

Enter & View Report

Downing Drive Surgery

August 2023

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Report details

Details of Visit	
Service Address	155 Downing Drive, Leicester LE5 6LP
Service Provider	Downing Drive Surgery
Date and Time	Tuesday 15 August 2023, 9am
Authorised Representatives undertaking the visit	Kim Marshal-Nichols, Debra Watson and Dulna Shahid (Staff)

Acknowledgements

Healthwatch Leicester and Healthwatch 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 Healthwatch Leicestershire.

Purpose of the visit

- To gather patient views of the service provided at Downing Drive Surgery.
- To observe the facilities and operation of the service.
- To observe patient access.

Methodology

This was an announced Enter and View visit.

We contacted the Practice Management Team in advance and had access to communal areas during our visit.

The visit was observational, involving the Authorised Representatives observing the surroundings to gain an understanding of how patients engaged with reception staff and the facilities.

During the visit, we spoke to patients and asked if they would like to participate in our survey.

At the end of the visit, we gave our initial findings to the management team.

Summary of the findings

Summary

- The reception and waiting area is spacious with natural light flowing in.
- The eight patients we spoke to were all satisfied with the GP practice.
- The majority of patients told us that they will use the telephone system to book appointments.
- 6 out of the 8 patients had said it was easy to get through to the surgery via the telephone with two people saying it was not easy.
- All patients were happy to be seen by a doctor or clinician at the time of the appointment.
- Patients spoke about the friendliness of the staff.

Results of Visit

The Practice

Downing Drive Surgery has over 6900 patients. Downing Drive Surgery moved into the new building in 1991. Before that, it had been in a GP's house.

The practice is well signposted with a big sign on the exterior of the building. The building looks modern and is well-maintained on the exterior, with a bench seating area.

There are parking spaces available for patients and there are accessible parking spaces near the front

entrance. There is additional parking at the church next door to the practice with a clear sign for patients.

Just before entering the practice, there are information posters displayed including, who to contact in an emergency, times the practice will be closed, protected learning time information, which is held monthly on a Wednesday afternoon and booking in for the Primary Care Network (PCN) meeting.

The opening hours are also displayed before entry, however, the information on the poster has faded and is difficult to read.

The practice has two corridors, the doctor's corridor and the nurse's corridor.



Reception and waiting areas

Upon entry, there is a table set up for patients to use if they need to hand in samples. The waiting/ reception area is spacious and suitable for wheelchair users. There is ample seating available, some chairs have armrests and they are in very good condition.

There is no play area for children. The practice manager said the waiting area used to have a children's area but they were asked to remove it by infection control.

In the waiting area, there is no background noise, just patient chatter. No unpleasant odour.

There is hand sanitiser available as you enter the practice and around the practice.

The reception desk is large and high up with glass panels all around. The décor in the waiting area is neutral, there are big windows that allow natural light into the practice.

There is a TV behind the reception on the wall but we noted that it is not in use. The practice manager said the TV is no longer in use due to a lack of funding.

When patients come in there is a sign on the reception window asking patients to use the self-check-in arrival screen, patients can also check in at the reception desk.



Conversations can be overheard while in the reception area. At the time of the visit, there was not much queuing and the patients were seen quickly by reception staff. The practice manager had told us there is a confidential area for patient use.

Patients are called in by the clinician/ practitioner when ready, they will come out to the waiting area and call out the patient's name.

Appointments

The manager had spoken about the telephone system which is a cloud based system and are working on our capacity and access plan to improve access to the surgery and appointments. Telephone calls start at 8am. When fully staffed, the practice will have 3 or 4 receptionists answering the phone. There would be a minimum of 2 only if there is staff sickness.

People do come in at 8am for appointment bookings.

The manager explained they can use 'Do not disturb' signs for staff to help manage the calls.

The practice uses an online booking system to encourage patients to book doctor appointments online. The practice manager has expressed it would be nice to put nurse appointments online.

The practice manager said patients will book appointments generally on the day, there are pre-bookable appointments and appointments are set for 5-6 weeks ahead.

