

## The Village Medical Centre

# Enter and View Report

### Contact Details:

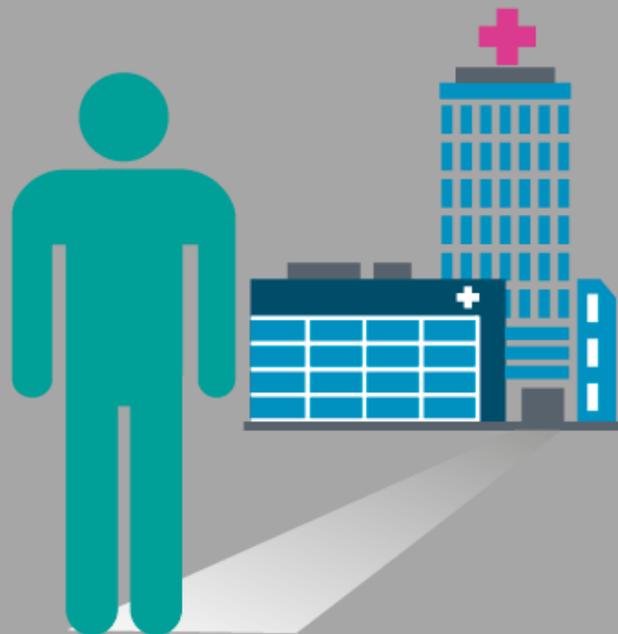
The Village Medical Centre  
Peel Street  
Littleborough  
OL15 8AQ

### Date and Time of Visit:

31/08/2017  
10.30 - 13.30

### Healthwatch Rochdale Representatives:

Alex Leach  
Claire Birch  
Irene Jackson



**V.1.0**

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# Introduction

## About Healthwatch Rochdale

Healthwatch Rochdale is the independent consumer champion for children, young people and adults who use health and social care services in the borough.

- We work to ensure consumer's views about services are represented both locally and nationally;
- We focus on local voices being able to influence the delivery and design of local services;
- We have statutory powers that enable local people to influence health and social care services under the Health and Social Care Act 2012

Healthwatch Rochdale investigates what people want from their health and social care services such as hospitals, GPs, care homes and pharmacies. This is referenced against information gathered from health and social care providers, commissioners as well as national and local research sources. Healthwatch Rochdale also produce reports about services visited and make recommendations for action where there are areas for improvement.

As part of this role Healthwatch Rochdale has statutory powers to undertake Enter and View visits of publicly funded health or social care premises. Enter and Views are undertaken when Healthwatch Rochdale wishes to address an issue of specific interest or concern. These visits give our trained Authorised Enter and View Representatives the opportunity to find out about the quality of services and to obtain the views of the people using those services.

Our Enter and View policy is available to view at [www.healthwatchrochdale.org.uk](http://www.healthwatchrochdale.org.uk)

You may also wish to look at The Local Authorities (Public Health Functions and Entry to Premises by Local Healthwatch Representatives) Regulations 2013 available to view at [http://www.legislation.gov.uk/ukxi/2013/351/pdfs/ukxi\\_20130351\\_en.pdf](http://www.legislation.gov.uk/ukxi/2013/351/pdfs/ukxi_20130351_en.pdf)

## Acknowledgements

Healthwatch Rochdale would like to thank the assistant practice manager for helping to organise this Enter and View visit on the day. We would also like to thank all service users, visitors and staff who took the time to speak to us on the day and for their contribution to our Enter and View.

## DISCLAIMER

**This report relates only to the service viewed at the time of the visit, and is only representative of the views of people who met the Enter and View team on those dates.**

# Visit Background & Purpose

## Background

Healthwatch Rochdale used our intelligence centre to highlight key trends in areas of quality, service and access in relation to GP services in the Rochdale Borough. The information was then used to create an Enter and View timetable which includes 12 GP surgeries in Heywood, Middleton, Rochdale and Pennines.

