

GP Surgery Enter and View Report

Kineton Surgery - 27th April 2015

The Old School, Market Square, Kineton CV35 0LP

Practice Information

Practice Manager: Lesley Source

Contact Details: 01926640471

Number of GP's	2 Partners + 2 GPs
Number of Practice Nurses	3
Number of Healthcare Assistants	1
Number of Reception Staff	7 and 3 available from Admin Team

Current Number of Patients	3100 (plus 1700 Tysoe patients who have access to this surgery)
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Opening Hours		
Monday:	08:45 -13:00	14:00 - 18:00 (sit and wait 11:00 -17:00)
Tuesday:	08:45 -13:00	14:00 - 18:00 (sit and wait 11:00 -17:00)
Wednesday:	08:45 -13:00	14:00 - 18:00 (sit and wait 11:00 -17:00)
Thursday:	08:45 -13:00	14:00 - 18:00 (sit and wait 11:00 -17:00)
Friday:	08:45 -13:00	14:00 - 18:00 (sit and wait 11:00 -17:00)
Saturday:	CLOSED	
Sunday:	CLOSED	

Services Provided/Specialist Clinics	
<ul style="list-style-type: none">• On-site Dispensary• Phlebotomy• COPD• Weight Management• Smoking Cessation• Pulmonary Vascular Care• Warfarin• Visits to local Nursing Homes	<ul style="list-style-type: none">• Health Visitor• Diabetes Clinic• Asthma• NHS Health checks• Antenatal• Cervical Smear• Age care co-ordinator• Child Immunisations

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Observation Criteria	Comments		
External Building Condition	Newly renovated building		
Internal Decoration	Newly decorated and furnished. The surgery was bright and welcoming		
Parking arrangements, Including Provision for Disabled Visitors	Adjoining building but limited Disabled parking bays marked		
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?	✓		
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?		✓	GP's and Nurses call patients individually from waiting room
Are waiting times displayed/patients informed?	✓		Reception staff inform patients on arrival if asked. Electronic check-in also informs patients
Is Patient Access advertised?	✓		
Is the waiting room child friendly?	✓		There is a separate alcove for children, with small chairs and toys/books
Is a hearing loop installed?	✓		
Toilets Available?	✓		
Hand sanitisers available?	✓		
Are there clear notice boards with up to date information displayed?	✓		Also TV screen advertising Practice services/local health advertisements
Is the information provided available in other formats?	✓		
Are translation services available? Are they advertised?	✓		Patients asked at Registration
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		
Is there a Patient Participation Group? Is it advertised?	✓		Advertised on Practice website with open days and a PPG Facebook page
Are the names/photographs of GP's and staff at the surgery displayed?	✓		



GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 23

Question One

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




Good 	Average 	Poor 
18	3	2

Additional Comments

“Patient on-line booking site helpful for routine appointments.”
“Always given an appointment on the day.”
“Recently it has been harder to speak to someone when I ring.”
“Hard to book an appointment, wait a long time to see a Doctor.”
“Difficult to get appointments.”
“Appointments can take up to 3 weeks to book.”
“No priority for chronic illness.”

Question Two




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

Good 	Average 	Poor 
18	4	1

Additional Comments

“Very Good.”
“Tysoe Surgery could benefit from all day opening some days a week due to increasing housing in the area. Being a rural practice public transport is not that regular from outlying villages.”
“Should be more surgeries outside 9-5 to support working people.”




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

Good 	Average 	Poor 
5	11	7

Additional Comments

“Not enough parking. Especially when staff take spaces and school drops off.”
 “There are not many buses.”
 “Parking is a problem.”
 “Needs car park for staff and patients.”



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

Good 	Average 	Poor 
23	0	0

Additional Comments

None




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

Good 	Average 	Poor 
22	1	0

Additional Comments

“Fantastic.”
“Not all locums up to scratch.”

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




Good 	Average 	Poor 
23	0	0

Additional Comments

None

Question Seven

How would you rate the Reception Staff at the surgery?




Good 	Average 	Poor 
18	4	1

Additional Comments

“Never positive on the phone.”
“Very helpful.”

Question Eight




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

Good 	Average 	Poor 
9	13	1

Additional Comments

“Variable.”
“Generally good.”
“Patient Participation Group have asked for reception staff to indicate if a GP is running more than 20 minutes late.”
“Appointments run late up to 20 minutes.”
“Excellent!”




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

Good 	Average 	Poor 
23	0	0

Additional Comments

“Very good.”

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

Good 	Average 	Poor 
22	1	0

Additional Comments

“Fantastic.”
“Medical fine.”
“Admin. Extremely poor.”
“Very Good.”

Other Comments Received

“Kineton is growing community with lots of targeted development [area 600 houses]. So need to expand to cope with future demand. This has to be planned.”

“Once I was told that ‘do you know how many patients I have seen today, it’s 6.00pm I’m 45 minutes late’. With due respect that wasn’t my fault. Great service now.”

“I find these 2 surgeries, their staff and particularly the GP quite exceptional. Their care and help are exemplary.”

“We really need a practice closer to Lighthorne Heath.”

“The delay in being able to see a GP can be a problem at times.”

“Find it hard to get in with own doctor most of the time.”

“Good liaison from hospital to GPs.”

“Overall not bad.”

Recommendations

- 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 to notify patients of current waiting times or the use of the electronic check in to do this.

Surgery Response

No additional response given.

Date of Enter and View Visit	Monday 27 th April 2015
Authorised Representatives	Deb Smith Sheila Wood
Report Published	10th June 2015