

GP Surgery Enter and View Report

Stockingford Medical Centre - 21st September 2015

13 Northumberland Avenue, Stockingford, Nuneaton, CV10 8EJ

Practice Information * Information received from Surgery

Practice Manager: Toni Hartwell

Contact Details: t.hartwell@nhs.net

Tel: 02476 386344

Number of GPs	1 + 1 female GP available ½ day a week
Number of Practice Nurses	1
Number of Healthcare Assistants	1
Number of Reception Staff	4 + 1 Reception/Admin apprentice

Current Number of Patients	2620
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Opening Hours	
Monday:	08:30 - 18:00
Tuesday:	08:30 - 18:00
Wednesday:	08:30 - 12:30
Thursday:	08:30 - 18:00
Friday:	08:30 - 18:00
Saturday:	CLOSED
Sunday:	CLOSED

Services Provided/Specialist Clinics	
<ul style="list-style-type: none">• Diabetes Clinic• COPD• Family Planning• Hypertension Clinic• Joint Injection• Phlebotomy	<ul style="list-style-type: none">• Asthma Clinic• Coronary Heart Disease• Minor Surgery• Child Health and Immunisations• Smoking/Obesity Advice• Antenatal Clinic

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Observation Criteria	Comments
External Building Condition	There are ongoing repairs to the building which has suffered from a leak in the roof and subsequent damage due to water ingress. On the day of visit the scaffolding and skip were still in place, reducing the car park spaces
Internal Decoration	Good. Obviously the area of the waiting room beneath the roof leak requires redecoration.
Parking arrangements, Including Provision for Disabled Visitors	Limited as stated above. There is a disabled space but the markings need to be repainted. On street parking is 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?	✓		Patients can't hear conversations but a private room is also available.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Audible beep and name on electronic board.
Are waiting times displayed/patients informed?		✓	Receptionists inform patients of delays.
Is online booking advertised?	✓		
Is the waiting room child friendly?	✓		Child size furniture is available.
Is a hearing loop installed?	✓		
Toilets Available?	✓		
Hand sanitisers available?	✓		In foyer before reception is reached.
Are there clear notice boards with up to date information displayed?	✓		
Is the information provided available in other formats?	✓		
Are translation services available? Are they advertised?	✓		Can arrange for 10+ languages.
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		
Is there a Patient Participation Group? Is it advertised?	✓		Photographs of group in foyer and minutes available in waiting room.
Are the names/photographs of GP's and staff at the surgery displayed?		✓	A staff decision not to have them displayed.




GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 18

Question One

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

Good 	Average 	Poor 
11	6	1

Additional Comments

"I preferred the old system."

"Simple."

"Have to predict when you are going to be ill. Booking on the day can be a problem. Cannot get through on the phone or there are no appointments."

"Unless you are lucky you cannot get appointment on the day you ring."


"Trying to get an appointment is difficult - lines are busy and appointments go."

"I always get an appointment as I am a diabetic."

"I usually get through."

Question Two

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




Good 	Average 	Poor 
16	2	0

Additional Comments

"Would be better if Surgery was open on Saturdays."

"Could do with a weekend surgery."




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	2	1

Additional Comments

“Parking not brilliant.”
 “Parking is a problem.”
 “If on my own I come on bus.”
 “Could do with more parking.”



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

Good 	Average 	Poor 
17	0	0

Additional Comments

One person did not respond to this question.
 “Roof health hazard - dripping in waiting room.”

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

Good 	Average 	Poor 
16	1	0

Additional Comments

One person did not respond to this question.




“In general they are good.”

“Very good.”

“Thorough, listens.”

“Lovely.”

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

Good 	Average 	Poor 
17	0	0

Additional Comments




One person did not respond to this question.

“Brilliant.”

“Only seen once.”

Question Seven

How would you rate the Reception Staff at the surgery?




Good 	Average 	Poor 
15	3	0

Additional Comments

“Brilliant.”
 “Excellent.”
 “A bit grumpy.”
 “Can be helpful, can be obstructive.”
 “I do not like being asked what I am seeing a doctor about.”
 “Friendly.”
 “Privacy at desk.”

Question Eight

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

Good 	Average 	Poor 
13	4	0

Additional Comments

One person did not respond to this question.

“On the whole they are good.”
 “Appointments can overrun.”
 “Sometimes I have to wait.”

Question Nine

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




Good 	Average 	Poor 
15	2	0

Additional Comments

One person did not respond to this question.

Question Ten

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

Good 	Average 	Poor 
16	1	0

Additional Comments

One person did not respond to this question.

Other Comments Received

“There is a need for a female doctor as currently she is only available on Wednesday morning.”

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 to look at repainting the demarcation for parking bays, especially the disabled space.

Surgery Response

Response by Toni Hartwell, Practice Manager

Q1- The appointment system has only changed in as much as offering telephone consultations whereas before this was not available, so not sure what the “old system” is.

Q3 - Car Parking spaces are limited but it would be impossible to make any more spaces available. There is always plenty of space to park on the road side which is free.

Q4 “Roof Health hazard-dripping in waiting room” This was being rectified at time of visit and work is still ongoing to the faulty roof

Recommendations:

“Maximising online appointments” - online appointments are well advertised- posters, Jayex board, receptionists etc - but so far very few patients have taken the opportunity to sign up for this service.

“Car park markings”- The surgery intends to rectify this once the work to the roof has been completed

Date of Enter and View Visit	21 st September 2015
Authorised Representatives	Sue Tulip Alison Wickens
Report Published	13th November 2015