

## ENTER AND VIEW VISIT REPORT

Regis Medical Centre

14 November 2019



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**Regis Medical Centre, Darby St, Rowley Regis B65 0BA**

## 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 November 14th 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 Regis Medical Centre, 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 – Regis Medical Centre

Service Address: Darby St, Rowley Regis B65 0BA

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

### Regis Medical Surgery Opening times:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
08:00am - 8:00pm	08:00am - 8:00pm	08:00am - 8:00pm	08:00am - 6:30pm	08:00am - 8:00pm	08:30am - 10:30am	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 Regis Medical Centre following 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 March 2015. 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/sites/default/files/new\\_reports/AAAC8130.pdf](https://www.cqc.org.uk/sites/default/files/new_reports/AAAC8130.pdf)

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 2pm until 4pm on 14 November 2019. We were welcomed by the Practice Manager who welcomed our visit. As the surgery was busy, the decision was taken not to interview staff members. During our visit, we administered 28 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.

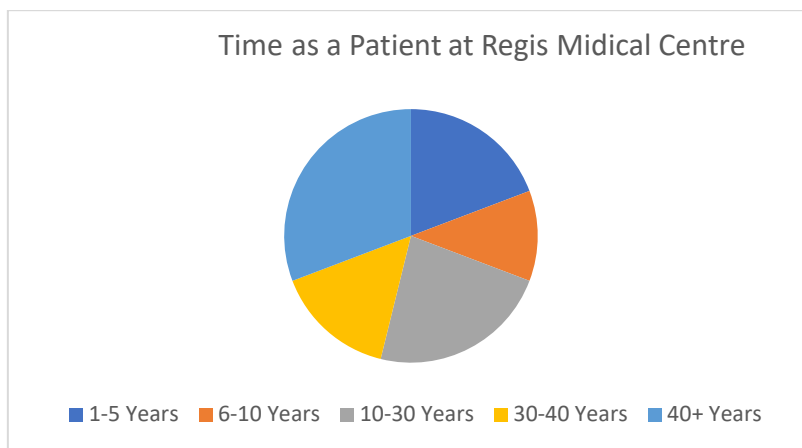
## Environmental observations

There is one busy waiting room which contained a reception desk and access through to the pharmacy. The waiting room appeared clean and tidy. At the entrance there is a self-booking machine which we observed was used by a most of the patients arriving at the surgery. The waiting room has displayed a variety of promotional and advertising materials and, some displayed on the walls and some through the television screen mounted on the wall. These included carers information, patient participation group and information for complaints.

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

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

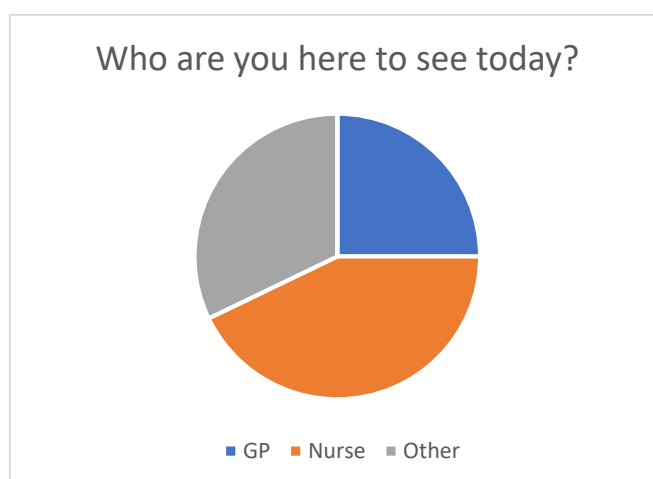
From the information given, most patients have been registered with Regis Medical Centre for over 5 years with a large number being registered for over 30 years. Some patients were unable to complete the whole questionnaire.



How did you make the appointment for today?

Almost half of patients (48%) made their appointment by phone. The remainder were by in person at the surgery (17%), received a letter (13%), booked for the patient, for example by the nurse (10%). Only 3% of the patients made their appointments online.

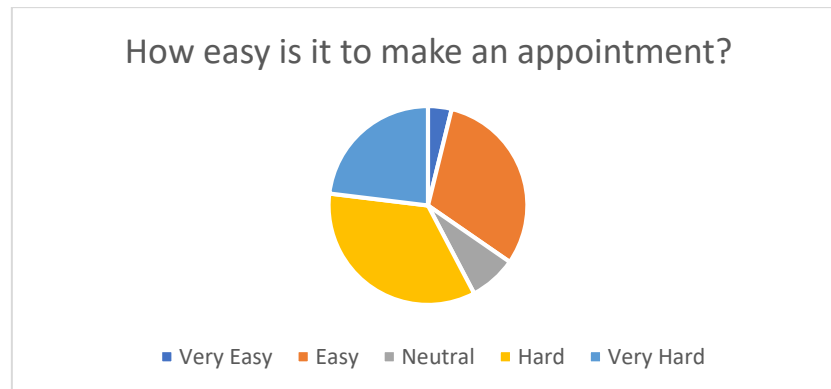
Who are you here to see today?



