



Calderdale  
GP Quality  
Checking



Date of visit: 2<sup>nd</sup> August 2017

Check done by: Malcolm, Sarah and Janet

QUESTION	WHAT DID WE OBSERVE (SEE)	Initials of checker
<b>Was there plenty of parking?</b> <b>Was there disabled parking allowing easy access to the surgery?</b>	At the surgery there is plenty of parking, adequate for the size of the surgery.  There is one disabled parking space outside the entrance to the surgery.	MB SM JH
<b>Is the entrance to the surgery easy to get into?</b> <b>Is it easy for someone with a wheelchair?</b>	The door was not automatic and therefore the entrance was not easy to access in a wheelchair. If the staff are aware a patient requiring access will be attending an appointment they will highlight this on their computer system. A member of staff can assist with the entrance doors.  <b>Recommendation:</b> We would recommend that a door bell is fitted or a disabled access pad.	MB SM JH
<b>What were your first impressions when you went into the surgery?</b>	The surgery is very bright with large windows and felt very welcoming.  There is also an accessible toilet.	MB SM JH

<p><b>Was the reception desk accessible?</b></p>	<p>The surgery desk did not have a drop-down section but was accessible for someone using a wheelchair.</p> <p>The surgery also has an electronic signing in system which is situated at the entrance.</p>	<p>MB SM JH</p>
<p><b>Were the reception staff friendly?</b></p>	<p>The receptionist was very friendly and helpful.</p>	<p>MB SM JH</p>
<p><b>Were the chairs set out ok?</b></p> <p><b>Was the floor clear of obstructions?</b></p>	<p>The seating area was set out well with plenty of room for wheelchairs and prams.</p> <p>There was no clutter whatsoever in the surgery waiting area and is fully accessible.</p>	<p>MB SM JH</p>
<p><b>Does the surgery have a member of staff trained to support people with a learning disability?</b></p>	<p>ALL staff at the surgery are trained how to support patients with a learning disability and training is ongoing. A member of staff can offer support throughout the opening hours of the surgery.</p> <p>ALL staff are available to support with signing in if needed, as well as accessing the building and the consultation room.</p>	<p>MB SM JH</p>
<p><b>Does the surgery waiting area have information in easy-read?</b></p>	<p>The surgery has plenty of information displayed in the surgery waiting area. The majority of the information was displayed in large print. The surgery also had a number of information leaflets on display.</p>	<p>MB SM JH</p>
<p><b>Do doctors provide information to patients</b></p>	<p>All information can be given in easy-read if required. This will include information about medication or diagnosis.</p>	<p>MB SM JH</p>

<b>in easy-read at appointments?</b>	The GP will ensure that patients fully understand the information they have been given.	
<b>Do GP's offer annual health checks?</b>	<p>The surgery has 18 patients with a learning disability.</p> <p>Last year 56% of patients with a learning disability attended their annual health check.</p> <p>Patients are contacted about their Annual Health Check by telephone or letter. The surgery will contact the patient the day before their Annual Health Check to remind them.</p> <p>An Annual Health Check lasts 40 minutes, this being 20 minutes with the surgery nurse and 20 minutes with the GP.</p>	<p>MB SM JH</p>
<b>Do GP's offer screening? How are people told about this?</b>	The surgery offers various screening programmes, including cervical screening, breast screening, bowel screening and Abdominal Aortic Aneurysm screening (this is for men over the age of 65)	<p>MB SM JH</p>
<b>Can people with a learning disability book a double appointment?</b>	The surgery has a system whereby it alerts the receptionist when a person with a learning disability books an appointment. The receptionist will then allow adequate time for the appointment, depending on the individual's needs.	<p>MB SM JH</p>
<b>Does a patient with a learning disability sit on the Patient Forum?</b>	There is one person who has a learning disability that attends the Patient Forum. The meetings are held twice a year.	<p>MB SM JH</p>

<p><b>Questionnaire feedback</b></p>	<p>18 questionnaires were sent out to patients with a learning disability, 3 were completed. The surgery received very positive feedback and all three people felt supported at their appointments. They were all notified of their Annual Health Check and were always given enough time with their GP.</p> <p>One patient stated “I can get an appointment usually quickly”.</p>	<p>MB SM JH</p>
<p><b>Case study of how the practice has supported a patient with a learning disability, or their carer.</b></p>	<p>Patient ‘X’ lives alone, with support from carers and also a support worker.</p> <p>In September patient ‘X’ attended his annual review appointment. During the appointment the patient mentioned a skin lesion which was causing concern. The doctor referred the patient to hospital to have this removed.</p> <p>In November the surgery received a letter from the hospital stating that the patient had missed his appointment. When the doctor contacted the patient to ask why he explained that he couldn’t read the letter and hadn’t realised how important it was, so it was left un-opened. The patient also said that they would not answer the telephone or respond to voicemail messages as these made them feel anxious.</p> <p>A note was then placed on the surgery computer system so that staff knew not to contact the patient by phone. Support staff said they would help the patient with any future letters he received.</p> <p>A couple of years later the patient attended the surgery with another health issue. The patient was very worried about going into hospital and potentially having to have surgery. Because of this the surgery arranged for the district nurses to attend the patient’s home to carry out initial tests. Unfortunately following the tests the patient had to be referred to hospital.</p>	

	<p>Any letters that were sent to the patient were marked with FAO Support Worker who then helped the patient to co-ordinate his appointments.</p> <p>As a result the surgery have changed the way they would normally contact patients, this would usually be by telephone, but this did not suit this particular patient. The surgery therefore wrote to the patient, marking it for the attention of the patient's support worker. There is also a reminder on the patient's home page on the computer system stating this. This way the patient is able to recognise the letters are from the surgery and his support worker now helps him to co-ordinate his appointments, which has resulted in the patient attending all of his appointments at the hospital ensuring he received the best possible treatment.</p>	
	<p><b>Other comments:</b></p> <p>As a result of our visit to the surgery, and following recommendations, the surgery are in the process of installing a bell at the entrance. This will alert staff that someone needs assistance to enter the building.</p> <p>Lead the Way will visit the surgery again to see if the work has been completed.</p> <p>Lead the Way would like to thank all the staff at the surgery for their time and making us feel so welcome.</p>	

	<p><b>Links for your information:</b></p> <p><a href="https://www.england.nhs.uk/ourwork/accessibleinfo/">https://www.england.nhs.uk/ourwork/accessibleinfo/</a></p> <p><a href="https://www.mencap.org.uk/sites/default/files/2016-06/Annual_health_checks_Easy_Read.pdf">https://www.mencap.org.uk/sites/default/files/2016-06/Annual_health_checks_Easy_Read.pdf</a></p> <p><a href="http://easyhealth.org.uk">http://easyhealth.org.uk</a></p>	
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