

GP Surgery Enter and View Report

Brookside Surgery - 10th June 2015

Stretton on Dunsmore, Rugby, CV23 9NH

Practice Information * Information received from Surgery

Practice Manager: Madeleine Clark

Contact Details: 02476 542525

madeleine.clark@nhs.net

Number of GP's	2 Partners, 1 salaried and 2 GP Registrars
Number of Practice Nurses	2
Number of Healthcare Assistants	0
Number of Reception Staff	3

Current Number of Patients	3589
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Opening Hours

Monday:	08:30-13:00	14:00-18:30
Tuesday:	08:30-13:00	14:00-18:30
Wednesday:	08:30-13:00	14:00-19:30
Thursday:	08:30-13:00	CLOSED
Friday:	08:30-13:00	14:00-18:30
Saturday:	CLOSED	
Sunday:	CLOSED	

Services Provided/Specialist Clinics

- Minor Surgery
- Respiratory Clinic
- Antenatal Clinic
- Phlebotomy (twice weekly)
- Health Screening and checks
- Maternity Care
- Diabetes Clinic
- Contraceptive Services
- Visiting Health Visitor
- Cryotherapy
- Immunisations
- Travel Health

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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. There is also on-road parking 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?		✓	Private room is available if required.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Collection of patients by GPs.
Are waiting times displayed/patients informed?		✓	
Is online booking advertised?	✓		
Is the waiting room child friendly?	✓		A small box of toys is provided.
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 was not observed.
Are translation services available? Are they advertised?	✓		Available by arrangement.
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		A Friends and Family Test box is available.
Is there a Patient Participation Group? Is it advertised?	✓		Not 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: 31

Question One

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

Good 	Average 	Poor 
26	5	0

Additional Comments

“It is more difficult to get an appointment now.”

“No problems.”

“Sometimes it is poor as you can only book on the day and have to hold on the phone.”

“Great.”

“Lately it has gone haywire as you can't book in.”

“I struggle to get in as it can be a 3 week wait or you have to ring for an emergency appointment.”

“It can be quite a wait.”



“Really good.”

“Perfect.”

“Fantastic.”

“I always get to see someone.”




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

Good 	Average 	Poor 
28	3	0

Additional Comments

“The Surgery is shut on Thursday afternoon.”
 “The Surgery is closed one afternoon a week, which I can forget. The drop in session on Monday is great.”
 “I have got used to the hours!”
 “It used to be more of a challenge when I was at work.”
 “It must be hard for people who work as the Surgery is closed on Thursday afternoon and closed on Saturday and Sunday.”
 “The hours suit me.”
 “They always try to get you in.”




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

Good 	Average 	Poor 
15	15	1

Additional Comments

“There is not much parking.”
 “It is easy to get here.”
 “You can park on the road and it has a big car park for a Doctors’ Surgery.”
 “The car park is always full.”
 “The car park is a bit restricted.”
 “Parking is a problem.”
 “Perfect.”
 “The disabled space is not always available.”




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

Good	Average	Poor
		
30	0	0

Additional Comments

One person did not respond to this question.
 “Spotless.”
 “Fantastic.”
 “Very good.”
 “Excellent.”
 “Perfect.”




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

Good	Average	Poor
		
30	0	0

Additional Comments

One person did not respond to this question.
 “They are the best.”
 “Very good.”
 “Excellent.”
 “Brilliant.”
 “You can see a trainee GP but it is hard to see a qualified GP.”
 “Great.”
 “Lovely.”
 “They really try to get to the bottom of a problem.”




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

Good 	Average 	Poor 
30	0	0

Additional Comments

One person did not respond to this question.
 “Very good.”
 “Fantastic.”
 “Lovely.”
 “Perfect.”
 “Excellent.”
 “Fantastic.”

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




Good 	Average 	Poor 
31	0	0

Additional Comments

“Excellent.”
 “Fantastic.”
 “Very helpful.”
 “Lovely.”
 “Brilliant - they are very helpful and accommodating.”
 “Helpful.”
 “Perfect.”
 “Very good.”

Question Eight

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


Good 	Average 	Poor 
18	11	2

Additional Comments

“When they can get you in they do.”
 “Not great as you can wait up to 40 minutes.”
 “It depends on people and how long they take.”
 “The appointments sometimes get behind.”
 “I have often been sat for a long time.”
 “Perfect.”
 “The Doctors are so good, as they take time with their patients.”
 “You just have to wait.”

Question Nine

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




Good 	Average 	Poor 
30	1	0

Additional Comments

“I am always involved in decisions about my care.”

Question Ten

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

Good 	Average 	Poor 
29	1	0

Additional Comments

One person did not respond to this question.

“Brilliant.”

“I would recommend this Surgery.”

“Excellent.”

“10 out of 10.”

“Very good.”

“This is one of the best surgeries.”

“The surgery offers extra care.”

Other Comments Received

“The surgery needs to make it easier to get an appointment. If you want to see a particular GP it can take up to a fortnight.”

“I am very impressed as the Surgery helped me get through my illness.”

“The surgery is perfect in every way and I can’t fault it at all.”

“They seem to have the best doctors here. However, when a new GP is seen it is difficult to have to repeat your medical history to them.”

“The surgery always tries to make sure that you get an appointment and they work hard to diagnose you. I can’t fault them.”

“I have always found people here to be helpful, including Pharmacy staff. I am lucky to have this practice.”

“This is a really nice surgery and they do a good job.”

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

Surgery Response

Response by Madeleine Clark, Practice Manager

We welcome the Healthwatch Warwickshire report and its recommendations.

We realise that keeping patients informed if a doctor or nurse is running late is appreciated. Reception staff do inform patients when booking in if there is likely to be a delay and we will now ensure that all patients are notified of any delay when circumstances allow.

We have now extended the number of appointments available to book online as recommended and would encourage our patients to register for our online booking and repeat prescription service.

Date of Enter and View Visit	10 th June 2015
Authorised Representatives	Lianne Burton Len Mackin
Report Published	17th July 2015