

Moatfield Surgery

East Grinstead Listening and Network Tour
September 2016

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

Practice information

Moatfield Surgery, East Grinstead, has approximately 13,900 registered patients and although, its practice list is currently capped, patients are being allocated to the surgery by NHS England. The surgery is an accredited training practice with both GP and nurse mentors. It also provides office administration apprenticeships and participates in the Department [Connecting Programme](#).

Engaging with local people

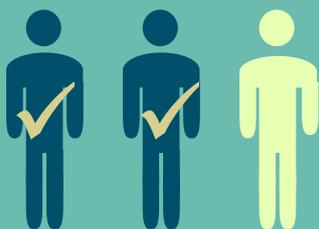
On Monday 26 September 2016 the Healthwatch team spent the day engaging with local people in the entrance to the Practice. Our aim was to encourage people to complete a short survey and to give feedback on the service they had received.

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

On the day a **total of 34 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?



Just under 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 (other than 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.

<h2 style="margin: 0;">Only 13%</h2> <p style="margin: 0;">People said they used any of the surgery's online services</p>	<h3 style="margin: 0;">Why people aren't using these services?</h3> <ul style="list-style-type: none"> 36% Prefer personal contact 27% Haven't done anything about registering 18% Aren't online or using IT 9% Didn't know they existed 9% Don't require them
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We are delighted that 8 people, who took part in the survey, are interested in getting more involved in this surgery and/or with the work of Healthwatch West Sussex, unfortunately three of these people did not give any details. 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 or if they have suggestions. If you would like to get more involved with Healthwatch you can see how to at:

<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
88%	69%	69%	72%	72%	75%	91%

The practice has expressed their sense of disappointment in these percentages, as these were lower than they have seen in the *Friends and Families Test* figures. Healthwatch will consider how it can support the practice to explore these difference in the future.

Feedback during our visit

We observed the online check-in service was unavailable. We spoke to the Practice Manager about this and it was clear the surgery had been proactive in seeking to get the technical issues resolved promptly for their patients. The practice was also looking at re-siting the check-in screen to a more accessible location.

We spoke to a patient who had used the *Pod* in the surgery (which allows people to weigh themselves which is particularly important when medication is weight determined) two weeks earlier. They were not happy because the weight reading had not gone through for their prescription. The person had returned to use it again and said they would need to come back the next day to check it had worked. We asked the front desk staff if they were aware of any issues and if they could check it was working. We were told they were not aware of any issues with the machine.



Speaking to the practice manager, the Pod allows people to choose between getting the result for themselves or to upload the data to their record. It is not possible for us to check back with the patient that this was the case for them. We **recommend** a simple sign is added to the machine, with the aim of emphasising the need to press the upload button if the data is needed for a prescription.

Next Steps

Healthwatch will discuss the feedback local people have shared with us, with the Practice so that we can help shape services locally. We hope the Practice will have a positive and sustainable link with Healthwatch moving forward, through the East Grinstead Healthwatch Network.

Contact Details

If you are interested in finding out more about Healthwatch, what we do and how to become involved visit our website: www.healthwatchwestsussex.co.uk.

For support with Information and Advice, or to share your story call us on 0300 012 0122.