

## Enter & View

# Mungo Park Surgery (Dr Subramaniam)

South Hornchurch Health Centre  
106 South End Road RM13 7XJ

## 23 January 2017



## What is Healthwatch Havering?

Healthwatch Havering is the local consumer champion for both health and social care. 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 are able to 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 a number of volunteers, both from professional health and social care backgrounds and 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 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.

## **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 safety of the resident, patient or other service-user is not compromised in any way.

## **General Observations**

The Mungo Park Surgery is located in the same building as the South Hornchurch Clinic Walk-In Centre, podiatry and dental services. The external condition of the building appeared to be good, as did the state of the internal decorations. Everywhere seen by the team that was under the control of the practice was clean and uncluttered; although access to the consulting room was not possible as patients were being seen, the team was shown all other

rooms. There was a well-equipped room for physiotherapy but, unfortunately, the member of staff qualified to carry out physiotherapy had recently left the practice, and so the room was in use for other medical purposes.

The practice has to work with other departments regarding entry and exit. There is a door at the rear of the building for the use of patients who have mobility problems.

The reception desk has a glass screen and is accessed by locked doors. Access to the rest of the surgery is by being buzzed in through electronic door locks. On arrival, patients inform reception staff of their arrival, whether for an appointment (which can be booked online) or to seek an emergency consultation. Although the reception area is open, private facilities are available if a patient prefers. The reception staff were approachable and friendly and the team felt that they enjoyed their jobs. There appeared to be sufficient furniture, in a reasonable condition, to accommodate the waiting patients.

The practice has access to an interpretation service but has had not occasion to use it. Patients who are hard of hearing or have sight problems were usually accompanied by a relative or carer. At the time of the visit, the practice was not aware that a loop system was available for hard of hearing patients but, as a result of enquiries made following the visit, found that a system was available and has brought it into use, with notices informing patients of its availability.

The toilet facilities were clean. Hand sanitiser gel was available in the reception area and the consultation room.

Notice boards were available with a range of notices about the practice, NHS services (including the GP Hub and NHS111) and general health advice. There was also an electronic sign to keep patients advised of waiting times to be seen etc and to advise when a practitioner was ready to see each patient.

The practice has an active Patient Participation Group, two of whom were present for at least part of the visit. The group meets tri-monthly. Patients also take part in a monthly “Friends and Family” test, and is developing email

surveys of those who are happy to participate. The practice website is kept reasonably up-to-date.

The practice had recently absorbed a number of new patients from the list of another practice that had closed as a result of its doctor retiring and ceasing practice. There had been considerable delays in obtaining the records of the patients who were transferred, which had caused some difficulty.

The team was advised that the practice has a mission statement, “Quality Care with Compassion”, which is well-advertised within the premises.

### Staff and services

There is one full-time doctor and several who work on a part-time or sessional basis, including a female doctor who is available for women’s consultations on Tuesday.

There is one practice nurse and five reception staff.

The practice service about 3,200 patients. It is open 9am-6.30pm, but closed for lunch 12.30pm-1.30pm. There is no weekend service but patients are able to access the GP Hub service and the walk-in centre with which the practice shares accommodation.

The practice does not provide minor surgery.

Emergency/same day appointments, if for serious conditions, are seen as soon as possible (and ambulances called if necessary), while less serious cases wait until the doctor is free of booked appointments. So far as practicable, patients who are under 5 or over 70 are given priority.

For prescriptions, patients have a choice of manual provision or electronic transfer to the pharmacy of their choice. Requests should be made 48 hours before being required but electronic transfers are normally sent to the pharmacy the same day. There are different books for each pharmacy and the patient or their authorised person has to sign for the medication.

As with the majority of practices, patients whose test results indicate a need for urgent attention are contacted by phone if possible, or otherwise by letter. Patients who do not need urgent attention are left to contact the surgery.

Non-NHS services, such as travel immunisations and doctor's letters are charged for in line with BMA-approved national guidelines.

The practice attempts to deal with complaints in-house in the first instance. If the matter is not resolved, the complaint then goes into the official complaints procedure, which can result ultimately in referral to the Health Ombudsman. All complaints must be in writing and are acknowledged within 3 days and dealt with within 10 working days.

In-house staff training also takes place at regular intervals. There is a practice handbook which staff have to comply with. All staff are DBS checked and, for new staff, references are taken and (where required for employment) qualifications are checked.

The practice has a clear policy on supporting carers; there are 59 carers registered. Unfortunately, owing to clerical error, when the CQC inspection took place they were given incorrect information on carer support which was only discovered after the inspection was over.

Patients who have long-term conditions can be allocated a 20-minute appointment or arrangements made for hospital treatment if necessary. Annual reviews are offered to patients over 75, for whom a one-hour appointment is made under the "Everyone Counts" scheme.

The team was informed that most patients who have a learning disability have had their annual check; the few outstanding checks would be done in the next few weeks. Each health check appointment is for 30 minutes.

### Staff view

The team spoke to a member of the reception staff who had worked at the practice for several years but had previously been employed by another surgery. She told that the practice was very busy but she enjoyed it. The team

work was the best thing and trying to please everybody was the main challenge although she sought to be polite, helpful and approachable to all patients. She worked with her colleagues to ensure that visiting the surgery was as easy as possible, and that information leaflets relevant to their disability or condition were available. Staff felt encouraged and supported and were able to attend regular practice meeting.

### Patient's view

The team spoke to one patient who had called without an appointment. The patient told the team that it can take a while before the phone is answered when contacting the practice for an appointment although same day appointments were generally available. He usually had to wait only a few minutes.

The patient's overall impression of the practice was that it was excellent. He was very happy with the care and treatment offered and felt always involved in discussions about his care. He understood the treatment and referrals offered.

The patient told the team that, if anything could be changed " it would be by politicians doing more to help with records from hospital to GPs being communicated more efficiently".

### Car parking facilities

While carrying out the visit, the team became aware of difficulties about patients' car parking. The surgery shares car parking facilities with the walk-in centre and other facilities at the Clinic. There are only two bays for disabled patients, which appears to be insufficient provision for the number of patients attending the various services provided there, and the facilities for other patients are also somewhat limited. The team was informed, however, that workers from a nearby company park and parents collecting children from a nearby school use the car park without authorisation, to the

extent that patients attending have to park some distance from the clinic building.

This is clearly not a satisfactory situation: parking facilities for patients' use should be available to them and not taken up by others who have no connection with the Clinic.

Following the visit, Healthwatch contacted the premises' owners, NHS Properties, about this situation and they have requested their general parking contractors to investigate what might be done to improve the parking arrangements for patients' benefit.

### Conclusion & Comments

Despite the additional strain on resources caused by the assimilation of patients from another practice, particularly the delay in obtaining the records of the transferring patients, the practice appeared to be coping quite well. The facilities were suitable for patients and staff alike and, although it was a single-handed GP practice, the arrangements made for sessional cover by other doctors was meeting the needs of patients.

The team was concerned to learn of the problems with patients' parking at the Clinic generally. There appears to be no reason why some system of control, such as that in use at the Harold Wood Polyclinic could not be used to prevent unauthorised parking at this location.

### Recommendation

**That the practice explore with the other providers based at the Clinic and with the site owners the possibility of introducing suitable parking controls to reduce, or ideally eliminate, unauthorised use of the car park by people who are neither staff of, nor patients attending, services at the Clinic.**

The team would like to thank all staff and patients who were seen during the visit for their help and co-operation, which is much appreciated.



## Disclaimer

This report relates to the visit on 23 January 2017 and is representative only of those residents, carers and staff 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; or email  
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