

GP Surgery Enter and View Report

Beech Tree Medical Practice- 2nd December 2015

Rugby Health and Wellbeing Centre, Drover Close, Rugby, CV21 3HX

Practice Information * Information received from Surgery

Practice Manager: Cheryl Herbert

Contact Details: cheryl.herbert@nhs.net

Tel. 01788 561319

Number of GPs	2 Partners, 1 Salaried
Number of Practice Nurses	3 (part time - equivalent to 1FTE)
Number of Healthcare Assistants	0
Number of Reception Staff	6 (and 3 part-time admin staff + full time Practice Manager)
Current Number of Patients	4200

Opening Hours	
Monday:	08:30 - 18:30
Tuesday:	08:30 - 18:30
Wednesday:	08:30 - 18:30 (extended surgery until 19:30)
Thursday:	08:30 - 18:30
Friday:	08:30 - 18:30
Saturday:	CLOSED
Sunday:	CLOSED

Services Provided/Specialist Clinics	
<ul style="list-style-type: none">Smoking Cessation ClinicNew Patient Registration MedicalMinor SurgeryMaternity ServicesChild ImmunisationsBaby ClinicDiabetes ClinicWell Man ClinicWell Woman ClinicFamily PlanningConnectWELL HubECG RecordingHost to a Relate Service	<ul style="list-style-type: none">Antenatal ClinicHeart Disease ClinicHealthy Weight ClinicChild Health SurveillanceCOPD ClinicAsthma ClinicNHS Health Checks - aged over 40Lumps and BumpsTravel ImmunisationsDementia CafeAAA ScreeningVisiting Physiotherapist

GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	New, purpose built two story shared with another GP Practice.		
Internal Decoration	Light, airy and in excellent condition. Pharmacy on site. Main waiting room on ground floor. Small waiting room on first floor. Lift available.		
Parking arrangements, Including Provision for Disabled Visitors	Surgery car park shared between two practices. Demarcated spaces for staff and blue badge holders.		
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?	✓		In entrance foyer.
Is there confidentiality/privacy at reception?	✓		Private room available on request.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Mix of electronic call system and collection from waiting room.
Are waiting times displayed/patients informed?	✓		Standard practice is for reception staff to advise patients on arrival.
Is online booking advertised?	✓		
Is the waiting room child friendly?	✓		Children's play house area.
Is a hearing loop installed?	✓		
Toilets Available?	✓		Including baby changing room.
Hand sanitisers available?	✓		In both waiting areas.
Are there clear notice boards with up to date information displayed?	✓		
Is the information provided available in other formats?		✓	Not requested but would be made available if patients request.
Are translation services available? Are they advertised?	✓		If booked in advance.
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		Friends and Family test. No comments/complaints box.
Is there a Patient Participation Group? Is it advertised?	✓		Leaflet at reception.
Are the names/photographs of GP's and staff at the surgery displayed?		✓	Not at present but is in the process of being organised.




GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 8

Question One

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

Good 	Average 	Poor 
5	1	2

Additional Comments

“Have to call at 8am to get through.”

“I book over the phone. You have to ring before a certain time to get an appointment.”

“Normally a long wait on the phone. Can't get an appointment.”




“I realised this morning that you can book online. That is better.”

“Good - I rang yesterday and got an appointment today.”

“I sometimes can't get appointments by phone - call everyday.”

Question Two

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

Good 	Average 	Poor 
3	2	0


Additional Comments

Three people did not respond to this question.

“I don't know the opening hours.”

“I don't really know what they are. Not had a problem with times.”




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

Good 	Average 	Poor 
1	5	2

Additional Comments

“Can never get any parking in the car park.”
 “Parking can be difficult.”
 “Parking is an issue.”
 “I park across the road. You can’t get parked in the surgery car park.”
 “Good - there is a bus stop outside.”
 “Parking is terrible. My wife comes with me so she can move my car if needed.”
 “Sometimes the parking is not good.”




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

Good 	Average 	Poor 
7	1	0

Additional Comments

“Material seats are easily marked and hold germs.”




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

Good	Average	Poor
		
8	0	0

Additional Comments

“Very good.”
 “Good -I see different ones.”
 “Good - I normally see the same one.”
 “I try to see the same one. I am pleased with them.”
 “Very good.”

