

Investing in Children Membership Award™ Evaluation



The Haven Surgery

Introduction

The Haven Surgery is a small surgery located rurally in Burnhope, County Durham. The surgery has just over 1500 patients, with 300 of these being under the age of 18. There is a small Multi-Disciplinary Team made up of a Practice Manager, 2 GPs, 1 Practice Nurse, 1 Healthcare Assistant and Dispensing, reception and admin staff.

The surgery has its own dispensary. The community that the surgery is based in allows for good community engagement and a close relationship between the surgery and people that live in the community.



Evidence of Dialogue and Change

For the purpose of this evaluation I visited the surgery with three young people, Sam, Megan and Dan. We also met with the GP Principal, Dr Rina Miah, who told us about the opportunities children and young people have to have a say about the surgery and what has changed as a result of their ideas and suggestions.

Feedback & Comments

The surgery tries to get children and young people's feedback and suggestions in various ways, such as through the comments box and feedback forms. The comments box is located in reception for anyone to use, and Dr Rina Miah also told us that the receptionists often ask children and young people to fill in a form and put these in the box. They also have an annual patient survey where everyone is encouraged to fill in the survey.

The main feedback that they got from children and young people was there wasn't much to do in the waiting room, in response to this the waiting room now has magazines, books and lots and lots of posters and display boards. Other feedback included 'Always friendly and efficient,' 'very professional,' 'excellent customer service' and 'good advice given.'



As well as this the surgery have been trying to engage some young people to be on their Patient Forum Group however they have been unsuccessful so far. This is something that they are continuing to do.

Any feedback the surgery receives is reviewed with the whole team and so everyone is aware of any issues or any changes that are going to happen.

Social Media

The surgery have a website and Facebook Page which is regularly updated and used by the patients. The Facebook page is used to share information and let patients know what's happening at the surgery. People are also able to comment and send messages if they have any feedback which is reviewed by staff at the surgery.

The website has special pages for children and young people aged 0-6 and 7-15 which has information relevant for these age groups. People are also welcome to leave feedback via the website.



Engaging with the Local Community

The surgery decided to hold an annual coffee morning and bake sale for charity and have now been doing this for several years, during the flu immunisation season. All of the local community are invited to the coffee morning and bring their homemade goods. Next time there will be a special focus on young people and the Nurse will attend the local school to explain more about the importance of immunising children against the flu.

Children in the local school were interested in learning more about being healthy and asked the surgery to help with their project. On Sports Day Dr Rina Miah went to the school and delivered an assembly about being healthy and why it is important, as well as having a question & answer session. Dr Rina Miah told us that all of the children gave good feedback and everyone engaged really well. The children also wanted to have a poster competition for a healthy living poster which the surgery facilitated and the winners were invited to attend a presentation at the surgery. The children are hoping to do this again and it is something that the surgery is planning on doing and tying in with nasal flu administration at the school and during the annual coffee morning,

Megan commented ***“They seem to be engaging with young people in the community in lots of ways which I think is brilliant.”***

Young Carers Forum

The surgery has a Young Carers Forum which ensures that all young carers receive the support and advice they need. The practise also has a Young Carers Lead and policy to ensure this happens. There is a young carer's display board in reception which has information and advice that is easily accessible for children and young people.



Child & Young People-Friendly Environment

Two years ago the surgery hired an Apprentice Receptionist who has now completed all of her training and is a permanent member of staff. As well as being a Receptionist she is also undertaking more dispensary training to be able to also work on the onsite Dispensary. Everyone agreed having young people in the team is positive and Laura has also been able to have input into things the surgery have been developing to make them more young person-friendly. For example Laura suggested that the Young Patients Leaflet should be more colourful and now more graphics and colour have been added. The leaflet is given to young people when they become 16 years old, addressed to them, to tell them about services the surgery offer which might be relevant to young people and Dr Rina Miah told us that they have received positive feedback about this.

The staff are planning to have a '*meet the team*' event at children and young people's clubs at Burnhope Community Centre once it re-opens. This would allow children and young people to meet the staff and know who they would be meeting if they come to the surgery. This is something that young people said was important to them.

The surgery is pleased that they have a health visitor attending their monthly baby clinics which provides a '*one stop drop*' for parents and young children, meaning they don't have to travel to get certain advice and care. This is something parents have said is important, especially in this rural location.

The Practise Nurses have also completed their C-Card training again to allow the surgery to provide free condoms to any young person with a C-Card.

We were also impressed while looking around the GP surgery, especially by the counselling room which was tucked out of the way of the '*hustle and bustle*' of the rest of the surgery and provides a comfortable, relaxing environment to be in. Each room also has information informing everyone about confidentiality and chaperones to ensure everyone is aware of their right.



Overall, the young people said ***"It appears to be a good surgery. The staff seem to really care about the young people as well as the older patients."***


Recommendations

The young people agreed it was a really good surgery and there were many ways for children and young people to give their views and they also had some ideas of how they could get more feedback from children and young people,

“The surgery has many ways of offering young people a say in the way that it is run but they said that they would like more responses. How about an incentive such as a small item of stationery or a sweet?” and “To encourage feedback the patient could be rewarded with a seed to plant in the garden.”

“They could improve the signs from the road.”


“I think they could make the surgery more appealing on the outside by creating a garden.”



**Feedback
Reward Scheme.**



**Improve
signage.**



Outside garden.

Conclusion

The Haven Surgery has several clear mechanisms for children and young people to give feedback and suggestions about the service, and as highlighted in this evaluation they try their best to implement any changes that are suggested. The young people were also impressed by the good relationship the surgery has with its patients and the local community which allows them to have more informal discussions about the surgery which has led to changes happening.

For these reasons I would like to recommend that The Haven GP Surgery becomes a valued member of the *Investing in Children Membership Award*[™] Scheme.

This report has been endorsed by Sam, Megan and Dan.

Well Done!

**Chloe Brown
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