



**Enter and View visit: Gadhvi Practice**  
**05 June 2017**

<b>Service</b>	General Practice
<b>Service address</b>	1A Fountayne Rd, Cazenove, London N16 7EA
<b>Provider name</b>	The Gadhvi Practice
<b>Date/Time of visit</b>	05 June 2017
<b>E&amp;V representative/s</b>	Lloyd French Kanariya Yuseinova
<b>Healthwatch staff contact</b>	Kanariya Yuseinova <a href="mailto:kanariya@healthwatchhackney.co.uk">kanariya@healthwatchhackney.co.uk</a>
<b>Practice contact</b>	020 7683 4854

**About Healthwatch enter and view visits**

The Local Government and Public Involvement Act 2007, as amended by the 2012 Act and directed by Local Healthwatch Regulations 2013, imposes a duty on health and social care providers (including the independent sector) to allow authorised representatives of Local Healthwatch to enter premises they own or control to observe the services being provided. These are legally binding directions and are often referred to as ‘the right to enter and view’.

## **Purpose of our visit**

The purpose of our visit was to:

- Observe services being provided at The Gadhvi Practice
- Interview patients about their experiences
- Report on good practice and recommend improvements

The following factors influenced in our decision to visit:

- A [Care Quality Commissioning \(CQC\) inspection](#) rated the practice 'inadequate' following an inspection in October 2016
- Issues raised with Healthwatch Hackney during routine engagement

We will continue to monitor patients' experiences at the practice and implementation of the practice improvement action plan.

## **Acknowledgements**

Healthwatch Hackney would like to thank the Gadhvi practice's assistant business manager and staff for accommodating our visit and their patients for agreeing to be interviewed. Thank you also to our authorized representatives who work on a voluntary basis.

## **Important Information for the practice manager**

- We expect The Gadhvi Practice to provide an 'action Plan and response' to our recommendations and issues raised in this report
- Copies of this report will be circulated to City and Hackney CCG, the CQC and made available on the Healthwatch Hackney website
- We will publish The Gadhvi Practice's action plan and response along with our report

## **Disclaimer**

- Observations in this report relate to the visit carried out at the practice on 5 June 2017 which lasted 4.5 hours.
- This report is not representative of all patients of The Gadhvi Practice on the day of the visit and represents only the views of those able to contribute within the restricted time available

### Key information about Ghadvi practice

- The practice has 4,800 registered patients and is open to new registrations
- It shares a building, entrance, lower reception and waiting area with two other practices and community services at Fountayne Road Health Centre.
- New registrations rotate between the three practices unless patients specify a preference
- The practice has high rates of patient satisfaction with their GP and lower satisfaction with access to primary care services
- 60% of patients would recommend the practice to friends and family needing the same or similar treatment (Local average: 78%)
- Extended opening on Tuesday evenings began on 7 November 2017
- The practice is closed to appointment bookings on Thursday afternoons
- The practice participates in local enhanced services including substance misuse
- At the time of our visit, the practice had three partners, one female and two male and recruited a salaried female GP who started on 13 November 2017
- The practice has one permanent locum, one clinical psychologist, a health visitor, health care assistant and district nurse

## **Recommendations**

### **Recommendation 1**

The practice should review its telephone appointments booking system as most patients we spoke complained about system being difficult and unsatisfactory

### **Recommendation 2**

The practice should develop and implement a plan to reduce long waits to secure appointments with a named GP

### **Recommendation 3**

No patients we spoke to were aware of the practice patient participating group (PPG). The practice should take concrete steps to pro-actively promote and recruit to the group including prominent posters in the practice, accessible information online and promoting it in consultations.

### **Recommendation 4**

The practice should provide patients with more prominent/eye catching and accessible information on how they can raise a complaint – e.g. easy read leaflets

### **Recommendation 5**

The practice should provide patient information leaflets (including how to make a complaint) and advice sheets in other languages.

### **Recommendations 6**

The practice should collaborate with its neighbouring practice to provide a play space with books and toys

### **Recommendation 7**

The practice should consider increasing the amount of seats available in the reception area in collaboration with its neighbouring practice.

