



Enter & View

**High Street Surgery
(Hornchurch)**

219 High Street, Hornchurch, RM11 3XT

14 November 2016

*Healthwatch Havering is the operating name of
Havering Healthwatch Limited
A company limited by guarantee
Registered in England and Wales
No. 08416383*



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.

The Practice

The practice is in a converted house; previously, there had been two houses but it is now reduced in size to one as the other house has been sold back into residential use.

The condition of the building is good and it appears to be well maintained. There is good signage and easy access, including disabled. The practice is

situated on a bus route which is convenient for patients. There is parking space for only one car, and on-street parking is difficult owing to parking restrictions in surrounding streets. Public parking facilities are available, however, both nearby adjoining the St Andrew's Church and a little further away (but within walking distance for most patients) in Hornchurch Town Centre, and there may be opportunities to negotiate with the owners of private parking facilities nearby.

There is one full time doctor (Dr. Pervez) plus a locum when necessary. The practice is open from 8.30am to 6.30pm, with one practice nurse available Monday and Wednesday from 8.30am until 2pm. There are no additional healthcare assistants. There is clear guidance on how to contact the practice for appointments.

There are currently approximately 3,000 patients on the practice's list. The team was told that no need was seen for further expansion of patients as the current workload was manageable and there are other practices nearby.

The team was met by the Practice Manager and a colleague, who were happy to spend time discussing the practice. The discussion took place in a small room adjoining the reception area, which was well presented, clean and welcoming. The two receptionists appeared very friendly and welcoming to the patients. A pool of four receptionists is available, most of whom have been with the practice for a long time. There is a hearing loop in the reception area, but not in the doctor's surgery.

There were many posters and items of information on the walls of the waiting room, local emergency contacts such as the GP Hub and NHS 111, and other organisations; the poster notifying the visit was also on display.

The team was told that the Patient Participation Group (PPG) met quarterly, and was active and efficient.

The practice aims to deal with patient complaints within two weeks of receipt. A complaint form is available, but at the time of the visit was not clearly visible and the team suggested that it be moved to a more prominent position. Complaints are dealt with by the practice manager by letter, but

staff have details of who to contact if the complainant was not satisfied by the response.

In response to enquiry relating to communication with people who have hearing difficulties, the team was advised that in most cases a deaf person would have a companion to assist but, where the surgery know in advance that there was a requirement for an unaccompanied patient, a signer would be provided.

Patients are called to their appointments electronically, but on occasions the doctor prefers to go the waiting room and call patients himself.

The practice does not routinely inform patients of the outcome of tests as they are expected to telephone the surgery but, where the result indicates a need for treatment or further testing, the doctor will contact the patient.

Children or elderly patients who do not have an appointment can be seen - on a first come, first served basis - but may have to await a free appointment slot or until the end of surgery hours.

Additional services are provided, such as stitch removal and immunisations.

Staff

The staff were all very happy with the working conditions; most had worked at the practice for a considerable time and thought their working conditions were good.

All staff have regular training, depending on their role. The last training session was fire training three weeks before the visit. Practice meetings were held 3 or 4 times a year, but as the practice is quite small, the staff felt that they could discuss any problems as and when they arise.

Patients

The team spoke to several patients, all of whom were very positive in their opinions of the practice. They said that they felt comfortable with the booking of appointments, that their phone queries were always answered

quickly, that they were happy with their treatment, by both the doctor and nurse; they were normally seen within a short time of their appointment (15 minutes at most), and were always involved in the discussion of their conditions and treatment.

At the end of the visit, the team met Dr Pervez, who was keen to show them his surgery, which appeared welcoming and clean. There was a view of the well-tended garden, which made the room welcoming for concerned patients. Dr. Pervez demonstrated how information was stored on his computer screen and was proud of the service his practice provides.

Recommendation

The team felt that, generally, the practice appeared caring and focussed on its patients. The only recommendation was that further thought be given to finding better parking facilities for those patients who attend by car. As noted earlier in the report, there are privately-owned facilities nearby that might be able to be used; although public parking is available, it is at a distance some patients might find difficult.

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 14 November 2016 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
enquiries@healthwatchhavering.co.uk



*Healthwatch Havering is the operating name of
Havering Healthwatch Limited
A company limited by guarantee
Registered in England and Wales
No. 08416383*

*Registered Office:
Queen's Court, 9-17 Eastern Road, Romford RM1 3NH
Telephone: 01708 303300*

Email: enquiries@healthwatchhavering.co.uk

Website: www.healthwatchhavering.co.uk

