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Premises visited:	Date of Visit: 03/11/2015	HW Reference: 20151103
Market Weighton Group Practice Wolds House 10 Medforth Street Market Weighton YO43 3FF	Duration of visit: 1.5 hours	
	HWERY Representatives: D Lester P Wakelam	Staff met during visit: T Robinson - Practice Manager Office Manager Admin staff member

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

This practice is housed in a purpose built new build approximately one year old, replacing an older facility. It is the only General Practice in the town of Market Weighton and is unfortunately situated a little out of the main town in a new housing estate. The overall environment was well presented inside and out.

ENVIRONMENT

Since it is a new build of less than a year old the building is in a good state of repair and looks very inviting from the outside as well as inside. Car parking facilities are available next to the practice and this is managed by the practice and they ensure it is gritted in the winter if needed. You are greeted in a welcoming bright and airy reception.

The names of the main partners are displayed in the front lobby.

All disabled facilities are catered for from disabled parking spots, automatic doors at the main entrance, easily accessible pharmacy from the main lobby and a dual height reception desk to allow access for wheel chair patients. There is a Hearing Loop facility though the notice advising of this was difficult to find at first.

¹Staff made aware of this at the time and they repositioned the notice.

A lift to the first floor is easily accessible.

Signage throughout is clear and accessible directing clients to the relevant area of the building. TV screens in the waiting areas provide information on the practice opening hours, telephone numbers etc. plus health related issues and it is also

used to call patients to the relevant health care professional. They also use voice to call clients in, catering for those unable to access the screens.

Baby feeding and changing facilities are provided and are well signposted.

Health related printed information is provided on the reception desk and on notice boards. The issue of information in other languages was discussed with the Practice Manager as none could be found. She advised that the practice's clientele did not warrant such a need. She could identify the one family on the practice list who were from a non-English speaking background and they were able to cater for that family when required. Large print leaflets can be provided if requested.

The reception areas provided water for drinking though on the day of the visit these were being changed from bottled water to mains water so some were out of action. This would be a better solution as bottles would not need to be changed etc.

The reception provides some magazines to read while waiting as well as health related literature however there was little for children to do. The Practice Manager advised that they were commissioning the making of wall installations for children to play with/on so this should improve this situation.

No payphone is provided but the reception staff will always ring for taxis if clients need them.

Overall the entire environment appeared to be very safe for those using it. All of the corridors were wide so allowing wheelchair access and the signage was well presented. The availability of a lift provided easy access to all areas.

One of the toilets was found to be in need of cleaning (by the Healthwatch Representative who used it) and on reporting this to the reception the need was actioned.²

² *Suggest a regular hourly check of toilet facilities by use of a signed check list to prevent this happening and a notice in the toilet advising clients to report issues to the reception desk.*

PRIVACY/CONFIDENTIALITY

Clients can register their arrival at the desk or by use of electronic monitors so allowing them to do so in private. We discussed with the Practice Manager the use of TV screens to request clients go to the appropriate consulting room. This has so far not been found to be a problem (reference complaints) and it is recognised that calling clients names out in surgeries is a common practice though the Practice Manager did acknowledge the need to be aware re: data protection.

As per the Practice Manager's questionnaire submission, client data is held on computer via a programme known as SystmOne and also some is in paper form held in Lloyd pockets. These are kept in a locked filing room (witnessed by the Healthwatch Representatives) that has fire proof doors. Some staff have also been sent for training on the new Health care system 'Lorenzo'.

STAFF / RESPECT FOR PATIENTS

Few patients/clients attended while we were present however all who did appeared to be addressed and assisted with respect.

EASE OR DIFFICULTY GETTING APPOINTMENTS

Clients can book appointments on line and by telephone. The telephone automated system allows for urgent needs to be prioritised. Patients can talk directly with a GP if necessary on a direct GP/patient line. If this is busy and if very urgent a receptionist will call through to the GP to take the call. GP's are the ones to take responsibility for the actual urgency of the clinical situation.

Urgent appointments can be facilitated usually within 1.5 hours and non-urgent within 2 working days. The surgery keeps approximately 30 slots available in the day for urgent need.

Requests can be made for a GP to call the patient/family back.

EASE OR DIFFICULTY GETTING REPEAT PRESCRIPTIONS

The practice has a dedicated prescription clerk each day to deal with repeat prescription requests. A number of staff have been trained for this role. Repeat prescriptions can also be ordered online. There is an onsite pharmacy accessed via the lobby or reception which is wheelchair friendly.

SERVICES AVAILABLE AT SURGERY

The practice provides a wide range of services as outlined in the Practice Managers questionnaire. GP services, Clinics for Diabetic /COPD/ Hypertension/ Sexual health/ minor ops/ vaccinations/ phlebotomy/ dressings. They have a wide variety of health care professionals including GP's, visiting consultants from a variety of specialties, district nurses, midwives and physiotherapists.

While there is no mental health service at this time 2016 will see one GP available with a special interest in this aspect of health care.

When asked about Podiatry services, the Practice Manger advised that they would be happy to add this service if anyone was willing to provide it but so far no one had come forward.

A number of the staff have recently undergone Alzheimer's awareness training which they all enjoyed and found beneficial.

CQC AREAS

Responsive

Where possible, complaints are dealt with at the time. In the event of a written complaint an acknowledgment is sent immediately and the Practice Manager seeks to resolve the issue within 14 day.

Observations in the reception area gave evidence of a responsive administration team who sought to help patients immediately they arrived.

Well Led

The two administrative staff spoken to commented on the good team spirit in the practice ably led by the Practice Manager. Both felt that the training needs were well met and requests welcomed. Training was mainly covered by 'Blue Stream' which is an e-learning facility covering standard training requirements such as Health and Safety, Fire, Emergency issues. The practice ring fences dedicated times in the year for training when the surgery is closed to patients by arrangement and they are referred to the out of hour's service. They also arrange for a visiting trainer (paramedic) to train on the practical aspect of resuscitation. One admin officer relatively new to the practice had been given good shadowing and buddying training for her specific role in the practice. As previously mentioned Alzheimer's awareness training had recently been offered and was well received.

RECOMMENDATIONS

1. Hearing Loop - ¹Staff made aware of this at the time and they repositioned the notice.
2. Toilets - ²Suggest a regular hourly check of toilet facilities by use of a signed check list to prevent this happening and a notice in the toilet advising clients to report issues to the reception desk.
3. Ensure the planned improvements for children are carried through.
4. Possibly seek to improve the road signs to the practice as one HW representative found it difficult to locate as the post code is not yet registered.

The following are outside the ability of the practice to improve as they would be part of the original build:-

- more automatic doors would assist disabled people and those with pushchairs e.g. the inner door to reception.

COMMENDATIONS

This practice is bright and airy and purpose-built so benefits from that.

There is a wide range of services and the Practice Manager appeared open to new ones being available if need dictated and professionals could be found to deliver.

Staff seemed very in tune with the needs of the patients as they arrived.

Training seems to be well planned and received.

The site was clean and well presented

CONCLUSION

This is a successful practice with proactive management. They provide a comprehensive range of health care services in a bright and welcoming environment. Further attention to small detail will only serve to further improve the service.

Signed on behalf of Healthwatch East Riding of Yorkshire	<i>T. Smith</i>	Date: 19/11/2015
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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.