



Enter and View report: Horizon Health Centre

April 2023

healthwatch
North Somerset

Contents

Contents	1
Details of visit.....	2
Acknowledgements.....	3
Purpose of the visit.....	3
Description of the service.....	4
Planning for the visit	4
How was the Enter and View conducted?.....	4
How were the findings recorded?.....	5
Communication with the Deputy Manager.....	5
Feedback, observations and findings.....	7
Observations and findings	12
Recommendations	15
Who we spoke to	16
Provider Response	19
Enter and View.....	21

Details of visit

Location:

68 Lonsdale Road, Weston-super-Mare BS23 3SJ

Date and time of visit:

22nd November 2022, 10.00am – 12.00pm

Enter and View representatives:

Cirlei Ioris

Jacqueline Reeves

Charlotte Back

Registered provider:

Horizon Health Centre (part of Pier Health Group Ltd)

Type of service:

GP surgery

Specialisms:

No

Practice Manager:

Kelly Smith

Acknowledgements

Healthwatch North Somerset Authorised Enter and View Representatives wish to thank the Practice Manager, Kelly Smith; the Deputy Manager, Chloe Avery; and the staff and patients at Horizon Health Centre.

Purpose of the visit

Healthwatch North Somerset carried out its first Enter and View visit at Graham Road Surgery in January 2020. The Enter and View (E&V) visit in November 2022 was as a follow up to the earlier visit.

Feedback gathered from local people can provide an insight about the services that need to be improved and can give examples of good practice. Access to primary care is a theme frequently identified in the intelligence gathered by Healthwatch North Somerset, and Enter and View visits allow observation of the patient environment and an opportunity to collect face-to-face feedback from the services users.

The purpose of this Enter and View visit was to hear from patients and observe their experiences at the surgery. Our goal was to make evidence based and achievable suggestions for improvement, and share examples of good practice with the service.

As a result of our visit, we may also make recommendations to commissioners or regulators. Healthwatch North Somerset may utilise our recommendations to explore particular issues in more detail. Unless stated otherwise, Enter and View visits are not designed to rectify issues previously identified by other regulatory agencies. Any serious issues that are identified during a Healthwatch Enter and View visit are referred to the service provider and appropriate regulatory agencies for their rectification.

This report relates to this specific visit, including feedback from patients received during the two hours of the Enter and View visit, feedback from a questionnaire via SmartSurvey and feedback emailed to Healthwatch North Somerset. Therefore, it is not representative of all service users, only those who contributed within the restricted time available, through interviews, other feedback and emails.

Description of the service

Horizon Health Centre is located at 68 Lonsdale Avenue, Weston-super-Mare, BS23 3SJ within the 'For All Healthy Living Centre' building, which provides a range of services, facilities and activities for the local community. Apart from the Health Centre there is a community café, lunch club, community hall, library, children's centre, church, meeting and training rooms, and office space in the building. The practice works closely with Graham Road Surgery and both surgeries are governed by the same management team.

Horizon Health Centre has around 5000 registered patients, with around 14,000 further patients registered at Graham Road Surgery (GRS) and patients from each location can choose to attend either surgery. The practice is open Monday to Friday, 8am to 8.30pm, with appointments available typically from 8.30am to 12 noon each morning and 2pm to 5.30pm each afternoon.

Planning for the visit

Healthwatch North Somerset sent the Practice Manager a confirmation of visit letter, followed by posters and leaflets in advance to inform patients, relatives, carers and staff about the Enter and View visit. The date and timings of the visit were requested by Healthwatch North Somerset and timed to provide an opportunity to speak to patients.

How was the Enter and View conducted?

Three trained Enter and View Authorised Representatives carried out the visit. The Enter and View Representatives' leader met first with the Deputy Manager at the start and at the end of the visit. The Representatives observed the condition of the premises and the interaction between the staff and patients. The Representatives approached patients during the visit to ask a series of questions about their experiences of using Horizon Health Centre.

How were the findings recorded?

Comments and quotes were recorded by the Enter and View Representatives whilst engaging with patients, with the Deputy Manager, Chloe Avery. Observation and prompt documents were used to make notes.

Communication with the Deputy Manager

The Enter and View Representatives met with the Deputy manager, Chloe Avery.

The Deputy Manager had been in post for less than two weeks. They mentioned that services have been improved since the practice adopted a new telephone system, which has alleviated some problems. They have recruited more staff and have been managing appointments using a quicker process. AskMyGP is available until 3pm from Monday to Friday and there are now seven GPs including a long-term locum employed across the two surgeries, Graham Road and Horizon. Patients can book an appointment at either surgery.

They also have in place a team of four mental health practitioners, including one psychiatric nurse and three mental health support workers. The team can prescribe medication and make referrals to the secondary mental health services when needed. In addition, patients that Horizon have referred to Second Step (who work to support people with mental health problems - <http://www.second-step.co.uk/about-us/>) can attend regular sessions on a Friday where there is help providing signposting and talking therapy.

The Enter and View Representative Leader spoke to two other members of staff. Both felt that the services have been improved, especially the referral and the appointment systems.

Healthwatch North Somerset sent questions to the manager by email to be completed on their own time. The questions were mainly related to the recommendations Healthwatch North Somerset made based on the previous Enter & View visit in January 2020.

The Practice Manager addressed issues around the number of available appointments and stated that this has been increased and that the surgery has been able to do this by recruiting more clinicians and changing the way they offer appointments.

Healthwatch had recommended a review of the askmyGP system. The manager stated that the surgery has improved access by recruiting more clinicians and administration staff to manage the inbox, so using askmyGP in a more efficient way using a capacity and demand model. Their new phone system records calls and gives an option for the patient to hold their place in the queue and be called back when they are at number one in line. She added that calls to the surgery are answered from 8am until 6.30pm, Monday to Friday.

Healthwatch had some concerns regarding continuity between the surgery and nearby pharmaceutical services. The manager stated that they have regular communication with all pharmacies and that pharmacies have their own email address that goes straight to the pharmacy team, and this is checked throughout the day. They said complaints regarding repeat medication have greatly decreased.

The manager addressed issues around signage, stating this was now clearly visible along with notification and promotion of Patient Participation Group contacts and messages. There are also posters in reception for mental health help including out of hours.

The surgery is working with the MAXwell Project (an initiative being coordinated by University of Bristol's Centre for Academic Primary Care and Bristol Medical School) in looking at alternative support for patients with long-term health conditions across both sites.

Feedback, observations and findings

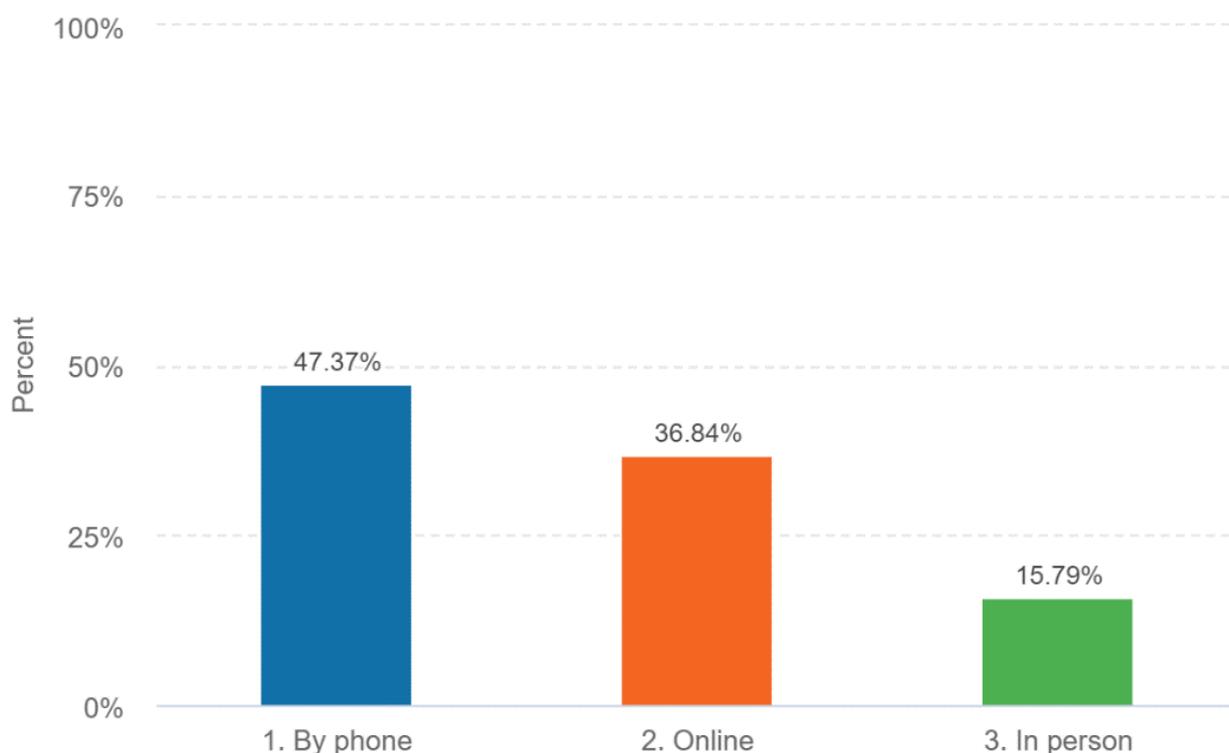
Patient feedback

Patient feedback was gathered online via SmartSurvey, by post on 'Share Your Views' leaflets, and during the two-hour Enter and View visit. Healthwatch North Somerset sent posters and leaflets to inform patients, relatives, carers, and staff about the Enter and View visit to be displayed at the surgery, but the Representatives did not find any during the visit.

Patient comments on making appointments

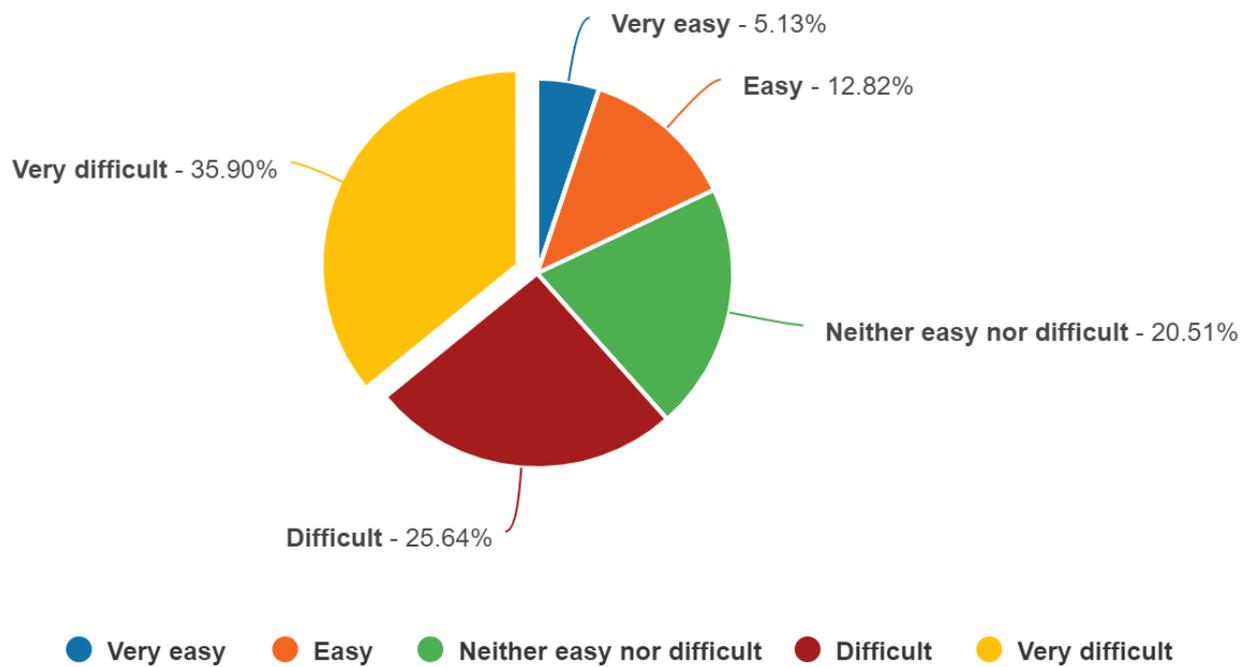
According to our survey most patients prefer to make an appointment by telephone.

How do you usually make an appointment?



Over half of those said they found doing so “difficult” or “very difficult”.

How easy is it to make an appointment?



“The receptionists are really friendly”.

“The receptionist chatted with her friend when there was a queue”.

