

## Enter & View Visit Report

<b>Premises visited:</b>  The Oaks Medical Centre Council Avenue Hull	<b>Date of Visit:</b> 20.2.15	<b>HW Reference:</b> HWKuH15-02-05
	<b>Duration of visit:</b> 40 Minutes	
	<b>HWKuH Representatives:</b>  Gail Purcell John Wilkinson	<b>Staff met during visit:</b>  Reception staff Ellen Ransom

<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 Oaks Medical Centre is based in the west of the city. It was established as a practice in 2001 and operates from purpose built premises in a residential area. The Oaks is the only practice housed in the buildings.</p> <p>There are currently 6 GP's at the practice, 3 are partners, and an additional 3 salaried GP's as well as a practice Nurse. One of the salaried GP's is currently on maternity leave. In total there are 450 appointments available for patients per week, plus additional appointments with FY2 doctors. There are an average of 25 appointments not attended per week. Each GP appointment is scheduled for 10 minutes with the option to request a longer appointment. The practice is single story with all consulting rooms and facilities off a main reception area.</p>
<b>External:</b> <p>There is a large car-park for patients at the side of the building with approximately 40 spaces including 4 spaces for blue badge holders. There is an additional parking area for practice staff. The practice can be accessed from the car park by a path around the building. Access to</p>

the surgery is on one level providing access for wheel chairs and prams with power assisted doors to ease access to the practice.

Overall the exterior of the practice is very clean, well presented and set in a well maintained grassed area.

### **Reception:**

The main door opens onto a porch area which can be used to store prams and mobility aids. The internal doors open onto a large bright reception area with a reception desk opposite the main door.

The electronic booking in point is available to the left of the reception desk, away from patients speaking to the reception staff. Although the booking in point is not signposted it is immediately opposite the entrance and therefore very visible. During our visit patients were using the booking in point.

Due to the size of the reception area there is a degree of privacy for patients to speak to reception staff at the desk, a sign on the desk does offer the option to speak to a receptionist in private.

The main seating areas are to the left and right of the reception desk with chairs being some distance from the reception desk, there are 2 seating areas with approximately 30 seats. To the rear of the waiting area there is a well equipped children's play area. This area has a coloured picket style fence and playhouse for children as well as toys and books. The play area is to the far right of the main entrance and is not obtrusive to the rest of the waiting area.

There is signage to direct patients to specific consulting rooms for appointments.

Patients are called to appointments by the receptionist who also advise of which room if the patient is unsure. A radio was on at one end of the reception area, this did not cause problems with patients being called to appointments.

There are 2 notice boards in the reception area which all have recent and mostly relevant information. One of the boards has practice information and recent performance results for patient information. There are 3 purpose built leaflet racks in the reception and waiting area as well as leaflets on the reception desk and low tables. All of the information appears recent and relevant. There is lots of recent reading material in the waiting area.

Our overall impression of the reception area was that it was clean and tidy with lots of patient information and ways for patients to pass the time whilst awaiting appointments. We found the waiting area to be a very relaxed and calming environment.

### **Lift / Stairwell:**

Not applicable as the practice is single level.

### **Facilities:**

There are 3 toilets for public use, two of which are accessible for disabled patients. The male & female toilets are located off the main reception area and are not signposted but are clearly visible. An additional toilet with disabled access is located on a corridor off the main reception area. The facilities were well lit, clean and tidy although there was no evidence of routine cleaning. Soap & hand drying facilities were available in all toilets.

The baby changing facility is located to the right of the main reception area, close to the childrens play area. We found the facility to be clean, bright and tidy with appropriate facilities and waste bins.

**General Observations:**

The patient areas of the practice are very clean, bright and tidy with lots of patient information available. Our representatives felt that the patient areas of the practice were very calm, relaxed and welcoming. Reception staff were very polite, offering help and assistance to both patients and ourselves.

**Recommendations:**

Further to our visit our only recommendation would be to continue to review and update the practice information board on display in the reception area

Produced on behalf of HWKuH by	Insight & Intelligence Officer	Date: 1.4.15
Signed on behalf of HWKuH Board	Board approved	Date: 17.4.15