



**Details of visit**

**Service address:**

**Service Provider:**

**Date:**

**Authorised**

**Representatives:**

**Complaints Procedures Visit**

**200 Newport Road, COWES, IW, PO31 7ER**

**Cowes Medical Centre**

**21/05/2015**

**Maureen Wright and Niviera Piper**

**Acknowledgements**

Healthwatch Isle of Wight would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

**Disclaimer**

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, it is only an account of what was observed and contributed at the time.



**What is Enter and View?**

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and 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 perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.



## Purpose of the visit

This visit was arranged as part of the ongoing complaints work plan. The visit was designed to look at the accessibility of the complaints procedure throughout the GP surgery.

## Methodology

The visits took place unannounced. The GP surgery were made aware that healthwatch would undertake visits related to the complaints workplan and were given a 2 week window but were not informed exactly when, or what the visits would involve.

The visits framework contained 2 sections.

Section 1 looked at the accessibility. The walls, leaflet stands, desks, tables were observed to see whether information was available informing people of the complaints procedure.

Section 2 focused on staff knowledge of the complaints procedure. Staff members were approached and asked questions related to making complaints and their comments recorded.

This surgery was extremely welcoming to the Healthwatch Isle of Wight Volunteers and guided them through the surgery highlighting where leaflets and posters were located.



## Results of Visit

### Accessibility

#### *Complaints Procedure Posters and Leaflets*

Throughout the surgery there were complaints posters and leaflets on display.

The language used for the posters and leaflets was easy to understand and the panel felt they would know how to make a complaint based on the information provided on the posters and leaflet. However they would not know how long the process would take by looking solely at the posters, as timescales were not displayed, but the leaflets did provide this information.

A language translator is available and the information for patients is available in large print.

Throughout the surgery there were PALS posters and leaflets available that provided a description of independent advocacy services, but no actual advocacy materials.

There was a Healthwatch poster being displayed near the reception area.

### Staff Conversations

During the visit the panel asked 2 staff members how to make a complaint.

**Response 1** – You would make a complaint to the receptionist who would then find the practice manager of the person on duty for complaints procedures.

**Response 2** – We try to resolve a complaint at the time and if unable to do so a form needs to be completed to start the complaints procedure. Forms are available from reception.

Staff stated that verbal complaints were accepted and that complaints can be made on behalf of relatives and strangers providing authority is granted.

The staff were confident in their responses and very polite.





## Recommendations

Healthwatch Isle of Wight Recommends the following:

1. The font size on the Complaints posters should be increased to ensure they are readable with ease.
2. All posters and leaflets should be available in other formats upon request.
3. Independent advocacy should be widely advertised throughout the surgery and included on the GP designed posters and leaflets to ensure service user are aware they have a choice to be supported with the complaints process.
4. The Patients information booklets should signpost people to Healthwatch Isle of Wight not Healthwatch Hampshire.