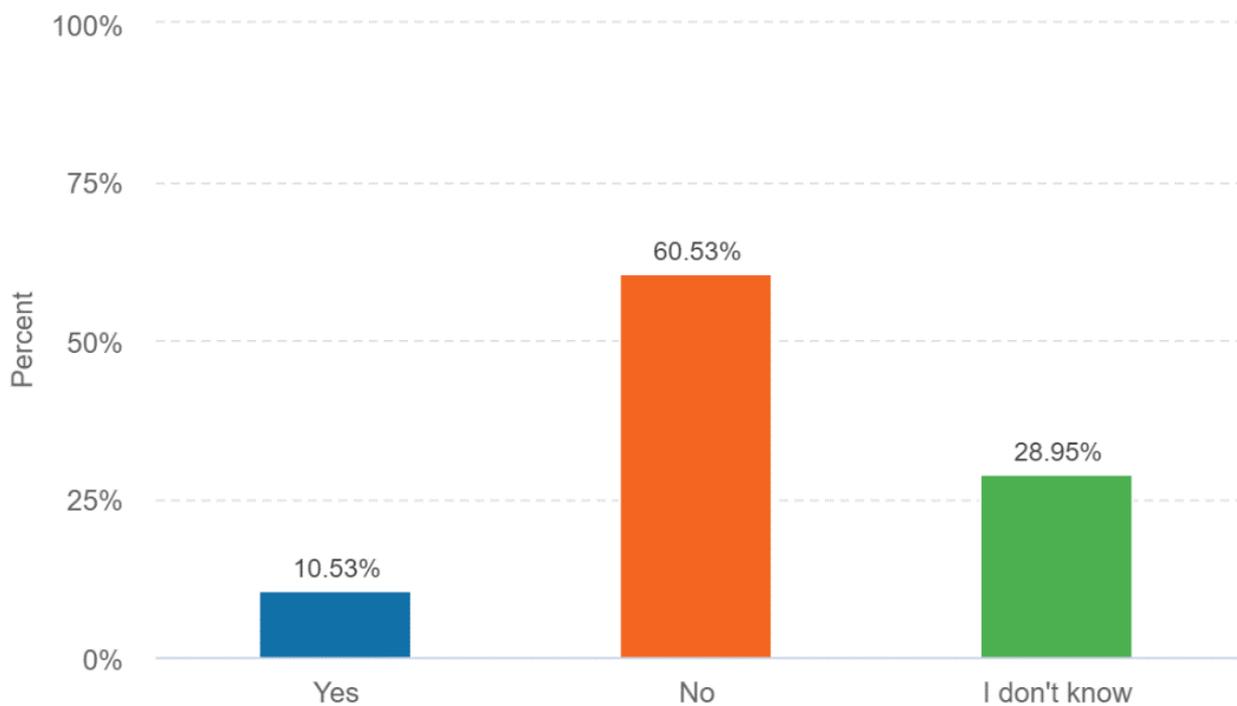
Half of the patients felt they could not get an appointment when they wanted it.

Patient comments about the phone system

The new phone system allows for a detailed monitoring of all calls. This includes average waiting times, and enables the manager to see which services are under most demand and increase the staff ratio to cover this. If a person is more than tenth in queue a recorded message offers a call back when the queue has lessened.

However, 60% of the survey and interviewed respondents said they had seen no improvement to the telephone wait time. Healthwatch North Somerset are committed to listening to patient concerns and will continue to monitor this via patient feedback.

Do you think the telephone service has improved in the last 6 months?



Patient comments were mixed

“Never seems to work”, “They never answer, or it takes a long time”, “It seems as though generally it is easier to make appointments and does not take as long.”

“The technology has changed but it’s not an improvement”, “The rudeness of staff makes it a thoroughly miserable and stressful experience”, “The phone system has improved by telling you what number you are in the queue, but still can take a long time to get appointments.”

Patient comments about the making appointments at reception

From our interviews and survey results, 64% of comments concerning reception staff were positive:

“When I’ve had to come in staff have been helpful and pleasant”, “The staff are always lovely.” “The receptionists are always kind and lovely. They are extremely chatty.” “Receptionist very kind and ‘gets on’ with everyone.” “They are polite and helpful.”

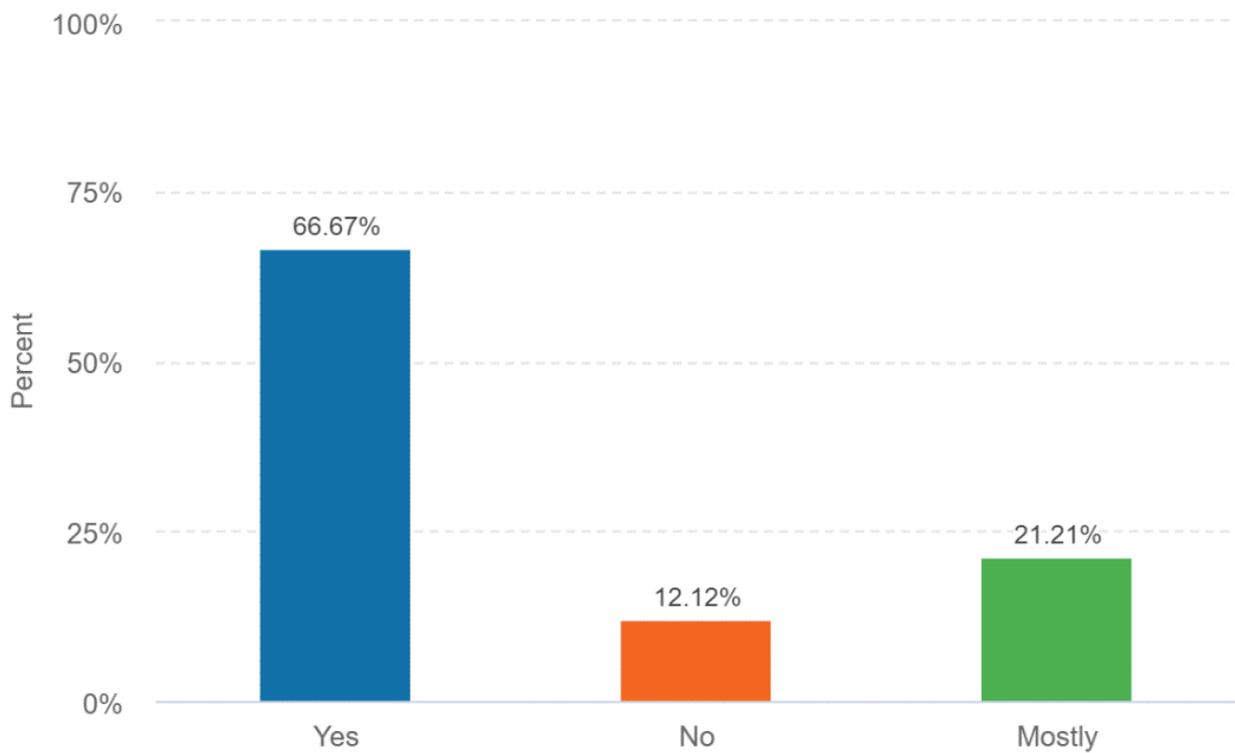
Patient comments on seeing a professional and meeting patients’ needs

Over two thirds of the patients we talked to were able to see the professional that they wanted.

