



Details of visit

Service address:

Service Provider:

Date:

Authorised

Representatives:

Complaints Procedures Visit

**2 Yarborough Close, Godshell, VENTNOR, IW,
PO38 3HS**

South Wight Medical Practice

27/05/2015

Sue Orchin and Mike Keen

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 not particularly forthcoming with the Healthwatch Isle of Wight Volunteers and they experienced a 40 minute wait before the staff would cooperate with the visit.



Results of Visit

Accessibility

Complaints Procedure Posters and Leaflets

Throughout the surgery there were 3 different posters displayed. These were:

- We value your feedback NHS
- How did we do today
- Complaints & Comments

They were located in noticeable spots with one being located in the main reception and also on the walls in the waiting room. The posters were easy to understand with an appropriate font size.



The complaints and comments posters were black and white which is not very attractive or eye catching. The other posters were colourful and easier to notice.

The panel felt they would know how to make a complaint based on the information provided on the posters, however they would not know how long the process would take as timescales were not displayed.

There was nothing to indicate that the posters are available in any other format such as another language or braille.

Throughout the surgery there were no independent advocacy services being promoted nor were there any Healthwatch Isle of Wight materials.

Staff Conversations

During the visit the panel asked a staff member how to make a complaint. They were unsure in their response but did say that a statement could be taken in writing and that it is possible to make a complaint through their website.

The staff member was unsure if complaints could be made on behalf of someone else such as a relative or stranger and stated they would have to check their procedure.

The staff had not been informed by the practice manager that a visit from Healthwatch would take place and felt they were unable to talk to the panel due to this. A call was made to the practice manager and this caused a wait of around 40 minutes.



Recommendations

Healthwatch Isle of Wight Recommends the following:

1. Leaflets should be created and available throughout the practice to allow service users to take the information away with them. They should clearly state all the information a person would need to make a complaint, (including potential timescales involved)
2. All posters and leaflets should be available in other formats upon request.
3. All staff should be trained in the handling of complaints and a consistent message given to all service users.
4. The Complaints & Comments posters should be redesigned in colour to gather the attention of service users.
5. 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.
6. All staff should be receive training on the Health and Social Care Act relating to Healthwatch's Enter and View function.

