

GP Surgery Enter and View Report

The Grange Medical Centre - 3rd August 2015

39 Leicester Road, Nuneaton, CV11 6AB

Practice Information * Information received from Surgery

Practice Manager: Meena Agrawal
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Number of GPs	4 and 2 salaried GPs and 1 Trainee GP
Number of Practice Nurses	3
Number of Healthcare Assistants	1
Number of Reception Staff	12
Current Number of Patients	10,276

Opening Hours

Monday: 8:00-13.00 14:00-18:30
Tuesday: 8:00-13.00 14:00-18:30
Wednesday: 8:00-13.00 14:00-18:30
Thursday: 8:00-13.00 14:00-18:30
Friday: 8:00-13.00 14:00-18:30
Saturday: Alternate Saturdays
Extended hours available (contact surgery)
Sunday: CLOSED

Services Provided/Specialist Clinics

- Asthma, Diabetes, Heart Disease, Stroke and COPD Clinics
- Hypertension Clinic
- Childhood Immunisation Clinic
- Child Development checks
- Minor Surgery
- Phlebotomy
- Family Planning
- Flu Clinic
- Mental Health, Learning Disability and Dementia Clinic
- Travel Immunisations
- Maternity Care
- Smoking Clinic
- Well Women Clinic
- Physiotherapy
- Counselling
- Cervical Smear Tests

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Observation Criteria	Comments		
External Building Condition	Purpose built surgery. There were no concerns observed with the external building condition. Signage is visible from the road		
Internal Decoration	The surgery was clean and spacious. It was observed that the clock was not working at the time of the visit.		
Parking arrangements, Including Provision for Disabled Visitors	The car park was of a reasonable size with disabled bays 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?	✓		It was not working on the day of our visit.
Is there confidentiality/privacy at reception?		✓	Receptionists use discretion to take patients into a separate room.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		
Are waiting times displayed/patients informed?		✓	Patients can ask Receptionists for this information.
Is online booking advertised?	✓		
Is the waiting room child friendly?	✓		A few books are provided.
Is a hearing loop installed?	✓		
Toilets Available?	✓		
Hand sanitisers available?	✓		
Are there clear notice boards with up to date information displayed?	✓		All of the boards were up to date and tidy.
Is the information provided available in other formats?	✓		
Are translation services available? Are they advertised?	✓		
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?		✓	We were advised that the Surgery is in the process of starting one.
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: 66

Question One

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

Good 	Average 	Poor 
41	19	6

Additional Comments

“It is a long wait time if you want to see the same doctor.”

“Even my 4 year old son can’t get an appointment. I find I’m having to tell the receptionist the symptoms. I shouldn’t have to justify why I need an appointment for a child.”

“When you get through, you are on hold for ages and then can’t get an appointment. It happens most times.”

“I need to register for on-line.”

“I like continuity with a doctor but I can’t get an appointment.”

“I have made appointments and then when I got here there is no record of it.”

“It is rare that you can get through.”



“I ring in the afternoon and have never had a problem.”

“There are too many patients - I rang and was offered an appointment in 2 weeks.”

“Recently they have an option system when you ring which seems more efficient.”

“Sometimes there are long delays for appointments.”

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




Good 	Average 	Poor 
57	5	0

Additional Comments

Four people did not respond to this question.

“I would like to get in Saturday morning but can’t ring on the day and book.”
“I wish they did early and late days.”

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	17	21




Additional Comments

Two people did not respond to this question.

“Parking is terrible.”
“It is a nightmare.”
“Parking can be awkward.”
“Limited parking.”
“I waited 10 minutes for a space.”
“There are buses every half an hour.”
“I use the bus because of the parking.”
“It depends when you come.”

Question Four

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




Good	Average	Poor
		
66	0	0

Additional Comments

No additional comments

Question Five

How would you rate your GP at the surgery?

Good	Average	Poor
		
53	10	0

Additional Comments

Three people did not respond to this question.

“One is top class.”

“Excellent.”

“Some are better than others.”

“Some I prefer not to see.”

“I think it’s gone downhill since Mr Kumar left.”

“I have seen one for 15 years - great.”




“One said I didn’t have any ulcers on my tonsils and as I’d had them out when I was 5 - I was a bit worried.”

“You can’t always see the one you want.”

“Problems are not always addressed, they don’t get to the core of the problem when you’re seeing someone different each time.”

“Too many locums.”

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

Good 	Average 	Poor 
59	3	0

Additional Comments




Four people did not respond to this question.

“Very good.”

“Lovely.”

“Don’t know many of them.”

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

Good 	Average 	Poor 
62	3	1

Additional Comments

“They are a bit short sometimes.”

“They are helpful.”

“They are doing a job.”

“Polite.”




“They can be off putting at times and can be officious.”

“They are not always helpful.”

“They are rude - they have hung up on me.”

Question Eight

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

Good 	Average 	Poor 
23	40	3

Additional Comments

“You can wait over an hour.”
 “They are hit and miss.”
 “They can’t help it as sometimes there is an emergency.”
 “Most times I wait 15 minutes.”
 “On the board it says if you are over 15 minutes late for your appointment you will lose it, yet they can keep us waiting longer than that.”
 “If there are emergency appointments you just have to wait.”
 “Generally punctual.”
 “They do tell you if they are running late.”

Question Nine

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

Good 	Average 	Poor 
54	7	0




Additional Comments

Five people did not respond to this question.

“More so with the nurses - they have more time for you.”
 “Happy with this doctor but she’s leaving.”
 “No time to discuss.”
 “Time slot is too short especially if it’s an emergency appointment.”
 “I want to be told what treatment I need.”
 “When I saw the doctor last time I didn’t feel as if my opinion was taken into consideration.”

Question Ten

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

Good 	Average 	Poor 
57	9	0

Additional Comments

“Overall fine, I’ve had worse.”
 “Mostly fine, just problems with appointments and continuity of a doctor.”
 “Doctors are fine - it’s getting in to see them.”
 “Compared with other surgeries I’ve heard about it’s good. I would like a list of the doctors and their specialities and to be called in for regular check-ups.”
 “Inconsistency sometimes.”
 “Just the phone system that’s annoying.”
 “It’s a nice surgery.”
 “I’ve been coming 35 years and it’s always good.”

Other Comments Received

“It will be worse when they build the 1000 more new houses in the area.”
 “There are issues over the repeat prescription process. Some delays getting it back. The Pharmacy does electronic request but there is a discrepancy in the number of pharmacies on this side of town.”
 “My mother visited about her foot and the doctor moved on to problems with her husband, she ended up in tears. Inappropriate.”
 “Autocratic, draconian practice manager. If you miss a hospital appointment you get blamed. Surgery sends you a rude, arrogant, presumptuous letter assuming it’s the patient’s fault and threatening to withdraw services. The manager needs to learn to empathise and people skills.”
 “Tablets can differ in colour and have different product name so you worry it’s the same medication.”
 “Too many patients - they can’t cater for them all, particularly the children.”

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.
- 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.

Surgery Response

No additional response from the surgery.

Date of Enter and View Visit	3rd August 2015
Authorised Representatives	Sue Tulip Alison Wickens
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