The large numbers visiting to see the nurse could have appointments for flu vaccinations.

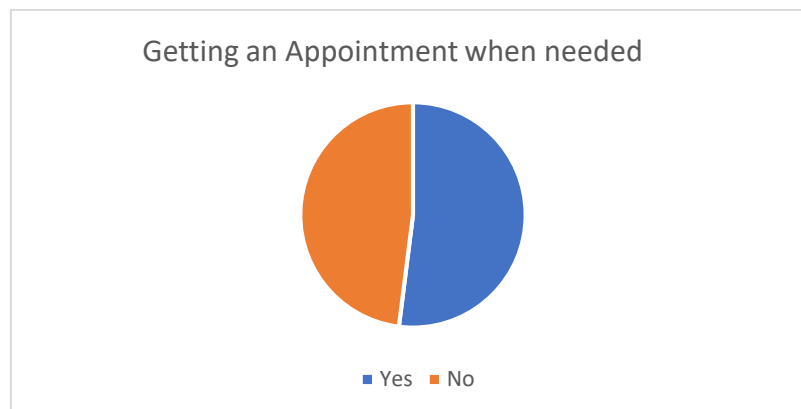
### How easy is it to make an appointment?

36% responded positively and said that it was easy to make an appointment. 56% said they have some difficulty but were not forthcoming in explaining their comments apart from one respondent **“24 minutes waiting on the phone”**.



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

Responses were nearly an even 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?

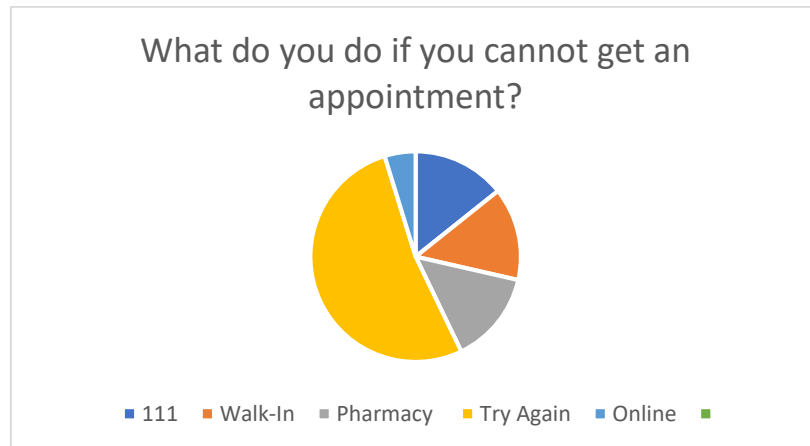
We asked patients if they were aware of other ways of making appointments. 73% of respondents said they were aware of online booking although many admitted they did not use it, 11% said by telephone and others included calling in to the surgery or made by a clinician.

Respondent were asked why they did not use the online booking system, examples of comments received were **“too difficult to arrange”**, **“Can’t use the computer”** and **“signed up but don’t use”**.

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

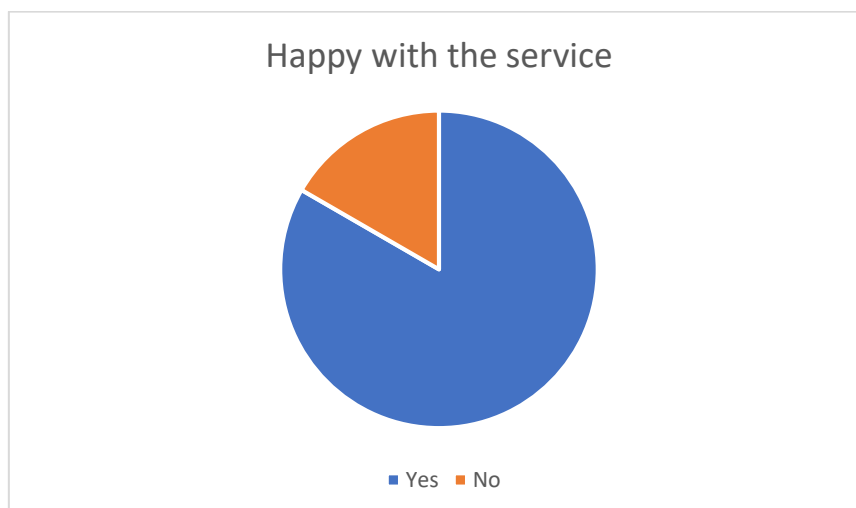
We asked patients what they would do if they had to wait for an appointment to become available:

13% of respondents said that they would go to the walk-in centre. 50% said that they would wait for an appointment to become available. 9% said that they would see the pharmacy and 13% said that they would use the 111 service.



