

GP Surgery Enter and View Report

The New Dispensary - 13th March 2015

2 Alder Meadow, Chase Meadow Square, Warwick CV34 6JY

Practice Information * Information received from Surgery

Practice Manager: Christine Rogers

Contact Details: 01926 400010

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Number of GPs	4
Number of Practice Nurses	2
Number of Healthcare Assistants	1
Number of Reception Staff	5

Current Number of Patients	6562
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Opening Hours

Monday: 08:30-18:00*

Tuesday: 08:30-18:00*

Wednesday: 08:30-18:00*

Thursday: 08:30-18:00*

Friday: 08:30-18:00*

Saturday: Pre-bookable appointment only. Please contact surgery.

Sunday: CLOSED

*Core hours are 08:00 - 18:30, doors open 08:30 - 18:00

Services Provided/Specialist Clinics

- Well Woman Clinic
- Family Planning
- Diabetic Clinic
- Flu Vaccination Clinic
- Child Health Clinic
- Well Person Clinic
- Asthma Clinic
- Heart Disease and Hypertension
- Travel Vaccination
- Infants' and Children's Immunisations

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Observation Criteria	Comments		
External Building Condition	The surgery is a newly purpose built facility. The external appearance is clean and uncluttered.		
Internal Decoration	The surgery is decorated to a good standard. The surgery was modern, tidy and spacious.		
Parking arrangements, Including Provision for Disabled Visitors	There is a car park for visitors and staff at the surgery. Disabled bays are available. The surgery has ample on street parking nearby.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		Lift available to 2 nd floor
Clear guidance on how to inform the surgery of your arrival?	✓		
Electronic check-in in waiting room?	✓		At entrance to waiting room
Is there confidentiality/privacy at reception?	✓		Room next to reception for this purpose. A wall screens the waiting area from reception desk
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		GP's and Nurses will collect patients from waiting room
Are waiting times displayed/patients informed?		✓	
Is Patient Access advertised?	✓		
Is the waiting room child friendly?		✓	Children's books were available
Is a hearing loop installed?	✓		
Toilets Available?	✓		Information about surgery services was advertised in the toilets
Hand sanitisers available?	✓		
Are there clear notice boards with up to date information displayed?	✓		Boards displaying a lot of information. Could be difficult to pick out relevant information
Is the information provided available in other formats?		✓	Not advertised
Are translation services available? Are they advertised?	✓		A needs assessment is done for new patients and available on request
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		Feedback cards are available in reception area, Friends and Family Test cards are available
Is there a Patient Participation Group? Is it advertised?	✓		Advertised in waiting area. The PPG newsletter was 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: 29

Question One

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

Good 	Average 	Poor 
13	11	5

Additional Comments

“Good if booking in children, not so good for adults”.

“Telephone busy, called seven times to get through. Improvement now it’s not a 0844 number”.

“Call at 8.30am or no appointments, difficult to get through”.

“Would like better patient/doctor continuity”.

“Hard to get a general appointment if not an emergency”.

“Lack of choice in appointment times”.

“Takes long time to get through in morning and getting an appointment”.

“Booking in advance takes too long. Better to come on same day”.

“Difficult to get an appointment unless turn up same day”.

“Can’t always get in when want an appointment”.

“Wait too long on the phone”.

“Can’t book an appointment with a specific GP unless prepared to wait several weeks”.

“Never had a problem”.

“A lottery system. Rubbish - booked in February for today”.

“Good now with Saturday opening”.



“Tricky to phone here at 8.30am to get an appointment”.

“Call at 8.30am booking for the day full - pre book is too far in advance”.

“Brilliant”.

Question Two

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




Good 	Average 	Poor 
23	5	1

Additional Comments

“Could do with late night opening for working people”.
 “Longer hours/weekend opening would be better”.
 “Doctors should work 7 days per week”.
 “Good”.
 “Open until 6 - good”.
 “Open Saturday would be good. I’m self-employed and more evening appointments would be good”.

Question Three


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

Good 	Average 	Poor 
10	2	1

Additional Comments

16 people did not have any experience of public transport to the surgery and did not respond.
 “2 buses a week”.
 “Could be difficult. I walk here”.




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

Good 	Average 	Poor 
27	2	0

Additional Comments

“Carpets in public waiting area could be cleaned”.
 “Hand sanitizers good”.
 “Looks fine”.
 “Touch screen smeared on electronic check in and needs cleaning”.
 “Very clean”.
 “Excellent”.




Question Five
How would you rate your GP at the surgery?