There are different types of appointments – GP, Nurses, and minor illnesses on the day. Various appointments are trying to cater to everyone's medical needs.

The practice has Enhanced Access. The practice will signpost patients to the correct clinician. The practice manager said that patients are not always happy with this.

The surgery has on-call GPs in the morning and afternoon. In the mornings the GP doesn't have their own clinic so they can manage the on call more effectively but the GP in the afternoon has a clinic as well as covering the on call duties. The reason for this is that there are many more on call duties in the morning.

The practice manager said that in the guidelines, it is 25 contacts a day but sometimes that can be more.

The practice is linked to two care homes, The Lodge and The Arbour House (this home is shared with another practice). There are weekly ward rounds.

There is an urgent clinic that the on-call doctor will work through, and will also do prescription signing and home visits. Home visits are on request. There is a home visiting service in the area that the surgery utilises.

Accessibility

Entry to the practice is used via the automatic doors, to exit the practice a button has to be pressed for the automatic doors. When the practice is closed there is a buzzer and intercom for patients to use. The space is wide enough for wheelchair users and the buttons to enter and exit are reachable for all.

We spoke about the reception desk being too high for a wheelchair user. The practice manager had said that receptionists would go out to speak to patients.

Wheelchairs are available for patients. The practice does not have a hearing loop.

There is an accessible toilet which is spacious, clean and has handlebars, however we did not see an alarm cord. In one toilet there is a baby changing unit.

The practice manager said they used to have someone who did sign language but they are no longer there. The practice manager had said they would like to look into that again.

Information available to patients

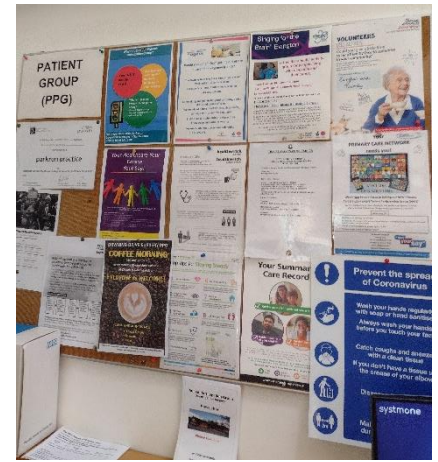
There is a small table that has information about the complaints procedure, friends and family forms and box, newsletter and other information.

There is a staff board, an information board for carers and a Patient Partnership Group (PPG) board in the waiting area.

The practice manager had said there is a defibrillator and emergency box at the front desk and it is checked every day.

The practice manager give us a practice leaflet and it has all the information about the practice that patients would need.

The website is good and up to date.



Staffing

There are six GP partners and the practice manager has been there for 26 years. The GP practice is also a training practice.

The surgery has regular locums. The practice manager said that the locum is liked by the patient and that they will try to ensure the same locum can attend the practice for patient continuity of care. The surgery has year 3 and year 5 medical students. There are GP trainers and medical student leads. The practice has one nurse practitioner who supports the GPs, two practice nurses with different skills, a health care assistant (HCA), a phlebotomist and a Care coordinator who has been at the practice for 25 years.

The practice is part of the local Primary Care Network (PCN) and the PCN is Salute. The practice works with 4 other practices. The practice manager spoke about the positives of working together; extra roles would be available, pharmacy access, social prescribing, first contact prescriber and access to physicians.

The care coordinator has an administrator role which includes assisting GPs, coding, GP letters, and recalls for annual checks. The practice manager explained that this helps to assist the office staff.

We spoke to a partner GP who told us that staff retention is good. Every day all the staff, partners and locums will have coffee meet-ups.

The practice manager has stated that the practice has been closing at lunchtime to catch up. They have been doing this for a year.

The practice manager stated they would like to extend the surgery to have more consulting rooms, they have a plan but there is no funding.

Patient Participation Group (PPG)

The practice manager said there are currently five PPG members. They are trying to recruit more members and it has been difficult to recruit young people.

The PPG is helping with the summer newsletter which the PPG members will mail drop to houses. The PPG meets every six weeks.