“When you get called in the nurses and doctors had big smiles and seemed really friendly”.

Most patients felt their needs had been met by the clinicians.

Did the professional meet your needs?



“My son needed more care and ended up in hospital but the doctor we saw at the time was incredibly kind and gave excellent care”.

But not everyone agreed: “I was supposed to be referred to the hospital for scan...2 weeks later I had to get another appointment as the referral did not go through...2 weeks later and I am still waiting in pain”.

Patient comments on getting medication and repeat prescriptions

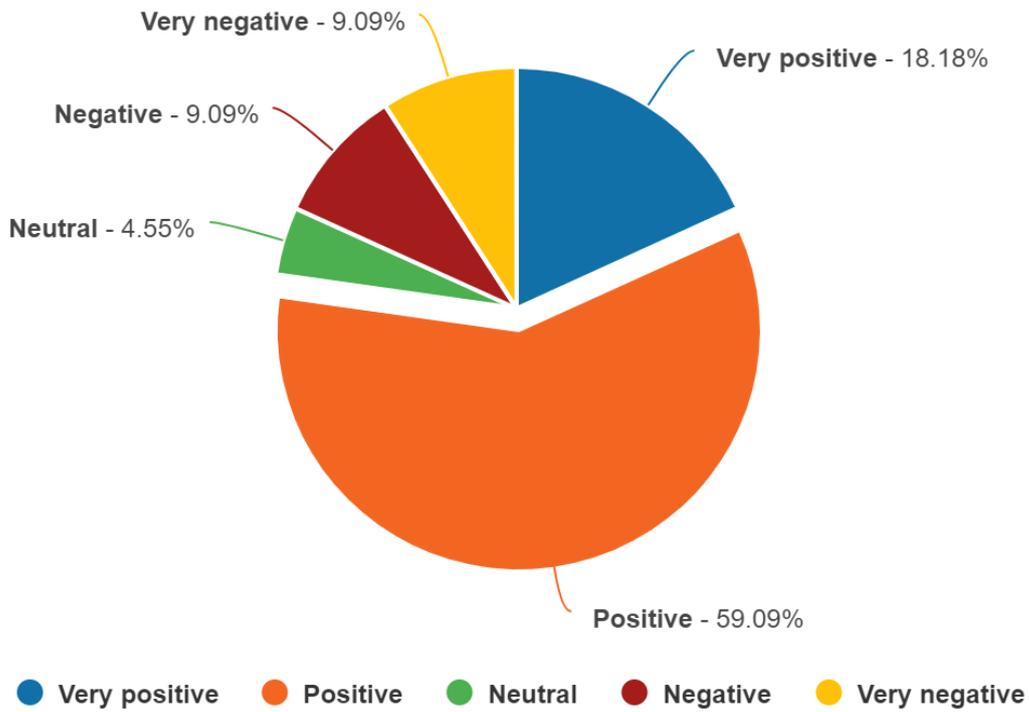
78% of the survey and interview participants had taken medication prescribed by the surgery and half felt that the communication between the surgery and the pharmacy was both correct and easy.

Patient comments on home visits and referrals

75% of patients that we surveyed or talked to regarding home visits felt that these were satisfactory.

Nearly two thirds of the surveyed patients had experienced a referral and over 78% were “positive” or “very positive” about this.

If yes, how was your experience with the referral?



Observations and findings

The Enter and View Representatives observed the following:

Building condition

There is a designated parking area that includes visible spaces for disabled patient use. There is a bus stop nearby, and this is a short but manageable distance. There was signage to the toilets including for disabled patients, but these were situated out of sight and in an unlit hallway. The signage for baby changing facilities were in small print. The building looks new and is in good overall condition with clean and modern fixtures and fittings.

Patient comment: "It is nice having the surgery in the community centre because it feels welcoming and active".

Reception area

There is clear welcoming signage in the foyer and someone permanently on reception duty. The reception area is mobility accessible, and a wheelchair user was observed managing the access to the building. There is small, signed guidance for patients to inform the surgery of their arrival. Additionally there is a digital check in screen available. There was a queue at the time of the observation.

Private conversations can be heard between reception staff and patients by other people in the queue. During the visit a patient gave advice to another patient having overheard the conversation with the receptionist.

The reception desk is at a low height which is both friendly and accessible to wheelchair users. Waiting times are not displayed.

Waiting room

The seating was on plastic chairs with no arms for a patient to raise themselves. The seating was in rows and the area felt slightly cramped. The waiting area is carpeted and in good condition, there was minimal noise and no music. Patients are called into their appointment by the clinician, there is no TV style or ticker tape notification.

Information boards/leaflets

The mission statement, health and social care information and mental health service guidance are displayed and up to date. The Patient Participation Group (PPG) is not advertised, and 'Friends and Family' information could not be seen. Chaperone request information is displayed. There appeared to be no

comments box available for patients. Translation services were displayed. There was no carers board, no 'you said, we did' update, and no information in other formats or advice regarding making an online appointment.

Good practice

The staff were observed as friendly and welcoming. There was hand gel was available. There was easy access for patients to the treatment rooms.

Out of hours

The surgery website and recorded telephone message directs patients to NHS 111 provided by Severnside Integrated Urgent Care Service for urgent care for people when the surgery is not open. Additionally, there is signposting to local A&E departments in Bristol and Taunton and to Clevedon Minor Injuries Unit.

Review of the practice website

The website construction and maintenance are outsourced, and they have received no complaints concerning it. The homepage clearly features a contact telephone number and the practice address. There remains information about possible disruption following the telephone system installation. The homepage features responsive drop-down boxes with links to guidance for self-care, appointments, repeat prescriptions and out-of-hours services. There is extensive health information, links to clinics, services and policy and a clear feedback process. Fact sheets are available for non-English speakers in 19 alternative languages. There is no Easy Read option displayed. The Care Quality Commission rating is displayed, and the report is clearly linked. Overall, the website is clear and easy to navigate.

Results from our survey

Healthwatch created and offered an online survey replicating the questions that patients were asked during the visit. The survey was open for 23 days between 16th November 2022 and 8th December 2022 and advertised at the surgery, on the Healthwatch website and shared across stakeholder networks.

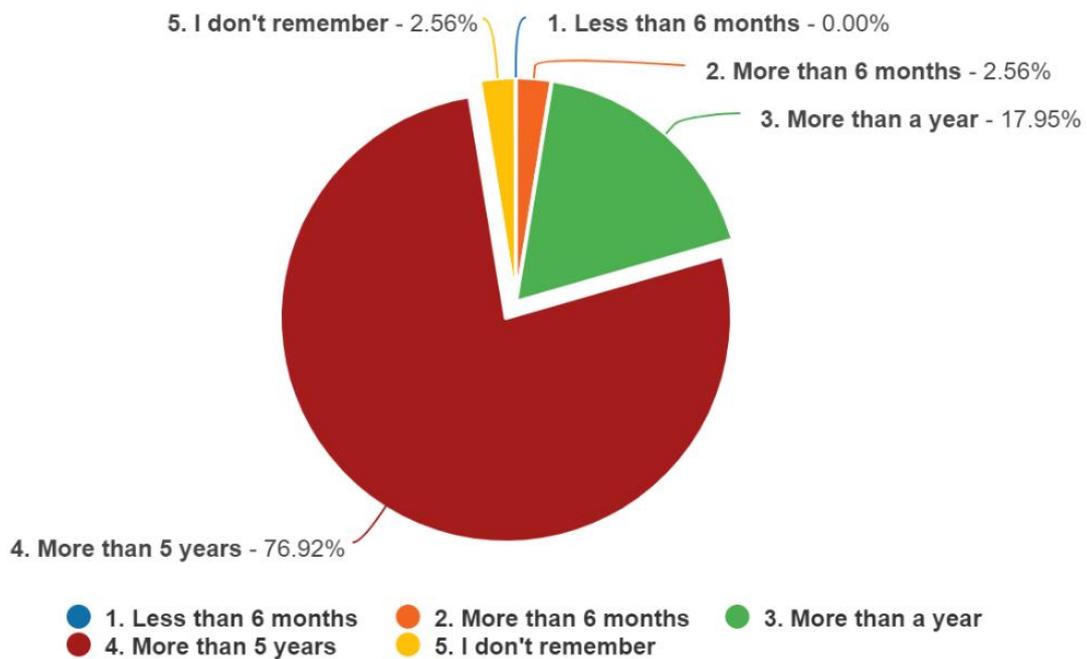
It attracted 39 responses including those that Healthwatch collected at the surgery – 36% of those who responded were Horizon patients, and 64% were patients at Graham Road.

The following graphs illustrate responses from patients across both Graham Road and Horizon Health Centre practices

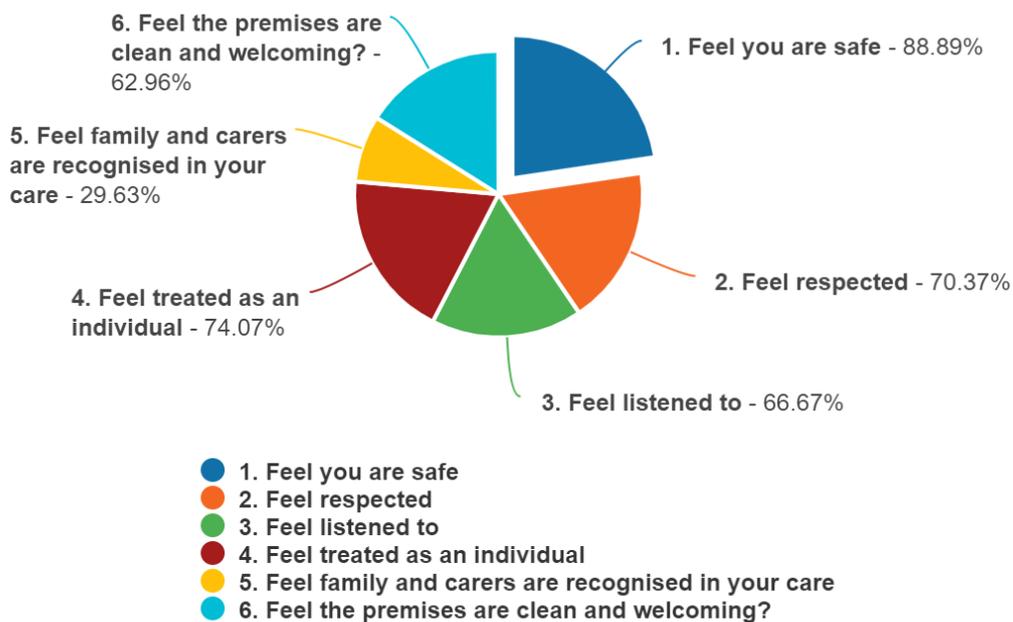
The majority of patients who responded had been registered with the surgery for more than five years.

Most patients said they felt safe, respected and listened to.

How long have you been a patient at your surgery?



When you use your GP surgery do you:



Recommendations

Healthwatch regulations stipulate that service providers and commissioners have a duty to respond to local Healthwatch reports and recommendations within 20 working days, in writing, to acknowledge receipt and to explain what action they intend to take; or if they do not intend to act, they must explain why. (Health and Social Care Act 2012: Addendum to summary report: issues relating to local Healthwatch regulations).

Healthwatch North Somerset recommends the following based on the Enter and View Representatives' observations and feedback received from the public in North Somerset.

We believe the following recommendations to be achievable, affordable and evidence based.

Evidence based recommendations

- It is recommended that additional staff should be available to add cover to the reception desk in order to avoid patients having unnecessarily long waits while queueing. Pier Health Group said: "since you visited we had recruited 3 new receptionists. 2 started in Feb 2023 and 1 in March, an additional full timer is due to start in May this year as well."
- We recommend the provision of seating near the desk for those unable to stand at length.
- We recommend Pier Health Group review and monitor the telephone appointment system to ensure the continuation of service improvement in this area. Pier Health Group said: "we are in process of getting of the getting the calling system sorted".

