

# GP Surgery Enter and View Report

## Dordon Surgery - 13<sup>th</sup> April 2015

162 Long Street, Dordon, Tamworth B78 1QA

### Practice Information

Practice Manager: Deborah Pogorzelski

Contact Details: 01827 892893

Number of GP's	5 and 2 salaried
Number of Practice Nurses	4
Number of Healthcare Assistants	1
Number of Reception Staff	5

Current Number of Patients	11500
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Opening Hours			
Monday:	08:00 - 13:00	14:00 - 18:00	(08:00 - 13:00 branch)
Tuesday:	08:00 - 13:00	14:00 - 18:00	(13:00 - 18:00 branch)
Wednesday:	08:00 - 13:00	14:00 - 18:00	(08:00 - 13:00 branch)
Thursday:	08:00 - 13:00	14:00 - 18:00	(08:00 - 13:00 branch)
Friday:	08:00 - 13:00	14:00 - 18:00	(08:00 - 13:00 branch)
Saturday:	CLOSED		
Sunday:	CLOSED		

Services Provided/Specialist Clinics	
<ul style="list-style-type: none"><li>• Asthma Clinic</li><li>• Child Immunisations</li><li>• Smoking Cessation Clinic</li><li>• Contraceptives</li><li>• Pharmacy and Dispensary On Site</li><li>• Travel advice</li><li>• Stroke Clinic</li><li>• Cervical Smears</li></ul>	<ul style="list-style-type: none"><li>• Diabetes Clinic</li><li>• Chronic Heart Disease</li><li>• Women's Health Clinic</li><li>• Minor Surgery</li><li>• Learning Disabilities Clinic</li><li>• Hypertension Clinic</li><li>• COPD Clinic</li><li>• Dementia Clinic</li></ul>

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Observation Criteria	Comments		
External Building Condition	Purpose built surgery with no visible signage from road.		
Internal Decoration	Clean and spacious.		
Parking arrangements, Including Provision for Disabled Visitors	Large car park with disabled bays available.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		On one level
Clear guidance on how to inform the surgery of your arrival?	✓		
Electronic check-in in waiting room?		✓	
Is there confidentiality/privacy at reception?		✓	There was no option to ask for privacy advertised at Reception
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		There was a number call system observed which works well.
Are waiting times displayed/patients informed?		✓	There was a delay on the day due to an emergency, however, patients were informed.
Is Patient Access advertised?	✓		There were posters in Reception by the Dispensary.
Is the waiting room child friendly?		✓	There were no books or toys.
Is a hearing loop installed?	✓		This was not advertised and wasn't working at the time of the visit.
Toilets Available?	✓		The ladies' toilet had no visible lock.
Hand sanitisers available?	✓		
Are there clear notice boards with up to date information displayed?		✓	Information boards on chronic illness are clear and easy to read.
Is the information provided available in other formats?		✓	This was not advertised.
Are translation services available? Are they advertised?	✓		The services are available but not advertised.
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		There is a Practice suggestion box but there were no pens or suggestion slips available.
Is there a Patient Participation Group? Is it advertised?	✓		A patient forum meeting was advertised but there was no notice board.
Are the names/photographs of GP's and staff at the surgery displayed?		✓	




# GP Surgery Enter and View Questionnaire Results

**Dordon Surgery - 13<sup>th</sup> April 2015**

Number of Respondents: 63

## Question One

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

Good 	Average 	Poor 
20	31	11

## Additional Comments

1 person did not respond to this question.

“Mornings a problem on the phone - usually get an appointment.”

“Keep ringing press redial or recall - it’s a problem.”

“If it’s an ongoing condition you can’t always get the same doctor so go over everything again.”

“Couldn’t get an appointment at Polesworth, no doctor there, hard to get to Dordon on public transport.”

“Tried 20 times before I got through this morning.”

“I wish you could book further in advance.”

“Can’t get in to see doctor you want to see, they need prebookable appointments.”

“Have to plan to be ill. Can’t get through between 8am-10am then no appointments.”

“I always get an appointment.”

“Keep phoning no one picks up”.

“Can’t wait 4 weeks to see a particular doctor.”




“Didn’t know about on line appointments.”

“Frustrating when can’t get through on the phone.”

“No problems.”

**Question Two**

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




Good 	Average 	Poor 
42	18	2

**Additional Comments**

1 person did not respond to this question.  
 “No later appointments to fit around work.”  
 “Need a later surgery a couple of days a week.”  
 “Same as everywhere.”  
 “No Saturday morning surgery.”  
 “How are people who work served?”  
 “Closed Bank Holidays.”  
 “Difficult to get afternoon appointment.”

**Question Three**

How would you rate your GP surgery on the access to the surgery e.g. Parking, Public Transport Links




Good 	Average 	Poor 
54	5	2

**Additional Comments**

2 people did not respond to this question.  
 “Not good as coming from Polesworth.”  
 “Because of rural area the transport links are very poor.”  
 “Buses from Polesworth come only one an hour.”  
 “Bus stop a long walk.”

**Question Four**

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




Good 	Average 	Poor 
61	2	0

**Additional Comments**

“Gets a bit hot.”  
 “Really good.”  
 “Don’t like the floor.”  
 “Toilet door hasn’t had a lock for 15 years!”

**Question Five**




How would you rate your GP at the surgery?

Good 	Average 	Poor 
50	10	1

**Additional Comments**

2 people did not respond to this question.  
 “Very helpful.”  
 “Depends who you see.”  
 “One bad, otherwise fine.”  
 “Dr Jacobs good.”  
 “Few I refuse to see, I had a bad experience.”  
 “Can’t ask to see a particular doctor.”  
 “Some like to get you in and out straight away.”  
 “No major issues.”  
 “Better doctors are busy.”  
 “Some in a rush.”  
 “Very good, saved my life.”  
 “Husband doesn’t like one of them.”  
 “Some haven’t got a bedside manner.”




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

Good	Average	Poor
		
52	0	0

**Additional Comments**

11 people did not respond to this question.  
 “Fantastic.”  
 “Excellent.”  
 “Brilliant.”



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

Good	Average	Poor
		
44	17	2

**Additional Comments**

“Some fine, some not helpful, some rude.”  
 “Friendly but hard to get past them.”  
 “They are under pressure.”  
 “Depends on who it is - customer service skills aren’t always the best.”  
 “Different with me than my mum.”  
 “Ask if it’s an emergency - how do you know until you’ve seen the doctor.”  
 “Hit and miss, some polite some don’t care.”  
 “Bit ignorant doesn’t tell the truth.”  
 “Bit abrupt sometimes.”  
 “Too nosey - want to know too many details - not as helpful as could be.”




**Question Eight**  
How would you rate the punctuality of appointments at the surgery?

Good 	Average 	Poor 
12	39	12

**Additional Comments**

“Have waited an hour.”  
 “Don’t always let you know they are running late.”  
 “I expect to wait 15-20 minutes.”  
 “Don’t mind waiting but would like to be told.”  
 “Difficult to control as each case is different.”  
 “Sometimes there is an emergency which can’t be avoided.”  
 “Don’t always apologise for the wait.”  
 “On average 20 minutes.”  
 “Have waited 2 hours with no explanation.”

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




Good 	Average 	Poor 
46	7	3

**Additional Comments**

7 people did not respond to this question.  
 “Depends on who you see.”  
 “Just told what to do, had to chase up things myself about hospital information.”  
 “Depends if running late.”  
 “They make the decisions.”  
 “Wanted smoking advice - told to make another appointment.”

Question Ten

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

Good 	Average 	Poor 
49	11	1

Additional Comments

2 people did not respond to this question.

“Lucky in the UK.”

“Fair”.

“Have been told can’t have an appointment here until Polesworth surgery is full.”

“Once you’ve seen doctor - first step is the problem.”

“Don’t come often.”

“Follow up appointments are the problem.”

Other Comments Received

“Long queues whilst receptionist answering the phone.”

“Prebookable appointments would be good for school children.”

“Difficult for less able patients to get here from Polesworth.”

“More locums so don’t know them.”

“Would like magazines - light entertainment.”



## 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.
- The surgery make better use of the Patient Participation Group (PPG) notice board so that patients are aware of the role of the PPG and have opportunity to review documents such as the minutes of meetings and results of surveys.

## Surgery Response

- The practice is currently looking at updating the call in system which would involve an electronic self-check in screen.
- The practice will put up a sign to inform patient that they can ask to speak to the receptionist in private.
- The practice receptionists to inform the patients in the waiting room if a GP or Practice Nurse is running behind. The practice is currently looking into having a patient information screen. Should we have this it would include informing patients of any clinic delays.
- Following a complaint from a patient about the books and toys it was discussed with the Patient Participation Group (PPG) and they decided we should remove all toys and books. As a practice we will take this back to the PPG.
- The lock on the ladies' toilet has been changed.
- The practice will provide suggestion slips and pens.
- The practice now offers on-line booking. This is being advertised in the surgery and on the practice website.

Date of Enter and View Visit	13th April 2015
Authorised Representatives	Alison Wickens Michelle Williamson
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