

# healthwatch

## Kingston upon Hull

**Enter & View Report**

**Dr Witvliet**

**Marfleet Lane**

**Hull**





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## **Enter and View**

One of Healthwatch Kingston upon Hull's key areas of work is to carry out Enter & View visits to Health & Social Care services across the City.

### **Enter & View is the opportunity for authorised representatives:**

- To visit Health & Social care premises to hear and see how service users experience the service
- To collect the views of patients and residents at the point of service delivery
- To collect the views of carers and relatives of service users
- To observe the nature & quality of services
- To collate evidence based feedback
- To report to providers, CQC, Local Authority & NHS commissioners as well as any other relevant partners

### **How can Enter and View benefit you?**

- Enter & View gives you the opportunity to share best practice and activities that work well as Enter & View Ambassadors report on the positive
- Enter & View gives you an opportunity to demonstrate to the CQC inspectors and commissioners that you are supporting patient engagement
- Enter & View gives service users the opportunity to give their views and opinions in order to improve service delivery



## Purpose of visit

There are a huge range of buildings which house GP practices in the City, ranging from purpose built health centres housing multiple practices, to converted houses which are used as surgeries by single practices. In premises that host more than one practice there are sometimes variances in layout and process.

There is variation in both types of premise and the facilities provided at those premises.

In order to be fully aware of the variation in standards and facilities offered we are carrying out observation only visits to all *GP practices* over a one year period.

Subsequent to any visit a report is prepared, factual detail agreed by the manager of the facility visited, and then shared with the HWKuH Board before distribution.

The visit was pre-arranged. We used a prepared visit recording sheet to log relevant facts, observed practice premises, facilities and access and spoke to staff, residents and visitors as relevant.

Disclaimer: This report relates only to the service viewed on the date of the visit, and is representative of the views of the service users who contributed to the report on that date.





## Introduction

Dr Witvliet's practice is based in the East of the city. It was established as a practice approximately 35 years ago and operates from converted premises on a main road. The premises were originally a large house. Dr Witvliet's is the only practice housed in the building.

There are currently 3638 patients on the practice list. Dr Witvliet operates a single handed practice, being the sole partner, with a locum working in the practice 1 day per week. In total there are 219 appointments available for patients per week, with an average 12 appointments not attended. Each GP appointment is scheduled for 10 minutes with the option to request a longer appointment. The practice has GP consulting rooms on the ground floor of the building.

Many Thanks to Sarah Gleadhill, Practice Manager, and members of her team and support staff who provided us with the opportunity to meet patients, and freely ask questions to enable us to observe both the practice and patient experience.





## External

There is a small car-park for patients at the front of the building. There are 5 spaces in this car park in total, 4 for patients, including 2 for disabled parking, and 1 for GP. Additional parking is available in a residential home car park adjacent to the building, this is an arrangement between the practice and residential home. On street parking is also available.

Access to the surgery is up a gentle slope providing access for wheel chairs and prams or steps up to the door level. There is no power assisted or automatic door to aid access to the practice.

Overall the exterior of the practice is very clean and well presented.

## Reception & Waiting Areas

The main door opens onto the open plan reception area and waiting area, with the reception desk to the left. During our visit there were between 7 & 10 people in the waiting area. The main seating area is in front of the reception desk with approximately 15 chairs around the edge of the waiting area. The seating is a minimum of 10 feet from the reception desk. There are 2 small tables and chairs with children's toys and activities in the waiting area.

The practice does not use an electronic booking in system for patients and there is a hearing loop in use in the practice, indicated by a sign on the reception desk.

There is no privacy for patients to speak to reception staff as the desk is immediately as you enter the practice, a sign on the desk does offer the option to speak to a receptionist in private. Receptionist's conversation and phone calls can be overheard from the seating area.

There are clear signs on the door of the waiting area to direct patients to consulting rooms,

Patients are called to appointments by an LCD board with an audible beep.

There are 5 notice boards in the reception area which all display general patient information. Some of the information displayed is out of date, advertising services and facilities that are no longer offered.

There are purpose built leaflet racks and shelves in the reception and waiting area as well as leaflets on the reception desk. A large number of leaflets appear to be advertising health related products.

Our overall impression of the reception area was that it was clean and tidy and has recently been decorated giving it a bright and airy feeling.





