed.

## **Comments from patients and observations:**

**The majority of patients were called in quickly to see the Doctor and appointment waiting time was minimal.**

One patient who moved to the practice due to their GP moving to the Tudor Medical Practice purported that they were not consulted and no choice was given.

Another patient had accompanied a family member to interpret, when they are not available the Practice will arrange for an interpreter. The whole family use the Practice and are all generally happy. Question related to Safe, Dignified and Quality service response was occasionally they are not addressed by name dependent on circumstances and how busy they are.

Another patient purported that it is difficult for English people to pronounce their name so they understand and would not complain. This family also felt that they were not able to access additional services. Their child was ill and they didn't get back results the Doctor looked up diagnosis on the computer.

Another patient had been seeing the same Doctor for forty years with no complaints.

One patient did not know how to access out of hours' care and had not received any communication from the Practice for anything.

Another patient stated that if you want an appointment you need to call at 8am that same day if not the waiting time is 3 weeks. If she needs to access other services, the Practice contacts by telephone.

One patient said that they were not asked if they had communication needs which would have been useful.

One patient went to an appointment for herself with her child with her but came out and had to make another appointment later that day to get a GP to see her child as it was practice for the Doctor to only see the patient that is named on the appointment. The Receptionist repeatedly told the patient she had missed the appointment but the patient had been in to see a GP for her personal appointment.

## **Recommendations and Follow - Up Action**

The Authorised Representatives would like to suggest the following recommendations arising from the visit.

Review the patient feedback facility and have the option for patients to complete the survey from the waiting room. This would ensure all patients have the option not just those directed by the Doctors.

Introduce a 'Patients have your say' facility so that they can be encouraged to voice concerns and positive experiences with the option to have a conversation with someone who would resolve their issues. As a result, you could promote 'You said, we did' which would encourage patients to come forward rather than anonymise reviews. This may improve communication between patients and the Practice.

Give responsibility to senior Receptionist to oversee customer experience. This would include comfort, temperature and mobility around the waiting room. Whilst senior managers are proactive about providing excellent care beyond the waiting area the Frontline experience is in need of review and senior managers can't manage this as well.

Review privacy of patients when they are speaking to Receptionists. It is possible for everyone to hear discussions of a personal nature as they are being questioned.

# Provider Feedback

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