

# healthwatch Kingston upon Hull

Enter & View Report  
Haxby Group Practice  
The Orchard Centre  
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

Haxby Group provide GP services in three surgeries in Hull as well as working in partnership with a fourth. The surgery visited in this instance was a branch surgery housed in the purpose built Orchard Health Centre in Orchard Park to the North of the city. The Orchard Health centre houses 2 GP practices, community services as well as Hull City Council facilities. The Centre was opened in 2009.

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

There are currently 11,013 patients on the Haxby Group practice list, with GP's providing surgeries across all sites to meet patient demand. There are approximately 1200 appointments available for patients per week across the 3 Haxby Group Practice sites, with an average 100 appointments not attended. Each GP appointment is scheduled for 12 minutes with an option to request a longer appointment dependant on procedure.

Many Thanks to Karen Phillips, 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 large car park to the rear of the health centre that has approximately 80 spaces with an additional 5 spaces for disabled parking. During our visit the car park was full, cars were also double parked and parked on double yellow lines. In some cases the parked cars were causing obstruction. Previously patients also had access to the car park at the adjacent shopping plaza, however due to building work this is no longer available. Staff and patients advised us during our visit that this had caused problems with parking. Additional on street parking is available.

There are two entrances to the health centre, one from the car park and one from the shopping plaza, both are level to automatic doors.

The exterior is clean and tidy with large pavements leading to both entrances. Nearby building work seems not to have impacted on the Health Centre.

## Reception & Waiting Areas

The main Health Centre reception is very bright and airy with a reception desk in the centre. There are lifts, staircases and escalators to access the first floor. Signage is uniform throughout the building and the main reception desk staff are available to direct patients and visitors to the centre. Haxby Group practice has consulting rooms on the ground floor of the centre.

The two practices housed in the Health Centre share a waiting area to the rear of the building. There is a large reception desk for both practices, Haxby Group practice reception is to the left, closest to the consulting rooms used by the practice. The reception desk is clearly marked as that of Haxby Group practice. There are approximately 20 chairs in the shared waiting area. These face towards the reception desk on a diagonal slant approximately 15 - 30 feet from the reception desk. During our visit there were 5 - 10 patients in the waiting area.

The electronic booking in point is to the left of the reception desk and is signposted by means of a free standing sign in the area in front of the reception desk.

A sign at the reception desk requests that patients wait a considerate distance from the desk in order to maintain privacy.

There is a box of toys available for children to play with in the shared waiting area. There is no reading material for adults or children in the waiting area.

There is a practice notice board in the waiting area which displays recent and relevant posters. A TV style screen displays practice messages on a loop. This is a power point presentation produced by the practice in order that messages and notices are up to date. Patient information leaflets were available on the reception desk and are recent and relevant.

Patients are called to appointments by GP or nurse.

Our overall impression of the reception area was that it was very bright, busy and clean. The reception area works well in the unusually shaped space it occupies within the building.





## Lift & Stairwell

The practice sees patients in consulting rooms on the ground floor, however lift, staircase & escalators are available for patients & visitors who need to access the first floor.

## Facilities

There are 2 toilets for patient use in the reception area, 1 male, 1 female. Each toilet is accessible for disabled patients. All toilets were lit with an automatic blue lighting system. There was no evidence that toilets were routinely monitored for cleanliness, although we were advised by the practice manager that cleaning is done twice a day. One of the toilets had toilet paper and refuse on the floor and an unpleasant odour however the other toilet was very clean and fresh. Soap and hand driers were available in the toilets, a sanitary bin is available in the female toilet. Due to the layout of the building (atrium ceiling, curved walls) there is no signage for the toilets, however the toilets are clearly visible in the main ground floor atrium and reception staff are always available to direct patients and visitors.

Baby change facilities are available off the main reception and are clean and bright with appropriate waste bins and paper towels. There was no evidence that the baby change area was routinely monitored for cleanliness.





## General Observations

As the practice is housed in the Orchard health centre cleaning is undertaken through a central contract.

We found the area used by the practice to be clean, tidy bright and airy, the artwork and community theme makes the building feel very welcoming.





## 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:

John Wilkinson

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 Friday 24<sup>th</sup> April and our representatives were at the premises for approximately 45 Minutes.

### Enter & View non-contact Visit record sheet

Premises visited: Haxby Group Practice The Orchard Centre 210 Orchard Park Road Hull	Date of visit: 24.4.15	HW reference: HWKuH15-04-05
	Arrival time: 10.00am	Premises representative: Karen Phillips
Type of premise: GP Practice	Departure time:	HW Ambassador: Gail Purcell John Wilkinson

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

<b>Lift / Stairwell</b>		
	<b>Yes/No</b>	<b>Response / Notes / Observations</b>
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		
<b>Overall Impression of Lift / Stairwell</b>		
<b>Facilities</b>		
	<b>Yes/No</b>	<b>Response / Notes / Observations</b>
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: