

## Enter & View Visit Report

<b>Premises visited:</b>  Drs Tak & Sadik Newington Health Centre Plane Street Hull	<b>Date of Visit:</b> 13.1.15	<b>HW Reference:</b> HWKuH15-01-02
	<b>Duration of visit:</b> 45 minutes	
	<b>HWKuH Representatives:</b>  Gail Purcell John Wilkinson	<b>Staff met during visit:</b>  Susan Culkin 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>The practice of Drs Tak &amp; Sadik is housed in the Newington Health Centre. This is a purpose built health centre which was opened in 2006.</p> <p>The practice also has a branch surgery housed in the Calvert Centre.</p>
<b>External:</b> <p>There is a Health Centre car park which has 12 spaces including 1 space for disabled parking. There are an additional 24 staff parking spaces. The car park is to the rear of the building and the centre is accessed via Plane Street.</p> <p>There are 2 entrances to the health centre, both with automatic doors. The entrances are from Anlaby Road, there is a slight slope to the entrances, and during our visit the pathways had been gritted. Overall the building looks modern and functional with a large curved glass wall to the front. There are large foyer areas which were in use during our visit by patients storing mobility scooters.</p>

**Reception:**

The ground floor reception area is used by this and another practice. There are reception desks at each side with a central seated area facing towards the reception desks, there is a distance between the first row of chairs and the reception desk of approximately 10-12ft.

The front wall of the health centre is a full height curved wall, mainly glass.

There were approximately 20 chairs in the reception area all were in use during our visit. There is an electronic booking in point for patients' use which is clearly signposted, this appeared to be well used during our visit. There is no privacy for people to speak to the reception staff, due to proximity of the reception desk to the main door it is possible to hear patients speaking to reception staff. The practice offers a hearing loop system which was clearly identified on the reception desk.

There is uniform signage to direct patients to specific consulting rooms, with patients alerted to their appointments by an LCD Jayex board.

There was no children's play area or books, there was reading material which was dated within the last year. The reception area has a notice board with safety notices as well as patient information, some of the posters were advertising events that had already taken place. There were 2 built in leaflet racks in the reception area, it was difficult to ascertain which practice they related to but all information looked to be recent & relevant.

Our overall impression on the reception area was that it was slightly cramped with lots going on in a small space. As visitors we found it hard to differentiate between the practice information and instructions. There are various displays and pieces of artwork which relate to the sites previous history as a church

**Lift / Stairwell:**

All of the practice facilities are on the ground floor of the building although there is a lift and staircase for use by community and patients of the practice who share the building.

**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 lit by blue fluorescent lights. 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. 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 Newington Health Centre some services are 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 and very busy. Our visit highlighted some privacy issues as a result of building design over which the practice have no control.

**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
- Out of date information to be removed from the patient notice board

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