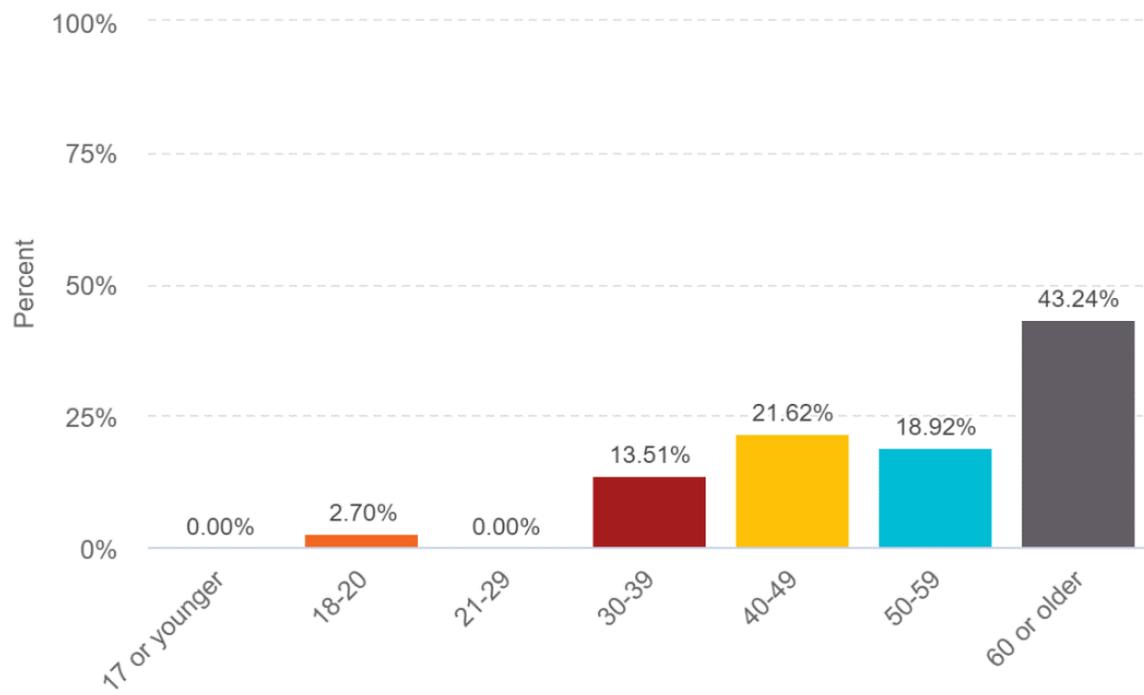
Recommendations based on observation

- We recommend that notice boards clearly display recent, relevant patient information about the PPG, for carers, 'Friends and Family', 'you said, we did' and how to use askmyGP.
- We recommend that the layout of the seating area in the waiting room is redesigned for ease of patient mobility.
- We recommend the provision of a variety of seating with some armed chairs to assist patients with mobility issues. Pier Health Group said: "2 New chairs with arms have also been ordered and will be placed in the waiting room once they are received."

Who we spoke to

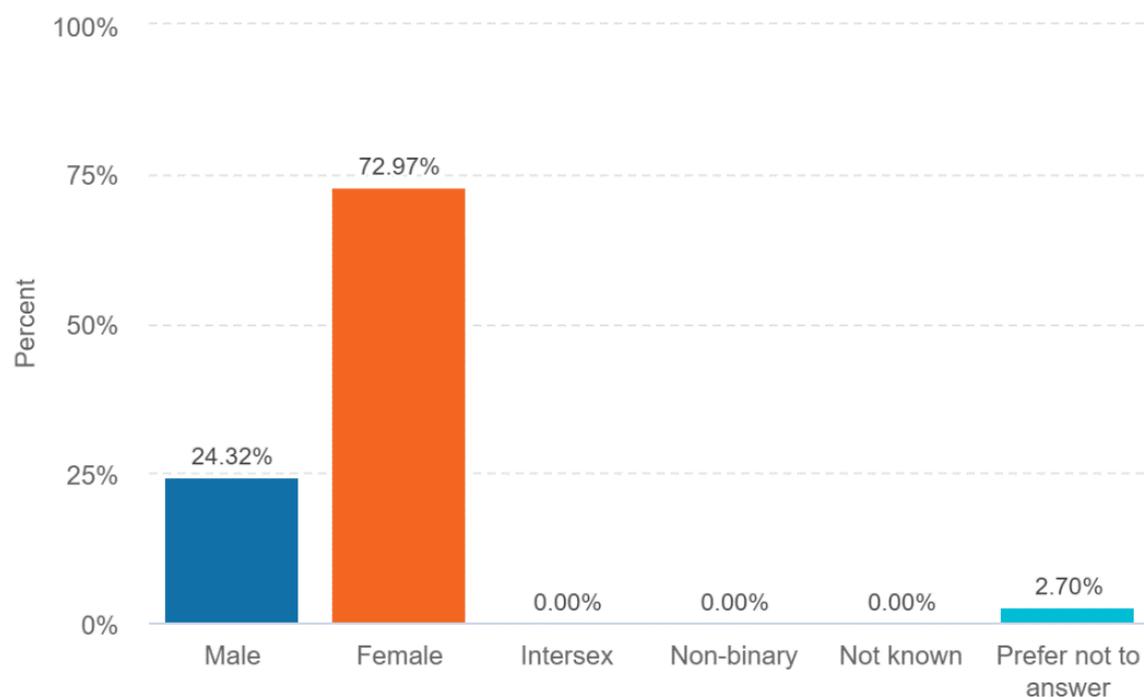
Age

How old are you?



