

Enter & View Visit Report

Premises visited: Springhead Medical Centre Willerby Road Hull	Date of Visit: 12.2.15	HW Reference: HWKuH15-02-02
	Duration of visit: 45 Minutes	
	HWKuH Representatives: Gail Purcell John Wilkinson	Staff met during visit: Rob Thompson - Practice Manager Reception staff

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:

Springhead Medical Centre is a large practice based in the west of the city. It was established as a practice in 1948 and operates from much extended premises on a main road. The premises were originally 2 terraced houses an overflow medical centre plus has been established on a parade of shops adjacent to the surgery. Springhead is the only practice housed in these buildings.

Most of the consulting and treatment rooms are in the main building with a further 3 rooms in use in the medical centre plus.

There are currently 15,200 patients on the practice list, this has recently been closed as the practice is at full capacity. There are currently 7 GP's at the practice, all are partners, and an additional 2 GP registrars as well as Nurses, health care assistants and a Nurse practitioner. In total there are 1529 appointments available for patients per week, with an average 15 appointments not attended. Each GP appointment is scheduled for 10 minutes with the option

to request a longer appointment. Appointments with the nurses are made for between 5 and 30 minutes dependant on the patient requirement. In recent years the practice have acknowledged that they have outgrown the current adapted premises and have been actively seeking a move to larger purpose built surgery supported by their practice patient group.

External:

There is no on-site parking provision for patients, parking is available on street nearby. There is 1 space for those using blue badge parking permits near the rear of the surgery. Staff access is on the main Willerby Road and patients are clearly directed to the main entrance to the side of the building. Access to the surgery is up a gentle slope providing access for wheel chairs and prams, although this is a relatively narrow path through a grassed area. The surgery is surrounded by established trees and a grassed area, which although pleasant during our day time visit may be dark during the winter months. There is no power assisted or automatic door to aid access to the practice. Patients are expected to leave prams and non-essential mobility aids outside the entrance due to limited space inside the reception area, this may cause issues with access as well as patients feeling uncomfortable and anxious leaving expensive equipment out of their sight.

It is apparent looking at the main building that the original 2 houses have been extended several times to accommodate the entrance, reception and additional consulting rooms.

Reception:

The main door opens onto the reception area, there is an open space of approximately 12 feet to the reception desk. During our visit there were between 7 & 10 people waiting in this area to speak to the reception staff for prescriptions and appointments. The electronic booking in screen is to the right of the reception desk and was being used by patients. Patients are directed to the booking in point by signage on the screen of the reception desk. Due to the volume of people in a very small area there was no privacy for people to speak to the reception staff.

The main seating area is to the right of the reception with chairs being some distance from the reception desk, there are 2 seating areas with approximately 25 seats, during our visit there was a high turnaround of patients with a constant amount of 18-23 of the seats occupied. We observed a member of the reception team bringing an additional chair for a patient with a small child.

There is very little signage to direct patients to specific consulting rooms, this appears not to be an issue as patients are called and collected from the waiting rooms by the GP or Nurse and escorted to the consulting rooms.

There is a large bookcase in the corner of the reception area which has books for children as well as a large selection of recent magazines for patients to read, however the door to the reception desk opens on to the bookcase so access is obstructed to both the bookcase and the reception office area. A radio was on at one end of the reception area, due to the size and layout of the reception area this was not obtrusive and did not cause problems with patients being called to appointments.

There are 6 notice boards in the reception area which all have recent and relevant information. One of the boards has staff photos and role descriptions as well as practice information and recent performance results for patient information. The remainder of the notice boards contain lots of information and seem crowded. Some signage and important information was on notice boards and may be difficult to find.

There are 3 purpose built leaflet racks in the reception and waiting area as well as leaflets in holders on a table and on the reception desk. All of the information appears recent and relevant but again as there is so much information it may be difficult to find what is relevant for a particular patient group.

Our overall impression of the reception area was that it was very busy and confusing to a visitor although the patients we spoke to had a very clear understanding of how things worked and where they needed to be. Most of the rooms leading off the reception and waiting areas have doors which open back on to the reception / waiting areas, this is causing obstruction, particularly in the main entrance. Both the main entrance and the toilet doors open inwards onto a very small, and during our visit crowded, space. This seemed to cause problems both on entering and leaving the practice.

Lift / Stairwell:

The nurses consulting rooms are on the first floor with no lift available in the building. We spoke to a patient with a small baby in a pram who advised us that paediatric immunisations and child health checks are carried out upstairs and there is no way to take a pram upstairs. The patient raised concern that in the past she has had to carry a distressed child down stairs and felt this wasn't safe. The patient also advised that prams had to be left in the waiting area, it was felt by our team that this would cause additional obstruction in an already busy waiting area.

The stairs to the upstairs consulting rooms were well lit and relatively accessible, being at the end of a corridor off the main waiting area, however they were not clearly signposted and we were advised of their location by a patient.

Facilities:

There appears to be one toilet which is situated just inside the main entrance. We were unable to observe and make comment on the facilities available as due to the volume of people already in the small space our access to the toilet would have caused additional obstruction in the area.

Medical Centre Plus:

The medical centre plus site is accessed by a slight ramp from the main pavement and is housed in converted commercial premises. There is a small waiting area, approximately 10 seats, which is very close to the reception desk, this offers no privacy for patients. The facilities appear very bright and airy with a much more relaxed atmosphere. We spoke to the receptionist who advised that there were currently 3 GP's and a GP registrar running surgery's in the medical centre plus at that time, she advised that the rooms are used by other agencies when not in use by the practice.

During our visit to the medical centre plus a patient who we had witnessed waiting in the main reception entered and apologised for being but explained that she had been waiting in the main practice area. It was not clear from our visit whether this is something that happens frequently.

General Observations:

Both buildings in the practice are very busy and seem to operate well, patients seem confident in what they are doing and where they need to be, although the lack of signage would be confusing for an infrequent visitor. Our main observation was that due to the volume of people and access arrangements both the reception and waiting area felt very hectic, with many obstructions, prams, doors etc.

Recommendations:

Further to our visit we would make the following recommendations:

- An external storage area be provided for prams and mobility aids
- Clear signage for treatment rooms be displayed
- Re-siting of the bookcase in the reception area

- To look into the option of themed notice boards making it easier for patients to find information
- To review the use of upstairs rooms for paediatric appointments

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