

**Define**

Using Enter and View to learn from 'Positive Practices'

**Discovery**

Both CCGs in County Durham wanted a way to learn from GP practices that had scored well in both their most recent GP Satisfactions Surveys and CQC inspections.

Healthwatch County Durham suggested combining Enter and View visits and Appreciative Inquiry from patients and staff at high performing practices to find out what they do so well that could be shared with others.

**Two practices volunteered for the positive pilot.**

**Silverdale Family Practice**

**&**

**Great Lumley Surgery**

**Design**

**Enter and View Questions for high performing GP practices in County Durham**

**Please can you tell me about a good experience that you have had at your GP practice? What made it a positive experience? Who was involved? How did you feel?**

**What is the best thing about your GP practice? What makes it stand out for you? Why have you chosen this?**

**If you could make sure your GP practice kept one thing, what would it be? Why is that?**

**If your practice could do one thing to make it even better, what would that be?**



**Talk to us about your GP surgery**

Friday 21 April 9.00am-12.00noon

Great Lumley Surgery

Healthwatch County Durham is your local, independent health and social care champion. Your surgery has been rated as outstanding by CQC. We would like to hear from patients and staff about what you think your surgery does so well.

If you can't attend, please complete a survey and leave it in the box so you can still share your views!

[www.healthwatchcountydurham.co.uk](http://www.healthwatchcountydurham.co.uk)

[healthwatchcountydurham@pcp.uk.net](mailto:healthwatchcountydurham@pcp.uk.net)

Tel: 0800 3047039 Text: 07756 654218

Whitfield House, Meadowfield Industrial estate, Durham, DH7 8XL



**Communication**

**Professionalism of staff**

**Nurses are good, not condescending.**

**Doctors listen to me, I don't feel like I'm on a conveyor belt**

**'The Enter & View experience gives an overall independent view of how practices run and highlight areas of improvement across the board'**

**Great Lumley Surgery**

**'Enter and View visits are a great way to break down barriers, give practices an independent view on the success of their service and help them highlight areas for improvement. We would recommend an E&V visit to any practice.'**

**Silverdale Family Practice**

**Destiny**

**All GP practices and PRG Chairs have received our recommendations and been encouraged to consider a 'positive' Enter and View visit by Chair of HWCD and Director of Primary Care**

**Local Pharmaceutical Committee is keen to adopt the approach and three pharmacies have volunteered to be 'positive pilots'**

**HWCD are promoting the approach to Adult Social Care and County Durham and Darlington Foundation Trust**