

# Enter and View Report

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## Cross Hall GP Surgery

69 Park Ave, Bromley BR1 4EW



Healthwatch Bromley

1<sup>st</sup> August 2018

Service visited:	Cross Hall Surgery
Address:	31 High St, Orpington BR5 3NL
Deputy Practice Manager:	Donna Potter
Date and time of visit:	Wednesday 1 <sup>st</sup> August 2018, 09:00-12:00
Status of visit:	Announced
Healthwatch Bromley Enter and View Authorised Representatives:	Peter Todd and Gerda Loosemore-Reppen
Lead Authorised Representatives:	Peter Todd
Healthwatch Bromley contact details:	Healthwatch Bromley, Community House, South Street, Bromley, BR1 1RH  Tel: 020 3886 0752  Email: <a href="mailto:info@healthwatchbromley.co.uk">info@healthwatchbromley.co.uk</a>

Healthwatch Bromley (HWB) has the power to Enter and View services in the London Borough of Bromley. Enter and View visits are conducted by teams of trained Enter and View Authorised Representatives.

## **Purpose of the visit**

The Health and Social Care Act allows Healthwatch Bromley 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 Healthwatch Bromley 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 in the organisation being entered and viewed, wishes to raise a safeguarding issue about their employer, they will be directed to the Care Quality Commission (CQC) and Bromley Council's Safeguarding Team.

On this occasion, two Enter and View Authorised Representatives (one Healthwatch Bromley volunteer and one Healthwatch Bromley staff member) attended the visit. The Authorised Representatives spoke to staff and patients. Recommendations have been made on how to improve the service and good practice has been highlighted. Healthwatch Bromley had liaised with the CQC, Clinical Commissioning Group (CCG) and the Local Authorities (LA) to create an Enter and View Programme. A number of health and social care providers have been selected to

be visited. Healthwatch Bromley visited Cross Hall GP practice on the recommendation of the Primary Care Team at Bromley Clinical Commissioning Group.

## Acknowledgements

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**Enter and View Authorised Representatives:** Peter Todd and Gerda Loosemore-Reppen

Thanks to Dona Potter, the Deputy Practice Manager, the GP staff and patients.

## Background

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Cross Hall GP Surgery is situated in on St Mary Cray High Street, Orpington in the London Borough of Bromley. The practice has a patient register of 3,336. There are two doctors at the practice and one advance nurse practitioner. The GP practice currently has a locum nurse who comes in on Thursdays and some Saturday mornings. Living Care Medical Services are recruiting a new nurse on a 22 hour per week contract in September.

The practice was taken over by Living Care Medical Services in August 2016. The practice is open 08:00-18:30 Monday to Friday and 09:00-13:00 on Saturdays.

## Observations about PA

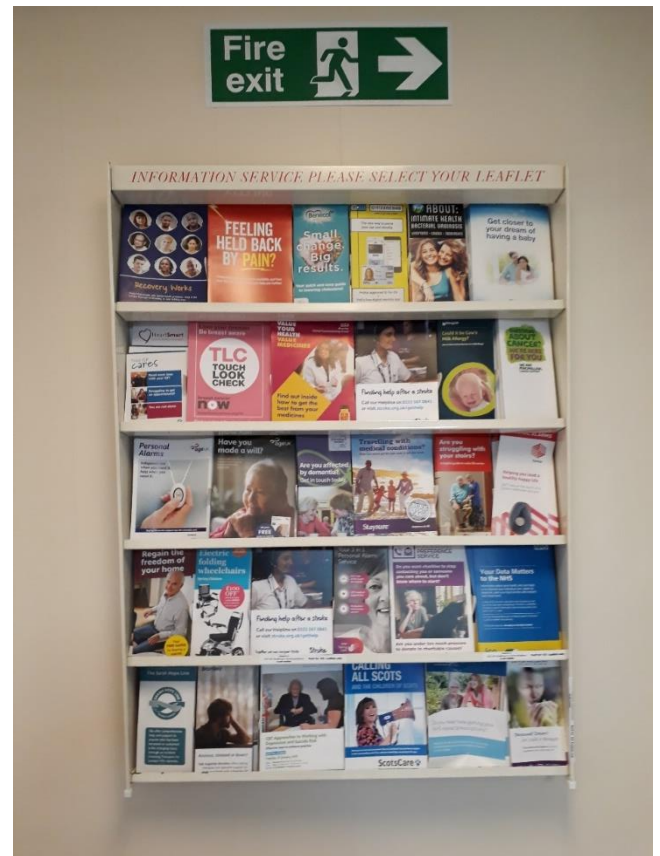
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There is on road car parking available near the practice, although capacity is limited. Upon arrival, the reception area was warm, clean, and inviting, with a good security system in place. There was an electronic sign in system and all visitors are signed into the practice. Cross Hall Surgery had a well organised and informative waiting area with clear information and leaflets detailing local services and available health services. Information included: the latest CQC report, PPG information, complaints procedure, services provided by surgery, and various health literature. There is the facility to leave a comment or feedback on the GP practice, with complaints information also clearly on display. The surroundings were clean and tidy.



Donna Potter,  
Deputy Practice Manager

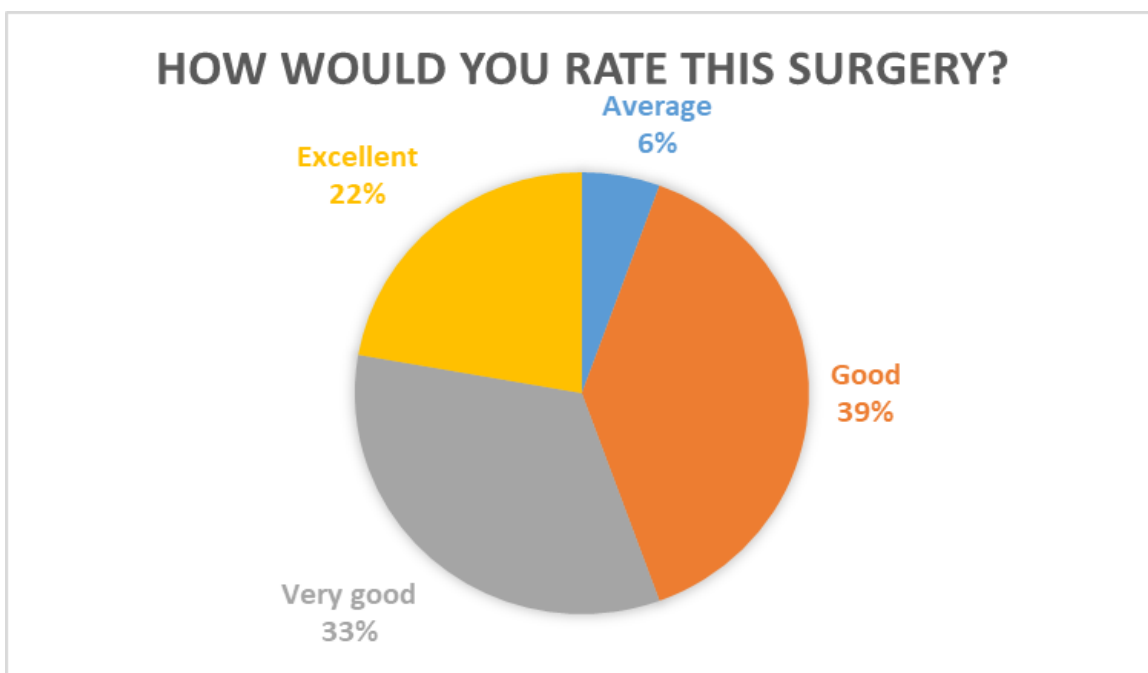
*“We have a lot of information posters and leaflets; patients also have online access. Health information is posted out to all eligible patients. The reception team are happy to answer and help with any queries.”*



## Patient Experience

During our visit Healthwatch spoke to **16** patients and **3** staff members (the Deputy Manager and two receptionists).

