



**Enter and View Report**  
**Wellington Medical Practice**

Chapel Lane, Wellington,  
Telford, Shropshire TF1 1PZ

31<sup>st</sup> July, 2014

Name of Service Provider	Wellington Medical Practice (WMP)
Name of Premises Visited	Wellington Medical Practice (WMP)
Location / Address of Premises	Chapel Lane, Wellington, Telford, Shropshire TF1 1PZ
Service Provided	Doctors/GPs, NHS GP practice and Clinics
Date of Enter & View Visit	31 <sup>st</sup> July, 2014
Time and Duration of Visit	15:30, 1.5 hours
Type of Visit	Un-announced

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## 1 Management Summary

An unannounced visit was made to Wellington Practice by three Enter and View representatives to undertake a pilot survey in association with other local area Healthwatch and NHS England local area team. The purpose of the exercise was to interview patients to gather information about their experience in relation to access at the surgery

	Healthwatch Summary	Service Provider Response
1	Patients we spoke to were generally unhappy in the way the appointment system works, with many of them stating that they wait long periods on the telephone and often are informed that appointments are fully booked	Since introducing the present appointment system, the number of complaints regarding access to appointments has dropped dramatically. Our survey indicated that 73% of patients (203 responses) are happy with the system and are pleased to have the opportunity of speaking to a GP in the first instance
2	Patients described the present appointment system as inflexible and not being sensitive to their individual needs	The practice continues to monitor the requirement of patients' individual needs. Where it is possible amendments are made to the system in order to meet those needs

	<b>Healthwatch Summary</b>	<b>Service Provider Response</b>
3	Concerns were raised at patients having to divulge personal and confidential information to the receptionists before they heard from a doctor about an appointment. They stated that often they were very embarrassed in having to give this personal information over the telephone especially if they were at work in the presence of colleagues	The reception team are trained to ask if the patient would like to give a reason for the call
4	Questions were raised as to why a surgery could not be established at a time that is suitable for people in full time work	The practice has an evening surgery on a minimum of one evening per week. Patients have the opportunity to book GP, Nurse and HCA appointments
5	Observations made at the time of the visit highlighted a lack of awareness of the mobility needs of visually impaired patients within the practice	
6	A request was made for the practice to consider the reintroduction of a drop in service for appointments with the practice nurses. They stated that this has ceased and was a service that was greatly appreciated by patients	The practice previously operated a nurse led 'drop-in' minor illness clinic with one of the practice nurses. However, despite promoting the service, it was not well used by patients. It is hoped to reintroduce a limited service in the future with a Nurse Practitioner
7	During the interviews it was noted with concern that in the first floor waiting areas, all confidential discussions between Doctor and patients could be heard by anyone sitting in the waiting room area. This clearly needs to be addressed as soon as possible to prevent a breach of confidentiality occurring	The practice accepts the speaker system being out of order has created some issues; however it is anticipated that this will be resolved in the near future
8	The appointment system does not provide a seamless service for those patients who have been referred from hospital to doctor for treatment. One 94 year old patient was asked to go home and ring in before she got an appointment. This resulted in the patient becoming extremely stressed	The appointment system does provide a good service for patients who are referred back to the GP. As with all systems it relies on good communication between hospitals and the surgery. On this occasion that appears to have failed. WMP have discussed the need for appropriate communication at the September reception/admin team meetings