### **Recommendation 8**

The practice should ensure vulnerable patients, including those with very limited mobility, are able to see a GP face to face to avoid over-reliance on phone consultations with the duty doctor and these patients should be receive medicines reviews at appropriately regular intervals.

## Summary of observations

### What the practice is doing well

- Most patients trusted their doctors and were happy with the care provided
- Patients felt their doctors and other practice staff are usually nice and kind
- The website is user-friendly
- The practice building is wheelchair accessible
- Useful in-practice appointment information screen

### Areas for improvement

- The waiting room is not child friendly with no toys or books provided
- All patients we spoke to lacked awareness of the Patient Participation Group
- We saw no health information leaflets in other languages
- Patients repeatedly complained about the phone booking system
- Waits to see a specific/named GP were long
- Physical demarcation between the three neighbouring practices were unclear
- The practice lacked an automated booking-in system
- Patients need to be helped to use the website to benefit from digital services.
- A few patients mentioned that receptionists were sometimes rude

### Physical environment

- The practice has a confusing layout with poor demarcation between the three neighbouring practices
- The poor demarcation makes it hard to distinguish between practice consulting rooms, notices and posters.
- The practice was clean with a tidy lobby and neat seating shared with the neighbouring practice
- The toilets were clean and well maintained with an accessible toilet.
- The building is fully accessible but the location of the lower reception may cause an obstacle for other patients if a wheelchair user is being served
- Doors within the building were wheelchair accessible

### Safety/physical access

- The shared reception could be a safety risk in an emergency if one or more wheelchair users were in the waiting room

### Transport links

- The practice is easily accessible by public transport
- Signage to the practice from the main road could be improved

## Information for patients

- The in-practice 'patient call up' system/screen displayed information also available on the website
- A noticeboard provides detailed information on the practice complaints procedure and policy but it was not prominently displayed and lacked information on the independent NHS complaints advocacy service
- The practice's information wall was well stocked with general health information leaflets during out visit
- There was no information available on out of hours services
- The practice website is user-friendly with useful health information for patient there is no information on practice policies
- The website would be more accessible to non-native English speakers if a translation facility like Google Translate was added
- The positioning of the noticeboards in the shared reception is confusing making it unclear which notices relate to which practice

## Patient engagement

- The website provided information on the PPG but the most recent minutes from the March meeting were unavailable
- The right to Accessible information Standard is publicized on the notice board and needs captured at registration.

## Appointment system

- Patients can either walk in or call the practice to book an appointment.
- Patients complained about the length of time it took for calls to be answered although the practice manager told us calls were answered within 5 rings
- The practice has an online booking in system
- The practice has an online repeat prescription system

## **Gadhvi practice Patient feedback**

**Patient 1** *'I had to wait for a month to get here today as there were no earlier appointments, maybe because I wanted to see a specific doctor, I don't know, but a month is quite long. Apart from this everything else is fine. Reception staff are great. They know me and keep my details confidential. I don't usually have to share much personal information so it's fine. My doctor is really good too. Never felt rushed. He is great at listening and explaining. I am very happy. The only issue is with booking an appointment. I am not aware of the PPG. I don't know how to complain if something goes wrong. Never needed it.'*

**Patient 2** *"The only issue I have with this practice is the long waiting time for an appointment. But sometimes they can call if there is a cancellation. The doctors here are great and I never felt rushed. The receptionists are also kind and helpful. They know me anyway. I never disclose any personal information at the reception as I only go there to tell them I arrived for my appointment. The repeat prescription system is not bad, but it would be good if we didn't have to wait for 48 hours and got it straight away. When it comes to complaining, I never had to do it, but feel fully comfortable about share my concerns with my doctor or even with the practice manager. They are easily approachable. I grew up with these people.'*

