



Quality Checker Visit Report

Name of premises: Salisbury Medical Practice

Date of visit: 10th May 2018

Quality Checkers' Report



Wiltshire People First
Independent Living Centre
St George's Road
Semington
Wiltshire
BA14 6JQ

WPF Quality Checkers- Visit Report



Date of Visit: Thursday 10th May 2018



Names of Quality Checkers visiting:

Symon Targett
Niko Massouras



Name of Wiltshire People First supporter(s):

Alison Turner
Chas Lilystone (HWW Volunteer)



Name of Service Visited:

Salisbury Medical Practice



Address of Service Visited:

Fisherton House, Fountain Way, Wilton Road, Salisbury, SP2 9FD.



About the Service: *Facts*

What does it do?

GP Surgery, Own Out Of hours Service, 2 theatres

Who is it for?

Salisbury Residents including 20 Care Homes in the area

How many people use the service?

22,500 patients



Purpose of visit: Why did you visit?

As part of the Wiltshire & Swindon Transforming Care Partnership Plan. The Quality Checkers' visit aim was to look at provision for adults with Learning Difficulties and/ or Autism or Challenging Behaviours who use general NHS services and specialist health and care provision.



How was the visit conducted:



Did they know you were coming?

Yes



How many people were in the team visiting?

4

How many were Volunteer Quality Checkers?

2

How many WPF support staff attended?

1 plus 1 Healthwatch Wiltshire Volunteer



How long did you spend looking around?

2.5 hours



Did you speak to Users – if so, how long did you spend talking to them?

3 mins



Did you speak to Staff – if so, how long did you spend talking to them?

Yes

1 hour 40 mins



Did you visit during meal times – did you see Users eating?

N/A



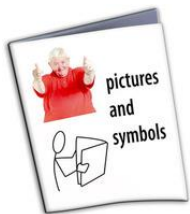
Did you see Users doing any organised activities?

N/A



Observations and Findings: *What did you find out from your visit – relating to the following key issues: Please say yes/no and give examples of evidence to support your observation.*

Section 1 Welcoming



Is the service accessible to people with Learning Difficulties? *Say how you know this – e.g. easy read plans, building accessible – ramps and lifts, doors wide, accessible toilet/bathrooms?*

Yes



No



Yes

This modern building has 2 main entrances opposite each other with wide automatic doors making it easy to access the surgery from both sides of the building.

There is also a large car park to front of the building providing ample free parking for patients together with parking bays for disabled drivers with level access to the building.

The glass of the doors has safety dots to warn people not to walk into them.

As you enter there is a reception desk on the right and to the left there is a large waiting area with comfortable, brightly coloured chairs and a cafe which creates a more informal atmosphere. Beyond the cafe is a pharmacy and on the first floor is a dental surgery.

Behind the reception desk were 2 members of staff easily identifiable by name badges and their uniform. The reception desk has a part which is lowered making it easy for those in a wheelchair to speak to the receptionist.

Everything is spaced out carefully so that it is easy to walk around or use a wheelchair or a walker.

There is a lift at one end of the building to all levels, but also 2 wide stairs with handrails.

Wide corridors make all parts of the building accessible.

Toilets including 2 unisex toilets and 1 disabled toilet/ mother and baby changing room were available on both floors. The disabled toilet has an easy read toilet sign on the door and easy read instructions on the inside of the door about how to wash your hands. It is also a toilet designed for people with dementia with certain colours used to help people with this condition.

A floor plan of the building is located to the right of the main entrance, but it is quite complex.

A hearing loop system is available if required.

Finally, there is a place where your blood pressure can be taken using a machine.



Were the staff welcoming and friendly?
Did they understand the needs of users with a learning difficulty? Give examples:

The staff were very friendly and welcoming. They were happy to show us around.

Easy reads were available including what to do if you are ill or providing information about the flu jab.

Patients with learning Disabilities who are new to the practice will have their needs assessed. A way forward is negotiated with the patient in terms of how to address these issues. The input of supporters is drawn on as part of this process.

We were told that this information is stored on the computer system which will then flag up information to doctors or call handlers who will then make reasonable adjustments such as allowing more time for the appointment or the call.

Yes No



Is information, including appointment times, displayed in a format that is accessible?

Yes

No

Say below how you know this – e.g. easy read info on notice boards?

Two touch screens were available to sign in and then patients wait until the doctors arrive and call their name. Alternatively, patients can sign in at reception.