Healthwatch Rochdale received intelligence in the years 2016/2017 around The Village Medical Centre from patients. Therefore, as the independent health and social care watchdog, Healthwatch Rochdale deemed it appropriate to use its statutory power<sup>1</sup> to Enter and View providers to observe matters relating to health and social care services.

## Visit Purpose

- To engage with The Village Medical Centre patients and staff members
- Observe patients and visitors engaging with The Village Medical Centre staff and their surroundings
- Capture the experience of service users as well as any ideas they may have for service improvement and/or change
- Identify examples of good and poor working practice within The Village Medical Centre

## Methodology

Before we carried out the announced visit, Healthwatch Rochdale electronically delivered pre-visit documentation to The Village Medical Centre. This information was addressed to the practice manager.

On arrival for the visit at 10:30am, Healthwatch Rochdale representatives were met by the Practice Manager. The representatives were given a tour of the facilities and introduced to all staff members.

The visit was then split into sections as documented in this Enter and view report:

- Visual Observation
- Interview with Practice Manager
- Interviews with Patients and Visitors

After the visit was completed, the lead representative held a debrief and informed that a report will be sent with an opportunity to comment on the recommendations.

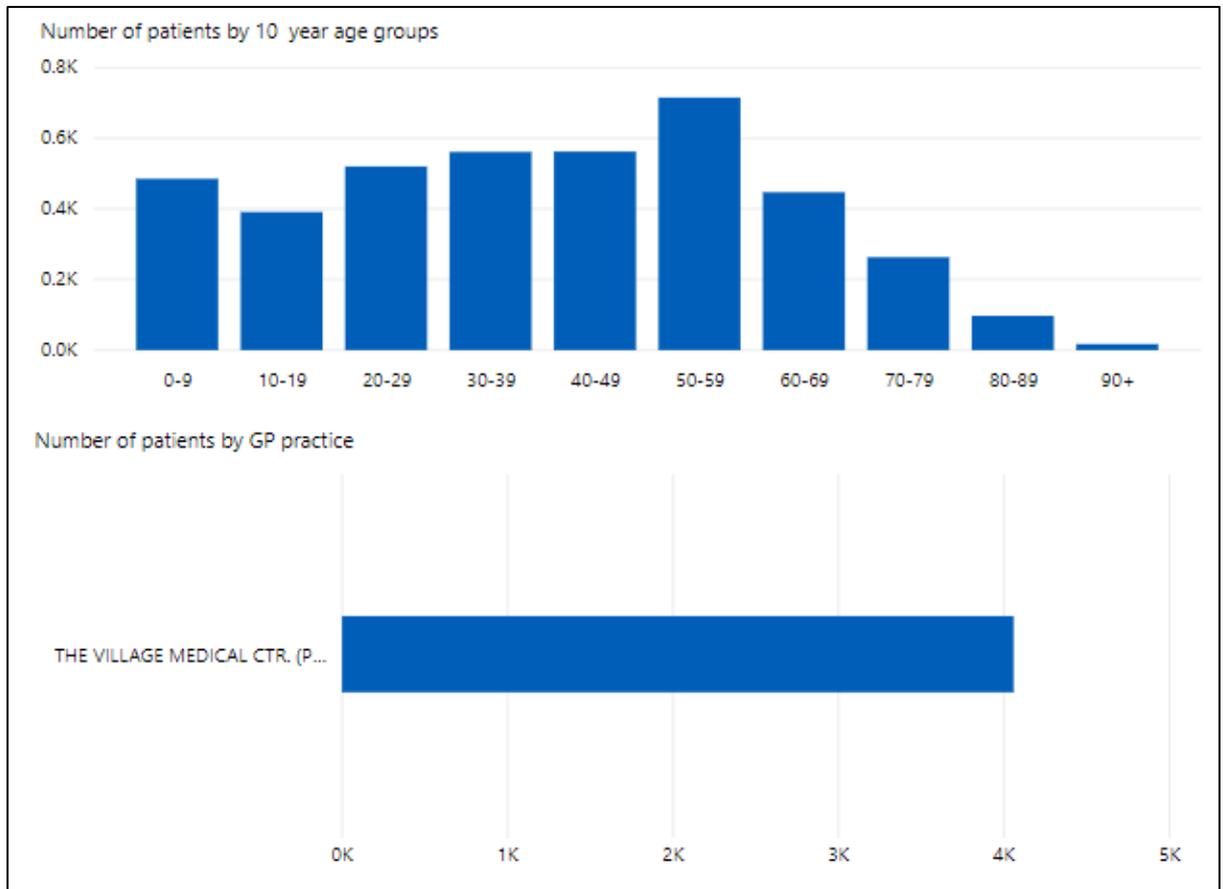
## Key Observation Findings

- The internal building conditions were classified as good, in very good condition. At the time of the visit there was some internal building work being carried out which did not affect the operational running of the centre on the day of the visit
- The internal decoration was classified as good, very clean and well decorated
- Wheelchair and pushchair access was available, a wheelchair was also located at the entrance for patients
- There was very clear guidance on how to notify the practice of your arrival, with reception staff addressing patients in a friendly and helpful manner. It was noted that the reception area was open plan and therefore could have an effect on privacy and confidentiality for patients
- There was not a clear delineation for patients when at the reception desk
- The reception staff were very helpful and communicated well with patients
- There was a call system in place within waiting rooms, this was in the form of the GP collecting the patient from the waiting room
- There was clear information regarding the staff on duty with all staff wearing a visible uniform and name badges
- The on-line booking system was advertised
- There was a hearing loop installed at the main reception desk
- There were toilets available, which were clean
- Information on the notice board was deemed up to date
- There was information present on the notice board about the patient participation group, which included resources and information on how to join the patient participation group
