

GP Surgery Enter and View Report

Meon Medical Centre 14th September 2015

Goose Lane, Lower Quinton, Stratford upon Avon, CV37 8TA

Practice Information * Information received from Surgery

Practice Manager: Johnson Clarke

Contact Details: 01789 720820 reception@meonsurgery.nhs.uk

Number of GPs	4
Number of Practice Nurses	2
Number of Healthcare Assistants	1
Number of Reception Staff	4

Current Number of Patients	3800
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Opening Hours	
Monday:	08:30 - 19:30
Tuesday:	08:30 - 18:30
Wednesday:	08:30 - 18:30
Thursday:	08:30 - 18:30
Friday:	08:30 - 17:30
Saturday:	CLOSED
Sunday:	CLOSED

Services Provided/Specialist Clinics

- Home Delivery Medication Service
- Care of Elderly
- 75+ Group
- Baby Clinic
- Antenatal Clinic
- Child Immunisations
- Asthma Clinic
- Travel Health
- Smoking Cessation Clinic
- Cervical Smear
- Well woman/man clinic
- Heart Disease Clinic
- Diabetes Clinic
- Osteopathy/Hypnotherapy (private)

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Observation Criteria	Comments		
External Building Condition	Purpose built about 8 years old in excellent condition		
Internal Decoration	Excellent - clean and bright		
Parking arrangements, Including Provision for Disabled Visitors	Plenty of car parking available. There is also a drop off point adjacent to main surgery entrance.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		Building on one level with automatic doors and wheelchair available upon request.
Clear guidance on how to inform the surgery of your arrival?	✓		The surgery also has a dental practice and pharmacy.
Electronic check-in in waiting room?		✓	
Is there confidentiality/privacy at reception?		✓	Reception areas are open plan.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		A tannoy system is available but staff preferred to meet and greet patients directly.
Are waiting times displayed/patients informed?		✓	GPs advise those waiting that there is a delay.
Is the waiting room child friendly?	✓		Toys and games at rear of waiting room along with a tropical fish tank.
Is a hearing loop installed?	✓		
Toilets Available?	✓		Two toilets and a baby changing room are available.
Hand sanitisers available?	✓		
Are there clear notice boards with up to date information displayed?	✓		
Is the information provided available in other formats?		✓	None seen.
Are translation services available? Are they advertised?	✓		This can be arranged by appointment.
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		In the entrance lobby.
Is there a Patient Participation Group? Is it advertised?	✓		
Are the names/photographs of GP's and staff at the surgery displayed?	✓		Names but not photographs.

GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 24

Question One

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

Good 	Average 	Poor 
16	6	2

Additional Comments

"I phone at 8.30am but not always guaranteed an appointment."
 "Doctor makes every effort to fit me in when it best suits my needs. I'm often straight in."
 "Can't get an appointment before 2 weeks unless you go through triage."
 "Wait a long time to get through."
 "I have to go through a triage system. It can feel hard at times."
 "Can take a while to get an appointment as busy."
 "Difficult triage system - have to wait for nurse to phone you before going to work."
 "Triage system has pitfalls but generally efficient."
 "Triage is a good idea but ask a lot of questions - three different people."
 "Triage - called at 8.30am, call back at 9.30am, appointment offered 10.30m but voluntary drivers may not be available!"
 "Triage - three tier system difficult."

Question Two

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

Good 	Average 	Poor 
16	8	0

Additional Comments

“I’m retired so not bothered.”

“Good if delivered but only open one evening. Saturday morning opening would improve things for people who are in full time work.”

Question Three

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

Good 	Average 	Poor 
22	2	0

Additional Comments

“I live locally.”

“Parking is excellent. I drive here.”

Question Four

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

Good 	Average 	Poor 
21	3	0

Additional Comments

No comments received.

Question Five

How would you rate your GP at the surgery?

Good 	Average 	Poor 
22	1	1

Additional Comments

One person did not respond to this question.

“Skilled, compassionate and very professional!”

“Very helpful.”

“Good, keep changing.”

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

Good 	Average 	Poor 
21	1	1

Additional Comments

One person did not respond to this question (they were called to their appointment)

“Lovely!”

“Again, skilled, compassionate and very professional!”

“Never had to see the nurse.”

“I had an issue with one nurse at the surgery (they were rude) - I have complained unfortunately.”

