

Enter
and
View



Riverside Medical Centre

4th of April 2016



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



HW Reference:	HWKuH15-09-03[2]
Premises visited:	Riverside Medical Centre The Octagon Walker Street Hull HU3 2RA
Date of Visit:	04-04-2016
Duration of visit:	60 Minutes
HWKuH Representatives:	Jason Hewitt Gail Purcell
Premises Representative	Reception staff Victoria Wilton

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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.

This was Healthwatch Kingston Upon Hull's second visit to the Riverside Medical Centre, having visited previously on the 7th December, 2015. Subject to a number of the recommendations made in the report from December, 2015, Healthwatch Kingston Upon Hull agreed to revisit the practice, detail were improvements have been made and report accordingly.

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

Riverside Medical Centre is situated within the purpose built neighbourhood centre 'The Octagon' situated on Walker Street off Anlaby Road slightly to the west of the city centre. Riverside Medical Centre is the only GP practice housed within the 'Octagon' and has been operating at these premises since 2005.

The practice has access to consulting rooms, offices and facilities on the ground floor of the building.

There are currently over 2500 patients on the practice list, with 3 available GP's, of which 2 are salaried.

There are 140 GP appointments available for patients per week not including nurses or other Health Care professionals, with an average of 11 GP appointments

not attended per week. Each GP appointment is scheduled for 10 minutes with an option to request a longer appointment with patients who require interpreters receiving a 20 minute appointment.

External

There is a very large shared car park to the rear of the 'Octagon' Centre with a maximum of 100 spaces and 5 designated bays available for blue badge holders. There was available parking space for us during our visit. Riverside Medical Centre does share the car park with other community services, however additional on street parking is available in front of the Octagon and Medical Centre.

There are two entrances into the large expansive foyer of the 'Octagon' Centre. The front main entrance is via a wide paved and well illuminated pavement with automatic doors and a second large level and paved entrance leads from the car park at the rear through two large automatic doors into a large community reception area. Riverside Medical Centre is located directly off the main foyer via an automatic door. The entrances and Riverside Medical Centre are all located on the ground floor of the premises.

The exterior was clean and tidy with large and well illuminated pavements leading to both entrances.

Reception and Waiting Areas

The Medical Centre's reception via the main automatic doors is very bright and airy. A large reception window and desk are situated to the far left corner of the waiting area, which has a seating area with 16 chairs set out in theatre style to the right of the entrance. Riverside Medical Centre has consulting rooms all on the ground floor all of which are accessible via a corridor leading away from the reception. There is a blue sign to denote this, however patients can also be directed by reception staff if requested.

The reception area is centrally enclosed within the 'Octagon' centre and natural light is limited, however the reception is well illuminated by spotlights and further overhead fluorescent lights, all of which were working during our visit.

The electronic booking has been relocated and is situated on the wall to the right of reception adjacent to the consulting rooms' corridor and is clearly visible. At the time of our visit the booking in point had not been turned on and was not useable by patients, however this was later turned on.

As reception is open plan and close to the waiting area a patient needs to request to speak to a receptionist in private, however there is clearly visible signage on the reception desk to denote such a service. During our visit approximately 10 patients arrived in the waiting area, and whilst particular care is taken it is possible to overhear reception staff speaking to patients.

The medical centre does operate a children's play area, offering a small child's table and chairs, associated games and reading material within the waiting area.

There are currently 4 notice boards for patients within the practice reception area, however information sharing with patients is also provided in different ways. The surgery offers three leaflet racks within the reception area and a further free chlamydia rack in the foyer. Some signposting posters in the waiting area show access to other and wider NHS services with some being recent and relevant. Further information is available via the leaflet racks and the reception counter within the waiting room area. Whilst the practice clearly promotes information sharing offering in excess of 120 posters, some leaflets and posters had been positioned on top of other leaflets, leaflets within the two identical leaflet racks are duplicated and patient feedback and CQC information, whilst relevant, is out of date.

Patients are alerted to their GP appointment by a large Jayex Board and audible beep and if required further, by the receptionist.

On our visit we noted that a hearing loop is available and is clearly signposted on reception. The practice does not currently provide reading material in the waiting area for patient's use.

During our visit we noticed the waiting area was bright and airy with very friendly and helpful staff. The reception and waiting area was clean and a TV whilst loud was offering information and cartoons for patient use.

Lift and Stairwell

As the practice is located on the ground floor, there are no stairs or lift available for patient use.

Facilities

There are 3 toilets for patient use within the Medical Centre, 1 male and 1 female toilet on the corridor leading to the consultation rooms and 1 disabled toilet which is located within the waiting room area. All of the toilets were well illuminated.

Soap and paper towels are available in all the toilets, with a sanitary bin provided within the female toilet. There was no evidence that the toilet was routinely monitored for cleanliness and the disabled toilet within the waiting area required flushing during our visit.

A separate baby change facility is available within the waiting room area has appropriate waste bins, soap and paper towels. During our visit the area was very smelly due to a discarded nappy. There was no evidence that the baby change area was routinely monitored for cleanliness.

General Observations

As the medical centre is housed within the 'Octagon' neighbourhood centre, cleaning is undertaken through a central contract.

Though housed within a neighbourhood centre and clearly being a very busy practice, we were made to feel very welcome. The medical centre clearly demonstrates full facilities, accommodates a waiting area that has been thought through and provides patients with sources of information and materials in comfort all of which is overseen by professional and welcoming staff.

Recommendations

Further to our visit the following recommendations are made:

- Out of date information to be removed from the patient notice board
- To look into the option of themed notice boards making it easier for patients to find information
- It is recommended that the notice boards and patient information leaflets be regularly reviewed and information be displayed in a clearer, less cluttered way

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 Delivery Manager:

Gail Purcell

Accompanied by Healthwatch Kingston upon Hull Insight & Intelligence Officer:

Jason Hewitt.

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 4th April 2016 and our representatives were at the premises for approximately 60 Minutes.

Appendix 2



Enter & View non-contact Visit record sheet

Premises visited: Riverside Medical Centre The Octagon Walker Street Hull HU3 2RA	Date of visit: 04.04.16	HW reference: HW KuH15-09-03[2]
	Arrival time: 10.45am	Premises representative: Victoria Wilton
Type of premise: GP Practice	Departure time:	HW Ambassador: Jason Hewitt Gail Purcell

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		

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		
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		
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: