

Red Roofs Surgery - Original visit: 20th April 2015  
31 Coton Road, Nuneaton CV11 5TW

## Practice Information \* Information received from Surgery

Practice Manager: Jeffrey Powell

Contact Details: 02476 357100

[Jeffrey.Powell@redroofssurgery.nhs.uk](mailto:Jeffrey.Powell@redroofssurgery.nhs.uk)

## Recommendations:

### Recommendation 1:

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.

Has this recommendation been met? Yes  No

### Comments:

My response to the original enter and view visit (on 20<sup>th</sup> April 2015) highlighted that fact that we were one of the highest users nationally for patient accessing on line services and as such was not a valid reflection of the performance of the practice at that time, we continue to have a high number of users.

**Recommendation 2:**

Informing patients on the day of any delays which may impact their appointment. Good practice seen at other surgeries has involved a notice board in Reception or the use of the electronic check in to notify patients of current waiting times.

Has this recommendation been met? Yes  No  Partially Met X

**Comments:**

We use an electronic check in system for patients but a software change by the provider had removed the waiting time information to patients. We have requested that this be reinstated, but we are waiting for this to be done. We will notify patients if we are contacted by the GP and advised that they are running late, but this is somewhat of a fluid situation and we ask that all patients are tolerant of this.

**Any additional comments:**

We now have fixed play tables and fixed children's wall play equipment in both waiting areas which has proved very popular.

Date of Enter and View Revisit	11/04/2016
Authorised Representatives	Jen Gilder
Report Published	24/04/2017