

GP Surgery Enter and View Report

Alcester Health Centre - 11th March 2015

Fields Park Drive, Alcester B49 6QR

Practice Information * Information received from Surgery

Practice Manager: Kaye Bristow

Contact Details: 01789 763060

| | |
|---------------------------------|---|
| Number of GPs | 4 |
| Number of Practice Nurses | 1 |
| Number of Healthcare Assistants | 1 |
| Number of Reception Staff | 3 |

| | |
|----------------------------|------|
| Current Number of Patients | 5332 |
|----------------------------|------|

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

Services Provided/Specialist Clinics

- Antenatal Clinic
- Minor Surgery
- Travel Clinic
- Smoking Cessation
- Cervical Smear Tests

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| Observation Criteria | Comments | | |
|--|---|----|--|
| External Building Condition | The surgery is a purpose built surgery which houses two GP Surgeries and a Pharmacy. | | |
| Internal Decoration | The surgery was built two years ago and is decorated to a good standard. The surgery was modern and spacious. | | |
| Parking arrangements, Including Provision for Disabled Visitors | There is a large car park for visitors to the surgery with ample disabled parking available. | | |
| 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? | ✓ | | |
| Are Reception Staff approachable and friendly? | ✓ | | |
| Is there a call system for appointments? | ✓ | | GP or Practice Nurse will collect patient from waiting area |
| Are waiting times displayed/patients informed? | ✓ | | On electronic check in when patient arrives |
| Is online booking advertised? | ✓ | | |
| Is the waiting room child friendly? | ✓ | | Books and toys available |
| Is a hearing loop installed? | ✓ | | |
| Toilets Available? | ✓ | | Including baby change |
| Hand sanitisers available? | ✓ | | |
| Are there clear notice boards with up to date information displayed? | ✓ | | |
| Is the information provided available in other formats? | | ✓ | Can be requested from Reception |
| Are translation services available? Are they advertised? | ✓ | | Translation services are available and advertised on information board |
| Is signage clear and up to date? | ✓ | | |
| Is there a comments/complaints box available? | ✓ | | |
| Is there a Patient Participation Group? Is it advertised? | ✓ | | There is a sign in the waiting room however the PPG does not have their own information board. The PPG is a virtual group with online membership. All reports are available online |
| 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: 35

Question One

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

| Good  | Average  | Poor  |
|---|--|---|
| 22 | 8 | 4 |

Additional Comments

1 person did not respond to this question.

“Online booking is brilliant. I can order my repeat prescriptions online”.

“Never had any problems”.

“Pre-bookable appointments with GP means a longer wait. Some reception staff facilitate appointments more than others”.

“Can be difficult to get through but always get an appointment”.

“34 calls before I could get through, but I did get an appointment”.

“Got to book on the day, can't book ahead”.

“Have to ring at 8.00am. I can book online but not able to see GP I want to”.

“Recently improved. The times I want are not always available”.

“Sometimes better than others. Difficult to get through on the phone”.




“Can't get an appointment”.

“Getting through at 8.00am is difficult. When you do get through appointments have gone. If it was explained to me I may use online booking”.

“Can't book in advance. Online booking freezes. I have to tell reception why I want an appointment, but I don't always want to. Feel pushed to do so”.

“Online booking is good. If you can't phone at 8.00am it can be difficult to get an appointment”.




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

| Good  | Average  | Poor  |
|---|--|---|
| 33 | 1 | 0 |

Additional Comments

1 person did not respond to this question.
 “Could be better for workers. I wasn’t aware that there is extended opening hours”.
 “Weekend opening would be good for continuity of care”.
 “I can get an early morning appointment if turn up at 7.30am”.

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




| Good  | Average  | Poor  |
|---|--|---|
| 1 | 1 | 0 |

Additional Comments

33 people did not have any experience of public transport to the surgery and did not respond.
 “Bus stops outside but only every hour”.
 “Biggest problem I have with the surgery. They do accommodate my appointments around bus times. It’s a 5-10 minute walk”.

Question Four

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




| Good | Average | Poor |
|---|---|---|
|  |  |  |
| 33 | 0 | 0 |

Additional Comments

2 people did not respond to this question.
“Including the toilets!”.