Patients can remain with the same GP if they wish or make appointments with staff they are used to seeing to promote continuity.

To the left of the main entrance there is a large Health and Wellbeing notice board displaying posters and leaflets about various health topics. Some easy read leaflets were displayed in the waiting room including one about Dementia, but more were available on request.

A large TV screen was giving out information about the service on a loop such as opening times of other branches of the surgery as well as general information about issues such as Smoking and Diabetes. Most of the text was large enough to be readable.

Everything was explained clearly.

A box for repeat prescriptions was situated next to the reception desk.



What was good? What was good about the place you visited – would you be happy to live/use this service? E.g. were the staff friendly and polite, cheerful?

Staff were very polite, friendly and welcoming including the GP, the Business Development Manager, the Communications, Engagement and Social Prescribing Lead, and the receptionists. All staff were very helpful and informative answering questions well.

Generally it is clear how to sign in and where to wait.

Much information was available in the main waiting area displayed on the Health and Wellbeing notice board and another board Signposting Services.

The reception area together with main waiting room and cafe is a bright, attractive well organised space with an informal atmosphere. Artwork is displayed offering some creative touches. We were told that some of this art work was from local schools.

A wife of a patient who had an appointment for retinal screening commented 'What a difference!' and told us that this surgery was much more bright and spacious compared to the one she regularly attends.

All parts of the building were easily accessible.

The appointment system is well thought out allowing for advance bookings up to 6 weeks ahead, as well as appointments booked a few days in advance and same day urgent requests. A list of telephone calls is logged and doctors are assigned to return the calls and follow up with the required action. The surgery can receive up to 150 calls a day. TV Screens monitor calls and response times throughout the day. The surgery is looking to develop their telephone system so patients can know their position in the queue. This all takes place in a separate area to promote patient confidentiality.

There is a volunteer service to show patients how to book an appointment online. A text message is sent to confirm an appointment to reduce non attendance.

We were told that once a patient's name is entered on the computer, the system will alert staff if a person has additional needs and what specific adjustments they require.

We were told that staff are keen to expand and improve on what they are doing to help people with Learning Disabilities and different needs. They may use some of their Team Away days to develop and build on what staff already know about Learning Disability and Autism.



What needs work?

Some of the signage within the building could be a little clearer.

Make the floor plan of the building more accessible to people with a Learning Disability, Autism or Challenging Behaviour.



What are your recommendations?

Put up signs showing where the toilets and lift are located.

Make the floor plan of the building inside the main entrance more simple. Ideally, colour coding different areas of the building on the plan would make the information more accessible.

Display more easy read material in the main waiting room or provide a list of easy reads which are available on request, including an easy read leaflet giving important information about the surgery.

Although the reception area is away from the main waiting area it would be good to use a ribbon to keep those queuing to speak to the receptionist at a distance from the desk to promote the privacy of patients.

Section 2 Safety



Did you see any information that tells you about the quality of care given at the service?

If Yes, what?

8 certificates were displayed on the wall in the reception area including a Carers' Gold Plus Award - 2017.

Yes

No

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Is it clear to see who the staff members are?
 e.g. Do they wear badges or uniforms?

All staff had badges
 Some staff including the receptionists were wearing uniforms.

Yes

No



Was it clear what the security and fire procedures in the service were?
 If Yes, give example?

Fire exits were clearly marked and Fire Action Plans were displayed at various points throughout the building including at the main entrance.

The Fire Procedure was explained by staff who stated that as well as the Fire Action Plan, that there were designated Fire Marshals, gathering zones and a fire assembly point.

We were also informed that any alarm went through to the main Fire Brigade in Salisbury.

We also noticed fire extinguishers placed around the building and were told that there were regular fire evacuation practices.

In the upstairs room we were in, there was an intercom system on the wall for wheelchair users to ask for help to get out of the building.

Yes

No

All desks are set up so that staff can exit rooms easily and all desks carry an alarm so that staff can alert people if they need help.

Doors to non patient /secure areas such as consultation rooms or offices have keypads and can only be accessed by a relevant card.

Each computer when not in use is locked and can only be accessed by relevant staff with a Smart Card.



What was good? *Was there anything you noticed about safety which you thought was good?*

Fire Procedures are clearly displayed.

Fire Exits are clearly marked and wide enough to enable a quick evacuation of the building.

Provision is made for wheelchair users on the first floor to summon help, particularly at one end of the building where the lift is some distance away.

Security for staff and patients has been well thought through in terms of keypads to secure or non patient areas and smart cards to access computers.



