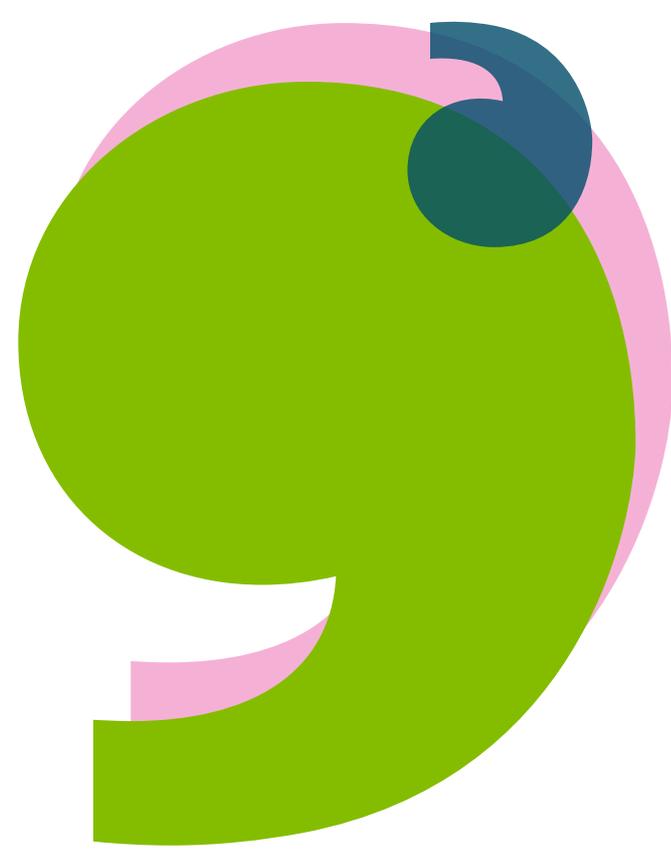




## Enter and View Report

Long Hanborough Surgery, Eynsham  
Medical Group – Long Hanborough  
Witney

June 2022



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# 1. Introduction

## 1.1 Details of visit

<b>Details of visit:</b>	
<b>Service Address</b>	Long Hanborough Surgery Willis Court, Long Hanborough Oxfordshire, OX29 8FQ
<b>Service Provider</b>	Eynsham Medical Group
<b>Date and Time</b>	Thursday 17 <sup>th</sup> March 2022, 2:00 – 5:00 pm
<b>Authorised Representatives</b>	Amier Alagab, Emma Teasdale, Healthwatch Staff Brian Allan, Volunteer
<b>Contact details</b>	01865 520520

## 1.2 Acknowledgements

Healthwatch Oxfordshire would like to thank the service provider, patients, volunteers, and staff for their contribution to the Enter and View programme.

## 1.3 Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.



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## 2. What is Enter and View?

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Part of the local Healthwatch Oxfordshire programme is to carry out Enter and View visits. Local Healthwatch Oxfordshire representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch Oxfordshire authorised representatives to observe service delivery and talk to service users, their families, and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists, and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation – so we can learn about and share examples of what they do well from the perspective of people who experience the service first-hand.

Healthwatch Oxfordshire Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer, they will be directed to the Care Quality Commission (CQC) where they are protected by legislation if they raise a concern.

### 2.1 Purpose of Visit

- To observe how the facility operates and provides its services.
- To collect views from patients, volunteers, and staff on services.
- To identify 'Best Practice' and highlight any areas of concern.

### 2.2 Strategic drivers

The Enter and View visit to the Long Hanborough Surgery was part of a project on the health and social care experiences of people living in and around Witney. We wanted to hear what is working well as well as where things could be improved.

### 2.3 Methodology

Due to the COVID-19 pandemic restrictions, we considered the risk assessment before the visit and all precautions were taken seriously. The planning for this visit was done by email and telephone. Following an initial approach by Healthwatch Oxfordshire to the Practice Manager of Long Hanborough Surgery to pay an Enter & View visit to the service, we liaised with the Practice Manager for the visit to the surgery.

We arranged a time to visit on Thursday 17<sup>th</sup> March 2022 from 2:00 – 5:00 pm.

Two members of the Healthwatch Oxfordshire team and one volunteer trained to conduct Enter and View spent nearly three- and-a- half hours at the surgery on 17<sup>th</sup> March 2022. We were welcomed by the practice manager and had an informative meeting with her before proceeding with the visit. She explained all aspects of the services as well as the positive and negative issues they had experienced during the pandemic.

Healthwatch Oxfordshire posters and leaflets had been displayed around the reception areas. We were explained about why we were there and ensured that we obtained consent from all staff and patients we spoke to.

