

# GP Surgery Enter and View Report

## Dunchurch Surgery - 30<sup>th</sup> April 2015

Dunsmore Heath, Dunchurch, Rugby CV22 6AP

### Practice Information

Practice Manager: Emily Hughes

Contact Details: 01788 522448

Number of GP's	4 Partners (3FTE), 1 salaried GP and 2 GP Trainees
Number of Practice Nurses	2 nurse prescribers 1 practice nurse
Number of Healthcare Assistants	1
Number of Reception Staff	7

Current Number of Patients	7684
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### Opening Hours

Monday:	08:30 - 18:30
Tuesday:	08:30 - 18:30
Wednesday:	08:30 - 18:30
Thursday:	08:30 - 18:30
Friday:	08:30 - 18:30
Saturday:	CLOSED
Sunday:	CLOSED

### Services Provided/Specialist Clinics

- Minor Surgery
- Cryotherapy
- Heart Health Checks
- New Patient Checks
- Antenatal Clinic
- Flu Clinic
- Diabetes/Asthma/COPD Reviews
- IAPT
- Smoking Cessation
- Child Health and Immunisation
- Travel Health Advice/vaccinations
- Health Visitor
- Family planning
- Postnatal checks/Midwife

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Observation Criteria	Comments
External Building Condition	The building is purpose built and no concerns were observed with the external building condition.
Internal Decoration	The surgery is clean and decorated to a good standard.
Parking arrangements, Including Provision for Disabled Visitors	There is a car park at the surgery providing a limited number of spaces, including one disabled space.

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?		✓	Private room available if required.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		
Are waiting times displayed/patients informed?	✓		Receptionists advise on arrival of number of people in the queue.
Is online booking advertised?	✓		Poster at reception.
Is the waiting room child friendly?	✓		Small play area with books.
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?	✓		Available if required.
Are translation services available? Are they advertised?	✓		Available if required.
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		Next to reception desk. Not very obvious.
Is there a Patient Participation Group? Is it advertised?	✓		Advertised on notice board in waiting room.
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: 44

### Question One

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

Good 	Average 	Poor 
22	15	6

### Additional Comments

One person did not respond to this question.

“The only way to see a GP is to sit and wait at 8am. You can’t get through on the phone. Appointments go quickly. Some days are better than others.”

“Could be improved if the phone was answered quicker.”

“Very good - you can always get through.”

“It has taken five days to get an appointment. I wanted an early appointment for my son. I gave up each morning after fifteen minutes of trying.”

“You have to book well in advance to see a part-time GP.”

“Sometimes I can’t get through in the mornings and then, when I do, the appointments are gone.”

“It can be difficult to get an appointment.”

“Sometimes I can’t get through on the phone. I had to wait a couple of weeks for an appointment.”

“You have to come down in the morning and I am not always very good in the morning. There is a notable increase in the number of people waiting for an appointment in the mornings.”

“The system is fine but demand is high.”

“Availability of appointments could be improved rather than having to call back the next day.”

“You can’t get an appointment when really needed.”

“Depends on who you want to see. You have to wait longer to see a specific GP.”

“Good compared to most.”




“Not as good as it used to be. I can’t always get to see the GP I want to see.”

“I can usually get an appointment.”

“Ok for emergencies but I had to wait a long time to get a non-urgent appointment.”

“Brilliant booking over the phone.”




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

Good 	Average 	Poor 
35	4	2

**Additional Comments**

Three people did not respond to this question.  
 “I would like Saturday mornings.”  
 “It would have been more convenient if it was open at lunchtime.”  
 “Sometimes difficult when working.”  
 “It’s difficult to get an evening appointment and there are no Saturday appointments available.”  
 “They suit me.”

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




Good 	Average 	Poor 
25	14	3

**Additional Comments**

Two people did not respond to this question.  
 “Adequate.”  
 “The car park can get full. I parked on the road.”  
 “Can be a pain. Needs a bigger car park.”  
 “Parking is a problem.”  
 “A little limited.”  
 “Parking is becoming more problematic.”  
 “Very good.”  
 “Can be tight.”  
 “Parking is horrendous.”  
 “Generally ok but the car park can be busy in the afternoons.”

**Question Four**

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

Good	Average	Poor
		
42	0	0




**Additional Comments**

Two people did not respond to this question.

- “Always spotless.”
- “Always very good.”
- “Excellent.”
- “Very good.”
- “Very clean.”

**Question Five**

How would you rate your GP at the surgery?




Good	Average	Poor
		
37	4	1

**Additional Comments**

Two people did not respond to this question.

- “All very good.”
- “One GP keeps you waiting hours.”
- “Excellent.”
- “Some better than others. I never get to see my preferred GP because everyone else wants to see them as well.”
- “Excellent and poor - depends.”
- “Depends - mostly very good.”
- “Most of them are lovely - very nice.”
- “Very good - I wouldn’t swap.”
- “My GP is excellent - one of the best in town.”
- “Great.”

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


Good 	Average 	Poor 
36	2	0

**Additional Comments**

Six people did not respond to this question.  
 “Very helpful.”  
 “Excellent.”  
 “Very good.”  
 “Fantastic - very impressed.”  
 “Lovely.”  
 “Quite pleasant and quite helpful.”  
 “Very nice.”  
 “All of them are good.”

Question Seven

How would you rate the Reception Staff at the surgery?

Good 	Average 	Poor 
36	5	0

Additional Comments

Three people did not respond to this question.

“Lovely.”

“Very helpful and understanding and they will get back to you if they can’t sort something straight away.”

“Excellent.”

“Very good - very helpful.”

“Very pleasant.”

“Quite pleasant and quite helpful.”

“Excellent and poor - depends.”

“Depends on the person. Some great, some short. They have had some nice new people recently.”




“Depends what you are here for.”

“Varies - usually very nice.”

“All of them are good.”

Question Eight

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

Good 	Average 	Poor 
16	21	4

Additional Comments

Three people did not respond to this question.

“Some patients need more time and some less. The system of 10 minutes per patient is not long enough.”

“Can be a problem.”

“Sometimes can run a bit over.”

“Depends on the GP.”

“As best as they can be. Reception advise of any wait when you arrive.”

“Last time I had to wait one hour and I wasn’t advised of the wait time but reception did let me know how many people were waiting in front of me today.”

“Reception do advise if there is a wait.”

“There are delays but they do apologise.”

“Not great. I have waited 40 minutes today so far.”

“Always a slight wait. You are not kept informed.”

“About half and half.”

“Reasonable.”

“I sometimes have to wait a long time.”

“Leaves a bit to be desired at times.”

“I don’t feel rushed.”

“There are good days and bad days.”

“Sometimes a bit of a wait.”




“Excellent GP - not good at time keeping but will spend time with you.”

“You wait for some GPs but they spend time with you.”



**Question Nine**

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



Good 	Average 	Poor 
38	2	1

**Additional Comments**

Three people did not respond to this question.  
 "I like my GP because I can talk at length."  
 "Really good."  
 "Depends on the GP."  
 "At the moment I don't feel very well looked after."  
 "Very good."  
 "My current GP is more proactive than previous GPs."

**Question Ten**

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

Good 	Average 	Poor 
38	2	1

**Additional Comments**

Two people did not respond to this question.  
 "Very good."  
 "Splendid."  
 "No complains."  
 "Really good."  
 "Very satisfied."  
 "Excellent - very satisfied."  
 "Way above average."

## Other Comments Received

“Would be handy if the surgery was open on a Saturday.”

“I always visit the trainees. The good thing about seeing somebody new is that they start from the beginning.”

“It’s a nice practice. Even if I have had to wait to see the GP I have never felt rushed. I always try to see the same GP.”

“Good experience. Very friendly and helpful. I would never consider changing GP.”

“Lovely GP practice. All GPs lovely and approachable.”

“I would like to see my own GP once in a while to build a relationship with them rather than having to explain myself multiple times.”

“The surgery always has emergency appointments. Overall, compared to other surgeries, it is excellent. The booking system is great. If you need to be seen they will see you.”

“It’s pretty good. I am a long-term patient and it is improving all the time.”

“Extended opening hours would help with the back-log of appointments. A Saturday morning appointment would suit me better.”

“Brilliant - I can always get an appointment on the day. It is a very good surgery.”

“I am very happy.”

“I completed and submitted a form for my vaccination but I was not told of the process. I expected to be contacted but when I didn’t hear anything I called the surgery and was told that I should have been called. The process should be explained to patients. They also only had enough for two out of the three vaccinations I need at the time of my second appointment so I had to come back for a third appointment.”

“It is very good here. I wouldn’t go to another GP.”

“I don’t feel rushed in appointments. The availability of my GP and the care given is very good.”

“Absolutely satisfied. The GPs are very good.”

“I am happy with the surgery. I wouldn’t think of changing.”

## 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.
- The surgery ensures that it consistently informs patients on the day of any delays which may impact their appointment.

## Surgery Response

Received from Emily Hughes, Practice Manager

Thank you for your helpful suggestions. We will continue to promote the use of the online booking system whilst trying not to disadvantage those without access to a computer. We are currently trialling adjusting the online appointments to times more convenient for the working population.

If there is a delay our receptionists advise the patient when booking in the number of patients to be seen before them. We do not inform patients of a specific waiting time as this is an unknown quantity.

Date of Enter and View Visit	30th April 2015
Authorised Representatives	Jennifer Gilder Alison Wickens
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