

Enter and View Report

Kingfisher Practice

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

12th March 2020



Service visited:	Kingfisher Practice (KP) Maswell Park Health Centre Hounslow Avenue Hounslow TW3 2DY
Practice Manager: Registered Managers:	Weiwei Mao (WM) Dr Valerie Jane Philip
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
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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 Kingfisher 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 Burrridge.

Methodology

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

Information about Kingfisher Practice

Kingfisher practice is located in Maswell Park Health Centre in Hounslow and shares the premises with two other GP practices (Redwood Practice and Willow Practice). The practice provides primary medical services through a Personal Medical Services (PMS) contract to approximately 6,000 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 Willow 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 6 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 the smear test.

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 Receptionist

Role

The receptionist said that they had been working at Willow GP Practice and Kingfisher GP Practice for 28 years. Their role involves admin duties, booking appointments for patients, answering phone queries etc.

Coronavirus Outbreak

They said that they are closely monitoring the outbreak for the moment.

Training

They said that they had been on a receptionist course. They have received training in first aid and fire drill. They have completed online training for safeguarding.

Safeguarding

They said that any safeguarding concerns are reported to the Practice Manager and GP.

Language barrier

They said if patients have language barriers, they contact Language Line.

Challenges

They said some of the challenges are if there are no appointments available. Also, dealing with 'aggressive' patients can be difficult.

What works well

They said the teamwork is great and GPs, nurses and staff work well together.

What could be improved

They said flexibility for staff and recruitment of additional receptionist.

Interview with Patient

GP Registration/Access to GP Practice

The patient has been with the GP Practice for 6 – 7 years and they said this was recommended by their previous GP Practice. They said the practice was 'very close' to their home as well.

GP appointments

The patient prefers to phone the practice to make their appointments. They said the practice was 'quite accommodating'. They said staff were helpful and for their children they are able to get same day appointments.

Waiting times

The patient said waiting times can be up to an hour sometimes.

Awareness of Patient Participation Group (PPG)

Generally made up of a group of volunteer patients, the practice manager and one or more of the GPs from the practice, patient participation groups meet on a regular basis to discuss the services on offer, and how improvements can be made for the benefit of patients and the practice.

The patient said that they have not got time to attend but if time allows then they would like to join the PPG.

Treatment and Care

They said they were satisfied with the treatment and care they received.

Explanation of results or treatments

They felt that the GP/nurse explained treatments and results well.

Choice of GP

The patient said that they prefer to see their choice of GP but in case of an emergency there is not much choice.

Communication with staff and GPs

They said there were no communication issues with the staff and GPs.

Patient experience

They said the practice was brilliant and had no plans to leave. They are 'quite happy' about the service.

Complaints procedure/Compliments/Feedback

They said that the 'doctors were amazing' but found it 'very difficult' to make an appointment for themselves. They said booking GP appointments over the phone could be made easier.

Interview with Patient

GP Registration/Access to GP Practice

The patient has been with the GP Practice for 30 years. They have said that the practice is a 5-minute walk from them.

GP appointments

They prefer online booking. They said it was difficult to get through over the phone to make an appointment and felt online booking was easier.

Waiting time

They said it takes 15 – 45 minutes before they see their GP/nurse.

Treatment and Care

They said they were satisfied with the treatment and care.

Choice of GP

The patient said only if they ask then they get their choice of GP.

Communication

The patient said they had no problems with communicating with staff or GPs.

Patient experience

They said that everything 'seems to be fairly reasonable'.

Complaints procedure/Compliments/Feedback

They said that 'overall, pleased' with the practice.

Interview with Patient

GP Registration/Access to GP Practice

The patient said they had been with the GP Practice for 8 years. They said the GP Practice was about 10 minutes away from where they live.

GP appointments

They preferred to book their GP appointments over the phone. They said if you want the GP of your choice then it would take 2 – 3 weeks otherwise it is 2 – 3 days.

Waiting times

The patient said it takes 10 – 15 minutes before they are seen by the GP/nurse.

Treatment and Care

They said they were happy with the treatment and care they received. They said test results were explained well by staff.

Choice of GP

The patient said they didn't mind which GP they were seeing.

Communication

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

Patient experience

The patient said they were 'pleased with everything'.

Interview with Patient

GP Registration/Access to GP Practice

The patient said they had been with the practice for 5 years. They said that the GP Practice is 10 minutes away from their home.

GP appointments

The patient said that they preferred to book their GP appointments over the phone. They said it takes 7 – 10 days to see a GP.

Waiting times

They said it takes about 10 – 20 minutes before they see a GP.

Awareness of Patient Participation Group (PPG)

Generally made up of a group of volunteer patients, the practice manager and one or more of the GPs from the practice, patient participation groups meet on a regular basis to discuss the services on offer, and how improvements can be made for the benefit of patients and the practice.

They said that they would not be interested in joining the PPG.

Treatment and care

They said they were happy with the treatment and care they were receiving and felt that staff explained results well.

Communication

They said that they had not received any communication about the coronavirus.

Choice of GP

They said they didn't have preference for a GP.

Patient experience

The patient said 'everything was good'.

Conclusion

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

Patients were pleased with the service the GP Practice was providing i.e. treatment and care and staff attitude. However, patients highlighted issues around booking routine appointments, especially if they want to see their choice of GP. We spoke with 4 patients. Therefore, the views are not reflective of all the patients registered at the practice. Many of the patients said waiting times before seeing the GP/nurse could be anywhere from 15 minutes to an hour depending on the day.

It was encouraging to hear that their PPG is proactive, and patient led. Several staff members 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 Kingfisher Practice.