We spoke to five staff in a vacant consultation room provided by the practice manager and seven patients in the waiting room with respect to the patient's confidentiality.

## 2.4 Summary of findings

- Long Hanborough Surgery is one of two sites of the Eynsham Medical Group, is new purpose-built surgery, it is located on the western aspect of the village, a short walk from the village centre. It has its own car park with designated disabled parking spaces. The surgery is wheelchair accessible; the parking area and entrance are on level ground and the surgery has automatic doors. The public areas of the surgery are on the ground floor. Facilities include an accessible toilet and a baby changing table. Nursing mothers can request a separate room to breast feed if required.
- The centre is run by a dedicated staff team who aim to deliver excellent care by working together.
- In general, patients feel well informed and happy with the care and service they receive.
- Comments from patients were varying about the environment and efficiency of the services, and the attitudes of staff.
- The environment was calm with a reassuring hum of activity.
- The patient journey from arriving on site was smooth, with clear directions and supported by the staff.
- Staff were accessible and friendly and easy to talk to - and always offering support and direction.
- Improving communication with patients may help them to engage and enable them to give feedback on care system.



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## 3. Results of visit

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In addition to general medical consultations, the Centre run a range of specialist clinics and services for patients. The services that provide are listed here as per the discussion with the GP (partner):

The surgery has a patient charity which provides them with equipment over and above that normally available in NHS. Since 2010 the charity has collaborated with the partnership to fund medication deliveries to the housebound. This service was augmented during the pandemic by community volunteers, who have also provided support to vulnerable and lonely people; delivered equipment in a safe way to patients self-isolating in their homes; and helped with COVID vaccinations by providing marshals and volunteer vaccinators.

Community gynaecology clinics, Children, and adolescent mental health services (CAMHS) support worker, and a private physiotherapist

They have embraced multidisciplinary team (MDT) working, introducing clinicians (a paramedic, a nurse associate, and a team of three clinical pharmacists)

Learning /teaching/training practice, hosting nursing and medical students, and training the Additional Roles Reimbursement Scheme (ARRS) clinicians and GPs

Embrace new technology, and for example have introduced Med link Solutions for remote reviews, where appropriate, with very positive patient feedback <https://medlinksolutions.co.uk/>

Research practice, they are proud to having won the Royal College of General Practitioners (RCGP) and national institute for health and care research, clinical research network (NIHR CRN) award for Outstanding General Practitioners 2021, for research-active NHS general practices that are demonstrating excellence and innovation in delivering NIHR CRN research



24hr BP and ECG monitoring

Coil and contraceptive implant insertion and removal

Non-NHS Services

The surgery offers COVID vaccination every Friday with the help of a clinical pharmacist and volunteers.

The centre receives approximately 30 - 40 patients per doctor per day, this figure varies from day to other.

The centre practices the patient participation group (PPG) as well as Virtual Patient Reference Group (VPRG).

## 3.1 Observations

The three Healthwatch Oxfordshire Authorised Representatives spent some time looking at the environment and what information was displayed for patients.

Generally, staff reported being well trained with good levels of information. Meanwhile, we heard a level of disquiet about staff shortage, staff were professional and seemed very comfortable and confident.

Reception staff were professional, helpful, and guided the patients to where they would be attended. Although the reception desk was away from patient seating area, and reception staff were seated behind the desk, with plastic screens in front of them, due to the acoustics in the room most of the conversations could be heard.

Healthwatch Oxfordshire poster, COVID -19 guidelines, and patient participation group (PPG) on display.

The waiting room was clean and organised, but we noticed some cobwebs on the right-hand corner of the wall where the TV screen on. Social distancing was maintained and signage on the floor implemented, hand gel was available at reception, Toilets were clean.

A suggestion box was kept on small table at the waiting room for patients to comment.



There was a notice on the lower reception desk area that said there was a privacy room to speak to staff if required.

The ventilation was excellent and the environment good and healthy.

No translated leaflet noticed or available at the reception. No Hearing loop available on the reception desk

We were informed that if a patient is not accompanied by an English speaker, they would be allowed to access online/phone interpreting booked by the clinician.

No cycle racks available at the surgery.

### 3.2 Staff Feedback

We spoke to five staff including GPs, administrators. We also left paper surveys with 'prepaid' envelopes to be distributed for other staff who might wish to complete and return to Healthwatch Oxfordshire.

We heard from them that, COVID remains a real challenge for them for example, two nurses have called in sick on the day of our visit with COVID and one GP, and already have two secretaries, a dispenser, and a receptionist off with it this week. It is very challenging to maintain the service they aspire to in these circumstances.

