

Enter & View

Cecil Avenue Surgery (also known as Cosy Haven)

Cecil Avenue, Hornchurch RM11 2LY

12 January 2018



What is Healthwatch Havering?

Healthwatch Havering is the local consumer champion for both health and social care in the London Borough of Havering. Our aim is to give local citizens and communities a stronger voice to influence and challenge how health and social care services are provided for all individuals locally.

We are an independent organisation, established by the Health and Social Care Act 2012, and employ our own staff and involve lay people/volunteers so that we can become the influential and effective voice of the public.

Healthwatch Havering is a Company Limited by Guarantee, managed by three part-time directors, including the Chairman and the Company Secretary, supported by two part-time staff, and by volunteers, both from professional health and social care backgrounds and lay people who have an interest in health or social care issues.

Why is this important to you and your family and friends?

Following the public inquiry into the failings at Mid-Staffordshire Hospital, the Francis report reinforced the importance of the voices of patients and their relatives within the health and social care system.

Healthwatch England is the national organisation which enables the collective views of the people who use NHS and social services to influence national policy, advice and guidance.

Healthwatch Havering is your local organisation, enabling you on behalf of yourself, your family and your friends to ensure views and concerns about the local health and social services are understood.

Your contribution is vital in helping to build a picture of where services are doing well and where they need to be improved. This will help and support the Clinical Commissioning Groups, NHS Services and contractors, and the Local Authority to make sure their services really are designed to meet citizens' needs.

***'You make a living by what you get,
but you make a life by what you give.'***
Winston Churchill

What is Enter and View?

Under Section 221 of the Local Government and Public Involvement in Health Act 2007, Healthwatch Havering has statutory powers to carry out Enter and View visits to publicly funded health and social care services in the borough, such as hospitals, GP practices, care homes and dental surgeries, to observe how a service is being run and make any necessary recommendations for improvement.

These visits can be prompted not only by Healthwatch Havering becoming aware of specific issues about the service or after investigation, but also because a service has a good reputation and we would like to know what it is that makes it special.

Enter & View visits are undertaken by representatives of Healthwatch Havering who have been duly authorised by the Board to carry out visits. Prior to authorisation, representatives receive training in Enter and View, Safeguarding Adults, the Mental Capacity Act and Deprivation of Liberties. They also undergo Disclosure Barring Service checks.

Occasionally, we also visit services by invitation rather than by exercising our statutory powers. Where that is the case, we indicate accordingly but our report will be presented in the same style as for statutory visits.

Once we have carried out a visit (statutory or otherwise), we publish a report of our findings (but please note that some time may elapse between the visit and publication of the report). Our reports are written by our representatives who carried out the visit and thus truly represent the voice of local people.

We also usually carry out an informal, follow-up visit a few months later, to monitor progress since the principal visit.

Background and purpose of the visit:

Healthwatch Havering is aiming to visit all health and social care facilities in the borough. This is a way of ensuring that all services delivered are acceptable and the welfare of the resident, patient or other service-user is not compromised in any way.

The Practice

This practice is housed in a small semi-detached bungalow. There are two parking spaces, which are reserved for staff. There are two notices relating to opening hours, one which is faded and difficult to read, whilst the other is partly hidden by the parked cars. There is a porch-like shelter available for a few buggies or wheelchairs.

The premises need some repair and decoration, both inside and out.

There is good access for patients who have a disability through the main door, which leads directly to the waiting room - but in the waiting room there is only space for a few chairs. There is open access to the small reception, at which a single member of staff was on duty at the time of the visit. The toilets were in a good state, with one reserved for staff only. Bottles of hand sanitiser were available but not very obvious.

Although there is not a lot of wall space, plenty of posters and information about the surgery and its allied services, including a Healthwatch poster, were displayed. Online booking is advertised.

Translation facilities are available, some from staff and some by arrangement.

If privacy is requested, patients are taken to the nurse's room.

There is no hearing loop.

The team was warmly welcomed and were told the practice manager was available. The practice manager told them that the GP is very generous with his time towards patients and goes out of his way to ensure their safety, making home visits as necessary and often seeing patients at the end of surgery.

