

# Judges Close Surgery

East Grinstead Listening and Network Tour  
September 2016

Healthwatch West Sussex would like to thank everyone who has contributed to our day in Judges Close Surgery and in particular, the people who have taken the time to complete the survey and share their views and to those who have entrusted us with their personal stories.

## Practice information

Judges Close Surgery, East Grinstead, has approximately 8100 registered patients. Although the practice list is currently capped, patients are being allocated to the surgery by NHS England. This means new patients cannot register with this practice out of choice and are being told to contact NHS England. This is also the case in the other two East Grinstead general practices (Moatfield and Ship Street Surgery).

The surgery is an accredited training practice with both GP and nurse mentors and currently employs 3 GP partners, 1 salaried GP, 2 locum GP's, 1 physician associate, 1 advanced nurse practitioner, , 2 practice nurses, 2 healthcare assistants, 2 care co-ordinators, 3 phlebotomists and various support staff

## Engaging with local people

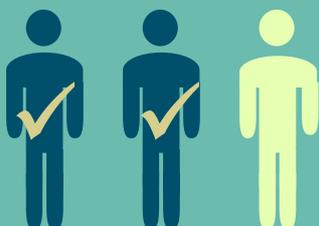
On Monday 19<sup>th</sup> September the Healthwatch team spent the day engaging with local people outside the Practice, due to limited space inside. The aim was to encourage people to complete a short survey and to give feedback on the service they had received.

36 people completed a short survey which although a small number can still be considered indicative of patients views as a whole

On the day a total of 57 people gave feedback on their experiences of using the Practice. Further feedback can be given in only a few minutes

<http://www.healthwatchwestsussex.co.uk/feedback/>

## What people told us?



Two out of three people said they would be happy to see another qualified professional (not the doctor) on the day of their visit.





We asked people to tell us why they would not be happy to see another qualified professional (not the doctor). From the responses it is clear that people were, on the whole, concerned that their needs were complex, or ongoing, and for these reasons would be best served by seeing their doctor.

**75%**

People said they **didn't** use any of the surgery's online services

**Why people aren't using these services?**

- 37% Aren't online or using IT
- 30% Didn't know they existed
- 19% Don't require them
- 7% Prefer personal contact
- 7% Haven't done anything about registering

Some feedback suggests the process for registering for online services is difficult and was also suggested by other practice patients. This is something we will be discussing with the Practices and if appropriate, with the online service providers.

We are delighted that 4 people, who took part in the survey, are interested in getting more involved in this surgery or with the work of Healthwatch West Sussex. We'd like to encourage all patients to take part in surveys carried out by this Practice and to speak out if their experience isn't satisfactory. If you would like to get more involved with Healthwatch and you can see how to at: [www.healthwatchwestsussex.co.uk/get-involved/](http://www.healthwatchwestsussex.co.uk/get-involved/)

**How many people rated the practice as positive?**

Staff Attitude	Waiting Times	Quality of Care	Dignity & Respect	Treatment Explanation	Involvement in Decisions	Environment
<b>91%</b>	<b>73%</b>	<b>91%</b>	<b>91%</b>	<b>75%</b>	<b>80%</b>	<b>80%</b>

**Betty's story**

By way of highlighting some of the positive work this Practice has provided to patients, we heard from Betty\* who was delighted with the support she received earlier in the year.

Betty noticed a red patch on her leg, after returning from holiday. She called the surgery and was asked to come straight in. The doctor did some tests, examined her leg and gave her immediate treatment to minimise / prevent a DVT. The doctor then referred her immediately to the Minor Injuries Unit at Queen Victoria Hospital, which she attended within hours. At the hospital she had all the appropriate tests and was discharged with a clean bill of health a few hours later. She was very pleased with the support she received during what she said was a "*frightening and extraordinary situation.*"

\* named change



## What people told us they were not happy with?

14% of patients chose to tell us about difficulties they had in getting medication. We heard about missing items, errors (such as delivering to the wrong chemist) and frustrating delays. Issues with prescriptions was something that is created anxiety for patients. People expressed very strong negative feelings when speaking to us about this.

Not only is this clearly a significant concern for the people on the day but many of the people who raised this concern suggested this was a persistent issue.

*Put repeat prescription in last Wednesday and it's now Monday afternoon and no idea when it will be available. This happens every couple of months!*

Patient at Judges Close Surgery

This issue appears to also have an impact on other patients. We observed *bottlenecks* at the entrance to the Practice, made worse by people waiting at the pharmacy counter. This in turn appeared to make it difficult for people to get to the surgery's reception, registration screen and waiting rooms.

### Healthwatch Recommendation:

The Practice takes immediate action to work with Clinical Commissioning Group Pharmacy Team to carry out an audit of the prescription process to identify where improvements can be made and if necessary to involve NHS England's regional primary care commissioning team.

We are delighted to report that the Practice has immediately taken action on this recommendation. A member of the Clinical Commissioning Group Pharmacy Team has already spent a couple of days auditing their systems and identified possible solutions. The practice has told us they are confident that implementing the necessary changes will be relatively easy compared to solving the challenge created by patients queuing for both the reception desk and the pharmacy in the narrowest part of the building.

### Next Steps

Healthwatch will be meeting with the practice team to discuss the feedback with the Practice, after we've finished the analysis of all the information from our *tour* of East Grinstead so that it can help shape services locally. This will include how we can evaluate the solutions to the prescription difficulties patients have faced.

We hope that the Practice will have a positive and sustainable link with Healthwatch moving forward, through the East Grinstead Healthwatch Network.