What needs work?

Some doors with keypads had been left open, including the door on the ground floor to GP Consultation Rooms, (but this could be normal practice and this area only locked out of hours..)



What are your recommendations?

Keep doors with keypads shut if possible, e.g. door to GP Consultation Rooms on the ground floor. This seems necessary as parts of the surgery are more public spaces with a pharmacy, a dental surgery and a cafe.

Section 3 Caring and Involving



Does the service treat people with Learning Difficulties with dignity, respect and like all other people?

Yes

No

Consultation rooms have curtains to respect the dignity of all patients while they are dressing or undressing.

Beds in the consultation rooms are height adjustable.

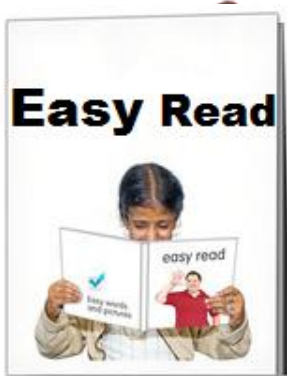
A chaperone service is available.

Telephone appointments are taken in a separate room to maintain confidentiality.



How did the staff you spoke with make you feel?

Our team felt welcomed and staff spoke clearly and answered questions, for example when giving information about the telephone service they offer. The staff showed a willingness to learn new things.



Did you see any behaviour by staff that you did not like?
If yes, what?

Yes

No

| | | |
|--|--|---|
| | <p>Did you see any evidence that patients were involved in their own care? If yes, give example.</p> <p>An open door policy is encouraged. We were told that people with Learning Disabilities, Autism or Challenging behaviours will be supported during their diagnosis and treatment. After talking with the patient, doctors might suggest that the patient returns home to discuss the issues with their family which gives time to process the information. Patients can then return and talk again. Doctors can also write down information or provide printed easy read leaflets.</p> <p>Staff are aiming to change their recall letters to make them more accessible.</p> <p>We were told that patients have a choice of venue to see a doctor. If patients want a smaller practice, they can choose to make use of a smaller surgery which is part of the Salisbury Medical Practice.</p> <p>The Annual Health Check, using the Cardiff Questionnaire, is another way in which patients can be involved in their own health care planning. The Care Plan is kept on record and a copy made available to the patient.</p> <p>These plans can be reviewed along with other issues during the weekly meeting of the Primary Health Care Team.</p> | <p>Yes <input checked="" type="checkbox"/></p> <p>No <input type="checkbox"/></p> |
| | <p>Were patients given accessible information and communication support to help them make decisions about their care?</p> <p>A few easy read leaflets were available in the main waiting room and more were</p> | <p>Yes <input checked="" type="checkbox"/></p> <p>No <input type="checkbox"/></p> |

available on request.

If a patient needs help with communication, arrangements can be made for someone with BSL to attend the appointment with them.

We were told that every attempt is made for patients with Learning Disabilities to see their own GP, particularly when carrying out the Annual Review.

Was it clear how patients can make a complaint or give feedback about the service?

If yes, give example.

It was clear how to give feedback or make a comment or suggestion as Feedback / Comments Cards were on display in the main waiting and could be handed in or placed in a box.

The Complaints Procedure was not obvious from information displayed in the main waiting room. A patient would either have to ask a member of staff or access the Salisbury Medical Practice website which directs you to a number of options including:

1. The Friends and Family Test
2. Leaving a review on the NHS Choices Website
3. Leaving a review on Google
4. Using an online secure form which goes directly to Salisbury Medical Practice. Patients can telephone the surgery to ask for help with how to submit a response online.

The actual Complaints' Process was straightforward. If a patient did not want to make a complaint online, they could write to Salisbury Medical Practice or ask to see a Complaints' Officer. The patient could then meet with this member of staff

Yes



No



in a separate room to maintain confidentiality.



What was good?

The Open Door Policy means patients have a chance to reflect on and process their diagnosis and treatment and have time to talk about the issues with their family.

Salisbury Medical Practice aims to provide continuity by trying to ensure that patients see their own doctor and also provides its own out of hours service.

We were told that the Community Care Co-ordinator addresses non- clinical issues that people with Learning Disabilities or Autism or Challenging Behaviour might be struggling with and may liaise with other services in order to facilitate solutions.

The feedback/complaints system is straightforward, preserves confidentiality and is used to develop good practice.

