



**The Roseberry Practice
Follow-up Report
November 2017**



Introduction

Healthwatch Stockton-on-Tees conduct investigations into health and social care services, based on patient and service user feedback. Reports are written once the investigation is complete, and recommendations for change are made to improve the service. These are highlighted in the report. The reports are sent to the provider and Commissioners of the service, with a statutory period of 20 working days for them to respond. The report, with response, is then circulated to a wider audience and published on the Healthwatch Stockton-on-Tees website.

Healthwatch Stockton-on-Tees conduct follow-up visits 3 to 9 months after the initial investigation, to report on the actions taken by the service, to address the recommendations Healthwatch made.

Rationale of follow-up visit

Healthwatch Stockton-on-Tees carried out an Enter & View visit at Roseberry Practice in February 2017¹. The visit was as a consequence of Healthwatch Stockton-on-Tees receiving a number of complaints about the practice having no male GP's and the difficulty patients were experiencing accessing the practice by telephone.

Patient and staff feedback was gathered during the February Enter & View and collated in to a report which included recommendations for change with the aim of improving patient experience. A response was not received from the provider during the 20 day response period or following several follow up requests.

The purpose of the November follow-up visit was to observe if any changes had been made as a result of Healthwatch Stockton-on-Tees' recommendations.

Results **Text in pink are the recommendations Healthwatch Stockton-on-Tees made to improve patient experience.*

Below lists the recommendations made by Healthwatch Stockton-on-Tees in the February report, and the observations made, upon our return visit:

1. *Healthwatch recommend Roseberry Practice remove the hooks from the wall where previous staff members photographs were, and update this to reflect the full staff*

¹ See appendix 1

team currently in post, to ensure all patients are aware of staffing levels, and who is appointed to which roles:

On visiting the practice, the empty picture hooks had been removed and replaced with 3 photographs of current Doctors in residence. However, all nursing staff names and photographs had been removed, and replaced with an advertisement for the Flu Clinic.

2. It is recommended that literature, posters and the advertising of the practice's services are reviewed, to ensure good visibility, and detail accurate information without jargon. Healthwatch particularly recommend the following to be addressed:

The illuminated strip could advertise the text reminder and on-line booking service to support the management of appointment bookings and attendance for consultations:

Healthwatch were pleased to observe that the illuminated strip was now being used to notify patients of important information. For example, the stop smoking service, prescription collection information, cancellation of unwanted appointment request and holiday vaccination information. Healthwatch noted that although the strip "lit up", it didn't have the option to call the next patient's name, proving difficult for visually impaired patients to know when it is their turn. Also, there was no advertisement of the text reminder or on-line booking service, despite displaying a message asking patients to update their phone numbers.

The phlebotomy service poster informing of opening times could be larger to enable increased visibility:

It was observed that the phlebotomy service notice remains the same size and advertises the service for all 3 practices; potentially confusing for patients.

The poster advertising the on-line booking and prescription service in the waiting area could be larger. These services are not clearly visible or accessible on the website. Healthwatch recommends this is addressed.

Healthwatch did not note any literature or notices pertaining to the on-line booking service. There is no mention of the on-line booking service on the Roseberry Practice website. Information is available about the prescription service on the website and a link to the patient access area. However, there is no link or information on the homepage, relating to whether this service is available.

The 'who should I see?' poster could be larger in size and it is suggested that this is formatted in a more visually attractive way. It is suggested the wires are trailed away from the notice board and some of the literature removed which contains jargon.

The 'who should I see?' poster had been removed and no further information provided. The wires are now safely secured. The notice board now displays information advertising the Flu Clinic.

The text on the poster describing the role of the Practice Nurse could be condensed, made larger and more colourful.

This poster had also been removed and no larger, condensed or colourful replacement provided. There is information about the Practice Nurse on the website, but this doesn't provide any information on the different services that the Practice Nurse can offer, or what particular conditions she can deal with. If patients are fully informed of this, some patients may choose to see the nurse as an alternative to making an appointment with a GP.

It is recommended that the practice advertise the additional services they offer on the website. For example, the Phlebotomy Service.

The Roseberry Practice website does not display any information on additional services they provide. Under the 'Clinics and Services' Tab, no information about 'clinics' is featured, just information relating to the NHS 111 Service, 2016 CQC Report and Patient Participation Group reports ranging from 2012-2015. Good examples of additional services can be found at Thornaby and Barwick Medical Group² and Yarm Medical Practice³

3. It would benefit patients if the NHS Choices website was brought up-to-date, to reflect current statistics and information relating to Roseberry Practice. The practice website also needs updating, to reflect current service provision.

The NHS Choices website has not been updated since our visit in February. For example, it still states that there are 6 doctors (3 male and 3 female) working within Roseberry Practice. Also, the 'Facilities' Tab requires an update as some questions, such as 'Braille translation service?' have not been answered. Roseberry Practice has still not provided a response to any of the patient experience feedback received via the NHS Choices website.

