



Arrival Practice
Enter and View Report
June 2018

Introduction

Local Healthwatches have been set up across England to create a strong, independent consumer champion with the aim to:

- Strengthen the collective voice of citizens and communities in influencing local health and social care services to better meet their needs.
- Support people to find the right health and social care services for them by providing appropriate information, advice and signposting.

Healthwatch Stockton-on-Tees works with local people, patients, service users, carers, community groups, organisations, service providers and commissioners to get the best out of local health and social care services. This doesn't just mean improving services today but influencing and shaping services to meet the needs of the local communities tomorrow.

Healthwatch Stockton-on-Tees is steered by a Board of volunteers, commissioned by the Local Authority and accountable to the public. Healthwatch Stockton-on-Tees are the only non-statutory body whose sole purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak-out on their behalf.

Healthwatch has:

- The statutory right to be listened to; Providers and Commissioners must respond to Healthwatch within 20 days of submission of requests for information or reports.
- The statutory power to Enter & View publicly funded health and social care services.

A statutory seat on the Health and Wellbeing Board.

What is Enter & View?

Enter & View visits are conducted by a small team of trained volunteers, mainly accompanied by trained staff. The 'Authorised Representatives' conduct visits to any identified publicly-funded health or social care premises, to see and hear how people experience the service, and to observe the quality of the service being provided. These visits enable Healthwatch to develop an understanding about the service and make recommendations for improvement. The visit also provides the opportunity to identify ways in which "best" practice can be shared.

An Enter & View is an opportunity for any Local Healthwatch to:

- Enter publicly-funded health and social care premises to see and hear first-hand experiences about the service.
- Observe how the service is delivered, often by using a themed approach.
- Collect the views of service users (patients and residents) at the point of service delivery.
- Collect the views of carers, relatives and staff.
- Observe the nature and quality of services.
- Collect evidence-based feedback.

- Report to providers, the Care Quality Commission (CQC), Local Authorities, Clinical Commissioners, Healthwatch England and other relevant partners.

Enter & View is not an inspection, it offers an independent layperson's perspective.

Enter & View visits are normally carried out as 'announced visits' where arrangements are made between the Healthwatch team and the service provider. However, if circumstances dictate, an 'unannounced' visit can take place.

Enter & View visits are carried out if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation; therefore allowing us to learn about and share examples of what they do well, from the perspective of people who experience the services first hand.

Rationale

Healthwatch Stockton-on-Tees attended Arrival Practice's Patient Participation Group (PPG) to give a presentation about the role of Healthwatch and to gather feedback from the attendees. Healthwatch informed the PPG about the statutory powers it has and gave examples of some of the work which has been carried out over the past year. Healthwatch Stockton-on-Tees received an overwhelming amount of positive feedback and praise for the practice and its staff. Following this meeting, Healthwatch approached the Practice Manager and arranged to carry out an Enter and View visit to gather more patient and staff feedback with the aim of sharing this as good practice.

Methodology

Healthwatch contacted the Practice Manager to agree a date and time for the planned visit. The Enter and View was carried out on Tuesday 26th June 2018 by two Healthwatch staff members and one Healthwatch volunteer.

Healthwatch designed a questionnaire for patients, family members and carers to complete during the visit. Healthwatch staff and volunteers spoke to patients in the waiting rooms prior to their appointment and supported them to complete the questionnaires. Arrival Practice provides a specialist service for newly arrived asylum seekers in Stockton-on-Tees therefore some patients were also supported by interpreters to complete the questionnaire. Healthwatch also distributed a questionnaire to staff members to gather additional feedback and made a number of observations during the visit.

*A copy of the patient and staff questionnaires can be found in Appendices 1 and 2.

Results - Patient Feedback

***Text in pink are direct quotes from patients and staff**

A total of 21 patients completed a questionnaire during the Enter and View visit, 52% of which were women. 10% of patients who completed the questionnaire had a long term health condition, 5% of patients were a carer and 10% stated that they had a disability.

The patients who completed the questionnaire were of the following age categories:

Age	Percentage of Patients
Under 16	5%
16 - 24	5%
25 - 44	71%
45 - 64	14%
65 - 79	5%
80+	0%

The results of the patient questionnaire are as follows:

How easy is it to make an appointment at this practice?

How easy is it to make an appointment?	Percentage of responses
Very easy	63%
Easy	32%
Relatively easy	5%
Difficult	0%
Very difficult	0%

How long did you wait to get your appointment today?

Length of wait	Percentage of responses
Booked today	18%
1-2 days	29%
3-7 days	41%
10 days - 2 weeks	0%
3 weeks	6%
4 weeks or more	6%

Do you use any of the following online services which you can access via the practice website?

Online Service	Percentage of responses
Order a prescription	12%
Access the appointment system	0%
Change personal details	0%
I did not know about these online services	6%
No I do not use these online services	82%

How would you rate the system for booking appointments?

