

# Enter And View

## Report

Sina Health Centre

Carried out 24<sup>th</sup> September 2018



**Local voices**  
**improving local**  
**health and social care**



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Healthwatch Walsall is an independent consumer champion created to gather and represent the views of the public. Healthwatch plays a role at both national and local level and will make sure that the views of the public and people who use services are taken into account.

At a local level, Health watch Walsall will work to help people get the best out of the health and social care services in their area; whether it's improving them today or helping to shape them for tomorrow. Local Healthwatch is all about local voices being able to influence the delivery and design of their services - not just people for who use them, but for anyone who might need them in the future.

Part of the Healthwatch Walsall remit is to carry out Enter and View Visits. Healthwatch Walsall Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for 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 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 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.



## Provider Details

Name: Sina Health Centre  
Address: 230 Coppice Farm Way  
New Invention  
Willenhall  
WV12 5XZ  
Telephone: 01922 710027

Service Type: Primary Care (GP)

Date of Visit: 24<sup>th</sup> September 2018

## Authorised Representatives

Name: Emily Lovell

Role: Community Outreach Lead and Authorised Representative.

Name: Bobbi Owen

Role: Volunteer/Authorised Representative.

Name: Tom Collins

Role: Engagement and Information Lead and Authorised Representative.

## Purpose of Visit

- To observe the physical environment of the practice.
- To listen to and capture the experiences of service delivery, from: patients, relatives and carers.
- There was no specific intelligence prior to the announced visit.

## Physical Environment

### External

- The car park has a number of spaces for approximately 30 cars.
- There are no designated disabled parking spaces on the car park nor parking bays painted/indicated.
- There is also an onsite pharmacy attached to the centre.
- The exterior of the building and grounds are in good order.
- CCTV cameras are mounted to the exterior of the building positioned to view the car park.

### Internal

- There was signage to direct patients to the reception area.
- The central reception area was manned by two receptionists with an additional side area to speak with patients when needed.
- There was one large patient seating area, one facing to the TV and another side seating to the right when entering.
- There is a self- 'booking in' screen.
- Hand sanitising bottles were on the main reception
- There is a TV/ display which acts as an information point displaying opening hours and notifies patients both visually and audibly of their call to the GP or Nurse.

- Displayed in reception are copious amounts of patient information with dedicated PPG, Carers, Children's health and Dementia information areas.
- There is an internal lift to the upper floor should treatment be carried out on that level.
- Fire exits are clearly marked and accessible. Fire extinguishers were maintained in November 2018.

## About

Sina Health Centre website is: <http://www.sinahealthcentre.nhs.uk/>

There are currently circa 7,350 patients registered at the practice.

The practice opening hours are: 07.30 - 18.00 Monday to Friday. With additional late-night appointments 18.30 - 19.15 Monday, Tuesday and Wednesday.

The practice offers: face to face, telephone and online services contact.

Services and clinics:

- Antenatal Clinic.
- Immunisation/Baby Clinic.
- Heart Failure Clinic with Heart Failure Nurse Specialist.
- Diabetes Clinic with Diabetic Nurse Specialist.
- Patient medication reviews with Practice Pharmacists.

The Sina Health Centre was rated overall 'Good' but received a 'Requires Improvement' under the section of 'Safe' by the CQC from an Inspection in December 2017, the report was published in January 2018.

Link to CQC report: <https://bit.ly/2xO4uAF>

The practice offers the following services and clinics:

Patients are assigned a named GP when they register with the practice.

Home visits are offered and booked on a daily basis.

The latest NHS choices rating for Sina Health Centre is rated as 3 stars out of possible 5 from 20 reviews/ ratings. Covering areas of: telephone access, appointments, dignity and respect, involvement in decisions and providing accurate information.

Link to NHS Choices reviews for Sina Health Centre is: <https://bit.ly/2ORycMA>

The surgery has a suggestion box and a Family and Friends Test survey collection box on reception as well as surgery information leaflet.

The surgery offers a Dementia aware pack and will soon be offering a Parkinson's aware pack.

## Staff Numbers

3 fulltime GPs, currently 1 Locum GP, 2 Practice Nurses (1 currently on sick leave), 1 CPN Nurse, 1 Health care Assistant, 9 Administration Staff (2 currently on sick leave) 2

Practice Pharmacists.1 Midwife, 1 Diabetes Nurse, 1 Heartcare Nurse and Mediscan attend the site to undertake scans once every 2 weeks.

## Patient Experiences and Observations

We managed to speak to 10 patients during our visit, gathering their feedback. The feedback was overall positive.

The subjects covered were:

- Appointments (Getting appointments, waiting time, getting through on the telephone, Online appointments, seeing a GP of your choice and cancelling appointments).
- Waiting area.
- Toilet facilities.
- Receptionists.
- Doctors.
- Nurses.
- Healthcare Assistants.
- Patient Participation Groups.
- Ease of Cancelling Appointments.
- Surgery Recommendation.
- Opening Hours.
- Complaints.

### *Appointments*

8 out of 10, 80% of patients booked their appointment by phone. 2 out of 10, 20% booked their appointment face to face at the surgery.

2 out of 10, 20% found it was very easy to book an appointment, 6 out of 10, 60% found it easy, 1 out of 10, 10% found it difficult to book an appointment with 1 out of 10, 10% had their appointment booked by the surgery.

Patient comments: 'Couldn't get an appointment with own doctor so saw Locuum who arranged for me to see own GP'.

'Phoned Friday told 2 weeks wait. But phoned today for an urgent appointment and got!'

'Waited 2 weeks for appointment.'

'Wife booked appointment Friday for following Monday'.