Incidents including those involving patients with a Learning Disability, Autism or Challenging Behaviour are logged and discussed at a monthly audit meeting. Processes are reviewed and outcomes communicated to staff.

Feedback is welcomed from patients and external groups which is then addressed at Quarterly and Annual Review meetings. A culture of openness and no blame is cultivated.

What needs work?

Make the complaints system clear to patients who do not have online access, by putting up an easy read poster or leaflets in the main waiting room explaining the process.

Reformat the feedback/comments slip to make it accessible to all.





What are your recommendations?

Make the complaints system clear to patients who do not use a computer, by putting up an easy read poster or leaflets in the main waiting room explaining the complaints process.

Enlarge the size of the text on the feedback/ comments slip and increase the spacing so that those with larger writing can have sufficient space.

Section 4 Organisation



Does the service feel calm?
If Yes, give example?

During the tour around the building we noticed that all areas including the conference and staff rooms upstairs were well organised and calm.

Yes

No



Were the communal areas uncluttered and organised?
If No, say why?

Furniture is well spaced to ensure good accessibility.

The light airy feel of the main waiting room together with the artwork and some creative signage such as the design of 'Salisbury Medical Practice' on the wall opposite the reception offers a creative, relaxing environment for patients.

Yes

No



Were doors to non-patient areas, such as the medicine store, locked?

Yes

No

Key cards are used to access secure or non patient areas. The doors to these areas were shut and locked except the door to the consultation rooms downstairs which had a key pad but was not shut.

Cupboards within the consultation rooms were locked.



What was good?

Non public areas are generally locked and staff have cards which they swipe to access staff only parts of the building.

The surgery has thoughtfully designed, well organised areas which enhance the whole patient experience.

Conference rooms upstairs are hired out to different user groups or to promote training of doctors. Salisbury Medical Practice has links with the University of Southampton which suggests a progressive approach and a community based ethos .

We were told that as the practice expands there will be a strong focus on developing aspects of communication to keep pace with this expansion.



What needs work?

Make different areas of building more obvious to patients by producing a colour coded, simple floorplan of the building.

Keep door to consultation rooms shut.



What are your recommendations?

A colour coded simple floor plan of the surgery would be helpful, both as a leaflet and a poster to put up at the main entrance and in waiting rooms.

Having volunteers in the reception area/ main waiting room to welcome and signpost people would be useful.

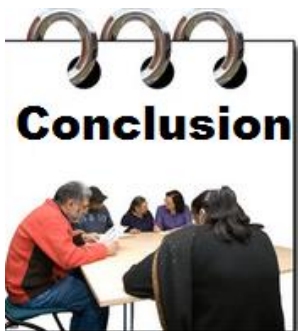
Keep door to consultation rooms shut.



What did people say about the service? *(Summary and quotes – e.g. most people we spoke to said ...)*

We spoke to one patient and his wife in the waiting room. They were not part of the practice but had arrived for retinal screening. They commented, 'Nice surgery, nice people. What a difference from our other surgery!'

One member of staff stated, 'We are always looking at different ways of delivering the service.'



Main conclusions: *Sum up your main points – e.g. 'overall we felt that*

Overall we felt the staff were very friendly, unrushed, listened carefully to questions and explained information clearly and helpfully.

The place was modern and well designed to maximise the patients experience and accessibility.

Throughout our visit, Salisbury Medical Practice gave the impression they are receptive to and genuinely interested in listening and being innovative in their ideas about how to expand and develop their practice.



Main recommendations: *What do you think they could improve upon/make better? E.g. more information could be easy read formats, or do you think they are providing a good service and to keep doing this?*

Take measures to enhance privacy of patients speaking to the receptionist at the main reception desk.

Signpost lift and toilets from the main waiting room/ reception area.

Keep door to consultation rooms shut and secure.

Display a simple floor plan of the building and more easy read leaflets in the main waiting area, in particular a leaflet about Salisbury Medical Practice.

Make the Complaints Process clearer to those who do not have online access.















Ask volunteers to welcome and signpost patients to different areas of the building.



Thank you

Wiltshire People 1st and Healthwatch Wiltshire would like to thank all those who helped arrange or took part in this visit

Control Sheet

| | | |
|--|---|--|
|    | <p>Date volunteer QC sent report to WPF to record and forward to HWW.</p> | |
|    | <p>Date submitted to HWW office as draft version.</p> | |
|    | <p>Date sent to provider to check for factual accuracies.</p> | |
|    | <p>Date response from provider due.</p> | |
|   | <p>Follow up actions.</p> | |