



Enter & View Report

Golborne Medical – West Ten GPs
December 2023

This report relates only to the service viewed at the time of the visit and is only representative of the views of the staff and patients who met members of the Enter & View Team on that date.

healthwatch
Kensington and
Chelsea

Contents

About	2
Introduction	3
Methodology	5
Overview	6
Observations.....	7
Patient feedback	8
Staff feedback.....	11
Recommendations	12
Provider response	13

About

Golborne Medical – West Ten GPs

12 Golborne Road,
London W10 5PE

Tel: 0208 969 7777

Note: The practice plans to move around mid-2024 to a new larger premises on Kensal Road, approximately 350 yards away from its current location. Patient involvement and engagement activities are currently being held to discuss the moving plans. The findings from the Enter & View visit will be discussed in context of the planned move.

Practice Manager:

Michelle Ahchay

Date and Time of Enter & View Visit:

7 December 2023

12:00–3:00PM

Healthwatch Kensington & Chelsea Authorised Representatives:

Ruth Daniel (Engagement & Volunteer Coordinator)

Anna Velkova (Volunteer)

Shamoly Aaron (Volunteer)

Victoria Borwick (Volunteer)

Introduction

At Healthwatch Kensington Chelsea, our mission is to collect the perspectives and experiences of residents and patients, particularly those whose voices are often overlooked. We aim to provide service users with a platform to have their voices heard and be involved in improving services.

Healthwatch has a statutory function to conduct Enter & View visits of health and social care services. The goal of an Enter & View is to gather feedback and insights from patients and staff, while also observing the service environment. We look at the accessibility of the service, identifying any challenges that patients, especially those who are vulnerable or have disabilities, may encounter when visiting the healthcare service. We also speak with patients and staff about the service, identifying what is working well and areas that can be improved. We typically schedule another visit within six months to one year to assess the progress of any improvements.

All Enter & View visits are conducted by authorised representatives, including Healthwatch staff and trained volunteers, who have the authority to visit health and social care facilities, either announced or unannounced.

During our series of Enter & View visits in 2023, Healthwatch Kensington & Chelsea visited three GP surgeries in Kensington & Chelsea. We conducted an announced visit to Golborne Medical – West Ten GPs on 7 December 2023. During this visit, our team gathered feedback from both patients and staff, and conducted observations of the clinic, which formed the basis of this report. The report highlights areas of good practice as well as potential areas for improvement.

As an independent organisation, Healthwatch Kensington & Chelsea does not make judgments or express personal opinions. Instead, we rely on our trained authorised Healthwatch representatives' observations of the environment and the feedback they receive from patients and staff. The report is shared with the practice manager to provide them with an opportunity to respond before it is published on the Healthwatch Kensington & Chelsea website at www.healthwatchrbkc.org.uk. The report will be shared with the Care Quality Commission, Healthwatch England, and any other relevant organisations and stakeholders.

Healthwatch Kensington & Chelsea would like to thank management, staff and patients for taking the time to speak to us during the vis

Methodology

During the announced visit, four authorised Enter and View representatives, including volunteers and a staff member, gathered feedback from nine patients and three members of staff at Golborne Medical – West Ten GPs.

We developed questionnaires for the practice manager, staff, and patients, to be handed out during our visit to the practice. We asked staff members about their perspectives on service provision, appointment management, communication, staffing levels, support and training. We spoke with patients about their experiences with the service, including what was working well and what could be improved.

During the visit, the authorised representatives from Healthwatch Kensington & Chelsea, including staff and volunteers, collected their own observations of the internal and external environment of the surgery, taking note of factors such as appearance, accessibility and staff interactions.

To ensure confidentiality and anonymity of respondents, all names, pronouns, and identifiable details have been removed from the report.



Overview

Golborne Medical – West Ten GPs serves a diverse patient population, with patients from a range of ethnic and racial, migrant, and socioeconomic backgrounds in Kensington and Chelsea.

We included demographic questions in our Enter & View questionnaire for patients. Across the patients that we spoke to during our visit, there was a range of genders, ages, and ethnic backgrounds, though all patients could speak English and didn't require interpreter services for their appointments. 4 of the 9 patients stated that they had a disability.

The practice offers patients access to GPs and other healthcare professionals, with 100 clinical appointments per 1000 patients available per week. Patients can make appointments by phone, online and in person, with options for telephone, e-Consult and face-to-face consultations. Patients can request accessibility accommodations for their appointments, including interpreter services, hearing loops and British Sign Language.

Besides the routine GP, the practice offers various in-house clinics and services, including smoking cessation, children's health checks, over 65s care planning, mother & baby clinics, physiotherapy, CBT mindfulness, among others. They also offer Saturday nursing appointments for various screenings and check-ups.

The practice has announced its plans to relocate to 175–177 Kensal Road, W10 5BJ, to a much larger premises in a new building. The practice plans to continue operating as it has been, but with additional clinic space, consultation and treatment rooms, and a community space for various initiatives and programming. They have a Patient Participation Group dedicated to supporting the surgery in its new location, and have developed various community involvement activities such as community art projects and volunteering opportunities.

Observations

External conditions and facilities

The surgery is located on Golborne Road, next to the Golborne Medical Centre. In terms of the external conditions, the Healthwatch representatives noted that the building façade looks slightly worn and dated, though we recognised that the surgery is set to move to a newer building in mid-2024. Outside, physical accessibility was satisfactory, with dropped curbs, ramps and disabled parking. However, Healthwatch representatives noticed that the front door was not automatic and was quite heavy to push open, with a patient in a push chair struggling to open the door on their own.

Internal environment, waiting area and reception

The reception and waiting environment were satisfactory and clean. There were toilets between the two surgeries, and hand sanitisers were available in the waiting area. Staff in the reception area were approachable and friendly. However, Healthwatch representatives observed that there was no confidentiality or privacy in the reception; others could hear what staff were saying to patients at the reception.

There were clear notice boards with information, signposting and various support resources, though some of the information was not up-to-date and there were no flyers or posters regarding the surgery's plans to relocate this year. Additionally, the digital information screen was not working on the day that the Healthwatch representatives visited.

Importantly, the representatives also noted that there was no hearing loop available in the practice.

Patient involvement and engagement

The practice has made significant efforts to involve and engage patients and the public. It has a Patient Participation Group that meets for 70 minutes every 6-8 weeks, in-person and online, to help develop the work of the surgery and support the plans to move. There is a box for feedback and complaints in the reception area. They have also advertised several community engagement events and initiatives.

Patient feedback

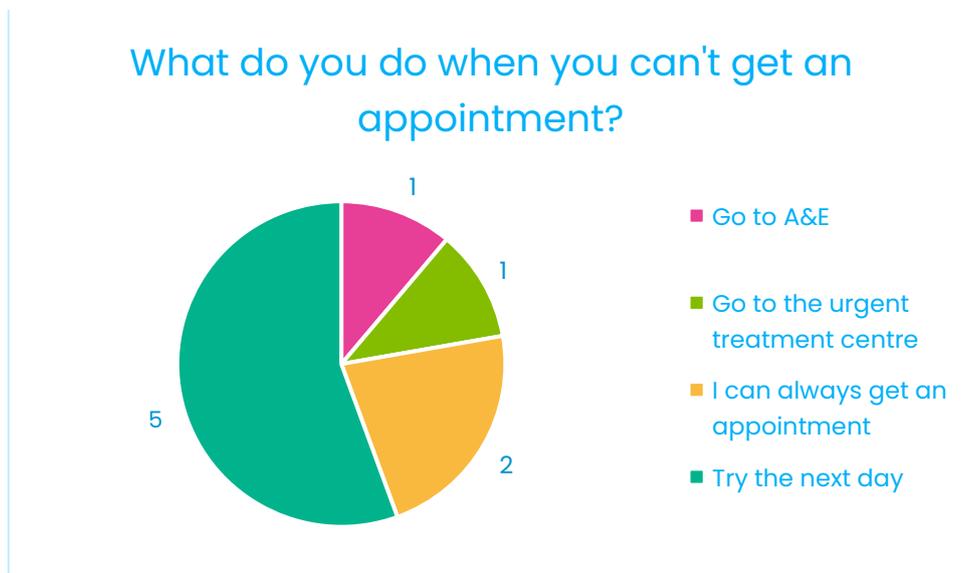
Appointments

Among the nine patients we spoke to, nearly all made their appointments by phone, with only one patient making the appointment in person.



The majority of patients said that it was “easy” to make an appointment. 2 patients had previously used PATCHS to book an appointment and described the process as quick and easy. The majority of patients who phoned the clinic to book an appointment said that they were normally able to get their preferred appointment time, with nearly all patients saying that they either got same day appointments or an appointment scheduled within 48 hours.

Over half of the patients we spoke to said that, in situations where they couldn’t get an appointment, they would try again the next day.



Nearly all respondents said that they could book with their GP of choice, had enough time with the GP and could speak about more than one problem with the GP.

Information, advice and social prescribing

All nine of the patients we spoke with during our Enter & View visit expressed positive feedback about the staff at the Golborne Medical Centre – West Ten GPs. They described the staff, including reception staff and healthcare professionals as nice, helpful, friendly and easy to communicate with.