They mentioned that primary care work is increasingly intense and complex, causing great pressure on staff. This is particularly the case in Eynsham Medical Group as the patients tend to be older than the average, and are often isolated/unsupported, with family living far away. It would be helpful if other services and commissioners were realistic when planning developments which have repercussions on primary care. They are happy to take on appropriate work if it is anticipated and resourced, but their experience is that this is often not the case. This pressure this causes can make it hard to recruit and retain staff.

In terms of improvement they said, they are working on improving the appointments system, to make it more flexible for patients, which they are

planning in collaboration with the Patient Participation Group (PPG) and a focus-group of interested patients.

We heard from Patient Care Adviser, Appointments Manager, Care Advice Manager all were happy and feel confident in their work. They mentioned that more staff are needed to manage and reduce pressure on them.

Suggestion from staff to have a weekly one hour for a gathering activity such as zumba class to keep them fit.

We heard that staff are well trained, but there was a lack of interaction sometimes between staff from other departments.

We noticed that most of the staff including the GPs and the practice manager working across Eynsham Medical Centre and Long Hanborough Surgery, which is not convenient to some of the staff, but few of them like working across both Eynsham and Long Hanborough practices.

We were informed that new houses are being built in the area so they are preparing to receive more patients which could be difficult for them to manage without appointing new staff.

### 3.3 Patient Feedback

We spoke to seven patients about their experiences of using the Long Hanborough Surgery.

This report reflects what we heard from patients on 17<sup>th</sup> March 2022. We continue to receive paper responses and will update The Eynsham Medical Group of what we hear. We spoke to patients in the waiting room.

Some people found the journey to the surgery easy and walkable. Others drove by car or riding bicycle. There were free parking spaces, and good wheelchair access.

What we heard from the patients:

- all are happy about the clinical services received from the medical centre
- it is easy to get an appointment with some patients calling in to get an appointment or contacting the reception either by phone or by E-consult.

Out of seven patients we met, only one said they had heard about the patient participation group (PPG), but not clear how to contact them.



We heard from one patient, there is no music in the waiting room, the chairs, and lights are OK. Covid safety is good. They didn't have a mask when arrived – but was given one by the surgery.

Some patients told us that they had not heard about the complaint procedure, and some said they would ring the reception or use the website to raise a complain, only one patient told they knew about the complaints procedure and told us there is a complaints procedure slide on the rolling information screen on the TV in the waiting room.

Further we heard from a patient, the surgery is very good, car park is too small. Difficulty parking as it is normally full.

A patient told it's not always easy to make an appointment, there are two ways: either phone or online using E-Consult which is not easy to use. The phone is not always answered.

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## 4. Recommendations

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- Keeping a Hearing loop on the reception desk help those with hearing difficulty.
- Translated leaflet required at reception as well as how to book an interpreter.
- Provide cycle racks for those using bicycles.
- Some measures required to improve and reduce the echo in the building due to acoustics, which affecting patient's confidentiality.



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## 5. Service provider response

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Eynsham Medical Group would like to thank Healthwatch for this informative feedback from a practice visit in March 2022, as we were emerging from the COVID-19 pandemic.

We are delighted that you found that the centre is run by a dedicated staff team who aim to deliver excellent care by working together; that in general, patients feel well informed and happy with the care and service they receive; that the environment was calm with a reassuring hum of activity; that the patient journey from arriving on site was smooth, with clear directions and supported by the staff; and that staff were accessible and friendly and easy to talk to – and always offering support and direction.

We note your recommendations:

- We do have both cycle racks and a hearing loop at the surgery but clearly need to improve our signs so that patients are aware. We will do this.
- We agree about the acoustics in the waiting room and await expert advice about how best to mitigate this. In the meantime, we do have a private room for confidential conversations, as you note.
- We note your comment on translated leaflets and information on how to book an interpreter. We are concerned that printed leaflets will go out of date and plan to address this issue by putting our practice and complaints leaflets, and information about translation and interpreter services, on our website. The website has a translation button and can be read or printed in any language.

We note other feedback:

- We continue to be challenged by staff shortages in all departments. This is partly due to continuing COVID-19 infections, and partly because the practice is growing. On top of this the nature of our work is increasingly complex and intense. We welcome your support in representing this challenge to our commissioners.
- We are planning a change to our appointments system, aiming to improve access, continuity of care and patient satisfaction



## 5. Service provider response

- We have published and plan further patient newsletters. We have held and plan further patient zoom meetings to refresh our connection with our patients. We will advertise our PPG and complaints procedures more widely
- We have had a whole staff awayday (with Zumba!) and a practice party, and plan to continue to develop, thank and celebrate our wonderful practice team
- We will review our cleaning service

We would like to thank Healthwatch again for this thorough and helpful report.

