

GP Surgery Enter and View Report

Bulkington Surgery - 29th September 2015

School Road, Bulkington, CV12 9JB

Practice Information * Information received from Surgery

Practice Manager: Karen Cooper
Contact Details: Tel: 02476 733020

Number of GPs	4
Number of Practice Nurses	2
Number of Healthcare Assistants	1
Number of Reception Staff	3 + 1 Admin/Receptionist

Current Number of Patients	5600
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Opening Hours		
Monday:	08:30 - 12:30	13:30 - 18:30
Tuesday:	08:30 - 12:30	13:30 - 18:30
Wednesday:	08:30 - 12:00	13:30 - 17:00 (Pre-booked clinics only)
Thursday:	08:30 - 12:30	13:30 - 18:30
Friday:	08:30 - 12:30	13:30 - 18:30
Saturday:	CLOSED	
Sunday:	CLOSED	

Services Provided/Specialist Clinics

- Antenatal Clinic
- Minor Surgery
- Smoking Cessation Clinic
- Asthma Clinic
- Carers Support
- Family Planning
- COPD Clinic
- Baby Clinic
- Cervical Smear Tests
- Diabetes Clinic
- Flu Vaccinations
- Blood Pressure Checks
- Well Man/Woman Clinic
- Phlebotomy

GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	Purpose built surgery on site of old village school. Shares site with children's centre and conference centre and is hard to find if not familiar with the site.		
Internal Decoration	Good standard of decoration but quite dark.		
Parking arrangements, Including Provision for Disabled Visitors	Parking available on site very close to entrance. Disabled parking space on opposite side of building. A5 sign displayed on the entrance to the surgery.		
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?	✓		Different window to use or a separate room.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		JX board only. Patients with known sight problems are collected.
Are waiting times displayed/patients informed?	✓		Via receptionist.
Is online booking advertised?	✓		
Is the waiting room child friendly?	✓		Some books. No sharp corners.
Is a hearing loop installed?	✓		It is a portable loop.
Toilets Available?	✓		One toilet - suitable for disabled use
Hand sanitisers available?	✓		
Are there clear notice boards with up to date information displayed?	✓		Tidy. Laminated newsletter on seats in waiting room.
Is the information provided available in other formats?	✓		Website booklets. Sound system records are being produced.
Are translation services available? Are they advertised?	✓		
Is signage clear and up to date?		✓	Disabled parking signage could be made more visible.
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?	✓		Names but not photographs.




GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 43

Question One

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




Good 	Average 	Poor 
38	1	4

Additional Comments

“Can’t get an appointment in advance when working.”
“If at work the system is not convenient.”
“Have to ring that morning, always busy.”
“Difficulties getting an appointment on the same day.”
“Have a job to get an appointment, ring and have to wait.”
“There is a single phone line.”
“Excellent.”
“Better than good.”
“I use online booking.”
“Brilliant, I booked yesterday.”

Question Two

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




Good 	Average 	Poor 
34	8	1

Additional Comments

“Longer hours would be nice.”
 “Better now the Surgery is open Wednesdays.”
 “Wednesday is half day closing but we need evenings and weekends.”
 “No weekends.”
 “Could be better as you are not always ill in the week.”
 “Would be nice to have a Saturday.”

Question Three

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




Good 	Average 	Poor 
37	6	0

Additional Comments

“Parking is a problem.”
 “Width of spaces with small children is an issue.”
 “I use a mobility scooter.”
 “A few more parking spaces for larger cars would be good.”
 “Parking is not brilliant.”

Question Four

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




Good 	Average 	Poor 
43	0	0

Additional Comments

No comments

Question Five

How would you rate your GP at the surgery?

Good 	Average 	Poor 
37	4	0

Additional Comments

Two people did not respond to this question.

“They don’t listen properly, I have a long standing problem and it has not been dealt with properly.”




“It depends who you see. My wife should have been referred and wasn’t with an infection. It caused bigger problems.”

“Brilliant.”

“One missed signs of kidney failure.”

“I like them.”

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




Good 	Average 	Poor 
34	1	0

Additional Comments

Eight people did not respond to this question.

“Excellent.”

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

Good 	Average 	Poor 
37	5	1

Additional Comments

“Fabulous.”

“Fantastic.”




“Sometimes there’s a problem but now it’s sorted.”

“Very pleasant and helpful.”

“Not helpful when we were away and needed medication - it was a big problem.”

“Sometimes they are rude.”

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




Good 	Average 	Poor 
33	8	0

Additional Comments

Two people did not respond to this question.

- “I have waited a while.”
- “Sometimes there are emergencies.”
- “I have waited 50 minutes.”
- “I have never had any trouble.”
- “Sometimes you can wait half an hour.”

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

Good 	Average 	Poor 
37	3	1




Additional Comments

Two people did not respond to this question.

- “Not overly impressed. Depends on the doctor.”
- “They do what they can but there is a limit to what they can do.”

