



Front entrance of the Health Centre



Enter & View Report

Beaumont Leys Health Centre

16th January 2019

Report Details

Details of visit **Beaumont Leys Health Centre**

Service Address	1 Little Wood Close Leicester LE4 0UZ
Service Provider	Leicester
Date and Time	16 January 2019, 8.15am to 11.30am
Authorised Representatives undertaking the visit	Margaret Bellamy, Kim Marshall-Nichols, Moraig Yates, Ana Goncalves.

Acknowledgements

Healthwatch Leicester and Leicestershire would like to thank the service provider, patients and staff for their contribution to the Enter & View Programme.

Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

This report is written by volunteer Enter and View Authorised Representatives who carried out the visit on behalf of Healthwatch Leicester and Leicestershire.

Purpose of the visit

To gain the patient perception of the service and to use evidence (feedback and observation) to determine if there is room for improvement.

Methodology

The visit was an announced visit. It was noted prominent notices were displayed advising patients of the visit.

Our Authorised Representatives are volunteers who have undergone specialist training and are DBS checked. During a visit they

- attend and make observations.
- where possible, talk to patients present at the time of the visit about aspects of their care and how this is delivered and whether they are aware and feel able to report any concerns/ complaints.
- speak to staff about training, turnover, support and staff levels.
- observe interactions between patients, staff and visitors

Visit Findings

General Description

The surgery is located in a purpose-built modern building situated adjacent to a Neighbourhood Centre and a small shopping centre.

There are approximately 6,700 patients, including the inhabitants of two care homes.

It is part of the Spirit Healthcare group, which also includes the Asquith and Rushey Mead surgeries.

The opening hours are 8am to 6.30pm, Monday to Friday. There is always a minimum of two locum GPs on duty. Home visits are conducted, either by a doctor or nurse.

Staff

One Clinical Director, a Practice Manager, 2 Assistant Practice Managers (1 is part-time), 1 Practice Nurse, 1 Nurse Practitioner, 1 salaried GP, 2 locum GP's, 1 Health Care Assistant (recently completed nursing associate training), In addition there are administrative staff for reception, clerical and IT duties and locum doctors.

The Surgery

There is a long steep ramp up to the surgery from the adjacent car park and road which could be difficult for wheelchair users.

The entrance was not easy to see from the car park and there was a very faded notice on the building. There was no notice regarding opening hours on the door, but they are listed on the website.

Internal Environment

As it is in a shared premise there is a shared reception area, but with separate reception desks. The reception staff are behind a high glass wall, much of which is blanked off on the inside, with two windows for the patients to use. One of these is at a low height suitable for wheelchair access and as it is slightly outside of the waiting room gives some privacy if needed.

The consulting rooms are off one corridor and all doors are labelled.

There is a disabled toilet in the reception area.

The practice looked very clean and there was a cleaning rota on a notice board.

The building decoration looked tired and in need of updating. We were told that they are expecting to receive Section 106 money which will be used for this.

The reception area has plenty of space and whilst we were there it was quiet. The patient support team were busy all the time. There were no more than three patients waiting at any time while we were there.

There was only one type of seating which was fixed to the floor. It consisted of rows of either two or three seats, with only the ones at the outer edges having arms. It is planned to replace these using the Section 106 money.

There is a computerised sign-in system available with a hand sanitiser next to it. We observed that not all patients used the system.

Other Services Provided

We were informed that there are many social issues affecting the health of the patients and the surgery offers a range of additional services. They hold Department of Work and Pensions surgeries once a month, which we were told are well attended. There is a part time Pharmacist available.

They have held two health related events and are planning more. Specific invitations are sent to patients, and they are also drop in.

We were told that a Nurse visits the 2 local care homes every week.

Patient Feedback

The Healthwatch Authorised Representatives spoke to 18 patients during the visit, including three members of the Patient Participation Group (PPG).

Of those 18 people, 11 rated the overall service good or very good.

The majority (12) agreed that the staff were friendly and helpful. We observed that they dealt well with the patients and had time to chat to them.

Those we spoke to who used the repeat prescription service rated it good or very good.

Concerns were raised about:

1. Getting an appointment on the day needed when phoning at 8.00am.

While most people mentioned the difficulty in getting a same day appointment in the survey 7 out of the 18 said that they found the system easy to use and 9 said they usually got an appointment which suited them.

Only one person mentioned using the online system and they thought that they couldn't use it for their children.

2. The lack of continuity in seeing the same doctor, the use of locum GPs, which means that it is difficult to achieve continuity of care. Nine people said they did not mind which doctor they saw.

Challenges Identified by Management

The manager felt that there were specific challenges facing the practice which they are looking to address. In addition, they reported that there are a lot of social and safeguarding issues relating to patients' health.

There is a high volume of Do Not Attends, 650 in the last quarter.

Recommendations

1. Review staffing, specifically GPs, to ensure better continuity of care.
2. Address the number of patients who Do Not Attend.
3. Provide a variety of seating appropriate to the needs of the patients.
4. Redecorate.
5. improve the booking system and promote online booking.

Service provider response

The report was agreed with the Service Provider as factually accurate. They wished to clarify that:

1. Locums referred to in the report are “regular” or “long term”.
2. Under ‘Challenges Identified by Management’:

The Practice Manager made reference to the specific challenges for the population of Beaumont Leys and was working with Inclusion practice to improve the health needs by ensuring the patients records were received at the earliest opportunity as the majority of patients were rehoused in the Beaumont Leys catchment area.

In response to the findings and recommendations we would like to thank the Healthwatch representatives for their feedback at the end of the practice visit. Specifically, recognising the good customer care the patients receive and the challenges the reception team deal with politely, calmly and respectfully to meet the health needs of the patients.

Spirit Healthcare is working closely with the CCG and local authority to access S106 monies, which will be reinvested in the practice to redecorate and provided more suitable patient seating and clearer signage where needed. The clinicians do include one part-time salaried GP, two long term locum GP’s who have been working at Beaumont Leys for more than six months and are an integral part of the clinical team, along with our Nurse practitioner this provides more than 85% of a regular clinical team for the patients of Beaumont Leys. All the clinicians are part-time.

We continue to monitor and review how to improve patient access and introduced an option on the practice phone system at the end of January so patients can cancel their appointments to help reduce DNA’s; putting appointments back in to the system for patients. This is being supported by encouraging patients to register for the online services, which for Beaumont Leys patients is currently 9% of the registered list. As the uptake increases the practice will increase the number of appointments available to book online. There is also a patient information leaflet being created informing patients of ‘step by step’ guide how to use online services, as this is wider than just booking an appointment, includes accessing their medical records and ordering repeat prescriptions to promote self-care.

Distribution

The report is distributed to the following:

Spirit Healthcare

Care Quality Commission (CQC)

Leicester City Council

Leicester City Clinical Commissioning Group (LCCCG)

East Leicestershire & Rutland Clinical Commissioning Group (ELRCCG)

West Leicestershire Clinical Commissioning Group (WLCCG)

NHS England (Leicestershire and Lincolnshire) Local Area Team

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