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Premises visited:  <b>Hessle Grange Medical Practice</b> The Grange Hessle Primary Care Centre 1 Hull Road Hessle HU13 9LZ	Date of Visit: 5 <sup>th</sup> November 2015	HW Reference: 20151105
	Duration of visit: 2 hours	
	HWERY Representatives: Steve Mottershaw Caroline Frost	Staff met during visit: Practice Manager Prescriptions Clerk Medical Secretary 2 Administrators 1 GP Receptionist

**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 practice is situated in a large purpose built building around 10 years old. The building is in good condition and has a large car park. There is easy access for patients with wheelchairs or prams with 2 wide opening, automatic double doors. The doors are not staggered but open together. There was a young child playing near the open doors who could have run out into the car park when Healthwatch staff visited. The waiting area is around the corner from the entrance so it is not easy to see the doors from there.

**ENVIRONMENT**

The Surgery is spacious, clean and welcoming with hand cleaning facilities immediately inside the doors and a large reception desk.

The building is on 3 floors and there is lift access to the 1<sup>st</sup> and 2<sup>nd</sup> floor. There is also a pharmacy actually situated in the building with the counter adjacent to the patient waiting area. The building has a hearing loop, a baby changing room and plenty of toilets.

There was no signage indicating surgery hours, although there is a sign showing the opening hours of the pharmacy.

There is a main waiting area for GP appointments next to Reception and a second waiting area for Nursing staff appointments.

There is electronic signage to let patients know when it is their turn and this flashes up in both waiting areas so no one misses their turn. The sign indicates which room to go to. All the rooms are clearly marked.

Literature provided in other languages is available upon request to the surgery.

There was plenty of health literature to read but no toys/activities to keep children amused. The surgery told us they decided not to supply toys and activities due to the risk of infection. The practice follow the Health and Social Care Act 2008 code on prevention and control of infections with says we should “Provide and maintain a clean and appropriate environment in managed premises that facilitates the prevention and control of infections”.

Blood pressure monitors were available in both waiting areas for patients to take their own blood pressure.

### **PRIVACY/CONFIDENTIALITY**

Patients can register their arrival at reception or by using electronic monitors. The reception is situated very close to the main waiting area so it is possible that personal/medical details could be overheard. The electronic signage flashes up the person’s name when they are called to see the GP or Nurse.

Patients’ data is computerised and paper records are held in storage cupboards located in the ground and first floor offices. The cupboard on the first floor was open at the time of the visit. The surgery use SystmOne as their main clinical system. Staff indicated this system works well and is easy to operate. The surgery have access to the new “Lorenzo” system (secondary care data) as well now and this is causing some problems. In particular only 2 staff have access to this system so if another member of staff need to access it they have to go to the Practice Manager or a senior Administrator.

### **STAFF / RESPECT FOR PATIENTS**

All the staff were friendly and approachable and the Reception staff were polite and helpful. Administration staff and the Practice Manager spoke about patients with respect.

### **EASE OR DIFFICULTY GETTING APPOINTMENTS**

The surgery is open from 8 am to 6 pm 5 days a week. In addition the surgery is open for GP appointments until 8.15pm on Mondays and Thursdays. They do not open on a Saturday except when running the flu clinics.

Patients can contact the surgery by phone or call in and book an appointment with a Receptionist. Patients can also access and book appointments on line.

Requests for urgent appointments are triaged by the Medical Secretaries. A member of the admin team had said that the Secretaries received training in how to do this, however when spoken to the Medical Secretary said she’d had no special training, she just knew from experience. Same day appointments are “released” in three stages throughout the day. If an appointment is not available for an urgent case they will be offered a telephone appointment with a GP who can then make them an appointment if the GP feels they need to see them.

It can take up to 2 weeks to get a non-urgent appointment. Each GP has their own “list” and this helps to provide continuity of care as GPs tend to see the patients on their list. If an urgent appointment were required the patient would need to see which ever GP was on call.

