

healthwatch Kingston upon Hull

Enter & View Report
Marfleet Group Practice
Preston 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

Marfleet Group Practice is housed in the purpose built Marfleet Health Centre on Preston Road to the east of the city. The Marfleet Health centre houses 1 GP practice and community services as well as a pharmacy. There has previously been a library in the centre but this closed in 2013 and the space remains unused.

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

There are currently 7 GP's active in the practice with 6 of those being partners.

There are 928 appointments available for patients per week, with an average of 45 appointments not attended. Each GP appointment is scheduled for 10 minutes with an option to request a longer appointment.

Many Thanks to John Maffin, Practice Manager, and members of his 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 car park to the rear of the health centre with 76 spaces. This include 4 spaces for disabled parking. There were no spaces available during our visit. There is an additional staff parking area as well as on street parking outside of the Health Centre.

The entrance to the Health Centre is from the main road and is on one level leading to automatic doors.

The exterior is clean and tidy with large pavements leading to the entrance.

Reception & Waiting Areas

The main Health Centre reception is very bright and airy, there are full height windows to the front of the building and a double height ceiling giving a very open feel to the room.

The practice has a large reception desks to the rear of the ground floor. The reception desk has several sections including appointments, prescriptions & information section. The main desk has a hearing loop with a portable hearing loop in operation at the information section of the desk. A room is available if a patient requests to speak to a receptionist in private. In addition there is a rope barrier and sign requesting that patients wait a certain distance from the reception desk in order to give more privacy to those speaking to reception staff.

The electronic booking in point is close to the reception desk and is not visible upon entry, a small sign on the reception desk gives its location.

The reception area has a large seating area with approximately 35 chairs arranged in rows. Although the chairs face the reception desk they are at least 20 feet from the desk allowing privacy for patients to speak to reception staff. During our visit the seating area was almost fully occupied. Signage is uniform throughout the building and is clear and visible.

There is a small children's activity table in the waiting area but no children's or adult reading material. Children's reading material had previously been provided by library services. There are 3 notice boards in the reception area, it is unclear whether these are all used by Marfleet group practice. Whilst they did contain some recent and relevant information they were overcrowded with some posters being on top of others. Some posters were significantly out of date. Patient information leaflets and surveys were available on the reception desk and appeared recent and relevant. There are a number of leaflet racks in the waiting area, again it is unclear whether these are allocated to the practice or the community services within the building and again some of the information leaflets are considerably out of date.

There is a water cooler available for patients along with cups and a waste bin. A large notice on the wall gives instructions as to how to use the blood pressure monitor which is no longer on site.

Patients are alerted to GP appointments by a red LCD Jayex board with an audible beep. There are an additional 2 TV type screens on the wall but these were not in use during our visit. The screens had previously had content provided through the PCT, the practice have invested in additional software and are looking at re-instating the screen based information.

Our overall impression of the reception area was that it was very bright, busy and clean.





Lift & Stairwell

The practice uses patient consulting rooms on the ground floor only.

Facilities

There are 4 toilets for patient use in the reception area. One toilet is accessible for disabled patients. All toilets were clean and lit with an automatic lighting system. There was no evidence that toilets were routinely monitored for cleanliness. Toilets are clearly signposted and accessible, although the doors are heavy and may be difficult to open by wheelchair users. Soap and hand driers were available in the toilets, a sanitary bin is available in the female toilet.

Baby change facilities are available in the reception area however we were unable to access this as the facility was locked during our visit. The key is held by the community reception which was very busy during our visit.

We were advised by practice staff that the community reception also hold the keys to the toilets, therefore patient toilets are not unlocked until the community reception opens at 9 am.





General Observations

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

Signage and style is uniform throughout the building, we found this to be very useful when looking at signage.

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





Recommendations

Further to our visit we would make the following recommendations:

- Practice information to be displayed including performance, patient experience and Friends & Family test outcomes
- Ownership of notice boards in communal areas be clarified in order to ensure appropriate patient / visitor information is displayed
- Notices in the shared waiting area that are practice specific be marked as such
- Notice boards be reviewed to ensure that patient accessible information is up to date
- A toilet key to be made available for GP staff from the time the centre opens



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:

Graham Gedney

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 Thursday 26th March and our representatives were at the premises for approximately 40 Minutes.

Enter & View non-contact Visit record sheet

Premises visited: Marfleet Group Practice Marfleet Health Centre Preston Road Hull	Date of visit: 26.3.15.15	HW reference: HWKuH15-03-13
	Arrival time: 10.00am	Premises representative: John Maffin / Nicky Hebblewhite
Type of premise: GP Practice	Departure time:	HW Ambassador: Gail Purcell Graham Gedney

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: