

Enter & View

Billet Lane Surgery

58b Billet Lane,
Hornchurch, RM11 1XA

1 August 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.

Key facts

Number of patients on practice list:	3,800
Number of partners/permanently employed GPs <u>(not locums)</u> :	2
Number of other healthcare professional staff employed:	1
Number of management staff employed:	2
Number of support/admin/reception staff employed:	7
Number of patient sessions available per week:	310
Number of clinical staff (GP/Nurse/Pharmacist/other HCP) spoken to:	1
Number of management/admin/reception staff spoken to	3
Number of patients spoken to	2

The Premises

This practice is located in a purpose-built building accommodating two GP surgeries, the Billet Lane Surgery and Hornchurch Healthcare (which is not referred to in this report). The decor is good. The Billet Lane Surgery occupies two GP consulting rooms, a nurses' room (shared with Hornchurch Healthcare), a Reception/secretary's office.

Toilet facilities are shared with Hornchurch Healthcare.

The entrance for disabled patients is down a side alley and through a back door. There is no parking facility for disabled patients, but patients use nearby public car parks for the Queen's Theatre and Sainsbury's supermarket car parks; blue badge holders are able to park outside the Surgery.

Staff

There are two permanent GPs, supported by a Nurse, a Practice Manager, a Deputy Practice Manager, two Secretaries and five Reception staff.

The GPs work on the following rota:

Monday, Tuesday and Friday 2 GPs

Wednesday 1 GP

Thursday 1 GP

There are about 3,800 patients registered at the practice.

The Manager, Reception and Secretarial staff have all recently been trained for EMIS.

All mandatory training is undertaken annually on-line. Safeguarding training is also done on-line. Staff have training passports, which are ticked as the training is undertaken. Staff reviews and appraisals are undertaken by the Practice Manager.

Staff have had training on fire extinguishers, but there is no Fire Marshall in place yet.

New staff receive an induction pack and have induction days where they work in the afternoon when it is quieter. Most staff have been at the Practice for a good number of years.

The staff work as a team, and support each other, but also feel very supported by their Manager and the GPs who are both approachable. They all have a good understanding of the patients' needs. This is a patient-centred practice, from the GPs to the whole of the team.

Surgery doors open 8.30am and appointments are available 9am-7pm on Mondays and 9am-6.30pm for the remainder of the week (except for a closed period 12.30pm-2.30pm, although patients can pick up prescriptions then).

Up to seven “on the day” appointments are offered, at 8.30am and 2.30pm. The team spoke to one of the GPs, who said that, if need be, he would see more patients. Telephone consultations are offered.

Facilities for patients

The team felt that the whole of the reception area could be quite confusing for a new patient. On entry through the main doors, a patient electronic booking-in system is visible, but it is for Hornchurch Healthcare not the Billet Lane Surgery. The larger waiting area is then entered; it is divided into two seating areas, and there are two receptions. Each has the name of the doctors over the windows. The receptionist was very cheerful and helpful. Confidentiality could be a problem at the desk, but there is a small area in the corridor that could be used for private conversations.

The waiting area is small, but clean and tidy. There are a number of posters up advertising the GP Hub, NHS111 and so on; the advertisement of this Healthwatch visit was also displayed. There are also a good number of leaflets/advice sheets. At the time of the visit, the television/ information screen was not working, but across the room the one for Hornchurch Healthcare was.

An electronic system for calling patients to the GP is used. There is no hearing loop.

There are sanitisers available at the desk, and in the toilets.

There is a 48 hour turnaround for repeat prescriptions, which can be ordered on line. Staff check twice daily to ensure that there are no outstanding prescriptions.

A leaflet is given out with blood test forms, detailing where tests can be undertaken. All test results are sent to the GPs, who decide the way forward and arrange for Reception to make contact with the patient; letters are sent if the patient cannot be contacted any other way.

The GPs are accredited to carry out minor surgery within funding criteria. Contraception and cysts are currently undertaken.

Patients with long term conditions are monitored regularly. Priority is given to those patients for the flu jab. Shingles vaccinations are given to those over 70 years. Annual health checks are offered to patients between 40-70 years. These are done by the nurse or GP.

Patients over 70 do not have a specific GP.

Patients with Learning Disabilities are reviewed annually after 14 years. They are placed on the safeguarding of adults list. The team try not to send them letters; the Carer is the first point of contact, and the team phone them.

The practice has a clear policy on carers, who are made aware of what services are available to them. There is a list of carers in safeguarding, and they are on the practice vulnerable list. The GP will give a 20-minute appointment. Following criticism in 2017 by the CQC of the support provided to carers support, the practice has worked hard to provide a good service.

The practice does not receive many complaints in writing. The Practice Manager attempts to diffuse any situation but all complaints are taken to the practice meeting and discussed fully. A complaints procedure is displayed in the waiting room.

Patients who fail to attend for appointments (DNAs) are spoken to. A DNA is recorded in the patients notes and discussed at the practice meeting. The GP monitors the situation.

A new system is in place whereby notes have to have PCS (Primary Care Services) label on, coming in or out. There is a tracker on them. There has been an improvement since this system was put in place.

Patient Participation Group

There is a Patient Participation Group (PPG), but it does not meet regularly. It is not advertised in the waiting area. There is no

suggestion box, but patients are asked to complete an NHS Friends and Family form funded by Care Quality Recording Service.

Patients' experience

The two patients the team were able to speak to both said that it had taken them less than a minute to get through that day. Sometimes it can take longer to get through, but one patient who lived near the Surgery said that they walked there to book the appointment. One patient felt that it is taking longer to get an appointment with the GP. Both had every confidence in the care that they receive.

It must be noted that the EMIS computer system has been installed, which informs patients of waits to get through to the surgery.

If there are no appointments available, staff signpost patients to other professionals, such as pharmacists, The GP Hub and the walk-in centres. A poster advertising the GP Hub was displayed in the waiting room.

However, the staff know their patients, and if someone rings up who they are aware is vulnerable they will make every effort to get them an appointment.

A language translation facility service is available.

The practice charges for "fit to fly" letters and for Blue Badge applications.

Conclusion

The team considered that this is a well-run, patient centred practice. The staff work together and create a happy atmosphere. The GP to whom the team spoke had a sympathetic and flexible approach

Recommendations

There are no general recommendations. However, the team felt that the practice lacked sufficient accommodation and that there was an imbalance between the facilities available to the practice and those of Hornchurch Healthcare which might disadvantage the practice's patients, both of which issues might be resolved by discussion between the two practices.

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 1 August 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](https://twitter.com/HWHavering)



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