4. Patient Participation Groups at GP practices have been a contractual requirement since April 2015. Healthwatch recommend that these are reinstated and advertised in the waiting area:

² See appendix 2

³ See appendix 3

Healthwatch did not observe any information relating to a Patient Participation Group within the practice, despite it being a contractual requirement. The website displays 3 PPG reports dated from 2012-2015, but nothing more recent. It was confirmed by a member of the reception staff that a 'virtual PPG' meeting took place "a couple of months ago" but no information could be given about the date of the next meeting. It was noted that when asking for information about this, a member of our team was 'put on hold' numerous times, in order for the receptionist to go back and forth to other team members for information. It was clear, by her own admission, that the member of reception staff had no knowledge of the PPG or any information relating to this.

5. Healthwatch recommend the self-service check-in facility is repaired:

Healthwatch were pleased to observe that the check-in facility was now in operation. However, after observing for a period of 20 minutes, some patients appeared to find it confusing and difficult to use, and went to the reception desk after being unable to check in themselves.

6. Healthwatch recommend that translation services are advertised to inform patients, and that staff are made aware of the facility.

Healthwatch saw no evidence of any advertisements relating to a translation service being offered at the practice. When asked, a member of the reception team told us that if anyone needed a translation, they have a book with a number to ring in order to organise. The usual wait for a translator is 2-3 days.

7. Healthwatch recommend that the text reminder service is more widely advertised for patients.

The text reminder service was not advertised within the practice, or on the practice website. We received feedback from a member of the reception staff, to say that there is no process for ensuring patients are offered this or encouraged to sign up to it. The receptionist was unsure as to whether the text reminder service was working or not.

8. It is recommended that the repeat prescription box is lowered to ensure accessibility for wheelchair users.

Healthwatch staff noted that the prescription box had not been lowered for ease of access for those in wheelchairs. Also, the repeat prescription forms were not at an appropriate level for wheelchair users.

Additional observations

Hearing Loop:

There was a hearing loop sticker behind the reception desk advertising the availability of a loop, but upon further enquiry, the reception staff were unaware where it was, or how to use it.

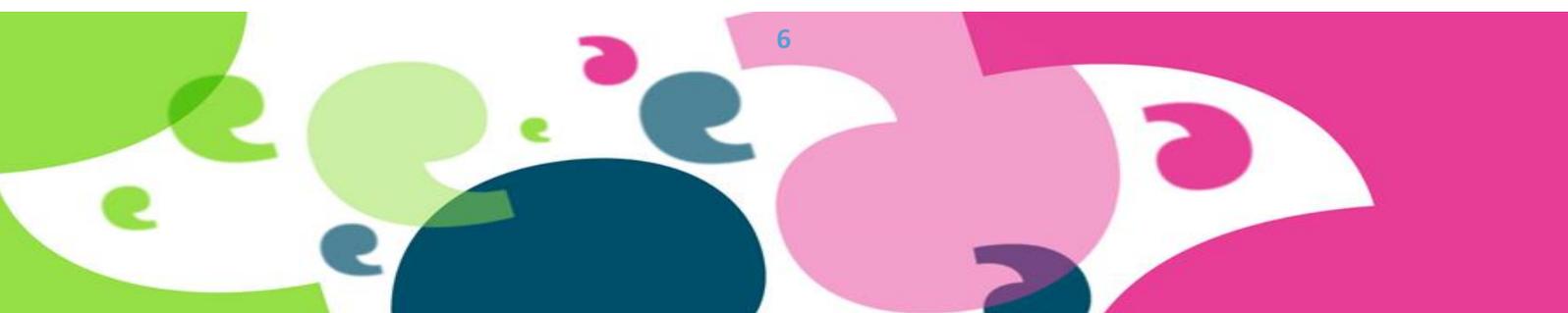
Choice of Literature:

Healthwatch observed that there was now a good variety of information literature available for patients. The leaflets were situated on a low table and in a carousel holder in the waiting area.

Conclusion

	Recommendation
Provider responsibility	Healthwatch Stockton-on-Tees recommend that the practice place a member of the reception team at the self-service check in to assist patients during the check in patients. If this was done during busy periods it would alleviate patient waiting time. Over a period of time those patients receiving guidance would be able to use the self-service check in independently assisting with waiting times.
Commissioner responsibility	Roseberry Practice Manager responsible for implementing. Clinical Commissioning Group (CCG) commission Roseberry Practice.

Healthwatch Stockton-on-Tees were pleased to observe that a number of recommendations made had been addressed, such as advertisements on the illuminated strip and the self-service check in facility now in operation. However, the majority of the recommendations had not been addressed in order to improve patient experience.



Healthwatch recently met with Action for Hearing, who visit GP practices to advise on Loop Systems. Healthwatch are happy to act as a conduit should the practice wish to take up this offer.

