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Premises visited:  The Medical Centre Cranwell Road Driffield YO25 6UH	Date of Visit: 11 <sup>th</sup> November 2015	HW Reference: 20151111
	Duration of visit: 2 hours	
	HWERY Representatives: Eric Botheroyd Caroline Frost	Staff met during visit: Practice Manager 2 Practice Nurses Trainee Nurse Dispensary Staff

**PURPOSE OF VISIT**

The visit was part of a HWERY programme to review the quality of General Practice provision in the East Riding of Yorkshire.

**INTRODUCTION**

The surgery is in a 2 storey brick building. It is around 35 years old but is in good condition. There is a ramp provided for patients with wheelchairs or prams and the door has an assisted opening button but the space is tight and wheelchair users have to turn in a limited space to get through the door.

The surgery is adjacent to a communal car park which was nearly full when we visited.

The opening hours are displayed on the door and the reception area is open. The waiting area is in front of reception. It is pleasant and clean with a fitted cushioned seating area and a few chairs at the front. There is, however, limited space for prams and wheel chairs.

**ENVIRONMENT**

The surgery is clean and well lit. The waiting area opens onto a staircase leading to the first floor. There is no lift but if a patient is unable to get up the stairs a GP will come down to see them. In this case the GP would have to use a room downstairs and as space is very limited this may result in delays for patients seeing a nurse.

Next to the staircase is a play table set into the floor with a bead and wire game for young children. Unfortunately this is out of sight of some of the waiting room so young children could go up the stairs unnoticed by parents, as one young toddler kept doing whilst his mother was answering a patient survey.

There is a small toilet at the bottom of the stairs. The toilet floor had splashes around the toilet at the time of the visit.

There is another toilet on the ground floor for disabled patients. This also has a baby changing facility. This toilet was in better condition but had to be accessed through a fairly narrow hallway.

There is a good sized notice board in the waiting room with some useful information for patients, for example conditions that would be considered urgent and those that could be seen by a nurse. There is also a TV which gives health information e.g. steps you can take to lower your blood pressure, or hygiene information. This is a free service that also includes adverts for local goods and services.

There is a further waiting room upstairs. This is pleasant, clean and airy with fitted cushioned seating. There was a rack with magazines and a play table set in the floor with a bead and wire game for young children.

There are some GP rooms upstairs and a treatment room, a room for the Medical Secretary of whichever GP is on duty and a room for the Practice Manager.

The building is clean and pleasant but space is very limited. There is no hearing loop in place. There is no payphone but Reception staff call taxis for patients if needed.

Because of lack of space the administration staff work in a separate building approximately 200 yards away from the surgery.

## **PRIVACY/CONFIDENTIALITY**

There may be confidentiality issues as the reception area is open and faces the waiting area. There are chairs for patients very close to the reception desk. In addition the dispensary is open and sited immediately behind the waiting area so conversations could be overheard by other patients or dispensary staff. There is an electronic register if patients prefer to use this.

GPs go into the reception area and call their next patient's name when it is their turn. We were told that they had to soundproof one of the GP consulting rooms as it had been possible to hear conversations taking place in there.

All patient records are kept electronically and the system is backed up regularly. Some paper records are kept locked up at the branch surgery in Wetwang.

## **STAFF / RESPECT FOR PATIENTS**

All the staff were friendly and approachable and the reception staff were polite and helpful. Interactions between staff and patients were conducted with courtesy and respect.

## **EASE OR DIFFICULTY GETTING APPOINTMENTS**

The surgery is open between 8.00 am and 6 pm with the last appointment being 5.30 pm. There are no early, or late clinics available and the surgery do not open on Saturday. The surgery has 5 GPs who are partners and one salaried GP.

Although the surgery would try to offer an appointment with a GP of a patient's choosing this is not always possible.

Requests for urgent appointments are triaged in accordance with a Triage Protocol which is used by reception staff to prioritise appointments. Urgent cases can be seen within 2 hours. There are 24 slots per day available for urgent appointments and 14 for non-urgent appointments. The EMIS-web appointments system opens appointments up over the day so that urgent appointments are available throughout the day.

There are also telephone appointments available for patients unable to get an appointment with a potentially urgent condition. Non-urgent appointments take around 1 day to 1 week.