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

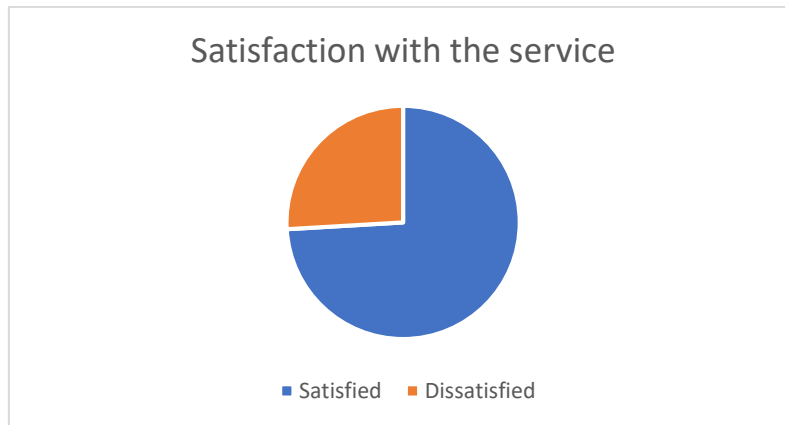
83% of respondents said that they were happy with the service they received from the surgery. 16% said they were unhappy due to the availability of appointments and waiting time once in the surgery. Other respondents said, ***"They do their best but takes so much time"***, ***"Toilets dark and not very friendly"*** and ***"Appointments difficult to impossible"***





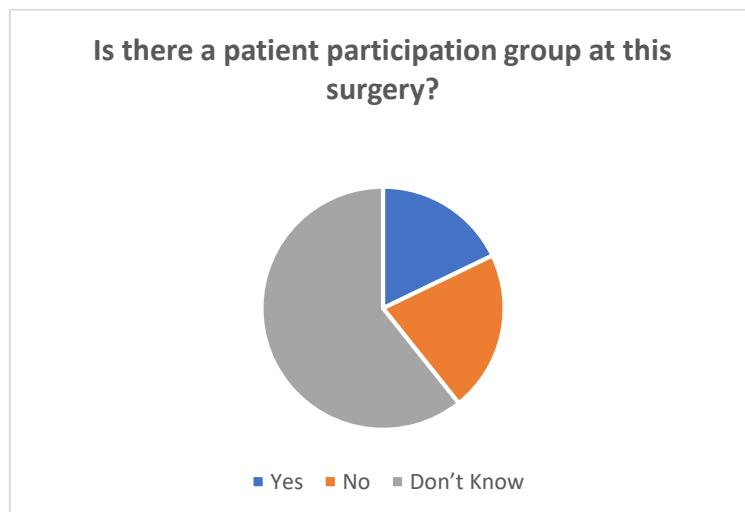
Do you think anything could be improved?

74% of patients said that in their opinion everything was ok and there were no improvements necessary. 25% of patients said that the service needed improvements; ***“there needs to be a GP here for emergencies”, “Getting through on the phone”, “Waiting times to get appointment”, “More long-term appointments”, “Parking terrible”***



Is there a patient participation group at this surgery?

82% of patients were not aware of a patient’s participation group. 17% 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. 40% of respondents said that they were aware of how to complain; ***“I would think the practice manager”, “I would complain in writing”***. 60% said that they did not know.

At the end of the survey, we asked patients whether they would recommend this surgery to a family member or friend. 88% said they would and 11% that they would not.

## 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.
- That Your Health Partnership improves its telephone systems to ensure patients can contact the services they need in a timely manner.

## Provider Feedback

I confirm your report is accurate.

Please see below in response to your recommendations.

- ***'Toilets dark and not very friendly'***

The bulb has now been replaced with a standard light to improve visibility; both patient toilets now meet the same standard with locks fitted to deter inappropriate use.

- ***'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'***

Once our test group has completed their review of Substrakt we will promote the new service to our existing group of online users and drive the registration of new users through our social media tools, waiting room screens and at the point of registration. This was also highlighted in response to feedback received directly from patients and via the GP National Survey 2019.

- ***'The Patient Participation Group is promoted and that patients understand the remit of the group'***

Information about our Patient Groups is available in each of our waiting rooms across YHP. With reference to the website survey undertaken in August/September 2020, there is an action that includes adding this information to our website.

- ***'That Your Health Partnership improves its telephone systems to ensure patients can contact the services they need in a timely manner'***

We know the telephone system can be a challenge for our registered population as evidenced in the GP National Survey and through feedback we collect. YHP has made significant adjustments to our current system based on this feedback e.g. creating a set of telephone menu options to help individuals to access the correct service, setting up an answerphone option for patients wishing to simply cancel an appointment, recruiting new colleagues to fill existing vacancies within our telephony team, introducing appointment reminders and the ability to cancel appointments via text message, improving the ability of appointments via our online services; all with a view to reducing the number of patients needing to call us directly.