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Tollgate Medical Centre

January 2024

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	<p>appointment scheduling, waiting times, and follow-up care.</p> <ul style="list-style-type: none"> • Check the availability and clarity of informational materials provided to patients about services, health conditions, and preventive care. <p>4 Observe Care Practices:</p> <ul style="list-style-type: none"> • Observe interactions between staff and patients to ensure that care practices uphold patients' dignity, privacy, and respect. • Identify best practices and areas for improvement in patient care and service delivery
<p>Surgery Demographic</p>	<p>There are 18,500 NHS patients registered for the surgery.</p> <p>Appointment Management</p> <p>Patients can book appointments via the telephone, online via the Rapid health system. Rapid Health can be used to access self-care information, submit medical and administrative requests, and even register new patients to the surgery. The reception team answer the phones but if the phone time is long then other staff members will help to bring down the waiting time.</p> <p>The surgery has a new platform available to help protect their staff and patients – it is called eConsult. eConsult is an available online consultation provider – available to help manage patient's conditions & symptoms, from the comfort of their own home.</p> <p>The surgery opening times are 7:00am-6:30pm, the Practice opens at 7am but the phone lines do not open until 8.30am during the week. The surgery offers face to face and telephone appointments to all patients when they call the surgery.</p>

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The entrance to the surgery consisted of a reception area with advice about patient information leaflets, a staff board with pictures and names and other services available from the surgery. There was a waiting area to the side of reception where patients could wait for their appointment with a blood pressure machine self-check. The waiting room had two television screens showing health and wellbeing advice but also displayed patients' names and room number so the patients could see and hear when their appointment was and where to go. There was a patient self-check-in area next to reception where patients could easily check in to their appointments and take their seat in the waiting area without using reception. This was observed during the visit to avoid patients waiting at reception.



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<p>Patient Interactions</p>	<p>We observed some different interactions during the visit. One involved a patient asking for support at reception with an appointment and the receptionist was polite and helped the patient with their query by looking up the relevant details and getting back to the patient promptly. Another member of staff was observed speaking to a patient on the phone and was professional and courteous.</p> <p><u>Patient Involvement</u></p> <p>The surgery promotes patient involvement in different ways. There is an online survey for patients to complete to ensure that they are having their voices heard. There is an active practice management team regularly either virtually or face to face. Patient Participation Group (PPG) running, the group also meet with the member of the group, they will receive e-mail requests inviting you to complete surveys about the practice, newsletters and other information regarding our practice patient services.</p>
<p>Patient feedback</p>	<p>Healthwatch spoke to twelve patients during the visit</p> <p>How did you find making your appointment?</p> <p>Five patients out of twelve said they had booked their appointment via the phone line. “I called at 8:30 and used ring back. I got a call back, it was great.” “It was good, not long to wait.” Seven patients mentioned they had booked their appointment via the online system. “It was very difficult well for them”</p> <p>Do you feel that you receive care and treatment that meets your needs?</p> <p>All twelve patients spoken to during the visit were happy with the treatment they had received during their visit. “it’s really good here.” “Good, can’t fault them, it’s hard to see the same doctor all the time but I don’t mind.” “They have always been good with my kids.” “Routine appointments such as blood test are very good.” “I’ve had good service compared with other surgeries; I know everywhere can improve but its good here. ” No negative feedback regarding care and treatment was gathered at the time of the visit.</p> <p>How do you rate the communication between yourself and the surgery?</p> <p>Ten patients out of twelve spoken to on the day confirmed they were happy with the communication they are receiving from the surgery. There were mixed forms of communication mentioned including coming into the surgery to ask a question, text message service, phone call and the app. “Prescriptions online with texts work well, appointment text reminders work well too. Two other patients complain about lack of communication from</p>

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the doctors and nurses.

Do you know about other services your surgery offers and clinics?

All twelve patients know about the service and how to access it.

They were about to state some of the services: “Antenatal, Bloods test, BPAS (For pregnancy options advice and abortion treatment), Child development, counseling, Health visitors and children’s services and more.

Do you think the premises are well maintained, accessible and clean?

On the day of the visit all twelve patients were generally happy with the surgery and how well maintained it was. However, a few comments came out around space.

“To expand the waiting area will be great, as you can see today it can be quite crowded when everyone is in the waiting area.” “It would be nice for the kids to have something to play with or a television to watch, unfortunately we don’t have it here, and this will be a great improvement.” “I feel the announcements are good and clear so patients can see and hear who is up next, patients are not sitting around for a long time, they are seen quite quickly.”

Do you know how you can provide feedback on your care and treatment?

Four patients said they wouldn’t know where to go or how to provide feedback, but some noticed at the time of the visit a sign in the waiting is telling patients how they can voice any concerns or feedback they have. “No. but wait you can send in an email: I’ve just read the sign on the wall over there. seven of the patients said they would either attend the surgery or just speak to someone on the day of my visit.”

