



**Enter and View Report**

**Dr Alam's GP Practice, Darwen**

**Patients, Staff, Carers and Families have rated this GP Surgery**



Visit: Tuesday 22 August 2017

Report Published: Monday 9 October 2017

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# 1 Introduction

## 1.1 Details of visit

Details of visit:	
<b>Service Address</b>	42 Railway Road, Darwen, BB3 2RJ
<b>Service Provider</b>	Dr Alam's GP Practice
<b>Date and Time</b>	Tuesday 22 August 10.10 am – 11.30 am
<b>Authorised Representatives</b>	Sharon Hardman (Lead) and Zara Ganchi
<b>Contact details</b>	Healthwatch Blackburn with Darwen, Suite 17, Kings Court, 33 King Street, Blackburn, BB2 2DH
<b>GP Practice Staff</b>	Dr Alam – GP Munira Mohammed - Practice Manager Receptionist

## 1.2 Service description

Dr Alam’s GP Practice, Darwen is a branch practice belonging to Umar Medical Practice, Blackburn. At 30 August 2017 this GP practice and Umar Medical Practice, Blackburn had 8295 registered patients and offers GP consultations and clinics. At the Enter and View visit there was no information available about the range and types of clinics and services. This practice is currently not accepting new patients. This GP practice does not currently offer on-line services such as on-line appointment bookings or on-line access to repeat prescriptions. In May 2015 in the Family and Friends test 67% of patients using this practice said they would recommend it to family and friends. The Care Quality Commission (CQC) rated Umar Medical Practice as overall ‘good’ in its inspection on 27 July 2016. However, it needs to be noted on this date the CQC did not visit the branch practice at Dr Alam’s GP Practice, Darwen as part of the inspection.

### 1.3 Acknowledgements

Healthwatch Blackburn with Darwen would like to thank the staff, patients, carers/family of Dr Alam's GP practice for their contribution to the Enter and View visit and for making us feel welcome during the visit. We would also like to thank our trained Enter and View authorised representatives for their contributions.

### 1.4 Disclaimer

Please note that this report relates to findings observed on the specific dates set out above. Our report is not a representative portrayal of the experiences of all patients, staff, and carers/family, only an account of what was observed and contributed at the time.

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## 2 What is Enter and View?

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Part of the local Healthwatch programme is to carry out Enter and View visits. Healthwatch Blackburn with Darwen authorised representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act (2012) allows Healthwatch Blackburn with Darwen authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Blackburn with Darwen Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch Blackburn with Darwen safeguarding policies.

## 2.1 Purpose of Visit

Healthwatch Blackburn with Darwen made the decision to do Enter and View visits at several GP practices in the borough with a focus on the patient experiences following the publication of our recent Great Practice GP report in August 2017. We worked in partnership with GP surgeries in Blackburn and Darwen borough on this project to explore the views and experiences of their patients. The report details the findings which briefly found:

- A good service provided by the majority of GP's & surgeries
- Receptionists attitude & decision making was sometimes challenging
- Waiting time both on the phone & for appointments was an issue for some participants
- Lack of time in appointments to address patient issues/symptoms

In July 2017, the annual GP Patient Survey results for NHS Blackburn with Darwen Clinical Commissioning Group were published which asked residents for their opinions on GP practices, measuring their experiences on a range of topics including how easy it was to get through on the phones at GP practices, ease of making appointments, waiting times, the quality of care given, practice opening times and out of hours service. This survey found that one in three people (31%) living in Blackburn with Darwen felt they waited too long to be seen at their GP practice and that 95% of patients said that they trusted their GP. Dr Alam's GP Practice achieved 59% overall patient satisfaction rating in this annual GP Patient Survey.

Therefore, as part of key area of our strategic work plan our authorised Enter and View representatives visit a variety of GP practices in Blackburn and Darwen to gather feedback directly from patients, staff, carers/families through Enter and View visits. Healthwatch Blackburn with Darwen wanted to observe GP practices themselves and engage with patients, carers/families and staff to understand their experiences at Dr Alam's GP Practice.

## 2.2 Research Methods

On Tuesday 22 August 2017, an unannounced Enter and View visit was undertaken by authorised representatives from Healthwatch Blackburn with Darwen who have the authority to enter health and social care premises, announced or unannounced, to observe and assess the nature and quality of services and to obtain the views of those people using the service.

The team of authorised Enter and View representatives recorded their observations using a pre-prepared observation sheet and questionnaires for Practice Manager, staff, patients and carers/family to allow feedback all these groups. The team compile a report reflecting these observations and feedback. The report is sent to the Practice Manager for validation of the facts. Any response from the Practice Manager is included with the final version of the report which is published on the Healthwatch Blackburn with Darwen website at [www.healthwatchblackburnwithdarwen.co.uk](http://www.healthwatchblackburnwithdarwen.co.uk)

The team reviewed the Care Quality Commission (CQC) report which rated Umar Medical Practice as overall 'good' in its inspection on 27 July 2016. However, it needs to be noted on this date the CQC did not visit Dr Alam's GP branch practice as part of this inspection so there was no information about Dr Alam's GP Practice from the CQC. The team also reviewed the website and information on NHS Choices.

At this Enter and View visit we engaged with 9 patients, 3 staff members consisting of 1 Receptionist, 1 GP and 1 Practice Manager via email who was based at Umar Medical Centre, 1 carer/family member and undertook 4 observations. The aim was to gather information concerning patients' experiences at Dr Alam's GP Practice and their suggestions for improvements.

Ethical considerations were made such as:

- We checked with the provider if there are individuals who should not be approached or are unable to give informed consent. It was stated that there were no residents, staff or family/friends that should not be approached, or have their views formally recorded. 1 patient did not want to participate in the questionnaire.

- We were transparent about why we were there as each authorised Enter and View representative verbally explained why we were there and it was made clear to any member of the public that talked to us that they could stop the interview at any time.
- During the Enter and View visit the Practice Manager was based off site at Umar Medical Centre, Blackburn so there was not the opportunity to discuss brief findings with her based on our visit recording a snapshot in time. This was completed on Wednesday 30 August 2017 via the telephone.

## 2.3 Executive summary

### 100% of patients said they:

- Booked their GP appointment by telephone, felt they were treated with dignity and respect and felt safe at this GP practice, did not feel lonely and/or isolated, found the information they received in their appointments helpful, said the seating was comfortable in the waiting area and said this GP surgery was clean.

### 100% of carers/family said they:

- Booked their appointments by telephone and found it very difficult getting an appointment on the same day and found it difficult getting a routine GP appointment.
- Felt they are treated with dignity and respect, felt they are listened to at this GP surgery and felt safe at this GP practice.
- Were not recorded as a Carer on their medical records, have not been provided with information about the person they care for, have not had repeat prescriptions delivered by their local pharmacy.
- Had a home visit for themselves or the person they care for
- Did not feel lonely and/or isolated
- Had not been provided with supporting letters to enable them and the person they care for to access benefits such as attendance allowance or for local housing or blue badge scheme
- Said there was enough space for prams, children's buggies, wheelchairs and mobility aids
- Found the seating comfortable in the waiting room, found the GP surgery clean and the lighting suitable, found it easy to find their way around this GP practice
- Did not know how to find the complaints procedure.

**100% of staff said they:**

Have enough time to spend with patients, have regular training and development opportunities and have an appraisal every 12 months.

## 2.4 Findings

### Patients Views - Patient Experience

#### 1. What star rating would you give this GP surgery? 1 is poor, 5 is excellent

67% of patients rated this GP surgery as 4 stars, which is very good or 5 stars, which is excellent. One patient said “Always helpful. Go the extra mile to sort things out.” Another patient said, “Always caring and great help to patients.”

33% of patients rated this GP surgery as 2 stars, which is average or 3 stars, which is good. No patients rated this GP surgery as 1 star, which is poor. One patient said, “I feel Darwen Surgery has become secondary to the Blackburn surgery.”

#### 2. How would you rate the staff? 1 is poor, 5 is excellent

77% of patients rated the staff as 4 stars, which is very good or 5 stars, which is excellent. One patient said, “Always helpful, kind and go the extra mile.”

23% of the patients rated the staff as 3 stars, which is good. One patient said, “Good professional staff at all times.”

#### 3. How do you usually book your appointment?

100% of patients said they book their GP appointment by telephone.

#### 4. How do you find getting a GP appointment on the same day?

56% of patients said they found it difficult to get a GP appointment on the same day. One patient said, “I would like more surgery hours so the people of Darwen can access appointments more easily.”

22% of patients said they found it very difficult to get a GP appointment on the same day.

22% of patients said they found it easy to get a GP appointment on the same day.

**5. How do you find getting a routine appointment?**

89% of patients found it easy or very easy to get a routine appointment at this surgery.

11% of patients found it difficult to get a routine appointment at this surgery.

**6. Do you feel treated with dignity and respect?**

100% of patients said they were treated with dignity and respect at Dr Alam's GP Practice.

**7. At this GP surgery do you feel listened to?**

89% of patients said they felt listened to at this GP surgery. 11% of patients said they preferred not to say an answer to this question.

**8. Do you feel lonely and/or isolated?**

100% of patients said they did not feel lonely and/or isolated.

**9. Do you find the information you receive in your appointments helpful?**

100% of patients said they found the information they received in their appointments helpful.

**Good practice example 1:**

100% of patients said they found the information they received in their appointments helpful.

**This is evidence of NICE Guideline CG138 - Patient Experience in Adult NHS Services: Improving the experience of care for people using adult NHS services**

**1.3.2 Inform the patient about healthcare services and social services (for example, smoking cessation services) that are available locally and nationally.**

**10. Have you heard of the Patient Participation Group?**

67% of patients at this GP surgery have not heard of the Patient Participation group.

33% of patients at this GP surgery have heard of the Patient Participation group.

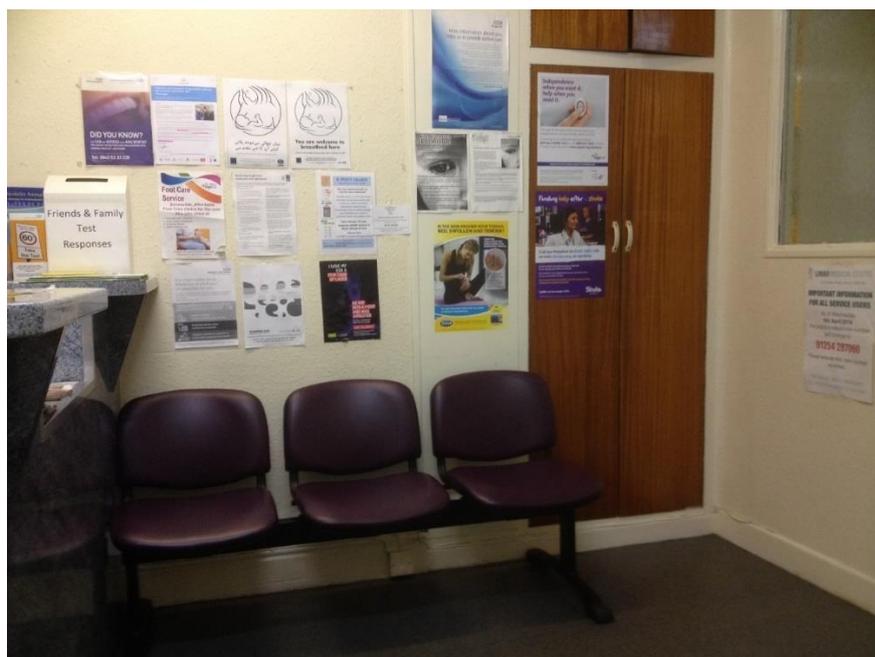
## Patients Views on the waiting room

### 11. Is there enough space for prams, children's buggies, wheelchairs and mobility aids?

- 45% of patients said there was enough space for prams, children's buggies, wheelchairs and mobility aids.
- 33% of patients said they were unsure if there was enough space for prams, children's buggies, wheelchairs and mobility aids.
- 22% of patients said there was not enough space for prams, children's buggies, wheelchairs and mobility aids.

### 12. Is the seating comfortable in the waiting area?

- 100% of patients said the seating was comfortable in the waiting area, which can be seen below:



### 13. Do you feel safe at this GP practice?

- 100% of patients said they feel safe at this GP practice.

## Patients Views on the environment

### 14. Do you find it easy to find your way around this GP practice?

- 89% of patients said they found it easy to find their way around this GP practice.
- 11% of patients did not respond to this question.

### 15. Is this GP surgery clean?

- 100% of patients said this GP surgery is clean.

### 16. Is the lighting suitable?

- 78% of patients said the lighting was suitable.
- 11% of patients said they were unsure if the lighting was suitable.
- 11% of patients said the lighting was not suitable. One patient said, “It’s a little bit dark, should be brighter.”

### 17. Do you know how to find the complaints procedure?

- 56% of patients do not know how to find the complaints procedure.
- 22% of patients did know how to find the complaints procedure.
- 11% of patients were unsure how to find the complaints procedure.
- 11% of patients did not respond to this question.

### 18. What changes would you like to see in this GP surgery?

- Two patients wanted the lights to be brighter.
- One patient said, “Personally the GP Surgery is doing great, however, sometimes I feel more doctors or out of hours for patients with particular conditions should be available. It is difficult to get appointments on the day sometimes 2/3 days.”
- Another patient said, “I would like more surgery hours so the people of Darwen can access appointments more easily.”
- One patient said, “Problems with the door closing, its old fashioned here.”

- One patient commented, “GP room is too close to waiting room, can sometimes overhear.”
- One patient would like a diabetes clinic.

## Staff Views

### 1. What star rating would you give this GP surgery? 1 is poor, 5 is excellent

- 66% of staff rated this GP surgery as 3 stars, which is good.
- 34% of staff rated this GP surgery as 5 stars, which is excellent.

### 2. Do you have enough to spend with patients?

- 100% of staff said they have enough time to spend with patients.

## Good practice example 2:

100% of staff said they have enough time to spend with patients.

## This is evidence of NICE Guidelines CG138 - Patient Experience in Adult NHS Services: Improving the experience of care for people using adult NHS services

1.3.4 Hold discussions in a way that encourages the patient to express their personal needs and preferences for care, treatment, management and self-management. Allow adequate time so that discussions do not feel rushed.

### 3. Do you have regular training and development opportunities?

- 100% of staff said they have regular training and development opportunities.

### 4. Do you have an appraisal every 12 months?

- 100% of staff said they have an appraisal every 12 months.

### 5. What do you feel could be improved in this GP practice?

- One member of staff said, “Need new signs on the front - tree blocks it.”

## Practice Manager Views

### 1. What star rating would you give this GP surgery? 1 is poor, 5 is excellent

 The Practice Manager rated Dr Alam's GP practice as 3 stars, which is good and commented, "Reflecting on in house patient feedback there are areas of exceptional practice however we also acknowledge the need to improve patient access in getting through to the practice. The practice has changed its telephone systems with a call queuing option in order to help improve patient experience."

### 2. Please describe the staff structure in this GP surgery

 The Practice Manager said, "The practice is based across 2 sites; we have the main surgery in Blackburn and the branch surgery in Darwen. Patients are able to access services at both sites and staff will cover both sites if required. The overall staffing structure is 4.25 WTE GPs, 1WTE Practice Nurse, 0.5 WTE Health Care Assistant and 1 WTE Administrator, 5.5 WTE Receptionist and 1 WTE Practice Manager."

### 3. How is this GP surgery dementia friendly?

 The Practice Manager responded for both sites and said, "We have our Senior Receptionist who is trained as a Dementia Champion. One of our salaried GP's Dr Lateef Azhar has a special interest in mental health and assists and supports our clinicians with any mental health related advice in patient management. Dr Azhar is the lead GP in mental health and dementia management in the practice."

### 4. What times are the surgery and clinic appointments?

 The Practice Manager said clinic times for GP's vary on a daily basis across both sites however they will range from 8.00 am - 5.30pm. Clinic times for Practice Nurse is from 8.00 am - 8.30 pm. Patients are able to access appointments across both sites.

 One member of staff at Dr Alam's Practice said the surgery was open

Monday 8.00 am - 6.00 pm with a clinic 3.00 pm - 5.10 pm

Tuesday 8.00 am - 12.30 pm and 1.30 pm - 4.30 pm with a clinic 10.00 am - 11.00 am

Wednesday 8.00 am - 6.00 pm with no GP surgery on this day

Thursday 8.00 am - 3.30 pm with a clinic 10.00 am - 11.00 am

Friday 8.00 am - 6.00 pm with a clinic 3.00 pm - 5.10 pm

**5. Is there a disabled toilet?**

 The Practice Manager said there was a disabled toilet.

**6. Is there a disabled parking available?**

 The Practice Manager has said there was disabled parking available.

**7. What translation service do you use?**

 The Practice Manager said the translation service used at both sites is Language Line Solutions.

**8. How often do you use this translation service?**

 The Practice Manager said front line staff utilise and clinicians as often as required at both sites.

**9. How many patients do you have registered today**

 The Practice Manager said for both sites there are currently 8295 patients registered on 30 August 2017.

**10. How many patients have additional needs?**

 The Practice Manager said for both sites there are currently 98 patients who have additional needs on 30 August 2017.

**11. What training is provided to staff to support patients with additional needs? Physical disabilities, learning disabilities and mental health conditions**

The Practice Manager replied for both sites:

 “Physical disabilities - Communication training, Moving and handling, Visually and sensory impaired patients have alerts on records so that admin and clinicians aware of the impairment and can arrange additional support to attend appointments if required.

 Learning disabilities - Learning Disabilities training provided by NHS England to support Learning Disabilities Enhanced Service, Safeguarding Adults and Children training.

 Mental health conditions - Mental Capacity Act Training and Safeguarding Adults and Children training.”

**12. How many patients regularly attend the Patient Participation group?**

 The Practice Manager said for both sites 4 patients regularly attended the Patient Participation group and identified a need to reinstate these meetings.

**13. What support is given to those patients who are socially isolated?**

 The Practice Manager said for both sites, “Patients are assessed by clinicians and signposted to relevant self-help organisations or refer to external agencies if required. Regular 6 weekly multi-disciplinary meetings take place at the practice and these patients will be discussed and appropriate interventions organised if required. Reception/admin staff will also signpost to self-help organisations.”

**14. Further comments**

 The Practice Manager said for both sites, “The practice continually uses patient feedback to help review and improve services. With patient demands increasing and increased pressure on General Practice we continue to work hard in these challenging times to improve patient outcomes.”

## Carer/family Views - Carers Experience

**1. What star rating would you give this GP surgery? 1 is poor, 5 is excellent**

 100% of carers/family rated this GP surgery as 4 stars, which is very good.

**2. How would you rate the staff? 1 is poor, 5 is excellent**

 100% of carers/family rated the staff as 4 stars, which is very good.

**3. How do you usually book your appointment?**

 100% of carers/family said they book their GP appointment by telephone.

**4. How do you find getting a GP appointment on the same day?**

 100% of carer/family said they found it very difficult to get a GP appointment on the same day.

**5. How do you find getting a routine appointment?**

 100% of carer/family said they found it difficult to get a routine appointment at this surgery.

**6. Do you feel treated with dignity and respect?**

 100% of carers/family said they were treated with dignity and respect at Dr Alam's GP Practice.

**7. At this GP surgery do you feel listened to?**

 100% of carers/family said they felt listened to at this GP surgery.

**8. Are you recorded as a Carer on your medical records?**

 100% of carers/family said they were not recorded as a Carer on their medical records.

**9. Have you been provided with information about the person you care for?**

 100% of carers/family said they have been provided with information about the person they care for.

**Good practice example 3:**

100% of carers/family said they had been provided with information about the person they care for.

**This is evidence of NICE Guidelines CG138 - Patient Experience in Adult NHS Services: Improving the experience of care for people using adult NHS services**

**1.3.11 If the patient cannot indicate their agreement to share information, ensure that family members and/or carers are kept involved and appropriately informed, but be mindful of any potentially sensitive issues and the duty of confidentiality.**

**10. Have you ever had a home visit to you or the person you care for?**

 100% of carers/family said they have had a home visit to themselves or the person they care for.

**11. Are your repeat prescriptions delivered by your local pharmacy?**

 100% of carers/family said they have not had repeat prescriptions delivered by their local pharmacy.

**12. Do you feel lonely and/or isolated?**

 100% of carers/family do not feel lonely and/or isolated.

**13. Has this GP practice ever provided you with supporting letters and/or information to enable you and the person you care for to access benefits such as Attendance Allowance or for local housing department or blue badge scheme?**

100% of carers/family have not been provided with supporting letters and/or information to enable them and the person they care for to access benefits such as Attendance Allowance or for local housing department or blue badge scheme.

**14. Have you heard of the Patient Participation group?**

100% of carers/family have not heard of the Patient Participation group.

### Carer/family Views on the waiting room

**15. Is there enough space for prams, children's buggies, wheelchairs and mobility aids?**

100% of carers/family said they there was enough space for prams, children's buggies, wheelchairs and mobility aids.

**16. Is the seating comfortable in the waiting area?**

100% of carer/family said the seating was comfortable in the waiting area.

**17. Do you feel safe at the GP practice?**

100% of carer/family said they felt safe at this GP practice.

### Carer/family Views on the environment

**18. Do you find it easy to find your way around this GP practice?**

100% of carers/family said they found it easy to find their way around this GP practice.

**19. Is this GP surgery clean?**

100% of carers/family said this GP surgery is clean.

**20. Is the lighting suitable?**

100% of carers/family said the lighting was suitable.

**21. Do you know how to find the complaints procedure?**

100% of carers/family said they did not know how to find the complaints procedure.

**22. What changes would you like to see in this GP surgery?**

100% of carers/family did not respond to this question.

## 2.5 Additional Findings

### Observations from Enter and View authorised representatives on external access and appearance

Signage on approach to Dr Alam's Practice is unclear as the front of the building is partially blocked by a tree.

The paving area in front of the surgery is not well maintained as there is grass growing in between the flags.

Upon entrance to the building there are two internal doors and it is unclear which door to use as entrance to this GP practice. For new patients, those with sight impairments or limited mobility it could be difficult to enter this building.

The surgery is not accessible by a bus stop as there was no bus stop nearby. There were no signs indicating available disabled car parking places.

There was a wheelchair friendly sticker indicating a ramp was available for assistance in the window of the doctor surgery. However, no contact details were available so it was unclear how to access a disabled ramp if it was required.

### Observations from Enter and View authorised representatives on Reception area

Signage around the Reception desk is unclear as there are two desks - one in the waiting room and one in the room behind the waiting room that could possibly be the Reception desk.

There was not a prescription box available on or near the Reception desk.

There was noise observed that would significantly affect the confidentiality and privacy of patients in person or who are speaking on the phone. Everyone could hear every conversation every patient had with the Receptionist both in person and on the telephone as there was no privacy. Every patient conversation with the GP could be heard in the Reception area again evidence that there was no confidentiality and privacy for patients.

The Reception desk hosted leaflets about Amplify - Healthwatch, Blackburn with Darwen Wellbeing Service, BMA Your GP Cares, NHS Bowel Cancer Screening Programme, Care Network, Blackburn with Carers Service, Desmond Diabetes Support, East Lancashire Hospice, Health Protection Agency, Healthwatch Blackburn with Darwen, Marie Curie, NHS 111, NHS England - How information about you helps us to provide better care, NHS Headache, Oak Tree Stairlifts, Patients Guide to Treatment Abroad, Shingles Vaccination, Umar Medical Centre - Access to Medical Records and Data Protection, Universal Medical ID and Your Support Your Choice - Disability Information Service.

### Observations from Enter and View authorised representatives on Waiting room/seating area

The waiting area did not have enough seats for patients and during our Enter and View visit one parent and two children were stood up waiting for their GP appointment.



The picture of the seating chairs above shows they were wipe clean helping with infection control. However, there was not a variety of seats at different levels with arms available.

There was no electronic signing in point at this surgery.

There was a leaflet display attached to the wall opposite the disabled toilet that was blocked by a height measurement stand and a brush. Unless patients went to the toilet or the treatment room they were unable to access leaflets about Accident Claim Line, Age UK - Have you made will, Age UK - Personal Alarms, AllergyUK - Could it be a Cow's Milk ~Allergy?, Asbestosis, Bacterial Vaginosis, Benecol, Breast Cancer, Care Fees, Centra Personal Alarms, Choice Future Planning Free Guide to Pensions, Clearblue - Get close to your dream of having a baby, Connect 2 Law Free Will Writing Guide, Diabetes UK, Funeral planning, Health and Care Professions Council - What you should expect from your health and care professional, Jo's Cervical Cancer Trust, National Bereavement Service, PPP Taking Care - Personal Alarm Service, Macmillan Cancer Support, Scholl - Ingrowing Toenail, Stannah, Stroke Association, Sue Ryder, Sylk, Which - Elderly Care, United Against Male Cancer and Wiltshire Farm Foods.

### Observations from Enter and View authorised representatives on Additional Facilities

There were a number of additional features in place to support those patients, staff, carers/family and visitors with additional needs. For instance, a disabled toilet was accessible fitted with washing facilities, an emergency cord and support arm for the toilet. There were no drying facilities as there was no hand dryer or paper towels. Although this toilet was not directly visible from the seating/waiting area there was clear signage visible with large black text on a white background.

There was no evidence of access to British Sign Language support or a hearing loop. There was no evidence of a translation service for Asylum Seekers and Refugees.

Some of the leaflets and posters displayed were in different languages.

## Observations from Enter and View authorised representatives on Dementia Friendly Approach

- 🌀 Flooring inside the waiting area was all on one level, easy to clean and comprised of laminate and carpet flooring.
- 🌀 There were no clocks visible on the walls of the surgery's waiting area or Reception. It was noted that the Receptionist was changing batteries in a wall clock during our Enter and View visit.

## Observations from Enter and View authorised representatives on Cleanliness and Maintenance of Communal Areas

- 🌀 Inside the building there were marks on the floor in the waiting room/seating area and the corridor. The corridor area has wall paper peeled off in patches. The Reception desk was covered in leaflets and the Complaints Procedure displayed on the Reception desk had the wrong telephone number displayed. Leaflets and information were well stocked although not always accessible to all.

## Observations from Enter and View authorised representatives on Patient Voice and Feedback

- 🌀 There were Patient Participation Group posters displayed although the poster did not provide contact details of where to go if patients, carers/families were interested in getting involved in this group. This could be better promoted and patient participation encouraged if this information was provided, placed at eye level and in prominent spot in the waiting area.
- 🌀 Although Friends and Family response box was displayed on Reception there were no Friends and Family postcards for patients, carers/families to complete.

