



Healthwatch Wirral

Familiarisation visit to St Hilary Group Practice and St Hilary's Pharmacy, Broadway, Wallasey, CH45 3NA

Authorised Reps: Jacqueline Canning, Karen Crampton & Adam Hughes

08/12/21



Contents

Site Introduction.....	1
Foundations of Quality.....	1
What is Enter & View?	2
Methodology	2
Findings and Observations.....	2
Recommendations	4
Conclusion	4
Glossary	4
Distribution.....	5
Comment box	5

Site Introduction



St Hilary Group Practice is based in Wallasey, Wirral. There were 5850 approx. patients on the practice register at the time of our inspection. The practice is a training and teaching practice managed by four GP partners (two male, two female). There are 2 practice nurses and a healthcare assistant. The practice employs a phlebotomist and a counsellor. Members of clinical staff are supported by a practice manager, reception, and administration staff.

Foundations of Quality

‘Foundations of Quality Improvement should always have what patients tell us about their treatment and care at the heart of everything, as a system, that we plan and do. We must be able to evidence that all actions and decisions made come back to this, making certain that everyone feels respected, involved and valued at each and every part of the journey. We should all feel confident that we are either giving or receiving quality care.’

Healthwatch Wirral, Age UK Wirral, NHS England and ECIST, Wirral System

<https://healthwatchwirral.sharepoint.com/Shared Documents/Reports/Enter & View/St Hilary Group Practice & Pharmacy 01 Dec 2021/Final report file/St Hilary Group Practice & Pharmacy 01 Dec 2021 FINAL.docx1>





What is Enter & View?

Healthwatch has statutory powers and duties to carry out Enter and View visits to any site where regulated care is given. Local Healthwatch Authorised Representatives carry out these visits to health and social care services to find out how they are being run and can make recommendations where there are areas for improvement.

The Health and Social Care Act allows local Healthwatch Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists, and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the firsthand perspective of people who use, or provide, the service.

Healthwatch can also be invited in by providers to seek a 'fresh pair of eyes' on their service and gain some external assurances that they are on the right track prior to their CQC inspections. Enter & View visits can be announced or unannounced.

Methodology

Purpose of visit - Familiarisation

This visit is not designed to be an inspection, audit, or investigation; rather it is an opportunity for Healthwatch Wirral to get a better understanding of the service by seeing it in action and talking to staff, service users and carers /relatives. The familiarisation visits provide a snapshot of the service and findings are reported based at the time of the visit.

Healthwatch Wirral seeks to identify and disseminate good practice wherever possible. If, during a visit, Healthwatch Wirral identifies any serious concerns, these will be referred to the appropriate regulator. Any safeguarding issues identified will be referred to the Local Authority or Commissioner for investigation and our visit will cease with immediate effect.

Findings and Observations

On the day we visited, the practice appeared busy. Several patients were waiting for their appointment with health care professionals and reception staff were answering telephone calls and dealing with patients at reception.

Hand sanitation stations and notices regarding wearing of masks were well positioned throughout. Social distancing signs were clearly displayed in accordance with Government COVID-19 guidance.

<https://healthwatchwirral.sharepoint.com/Shared Documents/Reports/Enter & View/St Hilary Group Practice & Pharmacy 01 Dec 2021/Final report file/St Hilary Group Practice & Pharmacy 01 Dec 2021 FINAL.docx2>





Healthwatch Wirral spoke to several staff during the visit. They told us:

- Some staff have been subjected to verbal abuse during the pandemic, when patients were unable to obtain an appointment on the day.
- Patients can make an appointment either by attending the surgery in person at 8am or ringing from 8am, although staff admitted this was a very busy period with limited appointments available.
- eConsult is regularly used at the practice. One member of staff said they felt that eConsult needed an 'overhaul' as it did not completely fit the purpose.
- Patients can order prescriptions in writing, in person, using NHS app, by email or through the website.

Healthwatch Wirral spoke to several patients during the visit - their comments are as follows:

The care and treatment I receive from the practice is excellent.

When I ring it's always engaged.

I phoned 18 times this morning (on repeat) to get an appointment for my poorly baby.

I think the doctors here are fantastic, especially Dr Mercer & Dr Middleton.

It's important that patients note that the practice doors open at 8am



St Hilary's Pharmacy

The pharmacy is attached to the GP Practice and is widely used. It offers a good service and a wide variety of retail products. The pharmacist is available for consultation and advice on prescribed medicine and minor illness. The pharmacy has a delivery service for those patients who are unable to collect prescriptions, there is no charge for this service.

We spoke to over 20 patients who all said the service is very good. Feedback was entered onto the Healthwatch Wirral Feedback Centre.

Recommendations

- An automated telephone queueing system would be helpful for patients calling at 8am, to know where they are in the queue to speak to reception. This may alleviate frustration and inform the patients their call will be answered and avoid aggression toward staff.
- A pre-recorded message by a known GP could play when patients ring the surgery to gain confidence. The message could ask for patience whilst holding and respect for staff considering the current Covid situation.
- The practice and pharmacy should actively encourage patients, their families and the staff to share their experiences on the Healthwatch Wirral Feedback Centre <https://healthwatchwirral.co.uk/feedback-centre/> This will ensure that the practice receives independent and regular feedback to help improve/change their service.

Conclusion

At the time this report was compiled (December 2021), overall, the majority of patients we spoke to on the day were satisfied with the service provided by St Hilary Group Practice and St Hilary's Pharmacy.

Glossary

- HW - Healthwatch Wirral
- GP- General Practitioner
- EMIS - Egton Medical Information System (patients record/software system)
- CQC - Care Quality Commission
- eConsult - Electronic consultation
- QOF - Quality & Outcomes Framework
- NHS - National Health Service



Distribution

Healthwatch Wirral will submit the report to the Provider, Commissioner and CQC. Healthwatch Wirral will publish the report on its website and submit to Healthwatch England in the public interest.

Comment box

We currently have a phone system which does not allow queueing, but we are looking to make this a prerequisite of the phone system we put in place once we are able to change. We are unable to play a message whilst patients are on hold. Since December 2021, the appointments system has been reviewed and altered. E-consults have been reduced to allow more telephone and face to face appointments for patients. The appointment system is regularly reviewed.

<https://healthwatchwirral.sharepoint.com/Shared Documents/Reports/Enter & View/St Hilary Group Practice & Pharmacy 01 Dec 2021/Final report file/St Hilary Group Practice & Pharmacy 01 Dec 2021 FINAL.docx5>

