

# GP Surgery Enter and View Report

Trinity Court Surgery - 1<sup>st</sup> February 2016

Stratford Healthcare, Arden Street, Stratford on Avon, CV37 6PG

## Practice Information \* Information received from Surgery

Practice Manager: Linda Davis

Contact Details: [linda.davis@trinitycourtsurgery.nhs.uk](mailto:linda.davis@trinitycourtsurgery.nhs.uk)

Tel: 01789 292895

Number of GPs	6 partners and 2 salaried GPs (a 3rd salaried GP is starting on 03/02/2016)
Number of Practice Nurses	1 Nurse Practitioner (second starting shortly) 1 Nurse Prescriber 4 Nurses
Number of Healthcare Assistants	3 Healthcare Assistants 1 Phlebotomist
Number of Reception Staff	11 (staff alternate duties)
Current Number of Patients	16,900

<b>Opening Hours</b>	
Monday:	08:00-17:45
Tuesday:	08:00-17:45                      Alternate Tuesdays until 20:30
Wednesday:	08:00-17:45
Thursday:	08:00-20:30
Friday:	08:00-17:45
Saturday:	Nurse Practitioner Clinic
Sunday:	CLOSED

<b>Services Provided/Specialist Clinics</b>
<ul style="list-style-type: none"><li>• Phlebotomy</li><li>• Asthma Clinic &amp; Spirometry</li><li>• Baby Clinic</li><li>• Over 75 Clinic (linked to Age UK)</li><li>• Well Person Clinic</li><li>• Health Checks</li><li>• INR Warfarin Clinic</li><li>• Minor Surgery (Cryotherapy &amp; excision)</li></ul>

# GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	Purpose built building (2006) which we observed to be in good condition. Located on the same site as Stratford Hospital.		
Internal Decoration	Very good. Light and airy with pleasant pictures on the walls.		
Parking arrangements, Including Provision for Disabled Visitors	Dedicated parking spaces for surgery with disabled spaces. Public car park close by.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		Flat surfaces with automatic doors.
Clear guidance on how to inform the surgery of your arrival?	✓		
Electronic check-in in waiting room?	✓		
Is there confidentiality/privacy at reception?	✓		Notice requesting patients stand back at reception. A quiet corner is available if required.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?		✓	Patients check in on screen or at reception and are called in by doctor or nurse.
Are waiting times displayed/patients informed?	✓		Receptionists inform of delays.
Is online booking advertised?	✓		
Is the waiting room child friendly?	✓		
Is a hearing loop installed?	✓		
Toilets Available?	✓		
Hand sanitisers available?	✓		
Are there clear notice boards with up to date information displayed?	✓		Limited noticeboards and some posters.
Is the information provided available in other formats?		✓	This hasn't been required but could be accessed if needed.
Are translation services available? Are they advertised?	✓		Can be accessed if required. Google translate is used.
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?	✓		
Is there a Patient Participation Group? Is it advertised?	✓		There is a PPG but it is not advertised.
Are the names/photographs of GP's and staff at the surgery displayed?	✓		Names are in the surgery and on the website but no photographs.

# GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 60

## Question One

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

Excellent	Good	Average	Poor
5	30	15	8

## Additional Comments

Two people did not answer this question.

“I book online and it’s very good.”

“I have never had a problem.”

“I just ring up and I am in.”

“I don't like only being able to book two weeks in advance.”

“I usually have to wait two weeks to see a particular doctor.”

“I need to get on board with online booking.”

“It's hard to see your own doctor.”

“I struggle with the online system - I need to be shown how to use it.”

“Better now I've got to grips with online booking.”

“I'm always on the end of a queue - it's better to come in and get an appointment.”

“It is hard to get appointments together for family members.”

“You only get seen if it is an emergency or wait two weeks.”

“You have to book a long time in advance to see the doctor of your choice.”

“Disastrous, I can never get through on the phone.”

“Phone is terrible. I have sometimes rung up four times in a morning.”

“Horrendous - I can't see the person I need for three weeks.”

“Generally pretty bad - reception staff were rude and wouldn't let me book the appointment I needed.”

**Question Two**

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

Excellent	Good	Average	Poor
13	41	4	0

**Additional Comments**

Two people did not respond to this question.

“I can get in before work and in the evenings.”

“Fantastic.”

“We definitely don't need GPs 24/7. There is good out of hours care.”

“Could open earlier.”

“Difficult for people who work out of normal 8am-6pm.”

“More evenings would be good.”

“Saturday mornings would be good.”

**Question Three**

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

Excellent	Good	Average	Poor
9	44	6	0

**Additional Comments**

One person did not respond to this question.

“I have a mobility scooter and the access is very good.”

“I'm always lucky and can park in allocated surgery spaces.”

“Very good disabled parking.”

“There's plenty of parking but you have to pay.”

“I use the public car park as there is not enough private parking.”

“Some child friendly spaces would be helpful.”

Two new patients had chosen Trinity surgery because of the good parking facilities available.

**Question Four**

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

Excellent	Good	Average	Poor
18	38	1	0

**Additional Comments**

Three people did not respond to this question.

“Brilliant.”  
“First Class.”

**Question Five**

How would you rate your GP at the surgery?

Excellent	Good	Average	Poor
22	32	2	0

**Additional Comments**

Four people did not respond to this question.

“I usually see the same one - he has looked after me extremely well and seen me through the death of my husband.”

“Marvellous.”

“All excellent - very attentive.”

“One I would never go near but the rest are OK - I always try to see the doctor I am registered with.”

“Fine.”

“Lovely.”

“Very friendly.”

“Very good - saved me having to go to hospital.”

“Lady doctors more attentive.”

“Don't like all of them.”

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

Excellent	Good	Average	Poor
21	31	0	0

**Additional Comments**

Eight people did not respond to this question.

“I've had a lot of care.”  
 “More than excellent.”  
 “Great.”  
 “Very helpful.”

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

Excellent	Good	Average	Poor
8	40	4	2

**Additional Comments**

Six people did not respond to this question.

“They do very well under the circumstances.”  
 “Very helpful.”  
 “Very helpful but they are governed by computer.”  
 “Improved a lot.”  
 “Always nice in the surgery.”  
 “Generally good - sometimes phone bookings are difficult.”  
 “Very nice - very professional.”  
 “Very pleasant in recent months.”  
 “I'm new and they fitted me in quickly.”  
 “They change so often.”  
 “Varies - a bad experience when a receptionist who just walked off and left me - very rude.”  
 “Bit funny when you ring up.”  
 “Constantly grumpy and snappy.”

Question Eight

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

Excellent	Good	Average	Poor
4	21	25	3

Additional Comments

Seven people did not respond to this question.

“It's hit and miss - you assume certain doctors will run late based on experience.”

“Depends on how busy it is - we're informed if it is a long wait.”

“Good on the whole.”

“Depends on who is in before you.”

“Good other than for the urgent 5 minute appointments.”

“Receptionists inform us if the doctors are running late.”

“Sometimes you have to wait - I don't mind.”

“Generally good.”

“Better in the morning.”

“Sometimes not too good - you don't get told if there is a delay.”

“Emergency appointments usually run late.”

“Up to an hour's wait with no communication if there is a delay.”

“I presume the doctor wants to give everyone a fair chance - I'm not worried about it.”

“Rubbish - I'm 20 minutes late today.”

“Waited an hour and a half and wasn't given any information.”

Question Nine

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

Excellent	Good	Average	Poor
11	37	3	0

Additional Comments

Nine people did not respond to this question.

“Always very good - they modify my medication and send me text reminders about my medication.”

“They keep in touch.”

“Very good.” (x3)

“I'm happier with my current doctor.”

“They talk you through everything.”

“If I ask questions I get answers - but I have to press for them.”

“Fine - they have time to talk.”

“Nurses do - doctors don't.”

“They are generally quite communicative.”



Question Ten

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

Excellent	Good	Average	Poor
21	28	2	0

Additional Comments

Nine people did not respond to this question.

“Brilliant.”

“Very caring and well qualified - they will always see you if it is urgent.”

“They've been excellent.”

“We're lucky - it's a great surgery they've always been very welcoming. I have Asperger's syndrome and they have been very caring here - my care has been much better since I moved here.”

“No complaints at all.”

“Brilliant and it is nice to have the cafe next door.”

“Any problems are with the NHS not the surgery.”

“It's fine apart from the problem of getting appointments.”

“Very nice - improved since the move from Chestnut Walk.”

“No hassle - no problems.”

“In general good - but I had a problem when my baby was ill and I couldn't get an appointment.”

“I would hate to have to change.”

“I'm thinking of moving as I can't get appointments.”

“It's an OK surgery - it is clean and functional and it delivers.”

## Other Comments Received

- “The excellent practice here should be used as a model for other practices.”
- “It’s a delight to come to the doctors.”
- “This is one of the better surgeries in Stratford.”
- “Maternity care is very good.”
- “Liaison between the hospital and GP can be a problem.” (mentioned twice)
- “It is so difficult to get an appointment and I can't access online so the phone is really important.”
- “I've noticed over the years that people seem to have less time - I feel rushed with the doctor.”
- “It would be nice to always see the same doctor particularly for the same complaint.”
- “Why doesn't the surgery use the TV to let you know if a doctor is running late?”
- “The surgery is great for what I have been through - we could do with more doctors.”
- “Some doctors are more specialist in some areas than others.”

## 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.
- Some patients expressed a lack of understanding of how to use the online booking system and could therefore benefit from some form of education on this.
- Surgery ensure that any delays to patient’s appointments are consistently communicated by reception staff on arrival. We were informed by the Practice Manager that the television in the waiting room will be used for this, as well as other notices, once the technology is installed (we were advised that this is imminent).
- The PPG be given their own notice board in the waiting room so that patients are aware of the role of the PPG and have opportunity to review documents such as the minutes of meetings and results of surveys.

## Surgery Response

Response by Linda Davis, Practice Manager

We accept the points that you have raised in your recommendations.

The waiting room screen is now operational and will be regularly updated with patient information.

Receptionist will try to keep patients informed about delays.

Online access is important to us and we will be encouraging patients to register for access and provide all the support that is required to enable them to use the system successfully. We aim to involve our PPG in promoting online access. As more information is released to patients on line then telephone access should become easier.

Prescriptions are now available to be sent electronically to Pharmacies if a patient has nominated a Pharmacy for routine medication this will reduce the number of times a patient needs to contact the practice.

A PPG noticeboard will be placed in the waiting area.

Date of Enter and View Visit	1 <sup>st</sup> February 2016
Authorised Representatives	Jennifer Gilder Dilys Skinner
Report Published	23 <sup>rd</sup> February 2016