## Observations from Enter and View authorised representatives on Safety

- 🌀 All floors were clear of obstructions and trip hazards. Upon arrival, none of the Enter and View authorised representatives were asked to sign in as visitors.

## Observations from Enter and View authorised representatives on Staffing, Leadership and Promoting Positive and Respectful Attitudes

👉 During the Enter and View visit the Reception desk was manned by one member of staff who showed positive interactions between patients, she was very personable, used their first names and was very positive throughout. The two staff that the authorised Enter and View representatives spoke to were very obliging, positive and co-operative during our visit. There were no negative interactions observed by the staff at Dr Alam's Practice.

## Observations from Enter and View authorised representatives on Appointments

👉 Dr Alam's GP practice does not advertise its opening hours on its website or on the website of Umar Medical Practice, Blackburn. Opening times and surgery hours were displayed in the window of this Doctor's surgery at the time of our visit.

👉 When asked about any changes that could be made the Practice Manager acknowledged the need to improve patient access in getting through to the practice which was reflected on in house patient feedback.

## 2.6 Recommendations

- Staff at this surgery suggested improving the signage on the front of the building, at the entrance to the building to improve patient navigation and at the Reception desk and inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.
- All visitors to this practice need to sign in on arrival to adhere to security practices and inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.
- The Patient Complaint procedure displayed on the Reception desk needs to display the correct telephone number and inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

### NICE Guidelines CG138 - Patient Experience in Adult NHS Services: Improving the experience of care for people using adult NHS services

#### 1.3.13 Provide patients with information about complaints procedures and help them to access these.

- This GP practice needs its own website or a link to its own website page from Umar Medical Centre, Blackburn displaying its opening times, surgery times and clinic times. It needs to consider offering on line services such as online appointment bookings or online access to repeat prescriptions. Dr Alam's Practice need to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.
- This doctor's surgery could benefit from encouraging patients to get involved in the Patient Participation Group through displaying clear contact details on posters at more prominent levels and reinstating quarterly meetings for this practice only. Dr Alam's Practice need to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.
- The leaflet display wall stand opposite the disabled toilets would be more beneficial to patients, carers/families if it was moved to the waiting/seating area and inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.
- Patients have said they can overhear everything said in the Doctors room and Reception area in the waiting/seating area. It could be suggested that the Doctors room is moved to the treatment room where it would offer increased privacy and confidentiality. Dr Alam's Practice need to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

**NICE Guideline CG138 - Patient Experience in Adult NHS Services: Improving the experience of care for people using adult NHS Services**

**1.2.1 All staff involved in providing NHS services should respect the patient's right to confidentiality.**

**1.5.1 Ensure that the environment is conducive to discussion and that the patient's privacy is respected, particularly when discussing sensitive, personal issues.**

 Attend Blackburn with Darwen Dementia Alliance meetings regularly and work towards becoming a dementia friendly organisation and inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.

## 2.7 Service Provider Response

The Practice Manager was provided with a draft copy of this report to check for factual inaccuracies and to respond to the findings. To date no response has been received.

## 2.8 Distribution List

This report will be distributed to the following:

- Blackburn with Darwen Borough Council Public Health
- Blackburn with Darwen Borough Council Adult Social Services
- CQC
- Healthwatch England
- CCG Blackburn with Darwen

## 2.9 Contact Details

If you would like more information about Healthwatch Blackburn with Darwen, a hard copy of this report or to find out how you can get involved in future projects please get in touch.

Address:

Healthwatch Blackburn with Darwen, Suite 17, Kings Court, Blackburn, BB2 2DH

Telephone:

01254 269080

Email:

[info@healthwatchbwd.co.uk](mailto:info@healthwatchbwd.co.uk)

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[www.healthwatchblackburnwithdarwen.co.uk](http://www.healthwatchblackburnwithdarwen.co.uk)