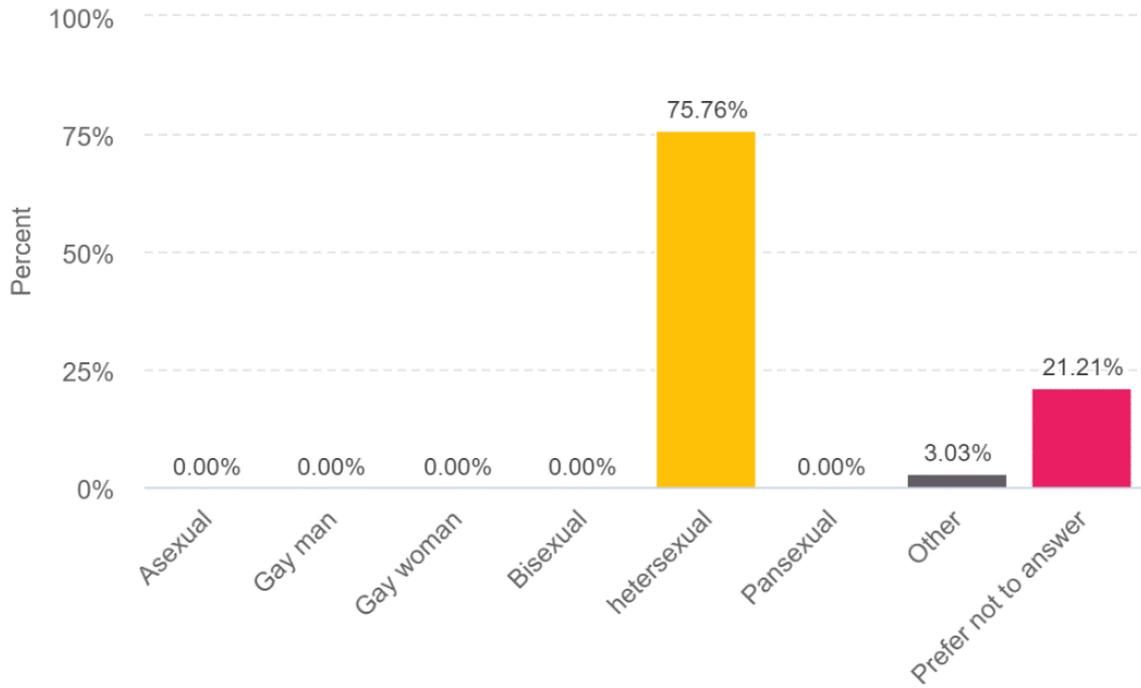
Gender

What is your gender?



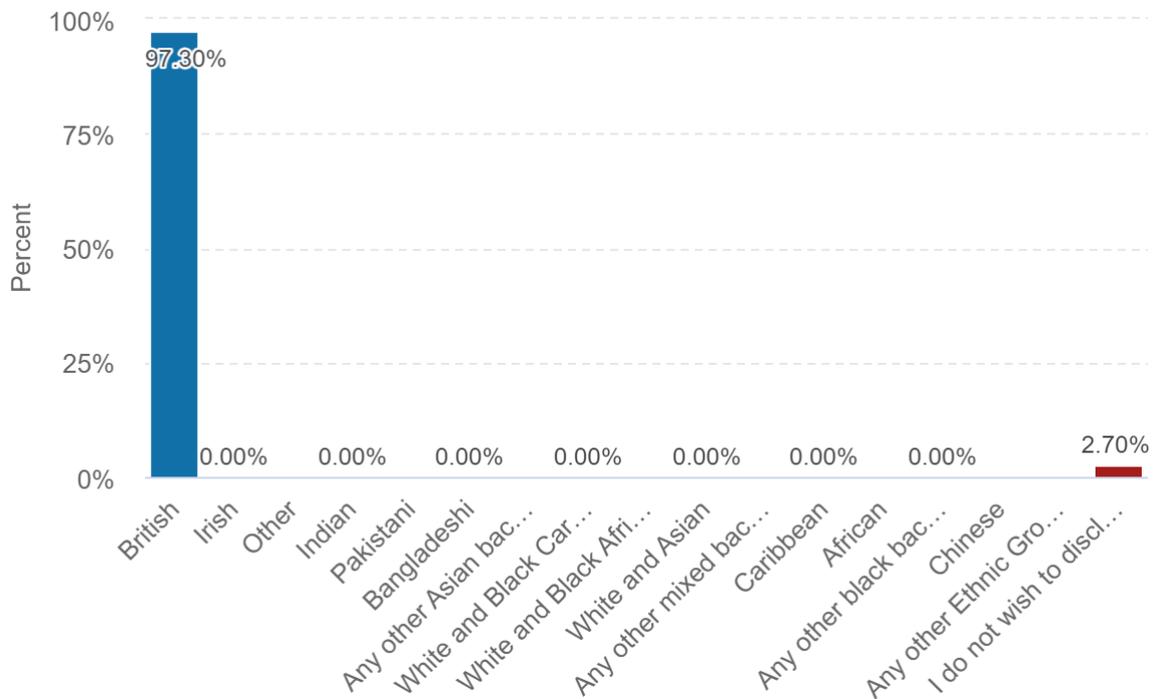
Sexual orientation

What is your sexual orientation?



Ethnicity

How do you describe your ethnicity?

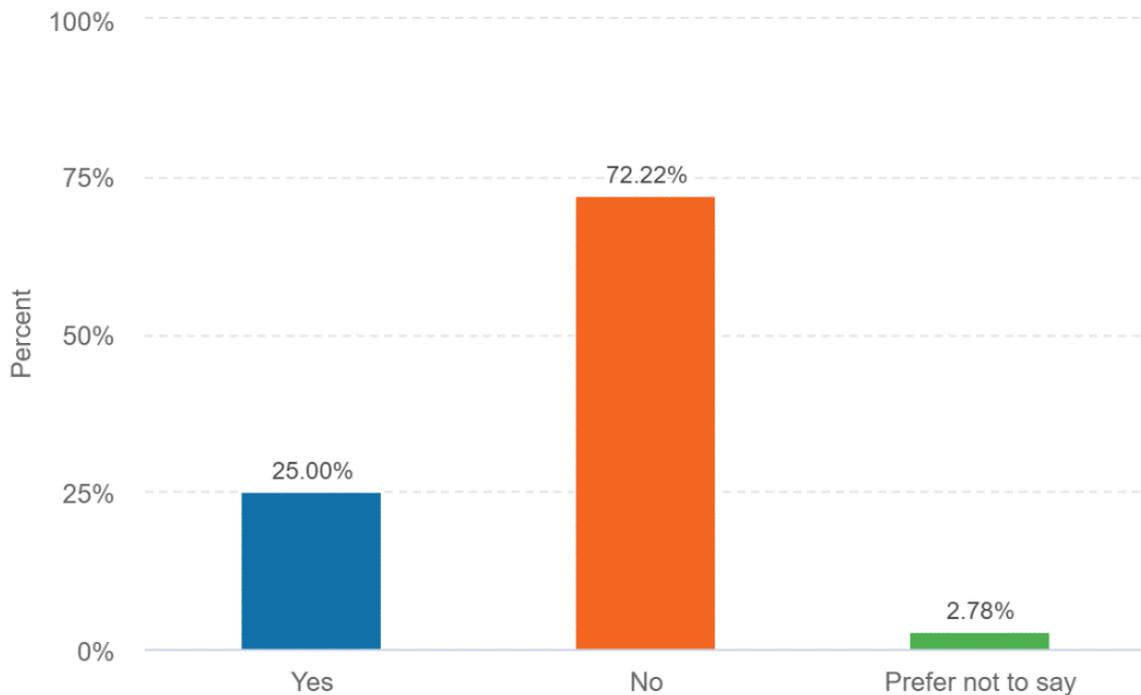


Religion

50% Christian, 48% preferred not to say and 1% pagan.

