

healthwatch Kingston upon Hull

Enter & View Report
Drs Choudhary & Danda
Bransholme Health Centre
Goodhart Road, Hull





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Enter and View

One of Healthwatch Kingston upon Hull's key areas of work is to carry out Enter & View visits to Health & Social Care services across the City.

Enter & View is the opportunity for authorised representatives:

- To visit Health & Social care premises to hear and see how service users experience the service
- To collect the views of patients and residents at the point of service delivery
- To collect the views of carers and relatives of service users
- To observe the nature & quality of services
- To collate evidence based feedback
- To report to providers, CQC, Local Authority & NHS commissioners as well as any other relevant partners

How can Enter and View benefit you?

- Enter & View gives you the opportunity to share best practice and activities that work well as Enter & View Ambassadors report on the positive
- Enter & View gives you an opportunity to demonstrate to the CQC inspectors and commissioners that you are supporting patient engagement
- Enter & View gives service users the opportunity to give their views and opinions in order to improve service delivery





Purpose of visit

There are a huge range of buildings which house GP practices in the City, ranging from purpose built health centres housing multiple practices, to converted houses which are used as surgeries by single practices. In premises that host more than one practice there are sometimes variances in layout and process.

There is variation in both types of premise and the facilities provided at those premises.

In order to be fully aware of the variation in standards and facilities offered we are carrying out observation only visits to all *GP practices* over a one year period.

Subsequent to any visit a report is prepared, factual detail agreed by the manager of the facility visited, and then shared with the HWKuH Board before distribution.

The visit was pre-arranged. We used a prepared visit recording sheet to log relevant facts, observed practice premises, facilities and access and spoke to staff, residents and visitors as relevant.

Disclaimer: This report relates only to the service viewed on the date of the visit, and is representative of the views of the service users who contributed to the report on that date.





Introduction

The practice is housed in the purpose built Bransholme Health Centre. The centre houses 8 GP practices as well as a minor injuries unit, community services, Hull City Council help desk and housing advice. The Centre was opened in September 2012 and replaced a much smaller Health Centre on the same site.

Currently there are 3465 patients registered with the practice and 2 active GP partners. The practice offers 247 appointments per week with an additional 22 telephone consultation appointments available. Each appointment is scheduled for 10 minutes with an option to increase this if requested. Currently there are on average 8 non attended appointments per week.

The practice has access to consulting rooms, offices and facilities within a specific area of the health centre.

Many Thanks to Sharon Hogarth, Practice Manager, and members of her team and support staff who provided us with the opportunity to meet patients, and freely ask questions to enable us to observe both the practice and patient experience.





External

There is a health centre car park which has 63 spaces including 5 spaces for disabled parking and a space for motorcycles. There are an additional 26 staff parking spaces. The car park is accessed through a barrier and a code is required to exit the car-park, this is available from reception or security staff. There is a large car park for the North Point shopping centre immediately opposite the health centre available for patient parking.

There are 2 entrances to the health centre, both with automatic doors. The entrance from the car-park has several steps and a platform style lift for access. We were advised during our visit that this lift was difficult to use, mainly due to the controls being at the opposite side to where a person is positioned within the lift. During our visit it was also raised with our Ambassadors that it the reach of the open door was not marked and this causes problems when accessing the lift.

The doors from Goodhart Road open onto the main reception level.

Reception & Waiting Areas

The main building reception area is open plan and has a number of central pods for use by the Hull City Council services, there is also a tea bar and some tables and chairs. Overall the main atrium is very bright and busy.

In order to access the practice you must use a specific lift or set of stairs, this is explained on a board near the entrance to the main atrium.

There is uniform signage to direct patients to specific consulting rooms, there are numbers at the base of each door and GP names at eye-level.

Each floor of the building has different coloured signage and notices, we found this made it easier to navigate the large building.

The practice reception and waiting area is shared with another practice, there is a long desk along one edge of the reception area. The desk is open to the office behind. A hearing loop system is in use by the practice and clearly indicated by a sticker on the reception desk.

There are approximately 30 chairs in the reception area facing away from the desk towards the corridor leading to treatment rooms, the rear row of chairs is approximately 12 feet from the reception desk. There is very little privacy for patients to speak to reception staff however this is available on request. During our visit there were 10-15 patients in the shared waiting area.

The electronic booking in point for the practice is situated immediately in front of you as you exit the main lift. Although this is not signposted it is clearly visible and marked as being appropriate for this practice. A sign above the electronic booking in point advises patients to ask at reception if they need advice on how to use the booking in point.

Patients are called to appointments by the GP. A jayex TV style screen provides patient information from the direct.gov channel. There are an additional 2 TV style screens in the shared waiting area however these were not in use during our visit so there intended use and practice allocation was unclear.

There was no children's play area or reading material available during our visit. The practice has two notice boards, one of which is practice specific and has information relating to the PPG, opening times and other practice specific information. The second board contains non practice specific useful and factual information including school nurses & health visitor contact details. Patient information leaflets were available both on the reception desk and a rack as you enter the waiting area. All leaflets appeared recent and relevant, although it may be obtrusive if a patient accessed leaflets whilst someone was speaking to the receptionist.