“There’s a feedback form on the website.”

“We are always asked if we would like to join the patient participation group so we can give feedback.” One didn’t answer this question.

Any other comments and feedback

- “I’ve used a call back service twice. That’s good.”
- “I’m getting a pretty good service.”
- “Quite happy to be honest. Easier to get an appointment that at many other places that I hear about.”
- “Update the notice board with current information”
- “To improve on the online booking”
- “They’re very efficient, very friendly and very helpful. Reception always helps you to fix problems – they don’t send you away to try and fix it yourself.”
- “The receptionists are very good.”
- “The service is very good. The staff are pleasant. There’s nothing negative at all.”
- “It would be nice for the kids to have something to play with or a television to watch it will be a great improvement”

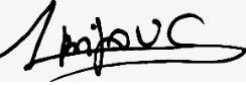
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<p>Staff feedback</p>	<p>Healthwatch spoke to four members of staff during the visit.</p> <p>Do you have enough staff when on duty?</p> <p>Three members of staff agreed that they always have enough staff on duty, and they will help each other out where necessary. One of the doctors say not quite enough staff. The use locum for doctors, doctors and nurses strict make the work difficult for the staff and the surgery.</p> <p>Do you feel supported to carry out a person-centred experience?</p> <p>All four staff members spoken to be all complimentary about the support they receive from management and the team has a strong bond, from nurses, doctors, Healthcare assistant and admin staff.</p> <p>“One of the senior staff members been working at the surgery for more than 25 years stated that working here is a blessing I feel well supported, it is always ongoing support as well.”</p> <p>“I feel very supported in my role, I feel we have a great team.”</p> <p>“We have regular check ins, and any concerns are sorted there and then.” The staff members also talked about how they always have an on-duty doctor available during the day so they can go and ask any questions or advice.</p> <p>“There is always a duty doctor on site every day so If we have any concerns or questions we can go to them; they are so lovely.”</p> <p>Comments were made regarding how to improve this, and all staff members said that the management is always striving for the best, so they are always trying new ways to provide the best care.</p> <p>Do you feel you have enough training to carry out your duties well?</p> <ul style="list-style-type: none"> • “Yes, we are always encouraged to do as much training as we like, business manager wants us to upskill in all areas.” • “We do a lot of training.” • We do our training annually only and inhouse appraisals • “Yes, we can do further training if we want, business manager sends out courses all the time and encourages us to develop on our interests.” <p>What is your experience of working here?</p> <p>All four members of staff (nurse, doctors, and business manager) were Complimentary about the surgery, and many stated they had worked for the surgery for several years.</p> <ul style="list-style-type: none"> • “Exceptional, I feel fully supported and we are a very proactive surgery.” • “The business manager is hot on what we should be doing and improving on • and always listens to us and the patient’s ideas.” • “I’ve been here a long time; I feel incredibly supported”
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	<ul style="list-style-type: none"> • “The team is amazing; you can approach anyone here.” • “The work life balance is incredible; I feel so lucky.” • “The staff have a voice and I feel listened to; any concerns are addressed. <p>Are there any changes that can be made to improve the patient experience?</p> <p>During conversations with staff members, it was apparent that the surgery is putting things in place regarding staff and patient feedback one of the staff members mentioned that the surgery need to recruit more GP’s; they don’t have enough on duty. Patients should take ownership; advise, access the online service more, and the pharmacy service. “I feel we do everything that is brought up by patients and we really listen to their ideas and action, them where appropriate.”</p> <p>“We are always striving to be better, and we are very patient led in that.”</p> <p>” When talking to staff members they spoke about the patient participation group (PPG) and how involved some of the patients are with this service.</p> <p>“We have an active PPG, and we have a few active members now.”</p> <p>“We always talk to the patients about plans and how they would like the surgery to run and operate.”</p> <p>Any other comments?</p> <ul style="list-style-type: none"> • “We have regular appraisals and regular staff meetings which they all enjoy.” • “We are always asked what we need, and any relevant information is passed onto the appropriate team”. • “Staff health and wellbeing lead is fantastic”, • “They encourage us to move around more, and they bring external providers in to support us.” • “We are very positive; we want to ensure everyone’s needs are catered for and everyone feels valued.” • “We have very clear policies and practices in place, that’s why we all work so well and appreciate everyone in the team.” • “Very satisfactory
<p>Recommendations</p>	<p>During our observation we noticed the notice board had very few leaflets, we spoke with the business manager that mentioned that most of their information is now online, we support the idea to have leaflet displays on the notice board also in different language.</p>

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Provider Response	
Signed by Healthwatch	 Nicole Bello
Dated	03/07/2024