

Enter & View

The Greenwood Practice

Ardleigh Green and Harold Wood surgeries

Informal follow up visit at the Ardleigh Green Branch

17 July 2025



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 Community Interest 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?

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 voice, 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.

Introduction

The Greenwood Practice has two branch surgeries, one in the Ardleigh Green area of Havering, the other in Harold Wood. Healthwatch Havering have previously visited the practice on several occasions, mostly recently in July and August 2024; the visit now reported was an informal follow up to that last visit, to ascertain how the practice had responded to the various recommendation in the report of that visit.

The visit

The team arrived at the practice at 10.30am and were met by the Practice Manager, who oversees both the Gubbins Lane and Ardleigh Green branches of the Practice, with a Branch Manager in both premises. She is an experienced Practice Manager who has been in post for a few months.

The team commented to the Practice Manager that the building has a generally unkempt appearance, particularly the front garden, and seems in need of an upgrade. Although not an issue for the care of patients, a “run down” appearance can have a negative effect on patients’ perspective of the service available to them. The team were disappointed that there did not appear to have been any attempt to improve the appearance since visit in August 2024. Given the limited on-street parking available in the area, the team felt that some investment in converting the rear garden area to provide on-site car parking would be advantageous but the Practice has subsequently told us that the cost of doing so is prohibitive. The partners are, however, conscious of the need to improve the appearance of the building.

The inside of the building also appeared in need of improvement; the carpet in the Manager’s office had clearly seen better days. The office required better lighting and did not appear to offer privacy for conversations with staff or patients. There is no staff restroom. The reception area did not appear to be set up in a manner conducive to the protection of patients’ privacy.

The team were also disappointed that issues identified during the last visit, such as a lack of drinking water facilities ¹, the

¹ The Practice has since told us that cups of tap water are available for patients on request from the receptionist.

electronic check in does not work, and the TV is not connected, had not been addressed.

However, the team were pleased to note one positive change, in that there is now a hearing loop available.

The **notice** board was up to date, and very well kept.

There were two patients waiting the team arrived. One elderly patient, a tall gentleman with a mobility issue, told the team he could not sit down on the very low chairs, as he would have problems getting up. He spent the time walking backwards and forwards in the surgery.

***Note:** the Practice subsequently told us that, in fact, chairs with arms are available for patients who are elderly or have mobility issues – although, clearly, the patient seen by our team was unaware of this.*

Making appointments

The surgery telephone lines open at 8am but do not have a call back facility. There are a limited amount of on the day appointments and if no appointments are available, patients are referred to NHS 111 or the Same day Access Hub. Patients can book appointments 2–3 weeks in advance. The reception staff include care navigators.

There is a PPG in place to represent patients.

Staffing

The Practice is operated by 4 doctor partners, of whom 3 are full time and 1 part time. At the time of the visit, there were 2 trainee GPs; another has since joined the practice. These staff work across both branches.

There are also 3 nurses (2 full time and 1 part time), of whom 2 are Nurse Prescribers.

There are three physiotherapists, providing 2 sessions a week at the Gubbins Lane branch and 1 at Ardleigh Green.

The remaining ancillary staff have all worked for the Practice for a long time; the Practice does not use agency staff.

Other issues

Training is undertaken during work time, if possible, for which time is protected, using the Blue Stream Package.

The Practice Manager told the team that the Practice will be joining the Safe Surgeries programme.

A member of staff has been allocated to keep the website up to date. The manager did try to find opening times whilst we were

there (a problem at the last visit) but could not find them; a member of the team looked at the website after the visit and was able to confirm that the times were available and up to date.

Conclusion

The team were disappointed that little appeared to have been improved since their previous visit, although they accepted that the Practice Manager, having only been in post for a short time, had not yet had time to secure the improvements needed.

Acknowledgments

Healthwatch Havering would like to thank the managers, staff and patients at both branches of the practice for their assistance and co-operation during the visits.

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.

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.

Healthwatch Havering Friends' Network

Join our Friends' Network for regular updates and other information about health and social care in Havering and North East London. It cost nothing to join and there is no ongoing commitment.

To find out more, visit our website at

<https://www.healthwatchhaverling.co.uk/advice-and-information/2022-06-06/our-friends-network-archive>



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