

Drs Ghafoor and Abbasi's Practice

Enter and View Report

Contact Details:

Drs Ghafoor and Abbasi's Practice
1st Floor Nye Bevan House
Maclure Road
Rochdale
Lancashire
OL11 1DN

Date and Time of Visit:

Wednesday 28th June 2017
9.00am - 11.00am

Healthwatch Rochdale Representatives:

Alex Leach
Jane Jackson
Monica Oliver
Elizabeth Williamson



V.11

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DISCLAIMER

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

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 consumers 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 finds out 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 produces reports about services visited and makes 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

You may also wish to look at the 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

Acknowledgements

Healthwatch Rochdale would like to thank the 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

Please note that this report relates solely to findings observed on the specific Enter and View visit date. This report is not a representative portrayal of the experiences of all service users and staff, but serves as an account of what was observed and contributed at the time of the visit.

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 have received intelligence around Drs Ghafoor and Abbasi's Practice from patients. Therefore, as the independent Health and Social Care watchdog, Healthwatch Rochdale deemed it appropriate to use its statutory power¹ to Enter and View providers to observe matters relating to Health and Social Care services.

Visit Purpose

- To engage with Drs Ghafoor and Abbasi's Practice patients and staff members
- Observe patients and visitors engaging with the Drs Ghafoor and Abbasi's Practice 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 Drs Ghafoor and Abbasi's Practice

Methodology

Before we carried out the announced visit, Healthwatch Rochdale hand delivered pre-visit documentation to Drs Ghafoor and Abbasi's Practice. This information was addressed to the practice manager.

On arrival for the visit at 9.00am, Healthwatch Rochdale representatives were met by 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 for comments to the recommendations.

¹Organisations must allow an authorised representative to Enter and View and observe activities on premises controlled by the provider if this does not affect the provision of care or the privacy and dignity of people using services.

(The Local Authorities (Public Health Functions and entry to Premises by Local Healthwatch Representatives) Regulations 2013)

Key Observation Findings

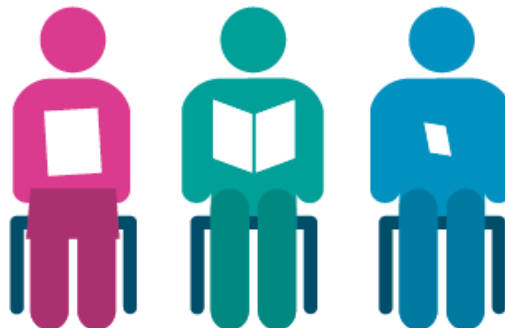
- The internal building conditions was classified as excellent, in good condition
- The internal decoration was classified as excellent, very clean and well decorated
- Wheelchair and pushchair access was available and the building had working lifts, it was noted that on the day of the visit the ground floor entrance doors were undergoing maintenance and the side entrance door was in use which did not affect access
- There was very clear guidance on how to inform the practice of your arrival
- There was clear delineation for patient when at the reception desk
- The reception staff were very helpful and communicated well with patients
- There was a call system in place in which staff members collected their patients from the waiting room and lead them to the consultation room
- There was clear information on the staff on duty within the service on the day of the visit
- There was no information of waiting times or delays in appointments
- The online booking system is advertised
- The waiting room was classified as child friendly, but due to the size of the practice space was at a premium for activities for children
- There was a hearing loop installed
- There were male and female toilets available
- There were hand sanitisers available but not obviously available to patients
- Information on the notice board was deemed up to date and available in other formats
- Information was available about translation services
- There was information present on the notice board about the PRG, which included resources and information on how to join the PRG
- There was information present on the notice board about complaints/complements
- In the reception area, there was a Health monitors which measured weight, height, body mass index and blood pressure. The machine was turned off on arrival. Reception staff did turn the machine on and gave a demonstration on use. The blood pressure system on the machine was broke, and there was no clear instruction on how to use the machine.
- Representatives witnessed the reception staff communicating with patients in several different languages
- Overall, informative information was present on the notice boards, staff communicated well with patients, in many different languages and patient journey which was observed by the representatives whilst in the surgery worked well



