

ENTER AND VIEW VISIT REPORT

Black Country Family Practice

14th January 2020



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Black Country Family Practice, Neptune Health Park, Sedgley Rd W, Tipton DY4 8PX

Healthwatch Remit

Part of Healthwatch Sandwell's remit is to carry out Enter and View visits. Healthwatch Sandwell Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act allows Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation – so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Sandwell Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Sandwell's safeguarding policy, the service manager will be informed, and the visit will end. The Local Authority Safeguarding team will also be informed.

Acknowledgements:

Healthwatch Sandwell would like to thank the Practice staff and the patients for their cooperation during the visit.

Disclaimer

Please note that this report relates to findings during our visits made on 14th January 2020. The report does not claim to be representative of all patients, only of those who contributed within the restricted time available.

This report and its findings will be shared with Black Country Family Practice, the Care Quality Commission (CQC), Sandwell MBC, Sandwell and West Birmingham Clinical Commissioning Group (CGG) and Healthwatch England. The report will also be published on the Healthwatch Sandwell website (www.healthwatchesandwell.co.uk).

GP Surgery – Black Country Family Practice

Service Address: Neptune Health Park, Sedgley Rd W, Tipton DY4 8PX

The Black Country Family Practice is situated in Tipton area of Sandwell. It provides care for 14,000 patients. The practice is a member of the Modality Partnership, which operates nationally in England. The practice has 6 GPs, 12 clinical staff including nurses, advance nurse practitioners etc and 15 administration and support staff.

Black Country Practice Centre Opening times:

Monday	Tuesday	Wednesday	Thursday	Friday
8.00am - 6.30pm	8.00am - 6.30pm	8.00am - 6.30pm	8.00am - 6.30pm	8.00am - 6.30pm

Purpose of the report:

This report will detail, where appropriate, a range of recommendations based on the findings of our Enter and View visit and it is anticipated that these recommendations will contribute to improving service delivery within the Practice and in turn improve the service experience for patients registered with the Practice.

In keeping with Healthwatch Sandwell's role of sharing 'good practice' in service delivery within the Sandwell Borough we visited the Black Country Family Practice.

Prior to the Enter and View visit we conducted a desk top review of the most recent CQC report, based on an inspection undertaken in July 2019. The Surgery was rated as 'good' across areas of 'safety', 'caring' and 'well led'. And 'requires improvement' in areas of 'effective' and 'responsive' - with an overall rating of requires improvement

https://www.cqc.org.uk/sites/default/files/new_reports/AAAJ6055.pdf

The purpose of our visit was to observe the environment and explore first-hand with the patients present their experiences of using the Black Country Family Practice.

What we did

A team of two authorised representatives took part in this visit. During our visit, we completed 15 surveys with patients of mixed ethnicities and observed the environment. The visit was unescorted and at no time during the visit did we enter consulting rooms.

Environmental observations

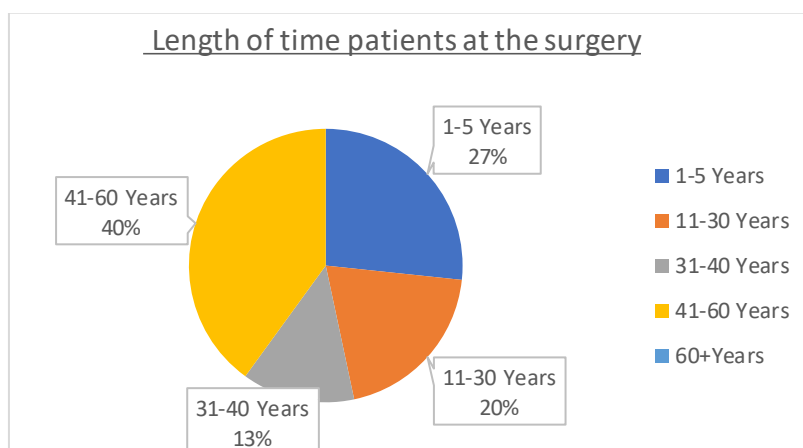
There was one waiting room that was clean, tidy and well maintained. It had displayed a variety of promotional and advertising materials on several noticeboards. There was a vast array of information on the notice boards, which included general information on the practice, health awareness, interpreters service and Carers. We observed a poster for Carers that has closed in February this year. This was raised with the staff during our visit. Another notice board had some information on Patient Participation Group (PPG).