In addition there are 2 nurse practitioners who are able to see patients with minor ailments.

In addition to telephoning and calling into the surgery, patients can book appointments online.

Those patients interviewed seemed content with the surgery opening hours, accepting that on occasion they would have to take time off work to attend.

Those patients who answered the question said it was not easy to get a routine appointment with a GP of their choosing.

The concerns that were expressed had to do with two main dissatisfactions:

1. It was very difficult to contact the surgery first thing in the morning when 'on the day' appointments became available. One lady said that she inevitably had to spend 10-15 minutes with the phone to her ear even to speak to the surgery.
2. Patients with less urgent need said they were unlikely to be able to get appointments with the doctor of their choice in the first instance or indeed for follow up.

We were told it is easier to contact the surgery by phone later in the day but by that time the same day appointments have often been taken. The Practice Manager told us that each GP has a PA so they can arrange follow up appointments themselves.

## **EASE OR DIFFICULTY GETTING REPEAT PRESCRIPTIONS**

Repeat prescriptions can be requested on line, on the phone and they have a box for prescription requests on paper.

The surgery run a dispensary for patients who live more than a mile from a pharmacy and deliver medication to post offices in Middleton on the Wolds and Hutton Cranswick. Patients who live closer can pick up their own prescriptions or have them collected by a Pharmacy of their choice.

The surgery require 48 hours notice and will generally only prescribe one month's supply of medication at a time. The dispensing hours are 8am until 6 pm.

The dispensary is located immediately behind the reception desk and is severely limited for space. Although the amount of shelving means that medications are very well organised, there is little room for the dispensary staff to move about. Some hot desking takes place, with dispensary staff using available offices where possible.

One Enter & View representative noticed that some medication boxes were kept very close to a window which was open at the time of the visit. Although there are bars on the window they are quite widely spaced.

## SERVICES AVAILABLE AT SURGERY

There are 2 nurses who run minor illness clinics, a Healthcare Assistant carries out phlebotomy, INR checks etc. and delivers these out in the community as well as at the surgery. Nurses also carry out baby clinics and vaccinations and travel vaccinations including Yellow fever. There is an Acupuncturist who comes to the surgery twice a week and an Osteopath once a week although these have to be paid for privately.

## CQC AREAS

### *Well Led*

The practice appears to be well run and staff spoken to were positive about the training provided and felt supported. They said they had received more training there than in a hospital environment. All nurses that run clinics must have a formal qualification and then undertake update training.

At the time of the visit they had a Student Nurse from Hull University who was being mentored by the 2 practice nurses. We were told GPs also mentor medical students.

The staff said they were happy and found the Practice Manager approachable. The only thing they found difficult was the lack of space, particularly for storage of medical supplies which had to be distributed around the building as there was no space for a supplies room.

The Practice Manager seemed very knowledgeable about the practice and her team and has made the best of the limited space available to her and her team with some ingenious rotation of room allocation and hot desking. They are currently in the process of recruiting a new GP but are experiencing difficulties with this in line with other practices in the East Riding.

### *Caring*

All patients who completed the survey said that they were happy with the care provided by the practice. Those who answered the question also felt that the GPs listened to their concerns and fully explained conditions and medications.

## *Responsive*

There is a complaints procedure outlined in a leaflet available at the surgery. Alternatively patients can ask to speak to the Practice Manager.

The Practice Manager said they had surveyed patients and that most were happy with their current opening hours. They are in the process of setting up a virtual patient participation group and have put up signs in the surgery.

It is possible to get translations done if necessary as the CCG provide this as a telephone service.

## RECOMMENDATIONS

- A child gate at the foot of the stairs adjacent to the downstairs waiting room.
- Closer bars or grilling at the dispensary windows.
- Hold evening appointments once or twice a week or open on Saturday mornings for more flexibility for working patients.

## CONCLUSION

The practice is pleasant, clean and airy with cheerful, courteous staff. The practice is well run with a committed workforce struggling to keep up with the demands of a busy rural surgery with severe space limitations.

Signed on behalf of HWERY	<i>T.Smith</i>	Date: 24/11/2015
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Disclaimer: This report relates to the service viewed on the date of the visit and is representative of the views of the people we spoke to who contributed to the report on that day.