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Premises visited: Pocklington Group Practice The Beckside Centre, 1 Amos Drive, West Green, Pocklington, YO42 2BS	Date of Visit: 09/11/2015	HW Reference: 20151109
	Duration of visit: 2 Hours (2.00pm - 4.00pm)	
	HWERY Representatives: M Fawcett L Cunningham	Staff met during visit: B Judge (Managing Partner) P Cox (Assistant Practice Manager)

PURPOSE OF VISIT

The visit was part of a HWERY programme to review the quality of provision of GP Practices in the East Riding.

INTRODUCTION

The Pocklington Group Practice moved to a new purpose-built building in May 2015. It is the only General Practice in the town of Pocklington and serves many of the surrounding villages (from Stamford Bridge in the west to Shiptonthorpe in the east) with around 15,500 people on its patient list. The practice houses its own dispensary, which is able to dispense medication to patients living more than a mile away from the practice. The building also has two retail units one of which is currently occupied by Boots pharmacy, the other is currently empty. The overall environment is very well presented both inside and out.

ENVIRONMENT

When we arrived at the venue we were instantly impressed with the building and the car park. The car park is large and spacious and has 4 disabled bays and 4 parent/child bays.

The main entrance has large automatic doors, which are easily accessible to people with wheelchairs or buggies. There is a dual height reception desk to allow access for wheelchair users and wide corridors with few internal doors. There is a lift to access the upper floor, which can accommodate a stretcher if required. There are several accessible toilets available, which are well signposted and clean when we visited. We could not find any evidence of a hearing loop being used in the building.

For patients with young children, the practice provides baby changing facilities and a baby feeding room close to the main waiting area.

Upon entering the building, you are faced with a waiting area on the right and the dispensary and reception on the left. The waiting area is colourful and pleasant. There are screens on the walls, which are used to call patients to the relevant room when it is their turn. They also display a range of health promotion messages. There is a small activity table in one corner for young children to play with. Drinking water is not provided in the waiting room.

The practice has a health education room, which opens out into the main waiting area. This room has several notice boards, an area for the practice's Patient Participation Group (PPG), a wide range of health-related literature and a BMI/vital signs POD, which the practice currently has on a trial basis. They also use this area for health promotion and awareness raising activities, such as a recent event run by the Stroke Association.

The building has a number of areas that are not currently in use, including the second retail unit and a minor surgery suite; however, plans are in place for the Humber NHS Foundation Trust to move into the building and provide some of their community services onsite.

The building itself is very accessible and caters well for those with reduced mobility or additional needs. However, it is situated a little outside the centre of the town. One patient we spoke to raised concerns that the surgery was too far from the nearest bus stop and so it was difficult for her to get there.

SERVICES AVAILABLE AT SURGERY

The practice offers a wide range of services including GP services, practice nurse, ultrasound, phlebotomy (blood taking), substance and alcohol services, ENT/audiology, retinal screening and services for the elderly. They also have a minor surgery unit which they are hoping to expand in the near future.

PRIVACY/CONFIDENTIALITY

Patients can register their arrival at the reception desk or by using an electronic check-in monitor by the main door, allowing them to do so in private. However, when a patient is called through for their appointment their full name is displayed on the screens requesting they go through to the relevant consulting room. There may be patients who do not want that information broadcast so perhaps a number system would be beneficial.

Several of the patients we spoke to in the waiting area expressed concerns about "lengthy questioning" from the receptionist when calling to make an appointment. Another patient suggested that "a private desk when [I] can speak privately" would be an improvement to the practice.

Patient records are stored electronically using the EMIS system and hard copies are kept in a secure records store on site.

EASE OR DIFFICULTY GETTING APPOINTMENTS

The practice operates 8am - 6pm, Monday to Friday and offers a limited number of routine appointments on Saturday mornings (8am to 12 noon). Out of hours services are provided at York hospital. Appointments can be made online or via telephone.

The practice operates an on call team to manage urgent appointments. The duty doctor and/or nurse working with them offer a call-back system. They aim to call the patient back within 30 minutes of their original call and can then offer a telephone consultation or a same-day appointment as necessary throughout the day. The duty doctor is available throughout the day and there is no need to call the surgery at a certain time. Urgent appointments are allocated on the basis of need as assessed by the duty doctor.

The phone line is closed between 12.15 and 1.15pm but callers are redirected to a mobile number. One of the patients we spoke to in the waiting area commented that she frequently gets an answering machine when she calls. She also told us that she usually tries to call during her lunch break.

Non-emergency appointments are normally available within 3 working days.

We spoke to a number of patients in the waiting room during our visit. Most told us they generally call about a week ahead to get a routine appointment but can wait longer if they wish to see a particular GP. One patient we spoke to praised the urgent appointments system as excellent for getting appointments for children but told us that “adult appointments take a long time”.

All of the patients we spoke to who had used the telephone consultation service were pleased with it and said it was useful.

EASE OR DIFFICULTY GETTING REPEAT PRESCRIPTIONS

Prescriptions and a dispensary are available at the practice and the method for repeat prescriptions is either through drop in or online order. The practice try to discourage phone calls for repeat prescriptions (as this increases the likelihood of errors being made) however, they will process orders over the phone when necessary.

CQC AREAS

Safe

Overall the environment is very pleasant and appeared to be safe for those using it. The assistant manager, who met us on arrival, highlighted all fire exits and the fire assembly point to us.

Well Led

The practice seems to be in good hands and moving in the right direction. The Managing Partner has some big plans for the surgery and they are currently working with the Clinical Commissioning Group (CCG) and local authority on a pilot project to provide intermediate care (step-up, step-down beds) for elderly patients in conjunction with a local residential care home.

The practice is very inclusive of patients and has had a Patient Participation Group (PPG) since 2010. They are committed to ensuring the PPG is representative of the whole community and work with local schools to encourage involvement from young people. The PPG are heavily involved in making relevant decisions with the practice; for example, a sub-group of the PPG was involved in designing the new building.

Effective

The practice has impressive facilities and their use of a duty doctor system for emergent care certainly seems to be effective.

Caring

All of the patients we spoke to on the day said that in general they were happy with the care given at the practice.

Responsive to Need

The practice has a clear policy for handling complaints and has a nominated GP for overseeing the complaints process.

RECOMMENDATIONS

- Consider reviewing the system for calling patients into appointments to one that does not display patients' full names in order to improve confidentiality and privacy and ensure patients are aware that private rooms are already provided for reception and the dispensary should they wish to use them.
- Install a hearing loop and clearly signpost its availability
- Continue to improve promotion of appointments system to patients, specifically explaining the duty doctor set up so there is a clear understanding of why there is a need to ask questions in order to make an urgent appointment.

CONCLUSION

The practice even though it has been established for a number of years has recently moved into a bigger facility. This is a massive step forward and will increase the range of services available for the public. The long term success of this move is yet to be seen. The venue is immaculate and the staff seem to be able

to manage the large caseload in the new building very well. Early signs point towards the move being a huge success at the new venue and the practice delivering outstanding care. Overall we saw an outstanding practice with great ambitions for its community.

Signed on behalf of HWERY	<i>T. Smith</i>	Date: 27/11/15
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Disclaimer: This report relates to the service viewed on the date of the visit and is representative of the views of the people we spoke to who contributed to the report on that day.