## Lift & Stairwell

All patient accessible areas are on the ground floor of the building

## Facilities

There is 1 toilet for public use which has disabled access and includes baby-change facilities. There is an emergency cord in the disabled access toilet which sends an alarm to the reception desk. The toilet is off the main reception area and although not signposted is clearly visible and accessible. The facilities were well lit, clean and tidy with evidence of routine cleaning by means of a signed cleaning schedule on the reverse of the door. A hand dryer was available for patient use as opposed to hand towels.





## General Observations

The patient areas in the practice are very clean and tidy, the recent re-decoration makes the practice feel very bright and fresh.





## Recommendations

Further to our visit the following recommendations are made:

- Practice information relating to performance, patient experience and Friends & Family test outcomes to be displayed



## Verification of Report

Produced on behalf of HWKuH by		Date:
Signed on behalf of HWKuH Board		Date:

## Appendix 1

### Visit Details

The visit was carried out by the following Healthwatch Kingston upon Hull Enter & View Ambassador:

Jennifer Nicole

Accompanied by Healthwatch Kingston upon Hull Insight & Intelligence Officer:  
Gail Purcell.

All Enter & View Ambassadors are fully trained in accordance with Healthwatch policy and have undertaken Disclosure & Barring service (DBS) checks.

The visit was carried out on Wednesday 20<sup>th</sup> May and our representatives were at the premises for approximately 40 Minutes.

### Enter & View non-contact Visit record sheet

Premises visited: Dr Witvliet 358 Marfleet Lane Hull HU9 4AD	Date of visit: 20.5.15	HW reference: HWKuH15-05-04
	Arrival time: 10.00am	Premises representative: Sarah Gleadhill
Type of premise: GP Practice	Departure time:	HW Ambassador: Gail Purcell Jennifer Nicole

External		
	Yes/No	Response / Notes / Observations
On site parking		
Total number of spaces available		
Is the car park full?		
Number of spaces for disabled people in car park		
Legible signage (reception etc.)		
Adequate Lighting		
Disabled access		
Power assisted / automatic access doors		
Overall impression of exterior		

## Appendix 2

Reception		
	Yes/No	Response / Notes / Observations
Signage / directions to GP & consulting rooms		
Adequate lighting		
Is a hearing loop available and clearly signposted		
Privacy to speak to receptionist		
Can you hear receptionist speaking to other patients		
Is there an electronic booking in point		
Is the electronic booking in point signposted		
Do people appear to be using the electronic booking in point		
Is assistance offered for those using the electronic booking in point		
Do chairs in waiting area face reception		
Is there a children's play area		
Is there patient information available (leaflets etc.)		
Is available patient information relevant & recent		
Is there a patient notice board		
Are posters on the notice board relevant / recent		
Is there any reading material available in the waiting area		
Is any available reading material recent		
How are patients called through to the GP		
Are there power assisted automatic doors		
Is assistance offered to those who require it		
Overall impression of Reception area		

## Appendix 2

<b>Lift / Stairwell</b>		
	<b>Yes/No</b>	<b>Response / Notes / Observations</b>
Is there a lift available for public / patient use		
Is the lift accessible		
Is the lift legibly signposted		
Is the lift adequately lit		
Is there staircase for public / patient use		
Is the staircase accessible		
Is the staircase legibly signposted		
Is the staircase adequately lit		
<b>Overall Impression of Lift / Stairwell</b>		
<b>Facilities</b>		
	<b>Yes/No</b>	<b>Response / Notes / Observations</b>
Are there toilets for patients use		
Are the patient toilets easily accessible		
How many toilets are available for patient use		
Are there toilets available for disabled patient use and are they accessible		
Are the toilets legibly signposted		
Are the toilets adequately lit		
Is there soap available in all toilets		
Is there a hand dryer in all toilets		
Are paper towels available in all toilets		
Are the toilets clean/ tidy		
Is there evidence that toilets are routinely monitored for cleanliness		
Are there sanitary bins in the female toilets		

Appendix 2

Are there baby changing facilities for patients		
Where are the baby changing facilities located		
Are the baby changing facilities clean / tidy		
Is there evidence that baby changing facilities are routinely monitored for cleanliness		

Overall impression of patient / public facilities

**General observations**

Signed:

Date: