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HEALTH OVERVIEW AND SCRUTINY PANEL

27 APRIL 2017

SUPPLEMENTARY PAPERS

TO: ALL MEMBERS OF THE HEALTH OVERVIEW AND SCRUTINY PANEL

The following papers have been added to the agenda for the above meeting.

These were not available for publication with the rest of the agenda.

Alison Sanders
Director of Corporate Services

	Page No
8. GP OUT OF HOURS SERVICE	3 - 34
To receive an update from the Clinical Commissioning Group on the actions being taken over the Care Quality Commission's (CQC) assessment of the GP Out of Hours service at Brants Bridge as 'Requires Improvement'.	
<ul style="list-style-type: none">• Bracknell Out of Hours Service CQC Report• Brants Bridge Primary Care Centre – Patient Satisfaction Survey	

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Bracknell out of Hours service CQC report

Ratings in all areas are below.

The CCG is offering support to OOH service with their action plan and the action plan is monitored through the CQRM. They will be reinspected in about 6 months from the time of the published report.

(just need to remind the committee that they did not have any area which was inadequate and no areas which can be resolved within the designated time frame).

<p>Overall Requires improvement</p> <p>Read overall summary</p>	Safe	Requires improvement ●
	Effective	Good ●
	Caring	Good ●
	Responsive	Good ●
	Well-led	Requires improvement ●

Where OOH needs to improve

- To assess, monitor, manage and mitigate risks to the health and safety of service users.
- Have systems in place to ensure action was taken in relation to patient safety alerts and MHRA (Medicines and Healthcare Products Regulatory Agency) alerts as the ones in place were not effective.
- Quality improvement activity was not always carried out at a location level, including clinical audits or quality monitoring.
- There was no system in place to ensure chaperone duties were carried out appropriately.
- Some systems for the management of medicines were not effective, including the lack of a Controlled Drug Home Office license.
- The provider did not actively seek feedback and a representative view from patients to ensure improvements could be made. Complaints leaflet was not in the cars or clearly displayed.
- Signage in Brants Bridge

Actions already completed

There is a comprehensive action plan which covers all of the OOH sites. The actions identified for the chaperones and patient safety alerts are all completed. The signage issue is ongoing as the building does not belong to OOH they are looking at ordering stands.

There are a number of audits being completed regularly to improve on medicine management and infection prevention and control. The license from the home office is still being sort.

There have been a number of actions for the front desk which will include the complaints leaflet and information.

The service is looking at different ways to get patient feedback

Some examples of good practice identified in the report

- Patient feedback said they were treated with compassion, dignity and respect and despite the service provided single episodes of care patients were involved in their care and decisions about their treatment.
- Staff assessed patients' needs and delivered care in line with current evidence based guidance. Staff had been trained to provide them with the skills, knowledge and experience to deliver effective care and treatment.
- Patients said they found it easy to make an appointment and data showed most patients were seen or contacted in a timely manner.
- The provider has been working with the local Clinical Commissioning Groups to discuss how to improve and maintain response times for patients accessing the service.

20/04/18



BRANTS BRIDGE PCC - PATIENT SATISFACTION SURVEY

JANUARY - MARCH 2017

This survey was commissioned by Patrick Rogan, on behalf of Brants Bridge Primary Care Centre (PCC), and the analysis was undertaken independently by Active Outcomes. The results of the survey, gained from 141 respondents, have been impartially analysed to form the basis of this report.

TABLE OF CONTENTS

Contents

Headline Data	1
Question One: Attending the PCC	2
Question Two: Age Group	3
Question Three: Postcode	4
Question Four: NHS 111	6
Question Five: Use of Another Service	7
Question Six: Prior Knowledge	9
Question Seven: Advised to Attend – Non-NHS 111	10
Question Eight: Alternative Provision	11
Question Nine: Pre-Booked Appointments	13
Question Ten: Receptionist	14
Question Eleven: Waiting Times	15
Question Twelve: Explanations	16
Question Thirteen: Best Location for Treatment	18
Question Fourteen: Respect	19
Question Fifteen: Expectations	21
Question Sixteen: Contact Details	22
Question Seventeen: After the Visit	23
Question Eighteen: Service Rating	24
Question Nineteen: Repeat Attendance	26
Question Twenty: Willingness to Recommend	27
Additional Comments	28

Headline Data

PERFORMANCE HIGHLIGHTS

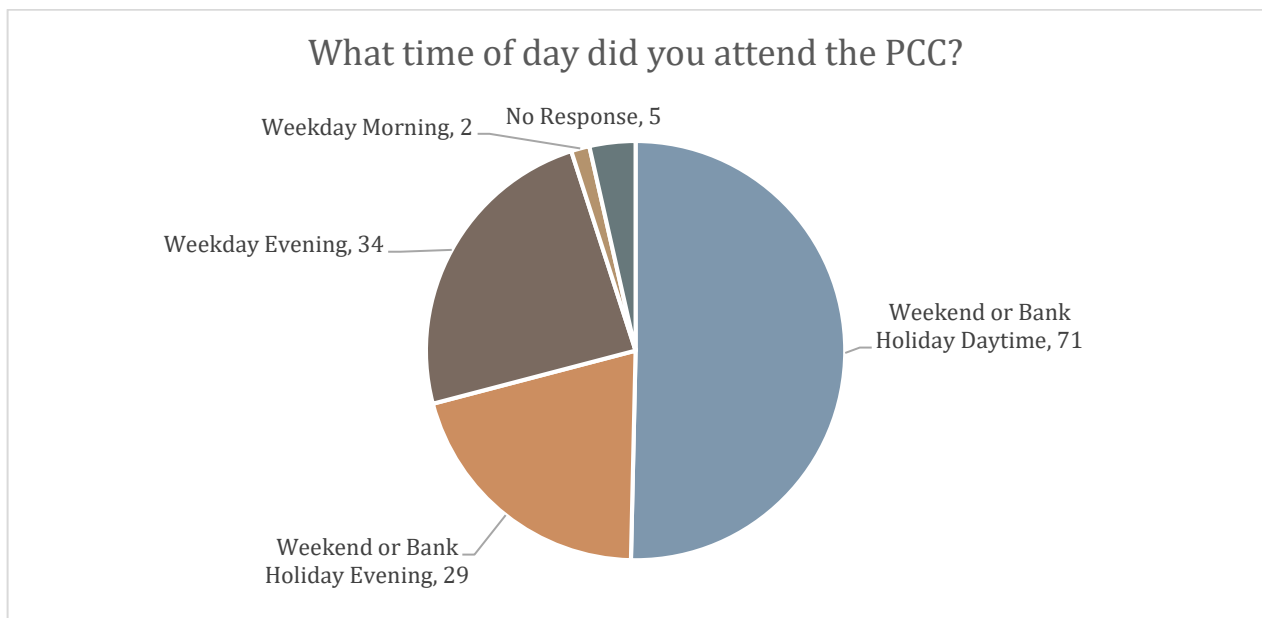
- 100% classed the service they received at Brants Bridge PCC as 'Good' or better. *88.22% rated the service as 'Excellent', 14.81% as 'Very Good,' and 2.96% as 'Good.'*
- 100% would be happy to recommend the PCC to friends and family.
- Only one patient (of 141 in total responding) waited over sixty minutes for treatment. *67.41% of patients were seen within ten minutes of arrival (and 10.37% immediately). Only 2.96% waited more than 30 minutes to access treatment.*
- 100% felt they were treated with courtesy and respect by medical professionals.
- The vast majority attending (95.45%) felt their doctor definitely explained their condition and treatment in a way that was easy for them to understand. The remaining 3.79% felt their doctor explained their condition and treatment to some extent.
- The age group most likely to attend the PCC was aged 0-5 years (27.14%). *Overall, under 16's accounted for almost half of all patients included in the survey results for this period (46.43%).*
- 90% of patients had spoken to the NHS 111 helpline before coming to the PCC and 89.29% had not attended another service directly before their visit.
- Over four fifths of patients had pre-booked an appointment to see a GP before attending the PCC (82.14%).

QUESTION ONE: ATTENDING THE PCC

Question One: Attending the PCC

WHAT TIME OF THE DAY DID YOU ATTEND THE PCC?