Patient Interviews

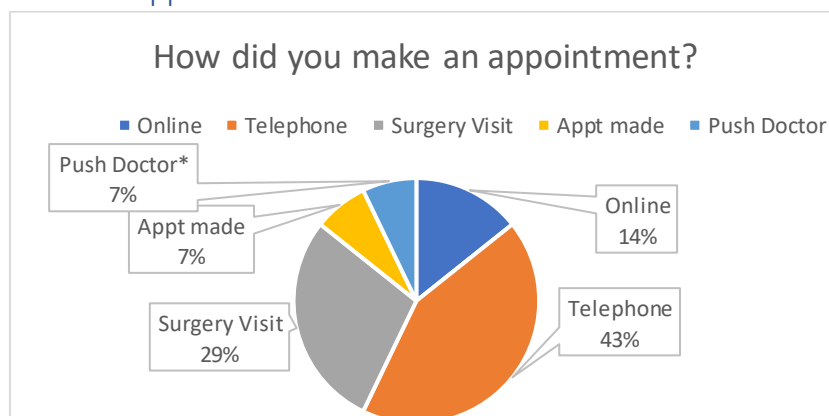
We interviewed patients in the waiting area asking them the following questions:

How long have you been a patient at this GP Practice?

From the information given, most patients have been registered with The Black Country Family Practice for over 20 years.

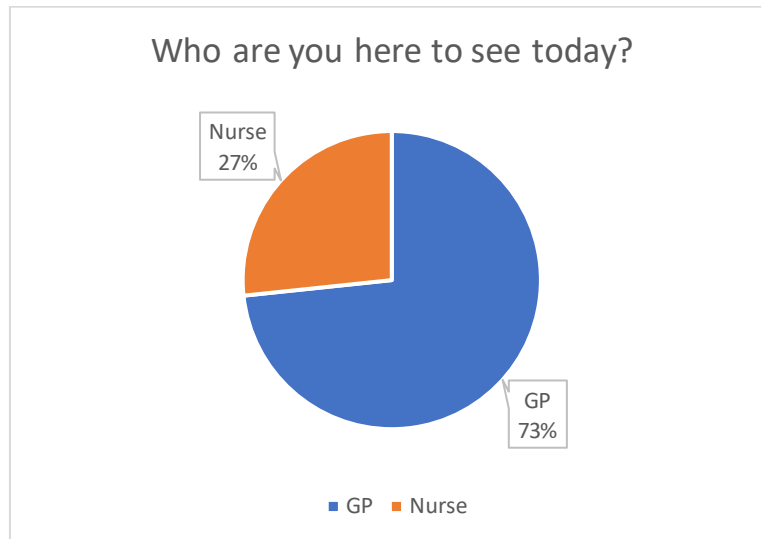


How did you make an appointment?



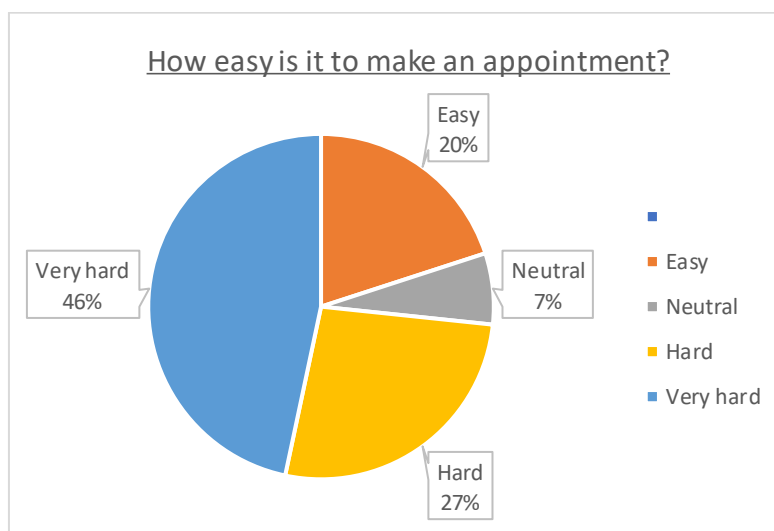
*Push Doctor is an online service enabling patients to contact the practise via a video link

Who are you here to see today?



