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Premises visited:  AJ Sykes Leven & Beeford Practice 29 High Style Leven Beverley HU17 5NL	Date of Visit: 17 November 2015	HW Reference: 20151117
	Duration of visit: 2 hours	
	HWERY Representatives:  Gillian Perry Caroline Frost	Staff met during visit: Terri Wardwell - Business Manager Joan Etherington - Reception Supervisor

**PURPOSE OF VISIT**

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

**INTRODUCTION**

The Practice is a rural Practice, with Surgeries across 2 sites at Leven and Beeford. The Leven Surgery is housed in a Grade 2 listed building from the 1800s, which was formerly a goal; the Surgery at Beeford is in a more modern 1960s building. There are six partners and one salaried GP, providing medical care for approximately 11,000 patients and covering an area of approximately 250 square miles around the villages of Leven and Beeford.

**ENVIRONMENT**

Although the building is old it is well maintained. However, its listed status imposes limitations on what adaptations can be made. There is a gentle slope into a small front foyer and handrails, but the front and internal doors are manual. In the foyer, there is a bell beside the door into the waiting room which can be pressed for assistance because the door is heavy. The hand sanitiser in the foyer is also placed a little too high for wheelchair users.

There is parking for 2 cars and 1 disabled parking space only at the front of the building, so patients have to park on the road outside the surgery.

There is no lift to the upper floors because of the age of building but all consulting and treatment rooms are on the ground floor. The Administrators and Business Manager's office are all upstairs along with a meeting room.

There is a disabled toilet with a grab rail and baby changing facilities which is clean. However it could be difficult to access for people in a wheelchair or for mothers with prams because of narrow doorways which cannot be altered. A hearing loop is available, with a clear notice to this effect. Staff are aware that both access and internal layout presents problems for people with disabilities. Where appropriate, patients are advised to use the Beeford Surgery, which is housed in a modern, accessible building.

The entrance foyer has a good display of health and social care leaflets and there is also a dedicated patient information area in the main waiting area with display noticeboards and leaflet dispensers. Information is up-to-date and can be requested in alternative formats. The Practice's website includes information in a wide range of languages. There is also an interpreter procedure in place if needed.

On the suggestion of the Patient Participation Group, a member of staff has been designated 'Signposting Champion' and she specialises in assisting with further information on request. There is a notice about this service, although it is not very well displayed. The Practice Manager has also upgraded the Practice's website, particularly on topics for new mothers and young people.

The waiting room is large and open with chairs but plenty of room for wheelchair users or prams. The reception staff are friendly and welcoming and prompt to assist.

Signage throughout is clear and accessible directing clients to the relevant area of the building

There is a feedback/comments box in reception and a Magazine rack. Acting on feedback from patients, the practice has recently purchased a music licence so that patients can listen to music whilst they wait. There was no music on the day of our visit.

Water is not available in the reception area but will be provided on request.

No payphone is provided but the reception staff will always ring for taxis if clients need them. The Practice also operates a twice weekly taxi service, fully funded by the practice, to assist patients who live in Skirlaugh and Long Riston as there is no public transport available in those areas.

## **PRIVACY/CONFIDENTIALITY**

There is no electronic register but the reception is behind a glass barrier to prevent patients overhearing details. Reception staff try to keep questions to a minimum, knowing that there is a possibility they may be overheard from the waiting room, but they do have to clarify whom they are speaking to. There is no self booking-in system but feedback from patients suggests that this personal touch is preferred.

There is an electronic call system but some GPs prefer come into waiting room to call patients when it's their turn.

Patient records are kept on EMIS Web which is a secure system and staff are trained in best practice with respect to confidentiality and Data Protection. Older Lloyd records are kept in a locked cupboard.

## **STAFF / RESPECT FOR PATIENTS**

All the staff were friendly and approachable and the Reception staff were polite and helpful. Interactions between staff and with patients were conducted with courtesy and appropriate respect. The Business Manager explained that it was a very friendly surgery and that Doctors and many of the staff had known each other for some time so the atmosphere at the surgery was often like a family.

## **EASE OR DIFFICULTY GETTING APPOINTMENTS**

The surgery opens at 8.00 am for phone calls and appointments run from 8.30 am to 6 pm, with a break across lunch time. A recent patient survey found no demand for longer opening hours. The attitude of the GPs is that if someone feels they need to see a doctor that day, then they shouldn't be turned away. The Business Manager increased the number of available same day appointments earlier in 2015 by reducing the number of routine appointments booked the day before or week before. This means that patients have no problem making an urgent same day appointment, although they may have to wait. GPs will also provide telephone appointments with patients but usually prefer to see them face to face where possible.