Good 	Average 	Poor 
28	1	0

Additional Comments

“Very professional”.
 “Brilliant”.
 “Excellent”.
 “Lovely”.
 “Good - they’re my family”.
 “I would like to see one particular GP but difficult to get an appointment”.
 “Been very helpful”.




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

Good 	Average 	Poor 
29	0	0

Additional Comments

“Excellent”.
 “Helpful”.
 “Very professional”.
 “Brilliant”.
 “Lovely”.
 “Come regularly - no complaints”.
 “I would like to know who I am going to see”.

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




Good 	Average 	Poor 
23	6	0

Additional Comments

“Not very flexible. Shouldn’t be asking why you’re coming in”.
 “Helpful and friendly”.
 “Not very accommodating”.
 “Efficient”.
 “Excellent”.
 “Bit stern. Not compassionate”.
 “Ask is it an emergency or routine appointment? How do we know? If I respond ‘routine’ I get bumped into a longer wait but what defines an emergency?”
 “Outstanding - the best I’ve had”.
 “Good to average -they’re only human”.
 “They have a tough time”.

Question Eight




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

Good 	Average 	Poor 
13	11	5

Additional Comments

"A few times they run quite late - I needed to rearrange because of picking up children".
 "Appointment times too short".
 "I've been seen 20 minutes in advance".
 "Very good indeed".
 "On time".
 "Never seen on time".
 "I'm sympathetic to those who have greater needs however I run a business and need more flexibility".
 "I have to wait every time, often 20 minutes or so".
 "It depends on how busy".
 "Bit dodgy sometimes".
 "Really poor -waited with a baby for over 45 minutes".
 "Usually pretty good".
 "Currently 25 minutes late".
 "Can vary - I've waited up to one hour".
 "A bit hit and miss - 10 minutes is not long enough".
 "Brilliant".




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

Good 	Average 	Poor 
26	3	0

Additional Comments

“Discussed issues thoroughly”.
 “Excellent”.
 “Very helpful. Good advice”.
 “I get what I want”.
 “Very good. Tend to see the same GP”.
 “There has been a few instances when I’ve not been particularly happy”.
 “Brilliant”.
 “I’m treated like and adult - things are explained”.

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

Good 	Average 	Poor 
26	2	1

Additional Comments

“Overall quality is good. Not enough time given and hard to get appointments”.
 “Very helpful”.
 “Very warm surgery, they look after me”.
 “Excellent”.
 “Very good”.
 “A little understaffed for people they are serving - average to good”.

Other Comments Received

“Notice Boards too cluttered”.

“Soft toys in nurse’s room. How often cleaned?”

“I’m able to get an appointment on the day if I come and wait”.

“I had an issue re my husband not being aware that you needed to check in via a computer system. He didn’t know and missed his appointment”.

“It’s really good that blood tests are carried out here at the surgery”.

“Difficult to get appointment on the day. Probably the same everywhere”.

“I feel that as a young person I have to wait longer because I am seen as younger and fitter. If I don’t get the strong drugs at the beginning of illness I end up returning again because I don’t get better”.

“Very happy here”.

“Problem - length of time waiting to be seen, length of time getting an appointment, booking system not good”.

“Would definitely recommend to others”.

Patient Participation Group (PPG) Comments

“Some posters on walls in waiting area too officious and unnecessary”.

“Need senior practitioner at our meetings - for the entire meeting”.

“PPG group has made great progress and special mention to the work of our chair”.

“Reception is very good now - very professional”.

“I’m more concerned about what now for PPG and what is our role? What are we about?”

“Concerned about diminishing funding”.

“Going well now - used to be problematic with appointments”.

“We have a lovely purpose built surgery with great parking”.

“We are now on Facebook - this is good”.

“Staff are good. Very lucky here”.

“One GP and Practice Manager come to meetings - no major issues”.

“Access to surgery more of an issue than quality of care”.

“Apparently if can’t get an appointment in working hours they will arrange an appointment. They never turn anyone away”.

“Don’t like the queue in the vestibule”.

“Good to get training as Patient Representative Group member, helps to better understand our role and remit”.

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.
- Informing patients on the day of any delays which may impact their appointment. Good practice seen at other surgeries has involved a notice board in Reception or the use of the electronic check in to notify patients of current waiting times.
- That the surgery review the current use of their notice boards, ensuring that only relevant and up to date information is displayed.

Date of Enter and View Visit	Friday 13 th March 2015
Authorised Representatives	Jen Cooke Len Mackin
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