

## Enter and View Visit

### Broad Lane Surgery

71 Broad Lane, Hampton, TW12 3AX

**Visit dates:** Thursday 12<sup>th</sup> October, Tuesday 13th October  
**Visitors:** Perin Parry-Hughes, Yvonne Peel, Penny Alexander,  
Janet Marriott  
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**Healthwatch Richmond**

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## Introduction

Broad Lane Surgery is located in Hampton and has a total of 4500 registered patients. Visits to Broad Lane were carried out on the morning of Monday 12th October and afternoon of Tuesday 13th October by two teams of Healthwatch Richmond Authorised Representatives.

## Staff

The practice has a GP partner and a salaried GP, a Managing Partner overseeing four administrative staff, a Practice Nurse and a Healthcare Assistant.

Staff were generally viewed positively by patients, although there were some mixed comments. Our observations of staff carrying out their roles were also positive.

There were positive comments about a number of clinical staff, including Dr Adhikari, because *“he listens and explains things to us”*. Other members of staff also acknowledged Dr Adhikari’s contribution to the practice. We received positive feedback about other staff although these were not always named.

People spoke about *“Caring Doctors”*, told us that *“Staff are always friendly and welcoming and were happy to greet the new baby”* and that *“The doctor and nurse are excellent. When you have a long term condition it is great that you don’t have to repeat everything - they know you”*.

Not all feedback was positive. In particular a small number of patients told us that one doctor had an inconsistent approach. One patient told us *“one day he/she is very nice and the next he/she hardly acknowledges you”*, another said *“I’ve seen three different ones [doctors] and all good. One can blow hot and cold”*. In response the practice told us that they had received 14 written compliments and numerous positive online reviews.

Reception staff received mixed reviews from patients. Positive comments included: *“Reception are discreet, respectful and considerate”*, and negative responses included: *“Receptionist was not that helpful, could be more friendly and customer facing”*. We raised these concerns with the practice and were told any negative comments from patients were discussed with staff and training needs identified. Reception staff had undertaken Customer Service Training in July 2014.

Staff seemed reasonably well supported with some telling us about access to training, supervision and regular team meetings. Staff also told us that they work effectively with medical colleagues from outside the practice.

During our visit we noted that staff at the practice do not wear name badges. We appreciate that the practice is relatively small, and that staff may expect patients to know who they are; however, it is our view that staff should be clearly identifiable to patients.

## Recommendations

- We recommended that practice staff should wear name badges to identify them.
- We encourage the practice to consider the small number of negative experiences relating to staff attitude and to consider the cause and any appropriate action.
- We noted discrepancies between the GPs listed on NHS Choices and those actually at the practice.

## Outcomes

The practice told us that all staff would wear badges from 1<sup>st</sup> December, that they were updating the details on NHS Choices and that they would keep patient experience under review.

The practice also informed us that they receive significant positive feedback about staff. Healthwatch recognise this and encourage the practice to consider how they can constructively use the specific feedback of one individual at the practice that this report provides.

## Physical environment

The practice is well signposted from the outside with ample parking including reserved parking for people with disabilities. It is accessible with a ramp, sufficient space in the L-shaped waiting room wheelchairs and buggies, a hearing loop sign, disabled toilets and a water bowl for assistance dogs.

The practice is set over two floors, and whilst there is a stair lift providing some accessibility to the upper floor, we were told that patients with mobility impairments were usually seen on the ground floor.

Our visitors described the environment as being modern, light, airy, clean and recently decorated. Good provision for children was observed and our representatives reported on good use of TV screens to display entertaining and educational material for a range of ages.

The practice appears to be safe and free of hazards. Surfaces were clean and most surfaces were wipe clean. Ensuring that all displayed information is wipe clean either by laminating it or keeping information in plastic containers would further reduce risks of infection for patients in the practice.

## Appointments

The practice told us that there are 4 pre-booked appointments in the morning and others are emergency appointments booked on the day. Under 5s are always accommodated in case of emergencies.

People told us that they usually booked appointments over the phone and one or two told us that they sometimes come into the practice to book appointments. Most stated that they were satisfied with the appointment booking system, but experiences were mixed. One person told us the booking system was *“Very, very good, it is seldom you can't get an appointment.”* Others however told us that it was *“Very difficult, appointment system appalling”*, and another complained about having to call the practice early in the morning to book an appointment. Patient Participation Group members told us that they are actively reviewing patient feedback about access to appointments

We observed that on the day of the visit patients did not have to wait long for their appointments. This was something that patients told us was important to them.

## Patient Participation Group (PPG)

The practice has an active and engaged PPG that appears to be encouraged and valued within the practice. We were pleased to meet representatives of the PPG at the practice during our visit.

We were told that the PPG has 8 members and meets on a quarterly basis. The PPG was advertised within the practice and we were told that it is also promoted and recruited to via the practice newsletter, leaflets and the website. The practice told us that its newsletter reaches at least 25% of the practice's patients, and also actively promotes developments within the local NHS.

Our visitors came away with the impression that the PPG works closely with the practice and that PPG members feel fully supported and listened to.

The PPG reviews anonymised compliments and complaints at its meetings, participates in mystery shopping activities and advises on the content of the newsletter.

Regrettably we did not meet the PPG as a whole, as they had expected, ahead of the visit, due to miscommunication. However, we were pleased that members of the PPG came to the practice to meet our visitors and talk about their work and their practice. We would be pleased for an opportunity to meet with them in future.

## Recommendation

The practice should be commended on their ability to communicate with 25% of their patient's as we have found that this is something that many practices struggle with. We would welcome further information about how this is achieved so that we can share this good practice.