Healthwatch suggest the 'Time Out' session would be a good opportunity to discuss implementing the patient text reminder service and necessary training planned and carried out.

Regarding the self-service check in, Healthwatch Stockton-on-Tees staff have observed staff at other GP practices, guiding patients to utilise the facility with support, and feel this may be beneficial for those patients who may not be confident to try it. Increased patients using the facility would increase the staff resource at reception.

Healthwatch feels that all GP practices should make it clear to each patient that they have a choice of methods in order to contact the practice. For example, text message, phone call, letter and email. It is suggested that this is to be highlighted on the practice websites. Also, if patients could identify a reason for ensuring the practice had their correct contact details, they may be more inclined to produce them which will subsequently improve the efficiency of booking appointments; implementing reminders for patients and thus reducing the number of appointments wasted.

Acknowledgements

Healthwatch Stockton-on-Tees would like to thank the Practice Manager and staff of Roseberry Practice for their time and support during the follow-up visit.

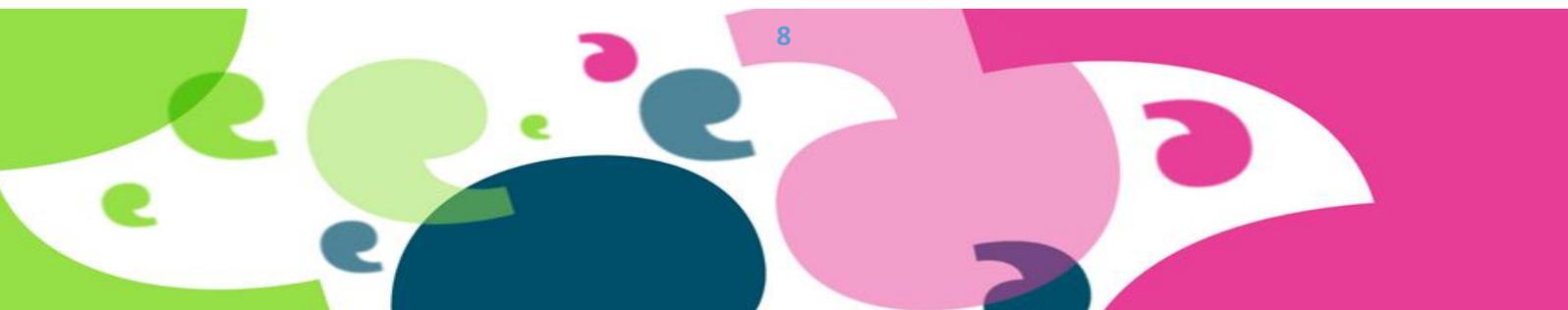
Additional Information

Healthwatch Stockton-on-Tees provided the Practice Manager with an opportunity to respond and meet with the Healthwatch Stockton-on-Tees Lead, to discuss the recommendations for improvement which were made in the original Enter and View Report; however a response was not received.

Appendices

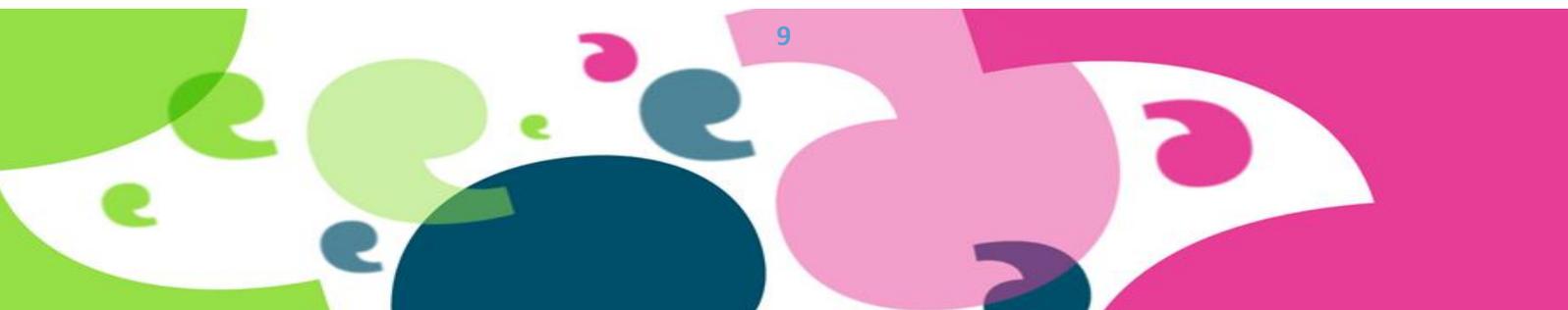
Appendix 1

http://www.healthwatchstocktonontees.co.uk/sites/default/files/roseberry_practice_enter_view_report_and_response.pdf



Appendix 2

<https://www.tbmg.nhs.uk/>



Appendix 3

<http://www.yarmmedicalpractice.nhs.uk/page1.aspx?p=1&t=1>