

# GP Surgery Enter and View Report

Cubbington Road Surgery - 14<sup>th</sup> December 2015

115 Cubbington Road, Leamington Spa, CV32 7AT

## Practice Information \* Information received from Surgery

Practice Manager: Susan Morgan

Contact Details: [practice.manager@cubbingtonsurgery.nhs.uk](mailto:practice.manager@cubbingtonsurgery.nhs.uk)

Tel: 01926 453080

Number of GPs	3 Partners, 2 salaried GPs and 1 Registrar (3.6 FTE)
Number of Practice Nurses	1
Number of Healthcare Assistants	1 (and a Phlebotomist)
Number of Reception Staff	8 (part time)

Current Number of Patients	7,030
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<b>Opening Hours</b>	
Monday:	08:30 - 18:30
Tuesday:	08:30 - 18:30
Wednesday:	08:30 - 18:30
Thursday:	08:30 - 18:30
Friday:	08:30 - 18:30
Saturday:	08:30 - 11:30 (once a month)
Sunday:	
	18:30 - 20:45 (one evening a week)

## Services Provided/Specialist Clinics

- Chronic Disease Management
- Travel Immunisations and Advice
- Baby Immunisations
- Smoking Cessation Clinic
- Annual Diabetic Checks
- Baby and Antenatal Clinics
- Health Checks (Over 75s & NHS)
- Minor Surgery

# GP Surgery Observation

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Observation Criteria	Comments		
External Building Condition	Observed to be in a good condition.		
Internal Decoration	The interior is clean, fresh and welcoming.		
Parking arrangements, Including Provision for Disabled Visitors	Surgery is located near to a bus stop. Parking spaces are available including disabled parking.		
Observation Criteria	Yes	No	Comments
Wheelchair/Pushchair Accessible?	✓		Patients can book a room downstairs
Clear guidance on how to inform the surgery of your arrival?	✓		Clearly signposted.
Electronic check-in in waiting room?	✓		Outside reception.
Is there confidentiality/privacy at reception?	✓		Separate room available if required.
Are Reception Staff approachable and friendly?	✓		
Is there a call system for appointments?	✓		Patients collected from the waiting room.
Are waiting times displayed/patients informed?	✓		Receptionists inform patients when appointments are delayed.
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?	✓		Noticeboards upstairs and downstairs in addition to television screens.
Is the information provided available in other formats?	✓		
Are translation services available? Are they advertised?	✓		Available as required.
Is signage clear and up to date?	✓		
Is there a comments/complaints box available?		✓	
Is there a Patient Participation Group? Is it advertised?	✓		Meets quarterly. There is also a virtual group.
Are the names/photographs of GP's and staff at the surgery displayed?		✓	




# GP Surgery Enter and View Questionnaire Results

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Number of Respondents: 28

## Question One

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




Good 	Average 	Poor 
22	3	3

## Additional Comments

“Apart from being 29th in the queue at 8am.”  
“You have to ring up in the morning and it is hard to get through.”  
“It is quite difficult to get an appointment and I have to keep redialling - it is hard to get a pre-booked appointment.”  
“Pretty well organised.”  
“No problem normally.”  
“I got an appointment this morning - no problem.”  
“No problems - the booking system is fine.”  
“I find them really helpful and they always manage to fit me in.”  
“They are very helpful.”  
“You can usually get an appointment when you ask.”  
“You just accept it - you can be on phone for anything from 5 to 10 minutes.”  
“Never any problem.”  
“I got one this morning - no problem.”  
“No problems - the booking system is fine.”

Question Two




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

Good 	Average 	Poor 
24	2	2

Additional Comments

“They need more evening appointments.”  
 “No problem.”  
 “Very good, especially Saturday opening.”  
 “Perfectly satisfactory.”  
 “Fine - they do an evening service which I find helpful.”  
 “Fine for us as we are retired so we can be flexible.”  
 “Fine for me as I am retired.”  
 “Perfectly satisfactory.”  
 “Fine for me - I take what I am offered.”  
 “Always reasonable.”




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

Good	Average	Poor
		
13	9	6

**Additional Comments**

“Bit hairy at times to park.”  
 “Need to park a long way away.”  
 “Parking is difficult.”  
 “There isn’t really any parking.”  
 “I parked in the car park today.”  
 “I go on the bus route as parking is not good.”  
 “They could do with more parking space.”  
 “I have had to park a long way away - not their fault though.”




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

Good	Average	Poor
		
28	0	0

**Additional Comments**

“Always clean and tidy.”  
 “I never had an issue with it.”  
 “Very good.” (x 4)  
 “Fine to me.”  
 “No complaints.”  
 “Very happy with it.”




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

Good 	Average 	Poor 
27	1	0

Additional Comments

“Always helpful.”  
 “Never had a problem.”  
 “Depending on who’s available.”  
 “Gives you time - helpful and caring.”  
 “Always professional and friendly.”  
 “Other than one experience on a serious and sensitive issue which was not handled well.”  
 “Usually sit and listen to what you have to say - they don’t rush you.”  
 “They are all fine.”  
 “They are all fine, I have never had a problem.”  
 “Good.”  
 “Always very good and considerate.”  
 “All good.”  
 “Excellent have never had a bad experience.”

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

Good 	Average 	Poor 
27	0	0

**Additional Comments**

One person did not respond to this question.

“All nice and helpful.”

“Brilliant - they helped my little girl who severed her finger.”

“Helpful.”

“Fine, although I don’t see the nurses much.”

“Tracy is excellent.”

“They are all fine.”

“They are good to my husband.”


“Very helpful.”

“Don’t see them much but they are good when I do.”

“Always good - friendly and helpful.”

**Question Seven**

How would you rate the Reception Staff at the surgery?

Good 	Average 	Poor 
26	2	0

**Additional Comments**

“Helpful - they do their job well.”  
 “Fine, they are always friendly and try to get you in.”  
 “Helpful if you have questions.”  
 “Very good and helpful and they will fit you in.”  
 “Helpful and courteous.”  
 “Friendly.”  
 “Very good and helpful.”  
 “Excellent, eager to please.”

**Question Eight**

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

Good 	Average 	Poor 
21	7	0




**Additional Comments**

“Really good, I am flexible and there is very rarely a long wait.”  
 “Sometimes you have to wait but not very long.”  
 “Don’t have to wait long.”  
 “No problems.”  
 “Nearly always on time.”  
 “Generally not too bad.”



Question Nine

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

Good 	Average 	Poor 
23	4	0

Additional Comments

One person did not respond to this question.

“There to give advice but there was a slight concern regarding maternity appointments. There was confusion about how to book them and at 24 weeks I am having my first appointment. I wasn’t told what appointments I needed and have had to do the forms for maternity exempt card and book appointments myself etc.”

“Yes, always good - I am involved in my own care.”

“Dr Bonsall 100% - others are mixed.”

“Never had any problems.”

“Doctor discusses everything and I am fully involved.”




“Feel involved and I know what is going on.”

“Yes we discuss it - I do as I am told.”

“They ask for my opinion and discuss my treatment with me.”

**Question Ten**

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

Good 	Average 	Poor 
22	6	0

**Additional Comments**

“Especially Dr Bonsall and Dr Collins - they are very good.”  
 “No problems.”  
 “They send text reminders and lets me know about appointments for my little girl.”  
 “Very good. I have been coming 30 years and I have had no problem with surgery at all.”  
 “Excellent. I am very happy.”  
 “Very good.”  
 “Good, the overall surgery is good and obliging.”  
 “Excellent here for me when I need them - I have never been refused.”  
 “Always been treated well.”

**Other Comments Received**

“Very pleased with my surgery and doctor.”  
 “I wasn’t very happy when I had to wait hours at the hospital where I had been sent for my blood tests and hadn’t been given an appointment at the surgery for my blood test which I wanted.”

## Recommendations

- The Surgery provide a comments/complaints box for patients as the Friends and Family Test is a separate system.
- 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 ensure that maternity appointments are clearly communicated to patients as applicable.

## Surgery Response

Response by Susan Morgan, Practice Manager

We invited Healthwatch to visit our surgery as part of their Surgery Enter and View Programme. The team spent time talking to patients in the waiting room on a busy Monday Morning. Verbal feedback was given to me on the day.

We are pleased with the overall comments from patients. Staff and clinicians work hard to provide a high standard of care and to accommodate patients for their healthcare needs.

In response to the Health Watch team recommendations:

We will be providing a Feedback box in both waiting rooms to give patients the opportunity to communicate feedback. There are also Friends & Family Test survey cards available in the practice for patients to respond and note their comments anonymously.

We are continually reviewing the appointment demand and our appointment booking processes. We have made more GP appointments available to pre-book online, as well as by telephone or face to face request. We are publicising our late weekday clinics and Saturday clinics more widely. Appointment booking can be difficult at peak times, Monday mornings and some mornings between 8am and 10am can be the most busy. We would suggest patients only ring in the morning for appointments if they need to be seen on the same day. The telephones are less busy in the afternoons. If there is an urgent issue patients will always be offered at least a phone call by the duty doctor on the same day, the doctor will assess the condition and may invite the patient in for a face to face consultation on the same day.

Regarding the difficulties the patient had booking midwife appointments, the practice manager has contacted the midwife to clarify the booking process and this process has been reviewed with staff.

We do realise parking is an issue at times. Our long term development plans include better parking.

We cannot always accommodate patient requests for having their blood tests undertaken in the practice which have been requested by the hospital or consultants. We only have a limited number of appointments for blood tests and priority is given to patients needing a blood test requested by one of our doctors.

We would like to thank the patients who took time with the Healthwatch team to give their views and comments. We also thank the Health Watch team for their time and constructive comments.

Date of Enter and View Visit	14 <sup>th</sup> December 2015
Authorised Representatives	Viv Gaster Deb Smith
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