Key Findings from Interview with Practice Manager

- The current Practice List Size is 6,400 patients
- The practice is open Monday to Friday from 8.00am until 6.30pm
- The practice extended hours service every morning from 07:15 - 08:00 and this service aims to help those patients who work and are not able to attend or make appointments in normal surgery opening times
- The practice currently has 2 GP vacancies due to the expansion of services within the practice
- The practice has a set criteria from booking appointment which range from urgent (seen on the day), 48-hour access appointments, and pre-bookable appointments 2 weeks in advance.
- Online patient access through the EMS system is available
- The practice conducts both home and care/residential home visits when required.
- The practice has a patient participation group, in which 6 patients attended the last meeting.
- The practice has a complaints policy in place which is available at the reception desk and on the website. Complaints can be raised both verbally and by formal letter/email.
- The practice has an equality and diversity policy in which staff are informed through there induction to the organisation.
- Interpretation service are available
- The practice train staff on a regular basis with the fundamental areas including customer service, information governance, Health and Safety

WAITING ROOM



Key Findings from Interviews with Patients

Patients responses for access and booking appointments

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

Telephone	Online	At Reception	Repeat appointments
74%	10%	16%	0%

(16 patients answered)

Comments received:

2. We asked: Do you use online booking?

27% Said Yes

67% Said No

6% Said Sometimes

(15 patients answered)

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 the online system
60%	20%	20%

(10 patients answered)

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

31% Said Yes

61% Said No

8% Said Not Applicable

(14 patients answered)

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

39% Said Yes

46% Said No

15% Said not applicable

(13 patients answered)

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

6.5% Said Yes

87% Said No

6.5% Said not applicable

(15 patients answered)

Comments received:

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

80% Said Excellent

20% Said Could be Improved

0% Said poor

(15 patients answered)

Patients responses for patient involvement

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

33% Said Yes

60% Said No

7% Said Don't know

(15 patients answered)

Patients responses for quality of care

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

100% Said Yes

0% Said No

0% Said Mostly

(15 patients answered)

Comments received

10. We asked How do you find the staff?

79% Said Happy with staff

21% Said Happy with most staff

0% Said Unhappy with staff

(14 patients answered)

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

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100% Said Yes

0% Said No

0% Said most of the time

(14 patients answered)

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

86% Said Yes

0% Said No

14% Said most of the time

(14 patients answered)

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

60% Said Very Satisfied

40% Said Satisfied

0% Said Unsatisfied

(10 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 Drs Ghafoor and Abbasi's 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 Drs Ghafoor and Abbasi's Practice

Therefore, considering this visit we recommend:

Recommendation ID	Recommendation
1	Healthwatch Rochdale recommend the practice should review the information on displays and on the information boards in the reception area, to ensure information is provide in languages that are spoken by your patient population.
2	Healthwatch Rochdale recommend the practice should ensure hand sanitising gel is available in view of patients; to use when accessing medical areas or to use when appropriate.
3	Healthwatch Rochdale recommend reviewing the guidance for patients who want to use the Health monitoring machine in the reception area and to ensure the machine is switched on for patients to use.

Response from Provider

Drs Ghafoor and Abbasi's Practice

Action Statement

Recommendation ID	Response or action from provider	To be addressed by	Name of person(s) responsible
1	We have reviewed the information on displays and ordered leaflets in the most common spoken languages in the community.	Practice Manager	Saba Asif
2	Gels and holders have been ordered. We aim to have hand sanitisers beside the doors on exit and entrance with the help of building management.	Practice Manager and building manager	Saba Asif and Donna Smith
3	The health monitoring machine is switched on and a step by step guide has been displayed near the machine.	Practice Manager and Staff member	Saba Asif and Rizwana Aslam

Contact Us



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