Rating	Percentage of responses
Very good	50%
Good	44%
Acceptable	6%
Poor	0%
Very poor	0%

How would you rate the staff at this practice?

Staff rating	Percentage of responses
Excellent	80%
Good	20%
Acceptable	0%
Poor	0%
Very poor	0%

‘Top marks for staff’

‘Always keep me informed and are always very polite’

‘Good receptionists, puts patients at ease’

‘Great practice, amazing staff who are always willing to help’

‘The staff are excellent’

‘I am very happy with the service they provide’

When patients were asked what they like about the GP practice, the following responses were received:

‘Very clean and organised’

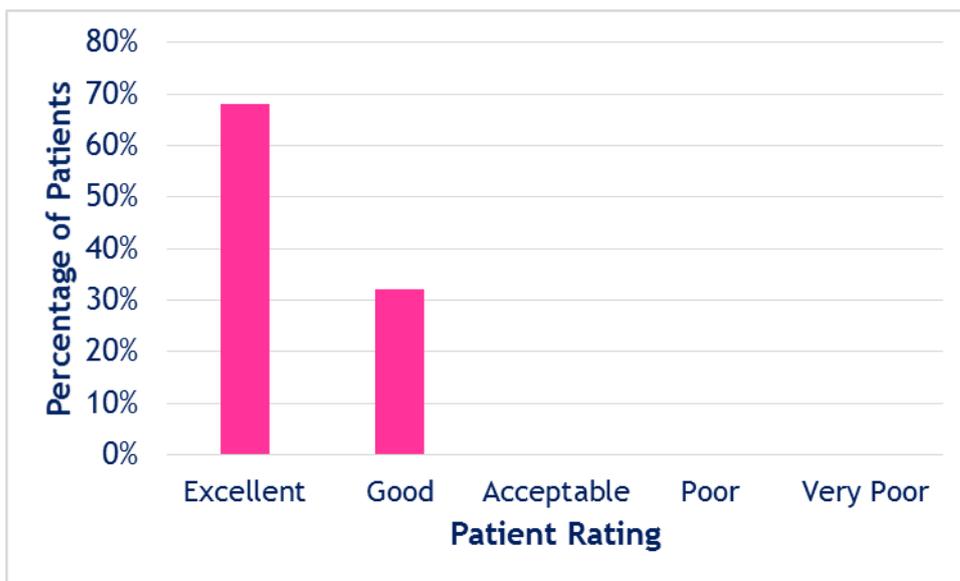
‘Staff are really good’

‘I like this practice because I know the staff, they know me and they always try to help and remind me about my appointments’

‘I like everything about this GP practice’

- ‘The staff are very friendly and approachable’
- ‘The staff try to do their best every time’
- ‘Reception staff are really good, especially Ruth’
- ‘Doctors are patient’
- ‘Good care and treatment’
- ‘Very friendly staff’
- ‘They will try and fit you in if it’s an emergency’
- ‘Can book appointments easily’
- ‘Reception staff very helpful’

Patients were asked ‘Overall, how would you rate Arrival Practice?’ The results can be found in the graph below:



Results - Staff Feedback

Healthwatch gathered feedback from four practice staff including the Practice Manager, receptionist and administrator.

Staff feedback highlighted that the practice often receive praise and compliments from patients. It was highlighted that the practice staff are regularly praised for the care, treatment and level of service they provide with patients regularly saying that they feel like part of the family when visiting the practice. The practice staff are always available to help their patients, even with non-medical issues.

All of the staff who Healthwatch spoke to expressed how much they enjoy their job and how the team work very closely to support each other in their different roles.

‘Arrival Practice is a brilliant place to work for’

‘I love the team we have at Arrival’

‘I enjoy the closeness and support of the team and feel appreciated’

‘I love the diversity of patients and staff’

‘I love the people I work with’

Healthwatch Observations

During the Enter and View visit, Healthwatch made the following observations:

Observation	Yes	No	Comments
Wheelchair / Pushchair accessible?	x		There is a lift to the 1 st floor.
Electronic self-check-in in waiting room?		x	
Is there confidentiality / privacy at reception?	x		The seated area for patients is a suitable distance away from reception which provides privacy.
Is there a call system for appointments?	x		Patients were called to their appointment by the practice staff who came to the waiting room to call each patient.
Are services available for patients online?	x		Yes, patients can access the following services online via the practice website: <ul style="list-style-type: none"> - Order a prescription - Access appointment system - Update personal details
Is the waiting room child friendly?	x		The waiting rooms are easily accessible for pushchairs and there are toys available.
Are there clear notice boards with up to date information?	x		The practice has several notice boards with the following information displayed: <ul style="list-style-type: none"> - Information about Refugee Week including advert for coffee morning at the practice. - Staff photos and names to help patients identify each staff member. - Patient complaints, concerns, suggestions procedure - CQC rating (Good)

