

# Enter and View Report



## Lockstown Practice

Announced Visit - 20th February 2024



Engaging  
Communities  
Solutions

**healthwatch**  
Walsall

## Enter and View

Part of Healthwatch Walsall remit is to carry out Enter and View visits. Healthwatch Walsall Authorised Representatives carry out these visits to health and social care premises to find out how service users access, use and understand what the overall service user experiences are, highlighting findings and potentially making recommendations that may lead to areas of improvement.

The Health and Social Care Act allows 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 that we can learn about and share examples of what they do well from the perspective of people who experience the service first-hand.

Healthwatch Walsall Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Walsall Safeguarding Policy, the service manager will be informed, and the visit will end. The Local Authority Safeguarding Team will also be informed.

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## Acknowledgments

Healthwatch Walsall would like to thank the Practice Manager and all the patients who took part for their co-operation during our visit.

## Disclaimer

Please note that this report is related to findings and observations made during our visit made on the 20th February 2024. The report does not claim to represent the views of all patients/service users, only those who were interviewed and contributed during the visit.

## Authorised Representatives

Tom Collins – HwW staff, Authorised representative

Peter Allen – HwW staff, Authorised representative.

## Who we share the report with?

This report and its findings will be shared with the GP Practice (provider), members of the public, Black Country Integrated Care Board (Walsall Place), Care Quality Commission (CQC) and Healthwatch England. The report will also be published on the Healthwatch Walsall website and can be available as a paper copy if requested. To obtain a paper copy please call our Freephone 0800 470 1660.

## Provider details

Name of Service: Lockstown Practice

Address: Gomer St, Willenhall WV13 2DR

Tel: 01902 600833

Website: <https://www.nhs.uk/services/gp-surgery/lockstown-practice/M91021>

Service type: GP practice and medical services

Most recent Care Quality Commission (C.Q.C.) inspection, Latest inspection: Latest inspection: 9 May 2017 Report published: 11 July 2017 Latest review: 6 July 2023\*

CQC latest *\*We reviewed the information and data available to us about Lockstown Practice on 6 July 2023. We have not found evidence that we need to reassess the rating at this stage. We will continue to monitor information about this service.*

Rated as Good across all 5 categories.

Link to CQC report: <https://www.cqc.org.uk/location/1-542153221>

## Healthwatch Principles

Healthwatch Walsall's Enter and View programme is linked to the eight principles of Healthwatch, and questions are asked around each one.

1. **A healthy environment:** Right to live in an environment that promotes positive health and wellbeing.
2. **Essential Services:** Right to a set of preventative, treatment and care services provided to a high standard to prevent patients reaching crisis.
3. **Access:** Right to access services on an equal basis with others without fear of discrimination or harassment, when I need them in a way that works for me and my family.
4. **A safe, dignified and quality services:** Right to high quality, safe, confidential services that treat me with dignity, compassion and respect.
5. **Information and education:** Right to clear and accurate information that I can use to make decisions about health and care treatment. I want the right to education about how to take care of myself and about what I am entitled to in the health and social care system.
6. **Choice:** Right to choose from a range of high-quality services, products and providers within health and social care.
7. **Being listened to:** Right to have my concerns and views listened to and acted upon. I want the right to be supported in taking action if I am not satisfied with the service I have received.
8. **Being involved:** To be treated as an equal partner in determining my own health and wellbeing. I want the right to be involved in decisions that affect my life and those affecting services in my local community.

## Purpose of the visit

This was an announced visit. We sought to gather patient experiences of accessing and using the GP, nursing and provided medical services offered at the practice.

## What we did

We arrived at the practice at 9.00am. Patients had a choice as to whether they wished to participate. We used a pre-set list of questions/prompts and noted patient and staff responses.

In total we spoke to 14 patients, the Practice Manager and another staff member.

# Environment

## External

The practice is situated in a shared medical centre with other GPs/services. There is a shared car park at the front. There are a small number of disabled protected spaces.

There is a pharmacy and another GP service sharing the same building footprint but clearly individually signed.

Access is via an automated door, no steps to the main reception area situated to the left.

## Internal

On entering we were asked to sign in as visitors.

The reception desk, clearly marked with one receptionist greeting patients and there were other staff answering phones and working on computers. There appeared to be a CCCTV system in place.

- An operating hand sanitising unit was available for use upon entering
- There is a self-book in electronic screen in reception
- The patient reception/seating area was clean and tidy
- Seating for approximately 18 patients, there was an upper waiting area also for approx. 6 patients
- One wall mounted TV downstairs and another smaller one in another waiting room on an upper floor. Both were on and displaying information
- The practice complaints procedure and policy were available to patients
- We located a Hearing Loop for patients in the initial reception area which had signage to indicate to patients that it is available for use

Information was displayed in the reception area and both waiting areas. There was a wide range of information such as, Extra GP Appointments, Patient Participation Group (PPG), patient survey results, many medical condition-based information posters.

We did note out of date information posters i.e., a poster for Walsall Carers which was displayed but we are aware that the delivery of that service has changed to a new organisation. This was pointed out to the Practice Manager who said they would remove/update the information.

In the main patient waiting area, there was a range of patients in the surgery from various communities and different age groups.

There is an internal lift for use by patients and visitors.

## Practice Services

Services from the practice website taken 20<sup>th</sup> March 2024.

- Antenatal
- Cervical Smear Clinic
- Child Health & Immunisation
- Respiratory Clinic
- Coronary Heart Disease Clinic
- Flu Vaccination
- Hypertension Clinic
- NHS Health Check Up
- Medication Review Clinics

We were told that:

- There are approximately 7,980 patients
- This is a training GP practice
- The practice is supported 8 administration staff, mix of full time and part positions.
- There is 1 assistant Manager

Staffing is made up of 2 GP partners, 2 Salaried GPs, 2 Trainee GPs, 2 Locums, Practice Nurse. Pharmacist (Part-Time) is ICB, Pharmacy Technician (Part-Time) is PCN, Mental Health Assistant is ICB and Social Prescriber is PCN. First Contact Physiotherapist (part-time) PCN.

## Access

Access to the services can be by telephone, walk -in person, using the practice online system and by calling NHS 111.

Access to the site. There is room for wheelchair/pushchair/mobility access as there is ground floor access. There are ground floor consulting/treatment rooms with access to upper-level consulting/treatment rooms via a lift.

## Patient information available

There was patient information in the reception area and the patient waiting area. Patient information leaflets and posters relating to healthy living styles, a carers board and general notice board.

## Patient interviews & responses

We spoke to patients and collated 14 patient experiences and views during the visit.

### We asked 14 Patients how often they sought to make contact with the practice?

The responses were:

- 11 When they needed to seek medical help
- 3 patients said, frequently or monthly

### We asked them how they currently communicate with practice? This was a multi choice selection

The responses were:

- 13 by telephone and a small number attempt to use online appointments.
- 1 answered online (Accurx)

### We asked if patients are given alternative routes of care if appointments are not available?

The responses were:

- 13 - Yes
- 1 - No

It appears that patients are offered alternative care pathways, this may include: NHS111 and Extra GP Appointments.

### We asked if the patient(s) knew of Extra GP appointments?

Note: Extra GP appointments may also be known as 'out of hours' or 'WALDOC'.

The responses were:

- 10 - did have knowledge
- 4 - did not have knowledge

### We asked if patients feel they are listened to around their health needs?

The responses were:

- 12 - Yes.
- 2 - felt that they were not listened to by certain a GP but they try and book an appointment with other Practice GPs

### We asked what barriers do they face at the practice?

The responses were:

- 7 patients did not identify any barriers
- 2 identified getting through on the telephone
- 3 said getting appointments 1 said waiting time on the phones (length of messaging and waiting)
- 1 said receptionist asking about your medical need

## Patients' comments around positive and negative points to do with the practice

### Positive(s) highlighted by patients:



**2 patients "Friendly staff**

**"Being listened to"**

**"It's OK "**

**2 patients "Clean & tidy"**

**"When you can see a GP/Nurse. Good"**

**"Staff and GP friendly"**

**"Doctors very understanding when you can speak to them"**

**"listen and help out"**

### Negative(s) highlighted by patients:



**"Access"**

**"Communication on referral for ADHD. Took time and the outcome was given by Dorothy Pattison"**

**"How long referrals take. Last time forgot to send referral"**

**3 patients "Waiting time for an appointment"**

**"Sick of explaining myself"**

**"Receptionist don't know medicine"**

### **We asked how the patients are notified of any changes by the practice?**

13 patients said that they receive texts with one patient a mix of Email and telephone call. 1 patient did not answer this question.

