

## ENTER AND VIEW VISIT REPORT

Oakham Surgery  
15 August 2019



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**213 Regent Road, Tividale, Oldbury. B69 1RZ**

## 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 visit made on August 15<sup>th</sup> 2019. The report does not claim to be representative of all patients, only of those who contributed within the restricted time available.

Who we share the report with This report and its findings will be shared with Oakham Surgery, 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](http://www.healthwatchesandwell.co.uk)).

## GP Surgery – Oakham Road Surgery

Service Address: Oakham Surgery 213 Regent Road, Tividale, Oldbury. B69 1RZ

Oakham Surgery is within the Health Partnership is a GP led partnership that comprises Regis Medical Centre, Carters Green Medical Centre and Whiteheath Medical Centre.

Now united under one contract, it is one GP practice providing a range of primary and secondary care services to approximately 46,000 patients across Sandwell, West Midlands.

The partnership represents a new and innovative model for providing and organising general practice that moves away from the traditional small business approach to creating a larger GP led organisation which makes better use of resources and expands the range of primary and secondary care services available to their patients.

### Oakham Surgery Opening times:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
8.00 - 6.30	8.00 - 6.30	8.00 - 6.30	8.00 -8.00	8.00 - 6.30	Closed	Closed

The Surgery also offers extending opening ours for appointments. Extended opening hours appointments are offered to all patients of surgeries within the Health Care Partnership. Appointments are held at Regis Medical Centre Monday, Tuesday, Wednesday, Friday, Saturday 6.30pm – 8.00pm. Sunday is telephone appointments only from 9.00am – 10.00am. GP's and other staff within the partnership work in a rota basis to manage extended opening hours.

### Purpose of the visit:

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 Oakham Road Surgery following anonymous intelligence regarding the availability of appointments and the ease of booking appointments.

Prior to the Enter and View visit we conducted a desk top review or the most recent CQC report, based on an inspection undertaken in August 2017. The Surgery was rated as 'good' across areas of 'safety', 'caring' 'well-led' 'effective' and 'responsive' - with an overall rating of good <https://www.cqc.org.uk/location/1-1774319154>

The purpose of our visit was to explore first-hand with patients present on the day of our visit, their experiences of the Surgery, in particular the availability of appointments and the ease of booking appointments.

## What we did

A team of two authorised representatives visited the Surgery from 10.30am until 12.45pm on 15 August 2019. The Practice Manager was not available and as the surgery was busy, the decision was taken not to interview staff members. During our visit, we administered 14 surveys to patients of mixed ethnicities and observed the environment. The visit was unescorted and at no time during the visit did we enter consulting rooms.

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 the service experience for patients registered with the Practice.

## Environmental observations

There are 2 waiting rooms. Both are clean and tidy. Waiting rooms had displayed a variety of promotional and advertising materials. These included Young Carers, Crossroads Care, Queen Elizabeth Hospital Voluntary Service, Minor Ailments Service, Stroke etc.

The waiting room nearest the reception has a self-booking machine. There was also a blood pressure machine and a folder providing resources for carers. The folder referred to organisations such as; Akash Project, NHS Direct, Age Concern Sandwell, Sandwell Mind and Anchor Project Sandwell. We believe that many of these organisations are no longer in existence.

We also observed suggestion and repeat prescription boxes near the front entrance.

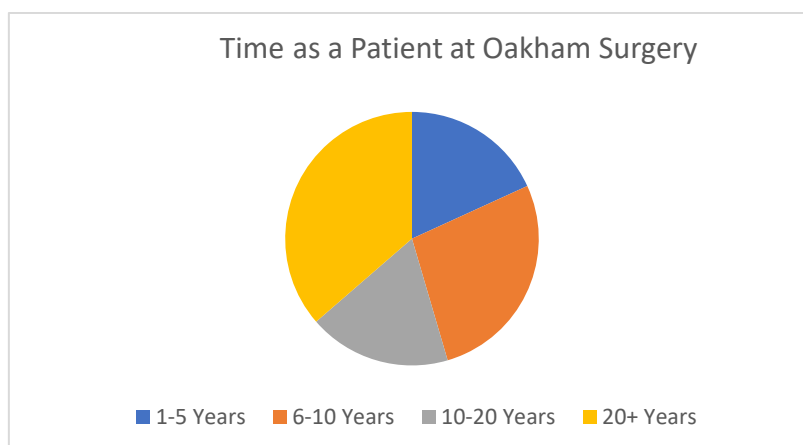
In the second waiting room we saw information displayed such as Complaints procedure, Clinicians teams, GPs, Nurses and Admin. There was also a weight machine

We did not see any information promoting a Patient Participation Group in either of the waiting rooms.