In addition there is a Nurse Practitioner who is able to see people with more minor ailments and appointments can be offered with her in the first instance if appropriate, except in the case of children or patients with mental health problems. All patients have a named designated GP and many prefer to wait for appointments with their own GP if the problem isn't too urgent.

The Business Manager reported that GPs will carry out home visits at the weekend to check up on palliative care patients and give these patients their mobile numbers so they can contact them direct.

All patients said they had no difficulty getting appointments although if you rang in the morning the phone could be busy. Most patients surveyed said they did not have much difficulty seeing a GP of their choice, although 1 lady patient said that she sometimes had to wait a few days because she liked to see a female GP and there was only one at the practice. She said it would be better if they could get another female GP but now they had a female Nurse Practitioner it was better. The surgery, however, told us that they do have 2 female partners at the practice.

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

Patients can request prescriptions on-line, by telephone or by placing paper requests in a box in the lobby. There is a pharmacy next door who carry out home deliveries and drop offs at local shops for patients who live farther afield and the Beeford branch is a dispensing surgery.

## **SERVICES AVAILABLE AT SURGERY**

As well as general medical services, the following services are provided: Family planning, cervical smears, childhood immunisations, travel vaccinations including yellow fever, INR and other blood testing, wound dressing, child health, minor surgery and cryotherapy. Clinics for long term health conditions include: Asthma, Coronary Heart Disease, Chronic Obstructive Pulmonary Disease (COPD) and Diabetes. Health Trainers also visit the Surgeries and provide smoking cessation and weight management advice.

In addition, the Practice undertakes annual full health check clinics for the residents at 2 local care homes for people with learning disabilities and provides for their ongoing medical care.

One patient spoken to indicated that they would like to see a chiropodist at the surgery.

## **CQC AREAS**

### ***Well Led***

This is a well-run practice. The Business Manager is particularly pro-active about actioning changes requested by patients and its PPG, as has already been noted. The Patient Participation Group is very active, currently has 23 members and is trying to get young people involved.

The staff appear friendly and well-motivated and there is a positive atmosphere, despite the lack of space. The staff member spoken to said she feels supported in her role and would feel comfortable approaching her Business Manager to request training. There is no formal process for this, although staff have regular appraisals.

The staff member started in January 2015 and had come from a hospital where they operated a different system. She had received training for her Role.

In addition, the Business Manager told us that there is a formal process for all staff to receive mandatory training via the e-learning Blue Stream Training Academy. There is protected time for learning when the surgery is closed for staff training. This is normally 4 - 5 times a year.

There was not as much training for the Administration staff (arranged locally on the protected learning times) as for GPs and Nurses so she arranged for administration staff to be given Dementia Awareness training.

### ***Effective***

The surgery carries out regular "Family and Friends" surveys to check that patients are happy with the service and are regularly rated 5\*.

### ***Caring***

All patients surveyed on our visit said they were happy or very happy with the care provided, one patient said it was "excellent", another patient described services as "superb."

Patients said they felt the GPs listened to their concerns and explained things well. One patient said his GP even drew him pictures. All the patients said they felt appointments were long enough with 2 patients saying they never felt rushed.

### ***Responsive***

The Business Manager is very responsive to need carrying out frequent surveys with patients in order to change things in accordance with their wishes where possible. For example, as previously noted, by providing more information for young mums on their website and obtaining a music licence, so patients can listen to music while they wait.

The Practice's website includes a section entitled 'You said - We Did' which demonstrates the good communication between the Practice and patients.

In the event of a problem, guidance on how to make a complaint is available as a printed leaflet and on the Practice's website. Letters of complaint are acknowledged within 3 working days and a formal reply sent within 28 working days.

If a patient wants to move to another Surgery, there are reciprocal arrangements in place with Surgeries in Beverley and Hornsea.

The GPs seem to be very flexible and willing to fit in urgent appointments same day.

The surgeries care for a static population of about 11,000 patients, but also cater for temporary patients who visit the area as holidaymakers every year. There were 366 temporary patients this year and 396 the year before.

## RECOMMENDATIONS

- Additional staff parking elsewhere would help to provide more patient parking, including a disabled space.
- Subject to available space and availability, other health professionals, such as Chiropractors or Osteopaths could be available to treat patients at the surgery, perhaps one day a week.

## CONCLUSION

This is a very well run surgery, which is making the best of a building which is filled to capacity with limited possibilities for modernisation. The Business Manager is extremely pro-active and has introduced many positive changes since her recruitment in May 2015. The atmosphere is welcoming and the staff appear caring, flexible and very responsive to patient needs.

Signed on behalf of HWERY	<i>T. Smith</i>	Date: 02/12/15
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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.