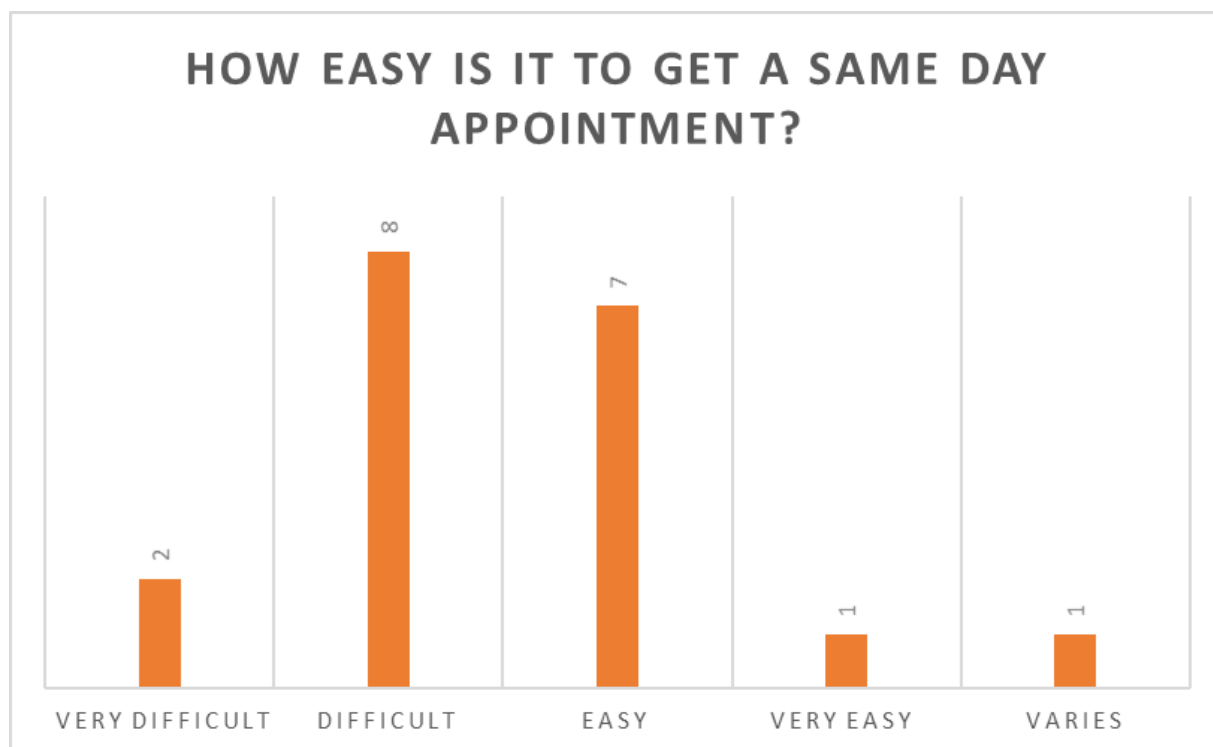
Patients are called into their appointments via an electronic system (TV screen) and also verbally by the doctors. BSL and language interpreters are advertised as being available for patients. When patients were asked how they would rate their surgery, 33% of respondents said the surgery was 'very good', followed by 39% saying the service was 'good'. A further 22% commented that the service at Cross Hall Surgery was 'excellent'.

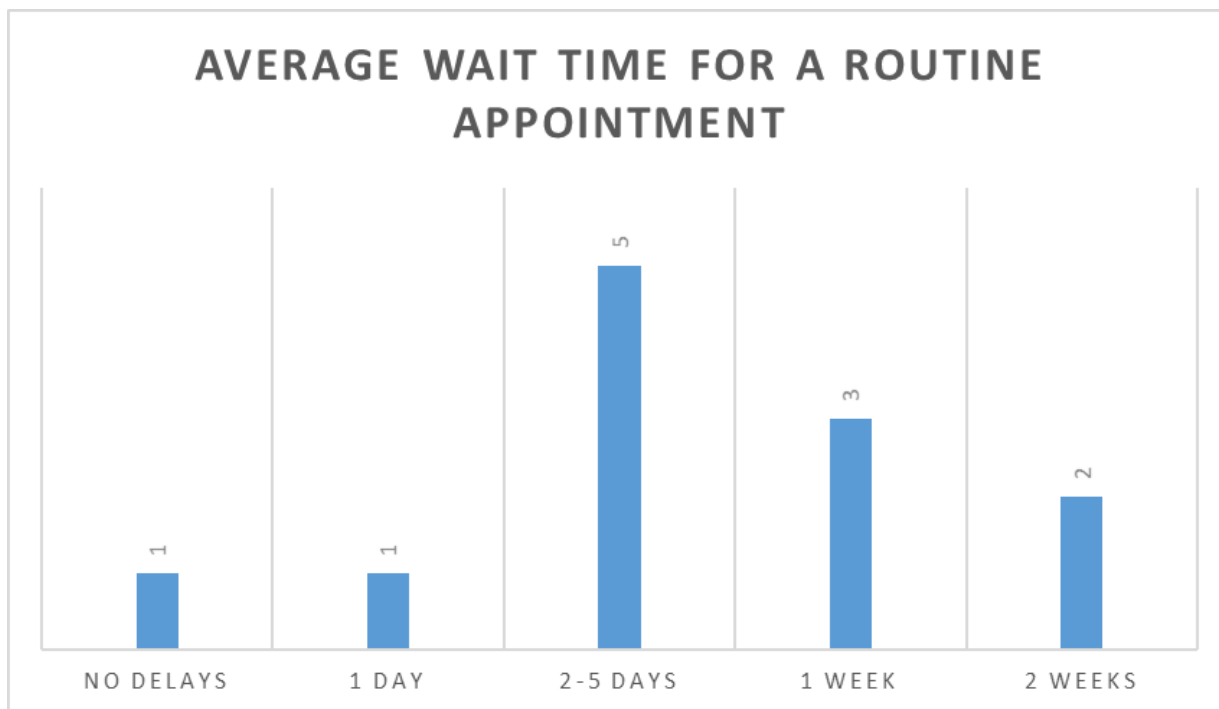


Healthwatch asked the patients at the surgery for their comments regarding the service they received. Patient comments included:

- *“Lovely surgery, good GPs”*
- *“The doctors are good”*
- *“Always very helpful”*
- *“The staff are nice but you cannot get an appointment when you want to”*
- *“I am happy with the service here”*
- *“Staff are friendly and sorted things quickly”*
- *“The surgery meets my needs”*
- *“Easy enough to get an appointment and the staff are friendly”*
- *“Receptionist good, nurses good, no continuity of GPs for a while”*
- *“Reasonably quick response, don’t have to wait a long time to go into the appointment”*
- *“Getting an appointment isn’t easy”*
- *“Normally no problem”*
- *“Happy with the service apart from the booking process”*
- *“I would rate this practice excellent but I am not here often enough”*
- *“Local and convenient”*
- *“I can’t get an appointment here, so I am often sent to urgent care”*

All of the patients we spoke to booked by telephone rather than online or in person to secure an appointment. When asked how easy it was to access appointments, 8 respondents commented that it was ‘difficult’ to access same day appointments, with another 7 indicating that it was normally ‘easy’ to secure a same day appointment.





Patients were asked what their average waiting time for a routine appointment was, 5 respondents indicated they normally have to wait 2-5 days for an appointment, followed by 3 respondents stating it normally takes around a week to access an appointment.

Patients commented that they are able to order or view repeat prescriptions online, a service that they value. The biggest concern expressed was around the number of GPs available and the ability to book in with your preferred/named GP.

## Staff Feedback

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The Deputy Practice Manager told us that they have an active Patient Participation Group (PPG), with the most recent meeting taking place on the 18<sup>th</sup> August 2018.

The staff told Healthwatch that they had recently received training in British Sign Language (BSL) and administering injections.

During our visit, a pharmacist came into the surgery and gave positive feedback on the relationship between the surgery and pharmacy. They deal with the online repeat prescriptions at the practice and provide a home delivery service for those patients who require it.

Healthwatch did not encounter any patients at the surgery who had had appointments cancelled or rescheduled. However, Healthwatch was told the following contingency process is in place for when a GP cannot get to the surgery:

**Option 1** – The Deputy Practice Manager and reception staff will call the patients who have an appointment and reschedule them as a matter of priority.

**Option 2** – If the Deputy Practice Manager is aware that a GP will not be able to attend the surgery the following day, she will contact a member of the team at the central office of Living Care to organise a locum to cover the practice.

Staff recommendations for improvements at the practice included:

- “Maybe a larger premises so that services can be expanded. We need extra staff so that certain jobs can be given direct attention.”
- “To have a permanent salaried GP”

Feedback from the receptionist at the practice, included: *“We are doing really well under the new manager. She is fantastic and amazing at her job. She works very hard to keep the patients and her employees happy and motivated.”*

## **Recommendations**

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On the basis of our observation, we would like to recommend the following:

- Additional training and supervision of receptionist staff to ensure they are fully supported in their role
- A full time salaried GP to be recruited to ensure consistency of care for patients

## **Conclusion**

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The staff we spoke to were very accommodating and forthcoming, and Healthwatch felt that all our questions were answered candidly and with confidence. The Deputy Practice Manager seemed comfortable disclosing information. Healthwatch observed the Deputy Practice Manager being friendly and supportive, and proactively engaging with patients.

Overall, positive feedback was received from patients regarding Cross Hall Surgery. Staff commented that management was generally supportive of staff and there is a friendly atmosphere within the GP practice. Our impression on the day was of a surgery that was aiming to deliver the best care possible for its patients, despite limited GP resource.

The report will be published on the HWB website – [www.healthwatchbromley.co.uk](http://www.healthwatchbromley.co.uk) and will be disseminated to the provider, commissioners and the public.

The Healthwatch Bromley Enter and View Team would like to thank the staff and patients at Cross Hall Surgery for their courtesy, patience and openness during our visit.

## **Disclaimer**

*This report is a representative sample of the views of the visitor and staff members that Healthwatch Bromley spoke to within the time frame. This does not represent the views of all the patients and staff members at Cross Hall Surgery. The observations made in this report only relate to the visit carried out on the 1<sup>st</sup> August 2018.*