**Patient 3** *'Some of the receptionists are good, but others can have an attitude. Some of are fine with what I tell them, others ask too many questions, the answers to which I don't want to share with non-professionals. I can't see this as a training issue. It's more about personality. Apart from this, they keep confidentiality. Booking an appointment with a specific doctor is quite an issue and I have to wait up to a month to be able to get one. But my doctor is pretty good so I accept waiting rather than seeing someone else. A year and a half ago I called for an emergency and I came down to the practice. I was seen by another doctor, not my usual one. I had terrible pain in my belly and the doctor said it's a urine infection. I knew it wasn't, but I trusted him as I trust my doctor. But then I had to go to the hospital as an emergency at. The doctor at the hospital said my complaint had nothing to do with a urine infection. I had to have an operation and now I feel better. But I will never ever see any other doctor but my regular GP. My doctor is great, he knows my all family health and personal history. I always receive a hug when come in to the room. This makes me feel good, safe, supported and well looked after. I have time to explain and ask questions, he is very good at listening and advising.'*

**Patient 4** *'I am here to interpret for my auntie as she can't speak English well. We've been here so many times because she is suffering from terrible pain in her shoulders. It started in one shoulders and has now spread to both of them. We came here before and they sent her to an X-ray which didn't show anything. But she kept complaining. Then they referred her to massages and exercises but it was too painful for her to have them or attend massage sessions. They kept giving her the same painkillers even though she was saying they no longer helped her. It's been such a long and painful period for both of us as I have to deal with doctors and reception instead of her. The doctors are very good at listening, but there's been not much action seen in terms of treatment. I would complain but never knew how to. Some of the receptionists here can be extremely rude. I had to book appointments few times and even once, when explaining my aunt's situation to the receptionist she said to me: "I'm*

*talking now, so listen to me” or “No appointments available, if it is so painful, go to A&E”. I was even cut off the line without being warned. We had to wait for a month for this appointment and we are now hoping it will be worth it. Reception staff need proper training on how to work with patients. I am not aware of the PPG. I’ve never heard of it.’*

**Patient 5** *‘They are usually good in here, but there is one woman duty doctor who we as a family don’t have good experiences of at all. My daughter was here year and a half ago with her 5 month old baby. The baby was crying a lot, she was burning hot and her stomach was swollen. This duty doctor saw the baby and said to my daughter “I don’t know what is wrong with him but will let you know in two days. She never got in touch with my daughter and we had to take my grandson to a private doctor. He told us we could still be NHS patients there but we needed the referral from the duty doctor at the GP practice and he emailed her straight away. A few days after we didn’t get any response from her and my grandson was getting even worse. Then daughter had to remind her that we were still waiting for the referral. She sent it few days after. We will avoid seeing her as much as possible. Some of the receptionists can be difficult sometimes. I am not aware of the PPG and never heard of It and don’t know how to complain as I never had to complain. Otherwise, the practice is nice and clean.*

**Patient 6** *‘I booked my appointment for today 3-4 days ago. It usually takes like 3 weeks but I didn’t specify who I wanted to see, maybe that’s why it was quick. It would help if they are open one more day a week, on Saturdays, for example. All the doctors here are good. Good at listening and good at explaining. I know everything about my condition. I am recovering from had tongue cancer. When my doctor realised, I was referred to hospital immediately. Year and a half ago I had to call here for an emergency. Then the doctor called me back in a while, examined me over the phone and asked me to come down and get my prescription straight away. The repeat prescription system is smooth. Reception staff are efficient, they are nice and helpful and they know me, so I have no concerns about confidentiality. The health care assistant is good too. I never heard of a PPG.’*

**Patient 7** has been a patient at the practice all his life. His appointment today was to visit the GP. He was disappointed in the telephone appointment system unless in an emergency. He had to wait 5 weeks for the appointment today and generally he waited so long for an appointment that by the time he saw the GP his symptoms had gone. He was unaware of the practice complaints procedure and aware of the website but did not use it.

**Patient 8** who had been a patient for more than 10 years felt the service overall was ‘good’ while the nurse service fluctuated. He said the appointment system had improved for seeing the nurse but making GP appointments was still problematic. He was unaware of the existence of the patient participation group (PPG). He said he would speak to the GP if he had a complaint. Patient 2 was aware of the website but ‘preferred to speak to someone’.

**Patient 9** has been a patient for 2 years. She found the registration process simple and efficient. His view was that the service ‘good’ overall as she had a long-term health condition her appointments were booked by reception staff on a monthly basis. She was not aware of the PPG and would speak to the GP if she had a complaint. He knew of the website she did not use it as he preferred to speak to someone.

**Patient 10** has been a patient of the surgery over 15 years. He said the service was 'good' but the appointment system 'is only good for emergency appointments' with a wait of 'over a month' for general appointments. He was unaware of the practice complaints procedure the PPG or the website. He suggested the practice could promote the website better.

**Patient 11** had been a registered with the practice for more than 24 years. She felt the service overall was good. She said the doctors were 'fantastic' but it could be difficult to get an appointment with a specific GP. She was not aware of the PPG or the 'complaints and comments' procedure or the website.

**Patient 12** had been a patient for over 20 years. The appointment was booked by telephone three weeks ago. He confirmed that he received text reminders for the appointment. The staff were 'helpful' and the GPs 'considerate'. He was not aware of the PPG or the website. He didn't know about any complains procedure but would speak to the reception if he wanted to make a complaint. To improve the service provided by the practice, he would recommend reducing the waiting time for available appointments to see a GP.

**Patient 13** had been a patient for over 7 years. Today's appointment was made by telephone. She confirmed she received text reminders for the appointment. She does not use the website and was frustrated at the length of time the phone takes to be answered and the long wait to see the GP after the given time for an appointment .

**Patient 14** is a young women who had been a patient at the practice for since she was born. She said she had received text reminders for the appointment. She said the GPs were 'brilliant' but the appointment system was not good because of problems getting through and the long wait to see a specific GP. She was unaware of the complaints procedure and knew about the website but did not use it.

**Patient 15** had been a patient for over 30 years. She received text reminders for the appointment. She rated the surgery as 'good' although. She was no aware of the complaints procedure or the PPG. She did not use the website and was very dissatisfied with the telephone appointment system.

**Patient 16** has been patient for over 4 years. She had no problem with the registration process. She rated the surgery good and was not aware of the complaints procedure, PPG or the website. She was however disappointed with the excessive waiting time to see the GP.

**Patient 17** has been a patient for over 10 years. She received text reminders for the appointment. She said the surgery was 'good but' was not aware of the complaints procedure or the PPG. She said she did not use the internet so the website was of no use to her. She would speak to the practice manager if she had a complaint. She books her appointments in person 'because it is impossible to make one over the phone'. She thinks the practice needs to employ more GPs to reduce the waiting times to see a doctor.

**Patient 18** has been a patient for over 5 years. He was unaware of the website, complaints procedure and the PPG. He has to inject insulin but found the needles specified in his prescription were painful. He has asked the GP if the needles could be changed to 'micro-fine needles' but he was told the practice could only prescribe what the hospital recommended.

**Patient 19 - Advocate on behalf of patient** A patient advocate contacted us about a patient in her 60s who has significant mobility issues that prevent her from visiting the practice in person. The patient says she has never been offered home visits and only receives phone calls from the duty doctor. She wants to see a doctor face to face as she has not had a proper medical check for a long time and she has been receiving the same repeat prescription for the last 28 years.

**Equality information**

<b>Ethnic category</b>	
White	7
White Other	1
Mixed	0
Black or Black British	5
Asian or Asian British	5
Other Asian	1

<b>Gender</b>	
Male	7
Female	12

## Ghadvi practice: formal response and action plan

Recommendation	Practice response
<p><b>Recommendation 1</b> The practice should review its telephone appointments booking system as most patients we spoke complained about system being difficult and unsatisfactory</p>	<p>Before your visit, we conducted an extensive review of our telephone system and had estimates for a new system. Unfortunately the system for the whole building is owned by Homerton Hospital and cannot be changed. Our PPG group said they did not want the system changed. Most patients like our online booking system and we have telephone consultation in place for our patients. We have two telephones in reception which are answered within 5 rings.</p>
<p><b>Recommendation 2</b> The practice should develop and implement a plan to reduce long waits to secure appointments with a named GP</p>	<p>One of our partners is in high demand and patients are able to book 4 weeks in advance to see their GP of choice. All our doctors note on patients' consultations when they want the patient to visit again. This helps our receptionist to book the patient on that doctor's list even if it is full for that date.</p>
<p><b>Recommendation 3</b> No patients we spoke to were aware of the practice patient participating group (PPG). The practice should take concrete steps to pro-actively promote and recruit to the group including prominent posters in the practice, accessible information online and promoting it in consultations.</p>	<p>We have a very active Patient Group of 13 to 17 patients with good representation from our community. We hold our meetings on Monday evenings, last Monday of the quarter. Minutes are published on our website and there is poster in the waiting area. When patients register we invite them to join our PPG group.</p>
<p><b>Recommendation 4</b> The practice should provide patients with more prominent/eye catching and accessible information on how they can raise a complaint – e.g. easy read leaflets.</p>	<p>We have a dedicated notice board with all our information printed on bright yellow paper on blue back ground providing concise information on how to complain. We also have printed leaflets at our reception desk. There is a large poster on 'how to complain' on a general notice board in the waiting area also on the glass display.</p>
<p><b>Recommendation 5</b> The practice should provide patient information leaflets (including how to make a complaint) and advice sheets in other languages.</p>	<p>We do provide information in other languages such as on smoking and medication. However, we do not have leaflets in other languages on how to complain. We will take action on this urgently</p>
<p><b>Recommendations 6</b> The practice should collaborate with its neighbouring practice to provide a play space with books and toys.</p>	<p>Due to infection control this is not be provided. Parents usually bring their own books or a toy. <b>Note: HWH Hackney has checked and there are <u>no CQC or local infection control policies that explicitly prevent a GP practice from providing children's toys and books. Some Hackney practices choose to offer this and therefore as a matter of course follow <a href="#">The Health and Social Care Act 2008 Code of Practice on the prevention and control of infections</a></u></b></p>

<p><b>Recommendation 7</b> The practice should consider increasing the amount of seats available in the reception area in collaboration with its neighbouring practice.</p>	<p>We share all the seating between all three practices. We have freestanding seating and joined seating.</p>
<p><b>Recommendation 8</b> The practice should ensure vulnerable patients, including those with very limited mobility, are able to see a GP face to face to avoid over-reliance on phone consultations with the duty doctor and these patients should be receive medicines reviews at appropriately regular intervals.</p>	<p>All our patients with limited mobility are seen face to face with a GP and can have a home visit. A telephone consultation is usually is for the GP to either visit the patient or see the patient in the surgery. None of our patients needs to rely on telephone consultation. Medication reviews are done annually or with a change in medication from GP or hospital. Patients medication is always checked when repeat prescribing is requested. We also have a pharmacist doing medication reviews on long-term medication and he does home visits for medication review.</p>

**Practice commentary on other issues raised in the report**

**Automated book system**

We did have an automated booking in system but when it failed, the CCG could not get the funding to repair it. No other practice has an automated system.

**Supporting and directing patients to the website**

The practice promotes and supports patients to use the website and the many places locally where patients without access to home IT system can go to use a computer.

**Complaints about staff rudeness**

If a patient feels a member of staff is rude, we listen to the patient’s remarks and act on this with training and looking at what was said to the patient.

**Physical environment**

The practice has clear signage showing the name of the practice at reception. The practice name is also on our display Envisaga Coda. Patients have to look for the name to be displayed as soon as the GP calls them. The practice name is also displayed on the wall showing the way to the patient. There is drop signage in front of the reception desk showing the practice name. Our consulting rooms are on one side of the waiting area and these are clearly marked. Doctors’ names are placed on their consulting room

**Information for patients**

- The information on out of hour’s services is clearly on display at the reception desk
- We will consider putting some of our practice polices on our website.
- We have added a Google Translate to website some time before our CQC visit.
- At the time of your visit, HUH were decorating the reception and unfortunately the nameplate had to be removed but it is now back in place.