- There was information present on the notice board about complaints/compliments
- A car park was available on site to the rear of the centre



# Key Findings from Interview with Practice Manager

- The current practice list size is 4,058 patients



Source: <https://digital.nhs.uk/Patients-registered-at-a-GP-practice-GP-data-hub>

- The surgery is open Monday to Friday between 08:00 - 18:30
- The practice holds extended hours appointments on Thursday evening from 18:30 - 20:00
- The appointments offered are routine, pre-bookable and urgent appointments on the day
- Patients on long term medication can order repeat prescriptions using the computer printout in a number of ways:
  - By hand - drop the repeat slip in at reception with the items required clearly marked.
  - By post
  - By fax - to 01706 371647
  - Online
  - Requests for repeat prescriptions can be made at the reception desk or online
- Online patient access through the EMS system is available

- The practice conducts both home and care/residential home visits when required
- In addition to general medical consultations the practice are able to provide specialist clinics and services covering the following areas:
  - Asthma
  - Chronic obstructive pulmonary disease (COPD)
  - Coronary heart disease
  - Diabetes
  - Hypertension
  - Cervical screening
  - Family planning
  - Maternity
  - Medical examinations
  - Vaccinations and immunisations - including travel.
- The practice has a patient participation group, and patients are informed to contact the office manager for information regarding joining the group
- The practice has a complaints policy in place which is available at the reception desk and on the website
- The practice has an equality and diversity policy which staff are informed of in their induction to the organisation
- Interpretation services are available on request
- The practice train staff on a regular basis in fundamental areas including customer service, information governance and health and safety

## Key Findings from Interviews with Patients

### Patient's responses for access and booking appointments

1. We asked: How do you usually book your appointments?

| Telephone | Online | At Reception | Repeat appointments |
|-----------|--------|--------------|---------------------|
| 87%       | 0%     | 13%          | 0%                  |

(8 patients answered)

Comments received:

2. We asked: Do you use online booking?

**0%** Said Yes

**100%** Said No

**0%** Said Sometimes

(8 patients answered)

Comments received:

3. We asked: If answered No or Sometimes to Question 2: why is this?

| Don't use a computer | Don't want to | Unaware of it | Don't have log in details | Unsuitable |
|----------------------|---------------|---------------|---------------------------|------------|
| 16.5%                | 67%           | 0%            | 0%                        | 16.5%      |

(8 patients answered)

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4. We asked: Do you find it difficult to get urgent appointments on the same day?

