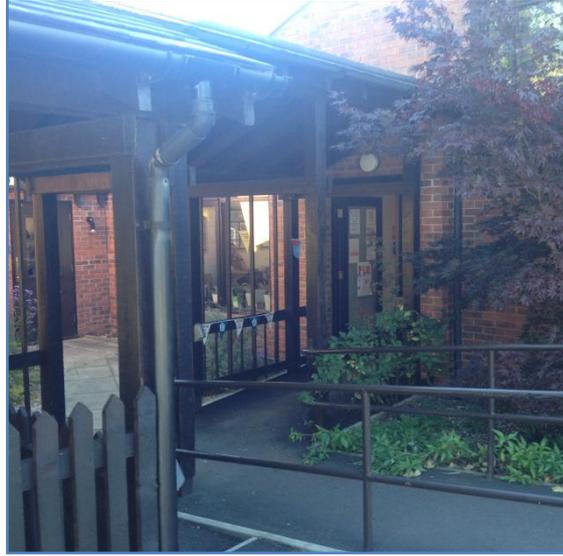


## Enter and View Report

### Laurel Bank Surgery



#### **GP Contact Details:**

**Laurel Bank Surgery,  
Old Hall St,  
Malpas  
SY14 8PS**

**Date of Visit: Thursday 27 September 2018**

**Time of Visit: 10am - 11.15am**

**Healthwatch Cheshire Authorised Representatives: Jane  
Hines and Neil Garbett**

## What is Enter and View?

Healthwatch Cheshire (HWC) is part of a network of over 150 local Healthwatch across England established under the Health and Social Care Act 2012. HWC represents the consumer voice of those using local health and social services and trades as both Healthwatch Cheshire East and Healthwatch Cheshire West.

The statutory requirements of all local Healthwatch include an 'Enter and View' responsibility to visit any publicly funded adult health and social care services. Enter and View visits may be conducted if providers invite this, if HWC receive information of concern about a service and/or equally when consistently positive feedback about services is presented. In this way we can learn about and share examples of the limitations and strengths of services visited from the perspective of people who experience the services first hand.

Visits conducted are followed by the publication of formal reports where findings of good practice and recommendations to improve the service are made.

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### 1. Description & Nature of Service

Laurel Bank Surgery is located in the very rural small town of Malpas - sited roughly 16 miles South East of Chester and 25 miles from the Shropshire towns of Shrewsbury and Oswestry. The surgery is sited on the southern outskirts of the town centre on the B5395.

The area is poorly served by public transport with only four bus services a day to Chester and none before 9.35 a.m.

As a village Malpas has shown many changes in recent years with a strong expansion of the local population following the recent construction of new homes in the area. The population increase has led to further demands on the surgery and Representatives understand plans are being considered to relocate the surgery to new premises.

The surgery covers a wide catchment area that includes other villages including Overton, Hampton and No Mans Heath, Ebnal, Kidnal and Horton Green.

**Latest CQC report:** On the CQC Website the surgery is registered under the name Drs Davies Henney and Edney. Following an inspection ([May 2016](#)) the surgery was rated as GOOD overall but judged as OUTSTANDING in the category "Responsive to people's needs."

### 2. Acknowledgements

Healthwatch Cheshire would like to thank the service provider, manager, visitors and staff for their contributions to this Enter and View visit.

### **3. Disclaimer**

This report relates to findings gathered on a specific date of visiting the service as set out above. Consequently, the report is not suggested to be a fully representative portrayal of the experiences of all the residents and/or staff and/or family members/friends but does provide an account of what was observed and presented to Healthwatch Cheshire Representatives at the time of the visit.

### **4. Purpose of the visit**

- To enable Healthwatch Cheshire Representatives to see for themselves how the service is being provided in terms of quality of life and quality of care principles
- To capture the views and experiences of patients, family members/friends and staff
- To consider the practical experience of patients/family and friends when visiting the service in terms of access, parking and other visitor facilities
- To identify areas of resident satisfaction, good practice within the service and any areas felt to be in need of improvement
- To enable Healthwatch Cheshire ARs to observe how the service delivers on the statements it advertises on its website.

### **5. Introduction/Orientation to service**

On arrival Representatives were very kindly welcomed by the Receptionist and Practice Manager.

Representatives were offered a drink and given a tour of the building by the practice manager. This was helpful as Representatives were able to familiarise themselves quickly with the facilities.

### **6. Methodology**

Representatives were equipped with various tools to aid the gathering of information. The following techniques were used by the Representatives:

- Observing the quality and adequacy of access, parking and other facilities for visitors
- Assessing the suitability of the environment in which the service operates in supporting the needs of the patients.
- Direct observation of interactions between staff and patients
- Talking to patients, visitors and staff (where appropriate and available) about their thoughts and feelings regarding the service provided

### **7. Summary of Key Findings**

- Pleasant surgery location
- Surgery appears as well ordered and Calm

- Positive feedback from patients
- Dedicated staff team committed to improvements
- Acknowledged by locals as an essential service that they value.

## 8. Detailed Findings

### 8.1 Location, external appearance, ease of access, signage, parking.

The practice is situated in the small rural village of Malpas; off the main road and easily connected to the town with good signage at the entrance.

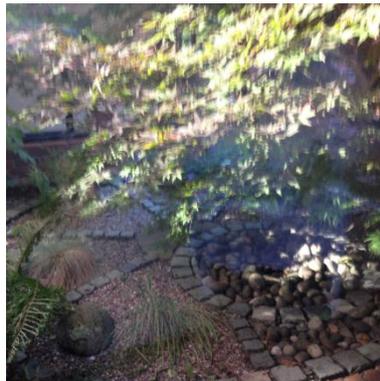
The car park has one marked disabled space and an allocation of 15 visitor spaces with a separate eight allocated staff spaces. At the time of the visit there were five vacant spaces on the car park.

Surrounded by established trees, the exterior of the building appears in good order and is well maintained. The surgery has a small garden area at the side furnished with outside seating. Paths to and from the car park were well maintained and free from clutter.

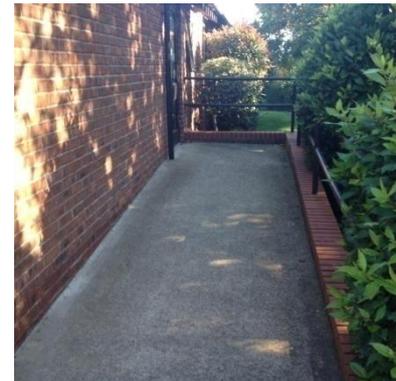
There is a separate ramped wheelchair entrance at the side of the facility.



*Accessible pathway into the surgery - free from parked cars.*



*Garden area providing a shady spot to sit.*



*Accessible pathway to accessible separate entrance with powered door.*

### 8.2 Initial impressions (from a visitor's perspective on entering the practice).

The practice appeared very welcoming, organised and professional, with all staff wearing smart uniforms and well groomed. There is a unique vista point from the waiting room of a Japanese acer tree within a piazza. This was very aesthetic and calming.

### 8.3 Internal and external physical environment.

Seated areas and some corridors had neat purpose-built leaflet holders on the

walls which made excellent use of space and therefore, the building appeared uncluttered.

There was a well situated and welcoming dispensary within the reception area, which had a clear defined separate queue system.

Outside of the building the environment is outstanding as it was lined with mature shrubbery and garden flowers and hanging baskets, with scattered benches around the building for patients to have restful spaces.

There was no litter or debris and the building exterior was well maintained.

The seats in waiting room were well arranged and in excellent condition and provided comfort and back support.

Representatives noted that corridors had CCTV for safeguarding and security purposes.

In the main waiting room, there was an additional child friendly corner, with smaller chairs and play area with appropriate toys to entertain children.

There was also a bookcase of fictional books and magazines for adults in addition to well presented themed notice boards. e.g. dementia friendly and community link boards.

The building throughout was well decorated and maintained with calming colours and clean carpeting.

Near reception there was an interesting and informative display of old medical equipment and tools.



*Two of a number of information points located within the building.*

## **Freshness, cleanliness/hygiene & cross infection measures.**

Representatives felt that the cleanliness was exceptionally high throughout the building. In addition, the surgery design allows for lots of natural light and allows good ventilation with windows open giving natural air flow throughout.

All carpets, walls, seating and windows were clean and in excellent condition. The leaflet holders along the walls were also clean and painted neatly without any chips and therefore, easily wipeable for periodic cleaning.

The toilets had ample supplies of everything required and everything was generally accessible and hygienic.

Upon entering, there were two hand sanitising dispensers in the entrance to Reception.



**Display of medical artefacts in reception area.**



**Clear opening times visible**



**Provision for cyclists - a separate bike rack.**

## **8.3. Staff support skills & interaction**

### **8.3.1 Affording dignity and respect.**

It was observed, whilst a Representative was talking to the Practice Manager that one patient was in the queue and the receptionist lowered her voice and assisted them to one side further away from the people behind. This demonstrated dignity, respect, diplomacy and empathy, making the patient become visibly less anxious.

### **8.3.2 Calm, empathic approach to Patients**

It was observed that all staff without exception greeted every patient with a huge smile and friendly welcome and dealt with their enquiries professionally. The body language of staff was open and receptive and created a genuine, friendly and caring atmosphere.

