

# GP Surgery Enter and View Report

## The Revel Surgery - 11<sup>th</sup> May 2015

Barr Lane, Broad Street, Brinklow, Rugby, CV23 0LU

### Practice Information \* Information received from Surgery

Practice Manager: Jayne Brigg  
Contact Details: 01788 832994

Number of GP's	3 full time 2 part time
Number of Practice Nurses	2
Number of Healthcare Assistants	0
Number of Reception Staff	5 (plus an Apprentice)

Current Number of Patients	5500
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Opening Hours		
Monday:	08:00-18:30	08:00-11:00 (Outreach Clinic)
Tuesday:	08:00-18:30	
Wednesday:	08:00-18:30	
Thursday:	08:00-18:30	
Friday:	08:00-18:30	08:00-11:00 (Outreach Clinic)
Saturday:	CLOSED	
Sunday:	CLOSED	

Services Provided/Specialist Clinics	
<ul style="list-style-type: none"><li>• COPD Clinic</li><li>• Family Planning</li><li>• Diabetes Clinic</li><li>• On-site Pharmacy</li></ul>	<ul style="list-style-type: none"><li>• Diagnostic &amp; screening procedures</li><li>• Phlebotomy</li><li>• Minor surgery</li><li>• Maternity &amp; midwifery services</li></ul>

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Observation Criteria	Comments		
External Building Condition	There were no concerns observed with the external building.		
Internal Decoration	The surgery is clean and tidy.		
Parking arrangements, Including Provision for Disabled Visitors	There is surgery car parking and access to public parking immediately at the front of the building. There is disabled provision.		
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?	✓		A notice asks patients to respect confidentiality at Reception. Room can be made available but no notice advertising this.
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?	✓		Reception staff will advise if long wait.
Is Patient Access advertised?	✓		
Is the waiting room child friendly?	✓		
Is a hearing loop installed?	✓		Currently broken.
Toilets Available?	✓		
Hand sanitisers available?	✓		Entrance to surgery and in Reception.
Are there clear notice boards with up to date information displayed?	✓		Due to volume of information some posters were not very clear.
Is the information provided available in other formats?	✓		This service is available but not displayed.
Are translation services available? Are they advertised?	✓		This service is available but not displayed.
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: 42

### Question One

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

Good 	Average 	Poor 
36	6	0

### Additional Comments

“Outstanding service.”

“Very good.”

“Internet appointments is a brilliant system.”

“Wish the receptionists were quicker to answers the phone, always on hold.”




“Have to wait a couple of weeks for an appointment.”

“Have to wait for an appointment.”

“Don't always get the appointment you want.”

### Question Two

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

Good 	Average 	Poor 
40	2	0

### Additional Comments




“I would like to see Saturday appointments.”

“Should have weekend opening Saturday.”

“I would like Saturday morning appointments.”

“The surgery should be open at the weekend.”




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

Good 	Average 	Poor 
26	13	3

**Additional Comments**

“Terrible, I couldn’t park.”  
 “Can be an issue, short of parking spaces.”  
 “Road access can be difficult at times. The road surface is also poor.”  
 “The surgery has grown but not the car park.”  
 “No spaces, rare to park outside surgery.”



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

Good 	Average 	Poor 
41	1	0

**Additional Comments**

“Waiting room always cluttered but always clean.”  
 “Toilets aren’t very clean.”




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

Good 	Average 	Poor 
41	1	0

**Additional Comments**

“Very good.”  
 “Friendly and efficient.”  
 “Brilliant.”  
 “I like having regular contact with the GP of my choice.”  
 “Wonderful.”  
 “Older people not treated the same as others by some doctors - I was told by a doctor ‘I can’t make you younger’.”

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

Good 	Average 	Poor 
39	0	0



**Additional Comments**

Three people did not respond to this question.

“Very good.”  
 “Wonderful.”

Question Seven

How would you rate the Reception Staff at the surgery?




Good 	Average 	Poor 
39	3	0

Additional Comments

“They act like doctors, are they trained to triage? Some good, some not so good.”  
 “Variable but generally very good, helpful and polite.”  
 “With the use of the electronic book in system there is no need to use receptionists.”

Question Eight

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




Good 	Average 	Poor 
30	11	1

Additional Comments

“Waiting too long.”  
 “Some waiting time.”  
 “GPs are busy.”  
 “Depends. Some patients will take longer than others.”  
 “Waited 15 minutes today already.”  
 “Waiting times up to an hour.”  
 “Sometimes wait. We are told by the electronic system.”  
 “Cannot complain about slight delays as patient’s needs are varied.”  
 “Excellent.”  
 “Tells me on the screen (electronic system) if there is a delay.”

**Question Nine**

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




Good 	Average 	Poor 
37	4	1

**Additional Comments**

“I have been requesting a scan for five years and today I am going to discuss it again.”  
 “Not necessary.”  
 “I have excellent rapport with my GP and my opinions are considered.”  
 “Excellent.”

**Question Ten**

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

Good 	Average 	Poor 
41	1	0

**Additional Comments**

“Excellent more than happy.”  
 “Very good.”  
 “Significantly better than my experience in Coventry.”  
 “Excellent.”  
 “First class.”

## Other Comments Received

“Excellent service except repeat prescriptions, have to wait until Tuesday if I put in repeat on a Friday.”

“Extremely good, refreshingly good.”

“Very satisfied.”

“Parking is an issue. I could be late due to nowhere to park.”

“Need to improve services to older people.”

“Exceptional surgery - very caring in all aspects.”

“Pharmacy is open on Saturday morning but not the surgery, which seems a bit strange.”

“Five minutes for each appointment seems a bit short. Could be the reason appointments run well behind - sometimes 30 to 40 minutes. One can take into consideration emergencies happening.”

## Recommendations

- The surgery makes patient notice boards less cluttered and easier to read, including having a specific notice board for the Patient Participation Group (PPG) 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

Response by Jayne Brigg, Practice Manager.

- We have 10 minute GP appointments.
- We have urgent appointment slots after all surgeries.
- The receptionists do not carry out triage, but will obtain sufficient general detail to allow the booking of the correct nursing/GP medical student appointments.

Date of Enter and View Visit	11th May 2015
Authorised Representatives	Ann Forster Pam Wilcox
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