

GP Surgery Enter and View Report

Hazelwood Group Practice - 27th April 2015

27 Parkfield Road, Coleshill B46 3LD

Practice Information

Practice Manager: Leah Hart
Contact Details: 01675 461770
www.hazelwoodpractice.co.uk

Number of GP's	6
Number of Practice Nurses	4
Number of Healthcare Assistants	2
Number of Reception Staff	5

Current Number of Patients	9700
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Opening Hours		
Monday:	08:00-13:00	14:00-18:00
Tuesday:	08:00-13:00	14:00-18:00
Wednesday:	08:00-13:00	14:00-18:00
Thursday:	08:00-13:00	14:00-18:00
Friday:	08:00-13:00	14:00-18:00
Saturday:	Pre-booked appointment only	
Sunday:	CLOSED	

Services Provided/Specialist Clinics	
<ul style="list-style-type: none">• Diabetes Clinic• Asthma Clinic• NHS Health Checks• Antenatal (Community Midwife)• Phlebotomy• Smoking Cessation Clinic• Flu Clinic	<ul style="list-style-type: none">• COPD Clinic• Family Planning• Mother and Baby• Counselling• Cervical Smear Testing• Spirometry• Gynaecological

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Observation Criteria	Comments		
External Building Condition	Purpose built building. Good condition on the whole with the entrance showing signs of wear and tear.		
Internal Decoration	Interior is clean with some paintwork requiring attention. Furniture in waiting area may need updating due to some seating being damaged.		
Parking arrangements, Including Provision for Disabled Visitors	Car park with designated disabled parking spaces.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		Surgery is 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 is a poster on the noticeboard about availability of a small room if someone wishes to discuss the matter in private.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		The intercom system was not always clear.
Are waiting times displayed/patients informed?		✓	A poster in waiting room asks patients to report to reception if waiting longer than 20 minutes.
Is Patient Access advertised?	✓		
Is the waiting room child friendly?		✓	Furniture is a potential hazard.
Is a hearing loop installed?	✓		
Toilets Available?	✓		
Hand sanitisers available?	✓		
Are there clear notice boards with up to date information displayed?	✓		
Is the information provided available in other formats?		✓	This is not offered.
Are translation services available? Are they advertised?		✓	Not advertised and on enquiry we were told this service isn't asked for.
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		
Is there a Patient Participation Group? Is it advertised?	✓		
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: 58

Question One

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

Good 	Average 	Poor 
27	17	13

Additional Comments

1 person did not respond to this question.

“Do not like the triage system.”

“Can’t get an appointment.”

“Last experience good.”

“Triage adds to delays in getting an appointment.”

“Been lucky, did get appointment.”

“Over the phone diagnosis, not liked.”

“It’s funny!”

“Frustrating having to ring and then wait for ring back.”

“Ring back good.”

“Overstretched.”

“If you speak to a doctor it’s fine.”

“Phone then doctor rings back. Sometimes you get an appointment sometimes just a prescription.”

“Phoned for half an hour, that’s normal. Need appointment for children offered 4 weeks in advance.”

“Two weeks before I can see the doctor. Don’t like it, can’t understand it.”

“Have to ring, don’t get an appointment straight away but system does sort out people who don’t really need appointment.”




“I work 9-5.30. Find it difficult to get an appointment.”

“Have tried the online. No response.”

“Last few weeks poor. Doctor says come back in 4 weeks but I can’t get an appointment.”

Question Two

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

Good 	Average 	Poor 
46	8	1

Additional Comments

3 people did not respond to this question.

“Longer hours needed.”

“Should open at weekends.”

“Never had issue.”

“Weekends and evenings needed.”

“Not suitable for those working. Have been on a Saturday. An evening would be really good.”




“Normal.”

“Shut on a lot of Thursdays.”

“Not good for my partner who is working.”

Question Three

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

Good 	Average 	Poor 
40	12	4

Additional Comments

2 people did not respond to this question.

“Insufficient parking spaces or cramped.”

“Depends on time of day.”

“Parking can be difficult.”




“Had a real game in the car park.”

“Car park was full, did not have enough room to be able to lift baby out of car.”

“Bit of a nightmare.”

Question Four

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




Good 	Average 	Poor 
56	1	0

Additional Comments

1 person did not respond to this question.
“Good now the floor has been done.”

Question Five




How would you rate your GP at the surgery?

Good 	Average 	Poor 
48	6	0

Additional Comments

4 people did not respond to this question.
 “Continuity would be better for those of us with long term conditions.”
 “Mixture of good and bad.”
 “Haven’t seen one for a while.”
 “I like the ones I’ve seen.”
 “Some are rude and have no time for you.”
 “Nice - when you can get in.”
 “Good on the whole but my husband saw a very rude one and won’t see them again.”
 “My best one has left.”
 “Good when you can get them.”




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

Good 	Average 	Poor 
55	0	0

Additional Comments

3 people did not respond to this question.
"Very busy."
"Friendly."

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



Good 	Average 	Poor 
52	6	0

Additional Comments

"Doing their job."
"Doing their best."
"Friendly."
"Mixed."
"Hectic."
"New but alright."
"Can be a bit hard, not understanding, trying to get past them."
"Can't get through on phone."
"Do what they can, very helpful."
"Very polite and friendly."
"Helpful."

Question Eight

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

Good 	Average 	Poor 
28	22	1

Additional Comments

7 people did not respond to this question.

“Most times ok.”

“Can’t always be on time.”

“Can wait even when given an appointment time.”

“Depends, a couple of the doctors run behind.”

“Never had to wait long, they phone and tell me when to come.”

“Depends on the day.”




“Today the best I’ve had.”

“Have been with friend and waited over an hour.”

“Some emergencies.”

Question Nine

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

Good 	Average 	Poor 
44	8	0

Additional Comments

6 people did not respond to this question.

“Depends which doctor.”

“Just told what to do.”

“Can always ask questions.”

“In and out usually.”

“Have to push and ask.”

“Most listen.”

“If ask.”

“Improved recently.”




“Depends on the GP. If I want to see consultants sometimes they say “Stay here.”

“Don’t discuss enough.”

“Given options, follow up to you.”

Question Ten

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

Good 	Average 	Poor 
51	5	0

Additional Comments

2 people did not respond to this question.

“Not always enough time. The population has increased but the practice is almost the same.”

“The right doctor is exceptional but the poorest is disgusting.”

“When you get to see a doctor.”

“You can get whatever you ask for.”

“Booking appointments poor.”

Other Comments Received

“Only see the nurses about diabetes - would rather see a doctor sometimes.”

“Ages to answer phone.”

“Waiting time.”

“Not doctor’s fault, government cuts.”

“Only 3 doctor’s plaques outside - used to be 6.”

“Just the booking system - when the doctor rings back he could be seeing someone.”

“Blood test needed regularly on Warfarin - no appointments here George Eliot busy. Have rung my MP and mentioned it to doctor.”

“Had pre-meds clinic for shoulder operation - blood pressure high. Not suggested treatment for it.”

“They are under a lot of pressure.”

“Can’t hear what they say on the intercom.”

“Biggest problem is the appointment system - getting through.”

“Holistic approach needed - look back at previous history / circumstances and take into account.”

“Telephone for appointments is main problem.”

“Better PA system or interactive screen.”

“Should be a bigger practice.”

“Appointments system ring back.”

“Appointments fine for 3 weeks choice. Less time you are not likely to see the person you want to see.”

“Some female doctors part time - limits when appointments can be made.”

“Blood tests - distance to GEH parking etc. Public transport problems.”

“Time slot concerns - have been told “Your time is up, you will have to come back next week”.”

“Evening surgery times.”

“Saturday appointments.”

Comment from a carer - “always responsive able to access the doctor, accommodating.”

“Announcements and waiting time updates - it would be useful if they appeared on the screen.”

“Monitoring long term conditions, consistency needed. No choice - used to be able to book a particular doctor.”

“Improvement needed to doctor access, problem for working parents.”

Recommendations

- The surgery work in conjunction with the Patient Participation Group to look into concerns raised by the patients in respect of the appointment booking process.
- Proactively 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.

Surgery Response

No additional response given.

Date of Enter and View Visit	Monday 27 th April 2015
Authorised Representatives	Sue Tulip Alison Wickens
Report Published	8th June 2015