Lift & Stairwell

As the practice is on the second floor you can use either the lift or stairs to access all practice facilities. There are several lifts & staircases in the building taking patients to different practice areas, this is explained on signs near the main building entrances. There is a staircase and lift to access the practice at the rear of the minor injuries department although is not clearly signposted from the main building reception.

All lifts and staircases were clean, accessible and adequately lit during our visit.

Facilities

There are 2 toilets for patient use in the shared reception area, 1 male & 1 female. Each toilet is accessible for disabled patients. Both toilets were clearly signposted, clean and well lit, although there was no evidence that toilets were routinely monitored for cleanliness. Soap and paper towels were available in all toilets with a sanitary bin in the female toilet. There was a coloured privacy screen in front of the toilet doors.

Baby change facilities are available off the main reception and are clean, bright and well signposted. There was no evidence that the baby change area was routinely monitored for cleanliness.

Our team felt that there being only 2 toilets (both accessible) for the 2 practices may not be sufficient during busy periods.





General Observations

As the practice is housed in the Bransholme Health Centre cleaning is undertaken through a central contract, although there was no indication as to the frequency of cleaning. Signage and style is uniform throughout the building with different floors having different colour themes, we found this to be very useful when looking at signage.

We found the area used by the practice to be clean and tidy.





Recommendations

Further to our visit the following recommendations are made:

- Practice information relating to performance, patient experience and Friends & Family test outcomes to be displayed



Verification of Report

Produced on behalf of HWKuH by		Date:
Signed on behalf of HWKuH Board		Date:

Appendix 1

Visit Details

The visit was carried out by the following Healthwatch Kingston upon Hull Enter & View Ambassador:

Mike Bergin

Accompanied by Healthwatch Kingston upon Hull Insight & Intelligence Officer:
Gail Purcell.

All Enter & View Ambassadors are fully trained in accordance with Healthwatch policy and have undertaken Disclosure & Barring service (DBS) checks.

The visit was carried out on Monday 11th May and our representatives were at the premises for approximately 40 Minutes.

Enter & View non-contact Visit record sheet

Premises visited: Drs Choudhary & Datta Bransholme Health Centre Goodhart Road Hull	Date of visit: 11.5.15	HW reference: HWKuH15-05-03
	Arrival time: 9.00am	Premises representative: Sharon Hogarth
Type of premise: GP Practice	Departure time:	HW Ambassador: Gail Purcell Mike Bergin

External		
	Yes/No	Response / Notes / Observations
On site parking		
Total number of spaces available		
Is the car park full?		
Number of spaces for disabled people in car park		
Legible signage (reception etc.)		
Adequate Lighting		
Disabled access		
Power assisted / automatic access doors		
Overall impression of exterior		

Appendix 2

Reception		
	Yes/No	Response / Notes / Observations
Signage / directions to GP & consulting rooms		
Adequate lighting		
Is a hearing loop available and clearly signposted		
Privacy to speak to receptionist		
Can you hear receptionist speaking to other patients		
Is there an electronic booking in point		
Is the electronic booking in point signposted		
Do people appear to be using the electronic booking in point		
Is assistance offered for those using the electronic booking in point		
Do chairs in waiting area face reception		
Is there a children's play area		
Is there patient information available (leaflets etc.)		
Is available patient information relevant & recent		
Is there a patient notice board		
Are posters on the notice board relevant / recent		
Is there any reading material available in the waiting area		
Is any available reading material recent		
How are patients called through to the GP		
Are there power assisted automatic doors		
Is assistance offered to those who require it		
Overall impression of Reception area		

Appendix 2

Lift / Stairwell		
	Yes/No	Response / Notes / Observations
Is there a lift available for public / patient use		
Is the lift accessible		
Is the lift legibly signposted		
Is the lift adequately lit		
Is there staircase for public / patient use		
Is the staircase accessible		
Is the staircase legibly signposted		
Is the staircase adequately lit		
Overall Impression of Lift / Stairwell		
Facilities		
	Yes/No	Response / Notes / Observations
Are there toilets for patients use		
Are the patient toilets easily accessible		
How many toilets are available for patient use		
Are there toilets available for disabled patient use and are they accessible		
Are the toilets legibly signposted		
Are the toilets adequately lit		
Is there soap available in all toilets		
Is there a hand dryer in all toilets		
Are paper towels available in all toilets		
Are the toilets clean/ tidy		
Is there evidence that toilets are routinely monitored for cleanliness		
Are there sanitary bins in the female toilets		

Appendix 2

Are there baby changing facilities for patients		
Where are the baby changing facilities located		
Are the baby changing facilities clean / tidy		
Is there evidence that baby changing facilities are routinely monitored for cleanliness		

Overall impression of patient / public facilities

General observations

Signed:

Date: