

GP Surgery Enter and View Report

Priory Medical Centre - 20th April 2015

Cape Road, Warwick CV34 4UN

Practice Information

Practice Manager: Jon Moll

Contact Details: 01926 621655

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|---------------------------------|---|
| Number of GP's | 8 partners, 2 Registrars 1 Locum |
| Number of Practice Nurses | 2 Advanced Nurse Practitioners 4 Practice Nurses |
| Number of Healthcare Assistants | 2 (and one part time Smoking Advisor) |
| Number of Reception Staff | 7 |

| | |
|----------------------------|--------|
| Current Number of Patients | 13,850 |
|----------------------------|--------|

Opening Hours

Monday: 08:00 - 18:00

Tuesday: 07:15 - 18:00

Wednesday: 07:15 - 19:30

Thursday: 08:00 - 18:00

Friday: 08:00 - 18:00

Saturday: Some Saturdays at Brese Avenue - please contact surgery

Sunday: CLOSED

Services Provided/Specialist Clinics

- Travel Health
- Smoking Cessation
- Phlebotomy
- New Patient Check-up
- Minor Surgery
- Leg Ulcers
- Heart Disease
- NHS Health Checks
- Diabetes Clinic
- COPD/Asthma Clinic
- Family Planning Clinic
- Post Natal Clinic
- Child Immunisations
- Anticoagulant/Warfarin
- Antenatal Clinic
- Over 75s Enhanced Checks

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| Observation Criteria | Comments | | |
|---|--|----|---|
| External Building Condition | The surgery was clearly signposted from the main road. There were no concerns observed with the external building condition. | | |
| Internal Decoration | The decoration is clean and functional. | | |
| Parking arrangements, Including Provision for Disabled Visitors | There is a car park for staff and visitors at the surgery. Parking is tight and there are a limited number of spaces. There is one disabled parking bay available. | | |
| Observation Criteria | Yes | No | Comments |
| Wheelchair/Pushchair Accessible? | ✓ | | |
| Clear guidance on how to inform the surgery of your arrival? | ✓ | | |
| Electronic check-in in waiting room? | ✓ | | |
| Is there confidentiality/privacy at reception? | ✓ | | Separate room available if required. |
| Are Reception Staff approachable and friendly? | ✓ | | |
| Is there a call system for appointments? | ✓ | | GPs and nurses collect patients from the waiting room. |
| Are waiting times displayed/patients informed? | ✓ | | Advised that reception inform patients of any delays on arrival. |
| Is Patient Access advertised? | ✓ | | Posters in reception and waiting room. |
| Is the waiting room child friendly? | ✓ | | |
| Is a hearing loop installed? | ✓ | | In reception. |
| Toilets Available? | ✓ | | Accessible toilet available. |
| Hand sanitisers available? | ✓ | | |
| Are there clear notice boards with up to date information displayed? | ✓ | | |
| Is the information provided available in other formats? | ✓ | | Available if required. |
| Are translation services available? Are they advertised? | ✓ | | Available if required - leaflet advertising translation services in waiting room. |
| Is signage clear and up to date? | ✓ | | |
| Is there a comments/complaints box available? | ✓ | | Comments and suggestions boxes in waiting room but no writing materials. |
| Is there a Patient Participation Group? Is it advertised? | ✓ | | Board in reception and poster in waiting room. |
| Are the names/photographs of GP's and staff at the surgery displayed? | ✓ | | In progress. |

GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 30

Question One

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

| Good  | Average  | Poor  |
|---|--|---|
| 19 | 7 | 3 |

Additional Comments

One person did not respond to this question.

“Hard to hear on the phone.”

“Can be problems for patients not able to take phone calls at work.”

“Improved.”

“Prefer online.”

“Poor since changed system.”

“Much better.”

“Couldn’t have been better.”

“Phone takes a long time.”

“Better.”

“Can be a problem at work waiting for a call back.”

“Changed system ok.”

“Frustrating. Have to wait for call back. Long process.”

“No problems.”

“Difficulty with phone menu. Multiple phone calls to make appointment.”


“It’s difficult waiting for phone calls when you are at work, both in terms of being able to take the call and achieving privacy when working in an open plan office.

It’s also difficult phoning for and getting appointments after work.”

“It’s a Mickey Mouse system - the GP had to call back me back to book an appointment for my mother when the GP had advised previously my mother should have one as a follow up.”

“I feel like you need to ring up with a specific issues when I would like to have a chat with GP about my whole experience.”

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

| Good  | Average  | Poor  |
|---|--|---|
| 25 | 3 | 1 |

Additional Comments

One person did not respond to this question.
 “Better if open later.”
 “Poor, I work 7.00am-4.30pm.”
 “Would like Saturdays.”
 “Early mornings helpful.”
 “Difficult with new system. Can’t get early appointments if needed.”




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

| Good  | Average  | Poor  |
|---|--|---|
| 3 | 9 | 12 |

Additional Comments

Six people did not respond to this question.
 “Cape Road parking is poor, Brese Avenue parking is ok.”
 “Car parking is limited. Fairly central location for patients capable of walking.”
 “15 minutes - trying today!”
 “Parking is tight.”
 “Not enough disabled spaces.”
 “Parking is not that easy.”
 “Had to carry baby.”
 “Bus can be difficult sometimes. Walked from bus stop at Sainsbury’s.”
 “Parking is awful. Difficult to turn around once in.”
 “Car park is too small. I walk instead.”




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

| Good  | Average  | Poor  |
|---|--|---|
| 28 | 2 | 0 |

Additional Comments

“Average - nothing specific, just less modern.”




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

| Good  | Average  | Poor  |
|---|--|---|
| 27 | 2 | 0 |

Additional Comments

One person did not respond to this question.
 “Some good, some not so good. One specifically.”
 “Do not see one GP.”
 “One does not have much time.”
 “Always good.”
 “Dr Martin is very good.”
 “Appointments too short and GPs don’t look at notes before making a call or appointment. Also don’t link things together.”
 “Dr Dalloway superb.”




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

| Good  | Average  | Poor  |
|---|--|---|
| 25 | 4 | 0 |

Additional Comments

One person did not respond to this question.
 "Have had a poor experience."
 "Always good."
 "Superb!"
 "Ok."
 "Excellent."




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

| Good  | Average  | Poor  |
|---|--|---|
| 23 | 6 | 0 |

Additional Comments

One person did not respond to this question.
 "Lately more polite."
 "Very professional."
 "Self check-in helps."
 "Improved. Had difficulty in the past."
 "Generally good."
 "Mostly good."




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

| Good  | Average  | Poor  |
|---|--|---|
| 16 | 11 | 3 |

Additional Comments

“Often run late. Even early morning.”
 “Often overrun.”
 “Better now.”
 “Sometimes have to wait.”
 “Long waiting times. If running late this is communicated on arrival.”
 “Sometimes running late. Difficult if parking in a paid space.”
 “Sometimes wait but not very often.”

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



| Good  | Average  | Poor  |
|---|--|---|
| 23 | 5 | 0 |

Additional Comments

Two people did not respond to this question.
 “Communication between hospital and GP very poor.”
 “Didn’t do six month follow up on care plan.”
 “Would like more of a two-way conversation. Not considering the whole picture, for example impact on benefits.”

Question Ten

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

| Good  | Average  | Poor  |
|---|--|---|
| 26 | 3 | 0 |

Additional Comments

One person did not respond to this question.
 “Fine if you can get there.”
 “Very pleased.”
 “Very supportive.”

Other Comments Received

“Hard to go home and come back today for appointment. Came at 8.30am, back for 10.30am.”
 “I believe that the practice is doing its best in inadequate premises for the 14,000 patients on its books.”
 “Online booking - unable to access when first joined the practice.”
 “Not told of cholesterol results for two years. Asked for monitoring system to evidence decisions communicated to patients.”

Recommendations

- The surgery widely communicate changes to the booking system and look into concerns raised by the patients in respect of the process. Particular consideration to be given to people who have difficulty accessing the telephone during the day.

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|------------------------------|---|
| Date of Enter and View Visit | Monday 20th April 2015 |
| Authorised Representatives | Jennifer Gilder Jarina Rashid-Porter |
| Report Published | 11 th May 2015 |