## Our findings through patient survey and face to face communication.

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

From the information given, most patients have been registered with Oakham Surgery for over 5 years.



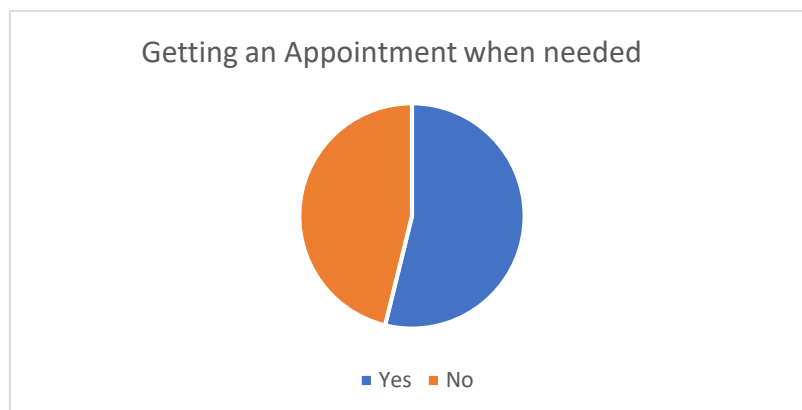
### How easy is it to make an appointment?

71% responded positively and said that it was easy to make an appointment. 29% said they have some difficulty but were not forthcoming in explaining their comments apart from one respondent ***“difficulty with the switch board”***



### Can you always get an appointment when you need one?

Responses were fairly evenly split between those who felt that they could get an appointment when needed and those who felt they could not.



### What other ways of making an appointment are available?

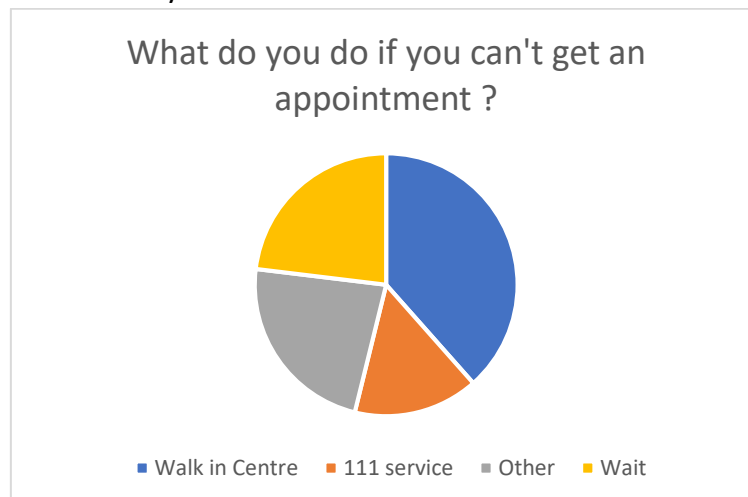
We asked patients if they were aware of other ways of making appointments. 69% of respondents said they were aware of online booking, 15% said by telephone and 15% did not know.

Respondent were asked why they did not use the online booking system, examples of comments received were ***“prefer the phone – doing it online it is a nuisance”***. ***“I know you can book online but registration is difficult for that”***

### What do you do if you cannot get an appointment?

We asked patients what they would do if they had to wait for an appointment to become available:

39% of respondents said that they would go to the walk-in centre, especially if it was a child. 23% said that they would wait for an appointment to become available. 23% said that they would see the practice nurse if they were available or ask the receptionist to signpost (other) and 15% said that they would use the 111 service.



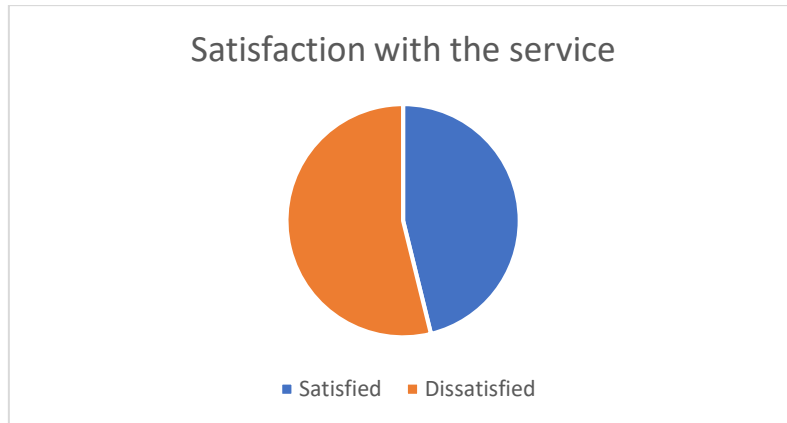
### How happy are you with the services offered at this surgery?

75% of respondents said that they were happy with the service they received from the surgery. 33% said they were unhappy due to the availability of appointments and waiting time once in the surgery. Other respondents said, ***“the receptionist is a bit defensive” and “seeing a Dr. is rare – the pharmacy is good though”***



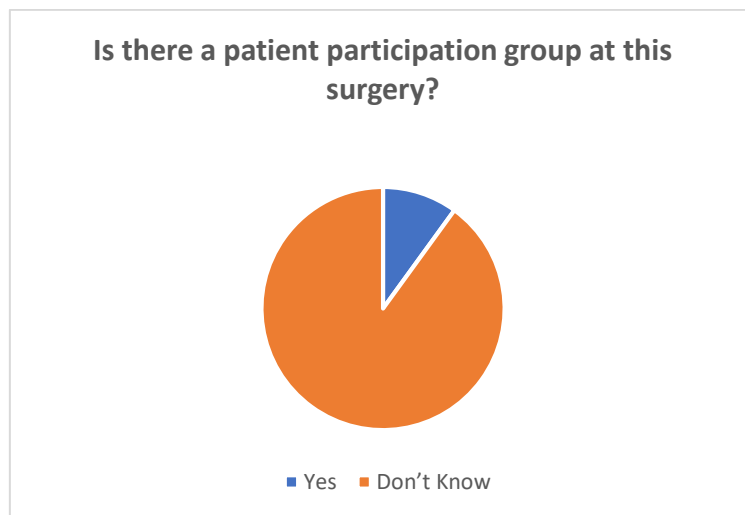
### Do you think anything could be improved?

46% of patients said that in their opinion everything was ok and there were no improvements necessary. 54% of patients said that the service needed improvements; ***“there needs to be a GP here for emergencies”, “more appointment times to be made available”, “some customer service would be good”, “could be made easier to get appointments”, “its not very warm and welcoming like the surgery in Blackheath”***



Is there a patient participation group at this surgery?

93% of patients were not aware of a patient’s participation group. 7% said that they were aware of a patient’s participation group



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

We observed that the complaints procedure was visible. 80% of respondents said that they were aware of how to complain; **“just phone the reception”, ask for a form and the procedure**. 20% said that they did not know.

At the end of the survey, we asked patients to rate their overall experience of their visit that day. In keeping with many of the findings discussed within this report, patients reported a positive experience with 64% of respondents rating their overall experience as ‘good’ or ‘very good’, 14% as ‘fair’ 14% average and 7% as poor.



## 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 Surgery and the findings of the survey were, for the most part, positive throughout as reflected in the limited numbers of recommendations we have made:

### **We would recommend that:**

- The on-line booking system 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 needs.
- The Patient Participation Group is promoted and that patients understand the remit of the group.
- Advertising, information and publicity posters and leaflets to be reviewed. Ensuring the information is current and can be understood by patients using the surgery.
- That the Surgery continues to encourage patient feedback and shares this feedback with staff at the surgery and that patient feedback and any actions taken in relation to this feedback are also communicated to patients.

## Provider Feedback

We did not receive feedback from Oakham Surgery