### 8.3.3 Effective communications - alternative systems and accessible information

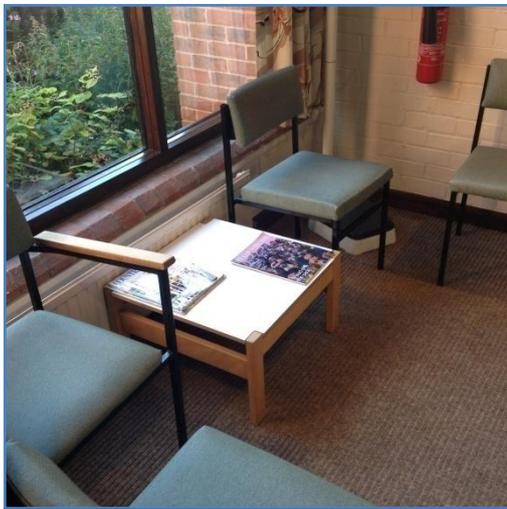
A hearing aid loop system is available in the reception area.

We were told that easy read and large print literature is available if required.

### 8.4 Ensuring comfort -

The flooring was at even level which provided easy access for patients with mobility restrictions or walking aids, including wheelchairs.

Seats were comfortable and clean.



*Representatives were pleased to see that a corridor end, had been furnished to provide an additional quiet waiting area for those patients who wished to have calm space - (e.g. a Parent with difficult child).*

### 8.5 Feeling safe and able to raise concerns and complaints.

The staff demonstrated a kind and empathetic approach/practice and there was a separate space available for patients to speak in private.

There was also a Patient Participation Group Forum that we were told are very active and meet regularly and whose work is featured in the surgery newsletter.

## 9. Additional areas of observation

There is a garden with seated spaces within sensory garden with stone circle features and garden ornaments in wooded area, also offering shade and calm quiet space.

A quiet seated space is provided inside with a pleasant view into the gardens and shrubs /flowers outside.

A pleasant central piazza square with Japanese acer tree and plants provides a space for patients to look upon from the waiting room area.

### **9.1 Comparisons of observation against providers website.**

This practice appears to deliver much more than advertised. It demonstrates a compassionate and caring atmosphere through its 'best practice' and consistency and pro-active initiatives. Staff appear friendly and appear to show a genuine interest in those who have to visit the surgery.

Reducing isolation in the community was a key feature as advertised on their website and this does appear to be a priority. The self funding (locally raised by the community) for blood testing equipment - to prevent patients having to travel to Chester - provides a direct example of involvement with the population that it serves.

### **9.2. Comparisons with previous Healthwatch visits(s) where applicable.**

This is the first Enter and View at this service.

### **9.3. Comparisons with the most recent CQC report.**

Representatives endorse comments in relation to customer service and responsiveness mentioned in the most recent CQC report.

### **9.4. Other observations/findings of note -see points contained below.**

Comments received from service users:

- *“This is my first visit in six years and it’s been a very good experience. The staff and Reception are very nice and welcoming.”*
- *“It has a very quick appointment system; as when I phoned up I was rather expecting to wait until next week. However, they fitted me in earlier this week.”*
- *“I am very impressed with all the variety of services they offer here. I come here often and the doctors always come to greet us in the waiting room which is nice.”*

## **10. Elements of observed/Reported Good Practice**

- What appears as excellent and consistent customer services
- Well appointed information including leaflets and posters, including sexual health and isolation, flu jabs
- Excellent hygiene and infection prevention & control
- Community - Reducing Rural Isolation programmes in place
- Signposting and supportive external links
- Dementia Friendly Champion
- Autism friendly with quiet spaces provided inside and outside
- Up to date with technology and Wif-Fi connections available, advertised and communicated to patients.
- Aesthetic throughout with a unique care and attention to detail including gardens and square vista from waiting room.

- Inclusive - waiting room that catered for all groups of people including children.
- Patient choice of services very thorough, presented clearly, informative, varied and accessible.
- Patient Group Forum very well attended for patient participation
- Pro-active - Funding raised by community initiatives for equipment such as blood testing apparatus, so that patients don't have to travel to Chester.
- Themed Health Promotion - e.g. flu jab, included bunting flags on outside fence upon approach showed good initiatives of 'nudging' patients subliminally to remind them courteously of this service.

## 11. Recommendations

- Toilet- To install a more appropriate (and lower in terms of door position) lever handle to enable a person with limited arm mobility at wheelchair height to lock/unlock from inside the toilet.
- Disabled parking space - To make provision for one more disabled space in car park as currently only one allocated
- To possibly advertise on website - Autism Friendly Quiet spaces and Dementia Champion.

### Feedback from Provider of Service

*At time of publication - No feedback received.*