

## Enter & View Visit Report

<b>Premises visited:</b>  Dr Poulouse, Awan & Basheer Branch Surgery Bransholme Health Centre Goodhart Road Hull	<b>Date of Visit:</b> 12.1.15	<b>HW Reference:</b> HWKuH15-01-01
	<b>Duration of visit:</b> 1 Hour 30 minutes	
	<b>HWKuH Representatives:</b>  Gail Purcell Mike Bergin	<b>Staff met during visit:</b>  Paul Chapman - Practice Manager Reception staff

<b>Purpose of visit:</b>
<p>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.</p> <p>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 <i>GP practices</i> over a one year period.</p> <p>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.</p> <p>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.</p> <p>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.</p>
<b>Introduction:</b>
<p>Dr Poulouse, Awan &amp; Basheer are part of the larger Orchard 2000 practice in the north of the city, this practice operates as a satellite practice in the Bransholme Health Centre. This practice was established by Dr Poulouse in 1987 and moved into the new Bransholme Health Centre in September 2012, the partnership with Orchard 2000 commenced in October 2013. 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.</p> <p>The practice has access to consulting rooms, offices and facilities within a specific area of the health centre. The practice has invested in additional equipment for the practice area including electronic examination plinths, defibrillator and oxygen cylinders.</p>

There are currently 2309 patients on the practice list, this is just for the satellite practice and does not include patients registered with Orchard 2000. There are 3 GP's at the practice, 2 of which are partners with the 3<sup>rd</sup> as a salaried GP.

Each surgery session has 1 GP and in total there are 117 appointments available for patients per week, with an average 10 appointments not attended. Each GP appointment is scheduled for 10 minutes with an option to request a double appointment for multiple conditions. If immediate and necessary treatment was needed an appointment would be created by a doctor or admin staff.

#### **External:**

There is a Health Centre car park which has 63 spaces including 5 spaces for disabled parking and motorcycles. There are an additional 26 staff parking spaces. The car park is accessed through a barrier and code is required to exit the car-park, this is available from reception or security. During our visit there were no spaces in the car-park therefore cars were attempting to leave without the code, this was causing the exit and the access to the disabled parking bays to become blocked. Other cars were not entering the car park but were dropping off in the road causing additional congestion.

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

#### **Reception:**

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 entrance.

The practice reception area is shared with another practice with approximately 30 chairs facing away from reception, at an approx. distance of 4ft, towards the corridor leading to treatment rooms. During our visit there were less than 5 people in the reception area at any one time. There is no electronic booking in point as there is no need due to only being 1 GP in surgery at a time. There is no privacy for people to speak to the reception staff, however if requested there is a small room next to the reception for patients to speak to a member of staff.

Due to the layout of the reception area the most direct way to access the reception desks from the lift for both practices is in a straight line which takes you directly behind patients at the reception desk (see diagram). As there is very limited space between the rear of the chairs and the reception desk there is no room for patient movement. This is also an issue with people accessing reception from the stairs and passing behind patients waiting at the adjoining practice reception.

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.

There was no children's play area or books, also there was no reading material other than patient information leaflets. The reception area has no notice board but posters were attached to the rear of the modesty panel in front of the toilet doors and to the screen behind the reception desk, all posters and leaflets appeared relevant and recent.

Our overall impression on the reception area was that it was very clean, spacious, quiet and calm

**Lift / Stairwell:**

As the practice is on the 2<sup>nd</sup> floor you use either the lift or stairs to access all practice facilities. There are several lifts & staircases in the building but only one of each that takes you to the practice area, this is explained on signs near the main building entrances. During our visit we used the lift to access the practice, the lift was bright and clean. The stair well was well signposted, clean and well lit.

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

**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 & tidy, however some of the privacy issues found are as a result of building design over which the practice have no control.

**Recommendations:**

Further to our visit we would make the following recommendations:

- Chairs be moved back from the reception desk, giving a wider walkway from the lift area
- Practice information to be displayed including performance, patient experience and Friends & Family test outcomes
- To discuss with centre facilities manager how the car park entry / exit system operates and any issues this causes for the centre

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