### *Waiting Area*

9 out of 10, 90% of respondents rated the waiting area from very good to good in terms of comfort, cleanliness and ease of access to the building. 1 out of 10, 10% rated as fair.

Patient Comment:

### *Toilet Facilities*

3 out of 10, 30% of respondents rated the toilet facilities as good or very good, in terms of comfort, cleanliness and ease of access. 7 out of 10, 70% had not used the toilet facilities so returned N/A.

### *Receptionists*

8 out of 10, 80% of respondents rated receptionists as very good to good in terms of friendliness, helpfulness and informative. 1 out of 10, 10% rated receptionists as fair in terms of helpfulness and informative. 1 out of 10, 10% could not comment as they had booked online so returned N/A.



#### Doctors

8 out of 10, 80% of respondents rated Doctors as very good in terms of friendliness, helpfulness and informative. 1 out of 10, 10% did not find them helpful or informative yet found them to be friendly. 1 out of 10, 10% had not seen a doctor

#### Nurses

7 out of 10, 70% of respondents rated Nurses as very good in terms of friendliness, helpfulness and informative. 3 of 10 respondents, 30%, had not been seen by a nurse so returned N/A.

#### Healthcare Assistants

3 out of 10, 30% of respondents rated Healthcare Assistants as good to very good. 7 out of 10 respondents, 70%, had not had experience with any healthcare assistants so returned N/A.

#### Patient Participation

7 out of 10, 70% of respondents said they were totally unaware of Patient Participation Group (PPG). 3 out of 10, 30% of respondents were aware of PPG but did not wish to join. 10 out of 10, 100% were not aware of any other group such as the Patient Reference Group or the Patient Voice Panel.

#### Ease of Cancelling Appointments

5 out of 10, 50% of respondents said they found it was easy to very easy to cancel an appointment. 5 out of 10, 50% said they had not had to cancel an appointment so returned N/A.

#### Surgery Recommendation

10 out of 10, 100% of respondents said that they would recommend the practice to others.

#### Opening Hours

8 out of 10, 80% responded that surgery opening hours of the practice suited their needs. 2 out of 10, 20% stated that the opening hours didn't suit their requirements.

Patient comments: 'Sometimes a Saturday would be good'.

'Can't get here till 6.00pm. 2 nights a week late opening until 8.00pm would be good'.

'Saturday mornings would be useful'.

#### Complaints

4 out of 10, 40% of respondents stated they know how to make a complaint.

6 out of 10, 60% of respondents did not know how to make a complaint

There was information about a complaints process in the surgery leaflet but this escalated any complaint to NHS England and The Parliamentary and Health Service Ombudsman. The process did not indicate any local surgery contact such as the Practice Manager and did not suggest a surgery resolution route.

Patient comments: 'Overall very impressed/ Mother was with Keys family practice, this is much better. No problems with medication here.'

### **Staff Experiences and Observations**

We spoke to two staff members. The Practice Manager and an Administration Assistant.

The practice manager had been at the surgery for 14 Years.

We were told that mandatory non-medical training carries a high priority within the practice. With the opportunities for staff development, positively impacting the daily running of the practice as well as staff role capability.

Training is a mix of 'E learning' online, on the job and external training brought in to the surgery. Staff learn a range of skills and jobs to allow for cover when needed. Though some specialist roles are retained and worked by select staff.

We were told that there have been difficulties in maintaining the effectiveness of the Patient Participation Group (PPG). Patients are encouraged to join. Currently there are only 4 PPG members and meetings are held in the daytime generally late morning.

We were told that there are weekly clinical meetings with staff to discuss practice issues that may arise, to resolve them.

We were shown evidence of the 'Did Not Attend' (DNA) data for the period from the months of June 2018 till August 2018. Which totalled 597 DNAs across the three months.

DNAs are a local and a national problem. Staff will call DNA patients to enquire why they did not attend to seek to reduce DNAs and non-attendees. But they understand that some reasons may include memory loss due to reduced cognitive levels.

The surgery identifies those patients who are carers and records on their records.

## **Summary, Comments and Further Observations**

The infrastructure and facilities as provided are clean and in very good condition.

Patient ability of seeing a GP of their choice appears to be low. Unless a longer future appointment time is booked.

Whilst the Extra GP Appointments poster/ information was displayed at the first entrance to the surgery patients were not aware of the availability and how to book.

Some patients were not aware of Online appointment booking.

After checking the surgery website evening appointments are noted in the information section separate from the stated surgery hours. Which may restrict patients finding the information and therefore restrict them booking those appointments.

**We thank the patients, relatives, staff, management and owners for their Co-operation and contributions during our visit.**

## **Recommendations and Follow-Up Action**

- Identify and protect disabled parking bays and lowered pavement ramps by painting bays in a suitable location nearest access to the surgery on car park.
- Consider utilising the PPG group, members, to promote the 'Out of hours GP services' to waiting patients in the surgery. As well as PPG member(s) recruitment amongst waiting patients.
- Investigate opportunity to use text reminder for patient appointments with CCG (if funding available).

- Holding PPG meetings in the daytime may restrict people such as workers, parents etc. to attend. It would be worth considering holding meetings late afternoon or early evening to enable more readily access to a wide group of patients.
- Suggest incorporating surgery complaint contact details and process in surgery information so that patients may get lower level complaints resolved locally rather than escalation unless patients request escalation.
- Suggest a more visible complaints process displayed to patients possibly on TV screen or poster.
- Locate and identify evening opening/ appointments on surgery website so that patients can easily see them.
- Continue to promote Online Appointments as many patients were not aware of availability.

### **Provider Feedback**

All recommendations made by Healthwatch Walsall will be discussed with the partners.



**DISCLAIMER**

*Please note that this report only relates to findings we observe on the specific date of our visit. Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed at the time.*



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Walsall

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