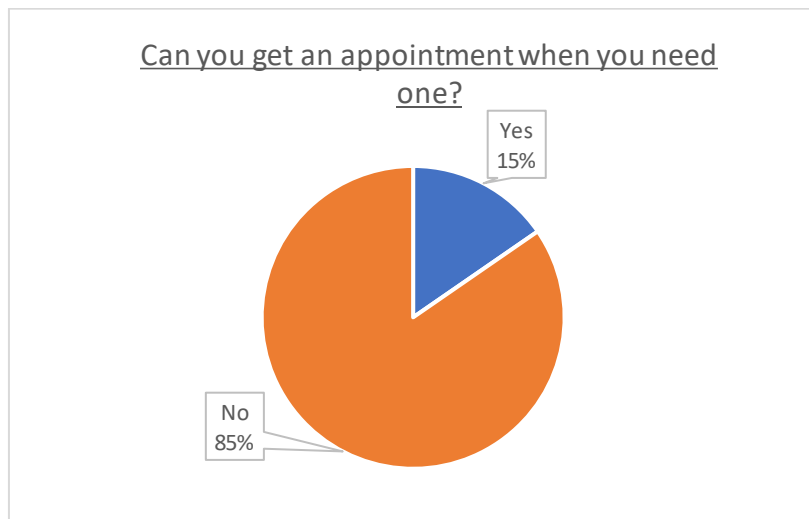
How easy is it to make an appointment?

20% responded that it was it was easy to get an appointment, while 27% stated it was hard to get an appointment and 46% stating it was very hard.



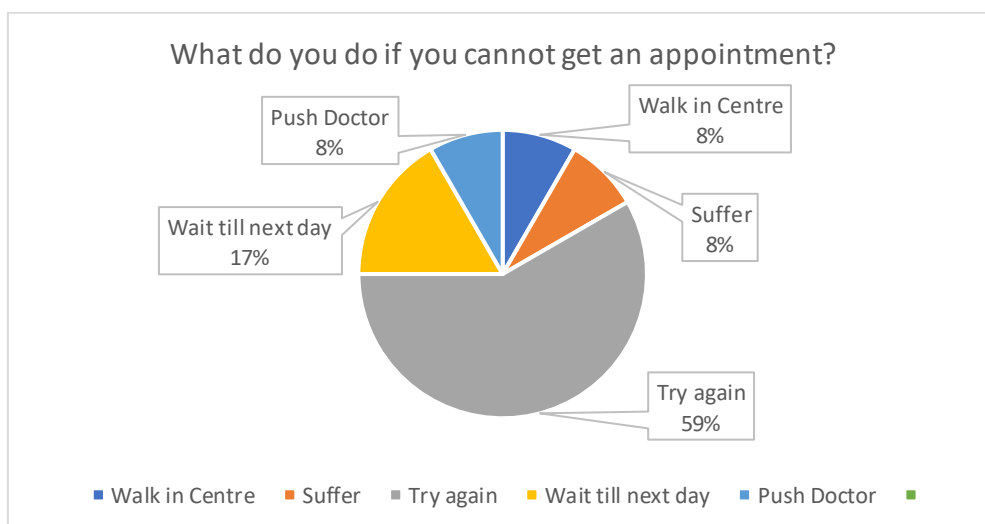
Can you always get an appointment when you need one?

15% responded that they can get appointments when needed, while 85% said they couldn't.