Question Ten

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

Good 	Average 	Poor 
36	5	1

Additional Comments

One person did not respond to this question.

“There is always room for improvement.”

“I can’t fault it.”

“Excellent.”

“My partner had a similar problem of not being referred to a specialist and then needed surgery.”

Other Comments Received

“Now they don’t mind sending you to a specialist whereas before they seemed loathe to do it.”

“For people working they need a later surgery or weekends.”

“I’d like to see a clock in the waiting room.”

“Over the last 6 months it has really improved, especially the booking system.”

“I wish my wife would come here.”

“Waiting room is too dark. Bare brick needs lightening/painting.”

“We got a better service before when GPs were accountable for their own budgets.”

“Disabled access is a problem as the dropped curb is still bumpy. If not using the disabled space you need to go past the surgery to reach the dropped curb. Carer - frequent problems with prescription and I have to return to get correct medication and scripts signed.”

Recommendations

- The Surgery to review signage from the road and on site to ensure that patients are able to easily navigate their way to the surgery.
- The Surgery to review signage for disabled parking to ensure that it is clearly visible from the outside as patients enter the car park.
- The Surgery to look at the waiting room set up as the door from Reception to the waiting room opens straight out onto the waiting patient. It was also noted that the waiting room was quite dark and could benefit from being brightened up.

Surgery Response

Firstly we would like to thank the Healthwatch Representatives for their many positive comments on the day of their visit. The practice has discussed the report and we have included feedback from the Patient Participation Group (PPG) in the following responses:

In response to the Healthwatch recommendations are the following points:-

“Signage” - **External signs** for navigation to the surgery - there are two on the main roads (on lamp posts nearby the surgery) for navigation however the signs which give better direction when you get to our site were integrated with the Village Centre next door but without notice these were removed and destroyed when they updated the whole sites signage for themselves and did not include the surgery on the new ones. We have been in discussion with the council because the land and ideal site for signs to navigate visitors to our surgery from the main road is council owned. As yet we have had no absolute resolution to this problem so this is on-going and currently out of our control. The only **internal signs** discussed by the Healthwatch Representatives were that of the disabled parking bay and we have since added an additional, larger sign where we discussed it would be helpful.

“Waiting room set up - door from reception to the waiting room opens straight out onto the waiting patient” - this is in fact the opening window on the reception desk and it opens outwards which for some time we have found annoying rather than dangerous. It is not something which can be quickly fixed to a good standard and this is on our ‘to do’ list for future changes but at the present time is not high priority.

“Waiting room quite dark” - The building was purpose built at a time when bare brick was common place internally in many buildings and is intentionally so to reduce the need for ongoing maintenance inconvenience and cost and there are no plans to change this in the near future for those reasons. In 2012 new lighting was put in to maximise the light in the waiting room so it may be the feeling of darkness rather than actually dark. On the day of the visit

however we did notice that the blinds in the waiting room had not been opened which is unusual and would not have helped, reception staff have since opened these further to increase light even more.

We wanted to give a response to some of the patient comments:-

“Parking - various comments” - We have a car park at the surgery which has 15 spaces (14 standard size and 1 extra wide) for patients and visitors to the surgery, with an additional 8 on the other side of the surgery which are ours (one of these being the disabled space) 23 in total. The surgery is positioned on a community site and this offers additional free spaces, when available, as well as a free car park for approximately 8 cars adjacent to the library and approximately 30 additional free spaces on the slip road adjacent to the main road into the surgery. We believe that this more than adequate compared to other surgeries. (Ramp to surgery is positioned centrally to both sides of the buildings car spaces and we will look at the ramp itself again for safety)

“Appointments” - We try to remind patients constantly that they are able to book appointments on-line, in person and via telephone up to a month in advance. Calls into surgery at the beginning of sessions can be high and therefore we ask patients to telephone for routine matters at other times and also to try to book routine appointments in advance to save the ‘on the day’ appointments for patients who need to be seen more quickly than the next routine appointment which could be a few days away. If patients need to be seen urgently they are always offered the opportunity to speak to the duty doctor. There are some later evening appointments. We do have four telephone lines into reception (not one as in comments) and this is manned by two reception staff, with a message informing patients that they are in a queuing system, these staff members also man the reception desk.

“Waiting times” - Because we check patients in for their appointment using the computer system which is linked to the call system we can monitor waiting times easily. Patients may be interested to know the following statistics:

During the period 1/1/2015 - 20/10/2015

There were 16,905 routine doctors and nurses’ appointments booked.

Out of these 566 patients did not turn up for their appointment and 2189 arrived late.

The average patients waiting times calculated over this time period:

From arrival time to being seen = average 10 mins:

From actual appointment to being seen = average 4mins. *(Using an average takes into consideration any and all long wait for appointments due to emergencies)*

Date of Enter and View Visit	29 th September 2015
Authorised Representatives	Sue Tulip Alison Wickens
Report Published	4th December 2015