There is a Patient Participation Group of about 6 patients, which is advertised. They meet with the GP from time to time to discuss matters of mutual concern.

The list size at the time of the visit was approximately 2,500.

Patients are prioritised as necessary. Only one patient has learning disabilities, and the IT system identifies carers. The practice actively provides information to patients about additional services available for their conditions. Long term conditions are documented but they are limited, with in-house support for various groups, and patients over 70 are offered healthchecks.

The Manager is trying to establish a good system for prescriptions with a nearby Pharmacy using IT. Patients who do not collect prescriptions are followed up.

Test results are screened by the GP and he personally follows up any serious issues.

No minor surgery is undertaken.

Complaints are rare and usually dealt with by the GP; failures to attend for appointments are also rare.

Staff

There is one GP and a regular locum, between them covering 10 surgery sessions a week, with no weekend cover.

The practice manager works part-time (Monday, Wednesday and Friday) and there is a nurse for 1 full day per week. As no female GP is

available, the nurse tries to cover any personal requests. There are three part-time receptionists.

The Receptionist on duty was able to show the team certificates for the training she had received.

Staff meetings are usually held during the lunchbreak in order that as many part-time as possible staff could attend.

Staff views

The receptionist told the team that she liked her work and felt well supported in her role. She knew most of the patients well and did not often need to ask for ID. She said that ID is always checked at the Pharmacy when prescriptions are collected.

Patients' views

The patients to whom the team spoke responded positively and they would not change anything.

Two patients had been with the surgery for some time and were very happy with the service and help they received. Both expressed preference for the single GP form of practice, and really liked the GP who is in charge. They had made their appointments by phone without any delay and got appointments quickly; they said that was their usual experience. Both patients liked the receptionists, who were always pleasant and helpful. The GP was well-liked because he had time for them, listened and explained the help and treatment available, and would promptly arrange onward referral if necessary.

Conclusion

The practice is run on traditional lines, where most patients are known well and receive a personal service.

The patients to whom the team spoke responded positively and they would not change anything.

Recommendations

- (1) That consideration be given to improving the appearance of the premises.
- (2) That the notices about surgery opening times be repositioned so as to be more visible.
- (3) That consideration be given to installing a hearing loop for the benefit of patients who have a hearing impairment and use hearing aids.

Healthwatch Havering thanks all service users, staff and other contributors who were seen during the visit for their help and co-operation, which is much appreciated.

Disclaimer

This report relates to the visit on 12 January 2018 and is representative only of those service users, staff and other contributors who participated. It does not seek to be representative of all service users and/or staff.

Participation in Healthwatch Havering

Local people who have time to spare are welcome to join us as volunteers. We need both people who work in health or social care services, and those who are simply interested in getting the best possible health and social care services for the people of Havering.

Our aim is to develop wide, comprehensive and inclusive involvement in Healthwatch Havering, to allow every individual and organisation of the Havering Community to have a role and a voice at a level they feel appropriate to their personal circumstances.

We are looking for:

Members

This is the key working role. For some, this role will provide an opportunity to help improve an area of health and social care where they, their families or friends have experienced problems or difficulties. Very often a life experience has encouraged people to think about giving something back to the local community or simply personal circumstances now allow individuals to have time to develop themselves. This role will enable people to extend their networks, and can help prepare for college, university or a change in the working life. There is no need for any prior experience in health or social care for this role.

The role provides the face to face contact with the community, listening, helping, signposting, providing advice. It also is part of ensuring the most isolated people within our community have a voice.

Some Members may wish to become **Specialists**, developing and using expertise in a particular area of social care or health services.

Supporters

Participation as a Supporter is open to every citizen and organisation that lives or operates within the London Borough of Havering. Supporters ensure that Healthwatch is rooted in the community and acts with a view to ensure that Healthwatch Havering represents and promotes community involvement in the commissioning, provision and scrutiny of health and social services.

Interested? Want to know more?



Call us on **01708 303 300**



email **enquiries@healthwatchhavering.co.uk**



Find us on Twitter at **@HWHavering**



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