Patient feedback

A survey was completed on the visit, where we asked if patients would like to take part in the survey, and we received 8 responses. See Appendix 1 for the survey responses. Where we asked for comments, we have themed the responses and provided a selection of patient comments.

Recommendations

We recommend that Downing Drive Surgery:

1	Consider all the comments recorded from patients.
2	Replace the opening hour's poster so that it is clear for patients.
3	Consider installing a hearing loop for patients.
4	Consider having a lowered part of the reception desk for access for wheelchair users.
5	Have an alarm cord fitted in the accessible toilet.
6	Ensure leaflets are displayed effectively in the practice.
7	Make the Friends and Family forms accessible via the online system or send them via text messaging service.
8	Ensure that the complaints procedure is displayed clearly on the noticeboard.
9	Explore making nurse appointments available to book online.

Service provider response

The report was agreed with the Service Provider as factually accurate. They have provided the following response to the report:

"It was great to have such good feedback by our patients and the review team on the day. We note the recommendations. Some have already been actioned and the rest are being considered and will be actioned where possible."

Distribution

The report is for distribution to the following:

- Downing Drive Surgery
- LLR Integrated Care Board (ICB)
- Care Quality Commission (CQC)
- Leicester City Council (LCC)
- NHS England (Leicestershire and Lincolnshire) Local Area Team
- Healthwatch England and the local Healthwatch Network
- Published on www.healthwatchll.com

Appendix 1: Survey Findings

8 Patients

Q1. How satisfied are you with your GP Practice?

5 – Completely Satisfied

3 – Very Satisfied

0 – Neutral

0 – Slightly Satisfied

0 – Not at all Satisfied

Q2. What methods do you use to book an appointment? (tick all that apply)

7- Telephone

2- Online booking services

2- In Person

Q3. Is it easy to get through to your surgery on the telephone to make an appointment?

5 – Yes

3 – No

Main theme: Waiting time to get through on the phone

- “Usually 20 minutes on phone.”
- “Takes a while.”
- “Sometimes takes more than 25 minutes to get them.”
- “Tried at 8 didn’t get through. It took me 2 hours. 7 or 8 times.”

Q4. How long does it take you (on average) to get through to the practice on the telephone?

2 – 1-15 minutes

5 – 15 – 30 minutes

0 – 1 hour

1 – Over 1 hour

Q5. When making your appointment, are you given the option of seeing the doctor or the nurse?

7 - Yes

1 - No

Q6. Do you always see the doctor or nurse of your choice?

5 - Yes

3 - No

Q7. Have you had a telephone or online consultation with your doctor?

7 - Yes

1 - No

Q8. If yes, how satisfied were you with the appointment?

0 - Not at all satisfied

0 - Slightly satisfied

0 - Neutral

3 - Very Satisfied

4 - Completely Satisfied

Q9. For urgent appointments, can you normally see the doctor or nurse on the same day?

8 - Yes

0 - No

Q10. Are you happy with who you have seen at the time of your appointment?

8 - Yes

0 - No

Q11. How satisfied are you with the practice opening hours?

0 - Not at all satisfied

0 - Slightly satisfied

0 - Neutral

3 - Very Satisfied

5 - Completely Satisfied

Q12. How would you rate the reception service?

6 - Very good

2 - Good

- 0 - OK
- 0 - Poor
- 0 - Very poor

Q13. How would you rate the prescription service?

- 6 - Very good
- 1 - Good
- 0 - OK
- 0 - Poor
- 0 - Very poor
- 1 - Unanswered

Q14. How do you rate the quality of medical care and treatment at this surgery?

- 8 - Very Good
- 0 - Good
- 0 - Ok
- 0 - Poor
- 0 - Very Poor

People were asked for any other comments including what they like and dislike the most about the GP practice.

- "Friendliness of staff. Ease of parking"
- "Everything is very good. Good staff- friendly."
- "Don't dislike anything, I understand the phones being busy. Staff have been brilliant."



Healthwatch Leicester and Healthwatch Leicestershire
9 Newarke Street
Leicester
LE1 5SN

www.healthwatchll.com
t: 0116 257 4999
e: enquiries@healthwatchll.com



@HealthwatchLeic