			<ul style="list-style-type: none"> - Stop smoking drop-ins - Stockton Asylum Seeker and Refugee drop-ins - Confidentiality poster - in 8 different languages. - Hate crime reporting centres - Information booklets for common health complaints - Healthwatch leaflets - Urgent care centre information
Is there a Patient Participation Group? Is this advertised?	x		The practice does have a Patient Participation Group and there is a notice board in the waiting room displaying information about main objectives. Expression of interest forms are also available and minutes of previous meetings.
Is the website displaying up to date information?	x		There is up to date information about opening times, practice staff, news and contact details on the website. The website is also accessible to patients in a number of different languages.
Is there a text reminder service?	x		Patients are sent a text for appointment reminders and test results. This is advertised in the practice.
Is the practice clean and tidy?	x		Practice is clean, bright and tidy.

Conclusion

Healthwatch were pleased to receive an overwhelming amount of positive feedback about Arrival Practice. 95% of patients stated that they found it 'Very easy' or 'Easy' to make an appointment at the practice and 94% of patients rated the booking system as 'Very good' or 'Good'. 100% of patients rated the staff and overall running of Arrival Practice as 'Excellent' or 'Good'.

Staff feedback was also largely positive with staff explaining how much they enjoyed their role in supporting the patients and working as part of the team at the practice.

Healthwatch observed how the practice supports the patients and local community in a number of ways. Arrival Practice regularly hosts coffee mornings, car park sales and a variety



of drop-ins. All money raised from these events goes back into the funds for the Patient Participation Group to be used for future events, highlighting the ongoing lengths which the practice goes to to support their patients and the local community.

Due to the large amount of positive feedback received about this practice, Healthwatch feel that no recommendations for improvement are required following this Enter and View.

Acknowledgements

Healthwatch Stockton-on-Tees would like to thank the Practice Manager and staff team at Arrival Practice who were extremely accommodating, professional and cooperative during our visit. Healthwatch would also like to thank the patients, their family, friends or carers who gave their time to provide information about their experiences of Arrival Practice. A special thanks also goes to the interpreters who helped us to gather this feedback by supporting patients to complete questionnaires.

Appendix 1 - Patient Questionnaire

Arrival Practice Patient Survey

Healthwatch Stockton-on-Tees recently attended Arrival Practice's Patient Participation Group (PPG) and are now visiting the practice to conduct an Enter and View. An Enter and View gathers patient feedback to report on the service provision for patients.

Please take a few moments to tell us about your experiences at the practice. This information will help to inform and shape future service provision.

1. What is your gender?

- Male
- Female
- Prefer not to say
- Other

2. What is your age category?

- Under 16
- 16-24
- 25-44
- 45-64
- 65-79
- 80+

3. Please tick all that apply:

- I have a disability
- I am a carer
- I have a long term health condition
- Not Applicable

4. How easy is it to make an appointment at this practice?

- Very easy
- Easy
- Relatively easy
- Difficult
- Very difficult

5. How long did you wait to get your appointment today?

- Booked today
- 1-2 days
- 3-7 days
- 10 day - 2 weeks
- 3 weeks
- 4 weeks or more

6. Do you use any of the following online services which you can access via the practice website?

- Order a prescription
- Access the appointment system
- Change personal details
- I did not know about these online services
- No, I do not use these online services

7. How would you rate the system for booking appointments?

- Very good
- Good
- Acceptable
- Poor
- Very poor

8. Did you use the electronic check in system today?

- Yes
- No

9. Did you know about the Patient Participation Group?

- Yes
- No

10. Do you know the role of the Patient Participation Group?

- Yes
- No

11. How would you rate all the staff at this practice?

- Excellent
- Good
- Acceptable
- Poor
- Very Poor

Comments:

12. Please tell us what you like about this GP practice:

13. How could your experience of using this practice be improved?

14. Overall, how would you rate Arrival Practice?

- Excellent
- Good
- Acceptable
- Poor
- Very poor

Appendix 2 - Staff Questionnaire

Arrival Practice Staff Survey

Healthwatch Stockton-on-Tees recently attended Arrival Practice's Patient Participation Group (PPG) and are now visiting the practice to conduct an Enter and View. An Enter and View gathers patient and staff feedback to report on the service provision.

Please take a few moments to tell us about your experience of working at the practice. This information will help to inform and shape future service provision.

1. What is your role at the practice?

- Doctor
- Practice Nurse
- Nurse
- HCA
- Receptionist
- Phlebotomist
- Other (please specify):

2. What is your length of service?

- Under 1 year
- 1-2 years
- 3-5 years
- 5-7 years
- 7-10 years
- Over 10 years

3. What are the top 3 compliments you, or your colleagues, have received about the practice?

1.
2.
3.

4. Please tell us what you like about working at Arrival Practice:

5. Please tell us what you feel would improve patient experience at the practice: