

GP Surgery Enter and View Report

Old Mill Surgery - 25th February 2015

Marlborough Road, Nuneaton CV11 5PQ

Practice Information * Information received from Surgery

Practice Manager: Sharon Roberts

Contact Details: 02476 382554

Number of GPs	4 + 2 Locum GPs and 2 GP Trainees
Number of Practice Nurses	4
Number of Healthcare Assistants	1
Number of Reception Staff	10

Current Number of Patients	11,000
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Opening Hours

Monday: 08:00-18:30

Tuesday: 08:00-18:30

Wednesday: 08:00-18:30

Thursday: 08:00-18:30

Friday: 08:00-18:30

Saturday: CLOSED

Sunday: CLOSED

Extended hours are available - please contact the Surgery

Services Provided/Specialist Clinics

- Asthma, Diabetes, Heart Disease, Stroke and Osteoporosis Clinics
- Childhood Immunisation Screening Clinics
- Travel Immunisations
- New Patient Medical Screening
- Maternity Care
- Osteoporosis, Stroke Clinics and Learning Disability
- Child Development Checks
- Minor Surgery
- Smoking Clinic
- Well Woman Checks

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Observation Criteria	Comments		
External Building Condition	The surgery was clearly signposted and visible from the main road. There were no concerns observed with the external building condition.		
Internal Decoration	The surgery shows signs of recent redecoration to a good standard. The surgery was modern and spacious.		
Parking arrangements, Including Provision for Disabled Visitors	There is a car park for visitors at the front of the surgery. Two disabled bays were available. On street parking is also available close to the surgery		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		Ground floor surgery with wide corridors
Clear guidance on how to inform the surgery of your arrival?	✓		Electronic check in and reception desk
Electronic check-in in waiting room?	✓		
Is there confidentiality/privacy at reception?		✓	Electronic board advising patients to ask receptionist if privacy is required
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Electronic board in waiting area. Displays patient name and room number
Are waiting times displayed/patients informed?	✓		Notice board behind reception advising patients of current delays
Is Patient Access advertised?	✓		Poster displayed in waiting area
Is the waiting room child friendly?	✓		Children's play area available
Is a hearing loop installed?	✓		
Toilets Available?	✓		Male and Female
Hand sanitisers available?	✓		Located on entrance to surgery
Are there clear notice boards with up to date information displayed?	✓		
Is the information provided available in other formats?	✓		Practice information leaflets available in additional languages
Are translation services available? Are they advertised?	✓		Translation services are available and patients requiring the service are identified when they register at the surgery
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		
Is there a Patient Participation Group? Is it advertised?	✓		Advertised at reception. No separate PPG notice board available
Are the names/photographs of GPs and staff at the surgery displayed?		✓	




GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 63

Question One

How would you rate your GP surgery on the appointment booking system?

Good 	Average 	Poor 
46	11	5

Additional Comments

1 person did not respond to this question.

“Good online booking system”.

“No appointments on the day. Difficult to get through on telephone, even for children”.

“Difficult to get through on telephone”.

“You have to wait to see a GP of your choice. Didn’t know you could book appointments online”.

“Never get through on phone”.

“Takes time to get through on the phone sometimes”.

“I didn’t know about online system”.




“Good if booking in for a child, more of a wait if an adult”.

“Got a lot better, accommodating for children”.

“Had to ring at 8.00am, difficult to get a same day appointment”.

Question Two

How would you rate your GP surgery on the surgery opening hours?



Good 	Average 	Poor 
58	3	1

Additional Comments

2 people did not respond to this question.
 “You can get a 7am appointment”.
 “They could split opening times to have more weekend and evening appointments”.
 “More early morning appointments would be good”.
 “Should be open at weekends”.
 “Open until 6.30pm, good for after work”.

Question Three

How would you rate your GP surgery on the access to the surgery by public transport?



Good 	Average 	Poor 
3	2	3

Additional Comments

55 people did not have any experience of public transport to the surgery and did not respond.
 “Not easy. Would have to walk from town”.
 “Not brilliant - could walk if I had to”.
 “Very difficult”.
 “Some walking involved. Buses are every 10 minutes”.

Question Four

How would you rate your GP surgery on the cleanliness/hygiene of the surgery?




Good 	Average 	Poor 
61	1	0

Additional Comments

1 person did not respond to this question.

Question Five

How would you rate your GP at the surgery?

Good 	Average 	Poor 
53	8	0

Additional Comments

2 people did not respond to this question.

“Quite good but some are not”.

“Depends on who you see. Some GPs will only see you for one problem”.

“Mixed bag, depends on who you get”.

“One GP has a reputation as difficult to talk to”.

“Some good, some not so good. Can see who you chose if prepared to wait a few days”.




“Depends on who you see. Some GPs seem to instruct not offer”.

“Some actually do stuff, some go for quick fix”.

“One GP is abrupt”.

“Some GPs doesn’t like seeing other GPs patients”.


Question Six
How would you rate your Nurse at the surgery?

Good 	Average 	Poor 
55	0	0

Additional Comments

8 people did not respond to this question.
“Depends on who you see”.

Question Seven
How would you rate the Reception Staff at the surgery?




Good 	Average 	Poor 
52	7	2

Additional Comments

2 people did not respond to this question.
 “Can be short sometimes”.
 “Some are good, some are not, depends on who’s on. Think they’re doctors”.
 “Depends who you get”.
 “Reception is the first impression. Attitude of staff not always good”.
 “Rude on telephone when trying to book appointments. Mostly OK, recently better”.
 “Very helpful”.
 “Can be rude and talk down to you. I’ve had to ask for Practice Manger”.
 “Excellent, very good, very obliging in person and on phone”.
 “Getting better”.
 “Very polite”.

Question Eight

How would you rate the punctuality of appointments at the surgery?




Good 	Average 	Poor 
38	21	3

Additional Comments

1 person did not respond to this question.
 “Generally good, but sometimes can be late”.
 “Let you know if late”.
 “Sometimes have to wait more than 20 minutes”.
 “Have waited 40 minutes”.
 “Generally expect a bit of a wait - never have to wait long”.
 “Had to wait today - normally good. They have let me know”.
 “Good to see the notice on the board if running late”.
 “Always have to wait”.
 “Improved punctuality. They let you know if running late”.
 “You have to tell them if you wait more than 20 minutes”.
 “Today GP is 25 minutes later, they have let me know”.

Question Nine

How would you rate your surgery at involving you with decisions about your care?




Good 	Average 	Poor 
55	4	0

Additional Comments

4 people did not respond to this question.
 “They look at symptoms and do not examine you”.
 “Depends on who you see”.
 “Can ask for a double appointment, but limited”.

Question Ten

How would you rate the overall quality, care, treatment and service from your surgery?

Good 	Average 	Poor 
56	6	0

Additional Comments

1 person did not respond to this question.
“Brilliant. Couldn’t be better”.

Other Comments Received

“Number of patients at the surgery is overstressing the service. GPs are overworked”.

“Could keep up with the times i.e. SMS messaging etc.”

“Always been a good, pleasant experience”.

“Only problem is trying to get through on the phones to book an appointment, phones are very busy. Mornings are very bad and afternoons are getting bad also”.

“Very pleased with the practice as a whole over the years”.

“Phones are busy. Message to hang up if not urgent, or if urgent to call 999 - always the same message. Once through there are no problems”

“Various family members have been struck off - we only found out by trying to make an appointment”.

“Did a good job with changing the layout”.

“Would be good to get a text if doctors are running late”.

“Happy with the service”.

“Staff are really good”.

“Another phone line for appointment bookings”.

Recommendations

- The surgery look into the concerns raised by the patients in respect of the appointment booking system. One solution to this could be maximising the use of online appointment booking to reduce the amount of telephone traffic.
- The surgery provide the Patient Participation Group (PPG) with a notice board so that patients are aware of the role of the PPG and minutes of meetings, results of surveys etc. are available within the surgery.

Date of Enter and View Visit	Wednesday 25 th February 2015
Authorised Representatives	Michelle Williamson Jen Cooke
Report Published	18th March 2015