Slightly more than half of patients who attended Brants Bridge PCC did so on a Weekend or Bank Holiday in the Daytime (50.35%). 24.11% attended on a Weekday Evening and 20.57% on a Weekend or Bank Holiday Evening. Two people attended on a Weekday Morning, but please note that one of the entries for Weekday Morning did have a question mark beside it. Five respondents did not answer.



Weekday Evenings saw the most patients attending who should have gone elsewhere for treatment, with five patients being sent directly elsewhere and eight being treated at the PCC despite it being the wrong location. Of the 29 patients attending on a Weekend or Bank Holiday Evening, six patients were told that they had not come to the right location for treatment by the doctor but none were refused treatment. Those attending Weekend or Bank Holiday Daytime two went to a different location and nine were treated at the PCC.

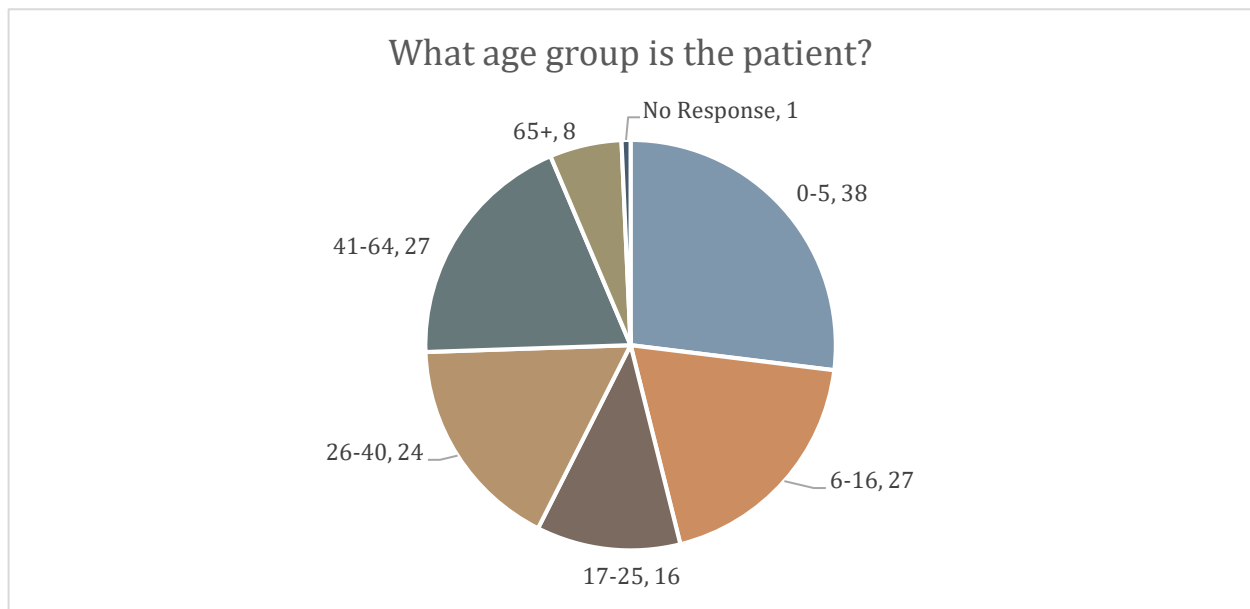
ANSWER	NUMBER RESPONDENTS	PERCENTAGE
Weekend or Bank Holiday Daytime	71	50.35%
Weekend or Bank Holiday Evening	29	20.57%
Weekday Evening	34	24.11%
Weekday Morning	2	1.42%
No response	5	3.55%

QUESTION TWO: AGE GROUP

Question Two: Age Group

WHAT AGE GROUP IS THE PATIENT? (IF YOU ARE THE PATIENT PLEASE NOTE YOUR OWN AGE)

In the period January to March 2017, almost half of the patients covered in the survey were under 16 years old (46.43%), with 27.14% of these aged 0-5 years and 19.29% aged 6-16 years. While over 65's accounted for the smallest group of patients with eight in total (5.71%).



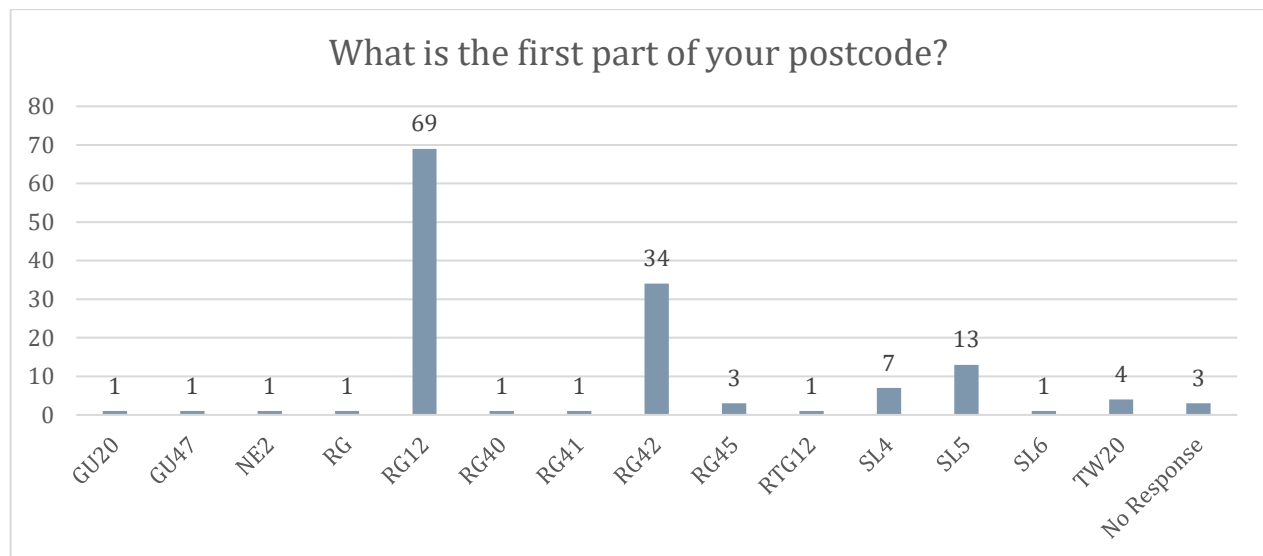
ANSWER	NUMBER RESPONDENTS	PERCENTAGE
0-5	38	27.14%
6-16	27	19.29%
17-25	16	11.43%
26-40	24	17.14%
41-64	27	19.29%
65+	8	5.71%
No Response	1	0.71%

QUESTION THREE: POSTCODE

Question Three: Postcode

WHAT IS THE FIRST PART OF YOUR POST CODE?

The most common postcode was RG12 with almost half (48.94%) of respondents, followed by RG42 (24.11%) and SL5 (9.22%), these three accounted for over 80% of all postcodes given.



ANSWER	NUMBER RESPONDENTS	PERCENTAGE
GU20	1	0.71%
GU47	1	0.71%
NE2	1	0.71%
RG	1	0.71%
RG12	69	48.94%
RG40	1	0.71%
RG41	1	0.71%
RG42	34	24.11%
RG45	3	2.13%
RTG12	1	0.71%
SL4	7	4.96%
SL5	13	9.22%
SL6	1	0.71%
TW20	4	2.84%
No Response	3	2.13%

QUESTION THREE: POSTCODE



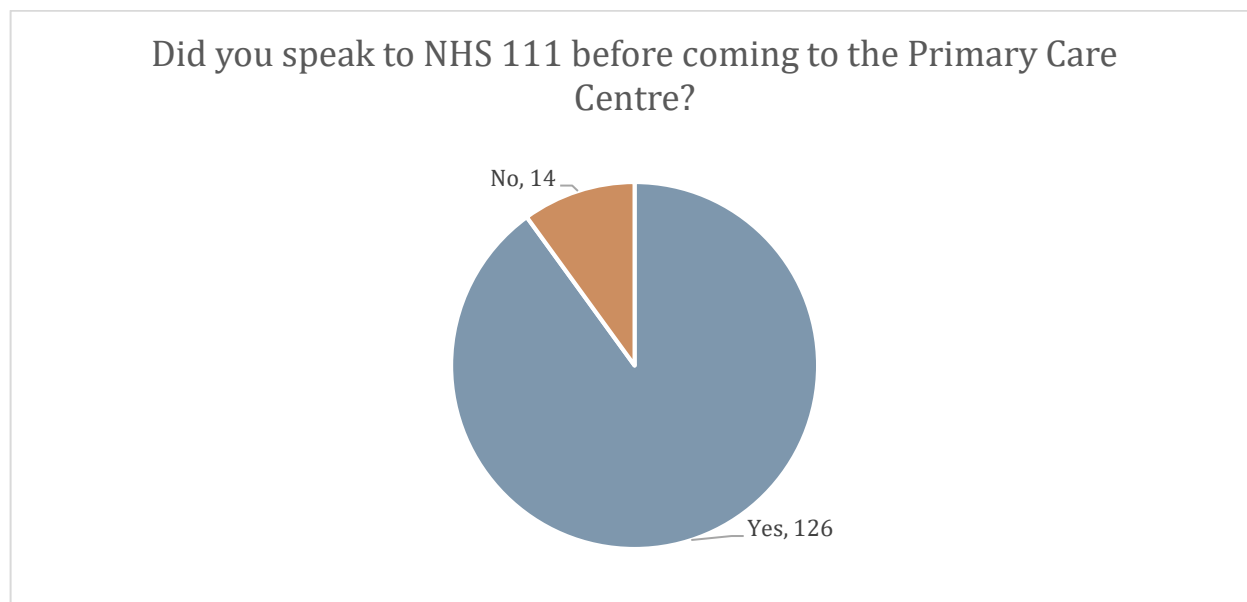
QUESTION FOUR: NHS 111

Question Four: NHS 111

DID YOU SPEAK TO NHS 111 BEFORE COMING TO THE PRIMARY CARE CENTRE?

Most respondents (90% or 126 of 141 people) had spoken to the NHS 111 helpline prior to attending Brants Bridge PCC. Of the fourteen respondents who had not called, three stated that they had visited another service directly before they attended, of these two had called the GP and one had visited an out of hours service the previous evening.

Another respondent who said they had not spoken to NHS 111 or accessed another service before attending did state however, that they had also called a GP before attending the PCC – commenting that: “we phoned GP but couldn't get an appointment for 2 days”. Please refer to Question Five on page 7 for a full breakdown of other services visited.



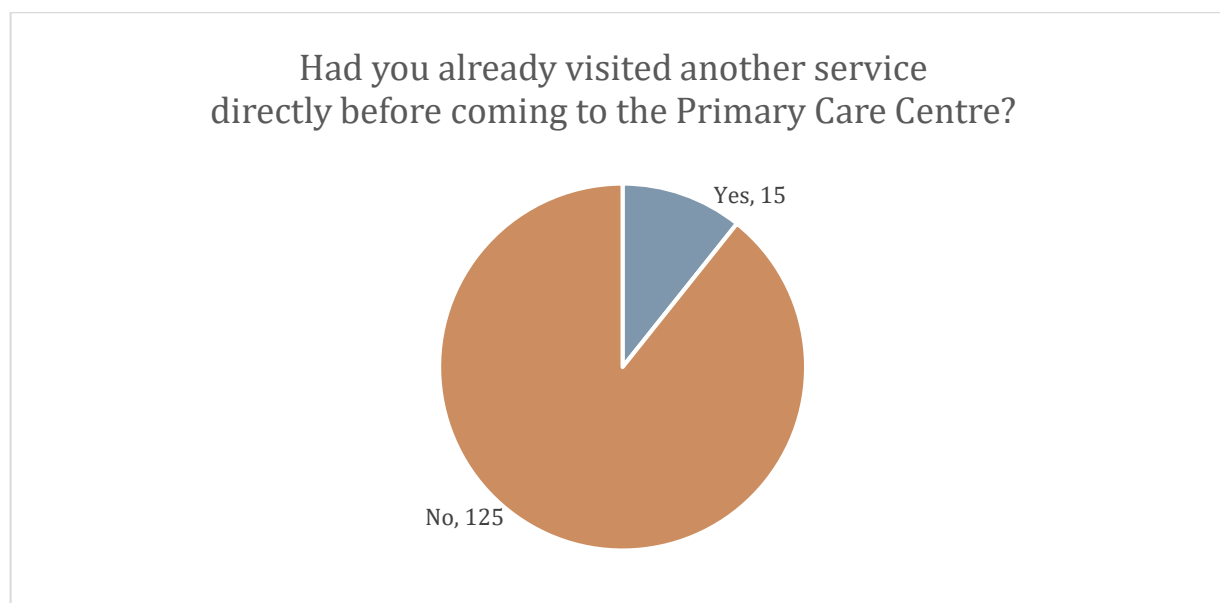
ANSWER	NUMBER RESPONDENTS	PERCENTAGE
Yes	126	90%
No	14	10%
No Response	1	-

QUESTION FIVE: USE OF ANOTHER SERVICE

Question Five: Use of Another Service

HAD YOU ALREADY VISITED ANOTHER SERVICE DIRECTLY BEFORE COMING TO THE PRIMARY CARE CENTRE? (IF YES, GIVE DETAILS)

Almost nine out of ten respondents came directly to the PCC without having visited another service (89.29%). As seen in the previous question, this is roughly the same percentage (90.00%) had called the NHS 111 helpline, though it is worth noting that while the percentages are similar the responses were not necessarily made by the same people. There was only one 'no response' given to this question.



ANSWER	NUMBER RESPONDENTS	PERCENTAGE
Yes	15	10.71%
No	125	89.29%
No Response	1	-

Those who had answered Yes were asked to provide additional details, fourteen of fifteen did and these comments are provided in full on the following page. Almost 60% of these respondents (8 of 14) had either called or visited their GP directly before attending the PCC.

QUESTION FIVE: USE OF ANOTHER SERVICE

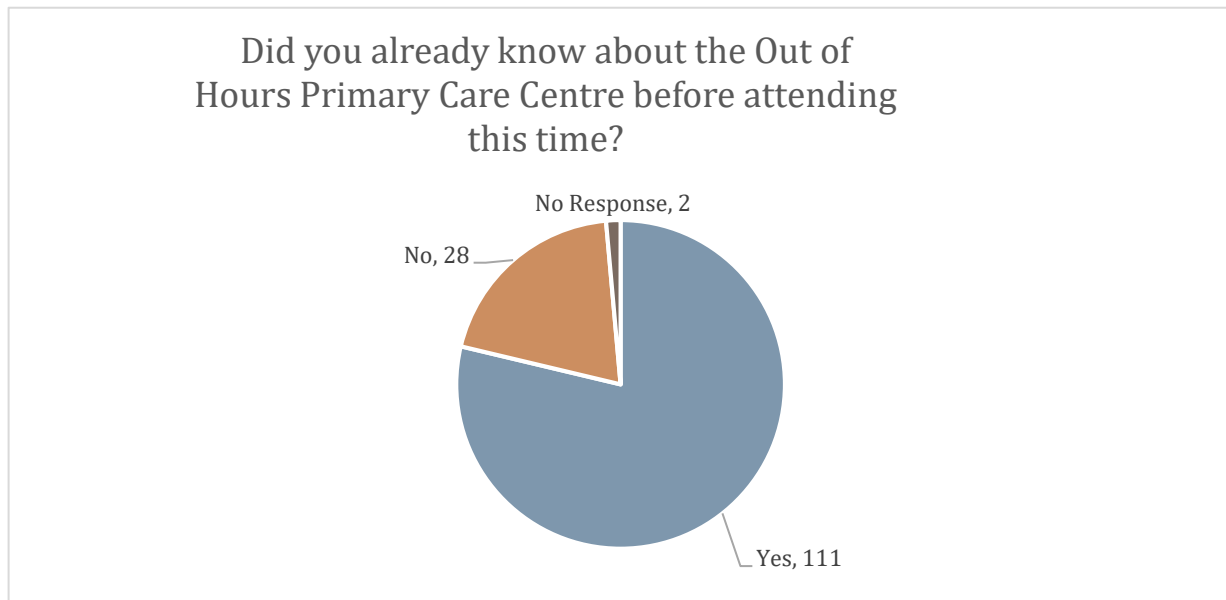
	YES - ADDITIONAL DETAILS
	<i>Urgent Care Centre - no GP in</i>
	<i>GP</i>
	<i>Yes phoned GP no availability</i>
	<i>we phoned GP but couldn't get an appointment for 2 days</i>
	<i>Phone call with the GP</i>
	<i>Boundary House Surgery yesterday</i>
	<i>local pharmacy</i>
	<i>Urgent Care Centre - no GP in</i>
	<i>Bracknell Urgent Care</i>
	<i>own GP</i>
	<i>GP via phone</i>
	<i>GP - Ralphs Ride</i>
	<i>Out of hours previous evening</i>
	<i>Brants Bridge Walk in</i>

QUESTION SIX: PRIOR KNOWLEDGE

Question Six: Prior Knowledge

DID YOU ALREADY KNOW ABOUT THE OUT OF HOURS PRIMARY CARE CENTRE BEFORE ATTENDING THIS TIME?