Most patients spoken to about the appointments system indicated that they'd had no difficulty getting a same day appointment when they needed one, although one indicated they'd had to wait 2 days. Patients indicated that it could take several days to see a GP of their choosing, but two patients said they never had any difficulty getting to see their own GP.

One patient said they had to see 3 different GPs (with the same complaint), but said the locum they saw was very good.

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

The practice has a bespoke Prescription Clerk who was training up another member of staff on the day of the visit.

Repeat prescriptions can be requested by phone between 10 am and 2 pm for housebound and elderly patients only. Patients can order repeat prescriptions any time if they order them on-line but they have to come to the surgery with ID and sign up in order to have access to this. Prescriptions requests can be brought in to the surgery, via a local pharmacy or can be requested via fax and post too.

Patients can have their prescriptions collected by a local pharmacy of their choosing or they can be collected in person from the surgery. Prescriptions can also be sent electronically to the patients chosen pharmacy.

### **SERVICES AVAILABLE AT SURGERY**

The surgery provides a wide range of clinics including Well Man and Well Woman, Chronic Disease Monitoring, Phlebotomy, Family Planning/Contraceptive service, Travel Vaccinations. They also have 2 purpose built theatres which are used for minor surgery procedures. In addition there are well equipped treatment rooms, including two with ECG monitors.

In addition there is Counselling, Physiotherapy and Dermatology clinics being held in the practice, by other providers.

The following services are held in the same building but not provided by the Hesse Grange Medical Practice; physiotherapy, dietetics, podiatry, district nursing, school nurses, midwives, health visitors, speech and language therapy and mental health.

### **CQC AREAS**

#### ***Well Led***

There are 31 members of the practice team including 5 GPs, 1 GP registrar and 7 nursing staff. The rest are administration staff.

The staff appeared relaxed and friendly. Several had worked there for around 18 years. The staff spoken to all said that they were a close team and that if anyone had any problems they would speak to the practice manager who they found very approachable.

All the staff spoken to said that they felt adequately trained to carry out their role and that if they wanted additional training they would just speak to the Practice Manager who has an “open door” policy.

Training is always provided when new systems come in and there are monthly workshops provided by the Commissioning Support Unit which they are able to book on to. In addition they have regular in-house training where the practice is closed for training afternoons.

The practice are currently recruiting for another GP but finding this difficult due to a lack of GPs, particularly in the East Riding. The GP we spoke to said that the BMJ were making this particularly difficult by limiting the salary advertised to a minimum of £83,000.

### *Effective*

The building is spacious and provides every facility needed from treatment rooms to theatres and office space, storage and ample parking. The staff all appeared friendly and caring. The surgery cares for 13,200 patients and runs plenty of clinics to ensure patients are regularly cared for, particularly those with chronic conditions. There is a pharmacy on site and the provision of a bespoke Prescriptions Clerk frees up reception staff to deal with patients promptly and ensures that the repeat prescription service runs smoothly.

### *Caring*

Most of the patients spoken to indicated that they were happy with the care provided, although one lady felt that her husband’s heart condition could have been picked up on by the GP sooner if he had done an ECG straight away.

All the patients spoken to said they felt that GPs listened to their concerns and explained their condition and any medications needed.

### *Responsive*

The Practice has a Patient Representative Group (PRG) that is active and is advertised in the surgery and on the website.

## **RECOMMENDATIONS**

- Staggered entrance doors so that it is not so easy for small children to leave the building
- A sign indicating surgery hours to be displayed prominently outside or just inside the entrance.
- Chairs in the waiting area to be placed a little further from the reception desk to avoid patients overhearing other patients’ details.
- Access to the “Lorenzo” system sorted out so that all the admin staff who need to can access it without having to go to the Practice Manager or Senior Administrator.

## CONCLUSION

This is a well-run surgery offering an impressive range of services to patients. There is a good team spirit and positive atmosphere. The building is clean and purpose built with some excellent facilities. Training is easily available and well received.

Signed on behalf of HWERY	<i>T.Smith</i>	Date: 27/11/2015
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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.