Question Five




How would you rate your GP at the surgery?

| Good | Average | Poor |
|---|---|---|
|  |  |  |
| 33 | 0 | 0 |

Additional Comments

2 people did not respond to this question.
“Wonderful”.
“Excellent”.
“Great variety of GPs with specialist areas”.
“Good attitudes, supportive, open and involve the patient”.
“Dr Wallis is a person that makes you feel better”.
“My GP facilitates ongoing care with them”.
“I can see the same GP”.




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

| Good | Average | Poor |
|---|---|---|
|  |  |  |
| 28 | 4 | 0 |

Additional Comments

3 people did not respond to this question.
 “Haven’t picked up on a few things that the GPs have”.
 “Depends on who you see”.
 “Very busy. Can feel rushed in appointments”.
 “Bedside manner needs some improvement”.
 “Wonderful”.
 “Not enough nurses”.

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




| Good | Average | Poor |
|---|---|---|
|  |  |  |
| 28 | 5 | 0 |

Additional Comments

2 people did not respond to this question.
 “Depends on who you see. One receptionist feels difficult to get an appointment through”.
 “Asks if nurse can see you. If you say no shouldn’t have to answer why you need to see a GP”.
 “Just following procedure. You have to fight your corner to get an appointment”.
 “Ones that are good, are excellent”.
 “Wonderful”.
 “Have improved”.
 “Lovely, very helpful”.

Question Eight

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

| Good  | Average  | Poor  |
|---|--|---|
| 20 | 9 | 4 |

Additional Comments

2 person did not respond to this question.

“I have waited an hour before. No one let me know”.

“Longest wait has been 40 minutes”.

“Average wait of 10 minutes”.

“I’ve waited longer than 20 minutes”.

“Depends on who you see”.

“Always late. No one lets me know”.

“When you book in it sometimes tells you about delays, but not for the nurse”.

“I’ve waited 30 minutes today, but I understand”.

“Improved considerably”.




“I expect a wait”.

“Happy to wait as GPs don’t hurry you”.

“On the whole good, tells you on the check-in machine if there is a wait”.

Question Nine

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

| Good  | Average  | Poor  |
|---|--|---|
| 33 | 0 | 0 |




Additional Comments

2 people did not respond to this question.

“Very patient. Talks to you as a ‘normal’ person”.

Question Ten

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

| Good  | Average  | Poor  |
|---|--|---|
| 31 | 2 | 0 |

Additional Comments

2 people did not respond to this question.
 “Really great surgery”.
 “Fantastic”.
 “100%”

Other Comments Received

“Improve the appointment booking system and update patient if GP is delayed”.
 “Need more GP’s at the surgery”.
 “If you are seen by the nurse and not a GP, they don’t always pick up issues”.
 “I’m well informed at surgery”.
 “Need a greater range of GP’s that you can book online”.
 “There are additional services available due to surgery location e.g. chiropractor, minor surgery and podiatrist”.
 “Pharmacy on site is very good”.
 “They involved you in everything. Options, not set practice”.
 “I feel happy with the decisions my GP has made, very sympathetic”.
 “I have the opportunity to query my treatment and have a say in my care”.
 “Proactive care - if tests are needed they will do them”.
 “Online booking only allows a maximum of two appointments to be booked at any one time - can’t book anymore. You need to phone to get extra appointments”.
 “Good surgery - fortunate to have them”.
 “Need more publicity for online bookings”.
 “More evening appointments for people that work”.
 “Never had any problems as a family”.

Recommendations * Surgery response in red

- 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. On speaking with some patients they felt unsure of how to use the online booking service. A 'How To' guide could assist with this concern.
- 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.
- That appointment booking staff are reminded that a patient does not need to disclose their reason for requesting an appointment if they do not wish to. Although we understand that this ensures that patients are seen by an appropriate health professional, a patient's right to privacy should be respected.

We feel our receptionists need to ask patients the reason for an appointment so that they can signpost our patients correctly. We are investing a lot of time and training with our receptionists as we offer a range of services including triage, nurse appointments and also doctors. Hence the need for clarification from the patient.

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|------------------------------|---------------------------------------|
| Date of Enter and View Visit | Wednesday 11 th March 2015 |
| Authorised Representatives | Michelle Williamson |
| Report Published | 23 rd April 2015 |