

Enter & View

**Straight Road
Doctors Surgery
(Dr Gupta and Dr Prasad)**

**137 Straight Road, Harold Hill
RM3 7JJ**

9 November 2016



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 an 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 premises

The Surgery is in a house that has been converted, with the ground floor providing the reception area, waiting room, toilet and clinical rooms, and the upper floor offices and mini-kitchen. The premises appeared to need redecoration and the carpeting appeared to require replacement. There is a ramp into the building and restricted parking is available.

The reception area is in a small room, housing three staff, adjoining the waiting room, with little or no privacy available for patients who wish to discuss confidential matters. The **waiting room is also** small, with notices advertising support groups and how to access them. Information about the GP out-of-hours Hubs and Walk in Centres is advertised on the main entrance door, and the Healthwatch team noted that staff also inform patients about the Hubs and Walk-in centres if no appointments are available. A loop system for the hard of hearing is being arranged.

The Doctor buzzes when available to see a patient, who is then called to see the Doctor by the receptionist.

The premises adjoin another GP practice, the Ingrebourne Medical Centre, at 135 Straight Road (which Healthwatch has yet to visit). There is some co-operation between the two practices.

The Staff and services

The staff of the practice comprise 2 part-time GPs (Dr Gupta (lead) and Dr Prasad) but the practice works as single-handed. In addition, there are:

3 Nurses (2 prescribing), all part time;

2 Practice Managers (both part time);

1 Business Manager (also part time)

The reception staff are all very friendly, and seemed to know a lot of patients by name

The practice provides medical cover for two nearby care homes: Romford Care Home and Farringdon Lodge Nursing Home.

All staff are signed up for website training and have undergone mandatory training in Fire/CPR/Safeguarding and Health and Safety.

Minor surgery is carried out, including cauterisation, steroid injections and wart removals. There is a list of priorities for long-term condition patients including preferential treatment and telephone consultations. Test results are checked by GP and patients are contacted by phone or letter if necessary.

The patient experience

Surgery opening times are 8.30am-6.30pm and it remains open until 8pm one day per week. Patients are asked to phone at 8am for morning appointments and 4pm for the evening session. 10 emergency appointments are available per day, 5 morning and 5 evening, and there is capacity for some walk-in patients to be seen on the day if necessary. According to a patient in the waiting room with whom the team spoke, the phone is answered within 2-3 rings. There is usually 2 weeks' wait for an appointment.

Repeat prescriptions are dealt with in 24 hours and an on-line service is available.

The practice is developing a patient Participation Group (PPG) but in the meantime a suggestion box is available for patients who wish to make comments. The team was told that the very few complaints received at the Surgery are dealt with in-house, immediately and discussed at practice meetings; only one or two patients complain to NHS England per annum.

The Healthwatch team's observations

The building in which the Surgery is located does not have the capacity to offer patients a full range of services and is in need of refurbishment, which staff and patients recognise. The CCG is understood also to be aware of this. Despite that, the staff are all very helpful and friendly and appear to

“go the extra mile” for the patients; for example, they deliver letters to the patients’ homes by hand and offer them help in crossing Straight Road, which is a very busy highway, when required.

There is, however, virtually no parking for patients and the adjacent side road is a bus route, which reduces its usefulness for on-street parking. The premises are too small to provide space for prams and pushchairs inside the surgery, and the ramp for wheelchair users is rather steep - consideration could usefully be given to installing a bell so that patients who find it difficult to negotiate the ramp on their own can call for assistance.

Recommendation

This is a small practice, operating from premises that are too small to offer the range of services that patients expect of GPs. Bearing in mind that there is another, similar practice (which Healthwatch have yet to visit) with which there is already some co-operation, patients might well benefit from closer joint working of the two practices or even their formal merger.

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 10 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