## 2 Recommendations for Improvement

	<b>Healthwatch Recommendations</b>	<b>Service Provider Comment</b>
1	Take appropriate action and look at ways in which the first floor consultants room can be sound proofed to ensure that patients consultations are conducted in a confidential manner	Speakers to be replaced in the near future
2	Undertake a review of the current appointment system in order to provide a service which is more sensitive to the needs of patients and explore the feasibility of re-introducing a drop in appointment system for patients to see practice nurses	2a. The Dr First project team continue to meet monthly to enable us to review the service to patients and where possible adjust the service to meet the needs of the majority of patients.  2b. See HW7 above. This is a service we hope to introduce early in 2015. We will be conducting a patient survey to help with our planning.
3	Explore the feasibility of introducing a surgery which can accommodate the needs of patients who work full time	The practice offers an evening surgery which enables patients to book appointments with a GP, Practice Nurse or a HCA
4	Ensure that patients telephone calls to reception seeking appointments are answered promptly and that patients are not inconvenienced by long delays.	The practice is currently reviewing the various work streams and flexible work patterns with current staff to ensure maximum numbers are able to answer telephone calls at peak times
5	Ensure that all Doctors and staff are aware of the needs of disabled patients whilst visiting the practice for consultations	The practice team are kept aware of the needs of our disabled patients during the various regular team meetings
6	Examine appointment system to look at ways that patients can be given appointments with their preferred doctor, or ensure that patients are aware of how they might make an appointment to see their preferred doctor if the facility already exists	See 2a above. The practice is aware of the need for good communication with patients

### 3 Introduction

#### 3.1 Healthwatch Telford and Wrekin

Healthwatch Telford and Wrekin Mission: “Make health and social care services as good as they can be by being an independent, volunteer led community organisation”. As a new independent consumer champion for health and social care services, Healthwatch Telford and Wrekin has been established to represent the views - the voice and influence of the public, to help make sure that local people who use the services get the best out of local health and social care delivery, help to improve those services, and their future development. ‘Enter and View’ is a statutory power that Healthwatch Telford and Wrekin have at its’ disposal. This allows our authorised representatives to enter health or social care provider premises and see for ourselves how NHS or Telford and Wrekin Council-funded services are being delivered to those who receive the services.

#### 3.2 Service Information

Type of Service	Doctors/GPs, NHS GP practice, and Clinics - Services for everyone (Diagnostic and screening procedures, Family planning services, Surgical procedures, Treatment of disease, disorder or injury)
CQC Details	Last inspection 1 August, 2013; met all standards Latest CQC Inspection Report: <a href="http://www.cqc.org.uk/location/1-558986350">http://www.cqc.org.uk/location/1-558986350</a>
NHS Choices Service Webpage	<a href="http://www.nhs.uk/services/gp/overview/defaultview.aspx?id=36411">http://www.nhs.uk/services/gp/overview/defaultview.aspx?id=36411</a>

#### 3.3 Wellington Medical Practice

WMP currently has approximately 16,000 registered patients. Staffing levels consist of 7 Doctors, 2 Advance Nurse Practitioners, 3 Practice Nurses, 2 Health Care Assistants and 1 Treatment Room Assistant.

The practice offers a comprehensive service which includes: asthma clinic, child immunisation and other clinics. They also provide In house counselling by referral, phlebotomy, travel health and vasectomy.

The premises are of modern design, spacious with very good access which allows easy access for non-ambulant and wheelchair users. Ground floor consultation rooms are accessible to everyone.

There are two reception desks in the main waiting area; one for prescriptions and the other for appointments. There is disabled toilet provision on the ground floor. The appointment area was closed throughout the period of the visit. There is also an independent pharmacy directly adjacent to the ground floor waiting room.

Patients are alerted to their appointments by an automated screen. The consultation rooms are directly off the ground floor waiting area. There is a lift to the first floor consultation rooms, and a smaller waiting area and toilet provision on this floor.

WMP currently offers the following services:

- Childhood Immunisations
- Chronic Disease Care
- Contraceptive Services

- Flu Vaccinations
- Midwife Clinics
- Phlebotomy
- Shingles Vaccination
- Smear Clinics
- Stop Smoking
- Travel Services
- Yellow Fever Clinic

### 3.4 Purpose of Visit

To undertake a pilot survey for a piece of research across the NHS England local area team region (Shropshire/Staffordshire) which will look at patient access to GP appointments.

The planned unannounced visit was to take place at Wellington Medical Practice on 31 July 2014.

### 3.5 Approach

Three trained briefed Authorised Enter and View representatives were assigned to this project of 'Enter and View' to put together a picture of what people think of the service provided at Wellington Medical Practice. Patients within the ground and first floor waiting areas were to be interviewed and complete NHS survey questionnaires about the services being delivered in the practice. This gave us a feedback of care provided at the Medical Practice from the perspective of the people using it. It should be remembered that 'Enter and View' is an engagement tool performed by Healthwatch trained lay-volunteers, and is not an inspection.

The Enter and View team arrived at the Practice at 15:30 on July 2014. The lead officer introduced the Enter and View team members to the receptionist and outlined the purpose of the visit. A letter of introduction was then presented for the attention of Mrs McGregor the practice manager. We were informed that she was away from the practice on a training course. The letter was then given to a senior member of the nursing staff who stated that she could not agree to visit going ahead and could we return the following day. She then questioned as to why they had not received any notification of this visit. The lead officer informed her that this was an unannounced visit and that they had a statutory duty to undertake the visit.

A request was then made to present the letter to another partner within the practice. We were informed that the only other partner on the premises was acting as duty doctor. After a brief discussion it was agreed to give the letter to the doctor and on her return she proceeded to outline the Health and Safety procedures in operation on the premises. We did not receive any acknowledgement or agreement that the partner had agreed for the visit to proceed.

The lead representative confirmed that the team would proceed with the visit and that they would be interviewing patients in the ground floor and first floor

waiting rooms. The interviews with patients commenced at 15:45 and were completed at 17:00

## 4 Findings

The survey which was completed by 15 patients primarily focussed on the appointments system in operation within the practice. The majority of patients stated that they were unhappy with the current system and provided us with the following responses:-

### 4.1 Survey Comments and Observations made during the visit

#### 4.1.1 Comments from Survey

The Survey which was completed by 15 patients primarily focussed on the appointments system in operation within the practice. The majority of patients stated that they were unhappy with the current system and provided us with the following responses:

- They stated that the current appointment system called Doctor First is not meeting their needs.
- Patients stated that they call in as is required early morning and are often kept on hold for over half an hour or more and told there is no appointments left and they have to wait until the next day.
- A more personalised service would be better and allow you to see a GP you are familiar with. Several people interviewed stated that they do not have a designated doctor.
- Appointment system not understood by some patients interviewed. They found the receptionists fairly to very helpful, but added that it is the appointment system that they are unhappy with, not the receptionists.
- One parent stated that they receive prompt appointments when she rings up for her children.
- All patients indicated that they were satisfied with the service provided by the medical staff.
- No allowance or service provided at a time suitable for those who work (evenings or weekends)
- Seems to me some staff do not pick up the telephone when you are trying to make an appointment.
- There was a drop in service to see the nurse which a patient valued. This has now ceased.
- Appointment system appalling. Cannot get an appointment going through receptionist.
- A lot of patients stated that they are reluctant to discuss personal details with the receptionist. One lady interviewed stated that when she rings

up from work for an appointment she finds it difficult and embarrassing having to discuss private and confidential issues in front of her work colleagues

- I find the appointment system frustrating and long winded, having to give all details relating to my illness to the receptionist and when the Doctor rings back. I have to go through this all over again.
- When given an appointment, I do not have any choice of which doctor I see.
- One 94 year old lady who had been brought from hospital by her daughter was told by the hospital to go straight to her GP and give him/her a letter outlining her needs. She was informed by the receptionist to take her mother home and telephone for an appointment. She was given an appointment when she called, but could not understand why they sent her home first and that this had caused her mother great stress.
- A patient said that if the Doctor suggests a follow up appointment there is no way of booking it in advance. You are told to ring up the following morning to try and get an appointment.

#### 4.1.2 Observations

- Whilst interviewing a patient with no sight. It was evident that he could not see the appointment screen which informs patients when it is their turn to see the doctor. Having apparently missed his call. A doctor suddenly appeared some distance away and shouted the patient's name. He did not realise the patient was visually impaired and I escorted the patient to the doctor.
- It was noted with some concern that whilst in the first floor waiting room conversations between patients and the duty doctor could be overheard. This is potentially an issue that could lead to a breach of confidentiality between Doctor and patient.
- Good information available to patients on notice boards within both waiting room areas.
- Appointment desk was closed with security shutters down throughout period of visit.
- Good access to those patients who are confined to wheelchairs throughout the whole of the ground floor of the premises

Healthwatch Telford and Wrekin

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