

## Enter & View

# Mawney Road Surgery (Dr Nagendra Gupta)

206 Mawney Road, Romford, RM7 8BU

## 21 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 practice**

Dr Gupta took over this practice in 1989. Currently, there are two GPs (one of whom is part-time, salaried who has been there for some five years), three nurses, four reception staff, a practice manager and an administrative assistant. It has some 3,010 patients, of whom 100 had recently transferred in as the result of the closure of another local practice.

The Practice offers specialist clinics, minor surgery and support for chronic conditions, with Dr. Gupta specialising in child health and surgery and Dr. Putin (who has been a salaried GP for the past 10 years) specialising in musculoskeletal conditions and intra-joint injections.

The practice is located in a residential street not far from the Romford Town Centre. The outside of the building appears to be well-maintained. Limited parking (four spaces) is available and there is an area for pushchairs to be left outside. Entrance is through a small porch containing a board with surgery opening hours and a summary of the clinical services available. An emergency telephone number is given for out of hours emergencies, including use of the Hub service, but (at the time of the visit) there did not appear to be reference to the NHS 111 service.

On arrival, the team was met by Dr Gupta, the practice manager and the administrative assistant.

The large reception area was fresh and clean, with plenty of comfortable seating which was in good condition. Numerous leaflets about services and care available within the NHS were displayed. A unisex toilet was available.

The reception desk was situated behind glass in the waiting room. Limited privacy seemed available in the reception area but a room nearby was available for patients who wanted to discuss matters in private.

There were two receptionists on duty, who greeted patients in a pleasant and friendly manner. The team was told that there were two reception staff at all times. When a telephone enquiry was made about surgery opening times, the call was answered promptly and in a friendly manner.

The receptionists had each worked at the surgery for varying times, ranging from 1 year to 20.

There is a practice website; the team was told it had last been updated two months before the visit.

Online appointment bookings were available but, apparently, the facility was rarely used as patients preferred to call in personally or to book by phone.

Patients who required blood test results were advised to make an appointment for two weeks after the test, but would be seen earlier if necessary following the review by one of the GPs.

Dr Gupta performed some minor surgical procedures on Saturdays.

Clinics were held during normal surgery hours by appointment with the practice nurses for COPD, Asthma and Diabetic Hypertension, with referral to a GP if necessary. Also on offer at the practice were ante- and post-natal, child health, baby and Well Woman/Family planning clinics, all of which were offered 20 minute appointments.

GP appointments could be made from 8am for the patient to be seen at or after 9am the same day. An electronic system was available for prescriptions direct to pharmacies, which would take two days (although prescriptions could be prepared straight away if urgent or for elderly patients).

Complaints would be dealt with by the practice manager and discussed with the GP, and the outcome reported in writing to the complainant. The practice has recently formed a patient participation group and patient satisfaction surveys use the NHS Friends and Family Test, which is anonymous. The team was able to see some of the results, which were good.

The practice does not use interpreters as the staff are fluent in Indian/Asian dialects. Eastern European patients usually speak English or bring someone with them who does.

### **Views of staff**

The team spoke to the receptionists, who said that the practice was a nice place to work and were very happy. They had not experienced any

language problems but some patients were rude and sometimes challenging but Dr. Gupta was always supportive. They do their best to be helpful, and to assist patients with disabilities or who have special needs.

### Patients' views

The team spoke to a number of patients, who said they were able to get an appointment when they needed one and were able to see the GP they wanted to; they felt always involved in discussions about their care, referrals etc and that enough information was available about services, and that urgent appointments were available for children, COPD/breathing problems and infections.

All agreed staff were welcoming and friendly and that the GPs were attentive and listened to them. Their overall impression of the practice was good, with one describing it as "brilliant", although one patient spoken to was disappointed that she had had to wait past her appointment time to see the nurse. All were aware of the surgery hours, of how to make an appointment, and of the information available.

### Conclusions and recommendations

The practice appeared welcoming and friendly. There were a few minor areas where the team felt that improvement was possible:

- That a hand sanitiser be provided at the entrance to the building
- That a Hearing Loop be provided for the benefit of patients who use hearing aids
- That a Fire Exit sign be provided in a suitable location
- That the Fire Door be kept unlocked
- That the signage in the porch be updated
- That information be provided about the NHS111 service

- That regular staff meetings be arranged
- That clinics be arranged and held at specific hours

The practice has confirmed that these suggestions have all been addressed since the visit took place.

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 21 November 2016 and is representative only of those patients 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](mailto:enquiries@healthwatchhavering.co.uk)**





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