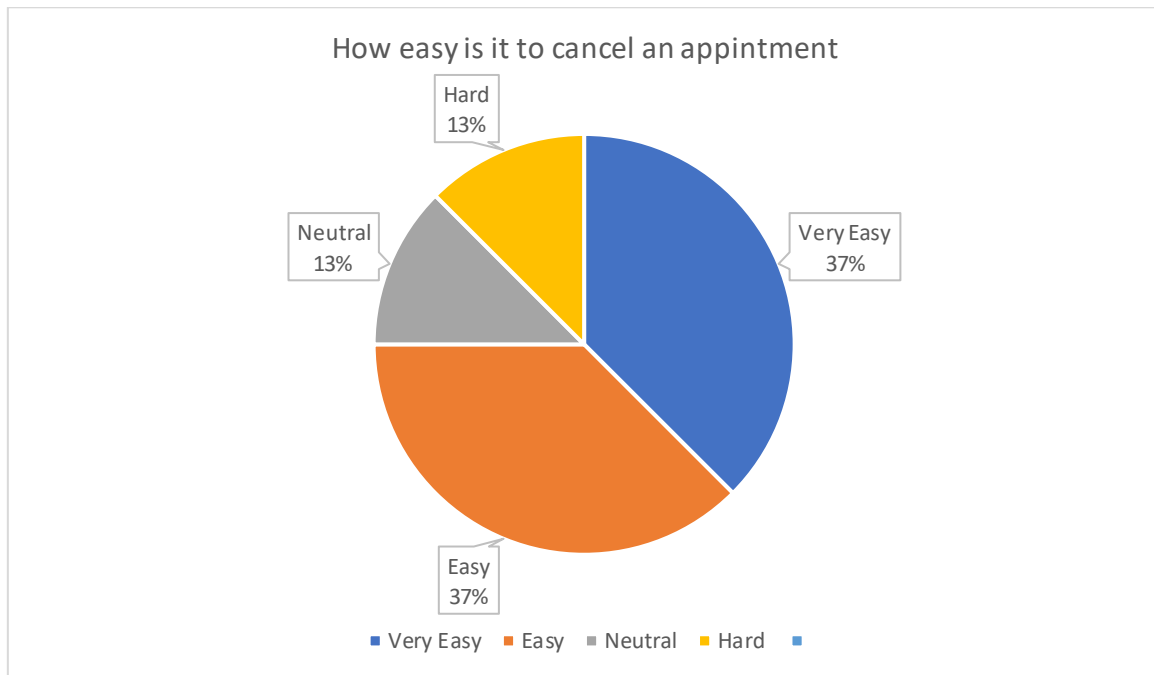
What do you do if you cannot get an appointment?

8% of respondents said that they would go to the walk-in centre. 17% said that they would wait until the next day. 59% said they would try again 8% said would go use the Push Doctor and 8% said they would "suffer".



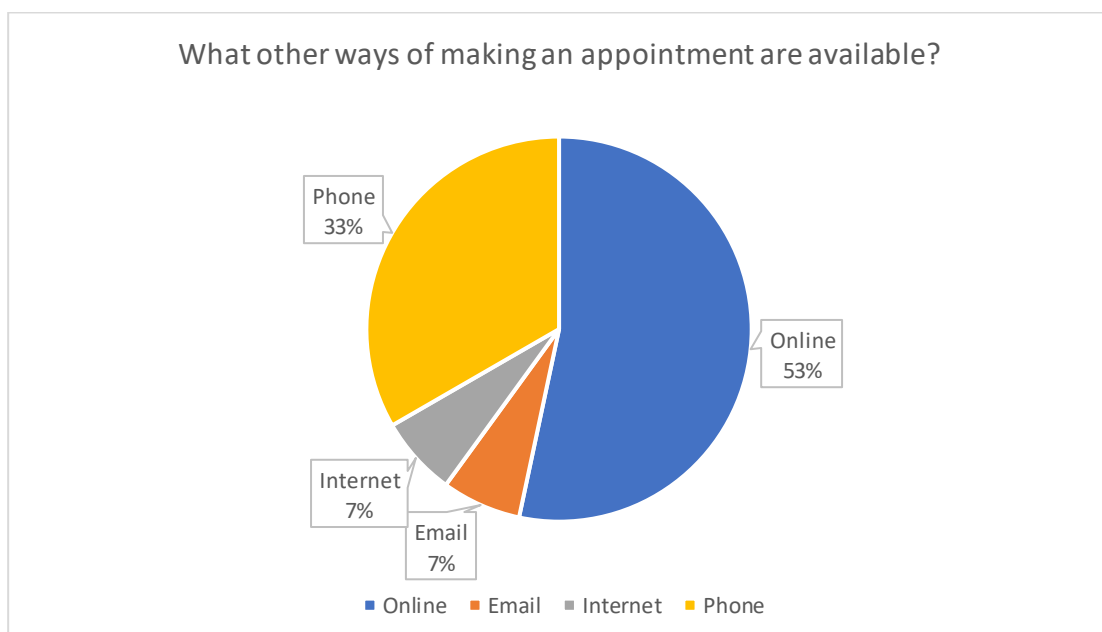
How easy is it to cancel an appointment?

37% responded said it was very easy and 37% said it was easy to cancel an appointment, 13% felt it was hard to cancel and appointment.



What other ways of making an appointment are available?

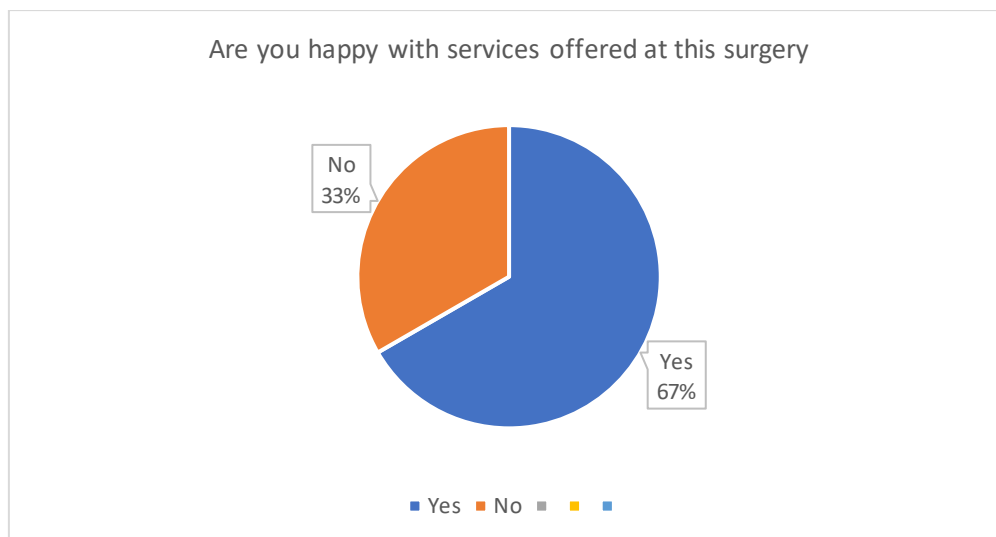
53% of patients stated that you can make appointments online and 53% saying by phone. A further 7% of patients said email with 7% internet.



Are you happy with the services offered at this surgery?

67% of respondents said that they were happy with the service they received from the surgery. Patients comments include ***'Dr Swain has been brilliant'***.

While 33% said they were not happy. Patients comments include ***'Family member rang 97 times yesterday'*** and ***'Don't like new appointments system. Called back at work and asked personal questions.'***



Are you able to get a medication review?

Of the patients that need a medication review, a majority (60%) said that they have had a review of their medication. The remaining 40% had not had a review or did not need one.

Do you think anything could be improved?

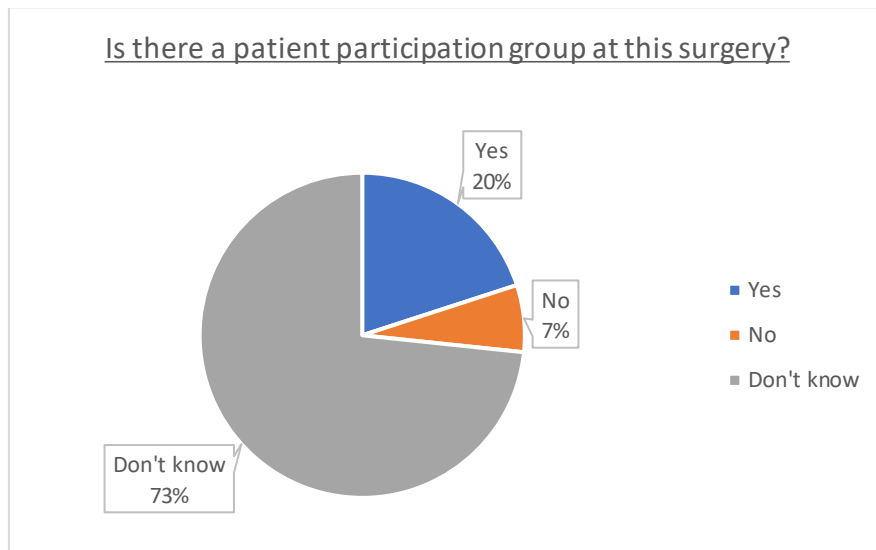
85% of patients we spoke to thought there could be improvements at this surgery. These included:

- More appointments
- Patients having to ring multiple times to be answered by phone
- Easier access to appointments next day and beyond particularly for patients who work shifts

Appointments seemed to be the main area that patients wanted to see improvement. Better access to appointments covered issues such as, more telephone lines and a telephone queuing system.

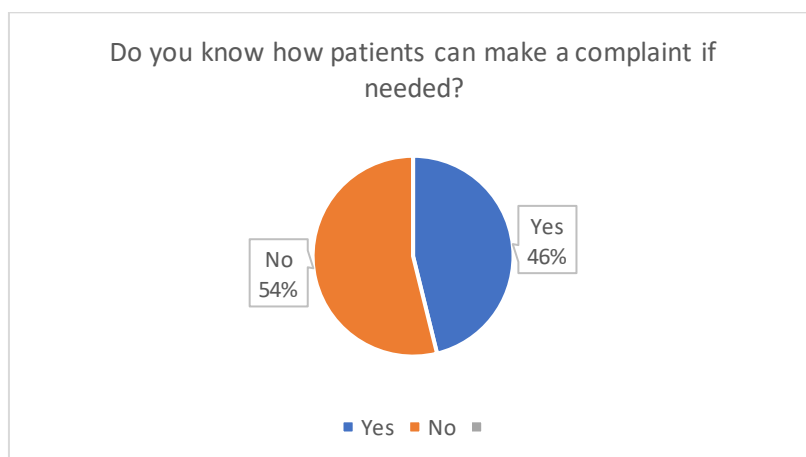
Is there a Patient Participation Group at this surgery?

7% of patients stated that there was no Patient Participation Group (PPG) and 73% said didn't know if there was one. 20% had heard of one.



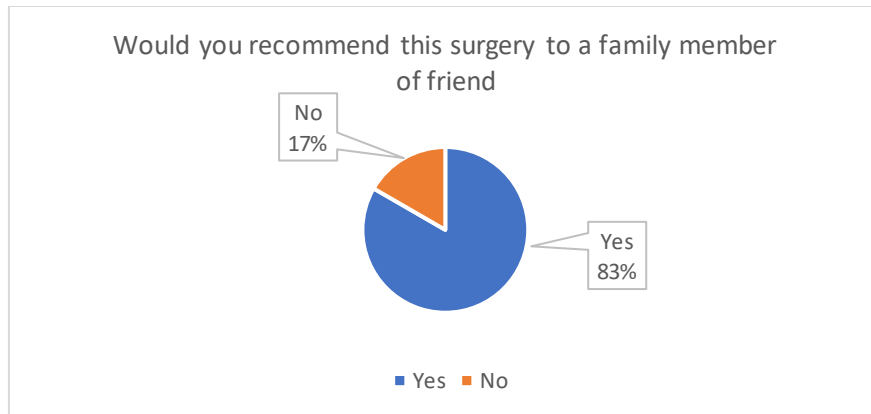
Do you know how patients can make a complaint if needed?

54% of respondents said that they were unaware of how to complain with 46% knowing the correct complaints procedure



Would you recommend this surgery to a family member or a friends?

At the end of the survey, we asked patients to rate their overall experience of their visit that day. 83% of patients stated they would recommend the practice to a family member or friend, while 17% stated they would not recommend.



Recommendations and Follow-Up Actions:

At this stage of our report we usually detail a range of recommendations identified through surveys completed by patients and our observations. Overall, our perceptions of the Black Country Family Practice are that the services provided for patients are of a good standard. However, the findings of the survey highlight areas for improvement, some of the recommendations are based on patient suggestions.

We would recommend that:

- Whilst patients are aware of the online booking system, our findings indicate that the online booking system could be better promoted; and how to book online be fully explained to patients in a simple and effective way, taking into consideration the diversity of languages. Also make sure patients are made aware of all the ways they can make an appointment.
- That the Patient Participation Group be promoted more with patients better informed of its role and the advantages of contributing to the group.

Provider Feedback

The Black Country Family Practice has not provided any feedback to date. However, considering the current situation we would welcome a comment from them at a later date