**37%** Said Yes      **63%** Said No      **0%** Said Not Applicable

(8 patients answered)

Comments received:

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5. We asked: If you have been unable to obtain an urgent appointment have you been signposted to the HMR 7 Day access service?

**0%** Said Yes      **50%** Said No      **50%** Said not applicable

(6 patients answered)

Comments received:

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6. We asked: Do you find it difficult to get routine appointments?

**14%** Said Yes      **72%** Said No      **14%** Said not applicable

(7 patients answered)

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7. We asked: Overall, how would you rate your experience of booking appointments at this surgery?

**71%** Said Excellent      **29%** Said Could be Improved      **0%** Said poor

(7 patients answered)

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## Patients responses for patient involvement

8. We asked: Are you aware the GP practice has a patient participation group?

**37%** Said Yes

**63%** Said No

**0%** Said Don't know

(8 patients answered)

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## Patients responses for quality of care

9. We asked: Are the opening times here convenient for you?

**83%** Said Yes

**17%** Said No

**0%** Said Mostly

(8 patients answered)

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10. We asked: How do you find the staff?

**100%** Said Happy  
with staff

**0%** Said Happy with  
most staff

**0%** Said Unhappy with  
staff

(6 patients answered)

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11. We asked: Do you tend to feel listened to during your appointments?

**75%** Said Yes

**0%** Said No

**25%** Said most of the  
time

(12 patients answered)

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12. We asked: Do you tend to find the information you receive in your appointments helpful?

**100%** Said Yes

**0%** Said No

**0%** Said most of the  
time

(5 patients answered)

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13. We asked: Overall, how satisfied are you with the care provided?

**83%** Said Very Satisfied

**17%** Said Satisfied

**0%** Said Unsatisfied

(6 patients answered)

14. We asked: What recommendations as a patient would you make to The Village Medical Practice to improve overall experience?

Comments received:

“To have the continuity of the same GP - espically when an individual has complex needs”

“Clock in the reception area”

“Automated ring back service on the telephones”

“More seats in the reception area - patients having to stand when its busy”

(4 patients answered)

## Recommendations

This report highlights the good practice that the representatives observed on this Enter and View visit and reflects the appreciation shown by the majority interviewed in relation to the care and treatment provided by The Village Medical Practice.

The observation and interview findings also serve to highlight some areas for improvement and helpful suggestions to make the experience even better for patients at The Village Medical Practice.

Therefore, considering this visit we recommend:

| Recommendation ID | Recommendation   |
|-------------------|--|
| 1                 | <p>Healthwatch Rochdale data shows that of 8 people asked 63% where not aware of the patient participation group.</p> <p>Healthwatch Rochdale recommends that The Village Medical Centre should review their patient participation group marketing campaigns and material in a view to recruiting and involving patient participation representatives.</p>   |
| 2                 | <p>During the observations Healthwatch Rochdale noted the reception area was open plan and therefore could have an effect on privacy and confidentiality for patients.</p> <p>Therefore, Healthwatch Rochdale recommend a review of the reception area, to ensure privacy and confidentiality is maintained in order to improve patient comfort and convenience when discussing matters with the receptionist.</p> |

|   |   |
|---|---|
| 3 | Healthwatch Rochdale recommend that all staff are reminded about the HMR 7-day access service to a GP. This information is to be shared with patients when appropriate. |
| 4 | Healthwatch Rochdale recommend that the practice continue to publicise the online booking system to reduce the calls coming into the practice.                          |

## Response from Provider

### The Village Medical Practice

The surgery has recruited 4 new members to join the Patient Participation group & will continue to encourage recruitment. We promotion display in the surgery.

We have currently completed a refurbishment of the reception & waiting area. We have now made the reception area a lot more confidential by enclosing one of the two reception areas and erecting a divide between the front reception desk and back reception. This has proven to be of a great benefit to patients and staff.

Reception staff are actively signposting whenever appropriate to 7 day access and in the surgery this is displayed.

The online booking system is publicised on our webpage & we do advise in surgery.

# Contact Us



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