



Calderdale
GP Quality
Checking



Date of visit: 27th February 2018

Check done by: Yvonne & Janet

Surgery name: Beechwood Medical Centre, Keighley Road

QUESTION	WHAT DID WE OBSERVE (SEE)	Initials of checker
<p>Was there plenty of parking? Was there disabled parking allowing easy access to the surgery?</p>	<p>Beechwood Medical Centre has a very large car park. This soon becomes full as there are a number of services offered at the centre.</p> <p>There was disabled parking at the entrance to the surgery.</p>	<p>YM JH</p>
<p>Is the entrance to the surgery easy to get into? Is it easy for someone with a wheelchair?</p>	<p>The surgery has two sets of automatic doors into the waiting area. The first doors are opened using a sensor, the 2nd set of doors use a push pad which opens the door. Unfortunately, at the time of our visit, the second set of doors were not working.</p>	



<p>What were your first impressions when you went into the surgery?</p>	<p>The surgery is very bright and welcoming. There is lots of natural light shining through the glass windows in the ceiling.</p> <p>You can access the pharmacy from the waiting area. The pharmacy is open 7am – 10pm.</p>		
<p>Was the reception desk accessible?</p> <p>Was the reception desk accessible for someone in a wheelchair?</p>	<p>The reception desk was well located with plenty of space leading up to it and allowing patients' privacy to speak to the receptionist.</p> <p>The reception desk is fully accessible allowing face to face contact with the receptionist.</p>		
<p>Were the reception staff friendly?</p>	<p>The staff that we met at the surgery were all friendly and helpful.</p>		
<p>Were the chairs set out ok?</p> <p>Was the floor clear of obstructions?</p>	<p>There are a number of waiting areas at the surgery. All of the areas were well set out allowing patients with restricted mobility, or patients with prams, easy access around the rows of chairs.</p> <p>At the time of our visit the waiting area was very clean and tidy and there was no clutter at all in the waiting areas.</p>		
<p>Does the surgery have a member of staff trained to support people with a learning disability?</p>	<p>All GPs and surgery staff have attended training and know how best to support a person with a learning disability.</p>		

<p>Is this support available at all hours of the surgery opening times?</p>	<p>This support is available to patients throughout their opening times (8am-6.30pm). Staff at the surgery will assist any of their patients in whatever way they can.</p> <p>The surgery also has a lead General Practitioner for patients with a learning disability, this is Dr King.</p>	
<p>Does the surgery waiting area have information in easy-read?</p>	<p>At the time of our visit there was no easy-read information but a lot of the information displayed was in large print.</p>	
<p>Do doctors provide information to patients in easy-read at appointments?</p> <p>Does the GP make sure the patient has fully understood everything they have been told?</p>	<p>Dr King confirmed that patients with a learning disability are given the standard NHS information sheets at their appointment.</p> <p>Yes, the GP will always ensure that the patient has fully understood the information that has been given to them at their appointment.</p>	
<p>Do GP's offer annual health checks?</p> <p>How many people with a learning disability at the</p>	<p>Yes.</p> <p>The surgery has 84 people registered with a learning disability. Over the last 12 months they have invited 71 people for their Annual Health Checks. Out of the 71 people invited, 43 attended. Each person will be sent a letter inviting them to have their Annual Health Check, if this is not taken up</p>	

<p>practice have the annual health checks?</p>	<p>they will contact them a further 2 times. When an appointment has been made the surgery will contact the patient the day before their Annual Health Check is due to remind them.</p> <p>Time is set aside at the surgery for 2 Annual Health Checks to be carried out each week, more can be done if needed. The Annual Health Check takes approximately 40 minutes, 20 minutes with the surgery nurse and 20 minutes with a GP.</p>	
<p>Do GP's offer screening? How are people told about this?</p>	<p>Patients are offered the relevant screening. This will be discussed at their Annual Health Check.</p>	
<p>Can people with a learning disability book a double appointment? Is this offered when the person rings to make the appointment?</p>	<p>If a patient feels they need more time at an appointment they will need to book a double appointment when they ring the surgery, this will not be done automatically. Dr King is very familiar with her patients and will extent the appointment time if she feels it is needed.</p> <p>This is not automatically offered. The patient must request extra time.</p>	
<p>Case study of how the practice has supported a patient with a learning disability, or their carer.</p>	<p>Patient X attended an Annual Health Check at the surgery. It was noted by the nurse that the patient had high blood pressure. Patient X said he became very anxious when he visited the doctors.</p>	

	<p>As this was talked about more it became clear that Patient X was very anxious about a lot of different things in his life, and not just the visit to the doctors. The doctor and Patient X have now talked about attending counselling to see if this can be improved.</p>	
	<p>Other comments:</p> <p>All patients with a learning disability are given a named person who they can contact at the surgery. This means that the patient will always be able to talk to the same person each time they ring, putting patients at ease as they will be speaking to a familiar voice who will know about the patient's background.</p> <p>There are a number of clinics within the surgery such as an Ultrasound Clinic, Diabetic Retinal Screening, Mental Health Services and Phlebotomy Department which allows the patients easy access to services, with less waiting times.</p> <p>Patients with a learning disability are flagged up on the surgery computer system so staff are aware of the support they may need.</p> <p>Appointments can be booked up to 6 weeks ahead, or on the day. Appointments can also be offered on Saturday morning.</p> <p>Many thanks to Nick, Kelly and Dr King for your time and making us feel so welcome!</p>	

Links for your information:

<https://www.england.nhs.uk/ourwork/accessibleinfo/>

[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)

<http://easyhealth.org.uk>

<https://www.gov.uk/government/publications/reasonable-adjustments-for-people-with-learning-disabilities>