

Enter and View Report

Willow Practice

Maswell Park Health Centre, Hounslow Avenue, Hounslow, TW3 2DY

12th March 2020



Service visited:	Willow Practice (WP) Maswell Park Health Centre Hounslow Avenue Hounslow TW3 2DY
Practice Manager: Registered Managers:	Weiwei Mao (WM) Dr Madeline Baum
Date and time of visit:	12 th March 2020, 10am – 12.30pm
Status of visit:	Announced
Enter and View Authorised Representatives:	Gurdeep Sagoo (GS), Varadaraj Elindra (VE) and Mystica Burrige (MB)
Lead Authorised Representative:	Mystica Burrige
Healthwatch Hounslow contact details:	Healthwatch Hounslow 45 St Mary's Road Ealing W5 5RG Tel: 020 3603 2438 Email: info@healthwatchhounslow.co.uk

Healthwatch Hounslow has the power to enter and view services in the borough of Hounslow. Enter and View visits are conducted by teams of trained Enter and View Authorised Representatives.

Background for the visit

The Health and Social Care Act allows Healthwatch Hounslow (HWH) Enter and View Authorised Representatives to observe service delivery and speak to patients, residents, staff, relatives, friends and carers. The visit can happen if people tell us there are concerns, but equally, the visits can take place when services have a good reputation. We can therefore learn from shared examples of what they are doing well from the perspective of the people who experience the service first-hand.

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 the HWH Safeguarding Policy. If at any time an Authorised Representative observes a potential safeguarding concern, they will inform their lead. The lead Authorised Representative will then end the visit. In addition, if any member of staff wishes to raise a safeguarding issue about their employer, they will be directed to the Care Quality Commission (CQC) and Hounslow Council's Safeguarding Team.

On this occasion, three Enter and View Authorised Representatives attended the visit. The Authorised Representatives spoke to patients and staff. Suggestions have been made on how to improve the service and good practice has been highlighted.

HWH liaises with the CQC, Clinical Commissioning Group (CCG) and the Local Authority (LA) to create an Enter and View Programme, as well as the information that it collects about the

experiences of local people. Several health and social care providers are selected to be visited to provide a sample of different services.

Acknowledgments

We would like to thank Weiwei Mao (Practice Manager), and the patients and staff at Willow Practice for making us feel welcome, facilitating our visit and for taking the time to talk to us on the day.

We would also like to thank HWH Enter and View Authorised Representatives Gurdeep Sagoo, Varadaraj Elindra and Mystica Burridge.

Methodology

This was an announced Enter and View visit. We spoke with staff members and patients about their experiences at WP.

Information about Willow Practice

Willow practice is located in Maswell Park Health Centre in Hounslow and shares the premises with two other GP practices. The practice is part of the NHS Hounslow Clinical Commissioning Group (CCG) made up of 54 GP practices. The practice provides primary medical services through a Personal Medical Services (PMS) contract to approximately 4,800 patients in the local community.

The practice is registered with the Care Quality Commission (CQC) to provide the regulated activities of diagnostic and screening procedures, treatment of disease, disorder or injury, maternity & midwifery services, surgical procedures, and family planning.

CQC are the independent regulator of health and adult social care in England. They make sure health and social care services provide people with safe, effective, compassionate, high-quality care and encourage care services to improve.

Observations

Upon entering, antibacterial hand gel was available to patients. There is a shared waiting room with Kingfisher Practice and Redwood Practice. Information leaflets are available to patients on various topics. Shared toilets are available to patients which were clean. The GP Practice has access to 5 clinical rooms. The practice was empty as the visit had just taken place prior to lockdown.

Interview with WM (Practice Manager)

Staff make-up:

WM is the Practice Manager and oversees Kingfisher GP Practice and Willow Practice. Both are based in Maswell Park Health Centre.

WM said admin staff are shared across both GP Practices (Kingfisher and Willow). The GPs are separate for the practices. WM said locum doctors are used frequently. They have trainee doctors. They currently have:

- 4 Nurses
- 3 Healthcare Assistants (HCA)
- Primary Care Nurse
- Locum doctor and HCA working on Saturdays
- Retired nurse and 1 nurse recruited
- There is an HCA who has joined the nurse associated course
- 1 receptionist who has gone to become an HCA.

Coronavirus outbreak

WM said updates were received continually and emails are circulated to the team. Different levels of emails are received with some highlighted as alerts. They have ordered additional dispensers. WM said they are struggling to order masks and hand gel. These are ordered by NHS England. They have changed all their bookings to telephone consultations. Some of the GPs are working from home. Notifications to wash hands are displayed all over the GP Practice. WM said full pay has been agreed for staff. Their business continuity plans have been updated. Also, locum GPs have their emergency information updated.

Mental Health service

WM said they have a Counsellor who provides face-to-face appointments for patients every Wednesday. GPs carry out mental health reviews for patients.

Vacancies

WM said both practices needed salaried GPs as the expectation was for the GP to become a Partner. They currently have a Social Prescriber to help. Two GPs have retired. Two salaried GPs will begin to work from April. WM said they have a Primary Care Nurse who has just started.

With the coronavirus outbreak they have a contingency plan in place to support staff.

Areas of concerns

WM said there is a concern in the low uptake of child immunisations. They also have many diabetic and asthmatic patients. They have many older patients.

Training

WM said staff have access to various training. Their most recent training session was on medication error. WM said safeguarding training was provided from the HCCG (Hounslow Clinical Commissioning Group). Free training from NHS England is available too. In January, they provided training in coaching. WM said the training resources are very good. WM said they regularly review their training list. Some of the training they provide and have access to are:

- CPR
- Quality improvement courses
- Health and safety
- GDPR in-house training
- Asthma training – for reviews
- Infection advice
- Managing conflict

GP appointments

WM said they provide online bookings to patients. Currently all appointments are triaged, and online appointments are not available due to the coronavirus outbreak. When they receive calls,

they are distributed amongst receptionists and 2 staff members in the back office as it can become quite busy. Both Kingfisher and Willow GP Practice share one front desk.

WM said most want patients want to see their choice of GP. She said DNA (Did Not Attend) are low amongst both GP Practices.

Homeless/Temporary Patients

WM said they did not have many homeless/temporary patients registered with the GP Practice. WM said no proof was needed. In the first appointment the GP carries out a consultation.

Home visits

WM said home visits are booked in advance. There is an on-call GP available in case of emergency home visits.

Building/Facilities

WM said the building is easy to navigate for patients as there is one main entrance to access all the GP Practices. The GP Practices are labelled clearly. Coffee and tea are available. The following are available at the GP Practice:

- NHS Public Health checks
- HIV Testing
- Implants

Out of hours

The out of hours service is provided in the Heart of Hounslow Health Centre and Hounslow Family Practice.

Shared facilities

WM said they have shared resources including staff – Pharmacist, Social Prescriber, Physiotherapist, Project Manager etc. The staff pool is shared across 10 practices.

Significant events and incidents

WM said significant events/incidents are entered into a logbook. These are discussed with the lead GP. WM said they take them very seriously and learn from mistakes.

Cervical screening

WM said text messages are sent out as reminders to patients about booking their smear tests. Every 5 weeks, they have a nurse who carries out smear tests. The cervical screening programme is led by Willow Practice. WM said they held an educational event on smear tests. The message was for people to take up smear tests.

Extended Opening Hours

WM said during weekdays they are open Mon – Fri from 7.30AM – 6.30PM. On weekends they are open on Saturday's from 8AM – 12PM. Opening hours are advertised on their website and leaflet. New patients are informed about the opening hours.

PPG (Patient Participation Group)

WM said they have a 'very active' PPG which is patient-led. They also have an active Chair who minutes meetings. WM said the meetings take place monthly. Staff are involved too. They hold events on various health topics which are well attended. They held an event in January in which 27 patients attended. WM said they have a business sponsorship from Tesco too.

Communication

WM said they communicate with patients in various ways. They have posters, leaflets and banners displayed around the practice. The PPG communicate through their Facebook page and send information out to members. The Family and Friends Test is available on their website. WM said they send out text messages to patients. Their new website has been completed too.

Complaints Procedure/Comments/Feedback

WM said the process of making a complaint is available on their leaflets, website, and noticeboard. All complaints and feedback are recorded. Patients can also speak face-to-face with WM. Medical complaints are discussed with GP and medical staff. When a complaint is made, WM usually sends a letter and then follows-up about the complaint.

Providing access for patients who require support

WM said if there are patients with language barriers, they have staff who speak multiple languages (e.g. Polish). They also have access to Language Line who provide Interpreters in a variety of languages. They also provide longer face-to-face appointment slots for patients who have additional needs (20 minutes). This includes longer appointments for carers who look after loved ones. If the patient is a carer, this is then flagged on the GP's system. These are usually booked in advance to accommodate the patient. A hearing loop is also installed in the GP Practice.

New Patients

WM said there has been an increase in the number of new patients joining. Hence, why they have begun to increase staff capacity in different professions. For example, they have a Midwife who holds a clinic every Monday. However, there are also many patients who are leaving the GP Practice.

What works well – Challenges

WM said they have a great staff team at both GP Practices (Kingfisher/Willow). They have access to a resource fund for staff welfare. Activities such as Zumba are arranged for staff every Tuesday night. This is open to all staff including GPs.

WM said they try to solve all challenges that they face. This includes the coronavirus outbreak. WM said both GP Practices are advising patients to self-isolate if they think they have the coronavirus. They also have a contingency plan in place and receive regular correspondence from NHS England.

WM also said challenging patients who display poor behaviour towards staff are not tolerated and she said she had to send letters out in the past to patients.

WM said there is collaboration between both Kingfisher GP Practice and Willow GP Practice. This makes it easier when managing both GP Practices.

Interview with Office Manager

Role

They have worked as a receptionist for 12 years and now work as an office manager. Their role entails answering phone calls, dealing with prescription queries, booking appointments, registering new patients, and checking patients in.

Training

They were given training by the GP Practice and carried out online courses on safeguarding, health, and safety etc.

Safeguarding

Any safeguarding concerns are flagged with the Practice Manager who then follows safeguarding protocols.

Signposting

If patients require information about their medication, then they refer them to the in-house Pharmacist. They also signpost patients to One You Hounslow and Age UK.

Language Barrier

If they have a patient who is struggling with their English, they speak slowly and try to understand them. If the patient has family members, then they speak with them. They said they have the option of Language Line as well.

Challenges

They said sometimes patients can become 'frustrated and angry' with them so they try to reason with the patient and explain the reasoning calmly.

What works well

They said that the team 'works well together' and 'GPs are approachable'.

What could be improved

They said flexibility for staff when some colleagues are sick or on holiday would be beneficial.

Interview with Patient

GP Registration/Access to GP Practice

The patient said they had been with the practice for 7 years. It is a 5-minute walk for them from their home.

GP appointments

They said they prefer to come into the practice to make their appointment. They said it takes up to 4 days to get an appointment.

Waiting times

The patient said they 'usually wait about 5 minutes' before seeing the GP/nurse.

Awareness of Patient Participation Group (PPG)

They said they would not join the PPG because they can't speak English.

Treatment and Care

The patient said they were satisfied with the treatment and care received and felt that GP/nurse explained results well.

Choice of GP

The patient said they did not mind which GP they got to see.

Patient experience

They said they had not received any communication about the coronavirus which concerned them.

Communication

They said there were no communication problems with the staff/GP and said everything was 'good'.

Complaints procedure/Compliments/Feedback

The patient said they were aware of how to make a complaint.

Conclusion

Overall, this is a well-run practice. The Practice Manager and staff were friendly and welcoming on the day. We felt the staff member answered questions openly, highlighting good practice/initiatives and challenges they faced as a practice and individually.

We spoke to one patient were pleased with the service the GP Practice was providing i.e. treatment and care and staff attitude. However, the patient highlighted concern about not receiving information about the coronavirus outbreak. Unfortunately, we spoke to only 1 patient. Therefore, the views are not reflective of all the patients registered at the practice.

It was encouraging to hear that their PPG is proactive, and patient led. We spoke to one staff member who highlighted teamwork and felt that they all worked well together. It was noted that staff were aware about the coronavirus outbreak and had been updated regularly and were receiving correspondence from NHS England.

Next steps

The report will be published on the Healthwatch Hounslow website www.healthwatchhounslow.co.uk/enter-and-view-visit-reports/ and will be circulated to the provider and the commissioners of GP services in Hounslow.

This report is based on our observations and the views of patients and staff that Healthwatch Hounslow spoke to on the day of our visit, and we appreciate it does not necessarily represent the views of all the patients and staff members at Willow Practice.