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

Good 	Average 	Poor 
20	3	1

Additional Comments

“Excellent - they have a good ethos.”

“Have to wait.”

Question Eight

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

Good 	Average 	Poor 
6	15	2

Additional Comments

One person did not respond to this question (they were called to their appointment).

“Waiting times can be very long.”

“Have to wait a long time.”

“Waiting times can be long but probably due to good service by GPs.”

“Can be 15 minutes wait.”

“Some wait.”

“I understand why the delays but don’t like having to wait.”

“Average score for waiting to see the Doctor but accept that this happens.”

“OK but I’m able to wait.”

“Sometimes I have had to wait a long time.”

“I don’t mind waiting.”

Question Nine

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

Good 	Average 	Poor 
16	7	0

Additional Comments

One person did not respond to this question.

“Very much so.”

Question Ten

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

Good 	Average 	Poor 
21	2	0

Additional Comments

One person did not respond to this question.

“This surgery would set a good example to others about how a surgery should be run.”

Other Comments Received

“There are problems with repeat prescriptions being signed off by the Doctor on time. I had to wait an age and was without medicine for the weekend.”

“Have to get through reception and a nurse before get to see a GP.”

“I have a problem with the nurse who does the triage - can’t get through to Doctor.”

“Have spoken to Practice Manager about issues with one of the nurses. May move surgeries because of this.”

“Really nice people here.”

“It’s a great surgery with exceptional service. I like everything about it and particularly having the dispensary. I also like that GPs come out to get you, patients’ suggestion box available.”

PPG Comments:

The PPG is keen to ensure that the surgery works well by trying to raise patients’ awareness of the pressures on services and by working to help the GPs.

It was raised with us that the dispensary can only provide medication to some patients, whilst others, because of their postcodes must walk past the dispensary and travel to another town to collect their prescriptions from a supermarket dispensary. This is unsatisfactory and inconvenient for those patients who fall into this category. It must be said that this is NOT the fault of the surgery and is the result of laws relating to pharmacy provision that Meon is unable to change.

Recommendations

- A 75 + group has been established that provides targeted support for those who are elderly and isolated. An information booklet has been provided and on Friday afternoon a 'mosaic stitching' session takes place on the premises. We recommend that this programme develops, as it fits with current thinking about preventative care with the frail and elderly.
- The surgery has implemented a Triage system. This makes sense and is seen as good practice in that it attempts to steer patients to the correct service. However, we found that patients were either unclear about this service or, found it frustrating due to questions that they are asked (to determine the nature of their condition) and waiting for telephone calls from the nurse. We recommend that the surgery looks into concerns raised by patients in order to review the current system. It should be noted that Meon's Summer 2015 newsletter clearly explains the new triage system.
- Several patients reported that they have to wait for their appointments once they arrive at the surgery and as a consequence the surgery scored poorly in this area. However on the day that we visited we did not observe any delays and indeed noted that the GPs /nurses called patients personally. A tannoy system is provided but the surgery prefers this method as it is seen as more personal. We recommend that if there are days when delays build up a system should be implemented to advise waiting patients if there is not one already. We note that patients also stated that they understand why delays can occur and respected that some patients would have acute needs.

Surgery Response

Response by Johnson Clark, Practice Manager.

Further to your visit in September, I can confirm that our 75+ group project is going from strength to strength. Our Mosaic class organised by our over 75 coordinator Amanda Cogley, aimed at combating loneliness amongst the over 75s, is now looking to expand.

We are currently undergoing an audit of our triage system to see where we can improve on our service and ensure best practice for our patients. We will involve our patient group in developing any changes and ensure that we communicate with all of our patients via the practice website.

We always endeavour to strike the right balance between offering a comprehensive and caring service whilst trying to run on time. We have recently increased the number of surgeries offered to alleviate the pressure on appointments. We will always try to update patients face to face when they arrive if there are any likely delays. Some patients may present with a particularly complex problem which will require a more detailed analysis causing a delay to the appointment system. However, we believe that our Meon GP's do an excellent job in giving the right amount of time and care with a patient when needed. Although it can be frustrating for any patients that might have to wait, we would hope as we believe they do, that they appreciate the reasons behind this.

Date of Enter and View Visit	14th September 2015
Authorised Representatives	Len Mackin Robyn Dorling
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