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




Good	Average	Poor
		
7	0	1

Additional Comments

“Nice.”
 “Lovely.”
 “Very, very poor in the information they give and the way they give the information.”
 “Love them!”
 “Very nice.”

Question Seven

How would you rate the Reception Staff at the surgery?

Good 	Average 	Poor 
7	1	0

Additional Comments

“Friendly.”

“Depends - some very friendly, some not. I don’t like their tone of voice or that they don’t smile.”

“Very good.”




“Pretty good. Not had any problems.”

“Alright.”

“Very good.”

Question Eight

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

Good 	Average 	Poor 
4	4	0

Additional Comments

“Usually good. They say if there is a wait.”

“Average. I am not told if there is a wait.”

“I have not been told when there is a wait - which is especially the case with nurses. I also don’t feel rushed in my appointment.”

“Average - they don’t communicate when there is a delay.”

“Not bad.”

“I sometimes wait.”

Question Nine

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

Good 	Average 	Poor 
4	1	0

Additional Comments




Three people did not respond to this question.

“They take their time and are happy to answer questions.”

“They don’t listen.”

Question Ten

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

Good 	Average 	Poor 
5	2	0

Additional Comments

One person did not respond to this question.

“Once you’ve got in it’s a good service. Getting an appointment is the hard part.”

“Not quite as good as it used to be. I haven’t had an annual call for diabetes check since been here.

“Very good. Not had any problems.”

Other Comments Received

“A smile would be nice when you come through the door. I sometimes feel like a burden with a certain receptionist. The other receptionists are lovely.”

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.
- Surgery ensure that any delays to patient’s appointments are consistently communicated by reception staff on arrival.
- It is recommended that a comments/complaints box be provided in reception so that patients can feed back anonymously and confidentially.
- The Surgery is currently looking to recruit new people to its Patient Participation Group (PPG). Posters in reception advertised for an open evening providing an opportunity for patients to meet GPs, admin teams and the Practice Manager in an informal setting. PPGs are important to ensuring that patients have an opportunity to feed in to service delivery and therefore this work to develop the PPG is strongly encouraged. A PPG noticeboard in the reception area would also be beneficial.

Surgery Response

Response by Cheryl Herbert, Practice Manager:

- We offer online booking to all our patients, and currently have 29% of the patient population registered for this service and actively promote it with our patients.
- Although not always aware when a Clinician is running late we will endeavour to pass this information on routinely regarding the waiting time to all patients, however we would like to point out that patients are not rushed out of their appointments.

- A comment and suggestion box will be purchased to allow patients to feedback anonymously, but we encourage patients that wish to make a complaint to contact the Practice Manager in the first instance.
- Our PPG Group has been up and running for the past 4 years, however it has seen a drop in numbers during the last year, notably since our move away from our old town centre building. We hope to address this with an Open Evening in mid-January and recruit some new members.

Responses to the Enter and View questions:-

1. We are sorry patients have to wait for the phone to be answered and appreciate this is a problem, we only have so many incoming lines and a limited number of staff to answer them, we do our best.
2. We will advertise our opening hours on external doors and look to get a permanent plaque for the outside of the building.
3. The size of the car park was out of our control, we have written to the local council to ask for the parking on the main road (Railway Terrace) to be extended for a 2-hour wait (currently one hour) and also had the bus route changed and this means the bus stop is much nearer to the practice.
4. The material used on the waiting room seating is plastic backed and fully washable. The seating is regularly steam cleaned as per the cleaning rota.

We wanted to achieve a look that was comfortable yet practical and in using this new fabric we have fulfilled that element and have received many compliments from patients about the furniture in our waiting rooms.

5. Great comments, thank you.
6. All comments will be shared with the Practice.
7. All comments will be shared with the Practice.
8. Seems to be mixed messages here, we will look at making this message part of the receptionist routine, with all patients being told if the doctor is running to time or not.
9. All comments will be shared with the Practice.
10. All comments to be shared with the Practice.

Date of Enter and View Visit	2nd December 2015
Authorised Representatives	Jennifer Gilder Jennie Day
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