We asked patients several questions about social prescribing, information and signposting services at the GP. Four patients said that the staff, nurses and GPs at the practice have told them about or linked them up with local organisations and community-based services to support their care and wellbeing needs. There were mixed responses regarding information being made available through leaflets, posters and various signposting in the waiting areas. Several patients said that there weren't enough resources available, and they weren't as regularly updated or as comprehensive as they could be.

Accessibility

We didn't find any substantial issues regarding accessibility of the service. 4 of the patients we spoke to stated that they had a disability, but they had no major issues in terms of accessibility of the GP clinic. None of the patients we spoke to needed language interpretation support or hearing support. One patient with mobility issues highlighted that the doors of the clinic were heavy and hard to get through for people

with physical disabilities, aligning with some of the Healthwatch representatives' observations.

One patient we spoke to said that they had visual impairments and were being involved in the consultations preparing for the clinic's move in mid-2024 to ensure accessibility of the new premises.

Suggestions for improvement

We asked patients how the service could be improved. We heard the following from several patients:

"More doctors so there's less waiting time for an appointment."

"It's difficult to book an appointment. If you walk in after 12 you aren't able to make an appointment. I had to come in person and reception helped me to complete the booking process."

"Increase privacy in the waiting area. Also there should be children's play areas, and disabled and separate male/female toilets."

"They should continue involving patients to make sure that the new clinic space is accessible, appropriate and tailored to diverse patients' needs."

Staff feedback

Prior to the Enter & View visit at Golborne Medical Centre – West Ten GPs, we had collected a questionnaire survey response from the Practice Manager. During the visit, the Healthwatch representatives collected responses from two staff members at the clinic.

The staff indicated that there have been no significant changes since the COVID-19 pandemic, except a small increase in staffing levels; increased flexibility in terms of scheduling appointments and staff working arrangements; and increased focus on health promotion and prevention, including outreach clinics in community settings. Since the pandemic, the work has been more varied and the clinic has observed an improvement in patient satisfaction according to survey responses.

The staff members described their responsibilities, workload and overall service positively, saying that they had enough time to deal with each patient, the reception, administrative duties and triage run smoothly, and they believe the current appointment system is working well. One staff member highlighted:

“Having excellent junior doctors really adds value to the team; we have more flexibility and time for older patients and more complex needs.”

All staff members confirmed that they have received the mandatory training, and all training is up to date.

Recommendations

We recognise that the Golborne Medical – West Ten GPs will be moving locations in mid-2024. Therefore, we have developed recommendations based on our Healthwatch representatives' observations and discussions with patients for the service to consider for its upcoming move.

1. Consider physical accessibility of the space, such as step-free access, disabled parking, automatic doors, and disabled toilets, as well as other accommodations including a children's play area.
2. Install a hearing loop and ensure that patients are made aware that hearing loops are available prior to and during their visit.
3. Ensure that there is an area in the reception area where staff can speak privately to patients, without being overhead by other patients in the waiting area.
4. Regularly update and diversify the signposting, information and advice resources, including flyers, posters and digital communication materials. Make sure that patients are connected with community organisations and local services where appropriate, including the community centre and facilities located within the new premises.
5. Ensure that all patients are informed about the move to the new premises and ensure that the transition to the new clinic is smooth, with particular attention to vulnerable patients such as those who are digitally excluded, do not speak or read English, and have disabilities. Diversify communication methods to ensure that all patients are included and well informed, and make sure that the clinic is getting feedback from people confirming that they have received and understood messaging about the relocation. Put up clear posters and flyers about the relocation in the waiting area, and notify patients during their visits.
6. Continue engaging with patients and residents through PPGs, public meetings and collaboration with community organisations to collect people's input and perspectives about the move and new premises.

Provider response

Feedback received from Golborne Medical West Ten GPs in response to the recommendations we provided:

- **Physical Accessibility:** The NHS Project Manager is overseeing the new Surgery is addressing all aspects of physical accessibility, including step-free access, disabled parking, automatic doors, and disabled toilets. While disabled parking may pose a challenge as it's controlled by RBKC, we will request consideration from the council.
- **Hearing Loop Installation:** there is currently no hearing loop available in the practice. But one will be purchased for the New Surgery,
- **Private Speaking Area:** They have plans for a quiet room where staff can speak to patients privately. Additionally, they are ensuring sufficient space between the reception area and waiting area to prevent overhearing.
- **Signposting and Information Resources:** They will enhance digital communication to provide more information. Due to limited space in the current reception area, they will explore alternative options to display information effectively.
- **Smooth Transition to New Premises:** They primarily use text and email for communication but will incorporate postal notifications once a clear relocation date is established. Posters will be displayed to inform patients about the relocation.
- **Patient Engagement:** They already engage with patients and residents regularly through PPGs, public meetings, and collaboration with community organisations to gather input and perspectives about the move and new premises.