### **We asked if they had choice of hospital if they are referred?**

The responses were:

- 12 - Yes
- 2 - had not been offered a choice

### **We asked if the patients understood the information given and if they are able to ask questions or ask for explanations?**

The responses were:

- 12 Yes
- 2 patients said no.

One patient comment was **"Not given enough time, as they work you, in and out"**

### **We asked if the patient knew how to raise a concern or make a complaint?**

The responses were:

- 10 – Yes
- 4 – No

There was clearly marked information on how to make a complaint in the main patient waiting area.

### **We asked if the patient could change/improve anything what would it be?**

The responses were:

- 6 patients indicated that it would be changing the waiting time for appointments
- 3 patients mentioned getting an appointment
- 1 patient said to see the same doctor
- 1 patient mentioned that when referrals are made. There should be more focus and follow up
- 1 patient said ***“Shouldn’t have to tell receptionist about medical issues”***

## **Staff interviews**

### **Staff**

We spoke firstly to a front facing member of staff based in the reception area. Later we spoke to the Practice Manager. The person we spoke to worked on reception and was a phlebotomist.

### **We asked if there was a Patient Participation Group/Reference Group (PPG/PRG)?**

We were told yes. It comprised of about 8 patients but they are seeking to increase the number via recruitment.

### **We asked what alternative services are offered to patients and how?**

We were told alternative patient pathways are offered if necessary, such as calling NHS111, Extra GP appointments etc. Patients are told and there is patient information on around the practice patient waiting area in the forms of posters.

### **We asked the staff to highlight one positive and one negative about working at the practice.**

Positive:

- Helping patients

### **We asked what training they receive?**

We were told that: Mandatory training units, Conflict training customer service training. These are delivered online.

## **Practice Manager (PM) interview**

We were advised that the current Practice Manager has worked at the practice for over 21 years and been in the role of Practice Manager for the past 3 years.

We asked if there was a PPG/PRG and we were informed there are about 8 patients that make it up. Recruitment to increase has happened by text and existing members have sought to recruit by engaging with patients.

We asked about staff training. We were told that mandatory training is delivered online, and a staff training matrix is in place.

We were told that there are 4 people who answer the incoming phone calls.

A considerable barrier at the surgery is space. The building is shared with another practice and a pharmacy. This can impact on available consulting rooms.

We were told that there are no vacancies for positions at the moment.

There is shared parking area for patients and community centre users which can be a challenge when it comes to parking for patients.

We asked if there were any plans for the future of the practice? We were told that there may be plans to redevelop the site to increase capacity.

## Findings

1. The waiting area for patients was clearly signposted with an electronic booking in system
2. All areas appeared clean and tidy
3. Patient information posters were arranged across the wall area covering various health subjects
4. Patients access their services in different ways but mainly by phone and online
5. Patients are given/made aware of alternative medical pathways if an appointment is not appropriate or given on the day
6. Mostly patients feel listened to about their medical needs
7. Barriers that patients identified to the services were: getting through on the telephone, getting appointments and receptionist asking about your medical need
8. The majority of spoken to patients knew how to complain
9. Areas that patients would improve if they could, were: changing the waiting time for appointments, getting an appointment, see the same doctor, **“Shouldn’t have to tell receptionist about medical issues”** and when referrals are made, there should be more focus and follow up
10. Patients can understand how they are communicated with, but a couple felt that they are rushed on occasions
11. Patients are generally notified by text or email and phone about any changes at the practice

## Recommendations

1. Where barriers have been identified or negative comments have been made, consider if measures can be put in place to address the issues raised
2. Ensure referrals once made are confirmed
3. Inform patients why staff are asking about medical needs, for triage to the appropriate medical professional

## Provider feedback

- We have taken on board the comments raised by the patients and will be monitoring our phone calls to identify any areas where we can reduce the volume of incoming calls we receive, ie: promoting the NHS APP for booking of appointments, ordering medication and reviewing results. The patients will also be advised to use Accurx Triage where appropriate
- Our administrative team will maintain records of referrals generated by the practice. Our patients are also able to view their referral history on their NHS APP
- The reception staff will inform patients that, when asking for information about their medical needs, it is for the purpose of directing them to the correct clinician and potentially reducing their waiting time for an appointment
- We are in the process of redesigning and streamlining our Patient Information Boards for patients

Share your health or care services experiences.

What you say can help us plan our Enter and View visits



## How to contact us

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