Over three-quarters of those treated at the PCC were already aware of the service before they attended on that occasion, with 111 (79.86%) aware and 28 (20.14%) stating they did not already know about it. Two respondents did not answer this question.



ANSWER	NUMBER RESPONDENTS	PERCENTAGE
Yes	111	79.86%
No	28	20.14%
No Response	2	-

QUESTION SEVEN: ADVISED TO ATTEND – NON-NHS 111

Question Seven: Advised to Attend – Non-NHS 111

WERE YOU ADVISED TO COME TO THE PRIMARY CARE CENTRE BY ANOTHER SERVICE WHICH WAS NOT NHS 111?

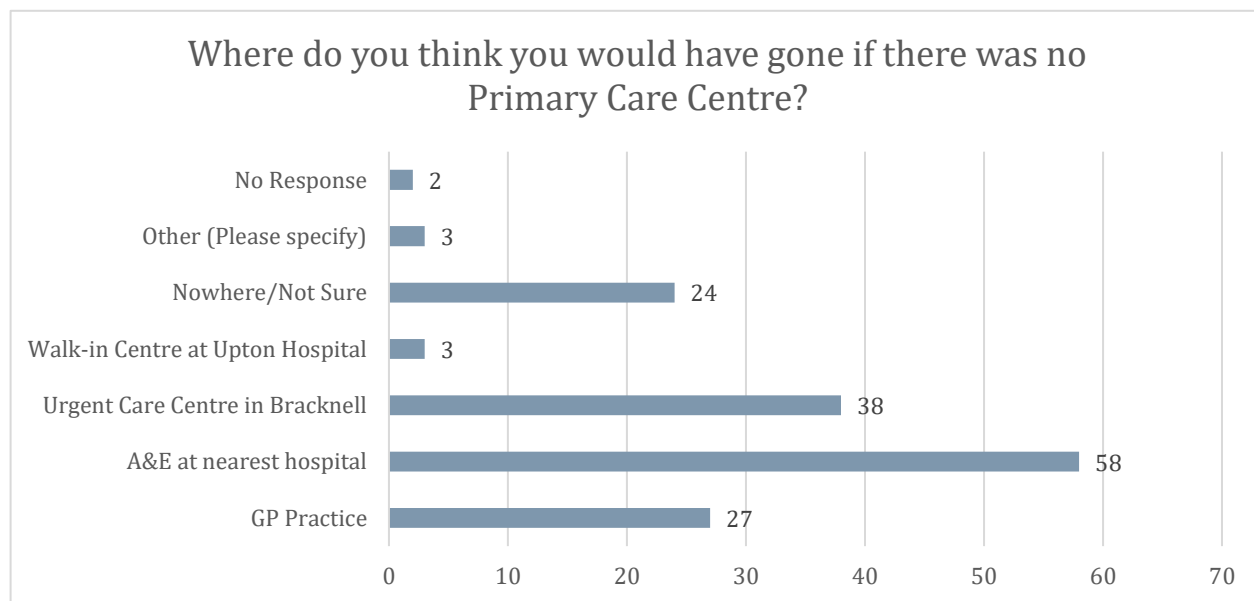
There was one 'Yes' response to this question and no other responses. The "Yes" respondent did not give any further information as to which service had referred them to the PCC.

QUESTION EIGHT: ALTERNATIVE PROVISION

Question Eight: Alternative Provision

WHERE DO YOU THINK YOU WOULD HAVE GONE IF THERE WAS NO PRIMARY CARE CENTRE?

The responses for this question were diverse, the most popular option was A & E at the nearest hospital with 58 people stating they would have attended (41.73%), the next most popular option was the Urgent Care Centre in Bracknell with 38 (27.34%), and 27 said they would have visited their local GP (19.42%), though one additional 'Other' comment does mention 'Waiting until GP opened'. In total, three 'Other' comments were made, with one stating '111,' another 'Royal Berks,' and one mentioning waiting to see a local GP (as discussed above).



ANSWER	NUMBER RESPONDENTS	PERCENTAGE
GP Practice	27	19.42%
A & E at nearest hospital	58	41.73%
Urgent Care Centre in Bracknell	38	27.34%
Walk-in-Centre at Upton Hospital	3	2.16%
Nowhere/Not Sure	24	17.27%
Other (Please specify)	3	2.16%
No Response	2	-

QUESTION EIGHT: ALTERNATIVE PROVISION

	OTHER
111	
<i>Waiting until GP opened</i>	
<i>Royal Berks</i>	

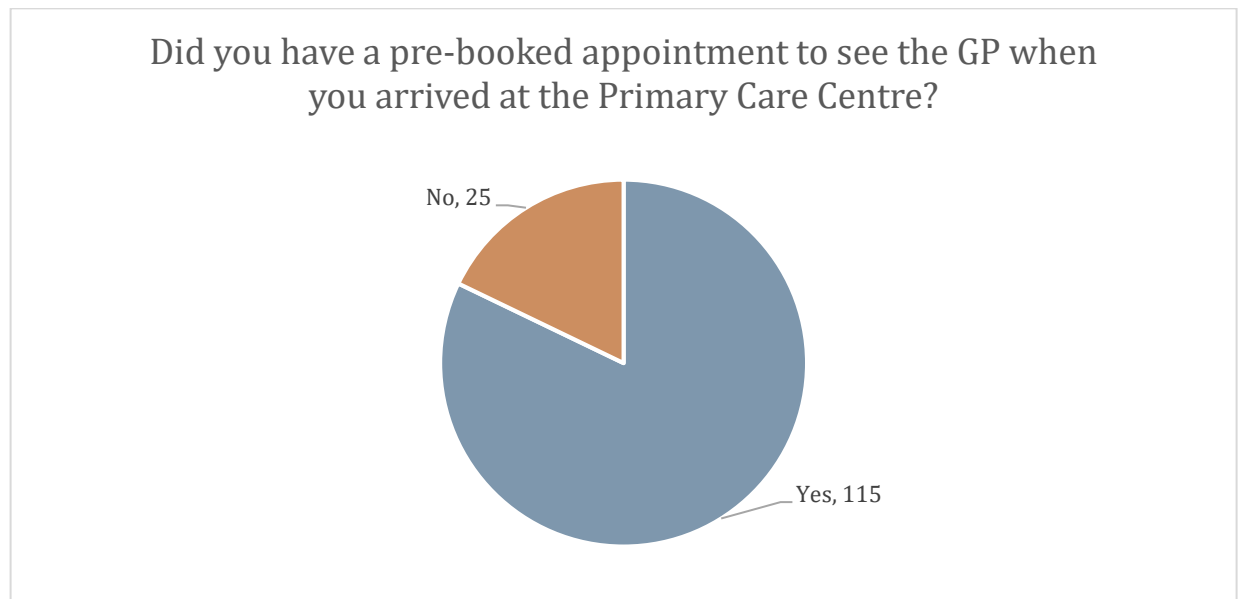
QUESTION NINE: PRE-BOOKED APPOINTMENTS

Question Nine: Pre-Booked Appointments

DID YOU HAVE A PRE-BOOKED APPOINTMENT TO SEE THE GP WHEN YOU ARRIVED AT THE PRIMARY CARE CENTRE?

Over 80% of attendees had pre-booked an appointment to see a GP when they came to the PCC, with 115 of 141 patients doing so (82.14%).

Of the 25 respondents who had not booked an appointment, four stated that they had already visited another service directly before attending the PCC. Seventeen had called the NHS 111 helpline and eight had not. Of the eight who had not called the helpline, one respondent had made a 'Phone call with the GP,' another had visited 'Out of hours previous evening' while the other six had not visited elsewhere or called 111. Five of the eight respondents who had not called or visited elsewhere were told by the GP it was the right place to come, two were informed that it wasn't but the GP treated them there anyway and one was told that it was not the right place for treatment and was sent to that location instead.



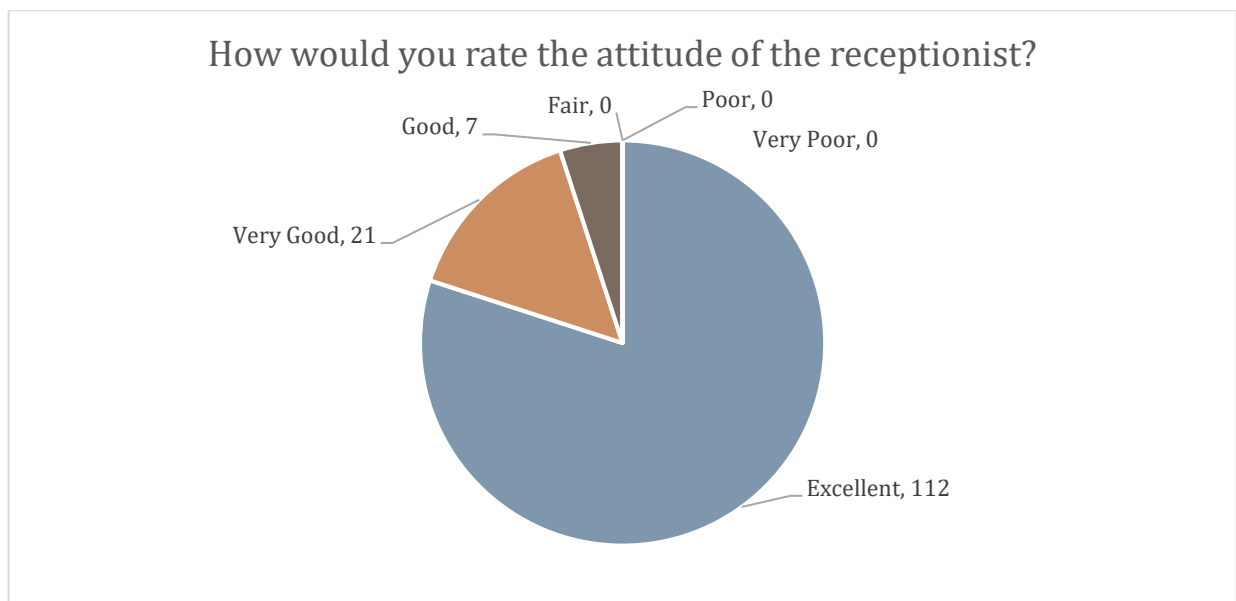
ANSWER	NUMBER RESPONDENTS	PERCENTAGE
Yes	115	82.14%
No	25	17.86%

QUESTION TEN: RECEPTIONIST

Question Ten: Receptionist

HOW WOULD YOU RATE THE ATTITUDE OF THE RECEPTIONIST?

The receptionist's attitude was rated as 'Good' or better by 100% of respondents, with 80.00% rating it as 'Excellent,' and 15.00% rating it as 'Very Good'.



	ANSWER	NUMBER RESPONDENTS	PERCENTAGE
	Excellent	112	80.00%
	Very Good	21	15.00%
	Good	7	5.00%
	Fair	0	0.00%
	Poor	0	0.00%
	Very Poor	0	0.00%
	No Response	1	-

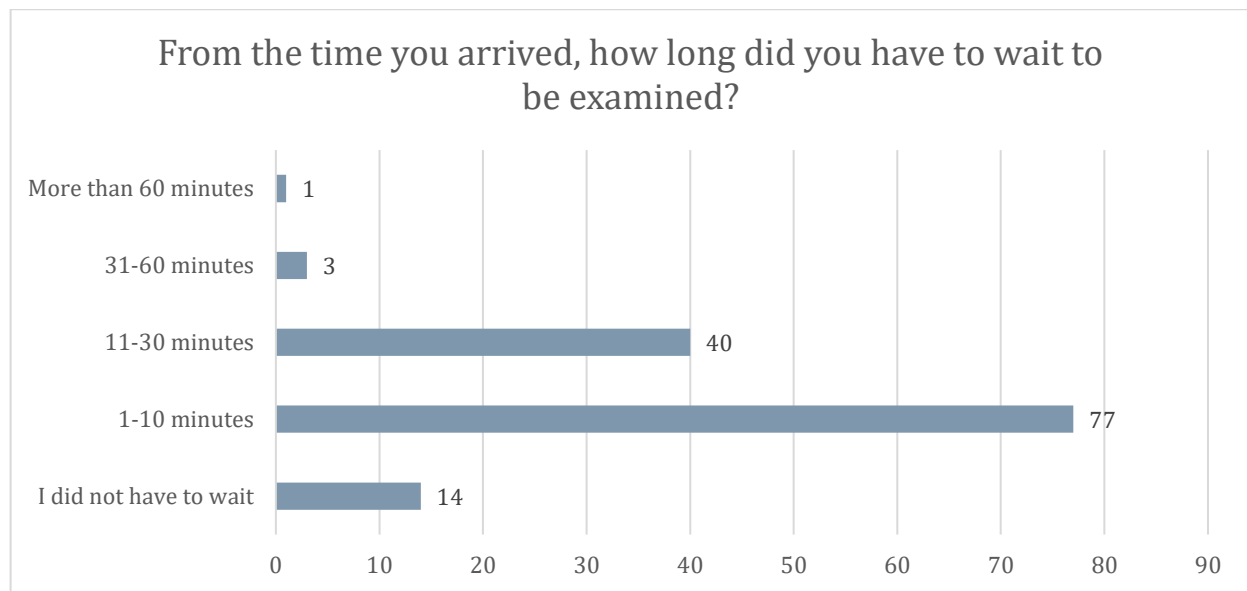
QUESTION ELEVEN: WAITING TIMES

Question Eleven: Waiting Times

FROM THE TIME YOU ARRIVED, HOW LONG DID YOU HAVE TO WAIT TO BE EXAMINED?

Only one patient during the January to March 2017 period had to wait more than 60 minutes for treatment. The majority (67.41%) were seen within ten minutes, with 14 (10.37%) stating they did not have to wait, and 77 saying they were seen within 1-10 minutes (57.04%).

For those waiting longer, 40 (29.63%) were seen within 11-30 minutes, three in 31-60 minutes (2.22%) and the remaining one patient waited more than an hour. This means 2.96% of patients waited more than 30 minutes to access treatment.



ANSWER	NUMBER RESPONDENTS	PERCENTAGE
I did not have to wait	14	10.37%
1-10 minutes	77	57.04%
11-30 minutes	40	29.63%
31-60 minutes	3	2.22%
More than 60 minutes	1	0.74%
No Response	6	-

QUESTION TWELVE: EXPLANATIONS

Question Twelve: Explanations

DID THE DOCTOR EXPLAIN YOUR CONDITION AND TREATMENT IN A WAY YOU COULD UNDERSTAND?

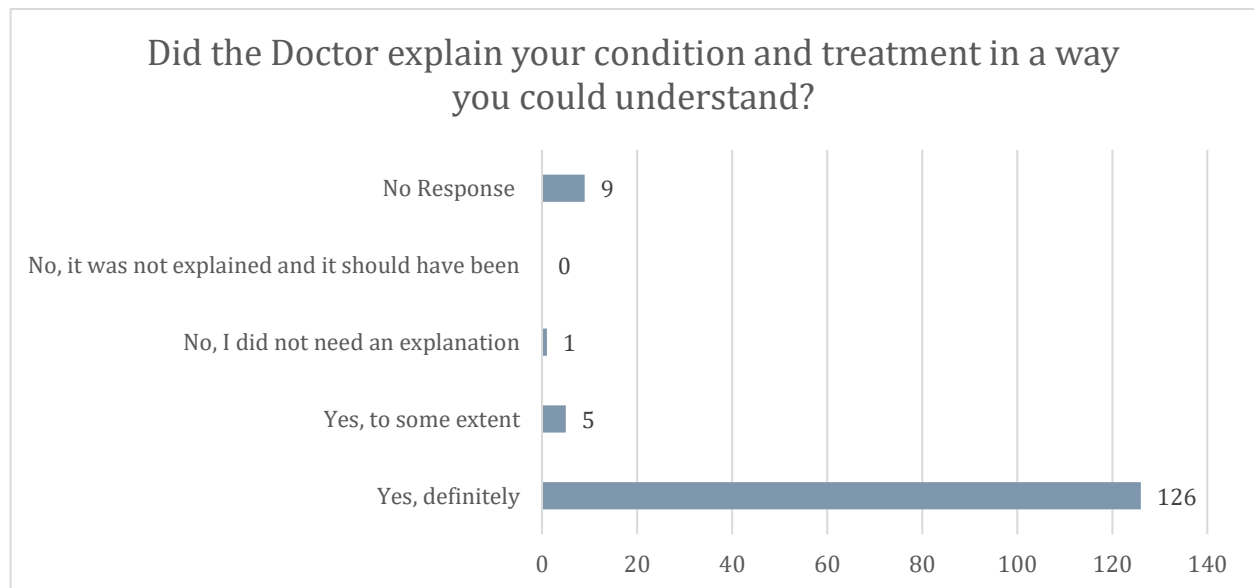
Every patient questioned was either happy with the explanations provided, or felt that they did not need one. 95.45% felt they definitely understood, a further 3.79% felt they did to some extent, and one respondent (0.76%) did not require an explanation. Nine respondents did not answer this question.

Three 'Additional Comments' were made regarding the Doctor explaining conditions and treatment:

Kind, caring and gave treatment that i needed.

Excellent communication, good signs to show where to go, friendly smile on arrival Thank you!

Dr. Helen explained my child's condition very well! My child and we felt instantly better Many thanks to the doctor! Great work!! Excellent!! Thank you



QUESTION TWELVE: EXPLANATIONS

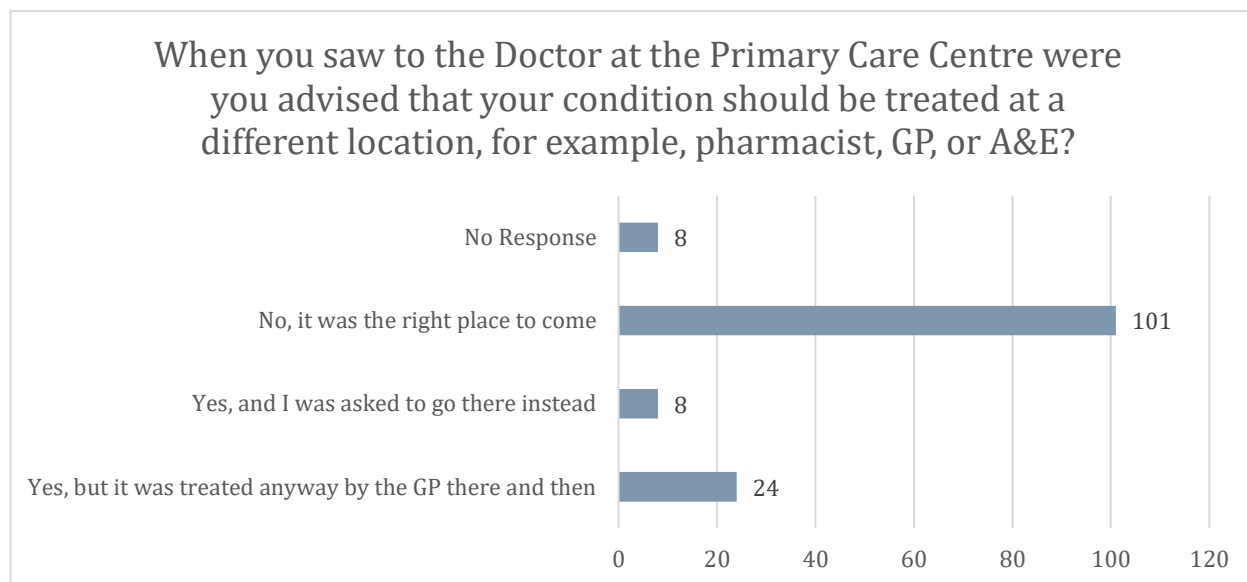
ANSWER	NUMBER RESPONDENTS	PERCENTAGE
Yes, definitely	126	95.45%
Yes, to some extent	5	3.79%
No, I did not need an explanation	1	0.76%
No, it was not explained and it should have been	0	0.00%
No Response	9	-

QUESTION THIRTEEN: BEST LOCATION FOR TREATMENT

Question Thirteen: Best Location for Treatment

WHEN YOU SAW TO THE DOCTOR AT THE PRIMARY CARE CENTRE WERE YOU ADVISED THAT YOUR CONDITION SHOULD BE TREATED AT A DIFFERENT LOCATION, FOR EXAMPLE, PHARMACIST, GP, OR A&E?

The majority of people were told they were in the right place for treatment (101 of 141 – 75.94%), however, a further 24 found that, while it was not the right location for treatment, they could be treated there and then anyway (18.05%). Eight were asked to seek treatment elsewhere (6.02%). Eight people gave no response to this question.



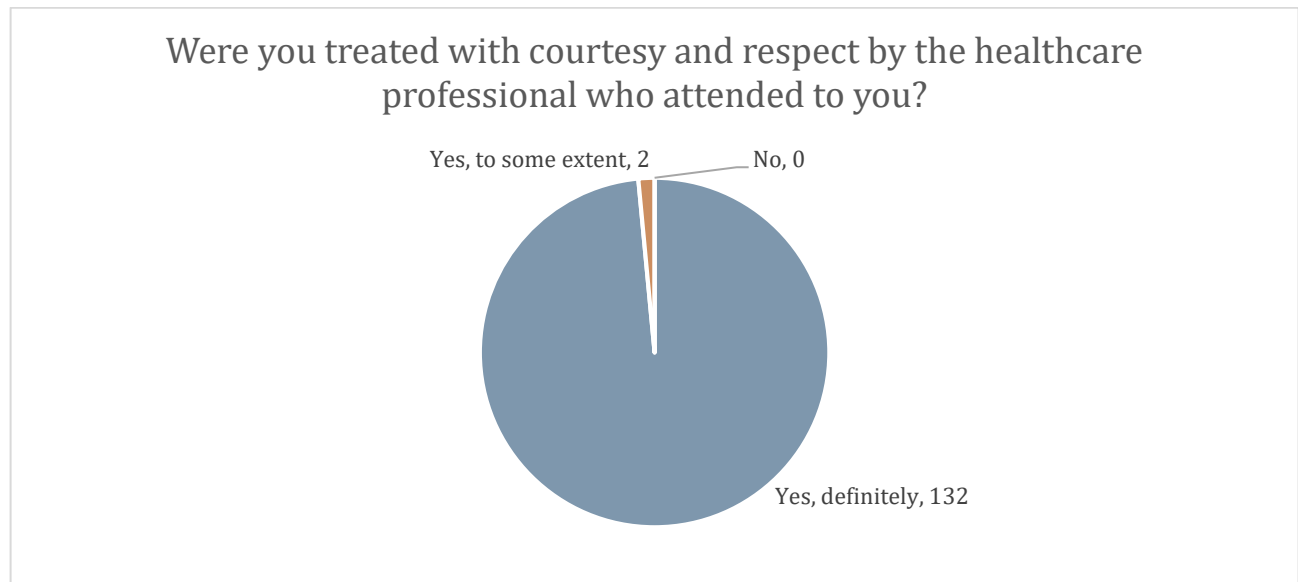
ANSWER	NUMBER RESPONDENTS	PERCENTAGE
Yes, but it was treated anyway by the GP there and then	24	18.05%
Yes, and I was asked to go there instead	8	6.02%
No, it was the right place to come	101	75.94%
No Response	8	-

QUESTION FOURTEEN: RESPECT

Question Fourteen: Respect

WERE YOU TREATED WITH COURTESY AND RESPECT BY THE HEALTHCARE PROFESSIONAL WHO ATTENDED TO YOU?

100% of people visiting the PCC felt they had been treated with courtesy and respect, and the overwhelming majority of these (98.51%) stated that they definitely felt this and only two respondents qualifying it by saying 'to some extent' (1.49%). Seven people provided no response for this question.



ANSWER	NUMBER RESPONDENTS	PERCENTAGE
Yes, definitely	132	98.51%
Yes, to some extent	2	1.49%
No	0	0.00%
No Response	7	-

Several 'Additional Comments' were made praising healthcare and other staff at the PCC (Please see page 28 for more detail), though none specifically mentioned 'respect' one did mention 'courtesy' and several relevant comments have been included below:

QUESTION FOURTEEN: RESPECT

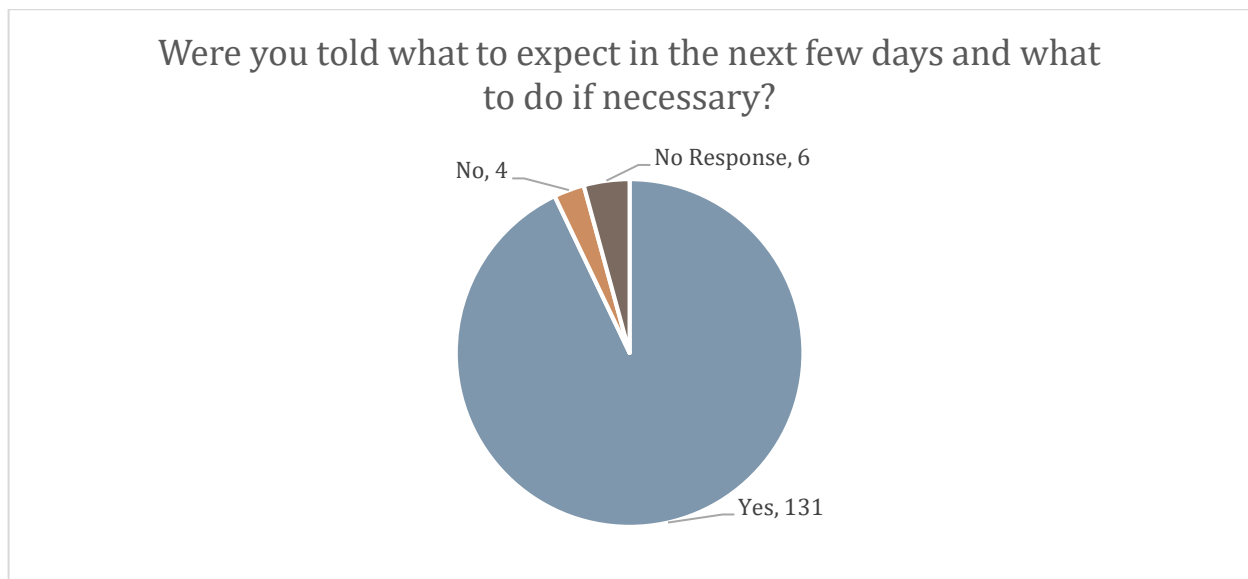
- *Staff were friendly and treated my son well, he liked the doctor*
- *Kind, caring and gave treatment that i needed.*
- *Always a brilliant place, staff are always fantastic*
- *Excellent communication, good signs to show where to go, friendly smile on arrival Thank you!*
- *Excellent service, very reassuring to have it locally.*
- *Very friendly & efficient at every step*
- *All staff were very polite and very nice*
- *We called 111 & were cut of 5 times, they called back each time. Handler very efficient*
- *Dr. Helen explained my child's condition very well! My child and we felt instantly better
Many thanks to the doctor! Great work!! Excellent!! Thank you*
- *Pleasant visit, polite staff very helpful. Very clean waiting area*
- *Friendly staff & understanding doctors*
- *Every body was very polite and curteous.*

QUESTION FIFTEEN: EXPECTATIONS

Question Fifteen: Expectations

WERE YOU TOLD WHAT TO EXPECT IN THE NEXT FEW DAYS AND WHAT TO DO IF NECESSARY?

Most patients were satisfied that they had been given instructions on what to expect with 97.04% feeling this way. Four respondents did not agree they had been told what to expect or given further advice (2.96%). Six respondents provided no response to this question.



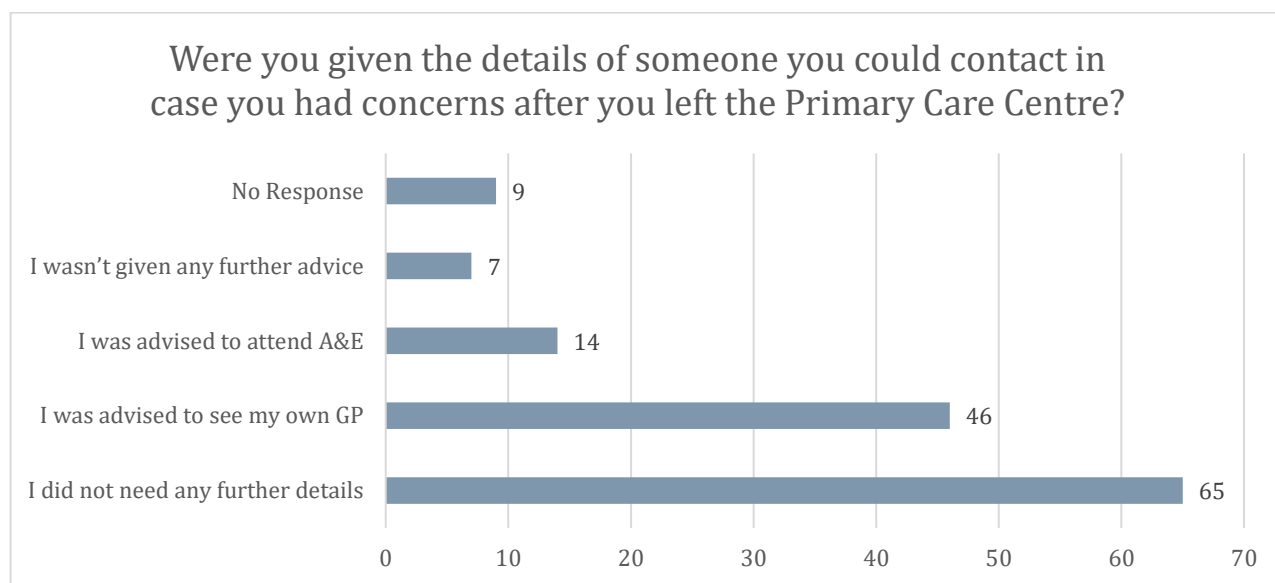
ANSWER	NUMBER RESPONDENTS	PERCENTAGE
Yes	131	97.04%
No	4	2.96%
No Response	6	-

QUESTION SIXTEEN: CONTACT DETAILS

Question Sixteen: Contact Details

WERE YOU GIVEN THE DETAILS OF SOMEONE YOU COULD CONTACT IN CASE YOU HAD CONCERNS AFTER YOU LEFT THE PRIMARY CARE CENTRE?

Almost half of respondents (49.24%) felt that they did not require any further details and seven stated that they were not given any advice (5.30%). For those who did need it, the majority were advised to see their own GP (46 of 141 – 34.85%) and fourteen were advised to attend A & E (10.61%). Nine people chose to give no response.



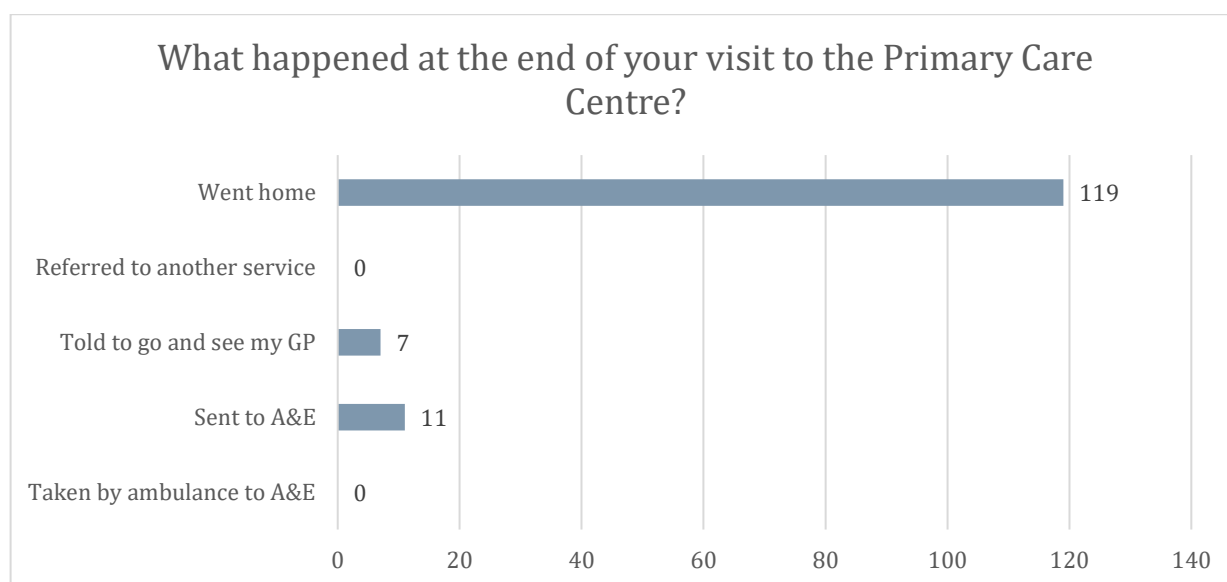
ANSWER	NUMBER RESPONDENTS	PERCENTAGE
I did not need any further details	65	49.24%
I was advised to see my own GP	46	34.85%
I was advised to attend A&E	14	10.61%
I wasn't given any further advice	7	5.30%
No Response	9	-

QUESTION SEVENTEEN: AFTER THE VISIT

Question Seventeen: After the Visit

WHAT HAPPENED AT THE END OF YOUR VISIT TO THE PRIMARY CARE CENTRE?

After the PCC visit, the majority of patients attending went home (88.15%), while seven were told to see their GP (5.19%), and 11 were sent to A & E (8.15%). None were referred elsewhere and none were taken to A & E directly by ambulance. Six chose not to respond to this question.



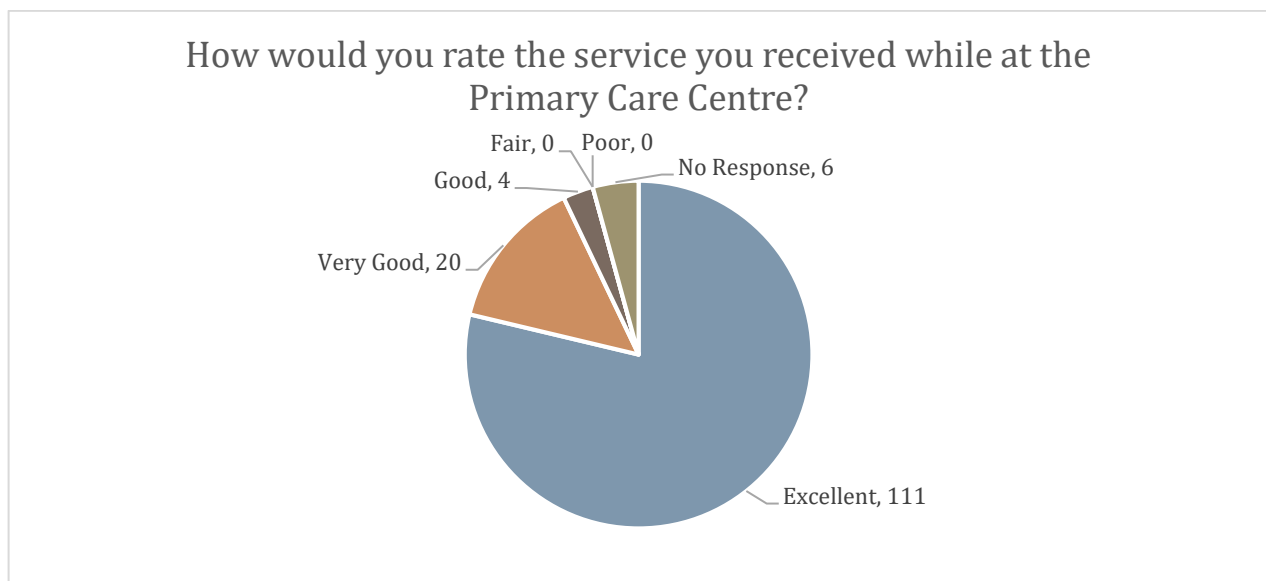
ANSWER	NUMBER RESPONDENTS	PERCENTAGE
Taken by ambulance to A&E	0	0.00%
Sent to A&E	11	8.15%
Told to go and see my GP	7	5.19%
Referred to another service	0	0.00%
Went home	119	88.15%
No Response	6	-

QUESTION EIGHTEEN: SERVICE RATING

Question Eighteen: Service Rating

HOW WOULD YOU RATE THE SERVICE YOU RECEIVED WHILE AT THE PRIMARY CARE CENTRE?

A total of 100% of respondents felt the service they received at the PCC was 'Good' or better. With 82.22% classing it as 'Excellent' (111 people), 14.81% as 'Very Good' (20 people), and 2.96% 'Good' (four people). Six people did not respond to this question.



'Additional Comments' made that specifically mentioned the word 'service' included:

- *Excellent service. Many thanks.*
- *Fantastic service!*
- *Excellent service, very reassuring to have it locally.*
- *Thank you. The GP let me use the nebulizer which has really helped my breathing this morning. - Also a very quick service :)*
- *Excellent service*
- *A brilliant service all round*

ANSWER

NUMBER RESPONDENTS

PERCENTAGE

QUESTION EIGHTEEN: SERVICE RATING

Excellent	111	82.22%
Very Good	20	14.81%
Good	4	2.96%
Fair	0	0.00%
Poor	0	0.00%
No Response	6	-

QUESTION NINETEEN: REPEAT ATTENDANCE

Question Nineteen: Repeat Attendance

IF YOU NEEDED MEDICAL ATTENTION, WOULD YOU BE HAPPY TO ATTEND THE PRIMARY CARE CENTRE AGAIN?

There were no responses to this question.

QUESTION TWENTY: WILLINGNESS TO RECOMMEND

Question Twenty: Willingness to Recommend

IF ANY OF YOUR FRIENDS, FAMILY OR PEOPLE YOU KNOW NEEDED MEDICAL ATTENTION
WOULD YOU BE HAPPY FOR THEM TO ATTEND THIS PRIMARY CARE CENTRE?

100% of respondents indicated that they would recommend the PCC to family and friends and six chose not to respond to this question.

ANSWER	NUMBER RESPONDENTS	PERCENTAGE
Yes	135	100%
No	0	0.00%
No Response	6	-

ADDITIONAL COMMENTS

Additional Comments

ANY OTHER COMMENTS ABOUT THE SERVICE AND ATTENTION YOU RECEIVED AT THE PRIMARY CARE CENTRE:

Twenty-two additional comments were made by respondents and these are given in full detail below.

ADDITIONAL COMMENTS

Excellent service. Many thanks.

Fantastic service!

Staff were friendly and treated my son well, he liked the doctor

Coordination with 111 was lacking. Arrived at 5.40. No doctor available at either GP or Bracknell Space surgery

Everything was perfect Thank you!

Kind, caring and gave treatment that i needed.

Always a brilliant place, staff are always fantastic

Excellent communication, good signs to show where to go, friendly smile on arrival Thank you!

Excellent service, very reassuring to have it locally.

Very friendly & efficient at every step

All staff were very polite and very nice

We called 111 & were cut of 5 times, they called back each time. Handler very efficient

Dr. Helen explained my child's condition very well! My child and we felt instantly better Many thanks to the doctor! Great work!! Excellent!! Thank you

Thank you for helping me get better.

Thank you to everyone to help me to get help I needed.

Pleasant visit, polite staff very helpful. Very clean waiting area

Thank you. The GP let me use the nebulizer which has really helped my breathing this morning. - Also a very quick service :)

Friendly staff & understanding doctors

Excellent service

Every body was very polite and courteous.

Thank you.

A brilliant service all round