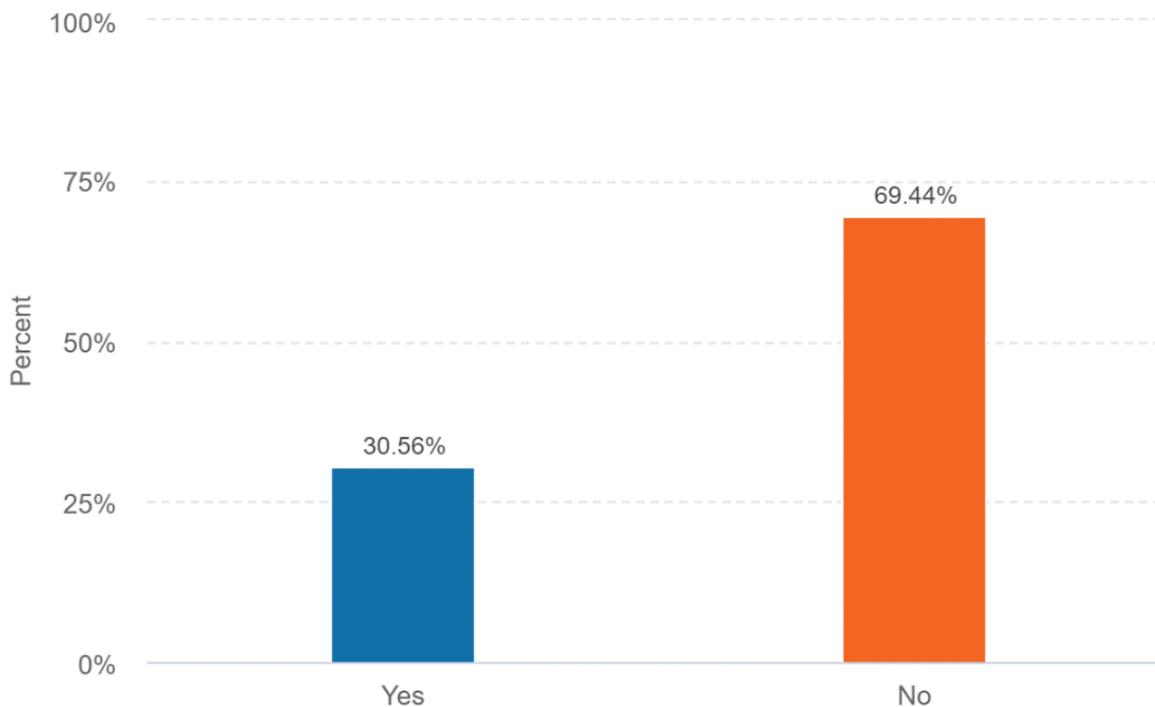
Disability

Do you consider yourself to be a disabled person?



Carers

Are you a carer?



Provider Response

Dr John Heather, Clinical Director, Pier Health Group

Brandie Deignan, Chief Executive Officer, Pier Health Group

We are grateful for the recommendations provided by Healthwatch and the comments from all who were a part of this report. Pier Health Group Limited has:

1. Reflected on the information shared with us in this report.
2. Will ensure we prioritise the improvements recommended and measure these as we go on this journey.
3. Will show a clear learning culture from the recommendations and strive to action these, to allow for an improved patient experience.
4. Will continue to work with all our partners to ensure the services we offer are as accessible and high quality as possible.

About Healthwatch North Somerset

Healthwatch North Somerset is the local independent voice for health and social care services. We work with local people to improve services for people who live, or access services in North Somerset, gathering local views and experiences and acting on them to make local services better, now and in the future.

Healthwatch North Somerset's statutory function and remit, which is laid out in The Health and Social Care Act 2012, is to provide a voice for people who use health and adult social care services, by:

Influencing

- Giving people an opportunity to have a say about their local health and social care services, including those whose voice isn't usually heard.
- Taking public views to the people who make decisions – including having a representative on the Health and Wellbeing Board.
- Feeding issues back to government via Healthwatch England and the Care Quality Commission (CQC).

Signposting

- Providing information about health and social care services in the local area.
- Advising people on where to go for specialist help or information (signposting).
- Helping people make choices and decisions about their care.
- Working closely with other groups and organisations in the local area.

Enter and View

To enable Healthwatch North Somerset to gather the information it needs about services, there are times when it is appropriate for Healthwatch North Somerset staff and volunteers to see and hear for themselves how those services are provided. That is why the government has introduced duties on certain commissioners and providers of health and social care services (with some exceptions) to allow authorised Healthwatch representatives to enter premises that service providers own or control to observe the nature and quality of those services.

Healthwatch North Somerset Enter and Views are not part of a formal inspection process, nor are they any form of audit. Rather, they are a way for Healthwatch North Somerset to gain a better understanding of local health and social care services by seeing them in operation. Healthwatch North Somerset Enter and View Authorised Representatives are not required to have any prior in-depth knowledge about a service before they visit. Their role is to observe the service, talk to service users and staff if appropriate, and make comments and recommendations based on their subjective observations and impressions in the form of a report.

Legislation allows 'Enter and View' activity to be undertaken regarding the following organisations or persons:

- NHS Trusts
- Local Authorities
- Community care providers.
- a person providing primary medical services (e.g. GPs)
- a person providing primary dental services (i.e. dentists)
- a person providing primary ophthalmic services (i.e. opticians)
- a person providing pharmaceutical services (e.g. community pharmacists)
- a person who owns or controls premises where ophthalmic and pharmaceutical services are provided
- Bodies or institutions which are contracted by Local Authorities or the NHS to provide health or care services (e.g. adult social care homes and day-care centres)

Key benefits of Enter and View

To encourage, support, recommend and influence service improvement by:

- Capturing and reflecting the views of service users who often go unheard, e.g. care home residents.
- Offering service users an independent, trusted party (lay person) with whom they feel comfortable sharing experiences.
- Engaging carers and relatives.
- Identifying and sharing 'best practice', e.g. activities that work well.
- Keeping 'quality of life' matters firmly on the agenda.
- Encouraging providers to engage with local Healthwatch as a 'critical friend', outside of formal inspection.
- Gathering evidence at the point of service delivery, to add to a wider understanding of how services are delivered to local people.
- Supporting the local Healthwatch remit to help ensure that the views and feedback from service users and carers play an integral part in local commissioning.

Relevant legislation

- The Local Authorities (Public Health Functions and entry to Premises by Local Healthwatch Representatives) Regulations 2013. (18 February 2013).
- The arrangements to be made by Relevant Bodies in Respect of Local Healthwatch Regulations 2013. (28 March 2013).
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- The arrangements to be made by Relevant Bodies in Respect of Local Healthwatch Regulations 2013. (28 March 2013).



healthwatch

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